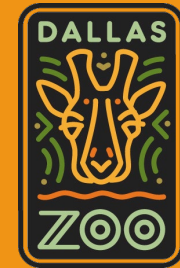




Dallas Park Board Update

Thursday, September 17, 2020



Creating a Better World for Animals

Unprecedented Times & Uncharted Territory



Lois Finkelman

Board Chair



The Long Summer of 2020



Navigation: Search, Member Login, Cart, Buy Tickets, Donate, Membership

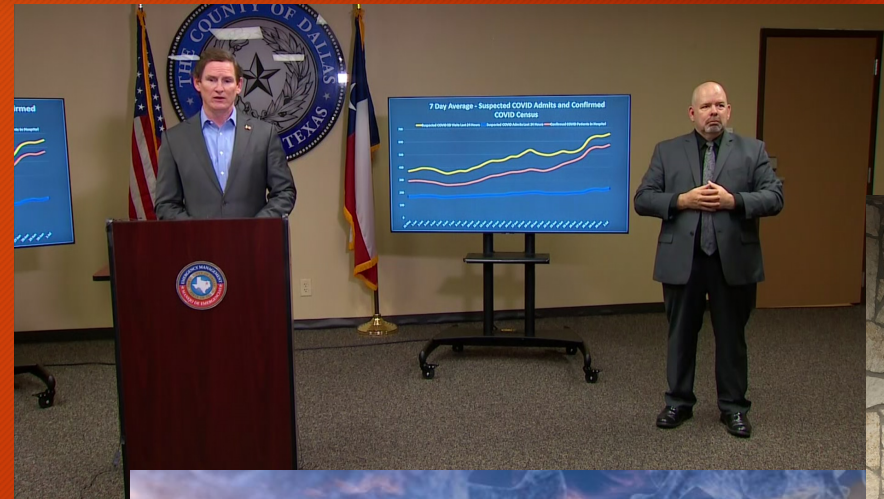
Plan Your Visit, Programs and Events, Explore the Zoo, Support Us

REOPENING MAY 29

For the health and safety of our staff, guests, and animals, we have made significant changes to the ticketing and entry process, as well as our daily operations. Please read these new policies before coming to see us.

[Learn More >](#)

[Join and Save 10%](#) [Donate Now >](#)



The Long Summer of 2020



The Pandemic Effect



Gregg Hudson
President & CEO



COVID-19 Operational Plan



Dallas Zoo: *Road to Re-opening*

**Safety & Health of
Staff, Visitors & Animals**

COVID-19 Operational Plan

Core Focus Staff, Animal & Visitor Safety



Comprehensive Planning Process

Meets all National, State, County and City Standards

Reviewed by independent Health & Sanitation Experts

Extensive policies on daily operations and employee workplace standards

Over 50 page living document

COVID-19 Operational Plan



Mask Requirements & Social Distancing



Face coverings required for entry (initially difficult to enforce)

Controlled path & minimal indoor buildings open

Visitors have overwhelmingly responded that they feel safe and comfortable

Controlled Timed Ticketing

The Zoo has moved to timed entry for all guests, including members, to better control crowds and manage capacity as part of our ongoing efforts to protect visitors, our staff, and the animals in our care.

Arrival Time

YOUR SELECTION SUMMARY

Who [Edit](#)

Adult	x 2
Youth	x 2

When [Edit](#)

Saturday, September 12

[Continue](#) >

WHAT TIME WOULD YOU LIKE TO ARRIVE?

Sat, Sep 12

8:00 AM Unavailable	9:00 AM	10:00 AM	11:00 AM
12:00 PM	1:00 PM	2:00 PM	3:00 PM

Contact-less entry and parking has worked very well

Over 90% of all ticket transactions have occurred online since opening

Current mandate is to allow us to operate at 50% of our normal capacity

Currently allowing up to 2,500 visitor peak load in park at one time

Currently allowing 5,000 tickets maximum sold per day broken down by hour

Daily Employee Health Checks



Every employee health screened before working everyday

Daily temperature check

Daily symptom screening

Extensive quarantine and COVID testing for secondary and primary exposures on staff

The Pandemic Effect



ZOO Attendance

626,388
Year to Date
(Aug 31)

October-February
+101,026 Ahead of last year

March-August
-466,638 Behind last year

Forecasting 2021

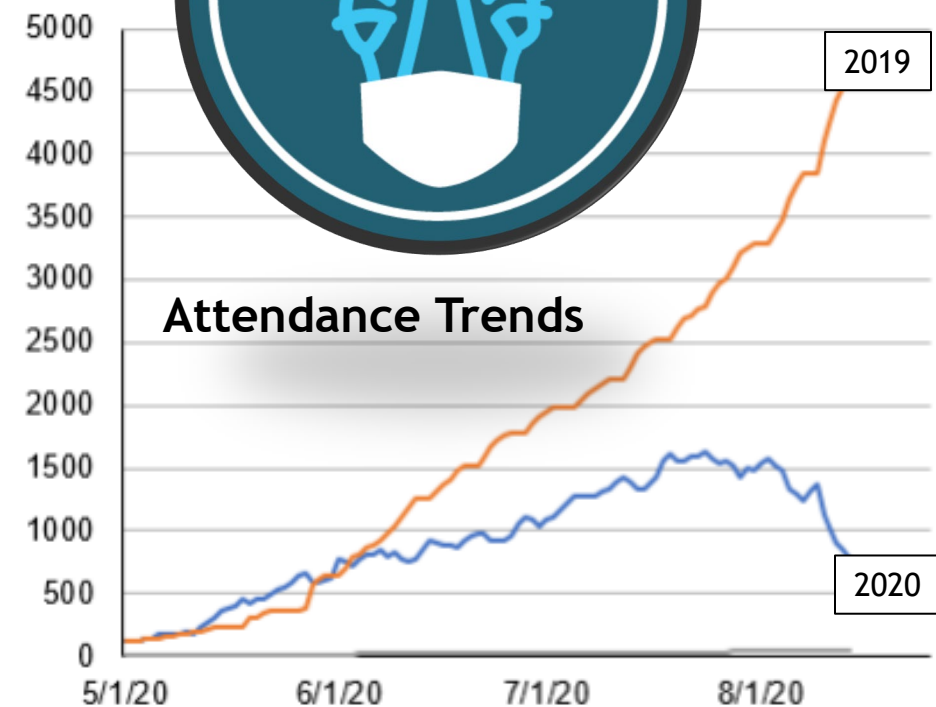


TexasMonthly

THE CULTURE

Zoos, Aquariums, and Theme Parks Have Reopened Across Texas. But Is Visiting Worth the Risk?

I visited the Houston Zoo in search of normalcy and nostalgia. But filtered through my foggy face mask, the experience was unsettling.



Immediate Measures to “Right-Size” for a long-term reduced revenue model



Early Retirement Incentive (ERI) offered to over 50 employees based on years of service

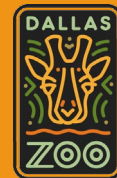
Furloughs for 104 employees (25+% of our work force)

Senior Staff compensation reduction (up to 15%)

Prioritized Animal Care & Welfare

\$10M in Operating Expenses Deferred

Closure of the Children's Aquarium at Fair Park



Closure of the Monorail Adventure Safari



FY 2021- Essential Baseline Expense Strategies



All Conservation, Education & Outreach programs will be very limited but expandable

Fundraising is focused on closing the operational dollar gap- currently +\$2M

Re-inventing our Business Model to create net income impact

Create new capacity within our City Partnership

- *Cap long-term subsidy exposure*
- *Establish new pricing models*
- *Increase and broaden accessibility*

Capital Campaign is on hold but planning continues



Animal Care & Welfare will not be compromised

Re-Inventing Our Business Model



Zoo Lights Drive Through



Potential Dallas Zoo Lights Drive
1.2 mile course

New pathway

The Hill

Primate Place

Herpetarium

Picnic Ridge

Anteater

The Grove

Flamingo Pond

Children's Zoo

Educ. Trailers

Main Lot

Wings of Wonder

Flamingo Bridge

Finish

Start

Exit

Zoo Lights Photo Opp Area










SATURDAY
OCT 10

BISHOP ARTS JAZZ

SERIES
DALLAS ZOO EDITION

Enjoy a beautiful evening of jazz outdoors on the grounds of the Dallas Zoo.



TIM BOWMAN



EVERETTE HARP

GATES OPEN 5:00PM | SHOWTIME 6:30PM
DALLAS ZOO • 650 S R L Thornton Fwy, Dallas, TX 75203
TICKETS AVAILABLE AT [TICKETMASTER.COM](https://www.ticketmaster.com)








Contingency annual fundraiser for Bishop Arts theatre

All Zoo Social Distancing & Mask Policies Apply

To be held in the Picnic Grove area where concerts are normally held with normal capacity of 2,000 visitors

Tickets sold to date 249 (Max. capacity- 500)

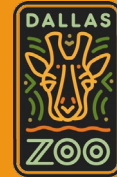
Baby Boom!



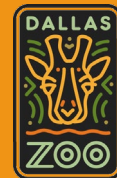
Newborn Giraffes

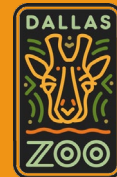


Newborn Zebra



Reptiles & Amphibians





Re-introduction Program

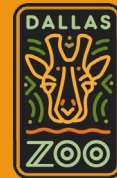


Gorilla Updates





Lion News



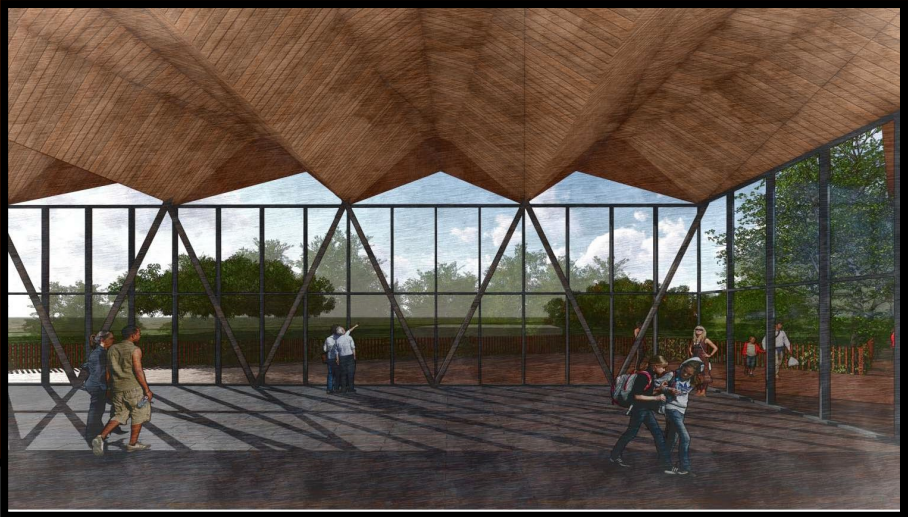


Three Lion Cubs Born





Master Plan Update



Front Entry, Parking & Deck Park transition



Next Steps



- Work with Park staff to develop Supplemental Agreement to contract regarding Aquarium, Zoo Wetland maintenance, and removal of CPI
- Provide Park Board information on Zoo Accessibility and Pricing Model
- Provide Park Board information on property reconciliation



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