

THE MARYLAND ZOO  
IN BALTIMORE

2013-2014 ANNUAL REPORT





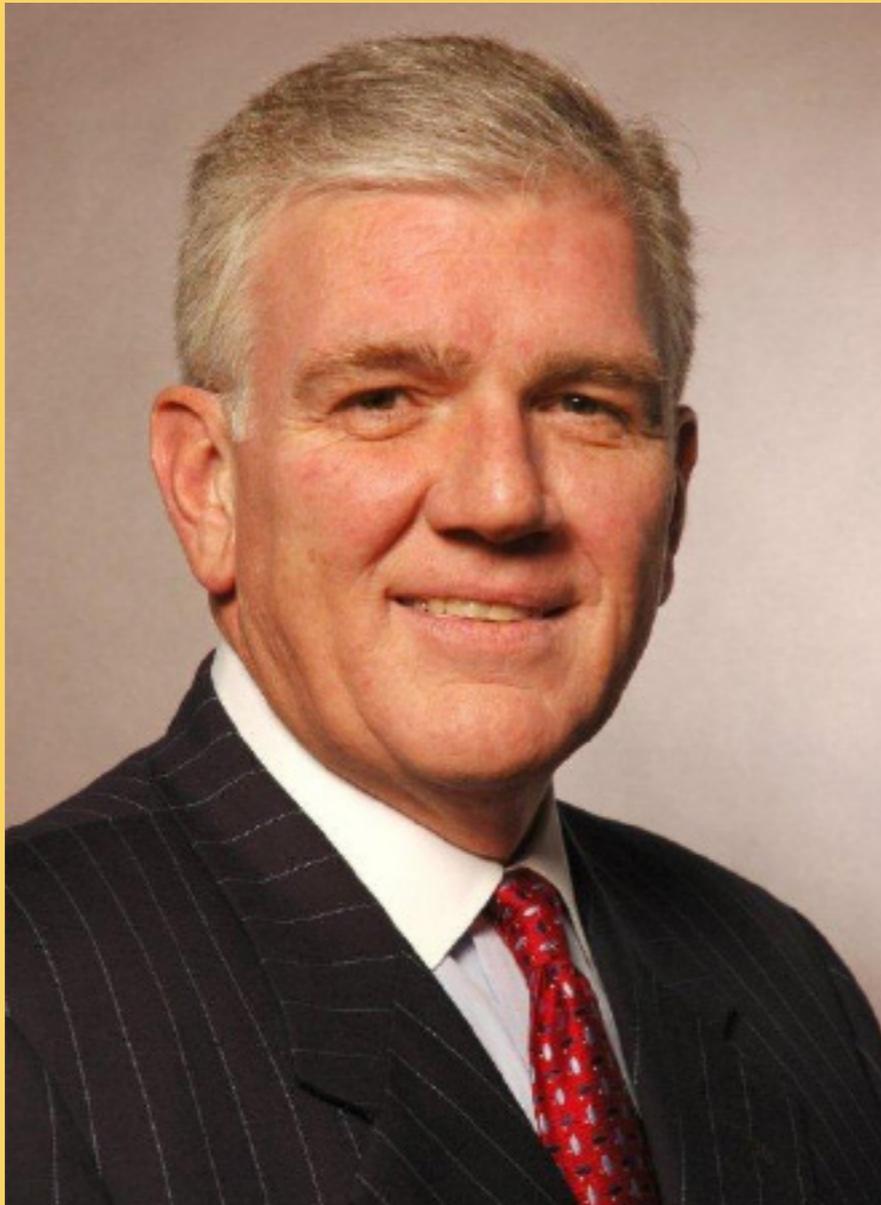
# our mission

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

For the third year in a row, more than 400,000 people made their way to The Maryland Zoo to spend time outdoors, visit and learn about animals, and enjoy the company of family and friends. Some came early for breakfast with the animals, others arrived with classmates for school field trips, some came with workmates to volunteer on grounds or behind the scenes, and thousands more spent the day wandering the Zoo's beautiful grounds. A few adventurous souls even brought their sleeping bags and spent the night!

The Zoo is proud to be a popular destination for people of the Mid-Atlantic region. The Zoo is equally proud to be a serious-minded wildlife conservation organization that participates in research studies, contributes to scientific literature, and supports important, targeted work being done on behalf of wildlife and wild places at home and abroad. This year, among other endeavors, Zoo staff conducted field research in Bolivia, consulted on wildlife reintroduction strategies in Panama, partnered with the Maryland Department of Natural Resources, and gathered data for international research studies on elephants, polar bears, and African penguins.

We invite you to learn more about The Maryland Zoo and all that goes on here in the pages of this annual report. It covers the 12-month period from July 1, 2013 through June 30, 2014. During that time, 424,846 guests visited the Zoo and more than 11,000 member families supported the Zoo.



**EDWIN R. BRAKE**

CHAIRMAN OF THE BOARD OF TRUSTEES

### *Letter from the Chairman*

The time passes all too quickly as I face the last few days of my term as Chair of the Zoo's Board. Over and over I've been impressed by the professionalism and passion that each person in the organization delivers from the Main Gate to the Commissary and everyone in between.

I'm also impressed with the men and women who serve on the Zoo's Board of Trustees. These individuals commit time and talent to the Zoo because, like me, they believe in its dual missions of education and conservation. I'd like to thank them for their commitment to the Zoo and know that they will continue to support this great community asset.

This Annual Report will give you just a glimpse into the breadth and width of work that happens here on a yearly basis. Some of the things that happen behind the scenes may not be as glamorous and public relations worthy as the birth of lion cubs, but they are as important to the future of the Zoo as anything else -- such as the tremendous improvements made to the HVAC systems in the Animal Hospital.

The new system at the Hospital is noteworthy for its energy efficiency (airflow can be reduced in unoccupied rooms), its flexibility (staff can adjust temperatures room by room for the better care and comfort of animal patients), and its positive impact on the Animal Embassy, which also is housed in the Hospital. New generators also were installed at the Hospital and in the Maryland Wilderness area of the Zoo to allow for continuous operation and animal care even during power outages.

While construction was underway in the center of the Zoo behind tall fencing, blog posts and time-lapse video were posted regularly to the Zoo's website to allow the public to track construction, from the ground up, of the Zoo's new African penguin exhibit.

Once again, I also want to thank the City and the State, as well as the citizens and leaders of Baltimore, Carroll, Howard and Harford Counties, for their dedication to and support of this regional gem. I also am grateful to the many foundations and corporations that value the Zoo and provide support in the way of grants, sponsorships, and corporate memberships.

Thank you for the opportunity to serve The Maryland Zoo in Baltimore and I look forward to great things to come.

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

Edwin R. Brake, Chair, Maryland Zoological Society, Inc

### *Letter from the President*

Confidence in the Zoo and our future continues to grow as we once again topped last years attendance and welcomed many new visitors to our campus here in Druid Hill Park. And, despite the gloomy and wet spring, we also experienced growth in other areas such as membership, event attendance, and off-grounds educational outreach.

In this 2013-2014 Annual Report we celebrate many milestones with you, including the birth of our first lion cubs since the 1950s. Luke and Leia have grown tremendously under the watchful eyes of our members who have visited them over and over this year, along with their adopted lion sibling Zuri. We welcomed new giraffe, added lemurs to Lemur Lane and brought miniature long-horned cattle to the Farmyard.

We also completed all the renovations on the African Aviary and all the birds were back enjoying their summer home. We also completed work on the expansion of the deck at the Oasis food stand near the elephants. It was nice to see guests snacking in the shade overlooking the cool section of the old-growth forest in that area while watching the giraffe.

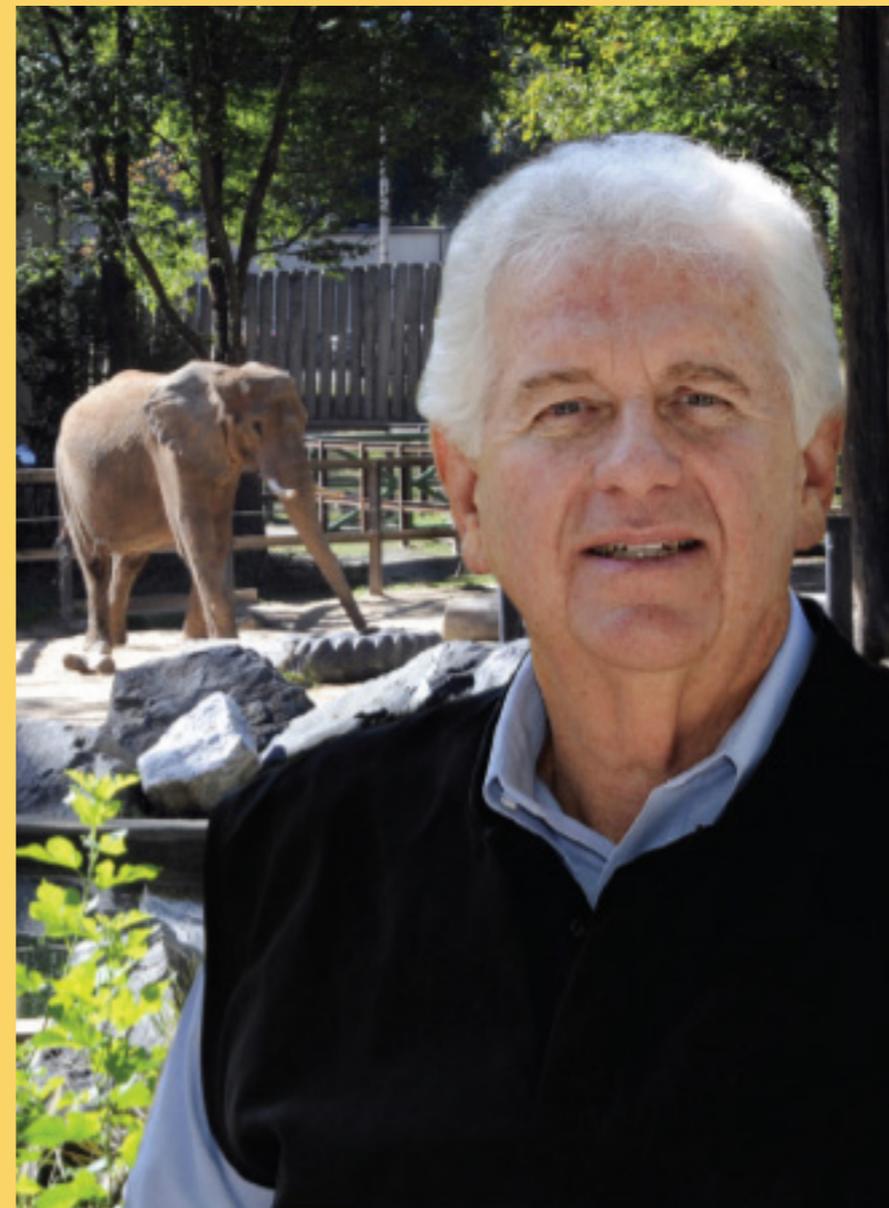
And you may have noticed all the construction on grounds too! In order to accommodate the new penguin exhibit, we re-routed the Zoo shuttle down Buffalo Yard Road and reconfigured pathways into the Polar Bear Watch and African Journey exhibits several times over. We realize the construction was slightly disruptive this year, but I hope you will agree that these minor and temporary disruptions were necessary as we finished work on the new exhibit.

As you read each section, please take pride in what the Zoo has accomplished with your support.

Thank you for making the Zoo such a vital part of the community and we hope to see you back for many more visits.



Donald P. Hutchinson, President/CEO



**DONALD P. HUTCHINSON**  
PRESIDENT/CEO

NEW ANIMALS ARE INSPIRING FOR STAFF AND VISITORS ALIKE BUT NEW IMPROVEMENTS –  
TO AN HVAC SYSTEM OR TO AVIARY MESH, FOR EXAMPLE – ARE JUST AS IMPORTANT IN MAKING THE ZOO THE BEST IT CAN BE.

# new at the zoo

Between July 1, 2013 and June 30, 2014:

- The Zoo welcomed three new lion cubs into the fold, a brother and sister born at the Zoo in October 2013 and another female transferred here a few months later by recommendation of the Association of Zoos and Aquariums (AZA). All three were hand-reared behind the scenes by keepers before making their rambunctious public debut in March 2014, to the ongoing delight of many thousands of Zoo visitors.
- The Zoo celebrated a number of other exciting births and hatchings, including that of a black-and-white colobus monkey, a dozen African penguin chicks, six mud turtles, eight water snakes, and more than 900 Panamanian golden frogs!
- Two new giraffe, antelope of two different species, two ring-tailed lemurs, a pair of miniature long-horned cattle, and a host of Animal Ambassadors, including a Nile crocodile and a savannah monitor lizard, also made the Zoo a wilder and more wonderful place to be this year.
- The ring-tailed lemurs joined the red-ruffed lemurs and Coquerel's sifaka outdoors on exhibit in an area now dedicated to the lemurs of Madagascar.
- The African Aviary reopened to the public after extensive renovation, inviting guests back into one of the most immersive animal experiences at the Zoo.

- Guests saw more mixed-species exhibits at the Zoo as animal staff successfully introduced a white stork into the Sitatunga Yard, an African ground hornbill and a new lesser kudu into the Antelope Yard, and a pair of demoiselle cranes into the exhibit.

- Blog posts and time-lapse video posted regularly to the Zoo's website allowed the public to track year-long construction – from the ground up! – of *Penguin Coast*, the Zoo's new African penguin exhibit.

- Behind the scenes, tremendous improvements were made to the HVAC systems in the Animal Hospital and in the Chimp Forest building.



# new at the zoo (continued)

- The new system at the Hospital is noteworthy for its energy efficiency (airflow can be reduced in unoccupied rooms), its flexibility (staff can adjust temperatures room by room for the better care and comfort of animal patients), and its positive impact on the Animal Embassy, which also is housed in the Hospital.

- The updated and overhauled system at the Chimp Building has improved air quality and flow throughout the building.

- Other improvements also were made to the Animal Embassy space at the Hospital, including fresh paint, LED lighting, a resurfaced floor, additional insulation, the installation of an industrial front-load

washer-and-dryer set, and improved electrical service in the Reptile Room, which increases its handling capacity and husbandry versatility.

- New generators also were installed at the Hospital and in the Maryland Wilderness area of the Zoo to allow for continuous operation and animal care even during power outages.

- The Zoo established a new partnership with the Adkins Arboretum, a native garden and arboretum located within Tuckahoe State Park in Ridgely, Maryland, to supply sumac for the Coquerel's sifaka.



# animal report

Between July 1, 2013 and June 30, 2014:

- Keepers successfully hand-reared three lion cubs – two born at the Zoo in October 2013 and a third transferred to the Zoo in December 2013 by recommendation of the Associations of Zoos and Aquariums (AZA) Lion Species Survival Plan (SSP) – providing round-the clock care through the tenuous early weeks of life and setting the cubs on a path to physical vigor and social independence.
- Two young female giraffe arrived at the Zoo from other AZA institutions at the recommendation of the AZA's Giraffe SSP. Keepers successfully integrated the new females into the herd and both are recommended to breed with the Zoo's male giraffe.
- Animal staff introduced several other new animals into both the main collection and the Animal Embassy collection, including one lesser kudu, three sitatunga, two miniature longhorn cattle, four alpaca, a savannah monitor, a kookaburra, two lesser tenrec, and two bearded dragons.
- Together, veterinary and animal staff performed a hoof trim on one of the Zoo's giraffe. Keepers worked with the giraffe for many months, preparing her to tolerate the procedure, which made it possible for veterinary staff to administer minimal anesthetics and significantly reduce the risk

of complications. Giraffe are one of the most difficult species to anesthetize due to their unique anatomy and cardiovascular systems.

- Rise and Conquer, the NFL Baltimore Ravens' mascots that reside at the Zoo and are managed by Zoo staff, made numerous



public and media appearances during the 2013-14 NFL season. The two ravens were on field for every home game of the season and represented the Zoo on Ravens Walk outside the stadium before each game.

- The Zoo's Elephant Program instituted a new Elephant Staff Training Program in accordance with AZA guidelines this past year and took on several unique challenges successfully. These included initiating breeding between "Tuffy" and "Felix," at the recommendation of the AZA's Elephant Taxon Advisory Group (TAG), and providing "Dolly," an older elephant and long-time resident of the Zoo, with the best quality of care as she approached the end of her life by training her to accept numerous necessary treatments and evaluations. The Elephant team oversaw her humane passing in March 2014.
- Staff managing the Zoo's flock of Caribbean flamingos made strides in breeding this species this past season. Three eggs were laid – more than in any previous year – and even though none hatched, this represents a positive development for producing chicks in the future.
- Avian keepers established a new group of snowy owls off-exhibit, for future breeding and exhibit purposes.
- Mark Westphal came on board in August 2013 as the new Area Manager for the Animal Embassy. The Embassy also added two

# animal report (continued)

new keeper positions to its staffing in anticipation of assuming responsibility for the Hospital/Quarantine and Penguin Encounters/Mews areas.

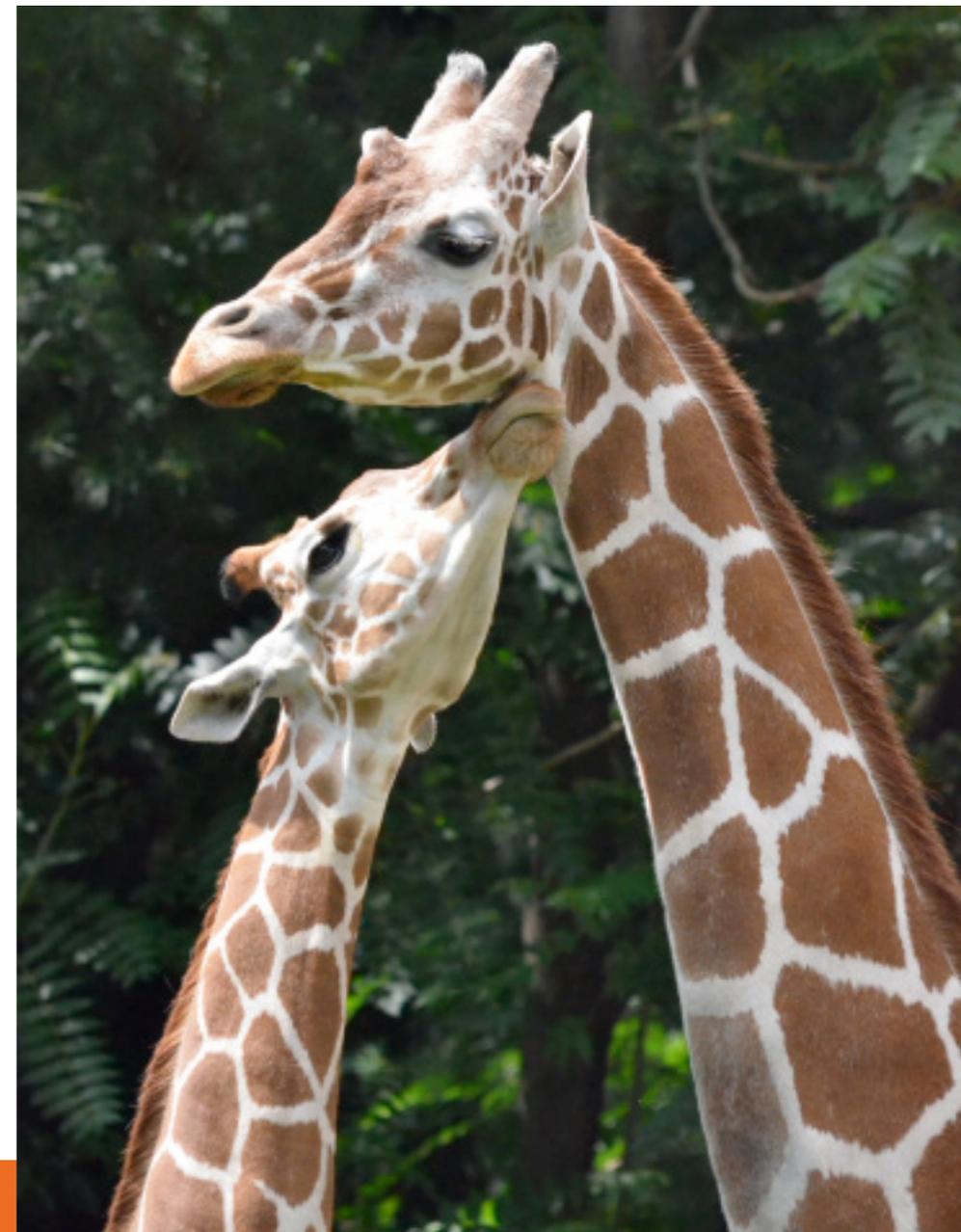
- Animal Embassy staff, working collaboratively with Education staff and volunteers, facilitated 3,955 appearances by individual Animal Ambassadors. The number and breadth of appearances underscores the tremendous impact that Animal Ambassadors have on the visitor experience at the Zoo and in community-based education programs delivered by the Zoo's Outreach team.
- Animal Embassy and other Animal Department staff collaborated to make Indian python "Lucy" available for on-grounds animal appearances.
- 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. This year, keepers, animal managers, and Animal Behavior and Training Coordinator Julie Grove made specific advances in training with African penguins, white-breasted cormorants, blue-bellied rollers, Abyssinian ground hornbills, African elephants, sitatunga, Coquerel's sifaka, ring-tailed and red-ruffed lemurs, chimpanzees, white rhinos, serval, zebra, cheetah, arctic fox, and giraffe.
- The Enrichment Team, composed of Zoo volunteers and overseen by Grove, worked

each month to provide all items needed for Animal Enrichment Days at the Zoo. Keepers also devoted considerable time to developing and constructing enrichment items for animals, including several new fire hose hammocks and browse feeders this year.

- A new and comprehensive enrichment database was completed and implemented for use, and staff submitted over 100 new animal enrichment proposals for consideration.
- The Enrichment Giving Tree, an in-house holiday drive that solicits support from Zoo staff and volunteers for animal enrichment programs at the Zoo, raised over \$1,000 in toys and monetary donations.
- Staff veterinarians examined more than 800 animals at the Zoo, ranging from 10-gram bats to 4,000-pound white rhinoceros, and also cared for 94 injured wild animals representing 48 different species.
- Veterinary technicians took 170 animal X-rays, examined 1,000 fecal samples, and processed more than 1,300 blood and tissue samples.
- Animal Department staff hosted the first of several well-attended open houses for Zoo staff and volunteers, bringing them behind the scenes to observe husbandry demonstrations and become more

familiar with daily animal care operations and research, conservation, and management goals.

- Commissary staff delivered, among many other items, over 10,000 bales of hay, 22,000 pounds of fish, and 7,800 heads of lettuce to animals throughout the Zoo.



# conservation report

## September 2013: Destination Bolivia

With support from the Zoo, Senior Veterinarian Ellen Bronson traveled to the grasslands of Bolivia in September 2013 to continue her participation in the Maned Wolf Ecology and Health Survey, an ongoing field study. Since 2004, Dr. Bronson has made periodic trips to Bolivia to meet up with research colleagues and study this vulnerable species of South American wolf in its natural habitat. This past year, she spent three weeks in a remote national park tracking, trapping or darting, and anesthetizing maned wolves, then collecting valuable biological samples from each animal for processing in a solar-powered field laboratory. Findings from this and other studies will inform future conservation action plans for maned wolves.

## November 2013: Destination Panama

In November 2013, Dr. Bronson and Kevin Barrett, Reptile and Amphibian Collection and Conservation Manager, attended a Panamanian Golden Frog Conservation Planning Workshop in El Valle, Panama aimed at the eventual reintroduction of this endangered amphibian to its native country and habitat. Since the turn of this century, the Zoo has been an international leader in the captive breeding, management, medical care, research, and conservation of Panamanian golden frogs. Dr. Bronson serves as veterinary advisor to the

AZA's Species Survival Plan (SSP) for these frogs. Mr. Barrett is Vice Program Leader of the SSP and also its studbook keeper.

## Winter 2014: Destination Maryland

The Zoo's veterinary staff participated in multiple ways in Project SNOWstorm, a collaborative effort of the Maryland Department of Natural Resources (DNR) and several other state and federal agencies to track the health and movements of snowy owls involved in the mega-irruption of 2013-14. Small irruptions of this arctic species happen every few years but once in a while a mega-irruption occurs, with more snowy owls flying much further south than usual. During the winter of 2013-14, snowy owls descended into the Great Lakes region and down the Atlantic coast, with some spotted as far south as Florida and as far east as Bermuda. The Zoo became the central blood-testing laboratory for snowy owls tracked and tagged in Maryland, with veterinary technicians running tests for every bird. Dr. Allison Wack, Associate Veterinarian, also traveled around the state to take blood samples from live owls being examined and

banded by DNR biologists. A female snowy owl with a wingtip injury was sent to the Zoo by DNR biologists for treatment. The Zoo's veterinary staff performed a difficult, delicate, novel, and ultimately successful surgery to repair the wing. The young owl recovered well, underwent flight training and conditioning with a local raptor rehabilitator, has been deemed releasable, and soon will return to the wild.



## March 2014: Destination Garrett County

In March 2014, Zoo veterinary staff assisted biologists from the Maryland DNR in the field, tagging and examining black bear sows and cubs. Zoo and DNR staff visited black bear dens in western Maryland for DNR's ongoing Black Bear Project, which provides data essential to managing Maryland's population of black bears. For more than a decade, the Zoo has partnered with DNR on this important wildlife management project.

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In addition to staff-related work at the Zoo and in the field, the Zoo provides financial and other support to partner organizations and initiatives that are achieving significant impact in wildlife conservation across the globe. In FY2014, the Zoo proudly supported:

## The Association of Zoos and Aquariums (AZA) Conservation Grants Fund

Established in 1984, the Conservation Grants Fund (previously known as the Conservation Endowment Fund) supports cooperative, conservation-oriented, scientific and educational initiatives of the AZA and AZA-accredited zoos and aquariums and their collaborators. Since 1991, the CGF has provided more than \$6 million to almost 340 projects worldwide.

# conservation report (continued)

## Cheetah Conservation Fund (CCF)

Since its founding in 1990, CCF has dedicated itself to saving cheetahs in the wild and is now the world's leading organization for cheetah conservation. CCF operates from the principle that only by securing a future for communities that live alongside cheetahs can you secure a future for cheetahs. CCF is committed to developing best practices in research, education, and ecology and to advancing conservation programs that are rooted in scientific research.

## Elephants for Africa

Elephants for Africa is a small charity registered in England and Wales that does its work in Botswana and South Africa. Its mission is to protect vulnerable African elephants. EFA conducts research to understand the ecological and social requirements of African elephants, puts this research into the context of human-wildlife conflict, and delivers scientific data to local decision makers. EFA also runs education programs aimed at developing conservation leaders of the future. Dr. Kate Evans, founder of EFA, has maintained longstanding, collaborative partnerships with the international Elephant Managers Association and with The Maryland Zoo's Elephant Program. The Zoo provides funding support to EFA and also collaborates on research projects to better understand the threats to African elephants in their range countries.

## Goualougo Triangle Ape Project (GTAP)

The mission of GTAP is to promote the long-term conservation of chimpanzees and gorillas. It operates in an extremely unique region of the world: the Goualougo Triangle, a 100-square mile area of protected, pristine forest outside of and at the southern end of Nouabalé-Ndoki National Park in the Democratic Republic of the Congo. The Triangle represents one of the most intact fauna habitats of its type in Africa and is also home to a "naïve" (hitherto unknown and undisturbed) population of chimpanzees. GTAP, which is affiliated with Nouabalé-Ndoki National Park, conducts "action-oriented" research in the region and shares its findings and insights with scientific colleagues, timber industry managers, and political leaders, all in an effort to protect forest resources and great apes.

## International Elephant Foundation (IEF)

IEF is a non-profit corporation of individuals and institutions dedicated to the conservation of elephants worldwide. Based in the United States, its reach is global and its mission is to create a sustainable future for all elephants. IEF supports and operates elephant conservation and education programs in managed facilities and in the wild, with an emphasis on management, protection, and scientific research. Since 1999, it has helped

support more than 80 elephant conservation projects and has provided almost \$2 million in direct financial assistance.

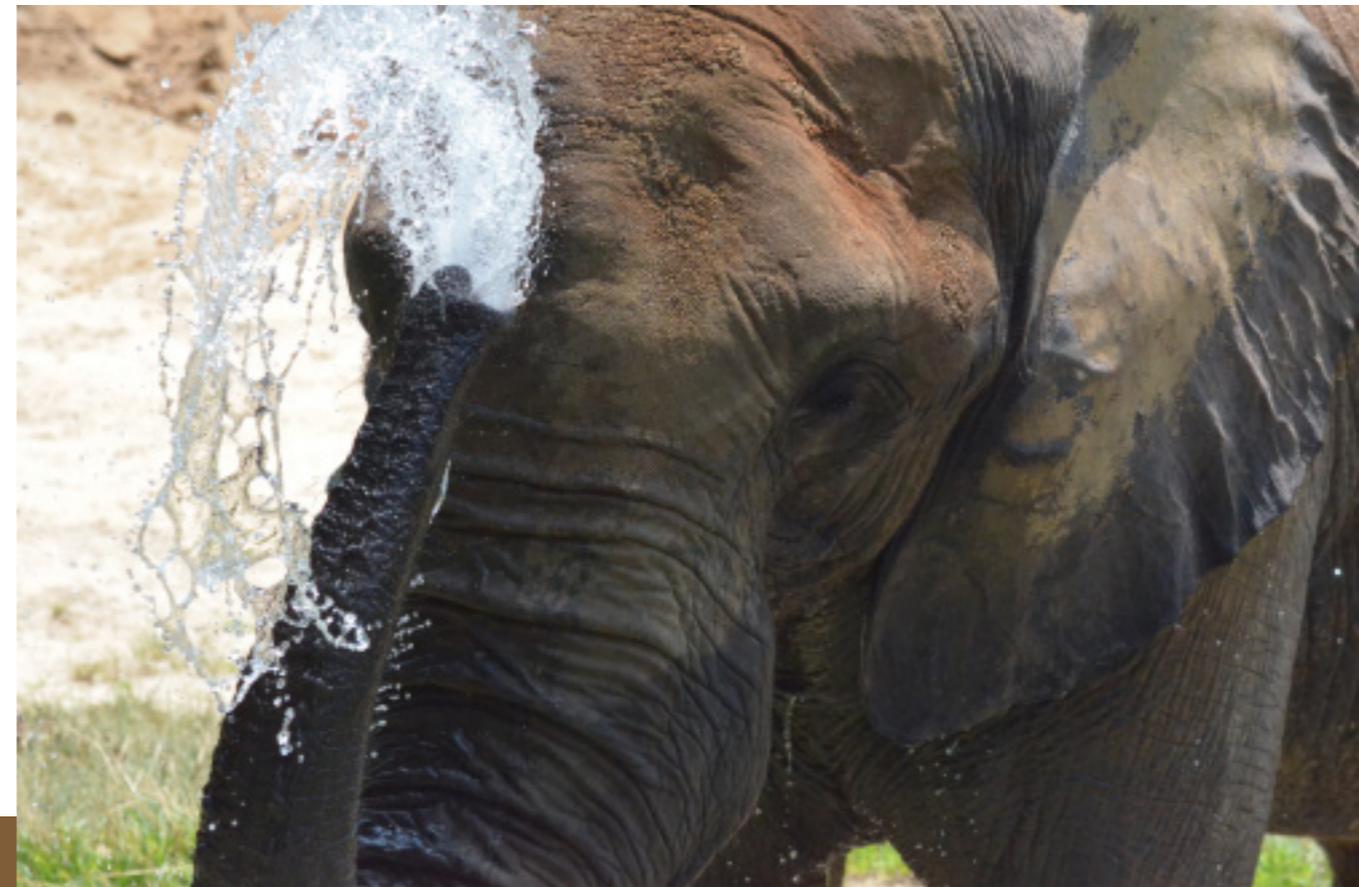
## Madagascar Fauna Group (MFG)

MFG, founded by the Duke Lemur Center, is an international consortium of zoos and other institutions working to support conservation in Madagascar. MFG works at every level to promote the conservation of plants, animals, and habitat in Madagascar, offering support to captive breeding programs, field research programs, training programs for rangers and

wardens, and acquisition and protection of native habitat in Madagascar. MFG also focuses intently on community-based programs that promote education, environmental awareness, and sustainable agricultural practices. The work that MFG does is critical to the survival of many lemur species, including those exhibited at the Zoo.

## 96 Elephants

96 Elephants is a conservation initiative organized by the Wildlife Conservation Society to spread public awareness about, and put an end to, elephant poaching and the ivory trade. The campaign and



# conservation report (continued)



its name are premised on the fact that 96 elephants are killed illegally every day in Africa by poachers. 96 Elephants is working to secure effective U.S. moratorium laws on the importation, possession, and sale of ivory; on providing financial resources to bolster the protection of elephant herds; and on educating the public about the link between ivory consumption and the elephant poaching crisis.

## **North American Save the Rhino Campaign, operated by The International Rhino Foundation (IRF)**

IRF promotes the conservation of the world's five species of rhino. The Foundation works to protect particularly threatened rhino populations and their habitats in the wild, while also supporting management of and research on captive populations to improve the chances for long-term species survival. In all

of its field programs, IRF works closely with local communities to ensure that those people living in closest proximity to rhinos, many of whom are struggling as a result of poverty and environmental degradation, will serve as active partners in wildlife protection and will reap direct benefits from conservation efforts.

## **Polar Bears International (PBI)**

Polar Bears International is the world's leading polar bear conservation organization, dedicated to saving polar bears by saving their sea ice habitat. Leading scientists from around the world serve on PBI's Advisory Council and offer guidance on the most urgent projects in a warming Arctic. The research, education initiatives, and action programs initiated or supported by PBI all address issues that contribute to polar bear endangerment. The Zoo has a long-standing partnership with PBI and supports its work through funding, on-grounds collaborations, and staff expertise and involvement.

## **Southern African Foundation for the Conservation of Coastal Birds (SANCCOB)**

SANCCOB is an unparalleled international leader in seabird research, rescue, rehabilitation, and education. Since its founding in 1968, SANCCOB has saved tens of thousands of penguins and other marine birds. It is the primary conservation organization working with African penguins, a species of import at

the Zoo as well. The Zoo manages the largest colony of African penguins in North America and is a world-renowned expert in caring, providing medically for, and breeding these birds. SANCCOB and the Zoo have long partnered in efforts to advance research, education, and conservation of African penguins.

## **Turtle Survival Alliance (TSA)**

TSA was formed in 2001 by the IUCN (World Conservation Union) as a task force charged with developing breeding programs for the most critically endangered of the world's chelonian species. Since its founding, the TSA has become recognized as a global force for turtle conservation, capable of taking swift and decisive action on behalf of critically endangered turtles and tortoises. Over the years, TSA has developed diverse partnerships with zoos, aquariums, universities, private breeders, veterinarians, conservation NGOs, range country turtle facilities, and turtle rescue organizations, and has developed a global network of linked breeding programs. Today, TSA is the only conservation NGO committed solely to turtle conservation and is motivated by a singular vision: zero turtle extinctions in the 21st century.

# education report

Between July 1, 2013 and June 30, 2014:

- Zoo educators worked in three teams – Public Programs, School Programs, and Outreach Programs – to serve an overall audience of more than 125,000 people.
- 86,084 people visited the Zoo in association with The Free Admission Program for Maryland Schools supported by the legislature and funded by the Maryland State Department of Education, as follows:
  - 59,048 Maryland school children visited for free or at a reduced rate.
  - 26,839 teachers and chaperones visited for free or at a reduced rate.
  - 197 children under the age of 2 accompanied chaperones on field trips at no charge.
- During their visits, students participated in hands-on activities at Education Stations that made connections between Zoo content and state and national curriculum standards.
- 2,927 students participated in 67 paid Zoo programs (ZOOlabs, Zoo Introductions, and Guided Tours)
- The Zoo offered 6 home school classes to 90 students between the ages of 5 and 12.
- Education staff offered 5 teacher-training classes and workshops to 90 teachers.
- Zoo educators delivered climate-change training programs to teachers at eight Maryland schools and offered climate

change-themed ZOOlab classes to 249 students at no cost to the schools.

- Zoo educators on the Public Programs team developed and delivered a variety of on-grounds experiences to engage visitors and enhance their learning. Over 46,000 Zoo visitors participated in Education Stations, puppet shows, nature walks, games, and animal-centered activities directed by Zoo staff and volunteers.
- 117 children attended the Zoo's week-long summer camp programs for children entering grades 2 to 8.
- The School Programs team collaborated with the Arts Everyday organization on a day-long celebration of student art work. Baltimore City Public School System students put on musical performances and displayed original drawings and paintings at the Zoo on May, 17, 2014, with a participating audience of 120 children and 102 adults.
- Outreach staff delivered 841 ZOOmobile presentations to 558 sites, reaching a total audience of 42,252 people consisting of 31,563 children and 10,689 adults.
- Of the 841 ZOOmobile presentations, 206 were grant funded and delivered at no cost to Title 1 schools, early education centers, and libraries throughout Maryland.
- The Zoo's Interpretation Team, based in the Education Department, added and updated interpretive signage throughout the Zoo, enhancing exhibits with important information

about animals, their habitats, and conservation concerns affecting their survival in the wild. The team developed and installed interpretive graphics in the new outdoor lemur exhibit area and also developed and executed interpretive content, including signage and interactive technology for the upcoming *Penguin Coast* exhibit.

- Education staff worked with a professional evaluator to create and implement new evaluative tools to assess visitor learning through signage and face-to-face encounters with staff and volunteers.



FROM HIGH SCHOOL STUDENTS TO RETIREES, FROM EDUCATORS TO ENRICHMENT ARTISTS TO GOAT CHAPERONES TO GARDENERS,  
VOLUNTEERS ARE A TREMENDOUS AND INDISPENSABLE ASSET TO THE ZOO.

# volunteers



Between July 1, 2013 and June 30, 2014:

- 1,027 volunteers donated a total of 35,954 service hours to the Zoo, which resulted in a payroll extension value of \$914,310.
- 367 individuals volunteered regularly throughout the year, interacting with guests and helping behind the scenes.
- An additional 660 individuals volunteered occasionally for special events or one-day projects.
- 99 teens participated in Junior Zoo Crew, the Zoo's service-learning program for youth aged 14-17. Each teen committed an average of 97 service hours to various endeavors, including educating guests about wildlife, beautifying the campus, and caring for animals.
- 53 college interns worked alongside Zoo staff in education, animal care, graphic design, new media, veterinary technology, and archive management, taking on important and helpful tasks while also expanding their knowledge and developing future workforce skills. The interns hailed from 32 different schools including Johns Hopkins University, The University of Maryland, Duke University, Wake Forest University, and Franklin and Marshall College.
- Staff in the Volunteer Department organized the second annual Teen Leader Institute, a competitive, eight-week program for high

school students who are considering a career in the non-profit industry. Participants explored a variety of career paths with senior Zoo staff and worked together to plan a fundraiser for the Zoo.

- Volunteer staff hosted a successful recruitment open house in mid-winter that attracted 102 people and showcased the Zoo's volunteer program and its many and varied opportunities for participation.
- To kick off the spring season, Volunteer staff organized an all-day workshop for education volunteers, attended by 60 people and featuring updates from the Animal Department and skill-building activities led by Education staff.
- In preparation for the opening of the *Penguin Coast* exhibit, Volunteer staff added 36 new volunteer educators and Zoo guides to its corps and worked with Education staff to train dozens of volunteers to interpret in the new exhibit.
- Junior Interpreter Michael Hudson earned the 2014 Governor's Service Award for top teen volunteer in the state of Maryland.
- Volunteer and Education staff partnered to revise on-grounds interpretive content and to deliver trainings to education volunteers as well as those serving other Zoo departments.

# institutional advancement

Between July 1, 2013 and June 30, 2014:

- The Maryland Zoo continued to receive invaluable support from the State of Maryland, the City of Baltimore, and Baltimore, Howard, and Carroll counties. Together, these governments provided critical dollars for the Zoo's operating budget and funded important capital improvements. We remain deeply grateful for government leaders' recognition and appreciation of the Zoo as a high-quality institution serving the community.
  - Over 11,000 member households supported the Zoo, resulting in more than \$1,000,000 in revenues for the third year in row. In exchange, those members received unlimited, year-round admission to the Zoo; reduced admission to over 150 other zoos, aquariums and museums; invitations to special events; and more.
  - The Group Sales team exceeded revenue goals for the sixth year in a row.
    - The team continued to successfully promote private, nonprofit, and corporate rentals; fundraising walks and picnics; the Zoo's consignment ticket program; group visits, group tours, behind-the-scenes tours, and birthday parties.
    - The renovated Mansion House Porch remained a very popular space to rent. Porch rentals continued to trend upward,
- with more rentals in the summer of 2014 than in the previous summer.
    - The number of fund-raising walks held at the Zoo increased in FY2014 – as did overall attendance at the walks, as groups are well aware of the Zoo as a safe and family-oriented site.
  - Tens of thousands of people came to the Zoo to attend special events such as Bunny BonanZOO, Brew at the Zoo, ZooBOOO!, Zoo Zoom, Sex at the Zoo, and the Constellation Breakfast with the Animals series, with total event revenues exceeding \$600,000.
    - All 18 Breakfast with the Animals events offered in FY2014 sold out in advance.
    - Brew at the Zoo, a two-day beer and wine festival held in the spring, was again very well attended and enjoyed by thousands of guests.
    - Back on the roster this year, with a 100% increase in attendance, was the annual fall beer and music festival, OktoBEARfest.
  - Many generous individual and corporate donors showed their support of the Zoo through gifts to The Maryland Zoo Fund and ADOPT programs as well as gifts in support of capital improvements. The Zoo was also the grateful beneficiary of many gifts made in honor or in memory of loved ones.



# institutional advancement (continued)



- Individuals, corporations, and foundations collectively provided more than \$1.4 million dollars of the funding needed for construction of the Zoo's spectacular new African penguin exhibit *Penguin Coast*. The State of Maryland and the City of Baltimore provided \$9 million and \$200,000, respectively to the project.
- Zoo marketing efforts built on the established "Meet Me at the Zoo" identity with a new series of high-end television creative in addition to expanded presence on digital media and high-profile, event-driven radio placements.
  - Social media engagement grew by leaps and bounds with the Zoo's Facebook audience increasing by more than 30,000 new followers to a total of 68,206 in FY2014 (an 81% increase).
  - The Zoo's other social media channels – Twitter, Pinterest, Instagram, Tumblr and Vine – also experienced incremental increases in audiences. Most notably, the Zoo's Google+ following exploded with Google support from a few hundred to more than 80,000 new followers.
  - Email marketing grew to a new record of more than 1.6 million emails sent in FY2014. The Zoo's email marketing engagement saw steady gains in opens and click throughs with a significant increase in engagement among Zoo members, who had an open rate of more than 40%.
- The Zoo's agency of record, Mission Media, worked in partnership with Zoo marketing staff to create a bold new visual identity and campaign strategy for the launch of the Zoo's newest exhibit, *Penguin Coast*. Advertising in support of the exhibit began on owned media in June 2014.
- The Membership team created a member-only email newsletter called Have You Herd? to encourage member visits and interest. Sent bimonthly to all subscribing members, it highlights upcoming events, discount specials, Member Morning dates, animal news, community partnerships, and more.
- The Zoo welcomed two seasoned fundraising professionals, Michelle Boyle and Beth Fenwick Garner, to the IA Department to support the Zoo's fundraising and development goals. Michelle Boyle was hired as the Director of the Maryland Zoo Fund, which supports the Zoo's operating budget. Beth Fenwick Garner has been hired as Director of Major Gifts and is charged with creating a major gifts program that includes both capital gifts and estate gifts.

# financials

## Support & Revenue

State of Maryland	\$ 5,987,389
City of Baltimore	531,372
Other Public Funds	420,357
Sponsorships	406,729
General Support	<u>1,494,145</u>
Contributed Income	<u>8,839,992</u>
Net Admissions	2,059,112
Membership	1,376,008
Contract Services	346,782
Attractions	300,649
Programs	888,200
Other	<u>305,163</u>
Earned Income	<u>5,275,913</u>
<b>Revenue Total</b>	<b><u>\$14,115,905</u></b>

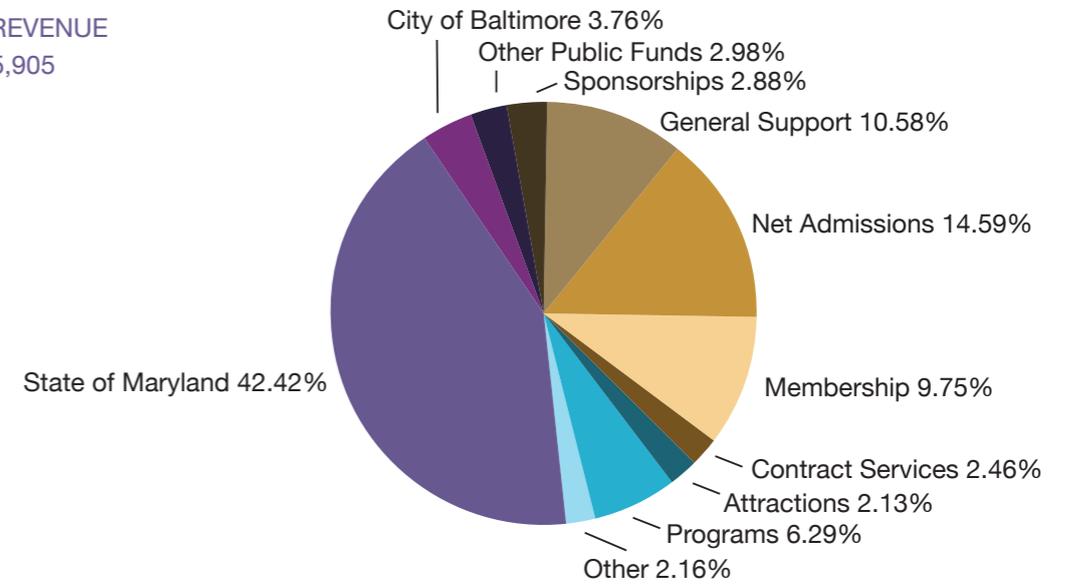
## Expenses

Animal Care	\$ 4,090,308
General & Administrative	2,059,159
Maintenance	1,254,036
Visitor Services	868,557
Development	849,149
Events	392,876
Marketing/Communications	783,436
Facilities	2,552,641
Education	773,424
Membership	<u>204,539</u>
<b>Operating Expenses Before Depreciation</b>	<b><u>13,828,125</u></b>
Depreciation	<u>3,448,389</u>
<b>Expenses Total</b>	<b><u>\$17,276,514</u></b>

**Net Capital Support – used to fund capital projects** **\$12,808,665**

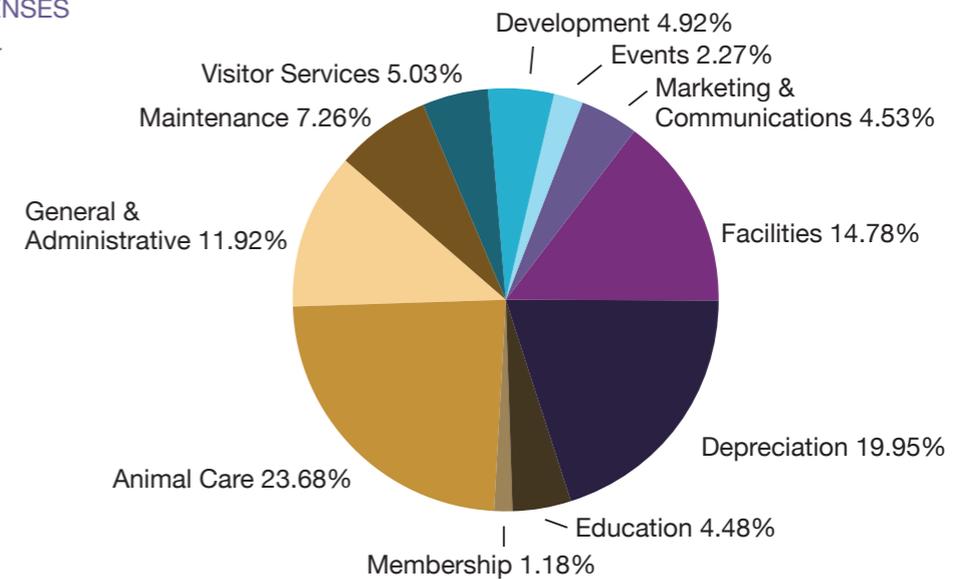
## Support & Revenue

TOTAL REVENUE  
\$14,115,905



## Expenses

TOTAL EXPENSES  
\$17,276,514



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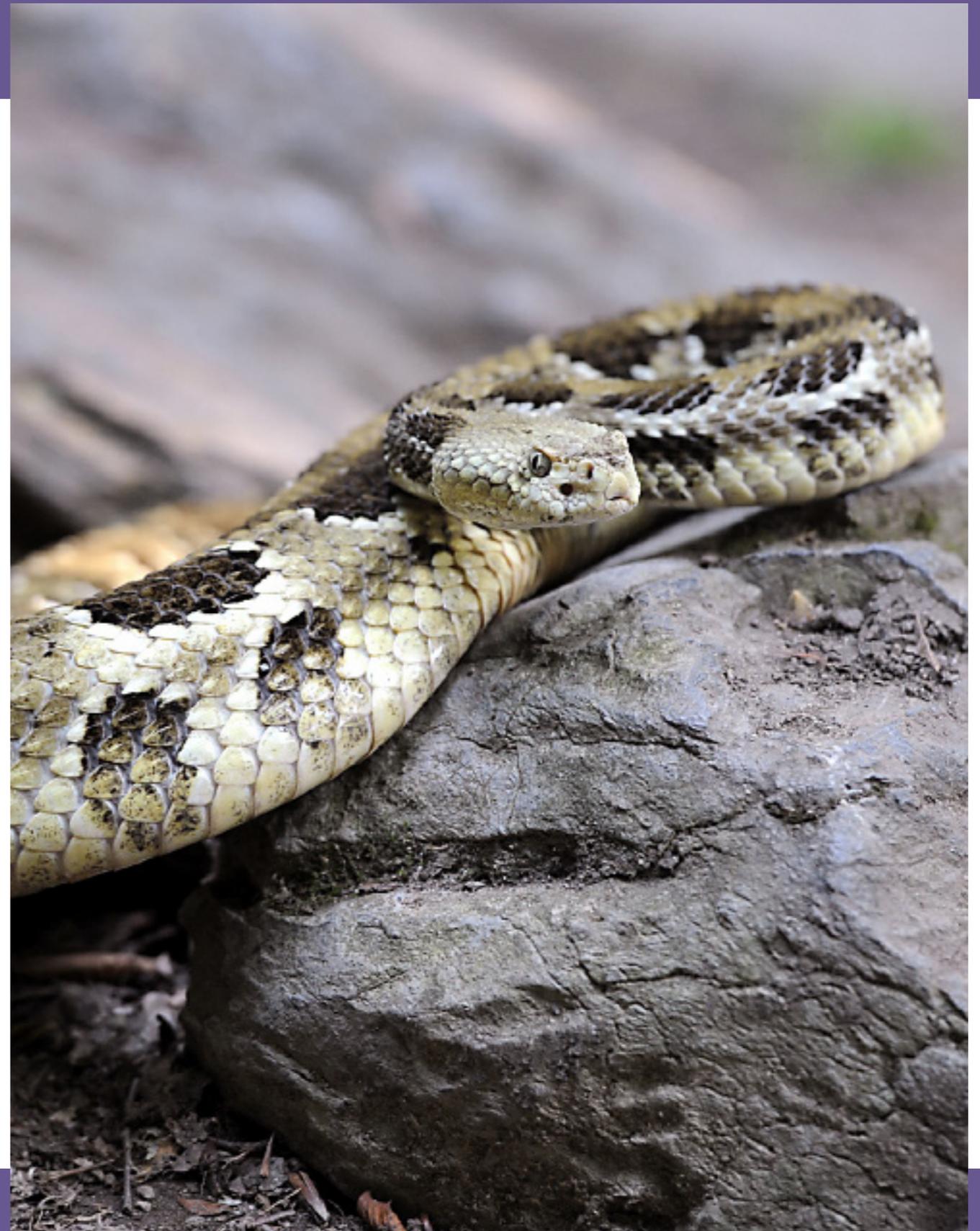
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# staff research projects, publications, and professional development

## RESEARCH PROJECT PARTICIPATION

### African Elephants

#### Footprint Identification Technique for the African elephant (*Loxodonata africana*)

Dr. Jewell and Dr. Sky Alibhai are developing a computer program to be able to identify individual, sex, and age of elephants. Dr. Kate Evans has collected some data from known individuals in the field but we need more known (age & sex) individuals to contribute to the database. The technique will assist researchers in the field to monitor more remote elephant populations and to understand the ecology of crop raiders to help identify repeat offenders or to highlight landuse issues for better management of land outside national parks in Africa. The Maryland Zoo in Baltimore's elephant program supplied photos of footprints made by its African elephants in order to further expand the database for the program and to improve its efficacy.

#### Determining Prolactin Regulation in Female African Elephants (*Loxodonta africana*)

This is a follow-up project for a pilot study that the Maryland Zoo in Baltimore participated in during fiscal year 2013. During the pilot study, the methodology for measuring dopamine, serotonin, and oxytocin in African elephant serum and/or urine collection was established. These neuropeptides are known regulators of prolactin secretion in humans and could provide valuable information as to the etiology of

hyperprolactinemia in captive African elephants. The Maryland Zoo in Baltimore contributed serum and urine samples from both of its female African elephants over the course of eight months for this follow-up study.

### African Penguins

#### The correlation between barium contrast, endoscopic evaluation, and histopathologic findings of the upper gastrointestinal tract, specifically the ventriculus in African penguins (*Spheniscus demersus*)

The purpose of this study is to determine the normal anatomy, transit time, and gross and histopathologic structures of the penguin gastrointestinal tract. Having this baseline data will allow for better recognition and understanding of disease in the penguin gastrointestinal tract. Within the past four years, Zoo veterinarians have diagnosed four penguins with ventriculitis using endoscopic biopsies and histopathology. For this study, veterinary staff also performed both endoscopy and contrast radiography in clinically normal penguins from the Zoo's colony. Results from the study will advance current knowledge of penguin gastrointestinal anatomy.

#### Utility of Fibrinogen in Detecting Inflammatory Conditions in Juvenile African Penguins (*Spheniscus demersus*)

Fibrinogen is an acute-phase protein that increases with systemic inflammation. This study aims to evaluate fibrinogen's usefulness as a diagnostic parameter in birds

with systemic inflammatory diseases such as aspergillosis and malaria and as an indicator to monitor responses to therapy.

### Bog Turtles

#### Identification of Possible *Glyptemys muhlenbergii* (bog turtle) Sex Determination Mode

This study proposes to use comparative genomic hybridization to search for distinguishable sex chromosomes in bog turtles. This technique should quickly and relatively easily identify whether bog turtles have temperature-dependent sex determination or genotypic sex determination, and thus facilitate conservation of bog turtles. As a participant in this study, The Maryland Zoo in Baltimore supplied skin samples from two male and two female bog turtles in its collection.

### Panamanian Golden Frogs

#### Exogenous Hormone Induction of Oviposition in Gravid Panamanian Golden Frogs (*Atelopus zeteki*)

The captive populations of Panamanian golden frogs at The Maryland Zoo in Baltimore and other zoological institutions have suffered a concerning amount of morbidity and mortality that appears to be at least partially related to the failure of gravid females to undergo oviposition. This research study at the Zoo is ongoing. Over the past three breeding seasons, staff working with Panamanian golden frogs have been able to further optimize the protocol used for ovipositioning of the frogs.

Thus far, there has been a better than 80% success rate with the protocol.

#### How Does it End? Epidemic Fadeout and Rapid Evolution in a Host-Pathogen System

This study investigates the role of rapid evolution in both host and pathogen following a highly lethal epidemic of amphibian chytridiomycosis. Using an approach that integrates experimental and genomic methods, the study will test two hypotheses: (I) that *Bd* has evolved decreased pathogenicity and (II) that amphibian hosts have evolved an increased tolerance of *Bd* infection. The Zoo provided 60 Panamanian golden frogs (*Atelopus varius*) for the study.

#### Measuring the Force of Infection of the Fungal Pathogen *Batrachochytrium dendrobatidis* (*Bd*) in the Genus *Atelopus*

This study aims to clarify two aspects of how *Bd* is transmitted: the force of infection as it relates to *Bd* load and whether or not *Bd* transmission requires direct contact. The study allows for more accurate models of how *Bd* spreads through populations, and its results will have implications beyond just the genus *Atelopus*. The study also will have implications for existing frog populations in the wild and future reintroduction efforts. The Zoo will provide up to 100 Panamanian golden frogs (*Atelopus zeteki*) for this study.

# staff research projects, publications, and professional development (continued)

## Effect of Temperature and Temperature Variability on Amphibian Declines

Between 1970 and 2005, approximately 100 amphibian species within the genus *Atelopus* went extinct in Latin America. The extinctions are thought to have been caused by the pathogenic chytrid fungus, *Batrachochytrium dendrobatidis*, commonly referred to as chytrid. Preliminary evidence indicates that, upon exposure to chytrid, Panamanian golden frog (*Atelopus zeteki*) mortality increases linearly with temperature. This study will use existing and to-be-gathered data to create models and determine whether climate may have contributed to the aforementioned extinctions. The Zoo provided 60 Panamanian golden frogs (*Atelopus zeteki*) for this study.

## Chimpanzees

### Age-Specific Hormonal Changes & Patterns of Reproductive Aging in Chimpanzees

This study aims to track age-related changes in the endocrine profile of AZA-kept female chimpanzees in order to determine changes in reproductive function over lifespan. Keepers, including those caring for chimpanzees at The Maryland Zoo, supplied information on general mood and willingness of each animal to participate in the study. Appetite, body weight, and activity level were all monitored. The research protocol for this study attends to several factors that are difficult to assess in wild populations: body mass index (BMI), the presence/absence of ovulatory cycles, the phase

of the menstrual cycle in which data are collected, potential inaccuracies in age estimation, and differences in food availability.

### Serologic Assessment of the AZA SSP Population of Common Chimpanzees for Hepatitis B virus

This study aims to determine the current hepatitis B status of all common chimpanzees within the SSP population by screening samples for serum hepatitis B antigens and antibodies. Study results will guide future recommendations for vaccinations, treatments, and transfers between populations of differing serologic status. The Zoo supplied previously collected and banked serum samples from its chimpanzees to assist in this research.

### Measuring Energy Expenditure in Apes using the Doubly Labeled Water Method

This study is designed to measure the total daily energy expenditure (calories/day) of chimpanzees at The Maryland Zoo in Baltimore. By the data gathered, it will test hypotheses regarding the evolved energetic strategies of these apes and shed light on the evolution and ecology of apes in general. The Zoo supplied urine samples from four of its chimpanzees after their ingestion of a set dose of doubly labeled water. Those same chimpanzees also were observed for activity budget data for a minimum of 20 hours during the first 10 to 14 days of this study. Energy expenditure data will be used to test for species differences and compared to activity budget data.

## Polar Bears

### Baseline Serosurvey of Equine Herpesvirus (EHV-1/9) in Polar Bears (*Ursus maritimus*) and Exotic Equids Housed in US AZA Institutions

This study aims to develop serologic and PCR tests for EHV1/9 in ursids, to be used in conjunction with equivalent tests for equids, as a survey for the captive polar bear population in U.S. AZA institutions. An EHV cross-infection risk-assessment then could be developed, utilizing an epidemiologic survey of housing, husbandry, and other risk factors in captive polar bears, including comparisons of housing exotic equids within the same collections. To assist with this research study, the Zoo is responding to survey questions and supplying serum samples and nasal swabs from its polar bears and zebras at the time of routine examinations.

## Large Cats

### Tiger and Lion Vaccine Serologic Study

This study began in 2013 and will conclude in 2015. Its aim is to evaluate serologic titers for tigers and lions at AZA institutions from birth to two years of age. Preliminary studies indicate that the Boehringer Ingelheim PCT+Calicivax is safe for use in tigers. This vaccine produces serologic titers to protect animals against herpesvirus, parvovirus, and both strains of calicivirus. Preliminary research and data suggest that while the vaccine is initially effective, serologic titers do not persist for more than one year. Therefore, it would be

useful to evaluate the development of serologic titers in naïve animals to better understand the duration of protective titers. The Zoo has been supplying serum samples from its three lion cubs for this study.

## PUBLICATIONS

Benato, L., **A.N. Wack**, S.N.S. Cervený, S.L. Rosenthal, and **E. Bronson**. 2014. Survey of cardiac pathologies in captive striped skunks (*Mephitis mephitis*). *J. Zoo Wild. Med.* 45(2): 321-327.

**Bronson, E., M. J. McClure, J. Sohl, E. Wiedner, E. Latimer, G. S. Hayward, P. D. Ling**. 2013. Treatment and diagnosis of the first clinical case of EEHV3B in an African elephant (*Loxodonta africana*). International Elephant and Rhinoceros Conservation and Research Symposium, Pittsburgh, Pennsylvania.

**Bronson, E.** 2013. Medical Care of Rehabilitated Reptiles and Amphibians. Maryland Wildlife Rehabilitators Association Annual Conference.

**Bronson, E., S. L. Deem, L. E. Emmons**. June 2014. Proyecto Borochi: The Bolivia Maned Wolf Ecology and Health Project. Felid and Canid Taxon Advisory Group Meeting, Front Royal, Virginia.

**Bronson, E.** June 2014. Felid TAG Veterinary Update: Use of pain medications and behavior modifying drugs in zoo felids. Felid and Canid Taxon Advisory Group Meeting, Front Royal, Virginia.

# staff research projects, publications, and professional development (continued)

Hausmann, J.C., **A.N. Wack**, M.C. Allender, M.R. Cranfield, K.J. Murphy, K. Barrett, J.L. Romero, J.F. Wellehan, C. Zink, **E. Bronson**. 2013. Experimental challenge study of ranavirus infection in previously infected eastern box turtles. International Ranavirus Symposium, Knoxville, Tennessee.

Kilburn, J. J., S. K. Cox, **J. Kottyan, A. N. Wack, E. Bronson**. 2014. Pharmacokinetics of tramadol and its primary metabolite O-Desmethyltramadol in African penguins (*Spheniscus demersus*). J. Zoo Wildl. Med. 45: 93-99.

Sim, R.R., **A.N. Wack**, M.C. Allender, K.J. Murphy, **E. Bronson**. 2013. Ranavirus outbreak in a captive eastern box turtle (*Terrapene carolina carolina*) population with Mycoplasma and Herpesvirus co-infection: management and monitoring. International Ranavirus Symposium, Knoxville, Tennessee.

**Sohl, J.**, P. Blair. June 2014. Creative medical and husbandry management of a herpes-positive geriatric cheetah (*Acinonyx jubatus*). Felid and Canid Taxon Advisory Group Meeting, Front Royal, Virginia.

**Wack, A.** 2013. Employee Health at the Maryland Zoo in Baltimore: Cost/Benefit Analysis for an Annual Screening Program. American Association of Zoo Veterinarians Annual Conference, Salt Lake City, Utah. p. 134.

## LECTURES

General Curator Mike McClure taught both introductory and advanced elephant management techniques to a combined total of more than 80 AZA professionals, including elephant care professionals, veterinarians, and zoo directors. McClure co-administered two training courses for the AZA's Professional Development Program – *Principles of Elephant Management I* and *Principles of Elephant Management II* – and lectured for these same courses at the Houston Zoo in October 2013, Disney's Animal Kingdom in May 2014, and in Wheeling, West Virginia in February 2014.

Senior Veterinarian Ellen Bronson delivered lectures on diseases of wild animals for two undergraduate biology classes at the University of Maryland College Park. Bronson also lectured at the University of Pennsylvania's College of Veterinary Medicine, speaking to veterinary students about the role of zoo veterinarians in conservation.

Associate Veterinarian Allison Wack participated in the Saturday Morning Science Series at Towson University, presenting to an audience of 400 students and their parents. Dr. Wack also attended the Women in Science Forum at Towson University and delivered a lecture on the role of the veterinarian in a modern zoo.

Assistant Director of Education Katie Manion gave a poster presentation at the 2013 AZA National Conference, entitled *Assessing the Impact of a Visitor Experience with African Penguins*.

Elephant Keeper Becky Benner presented a lecture on the introduction and natural breeding of two of the Zoo's African elephants, Felix and Tuffy, at the Elephant Managers Association conference in Dallas in October 2013. Benner gave the same talk at the Zoo's annual 'Sex at the Zoo' event.

Elephant Keeper Valerie Severe gave a poster presentation on the diagnosis and treatment of elephant endotheliotropic herpesvirus (EEHV) in Samson, one of the Zoo's African elephants, at the Elephant Managers Association conference and at the AAZK Regional Conference at the Smithsonian's National Zoo in February 2014.

Maryland Wilderness and Panamanian golden frog Keeper Kat Mantzouris also presented a lecture at the AAZK Regional Conference, on changes in care and husbandry for the Zoo's Panamanian golden frog colony and the impact that those changes have had.

Animal Behavior and Training Coordinator Julie Grove presented a paper on operating a successful and diverse enrichment and training program at the Animal Behavior Management Alliance (ABMA) conference in Dallas in April 2014.

## PROFESSIONAL DEVELOPMENT

In November 2013, Senior Veterinarian Ellen Bronson and Reptile & Amphibian Collection and Conservation Manager Kevin Barrett attended a Population & Habitat Viability Assessment (PHVA) meeting for Panamanian golden frogs in El Valle, Panama. The meeting was led by the Conservation Breeding Specialist Group (CBSG) with the goal of developing a road map for the eventual reintroduction of Panamanian golden frogs into the wild. Attendees represented several countries and professional disciplines, all working towards golden frog conservation and long-term prosperity.

Elephant Keeper Jonathan Murray attended the Principles of Elephant Management I course at the AZA's professional development school in Wheeling, West Virginia.

Area Manager Claire MacNamara attended a week-long Primate Training and Enrichment Workshop in Bastrop, Texas and a week-long AZA Professional Development course for zoo managers.

# 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 animal collection, 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 wild life accessible to the entire community.

# Thank you!

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State of Maryland  
Maryland State Department of Education  
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The Citizens of Baltimore County  
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Howard County Government and Howard County Arts Council

Together, these governments provided half the Zoo's operating budget and funded important capital improvements. We remain deeply grateful for government leaders' recognition and appreciation of the Zoo as a high-quality institution serving the community.

In addition, Harford County Government provided support for an event.

## 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, 2013, and June 30, 2014. 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 443-552-5290.*

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 The Estate of Margaret Taylor  
 The Estate of Martin Wheatley

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**In memory of Earl Fox**  
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 Ms. Sandra J. Johnson

**In memory of Morris A. and  
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Sarah Mueller	Erne Peitso	Nancy Rohe	Sara Senter	Leonard Stoler
Amber Mueller	Laurel Perkins	Rebecca Rose	Catherine Seufert	Desiree Stone
Molly Muldoon	Dominic Perry	Rachel Rosen	Diana Shaffer	Alison Stover
Kim Murphy	Christine Pfaff	Buddy Rosen	Bradford Sharpless	Douglas Stowell
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Ashley Neiderer	Linda Pottersfield	Keith Ryan	Aline Simon	Bryony Sysantos
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Sarah Nenninger	Sandra Pressler	Ryan Salsman	Cynthia Six	Mary Talalay
Jordan Neville	Deanie Preston	Kim Samele	Vayia Skinner	Melvin Tapper
George Neville	Emma Priest	Christopher Sanchez	Amanda Slenbaker	Gwendolyn Tate
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Cathy Nichols	Kenneth Quandt	Gloria Santamaria	Sean Smith	Teresa Taylor
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Maxime Noble	Allender's Reading Class	AliceSartain	Channel Smith	Beth Tesconi

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Peter Vigna  
Stephen Vogel  
Stephenvon Gunden  
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Dylan Wamsley  
Ying Wang  
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Nanny Warren  
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Ms. Suzanne Blair

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Miss Shannon Dunne  
Miss Morgan Jackson-Sutton  
Mrs. Arlene Falke

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Miss Jenna Jensen  
Ms. Nancy Phillips  
Ms. Kathryn Hogue  
Mr. Ryan Hejduk  
Miss Autumn Aaron  
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Miss Sarah Dickerson  
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# THE MARYLAND ZOO

## IN BALTIMORE

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

[www.marylandzoo.org](http://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](http://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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General Information	410-396-7102
Development	443-552-5290
Education	443-552-5300
Group Sales	443-552-5277
Membership	443-552-5280
Corporate Membership	443-552-5270
Adopt	443-552-5280
Rentals	443-552-5277
Volunteers	443-552-5266

