

# AGENDA

## Potter Park Zoo Advisory Board

1301 S. Pennsylvania Avenue ~ Lansing, MI 48912

Telephone: 517.342.2776; Fax: 517.316.3894

The Board information packet is available on-line by going to [www.potterparkzoo.org](http://www.potterparkzoo.org), selecting "About," clicking on "Zoo Advisory Board" and clicking "January 11, 2023".

### POTTER PARK ZOO ADVISORY BOARD MEETING

Wednesday, January 11, 2023

6:00 PM

1. Call to Order
2. Approval of the November 09, 2022 Meeting Minutes.
3. Limited Public Comment – *Limited to 3 minutes with no discussion*
4. Late Items/Deletions/Consent Items
5. Action Items
  - a. Honoring Julie Downs – Resolution
  - b. Animal Health Facility – Resolution
  - c. Water Line Replacement – Resolution
6. Director's Report
  - a. Finance Report – Cynthia Wagner
  - b. Admission Report- Cynthia Wagner
  - c. Director's Report – Cynthia Wagner
7. New Business
  - a. Emergency Furnace Replacement- Binturong
  - b. Emergency Heating Repair – Feline Primate
  - c. Emergency Generator Repair
  - d. AZA Accreditation 2023
8. Old Business
  - a. Capital Campaign Update – Amy Morris
9. Board Comments
10. Limited Public Comment - *Limited to 3 minutes with no discussion*
11. Upcoming Meeting
  - a. Zoo Advisory Board Meeting February 08, 2023 at 6:00 PM
12. Adjournment

Official minutes are stored and available for inspection at the address noted at the top of this agenda. Potter Park Zoo will provide necessary reasonable auxiliary aids and services, such as interpreters for the hearing impaired and audio tapes of printed materials being considered at the meeting for the visually impaired, for individuals with disabilities at the meeting upon five (5) working days' notice to the Zoo. Individuals with disabilities requiring auxiliary aids or services should contact the Zoo by writing to: Zoo Director, 1301 S. Pennsylvania Ave., Lansing, MI 48912, or by calling 517.342.2776.

**MINUTES – INGHAM COUNTY**  
**POTTER PARK ZOO ADVISORY BOARD**  
**1301 S. Pennsylvania Avenue,**  
**Lansing, MI, November 09, 2022**

**BOARD MEMBERS**

**PRESENT:** Chair Cheryl Bergman, Commissioner Tennis, Vice Chair Kyle Binkley, Dr. Jack Kottwitz, Mary Leys, and Emily Linden

**ALSO PRESENT:** Cynthia Wagner, Zoo Director, Amy Morris-Hall, Executive Director Potter Park Zoological Society

**ABSENT:** Commissioner Trubac, Molly Korn, Julie Pingston, Dr. Richard Snider and Mary Hauser

**CALL TO ORDER:** Meeting called to order at 6:01 p.m.

**MINUTES:** Moved by Emily Linden and supported by Mary Leys to approve the minutes of the October 12, 2022 meeting as written, **Yes-6; No-0; MOTION CARRIED.**

**LIMITED PUBLIC COMMENT**

None

**LATE ITEMS/DELETIONS/CONSENT ITEMS**

None

**ACTION ITEMS**

**2023 Meeting Dates**

The 2023 meeting dates will stay the second Wednesday of every month. Mary Leys asked if there were any conflicts and Director Wagner stated the only one could be the September meeting due to AZA. The board agreed the meeting date could be changed in the future if the conference is a conflict.

**Resolution – Zoological Society Donation**

Director Wagner explained there is a Resolution in place to allow the Zoo to accept physical and monetary donations from the Zoological Society in amounts less than \$25,000. Wagner continued that this additional Resolution would allow the Zoo to accept physical and monetary donations from the Zoological Society in any amount if designated for the animal hospital. She stated that she would be presenting at the Ingham County Board of Commissioners meeting next week with Amy Morris-Hall and Brian Fisher regarding the need for the animal hospital.

Moved by Kyle Binkley and supported by Mary Leys to support the Resolution as written, **Yes-6; No-0; MOTION CARRIED.**

## **FINANCIAL REPORTS**

### **Admission and Parking Report**

Director Wagner reported that this was the last parking report for the year as parking fees ended October 31. Parking was up for the month and the year compared to 2021 but was down compared to 2019. She continued that the admissions report shows zoo attendance was up for the month and the year compared to 2021, but down compared to 2019.

### **Zoo Financial Report**

Director Wagner reported that the Zoo is still on track to put the budgeted amount of \$718,000 back into fund balance. She explained that the majority of the CIP money budgeted in 2022 will not be spent by the end of the year and will have to get carried over to the 2023 budget.

## **ZOO DIRECTOR REPORT**

Major Elements Reported by Director Wagner:

- Two zookeepers, Gabbi and Kelsey, have started in the full-time keeper positions and Autumn has started full time as the veterinary technician. In addition, an account clerk has been hired and will start full time December 5.
- The zoo has added breastfeeding guidelines, approved by Human Resources, to the employee manual. This was a suggestion from the zoo's DEAI committee.
- Communications specialist, Heath Thurman, submitted several zoo animal births to AZA and the binturong was published in October and the lemur in November's issue of Connect magazine.
- The zoo received an email regarding the unhealthy options at the Savannah Grill. Jon Lawrence will continue to evaluate healthier options like the soup he added to the menu this fall.
- Fall Zootacular attendance was just over 7,000 guests. The Society is likely going back to calling the event Boo at the Zoo in 2023.
- The Zoo will have a vehicle in the Silver Bells electric light parade Friday, November 18.
- The Zoo high school class has 38 students this school year from 14 schools and four counties.
- The end of year appeal will be mailed by the first week in December.
- Maintenance has several projects in progress and leaf removal is in full force. The HVAC controls are replaced in the Discovery Center.
- Dr. Ronan Eustace is now a Diplomate of the American College of Zoological Medicine.
- The wolves will be relocating to a new zoo soon. The zoo they are moving does not want their name mentioned until the wolves arrive safely, so the press release won't go out until after the wolves arrive at the new facility. This move will allow them to be introduced to a female wolf and have a larger exhibit.
- Doppsee was confirmed not pregnant so breeding introductions will take place as weather allows.

### **NEW BUSINESS**

None

### **OLD BUSINESS**

#### **Capital Campaign Update**

Executive Director Amy Morris-Hall presented a capital campaign update. Total funds raised in hard commitments and funds in hand is around 3.8M. There are three foundations the zoo is waiting to hear back from that have the potential to put the total over the 4.5M goal.

### **BOARD COMMENTS**

None

### **LIMITED PUBLIC COMMENT**

None

### **ADJOURNMENT**

Meeting ended at 6:47 p.m.

# **POTTER PARK ZOO ADVISORY BOARD**

Meeting of January 11, 2023

## **RESOLUTION HONORING JULIE DOWNS**

WHEREAS, Julie Downs has worked at Potter Park Zoo since 1996; and

WHEREAS, Ms. Downs worked for the Potter Park Zoological Society until 2017 when she became employed by Ingham County as the Potter Park Zoo Account Clerk; and

WHEREAS, Ms. Downs successfully oversaw inventory, sales, and staff management in the gift shop for 21 years; and

WHEREAS, Ms. Downs was able to adapt and learn the necessary proficiencies for the newly created account clerk position in 2017; and

WHEREAS, during her tenure at Potter Park Zoo Ms. Downs worked diligently at every task she spent time on; and

WHEREAS, Ms. Downs caring commitment to her responsibilities have contributed to Potter Park Zoo's ability to provide exceptional service to the citizens of Ingham County; and

WHEREAS, Ms. Downs gentle and kind nature created a positive atmosphere for staff and guests each time she interacted with them; and

WHEREAS, after 26 years of dedicated service to Potter Park Zoo, Julie Downs is retiring on December 03, 2022; and

WHEREAS, Ms. Downs extraordinary work will have a lasting impact at Potter Park Zoo.

THEREFORE BE IT RESOLVED, that the Potter Park Zoo Advisory Board takes this opportunity to acknowledge and extend its sincere gratitude for the contributions Julie Downs has made to Potter Park Zoo throughout her 26 years of dedicated service.

BE IT FURTHER RESOLVED, that the Potter Park Zoo Advisory Board wishes Julie Downs great success and happiness in her future endeavors.

**TO:** Potter Park Zoo Advisory Board  
**FROM:** Cynthia Wagner, Potter Park Zoo Director  
**DATE:** January 03, 2023  
**SUBJECT:** Constructing, Equipping, and Financing a New Animal Health Facility at Potter Park Zoo For the meeting agenda of January 11, 2023

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### **BACKGROUND**

Potter Park Zoo is an accredited member of the Association of Zoos and Aquariums (AZA) and must meet standards established by the association. AZA standard 2.0.1 states, “The institution should adopt the Guidelines for Zoo and Aquarium Veterinary Medical Programs and Veterinary Hospitals, and the policies developed or supported by the American Association of Zoo Veterinarians (AAZV). As noted in Potter Park Zoo’s 2017 AZA accreditation inspection report, the zoo must replace the existing animal clinic with an animal health facility that meets the AAZV guidelines.

The Potter Park Zoological Society is a private, 501c (3) nonprofit, fundraising organization that raises funds to support the Potter Park Zoo. The Zoological Society started raising funds in the fall of 2021 to replace the existing 900 ft² animal care clinic with a new animal health facility for its more than 350 animal residents.

This resolution would authorize the Ingham County Building Authority to proceed with constructing, equipping and financing a new animal health facility at Potter Park Zoo.

### **ALTERNATIVES**

This follows the customary practice of using the Ingham County Building Authority for this type of significant building project.

### **FINANCIAL IMPACT**

The projected cost of construction, equipment and financing plus fees, is not to exceed \$6,000,000 for this new animal health facility. The Potter Park Zoological Society has raised \$4,350,000 for this project and will continue to raise all funds necessary to complete the new animal health facility.

### **OTHER CONSIDERATIONS**

It should also be noted that this resolution would authorize the Ingham County Building Authority to engage an owner’s representative for this project. An owner's representative is a third-party company hired by the owner and acts as an extension of staff managing the day-to-day operations of a project. The owner's representative will work with all project team members, tracking issues and facilitating and expediting solutions. Because this is such a large project and the first of its size at Potter Park Zoo in over twenty years, having an owner’s representative will be vital to the success of the project.

### **RECOMMENDATION**

Based on the information presented, I respectfully recommend approval of the attached resolution.

# **POTTER PARK ZOO ADVISORY BOARD**

Meeting of January 11, 2022

## **RESOLUTION TO PROCEED WITH PLANS FOR CONSTRUCTING, EQUIPPING, AND FINANCING A NEW ANIMAL HEALTH FACILITY AT POTTER PARK ZOO**

WHEREAS, the Potter Park Zoo is an accredited member of the Association of Zoos and Aquariums (AZA) and must meet standards established by the association including constructing a new animal health facility that meets American Association of Zoo Veterinarians guidelines; and

WHEREAS, the Potter Park Zoological Society is a private, 501c(3) nonprofit, fundraising organization that raises funds to support the Potter Park Zoo; and

WHEREAS, the Potter Park Zoological Society has raised \$4,350,000 and will continue to raise any additional funds necessary to complete the new animal health facility.

THEREFORE BE IT RESOLVED, that the Potter Park Zoo Advisory Board hereby supports the Ingham County Building Authority to proceed with the constructing, equipping, and financing of a new animal health facility to replace the existing facility.

BE IT FURTHER RESOLVED, that the projected cost of the construction, equipment, and financing is not to exceed a total project cost of \$6,000,000.

BE IT FURTHER RESOLVED, that due to the size and complexity of the facility, the Potter Park Zoo Advisory Board supports the Ingham County Building Authority to engage an owner's representative for this project.

BE IT FURTHER RESOLVED, that any and all costs incurred by the County and the Ingham County Building Authority with respect to this project shall be reimbursed by the Potter Park Zoological Society.

**TO:** Potter Park Zoo Advisory Board  
**FROM:** Cynthia Wagner, Potter Park Zoo Director  
**DATE:** January 03, 2023  
**SUBJECT:** Agreement with Scarlett Excavating for Water Service Replacement at the Potter Park Zoo  
Tiger Den  
For the meeting agenda of January 11, 2023

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### **BACKGROUND**

In July 2022 there was a main break in Potter Park that required an emergency repair to a 2” water main line. At the time the repair was completed Myers Plumbing and Heating Inc. advised Zoo Maintenance Staff that the water line that provides service to the Tiger Den must be replaced or further breaks could be expected.

The Purchasing Department issued a Request for Proposals (RFP) for water service replacement for the Tiger Den at Potter Park Zoo.

### **ALTERNATIVES**

The water line replacement could be postponed until a break occurs.

### **FINANCIAL IMPACT**

Scarlett Excavating submitted the lowest responsible proposal of \$17,500 for water line repair services at Potter Park Zoo. There are funds available in the Zoo Fund Balance to cover the total cost of \$17,500.

### **STRATEGIC PLANNING IMPACT**

This resolution supports the overarching long-term objective of Improving Facilities, specifically section A.1 (f) of the Ingham County Action Plan - Maintain and improve existing parkland, facilities, and features.

### **OTHER CONSIDERATIONS**

### **RECOMMENDATION**

Based on the information presented, I respectfully recommend approval of the attached resolution to authorize an agreement with Scarlett Excavating for water line replacement at Potter Park Zoo in an amount not to exceed \$17,500.



# **POTTER PARK ZOO ADVISORY BOARD**

Meeting of January 11, 2023

## **RESOLUTION TO AUTHORIZE AN AGREEMENT WITH SCARLETT EXCAVATING INC. FOR WATER LINE REPAIR SERVICES AT POTTER PARK ZOO**

WHEREAS, a water line to the Potter Park Zoo Tiger Den is in need of replacement; and

WHEREAS, it is the recommendation of Potter Park Zoo to enter into an agreement with Scarlett Excavating, who submitted the lowest responsive and responsible proposal of \$17,500, to provide professional water line repair services at Potter Park Zoo; and

WHEREAS, funds are available in the Zoo Fund Balance to cover the full cost of \$17,500.

THEREFORE BE IT RESOLVED, that the Ingham County Board of Commissioners hereby authorizes entering into an agreement with Scarlett Excavating in an amount not to exceed \$17,500 from the Zoo Fund Balance.

BE IT FURTHER RESOLVED, that the Controller/Administrator is authorized to make any necessary budget adjustments consistent with this resolution.

BE IT FURTHER RESOLVED, that the Board Chairperson is authorized to sign any necessary documents consistent with this resolution after approval as to form by the County Attorney.

**POTTER PARK ZOO  
BALANCE SHEET - PRELIMINARY  
AS OF DECEMBER 31ST, 2022**

**ASSETS**

CASH	\$ 1,541,490
DEPOSITORY CASH	4,588
IMPREST CASH	8,000
TAXES REC - CURRENT LEVY	735,369
IFT TAX RECEIVABLE	(15,546)
TAXES REC - DELINQUENT	19,809
ESTIMATED UNCOLLECTIBLE DELINQUENT TAXES	(18,817)
ACCOUNTS REC-OTHER	80
PROPERTY TAX RECEIVABLE	-
INTEREST RECEIVABLE	2,931
DUE FROM STATE	-
INVENTORY	68,592
PREPAID EXPENSES	87,724

<b>TOTAL ASSETS</b>	<u><u>\$ 2,434,220</u></u>
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**LIABILITIES**

VOUCHERS PAYABLE	-
DUE TO ZOOLOGICAL SOCIETY	95,475
TAX LEVY LIABILITY	23,500
SALES TAX PAYABLE	1,311
REFUND NOW	(61)
REFUND APPLY	(685)
ACCRUED PAYROLL	106,783
ACCOUNTS PAYABLE	5,939
DEFERRED REVENUE - DELINQUENT TAXES	6,356
DEFERRED REVENUE - PROPERTY TAXES	8,300

<b>TOTAL LIABILITIES</b>	<u><u>246,919</u></u>
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**FUND BALANCE**

UNSPENDABLE	68,592
UNRESTRICTED FUND BALANCE	2,118,710
	<u>2,187,301</u>

<b>TOTAL LIABILITIES AND FUND BALANCE</b>	<u><u>\$ 2,434,220</u></u>
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*NOTE: This is based on figures posted to fiscal year 2022 as of 1/5/2023. The county audit has not been completed, and these figures may change. Financial Services will provide a final financial statement once the audit has been completed.*

**POTTER PARK ZOO**  
**YEAR TO DATE BUDGET/ACTUAL REPORT - PRELIMINARY**  
**FOR 12 MONTHS ENDING DECEMBER 31ST, 2022**

	2022 BUDGET	DECEMBER 2022 YTD ACTUAL	BUDGET REMAINING	% OF BUDGET	DECEMBER 2021 YTD ACTUAL
<b>REVENUES</b>					
PROPERTY TAX	\$ 4,150,873	\$ 4,026,382	\$ 124,491	97.00%	\$ 3,224,985
UNALLOCATED PORTION OF TAXES (0 MONTHS)	\$ -	\$ -	\$ -	0.00%	\$ -
ADMISSIONS	\$ 625,000	\$ 716,798	\$ (91,798)	114.69%	\$ 782,110
CONCESSIONS, GIFT SHOP, VENDING	\$ 510,000	\$ 835,464	\$ (325,464)	163.82%	\$ 798,004
PARKING FEES	\$ 185,000	\$ 162,954	\$ 22,046	88.08%	\$ 156,011
INTERACTIVE SITES	\$ 70,000	\$ 109,173	\$ (39,173)	155.96%	\$ 131,580
INTEREST INCOME	\$ 40,000	\$ 19,223	\$ 20,777	48.06%	\$ 4,709
OTHER REVENUES	\$ (640,586)	\$ 87,556	\$ (728,142)	-13.67%	\$ 132,066
<b>TOTAL REVENUES</b>	<b>\$ 4,940,287</b>	<b>\$ 5,957,550</b>	<b>\$ (1,017,263)</b>	<b>120.59%</b>	<b>\$ 5,229,466</b>
<b>EXPENDITURES</b>					
<b>PERSONNEL SERVICES</b>					
Salaries & Wages - Full Time	\$ 1,704,351	\$ 1,653,457	\$ 50,894	97.01%	\$ 1,602,252
Salaries & Wages - Seasonal	\$ 565,284	\$ 746,550	\$ (181,266)	132.07%	\$ 665,607
Benefits	\$ 885,155	\$ 913,946	\$ (28,791)	103.25%	\$ 890,688
Total Personnel Services	\$ 3,154,790	\$ 3,313,952	\$ (159,162)	105.05%	\$ 3,158,547
<b>CONTROLLABLE EXPENDITURES</b>					
Supplies	\$ 323,000	\$ 464,332	\$ (141,332)	143.76%	\$ 432,488
Animal Care	\$ 302,000	\$ 291,079	\$ 10,921	96.38%	\$ 294,038
Purchased Services	\$ 1,150,767	\$ 689,538	\$ 461,229	59.92%	\$ 602,478
Utilities - Telephone	\$ 20,125	\$ 19,836	\$ 289	98.57%	\$ 18,591
Rentals & Leases	\$ 2,000	\$ 2,134	\$ (134)	106.71%	\$ 4,177
Other Expenses	\$ 136,650	\$ 132,115	\$ 4,535	96.68%	\$ 77,424
Total Controllable Expenditures	\$ 1,934,542	\$ 1,599,034	\$ 335,508	82.66%	\$ 1,429,196
<b>NON-CONTROLLABLE EXPENDITURES</b>					
Utilities	\$ 235,000	\$ 257,896	\$ (22,896)	109.74%	\$ 206,643
Insurance	\$ 85,000	\$ 93,448	\$ (8,448)	109.94%	\$ 89,540
IT Support Expense	\$ 188,148	\$ 180,908	\$ 7,240	96.15%	\$ 73,221
Other Expenses	\$ 496	\$ 496	\$ (0)	100.06%	\$ 428
Total Non-Controllable Expenditures	\$ 508,644	\$ 532,749	\$ (24,105)	104.74%	\$ 369,833
<b>CAPITAL OUTLAY</b>					
Capital Improvements	\$ (657,689)	\$ 68,889	\$ (726,578)	-10.47%	\$ -
<b>TOTAL EXPENDITURES</b>	<b>\$ 4,940,287</b>	<b>\$ 5,514,624</b>	<b>\$ (574,337)</b>	<b>111.63%</b>	<b>\$ 4,957,576</b>
<b>TOTAL CHANGE IN FUND BALANCE</b>	<b>\$ -</b>	<b>\$ 442,926</b>			<b>\$ 271,890</b>
<b>FUND BALANCE AS OF 1/1/22</b>					
NON-SPENDABLE		\$ 68,592			
UNRESTRICTED		\$ 1,593,862			
		<u>\$ 1,662,454</u>			
<b>FUND BALANCE AS OF 4/30/2022</b>		<b>\$ 2,105,380</b>			
<b>FUND BALANCE AS OF 4/30/2022</b>					
UNSPENDABLE		\$ 68,592			
UNRESTRICTED		\$ 2,036,788			
		<u>\$ 2,105,380</u>			

POTTER PARK ZOO  
MONTHLY ATTENDANCE REPORT  
FOR MONTH AND YTD December 31, 2022

ADMISSION TYPE	CURRENT MONTH						YEAR-TO-DATE			
	2019	2021	2022 Gate	2022 Online	2022 Total	BETTER (WORSE) THAN PY	2019 COUNT	2021 COUNT	2022 COUNT	BETTER (WORSE) THAN PY
GENERAL										
CHILD RESIDENT	364	198	95	0	95	(103)	23,269	13,563	11,482	(2,081)
CHILD NON-RESIDENT	0	208	74	22	96	(112)	0	18,648	14,776	(3,872)
CHILDREN - UNDER 3	164	114	51	4	55	(59)	12,271	16,224	8,503	(7,721)
ADULT RESIDENT	607	666	291	0	291	(375)	23,891	24,817	25,627	810
ADULT NON-RESIDENT	607	399	104	62	166	(233)	18,358	28,799	27,371	(1,428)
SENIOR/MILITARY RESIDENT	0	6	22	8	30	24	2,668	2,906	3,287	381
SENIOR/MILITARY NON-RESIDENT	0	555	14	0	14	(541)	3,590	5,320	4,274	(1,046)
GROUPS	0	0	0	0	0	0	9,756	4,478	18,138	13,660
SUBTOTAL	1,742	2,146	651	96	747	(1,399)	93,803	114,755	113,458	(1,297)
MEMBERSHIPS/PROGRAMS										
PPZ MEMBERS/RECIPROCAL	483	31	410	7	417	386	26,746	18,598	20,005	1,407
SOCIETY PROGRAMMING/EVENTS	18,268	16,318	8,912	2,613	11,525	(4,793)	57,305	39,264	40,896	1,632
MONDAY PROGRAM	79	48	21	0	21	(27)	8,138	3,376	4,413	1,037
ZIYN	0	72	83	0	83	11	0	2,773	4,507	1,734
OTHER (non-paying)	0	0	0	0	0	0	4,632	2,116	1,562	(554)
SUBTOTAL	18,830	16,469	9,426	2,620	12,046	(4,423)	96,821	66,127	71,383	5,256
GRAND TOTAL	20,572	18,615	10,077	2,716	12,793	(5,822)	190,624	180,882	184,841	3,959

ADMISSION TYPE	DESCRIPTION
CHILDREN RESIDENT	Children, Ingham County ages 3-16 (\$5 April - October, \$3 November-March)
CHILDREN NON-RESIDENT	Children, Out of Ingham County ages 3-16 (\$5 April - October, \$3 November-March)
CHILDREN - UNDER 3	All Children, any county under age 3 (Free)
ADULT RESIDENT	Adult of Ingham County ( \$7 April 1 - Oct. 31, \$4 November-March)
ADULT NON-RESIDENT	Adult Out of Ingham County ( \$13 April 1 - Oct. 31, \$4 November-March)
SENIOR/MILITARY RESIDENT	Seniors/Military of Ingham County ( \$5 April 1 - Oct. 31, \$4 November-March)
SENIOR/MILITARY NON-RESIDENT	Seniors/Military of Ingham County ( \$11 April 1 - Oct. 31, \$4 November-March)
PPZ MEMBERS	Visitors holding membership at PPZ - one time payment
SPECIAL EVENTS - PPZ	Admission included in event fee
SPECIAL EVENTS - COUNTY	Admission included in event fee
RECIPROCAL ZOO MEMBERS	Reciprocal Zoo memberships (Discount varies)
RECIPROCAL ZOO MEMBERS (100%)	Reciprocal Zoo Members (Free admission)
GROUPS	20 or more guests paying together (\$1 off per person)
MONDAY PROGRAM	Ingham County and City of Lansing Residents free 9-12 PM on non-holiday Mondays
OTHER (non-paying)	Any coupon related attendee



## Director's Report January 11, 2023

### Staff

Each staff member had the opportunity to create a one-of-a-kind ornament to be placed on the staff trim-a-tree for all guests to see during the holiday season. It was a fun staff enrichment activity. Also, a holiday luncheon and special Wonderland of Lights night was held for staff.

Rick Parker provided a thanksgiving meal 29 staff members.



After 26 years of service, Julie Downs has retired. Trish Steffens has started in the new full-time account clerk position.

Ruby Bellosillo and Rick Parker completed a "How to Deliver Exceptional Customer Service" seminar through Pryor Learning.

Kimberly Hernandez, hoofstock area lead, and Adrianna Davidson spent two days job shadowing keepers at the Brookfield Zoo to learn okapi husbandry practices.

Bryan Bares and Nickolas Tap, bird and reptile zookeepers, attended an ambassador bird workshop in Atlanta, GA.

### Safety

A pony broke a section of fence Tuesday, November 29 and was able to enter the zoo. Staff responded quickly and were able to restrain the pony and lead it back to the enclosure. Modifications were made to the fence so that if a break occurs in the same section in the future the pony will not be able to enter the public area.

There was a code green (animal escape) drill conducted December 27. AZA requires one animal escape drill annually and Potter Park Zoo completed three animal escape drills for 2022.

The last required staff members that need to complete their CPR/AED/ First Aid training will be doing the course January 13. The certification lasts for two years.

## Guest Services

Preparations are in process for hiring and training the 2023 staff for admissions, parking, food services, and retail.

A new conservation product line was recently added from *African Dream Foods*. This is a fair-trade company that crafts socially-conscious hot sauces and spices to deliver authentic flavor and promote wildlife conservation.

Vendor relationships are being set up with a number of other companies that will further our conservation, education, and overall zoo experience goals we have for our guests.

Jon Lawrence completed a “Sustainability in Retail” professional program in November providing information about sourcing sustainable products as well as helping build relationships with vendors that offer sustainable merchandise. Social sustainability, economic sustainability, and environmental sustainability are considered for all purchases.

The following funds have been collected at guest services locations in 2022 to support the zoo’s conservation efforts:

• Tips 4 Conservation	\$1,115.23
• Straws for Conservation	\$460.25
• Recovery/General Donations	\$414.65
• Bookmark Donations	\$4,108.00
<b>Total</b>	<b>\$6,098.13</b>

## Events



Adrian did a fantastic job with the Potter Park Zoo vehicle for the Silver Bells parade.

Nearly 400 toys were donated during the December 3 Toys for Tots Wonderland of Lights night.





The final night of Zoo Nights had 580 guests attend making it the most highly attend of all Zoo Nights in 2022.

Ice Safari is February 11,12, 18 and 19 from 10 a.m. - 4 p.m. each day. There will be a variety of animal ice carvings on display throughout the zoo. Conservation messaging attached to each sculpture will provide a fun and educational tour for all guests to enjoy. The installations will be supplied by Miller Ice Sculptures of Lansing. Live carvings will also be featured in the Green Space each day.

### **Ice Safari Sponsor Levels (Prices are per weekend)**

#### ***Ice Package 1: Regular (40x20x10 inches) Ice Sculpture (\$750)***

- website/social media recognition
- sponsorship sign in front of sculpture
- early access to view their sculpture before the public

#### ***Ice Package 2: Regular (40x20x10 inches) Ice Sculpture (\$1,000)***

- website/social media recognition
- sponsorship sign in front of sculpture
- 6 passes for the weekend of your choice
- early access to view their sculpture before the public

#### ***Ice Package 3: Larger (40x40x10 inches) Ice Sculpture (\$1,500)***

- website/social media recognition
- 10 passes for the weekend of your choice
- early access to view their sculpture before the public
- name/logo carved in the sculpture & sponsorship sign in front (please email a copy of your logo)

### **Conservation Education**

The sale of AAZK merchandise in the AniMall raised \$2,600 for the PPZ AAZK chapter's conservation efforts in 2022. AAZK has also decided to hold an animal love themed event for adults around Valentine's Day.

#### **2022 Conservation Education Numbers:**

- BIG Zoo Lesson hosted three classes in December adding 68 more students to the 2022 year-end total of 708 students (31 classes total).
- Encounters totaled 97 (these were all non-animal encounters for college classes; taxonomy and enrichment).

- Extended Learning had 73 participants (2 @ the Zoo and 4-H Exploration Days)
- Tours totaled 1644 participants engaging 651 adults and 993 students.
- Sundown Safari overnights reached 265 total participants.
- Zookambi filled 702 spots which was 96% of capacity (many kids attended more than one session, so the number of individual participants was 333).

ERESA has had several guest speakers from various MSU departments as they work on College/Career preparation.

Recruitment has begun for the 10<sup>th</sup> grade program from area schools at Lansing Community College on Tues, Dec 13<sup>th</sup>.

Email from a Big Zoo Lesson 3<sup>rd</sup> grade Sycamore Elementary parent:

*"I wanted to let you know that Lexi is really enjoying the lesson this week. When I took her to Karate tonight, which ended up being 45 minutes in the car total, she kept sharing facts that she learned. It was really cute and funny how excited she was to share what the Tamarin's eat, how penguins stay warm, repeat of the river otters yesterday, and how the goats apparently liked her group but not the other group. In the end I felt like I had almost a minute by minute recount of the day, even including someone switching tables during the ice activity that the class did. Thank you so much for doing this."*

Email from a parent:

*"Beginning in the early 2000s, my daughter started participating in ZooKambi. She attended every class multiple times through 6th grade. Then she started volunteering at the zoo. This coming spring she will be completing a PhD in genetics (studying lizard gene sequencing -- she has identified 8 new species). She will start working at the Henry Doorley Zoo in Omaha doing genetics research on lemurs and spending time in Madagascar. Your program was an extremely important part of her childhood and youth. Thanks for the support you gave her. Keep up the good work."*

## **Fundraising**

The Resolution was approved for the Board of Commissioners authorizing the Zoo to accept donations from the Society in any amount designated for the animal hospital. Funds will be transferred as they are needed to pay for services or equipment for the hospital.

Paint Your Poison and Potter Park Zoological Society hosted a zoo animal ornament painting kit with a portion of the proceeds going back to Potter Park Zoo.

## **Membership/Volunteers**

PPZ members came out and supported the zoo in December with both daily visits and zoo event attendance. There were 410 members who visited during daytime hours and 606 who attended



evening events. Additionally, the year ended with a total of 6,386 members, making up 2,912 member households.

In December, 66 volunteers contributed 657 hours helping with Big Zoo Lesson, Wonderland of Lights, Falconers, Zoo Nights and more.

## **Zoo in Your Neighborhood**

In December, 334 guests were welcomed into the zoo with a zoo pass. Over 240 of them visited during Wonderland of Lights.

In 2022, a total of 4,853 guests visited the zoo with a pass. There were 1,311 passes used by the families, averaging 3.7 people per pass! Since the start of the program in November 2017, 6,122 guests visited using a pass.

## **FALCONERS**

The logo was updated at the end of last year.



The next FALCONERS event is Saturday, January 14.

The December Wonderland of Lights FALCONERS event was a huge success with over 230 participants. Not only did the families get to see the lights, they were able to enjoy a soup dinner (chicken nuggets for those that do not like soup) and Texas Roadhouse rolls. Heath, PPZ communications specialist, took photos of the families with Santa.

## **Diversity, Equity, Access and Inclusion (DEAI)**

Every two years Mariah Martinez takes 14 hours of training in autism, ADHD and sensory processing disorders to renew her Autism Certificate (AC) through the International Board of Credentialing and Continuing Education Standards. The AC recognizes professionals dedicated to promoting quality care in the field of autism. She has completed all tests and renewed the certificate through 2025.

The PPZ DEAI Committee had their final meeting of the year December 20. Ingham County's DEI Director Feliz Rodriguez continues to be part of the meetings and is beneficial for the Zoo and County working together on DEAI initiatives at the zoo.

Ingham County was awarded the Michigan Breastfeeding-Friendly Workplace Award! Potter Park Zoo's efforts contributed to receiving this award.



## Maintenance

December and early January have been very busy for the maintenance department, listed below are few of their accomplishments and ongoing tasks:

- Continuous painting has been taking place in both the Reptile and Feline Primate Houses.
- Completed installation of extension posts and top rails on East fence line with fencing to be installed once ground freezes enough to drive equipment on it.
- Relocated the camera system from red pandas to otters to monitor to the female otter.
- Installed new mesh on the barred owl exhibit so it can be used for the newly acquired kestrels.
- A new nesting box was built and installed in the eagle owl exhibit.
- Much time was dedicated to preparing animal areas for winter.
- Felling of trees deemed hazardous by an arborist began January 6 and will continue through January and February. This does include stumping to allow for trees to be planted in those locations in the future.
- Design work for asphalt replacement is completed with the goal to have an RFP ready to go out for bid by mid-January.
- The maintenance team participated in an onsite training to learn about ASTM pipe bonding.
- Brian Fisher and Kyle Hensley will be attending an emergency response workshop in Columbus. This workshop held January 12 and 13 is led by ZDR3, Zoo Disaster Response, Rescue, and Recovery.
- New controls for the boiler, air handlers, and condensers in the Discovery Center are installed.
- Design for the new okapi exhibit is underway. The maintenance team visited Potawatomi Zoo to learn more about okapi animal quarters and gather ideas for modifications to the barn at PPZ in preparation for receiving an okapi.
- All snow equipment is serviced and ready for the winter season.
- Leaf collection is 95% complete.



- The team is currently clearing brush along the perimeter fence, and is about 30% complete. This is an AZA requirement.
- Evaluation of the Owners Representative proposals for the new animal hospital is complete.
- Dr. Ronan, Amy Morris, Cynthia Wagner, and Brian Fisher will be visiting Detroit Zoo in January and touring their veterinary facility.
- Approximately 450' of wind screen was installed along perimeter fence to cover nonpublic areas visible from the River Trail. In the spring three 50' sections will be replaced with graphics that will serve as advertisements to river trail users.



## Animal Care and Research



Jonah Wojnar, who works with the raptors at Wild Side Rehabilitation Center, kindly came out to teach the Area 80 staff how to make anklets and jesses for the zoo's ambassador birds.

Kamots and Tikanni are siblings born in 2014 at the New York State Zoo at Thompson Park. After being on loan to Potter Park Zoo for nearly a decade, they have returned to New York for the next chapter of their lives. Their keepers have sent updates sharing that the brothers are settling in well.





The new red eyed tree frog exhibit is complete and they are on exhibit in the reptile building.

There have been a few recent deaths including Rose a geriatric tree shrew, the older female ring tail lemur, and male blue monitor. We are also sad to announce the difficult decision was made to euthanize the male Arctic fox due to ongoing medical issues.

Wilson the red panda cub is going outside on exhibit now.

The elk herd is back together in different formations to help us gauge the dynamics of adding the male back in the herd.

Several species are being monitored for pregnancy including Lucy the tufted deer, Uzuri the female bongo, and Nkeke the female otter.

Marge the Timber Rattlesnake is out of quarantine and can be seen in the reptile building soon.

Animal care staff are working on introducing the binturong again in hopes our male Barry can rejoin the family group.



Recent acquisitions include Jamaican boa that will go on exhibit in the reptile building and two kestrels from Wild Side that will go in the exhibit that previously housed the barred owl. Changes were made to the exhibit to protect the birds from Avian Influenza and predators.

Potter Park Zoo will be participating in the second round of the AIRS rhino study starting in January.



## Positive Feedback: BZL Rhino Encounter

**From:** Jill Garnett

**Subject:** Fw: Meeting Doppsee

**Date:** Tuesday, December 13, 2022 8:32:52 AM

The Education Department is seeking feedback from BZL teachers on the impact of visiting Doppsee on their students. We're in early days of working with teachers to find effective ways to measure empathy with the BZL kids. I thought you might like to see an email I received from a teacher in E. Lansing.

Kim, I hope you'll share with your team. Thank you for all you do to make this meaningful experience happen!

Jill

**From:** Rachel

**Sent:** Monday, December 12, 2022 6:23 AM

**To:** Jill Garnett <JGarnett@ingham.org>

**Subject:** Re: Meeting Doppsee

Hi Jill!

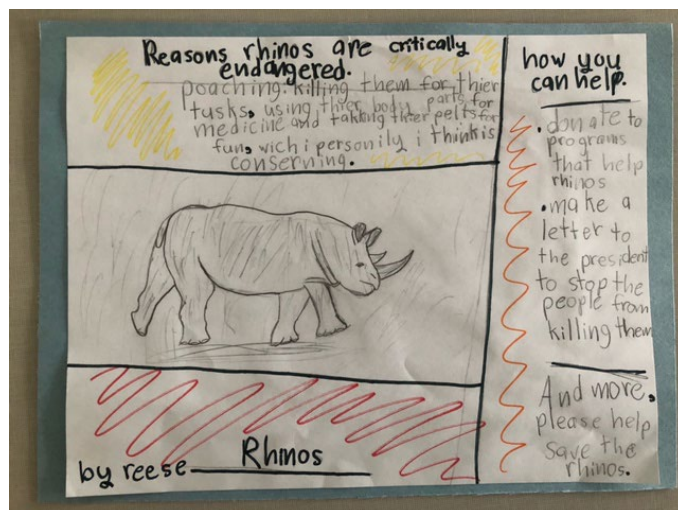
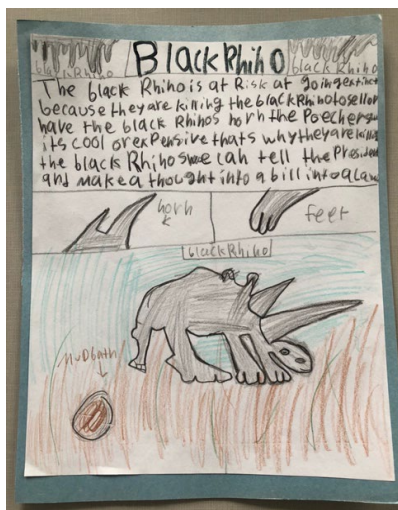
I am so incredibly sorry for the delay, things have been quite busy since returning from the zoo!

We feel that meeting Doppsee is THE most impactful lesson/experience/moment the third graders have during our Big Zoo week. The look of awe and amazement in the moment is always incredible and their comments like "I can't believe we just got to touch a black rhino" or "I'm definitely becoming a zoologist now" show the lasting effect this has. They are still, weeks later, comparing how much things weigh (like random playground equipment) to Doppsee.

The connection they build with Doppsee is invaluable as well. We talk a lot about SSP and supporting animals in the wild and had some kiddos make posters for the black rhino specifically that I've attached here.

I'm sure that it is not an easy task to have classes visit the rhino barn weekly during their Big Zoo Lesson, but it is the most memorable and connection building experience during the week.

-Rachel





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[www.aza.org](http://www.aza.org)

December 7, 2022

Amy Morris-Hall  
Potter Park Zoological Society  
1301 S Pennsylvania Avenue  
Lansing, MI 48912-1646

Dear Amy,

Thank you for your generous donation of \$1,000, received on December 1, 2022 to protect imperiled wildlife through SAFE: Saving Animals From Extinction. Your enthusiasm and support are indications of the trust you put in AZA-accredited organizations to make a difference in addressing the extinction crisis. Together, more than 470 AZA member projects have been supported with almost **\$8.9 million** in funding. Your continued support makes this possible.

This year, AZA can double the value of your donation with a \$200,000 matching grant challenge from the Arthur L. and Elaine V. Johnson Foundation. If AZA meets the challenge, the JoEllen Doornbos Endowment, currently at approximately \$1 million, will be on track to double by the end of 2023.

The confidence you have placed in AZA and its members through this donation is very much appreciated. Please visit [www.aza.org/aza-safe](http://www.aza.org/aza-safe) to learn more about how your gift is making a difference!

Best regards,

A handwritten signature in blue ink that reads "Dan Ashe".

Dan Ashe  
President and CEO

AZA has been recognized by the IRS as a 501 (c)(3) organization and contributions are deductible to the extent permitted by law. No goods or services were received in exchange for this donation. This letter is your official receipt and should be retained for tax purposes.

**TO:** Potter Park Zoo Advisory Board  
**FROM:** Cynthia Wagner, Potter Park Zoo Director  
**DATE:** January 3, 2023  
**SUBJECT:** Emergency Furnace Replacement  
For the meeting agenda of January 11, 2023

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### **BACKGROUND**

On Sunday, December 18, 2022, the furnace in Building 6 at Potter Park Zoo, the Binturong building, failed to ignite. Upon inspection it was determined the unit was in need of major repairs and required replacement, resulting in it being taken out of service.

Due to cold temperatures the furnace was an emergency purchase and was approved by the Purchasing Department and Controller's office. Myers Plumbing and Heating Inc. was able to secure a new unit and install it Monday, December 19, 2023.

### **ALTERNATIVES**

The replacement could not be delayed as the animals in the building require temperatures to remain above 50 degrees Fahrenheit for their health and well-being and outside temperatures were 30 degrees Fahrenheit or lower.

### **FINANCIAL IMPACT**

The final cost of the repair was \$3,985. Funds to cover the total cost were available in Zoo Budget line item #25869200 931000 30000.

**TO:** Potter Park Zoo Advisory Board  
**FROM:** Cynthia Wagner, Potter Park Zoo Director  
**DATE:** January 3, 2023  
**SUBJECT:** Emergency Heating Repair in Potter Park Zoo Feline Primate Building  
For the meeting agenda of January 11, 2023

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### **BACKGROUND**

Upon inspecting an after-hours no heat call in the Feline Primate House on Wednesday, December 28, 2023 it was discovered that each of the reheat coils in the four trunk lines, which provide heat to all primate and cat exhibits as well as the auditorium on the first floor, were completely plugged, blocking airflow and preventing the building from receiving heat

Each of the four coils have two boiler lines including duct work that required major repairs above the ceiling with little space to work. In addition to removing and cleaning the four coils, inspection covers need to be added to correct a design flaw and allow for preventive maintenance to be performed in the future. Also reducing airflow are two coils in the air handlers which required cleaning to prevent future issues.

Due to cold temperatures the furnace replacement was an emergency purchase and was approved by the Purchasing Department and Controller's office. Myers Plumbing and Heating Inc. will be completing the repairs as soon as possible.

### **ALTERNATIVES**

The replacement could not be delayed as the animals in the building require temperatures to remain above 50 degrees Fahrenheit for their health and well-being and outside temperatures were 30 degrees Fahrenheit or lower.

### **FINANCIAL IMPACT**

A purchase order was issued in an amount not to exceed \$9,510. Funds to cover the total cost were available in Zoo Budget line item #25869200 931000 30000.



**TO:** Potter Park Zoo Advisory Board  
**FROM:** Cynthia Wagner, Potter Park Zoo Director  
**DATE:** January 3, 2023  
**SUBJECT:** Emergency Generator Repair at Potter Park Zoo  
For the meeting agenda of January 11, 2023

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### **BACKGROUND**

During preparation for the predicted snow storm on December 22, 2023 it was determined that one of Potter Park Zoo's 60 kva portable generators had a failed radiator. This generator provides emergency backup power to the Reptile House during power outages. In the event of a power outage it is critical, for the well-being of the animals, that this generator remains operable. To err on the side of caution and safety, a generator was rented for the storm.

Due to the associated risk of not having emergency backup power available for critical animal holding buildings, this was an emergency repair and was approved by the Purchasing Department and Controller's office.

PM Technologies, the vendor that routinely services the generators, was able to get the parts and service the radiator the week of January 2, 2023.

### **ALTERNATIVES**

The repairs could not be delayed as the animals in several buildings require temperatures to remain above 50 degrees Fahrenheit for their health and well-being and outside temperatures were 30 degrees Fahrenheit or lower.

### **FINANCIAL IMPACT**

A purchase order was issued in an amount not to exceed \$3,920.36. Funds to cover the total cost were available in Zoo Budget line item #25869200 931000 30000.

# The Accreditation Standards & Related Policies

## SIGNIFICANT ADDITIONS & CHANGES 2019–2023

### 2023

Animal Welfare, Care, and Management: **REVISED:** 1.2.2, 1.3.1, 1.5.0, 1.5.3, 1.5.4, 1.5.7, 1.5.9, 1.5.12, 1.5.13, 1.5.14, 1.5.16, 1.6.1

Veterinary Care: **REVISED:** 2.2.1

Conservation: **NEW:** 3.3.0, **MOVED:** 3.3.1, 3.3.2 (Now 1.8.1, 1.8.2)

Physical Facilities: **NEW:** 10.2.1.1, 10.2.1.2, **REVISED:** 10.2.1

Elephant Standards: **REVISED:** E.4.2.1.1

Ambassador Animal Policy: **REVISED**

Recommendations for Developing a Facility Ambassador Animal Policy: **REVISED**

General Administrative Policies: **NEW:** Implementation of New Standards, **REVISED:** Provisional Accreditation

### 2022

Definitions: **NEW:** Support Organization

Conservation: **NEW:** 3.2.3, **REVISED:** 3.2.1, 3.2.2, 3.3.1, 3.3.2

Physical Facilities: **REVISED:** 10.2.1

Cetacean Standards: **REVISED:** C.1 General Considerations

General Administrative Policies: **NEW:** Museums Within Animal Facilities

### 2021

Staff: **REVISED:** 7.9

Safety & Security: **REVISED:** 11.5.2

General Administrative Policies: **REVISED:** Mentoring Program

Elephant Standards: **NEW:** E-4.2.1.1

### 2020

Animal Welfare, Care, and Management: **NEW:** 1.4.2, 1.4.6, 1.4.9, 1.4.12, 1.4.13, **REVISED:** 1.4.0, 1.4.1, 1.4.4., 1.4.5

Veterinary Care: **REVISED:** 2.6.2

Finance: **REVISED:** 9.1, 9.2, 9.3, 9.4, 9.5

## General Administrative Policies of the Accreditation Commission

**Accidents or Incidents Involving Potential Injury or Welfare.** Should an accident or incident occur at an accredited institution or certified related facility involving serious staff injuries, serious public injuries, serious animal injuries/mortalities/incidents/escapes, or significant barrier breaches, Accreditation staff should be notified and a written report must be submitted to the Accreditation Commission within thirty (30) days explaining what happened and noting what corrective actions are being taken by the institution as a result. The Commission will determine if a special inspection or other action is necessary and will notify the institution in writing once a decision has been made. All information submitted to the Commission will be kept strictly confidential.

Considerations for submitting such reports include:

**Staff Injuries** – site and/or animal-related injury to staff resulting in death, dismemberment, permanent disability or significant trauma requiring admittance to an emergency care facility.

**Public Injuries** – site and/or animal-related injury to people other than staff, resulting in death, dismemberment, permanent disability or significant trauma requiring admittance to an emergency care facility.

**Unusual Animal Injury/Mortality Events** – unusual circumstances resulting in death/grievous trauma to a single animal or group of animals; incidents of mass mortality of a species; or multiple deaths across species related to a similar cause (i.e., multiple deaths due to a single pathogen or etiology, environmental factor, or other disease factor).

**Animal Transport Incidents** – escape of any species during transport; unforeseen death of individuals or groups of individuals during transport between facilities.

**Animal Escapes** – escape of a dangerous animal or mass escapes of any species. A dangerous animal is defined as an animal that could potentially cause serious injury to a human.

**Barrier Breaches** – incidents in which a visitor, other unauthorized individual, or feral animal crosses animal containment, putting themselves, others or the animal in jeopardy of serious injury death.

**Accidents Resulting in Human Fatality:** An on-site inspection shall be automatic after any accident *involving an animal* that results in a human fatality. The inspection shall focus on the incident and shall be scheduled to take place as soon after the incident as can be reasonably scheduled. Site related human fatalities not involving an animal shall be immediately assessed by AZA relative to the AZA Accreditation Standards. The Commission shall determine if a special inspection is necessary in those cases and will notify the institution in writing once a decision has been made. Institutions are responsible for submitting a written report to the Accreditation Commission as noted under “*Accidents Involving Injury or Welfare*,” above.

**Accreditation Cycle:** The cycle of accreditation shall be five years, after which an institution must undergo the full accreditation process again. *Exceptions:* • In cases where an applicant processes and is granted accreditation on a cycle in conflict with the geographic rule, its *initial* accreditation cycle will be shortened to four and a half years to place it on the proper seasonal cycle for future inspections (see *Geographic Location*, page 113). • If an extension is granted, the year of extension shall be deducted from the institution’s subsequent five-year accreditation cycle if the institution receives accreditation at the end of the year of extension (see *Extensions of Accreditation*, page 113). • If an institution is granted provisional accreditation, the provisional year shall be deducted from the institution’s subsequent five-year accreditation cycle if the institution receives accreditation at the end of the provisional year (see *Grant Provisional Accreditation*, page 33 of the *2023 Guide to the Accreditation of Zoological Parks and Aquariums*).

**Achieving Accreditation:** Accreditation can only be achieved by a judgment from the AZA Accreditation Commission that the applicant institution meets or exceeds all AZA standards, and supports and employs AZA practices and philosophies. This decision is preceded by a lengthy application and full evaluation process, involving information from a number of sources, including a thorough on-site inspection.

**Addition of an Elephant Inspector.** For institutions with elephants, an inspector who specializes in elephants will be added to the regular team and will focus on the institution's elephant program.

**Addition of a Specialist Inspector.** It is occasionally necessary for a specialist inspector to be added to an inspection team. The Commission will determine, on a case by case basis, when this is justified and will notify the institution. Examples would be zoological parks with aquarium facilities of a sufficient size and nature to require an inspection team member specializing in aquatics. The same would be true of aquariums with exhibits containing land-based animals, etc.

**Attendance At The Hearing (Who Should Be There).** The institution's CEO/Director must attend the hearing to answer questions, authorize action, and to make any statements desired. The CEO/Director may bring to the hearing any individual(s) he or she would like to have present. This may include members of the institution's staff, governing authority, support organization, or local government officials. If the CEO/Director cannot attend, a written notification must be provided to AZA as soon as possible. The notification must include an explanation, and give full authority to an individual selected by the CEO/Director to represent the institution in place of the CEO/Director.

**CEO/Director Requirement For Applicants Not Currently AZA-Accredited.** Any institution not currently accredited may not apply for accreditation if it is without a *permanent*, full-time CEO/Director. Materials may not be submitted under the leadership of an *Interim* or *Acting* Director.

**CEO/Director Vacancy.** When a vacancy occurs in the position of CEO/Director the AZA-accredited institution must notify the Accreditation Commission in writing, and a follow-up letter must be submitted to the Commission every six months thereafter reporting the status of the search until such time as the position is filled. The status update must include details as to what has occurred, how the institution is being managed in the interim, and an estimate as to when it is expected the position may be filled. An AZA-accredited institution that is without the services of a permanent, full-time, compensated CEO/Director for longer than one year may be subject to loss of accreditation and membership. An AZA-accredited institution that is temporarily without a permanent fulltime CEO/Director must process for accreditation on its regular 5-year cycle. Extensions may not be granted. Institutions that are not accredited by AZA may not apply without a permanent fulltime CEO/Director in place.

**CEO/Director Vacancy Occurring Immediately After Receiving AZA Accreditation.** If a CEO/Director vacates his or her position at the institution within ninety days of receiving accreditation, the Commission may, in its discretion, require written biannual progress reports, or may require that the institution reprocess again at the earliest opportunity to do so once a new CEO/Director is in place.

**Change of Governance.** A change in governance refers to a change of the governing authority, such as from a governmental agency to society or vice versa. If a change in governance occurs, a letter or affidavit from the CEO or chairperson of the new governing authority is required pledging to uphold and abide by accreditation standards, including the AZA Charter & Bylaws, Code of Ethics, Policy on Responsible Population Management, and other related policies. The letter must be sent to the Commission within 30 days of the governance change.

**Change of Location.** In the event of a relocation of an accredited institution, the institution must reprocess for accreditation as soon as the new location is officially open. An application must be received by the submission deadline that falls immediately prior to, or following, the opening.

**Change of Ownership.** A change in ownership refers to the sale or formal transfer of ownership of an institution. In the event of a change in ownership of an accredited institution, the institution must reprocess for accreditation within 12 months, regardless of when its accreditation is scheduled to expire. A letter or affidavit from the CEO or chairperson of the purchasing or receiving organization is also required pledging to uphold and abide by accreditation standards, including the AZA Charter & Bylaws, Code of Ethics, Policy on Responsible Population

Management, and other related policies. The letter must also indicate the new owner's intent to submit materials applying for accreditation within the required time period. The letter must be sent to the Commission within 30 days of final sale or transfer.

**Change of Scope.** Accredited institutions must notify the Commission in writing in the event that a change in the scope of its facility occurs (for example, the opening of a new exhibit of significant proportions, or an exhibit that changes the overall scope of the institution, such as an aquarium in a zoo, or land-based animals in an aquarium, etc.). The Commission may assign a team, or individual, to conduct an inspection. Cost of such inspection shall be borne by the accredited institution concerned. (See *Interim or Special Inspection* page 114, and *Follow-up Inspections*, page 113.)

**Complaints.** If a documented, written complaint is received from a member of the general public, the institution's staff, or a professional colleague regarding an AZA-accredited institution, the Commission will take steps to determine the situation and, based upon its findings, will make recommendations to the institution, or take appropriate action. In some cases the Commission may assign a team to conduct an inspection. (See *Interim or Special Inspection* page 114, and *Follow-up Inspections*, page 113.)

**Determining Compliance.** The AZA Accreditation Commission, based on the collective professional training and experience of its 16 member panel, is the body officially tasked with determining whether a standard is being met or not. The Commission's decision is absolute. In cases of denial of accreditation, an appeal of that denial may be made to the AZA Executive Committee [see page 34 of the *2023 Guide to the Accreditation of Zoological Parks & Aquariums*].

**Elephant Management and Care – Requesting A Temporary Variance Under the AZA Standards.**

Institutions requesting a temporary variance under the AZA Standards For Elephant Management & Care should submit that request to the Accreditation Commission at the time it becomes apparent that a temporary variance may be needed. The request should be in the form of a letter detailing the temporary variance being requested, and should include all necessary documentation. The Commission will consider the requested temporary variance and will thereafter notify the institution of its decision. Temporary variances must be re-applied for prior to the expiration date contained in the variance, or documentation must be provided that the reason for the temporary variance has been addressed. NOTE: institutions not currently AZA-accredited must be in full compliance with AZA standards at the time application is made.

**Elephant Management and Care – Special Welfare Variance.** In cases where an elephant's physical and/or psychological welfare is believed to be at risk by implementation of a standard, an institution may request a special welfare variance under the AZA Standards For Elephant Management & Care. To qualify for a special welfare variance, the elephant(s) in question must be considered geriatric, and the institution must provide evidence that the elephant's physical and/or psychological welfare will be at risk without the variance, or that moving the elephant could result in serious injury or death. Evidence must be in the form of documentation from the institution's veterinary and animal management professional staff. The request for a special welfare variance must be in the form of a letter detailing the variance being requested, and containing all necessary documentation. The AZA Accreditation Commission will consider the request and will thereafter notify the institution of its decision. If granted, the variance will be for three (3) years and must be re-applied for prior to the expiration date contained in the variance. If granted, institutions must submit an annual report documenting the status and health of the elephant(s), including veterinary records, assessments, behavioral profiles, and the written recommendations of the institution's veterinary and animal management professional staff. NOTE: for the purpose of this variance, welfare is defined as physical health and function, and psychological well-being.

**Elephant Management and Care – Substantial Compliance Extension [to an existing variance].** In cases where a deadline is set in a standard, and an institution has an existing variance until that deadline but has not yet achieved full compliance by the deadline, a Substantial Compliance Extension of the existing variance may be considered by the Accreditation Commission. Approval may be granted only if the institution can demonstrate clear and steady progress toward compliance with the standard, is actively engaged and working towards full compliance, and has identified a realistic completion date. Regular updates will be required until compliance is

achieved, and the Commission may require an inspection of the elephant program, at its discretion, as a condition of maintaining accreditation.

**Enforcement of Standards.** Institutions holding accreditation from AZA must maintain all AZA standards, and support AZA practices and philosophies during the period that accreditation is held. If AZA has evidence that this is not taking place, it will work with the institution to see that standards are met, or will take whatever action is appropriate to ensure the integrity of its process, including removal of AZA-accreditation when deemed necessary. (See *Interim or Special Inspection* page 114, *Follow-up Inspections*, page 113, and *Rescinding Accreditation*, page 115.)

**Extensions of Accreditation.** Under extenuating or special circumstances extensions of accreditation may be granted to extend current accreditation by one year. An institution desiring an extension must submit a request in writing to the Accreditation Commission, including a full explanation as to why the extension is being requested, as soon as possible to avoid a potential lapse in accreditation and AZA membership. Before considering the request, the Commission may require a site visit to assess the institution's ability to maintain accreditation standards during the period of extension. If a site visit is deemed necessary, it must take place prior to any decision being made by the Commission. The Commission will thereafter make a determination, and the institution will be notified. A second extension will be considered only in extreme cases, and will require a site visit. If an extension is granted, the year of extension shall be deducted from the institution's subsequent five-year accreditation cycle should the institution receive accreditation at the end of the year of extension. [NOTE: *Missing a deadline will not be considered an acceptable reason for extension of accreditation. Extenuating or special circumstances shall not include a vacancy in the position of CEO/Director.*]

**Follow-up Inspections.** A follow-up inspection shall be conducted for all provisionally accredited and tabled applicants at the end of the tabled/provisional period, as a condition of proceeding forward in the process. While on site, the inspection team may, at their discretion, inspect all or portions of the institution. Cost of such inspection shall be borne by the institution as a requirement of maintaining and/or achieving accreditation. (See *Mid-Cycle Inspections*, page 114).

**Geographic Location and Accreditation Cycle.** To optimize weather conditions for inspectors and to create a more even distribution of the case load for the Commission, institutions located in geographic areas that typically experience a mild winter season will be placed on a five-year accreditation cycle that affords a fall-winter inspection (i.e., will have their accreditation expire in March). Institutions located in geographic areas that typically experience a harsh winter season will be placed on a five-year accreditation cycle that affords a spring-summer inspection (i.e., will have their accreditation expire in September). In cases where an applicant processes and is granted accreditation on a cycle in conflict with the geographic rule, its *initial* accreditation cycle will be shortened to four and a half years to place it on the proper seasonal cycle for future inspections. **NOTE:** Because aquariums, by their nature, are primarily indoor facilities, they will be placed on a five-year accreditation cycle that affords a fall-winter inspection (i.e., will have their accreditation expire in March).

**Implementation of New Standards:** The Accreditation Standards and Related Policies document is thoroughly reviewed and updated annually. New editions are released in the Fall for the following year. New standards and revisions go into effect beginning January 1<sup>st</sup>. (Example: The 2023 standards will be released in Fall 2022 and will go into effect on January 1, 2023.) **All facilities are expected to begin implementing new standards as soon as they are released.** It is not practical to expect facilities to be fully up to speed as soon as new standards go into effect, but they should begin to develop a plan for implementation as quickly as possible.

**Institution's Membership In AZA.** An institution's membership and participation in AZA must be maintained as a condition of accreditation.

**Institutions Under Construction.** Institutions currently being constructed may apply for accreditation prior to the opening date; however, the onsite inspection will not take place until the institution is officially open to the general public and a permanent, fulltime CEO/Director has been on board for at least six months. (See *Deadlines and Early Submittals* page 21 of the *2023 Guide to the Accreditation of Zoological Parks and Aquariums*).



**Institutions Within Institutions.** In order to be accredited, a zoological park or aquarium which is a part of a larger institution (such as a university, museum, or botanical garden) must be distinct enough to be separately identified and must adequately fulfill the definition of a zoological park or aquarium as earlier defined. When accreditation is granted in such cases, it will apply only to the zoological park or aquarium concerned and not to the nonzoological activities of the larger organization in fields in which AZA has no expertise.

**Interim or Special Inspections.** The Accreditation Commission or AZA Board of Directors may, at its discretion, assign a team to conduct an interim or special inspection of any AZA-accredited institution at any time during the five-year accreditation period. While on site, the team may, at their discretion, inspect all or portions of the institution. Cost of such inspection shall be borne by the institution as a requirement of maintaining and/or achieving accreditation. (*See Mid-Cycle Inspections*, page 114).

**“Last Minute” Inspector Replacements.** Although it is highly unusual, a “last minute” change in inspectors may become necessary in a sudden emergency. In this case, there may not be sufficient time for AZA to follow its standard procedure and provide the institution with a list of potential replacements. Every effort will be made to alert the institution in advance, but in extreme circumstances, AZA will assign a replacement inspector and notify the institution thereafter.

**Mid-Cycle Inspections.** The Accreditation Commission may, at its discretion, require a mid-cycle inspection as a condition of maintaining accreditation. When such an inspection is required, the visiting team will focus on key areas identified when accreditation was issued, and will also review the institution as a whole. Cost of such inspection shall be borne by the institution as a condition of maintaining accreditation. An application and application fees are not required.

Mid-cycle inspections may apply to the following:

- Institutions that are granted provisional accreditation and receive full accreditation one year later; or institutions whose initial (new) applications are tabled and receive accreditation at the end of the tabling period.
- Institutions that meet minimum standards when accreditation is granted but that the Commission believes may be challenged in successfully maintaining AZA standards throughout the full five-year cycle of accreditation.
- Institutions with a large number of identified concerns; institutions with significant safety and/or animal welfare concerns; institutions that are not well prepared for the inspection.

**Multiple Facilities Under One Authority.** If two or more institutions are under the same ownership and governing authority, administration, or control, are located adjacent to each other, and public admittance for all institutions is covered by a single entrance fee, they will be considered as a single institution. In such cases, the institution(s) should first submit a request in writing for the consideration of the Commission. All facilities are subject to inspection. Should the Commission determine that the institutions do not meet the above criteria, processing as separate facilities will be necessary.

**Museums Within Animal Facilities.** If a museum exists within an animal facility, adjacent to an animal facility, or if an animal facility exists within a museum, only the animal facility is inspected and considered as falling under AZA’s standards of accreditation.

**Offsite Facilities.** The inspection will include an institution’s offsite facilities. An offsite facility is one that is owned and operated by the institution, functions in support of the institution, but exists at a separate location away from the institution itself. Institutions must list all offsite facilities in the space provided on the application for accreditation. Examples of offsite facilities include, but are not limited to: food storage areas, maintenance and equipment facilities, quarantine spaces, and animal holding areas or exhibits. The Primary Reviewer, in consultation with the inspection team chair, will determine which of these areas must be inspected.

**Provisional Accreditation.** The Commission may implement provisional accreditation at any time if it concludes that accreditation standards are not being consistently met and/or maintained. In such case, if practicable, the

institution shall receive immediate notice of the Commission's decision and be afforded an opportunity to be heard. Such opportunity should be at least in writing, if not in person or by conference call. The Accreditation Commission, at its next regularly scheduled conference call, will provide an opportunity to speak with the institution, and thereafter may take any additional action the Commission deems appropriate.

**Rescinding Accreditation.** The Commission may rescind accreditation at any time if it concludes that accreditation standards are not being consistently met and/or maintained. In such case the institution shall receive immediate notice of the Commission's decision. The Commission may also choose to conduct an on-site inspection, after which the facility will be afforded an opportunity for a hearing. The hearing will be scheduled for an upcoming monthly Zoom meeting of the Commission. The Commission may take any additional action it deems appropriate upon consideration of the issues. Rescinding or denial of accreditation is appealable under the bylaws to the Executive Committee of the Board of Directors.

**Seasonal Closings.** Institutions that are closed for winter months must be on a summer inspection schedule. No regular accreditation inspections will be done when institutions are closed for the winter.

**Special Welfare Variance.** In cases where it is believed that an animal's physical and/or psychological welfare would be at risk by the implementation of a standard, an institution may request a special welfare variance. To qualify for a special welfare variance, the animal(s) in question must be considered geriatric or handicapped, and the institution must provide evidence that the animal's welfare will be at risk if the standard as written is imposed, or that moving the animal isn't possible and/or could result in serious injury or death. The request for a special welfare variance must be in the form of a letter detailing the variance being requested, and containing all necessary documentation from the institution's veterinary and animal management professional staff, and any other experts involved. The AZA Accreditation Commission will consider the request and will thereafter notify the institution of its decision. If granted, the variance will be for three (3) years and must be re-applied for prior to the expiration date contained in the variance. NOTE: for the purpose of this variance, welfare is defined as physical health and function, and psychological well-being. For elephants, see "Elephant Management and Care – Special Welfare Variance" (page 112).

**Tabling Accreditation.** The Commission may table accreditation at any time during the five year cycle if it concludes that accreditation standards are not being consistently met and/or maintained. In such case the institution shall receive immediate notice of the Commission's decision. The Commission may also choose to conduct an on-site inspection, after which the facility will be afforded an opportunity for a hearing. The hearing will be scheduled for an upcoming monthly Zoom meeting of the Commission. The Commission may take any additional action it deems appropriate upon consideration of the issues.

**Temporary Closings.** Institutions temporarily closed to the public will retain their accreditation and their AZA membership. Should an institution's cycle of accreditation review fall within the period of temporary closure, an extension must be requested in writing prior to the institution's regular deadline for submission of accreditation materials. During the period of closure, a written Progress Report must be submitted every six months until such time as the institution has re-opened. Upon re-opening, the institution must submit materials for full accreditation review by the first deadline that falls after re-opening. In the case of institutions closed for less than six (6) months, a waiver may be requested in writing.

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