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****PROFESSIONAL PROFILE****

Zoo Director Emeritus, Cleveland Metroparks Zoo, having retired as Zoo Director on December 31, 2012, after twenty-four years. As a leader in the profession, I remain very involved with zoos and aquariums and their conservation mission through presentations, ecotourism and consulting on master and strategic planning, zoo exhibits, collection planning, organization structure and governance.

****WORK EXPERIENCE****

SENIOR CONSULTANT (January 2013 – December 2016)
Schultz & Williams

- Schultz and Williams is an established consulting firm providing comprehensive services – including development, interim staffing, strategic planning and marketing for all types of nonprofits. Over the years they have provide services to over 80 different AZA-Accredited zoos and aquariums. With the S & W team, completed several zoo strategic plans.

ZOO DIRECTOR (January 1989 to 2013)
Cleveland Metroparks Zoo

- Transformed Cleveland Metroparks Zoo from one that was poorly managed and undistinguished to one that has a reputation for innovation, quality programs, an excellent staff and many wonderful exhibits. The Zoo has 185 acres, more than three thousand animal specimens of 600 species, a staff of 160 full-time, 60 part-time and 200 seasonal employees (273 FTE).
- Managed the Zoo's annual \$20 million (2012) operating budget.
- Helped built the Cleveland Zoological Society from five thousand memberships to over 45,000. The Society has increased its annual contributions from \$100,000-200,000 to more than \$4 million.
- Worked with the staff and Board of the Cleveland Zoological Society to raise millions of dollars for zoo exhibits and programs. Raised \$4.5 million for Australian Adventure in 2000 and another \$5 million for Center for Zoological Medicine that opened in 2004. Zoo Society raised \$12.8 million for the African Elephant Crossing that opened in May 2011. Facilitated many grants from foundations, corporations, the State of Ohio, and the federal government.
- Invested \$90,000,000 in major capital improvements including the opening of the RainForest in November 1992, Wolf Wilderness in 1997, and Australian Adventure in 2000. In September 2004 the Zoo opened the 24,000 square foot Sarah Steffee Center for Zoological Medicine. The \$25 million African Elephant Crossing opened in May 2011.
- Created an exciting new Zoo Master Plan that was approved by the Board of Park Commissioners in 1993. Worked with Schultz and Williams and CLRDesign, Inc on a new Strategic Plan for the Zoo and Zoo Society in fall of 2009 and completed in 2011.
- Increased attendance to an average of 1,200,000 visitors annually (1.3 million in 2011).
- Retrained, recruited, and reorganized staff. Created entire new divisions and sections including Guest Services, Marketing, Veterinary Care, Conservation and Science, Conservation Education, Group Sales, and Development and Membership.
- Greatly improved the animal collection to better reflect the Zoo's mission. Participate in more than 50 Species Survival Plans of the American Zoo and Aquarium Association (AZA).
- Established the Zoo's conservation and research program including the reintroduction of the Trumpeter Swan in Ohio, support of black rhino conservation in South Africa, release of the Andean Condor in Venezuela, support of several projects in Uganda, conservation of Asian freshwater turtles and many more.

WORK EXPERIENCE - continued**ZOO DIRECTOR** (August 1981 - December 1988)

Sacramento Zoo

- Responsible for overall management of Sacramento Zoo, a division in the Department of Parks and Community Services.
- Managed the operation of Zoological Society that had a 25-person Board of Directors and employees in membership, development, education, and concessions. Developed a Zoo master plan and designed a new cat complex and gift shop prior to leaving in 1988.
- Enabled the Zoo's budget to be 80% self-sufficient, one of the highest percentages of any municipal zoo in the U.S.
- Increased attendance from 291,000 visitors annually to almost 600,000 visitors and society membership from 400 members to almost 6,000.
- Created many new exhibits including ones for orang-utans, chimpanzees, Siberian tigers, Asian lions, and American flamingos.
- Responsible for animal collection and was active in eleven Species Survival Plans, i.e., Siberian tigers, Indian lions, cheetahs, Grevy's zebra, orangutans and Bali mynahs. Received an AAZPA significant achievement award for the Zoo's golden-bellied mangabey breeding program.

CHILDREN'S ZOO MANAGER (June 1976 to August 1981)

San Francisco Zoo

- Responsible for the welfare of the animal collection exhibited in the Children's Zoo and supervision of animal keepers, maintenance staff and approximately 100 volunteers.
- Ordered all equipment and supplies, kept animal records, acquisitioned animals, designed exhibits, and improved educational programs.
- Responsible for an infant animal nursery which successfully raised orangutans, servals, tapirs, a water buffalo, llamas, langurs, and a jungle cat. Supervised the complete restoration of Children's Zoo.

ANIMAL KEEPER (May 1972 to June 1976)

Los Angeles Zoo

- Cared for mammals, birds, and reptiles. As a keeper in the Reptile House, had a part in converting exhibits from "sterile-looking cages" to natural environments. Obtained broad background in all aspects of animal keeping by working in every area of the Zoo.

ACTING ASSOCIATE CURATOR (Special appointment to Curator's office from August 1, 1975 to February 1, 1976)

- Performed curatorial duties assigned by the three curators or Zoo Director.
- Composed text of signs, trained new tram drivers, assisted Zoo docent education, and talked to potential contributors to the Zoo Association.
- In the Curator's absence, arranged for purchase of certain animals desired by the Zoo Director.

VIVARIUM SUPERVISOR (November 1968 to May 1972)

California College of Medicine, University of California, Irvine

- Was working supervisor responsible for daily operation of the medical school's animal facility, which consisted of twelve animal rooms containing approximately 2,000 laboratory animals.
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****EDUCATION****

School for Professional Management Development for Zoo and Aquarium Administrative Personnel, North Carolina State University.

Graduate School in Biology, California State University at Long Beach

B.S. Degree in Biology, June 1969, University of California, Irvine

****AFFILIATIONS****

Professional Fellow/Board Member: American Zoo and Aquarium Association (AZA); Chair, Infant Diet Committee (1977-1986); Chair, Public Education Committee (1986-1989); Member & Chair, Nominating Committee, (1984, 1993, 2003 and 2012), Member-Animal Welfare Committee (1981-86), Long-range Planning Subcommittee (1987-89), Chair, Conservation Subcommittee (1989-90), Board of Directors (1987-93); Accreditation Commission (1993 - 1999; Chair 1997 - 1999), Accreditation Advisor (1999 – 2007), Chair, Strategic Planning Task Force (1995 - 1996), Member - 2020 Task Force (1997 - 2000), Member, Regional Conference Program Special Committee (1999-2002), Information/Trends Committee (2000- 2017, WCMC (2007 – 2013).

President AZA (1993): During a term on the Board, AZA grew from an eight-member staff working in Wheeling, West Virginia, primarily on membership services to a twenty-person staff in both Wheeling and a new office in the Washington, D.C. area. During my term as president, the Association hired a new executive director to work in the Washington, D.C. area office.

Past Member: United Way of Cleveland - Earning and Learning for Life Investment Committee

Past Member: Conservation Breeding Specialist Group (CBSG)

Member: World Association of Zoos & Aquariums (WAZA)

Past Trustee and Governing Board Member (2002-2003): The International Center for the Preservation of Wild Animals, Inc. (The Wilds).

Delegate: 1989 C.I.T.E.S. Convention (Lausanne, Switzerland) representing AAZPA

Board Member: Positively Cleveland - Convention and Visitors Bureau of Greater Cleveland (1997 – 2003; 2006 – 2011).

Past Member: Greater Cleveland Partnership

Instructor and Administrator: AZA School for Professional Management Development (Instructor 1990 - 1999)

Member: (1993 - 1998) Board of Regents, AZA School for Professional Management Development

Co-Chair - Host Committee: American Association of Museums Annual Meeting, April 1999

Member: American Museum Association's Program Evaluation Committee for 1998

Member: Leadership Cleveland Class of 1997

Past Member: U.C. Davis, Animals Use and Care, Administrative Advisory Committee, 1986 (Appointed by the Chancellor)

Reviewer: IMLS General Operating Support Grants in 1987, 1988, 1994, 1995, 1999, 2000, 2001, 2005 & 2016. Appointed to IMLS Review panel and attended annual review sessions 1990 – 1992, 2002, and 2003

Member: (2010 – 2013) National Elephant Center (TNEC) Board of Directors

Board of Directors: (2013 – Current) Akron Zoological Society. Chair of the Animal Welfare Committee.

Volunteer Roving Ambassador: (2019 – Present) Cleveland Metroparks Zoo

****SPECIAL AWARDS****

AZA Accreditation Inspector of the year Award (2004)

AZA Award for Continuous Commitment & Outstanding Leadership for doing 50 Accreditation Inspections

AZA Certificate of Appreciation for long-term service on the Accreditation Commission (2007)

Robert P. Bergman Impact Award from the Convention and Visitors Bureau of Greater Cleveland for commitment to and continued support of Cleveland and the tourism industry (May 2000)

American Zoo and Aquarium Association Significant Achievement Awards for Outstanding Service in 1979, 1985, 1988, 1989, 1991, 1995/96, 1997/98, 1998/99, 2000/01 and 2013.

Community Environmentalist Award from the Earth Day Coalition in 1995.

****RELATED CONSULTING****

At the request of AZA or United States Department of Agriculture or the individual institutions have consulted on issues of governance, accreditation, fund-raising and animal welfare for Little Rock Zoo, Dallas Zoo, Minnesota Zoological Park, Buffalo Zoo, Miami Metrozoo, Woodland Park Zoo in Seattle, the Detroit Institute, San Diego Zoo (elephants) Calgary Zoo, Great Plains Zoo and Delbridge Museum (Sioux Falls), Audubon Institute in New Orleans) and the Pittsburgh Zoo.

In addition, have chaired over fifty Visiting Team for AZA Accreditation including those for Columbus Zoo and Aquarium, Detroit Zoo, Minnesota Zoological Park, National Zoo in Washington, D.C., Toledo Zoo, Hogle Zoo in Salt Lake City, Indianapolis Zoo, Wildlife Conservation Society (Bronx Zoo), the Miami Metrozoo, NEW Zoo in Green Bay, Scovill Zoo in Decatur, Turtle Back Zoo in New Jersey, Newport Aquarium, the Shedd Aquarium, Lincoln Park Zoo and many others. Over fifteen inspections have been completed since my retirement from full-time employment.

After my retirement from Cleveland Metroparks Zoo, I was a Senior Consultant with Schultz and Williams and continued to consult with zoos and aquariums. Worked on Strategic Plans for the Niabi Zoo and the Buffalo Zoo.

In addition, I have consulted with the Cleveland Aquarium on potential AZA Accreditation. I worked with the Audubon Zoo in New Orleans on their elephant program and the Racine Zoo on Master Planning.

****TRAVEL/ZOOS****

I have visited 400 zoos and aquariums around the world, including over 216 AZA accredited zoos and aquariums. Have led over thirty-five ecotourism programs to ten different African countries, several South American and Central American countries, Australia and New Zealand and Alaska. As a safari leader for Explorers World Travel, I continue to lead safaris in "retirement." In 2017 my wife and I traveled around the world on twenty-six separate flights in 83 days to ten countries.

****SELECTED ARTICLES, PUBLICATIONS AND PRESENTATIONS****

ADVENTURES OF A ZOO DIRECTOR, Steve H. Taylor, Director Emeritus, Cleveland Metroparks Zoo, Outskirts Press, 2022.

50 YEARS OF AZA. Panel Zoom Discussion, AZA National Conference. September 2021.

Four Different talks on Crystal Cruises, 2019. Monkey Business, Reptiles, the Good, the Bad and the Downright Nasty, The Jaguar, the Real King of the Jungle, Adventures of a Birder in Central America.

THE BIG C – RESULTS OF AN AZA PANEL DISCUSSION. World Association of Zoos and Aquariums Annual Conference, October 2012.

THE BIG C – A DEBATE ON THE ALLOCATION OF SCARCE RESOURCES FOR ZOOS AND AQUARIUMS CONSERVATION. Moderated panel and gave paper. AZA National Conference, September 2012

A VIEW OF EXPERIENCE, AZA National Conference, September 2011.

AFRICAN ELEPHANT CROSSING – AFTER OPENING. AZA National Conference, September 2011

LOCAL ZOO/GLOBAL REACH – THE PRESENT AND FUTURE OF CLEVELAND METROPARKS ZOO. Presented to The City Club of Cleveland. April 2011.

AFRICAN ELEPHANT CROSSING – THE PLANS. AZA National Conference, September 2009

GREAT PARKS OF TANZANIA – A WILDLIFE PARADISE. Explorer's Series, Rocky River Nature Center, February 2009.

MADAGASCAR MATTERS – A UNIQUE WILDLIFE ADVENTURE. Explorer Series, North Chagrin Nature

Center, February 2008

CLEVELAND METROPARKS ZOO: MAKING THE DIFFERENCE LOCALLY. World Association of Zoos and Aquariums Annual Conference, October 2007. Budapest, Hungary. Coauthored with Sonia Di Fiore, Conservation Coordinator, Cleveland Metroparks Zoo.

THE BEST ZOOS OF THE 21ST CENTURY. September 2003, AAZK National Conference, Cleveland, Ohio.

INVESTING CONSERVATION EFFORTS IN OUR LOCAL COMMUNITY. World Association of Zoos & Aquariums Annual Conference, October 2000. Coauthored with Hugh Quinn, Ph.D., and Tamara Bettinger, Ph.D.

MOST COMMON ACCREDITATION ISSUES, AZA Communique, February 2003, Pages 11-12

WHY ACCREDITATION? AZA 2000 Annual Conference *Proceedings*

ENCYCLOPEDIA OF THE WORLD 'S ZOOS. Catharine Bell, Editor. Fitzroy Dearborn Publishers. Chapters: Director/President/CEO, Cleveland Metroparks Zoo and Governance. 2001.

ZOOLOGICAL SOCIETIES AS SUPPORT ORGANIZATIONS. AZA 1997 Annual Conference Proceedings

ZOOS IN THE 21ST CENTURY. Presented to The City Club of Cleveland. 17 January 1997

WHY ARE THERE GOVERNMENT-RUN ZOOS? AZA 1995 Annual Conference *Proceedings*

THE ZOO'S MISSION STATEMENT - SO WHAT! AAZPA 1991 Annual Conference *Proceedings*

WHY CHILDREN'S ZOO. First Children's Zoo Symposium, Philadelphia 1987. Keynote address.

THE SACRAMENTO ZOO: AN EXAMPLE OF A DYNAMIC PUBLIC-PRIVATE PARTNERSHIP. AAZPA Annual Conference Proceedings, 1986

THE GOLDEN-BELLIED MANGABEY IN CAPTIVITY. AAZPA Annual Conference *Proceedings*, 1984

INFANT DIET/CARE NOTEBOOK. Edited by Steve Taylor, Printed by AAZPA, fall 1979, revisions 1982 and 1985

BREEDING CALIFORNIA SEA LIONS (ZALOPHUS CALIFORNIANUS) AT THE SAN FRANCISCO ZOO. Proceedings of AAZPA Annual Conference, 1977

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