



**LINCOLN PARK ZOO.**  
FOR WILDLIFE. FOR ALL.

2020

ANNUAL REPORT

# Connection in Crisis Brings Hope for the Future

Being a 152-year-old institution, Lincoln Park Zoo is no stranger to adversity but nothing could have prepared us for what 2020 would bring...

Bush fires raged across Australia, and we supported our colleagues at zoos and conservation organizations on the other side of the globe. Record-breaking locust swarms in Africa threatened food sources for local people and critically endangered species we've dedicated our lives to protecting. Closer to home, racial injustice inspired action everywhere, and we renewed our support for communities of color in Chicago. For Wildlife. For All. COVID-19 brought a global pandemic to our doorstep and forced the zoo to close for the first extended period in history just as our fiscal year came to a close.

Throughout it all, the zoo has survived. If crisis, discomfort, and disaster teach us anything, it is the importance of connection. The animals continue to give our zoo family a purpose and the drive to come into the zoo while the world stopped, and to show us that life does indeed go on, which was ever-present in the new animals born during the closure. Hope can always be found in the eyes of newborns.

I am so grateful for the unwavering dedication of the immediate past Chairman of the Board Biff Bowman and Zoo Director Megan Ross, Ph.D., who expertly navigated these unprecedented challenges with humility, fervor, and grace.

While the future is unknown we can be certain of one thing: no matter what we face, we owe it to the animals to provide the best care possible, and we could not do that without the support of our members, donors, staff, and volunteers. We will never be able to fully thank you for your altruism, in crisis and into the future.

It was a tough year financially and one that ended in an especially difficult place with the pandemic. Though, through this report you'll see the zoo's perseverance and the accomplishments of the last year, which cannot be measured in dollars and cents.



**Kevin Bell**  
*President and CEO*

Cover:  
Japanese macaque infant, Nikko  
*Jill Dignan*



Green tree frog  
*Amanda Barnes*



# Connection Is Essential

Wildlife enthusiasts understand breathing in the fresh scent of hydrangeas can ease tension, listening to a trickling water-fall can calm the mind, and having a connection with another species can heal your soul.

The closure during the pandemic split us in two—folks who could no longer visit the zoo, including staff and volunteers, and those who dutifully remained at the zoo to care for the animals, plants, and grounds. In spite of working physically apart, what grew was connection. Our dedicated zoo keepers fostered connection with the animals in their care and built close bonds by working in consistent teams in a new “split schedule” format. Those of us away from the zoo connected with it via content across social media, where we quickly gobbled up photos and videos from zoo grounds.

Our essential staff, in addition to keeping the zoo in tip-top shape, became storytellers, broadcasting their bonds with the plants and animals in their care to us forlorn folk who dutifully stayed at home to help flatten the curve.

For many, the connection with the zoo was new! We welcomed social media followers from New Jersey to New Zealand and donations from Denver to Denmark. The support from our donors, members, and staff has been a guiding light in these trying times.


We hope to see you all at the zoo soon, perhaps among the hydrangeas and waterfalls or meandering alongside your favorite animal’s habitat.



**Megan Ross, Ph.D.**  
*Zoo Director*

## Strategic Goals

- 1 Build upon the zoo’s leadership and expertise in welfare, science, and conservation to improve the lives of individual **animals** and help **populations and ecosystems** thrive
- 2 Deepen the zoo’s **engagement** with a wide range of audiences in Chicago and beyond to promote a culture that cares about and takes action for wildlife
- 3 Create an environment that is **inclusive** and welcoming of **diversity**, and that celebrates the unique qualities, perspectives, values, and experiences of all
- 4 Utilize **technology** to better understand, serve, and engage with our audiences
- 5 Secure a broad and sustainable base of **support** to keep the zoo free while supporting its programs and initiatives



Asian small-clawed otters, Gasby and Phraay  
*Bryan Summerford*



# Care Continues

Care has always been a pillar of our work at Lincoln Park Zoo; it is ingrained in every decision. When the country went into mandatory quarantine, dedicated staff remained on zoo grounds to provide unparalleled care to the plants and animals across the zoo.

We welcome you to see the zoo through the eyes of the essential staff on grounds: all photos comprising the Annual Report were provided by zoo staff during the pandemic.

While silver linings may never overpower the destruction of the pandemic, there are heartwarming stories that came about with the hand the closure dealt.



**We welcome you to see the zoo through the eyes of the essential staff on grounds: all photos comprising the Annual Report were provided by zoo staff during the pandemic.**

- For employees:**
- Essential zoo staff worked in split teams to minimize potential exposure, and bonds among zoo family quickly deepened.
  - Spare moments for staff and volunteers lead to sewing dozens of face coverings for zoo family on grounds to keep them safe.
  - The launch of an internal blog kept everyone near and far up to speed on the happenings at the zoo.

- For the animals:**
- While the African spoonbills began nesting before the pandemic, the first-time parents welcomed a chick in June, a first for Regenstein African Journey.
  - Teams across the zoo created an outdoor giraffe training wall at Regenstein African Journey that will help the giraffes with their positive reinforcement training. Eventually it will be incorporated into programming available to the public.
  - Several habitats, including the rhino yard at Regenstein African Journey, Camel & Zebra area, and Waterfowl Lagoon were regraded and substrate was updated in accordance with animal needs.

- For guests:**
- Without guests present, Facilities was able to grind down more than 280 linear feet of concrete across zoo grounds to minimize uneven surfaces and tripping hazards. Pathways for guests, zoo carts, and wheelchairs are now much smoother.
  - Social media became king during the pandemic, with guests tuning in from across the world to see animals and brighten their days.
  - Several pathways at Nature Boardwalk were restored, creating a safe space for Chicagoans to connect with nature.



Western lowland gorilla, Umande  
*Stephen Ross, Ph.D.*



# Learning with Animals

There is no doubt that learning about animals can benefit species near and far, but learning with the animals can also improve their individual welfare.

The Learning department, in collaboration with the Animal Welfare Science Program, developed “Guiding Principles for Animal Encounters,” which have been instituted in the zoo’s programs such as Feed the Chickens, Groom the Goats, and Feed the Cows. The programs’ focus on providing the animals’ choice and control over their environment as well as the option to participate. The program framework also encourages guests to use the interaction to provide care to the animals.

This philosophy of improving welfare and data-based design stretches to the reimagination of Farm-in-the-Zoo from food production to care themes to the renovation of the former lion house.

Using years of data collected using Lincoln Park Zoo-created behavior monitoring app ZooMonitor, Pepper Family Wildlife Center was designed with animal preferences as priority. Thanks to a \$15 million gift from Richard and Roxelyn Pepper, demolition began on this state-of-the-art lion habitat, and fundraising will be completed in fall 2021.



Saki monkey, Lilo, Kristen Ortiz-Jenkins



Domestic goat, Flynn  
Chris Garcia





Henkel's leaf-tailed gecko  
Bryan Summerford

# Evolving Urban Centers to Wildlife-friendly Cities

As the world changes and grows, Lincoln Park Zoo recognizes our actions affect the urban wildlife that call these cities home.

One of the aims of the Urban Wildlife Institute (UWI) is to help understand and slow the biodiversity crisis, which is the devastating rate of species decline and extinction we're seeing across plant and animal species.

UWI is doing its part to create wildlife-friendly cities by uniting city planners, ecologists, architects, and land managers. In November, the zoo hosted the Urban Wildlife Information Network Summit, where 76 attendees from across North America came together to design a set of best practices and lessons learned and ultimately help build urban environments where wildlife can thrive.

Part of the solution to the biodiversity crisis is to continue the expansion of the Urban Wildlife Information Network (UWIN), a partnership that has now expanded across 24 cities in North America to monitor the presence of wildlife in our cities. Data is collected quarterly, compared across field sites, and shared across the continent to better understand what species are navigating cities alongside us. UWIN hopes to welcome prospective partners from the United Kingdom and Germany in the coming year.



# Enhancing Connection with Technology

While some people argue it takes away from the human-animal connection, technology has enable Lincoln Park Zoo to grow our community and bring the zoo experience online. With the zoo's closure, followers flocked to our social media channels for a sneak peek at a snake, a photo of flamingos, or a live look at lemurs. The zoo's Marketing & Communications team worked around the clock to ensure that, even though the zoo's gates were closed, guests would be able to visit virtually with their favorite species.

The zoo made significant progress on its new website, now live at [lpzoo.org](http://lpzoo.org). The new website is user-centric with an emphasis on visuals and accessibility. The clean and colorful site welcomes guests to explore animals, plants, and the zoo's passion for care, community, and conservation.

A robust digital infrastructure is an important part of a strong overall digital experience. Across zoo grounds, we continued to lay the groundwork for free visitor Wi-Fi. Pairing free visits to the zoo with a free Wi-Fi network helps bridge the digital divide and increase Internet access to all guests, who no longer have to rely on limited data plans to get zoo information or share their favorite images online with friends and family.

Internally, improvements in the Tracks® animal records system allow information to easily pass between Association of Zoos and Aquariums-accredited institutions when transferring animals. This updated system allows complete records—including diets, training plans, health history and more—to be transferred and sets the animals up for success.



Cinereous vulture, Grimm  
*Kristin Dvorak*

# For Wildlife. For All.

As the nation's only privately managed free admission zoo, Lincoln Park Zoo is rare among cultural institutions. Most must charge admission to continue operating. We are only able to continue providing equal access to all through free admission because we are so generously supported by members, donors, and guests. There really is no place like Lincoln Park Zoo. We work every day to ensure that the zoo not only remains a welcoming urban oasis, but that we are also improving the guest experience to be more inclusive and accessible.

Building on the work of the staff Diversity, Inclusion, Accessibility and Equity Committee, this year the zoo conducted an accessibility audit and welcomed a full-time Hart Prins Accessibility and Inclusion Manager. This role works alongside all departments, providing resources and tools for communicating with all audiences and their needs. Additionally, the manager proactively seeks out opportunities for the zoo to be more inclusive and is weaving these practices into daily operations.

In a time of year where consumerism is at an all-time high, it is also incredibly important the zoo continues to be a place where guests can celebrate the holidays, enjoy time as a family, and participate in traditions. Last year, the zoo saw more than 493,000 guests visit during ZooLights Presented by ComEd and Invesco QQQ, which is the second-highest attendance in the event's 25-year history. Seeing the zoo all lit up during the holidays is one of the best ways to relish in the free treasure that is the zoo. In 2020 we will be charging a nominal admission fee to ZooLights but remain committed to keeping the zoo accessible and will offer five free nights to Chicagoans.





Red kangaroo, Jacob  
Diana Villafuerte

# Connecting Communities for Conservation Action

Lincoln Park Zoo remains committed to our community partners in Little Village. Over the last few years, we have developed deep bonds with organizations and individuals to co-create programs that benefit humans and wildlife alike.

Our community engagement priority has expanded to North Lawndale, where work progressed on the design of the Douglas Park (likely to be renamed Frederick and Anna Murray Douglass Park) miniature golf course, Douglass 18. The teen-led project gained support and momentum when teens spoke to 410 residents at 11 different community events. The teens completed final designs for the golf course and worked directly with project architects to ensure their bird-inspired designs were accurately translated into official renderings. While the pandemic put this project on hold, the zoo and Douglass 18 teens are looking forward to seeing it come to fruition next year.

Back at the zoo, Take Action With Us, a set of conservation priorities designed to inspire guests to join us in acting for global conservation, were officially launched (see pages 16-17) and integrated into on-grounds interpretive signage and the zoo's new website. These heavily researched topics leverage the zoo's expertise to make a significant impact. Guests on grounds and social media are encouraged to "Take Action With Us" and join the zoo in small actions, like planting pollinator-friendly plants, which collectively can make a huge difference for wildlife.





# Take Action With Us

Lincoln Park Zoo has conducted research to provide practical, effective, science-based actions to guests that they may take to help save wildlife. As the zoo and its visitors build up planet-friendly habits and advocate for larger social and political change, we can make tremendous progress that will help wildlife thrive in our urbanizing world. We encourage everyone to Take Action With Us across our social channels, website, on-grounds signage, and programming.



## Look for the Logo

When you buy paper and wood products marked with the Forestry Stewardship Council (FSC) logo, you support sustainable logging practices.

## Tap the App

Use the free Sustainable Palm Oil Shopping app to find products made with responsibly produced palm oil, which protects vital rainforests. Use the free Monterey Bay Aquarium Seafood Watch® app to avoid eating over-harvested fish, which helps at-risk populations recover in the wild.



Pygmy slow loris, Mekele; Bryan Summerford

## Pause Before Posting

Avoid sharing images and videos of exotic animals as pets and performers to help prevent negative impacts on individual welfare and the illegal trade of wild populations.



Installing vinyl to prevent bird collisions; Rick Cortez

## Make Room for Wildlife

Create communities where humans and wildlife can thrive together by volunteering for a neighborhood cleanup or habitat restoration event.



Backyard garter snake; Hyson Gibbon Newson

## Observe, Don't Disturb

Keep wildlife safe by keeping your distance.



Observing fish and tadpoles; Kristin Tetzlaff



Vegetable garden; Melissa Spender

## Help Cut Carbon

Eat plant-based foods and/or foods without much packaging to lower your carbon footprint, which could help slow the effects of climate change.



Reusable water bottles; Sarah Anderson

## Reduce Single Use

Protect the health of natural areas by throwing away less plastic.

## Ask for the Origin

Be an inquisitive and smart shopper. Asking for the origin of items and avoiding products made from exotic animals or animal parts can reduce the chance of unknowingly supporting practices that harm wildlife.







Aardvark, Paatsy  
Jill Dignan

# Thank You

While the closure was a small part of our last fiscal year, it is undoubtedly the greatest financial impact we have seen in the zoo's history.

I am so proud of how Lincoln Park Zoo handled the closure and swiftly took action to secure the zoo's financial future. As events and programs were cancelled, participants were asked to donate the price of their tickets and registration back to the zoo, and we were humbled by the positive response.

Even with gates closed, we saw membership renewals spike and new memberships come flooding in. The city is swarming with folks who wouldn't recognize a Chicago without Lincoln Park Zoo. Their sustained support gives us hope for the coming year.

Additionally, many of our supporters were gracious enough to move their restricted gifts into the zoo's operating budget to help keep the zoo afloat and assure this living facility survived these unprecedented times.

Lastly, the incredible gift from Richard and Roxelyn Pepper ensures Pepper Family Wildlife Center is a treasure that will transform the zoo experience for guests and lions alike.

If we're certain about anything, it is the uncertainty that lies ahead. We are so grateful to our supporters for providing the hope we need to see us through.

**S. Biff Bowman**  
Chairman

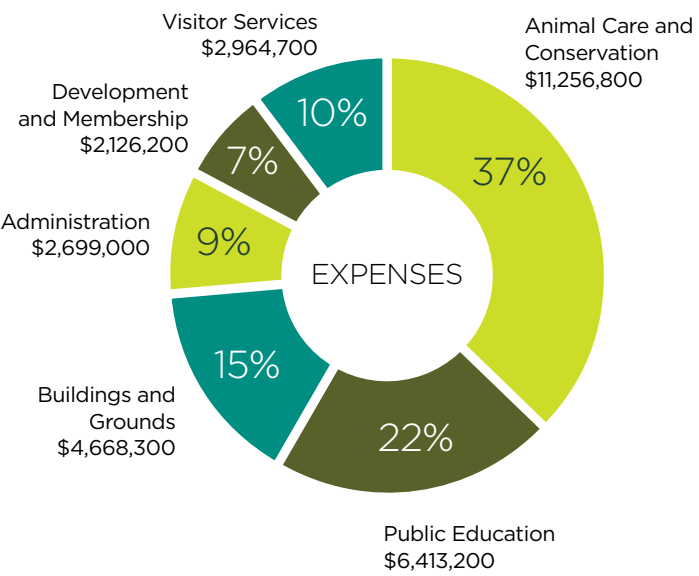
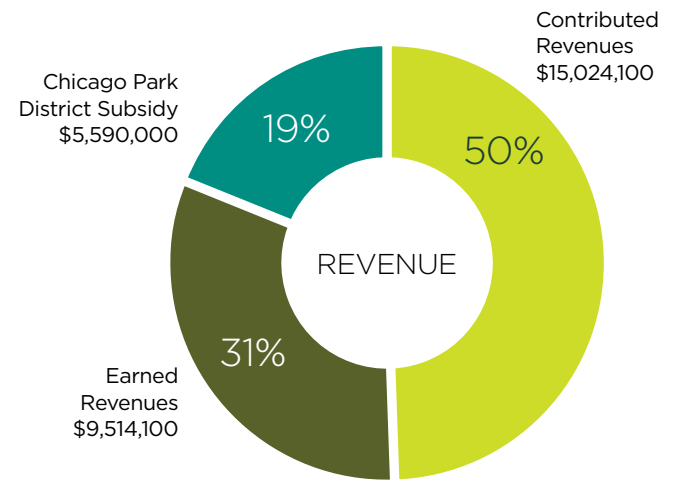




'My Valentine' hardy hibiscus  
Abby Lorenz

# Financials

FY20 Operating Results unaudited



The Lincoln Park Zoological Society Statements of Financial Position – March 31, 2020 and 2019

ASSETS	FY 2020	FY 2019
<b>Assets</b>		
Cash	8,214,577	8,712,718
Investments	123,417,209	136,890,649
Investments - Other	12,338,228	10,305,305
Receivables		
<i>Pledges and grants, net</i>	30,781,894	19,435,387
<i>Other</i>	109,090	94,529
Inventory	62,769	145,358
Other Assets	367,694	536,280
Fixed Assets	2,685,991	2,019,213
<b>Total Assets</b>	<b>177,977,452</b>	<b>178,139,439</b>

LIABILITIES AND NET ASSETS

<b>Liabilities</b>		
Payables		
Accounts payable	2,376,859	2,990,479
Annuities payable	436,062	385,727
Deferred Revenue	633,295	533,020
Accrued Expenses (Other)	1,222,753	445,782
Accrued Expenses (Compensation)	1,969,157	1,832,948
Bonds payable, net of issuance costs	70,159,300	70,088,500
<b>Total Liabilities</b>	<b>76,797,426</b>	<b>76,276,456</b>
<b>Net Assets</b>		
Donor Restrictions		
<i>Without Restrictions</i>	27,347,240	31,287,905
<i>With Restrictions</i>	73,832,786	70,575,078
<b>Total Net Assets</b>	<b>101,180,026</b>	<b>101,862,983</b>
<b>Total Liabilities and Net Assets</b>	<b>177,977,452</b>	<b>178,139,439</b>



Lincoln Park Zoo wishes to thank our members, supporters, trustees, donors, community and business partners, colleagues, staff, volunteers, and guests for making our work possible every day. The report covers The Lincoln Park Zoological Society’s fiscal year, which began April 1, 2019, and ended March 31, 2020.

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Western lowland gorilla infant, Mondika  
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Lincoln Park Zoo is dedicated to connecting people with nature by providing a free, family-oriented wildlife experience in the heart of Chicago and by advancing the highest quality of animal care, education, science, and conservation.

## Our Vision

Inspire communities to create environments where wildlife will thrive in our urbanizing world.

## Our Promise

We are committed to creating an environment that is inclusive and welcoming. We celebrate the diverse qualities, perspectives, values, and experiences of all people, including our guests, volunteers, and staff. For Wildlife. For All.



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