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### Mission

To create connections between people and animals that will inspire lifelong conservation of the natural world



## Vision

Empowering change through conservation action and engagement



# Message from the Zoo Director

At its core, Cosley Zoo is a conservation organization, which is clearly evident in our mission:

To create connections between people and animals that will inspire lifelong conservation of the natural world.

While conservation has always been at the heart of the zoo's operation, each year we strive to expand our involvement in conservation and endeavor to share our important messages with a wider audience. 2019 was a banner year as Cosley Zoo renewed its commitment to conservation by taking on many new initiatives as well as continuing to support our ongoing projects.

As we have since 2001, Cosley Zoo continued to participate in its flagship field conservation program, the Blanding's Turtle Recovery Project. In 2019 the zoo successfully reared and released 52 of these state endangered animals back into the wild, providing a ray of hope for the survival of this species.

Many other initiatives continued as well, including the Coins for Conservation exhibit, our work on the Association of Zoos and Aquariums' (AZA) Saving Animals from Extinction (SAFE) program for the critically endangered vaquita porpoise, and our FrogWatch USA and Great Backyard Bird Count citizen science programs.

In 2019 Cosley Zoo joined two additional SAFE programs, one for North American songbirds and the other for monarchs. We are now working collectively with many other AZA-accredited zoos and aquariums to develop and implement conservation action plans for these imperiled native species.

Some of the other new conservation efforts the zoo initiated in 2019 included:

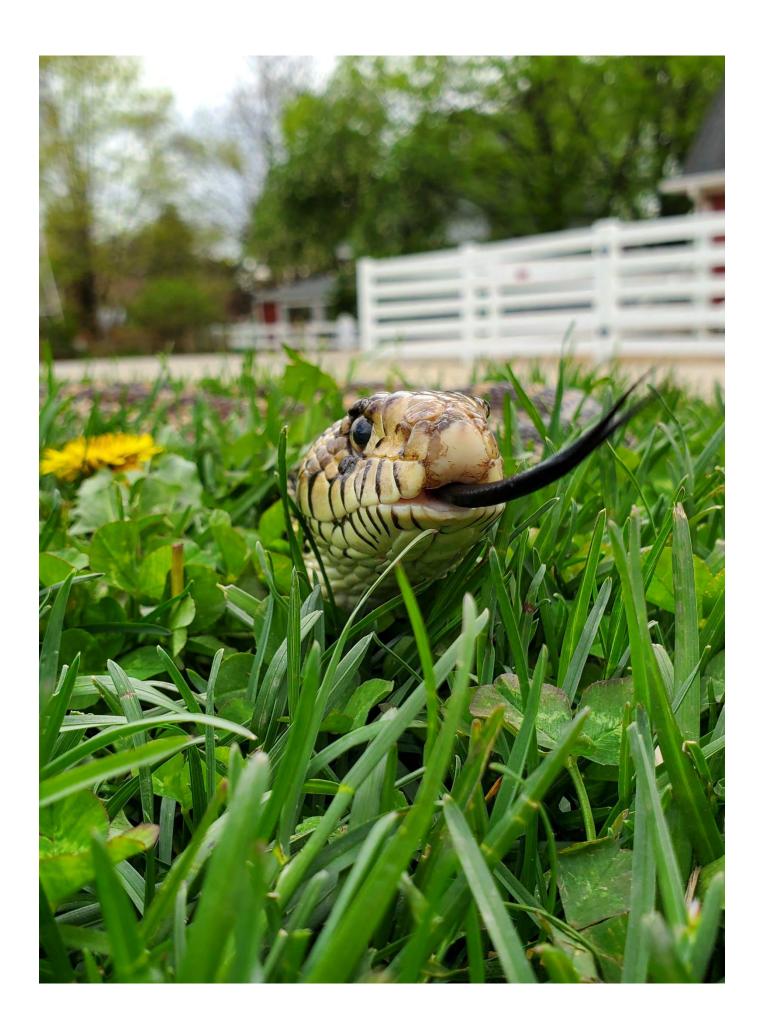
- Adopting a half mile of Winfield Creek, which includes twice yearly clean-up events
- Sponsoring and participating in the Plastic Free Ecochallenge
- Sharing our conservation efforts from a small zoo perspective at the annual AZA conference
- Working towards lowering our dependence on single-use plastics by eliminating the use of plastic straws and drink lids in concessions
- Increasing the frequency of conservation-based messaging on social media channels
- Including conservation messaging in the gift shop
- Increasing staff conservation awareness by distributing a monthly internal "Conservation Connection" newsletter
- Increasing our ability to share conservation messaging with <u>all</u> audiences by developing a
  Diversity, Equity and Inclusion team

We made some great strides in conservation-related initiatives in 2019, but we know that there is a growing need for critical conservation projects. While it is important to celebrate our successes, it is imperative that Cosley Zoo remains committed and continues to look forward, increasing our efforts at a time when challenges continue to plague the natural world.

Respectfully,

Susan L. Wahlgren

Swan Lubelfun



# Animal Welfare our primary focus

Welfare is an important and complex aspect of Cosley Zoo's animal care program. Zookeepers work tirelessly to provide the animals with the very best quality of life. We use science-based assessments of the animals' environments and living conditions to ensure that the animals are not only surviving, but thriving. Because the science of animal welfare is ever-evolving, the zookeepers are continually learning, which results in near-constant updates to animal habitats and husbandry practices.



Cosley Zoo's animal welfare program is multi-faceted, considering aspects such as veterinary care, nutrition, habitat design, training and enrichment.

In January, Lead Zookeeper and Animal Welfare Coordinator Jenny Theuman travelled to Denver Zoo to attend a workshop entitled "Implementing Your Animal Wellness Program". Denver Zoo is widely considered to be a leader in animal welfare practices, and Jenny returned to the zoo with many new ideas that she was immediately able to put into practice.

One of those tasks was the creation of welfare assessments for every animal and every habitat

in the zoo. These assessments involve the use of a rubric to scientifically and objectively analyze an animal's welfare and ensure that each habitat is providing its animals with optimal living conditions. Assessments are conducted annually (at minimum) for each zoo animal and quarterly for each habitat. If circumstances warrant, however, we can and do conduct more frequent assessments to determine whether animals are exhibiting normal and natural behaviors when their living conditions change. Situations which might cause zookeepers to conduct welfare assessments more frequently might include an animal's move to a new habitat, the introduction of a new animal to an existing group, or the death of an animal's exhibit-mate.

In September 2019, Sal, one of Cosley Zoo's two senior bobcats, passed away as a result of agerelated kidney failure. When this happened, zookeepers closely monitored Sal's brother Val, who had lived with Sal his entire life. Staff began conducting daily welfare assessments to help determine how Val's well-being was affected by the loss of his brother, and whether it would be wise to search for another cat as a companion for Val. The assessments showed us that Val was adjusting very well to his new circumstances, and because Val was (and still is) thriving on his own, the zoo has not pursued the idea of bringing in another cat.

Excited by new advances in the field of animal welfare, our staff hosted an Animal Wellness Open House on May 4. This date was chosen to coincide with the International Marine Animal Trainers' Association (IMATA) regional workshop being held in Chicago, and the event was open to both the IMATA members and the general public. During the Open House, participants learned about Cosley Zoo's animal

welfare program by attending keeper chats, creating animal enrichment, and viewing training demonstrations.



Zookeeper Christina Carlson trains a blue jay during Cosley Zoo's Animal Wellness Open House.

Later in the year, Zoo Director Sue Wahlgren and Zookeeper Amanda Rensch travelled to Scovill Zoo in Decatur for a meeting of the Illinois Zoo Association (IZA). Animal welfare was the primary topic of this meeting, and zoo representatives shared current initiatives at their facilities, as well as discussing recently revised Association of Zoos and Aquariums (AZA) accreditation standards related to animal welfare.

Despite all the work we do to ensure our animals' welfare, sometimes Mother Nature steps in and provides us with an entirely new challenge that we never could have planned for. The polar vortex that hit the Chicago area in 2019 was one of those situations. Because Cosley Zoo houses species native to Illinois, most of the zoo's animals are well-adapted to dealing with cold weather. However, the record-breaking temperatures (as low as -23°F with wind chills in the -50° range) were unprecedented and required extra measures on the part of the zoo's animal care team to keep the animals healthy and safe. These included stacking straw bales in the pig exhibit for an

extra layer of protection, installing additional windbreaks, and moving some animals indoors.



Cosley Zoo's screech owls were moved indoors for warmth during the unprecedented cold of the 2019 polar vortex.

When the polar vortex ended, animals and zookeepers had all made it through the situation safely, with many lessons learned and new protocols written, so that if a similar event occurs in the future, we will be even more prepared to deal with it. Our team's continued quest to turn each challenge into a learning opportunity and keep abreast of new advances in the field of animal welfare ensures that the zoo's animals are always receiving the very highest quality of care.

## Cosley Zoo Animals 🌞





### **INVERTEBRATES**

# SPECIES | 5 # INDIVIDUALS | 2 # GROUPS | 3\*



BIRDS # SPECIES | 26 # INDIVIDUALS | 65



MAMMALS # SPECIES | 16 # INDIVIDUALS | 37



\*"Group" defines a population of animals too numerous to count.

### New to the Zoo



American kestrel I 1



Annam stick insect | 1 colony



Common barn owl | 1



Four-tood calamander | 13



Giant African milipede | 1 colony



Great horned owl | 1



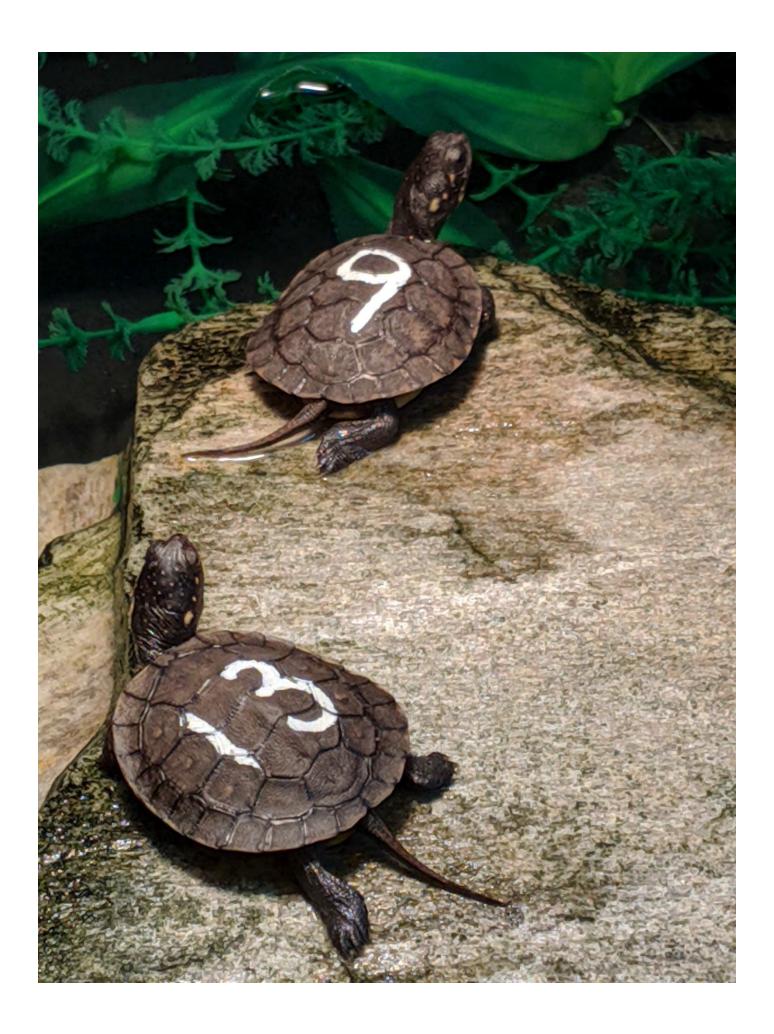
Ducks | 2



Madagascar hissing cockroach | 1 colony



Chicken I



# Conservation making a difference

In 2019, Cosley Zoo renewed its commitment to conservation by taking on many new initiatives, as well as continuing to support our ongoing projects.

The Blanding's Turtle Recovery Project continues to be Cosley Zoo's most notable conservation effort. Since Cosley Zoo began participating in this program in 2001, we have released over 3,000 endangered Blanding's turtles into local DuPage County Forest Preserve sites. This initiative, spearheaded by the Forest Preserve District of DuPage County, involves gravid (pregnant) females being collected from the wild and taken to a district site to lay their eggs. The mothers are then released back into the wild, while the hatchlings are brought to Cosley Zoo. Here, they are cared for by zookeepers for the first year of their life, a time during which many young turtles in the wild die due to intense pressure from predators. Upon release, each yearling is approximately the size of an average two to three-year-old turtle and is better able to defend itself from being preyed upon.

When working with endangered animals, each individual is crucial to the species' survival. On February 14, 2019, zookeepers were directly responsible for saving the life of one of the Blanding's turtle hatchlings. During a routine check on the young turtles, zookeepers quickly became aware that one of the hatchlings was in distress. For more than two hours, the team performed resuscitation and provided supportive care for the young turtle.

Their efforts proved successful, and six months later, turtle #129 (nicknamed "Beau") was

released into the wild along with 51 other hatchlings, serving as a beacon of hope for the species' survival.



Cosley Zoo zookeepers pose with biologist Dan Thompson from the Forest Preserve District of DuPage County and the young turtle whose life they saved.

In addition to rearing young turtles for release, educating visitors about Blanding's turtles is a priority for Cosley Zoo staff. Blanding's turtle awareness is built into many aspects of zoo operations, including:

- Formal education programs in which participants learn more about the endangered turtles and how they can help them survive.
- Informal animal encounters in which staff members and Junior Zookeepers introduce visitors to live Blanding's turtles.
- Transactions at the gift shop register, where guest services staff ask for donations to support the Blanding's Turtle Recovery Project. This initiative resulted in donations totaling \$6,313 in 2019.

- Featuring the Blanding's turtle in the zoo's Conservation Kiosk, where visitors donate spare change towards the conservation of an animal of their choosing. Donations totaling \$338 were collected for the Blanding's turtle in 2019.
- Sharing content related to Blanding's turtles on the zoo's social media channels.

While the Blanding's Turtle Recovery Project is Cosley Zoo's flagship conservation project, our team also takes part in numerous other conservation initiatives. Whether it's participating in large-scale conservation projects helping species around the globe or inspiring visitors to help the wildlife in their own backyards, conservation is practiced by our team every single day.

In 2019, Cosley Zoo signed on to participate in AZA SAFE (Saving Animals from Extinction) programs for monarchs and North American songbirds, as well as continuing our involvement in the SAFE program for the vaquita porpoise. In these programs, zoos and aquariums nationwide use their collective experience and expertise to help save species in decline.



Veeries and other North American songbirds face many threats, including collisions with glass, predation from domestic cats, and habitat loss.

Cosley Zoo's interdepartmental Conservation Team had a busy year in 2019. They raised awareness of conservation issues by creating content for a series of social media posts highlighting the zoo's green practices and conservation initiatives and worked with guest services staff to create endcap displays in the Wild Side Gift Shop highlighting endangered species. They also oversaw the use of the zoo's rain barrel, allowing the zoo to save 75 gallons of water in 2019.



Animal Care Volunteer Madhuri Patel practices water conservation by using a rain barrel to dispense water for cleaning and landscape watering.

In addition to the conservation team's posts, Cosley Zoo highlighted other conservation stories on social media, including the Global Deal for Nature, 30x30 campaign, and World Gorilla Day. We also work to educate others on conservation topics through a variety of media sources. Education Supervisor Natasha Fischer wrote an article published in a 2019 issue of AZA's Conservation Education Committee newsletter which detailed how the zoo is making connections between people and

animals via the Wheaton College chicken training program, and several conservation-themed articles written by zoo staff were included in the zoo's Cosley Tails newsletter. Internally, the zoo's administrative team committed to promoting a staff culture of conservation by creating a bimonthly newsletter entitled "Conservation Connection", which shares information about conservation initiatives at the zoo and provides a call to action in each edition, letting staff and volunteers know how they can become more involved.

Throughout the year, the zoo hosted several special events with a conservation focus. While Party for the Planet, our annual Earth Day celebration, was cancelled due to severe weather, we used our platform at other events to provide guests with information about the environment and their role in keeping it healthy. Endangered Species Day in May was a great success, with over 650 guests attending to learn more about how to protect local wildlife. Picnic with the Animals, an after-hours event in June, raised funds and awareness for African penguin conservation. International Vulture Awareness Day in September featured training and enrichment demonstrations, an up-close look at Cosley Zoo's own amazing turkey vultures, and information about vulture conservation. Offsite, the zoo participated in FredFest, a fundraising event hosted by the Lake County Forest Preserve District for the restoration of Grassy Lake Forest Preserve in Lake Barrington.

Cosley Zoo also provided opportunities for individuals to become directly involved in conservation activities. A \$2,000 Spring into Action Grant awarded by AZA supported the planning and facilitation of a series of stream clean ups at Winfield Creek, just south of the zoo's grounds. Cosley Zoo adopted this section of creek through The Conservation Foundation's

Adopt-A-Stream Program and has committed to biannual clean up events for a minimum of two years. Clean ups were attended by both zoo staff and members of the public.



Cosley Zoo staff and community volunteers worked together to remove trash from Winfield Creek.

Cosley Zoo also provided resources enabling individuals to become involved in citizen science projects benefitting local species.

Cosley Zoo's chapter of FrogWatch USA hosted two training sessions in 2019, preparing 39 people to become amphibian monitors. By the end of the season, Cosley Zoo volunteers had tagged 41 observations, providing scientists with valuable information about local frog and toad populations. Zoo staff also trained 19 people to participate in the Great Backyard Bird Count, an initiative by the Cornell Laboratory of Ornithology and the National Audubon Society to analyze worldwide bird populations over the course of a single weekend.



Zookeeper Alison LaBarge trains a group of new FrogWatch USA volunteers to become amphibian monitors.

Although taking part in local conservation initiatives is an important part of Cosley Zoo's Conservation Plan, we also work to raise awareness for national and global conservation projects. In this spirit, Cosley Zoo signed on as a Challenge Sponsor for the 2019 Plastic Free Ecochallenge, a monthlong effort created to inspire people to reduce their dependence on single-use plastics. The Cosley Zoo team, consisting of 54 people, ranked 82nd out of 776 teams taking part in the challenge, earning points for such actions as refusing plastic straws, choosing refillable cups over disposable, and preparing zero-waste meals. Additionally, we helped guests to reduce their plastic use while visiting the zoo by installing a water bottle filling station. Guests saved thousands of plastic bottles from the landfill by refilling their own water bottles at this station 3,382 times in 2019.



Carrying a refillable water bottle is an easy way to reduce dependence on single-use plastics which litter our planet and can be dangerous to wildlife.

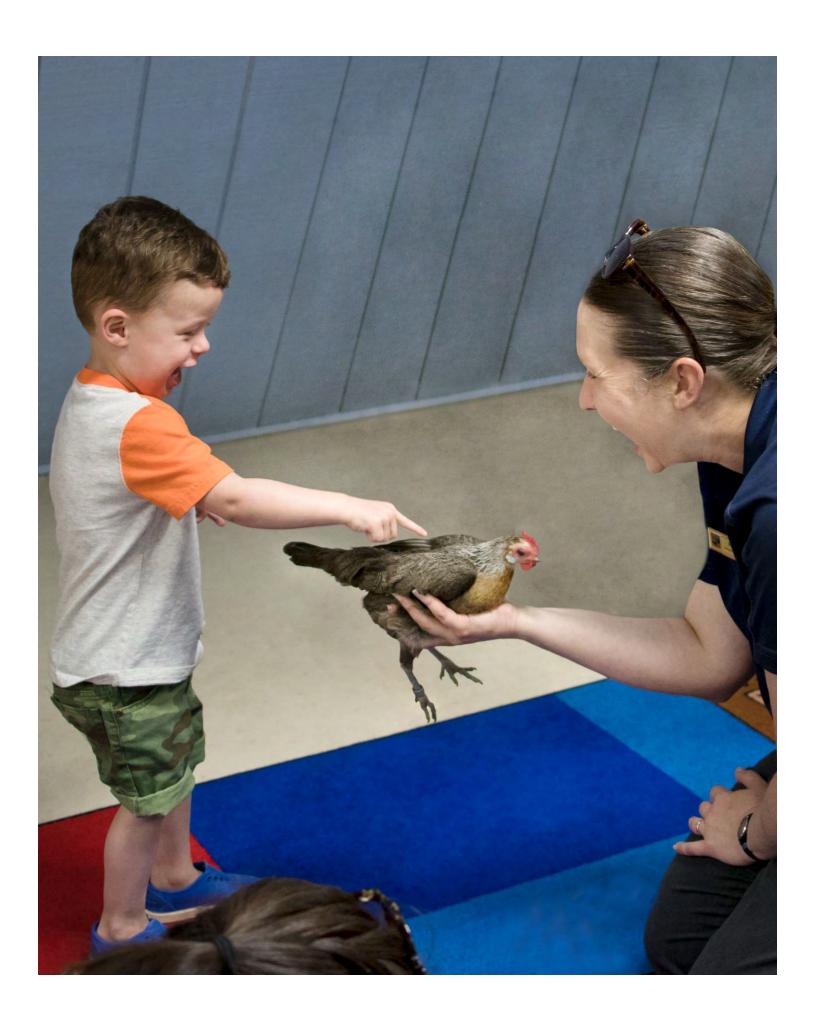
Year-round, the Cosley Zoo team also raises funds for conservation efforts, both here at home and around the world. At our Coins for Conservation kiosk, we collect funds to assist endangered species both here at home and around the world, and then donate those funds to the appropriate organizations. We also ask for donations at the register, and host fee-

based special events with a conservation focus. In 2019, Cosley Zoo received monetary contributions for our own Blanding's Turtle Head Start Program as well as initiatives benefitting African penguins, red wolves and giraffes.

As one of the smallest zoos accredited by the Association of Zoos and Aquariums, Cosley Zoo has demonstrated that even a small facility can do great work when it comes to conservation. In September, Zoo Director Susan Wahlgren was invited to speak at the Association of Zoos and Aguariums' annual conference in New Orleans. Her presentation was part of a session entitled "Small and Mighty: Building Powerful Conservation Action at Small Zoos and Aquariums". Along with representatives from three other facilities, Sue spoke about the obstacles that small zoos, with limited budgets and staffing, sometimes face when participating in conservation efforts, and how our team has worked to overcome those obstacles and make a significant contribution to conservation.



Susan Wahlgren speaks about Cosley Zoo's conservation initiatives to a panel of zoo professionals in New Orleans.



# Education sharing the message

Cosley Zoo's conservation education programs impact tens of thousands of people each year. These programs are an essential element of Cosley Zoo's mission, providing opportunities for individuals to have authentic experiences with animals and nature. While these programs are both informative and fun for the participants, they also serve a higher purpose: creating connections which inspire them to take conservation action. The opportunity to come face-to-face with an animal and look it in the eve or watch it move gives visitors an experience that cannot be replicated in books or on TV. By facilitating these human-animal connections, we are helping our visitors to realize that people are not alone in nature: there are countless animals with whom we share our planet, and these animals are depending on us to take action to keep them safe.



Children are introduced to a three-toed box turtle at The West Chicago Public Library. (Photo courtesy of The West Chicago Public Library)

Cosley Zoo's professional education staff possesses decades of experience developing conservation education programs for diverse audiences, including school classrooms, scout groups, toddlers, teens, families, older adults and individuals with a wide variety of special needs. Each of the hundreds of education programs we offer each year is customized to

the participants' interests, demographics, and educational goals. These programs are supplemented by casual interpretation opportunities such as animal feedings, artifact carts, and behind-the-scenes programs, which may be facilitated by animal care staff, volunteers, interns, or Junior Zookeepers, as well as education staff.

Because our knowledge of natural science is constantly evolving, so are Cosley Zoo's educational offerings. Programs are constantly being assessed and modified to provide the most up-to-date information while also meeting the educational needs of our audiences. New educational opportunities in 2019 included:

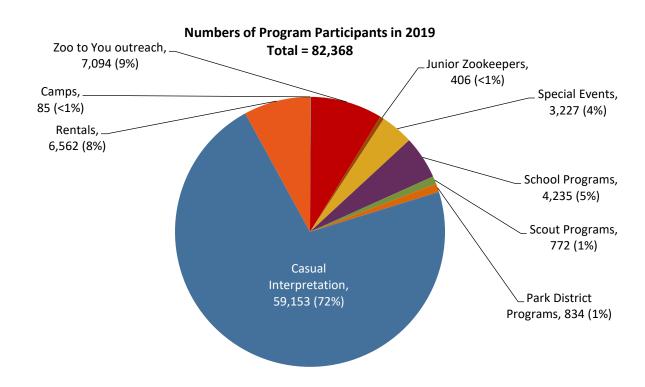
Partnering with the Three Fires Council
 of the Boy Scouts of America to host a
 council-wide scouting event. Scouts
 and their families participated in
 activities led by zoo staff and council
 volunteers to earn their Nova WILD!
 awards. This event was attended by
 157 scouts and 149 parents.



Scouts and their families create animal enrichment during a council-wide event at the zoo.

- Creating customized Earth Day Zoo to You programs for Domtar, a local paper manufacturer with an employee program emphasizing sustainable habits and environmental stewardship.
- Participating in National Fossil Day along with representatives from the Lauer Foundation for Paleontology, Science and Education. The Lauers brought their extensive fossil collection to share with zoo visitors, who learned about geology and had the opportunity to see many fossils up close, including Illinois' state fossil, the Tully Monster.
- Joining Cosley Foundation board member Brandon Janowiak for Safety & Eco Days event at Molex, a Lisle-based
   In 2019, Cosley Zoo's education programs impacted a total on 82,368 people, an 8% increase over the previous year.

- electronic solutions company. Brandon and Cosley Zoo Education & Guest Experiences Manager Tami Romejko interacted with more than 1,200 people at this event.
- Facilitating a problem-based learning opportunity for students at Acton Academy in Palatine. The students researched behavior of zoo animals and used their findings to create enrichment activities designed to encourage specific types of natural, species-appropriate behaviors.
- Conducting a private tour for a group of students from Joliet Junior College's veterinary technician program.





# People making connections

Zoos would not exist without animals. However, they also require people: the staff members who care for the animals, greet guests, maintain the facility, and educate the public; the volunteers who donate their time and talents for a common cause; and the visitors who come to learn and make connections with other living beings. The people affiliated with Cosley Zoo are the true keys to its success.

Because the staff at Cosley Zoo are so passionate about what they do, there is relatively low job turnover. Staff members often stay in their positions for significant amounts of time because they feel a true calling for their work. In 2019, several zoo staff members celebrated significant employment anniversaries. We congratulate the following for their years of dedication to Cosley Zoo:

- Heather Christophe (Zookeeper) 5
- Alison LaBarge (Zookeeper) 5 years
- Matt Sandleback (Camp Counselor) 5 years
- Laura Legrand (Guest Services/Finance Clerk) – 15 years
- Susan Wahlgren (Zoo Director) 35 years

In addition to celebrating her five-year anniversary, Zookeeper Alison LaBarge also received the Wheaton Park District's Inaugural Green Employee of the Quarter Award on April 22 (Earth Day). As the leader of Cosley Zoo's Conservation Team, Alison is instrumental in implementing environmentally friendly protocols and promoting green initiatives at the zoo. She is an enthusiastic participant in conservation initiatives, organizing the zoo's involvement in the DuPage County Adopt-A-Stream Program. Alison is a true model for

working and living in a sustainable, eco-friendly way.

In November, Educator and Teen Specialist Jackie Karnstedt was recognized with the Wheaton Park District's You Rock! Award, which is given to exceptional park district staff each year. Not only does Jackie expertly develop and facilitate zoo education programs for individuals of all ages, but she also manages our year-long Junior Zookeeper program for a group of about 50 teens each year and oversees the zoo's Summer Teen Volunteer program.



Alison LaBarge and Jackie Karnstedt received recognition from the Wheaton Park District in 2019.

Complementing our amazing staff team is a dedicated group of volunteers which helps to support the zoo's mission by interacting with visitors, assisting with animal care tasks, and keeping the zoo looking its best. In addition, we host animal care and education interns in highly competitive programs which provide individuals starting out in their career with valuable experience at an AZA-accredited zoo.

In 2019, our devoted volunteers and interns contributed a collective 9,000 hours of their time to Cosley Zoo, making a significant impact and providing the zoo with invaluable benefits.

## Volunteer and Intern Hours 2015-2019

(and their value at \$10/hour)



Throughout 2019, the entire zoo staff participated in training programs which enabled Cosley Zoo to become a more welcoming place for individuals with autism and other sensory issues. In February, the zoo became certified as autism-friendly by local organization Giant Steps. In order to receive certification, all full-time and part-time staff received training about autism and how we can better serve affected individuals and families.

In July, Cosley Zoo received additional training in order to become Sensory Inclusive™ certified by national organization KultureCity. As part of this process, signage was placed throughout the zoo designating areas that are "quiet zones" and areas are sometimes noisier. Bags containing items that help lessen sensory overload were made available for checkout in the Wild Side Gift Shop. Additionally, a social

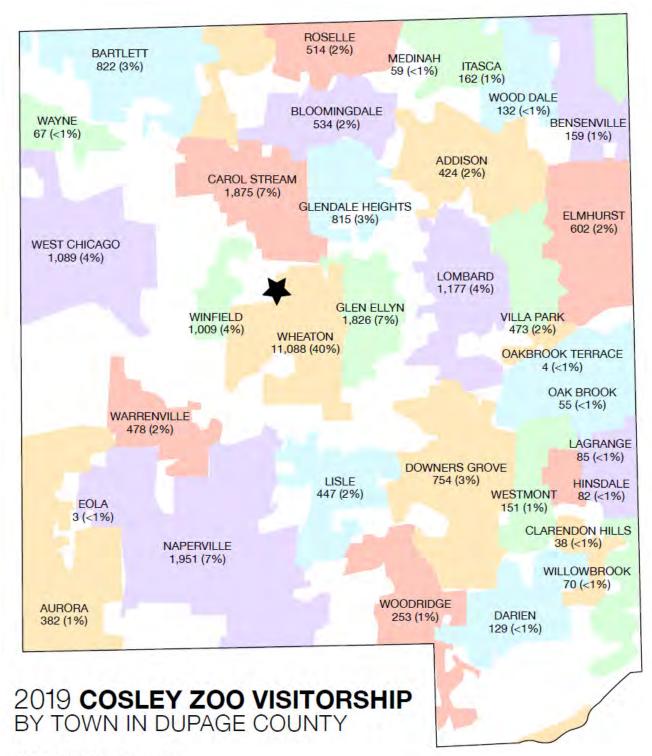
story was created to give visitors information about what they can expect to experience at Cosley Zoo, and the story was made available online via KultureCity's website.



Guest Services staff member Kathy Worby loans a sensory bag to a zoo visitor.

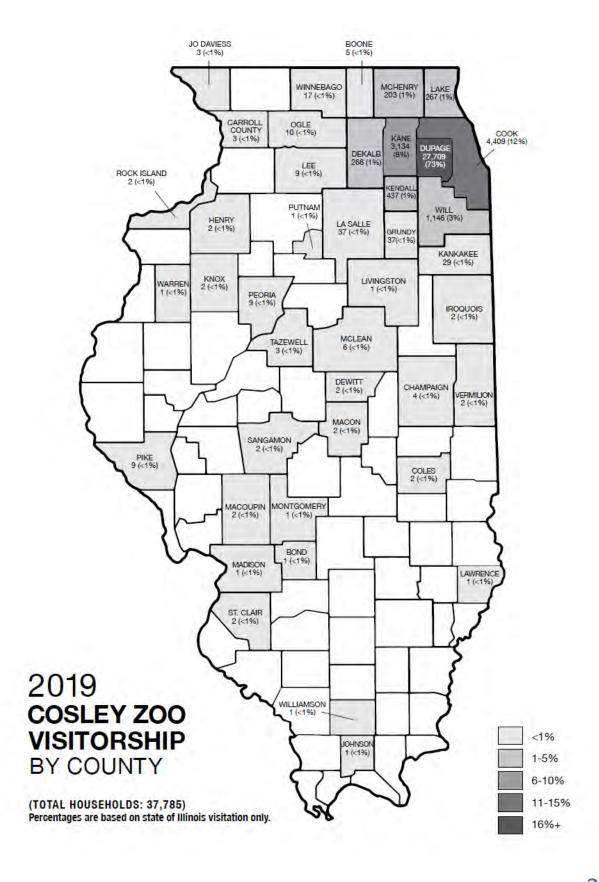
In order to help us continue to learn more about the needs of our visitors, Cosley Zoo partnered with the University of Chicago to implement visitor exit surveys during the month of October. This data provided more current demographic information about our zoo visitors.

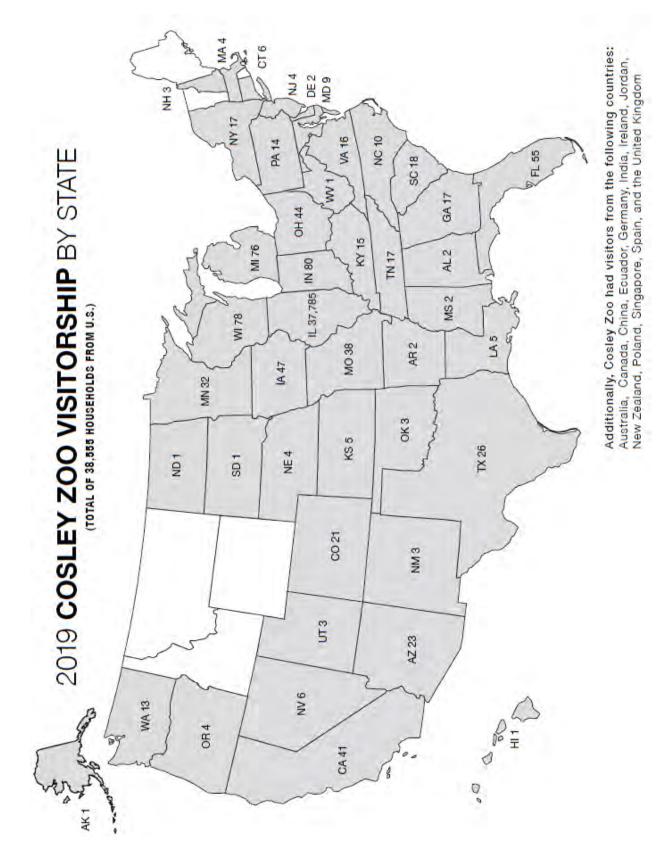
Cosley Zoo hosted more than 146,000 visitors in 2019. These visitors came from 14 countries and 44 US states. Of the 38,555 families from whom we collected data as they entered the zoo, 98% were from Illinois, 72% were from DuPage County, and 29% were from Wheaton. The maps on the following pages show a more detailed breakdown of our visitors' residency.



(TOTAL HOUSEHOLDS: 27,709)

Percentages are based on DuPage County visitation only.



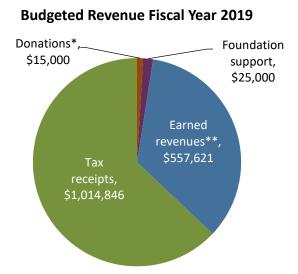


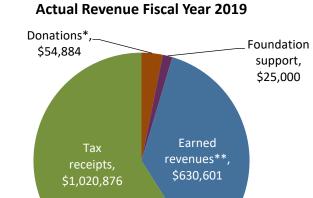


# Finance dollars and sense

### **Budgeted and Actual Revenue**

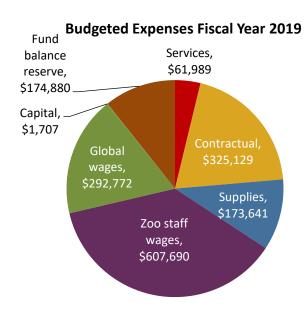
Budgeted revenue for 2019 totaled \$1,612,467 with actual revenue of \$1,731,361.

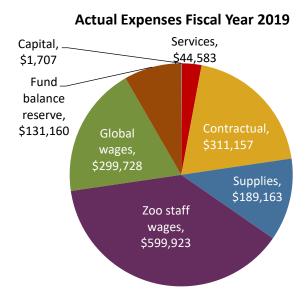




### **Budgeted and Actual Expenses**

Budgeted expenses for 2019 totaled \$1,637,808 with actual expenses of \$1,577,421. The zoo realized a net income of \$153,940.





<sup>\*</sup>Donations include Holiday Wish Tree, Coins for Conservation, and conservation donations requested at the gift shop register.

<sup>\*\*</sup>Earned revenues include admission fees, penny and wind machine income, animal adoptions, facility rentals, program revenue, sponsorships, grants, credit card rebates and interest.

To ensure that we are consistent with industry standards, Cosley Zoo participated in several studies through the Association of Zoos and Aquariums, including the State of the Industry study, Member Compensation Survey, and Small Zoo Benchmarks Survey. Participating in these studies allows us to compare our practices, earned revenues, and expenses with those of other facilities.

### **Revenue Sources**

Cosley Zoo receives revenue from a variety of sources, including both the Wheaton Park District and the Cosley Foundation. The following data is for Wheaton Park District revenue only. Please see the chart on the following page for details regarding selected areas of revenue.

Wheaton Park District Earned Revenue Sources, 2015-2019					
Revenue Source	2015	2016	2017	2018	2019
Donations, sponsorships and grants	\$16,728	\$12,569	\$23,538*	\$32,981***	\$66,184***
Penny and wind machine	\$7,082	\$6,972	\$6,417	\$5,048	\$5,220
Animal adoptions	\$2,511	\$2,169	\$1,709	\$1,095	\$865
General admission	\$246,559	\$258,812	\$348,853**	\$287,566	\$278,933
Programs, Events and Rentals	\$157,535	\$171,468	\$182,389	\$194,394	\$220,106
Cosley Foundation support	\$35,000	\$18,750	\$18,750	\$25,000	\$25,000
Total revenue	\$465,415	\$470,740	\$581,656	\$546,084	\$596,308

<sup>\*</sup> Cosley Zoo received two AZA/Disney Nature Play Grants in 2017 for a total of \$10,000.

<sup>\*\*\*\*</sup>There was another significant increase in donations due to an increase in the previously mentioned personal contribution and several new event sponsorships, including one from MedExpress to host a Teddy Bear Clinic at the zoo.



Zoo Director Susan Wahlgren speaks at the DuPage Foundation's Next Generation Fall Social. This event resulted donations of \$3,200 with an additional \$500 donation in recognition of Sue's 35 years of service to Cosley Zoo.

<sup>\*\*</sup> The admission fee increased in 2017 from \$5 to \$7 for non-resident adults and from \$4 to \$6 for non-resident seniors.

<sup>\*\*\*</sup>Donations increased significantly due to a new donation program at the Wild Side Gift Shop point of sale and a personal contribution.

### Programs, Events and Rentals

Cosley Zoo education programs make up a significant portion of the zoo's revenue, second only to admission fees. Please see below for a five-year comparison of revenue by program type.

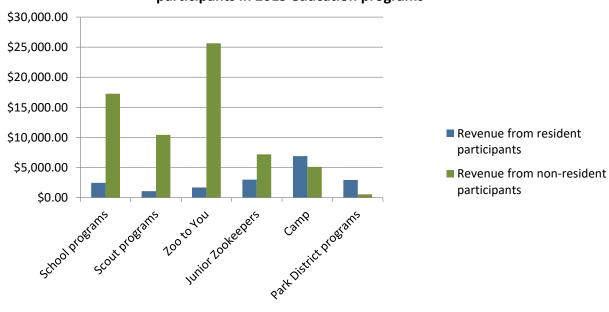
Revenue from Educational Programs, Events, and Rentals, 2015-2019					
Revenue Source	2015	2016	2017	2018	2019
Casual Interpretation	\$26,751	\$27,549	\$27,509	\$36,659	\$40,676
Birthday Parties	\$5,820	\$5,052	*	*	*
Outreach (Zoo to You)	\$16,548	\$12,028	\$14,916	\$19,664	\$27,684
School Programs	\$17,073	\$19,540	\$21,507	\$21,011	\$20,704
Scout Programs	\$4,297	\$5,916	\$3,672	\$5,726	\$14,342
Park District Programs	\$6,643	\$7,864	\$3,299**	\$3,600	\$3,406
Special Events	\$25,180	\$32,480	\$39,622**	\$35,775	\$37,327
Camps	\$9,170	\$10,680	\$9,090	\$11,000	\$12,010
Rentals	\$39,482	\$38,362	\$51,049*	\$48,239	\$51,338
Junior Zookeepers	\$5,251	\$9,853	\$10,569	\$10,585	\$10,143
Volunteers	\$1,320	\$2,144	\$1,156	\$2,135	\$2,476
Total revenue	\$157,535	\$171,468	\$182,389	\$194,394	\$220,106

<sup>\*</sup>Birthday Party revenue was re-categorized as Rental revenue in 2017.

### Revenue as a function of residency

As shown in the chart below, the majority of program revenue from our summer camps and park district programs comes from Wheaton Park District residents. Revenue earned from non-residents exceeds the revenue earned from park district residents in other program areas including the Junior Zookeeper program and school, scout, and Zoo to You outreach programs. This demonstrates the popularity of Cosley Zoo programs beyond Wheaton's boundaries.

## Revenue from Wheaton Park District resident and non-resident participants in 2019 education programs



<sup>\*\*</sup>Busy Bunny Egg Hunt revenue was moved from Park District Programs to Special Events in 2017.



# Cosley Foundation a path to the future

Established in 1986 to raise funds for the development of Cosley Zoo, the Cosley Foundation is an integral component of the zoo's overall success. The volunteer foundation board works diligently throughout the year to ensure the zoo receives the support it needs to grow and fulfill its mission.

The Cosley Foundation board continues to expand and offer strong support as we look to the zoo's future. The board welcomed two new members in 2018. As of December 31, 2019, the Cosley Foundation board consisted of:

Scott Shorney, President
Larry Kmiecik, Vice President
Mike Benard, Secretary
Brandon Janowiak
Frank Panzeca
Sandy Paszczak
Susan Varcak
Larry Work
Ray Morrill, Wheaton Park District Board Liaison

The Cosley Foundation sponsors several events throughout the year to raise funds for capital projects and support operations. In 2019, the foundation experienced another record fundraising year, earning almost \$700,000 towards the development of Cosley Zoo. These

funds were raised through various avenues including donations, special events, fundraisers and zoo memberships.

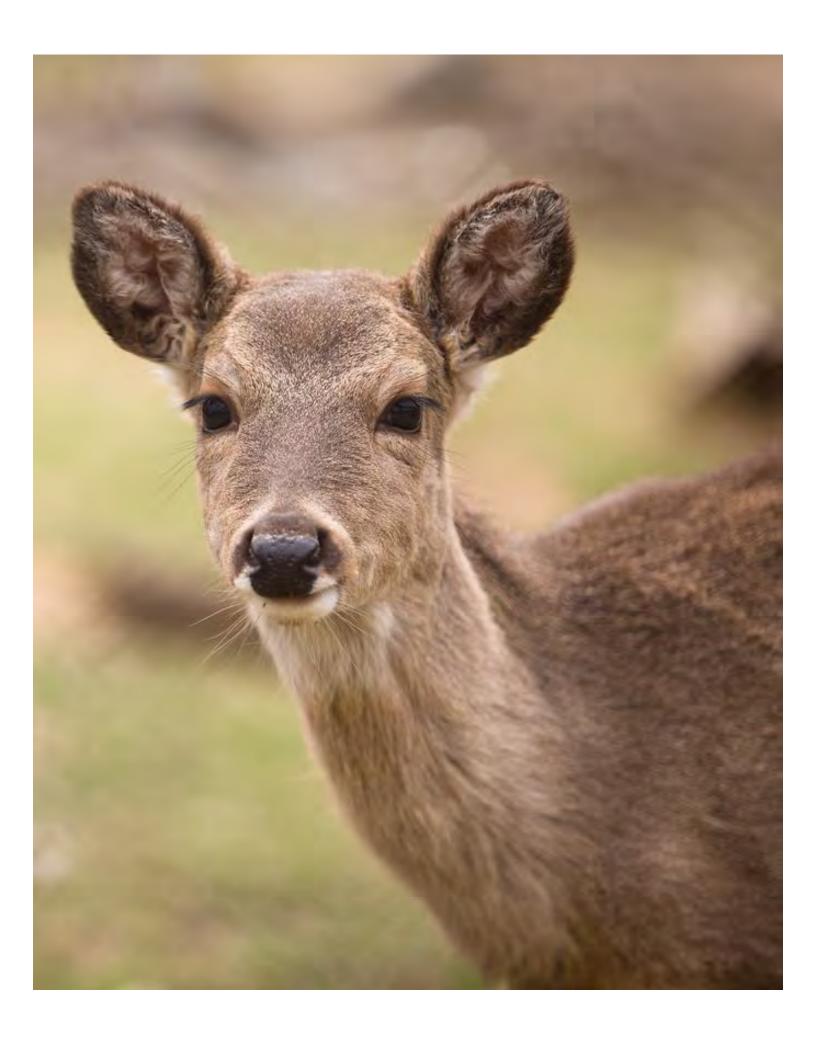
Cosley Zoo member families 2017-2019					
	2017 2018 2019				
Number of families	468	662	848		

The Cosley Foundation continued to make progress with the Renew the Zoo Capital Campaign by working with Relevant Strategies and Solutions, a management consulting firm. Zoo staff, along with Campaign Manager Cathy Mousseau, conducted numerous presentations for various organizations and potential supporters in 2019. These efforts not only benefited the capital campaign, but also increased operational donations, including a \$10,000 grant that will be used in 2020.

Renew the Zoo Gross Revenue 2017-2019					
	2017 2018 2019				
Revenue	\$105,754	\$87,511	\$169,439		

The following chart shows the amount of revenue gained from Cosley Foundation fundraisers, as well as a five-year comparison of funds earned.

Cosley Foundation Net Revenue, 2015-2019					
Revenue Source	2015	2016	2017	2018	2019
Zoo Membership	\$20,352	\$23,188	\$29,331	\$36,462	\$54,471
Retail Revenue	\$97,577	\$113,896	\$110,653	\$104,527	\$110,129
General Donations	\$40,832	\$34,429	\$27,100	\$43,913	\$68,149
Capital Donations – Master Plan Phase I			\$105,754	\$87,511	\$169,439
Run for the Animals	\$73,008	\$49,763	\$56,045	\$64,114	\$64,702
Cosley Classic Golf Outing	\$35,324	\$36,563	\$38,646	\$40,161	\$39,743
Pumpkin Fest	\$8,007	\$9,218	\$9,113	\$15,717	\$12,730
Festival of Lights & Tree Sales	\$94,670	\$99,298	\$101,753	\$102,188	\$117,429
Total net revenue	\$374,346	\$369,600	\$478,725	\$494,593	\$636,792



# Marketing communicating our vision

The 2019 marketing plan outlined a monthly calendar which identified initiatives for the year focusing on conservation messaging, program and event promotion, daily activities and general zoo awareness.

The goal was to have a well-rounded marketing concentration focusing on telling our story through public relations, online and print media, facility signage, e-mail marketing and a strong presence on our social media platforms.

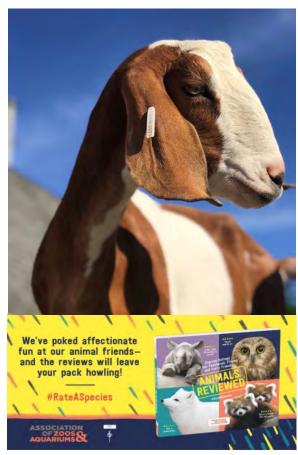
In 2019, we distributed seven press releases and 23 e-mail blasts. E-mail marketing continues to prove successful with an average open rate of 30% and click-through rate of 12%.

Several special events were hosted, including a new Cosley Zoo benefit concert at Arrowhead Golf Club in May, the always popular Cosley Zoo Uncorked wine tasting event in July and the second annual Neighbor Night in October. Cosley Zoo was also honored at the DuPage Foundation's Young Professional event in Downers Grove in October. The zoo received a donation of \$3,200 from the event.

Additional marketing highlights from 2019 included:

- Participating in a new promotion through the IKEA Family Loyalty
   Program which offered a half-price zoo admission when a full-price admission was purchased. As a result, 30 helfprice tickets were redeemed.
- Participating in Library Card Sign-Up Month by offering Wheaton Public Library card holders 10% off in the gift shop.
- Creating direct mail and e-mail promotions targeted to area schools, child care facilities and park districts to promote outreach programs and field trips.

- Printing and distributing postcards, flyers, posters and signage for display at the zoo and throughout the community.
- Submitting content for inclusion in a book created by The Association of Zoos & Aquariums (AZA). Entitled Animals Reviewed: Starred Ratings of our Feathered, Finned, and Furry Friends, the book features photos of zoo animals with tongue-in-cheek "product reviews". Copies of the book, which includes one of Cosley Zoo's goats, were obtained for sale in the Wild Side Gift Shop to raise funds for the zoo and for AZA programs.



Nubian goat Libby was featured in the book Animals Reviewed.

- Highlighting zoo programs and events in the quarterly Wheaton Park District Program Guide.
- Distributing quarterly Cosley Tails print and e-newsletters highlighting various animals, staff members and conservation efforts. All newsletters include a donation envelope. As a result, eight donations were received totaling \$475.
- Listing events on oakleesguide.com, chicagoparent.com, chicagofun.com, kidlist.com, mommynearest.com, and discoverdupage.com.
- Featuring digital ads on familytimemagazine.com and chicagoparent.com.
- Highlighting event and daily activity messages on the television screen displayed in the Wild Side Gift Shop.
- Being highlighted in Celebration Society
   Magazine as a unique wedding venue.
- Sponsoring the monthlong Plastic-Free Ecochallenge along with several other conservation organizations.
- Posting news, photos and program information on social media. Facebook followers have increased to 18,000 from 16,000 in 2018. Instagram followers were up to 1,500 by the end of 2019 from 1,210 by end of 2018.
- Continuing our profile presence on yelp.com. The page received over 3,000 user views with 500 visiting the zoo's website and 300 looking up directions to the zoo. The zoo appeared in Yelp search results 34,376 times.

Cosley Zoo's website, cosleyzoo.org, continues to experience an increase in visitation. In 2019, the site had 165,253 unique visitors as compared to 134,812 in 2018.

The top five referral sites were:

- 1. facebook.com
- 2. mykidlist.com

- 3. yelp.com
- 4. duckduckgo.com
- 5. classroom.google.com

The top five frequented pages on the zoo's website were:

1. Home: 111,535 page views

2. Fees & Reservations: 40,793 views

3. Plan Your Visit: 38,544 views

4. Zoo Information: 21,022 views

5. Species List: 19,744 views

The zoo's website continues to obtain a significant number of views from mobile devices, which represent 57% of users vs. 59% in 2018.

Press coverage in 2019 included the following:

- "Animals at Cosley Zoo are Well-Prepared, Well-Suited for Extreme Cold"; WBBM Radio 780AM & 105.9 FM, January 29. <a href="https://wbbm780.radio.com/articles/an">https://wbbm780.radio.com/articles/an</a>
  - https://wbbm780.radio.com/articles/an imals-cosley-zoo-are-prepared-wellsuited-extreme-cold
- "It Takes Heart to Save a Blanding's Turtle"; Forest Preserve District of DuPage County, February 25. <a href="https://www.dupageforest.org/blog/cosley-turtle?fbclid=lwAR26RwVJmq38u4oz6t5">https://www.dupageforest.org/blog/cosley-turtle?fbclid=lwAR26RwVJmq38u4oz6t5</a> <a href="https://www.dupageforest.org/blog/cosley-turtle?fbclid=lwAR26RwVJmq38u4oz6t5">https://www.dupageforest.org/blog/cosley-turtle?fbclid=lwAR26RwVJmq38u4oz6t5</a>
- "Cosley Zoo's Plastic-Free Challenge is in Full Swing"; Daily Herald, July 22. <a href="https://www.dailyherald.com/submitted/20190722/cosley-zoos-plastic-free-challenge-is-in-full-swing">https://www.dailyherald.com/submitted/20190722/cosley-zoos-plastic-free-challenge-is-in-full-swing</a>

The next several pages feature a marketing collage highlighting Cosley Zoo ads, signage, eblasts, and other graphics created by the Wheaton Park District's marketing department in 2019.

### **Marketing Collage**

### **General Facility**





Coyote Connection 1-1:30P

**Bobcats Backstage** 11-11-30A

Duck Feedings 10-10:30A & 3-3:30P

Chicken Feedings 11:30-11:45A & 1:30-1:45P

KIDS ARE FREE!

cosleyzoo.org 👩 👩





### Discover all there is to do at Cosley Zoo!



- · Feed the ducks and chickens
- · Go backstage with the bobcats
- · Experience a Coyote Connection
- · Take a backpack tour Find out more in the Wild Side Gift Shop.



We're glad you visited today

Stay in touch on 🕧 🧿 #cosleyzoo



Cosley Zoo is a leader in local and global conservation.

more about Blanding's turties & other er es at the Coins for Conservation Work. PROPERTY S.FE.



We want your wedding to be wild. That's why we reserve the entire zoo for you and up to 500 guests for an after-hours celebration.

(i) Outdoor ceremony and reception

(10) Unique venue (ii) Air-conditioned bridal/groom suite

Dive acres of family, fun, and forever.

Call Tami Romejko at 630,510,5040 or email tromejko@wheatonparks.org.

### BEHIND-THE-SCENES EXPERIENCES

### Bobcat Backstage

Available daily 11-11:80A



### Coyote Connection



## All Cosley Zoo Guests -Please Check In at the Gift Shop Upon Arrival.



### SO MUCH TO DO AT COSLEY ZOO

Coyote Connection | 1-1:30P

Bobcats Backstage | 11-11:30A

Duck Feedings | 10-10:30A & 3-3:30P

Chicken Feedings | 11:30-11:45A & 1:30-1:45P

cosleyzoo.org (7 (7

### Make your visit special!

### BEHIND THE SCENES

Bobcats Backstage Available daily from 11-11:30A

**Coyote Connection** 

### Available daily from 1-1:30P BACKPACK TOURS

Check out a pack for a unique self-guided adventure.

### **DUCK & CHICKEN FEEDING**

Ducks at 10A & 3P Chickens at 11:30A & 1:30P Seasonal

Bobcats, Coyote and Backpack activities require registration/check-in at the Wild Side gift shop. Please note: All activities require a fee.

Ask a staff member about pre-registering for Zookeeper for a Day and Morning Chores programs.



cosleyzoo.org

### **Special Events**









## **PICNIC WITH** THE ANIMALS

June 14 | 5:30-8P

Register Today!









Sponsored by

WHEATON BANK & TRUST COMPANY AWINTRUST COMMUNITY BANK



## Saturday, October 12 | 10A-2P

MedExpress

Bring your favorite stuffed animal for a check-up!

1356 N. Gary Ave., Wheaton | cosleyzoo.org







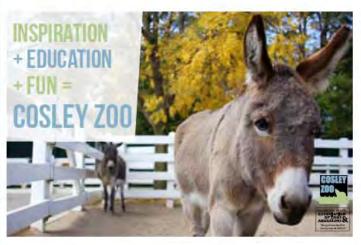
Sponsored by First Trust

TO TOSE N. GARY AVE., WHEATON LEGGLEBISSES I CORSLEYZDOLDE (II)

### **Education & Outreach**











Hear about what's new at Cosley Zoo, get updates on the master plan and visit with the animals!

Thursday, October 10 | 5:30-7P

5:45P: Presentation with Q&A Refreshments provided

RSVP at cosleyzoo.org/neighbornight





Celebrate a birthday at Cosley Zoo in one of three unique settings. You can "Build a Birthday" that fits your needs.





### **Eblasts**



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### Cosley Zoo Holiday Membership Sale

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### Become a Member



### Miscellaneous | Social Media





SO MUCH TO DO AT COSLEY ZOO

Coyote Connection [1-1:30P | Bobcats Backstage | 11-11:30A

Duck Feedings | 10-10:30A & 3-3:30P | Chicken Feedings | 11:30-11:45A & 1:30-1:45P

Kids are Free! | cosleyzoo.org













Presented by ME MedExpress



























