



2021
Annual Report



Background image:
Nicobar pigeon

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Rion Morgenstern, Treasurer
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Oliver Baines
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Dean Watanabe, Chief Mission Officer

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On the front cover:
 Ball python, one of the Zoo's
 Ambassador Animals

On the back cover:
 Reticulated giraffe



Jon Forrest Dohlin
 CEO and Zoo Director

Colleagues and Friends,

I always enjoy writing these columns for the Annual Report, because it is such a perspective setter to look back on the year and assess our progress. 2021 was notable in so many ways—from the very local to the stupendously global—as we emerged from events that none of us had prepared for, and the Fresno Chaffee Zoo rose to the challenge.

Coming out of the uncertainty and rapid change of 2020, FCZ responded with quick-footed innovation, a sense of stability, and a willingness to embrace the opportunity.

Once we officially welcomed guests back on 29 January 2021, we never looked back. Responses like increased sanitation staffing, timed ticketing, and new approaches to food service and delivery that were initially borne out of necessity became opportunities to develop new practices that enhanced the guest experience. The nature of the Zoo as an outdoor experience was part of the value proposition in a new way, and our guests responded accordingly.

Attendance at the gate, and for new endeavors like Evenings on the Savannah, was strong, enthusiastic, and exceeded projections.

Throughout this time, FCZ continued to focus on effective and meaningful conservation impact—at the Zoo, in the community, and in the field. 2021 marked the initiation of an important partnership between Fresno Chaffee Zoo, Fresno State University, the Bureau of Land Management, the California Department of Fish and Wildlife, and the U.S. Fish and Wildlife Service in a joint conservation effort to recover the endangered blunt-nosed leopard lizard, endemic to the Central Valley. This effort, which showcases the expertise and experience of Zoo staff, has had unprecedented breeding success here at the Zoo, and will now move on to a reintroduction phase back out to the Panoche Hills in Kern County.

This year was also an opportunity for staff and leadership of the Zoo to reflect upon our past, assess our present, and plan for our future. In 2021 we launched our Purpose Planning initiative which linked and integrated a new Strategic Plan for the organization, a Master Plan for the facility, and a Business Plan to ensure the growth and sustainability of our underlying finances. This was an intensive and exciting process, engaging staff at all levels throughout the organization, executive leadership, Board members, and stakeholders from throughout the community. It was a deep dive into acknowledging the transformative growth of the Zoo over the last two decades, appreciating the great opportunities given to us in the present moment through broad community and government support—especially with Measure Z—and the opportunity to imagine a bold, ambitious, and comprehensive vision for our future. Our workshops, dialogue, and listening sessions allowed us to create an FCZ Mission Statement that clearly states what we hope a visit, a program, an event, or a partnership with the Zoo ignites:

“The Fresno Chaffee Zoo inspires people to care for animals, make connections, build community, and save wildlife.”

And an FCZ Vision Statement that reflects what a job, a career, or a volunteer commitment to the Zoo can do to help create a better neighborhood, state, country, and world:

“We envision a just future that begins with us and makes possible a world where people and wildlife thrive together.”

In the coming year, we will unveil a Master Plan that shows how our mission and our vision can be embodied in exhibits, classrooms, animal care facilities, and more. We will work to build a sense of place and clear identity, create inspiring exhibits that fire the imagination and create conservation awareness, and build new spaces for the management and well-being of the animals in our care. We will roll out a new Business Plan that plans our growth carefully, looks to create new revenue streams, maintains an affordable entrance fee, encourages green practices and energy efficiency, and creates a solid foundation for an exciting destination, a conservation force, and a world-class Zoo.

As this year ends and another draws near, we want to thank you for your support and participation in our work, and invite you to join us in creating this bright future.

Gratefully,

Jon Forrest Dohlin
 CEO and Zoo Director

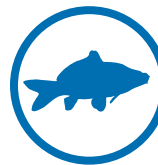
Animal Collection



Invertebrates
Species 9
Individuals 329



Cartilaginous Fish (Chondrichthyes)
Species 4
Individuals 35



Bony Fish (Osteichthyes)
Species 17
Individuals 143



Amphibians
Species 15
Individuals 107



Reptiles
Species 68
Individuals 196



Birds
Species 70
Individuals 230



Mammals
Species 51
Individuals 128

Totals | Species 234
Individuals 1,168

1.0 Male 0.1 Female 0.0.1 Unknown sex

Animal Acquisitions

Herps & Invertebrates

- 2.0.0 Blunt-Nosed Leopard Lizards
- 1.0.0 California Kingsnake
- 0.2.0 False Gharial
- 0.1.0 Fiji Banded Iguana
- 0.0.50 Flamboyant Flower Beetle
- 0.0.2 Gaboon Viper
- 0.0.1 Gray's Monitor
- 1.2.0 Malaysian Giant Pond Turtle
- 2.0.0 Mangrove Pit Viper
- 2.1.0 Mangshan Pit Viper
- 0.0.1 Puff Adder
- 0.1.0 Tarantula
- 0.2.1 Western Diamondback Rattlesnake

Birds & Mammals

- 7.2.0 Flamingos
- 0.2.0 Bali Myna
- 2.0.0 Beautiful Fruit Dove
- 1.0.0 Black-Necked Stilt
- 2.0.0 Chinese Hwamei
- 1.0.0 Eastern Black-And-White Colobus
- 0.1.0 Green-Naped Pheasant Pigeon
- 2.1.0 Lionhead Rabbit
- 0.1.0 Masai Giraffe
- 1.1.0 Masked Lapwing
- 4.0.0 Pink-Backed Pelican
- 0.1.0 Red-Legged Seriema
- 1.1.0 Serama Chicken
- 3.2.0 Socorro Dove
- 0.1.0 Sulphur-Crested Cockatoo
- 1.1.0 Verreaux's Eagle-Owl
- 1.0.0 White-Throated Ground-Dove

Births & Hatchings

Herps & Invertebrates

- 0.0.1 Anthony's Poison Arrow Frog
- 10.10.0 Blunt-Nosed Leopard Lizards
- 0.0.1 Green Tree Monitor
- 0.0.2 Prehensile-Tailed Skink
- 0.0.1 Radiated Tortoise

Birds & Mammals

- 0.2.0 Greater Kudu
- 2.1.3 Hedgehog
- 1.0.1 Roseate Spoonbill
- 0.2.1 Socorro Dove
- 3.2.0 Sun Conure
- 0.1.0 Sunbittern
- 0.1.0 Tammar Wallaby
- 0.1.0 Yellow-Rumped Cacique



Lyn Myers
General Curator

Reopening during COVID-19

Though we had to close our doors to the public from the end of 2020 through the beginning of 2021, Fresno Chaffee Zoo staff ensured that our animals continued to receive top-notch care. This involved cross-training staff, stocking up on animal diets that could be delayed due to supply chain issues, and training all animal care staff on additional PPE to protect our staff and animals from COVID-19.

I am grateful that our teams navigated the closure beautifully, and that no animals at our Zoo contracted COVID-19. Because of our thoughtful planning, we were able to reopen our doors to the public as soon as local officials deemed it safe. We could not thank the community enough for their support during this time of unknowns.

Conservation in action

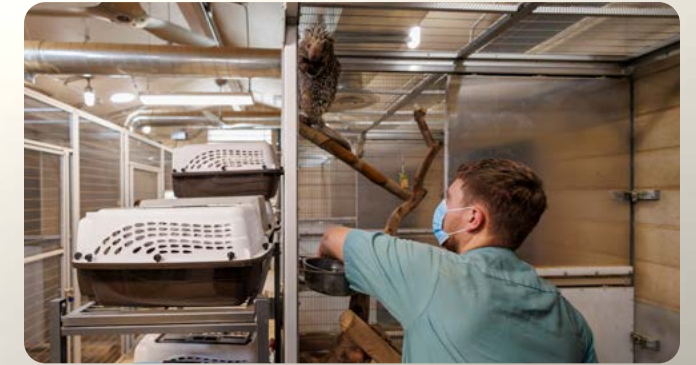
As part of our mission, the Zoo has supported local, state, national, and international conservation work for years. However, this year was monumental as we partnered with Fresno State University, the Bureau of Land Management, the California Department of Fish and Wildlife, and the U.S. Fish and Wildlife Service to launch Fresno Chaffee Zoo's very first conservation project.

The blunt-nosed leopard lizard was listed as an endangered species at the state and federal level in the mid-1960s. The lizard is in danger of extinction throughout its range and is found only in Central California. The species' declines are directly associated with habitat loss, which is a continuing challenge in the region.

To support the species' recovery, Fresno Chaffee Zoo and our partners developed a captive breeding plan. In the first year of the program, five adult blunt-nosed leopard lizards were collected from Panoche Hills to serve as breeding program founders.

Successfully breeding blunt-nosed leopard lizards for the first time in captivity has provided valuable data on and insight into the species. This will help researchers at the Zoo and in the field protect this species. In future years, we hope to release young lizards from the breeding program back into the wild, monitor their reproduction and survival rates, and eventually establish a self-sustaining population in the Panoche Hills.

It is only with the support from our community that we can provide exceptional animal care and work on conservation projects that help save species in the wild.



Photos above show Zoo staff taking precautions against COVID-19



Background image:
Blunt-nosed leopard lizard

Animal Spotlight

What is an “Ambassador Animal”? Fresno Chaffee Zoo creates connections to thousands of students and guests each year through its Ambassador Animals. These animals make appearances with staff at off-site educational programs, community events, Zoo birthday parties, and appear throughout Zoo grounds for surprising guest experiences. They play a significant role in engaging people with our mission to save wildlife.

This mobile group of animals comprises some well-known species and features some less-familiar wildlife. Students may get an up-close look at how a Madagascar hissing cockroach can climb smooth glass or witness the flash of color when the blue tongue

skink opens its mouth. Featuring species native to California, like the desert tortoise, and others from around the world, such as the rainbow lorikeet, the Zoo’s Ambassador Animals provide engaging opportunities to learn about wildlife in unexpected ways.

2021 was an important year for the Ambassador Animals and zookeepers who care for them. In July, Fresno Chaffee Zoo unveiled the new Ambassador Animal Complex, creating dedicated space for continued growth. Looking to the future, the Zoo has exciting plans, which includes adding new Ambassador Animals for more opportunities to create connections.

Background image:
African pygmy hedgehog



Prehensile tailed porcupine



Virginia opossum



Burrowing owl

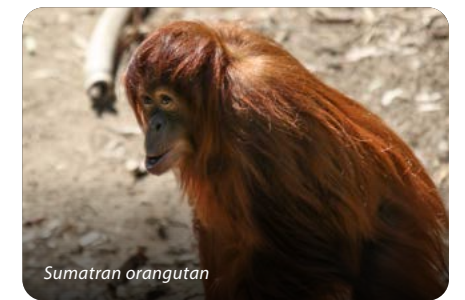
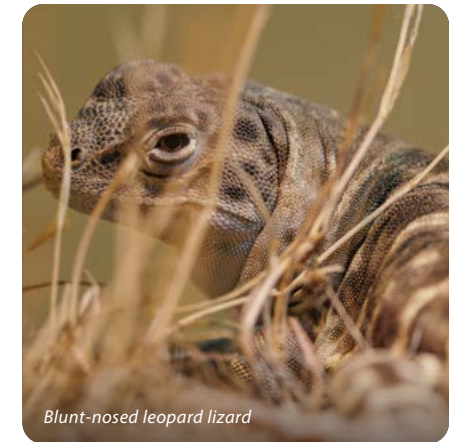


Six-banded armadillo



Background image:
Giant Anteater

Research Spotlight



Zoos are a unique opportunity for researchers to study individual animals in-depth and over long periods with minimal impact on the animal. Projects like the ones the Zoo participates in are helping conservation programs better track and understand the species they're working to protect as well as improving the standards of care for animals in zoos and aquariums around the world.

Learn about a few of the research projects that Fresno Chaffee Zoo participated in during 2021:

Anteaters & Highways project

This project aims to perfect anteater tracking and identification using photographs. One possible method of identification is looking at the hair patterns of individuals. Zoos are helping with this project by photographing anteaters from pup to adulthood to determine if their hair pattern changes across their life stages. Improved tracking and identification methods will help with ongoing and future research on anteater population density and longevity.

Giraffe foot health

Foot health and hoof care are common areas of focus for giraffes in managed care. This survey consolidates data from giraffes throughout AZA, looking for potential links between foot health, hoof care, diet, and housing. Results from this survey may lead to improved care practices for giraffes' long-term health.

Blunt-nosed leopard lizards

Fresno Chaffee Zoo continues to collaborate with the Bureau of Land Management, the California Department of Fish and Wildlife, the U.S. Fish and Wildlife Service, and Telemeco Laboratory at Fresno State University to protect and restore populations of the blunt-nosed leopard lizard (BNLL) in the Panoche Hills. The focus has been to determine predation pressure and stress on lizard populations by deploying clay lizards in the field as well as gathering fecal, blood, and photographic samples from individuals at the Zoo and in the field.

Growth & development in juvenile orangutans

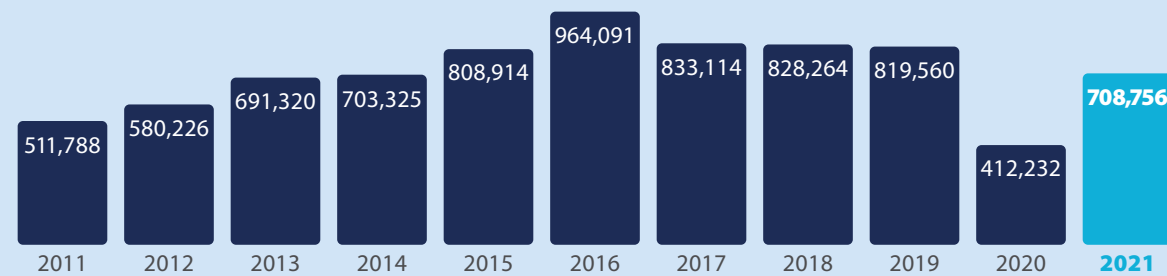
This study investigates the timing of development in orangutans including the relationships between energetics and growth, sex steroids and development, and male skeletal growth and growth of their large cheek pads. Urine samples are collected from juvenile orangutans to assess hormonal changes during different developmental stages. In addition, photos estimate forearm length and face size over time, and weight records are used for tracking growth.

Projects like these are an important part of Fresno Chaffee Zoo's commitment to providing outstanding animal care while also contributing to research that is helping to save species around the world.

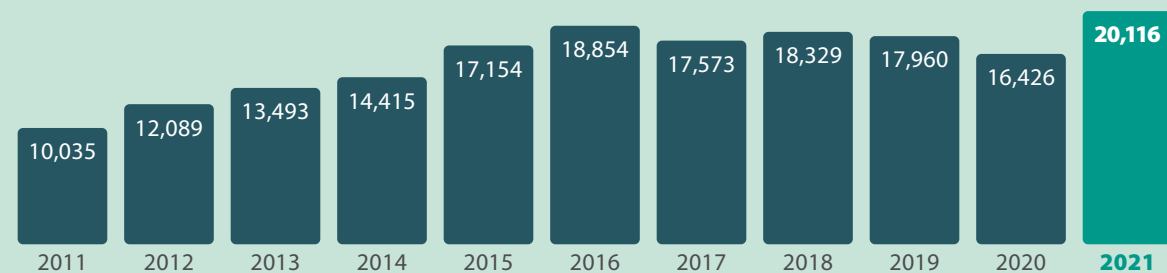
Background image:
Guests enjoying the award-winning exhibit,
Sea Lion Cove

Attendance

708,756 Guests



20,116 Member Households



Financial Report

Income

Admissions	\$7,775,591	15%
Membership	\$2,528,522	5%
Merchandise, food, and beverage	\$2,091,858	4%
Special events	\$1,205,161	2%
Education	\$312,974	1%
Other	\$107,000	<1%
Total Revenue	\$14,021,106	27%

Expenses

Program services	\$18,826,179	85%
Management and general	\$2,801,104	13%
Fundraising	\$489,109	2%
Total Expenses	\$22,116,392	100%

Change in net assets
\$30,903,242

Measure Z – Operations	\$5,088,303	10%
Measure Z – Capital	\$27,637,018	52%
Contributions – Unrestricted	\$683,588	1%
Contributions – Restricted	\$98,083	<1%
Total Support	\$33,506,992	63%
Investment Gains and Other Income	\$5,491,536	10%
Total Revenue, Support, and Gains	\$53,019,634	100%

Background image:
A Golden Charter Academy student
observing inside the Reptile House

Education

For Fresno Chaffee Zoo's Education Department, 2021 was a year to stretch and reimagine as COVID-19 continued to pose challenges for schools and visitors. In 2021, education staff partnered with Fresno Unified School District to present several Zoom-Mobiles and virtual field trips that were broadcast online for students to watch from classrooms and at home. Education staff continued to hold virtual animal presentations and Zoo Talks so visitors could stay connected to their favorite wildlife. Families were offered the option to purchase craft boxes containing fun and meaningful activities, and animal-themed art projects were presented live online. The Zoo welcomed back volunteers and docents, who provided invaluable assistance in creating this virtual programming. These are examples of how the Zoo staff were able to pivot and employ creativity and innovation to navigate COVID-19 restrictions.

June 2021 saw the return of Sea Lion Cove talks and other keeper chats throughout Zoo grounds. The Education Department also added Guest Enrichment carts to the list of Conservation Interpretation offerings to visitors.

For the 2020–2021 school year, Fresno Chaffee Zoo rose to meet the needs of Zoo staff during the various levels of state and school district closures and restrictions. This continued into the spring 2021 school semester when staff members were encouraged to bring their children to the Zoo to do their virtual classwork in the Education Center. The Zoo's education team and docents served as the "Virtual Zoo School" chaperones throughout the day, providing a safe and free space for employees' children to learn while they were able to complete their workday. The Zoo provided the students with much-needed social and emotional development, as well as outdoor nature play and exploration. In return, the students helped staff test the virtual programs, which led to impromptu STEAM (Science, Technology, Engineering, the Arts, and Mathematics) learning opportunities.



Program Highlights

Guest Enrichment

Guest Enrichment is an exciting collaboration with the keepers and the Conservation Interpretation team. At each Guest Enrichment cart, visitors can take part in fun hands-on activities where they learn about the animals in the Zoo's care, conservation topics, and local Fresno wildlife. These carts offer bio-fact exploration and learning games and are also involved in presenting the popular Animal Ambassadors to the public. The Conservation Interpretation program helps build a sense of community with Fresno Chaffee Zoo guests and demonstrates our care in providing an immersive visitor experience. Zoo guests are encouraged to roam the grounds and interact with educators and keepers. In 2021, from June to December, 26,153 guests stopped at one of the Conservation Interpretation Carts.



Fresno Unified School District summer camp

The Education Department began a summer camp partnership with Fresno Unified School District providing an in-person camp experience for 80 campers per week for six weeks. It provided a wonderful free return to in-person camp for FUSD students. The Education Programs team created a new outdoor space, Canopy Camp, by restoring an area behind Canopy Grove with new grass and trees to provide a shady outdoor space for fun and learning. The Zoo's partnership with FUSD helped to create a model for other cultural institutions working to provide camps for all. The Zoo duplicated this success for Winter Camp 2021.



Golden Charter Academy

The Fresno Chaffee Zoo became a founding partner with the Golden Charter Academy in the Fall of 2021. Golden Charter Academy's mission is to nurture expert learners that aspire to experience and engage in the natural world, both as community ambassadors and global citizens. The Zoo serves as an extension of the classroom, helping to provide a world-class educational experience for students in southwest Fresno. All grades come to the Zoo bi-weekly for an education program and to explore the grounds with their teachers. This partnership is a great model of how conservation and natural science can be a part of a student's learning journey.



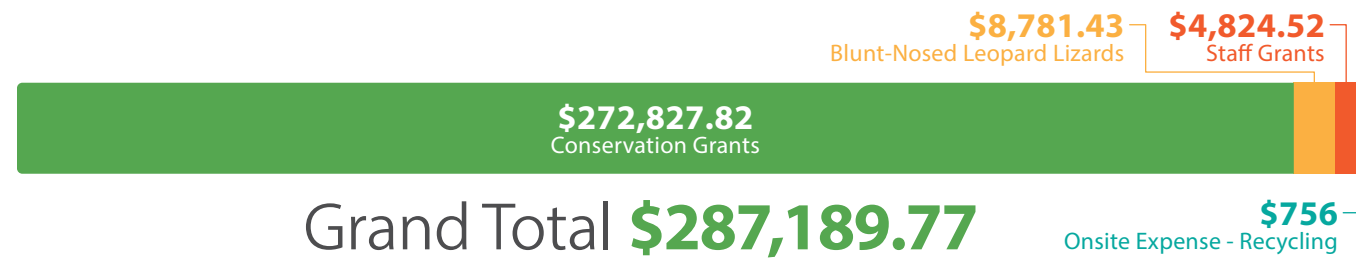
Photos above show guests learning about the Zoo and its mission through various educational activities

2021 Conservation Overview

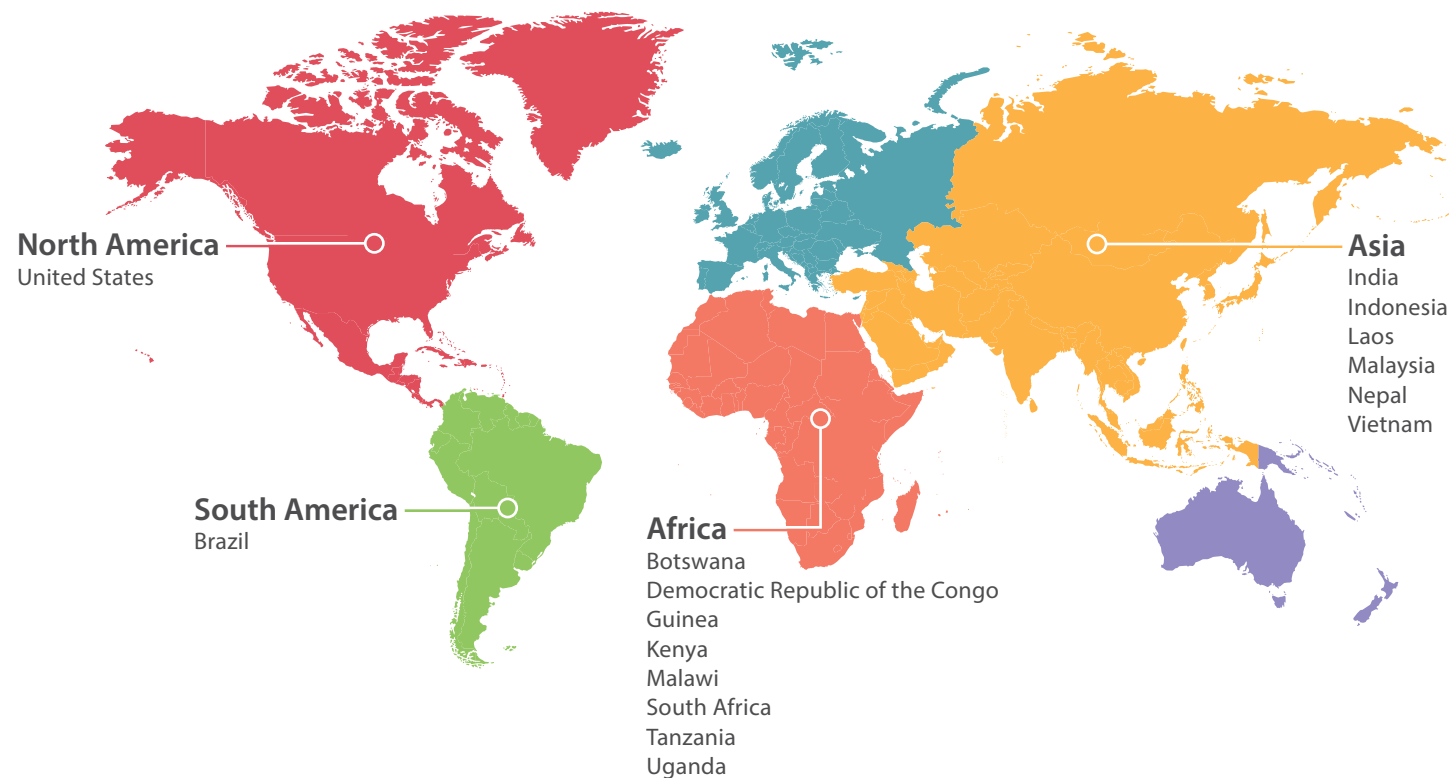
Through the Wildlife Conservation Fund, the Fresno Chaffee Zoo provided more than **\$270,000** to researchers and organizations protecting wildlife around the world—which marks the largest contribution to field conservation to date.

Highlights

- The Zoo added two new conservation partners, the **Sumatran Orangutan Conservation Project** and the **Sumatran Songbird Conservation Project**. These projects will be directly tied to new animal exhibits in Kingdoms of Asia.
- The Zoo was able to fund new computers for the **Tiger Conservation Campaign** team working in Malaysia, to increase their field productivity.
- As part of our year-end giving, the Zoo was able to help purchase a much-needed birthing and maternity pen for the **Sumatran Rhino Sanctuary** in Way Kambas National Park, Indonesia. The sanctuary is a 500-acre site built to protect some of the last remaining Sumatran rhinos in a semi-wild setting while also focused on increasing the population.
- The Zoo supported the **Saola Foundation** in Laos, which is focused on finding and saving saolas, one of the world's most endangered large mammals.



The Zoo supported conservation projects in **16 countries** during 2021



Background image:
Guests stroll through African Adventure

Events Report

Attendance for 2021 Events

Roar and Pour	797	Yoga at the Zoo	184
Zoo Boo	16,942	Safari Night	535 - \$222,388 Raised
ZooLights	43,222		

Revenue Generating Virtual Events

Virtual Yoga

Birthday Boxes

Word from the Herd

Canvases Gone Wild



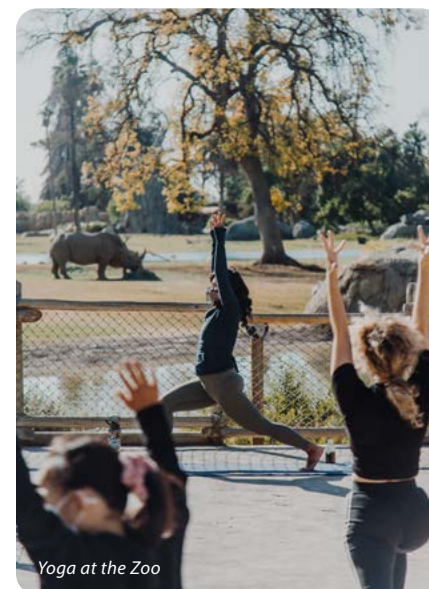
Background image:
Safari Night guests



Safari Night



ZooLights



Yoga at the Zoo



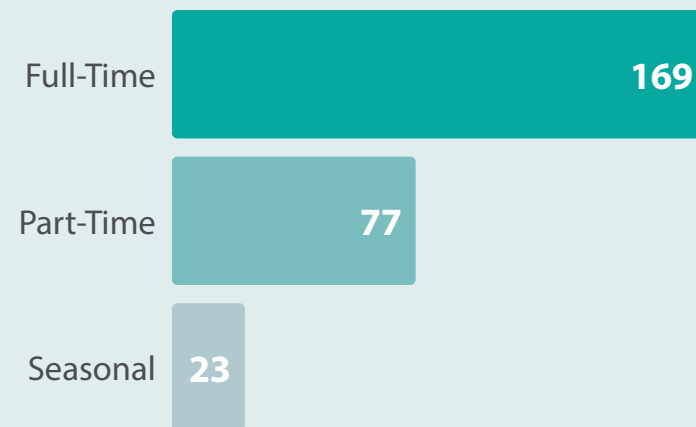
Birthday Parties



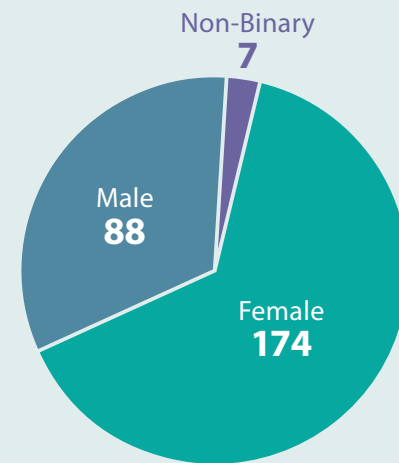
Staff Demographics

269 Employees

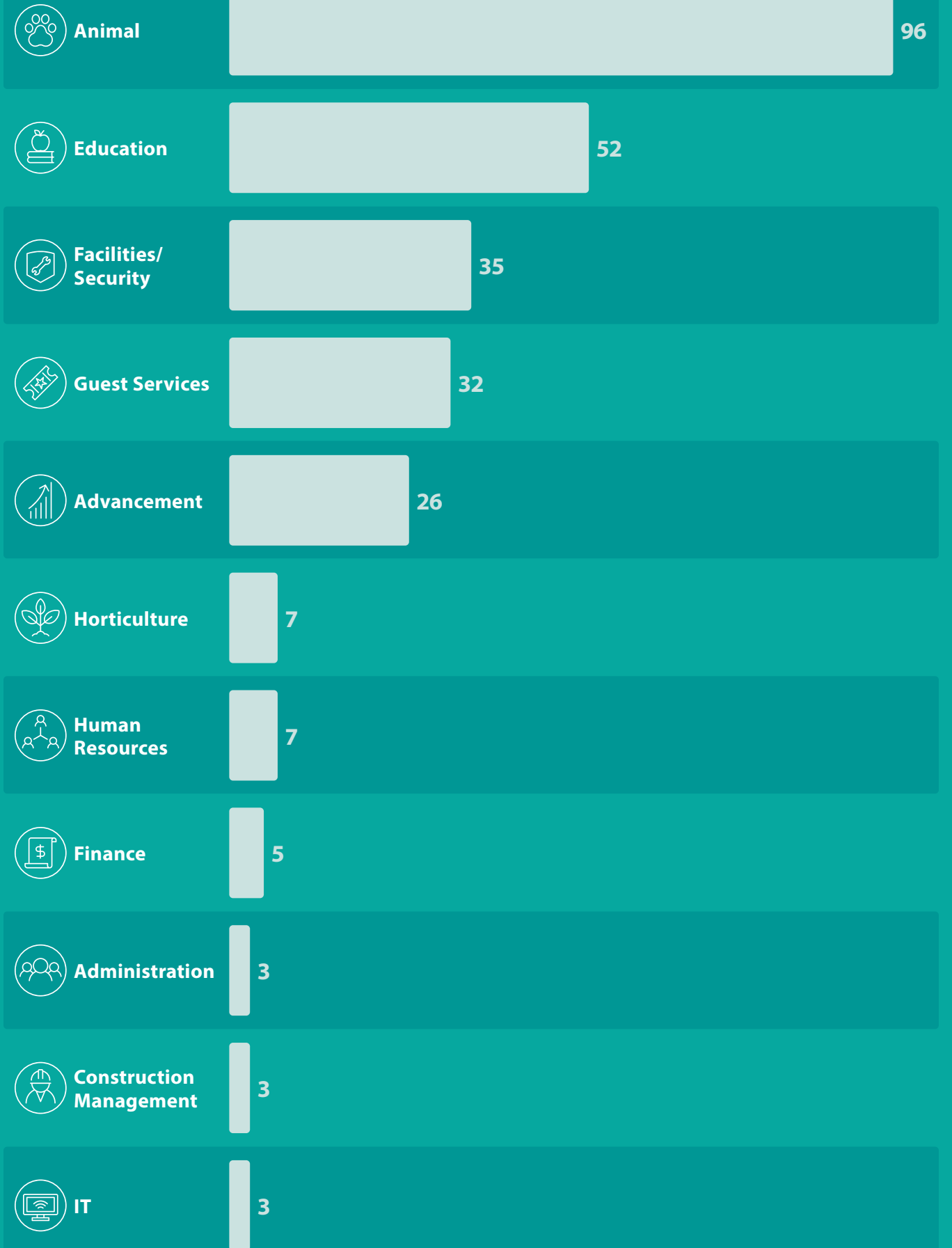
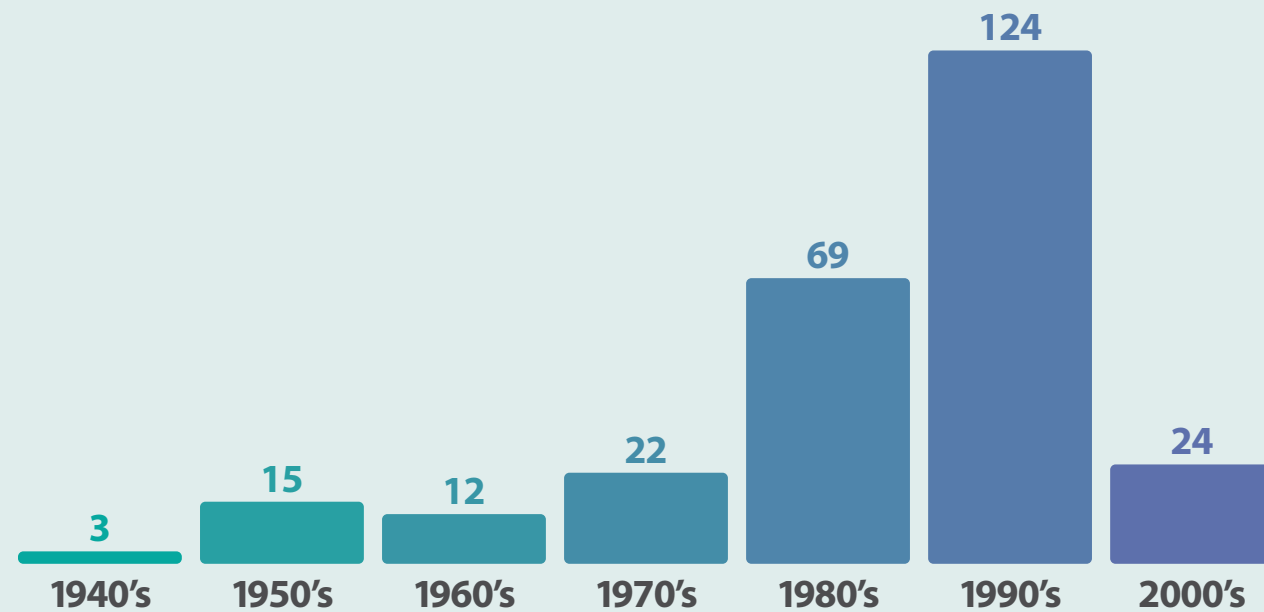
Status



Gender



Birth Year



Thank You

On behalf of all of us at Fresno Chaffee Zoo, we gratefully thank those who donated \$1,000 or more in 2021.

Ampersand Ice Cream
Ashwood Construction, Inc.
Auston Consulting
Kelly Ayala
Sally Ayer
Jerry Baker
Stephen & Karina Balfour
Judy Barker
Jacob & Kim Belemjian
Jeff & Amelia Bennett
Dominick Berarducci & Tiffany Galassie
BMY Construction
Don & Ruth Bricker
Eileen Buckley
Marian Burke
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Bush Trust
California Classic Cares, Inc.
CalViva Health
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Danielle Dahle
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Fresno Economic Opportunities Commission
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Robert & Lechet Golden
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Pam Janda
Dillon & Karina Jay
Jeffrey Scott Agency
Whitney Johnson
Heather Kerby
The Diane L Kirk Living Trust
Jenny & Morgan Kirk

Kyle Kirkland
Kirkland Foundation
Kristine Kizer
Dawn Kotzen
Lewis Kruger
Blossom Lai
Mendy Laval & Khaled Alkotob
Brenda Lavell
Lindstrom Family Trust
Jason & Kristine Lowe
Susan Lutz
Gerald & Nanette Lyles
Kenneth & Carol Magdaleno
Kim Martin
Nathan Martin & Blair Smittcamp-Martin
Jason & Laura Martina
William McGuigan
Louis & Dena McMurray
Matthew & Sonja Middleton
Mid-Valley Disposal
Kathy Miranda
Richard & Sommer Moss
Don & Lynn Nelson
Network for Good
New Life Discovery Schools
Neil Ordway
Chris & Stacy Pacheco
Papa Murphy's Pizza
Louis & Christi Paradise
Ross & Alison Parnagian
Laura Parra
Parsec Education
John R. Paul Living Trust
John & Yvonne Pennestri
Pepsi Bottling Group LLC
PG&E
Pleasant Mattress

Premier Valley Bank
Proper Defense Law Corporation
Dennis & Nancy Ralston
Scott & Melody Reddie
Regency Investment Advisors
Susana Reyna
Ana Rodriguez
Don & Maria Rogers
Casey & Kelsey Ryska
Service System Associates
Shelly Blum Trust
Steve & Ruth Sibbett
Sierra Endocrine Associates
Emily Simone
Cynthia Smith
Sarraha Soza & Alexis Soza-Valentin
Valerie Swalef
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The Wonderful Company Foundation
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Pauline Trainer
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Vulcan Materials Company
Jim & Terri Walls
Betty Warkentin
Don & Cathi Warnock
Dr. Cheryl Waterhouse & Mr. Ralph Waterhouse
Jerry & Rosemary Waters
Scott & Michelle Weber
Jeri Wheaton
Ian & Allie Wieland
Michael & Susan Woods

2021 Construction & Looking Ahead

In 2021, Fresno Chaffee Zoo continued to work on multiple construction projects, all funded by Measure Z and our generous donors. These projects were focused on improving and expanding the space used by our animals and Zoo staff.

In July 2021, the Zoo unveiled the new Ambassador Animal Complex, which has space to house dozens of animals for the Ambassador Animal and Winged Wonders Bird Show programs. This complex was designed to house a wide variety of animals in their own individual enclosures. The main building includes a room dedicated to small invertebrates, another for reptiles, and a third for small mammals. The complex includes stalls for the larger ambassador animals, where they can choose to move between their indoor and outdoor spaces throughout the day. This new structure was important for providing space to grow and expand the Zoo's Ambassador Animal collection.

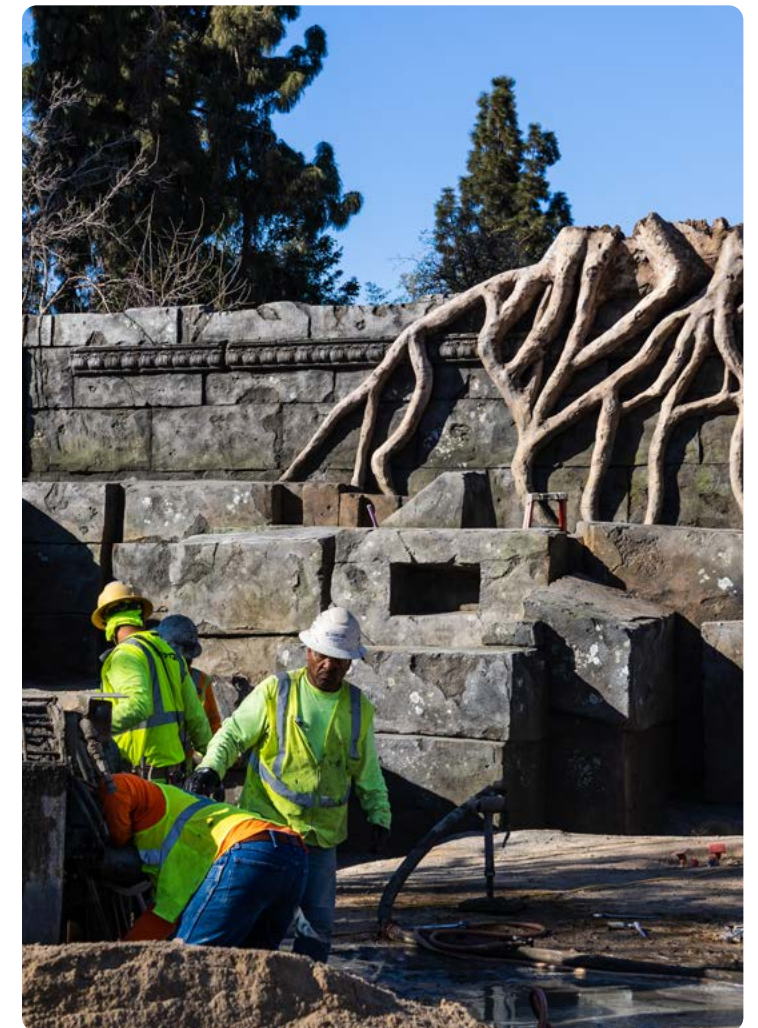
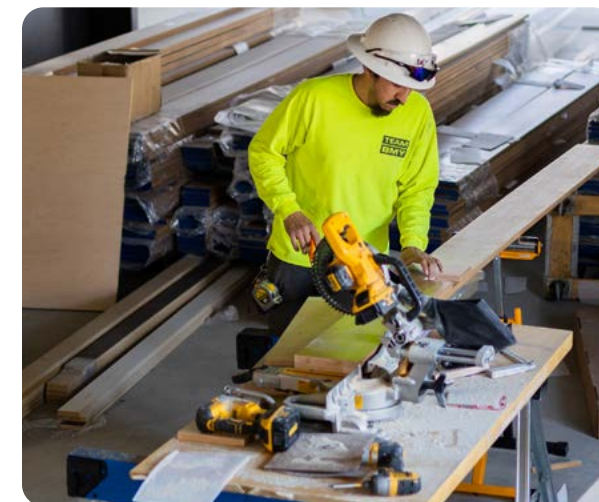
The Zooplex building was also under construction in 2021 and serves several functions for Zoo staff and animal welfare. The facility includes multiple individual offices, open workspaces,

conference rooms, and a staff breakroom and kitchen to accommodate the Zoo's growing teams. The lower level of the building also contains a state-of-the-art animal commissary for storing and preparing the animals' daily diets. The roof is topped with solar panels as part of the Zoo's commitment to environmental sustainability.

Looking ahead, the construction of Kingdoms of Asia continues. This 3-acre project transforms the heart of the original Zoo grounds with habitats for old favorites and new species alike, including Malayan tigers, Sunda gharials, rhinoceros hornbills, and orangutans.

These projects are part of Fresno Chaffee Zoo's dedication to world-class experiences and care for animals, guests, and staff. We thank all of our supporters for making these construction projects possible.

Photos show the construction progress for Zooplex and Kingdoms of Asia





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Our Mission

To inspire people to care for animals, create connections, build community, and save wildlife.

Your Opportunity

Zoo memberships, donations, and sponsorships ensure that we continue fulfilling our mission now and for future generations.

fresnochaffeezoo.org/support-the-zoo