



Fresno's Chaffee Zoo Corporation

Board of Directors Meeting

Minutes

June 16, 2022 at 5:30 PM

894 W. Belmont Avenue, Fresno, CA 93728

Directors Present

Ms. Laura Clark
Ms. Wilma Tom Hashimoto
Mr. Kyle Kirkland, Chair
Mr. Rion Morgenstern, Treasurer
Mr. Ross Parnagian
Ms. Emilia Reyes
Mr. Ethan Smith
Ms. Julie Vance, Secretary

Directors Absent

Mr. Oliver Baines
Dr. Ed Gonzalez
Mr. Babatunde Ilori

Advisors Present

Mr. Jon Forrest Dohlin, Chief Executive Officer
Mr. Doug Larsen, Fishman, Larsen & Callister
Ms. Patty McLane, Docent President

Guest Speakers Present

Mr. Jason Hill, SHR Studios
Mr. Henry Oum, Price Paige & Company

Zoo Staff Present

Ms. Nora Crow, Chief Financial Officer
Mr. Steven Gonzales-Warkentin, Chief of Staff
Ms. Laura Martina, Chief People Officer
Ms. Lyn Myers, General Curator
Dr. Shannon Nodolf, Chief Veterinarian
Mr. Terry Skoda, Chief Development Officer
Mr. Dean Watanabe, Chief Mission Officer

Item 01: Call to order and roll call

Mr. Kirkland called the meeting to order at 5:33 PM. Mr. Gonzales-Warkentin took roll and established that a quorum was present. The Board then proceeded with business.



Item 02: Public Comment

Mr. Kirkland asked if any members of the public wished to offer comment on items outside the evening's agenda. [Name, organization] spoke on behalf of [group], a group which advocates for the freedom of elephants.

Item 03: Approve Minutes

Mr. Kirkland called the Directors' attention to the draft minutes from the March 10, 2022 Board meeting and asked if the members had additions or revisions. With none offered, Ms. Hashimoto made a motion to accept the minutes as presented and Ms. Vance seconded. The motion passed unanimously.

Item 04: Chair Report

Mr. Kirkland congratulated the Board and Zoo on the recent passing of the Measure Z extension.

Item 05: CEO Report

Mr. Dohlin provided an update on construction projects showing the most recent progress with Kingdoms of Asia. He stated that the Zoo would be presenting the proposal from Alliance to the Zoo Authority for approval.

Item 06: Approve 2021 audit and agreed upon procedures

Ms. Hashimoto stated that the Audit Committee met with the auditors on June 2nd and were pleased with the results of the 2021 audit.

Mr. Oum stated that the audit passed with no findings. He stated that it was a clean unmodified audit.

After further discussion, Mr. Morgenstern made a motion to approve the 2021 audit and agreed upon procedures and Ms. Reyes seconded. The motion passed unanimously.

Item 07: Receive Master Plan update

Mr. Jason Hill presented an overview of the newly completed master plan. He stated that the plan would guide the Zoo for the next ten years and beyond. He presented concepts for the new entry, California habitats, a conservation corridor and a Pacific Rim aquarium among other exciting exhibits.

Mr. Dohlin stated that the goal for the Zoo is to open a new exhibit roughly every three years. He stated that the cost for the new Master Plan will require the support of Measure Z and private donations. Mr. Dohlin said that the Zoo team was close to completing the Purpose plan which includes the Master, Strategic and Business plans.

Upon conclusion of the presentation, the general consensus of the Board was excitement for the future of the Zoo. All Directors present were in agreement that the Master Plan presented is the right path for the Zoo to move forward.



Item 08: Approve finance committee recommendations

Mr. Morgenstern stated that the Finance Committee met on June 9 and reviewed the year-to-date financial report, the capital projects change order requests and the request to release retention for CLR Designs. He said that Kingdoms of Asia change orders totaled \$41,821 and Zooplex totaled \$18,841.33. Mr. Morgenstern stated that the Finance Committee recommended all three items for approval.

After discussion, Mr. Kirkland made a motion to approve the Finance Committee's recommendations and Ms. Vance seconded. The motion passed unanimously.

Item 09: Approve Altru as new point-of-sale/ customer relationship management system

Ms. Crow stated that the Zoo's current point-of-sale and customer relationship management system, Centaman, needed to be replaced. After soliciting proposals from eight vendors and speaking with other organizations that use similar products, Ms. Crow said that the Zoo would like to move forward with Altru and Xtrulink.

Ms. Crow pointed out that no CRM system is perfect, and there would be some gaps including the lack of ability for Altru to interface directly with the Zoo's food and retail partner's sales system. She stated another drawback would be that the Zoo would need to pay for both Centaman and Altru until the latter is able to go live.

Ms. Crow asked for approval for the Zoo to implement Altru. She stated that the budget impact for 2022 would be roughly \$136,800. She said that annually Altru/Xtrulink would cost approximately \$138,792. Ms. Crow also stated that the request incorporated the ask for a new Customer Relations Management employee to oversee the daily function of the system.

Mr. Kirkland stated that this item was discussed at the Finance Committee meeting and the Committee recommended approval. After further discussion Mr. Morgenstern made a motion to approve the Zoo's switch from Centaman to Altru/Xtrulink, and Ms. Reyes seconded. Ms. Hashimoto abstained from the vote. The motion passed unanimously.

Item 10: Approve Sea Lion Cove chillers costs

Mr. Dohlin stated that due to supply chain issues and significant cost increases, the Zoo would not meet their deadline for installation of the new chillers at Sea Lion Cove this summer. He stated that the Zoo has been using swamp coolers since the inception of the project and the animals in the exhibit are not in danger. Mr. Dohlin stated that the Zoo received bids from New England Sheet Metal and Strategic Mechanical, Inc., and the Zoo selected New England Sheet Metal for the project. Mr. Dohlin said the cost includes construction contingency, project costs and staffing resulting in a total of \$1,409,982.40 to be requested from Measure Z.



Mr. Kirkland stated that this item was discussed in the Finance Committee meeting and the Committee recommended approval. Ms. Hashimoto made a motion to approve the cost of \$1,409,982.40 for the Sea Lion Cove chillers project and Ms. Vance seconded. The motion passed unanimously.

Item 11: Old Business

Mr. Kirkland then asked if there was any old business for discussion. Mr. Dohlin thanked the Board for their involvement and expressed his gratitude for the bright future to come for the Zoo.

Item 12: New Business

Ms. Clark announced that she will be leaving the Board as she is moving out of Fresno County. Mr. Kirkland thanked Ms. Clark for her time on the Board and wished her well.

With no further business to discuss, Mr. Kirkland adjourned the meeting at 8:08 PM.