



toronto  
**ZOO**

**ANNUAL REPORT | 2019**



**OUR MISSION:**

**OUR TORONTO ZOO - CONNECTING  
PEOPLE, ANIMALS AND CONSERVATION  
SCIENCE TO FIGHT EXTINCTION.**



**OUR VISION:**

**A WORLD WHERE WILDLIFE  
AND WILD SPACES THRIVE.**





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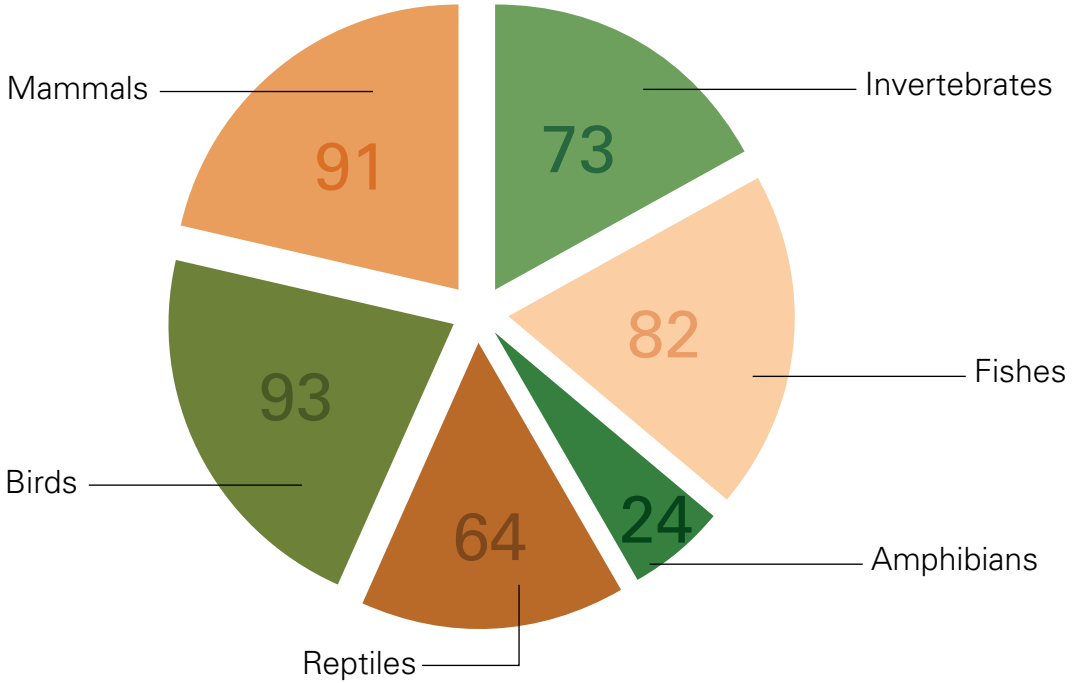
# ANIMAL WELFARE

The protection of the health and well-being of animals and how an animal is coping with the conditions in which it lives.

The welfare of animals within AZA (*Association of Zoos & Aquariums*) and CAZA (*Canada's Accredited Zoos and Aquariums*) has grown accordingly in recent years. In 2017 AZA introduced a number of new accreditation standards making animal welfare a condition of the accreditation process - AZA Accreditation Standard 1.5.0 Animal Welfare, Care, and Well-Being. The institution must have a process for assessing animal welfare and wellness and animal welfare considerations will impact every component of accreditation. This means all areas of Zoo operations, from Facilities to Education, Public Relations, etc. must all consider animal welfare.

Animal welfare has always been a top priority for your Toronto Zoo. As we move forward, we will be taking a more scientific approach to evaluate the well-being of animals in our care. As we learn more about the importance of individual animal's experiences, physical health, behavioural health, and overall environment, we are challenged to find ways to assess the comprehensive welfare of animals on a consistent basis and ensure that animals residing in our care are given ample opportunities to thrive.

**YOUR TORONTO ZOO IS HOME TO 4867 INDIVIDUAL ANIMALS. WITHIN THE 4867 THE ZOO CARRIES 427 DIFFERENT SPECIES.**





# ANIMAL CONSERVATION

Your Toronto Zoo is a major player when it comes to conservation initiatives and produces many noteworthy achievements each year. In 2019 the Zoo had many animal achievements but just a few highlights are listed below.

- In 2019 the Toronto Zoo received the following CAZA Achievement Award: Colonel G. D. Dailey Award for ex-situ species propagation for the Wood Bison recovery program. This award recognizes ex-situ propagation and management programs that contribute to the long-term survival of animal species or populations.
- The Zoo's bat program was awarded approximately **\$30,000** in funding through the United States Fish and Wildlife Service Small White Nose Syndrome Grants Funding Program to further investigate the population we discovered. With no published literature on this species' habits in urban areas, our investigation of this suburban population is groundbreaking research and may be relevant for conserving this species across the continent.
- The Great Lakes Program intensified efforts to deliver outreach in southwestern Ontario and along the eastern shores of Lake Ontario. Regional outreach staff completed in-class presentations and distributed support materials from Sarina to Chatham-Kent to Kitchener-Waterloo reaching over 10,000 students in the 2018-19 academic year. Additionally, program staff placed in the east region of Lake Ontario facilitated focused outreach delivery to approximately 3,000 students from Cobourg to Kingston.
- The health and wellness of the animals in the Zoo's care is top priority to the staff. In 2017 the new Wildlife Health Centre completed construction. This centre allows staff to provide the best possible care to the animals. In 2019 over 490 anesthetic events, 236 radiographic examinations and 19,455 internal laboratory tests took place in 2019 alone, as part of the comprehensive care provided to the Zoo's animal population.



Since 1974 your Toronto Zoo has participated in some of the most significant conservation efforts in the zoological industry. One such program is the

## **Blanding's Turtle Head-Start Program,**

where the Zoo participates in the annual release of threatened Blanding's turtles back into the Rouge Valley. The project was started in 1999 when the Urban Turtle Initiative observed seven Blanding's turtles while conducting research in the Rouge Park. Blanding's turtles were once abundant in the area but, urban threats have caused their numbers to dwindle. Since they are listed as a threatened/endangered species in Ontario and Canada, and have been observed in declining numbers in Ontario over the past 50 years, this program is a prime example of how the unique strengths of accredited zoos can benefit species conservation.

In 2019, to commemorate the Toronto Raptors World Championship win, 37 out of 48 Blanding's turtles released into the wild were named after the 2019 Raptors team members, coaches, owners, and super fans.







## GREEN INITIATIVES

Your Toronto Zoo has a strong record of environmental protection and of energy efficient operations management. We have motivated staff and volunteers that understand the importance of living sustainably in balance with nature. We understand and accept that climate change is a real threat to Earth's biodiversity and we encourage people to lessen their ecological footprint on the Earth. By setting a positive example and promoting public awareness of environmental issues, the Toronto Zoo will be viewed as an important source of information and inspiration for individual and group action against climate change.

In 2019, your **Toronto Zoo continued to implement an ISO14001 compliant environmental management system** providing a framework to actively reduce our negative environmental impacts and ensure we are able to achieve certain environmental targets while providing a balance with other operational needs and services.

In 2019 your Zoo hosted a significant exhibit, **Washed Ashore – Art to Save the Sea**. This exhibit featured 10 sculptures constructed of only plastic found in waterways and oceans around the world. The exhibit educated guests about the negative and devastating effects of plastic pollution. Each year, 300 million pounds of plastic are produced globally and less than 10% of it is recycled!



### THANK YOU TO OUR PARTNERS

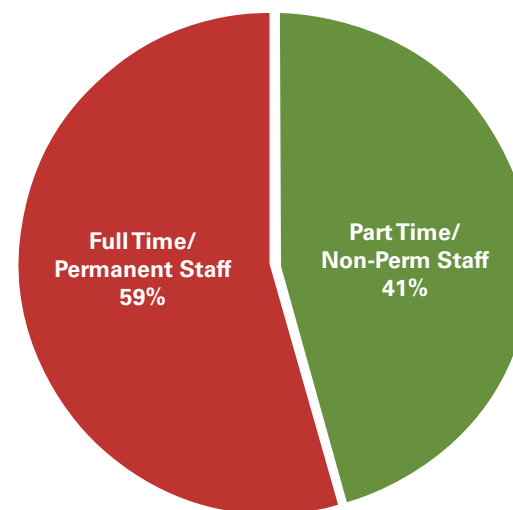






## TORONTO ZOO STAFF

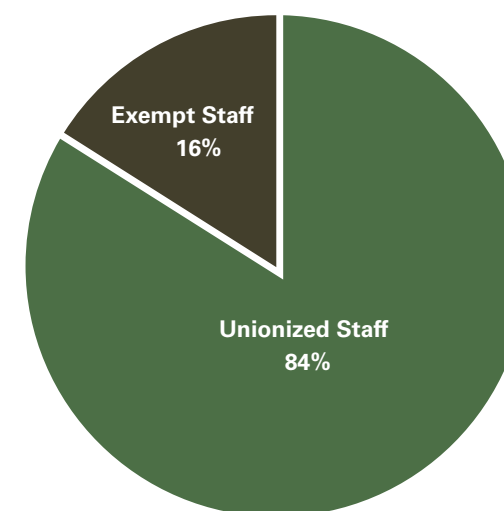
In 2019 your Toronto Zoo employed 453 staff members throughout the year. These staff members contributed over 797,331 hours.



Human Resources supports our Zoo community by providing day to day operational and strategic support across the entire organization. Some of our key goals include attracting and retaining talent, investing in people and developing leaders, and enhancing employee experience and well-being. In 2019 the Zoo employed over 500 full-time and part-time staff which included hiring over 190 new non-permanent employees, and 22 new permanent employees.

Human Resources supported the Zoo in making changes to its organizational structure to be more effective and responsive to our internal and external environments.

Human Resources began an analysis of its technology needs including our Payroll/HRIS system and Learning Management systems to increase operational efficiencies including reducing paper usage, and to better meet the needs of our employees.





## VOLUNTEERS

Volunteers assist in the delivery of the Zoo's educational experiences, using their knowledge and interpretive expertise to help connect guests with nature, bring conservation messages to life, and to enhance the experience of each guest with whom they come in contact with. Here at your Toronto Zoo, we have five categories of volunteering opportunities. We have Year-Round Volunteer, Summer Information Volunteer, Volunteer Host, Volunteer Wildlife Health Centre Interpreter, and student Zoo Ambassador Volunteer.

To learn more about becoming a volunteer, visit [torontozoo.com/BecomeAVolunteer](http://torontozoo.com/BecomeAVolunteer).

In 2019, our roster of **431 volunteers** gave us **39,000 hours**. Within all these hours more than a million contacts with Zoo guests were made. Ten of these volunteers were honoured for contributing 20 years of service or more to the Zoo.

Volunteers showcase your Toronto Zoo's work at events on- and off-site all year long.

### On-site Events:

Various species awareness days throughout the year .  
February – Move your Paws for the Polar Bear Cause Run  
March – Polar Bear Dip  
April – Easter Festivities  
May – Doors Open Toronto; Spring Toad Festival; World Migratory Bird Day  
June – Dream Day in support of SickKids Hospital; National Indigenous Peoples Day  
August – Brew at the Zoo  
September – Oasis Zoo Run  
October – BOOmobile Adventure  
November – The Great War in Colour Art Exhibition

### Off-site Events:

Symcor Eco-Fair  
Toronto Public Library Museum  
+ Arts Pass (MAP) Program  
Community BBQs and picnics



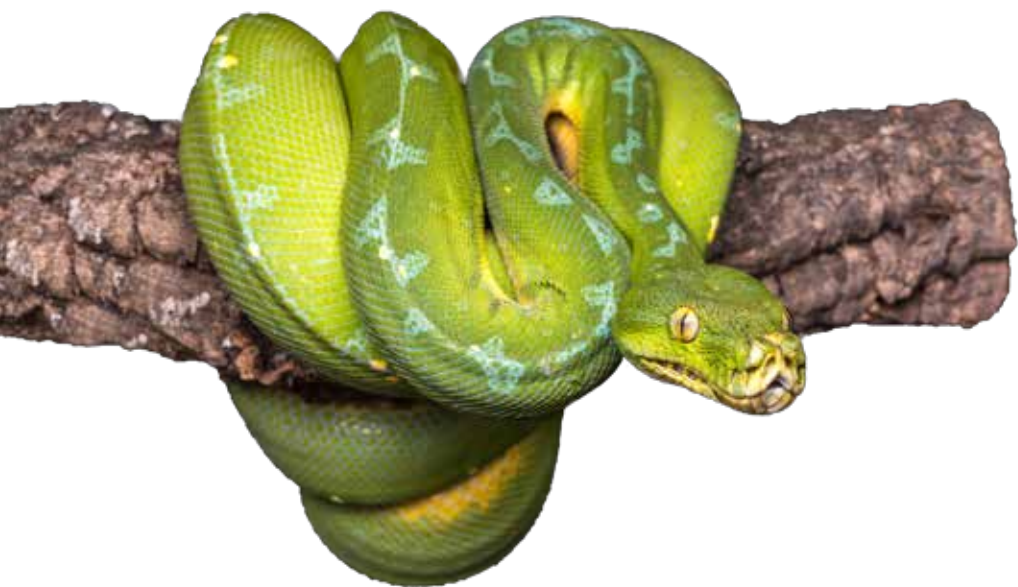
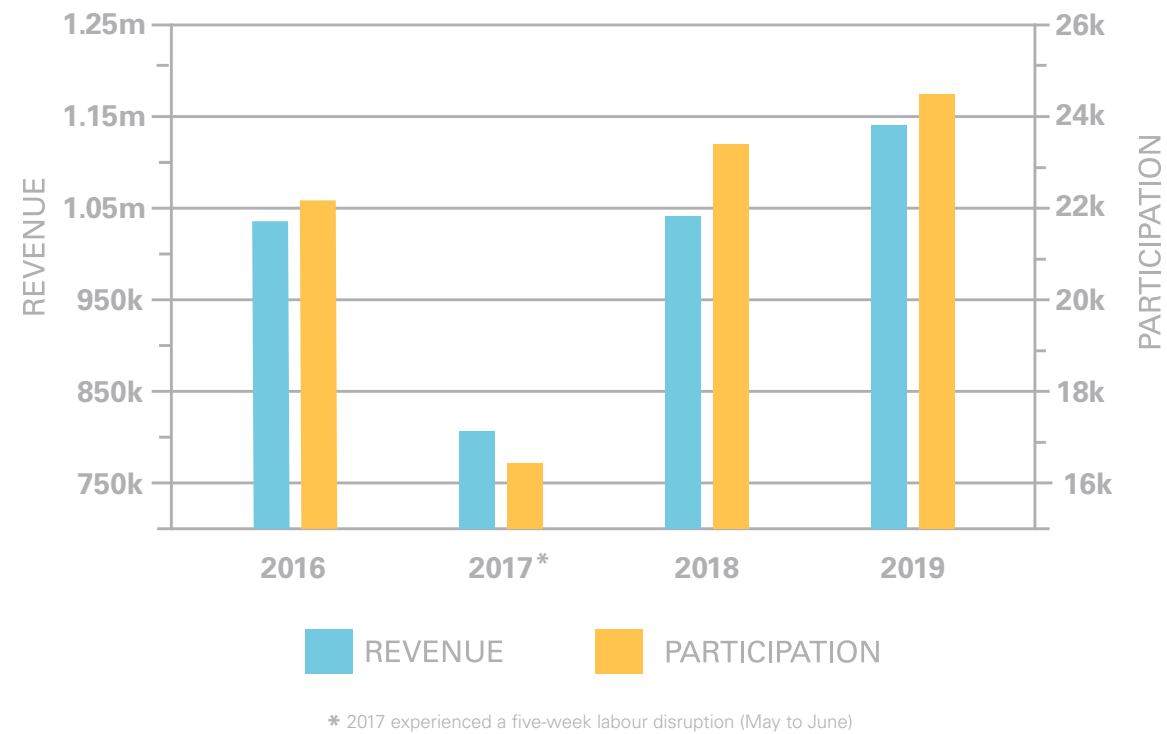


# LEARNING & ENGAGEMENT

2019 was an outstanding year for your Toronto Zoo educational programs. The Zoo hosts 11 different programs through the Learning & Engagement branch. These programs vary between children's camps, school programs and even adults only opportunities

A total of **98,875 students** from around Ontario visited the Zoo in 2019. These students represented about 8% of overall attendance and generated an additional \$861,559 in admissions revenue. Of these 98,875 students, 17,602 students attended curriculum-based school programs hosted by the Learning & Engagement branch.

In the graph below the comparison of participation and revenue can be seen against previous years.



*"A big takeaway for our trip was the importance of advocacy for the protection of wildlife and our environment. This was a great experience for our students that nicely linked to our curriculum goals."*

*(St. Theresa)*



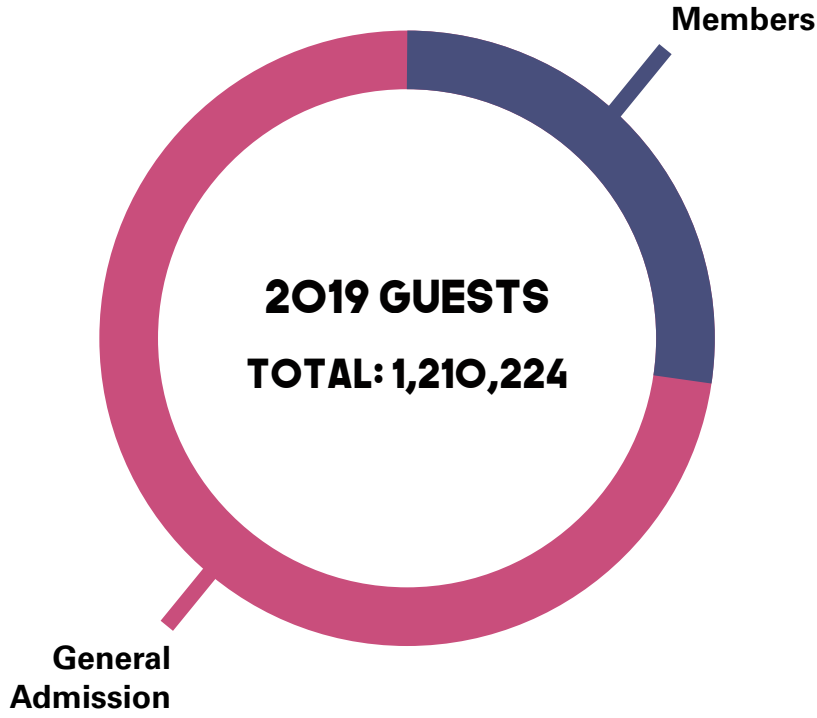
In 2019 the Zoo saw a total of 6,672 participants in the non-school related programs. These are programs like Bush Camp & Zoo Camp, Adult programs and youth overnight programs. Compared to 2018 the number of participants went up **4.75%**.

Since participation went up so did revenue. Revenue generated by these programs alone went up **10.14%**, that's over \$86,000 more than 2018.



# GUESTS

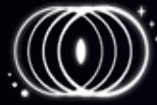
Your Toronto Zoo welcomes guests through its gates 364 days a year. These guests are made up of Zoo members and general public visitors; including school groups, free children and day passes.



In 2019 the Zoo recorded a total of **27,266 membership households**. The number of new memberships purchased was 10,192







# TERRA LUMINA

AN ENCHATED NIGHTWALK  
INTO A BRIGHT FUTURE

On Friday, December 13, 2019, your Toronto Zoo celebrated the opening of Terra Lumina: An Enchanted Night Walk Into A Bright Future. Terra Lumina is the eleventh unique experience created in Moment Factory's Lumina night walk series. After nightfall guests are invited to pursue an immersive experience along a 1.5 km walking path that travels into the future and back. The journey begins when a portal carries guests into the luminescent wonders of the year 2099, a time when humans and nature learn to live in harmony. Guests are transported by vibrant lighting, multimedia effects, breathtaking video projections to an enchanted world filled with possibility and explore this bright and hopeful future to reveal the powerful secrets of tomorrow.



## TERRA LUMINA SEASON ONE

DECEMBER 12, 2019 – MARCH 12, 2020



38,737 Guests



50 Operational Nights





## EVENTS & COMMUNITY OUTREACH

Your Toronto Zoo is a popular spot for hosting many events and supporting off-site community events. Every year the Zoo participates in an array of events from on-site promotional events, seasonal activities, off-site partner events, community support events, and group & corporate events. In 2019 your Zoo proudly presented a total of **206** events.

### Doors Open Toronto – May 25 and 26, 2019

The 20th anniversary of Doors Open Toronto marked a big first for your Toronto Zoo as we participated as one of the 150 buildings across Toronto that opened their doors over the May 25-26 weekend. Over two days, approximately 1,150 guests had the opportunity to learn more about the important work your Toronto Zoo team is doing behind-the-scenes to provide compelling guest experiences while continuing to champion the passion of saving and protecting wildlife and wild spaces.

### Dream Day for the Hospital for Sick Children – June 1, 2019

On Saturday, June 1, 2019 your Toronto Zoo hosted our first ever 'Dream Day' event in support of Toronto's Hospital for Sick Children. Your Toronto Zoo staff and volunteers were proud to host this event as a way to give back to the community and to offer children and their families a rare opportunity to enjoy a special day out as a family.

### NEW Brew at the Zoo – August 31, 2019

On Saturday, August 31, 10 vendors and over 600 guests joined us for a night of craft beer, cider, wine and delicious African inspired foods all within the heart of the Zoo's African Savanna at your Toronto Zoo's first ever beer festival – Brew at the Zoo.



### NEW Nuit Blanche – October 3 & 4, 2019

For one sleepless night, Toronto was transformed by hundreds of artists and nearly 90 art projects. Your Toronto Zoo's project consisted of the "Washed Ashore" inspired sculpture, Poly Bear, created by the Zoo's Project & Exhibit Design team. Hundreds of pounds of plastics that would have otherwise gone to landfill were used to build a massive polar bear sculpture, raising awareness about plastic pollution and sparking positive change.

### 17<sup>th</sup> Oasis Zoo Run – September 21, 2019

This year's much-loved Canada Running Series event saw 5,182 participants who helped raise over \$59,000 to support the Zoo's conservation efforts. The Oasis ZooRun celebrated its 17th year by encouraging participants to bring the whole family for a day of fitness, fun and fundraising. In total an additional 1,680 people came to cheer on their loved ones and support your Toronto Zoo's efforts to save and protect species at home and abroad.

## CORPORATE EVENTS

Your Toronto Zoo is a unique community event venue and the group events we host year-round connect new and diverse audiences to nature while generating revenues to help support the Zoo's conservation programs.

In 2019 the Zoo hosted 144 group events. These events brought in a total revenue of **\$640,041** and 15,195 guests. **70%** of these clients were locally based in the Greater Toronto Area.







**Board of Management of the Toronto Zoo  
Statements of Income and Expense | December 31, 2019**

<b>Income</b>	<b>Consolidated 2019</b>	<b>2018</b>
Funding from City of Toronto	12,461,752	12,483,784
General Appropriation		
Capital Works Contribution	171,000	171,000
Restricted Contributions and Grants	909,403	961,412
Admission	14,196,211	12,556,746
Membership	3,582,133	3,192,401
Food services	7,241,333	6,319,952
Gift shop operations	2,571,784	2,416,199
Parking	3,404,747	3,208,232
Rides and rentals	1,696,764	1,225,720
Learning & Engagement programs	998,309	921,477
Other revenue and recoveries	1,354,697	1,402,074
Development (note 12)	375,509	629,187
Interest	1,427	1,171
<b>Total</b>	<b>53,965,069</b>	<b>45,489,355</b>

<b>Income</b>	<b>Consolidated 2019</b>	<b>2018</b>
Operations and administration	19,287,714	18,458,066
Conservation, education and wildlife	15,983,585	15,915,850
Marketing and communications	3,242,835	3,374,667
Food services	5,634,764	5,225,586
Gift shop operations	2,154,388	2,039,078
General management	2,951,240	2,239,601
Development	202,736	464,635
Amortization of capital assets	813,699	758,094
Post-employment benefits - net (note 6)	211,473	122,407
<b>Total</b>	<b>50,482,434</b>	<b>48,597,984</b>
Excess of revenue over expenses (expenses over revenue) before the following	3,482,635	(3,108,629)
Transfer (to) from Toronto Foundation (note 11)		
Additional transfer (to) from City of Toronto (notes 1 and 3(b))	1,084,402	2,982,167
Additional transfer to Zoo Stabilization Reserve Fund (note 3(b))		
Transfer from City of Toronto related to change in employee future benefits payable (note 3(c))	211,473	122,407
Excess of revenue over expenses (expenses over revenue) for the year	4,778,510	(4,055)



