



AMERICAN ZOO AND AQUARIUM ASSOCIATION

# Final Report Of The Visiting Committee To The Accreditation Commission

**THE KANSAS CITY ZOO**  
*Kansas City, Missouri*

**UNDER REVIEW FOR ACCREDITATION**

Date(s) Visited: July 12 – 13, 2005  
Final Review & Hearing on: September 14, 2005

**ACCREDITATION COMMISSION PRIMARY REVIEWER**  
Nancy McToldridge, COO, Santa Barbara Zoo, CA

**VISITING COMMITTEE INSPECTORS**  
*signatures on file*

TEAM CHAIR

Operations Inspector: Ed Asper, Director, Great Plains Zoo & Museum, SD

Husbandry/Animal Mgt. Inspector: Mike Quick, General Curator, Sedgwick County Zoo, KS

Veterinarian: Chris Bonar, VMD, Cleveland Metroparks Zoo, OH

**This Visiting Committee recommends that the next team allow at least 3 day(s) to inspect this institution.**

NOTE: This is an official document of the American Zoo and Aquarium Association and becomes an intrinsic part of the institution's accreditation processing. The accreditation program is conducted in confidence; only the Accreditation Commission, related AZA staff, Director/CEO of the applicant institution, and Chair of the institution's governing authority shall be provided copies by AZA.

Please answer each question yes or no and either A, Q, or U. If the question is not applicable, mark it "N/A". If "Q" or "U", you **must** provide a brief explanation of why this is so in the "Comments" area at the end of that section, and *again* in greater detail in the narrative report.

**A** - Acceptable (Normal within the profession and requires no immediate action.)

**Q** - Questionable (Should be improved or corrected as soon as possible, but is not a critical matter.)

**U** - Unacceptable (Must be corrected immediately, does not meet professional standards, may be unsafe or detrimental to the institution, its staff, its collection, or its visitors.)

**GENERAL INFORMATION (GI)**

	YES	NO	N/A	A/Q/U
GI-1. Does the historical record of the institution reflect an accurate record of continued progressive growth? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
GI-2. Does the institution appear to meet its stated purposes? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A

COMMENTS: (GI-1 & 2) Historical record does reflect continuous growth and meets the institutions stated purpose.

**GOVERNING AUTHORITY (GA)**

	YES	NO	N/A	A/Q/U
GA-1. Are the lines of communication between the director and governing authority clearly defined? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
GA-2. <i>Appearing on institution Questionnaire only.</i>				
GA-3. Does the governing authority recognize the chief executive officer as the sole official liaison between itself and the staff?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
GA-4. Does the governing authority recognize the right of the chief executive officer to originate all staff appointments, promotions, and terminations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
GA-5. Does the governing authority recognize that the chief executive officer's responsibilities are to the entire governing authority, not to its individual members?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
GA-6. Is the chief executive officer a member of all committees appointed by the governing authority for the operation of the institution?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
GA-7. Do the terms of service for those on the governing authority overlap to provide continuity? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A

COMMENTS: The change of governance from the City to the Society (FOTZ) appears to be working very well. (GA-4) The Board of Directors is very supportive of the new leadership and approved the recommended staff changes and reductions. (GA-7) Board members terms are staggered to provide for long-term continuity.

- SO-2. Do the stated purposes of the support organization meet the needs of the institution? < A + >    \_\_\_\_\_
- SO-3. Are the purposes being furthered?    \_\_\_\_\_
- SO-4. Is the relationship of the support organization to the institution mutually agreed upon and observed? < A + >    \_\_\_\_\_
- SO-5. Does the support organization exercise unwarranted influence on the institution, its officers, or staff?    \_\_\_\_\_
- SO-6. *Appearing on institution Questionnaire only.*
- SO-7. Does the support organization raise funds for the institution? < A + >    \_\_\_\_\_
- SO-8. Does the support organization participate in the decision-making process on how the funds are utilized?    \_\_\_\_\_
- SO-9. Are activities sponsored by the support organization appropriate and meeting the goals of both it and the institution? < A + >    \_\_\_\_\_

COMMENTS: \_\_\_\_\_

**FINANCE (F)**

- |   | <u>YES</u>                          | <u>NO</u>                | <u>N/A</u>               | <u>A/Q/U</u> |
|---|-------------------------------------|--------------------------|--------------------------|--------------|
| F-1. Does the institution have continuing financial support? < A >  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | A            |
| F-2. Is the total financial support adequate to meet the needs of the institution?  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | A            |
| F-3. Is financial support the recognized responsibility of the governing authority? < A >   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | A            |
| F-4. In the event of financial difficulties, has a plan of action been prepared? < A >  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | A            |
| F-5. Does the insurance protection appear to be adequate for visitors, governing authority, staff, society, docents/volunteers, collection, and physical facilities? < A+ > | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | A            |
| F-6. Are sufficient amounts allocated for capital improvements? < A >   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | A            |
| F-7. Is there a separate budget for capital improvements? < A >   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | A            |
| F-8. <i>Appearing on institution Questionnaire only.</i>  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | A            |
| F-9. Are sufficient amounts allocated for conferences, continuing education, maintenance, supplies, training/seminars, etc.? < A >  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Q            |

COMMENTS: (F-1) under the new management structure the KCZ has achieved a balanced budget. (F-4) financial action plans in place in the event of financial difficulties. (F-9) travel budget is questionable for the size of staff participating in AZA activities and other conservation programs.

**PHYSICAL FACILITIES (PF)**

- |   | <u>YES</u>                          | <u>NO</u>                | <u>N/A</u>               | <u>A/Q/U</u> |
|---|-------------------------------------|--------------------------|--------------------------|--------------|
| PF-1. Are there adequate parking spaces for visitors, staff, and volunteers?                | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | A            |
| PF-2. Does the institution have amusement rides/playground areas near or on the institution | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |              |

## SAFETY/SECURITY (SS)

	YES	NO	N/A	A/Q/U
SS-1. Is first-aid readily available to the staff and the public? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Q
SS-2. Is the staff adequately trained in first-aid? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-3. Is the staff adequately trained in CPR? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-4/SS-5. <i>Appearing on institution Questionnaire only.</i>				
SS-6. Is the Risk Management or Safety Audit Plan adequate? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-7. <i>Appearing on institution Questionnaire only.</i>				
SS-8. Do employees have access to and knowledge of Material Safety Data Sheets? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-9. Are the alarm systems and emergency procedures adequate in the event of an attack or injury by a large or venomous animal? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-10. Is the written procedure adequate in the event of an animal escape? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-11. Is the written procedure adequate in the event of an emergency, including natural disasters? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-12. Are staff members trained for emergency situations? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-13. Are emergency drills conducted regularly? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-14. Are fire extinguishers and alarms readily available? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-15. Is the staff sufficiently trained in the use of fire extinguishers? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-16. Are employees adequately trained to deal with HazMat and bio-toxic disposal? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-17. Is the communication system quickly accessed in the event of an emergency?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-18. If employees are working within the vicinity of ozone generation or hypochlorite (chlorine) systems, are they properly trained to handle emergency conditions involving release of these chemicals? < A + >	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
SS-19. Are there enough alarms or indicators in the event of environmental and life-support system failures? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-20. Are staff members/volunteers who handle animals adequately trained regarding common zoonosis? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-21/22. Do OSHA-mandated confined space entry and lock out/lock in procedures appear to be followed? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-23. Is ground fault interrupt electrical service supplied to wet environments and aquatic exhibits? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-24. Is the dive safety program adequate for this institution? < A + >	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____

Accreditation Standards? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-3. <i>Appearing on Institution Questionnaire only.</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-4. Is the ratio of males to females in the animal collection appropriate for the individuals being maintained? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-5. Does the animal collection fulfill the stated objectives of the institution?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-6. Are all endangered, CITES I, SSP®, and studbook species maintained by the facility registered with ISIS? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-7. Is the animal cataloging system adequate? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-8. Does the animal marking system meet the needs of the collection? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-9. Are animal records duplicated? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-10. Are the collection's records protected from fire, flooding, and other natural hazards? < A + >	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	U
AC-11. Are duplicate records stored in an appropriate separate location? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-12. Is an individual designated as being responsible for the institution's animal record-keeping system?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-13. Are records kept current with up-to-date information?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-14. Is the institution's animal acquisition/disposition policy in accordance with relevant Legislation, AZA's A&D Policy, and AZA's conservation policies? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-15. Does the management of the collection appear to conform with the stated acquisition/disposition policy?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-16. Is there an adequate system for the preservation of important data on acquisitions/dispositions?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-17. If the facility maintains elephants, is it in compliance with AZA's Guidelines for Elephant Management and Care (see pages 48-56 of the 2005 "Inspector's Handbook")? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Q
AC-18. Do the institution's elephant management protocols meet the requirements as outlined in AZA's Standards For Elephant Management and Care? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-19. Does the facility have an elephant restraining device? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
a. If "no", are the facility's alternative methods acceptable in terms of meeting AZA standards of veterinary care and examination, method of restraint, and the ability to safely manage dominance and aggression, or the introduction of a new animal? < A >	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-20. Does the institution have protocols for training new staff in the elephant management program? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-21. Do elephant behavior profiles appear to be acceptable? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-22. Does the institution have a designated, qualified elephant manager? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-23. Has the institution adequately addressed the concerns/deficiencies noted on the USDA Inspection of Animal Facilities, Sites or Premises (VS form 18-8) report	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A

2. Are both the animals and public provided adequate protection?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
3. Does the institution make certain that the way in which animals are handled causes no undue stress for the animals?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
4. Are isolation/quarantine facilities adequate?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
5. Are animals kept separate from the rest of the collection?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
6. Are animals used being rotated sufficiently?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
7. Are animals being taken off site for photo opportunities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
AC-29. Does the water quality methods and controls program appear to be adequate for the aquatic exhibits? < A >	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
AC-30. Is the animal collection protected from weather detrimental to their health?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-31. Does it appear that the animals' sociobiological needs are being met?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-32. Are the animal enclosures clean and well maintained?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-33. Does the institution's pest control program appear adequate?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-34. Are enclosure substrates, design features, and "furniture" sufficient to provide shelter for, and meet the behavioral needs of, all specimens displayed, especially those kept in multi-species exhibits?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-35. Does the institution allow the public to feed the animal collection?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-36. Is the animal collection identified and interpreted for the public?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
a. Are exhibit labels and other graphics legible?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
b. Are exhibit labels/signs durable?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
c. If interactive exhibits are used, are they in working order?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
d. If docents/volunteers are utilized in interpretive programs, do they appear to be well-trained?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-37. Are endangered species appropriately identified as such?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-38. Does the institution utilize AZA SSP®, vanishing animal, endangered species, and other appropriate logos on all exhibits containing animals with special designations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-39. Does the institution have a written animal enrichment program that incorporates the elements outlined in AZA's Accreditation Standards? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
a. If yes, has a specific staff member or committee been assigned program oversight? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
C-40. Are there sufficient resources and staff available to implement the animal enrichment program? < A+ >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
a. Is there adequate involvement by all departments?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
b. Is enrichment being provided on a regular basis?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
C-41. Does management carefully scrutinize the origins of collected aquatic animals to	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A

VC-7.	Is the institution's preventative medicine program adequate and implemented; i.e., TB tests and appropriate vaccinations annually, etc.? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
VC-8.	Does the veterinary care provided the animal collection appear sufficient?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Q
VC-9.	Does the animal collection appear to be in good health?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
VC-10.	<i>Appearing on institution Questionnaire only.</i>				
VC-11.	Does the institution normally perform necropsies? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
VC-12.	Are deceased animals disposed of properly?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
VC-13.	Are deceased animals stored away from food?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
VC-14.	Are necropsy results reviewed periodically and subjected to analysis to determine health trends and long-term problems with the collection?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
VC-15.	Does the institution maintain up-to-date records on the health of the collection?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
VC-16.	Does the institution comply with the FDA requirements for the use of drugs with fishes and in public aquariums? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
VC-17.	Is the institution's animal food nutrition, acquisition, and preparation program adequate? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
VC-18.	Are the animal diets of adequate quality and quantity and suitable for the collection?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
VC-19.	Are the animal diets prepared and stored hygienically?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
VC-20.	Overall, are food items provided in a way that promotes the physical and psychological well-being of the animals?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
a.	Is the timing and location of food provisioning biologically appropriate and stimulating?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A

COMMENTS: (VC-5 & 8) the Visiting Committee is concerned that KCZ has only one FT veterinarian and one vet tech. Although the KCZ is planning to add a Board Certified veterinarian residency program, which will provide some relief to their veterinarian program. The Visiting Committee strongly recommends this program begin as soon as possible and that an additional vet tech position be added to the program.

## CONSERVATION (C)

	YES	NO	N/A	A/Q/U	
C-1.	Is the institution's level of participation in SSPs, TAGs, and other such programs in line with similar-sized institutions? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
a.	Is the institution supporting an appropriate number of conservation program leaders? (i.e., SSP coordinators, TAG chairpersons, etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
b.	Does the institution participate in an appropriate number of conservation programs? (i.e., TAGs, IGs, etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
C-2.	Is the institution participating in every SSP® that pertains to an animal held in its collection? < A >	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A
a.	If "no", please list those in which it should, but is not participating: <u>African Lion population at KCZ</u>				

- |        |  |                                     |                          |                          |   |
|--------|--|-------------------------------------|--------------------------|--------------------------|---|
| EI-5.  | Does the facility have educationally focused partnerships with local/national groups, and are the arrangements/agreements appropriate? < A+ >  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | A |
| EI-6.  | Are the education programs evaluated regularly and effectively (including assessment of impact as well as satisfaction)? < A >   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | A |
| EI-7.  | Is the animal collection identified and interpreted for the public?  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | A |
| a.     | If "yes", are exhibit labels and other graphics legible and in good condition?   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | A |
| b.     | If interactive exhibits are used, are they in working order?   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | A |
| c.     | If docents/volunteers or staff are utilized in interpretive programs, do they appear to be well-trained in both content and interpretive abilities?  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | A |
| d.     | Are the institution's messages clearly conveyed by the interpretation?   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | A |
| e.     | Does the institution address conservation issues in their interpretation (e.g., referencing related <i>in situ</i> conservation efforts for select species, utilizing AZA SSP logos, etc., as appropriate to the institution's conservation messages)? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | A |
| EI-8.  | Is the volunteer/docent program adequate for the needs of the institution?   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | A |
| EI-9.  | <i>Appearing on institution Questionnaire only.</i>  |                                     |                          |                          |   |
| EI-10. | Do staff members have an adequate and accessible library available? < A+ >   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | A |

COMMENTS: (EI-4) excellent education programs. (EI-6) all education programs are routinely evaluated by participants, parents, and teachers.

## RESEARCH (R)

- |              |   | <u>YES</u>                          | <u>NO</u>                | <u>N/A</u>               | <u>A/Q/U</u> |
|--------------|---|-------------------------------------|--------------------------|--------------------------|--------------|
| R-1.         | Is the institution's participation in research programs in line with similar-sized institutions? < A >        | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | A            |
| R-2.         | Are research philosophies and activities consistent with the overall goals and objectives of the institution? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | A            |
| R-3/R-4/R-5. | <i>Appearing on institution Questionnaire only.</i>   |                                     |                          |                          |              |
| R-6.         | Does the institution have a means of screening, evaluating, and monitoring research projects? < A >           | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | A            |

COMMENTS: (R-6) KCZ has established an Animal Care and Use Committee with the appropriate staff members and community members.

## OTHER PROGRAMS/ACTIVITIES (OP)

- |       |  | <u>YES</u>                          | <u>NO</u>                | <u>N/A</u>               | <u>A/Q/U</u> |
|-------|--|-------------------------------------|--------------------------|--------------------------|--------------|
| OP-1. | Are the brochures, reports, newsletters, and other publications produced by the facility appropriate and adequate? < A + > | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | A            |
| OP-2. | Is the facility reasonably following the goals included in the master plan? < A + >  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | A            |
| OP-3. | If the facility has a strategic plan, are the goals being evaluated and met? < A + >                                       | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | A            |

# List of Concerns/Achievements

## PART I:

### Items of Concern Noted by Visiting Committee

INSTITUTION DIRECTOR: •IMPORTANT• The items listed below were of noted concern during the inspection. Please address as many of these concerns as possible prior to the Commission's meeting. •Status reports and estimated completion schedules are expected for items that cannot be finished by the time of the hearing. It is possible that, after reviewing all supporting materials (including the Visiting Committee's written report), the Commission may have issues or concerns to be addressed during the meeting *that are not included below*. [NOTE: •all items must be addressed, regardless of whether they are designated as "Major" or "Lesser".]

A written report to the Commission on how you are responding to these concerns must be submitted by the established deadline (check with the Director, Accreditation Programs if uncertain of date). The written report is for informational purposes only. At the hearing, the Commission will ask for a verbal update on additional progress made *after* the written report was submitted. The Commission cannot accept written reports during the hearing as they do not have time to read them.

#### MAJOR CONCERNS

1. Insufficient staff travel budget. (also noted in 1999 as a concern)
2. Visiting Committee concerned that KCZ has only one FT Veterinarian. Also, only has one FT Vet Tech. Size and composition of animal collection as well as future collection direction dictates the need for an additional veterinarian and vet tech to maintain preventive medicine program. The KCZ will be adding a Board Certified Veterinarian residency program.

#### LESSER CONCERNS

1. Support posts in Outback Kangaroo barn are deteriorating and needs to be either replaced or repaired.
2. Dingo pool - no water in the pool.
3. Donkey pen near Red Barn - large spike nails sticking up out of the top rail.
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5. Several service areas throughout Zoo lacked sufficient gates to prevent public access.
6. Staff service area behind Meerkat exhibit - plastic fence in need of repair.
7. Need to replace the temporary steps in the Elephant area.
8. Institutional Risk Management Committee should conduct a safety assessment twice a year as per AZA Elephant standards.
9. Need to develop system to regularly weigh the Elephants.
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# Narrative Report

## The Kansas City Zoo

The Visiting Committee of Edward D. Asper, President/CEO – Great Plains Zoo and Delbridge Museum of Natural History; Mike Quick, Curator of Mammals – Sedgwick County Zoo and Chris Boran, DVM, Veterinarian – Cleveland Metroparks Zoo inspected the Kansas City Zoo on July 12 & 13, 2005. During the inspection we met with the following Board and Staff members.

Kevin Pistilli – Chairman of the Board  
Randy Wisthoff – President/CEO  
Shari Lynne Brown – Executive Assistant  
Michael Hurd – Director of Marketing & Communications  
Laura Berger – Director of Development  
Michael Stuckey – Director of Facilities  
Eugene Howe – Director of Finance & HR  
Kathryn Jarboe – Director of Guest Services  
William Suedmeyer, DVM – Director of Animal Health  
Debra Ryder – Director of Education  
Liz Harmon – General Curator  
Joni Hartman – Assistant Curator  
Brendan Wiley – Assistant Curator  
Karen Kline – Storeroom Manager  
Heidi Fisher-Mathews – Lead Zookeeper  
Jerald Mathews – Lead Zookeeper  
Angela Maxey – Lead Zookeeper  
Scott McCall – Lead Zookeeper  
Timothy Wild – Lead Zookeeper  
Cinnamon Williams – Lead Zookeeper  
Andrea Mueller – Lead Zookeeper  
J.J. Blessington – Zookeeper  
Natalie Johnson – Zookeeper

### 1999 Visiting Committee Report:

All previous concerns listed in the 1999 Visiting Committee Report have been addressed, except the question of the travel budget. The travel budget in 1999 was \$21,600 and is currently \$23,922. Management is comfortable with the current budget level for staff training and travel. The Visiting Committee is concerned that the present travel budget may not be adequate as the zoo continues to develop staff participation in AZA and other conservation programs, which may require more staff training and travel.

### Animal Collection:

The Kansas City Zoo's staff is cognizant of AZA standards in regards to the management of their animal collection. All areas of management: their institutional collection plan, records, animals identification system, enclosure maintenance, enrichment and training were at or above the standards set by the association with the few exceptions noted below. The Visiting Committee noted a number of examples of achievement, especially the chimpanzee exhibit for the outstanding natural, aesthetic and operational achievement and construction of outstanding support facilities throughout the animal collections. The management and care of a large and diverse animal collection at this facility requires a tremendous amount of communication, coordination and hard work. The staff deserves a great deal of recognition for their performance in those areas. It is apparent in the overall health and well being of the animal collection and in the condition of the facilities. It should be noted that wherever the inspectors visited all service areas were neat and clean and the inspectors saw no sign of pests.

During the inspection of the animal facilities on July 12 & 23 there were a few items of concern noted that should be repaired or changed in the animal service areas.

- Support posts in the Outback Kangaroo barn are deteriorating and need to be either replace or repaired.
- Pool in the dingo exhibit was empty and there were no other visible sources of water in the enclosure.
- A public handrail in front of the donkey pen near the Red Barn had two large spike nails protruding from the surface.
- Secondary containment around meerkat holding needs to be repaired or replaced.
- Institutional Risk Management Committee is required to conduct a safety assessment twice a year of the elephant management facility and program as per AZA Standards for Elephant Care and Management.
- Elephant weights should be measured routinely throughout the year. The elephant staff should develop a system to regularly weigh the animals.
- Animal transfer forms, USDA inspection forms and individual animal records need to be kept in a fire and water proof filing cabinet.
- Spider webs were present in the red panda building service area.

The invertebrate collection is not registered with ISIS. Currently twelve species are held, of which seven are native to Missouri. The invertebrates are listed in the zoo's animal inventory. All other animals are registered with ISIS.

Written communication occurs between the veterinary staff and keeper staff both before and after anesthetic procedures so that staff knows what to expect and can be prepared for it. Dr. Suedmeyer shows videotape highlights of medical procedures at weekly staff meetings to keep the rest of the zoo personnel informed about medical events at the zoo.

Medical records are detailed, and are kept in Med Arks on computer, with backup elsewhere, as well as on paper. Controlled drug logs are similarly well maintained, and the narcotics are kept in an appropriate Class V safe. All dead specimens are held and are necropsied in a separate and well-maintained necropsy area, and appropriate samples are collected not only for routine histopathology, but for tissue banking of pathologic specimens as well.

The animal hospital is adequate in size and is well equipped. However, the quarantine area is somewhat small for a zoo of this size. At present, there is not a large volume of animal acquisitions to be processed, so quarantine is adequate for the zoos present needs. However, in the long run, if the goals of the Master Plan are to be met, additional quarantine space should be created.

Dr. Suedmeyer's efforts at making electrocardiograms and ultrasound examinations of the animals a routine endeavor have created a large database of both normal and abnormal findings. Dr. Suedmeyer writes and publishes a large number of abstracts and articles in periodicals such as the Journal of Zoo and Wildlife Medicine.

Dr. Suedmeyer is the only one on the staff who would dart an animal with anesthetic drugs and a local private animal practice with a veterinarian who has exotic animal experience serves as back up in case he is absent or otherwise unavailable. They are within a 20-minute response time from the zoo.

With only one technician and one hospital keeper to assist him, Dr. Suedmeyer is to be commended for maintaining such a detailed program with so little help. Dr. Suedmeyer routinely works six days a week and rarely takes time off. The Visiting Committee knows of no other zoo veterinarian who is accomplishing so much with such minimal assistance. However, without additional assistance he cannot be expected to maintain such a rigorous program in the long run. The zoo presently has obtained a grant to fund a Residency in Zoological Medicine program, which should help to provide some interim assistance with implementation of the program, especially in preventive medicine. For the future, an additional full-time staff veterinarian and veterinary technician will be necessary to maintain the preventive medicine program for such a large and growing animal collection, especially if the goals for the growth of the animal collection in the Master Plan are achieved.

# Kansas City Zoo Concerns & Achievements

## Major Concerns:

1. Insufficient staff travel budget.

**The Accreditation Inspection Team had major concerns with Kansas City Zoo's overall staff travel budget. While I agree that more money spent on business travel is desirable, I would also like to point out that over the last calendar year, Zoo sponsored travel, has included the following:**

- **Zoo Director & Senior Staff participated in AZA National Conference, AZA Regional Conference, Director's Retreat, AZA Legislative Conference, Director's Elephant Conference, AAZV, AZF, AZA Education Workshop, IAAPA, Felid TAG and the Commitment to Conservation Conference.**
- **Junior Staff participated in AZA National Conference, Felid TAG, AZF & AZH Conferences.**
- **General Staff (including keepers, and maintenance employees) participated in AZA National Conference, AZA Management School, AZA Regional Conference, Felid TAG, Bear TAG, Antelope TAG, Elephant Management Workshop, Rhino Workshop.**

**I believe it's more a question of participation in conferences and workshops that benefit the institution than the total dollars spent each year. We will continue to support these activities and attempt to become more involved as more employees become involved.**

**The Zoo's Board has supported the Director's nomination to WAZA, which will have an added affect to the overall travel budget.**

2. Visiting Committee concerned that KCZ has only one FT veterinarian. Also, only one FT vet tech.

**The Kansas City Zoo will address the Committee's concerns over the Animal Health Department staffing by the creation of a Board Certified Veterinary Residency Program that will begin in 2006. Funding has been identified and the formal application process has been initiated. If the 2006 Budget allows, we will add a part-time Veterinary Technician. We realize that more staffing is needed as the Zoo grows, but we will have to have adequate funding to support new positions.**

## Lesser Concerns:

1. Support posts in Outback Kangaroo barn are deteriorating and needs to be either replaced or repaired.

**Structural engineers have evaluated the support posts at the outback barn and are writing bid specifications at this time. The project will be completed as part of our capital improvement bond package. The work is expected to be complete by the end of 2005.**

2. Dingo pool – no water in the pool.

**The leaking rubber pool in the dingo yard has been removed and a new concrete pool has been poured. Please see the attached photo for details.**

3. Donkey pen near Red Barn – large spike nails sticking up out of the top rail.

**The large spike nails sticking out of the top of the top rail near the donkey pen were removed as soon as the team expressed their concerns. These pens are scheduled for demolition in the next couple of months as part of the new children's zoo.**

4. In the Asia area – sidewalks are in need of repair. Several locations with elevation changes approximately 2" causing potential trip hazards for visitors.

**The sidewalk repairs in the Asia area are part of a capital improvement bond package that includes over 2,100 sq. ft. of concrete work. This work will take place throughout the fall and winter and will be completed by April 1, 2006.**

5. Several service areas throughout Zoo lacked sufficient gates to prevent public access.

**We are in the process of securing several service areas within the zoo. The area at the chimp interpretation building will be secured with an 12-foot wooden gate. The area behind the orangutan building will have a 42" high electric gate installed. Both will be completed by April 1, 2006.**

6. Staff service area behind Meerkat exhibit – plastic fence in need of repair.

**Both gate areas in the secondary fence at the meerkat building were reinforced by placing a strip on the post at the gate opening. This strip prevents the gates from opening outward. Please see the attached pictures for details.**

7. Need to replace the temporary steps in the Elephant area.

**The metal temporary steps at the elephant exhibit have been replaced with a 4-foot wide wooden stairway that leads to a deck on the top of the wall that will be completed by September 2005. Please see the attached photos to see work already in progress.**

8. Institutional Risk Management Committee should conduct a safety assessment twice a year as per AZA Elephant standards.

**A safety assessment team composed of the Elephant Manager, General Curator, Assistant Curator, Director of Facilities, Director of Finance and Human Resources and the Security Manager conducted an elephant facility and program assessment on August 8, 2005. This inspection process will occur twice per year.**

9. Need to develop system to regularly weigh the Elephants.

**The zoo will repair or replace the scale that is part of the elephant restraint device. This repair will be done as part of a capital improvement bond project that is scheduled to begin after the first of the year. The Kansas City Zoo will be in full compliance with the elephant standards by May 2006.**

10. Transfer forms, USDA inspection forms, and some animal records not in a fireproof cabinet.

**A fire proof cabinet has been purchased and all transaction agreements, loan papers, permits and backup ISIS discs are being kept in this cabinet.**

11. Spider webs present in Red Panda work area.

**All spider webs have been removed from the red panda building. This is an ongoing process in all of our animal holding buildings and exhibits.**

12. First Aid equipment in staff areas should be more prominently identified and more easily accessible.

**All staff areas that contain first aid boxes have been supplied with a sign that identifies the location of the first aid equipment. Those that were not easily accessible have been moved to a more prominent place.**