

# O the Outlet



Spring 2016

A FEW WORDS FROM THE PRESIDENT

## President's Message

By Rudy Castañeda



Greetings everyone! This year the AZFA Board headed to West Yellowstone, Montana for our Midyear meeting April 24-26 hosted by the Grizzly and Wolf Discovery Center. All of the committees reported regarding ongoing initiatives and we were updated on the progress made in organizing this year's conference as well as 2017, and a possible future conference host and site.

I want to share the following with you because of the impact it has made at the El Paso Zoo. When I first started at the Zoo one of the biggest obstacles I faced was the inability to properly initiate, track, and archive work requests. The work request form that was being used was developed between our collections and facilities staff. The form basically outlined the work requested, the area, and originator. The main problem was that the work request lacked some key information, and would sometimes get misplaced, or duplicated by a different originator.

The task of finding a solution to this problem was assigned to some of our senior staff members, then reassigned, then put on hold, then assigned again. This went on for some time until we came across Facility Dude. Fa-

cility Dude is a web-based system that requires no software installation or hardware to maintain. It provides maintenance management applications that streamline maintenance operations by centralizing requests, automating workflow, and simplifying reporting.

We procured Maintenance Edge and Inventory Edge; these are two of the several products they offer. We have implemented Maintenance Edge which includes work request generation as well as status tracking and reporting of work orders. Planned Maintenance used to create maintenance schedules, automate work orders, assign, and manage recurring tasks is another feature. Then there is Work Order Wireless that enables maintenance teams to receive and manage work orders in the field through any mobile device. We are currently in the process of implementing Inventory Edge to aide our warehouse team.

It has been eight months since we implemented Maintenance Edge and we are approaching seven hundred work requests that are properly generated, trackable, and archived. It has simplified our jobs and has made a big difference in our day to day operations along with improving our relationship with fellow zoo staff.

Facility Dude joined AZFA as a vendor and participated at our conference in Chicago last year and will be joining us in Omaha this year October 16-20. They are also part of the AZA Smart Source purchasing resource program. There are a number of work order management systems out there but if you are in need of one I would recommend The Dude.

I look forward to seeing you all in Omaha for another great conference.

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# Clark Waldram Conservation Grant

By Carla Smith

On behalf of the Chicago Zoological Society, thank you to the AZFA for the Clark Waldram Conservation Grant for the Punta San Juan Portable Generator and Field Equipment project in Peru.

The Punta San Juan Program (PSJP) is a long term project of the Center for Environmental Sustainability of Cayetano Heredia University. The PSJP is a field research program based at the Punta San Juan (PSJ) guano reserve that conducts research, monitoring, and conservation of wildlife in situ.

We are happy to provide you with the following update on the work made possible by this grant. The funds were used to acquire a portable power generator and several small electric tools such as drills, grinders, and air compressors. This equipment will enhance the day-to-day operations of the program and allow staff, researchers, and volunteers to spend more time performing health assessments of the local animal populations, field research projects, and community engagement programs. At this date funds have been fully ex-

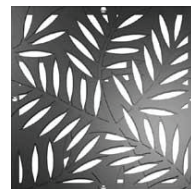


*Punta San Juan Field Coordinator Marco Cardeña uses the power generator and tools to construct a wooden structure to mount time lapse cameras that will be used in the field for wildlife monitoring*

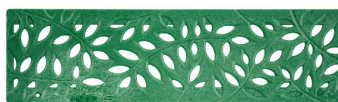
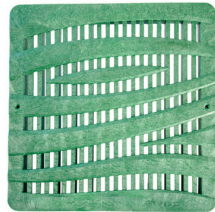


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*Completed mountings for time lapse cameras are ready to be installed in the field.*

pending.

Electricity from the portable generator allows the field research station to be used at night so that permanent staff, volunteers, and researchers can work on their computers or deliver presentations within the Marine Protected Area. The generator also enables the power tools to be used and recharged.

The electric hand tools allow staff and volunteers to conduct basic upkeep and maintenance of the site infrastructure and enable them to repair research blinds and other equipment used in the field.

The power tools also allow the construction of field modules needed for fieldwork and wildlife monitoring, as shown below.

If you have any questions or would like any further information on the use of this grant, please do not hesitate to contact me at 708- 688-8384 or [carla.smith@czs.org](mailto:carla.smith@czs.org).

## AZFA NEW MEMBERS

### AZFA New Members

#### Commercial

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#### Organizational

Tennessee Aquarium

NC Museum of Life and Science

Texas State Aquarium

#### Professional

Justin Archer, Maintenance Worker I, Sunset Zoo

Raminder Singh Bindra, Design Manager,  
Smithsonian Institution

Brian Davoren, Curator of Facilities and Grounds,  
Sunset Zoo

Kathleen Echevarria, Aquarium Biologist,  
Kemah Aquarium

Anthony Herman, Facilities Manager,  
Lee Richardson Zoo

#### Professional Members Continued

Mark Loigman, Director of Facilities,  
San Diego Zoo Safari Park

Matthew Meyer, Facilities Coordinator, San Antonio Zoo

Wanda Rials, P & F Administrator,  
John G. Shedd Aquarium

Robin Roberts, Administrative Assistant,  
Columbus Zoo & Aquarium

Ken Smith, Director, Facilities Management,  
Saint Louis Zoo

Rebecca Sprague, Water Quality Technician,  
Cincinnati Zoo & Botanical Garden

Randall Tucker, Zoo Const/Maint Supervisor, Zoo Miami

Lisa R Wieduwilt, Grounds Quality Supervisor,  
Phoenix Zoo

Max Woehle, Lead Maintenance Worker,  
Leesburg Animal Park

Daniel Wright, Director of Facilities, Brevard Zoo

# Annual Conference at Omaha's Henry Doorly Zoo and Aquarium

## Introduction

By Dennis Pate, Executive Director and CEO

Maybe you know Nebraska as cornfields, cows, and husker football and we certainly do have those, but we hope when you attend the conference you will quickly see that Omaha is so much more.

There will be many great sessions at this year's Annual Conference, but we hope you are able to spend time seeing some of the sights in Omaha, like the stadium where the College World Series is played annually, the one-of-a-kind pedestrian bridge that connects Nebraska to Iowa and shopping in the Old Market. There are many restaurants close to the hotel. Be sure to check out an Omaha brewery and of course try an Omaha Steak.

On Zoo Day you will see multiple finished construction projects. African Grasslands, a \$73 million project that is set to open Memorial Weekend, spans one fourth of our Zoo and is especially exciting for our community as we have brought back elephants, which have been absent since 2011. We are also opening Alaskan Adventure, a \$14 million splash playpark, in June. And finally, a North Gate which will serve as an entry point for visitors who want direct access to the children's areas.

On behalf of all of the staff at Omaha's Henry Doorly Zoo and Aquarium we hope you have a valuable and dynamic conference. And of course have some fun along the way!

## Preview of Conference

By Brian Timm and Allmon Forrester

## The hotel

Just six blocks from the downtown Omaha DoubleTree hotel is Omaha's Historic Old Market. This historic warehouse district offers an array of shopping, fine dining, and an exciting entertainment experience. Omaha's Henry Doorly Zoo and Aquarium, Nebraska's biggest tourism site, is located just three miles from the hotel. The hotel is also located three miles from the Eppley Airport and has a shuttle to and from.

## Ice Breaker at the Strategic Air and Space Museum

The Strategic Air and Space Museum is a museum focus-

ing on aircraft and nuclear missiles of the U. S. Air Force. The objective of the museum is to preserve and display historic aircraft, missile, and space vehicles. The Museum is a 300,000-square-foot building that features a glass atrium, two aircraft display hangars, and a traveling exhibit area. For more information visit: [sasmuseum.com](http://sasmuseum.com)



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**Zoo Day**

Omaha's Henry Doorly Zoo and Aquarium has thousands of animals from around the globe with 130 acres of exhibits and gardens. Some features are The Cat Complex, one of the largest single building cat breeding and management facilities in North America capable of holding up to 100 large cats, Kingdoms of the Night, the world's largest nocturnal exhibit and indoor swamp, Lied Jungle one of the world's largest indoor rainforests, the Desert Dome the world's largest indoor desert, as well as the largest glazed geodesic dome in the world, and the Suzanne and Walter Scott Aquarium the largest aquarium in a zoo with a 70 foot shark tunnel. Under construction is The African Grasslands a \$73 million endeavor 28 acres in size which is the largest project in Omaha's Henry Doorly Zoo and Aquarium's history.

**Education Sessions:**

The Program & Education Committee has been hard at work putting together our educational sessions for Omaha this fall. The preliminary session list that we are working on is below and we will be adding sessions all summer long which we will keep up to date on the AZFA web site. We know one of the main reasons your institution sends you to this conference is the educational sessions. Our goal is to offer a variety of educational opportunities that broadens the brim your professional facilities hat. If you have a topic that you would like to present, let us know. We have a few items still up our sleeves that we hope will add worth to the conference and provide you with invaluable takeaways for your zoo or aquarium:

- 10 Hour OSHA Certification
- More Bears Part II by Randy Gravett

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Sherwin Williams (Coming soon)

*Paints and Coatings*

Staples Advantage

*Facilities Solutions*

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*Electrical & Lighting*

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- Incident Command System - An overview what it is and how it can apply to zoos and aquariums.
- Project Execution - How Cincinnati Zoo develops, manage and executes mid-size and large projects at their facility.
- Exhibit Design – How to work with architects from a designer/owner point of view and how facility folks play a vital role of a successful exhibit.
- Sustainability – Omaha’s Henry Doorly Zoo and Aquarium’s sustainable consultant will weigh in on important sustainability topics that are new and fresh today
- “Feather, Flu, and You” an Avian Influenza discussion – Avian Influenza is still on the radar in many of our facilities. What are the risks of and what to do in an outbreak situation? What roles should we be playing in our facility with outbreaks?



- Nebraska Business Development Center – The NBDC will tailor a course or two to fit our facility world in project management. Possible topics would be Project management SOS, How to Manage Your Boss, Getting Things Done Quickly, or Triggering Internal Motivation.

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- Round table discussions – Topics may include Accreditation, How to get to yes with keepers, Master planning - our role, Clark Waldram Fund.
- A couple of sessions are planned to learn more about specific exhibits recently constructed at Omaha’s Henry Doorly Zoo and Aquarium (African Grasslands, Alaska Adventure Splash Park).

**Post Conference Tour**

The post conference tour will be a visit to the Blank Park Zoo in Des Moines, Iowa. For more information, please visit [blankparkzoo.com](http://blankparkzoo.com)

**Registration information**

Registration information can be found on the AZFA website and you can register on-line today!

AZFA NEW MEMBERS

**AZFA New Members**

**Commercial**

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**Organizational**

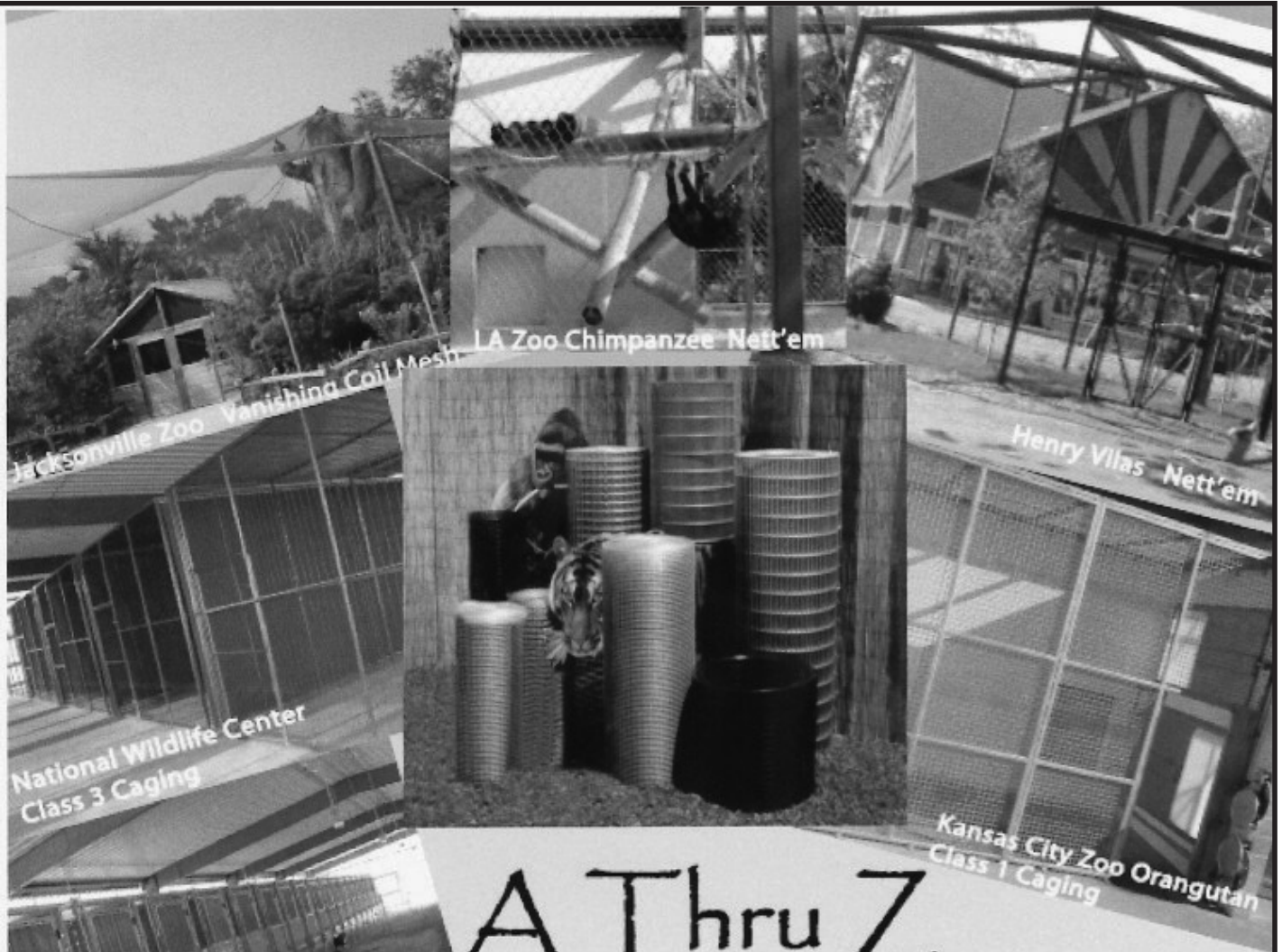
Tennessee Aquarium  
NC Museum of Life and Science  
Texas State Aquarium

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Raminder Singh Bindra, Design Manager, Smithsonian Institution  
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Matthew Meyer, Facilities Coordinator, San Antonio Zoo  
Wanda Rials, P & F Administrator, John G. Shedd Aquarium  
Robin Roberts, Administrative Assistant, Columbus Zoo & Aquarium  
Ken Smith, Director, Facilities Management, Saint Louis Zoo  
Rebecca Sprague, Water Quality Technician, Cincinnati Zoo & Botanical Garden  
Randall Tucker, Zoo Const/Maint Supervisor, Zoo Miami  
Lisa R Wieduwilt, Grounds Quality Supervisor, Phoenix Zoo  
Max Woehle, Lead Maintenance Worker, Leesburg Animal Park  
Daniel Wright, Director of Facilities, Brevard Zoo



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# Tennessee Aquarium Receives Safety Award

The Tennessee Aquarium in Chattanooga, was recently presented with a safety award from the Accident Fund Insurance Company of America (AFICA). This award was presented to Rodney Fuller, the Aquarium's Facility and Safety Manager, for continuous safety improvement over the past three years. "Accident Fund Insurance Company of America has more than 45,000 insureds in 19 states," said Ryan Allen, AFICA's senior loss control consultant. "Each year only 10 distinguished insureds earn this award. The Tennessee Aquarium is the first Tennessee AFICA insured to receive an award."

Factors that led up to this safety award include:

- Use of the Lezage Online Training Resource. Under Fuller's direction, Aquarium staffers have been using this online training tool for several years. This resource is provided to the Aquarium for free by AFICA. The Tennessee Aquarium has performed more hours of Lazage Online Training than all of the Accident Fund's customers.
- Installation of slip resistant floor treatments. The Aquarium invested in slip resistant floor coverings, using epoxy with a sand topping in backup areas.
- Completion of loss control recommendations. In addition to the two key areas above, the Aquarium's Safety Committee continues with active safety inspections of all public and staff spaces in both Aquarium buildings, Aquarium ticketing center, Animal Care Facility, the IMAX 3D Theater, and the staff offices in the Coke Building. The Aquarium's Safety Committee is made up of team members from all departments.
- The Aquarium's experience modification rate (EMR) decreased over time. A 1.0 EMR is considered the industry standard. A low EMR score indicates a great safety record. According to Fuller, the Aquarium's EMR has fallen from .89 in 2010 to an impressive .67 in 2015, which is an extremely low rate. "This current rating means that our staff is thinking about safety on a daily basis, helping to reduce accidents and injuries," said Fuller. As a result of improved workplace safety, the Aquarium's insurance premiums were reduced by 33 percent.

## Calendar

Deadline for articles for the next newsletter: July 15th

2016 Annual Conference: October 16-20

## Publication Schedule

- Summer Issue - July
- Fall Issue - October
- Winter Issue - January
- Spring Issue - April

**[www.azfa.org](http://www.azfa.org)**

Don't forget to check out the AZFA website for updates and news.

Website Administrator  
John Kanzia, [john.kanzia@czs.org](mailto:john.kanzia@czs.org)

## Membership

Membership Administrator  
Samanthe Peterson, [speterson@sazoom.com](mailto:speterson@sazoom.com)

## Editor's Note

**By Jennifer Golden**

I would like to take a moment to express thanks to our Commercial Members who have supported The Outlet by advertising, and show appreciation to those who have found it beneficial to continue their advertisements this year.

Advertising in The Outlet is a great way for companies to target our unique group of professionals dedicated to the construction and maintenance of aquarium and zoo buildings, exhibits, and systems.

The Outlet currently reaches hundreds of individuals at over 75 zoos and aquariums and our membership continues to grow!

If you are a Commercial Member interested in advertising rates please contact me at [jgolden@zoonewengland.com](mailto:jgolden@zoonewengland.com).