

MARYLAND ZOO

2019-2020 ANNUAL REPORT





African lioness

our mission

to inspire and educate people to join with us in the active support and conservation of wildlife and wild places.

The Maryland Zoo sits in the heart of Druid Hill Park, a vibrant natural oasis in the midst of Baltimore City. Normally, both the Park and Zoo would welcome thousands during the course of a year...but not 2020. The year was marked by the COVID-19 pandemic which caused many to stay home, heading out solely for groceries or, in the case of essential workers, heading to their jobs. While people still visited the park to walk dogs, run or just breathe in the fresh air, the Zoo stood silent for three months, with only essential staff and the animals they care for, while other staff worked remotely and sadly, many were laid off.

Animal care and Hospital staff worked extended shifts, stayed on specific teams so as not to spread possible disease, and balanced their duties with caring for their families as well. Others quickly pivoted to communicating with members, keeping them engaged with the Zoo even though they could not visit, via member-specific emails as well as social media engagement and media outreach. Fundraising, already a necessity, was bolstered by a large spring appeal and a variety of additional email and social appeals through the end of June. And people responded with generous donations, heartfelt letters of support and kind emails thanking the Animal Care teams for being here for the animals.

The Zoo was able to move forward this year with some of 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. Sadly, all of the in situ work stopped with the emergence of the COVID-19 pandemic in March. We were still able to assist many of our partners with small financial contributions and look forward to re-engaging with them in person when it is safe to do so.

This annual report catalogues the work of the Zoo over a 12-month period from July 1, 2019 through June 30, 2020. During that time 252,069 guests visited the Zoo and more than 14,340 member families supported the Zoo.



JENNIFER E. LOWRY

CHAIRMAN OF THE BOARD OF TRUSTEES

Letter from the Chairman

What an unexpected and challenging year Fiscal 2020 was! The year started strong – the African Journey renovations bolstered attendance and membership. The weather was mild enough during the winter months that visitors flocked to the Zoo to see the Colobus monkeys enjoy their new outdoor trail.

However, in March, as the country, state and city were adapting to new protocols due to the COVID-19 pandemic, the Zoo closed to guests in compliance with state and local requirements. With the doors closed during typical peak attendance months and the demands for the animals unchanged, Zoo leadership had to examine the existing operating model and determine what steps might need to be taken. Unfortunately, dramatic cost-cutting measures were required, leading to reductions in Zoo staff.

Under modified schedules and plans, the teams kept the Zoo operating and the animals and each other healthy. The dedication of the employees under such trying circumstances was truly remarkable. The Animal Care and Hospital staff worked extended shifts and created specific teams, rotating on and off as a group to maintain the safest environment possible. Other teams quickly pivoted to developing a reopening plan, communicating to and engaging with members and the public via email, social media and through the local and national press. The Zoo was able to open again at the end of June, just before the fiscal year ended, with new opportunities and challenges to tackle.

In addition to the COVID-19 pandemic, the Zoo was preparing for another significant transition as Don Hutchinson, Zoo President & CEO, was preparing to retire. Don was instrumental in supporting the staff through the closure and subsequent reopening on June 24th even as he was preparing his transition to his successor, Kirby Fowler. I am proud to have worked with Don for many years, as he was always committed to giving staff the tools to provide the highest level of care for the animals and to ensure an excellent experience for all Zoo visitors. I wish him all the best in his new chapter and hope to see him at the Zoo frequently.

I want to gratefully acknowledge the support of the State of Maryland, the City of Baltimore, and the citizens of Baltimore County and Howard County, as well as the many foundations and corporations that value the Zoo and provide financing through grants, sponsorships, and corporate memberships. Your steadfast support during this tumultuous period was greatly appreciated and never more needed.

I am personally grateful to those who support the Zoo and help it to remain a vibrant and vital part of Druid Hill Park.

To all of those serving alongside me on the Board of Trustees –I am inspired by the energy, creativity and support that you provided during not only the strong months in the beginning of the year but also during the challenging months when the Zoo was closed to the public. Thank you again for your unwavering support.

A handwritten signature in dark ink, reading "J E Lowry". The signature is fluid and cursive, with a large loop at the end.

Jennifer E. Lowry, Chair, Board of Trustees, Maryland Zoological Society, Inc

Letter from the President

I have had the honor and pleasure of leading The Maryland Zoo in Baltimore for more than twelve years. I announced my decision to leave my position last year, and as I stepped down from my role as President & CEO at the end of June 2020, I felt it was unfortunate to leave during such uncertain times.

The Maryland Zoo closed on March 16, 2020 and just re-opened on June 24 for our loyal Zoo members who have stuck with us during such uncertain times. I am ever thankful for their support, and I cannot overstate their importance to this organization. We opened to the public on June 27th with myriad COVID-19 safety protocols in place to make everyone feel comfortable during their zoo visits.

Sadly, this closure resulted in a loss of revenue of more than \$3,500,000 dollars from admission ticket sales, special springtime events, rentals, and other income that helps us ensure the high quality educational programs we offer both on and off-grounds, as well as fund our many conservation programs for both local and international species. But I do want everyone to remember that, for nine of the twelve months of this fiscal year, the Zoo was thriving and attendance was booming. I am sure we would have finished off this year in a very secure financial position if it was not for the emergence of COVID-19.

I don't intend to let this Annual Report end on a sour note! The Maryland Zoo of 2020 looks nothing like it did in 2008 when I arrived. There have been so many highlights including the birth of Samson, the first ever African elephant born at the Zoo, the opening of the Giraffe Feeding Station, Prairie Dog Town, Jones Falls Zephyr train, Panamanian golden frog and Hellbender exhibits, the addition of Lemur Lane, grizzly bears, the return of bobcats to the Zoo, Penguin Coast in 2014 and then last year's opening of the newly renovated and expanded lion, giraffe and elephant habitats, the most extensive renovation in the Zoo's history. None of this would have been possible without you – the community of members, guests, and partners dedicated to supporting the Zoo and its programs.

I am pleased that I leave the Zoo in good hands with incoming President & CEO Kirby Fowler. He has a true love for the Baltimore community, and a lifelong fascination with zoos. I am confident you will find him out on Zoo grounds welcoming visitors working alongside staff and volunteers, as well as observing the animals in their habitats.

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 thank you all for this wonderful opportunity I have had to lead The Maryland Zoo and for your steadfast support of our mission. I hope to see you on my future Zoo visits.



Donald P. Hutchinson, President/CEO
Retired, June 30, 2020



DONALD P. HUTCHINSON
PRESIDENT/CEO

new at the zoo

Between July 1, 2019 and June 30, 2020:

- *Colobus Trail* opened allowing the colobus troop to have outside access from *Chimpanzee Forest* to the habitats at *Lemur Lane*, which also improved our ability to manage the colobus and lemur species.
- J. Kirby Fowler, Jr., incoming Zoo President & CEO, began the transition process at the Zoo in

April 2020. He replaces Don Hutchinson, who retired on June 30, 2020.

- The Meadow Habitat and Giant Tree exhibit in the *Maryland Wilderness* underwent extensive renovations.
- The Buffalo Yard Stream Valley Restoration Project, funded by the Maryland Port Authority, was completed.



Ring-tailed lemur

“ I expected my learning curve to be steep and felt ready for the challenge, but never did I imagine the curve ball that a global pandemic would throw. It was a frightening yet fascinating few months, to say the least – a time when zoos and aquariums, and much of our economy, were forced to close as a way of preventing the spread of COVID-19, but also a time of deep exploration and new opportunity.”

— J. Kirby Fowler, Jr. incoming President & CEO

- The Zoo wide re-lamping project, funded by Baltimore City, was complete in February 2020.
- ADA parking at the Mansion House was improved and an ADA entry path from the parking lot into the reception area was constructed.
- The Pizza Depot at Zoo Central was renovated and improvements were made to Whistle Stop, both funded by Service Systems Associates (SSA).
- Because COVID-19 restrictions prevented the Zoo from offering our traditional summer camp program, Zoo educators developed a new summer experience, Sofa Safari, to bring education programming to the homes of participants who would normally have attended in-person summer camp in 2020.
- Nearly a dozen new animals joined the Zoo's collection, including five wood turtles, a broadhead skink, five American toads.
- Many baby animals were born or hatched at the Zoo, including two female chimpanzees, two

blue duiker, trumpeter swans, sitatunga, kudu, African penguins, prairie dogs and scores of Panamanian golden frogs.

- The Maryland Zoo became the first tourist destination in Maryland to earn sensory inclusion certification through KultureCity, a nationally recognized nonprofit that provides sensory inclusion training and tools to venues and large-scale events.
- Four new animal webcams made their debut allowing remote viewing of the lions, giraffe, flamingo and trumpeter swans.
- A Virtual Elephant Behind-the-Scenes Tour that allows participants to meet an African elephant and speak with members of the Zoo's elephant care team was developed during the COVID closure allowing elephant-lovers the opportunity to stay connected while at home.

FOR MOST OF THE YEAR THE ANIMALS AND THEIR CARE TEAMS WERE MANAGING AS USUAL, AND THEN CAME THE PANDEMIC. THE ZOO WAS SILENT

BUT FOR THE ANIMALS AND THE PEOPLE CARING FOR THEM AND THE FACILITIES FOR THREE MONTHS, BUT THE IMPORTANT WORK NEVER STOPPED.

animal report

Between July 1, 2019 and June 30, 2020:

- Nearly a dozen new animals took up residence at the Zoo, including five wood turtles, a broadhead skink, five American toads.
- Many baby animals were born or hatched at the Zoo, including two female chimpanzees, two blue duiker, sitatunga, kudu, African penguins, prairie dogs and scores of Panamanian golden frogs.
- *Colobus Trail* opened allowing the colobus troop to have outside access from *Chimpanzee Forest* to the habitats at *Lemur Lane*, which also improved our ability to manage the colobus and lemur species.
- The Meadow Habitat and Giant Tree exhibit in the Maryland Wilderness underwent extensive renovations.
- Eleven African penguin chicks were hatched at *Penguin Coast* and one clutch 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 2019 was released into the wild in Iowa in spring 2020 in support of that state's ongoing trumpeter swan reintroduction program. This was the fourth trumpeter swan from the Zoo in three years to be released in Iowa.
- Final areas of the renovations and new construction was completed in the lion, giraffe, and elephant areas, significantly

improving and enhancing the *African Journey* experience for guests and the facilities and features for the animals and staff.

- New annual welfare animal assessments were implemented as part of a collaborative effort between the Animal and veterinary departments to continue providing the highest standards of animal care.
- The Chimpanzee Forest Animal Care team created two core groups of chimps for our fission/fusion management plan.
- All giraffe were successfully introduced together to improve herd management.
- Due to COVID19 restrictions put in place in March 2020, several exhibit areas were closed to guests when the Zoo reopened, including portions of the Maryland Wilderness and the animal contact yards.
- Staff veterinarians performed 2,600 checks and exams on the animals in our care over the past year, as well as 110 anesthetic examinations, and veterinarians wrote over 2,800 prescriptions for collection animals and triaged wildlife.
- Veterinary staff cared for 87 non-zoo native wildlife cases throughout the year. The most notable case was an injured female wood turtle from Western Maryland that came to the Zoo with multiple eggs that she subsequently laid under veterinary care. She was released into an Allegheny County stream in the summer. The one viable egg hatched while in the Zoo's care.



Sitatunga calf

- The Zoo came to the aid of Baltimore City police in October 2019 to tranquilize an Angus bull that escaped a transport trailer near Coppin State University and helped to safely return the bull to its owner.
- The four registered Veterinary Technicians processed 813 blood and tissue samples and 1,058 fecal samples from animals in our care,

and they took radiographs on 66 animals. As it is every year, a large part of their time is spent monitoring the zoo's large collection of African penguins for signs of avian malaria. This year intensified with the initiation of a new avian malaria research project, increasing the total hours spent processing and examining samples to 300 hours.

animal report (continued)

Technicians participated in multiple other conservation and research projects in the Zoo, lending 298 hours to the Conservation Department.

- The Commissary Team delivered a whopping 235 tons of four varieties of hay to many of the large animals in the Zoo, including elephants, giraffe, antelope, and farmyard animals.
- The Zoo expanded its relationship with BGE to utilize tree cuttings from around electrical lines as “browse” for many of the Zoo’s animals, including adding winged sumac to the available browse this year, the preferred diet of the sifaka in the *Chimp Forest*.
- 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 FY20 include:

- Veterinary Technicians worked with keepers to obtain the first blood sample from river otter “Mary” from her tail and also from resident giraffe “Anuli” from her neck, both with voluntary training.
- The Zoo’s male giraffe Caesar was trained by keepers to allow a voluntary muscle injection for the first time and received his annual vaccines by hand-injection (instead of a dart) by a Veterinary Technician.

Many animal and veterinary staff members leveraged professional skill and experience to



Trumpeter swan cygnet

fulfill important roles in animal management beyond the Zoo.

- Mike McClure, General Curator, serves as a member of the Board of Directors for the Elephant Managers’ Association.
- McClure is also a leader for the Saving Animals From Extinction (SAFE) project for tracking African Penguin marine movements; a Course Administrator and instructor for the AZA Principles of Elephant Management 1

and 2 courses and the Scientific Program Chair for the Elephant Endotheliotropic Herpesvirus (EEHV) Advisory Group.

- Erin Grimm, Mammal Collection & Conservation Manager, serves as studbook keeper for the Giraffe Species Survival Plan (SSP),
- Jen Kottyan, Avian Collection & Conservation Manager, was re-elected to African Penguin Taxon Advisory Group (TAG) steering committee.

- Kottyan also co-published the African Penguin breeding and transfer plans for 2019-2021.
- Kevin Barrett, Reptile & Amphibian Collection & Conservation Manager, published the Panamanian Golden Frog (Sora population) studbook, and co-published the breeding and transfer plans for 2020-2022.
- Pam Carter, Chimpanzee Forest Area Manager, serves on the steering committee for the Chimpanzee SSP program and the Chimpanzee SAFE program.
- Danielle Regan, Maryland Wilderness Area Manager, serves as studbook keeper for the Egyptian tortoise SSP.
- Jess Phillips, Penguin Coast Area Manager, was elected Vice Coordinator for the African Penguin SAFE program.
- Phillips also leads the Penguin SAFE project for African Penguin disaster response, and serves as an instructor for Hazardous Waste Operator Training (HAZWOPER) program.
- Julie Grove, Animal Embassy Area Manager, joined an AZA subcommittee working on handling guidelines for kinkajous.
- Ellen Bronson, Senior Director of Animal Health, Conservation, and Research, serves as the veterinary advisor for the African Penguin SSP and is a collaborator on the African Penguin SAFE Sustainability Project. She is also the veterinary advisor for the Felid TAG, as well as the Panamanian Golden Frog SSP and Project Golden Frog.

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 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 FY20, the Zoo furthered its commitment to wildlife conservation as follows:

Signature Animal Programs (SAPs)

African Penguin

Two of the Zoo's registered veterinary technicians, Jen Sohl and Kaitlin Studer, traveled to South Africa in December 2019 to the Southern African Foundation for the Conservation of Coastal Birds (SANCCOB) facility to lend veterinary nursing expertise and assist their staff veterinarian with treatments, radiographs, surgeries, and laboratory work. As one of the Zoo's conservation partners, SANCCOB rehabilitated over 1000 penguins last year, as well as other seabirds.

Jess Phillips, the Penguin Coast Area Manager, is the Coordinator for AZA's Saving Animals from Extinction (SAFE) African Penguin Disaster Response project. In the last four years, this project has supported the preparedness and training of the South

African penguin rehabilitation facilities and groups to respond to disasters in coordination with multiple partners, including SANCCOB. In the past year, Jess has now begun to develop relationships with members of the Namibian government and non-governmental organizations (NGOs) to enable the drafting of a plan that will develop a nonprofit organization in Namibia to rescue and rehabilitate oiled, sick, or injured African Penguins and other species of endangered seabirds, which has to date been lacking in the country.

Using the policies and procedures developed by SANCCOB in South Africa, they will also bolster the African penguin population by hatching out and raising abandoned eggs and chicks collected from the island colonies in Namibia. Thirty percent of the remaining, rapidly declining population of African penguins reside in Namibia, where they are vulnerable to many threats such as the recent outbreak of avian influenza and scarcity of small pelagic fish. With the institution of this new organization, disasters such as oil spills or disease outbreaks can be mitigated and handled in a timely and efficient manner in the country. Forming partnerships with government agencies and the local mining companies has guaranteed sustained funding for the foreseeable future.

Panamanian Golden Frog

In November 2019, Kevin Barrett, Reptile and Amphibian Collection and Conservation Manager, Danielle Regan, Area Manager of Maryland Wilderness and the Zoo's Panamanian Golden Frog assurance colony, and Katharine Mantzouris, Panamanian golden frog keeper, traveled to Panama to work with our conservation partner, the El Valle Amphibian Conservation Center (EVACC). This foundation houses the main breeding colony of the remaining frogs of this species in Panama, which is believed to have disappeared from the wild.

In the past year, EVACC Foundation has relocated and broken ground on a new breeding and conservation center in the city of El Valle, where the golden frogs were previously found. The three MZIB staff spent a week at the center setting up exhibits so that EVACC can add a public exhibit. These efforts will allow the public to see golden frogs and also will allow EVACC to fundraise and become a sustainable organization. They also began work preparing a release site in a nearby stream for future reintroductions of young frogs into the wild.

Polar Bear

In October 2019, Education Manager Sharon Bowen visited our conservation partner Polar Bears International (PBI) in Churchill, Manitoba. The week-long trip was the first-ever joint PBI Climate Academy and National Network of Ocean and Climate Change Interpreters (NNOCCI) Leadership Camp. As an alum of a NNOCCI Study Circle, Sharon



Polar bear

conservation report (continued)

and NNOCCI alums from other Arctic Ambassador Centers met to share best practices for effective climate change communication, learn firsthand about the delicate tundra ecosystem, and recommit to our partnership with PBI, against the backdrop of the Arctic and being able to observe polar bears in their native setting.

African Elephant

The Zoo welcomed Dr. Kate Evans, the director of our elephant conservation partner, Elephants for Africa, to the Zoo in September 2019 for an evening Field Talk in front of the newly renovated elephant exhibit. This impactful organization aims to conserve elephants through research and education. They perform field research on male African elephants and work with local villagers to find ways to coexist with African elephants.

As African elephant populations continue to dwindle, the majority require land outside of protected areas, bringing them in contact with humans also trying to make a living for their families. Finding ways for subsistence farmers to deter elephants from crop raiding protects both the elephants from human harm and also sustains the farmers and increases the agricultural yields. Our support of this important organization directly affects the future of African elephant populations.

Great Ape

Pam Carter, Chimp Forest Area Manager, continued her work on the Chimpanzee SAFE, which supports four important chimpanzee conservation efforts in Central Africa, including the Zoo's long-standing conservation partner, Guoalougo Triangle Ape Project.

The zoo continues to house the large biobank for the Mountain Gorilla Veterinary Project and Jen Sohl, Hospital and Conservation Programs Manager, serves as the biobank manager for the project. This Biobank contains blood samples, tissues, and fecal samples for use in research projects from the remaining mountain gorillas in Uganda, Rwanda, and the Democratic Republic of Congo.

Native Maryland Species

Black Bears

Due to COVID, only one black bear exam was completed before the program was curtailed for the season. We hope to return to assist with this field project in 2021.

Brown Pelicans

Staff veterinarian John Flanders, Veterinary Technician Devon Youngclaus, Area Manager Danielle Regan, and Animal Embassy keeper Tammy Zurawra traveled in September 2019 to the Eastern Shore to participate in banding of brown pelicans on Spring Island, as well as blood and swab sampling of the young pelicans

in collaboration with the Maryland Department of Natural Resources.

Bog Turtles

Animal department and veterinary staff worked in conjunction with the Maryland Department of Natural Resources on a Bog Turtle Genetic and Health Testing project the past two years, collecting samples from free-ranging bog turtles from Maryland counties with populations of this critically endangered turtle. This spring, 22 bog turtles were examined for genetic make-up and the presence of infectious diseases.

Wood Turtles

The Zoo began a new project in the spring of 2020 in conjunction with Maryland Department of Natural Resources and our conservation partner Susquehannock Wildlife Society with another Maryland native turtle, the wood turtle. Wood turtle populations are limited and declining in Maryland and across their entire range in the eastern North America.



Pink-backed Pelican

A wild female was brought to the Zoo due to a fractured shell, and produced one egg while here. This hatchling will be the founder of a head-starting program, to boost survival of young hatchlings until they reach an appropriate size, and then be released into areas that currently have decreased populations of the

conservation report (continued)



Bog turtle

species. Five confiscated female wood turtles that were genetically tested and found to have originated from Maryland will be the future breeding animals for this program.

Snowy Owls

The Zoo's veterinary staff continued to work with Project SNOWStorm, a broad collaboration between biologists, ecologists, and veterinarians to learn more about this elusive species. Snowy owls breed in the Arctic but spend their winters further south, occasionally as far as Maryland. The Zoo has the Biobank for this project, collecting, analyzing, and storing blood and other samples taken from free-ranging

snowy owls across the northern US. Two samples were analyzed and processed in late 2019 from snowy owls.

Box Turtles

The Maryland Zoo Box Turtle Monitoring and Citizen Science Program continued and built upon the program's revitalization last year. During the fiscal year 2020, eight turtles were found incidentally on grounds by staff members, engaging animal and non-animal staff in this conservation project. Teen Volunteers participated in weekly and monthly radio

telemetry tracking, totaling in 37 outings and four further turtles found on search surveys.

Emergency preparation for local birds

In August 2019, four staff members participated in oiled bird training at Tristate Bird Rescue and Research in Newark, Delaware. This project prepares staff at the Zoo in conjunction with local partners to respond if needed to oil disasters that involve native species.

Additional projects

The Zoo raised money for the Zoos Victoria's Bushfire Emergency Wildlife Relief Fund to aid in the treatment and rehabilitation of the extensive number of Australian native wildlife

affected by the devastating wildfires of late 2019 and early 2020 during the Australian dry and hot summer. These record-breaking fires affected an immense part of the Australian continent and killed as many as one million wild animals and left many more injured or displaced and in need of extensive medical care.

The Zoo contributed \$3000 from the MZIB Wildlife Response Fund and the Zoo's volunteers raised a further generous \$1600. Over \$4000 was added to the contribution by Zoo supporters in a fundraising call, including \$283.14 raised by first-graders at the Roland Park Country School.

Sustainability

The Sustainability Committee was busy planning and designing a new and larger garden space over the fall and winter of 2019 with local master gardeners in one of the Buffalo Yards that is currently empty. The space was surrounded by a deer-proof fence and raised beds were built with the Zoo's Teen and Conservation volunteers. We had to scale back our grand plans a bit with the pandemic causing staff and volunteer changes in the spring, but we were still able to plant three vegetable garden beds, now in an area that is within public view.

Vegetables grown were: tomatoes, romaine lettuce, kale, green peppers, and green beans. These vegetables were used in the animals' diets and reduced our carbon footprint by reducing transport of produce to the Zoo.

A pollinator garden was planted in the same public-viewing area with grant support from the Zoo's Teen Leadership Council, that features all native flowering plants such as black-eyed susans, mountain mint, and New England aster.

Composting continued and expanded at the Zoo. We continued to fill compost bins with produce from animal diets and staff areas, but new this year was adding in grain diet leftovers from herbivores. The rich composted soil is then used for the garden to grow more produce for the animal diets.

In July 2019, the Zoo participated in the Plastic Free Ecochallenge. This was the 2nd year of this activity that encourages people to use less plastic with participation from 776 teams from zoos and aquariums across North America. After an initial kick-off year last year with zoo staff and volunteer participation, it was opened up to zoo supporters and the public this year with great success, including a local TV piece on our boastful participation in the challenge. We finished first place for the second year in a row, even among much bigger institutions.

education report

Between July 1, 2019 and June 30, 2020:

For most of the year, our busy staff facilitated field trips, outreach programs, themed events, and visitor engagement. The pandemic hit just at the start of our busy spring season, causing the Zoo to close and our staff to quarantine at home for several months. We spent the time creating fun and informative online content for the Zoo's website and social media, and figuring out how to share our conservation mission virtually. In June, we returned to campus with a much smaller team but more than ready to make a big impact.

- Prior to the forced closure due to the COVID-19 pandemic in March (just before the busiest field trip months), the Zoo welcomed 13,753 individuals in association with the Free Admission program supported by the legislature and funded by the Maryland State Department of Education, as follows:
 - 9,981 Maryland school children
 - 876 teachers
 - 388 1:1 assistants supporting students with special needs
 - 525 other chaperones
 - 98 children under age 2
 - An additional 1,885 individuals (1,757 parents/guardians and 128 non-student children over age 2) visited in association with a school field trip at a reduced rate.
- Maryland school groups came for field trips from 14 jurisdictions: Anne Arundel County, Baltimore

City, Baltimore County, Calvert County, Carroll County, Charles County, Frederick County, Harford County, Howard County, Montgomery County, Prince George's County, Queen Anne's County, St. Mary's County, and Washington County.

- Of field trip visitors in FY20, 541 students participated in twenty-six paid school programs (ZOOlabs and multi-visit Package Programs) designed to stimulate students' critical thinking, support reading skills, and address science, math, and life science topics. These programs are aligned with the Next Generation Science Standards and the Maryland College and Career-Ready Standards as appropriate. Package Programs provide 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.
- Over the summer of 2019, twenty-one middle- and high-school aged children participated in the Zoo's popular Keeper-in-Training Program and sixty-two children entering grades 3 through 6 participated in weeklong summer camp programs.
- Zoo educators, assisted by Zoo volunteers, delivered 584 programs and experiences to 28,428 people in communities across Maryland and beyond. Of those programs, 189 were grant-funded and delivered at no cost to Title I elementary schools, early education centers, and libraries throughout Maryland. Educators attended nineteen local events, engaging 2,417 members of the community in

hands-on activities relating to conservation and nature play. Also included were eleven virtual visits to local pediatric hospitals for patients and their families to meet the Zoo's animal ambassadors.

- 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 34,489 Zoo visitors participated in Exploration Stations, Zoo Snooze Overnights, puppet shows, family programs, guided tours, workshops, and other animal-centered activities for all ages facilitated by Education instructors and volunteers.
 - Zoo educators worked with colleagues in other departments to organize and lead nine Wild About Days, each focusing on a particular endangered species, its conservation challenges, and action steps that people can take to prevent its extinction.
- Because COVID-19 restrictions prevented the Zoo from hosting our traditional summer camp



People at Giraffe Feeding Station

program, Zoo educators developed a new summer experience, Sofa Safari, to bring education programming to the homes of participants who would normally have attended in-person summer camp in 2020.

- Sharon Bowen, Education Manager, served as an education advisor to the Steering Committee of the Chimpanzee Saving Animals From Extinction (SAFE) program.

volunteers

Until March 2020, the Maryland Zoo had a vibrant volunteer program supporting almost every aspect of business operations. Any day of the week, a small army of educators, weed warriors, administrative aides, and more would bustle in to complement the work of our busy staff. Spring is the busiest time of year, with large fundraising events, field trip season, and families enjoying the warm weather.

This year, activities came to an abrupt halt due to the pandemic, as the Zoo closed and our volunteers sheltered at home for three months. When the Zoo reopened, an intrepid group of volunteers was there to make sure guests wore masks, maintained social distance, and felt appreciated.

Impacts of the virus and the economic downturn will surely have a lasting effect on the size and scope of the volunteer program, but we are confident that the community will always rise up as needed to support the Zoo.

Between July 1, 2019 and June 30, 2020:

- 733 volunteers gave 27,368 hours of service to the Zoo, resulting in a payroll extension value of \$784,000.
- 314 people volunteered regularly throughout the year, interacting with guests and working behind the scenes.
- An additional 419 people volunteered for one-day projects for special events, including 33 corporate, military, and academic groups.

- Education volunteers gave over 13,341 hours to inspire and inform our guests via on grounds public programs and interpretation and off grounds with our educational outreach programs.
- Zoo Guides served 2,665 hours on grounds at key locations to help guests navigate the campus and access amenities and experiences.
- 57 teens participated in the Zoo Teen program, the Zoo's service-learning program for youth aged 14-17. These students served 5,266 hours educating guests about wildlife, beautifying the campus, and participating in conservation research. The Teen Leadership Council facilitated special teen events, overnights, and joint projects with National Aquarium teens.
- 28 interns worked alongside expert Zoo staff and completed independent projects in education, animal care, graphic design, new media, and veterinary technology. Interns in our program came from seventeen schools across the US and Canada.
- We enjoyed a fourth year of the Zoo Partners program, where young adults with physical and cognitive disabilities were paired with a veteran Zoo volunteer to help our guests while learning valuable life skills. The nine Zoo Partner volunteers were supported by our important collaborators, The IMAGE Center and Towson University's Occupational Therapy graduate program.



Volunteer with Kookaburra

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, 2019 and June 30, 2020:

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 2019, the Marketing Department launched an interactive map at www.marylandzoo.org. The interactive map allows guests to plan ahead or navigate the zoo on-site through their mobile device. Each animal habitat icon allows users to click through and learn more about the species through photos, videos, and written information.
- In the fall of 2019, the Zoo's Marketing Department applied for Google Ad Grants, a program provided to non-profits that allows them to advertise on Google at no cost to them. The grant provides up to \$10,000 per month in advertising if you meet specific engagement requirements. The Zoo's agency of record, Mission Media, provides an ongoing strategy to supplement our paid advertising and promotion of other Zoo offerings through Google Ad Grants. From November 25, 2019 to June 30, 2020, the Zoo used \$38,142 worth of grant funds.



ZooBop

Events

- The 2019-2020 fiscal year was a big year for events right up until the forced closure due to COVID-19 in March. Thousands of guests were brought into the Zoo along with hundreds of thousands in revenue as well as new sponsorship opportunities!
- "Constellation Presents Breakfast with the Animals" continued to be a favorite with nearly every Breakfast selling out in advance, bringing in over \$23,000 in revenue.
- ZooBop, the Zoo's music festival for kids, featured Disney's own Imagination Movers! Attendance and revenue continue to grow and this event is quickly becoming a family tradition on the Labor Day weekend. This year ZooBop grossed \$27,000 in ticket sales and sponsorships.
- OktoBEARfest, the Zoo's second largest annual fundraiser, secured its first title sponsorship with Chase Bank. Chase's \$10,000 sponsorship helped grow the event along with their fun lawn games and premium handouts to guests. OktoBEARfest grossed \$200,000 in revenue.

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. While many animals have their fans, it seems everyone fell in love with the two chimpanzee babies born during the year. Sharing these stories with the public is a wonderful way to keep people connected between visits. The stories that result from being transparent during good times and sad times helps highlight the important work of the Zoo's veterinary team and the expert care that animals receive daily.
- The Zoo partnered with Penguin Random House for a fun video of one of our penguins "interning" at their local book distribution center. The "intern" video went viral, which also helped promote the Zoo's animal care and conservation programs for penguins in the wild. Penguin Random House also sponsored one of our Veterinary Technicians on a trip to SANCCOB to work on an important medical project at their facility in South Africa.
- The Zoo also joined forces with local company McCormick & Company, Inc. to run an online contest to name one of the year's penguin chicks in keeping with the spice name theme for the season! The chefs in McCormick's test kitchen also created sustainable seafood recipes using these particular spices that were shared with Zoo fans online.

institutional advancement (continued)

Group Sales

- The Group Sales team continued to promote to the various markets via mailings, sales calls and blitzes, conferences, trade shows, on-site visits, advertising and promotional and networking events.
- The Rentals team facilitates a broad spectrum of events to various market segments, including corporate, non-profit, social – including weddings, rehearsal dinners, mitzvahs, baby and bridal showers, as well as religious and educational markets. Weddings are promoted through our website and Wedding Wire with the Zoo's Mansion House Porch and Lakeside Pavilion being popular for wedding ceremonies and receptions.
- The Zoo became a repeat winner of Wedding Wire's Couples Choice Award, receiving the special recognition again in 2019. The Zoo's average Wedding Wire review rating in FY19 was 5 out of 5 with 13 out of 13 reviews rating the Zoo as 5.0 out of 5.0.
- During the first half of the 2019/20 fiscal year, the Group Sales team was on track to meet or exceed sales goals with rentals, group visits, behind the scenes tours, consignment market and birthday parties being booked and executed. Year to date revenue at the end of February of 2020, actualized at 69.5% of the 2019/2020 goal.

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. We are grateful to all those who stepped up even more when we were forced to close for the entirety of our busiest three months of the year.
- More than 14,300 membership households supported the Maryland Zoo in FY20. 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. Because of the three month forced closure due to COVID, the Zoo added three months to all family memberships.
- The Corporate Membership program generated close to \$400,000 during the fiscal year. 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.



The Zoo earned a sensory inclusion certificate from KultureCity.

COVID

- Once COVID shutdowns began in March, all scheduled activities through June of 2020 either cancelled or postponed. Several members of the Institutional Advancement team were laid off, while those that were working doubled or tripled their duties to compensate.

- The Public Relations teams worked closely with local and national media on news features highlighting the essential work being done by the animal care and veterinary team during the mandated closure. This included outlining how they changed their work routines by creating smaller A&B teams and working 10-hour shifts to keep the animals well-fed and healthy, but

institutional advancement (continued)

also keeping the staff healthy by keeping teams separate from one another during the entire three-month shutdown. The team also kept the Zoo top of mind for donors, noting in every media interaction the financial loss the Zoo was facing and reminding the public that the Zoo is a non-profit and welcomed their donations to support the animals.

- The Marketing team launched a robust daily “Zoo to You” video series on Facebook, Instagram, Twitter and YouTube. Without being on-site, these videos took major coordination with animal care teams who provided videos and photos daily of the care they continued to provide to the animals. Before the series launched, the Zoo’s Facebook account boasted 211,234 followers. After airing the 53 videos, our followers increased to 213,714. Our most successful video, featuring Lola the infant chimp, had over 1.1 million views and 107,000+ engagements.
- In order to keep Members engaged during the COVID shutdown, a weekly newsletter just for members was created. Each week there was a different video spotlight from a wide variety of staff at the Zoo, talking about what was happening in their area while we were closed. There were fun animal spotlights and simple education projects that children could download and do at home. Memberships were extended to match the length of the closure, turning out to be a three month extension. Membership renewals, both individual and corporate, and donations were a

great source of income during this time when so many Zoo activities had to be canceled.

- Group Sales rescheduled most rentals and activities from the spring of 2020 to the spring of 2021, endeavoring to retain deposits and fill the 2021 and 2022 calendars.

- With capacity restrictions in place, Group Sales saw an increase in the number of elopements and micro-weddings and have also converted three full sized weddings into elopements to enable couples to keep their original dates. The Zoo has been offering elopement packages

since 2010 took this opportunity to expand and enhance the contents of the elopement package for upselling for DJ, Zoom audience and photo tour opportunities, as well as to add an hour for food and beverage service.



Virtual Elephant Encounter

financials

Contributed Income

State of Maryland	\$ 6,061,123
City of Baltimore	1,586,931
County Grants	477,498
Foundation Grants	409,998
General Support	
<i>Annual Fund</i>	<i>758,024</i>
<i>Corporate</i>	<i>433,000</i>
<i>Other</i>	<i>165,348</i>
Total General Support	<u>1,356,372</u>
Contributed Income	<u>9,891,922</u>

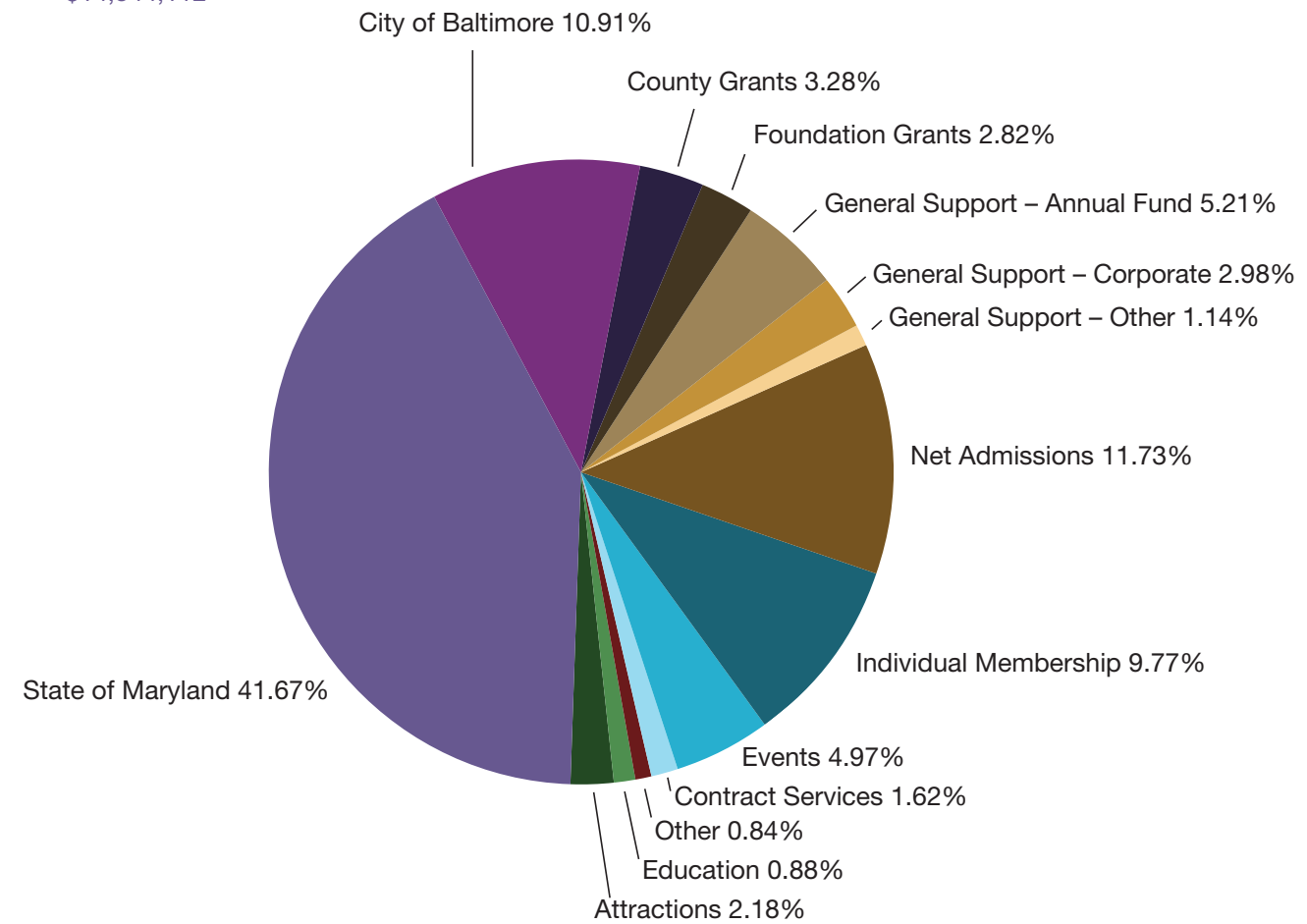
Earned Income

Net Admissions	\$ 1,705,008
Individual Memberships	1,420,866
Events	723,381
Contract Services	236,232
Attractions	316,622
Education	127,394
Other	122,688
Earned Income	<u>4,652,190</u>
Operating Revenues	<u>\$14,544,112</u>

Net Capital Support – used to fund capital projects **\$5,034,924**

Support & Revenue

TOTAL REVENUE
\$14,544,112



financials



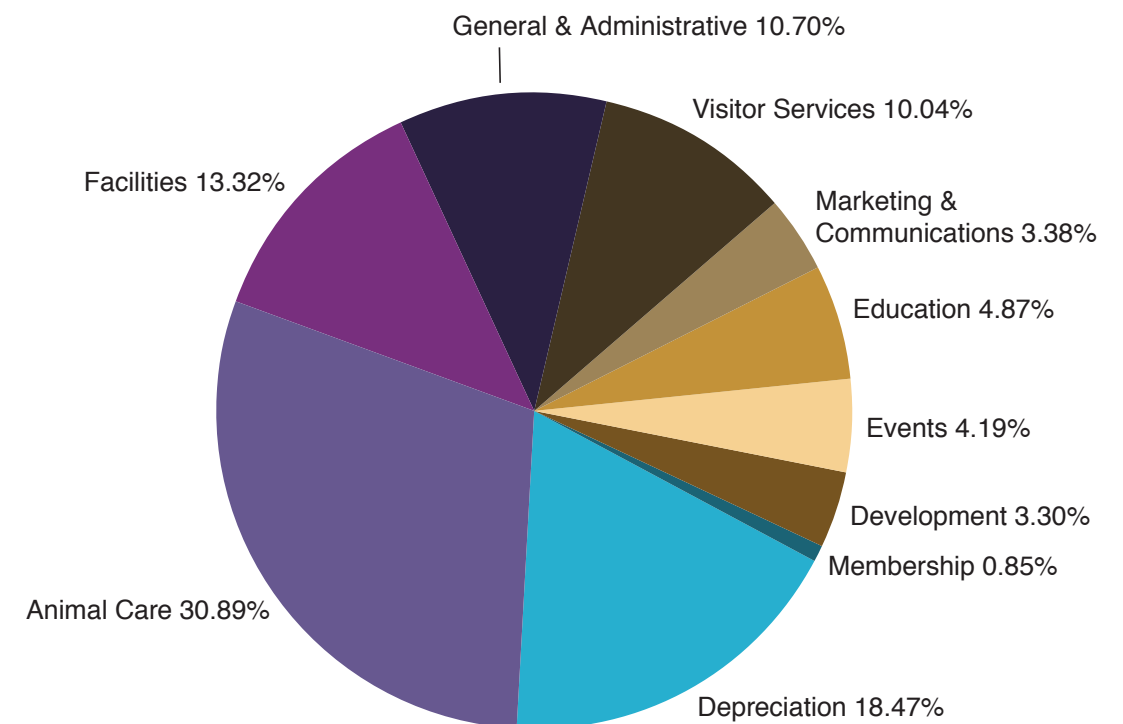
Baby chimpanzee

Expenses

Animal Care	\$ 5,798,385
Facilities	2,500,712
General & Administrative	2,007,850
Visitor Services	1,884,388
Marketing/Communications	634,158
Education	914,097
Events	786,437
Development	619,428
Membership	159,522
Operating Expenses Before Depreciation	15,304,977
Depreciation	3,466,988
Operating Expenses	\$18,771,965

Expenses

TOTAL EXPENSES
\$18,771,965





Prairie dog

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staff research projects, publications, and lectures

The Zoo's Research Committee is comprised of various Zoo staff and outside researchers with the purpose of assessing the impacts of the proposed research on the welfare and safety of the animals, the staff time and investment, and scientific merit. The committee has seen an increasing amount of proposals come through for review and approvals in FY20, of which some selected projects are listed below. The Committee reviews proposals from staff as well as from outside researchers seeking to collaborate with the Zoo, utilizing the animals and samples taken and saved. This year we have been able to support at least eight requests for samples that the zoo keeps in its extensive Biobank.

RESEARCH PROJECT PARTICIPATION

Staff-led Research Projects

Comparison of a Dry Powder vs a Complete Gel Diet Over Time in House Cricket Nymphs (*Acheta domesticus*)

Rebecca Snavelly and Katelyn Rogers

To ensure the Panamanian golden frogs and other small insectivores at the Zoo are receiving the proper nutrition, the small crickets that are primarily fed to these specialized animals were analyzed. Groups of crickets were given two different powder foods and water sources while another group was given a complete gel diet, which combines food and water together. After

receiving these food choices for 48 hours, the crickets were analyzed at different time intervals to assess the percentage of nutrients the groups have retained. From these results, the food that provided the crickets with the highest quality of nutrients will continue to be fed to the Zoo's cricket population so the animals that eat them will be given the best nutrition possible. Commissary staff are the principal investigators in this study working with conservation department staff as well as nutritionists at Mazuri Exotic Animal Nutrition and Baer and Associates; two of the three trials needed were completed in the last fiscal year.

Characterization of the Immune Response in African Penguins to *Plasmodium* species

Ellen Bronson, Jennifer Kottyan

This project aims to study how African penguins develop an infection and then immunity to the avian malaria parasite that they are uniquely susceptible to. By examining young penguins throughout the mosquito season that are both on prophylactic anti-malarial treatment and those that are not, we are identifying when they first become infected via blood smear and PCR, as well as when they develop antibodies to the parasite, and how their immune system reacts to the infection. This project began in April 2020 and will continue for the next several years in collaboration with several research partners.

Giraffe Height Project

Erika Miller

Knowing the growth patterns in captive and wild animals is important to our understanding of health, nutrition, and evolutionary ecology. Height measurements from known-age giraffes are being collected, with particular interest in repeated measurements of growing animals. The measurements are being used to describe growth patterns in captive and wild giraffes as part of long-term research on giraffe ecology.

The Effects of Environmental, Husbandry, and Medical Interventions on the Behaviors of Two Cohabiting Polar Bears (*Ursus maritimus*)

Eric Byrd, Kate Archibald

This long-term study is assessing the behavior of two female polar bears (*Ursus maritimus*) at the Maryland Zoo in Baltimore in order to identify factors that influence the repetitive behaviors currently observed. This study is evaluating the effects of environmental, husbandry, and medical interventions on behavior, with the ultimate goal of improving the welfare of these individuals and sharing this information in order to aid others polar bear in human care. This study was begun in April 2020 and will continue through the next year; it is being performed in collaboration with Dr. Sean Coyne at Notre Dame of Maryland University.

Collaborative projects with outside researchers

Development of an EEHV serology test for African Elephants (using our previously obtained samples from MZIB herd of elephants)

Baylor College of Medicine

The goal of this study is to develop a specific test to detect antibodies to the elephant endotheliotropic herpesvirus (EEHV), one of the most important diseases of elephants. The test will be useful for assessing the vulnerability of African elephants to potential EEHV-associated clinical disease. The test will also be useful for assessing risk of elephant transfers between institutions and for surveillance of EEHV in elephants in their natural range countries.

Comparison of microbiomes between free-ranging and exhibit box turtles at MZiB

Towson State University

The microbiome is the collection of microbes (bacteria, viruses, fungi) that live in or on a host. It has been shown to change with disease, but little research has been done in turtles though they are susceptible to several emerging diseases. A first step in discovering how the microbiome affects turtle health is to compare wild and exhibited populations. Druid Hill Park has both a

staff research projects, publications, and lectures

(continued)

box turtle exhibit group in the Zoo and a wild population in the surrounding woods. In this study the microbiomes of both have been characterized in order to improve understanding of turtle diseases. In FY20, samples were taken both by Zoo staff and the Towson State researcher from turtles.

PUBLICATIONS

Mantzouris K, Barrett K, Bronson E. Confirmation of successful brumation of Eastern box turtles (*Terrapene carolina carolina*): A comparison of translocated vs. residential turtles through incidental encounters in and around the Maryland Zoo in Baltimore. *Herpetol Review* 2020; 51:20-23.

Kline S, **Kottyan J, Phillips J**, Wack A, Pate N, **Bronson E.** The radiographic and endoscopic anatomy and digestive mechanisms of captive African penguins (*Spheniscus demersus*). *J Zoo Wildl Med* 2020; 51:371-378.

Fraess GA, Sander S, **Bronson E.** Parameters for identifying failure of passive transfer in sitatunga (*Tragelaphus spekii*). *J Zoo Wildl Med* 2020; 51:259-264.

Golembeski M, Sander SJ, **Kottyan J**, Sander WE, **Bronson E.** Factors affecting abnormal molting in the managed African penguin (*Spheniscus demersus*) population in North America. *J Zoo Wildl Med* 2019;50:917-926.

Peiffer LB, Sander S, Gabrielson K, Pessier AP, Allender MC, Waltzek T, Subramaniam K, Stilwell N, Adamovicz L, **Bronson E**, Mangus LM. Fatal ranavirus infection in a group of zoo-housed Meller's chameleons (*Trioceros melleri*). *J Zoo Wildl Med* 2019; 50:696-700.

Kilburn JJ, **Bronson E**, Shaw GC, Labelle P, Weigt A. Phacoemulsification in an American toad (*Anaxyrus americanus*). *J Herp Med Surg.* 2019; 29:17-20.



Veterinary Technician

PRESENTATIONS

Devon Youngclaus. Case management of a luxated flexor tendon in an African Penguin (*Spheniscus demersus*). Association of Zoo Veterinary Technicians Annual Conference. September 2019.

Ellen Bronson. African Penguin Population Health: Results of the Association of Zoos and Aquariums Reports from the Veterinary Advisors, 2007-2016. American Association of Zoo Veterinarians Conference October 2019.

LECTURES

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 2019.

Dr. Ellen Bronson: Anesthesia in a Zoo Setting: The Art and Science of Extreme Medicine. Johns Hopkins University, Anesthesia Grand Rounds. Guest lecture February 2020.

Dr. Ellen Bronson: Comparative physiology of the gastrointestinal tract. Midwestern University College of Veterinary Medicine. Glendale, Arizona. Invited virtual guest lecturer for Veterinary Physiology course. May 2020.

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 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.



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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, 2019 and June 30, 2020. 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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In Memory of your beloved son Max
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The Drescher Foundation, Inc.
The Eliasberg Family Foundation, Inc.
Exelon Foundation
ExxonMobil Foundation
Fancy Hill Foundation
Fitchett Stick Foundation, Inc.
The Harry L. Gladding Foundation
The Jocelyn Sara Glassman
Scholarship & Endowment Fund, Inc.
Goldseker Foundation

The A.C. and Penney Hubbard
Foundation, Inc.
William and Mildred Kaplan Charitable
Foundation
Kent Family Foundation
Klein Family Foundation
The John J. Leidy Foundation, Inc.
Walter G. Lohr, Jr. Charitable
Foundation
The Frank and Miriam Loveman
Foundation
The M&T Charitable Foundation
Manger Family Foundation
Dr. Frank C. Marino Foundation
The Morris A. and Clarisse Mechanic
Foundation, Inc.
The Harvey M. Meyerhoff Fund, Inc.
Joseph and Harvey Meyerhoff Family
Charitable Funds
Howard C. & Marguerite E. Muller
Charitable Foundation, Inc.
Ochs Family Foundation, Inc.
Pennyghael Foundation
The Phase Foundation
PNC Foundation
James Riepe Family Foundation
The Frances and Howard Schloss
Family Philanthropic Fund
Margot Shriver Fund
SunTrust Banks, Inc.
The Robb & Elizabeth Tyler Foundation
T. Rowe Price Foundation, Inc.
Wells Fargo Foundation
Watson Stone Family Foundation, Inc.
Thomas Wilson Foundation
The Wolman Family Foundation, Inc.
Young Again Foundation

Corporate and
Organizational Gifts

Allstate
American Trading and Production
Corporation
America's Charities
Bay State Health Consultants
The Beatrice Fund
The Benevity Community Impact Fund
The Charmery
Council of Baltimore Ravens Roosts
Coupa Software, Inc

Facebook
Fidelity Charitable Gift Fund
Fifth Generation Inc (Tito's Vodka)
The First Eagle Investment
Management Foundation
The Sandra Levi Gerstung Fund
The Granite Family Charitable Gift Fund
Hard Rock Cafe - Baltimore
HDC, Inc.
Herb's Gator Service
Jenny and Robert Hopkins Fund
Trust U/W of Helen M. Hughes
Hyatt Regency Baltimore
Anthony and Nancy Lisanti
Charitable Fund
Lord Baltimore Capital Partners, LLC
Maryland Screen Printers, Inc.
McCormick & Company, Inc.
Nemphos Braue, LLC
Penguin Random House
The Josiah Rogers Charitable Fund
The Schiff Home Team of Keller
Williams Legacy
Dr. Sidney and Ida Koretzky
Storch Fund
TD Ameritrade Clearing
United Way of Central Maryland, Inc.

Corporate Members

President's Partner (\$20,000)
The Baltimore Ravens
Chase Bank/CAA Branding Company
St. John Properties

Premier Partner (\$15,000)
Gilbane Building Company
M&T Bank

Executive Partner (\$10,000)
Brown Advisory
DLA Piper
The Whiting-Turner Contracting
Company

Leadership Partner (\$5,000)
BB&T, now Truist
Carroll Independent Fuel Company
Cole Roofing Co. Inc.
Constellation, an Exelon Company
Continental Realty Corporation
Corporate Office Properties Trust
Ellin & Tucker

Fireline Corporation FutureCare Health & Management Corporation Kelly & Associates Insurance Group KPMG LLP Mary Sue Candies McCormick & Company, Inc. MedStar Health PNC Financial Services Group Saul Ewing LLP Stifel SunTrust Banks, Inc. Tate Engineering The Arc of Baltimore Transamerica Venable LLP Weis Markets, Inc. Wells Fargo Bank Stakeholder Partner (\$2,500) Acme Paper & Supply Co., Inc. American Office American Sugar Refining Co. American Trading and Production Corporation American Urological Association Animal Specialties and Provisions South, LLC Bank of America Barcoding, Inc. BCDSS-Family Services BD Diagnostic Systems Bobby’s Portable Restrooms Bond Distributing Company Breakthru Beverage CareFirst BlueCross BlueShield Carnegie Institution of Washington Department of Embryology Casey Cares Foundation Centric Business Systems Century Engineering Charm City Run Chesapeake Employers’ Insurance Company Chimes Family of Services CliftonLarsonAllen LLP CMS, Inc. Congregation Shomrei Emunah DAP Products, Inc. Davey Tree and Lawn Care Design Collective, Inc.	Downtown Partnership of Baltimore Freedom Federal Credit Union Friedman, Framme & Thrush, P.A. Gallagher Evelius & Jones LLP Goodell, DeVries, Leech & Dann, LLP Gordian Energy Systems Gordon Feinblatt LLC Gray & Son, Inc. Greenberg Gibbons Greenspring Associates Gross, Mendelsohn & Associates, P.A. H & S Bakery, Inc. Harkins Builders, Inc. HDC, Inc. Hendersen-Webb, Inc. HMS Insurance Associates, Inc Horizon Cinemas Howard Community College Improve Your I.T. Johns Hopkins Medicine KCI Technologies, Inc. Kennedy Krieger Institute KEYW Knorr Brake Company Kramon & Graham, PA L & M International, Inc. Legg Mason Inc. Lord Baltimore Capital Partners, LLC Maryland Screen Printers, Inc. Maury, Donnelly & Parr McCormick & Company, Inc., Hunt Valley Plant Merritt Properties, LLC Miles & Stockbridge P.C. Mission Media Morgan Stanley Municipal Employees Credit Union of Baltimore, Inc. Nexion Health Management Oak Crest Retirement Community Erickson Living Orrstown Bank Ox Construction Penn-Mar Human Services, Freeland Campus Penn-Mar Human Services, Glen Rock Campus Phillips Seafood Baltimore, LLC	Powell Recovery Center Riggs, Counselman, Michaels & Downes, Inc. Rock Springs Capital Roland Park Place Rosemore, Inc. Rummel, Klepper and Kahl Ruppert Landscape SC&H Group, Inc. Schmitz Press, Inc. Shapiro Sher Guinot & Sandler, P.A. SIG Sinai Rehabilitation Center Slate Capital Group State Employees Credit Union of MD, Inc. Suburban Orthodox Congregation Toras Chaim T. Rowe Price Associates, Inc. Talen Energy Textron Systems (AAI Corporation) The Baltimore Life Companies The Classic Catering People, Inc. The Coddington Group The Joseph Mullan Company Toyota/Lexus Financial Services U.S. Gypsum Company WBFF – TV WebbMason, Inc. Whitman, Requardt and Associates, LLP Williams Scotsman, Inc. Willis Towers Watson Xpertechs Sponsors Advance Business Systems Archdiocese of Baltimore AT&T The Baltimore Ravens CareFirst BlueCross BlueShield Chase Bank Constellation Corrigan Sports Enterprises, Inc. Evermore Frostburg State University Goddard School Goetze’s Candy Company Green Mountain Energy Jerry’s Toyota	Kelly & Associates Insurance Group Mary Sue Candies McCormick & Company, Inc. MissionTix The Pepsi Bottling Group Rosedale Federal Savings and Loan SC&H Group, Inc. Service Systems Associates Stifel UTZ Wegmans Weis Markets James K. Wilhelm World of Beer Volunteers One of the Zoo’s greatest treasures is our corps of dedicated volunteers, whose hours of valuable service enhance our operations at every level and add so much to the guest experience. INDIVIDUALS 400 HOURS + Arlene Falke Rachel Livengood Lauren Michel 300-399 HOURS Suzanne Blair Cindy Bowie Michelle Janota Bob Lidston Nancy Phillips 200-299 HOURS Maylin Akella Kyle Bulgarelli Priscilla Burns Judith Castro Betty Harris Linda Hayes Larry Martin Sara Service John Shaffer Peggy Sullivan Jess Weseman	100-199 HOURS Katherine Alfieri Samantha Amaker Taraja Arnold Dacia Balch Steve Baron Beth Bishop Leanna Brady William Brandenburg Lynne Burek Diane Burkom Micah Chandler Charlie Conley Aidan Conley Mary Rose Cook Melinda Cutler Carol Dennis Joleen Dinolt Nicole Downey Lindsey Duquette Naomi Elkins John Eybs Lauren Forsyth El Fuhrman Emma Fuller Gabriel Fuqua Herbert Goldman Robert Griffee Derrick Haire Darian Hauf Bernard Hayes Collin Hicks Kathryn Hogue Ikia Johnson Carol Jones Alyssamarie Kess Lynn Krufft Susan Landers Tom Levickas Mark Lewin Montana Lowe Olivia Manraksa Kristin Marciszewski Batsheva Marks Hilde Martin Jaclyn Mayer Fiona McCann Nancy Meier Haley Metzger Yonah Meyers
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Michael Moore
Anakin Moyle
Tom Nasuta
Meredith Nishiura
Beth Penn
Barbara Pilert
Janet Pogar
Erin Powell
Maryellen Reek
Ethan Reilly
Donna Scarbrough
Jack Sheehe
Edward Shevitz
Ariana Sims
Grace Smallbone
Shirley Smith
Alexander Smith-Burden
Rhona Sober
Robert Stiefel
Archana Swaminathan
Madison Trabert
Jacob Walls
Zion Watson
Laura Webb
Susan Wentz
Brittany Wolfe
Xandr Zabel

50-99 HOURS

Annette Abramson
Keon Adams
Lark Anderson
Randy Ash
Marta Barrett
Esha Bhatti
Blair Blanks
Erica Boehm
Elaine Bowen
Michael Brown
Susan Browning
James Campbell
Courtney Cline
Joe Corcoran
Julia Dimaio
Jim Dobson
Keith Dolan
Thomas Doyle
Alison Duffy
Gloria Dunton
Joseph Escobedo

Claire Evans
Lesieli Fanua
Pam Fischer
Linda Forlifer
Poulheria Frankos
Andrew Gill
Albert Glass
Susan Grady
Jeffrey Griffin
Kay Guildener
Nancy Hare
Joanna Hildebrand
Madelyn Holbrook
Pat Hutchinson
Anita Iseman
Kate Jacob
Shavaun Jenkins
Richard Jones
Adina Kadden
Alan Katz
Sydney Keagle
Helen Kiefert
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Sandra Krauer
Jeanne Lambdin
Barbara Lazar
Marali Lazo-Prado
Timothy Leuba
Suzi Levin
Glenn Lichtman
Gail Mahan
Richard Marth
Linda McIvor
Natalie Mehl
Nora Miller Smith
Kathleen Monroe
Albert Muehlberger
Joseph Murphy
Sue Nasuta
Andrea Nolan
Arlene Ogurick
Jessica Paffenbarger
Dick Penhallegon
Christie Pona
Inti Prada-Enzmann
Austin Rannals
Lyn Reeves
Jenna Resnik
Terry Romine
Ellon Ruschell

Nora Salzberg
Caroline Schleimer
Jordan Schoefield
Kathy Semone
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Rishi Shet
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Rebecca Tates
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Carole Taylor
Kathy Thomas
Jennifer Thorpe
Neha Tripathi
Sophie Van Etten
Jacob Viscarra
John Wagener
Julie Waldfogel
Tyrone Walker
David Wallace
Miriam Weinstock
Haley Welsh
Darien Williams
Kyja Wilson
Carrie Wiskman
Linda Wrightson

1-49 HOURS

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Charlene Addison
Michelle Althouse
Paisley Ashland
Brittany Astor
Robin Bailey
Tammy Bannar
Maxwell Bark
Crystal Barrett
Evan Baum
Robert Beck
Kathleen Bell
Christine Black
Jason Bloom
Matt Bocian
Amanda Boisvert
Sue Boone
Audrey Bowman
Elias Brody

Tammy Brown
Nancy Brown
Robert Browning
Francine Brownley
Barbara Bryant
Leslie Cain
Stacey Campbell
Carlie Caplan
Kim Carter
Chelsea Caspar
Giselle Castro
Bernard Cataldo
Mark Chalkley
Jessica Clarke
Gina Clay
Jeffrey Clayten
Donna Cohen
Alex Cole
Jeffrey Coleman
Brandy Copsey
Joseph Copsey
James Crouse
Rachel Cyr
Shaylin Daji
Nikila Dandapani
Tejaswi Datla
Theresa Davis
Nicole DeAtley
Kathy Defrancesci
Rosemary Degrafenreid
Sharon Derby
Harriet Deutsch
Adam Donatelli
Mary Anne Ehinger
Laticia Ensor
Mary Jane Epley
Lindsay Esposito
Neil Esterson
Patti Everett
Michael Fitzpatrick
Michael Fleg
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Allison Fomich
Ashley Ford
Harriet Fostervold
Dayoung Foughty
Kim Friner
Abigail Gaffar
Leur Gallardo
Gerald Galuardi

Becki Gannon
Rebecca Garrahy
Meghan Gawryck
Charlotte Gerczak
George Givens
Tsvi Gold
Jerry Goldman
Fawn Gordon
Elsie Griffin
Chanel Grimes
Samuel Gundlach
Judi Guralnick
Paul Gussack
Brystal Gwin
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Ashley Hamilton
Marie Hanscom
Susan Hendee
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Evelyn Hersperger
Sheryl Heydt
Cheryl Hickman
Kerry Hill
Miranda Hill
Heather Holgate
Latrice Honeyblue
Bernadene Michelle Howell
Sarah Howell
Katrina Huber-Smith
Tracey Hughes
Marie Hurley
Eric Huson
Justin Im
Erica Jackson
Katherine Jacobsen
Zenobia James
Linda Jermyn
Elijah Johnson
Venus Johnson
Alexandra Kaputsos
Ariana Kaputsos
Ruthanne Kaufman
Mary Kerns
Cheryl Kessler
Renee Kessler
Sophia Koontz
Eileen Kuhl
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Aaron Lattanzi
Aimee Lewis
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Scott Lichtman
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Rieley Loch
Christie Louthan
Karen Louthan
James Lurz
Mia Lynch
Robert Maglia
Kristen Mankowski
Ted Miller
Joan Montanari
Courtney Mooney
Susan Moore
Frances Murphy
Theresa Murphy
Radhika Narain
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Robert Reed
Rachel Reisman
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Jennifer Richardson
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Daniel Ropka
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Kyra Rothwell
Joe Rupert
Nemah Saeed
Dan Sanborn

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Claire Schwartz
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Matthew Slattery
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LeeAnn Sperling
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Danielle St. Cyr
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Mason Surhoff
Caroline Swann
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Calvin Taylor
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Camille Thomas
Allegra Thomas
Charity Thompson
Yan Tian
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Jennifer Wilson
David Winship
Ian Winters
Hayden Woodard
Derek Wu

Robin Yabroff
Michael Zaruba
Adam Zurgable

SERVICE GROUPS

Adams Funds
Allegis Global Solutions
Baltimore Regional Housing Partnership
Bank of America
BGE Engineering & Standards
Constellation Energy
Erickson Living
Exelon
Faithful Circle Quilt Guild
Gaylord National Resort Sales Team
Johns Hopkins University Alpha Phi Omega
M&T Bank
Maryland Department of Health
Maryland Department of Labor
McDaniel College- Honors Program
Opportunities, Inc.
Pandora Jewelry
Pathway Schools
Pearson Connexus
Target - Towson
Towson University Alpha Phi Omega
Towson University Do Better
Towson University Latin American Student Organization
Towson University National Council of Negro Women
Towson University Pre-Vet Club
Towson University Rugby Club
Towson University Student Nursing Association
United States Air Force
University of Maryland Baltimore County Alpha Phi Omega
University of Maryland Baltimore County Circle K
University of Maryland Baltimore County Enrollment Management
Weinberg Togetherhood
Committee-YMCA

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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.)*

PHONE NUMBERS

General Information	410-396-7102
Development	443-552-5293
Education	443-552-5300
Group Sales & Rentals	443-552-5277
Membership & Adopts	443-552-5281
Corporate Membership	443-552-5280
Volunteers	443-552-5266