

MARYLAND ZOO

2018-2019 ANNUAL REPORT





our mission

engaging people with the wonder of the living world
through personal encounters that
foster lifelong harmonious relationships with nature

The Maryland Zoo is a zoological park that hops, slithers, stalks, walks, stretches, yawns, runs, swims, and pounces every day. When we say we are a vibrant and dynamic place, we mean it. We never stand still. We are constantly moving forward, in response to the animals that we care for, in the ways that we engage our visitors, in the contributions that we make to wildlife research and conservation, and in service to our community and state.

The Zoo moved forward this year with the re-opening of newly improved and expanded lion, giraffe, and elephant habitats in *African Journey*. This marked the completion of the largest exhibit renovation project in the Zoo's 143-year history. As the animals explored their outdoor terrain, we welcomed thousands of members, guests, donors, and supporters to a week's worth of celebratory events.

The Zoo also moved forward this year on its wildlife education and conservation work, sending staff across the state and the globe to educate, contribute to important initiatives, and support our partners *in situ*. From Maryland to South Africa, Panama, Bolivia, and the Arctic, we made a difference for wildlife and for those working on behalf of wildlife and wild places.

This annual report catalogues the work of the Zoo over a 12-month period from July 1, 2018 through June 30, 2019. During that time 424,516 guests visited the Zoo and more than 12,000 member families supported the Zoo.



JAMES WITTY

CHAIRMAN OF THE BOARD OF TRUSTEES

Letter from the Chairman

I have had many proud and wonderful moments as Chair of the Zoo's Board of Trustees, but perhaps none better than seeing Tuffy, the African bull elephant, in the newly renovated *African Journey* exhibit for the first time. He was standing in the center of the new Savanna Overlook yard, taking it all in. I'm no elephant expert but, to me, he appeared confident, the way I imagine a mature bull elephant should feel in his own territory. It was a great moment.

In fact, every facet of bringing the new lion, giraffe, and elephant habitats to life this past spring and summer has been inspiring. The *African Journey* renovations create a whole new atmosphere for members and guests, and the animals are reaping the benefits of enlarged and enriched spaces. I cannot stress enough how excited we were to open these new habitats and see how well received they have been by animals, staff, and everyone who has made a visit or three!

Over the past ten years, I've had many gratifying moments as a member of the Zoo's Board of Trustees, and I can't believe how quickly the time has gone. Now that my tenure as Chair is coming to an end, I am preparing for the transition and reflecting back on all the changes that have taken place at YOUR zoo over the past decade. I am truly proud to have worked with Zoo President Don Hutchinson, as well as staff and volunteers who, to a person, are committed to providing the highest level of care for the animals and an excellent experience for all Zoo visitors.

On behalf of the Board of Trustees, I want to acknowledge the support of the City, the State, and the citizens and leaders of Baltimore and Howard Counties. We remain grateful for their continued support of the Zoo. Thank you as well to the many foundations and corporations that value the Zoo and provide support in the way of grants, sponsorships, and corporate memberships. And last but not least, I want to offer an elephant-sized thank you to the State and to all of the donors, corporate and individual, who helped realize the tremendous improvements to the lion, elephant, and giraffe habitats. You all have helped improve the Zoo experience in countless ways.

To the men and women who have served alongside me on the Board of Trustees, I tip my hat. I am heartened by your commitment to the Zoo and its future and inspired by all the ways in which you channel your passion and professionalism in support of this great community asset.

To those who are reading this Annual Report, I hope that you enjoy learning about our progress over the past 12 months and that you will continue to show your support for the Zoo. It has been my extreme privilege to serve as Chair of the Board of Trustees.

A handwritten signature in black ink, appearing to read 'James Witty', written in a cursive style.

James Witty, Chair, Maryland Zoological Society, Inc

Letter from the President

This year saw the realization of the Zoo's most ambitious undertaking in decades, and perhaps in our history. We re-opened our lion, giraffe, and African elephant exhibits in *African Journey* after a vast renovation project that saw the expansion and improvement of all outdoor habitats. The construction vehicles moved out, the animals moved in, and we were thrilled to welcome more than 3,000 members for a sneak-peak preview and then thousands more guests for opening weekend in June.

I am awed by the way this project has transformed *African Journey*, creating expansive views across habitats, giving the animals new room to roam, and allowing guests the opportunity to connect with lions, giraffes, and elephants like never before. I am extremely grateful to the state of Maryland and all of the donors who made these changes possible with their generous gifts.

This year might also be remembered for its record amount of rain. I am sure there were times no one thought it would end, but the sun did come out and so did you. Thousands of you continued to enjoy the Zoo even while we were under construction and participated in special events and fundraisers such as Party for the Planet and Brew at the Zoo. We are always happy to welcome you, rain or shine. But of course, we prefer the shine!

As busy as we were transforming our own campus this year, we were equally active on the wildlife conservation front, which – as you know – we consider to be central to our mission. We continued to support the invaluable work of our conservation partner in South Africa, the Southern African Foundation for the Conservation of Coastal Birds (SANCCOB). We sent staff to assist with the rehabilitation and release of orphaned African penguin chicks and then, a few months later, answered a dire call for help when more than 1,000 lesser flamingo chicks were orphaned during a severe drought. Jess Phillips, *Penguin Coast* area manager, boarded a plane almost immediately! You can read about Jess' experience and other notable conservation initiatives in the pages of this report.

Hope in the face of challenge is important because hope inspires action. We gain hope from the incredible work that our conservation partners are doing around the world. We are proud to share in that work with them and to celebrate wildlife and biodiversity every day here at the Zoo.

I will say once again that our staff and volunteers bring incredible passion and professionalism to every aspect of their work across all departments. They truly care about what they do and how they do it, and for that I am grateful. I am also grateful to those who support the Zoo and help it remain a vibrant and vital part of Druid Hill Park, the city of Baltimore, and the state of Maryland.

I say this often because it's true. We could not do it without you, so thank you for your support.



Donald P. Hutchinson, President/CEO



DONALD P. HUTCHINSON
PRESIDENT/CEO

LOCKING EYES WITH A LIONESS RESTING SPHINX-LIKE ATOP A ROCK WALL IS JUST ONE OF MANY NEW EXPERIENCES TO BE HAD
IN THE ZOO'S FABULOUSLY RE-IMAGINED AFRICAN JOURNEY EXHIBIT.

new at the zoo



African Elephant

Between July 1, 2018 and June 30, 2019:

- The Zoo celebrated the re-opening of its newly renovated lion, giraffe, and African elephant exhibits in *African Journey*.
 - This project marked the largest exhibit renovation in the Zoo's 143-year history.
 - The Zoo worked with architectural and landscape design firm CLR Design, general contractor The Gilbane Building Company, and communications design firm Gecko Group to complete the massive 16-month project.
 - The Zoo's lions, giraffes, and African elephants are benefitting from improved and expanded outdoor habitats.
 - Zoo guests are appreciating new views, experiences, and learning opportunities.
 - New interpretive signage chronicles the natural history of each species and introduces guests to Zoo conservation partners working *in situ* to insure a future for lions, giraffes, and elephants in Africa.
- Nearly a dozen new animals joined the Zoo's collection, including two polar bears, two cheetahs, one chimpanzee, two kune-kune pigs, two West African crowned cranes, and one genet.
- Several baby animals were born or hatched at the Zoo, including Addra gazelle, sitatunga, African penguins, and scores of Panamanian golden frogs.
- The Zoo expanded its wildlife conservation work through new and ongoing collaborations in Panama, Bolivia, Botswana, South Africa, Namibia, Canada, and Maryland.
- Generous grant funding enabled Zoo educators to offer an exciting new outreach experience to young patients in pediatric hospitals, allowing them to interact with Animal Ambassador parrots and penguins through distance learning technology.
- The Volunteer Department created a new volunteer position, "Conservation Crew," to advance the sustainability and citizen science work of the volunteer-led Conservation Club.
- The Marketing team launched the Zoo's new website, which features a photo-centric and mobile-friendly design and an extensively upgraded user experience.
- The Events team added two new series to its busy calendar: Craft Nights (for evening art enthusiasts) and CrossFit at the Zoo (for weekend fitness enthusiasts).

animal report

Between July 1, 2018 and June 30, 2019:

- The Zoo completed an expansive and historic renovation of its lion, giraffe, and African elephant exhibits in *African Journey*, and the animals returned to new and improved outdoor habitats.
- Two young female polar bears moved to the Zoo from the Columbus Zoo at the recommendation of the AZA's Species Survival Plan for Polar Bears.
- “Alex,” an adult male chimpanzee, joined the Zoo's troop from the Potawatomi Zoo in South Bend, Indiana at the recommendation of the AZA's Species Survival Plan for Chimpanzees.
- Two cheetahs, two kune-kune pigs, two West African crowned cranes, and one genet (a small catlike African animal) also took up residence at the Zoo.
- A female Addra gazelle and a female sitatunga gave birth to healthy calves and became first-time mothers.
- Nine African penguin chicks were hatched at *Penguin Coast* and three clutches of endangered Panamanian golden frogs were hatched at the Zoo's Panamanian Golden Frog Conservation Center.
- A young trumpeter swan that hatched at the Zoo in 2018 was released in Iowa in spring 2019 in support of that state's ongoing trumpeter swan reintroduction program.

This was the third trumpeter swan from the Zoo in three years to be released in Iowa.

- Behavioral training programs continued to be an essential component of animal care at the Zoo, providing enrichment and facilitating husbandry and medical care for numerous species. Noteworthy accomplishments between keepers, veterinary staff, and animals in FY19 include:
 - Training the Zoo's two young female polar bears and one young female giraffe, “Willow,” to voluntarily participate in blood draws.
 - Training Willow and another female giraffe, “Anuli,” to voluntarily receive injections.
 - Training an elderly male sitatunga to voluntarily receive medication by injection twice monthly to aid in the management of a chronic joint condition.
- Staff veterinarians examined 731 Zoo animals ranging in size from tiny turtles to long-legged giraffes. Of this number, 113 animals were anesthetized for either health examinations or diagnostic exams to treat illness.
- Staff veterinarians responded to 30 cases involving free-ranging animals either found in Druid Hill Park or referred to the Animal Hospital by wildlife rescuers. Among these was the well-publicized case of a wild Eastern box turtle rescued in the park in July 2018 after being hit by a car. Staff veterinarians



Kunekune pig

repaired its severely fractured plastron (bottom shell). Hospital staff then created a turtle-worthy wheelchair made of LEGO® pieces so that the little patient could lift its plastron off the ground and move around while healing. The box turtle will reside at the Zoo's Animal Hospital and receive appropriate care until it has healed fully and can be released back into the park.

- Among other cases of injured wildlife, veterinary staff cared for a chimney swift that could not fly, two copperhead snakes that became enmeshed in landscape netting, and a critically ill peregrine falcon that migrated south from the northern tundra and was found in downtown Baltimore.

animal report (continued)

- The Zoo's four veterinary technicians examined 1,197 blood and tissue samples and 859 fecal samples from Zoo animals and also took X-rays on 78 animals. Screening the Zoo's African penguin colony for avian malaria accounts for a significant share of the technicians' work. African penguins are highly susceptible to this disease, and the Zoo has advanced peer-adopted protocols for its prevention, early detection, and treatment in this species. Veterinary technicians committed 225 hours in FY19 to screening blood smears from the Zoo's 100 African penguins.
- The Zoo maintained its longstanding commitment to help train the next generation of zoological experts by hosting numerous pre-professionals at the Animal Hospital in FY19. Seven veterinary students, four veterinary technician interns, a summer research intern, and a post-graduate veterinarian-in-training benefitted from on-the-job training with the Zoo's veterinary team.
- Many animal and veterinary staff members leveraged professional skill and experience to fulfill important roles in animal management beyond the Zoo.
 - Curator Mike McClure served on the board of the Elephant Management Alliance and as Project Lead for the AZA SAFE African Penguin Marine Movement Project.



Chimpanzee

- Kevin Barrett, Amphibian & Reptile Collection & Conservation Manager, served as co-coordinator and studbook keeper for the AZA's Species Survival Plan (SSP) for Panamanian Golden Frogs.
- Erin Cantwell, Mammal Collection & Conservation Manager, served as studbook keeper for the Giraffe SSP.
- Jen Kottyan, Avian Collection & Conservation Manager, served on the AZA's African Penguin steering committee.
- Jess Phillips, Area Manager for *Penguin Coast*, served as Project Lead for the AZA SAFE African Penguin Disaster Response project.

- Phillips also led a 2-day HAZWOPER (hazardous waste operator) workshop held at the Tri-State Bird Rescue and Research facility. The Zoo now has six animal care staff members who are certified to participate in animal rescue efforts in the event of a hazardous waste spill.
- Pamela Carter, Area Manager for *Chimpanzee Forest*, joined the AZA SAFE Chimpanzee steering committee and served on the AZA Chimpanzee steering committee.
- Danielle Regan, Area Manager for *Maryland Wilderness* and the Panamanian Golden Frog Conservation Center, served as coordinator and studbook keeper for the Egyptian Tortoise SSP and published the AZA Egyptian Tortoise studbook.
- Julie Grove, Area Manager for the Animal Embassy, served on the board of directors for the Animal Behavior Management Alliance (ABMA).

conservation report

The Maryland Zoo focuses its wildlife conservation efforts primarily on six Signature Animal Programs (SAPs): African Penguin, Panamanian Golden Frog, Polar Bear, African Elephant, Great Apes, and Native Maryland Species. Each SAP focuses on one or more species for which the Zoo has long excelled in husbandry, breeding, education, medical care, and/or research. All SAPs include strong ties to conservation partners in the field.

The Zoo also advances Conservation Action Programs (CAPs), which are more broadly based than SAPs and support the conservation of entire ecosystems. CAPs emphasize capacity

building and ongoing exchange between the Zoo and partners in the field. Typically, CAPs involve long-term, ongoing field projects and multiple species in a region.

In FY19, the Zoo furthered its commitment to wildlife conservation as follows:

Signature Animal Programs (SAPs)

African Penguin

In October 2018, at the height of “chick season” for wild African penguins, the Zoo sent *Penguin Coast* keeper Caroline Conaway to South Africa to volunteer for two weeks at the Southern African Foundation for the

Conservation of Coastal Birds (SANCCOB), a longstanding conservation partner of the Zoo that is dedicated to seabird research, rescue, rehabilitation, and education. Working alongside SANCCOB staff and other volunteers on the Chick Bolstering Project, Conaway helped care for dozens of orphaned African penguin chicks being readied for release back to the wild.

A few months later, in February 2019, Jess Phillips, Area Manager for *Penguin Coast*, traveled to SANCCOB

to support the emergency rescue and rehabilitation of 285 lesser flamingo chicks. These chicks were among more than 1,800 abandoned at their nesting grounds in South Africa during an extreme drought. The situation was dire and not all chicks survived, but those that did were eventually returned to their original nesting site nearly 600 miles away and released. This effort exemplified one of the most meaningful ways that the Zoo contributes to wildlife conservation *in situ* – sending staff to assist conservation partners in an emergency.

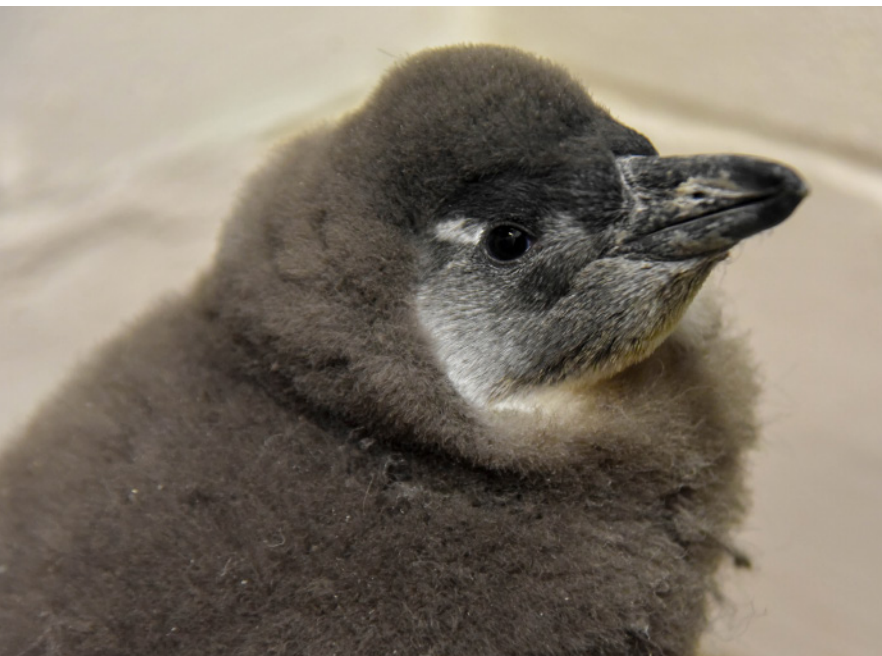
Phillips is also one of several Zoo staff involved in leadership roles on multiple fronts in the Association of Zoos and Aquariums’ SAFE (Save Animals from Extinction) African Penguin Conservation Action Plan. This initiative seeks to protect African penguins through coordinated conservation action, leveraging of wildlife expertise, and public engagement. In FY19, Phillips made great strides as the coordinator of the Disaster Response SAFE project for African penguins. He continues to collaborate with colleagues in South Africa on preparedness training, equipment acquisition and storage, and planning so that organizations in South Africa can respond effectively to a disaster such as an oil spill. He is also collaborating with colleagues in Namibia to organize similar preparedness there.

In conjunction with the Disaster Response SAFE project, Phillips is now qualified to teach training classes for certification for participation in oiled wildlife response. In May 2019, he taught one such class, organized by the Zoo, at the Tristate Bird Rescue and Research Center in Delaware. Several MZIB staff members attended and became certified to aid in local responses and potentially those further afield in the event of a future oil spill.

Panamanian Golden Frog

In February 2018, Kevin Barrett, the Zoo’s Amphibian & Reptile Collection and Conservation Manager, and Marietta Cox, a Panamanian Golden Frog keeper, traveled to Panama to help prepare the newly established headquarters of the EVACC Foundation, a Zoo conservation partner, for amphibian residents. The Foundation, founded and directed entirely by Panamanians, now houses Panamanian golden frogs and other rare native amphibians and serves as a center for local conservation and public education efforts. Barrett oversees the Zoo’s Panamanian Golden Frog program and for many years has been collaborating with Panamanian colleagues to advance the conservation of this critically endangered species *in situ*.

The Zoo continues to be a leading contributor to the Association of Zoos and Aquariums’ Species Survival Plan (SSP) for Panamanian Golden Frogs, a cooperative



African penguin chick

conservation report (continued)

breeding, management, and conservation program for participating AZA institutions. Barrett serves as its studbook keeper and Dr. Ellen Bronson, Director of Animal Health, Conservation & Research at the Zoo, acts as its veterinary advisor.

Polar Bear

In September 2018, the Zoo sent *Polar Bear Watch* keeper Emilee Orndorf to Churchill, Manitoba, Canada – the “polar bear capital of the world” – to participate in Polar Bears International’s (PBI’s) Arctic Ambassador program. PBI is the world’s leading polar bear conservation organization and a longstanding conservation partner of the Zoo. PBI is headquartered in Churchill and is dedicated to saving polar bears by saving their sea ice habitat. PBI’s research, education, and action programs address issues that are endangering polar bears. The Arctic Ambassador program focuses specifically on educating the public about climate change and its impact on the Arctic. The Zoo supports PBI’s work through funding, on-grounds collaborations, and staff expertise and involvement.

African Elephant

In FY 19, the Zoo completed extensive renovations of its lion, giraffe, and African elephant exhibits in *African Journey*. Wildlife conservation is a prominent theme of new interpretive signage in these exhibits. Zoo guests can read stories of particular Zoo conservation partners working *in situ* in



Polar bear

Africa to reduce human-wildlife conflict. One of the organizations highlighted is Elephants for Africa (EfA).

Working with local communities in its study area in Botswana, EfA is taking action to promote human-elephant coexistence while also advancing its research work on African

elephants. Both are vital to the successful conservation of African elephants not only in Botswana but across the continent. The Zoo supports EfA through funding, information sharing, and collaborations to better understand the threats to African elephants in their range countries.

The Zoo also maintains a strong conservation partnership with the International Elephant Foundation (IEF). IEF is committed to creating a sustainable future for elephants by generating and effectively investing resources to support elephant conservation, education, research, and management programs worldwide. The Zoo has supported IEF since 2008 and participates in the development of its research initiatives.

Great Apes

In FY 19, the Zoo continued to support the Goualougo Triangle Ape Project (GTAP), which promotes the long-term conservation of chimpanzees and gorillas in Africa. The Zoo’s volunteer-led Conservation Club donated the proceeds of its cell phone recycling drive to GTAP.*

GTAP operates in an extremely unique area: the Goualougo Triangle, a 100-square mile region of protected, pristine forest outside of and at the southern end of Nouabalé-Ndoki National Park in the Democratic Republic of the Congo (DRC). GTAP’s “action-oriented” research is intended to assist the Congolese government in managing forest resources particularly vital to remaining groups of great apes in the region.

In FY 19, the Zoo also maintained its longstanding conservation partnership with the Mountain Gorilla Veterinary Project (MGVP), a.k.a. Gorilla Doctors. MGVP provides health

conservation report (continued)

care and lifesaving medical procedures to endangered mountain gorillas living in the mountains of Rwanda, Uganda, and the DRC. Headquartered at the Zoo for many years, MGVP now operates out of the University of California Davis. The Zoo provides MGVP with logistical and staff support. Jen Sohl, Hospital and Conservation Programs Manager at the Zoo, serves as the project's veterinary technician in conjunction with staff at UC Davis.

** It is worth noting that the Conservation Club's contribution to chimpanzee and gorilla conservation extends beyond its donation to GTAP. Illegal mining in the Congo Basin of coltan and other minerals used in cell phones poses a major threat to chimpanzees, gorillas, and other resident primates. Cell phone recycling initiatives discourage illegal mining by reducing demand for these minerals. In FY19, the Conservation Club collected more than 300 cell phones.*

Native Maryland Species

Black Bears

As in years past, Zoo staff travelled to western Maryland in early spring to assist biologists from the Maryland Department of Natural Resources (DNR) in gathering biological samples and completing the annual survey of female black bears and their cubs.

Eastern Box Turtles

The Zoo expanded its 20-year study of Eastern box turtles on Zoo grounds and in Druid

Hill Park by fitting five turtles with radio transmitters that were procured through a wildlife grant. These turtles are now being monitored in the park by Zoo staff, with assistance from Zoo Teens and other Zoo volunteers, to determine home ranges and to collect data for long-term behaviour studies.

Bog Turtles

Once again this year, Zoo staff assisted in the annual survey of bog turtles conducted by the Maryland DNR at sites throughout the state. This year, Zoo staff and DNR biologists also joined forces on a new project to examine the health and genetics of the state's smallest and most imperiled turtle. This grant-funded project began with data collection at three bog turtle sites, where blood and swab samples were collected from 43 bog turtles.

Snowy Owls

The Zoo continues to participate in Project SNOWstorm, a collaborative long-term effort that began in 2013 to track, study, and monitor the health of North American snowy owls. Snowy owls summer in the high Arctic and migrate south most winters across Canada and the very northern U.S. They are "irruptive" in other parts of North America as well, including Maryland, which means they make occasional but infrequent winter appearances. The Zoo's Animal Hospital is the central bio-bank for all blood samples taken each winter from snowy owls sampled by Project SNOWstorm in the U.S. In FY19, veterinary technicians analyzed



Trumpeter swan and cygnet

samples from several snowy owls from different regions of the country. Senior Veterinary Technician Kaitlin Studer travelled to Frederick to obtain a blood sample from a wild snowy owl overwintering in Maryland.

Brown Pelicans

Veterinary technician Jenny Brubaker travelled to the Eastern Shore in August 2018 to help Maryland DNR biologists gather biological samples from juvenile brown pelicans nesting in the Chesapeake Bay. This project allows the DNR to establish baseline information on the health of the brown pelican population.

Having such baseline information on this and any wildlife population is important to conservation decision-making when unusual pathogens or conditions present themselves.

Chesapeake Bay Watershed

The Maryland Zoo partnered with Maryland Department of Transportation Maryland Port Authority (MDOT MPA) on a restorative ecosystem project aimed at revitalizing a once heavily eroded streambed on Zoo grounds. A series of cascading step pools now gently directs and filters the stream, mitigating erosion and removing sediment and pollutants from the

conservation report (continued)

water. Near the Zoo's Main Gate, MDOT MPA also constructed a bio-retention pond to gather and filter storm water runoff from Zoo parking lots. Both projects benefit the overall health of the Chesapeake Bay watershed.

Ecosystem Restoration

In fall 2018, Maryland Wilderness keeper Alan Zigler volunteered to help restore habitat and clean up debris at the 20-acre site of the Susquehannock Wildlife Society in Harford County after a severe flash flood.

Conservation Action Programs (CAPs)

Bolivian River Dolphins

Bolivia is the focus of the Zoo's first CAP. Since 2004, Dr. Ellen Bronson, Director of Animal Health, Conservation & Research at the Zoo, has been involved in capacity-building wildlife conservation work in Bolivia, a South American country rich in biodiversity and pristine ecosystems that merit further study and protection. Dr. Bronson has travelled many times to the Noel Kempff Mercado National Park in a remote region of northeastern Bolivia to participate in the Maned Wolf Ecological and Health Study.

In October 2018, Bronson travelled to the same part of Bolivia to participate in another wildlife conservation project, one involving Bolivian river dolphins. She went to help translocate several dolphins that were trapped in a shrinking lake. The Maryland Zoo, in collaboration with the Saint

Louis Zoo's Institute of Conservation Medicine under the direction of Dr. Sharon Deem, is now participating in a broader conservation project stemming from this rescue.

Deforestation due to Bolivia's growing agricultural industry is cutting off seasonal connections between lakes and rivers through erosion, causing river dolphins to become entrapped in shallow bodies of water. Bolivian biologists, while planning the October translocation of river dolphins trapped in Pistola Lake, requested the aid of a veterinary team. Dr. Bronson went to Bolivia as a member of the MZIB/St. Louis Zoo veterinary team. She and the veterinary team joined others participating in the rescue mission from the Noel Kempff Mercado Museum of Natural History, Santa Cruz Department Regional Government, and the non-profit Bolivian group Faunagua. Together, the group successfully and safely relocated six dolphins. During the rescue operation, Dr. Bronson also was able to lead the first-known comprehensive health study of the species. The veterinary team then placed transmitters on three of the dolphins in order to remotely track their movements after release via satellite.

River dolphins are sentinel species that provide information about the health of the rivers they live in. By learning more about the health of river dolphins, scientists can glean a better understanding of the health of other species – including humans – that share the same riverine ecosystem. Knowledge gained from this study



African penguins

will be provided to the Bolivian government and wildlife conservation community to aid future efforts to save this interesting and elusive species in a rapidly changing environment.

Sustainability

The Zoo made further strides in FY 19 in prioritizing sustainability in its operations by expanding gardening and composting programs. The Zoo harvested multiple varieties of squash, bell peppers, cherry tomatoes, daikon, honeydew, cantaloupe, romaine lettuce, kale, and cabbage in its Sustainability Garden and incorporated the produce into Zoo animal diets.

Growing food in this and other gardens on campus saves the Zoo money and reduces its carbon footprint.

Staff also diligently collected and composted food scraps from animal and staff areas of the Zoo. The compost generated was used to enrich soil in Zoo gardens.

And last but not least, in July 2018, the Zoo participated along with more than 40 other zoos and aquariums across North America in the Plastic Free Eco-Challenge. Thanks to the tremendous efforts of Zoo staff and volunteers, we earned first place in the challenge!

education report

Between July 1, 2018 and June 30, 2019:

- The Zoo welcomed 83,251 individuals in association with the Free Admission program supported by the legislature and funded by the Maryland State Department of Education.
 - 68,625 individuals entered the Zoo for free, as follows:
 - 58,427 Maryland school children
 - 4,725 teachers
 - 1,957 1:1 assistants supporting students with special needs
 - 3,173 other chaperones
 - 343 children under age 2 (who are always admitted free of charge)
 - An additional 14,626 individuals (14,362 parents/guardians and 264 non-student children over age 2) visited in association with a school field trip at a reduced rate.
- School groups came from 20 jurisdictions: Anne Arundel County, Baltimore City, Baltimore County, Calvert County, Caroline County, Carroll County, Cecil County, Charles County, Dorchester County, Frederick County, Harford County, Howard County, Kent County, Montgomery County, Prince George's County, Queen Anne's County, St. Mary's County, Talbot County, Washington County, and Wicomico County.
- To enhance school field trips, the Zoo's Education Department developed a set of pre-visit field trip videos—one for elementary



Chinese alligator

students and one for secondary students—to help students know what to expect during their visit and prepare them for a successful day of learning. On grounds, the Education Department (staff and volunteers) offered interactive exploration stations and Pop-Up Labs specially developed for visiting school groups. These programs were free to interested school visitors and encouraged students to engage closely with Zoo exhibits to practice scientific skills such as close observation, data collection, and making hypotheses.

- Of field trip visitors in FY19, 1,852 students participated in 86 paid or grant-supported school programs (ZOOlabs, Zoo Introductions, and Package Programs) designed to stimulate students' critical thinking, support reading skills, and address science, math, and life science topics. These programs were aligned with the Next Generation Science Standards and the Maryland College and Career-Ready Standards as appropriate. Package Programs provided groups three points of contact over time with Zoo educators, including at their schools and at the Zoo, allowing for even greater in-depth learning.
- In spring 2019, the Zoo offered a focused STEM program (first piloted in 2018) for Baltimore City Public School (BCPS) 3rd graders as part of a new curriculum-embedded field trip experience. The program provided pre- and post-visit materials for

education report (continued)



Goat

teachers and a one-hour ZOOLab on grounds, during which students learned how to design an exhibit to meet an animal's needs and accommodate its unique adaptations. Corporate grant funding supported the delivery of this program to 10 Baltimore City third-grade classes.

- Over the summer, 21 middle- and high-school students participated in the Zoo's popular Keeper-in-Training Program, 62 students entering grades 3 through 6 participated in weeklong summer camp programs, and 10 adults participated in Adult Summer Camp.
- Outreach staff, assisted by Zoo volunteers, delivered 858 programs to 41,477 people in communities across Maryland and beyond. Of those programs, 237 were grant-funded and delivered at no cost to Title I elementary schools, early education centers, and libraries throughout Maryland. Outreach staff also attended 38 community events where they engaged 2,433 children and 2,017 adults in activities relating to conservation and nature play.
- An exciting new outreach experience was created in FY19 to bring Zoo education programming to pediatric hospitals. Generous grant funding enabled Education staff to visit children in their hospital rooms and, using an iPad, connect them through distance learning to Animal Ambassador parrots or penguins.

The young patients could ask questions and interact with the birds in real time. Staff engaged 108 children and 104 adults during 16 hospital visits.

- Zoo educators on the Public Programs team developed and delivered a variety of on-grounds experiences to engage Zoo visitors and enhance their learning.
 - More than 54,198 Zoo visitors participated in Education Stations, Zoo Snooze Overnights, puppet shows, guided tours, workshops, and other animal-centered activities facilitated by Education instructors and volunteers.
 - Zoo educators worked with colleagues in other departments to organize and lead eight Wild About Days, each focusing on a particular endangered species, its conservation challenges, and action steps that people can take to prevent its extinction.
- Kerrie Kovaleski, former Director of Volunteers, assumed a new leadership role at the Zoo as Vice President of Education, Interpretation, and Volunteer Programs.
- Sharon Bowen, Education Manager, served as Education Advisor to the AZA's Maned Wolf Species Survival Plan (SSP) and co-authored a book chapter (in press) on a climate change education community of practice.

volunteers

Between July 1, 2017 and June 30, 2018:

- 1,281 volunteers gave 38,656 hours of service to the Zoo, resulting in a payroll extension value of \$1.1 million.
- 345 people volunteered regularly throughout the year, interacting with guests and working behind the scenes.
- An additional 936 people volunteered for one-day service projects or special events, including 52 corporate, military, and academic groups.
- Education volunteers gave over 15,320 hours of service to the Zoo's Public Programs, Interpretation, and Outreach efforts, inspiring and informing guests and audiences both on and off Zoo grounds.
- Zoo Guides served 4,300 hours on grounds at key locations to help guests navigate the campus and access amenities and experiences.
- 21 veteran volunteers were trained to partner with Animal Department staff in providing participants with the best possible experience during Penguin Encounters and Talons and Tails Encounters.
- 67 teens participated in the Zoo Teen program, the Zoo's service-learning program for youth aged 14-17. These students gave a combined 5,500 service hours educating guests about wildlife, beautifying the campus, and caring for animals. New to our program this year was a Teen Leadership Council, which

facilitated special teen events, overnights, and joint projects with National Aquarium teen volunteers.

- 37 college interns worked alongside expert Zoo staff and completed independent projects in education, animal care, graphic design, new media, veterinary technology, horticulture, and visitor services. Interns in our program came from more than 25 schools across 10 different states.
- Now in its third year, the Zoo Partners program continued to offer young adults with physical and cognitive disabilities a fulfilling volunteer experience here at the Zoo. This year's 21 Zoo Partner volunteers, mentored by veteran Zoo volunteers, engaged guests on grounds while learning valuable life skills. They were supported in their efforts by our important collaborators, The IMAGE Center and Towson University's Occupational Therapy graduate program.
- The volunteer-led Conservation Club advanced its sustainability and citizen science work by continuing its highly impactful cell phone recycling and waste drives, among other activities. The club collected over 300 cell phones, disposed of more than 3,000 pounds of trash and recycling gathered along the Zoo's perimeter fence, and generated an average of 13 pounds of compost per week from waste food collected on campus. Club members also built bat boxes from recycled wood pallets to be installed at various locations



Giraffe

around the Zoo. A new volunteer position, "Conservation Crew," has been created to expand the work of the Conservation Club in FY20.

- Volunteer Department staff extended their professional contributions beyond the Zoo. Kerrie Kovaleski, formerly Director of Volunteer Programs and now Vice President

of Education, Interpretation & Volunteer Programs, served as Chair of the AZA's Volunteer Management Committee. Allison Schwartz, Manager of Volunteers, served a second term as President of the Maryland Council of Directors of Volunteer Service.

THE INSTITUTIONAL ADVANCEMENT TEAM GENERATES INTEREST, EXCITEMENT, AND ENTHUSIASM FOR THE ZOO,
WHICH TRANSLATE INTO ATTENDANCE, REVENUE, AND ESSENTIAL FINANCIAL SUPPORT.

institutional advancement

Between July 1, 2018 and June 30, 2019:

- The Maryland Zoo continued to receive invaluable support from the State of Maryland, the City of Baltimore, Baltimore County, and Howard County. Together, these governments provided more than half of the Zoo's operating budget and funded important capital improvements, with the State as the most significant contributor to capital improvements. We remain deeply grateful for government leaders' recognition and appreciation of the Zoo as a high-quality institution serving the community.

Marketing

- In July 2018, the Zoo launched a new and improved website featuring a photo-centric and mobile-friendly design and an extensively upgraded user experience. Hours and ticket information are prominently displayed on the home page; an expanded menu links users to all Zoo programs, promotions, and events; and expanded education content provides in-depth information about animal species and wildlife conservation. All pages include call-to-action buttons.
- In March 2019, the Marketing Department, in conjunction with the Public Relations team, launched a dynamic campaign to promote the historic renovation of the Zoo's lion, giraffe, and elephant habitats in *African Journey*. Keeping the public apprised of construction progress was part of a broader effort to build awareness of the transformational impact of the renovations and



OktoBEARfest

excitement for the scheduled summer re-opening of the exhibits.

- In June 2019, the Marketing Department debuted a new 30-second commercial that ran on television, digital media (Google search, display and re-marketing), and social media platforms. The paid media spot was central to the Zoo's ongoing marketing campaign aimed at building excitement for the Zoo and driving attendance and support.

Events

- The Events Team hosted a full calendar of perennial favorites and new offerings in FY19, bringing thousands of people – and increased revenue – to the Zoo.
- As in years past, nearly every breakfast in the Zoo's Constellation Presents...Breakfast with the Animals series sold out in FY19, demonstrating its continued popularity and revenue-generating capability.

- Attendance at Brew at the Zoo, the Zoo's largest annual fundraiser, increased significantly this year over last year, as did the revenue it generated. In May, the festival attracted more than 8,000 people and took in \$480,000 for Zoo operations.
- ZooBop, the Zoo's music festival for kids, had a great showing. Both attendance and revenue were up from the festival's debut last year, and everyone clearly enjoyed dancing the afternoon away to the music of Latin Grammy Award-winning artist 123 Andres! and Baby Beats! With Max and Root.
- The Events Team joined with two local organizations to offer two new series this year: Craft Nights and CrossFit at the Zoo. The Zoo is partnering with Art with a Heart to offer Craft Nights, special after-hours gatherings where participants can make an animal-themed craft while also enjoying drinks, appetizers, and fun company. For the athletically inclined, the Zoo is partnering with 410 CrossFit to offer challenging and truly unique CrossFit workouts at the Zoo. Qualified instructors lead the workouts while on the move through the Zoo!

Public Relations

- The Zoo's Public Relations Department continued to share timely and compelling news with a vast audience via local, national, and international news sites.
- Zoo animals and staff were featured in a number of news stories during the year. The

institutional advancement (continued)



ZooBop

Zoo's unique effort to heal an injured Eastern box turtle with a customized LEGO® wheelchair garnered exceptional coverage and is of particular note. The stories that resulted helped highlight the important work of the Zoo's veterinary team and the expert care that animals receive daily.

- Zoo animals, staff, and conservation work being done locally and world-wide were featured in large-scale documentary productions and feature articles in media such as: Discovery Channel, National Geographic Channel, National Geographic Kids channel and magazine, Ranger Rick magazine, The Washington Post, Scholastic News, U.S. News and World Report, and BBC World.

Group Sales

- Group Sales had another solid year booking private, nonprofit, and corporate rentals and retreats; fundraising walks and picnics; group visits, group tours, and behind-the-scenes tours; birthday parties; and visits from consignment ticket holders.
- In addition, the Group Sales team continues to successfully promote wedding ceremonies and receptions on the Zoo's website and via Wedding Wire, and has a great track record of making brides and grooms very happy. For the sixth year in a row, the Zoo won Wedding Wire's Couples Choice Award. The Zoo's average Wedding Wire review rating in FY19 was 5 out of 5, with 11 reviewers giving 5 out of 5 and 1 reviewer giving 4 out of 5.

Membership and Support

- Many generous individual and corporate donors supported the Zoo through gifts to The Maryland Zoo Fund, the ADOPT program, and targeted capital improvements. The Zoo was also the grateful beneficiary of gifts made in honor or in memory of loved ones.
- The Zoo received its third grant in three years from the Maryland State Department of Housing and Community Development – Community Income Tax Credit (CITC) program, making it possible to offer donors the opportunity to receive additional tax credits above and beyond standard deductions.

- More than 13,500 membership households supported the Maryland Zoo in FY19, resulting in more than \$1,600,000 in membership revenue. In exchange, members received unlimited year-round admission to the Zoo, reduced admission to more than 150 other AZA organizations, special offers at local attractions, and more. This year, the Membership team introduced a new add-on membership option, Zoo-More, which allows for unlimited train and carousel rides for an additional \$19 per year per person.
- The Corporate Membership program generated \$450,000 in revenue through the support of 122 businesses in the Baltimore region. The Zoo is grateful to all corporate members for supporting its operations and mission while also providing their employees with a cost-effective benefit.
- The Zoo also gratefully acknowledges area foundations and philanthropic funds that granted monies for the vital services of day-to-day operations, educational programming, and capital projects.

financials

Contributed Income

State of Maryland	\$ 6,027,380
City of Baltimore	1,565,055
County Grants	524,452
Foundation Grants	357,010
General Support	
<i>Annual Fund</i>	<i>524,115</i>
<i>Corporate</i>	<i>596,500</i>
<i>Other</i>	<i>64,037</i>
Total General Support	<u>1,184,652</u>
Contributed Income	<u>9,658,549</u>

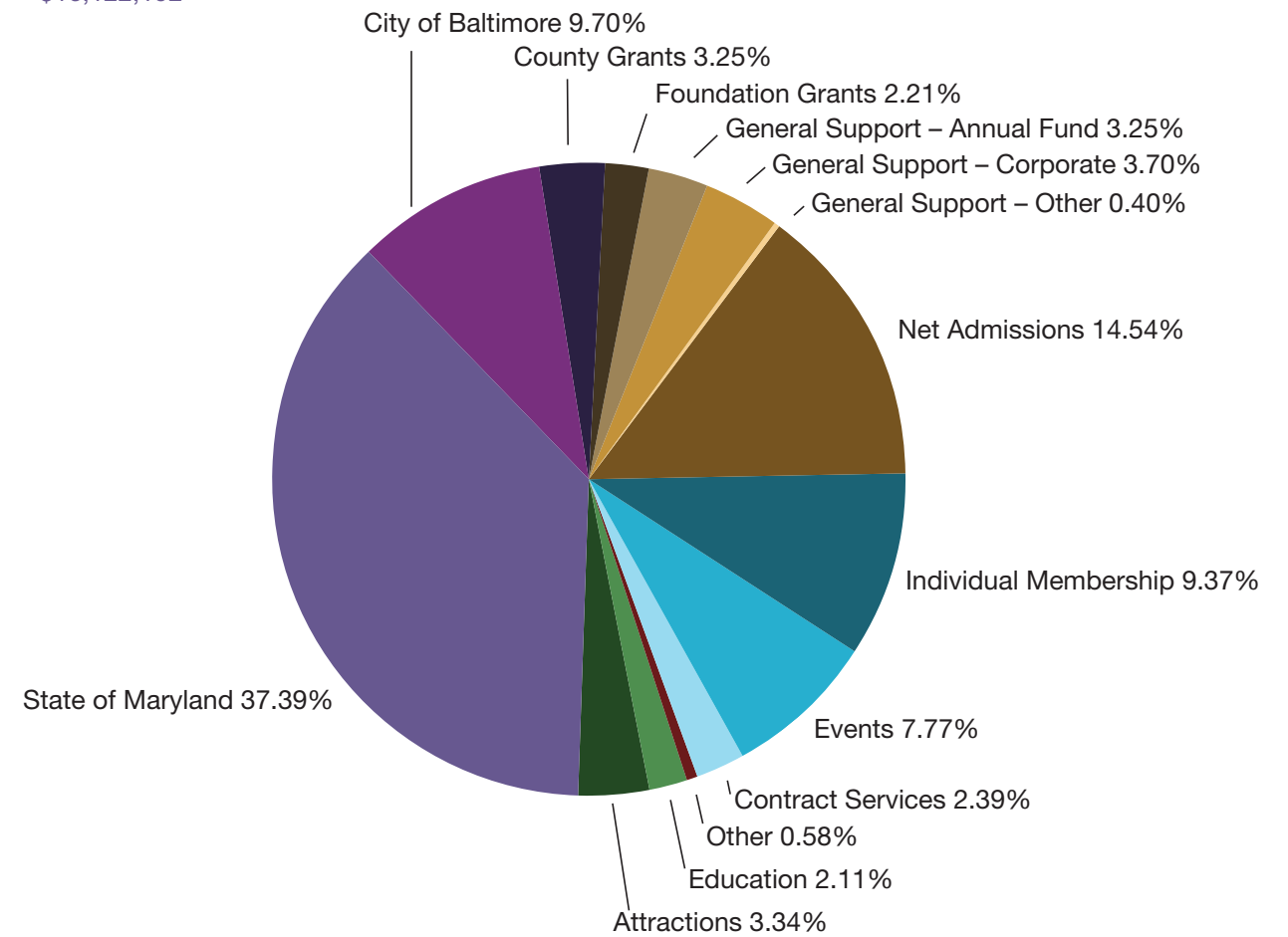
Earned Income

Net Admissions	\$ 2,344,361
Individual Memberships	1,510,665
Events	1,252,023
Contract Services	385,241
Attractions	538,182
Education	340,411
Other	<u>92,760</u>
Earned Income	<u>6,463,643</u>
Operating Revenues	<u>\$16,122,192</u>

Net Capital Support – used to fund capital projects **\$14,484,897**

Support & Revenue

TOTAL REVENUE
\$16,122,192



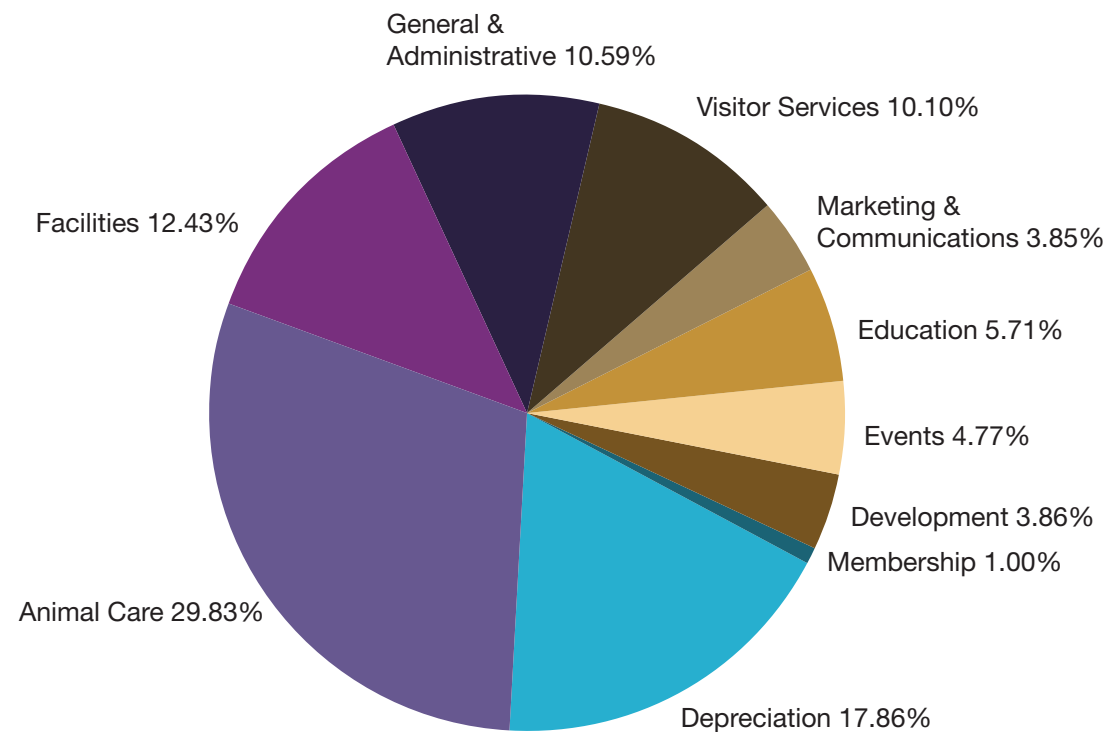
financials

Expenses

Animal Care	\$ 5,820,398
Facilities	2,426,174
General & Administrative	2,067,208
Visitor Services	1,971,370
Marketing/Communications	750,796
Education	1,114,247
Events	930,196
Development	752,794
Membership	194,683
Operating Expenses Before Depreciation	<u>16,027,866</u>
Depreciation	3,487,145
Operating Expenses	\$19,515,011

Expenses

TOTAL EXPENSES
\$19,515,011



African gray parrot



African elephant

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staff research projects, publications, and lectures

RESEARCH PROJECT PARTICIPATION

Staff-led Research Projects

Health and Genetic Assessment of Bog Turtles (*Glyptemys muhlenbergii*) in Maryland

The Maryland Zoo is partnering with the Maryland Department of Natural Resources to conduct health surveys and develop a genetic profile of the endangered bog turtle at various locations in Maryland. This study will lead us to a better understanding of the genetic diversity of the few remaining bog turtle sites in Maryland as well as provide health data for these critical populations. Led by *Maryland Wilderness Area* Manager Danielle Regan, sample collections began during the May and June 2019 field season and will continue into 2020.

Social dynamics during chimpanzee social group changes

Chimpanzees inhabit an inherently complex social system characterized by a combination of competitive and cooperative relationships among individuals. This project tracks the social dynamics of the chimpanzees at the Maryland Zoo in Baltimore as the existing social group undergoes a number of anticipated changes, including the introduction of a new adult male and the fission of the existing single group into two subgroups. This study will be led by Chimpanzee Forest Area Manager Pam Carter in collaboration with behaviorists at Franklin

and Marshall College. The 2019 MZIB Summer Research Intern and dedicated Zoo conservation volunteers were also integrally involved in observations for this study.

Collaborative projects with outside researchers

Microbiota and Innate Immunity of Amphibian Skin in Metamorph Frogs

The aim of this phase II study is to apply substrate (microbial reservoirs) and probiotic therapy during metamorph growth and development and to monitor changes in microbiota and immunity, including effects on antifungal function of the skin. This will advance captive husbandry techniques leading to species reintroductions.

Effect of dietary shifts on the microbiome of African savannah herbivores

The mammalian gut microbiome plays a critical role in digestion and health. A short-term experiment was conducted in which the protein intake of several non-ruminant African herbivore species (zebras, warthogs, and rhinos) was modified and compared to that of these species previously studied in the wild. The objective is to understand the significance of dietary change on the composition of the gut microbiome. Additionally, comparing the bacteria in the gut of these zoo animals to the gut bacteria of their wild counterparts will allow us to detangle

the effects of diet and evolutionary history on the microbiome.

The Effect of Positive Reinforcement Training on Chimpanzee Cortisol Levels

Cortisol extracted from saliva before and after a stressful event can be used to determine the response to that event. Training is an important form of enrichment for chimpanzees and can be used to facilitate medical procedures along with other preferred behaviors. While training does reduce the stress of routine procedures, the sessions themselves can be a producer of positive or negative stress. This study hypothesizes that training will result in a change in cortisol levels. The Zoo's Chimpanzee Forest keeper team provided samples from the Zoo's chimpanzees. Results from this study will contribute to improving chimpanzee welfare.

Characterization of basic reproductive biology of Amur leopards (*Panthera pardus orientalis*) using non-invasive fecal monitoring

In this study, fecal and serum samples from Amur leopards residing in select AZA zoos are being collected and analyzed in order to characterize patterns in reproductive hormones over various stages of female reproductive lives and cyclicity. This study will allow better understanding of how to facilitate reproduction of this critically endangered species in zoos and thus promote a more stable future for Amur leopards. The African Watering

Hole keeper team collected fecal samples and tracked reproductive behavior in our female Amur leopard for this study.

PUBLICATIONS

Bronson E and CK Vance. Anuran Reproduction. In: Fowler's Zoo and Wild Animal Medicine, Volume 9. 2019. Elsevier, St. Louis, Missouri. Pp. 371-379.

Desoubeaux G, D Chauvin, MDC Piqueras, **E Bronson**, SK Bhattacharya, G Sirpinski, E Bailly, C Cray. Translational proteomic study to address host protein changes during aspergillosis. PLOSOne. 2018;13: e0200843.

Desoubeaux G, M Rodriguez, **E Bronson**, G Sirpinski, C Cray. Application of 3-hydroxybutyrate measurement and plasma protein electrophoresis in the diagnosis of aspergillosis in African penguins (*Spheniscus demersus*). Journal of Zoo and Wildlife Medicine. 2018;49:696-703.

Rivas A, MJ Dykstra, **K Kranz, E Bronson**. Environmental fungal loads in an indoor-outdoor African penguin (*Spheniscus demersus*) exhibit. Journal of Zoo and Wildlife Medicine. 2018;49:542-555.

staff research projects, publications, and lectures (continued)

LECTURES

Dr. Ellen Bronson: Anesthesia in a Zoo Setting. University of Maryland Department of Anesthesiology. Guest lecture. August 2018.

Dr. Ellen Bronson: Diseases of captive and free-ranging mammals. University of Maryland College Park. Undergraduate lecture for biology and animal science majors. Annual guest lecture. November 2018.

Dr. Ellen Bronson: Comparative physiology of the gastrointestinal tract. Midwestern University College of Veterinary Medicine. Glendale, Arizona. Invited guest lecturer for Veterinary Physiology course. May 2019.

Dr. Ellen Bronson: Reproduction in Zoos: Cooperating to sustain genetically valuable long-term populations. Midwestern University College of Veterinary Medicine. Glendale, Arizona. Invited guest lecturer. May 2019.

PRESENTATIONS

Jennifer Sohl and Kaitlin Studer. The Maryland Zoo in Baltimore's Avian Malaria Monitoring and Treatment Program in African Penguins (*Spheniscus demersus*). Association of Zoo

Veterinary Technicians Annual Conference. August 2018.

Mandy Fahy. Guest leader at Hose2Habitat Enrichment Workshop. Columbus Zoo and Aquarium. August 2018.

Julie Grove and Lindsay Simpson. Quality of Life Assessment: Using Data to Help Make the End-of-Life Care Decision in a Macaque. Animal Behavior Management Alliance (ABMA). April 2019.

Katharine Mantzouris, The Maryland Zoo Box Turtle Monitoring and Citizen Science Program: Moving 20 Years of Research to the Next Level. The Box Turtle Conservation Workshop. May 2019.

Katharine Mantzouris. Confirmation of successful brumation of Eastern box turtles (*Terrepenne carolina carolina*): A comparison of resident versus translocated through incidental encounters at the Maryland Zoo in Baltimore. The Box Turtle Conservation Workshop. May 2019.

Pamela Carter and Kelly Freyder. A Tale of Two Intros. Association of Zoos and Aquariums' Chimpanzee Husbandry Conference. May 2019.



Flamingo chicks

We could not do it without you!

Your generosity allows the Zoo to continue offering excellent animal, education, and conservation programs, to provide an exemplary visitor experience, and to assure a clean and safe environment for our animals, staff, and guests from all over Maryland and the region. Our genuine thanks go to you, our faithful friends, who year after year support the Zoo with your philanthropic donations, enabling us to make the wonders of wildlife accessible to the entire community.

Thank you!

Government Support

The Maryland Zoo continued to receive invaluable support from the State of Maryland, the City of Baltimore, Baltimore County, and Howard County. Together, these governments provided more than half of the Zoo's operating funds and important capital improvements, with the State as the most significant contributor for capital improvements. We remain deeply grateful for government leaders' recognition and appreciation of the Zoo as a high-quality institution serving the community.



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Individual Annual Giving

The Maryland Zoo is a nonprofit organization that must raise nearly half of its operating budget from private sources every year. Our heartfelt thanks go out to the following donors, whose sophisticated understanding of the importance of support for daily operations led them to contribute \$100 or more to our Annual Fund between July 1, 2018, and June 30, 2019. Their generosity enabled us to finish our fiscal year in the black for the sixth year in a row.

Every effort was made to ensure the accuracy of this listing of donors. We regret any inadvertent omissions or errors and ask that you bring these to the attention of the Development Department by calling 443-552-5293.

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Jessica Kalinowski

Lynn Krufft
Sarah LeRoy
Thomas Levickas
Erin Luck
Hilde Martin
Nancy Meier
Tom Nasuta
Beth Penn
Janet Pogar
Martin Schmidt
John Sheehe
Edward Shevitz
Chelsea Tynan
Susan Wentz

100-199 HOURS

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Paisley Ashland
Brittany Astor
Dacia Balch
Marta Barrett
Elaine Bowen
Elias Brody
Matthew Brown
Susan Browning
Chandler Chaput
Mary Rose Cook
Joe Corcoran
James Crouse
Julia Dimaio
Joleen Dinolt
Jim Dobson
Keith Dolan
Emma Ehreth
Lauren Eicher
Joseph Escobedo
Linda Forlifer
Poulheria Frankos
Andrew Gill
Herbert Goldman
Susan Grady
Jeffrey Griffin
Mireille Heidbreder
Susan Hendee
Collin Hicks
Joanna Hildebrand
Shalis Hunt
Alan Katz
Alyssamarie Kess
Helen Kiefert

Sophia Koontz
Sandra Krauer
Susan Landers
Barbara Lazar
Marali Lazo-Prado
Timothy Leuba
Suzi Levin
Glenn Lichtman
Emily Lima
Montana Lowe
Batsheva Marks
Linda Mclvor
Haley Metzger
Nora Miller Smith
Kathleen Monroe
Joan Montanari
Michael Moore
Anakin Moyle
Albert Muehlberger
Sue Nasuta
Andrea Nolan
Dick Penhallegon
Barbara Pilett
Jesus Pineda-Romero
Kylee Podany
Erin Powell
Belinda Reed
Jenna Resnik
Ellon Ruschell
Donna Scarbrough
Ariana Serevetas
Patricia Smith
Shirley Smith
Mary Ellen Smith
Chloe Sonntag
Angela Spencer
Robert Stiefel
Hiedi Sturm
Archana Swaminathan
Caroline Swann
Rebecca Tate
Phyllis Taylor
Stephen Taylor
Jennifer Thorpe
Neha Tripathi
Sophie Van Etten
Jacob Viscarra
John Wagener
Julie Waldfogel
David Wallace

Zane Walsh
Laura Webb
Erica Wright
Linda Wrightson
Derek Wu

50-99 HOURS

Annette Abramson
Samantha Amaker
Makaila Ballah
Dana Beckwith
Jessica Bertling
Erica Boehm
Audrey Bowman
Michael Brown
James Campbell
Micah Chandler
Deja Cooper
Brandy Copsey
Joseph Copsey
Melinda Cutler
Khalil Davis
Nicole DeAtley
Jessica Dett
Lucas Dett
Adam Donatelli
Thomas Doyle
Gloria Dunton
Claire Evans
Victoria Fowler
Natalie Fowlkes
Za’Niyah Golder
Samuel Gundlach
Alyssa Heeter
Gabriel Hiestand
Stacey Hlatky
Taylor Horn
Pat Hutchinson
Maxwell Hutchison
Anita Iseman
Shavaun Jenkins
Makayla Johnson
Zach Kaminski
Nicholas Kim
Megan Koermer
Khang Lam
Jeanne Lambdin
Julia Larsen
Anna Liberatore
Jeffrey Lifton

Morgan Lint
Gail Mahan
Kristen Mankowski
Ashley McDermott
Gabriel Milio
Frances Murphy
Piper Perez
Jacqueline Phillips
Khatereh Plesnik
Hannah Pollock
Zachary Powers
David Pugh
Sherry Rast
Emily Reichard
Paul Reynold
Jabari Rideout
Terry Romine
Isabel Rudie
Tressa Salava
Claire Schwartz
Rebecca Schwartz
Kathy Semone
Rhona Sober
Anthony South
Nehemyah Swinton
Carole Taylor
Emma Texter
Kathy Thomas
Rosa Umanzor Romero
Benita Vargas Brown
Jonathan Veale
Tyrone Walker
Javion Walters
Sirion Williams
Jennifer Wilson
Hannah Wilson
Carrie Wiskman
Bradley Young
Xinting Yu

1-49 HOURS

Jane Albrecht
Michelle Althouse
Nicole Arend
Randy Ash
Robin Bailey
Tim Banks
Andrea Barnes
Steve Baron
Miranda Bartling

Evan Baum
Kathleen Bell
Lady Bell
Broxa Benesh
Steve Benesh
Vedad Benesh
Taylor Bensley
Elisabeth Bernstein
India Biggus
Lorraine Black
Stephanie Blair
Blair Blanks
Sara Blickenstaff
Jason Bloom
Matt Bocian
Amanda Boisvert
Elisabeth Bond
Jahphil Bounthron
Lisa Brodhead
Tammy Brown
Robert Browning
Francine Brownley
Petra Budavari
Kathy Burton
Seth Burton
Leslie Cain
Stacey Campbell
Kasey Caparella
Bill Carson
Jessica Carter
Kim Carter
William Casey
Mark Chalkley
Pat Chason
Robin Clark
Jessica Clarke
Gina Clay
Shaun Clear
Kaitlin Clem
Curtis Clements
Courtney Cline
Gary Cohee
LeAnna Comer
Paula Conti
LINDA COPSEY
Linda Corcoran
Allison Cottrell
Charles Crowl
EMILY CROWL
Hannah Crystal

Kristin Cunningham
Kelly Curtis
Rachel Cyr
Shaylin Daji
Theresa Davis
Rhiannon Davis
Patricia Dean
Amanda Decker
Rosemary Degrafenreid
Sharon Derby
Mary Dobrzynski
Jessica Dougherty
Todd Douglas
Cathryn Doyle
Rebecca Driscoll
Alison Duffy
Nina Duke
Emily Dunay
Patricia Edens
Mary Anne Ehinger
Sandy Eikner
David Emery
Laticia Ensor
Mary Jane Epley
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Johanne Etienne-Zawitoski
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Stuart Fine
Tami Fine
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Analisa Gaskins
Meghan Gawryck
Stephanie Geller
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Albert Glass
Jannette Goldstein
Daniel Goodman
Frank Greenbaum
Dylan Greene
Chanel Grimes
Paul Gussack
Sean Gutterman
Dottie Hadricky
Kaitlin Haga
King Hagans
Olivia Haley
Ethan Hall
Ashley Hamilton
zachery Hamm
Maia Hanlon
Krista Harbold
James Hardin
Nancy Hare
Abigail Hart
Leo Hartman
Elizabeth Hepner
Eddie Heredia
Katelynn Herty
Cheryl Hickman
Miranda Hill
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Heather Holgate
Lashawn Holmes
Latrice Honeyblue
Sandra Hopkins
Jackie Houser
Katrina Huber-Smith
Apryl Hubert
Justin Im
Wannaporn Inthasit
Erica Jackson
Kate Jacob
Katherine Jacobsen
Kurt Jacobson
Asya Jasper
Linda Jermyn
Elijah Johnson
Mark Johnson
Benjamin Jones
Tamara Jones
cynthia jones
Adina Kadden
Nathan Kalb

Maximillien Kamdem
Ruthanne Kaufman
Mary Kerns
Cheryl Kessler
Renee Kessler
Zakia Khan
Emily Kimball
Brashae King
Theresa King
Lindsey Knuppel
Miriam Koesterich
Lexi Koogle
Eileen Kuhl
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kelly lane
Michelle Layfield
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Lauren Lewis
Jessica Lipton
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Michael Martin
Margaret McAuliffe
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morgan mccamie
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Cierra McKoy
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DeAnna Miles Brown
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Susan Mullikin
eddy murray
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Esther Polirer
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Karen Underwood
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Sabrina Witkowski
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Bradley Wyatt
Robin Yabroff
Michael Zaruba
Phillip Zhang
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The Maryland Zoo in Baltimore is a non-profit organization accredited by the Association of Zoos and Aquariums.



MARYLAND ZOO

1876 Mansion House Drive, Druid Hill Park, Baltimore, MD 21217-4474

www.marylandzoo.org

HOURS OF OPERATION

Every day is a great day to be at the Zoo! Plan ahead and enjoy a day here soon. Before you visit, check the Zoo's website – www.MarylandZoo.org – to get up-to-date information on daily programming, exhibits, and upcoming events.

Open daily, 10 a.m. – 4 p.m.

*(Closed Thanksgiving Day and December 25, and
Tuesday through Thursday in January and February.)*

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Education	443-552-5300
Group Sales & Rentals	443-552-5277
Membership & Adopts	443-552-5281
Corporate Membership	443-552-5280
Volunteers	443-552-5266