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Megan Clermont, NCIDQ Student

Meg Rushing Coffee Faculty

Special thanks to

Gregg Leicester, ASLA Principal, CLR Design

Zac Caruolo, RLA Assa

Associate, CLR Design



\\ EXECUTIVE SUMMARY EXECUTIVE SUMMARY \\ INTRODUCTION

PROJECT STATEMENT

Surpassing its current site in both space and longevity, Cat Tales Wildlife Center in Spokane, Washington, is in need of a new location and a corresponding master plan to invigorate its fundraising efforts. This project involved close collaboration with Cat Tales' directors to conceptualize a visionary new zoological campus, developed through a landscape architectural framework. The new master plan prioritizes best-in-class care for its animals, zookeepers, and visitors, underscoring the center's commitment to animal conservation and the assurance of its future.

"In the end, we will conserve only what we love, we will love only what we understand, and we will understand only what we are taught."

-Baba Dioum

PROJECT JUSTIFICATION

Cat Tales Wildlife Center has been providing a safe haven for big cats small to meet the needs of the animals, Additionally, the facility does not meet Association of America (ZAA), which tourists. sets the benchmark for animal welfare the zoo is necessary to provide adequate momentum for the project and can be a well as to create a better experience for campaign. With a new, larger facility, visitors.

not only benefit the animals but also the Spokane community. The current further. In addition, a new zoo would

many Spokane residents are looking for and other wildlife for over 30 years. At a larger, more comprehensive zoological just three acres, the current site is too institution. A new zoo would provide facility would provide a better living a unique opportunity to educate the and there is no room for expansion. community about animal welfare and real zoo experience for visitors, benefit conservation, as well as providing an the standards set by the Zoological enjoyable experience for families and economic growth opportunities. The

the zoo can attract more visitors and used to expand and improve the zoo even community. facility is not equipped to provide create jobs and stimulate economic

visitors with a real zoo experience, and growth in the surrounding community.

The relocation of Cat Tales Wildlife Center to a new, larger environment for the animals, create a the Spokane community, and create current site is inadequate and does not The new master plan document meet the standards set by professional and care. Therefore, the relocation of for the zoo is an excellent way to build industry associations. The new master plan is an excellent way to generate living conditions for the animals as catalyst for a successful capital funding support and funding for the project, and the relocation of the zoo would be a positive step forward for animal welfare, The relocation of the zoo would generate more revenue, which can be conservation, and the greater Spokane



SUMMER 2023

PLANNING PROCESS \\ EXECUTIVE SUMMARY EXECUTIVE SUMMARY \\ CAT TALES' HISTORY

CAT TALES' HISTORY

Cat Tales Zoological Park, founded in 1991 by Mike and Debbie Wyche, is a wildlife sanctuary and educational institution dedicated to the rescue and protection of big cats and other wildlife in Spokane, Washington. This non-profit charity, registered with the Secretary of the State of Washington and granted 501(c)3 status by the IRS in 1991, has a rich history of growth and transformation.

In its early days, Cat Tales was a modest endeavor with just four cats and tours conducted within the founders' house. The gift shop, located in the living room, featured wildlife photos adorning the walls. Over time, the sanctuary began to evolve, incorporating a dedicated team of volunteers who



received training in the care of big cats and educational tour guidance.

Word of Cat Tales spread across the United States, leading to an increased focus on rescuing cats and other animals from private ownership. By 1993, the sanctuary had expanded its family to include various big cats, including tigers, pumas, leopards, and more.

Fast-forwarding to 2016, Cat Tales had become home to 36 big cats, including lions, tigers, leopards, bobcats, and black bears. Additionally, various non-feline animals found refuge at the sanctuary, contributing to the education of students in the zoo school program.

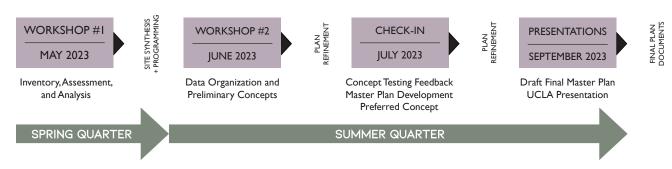
As of 2019, Cat Tales marked nearly three decades of compassionate animal care. The sanctuary's mission had evolved, emphasizing its role as a nonprofit Big Cat Sanctuary and Wildlife Rescue. The organization adapted to changing times by restructuring its messaging while continuing to provide sanctuary and education.

One significant milestone was the establishment of the Cat Tales Wildlife Academy, a vocational and zoological technology school, recognized by the Workforce Training and Education Board. Graduates of this program found employment opportunities within the international zoological community.

Cat Tales remains a beacon of hope and education, rescuing animals from challenging circumstances and sharing their stories to inspire support for wildlife conservation.



PLANNING PROCESS



Led by Megan Clermont as part of her Capstone goals of the Wildlife Center. An additional workshop and Project at UCLA Extension's Landscape Architecture program, two interactive workshops gave Cat Tales' executive team, staff, and zookeeper students an opportunity to think critically and creatively about campus-wide needs, big picture vision and the role that Cat Tales will play as a regional attraction. This seven-month process began in April 2023, coinciding with Spring Quarter at UCLA. The first workshop was held the following month to understand the needs and

check-ins meeting focused on concept testing by way of plans, sketches, imagery, and narratives to thoroughly vet ideas. Megan presented these concepts to the workshop participants, documented feedback, and refined ideas for preparation of the final Master Plan Booklet in the Fall of 2023. During the first workshop, the Planning Team

FINAL REPORT

OCTOBER 2023

Final Master Plan

identified the following Priorities and Mission Strengths that helped inform the direction of the Master Plan:

PRIORITIES

- Mission: Wildlife Rescues, Compassionate Care, Education Ambassadorship
 - Rejected, special needs animals, "misfits" Telling animals' stories
 - Education of species, what's in your backyard, local Conservation
- Zoo School

STRENGTHS

- *Up-close encounters*
- Personal experience Guest relations, interaction Not "fake"
- Transparency
- Community Outreach

- Animal Choice
- Reputation of Zoo School
- Beautiful murals
- Adaptable
- Family-oriented
- *Inspection record*





REGIONAL & LOCAL CONTEXT \\ SITE ANALYSIS

REGIONAL CONTEXT

Cat Tales Wildlife Center holds a distinctive position in the heart of the Inland Northwest, standing alone as the sole zoological institution within a 200-mile radius of Spokane, Washington. This unique geographical setting grants Cat Tales a remarkable opportunity to shape its mission and offerings in a way that larger institutions, like Woodland Park Zoo in Seattle and Oregon Zoo in Portland, cannot replicate.

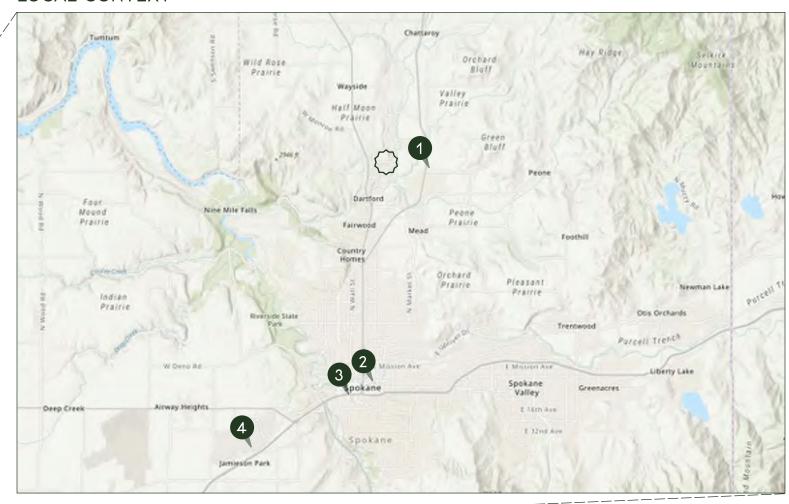
For many Inland Northwest residents, travel to larger zoos in cities like Seattle, Portland, or Boise can be challenging, if not impossible. Cat Tales thus becomes a cherished local destination, offering a unique opportunity for the community to experience wildlife up close and engage in educational programs and conservation efforts that might otherwise be out of reach. This intimate sanctuary plays an invaluable role in bringing the wonders of the animal kingdom to the doorstep of those who call the Inland Northwest home.



- 1. Woodland Park Zoo
- 2. Seattle Aquarium
- 3. Point Defiance Zoo & Aquarium
- 4. Oregon Zoo
- 5. Zoo Boise



LOCAL CONTEXT



Cat Tales Wildlife Center is nestled in a unique local context, situated just a short drive from Spokane, Washington. Despite its proximity to the city, Cat Tales provides a serene escape from urban life. Located within the metro Spokane area about 10 miles north of city limits, the Wildlife Center is easily accessible from the city's bustling downtown and iconic landmarks.

Spokane, known for its vibrant arts scene, downtown Riverfront Park, and Gonzaga University, is a hub of culture and activity in the Inland Northwest. Spokane International Airport, serving as a gateway to the region, places Cat Tales Wildlife Center in a prime position for tourists and travelers looking to explore both the city's downtown core and the area's natural wonders. Cat Tales a cherished local destination that offers the opportunity to explore the sanctuary, learn about wildlife conservation, and provide a vital link between urban life and the wild.

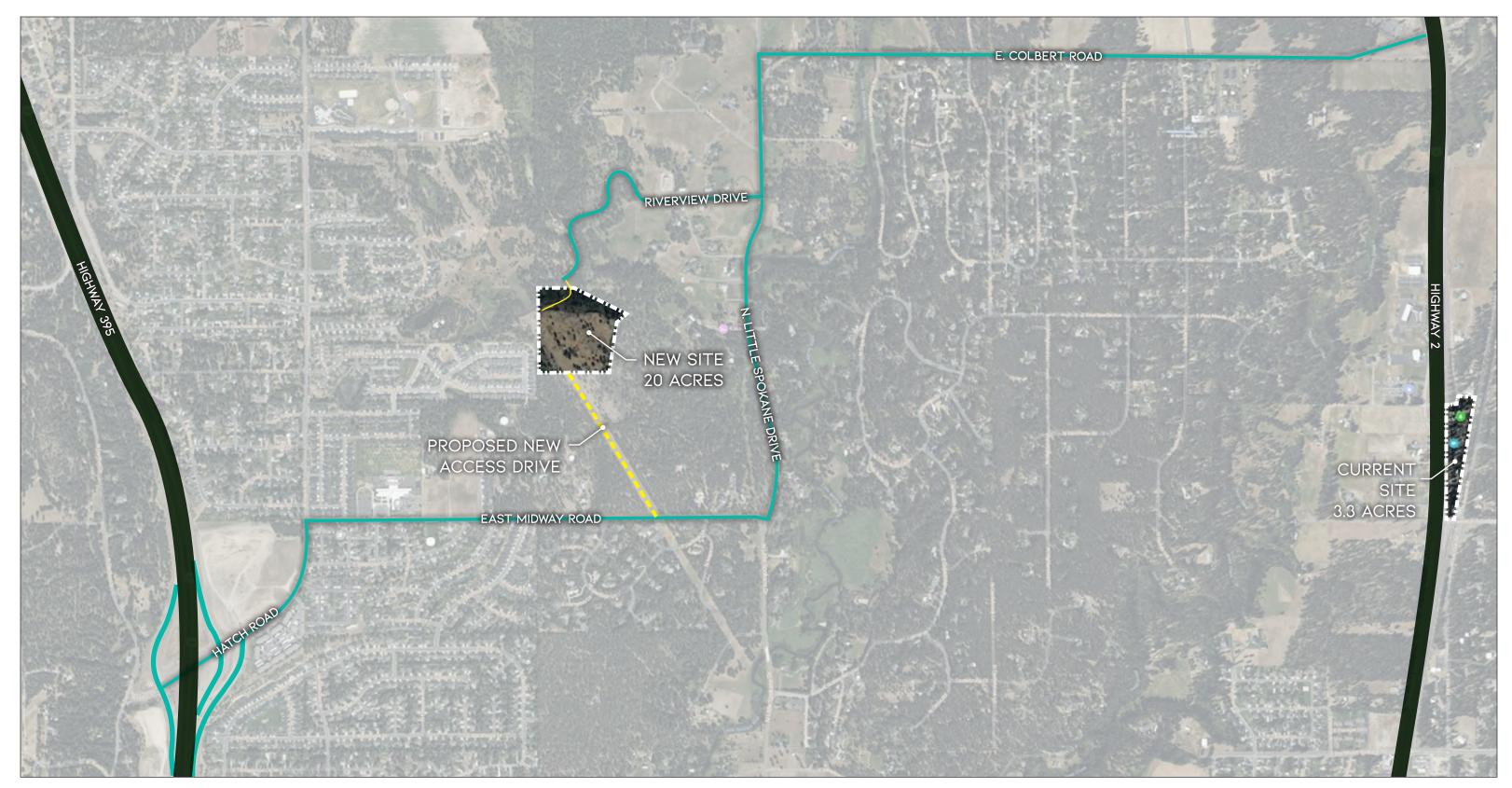
- 1. Existing Site
- 2. Gonzaga University
- 3. Downtown Core
- 4. Spokane International Airport



SITE ANALYSIS \\ SITE OVERVIEW \\ SITE ANALYSIS

SURROUNDING CONTEXT





SITE ANALYSIS \\ SITE OVERVIEW \\ SITE ANALYSIS

SITE OVERVIEW

Situated at the top of a mesa, this dramatic property offers an ideal location for the new Cat Tales Wildlife Center. Its tall escarpments provide natural security and isolation from the community while still being easily accessible and close to major roads. Stunning 360° views will provide an incredible backdrop for new animal exhibits, and the top of the mesa has enough topographical variation to provide

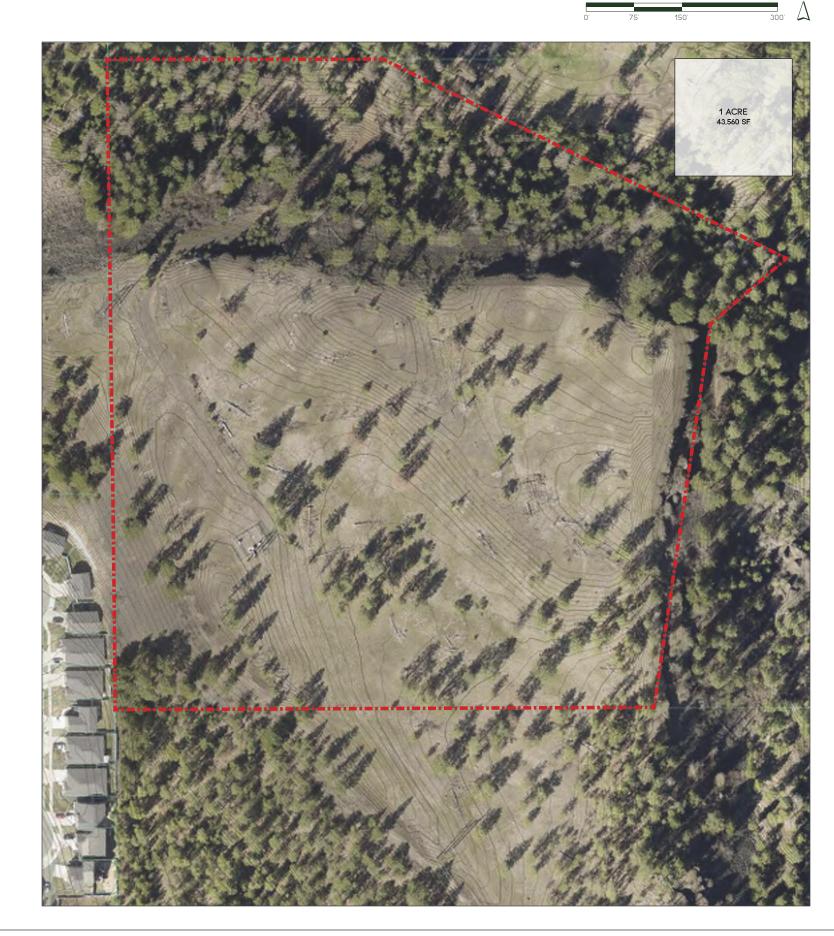
interest without being overly challenging to manage.







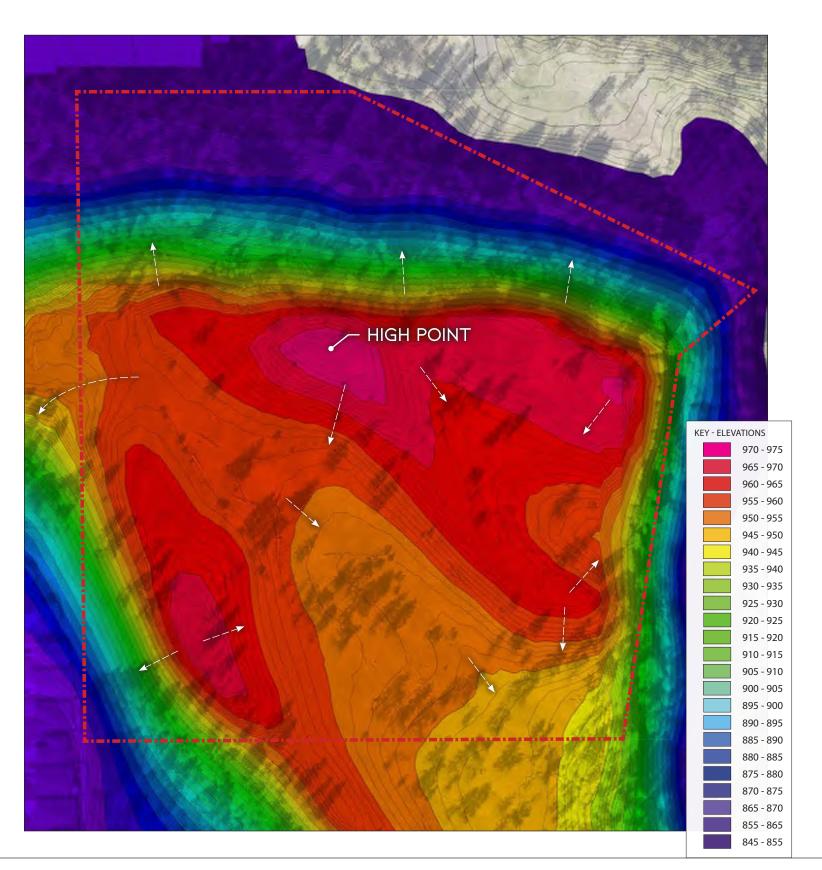




SITE ANALYSIS \\ ELEVATION ANALYSIS \\ SITE ANALYSIS

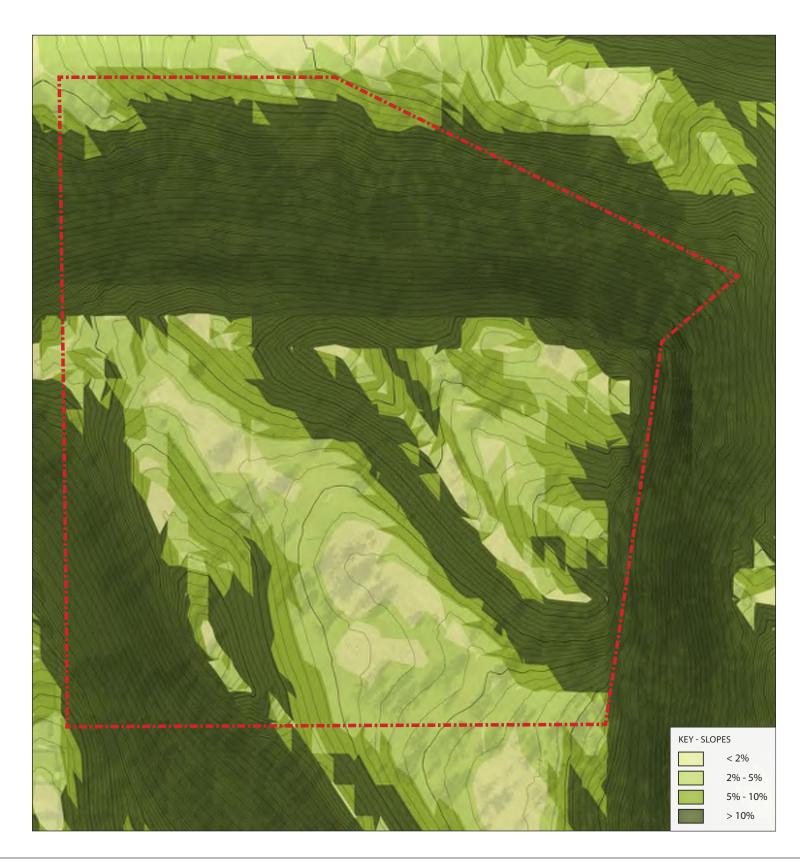
ELEVATION ANALYSIS





SLOPE ANALYSIS

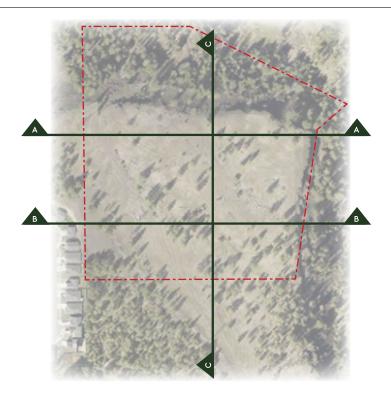
75' 150' 300' 🗸

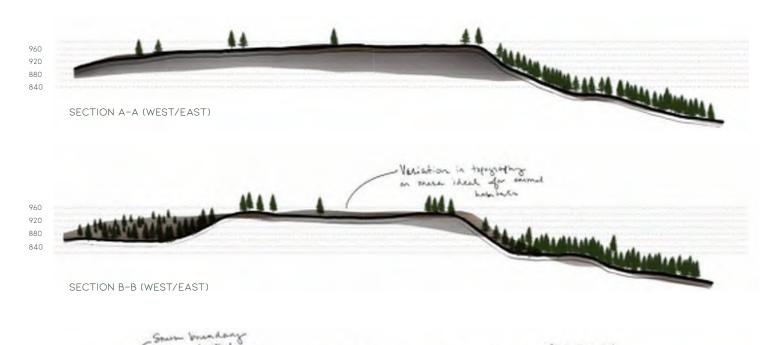


SHADE ANALYSIS \\ SITE SECTIONS

SITE SECTIONS



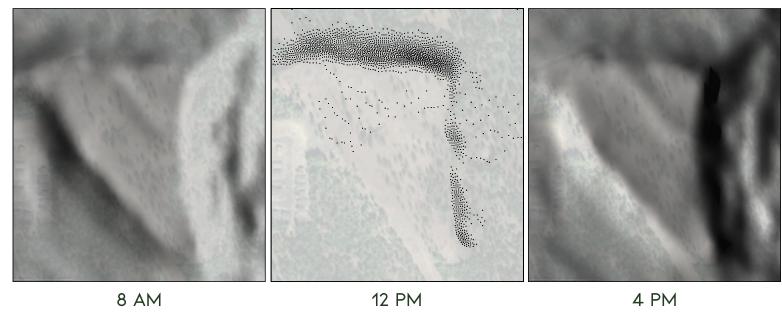




SECTION C-C (SOUTH/NORTH)

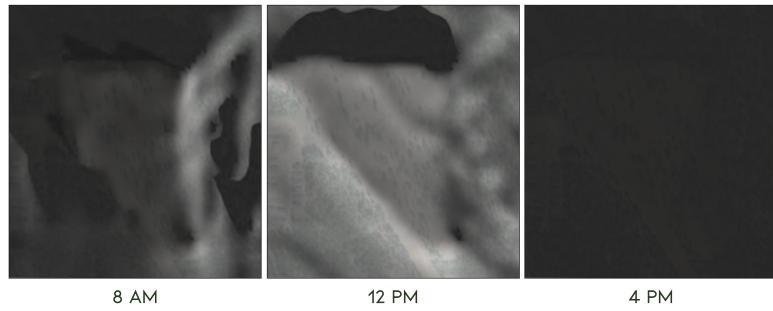
SHADE ANALYSIS

JUNE 21



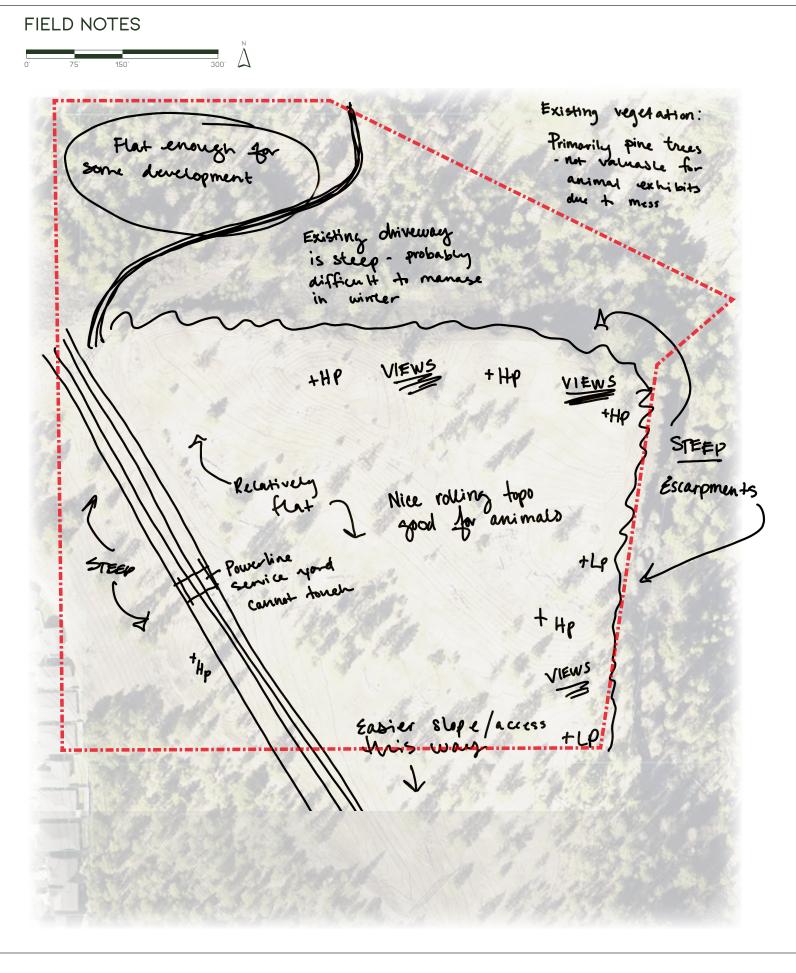
FINDINGS: Being an elevated plateau, the proposed site will have high sun exposure in the summer and will require significant planning for shade and heat mitigation to ensure the comfort of animals, guests, and keepers.

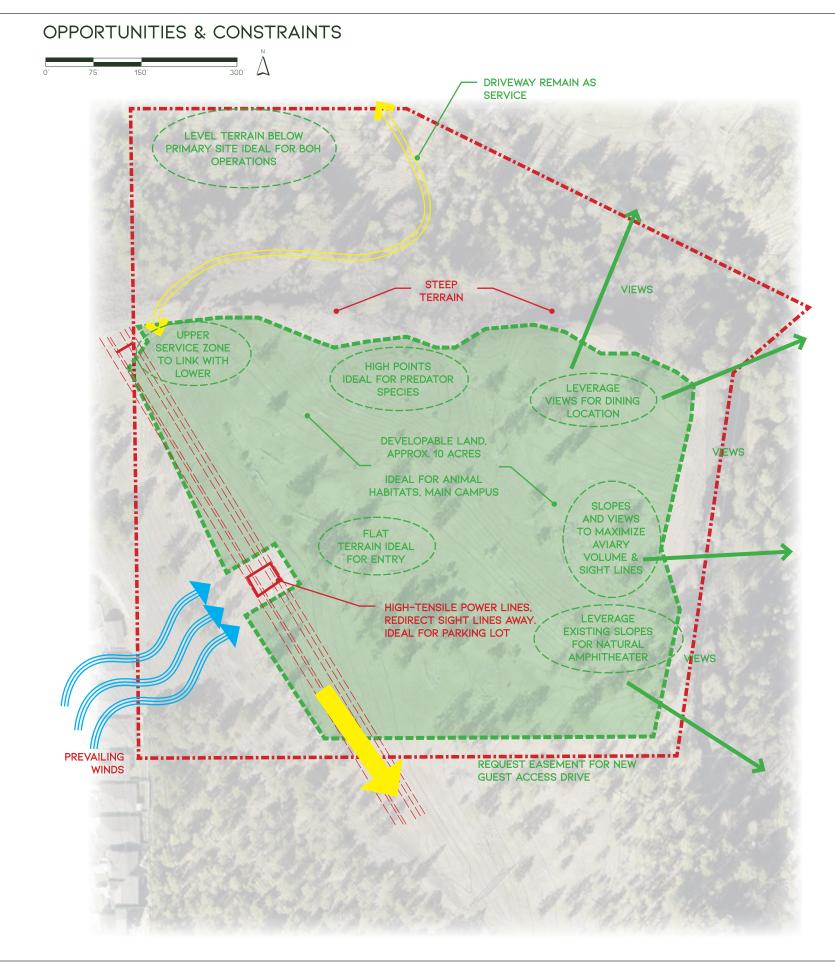
DECEMBER 21

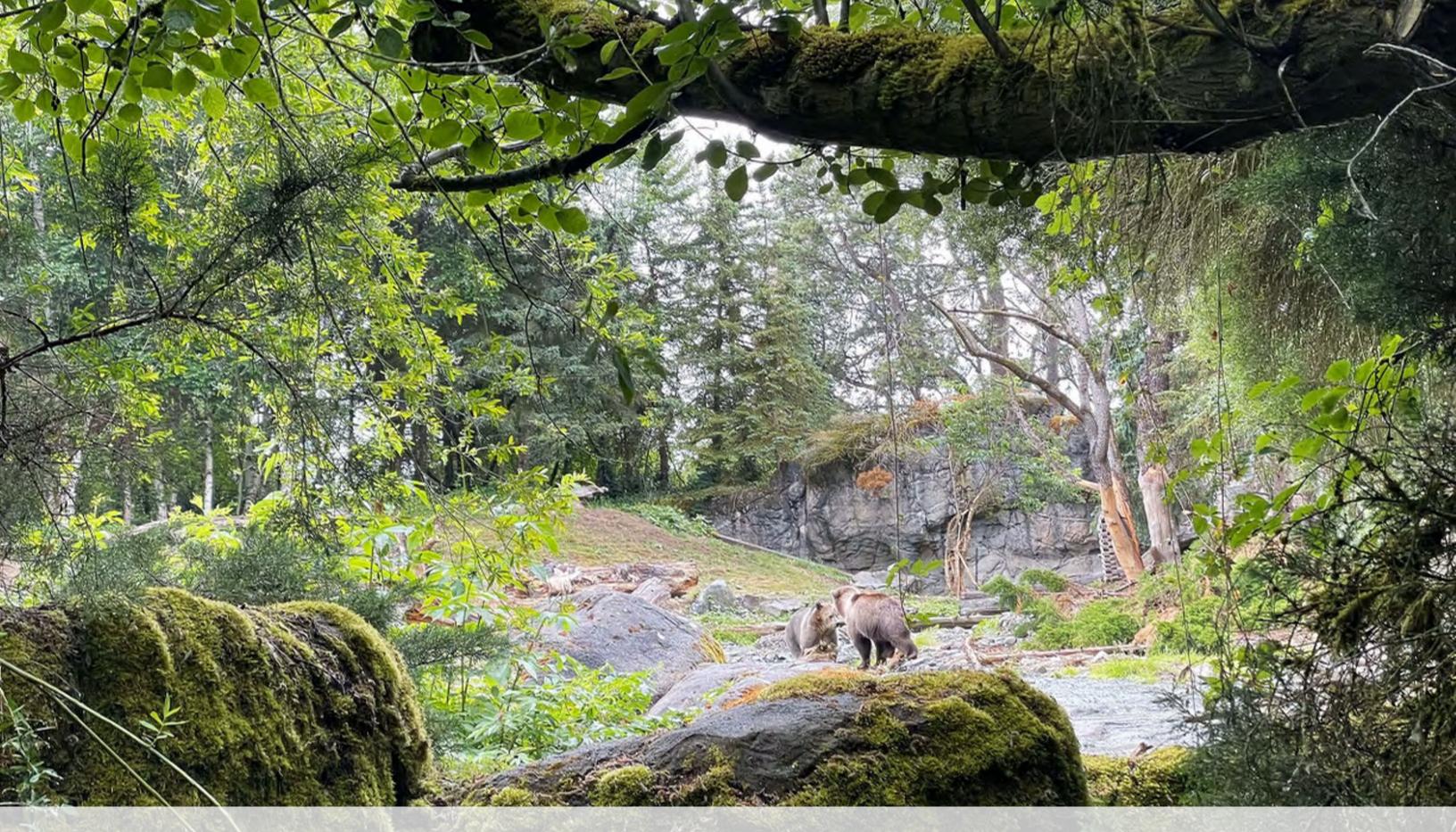


FINDINGS: With limited daylight in winter, the plateau could prove an advantage in getting much needed winter sun.

However, site lighting, particularly on the north end at the base of the plateau, will be an important design consideration.







DESIGN DEVELOPMENT

PROJECT GOALS \\ DESIGN DEVELOPMENT



PROJECT GOALS



ANIMAL CONSERVATION

Provide modern, expanded animal habitats to provide best-in-class care for rescued, non-releasable, and "misfit" exotic animals



COMMUNITY EDUCATION

Share animals' stories and local conservation messaging with the community



SUSTAINABILITY

Sustainable and fully integrated campus ecology solutions for increased self-sufficiency

DESIGN DEVELOPMENT \\ USERS USERS USERS

CORE USER GROUPS & NEEDS

ANIMALS

TYPOLOGIES

Rescued exotic animals (i.e. tigers, bears, lions); local Northwest wildlife

CORE NEEDS

GUESTS

Large, natural environments that facilitate positive animal welfare

TYPOLOGIES

Spokane County residents (families); school groups; day camps

CORE NEEDS

Engaging and inspiring experiences that encourage conservation action. Spaces for education, entertainment, and comfort

STAFF

TYPOLOGIES

Paid staff; volunteers; interns; zookeeper students

CORE NEEDS

Safe and efficient working environments that facilitate positive animal welfare

ANIMALS

Black Bears
Bobcats
Pumas
Canada Lynx
Raccoons
White Tigers
Coyotes
Servals
Wolfdogs

STAFF

Paid Staff

Three core staff members.

Interns

Unpaid positions designed for those studying biology, zoology, and/or wildlife management. Work alongside animal care staff, students, and volunteers in closer proximity to the animals.

Volunteers

16 years and up (18 for animal care) with a minimum commitment of 1 day per week. Positions in all departments, including administration, guest services, maintenance, animal diet/food preparation, and animal care.

STUDENTS

Cat Tales Wildlife Academy

The Wildlife Academy is licensed by the Workforce Training and Education Board as a vocational trade school specializing in employable Zookeeper skills. Students from across the globe attend a 24- or 48-week program to learn how to manage the feeding and caring of exotic animals. Cat Tales educates and trains some of the most talented and professional zoological staff who find successful jobs throughout the international zoological community.

VISITORS

Spokane County Residents

Population of approximately 550,000, zoo visitors are typically diverse in terms of demographics but primarily include families with young children. The community is relatively rural, blue collar, and appreciative of nature and the great outdoors.

School Groups

School tours (K-12), summer camps (K - 7)

STAKEHOLDERS

Cat Tales Board of Directors

The Board provides oversight of Cat Tales programs and the organization's financial health. As dedicated volunteers, they are an essential part of their leadership team and their efforts to responsibly raise funds and awareness.

DESIGN DEVELOPMENT \\ PROGRAM ADJACENCY DIAGRAM \\ DESIGN DEVELOPMENT

PROGRAM

GUEST EXPERIENCE	
Parking	35,000 SF
Entry Plaza	.5 acre
Cafe/Restaurant	1,000 SF
Playground/Splash	.5 acre
Amphitheater	2,500 SF
Multipurpose Space	3,400 SF
Events/Rentals	
Classrooms	

HABITATS & ANIMAL MANAGEMENT Habitats, Animal Management, Off-Exhibit Yards Large Felines 1.5 acre Small Felines .5 acre Canines .5 acre Bears .5 acre 2,500 SF River Otter 2,500 SF Beaver 5,000 SF Aviary Hoofstock .5 acre Commissary "Zooplex" 1,600 SF

1,000 SF

4 acres

2 acres

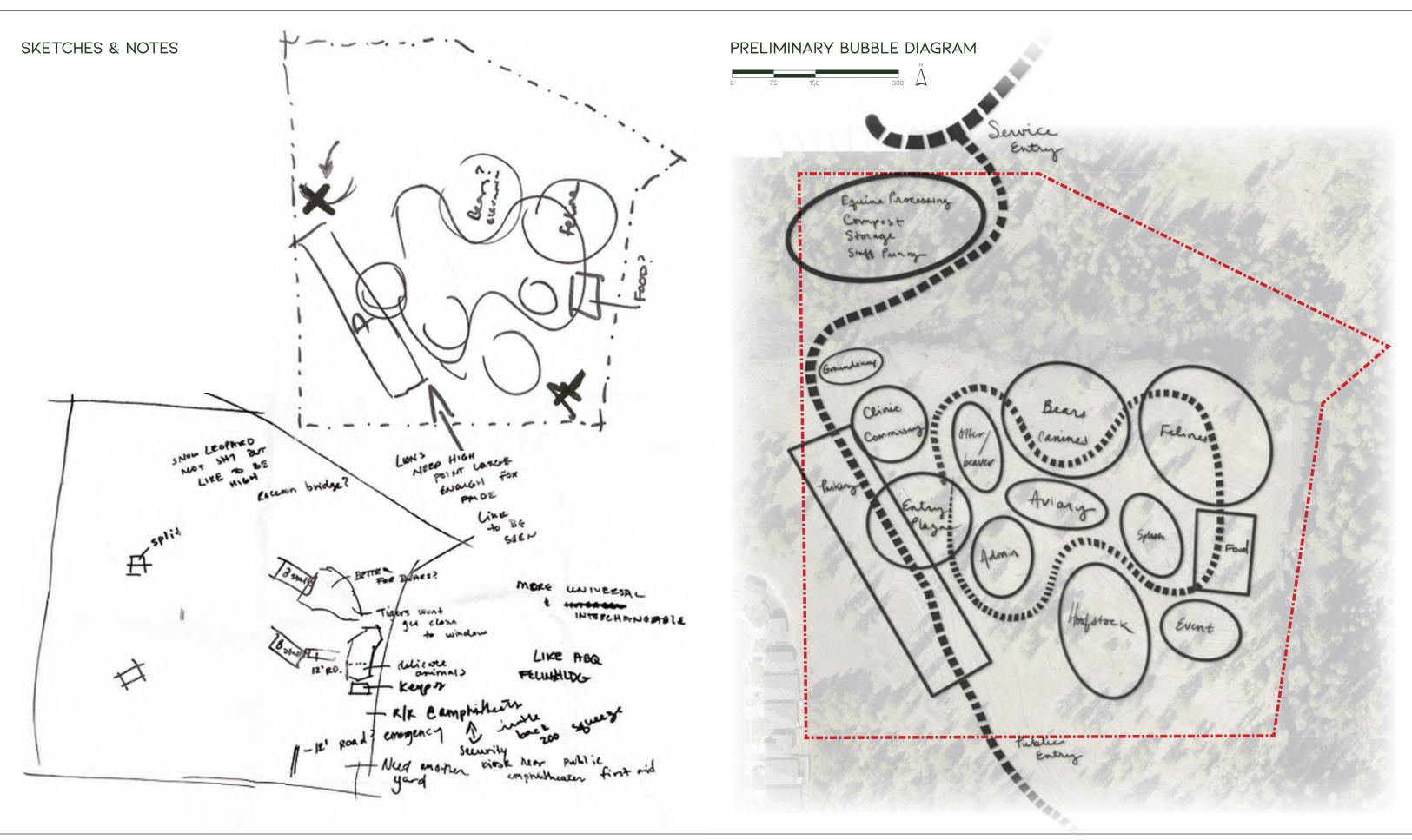
OPERATIONS	
Commissary	1,600 SF
Clinic	1,000 SF
General Administration	1,000 SF
Maintenance Shop	3,000 SF
Equipment Storage	2,000 SF
General Storage	3,200 SF
Equine Processing	2,000 SF
Compost	1,000 SF
Browse Garden	5,000 SF
Groundskeeper's Residence	1,400 SF

Clinic

ADJACENCY DIAGRAM Procession Groundskupers Storage Residence Exhibits Multipurpose Squee Entrance KEY Guest Service / Amenity **Animal Management** Facilities / Operations Direct Adjacency or Connection Possible Adjacency or Connection Public / Private Delineation

1 acre

DESIGN DEVELOPMENT \\ SKETCHES & NOTES PRELIMINARY BUBBLE DIAGRAM \\ DESIGN DEVELOPMENT



DESIGN DEVELOPMENT \\ DESIGN METAPHOR CONCEPT PLAN \\ DESIGN DEVELOPMENT

DESIGN METAPHOR

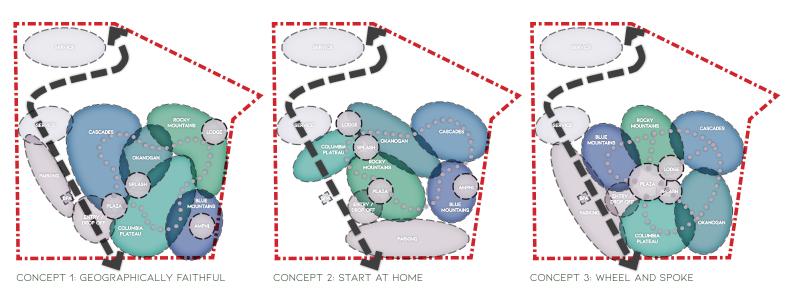
A Journey Through Eastern Washington

A pathway through a series of habitat transects representing Eastern Washington ecoregions wildlife highlights local conservation messaging while showcasing the adaptability of rescued exotic animals.

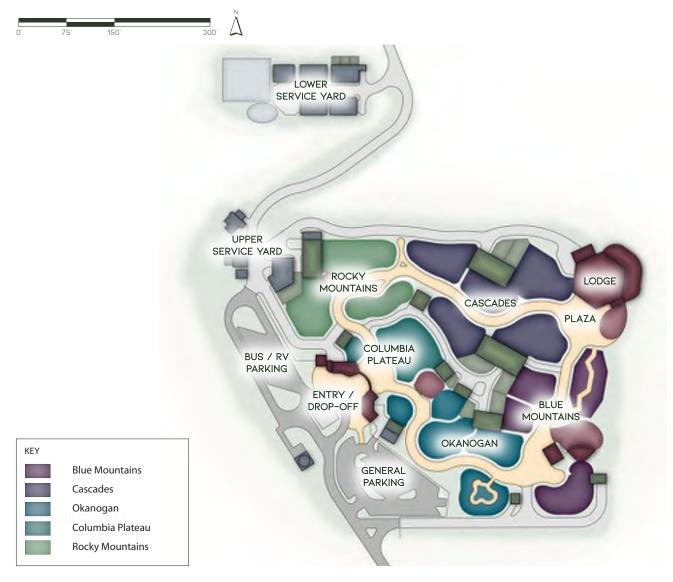




CONCEPT PLAN DEVELOPMENT



REFINED CONCEPT PLAN



ACCESS PLAN

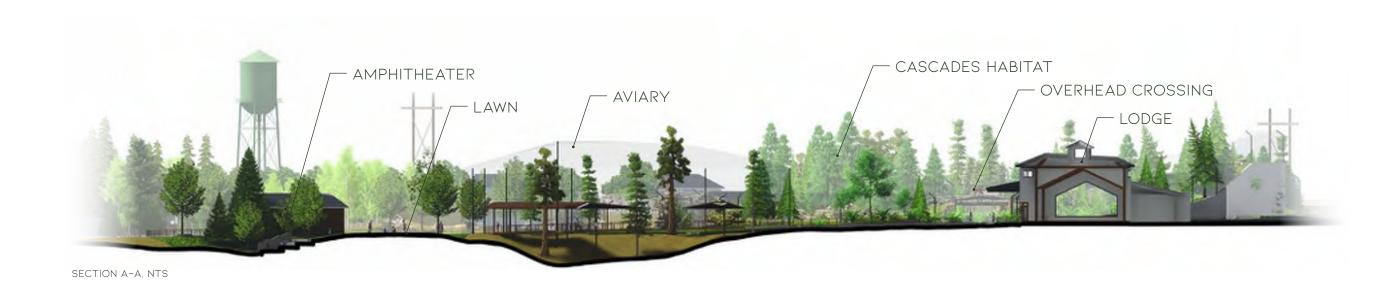


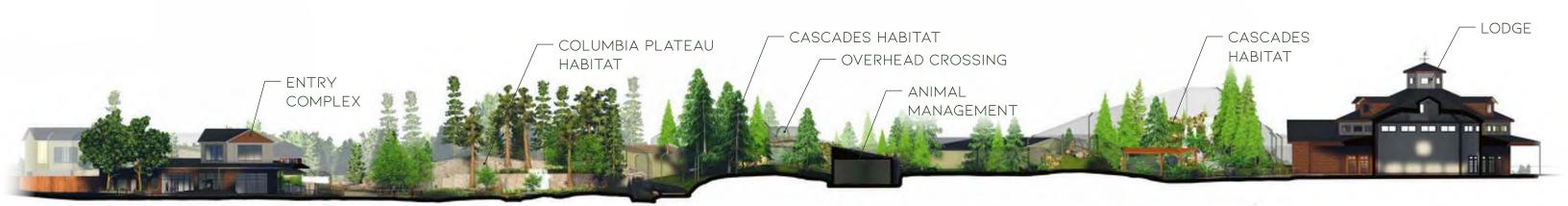
ILLUSTRATIVE CAMPUS PLAN



DESIGN DEVELOPMENT \\ SITE SECTIONS \\ DESIGN DEVELOPMENT







SECTION B-B, NTS





A water tower, part of the Center's sustainability initiative, is located on one of the site's high points with easy service access from the North or South.

including restrooms, a gift shop, and a cafe.

PARKING ASSESSMENT

1) Design Day = 1% of annual attendance

CAPSTONE STUDIO

2) Parking Demand = Design Day x 80% / 3.5 per car / 1.5 to 1.75 turnover

ANNUAL ATTENDANCE	DESIGN DAY	PARKING DEMAND
10,000	100	14 TO 16 SPACES
20,000	200	27 TO 31 SPACES
30,000	300	40 TO 46 SPACES
40,000	400	52 TO 61 SPACES
50,000	500	66 TO 77 SPACES

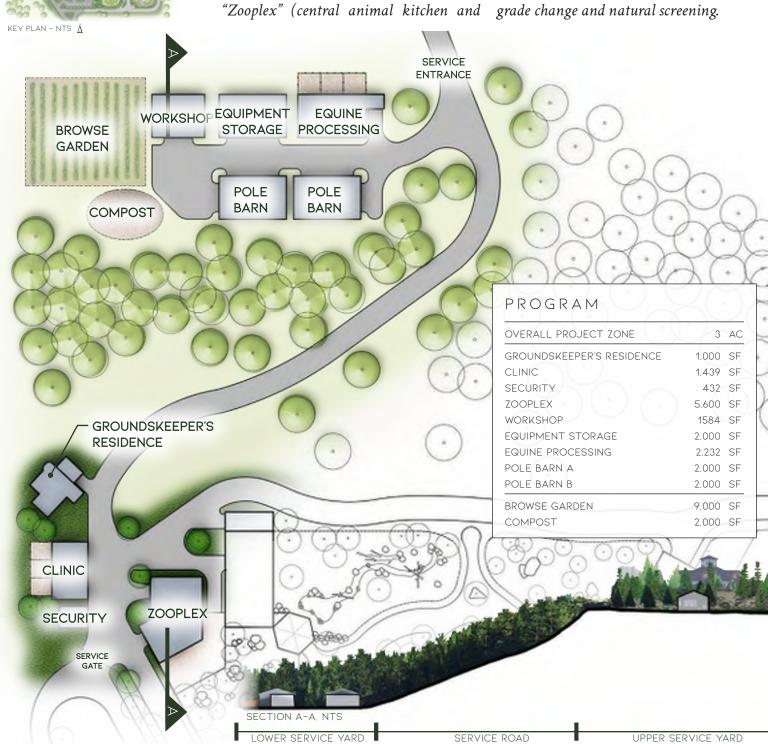
PROGRAM OVERALL PROJECT ZONE 2 AC EDUCATION 2.723 SF GIFT SHOP / CAFE 2,443 SF 270 SF TICKETING RESTROOMS 528 SF 7,300 SF PLAZA 69 SP GENERAL PARKING BUS PARKING 7 SP

SERVICE

PARKING

UPPER & LOWER SERVICE YARDS

Divided into upper and lower yards, the staff building) and the veterinary clinic. most critical service buildings are located At the lower yard, services which are less at the upper yard for close proximity to pleasant to the public (composting, waste daily zoological operations, including the management) benefit from the significant



PROJECT CONCEPTS \\ PAGE TITLE \\ PROJECT CONCEPTS



COLUMBIA PLATEAU \\ PROJECT CONCEPTS



PROJECT CONCEPTS \\ COLUMBIA PLATEAU COLUMBIA PLATEAU \\ PROJECT CONCEPTS





PROJECT CONCEPTS \\ HOOFSTOCK HABITAT \\ PROJECT CONCEPTS



PROJECT CONCEPTS \\ SPLASH PAD \\ PROJECT CONCEPTS



OKANOGAN \\ PROJECT CONCEPTS



PROJECT CONCEPTS \\ OKANOGAN OKANOGAN \\ PROJECT CONCEPTS



The Okanogan ecoregion is an alpine ecosystem that is nestled between the Cascade and Rocky Mountains. Here, high-elevation meadows are characterized by lush grasses, wildflowers, and pristine lakes, surrounded by rugged mountains. They provide critical habitat for various wildlife, including deer, elk, and numerous bird species, making them an ecologically significant and visually stunning natural area.

Flanking the splash pad is the river otter habitat with underwater views to showcase these playful and agile swimmers. Across the visitor path, a smaller trail leads to the beaver habitat, which encourages the animals to engage in natural behaviors of gathering sticks and building dams. Underwater viewing windows provide guests with the opportunity to see the beavers at work above and below the water's surface.

Continuing on the path leads to two small feline habitats, ideal for local species such as bobcats. The final exhibit is the Okanogan Forest Trail, a unique, walk-through woodland experience that showcases smaller forest species such as the skunk, badger, and raccoon.



AMERICAN BEAVER



NORTH AMERICAN RIVER OTTER

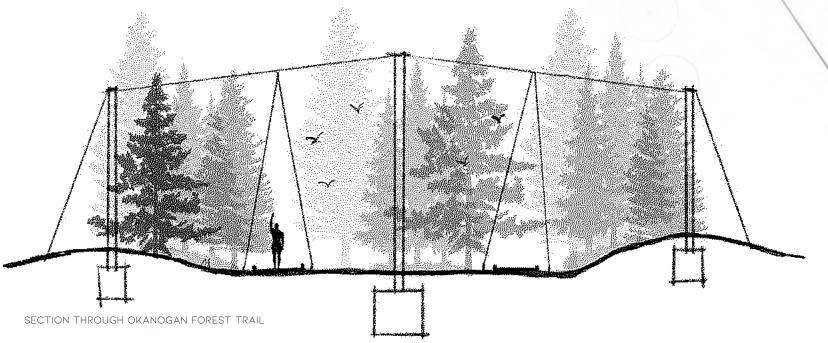




STRIPED SKUNK



AMERICAN BADGER





VISITOR PATH THROUGH THE OKANOGAN REGION

HABITAT

LSS

BEAVER HOLDING

Ρ	R	0	G	R	Α	Μ

HOLDING

SMALL FELINE

HOLDING

OKANOGAN **FOREST**

TRAIL

SMALL FELINE

HABITAT B

HABITAT

SMALL FELINE

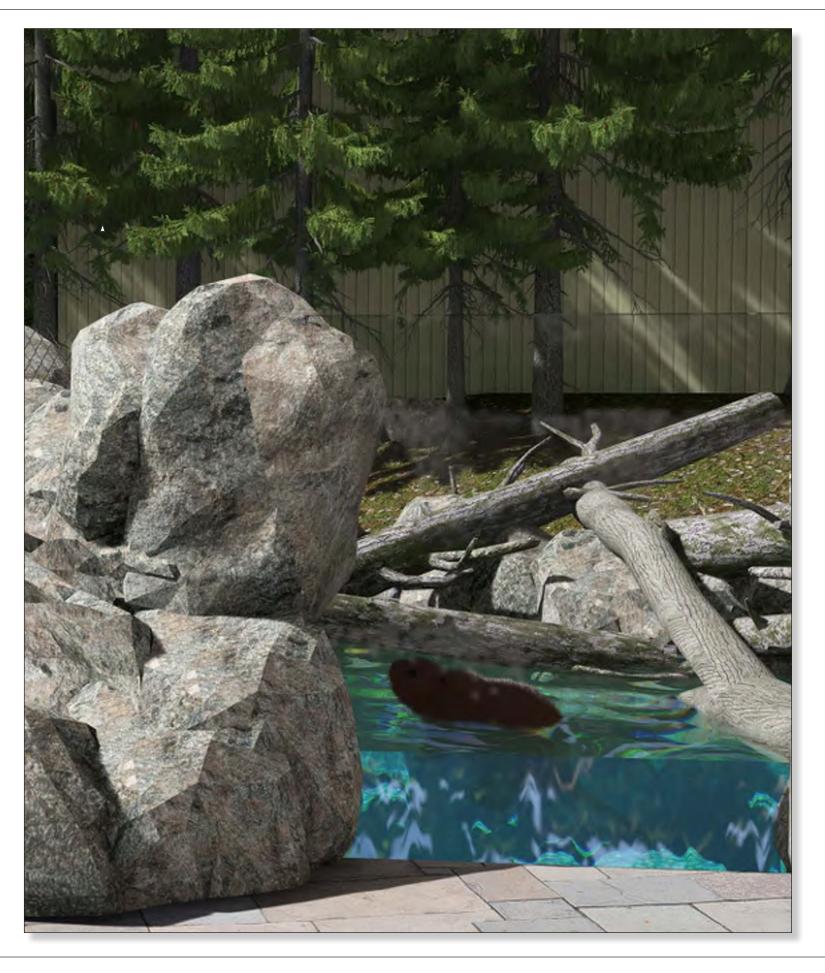
HABITAT A

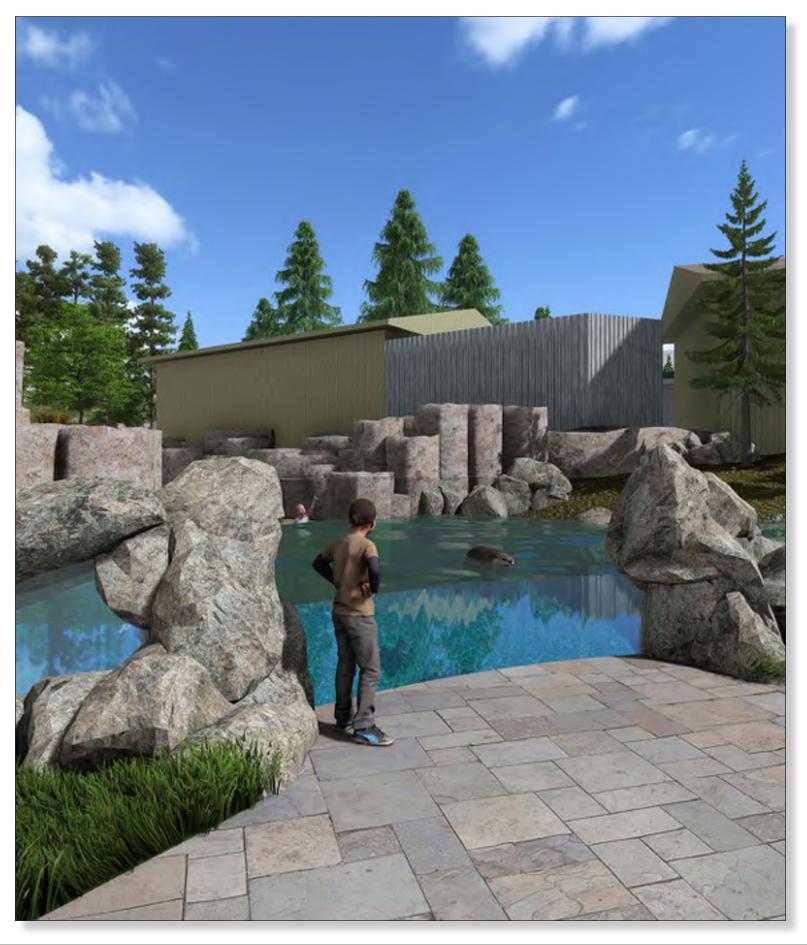
OVERALL PROJECT ZONE	1.3	AC
BEAVER HABITAT	1,700	SF
OTTER HABITAT	1,875	SF
SMALL FELINE HABITAT A	6,600	SF
SMALL FELINE HABITAT B	6,600	SF
OKANOGAN FOREST TRAIL	7,200	SF
YARD	900	SF
SMALL FELINE HOLDING	2,160	SF
OKANOGAN HOLDING	450	SF
BEAVER HOLDING	700	SF
OTTER HOLDING	700	SF
LIFE SUPPORT	700	SF

ANIMAL

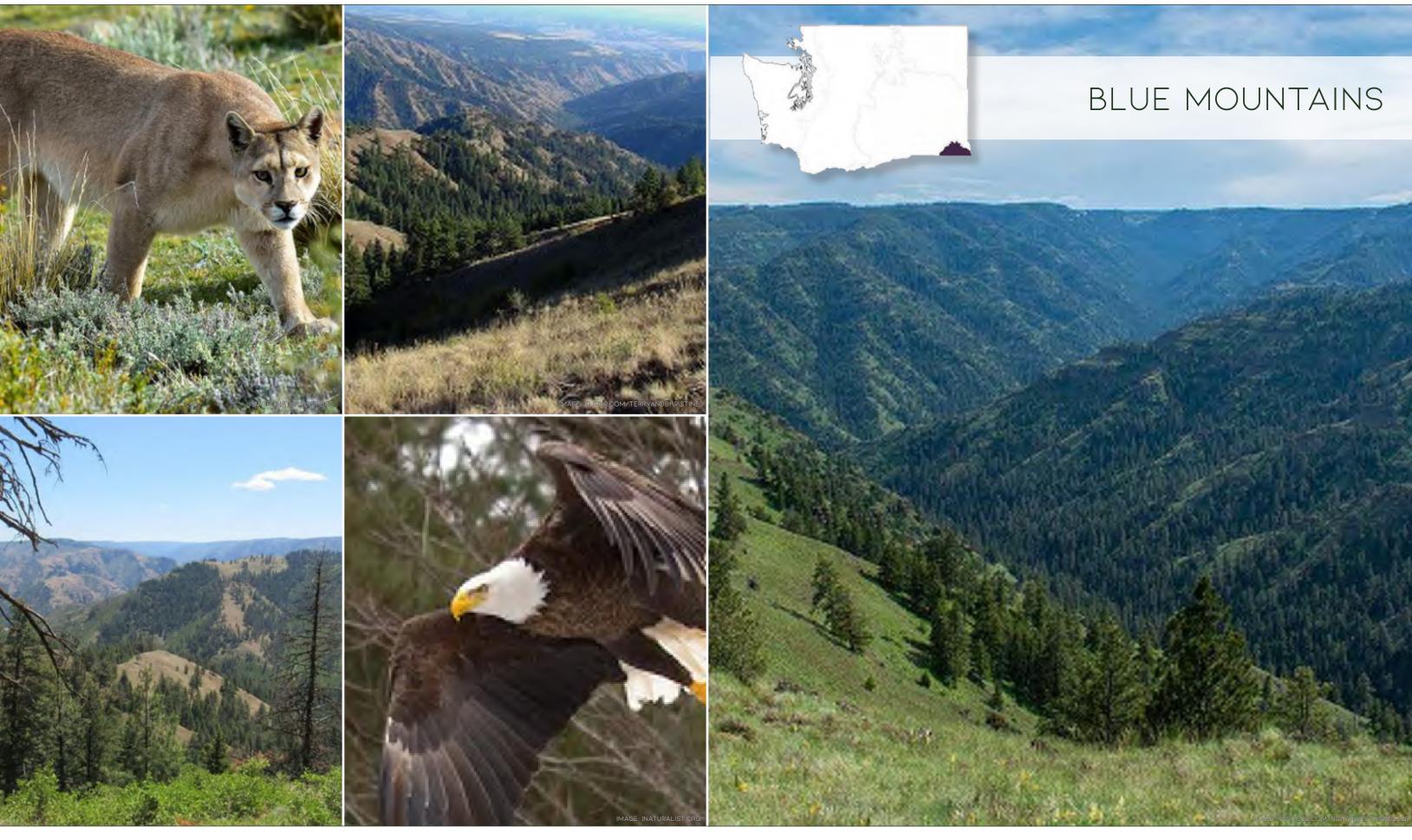
MANAGEMENT

PROJECT CONCEPTS \\ BEAVER EXHIBIT \\ PROJECT CONCEPTS





PROJECT CONCEPTS \\ BLUE MOUNTAINS



CAPSTONE STUDIO

PROJECT CONCEPTS \\ BLUE MOUNTAINS BLUE MOUNTAINS \\ PROJECT CONCEPTS



The Blue Mountain ecoregion in Washington State is characterized by forested mountains and deep canyons. It features diverse ecosystems, including coniferous forests, grasslands, and shrub-steppe habitats. This region experiences a wide range of temperatures and precipitation levels, fostering rich biodiversity.

Entering from the west, visitors are first greeted with a view into Habitat C, which is dedicated to off-duty ambassador animals. Just beyond lies a first aid station and restroom. From there, a lush green lawn opens up with expansive views over the mesa's escarpments to the east. Just below, a forested amphitheater overlooks the Habitat Theater, a programmable space that can be used for regular presentations, school groups, and special

Across the pathway, an intimate footpath leads to two habitats ideal for smaller felines such as bobcats and pumas. Connected to two separate animal management buildings as well as two yards, there is plenty of opportunity for animal rotation and flexibility.

Finally, an exciting walk-through raptor aviary gives visitors the chance to walk among birds of prey such as bald eagles, golden eagles, and red-tailed hawks. Protected by a mesh enclosure, this 360° experience is backdropped with impressive views to Mt. Spokane.





RED-TAILED HAWK





PORCUPINE





SMALL FELINE HOLDING AMBASSADOR HOLDING

2,160 SF

700 SF



YARD A

YARD B

SMALL FELINE

HABITAT A



AMPHITHEATER HABITAT

LAWN

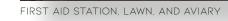
WALK-THRU

THEATER **AMBASSADOR**

HOLDING



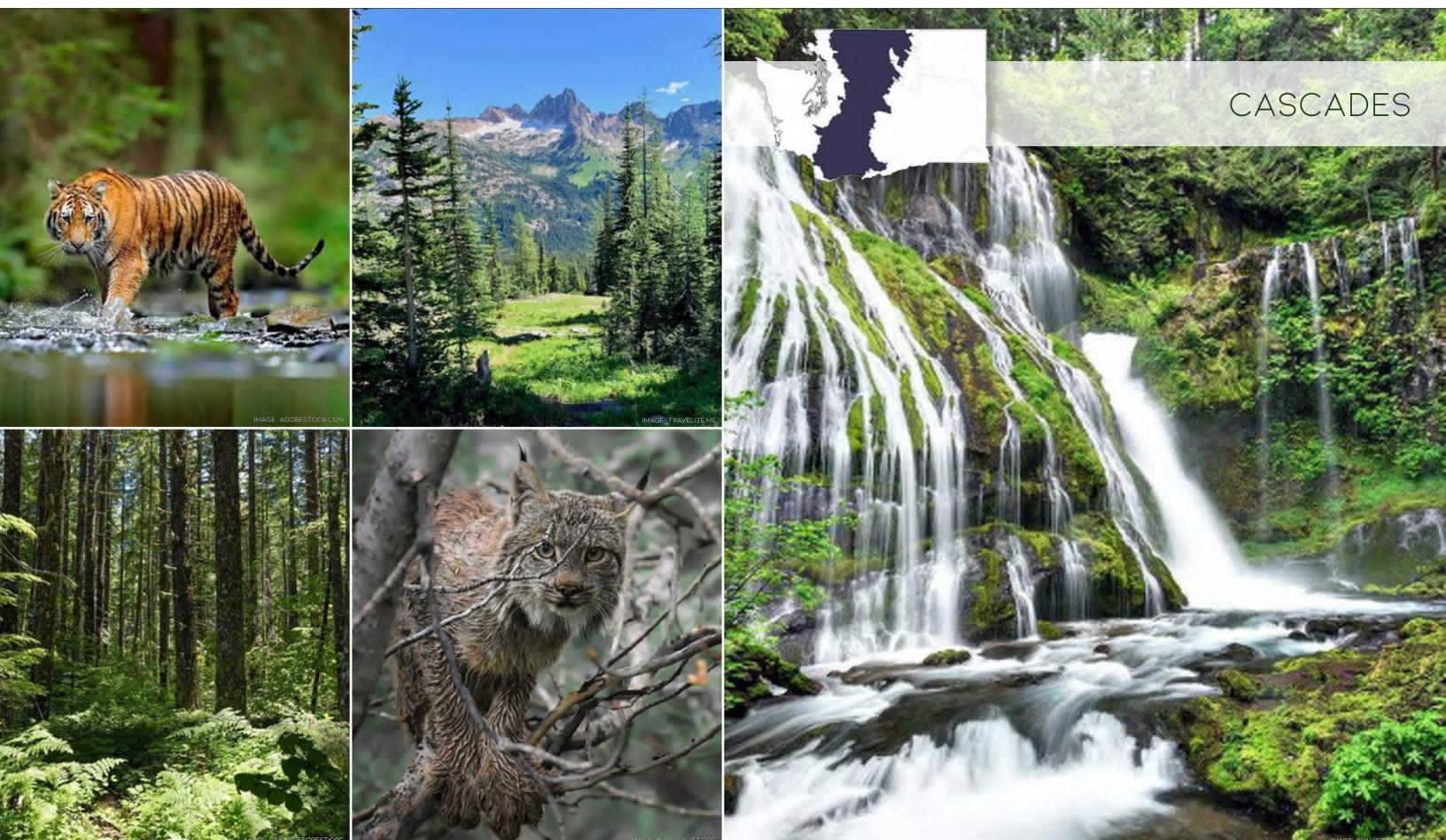




PROJECT CONCEPTS \\ WALK-THROUGH AVIARY



PROJECT CONCEPTS \\ CASCADES \\ PROJECT CONCEPTS

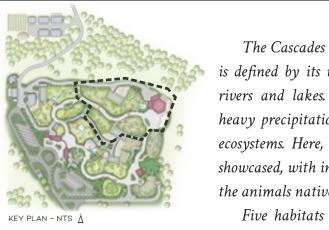


PROJECT CONCEPTS \\ CASCADES CASCADES \\ PROJECT CONCEPTS

LARGE FELINE

HABITAT C

000



The Cascades ecoregion, located in the Pacific Northwest, is defined by its volcanic peaks, lush forests, and abundant rivers and lakes. It experiences a temperate climate with heavy precipitation, fostering old-growth forests and diverse ecosystems. Here, the adaptability of exotic big cats can be showcased, with interpretive messaging focused on comparing the animals native environments with that of the Cascades.

Five habitats and three off-exhibit yards, interconnected with either overhead crossings or through the animal management buildings, provide maximum flexibility for Cat Tales to manage

the animals in its collection. As a rescue center, its residents are not always a fixed list of species, and the ability to adapt and rotate animals around is ideal from both an animal husbandry and animal welfare standpoint. The mesh-enclosed logs that provide overhead passage also provide a memorable experience for guests, who likely haven't seen a tiger cross over their heads before!

A large, multipurpose lodge at the Northeast edge of the site capitalizes on the stunning views. Serving as the major food service provider on campus, it is ideally positioned within the visit sequence to capture lunchtime diners. Inside, a classroom/flex space features an oversized picture window overlooking Habitat A. Restrooms, a catering kitchen, and an expansive interior space also make it an ideal event rental opportunity.



BENGAL TIGER



SIBERIAN TIGER



SNOW LEOPARD



CANADA LYNX







LARGE FELINE

SERVICE COURT

YARD A



OVERALL PROJECT ZONE	2.3	Д
LODGE	6,200	SI
DECK	2,600	SI
PLAYGROUND	2,800	SI
HABITAT A	10,000	SI
HABITAT B	5,900	SI
HABITAT C	8,500	SI
HABITAT D	7,500	SI
HABITAT E	10,400	SI
YARD A	1,300	SF
YARD B	1,800	SF
YARD C	1,930	SF

LODGE

PLAYGROUND

PROGRAM

LARGE FELINE HOLDING A 4,185 SF LARGE FELINE HOLDING B 4,600 SF

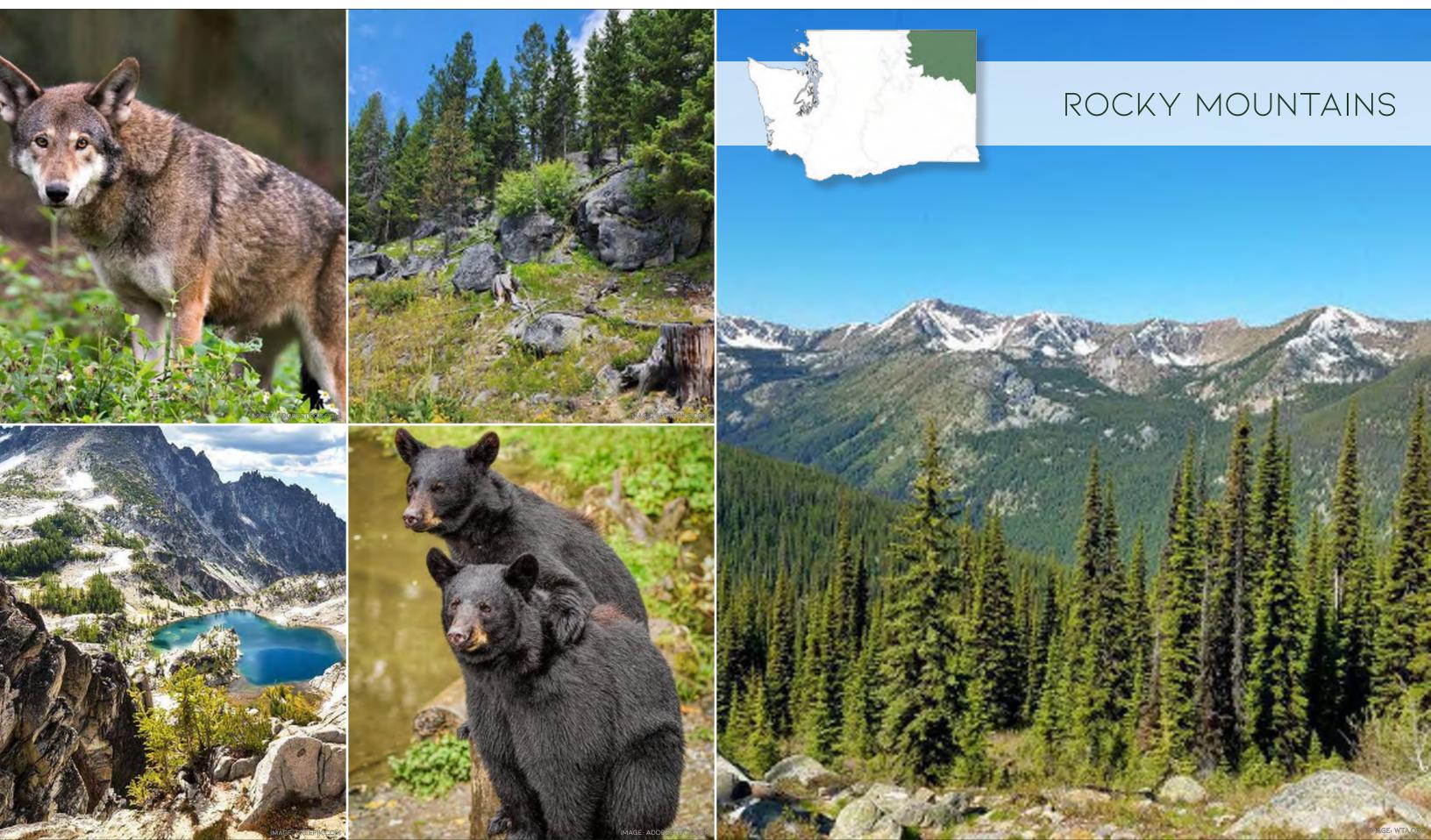
FELINE HABITAT A

SECTION A-A, NTS

PROJECT CONCEPTS \\ CASCADES \\ PROJECT CONCEPTS



PROJECT CONCEPTS \\ ROCKY MOUNTAINS \\ PROJECT CONCEPTS



PROJECT CONCEPTS \\ ROCKY MOUNTAINS



The Rocky Mountains ecoregion in Washington State encompasses rugged, mountainous terrain with diverse ecosystems. It features coniferous forests, alpine meadows, and pristine lakes and rivers. This region experiences cold winters and mild summers, supporting a wide range of wildlife.

Entering from the east, the experience through this region begins with an opportunity for a moment of quiet pause by taking

in the views from the north overlook. Continuing onwards are two expansive bear habitats, anchored by a view shelter between them for all-weather viewing. Across the path, a habitat for small canines which can be subdivided into three separate enclosures is ideal for some of the more petite canine species such as the coyote, wolfdog, or arctic fox.



SECTION A-A, NTS

BEAR HABITAT A

PROJECT CONCEPTS \\ BEAR HABITATS VIEW SHELTER \\ PROJECT CONCEPTS

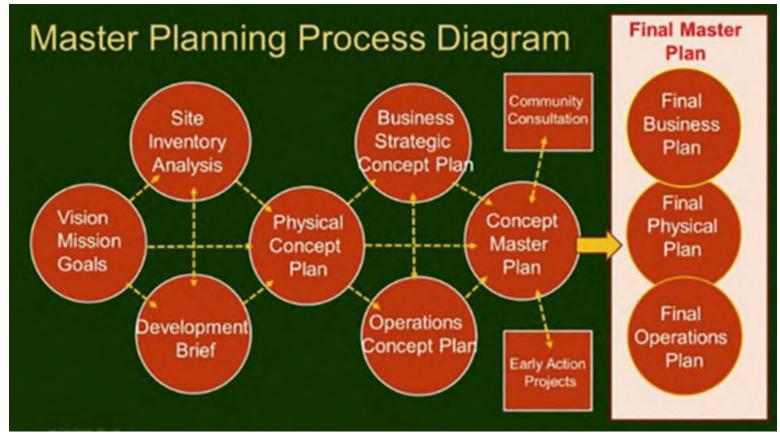




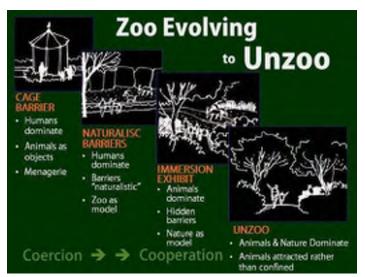
APPENDIX

APPENDIX \\ RESEARCH \\ APPENDIX

REFERENCE DIAGRAMS

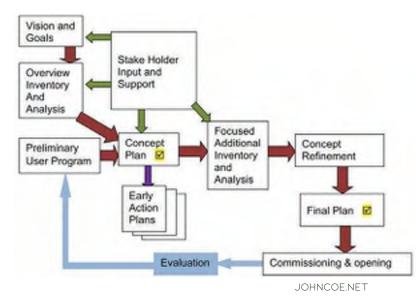


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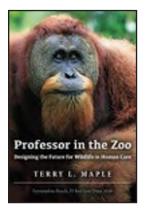


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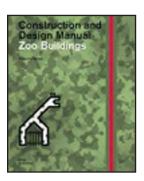


BOOKS



Professor in the Zoo: Designing the Future for Wildlife in Human Care Terry Maple, PhD

Professor in the Zoo presents a vision for future zoos and aquariums based on the author's forty years of experience as a zoological leader and a university scholar. Dr. Terry L. Maple was the reform CEO of Zoo Atlanta where he transformed the zoo into one of the most innovative zoos in the world. Dr. Maple is known worldwide for his advocacy of empirical, ethical zoos where the welfare of the animals is the first priority. His research on the construct of wellness has provided opportunities to design zoos of exceptional quality where animals are encouraged to thrive.



Zoo Buildings: Construction and Design Manual Natascha Meuser

This is the first ever manual to systematically delve into the zoo as an architectural typology. The author examines five generations of zoological structures in order to show that the architecture of zoos has always incorporated social values, fostering the coexistence of humans and animals, ever since the opening of the first scientifically run zoo. The manual presents documentation of 30 historical, pioneering zoo buildings that set new standards both functionally and aesthetically. Moreover, it offers

an in-depth analysis of 50 international zoos that have been built in the last 20 years. It includes floor plans to scale, elevations, and sections as well as large photos that offer deep insights that have never been available before. The author also presents ten design parameters that can serve as guidelines for the planning of a zoological structure.



Creating Great Visitor Experiences: A Guide for Museums, Parks, Zoos, Gardens, and Libraries

Stephanie Weaver

Museum and other non-profit professionals have begun to realize that the complete visitor experience is the key to repeat attendance, successful fundraising, and building audience loyalty. Taking lessons learned by successful experience-shapers in the for-profit world, Stephanie Weaver distills this knowledge for museums and other organizations which depend on visitor satisfaction for success. Weaver breaks

the visitor experience down to 8 steps and provides practical guidance to museums and related institutions on how to create optimal visitor experiences for each of them. In a workshop-like format, she uses multiple examples, exercises, and resource links to walk the reader through the process.

APPENDIX \\ PROJECT PRECEDENTS

PROJECT PRECEDENTS \\ APPENDIX

ORANGE COUNTY ZOO

PROJECT FACTS

Location: Orange, California
Size: 8 acres
Established: 1985
Latest Update: 2022
Attendance: 190,000
Collection Size: 47 Species
Collection Focus Southwest US

The Orange County Zoo, located within the larger Irvine Regional Park, is a small but wellregarded zoo that offers visitors an upclose look at native California wildlife. One of the most successful aspects of the zoo is its focus on education and conservation. Through its animal exhibits and educational programs, the zoo teaches visitors about the importance of preserving natural habitats and protecting endangered species. The zoo also offers opportunities for visitors to interact with animals through its petting zoo and other animal encounters.

One of the design deficiencies of the Orange County Zoo is the



heavy use of chain link caging in its animal exhibits. While chain link is a common material used in zoo design due to its durability and affordability, some visitors have noted that it can detract from the natural beauty of the animals and their habitats. Alternative materials, such as glass or natural barriers, could be used to provide a more aesthetically pleasing and authentic experience for visitors.

However, the zoo recently completed a new 2-acre large mammal exhibit, which has become a popular attraction for visitors. The exhibit features several species of large mammals, including mountain lions, black bears, and bobcats. The new exhibit provides visitors with a larger and more varied selection of animal exhibits, addressing a previous concern of cramped exhibits. The use of woven



metal mesh instead of chain link provides a more natural appearance, improved safety, and durability.

The zoo's facilities and amenities could be improved to enhance the visitor experience. Some visitors have noted that the restroom facilities and food options could be improved, and that additional seating areas or shade structures would be appreciated on hot days.





APPENDIX \\ PROJECT PRECEDENTS \\ APPENDIX

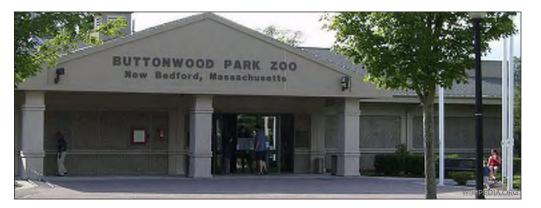
BUTTONWOOD PARK ZOO

PROJECT FACTS

Location: New Bedford, MA
Size: 7 acres
Established: 1894
Renovated: 2000
Attendance: 222,000
Collection Size: 83 Species
Collection Focus Global

Buttonwood Park Zoo, located in New Bedford, Massachusetts, is a small zoological garden known for its successful design and integration of natural habitats, environmental education, and conservation efforts. The zoo's design elements provide visitors with an immersive experience, while its amenities ensure a comfortable visit, even in the winter months.

One of the most successful aspects of Buttonwood Park Zoo's design is its focus on conservation and



education. The zoo hosts a variety of educational programs, including interactive exhibits, workshops, and camps. Additionally, the zoo's exhibits are designed to mimic the animals' natural habitats, providing a more authentic experience for visitors and a better quality of life for the animals.

The zoo takes several measures to provide a comfortable experience for visitors during the winter months. One strategy is to offer indoor exhibits that are climate-controlled and provide protection from the cold weather outside. The Wildlife Rehabilitation Clinic is open year-round, providing visitors with a behind-the-scenes look at the zoo's animal care and rehabilitation efforts. Additionally, the zoo's North American River Otter exhibit features a heated pool that allows the otters to swim and play even when there is snow on the ground. The Arctic Tundra exhibit is also open year-round and features animals adapted to cold environments.



The zoo's amenities ensure a comfortable visit regardless of the weather. Visitors can take advantage of a heated indoor café and gift shop, as well as outdoor fire pits where they can warm up and roast marshmallows. The zoo encourages visitors to dress

appropriately for the weather and provides helpful tips on its website.

While some visitors have expressed concerns about the size of some exhibits and the zoo's layout, the overall success of Buttonwood Park Zoo's design has made it one of the best small

zoos in the United States. The zoo's focus on conservation and education, natural habitats, and comfortable amenities combine to create an engaging and enjoyable experience for visitors.







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APPENDIX \\ JURISDICTIONAL AGENCIES

JURISDICTIONAL AGENCIES \\ APPENDIX

JURISDICTIONAL AGENCIES





United States Department of Agriculture (USDA), Animal and Plant Health Inspection Service (APHIS)

Enforces the Animal Welfare Act, which establishes standards for the care and treatment of animals in captivity.



Washington State Department of Fish & Wildlife

Issues wildlife rehabilitation permits



Spokane County

Local ordinances and regulations related to zoning, building codes, and public safety.



Zoological Association of America (ZAA)

A non-profit, membership-based accrediting organization dedicated to responsible wildlife management, conservation, and education. The ZAA upholds the highest level of professional standards in animal welfare, safety, and ethics. Its accreditation process is designed to accommodate a wider range of facilities including smaller or newer facilities, and those that focus on specific taxa.



APPENDIX \\ WORKSHOP #1 MEETING MINUTES

WORKSHOP #1 MEETING MINUTES \\ APPENDIX

Cat Tales Wildlife Center Page 2

Memorandum

Date: May 14, 2023

To: Lisa Grey, Debbie Wyche

Megan Clermont From:

Master Plan Workshop #1 – May 6-7, 2023 Re:

Master Planning Workshop #1 – Cat Tales Wildlife Center – Meeting Minutes

1. Cat Tales Priorities

a. Mission: Wildlife Rescues, Compassionate Care, Education Ambassadorship

- i. Rejected, special needs animals, "misfits"
- ii. Telling animals' stories
- iii. Education of species, what's in your backyard, local conservation
- **b.** Zoo School, currently only have 3 students but would like to build program and have
- c. Strengths & Weaknesses

Strengths	Weaknesses
Up-close encounters	Noise (traffic)
Personal experience	Property shape limits design/expansion
-Guest relations, interaction	Weather (winter)
-Not "fake"	Budget (lack thereof)
Transparency	Lots of chain link
Community Outreach	Age of facility (25 years)
Animal Choice	Gravel pathways are messy
Reputation of Zoo School	Aging infrastructure
Beautiful murals	Seasonal tasks (i.e. shade, snow, ice)
Adaptable	Lack of office space
Family-oriented	Trash located next to main entry gate
Inspection record	Access to water is limited, high mineral
	content
	Animal substrate
	Lack of mature shade trees that are not
	pine

2. Site Visit to Proposed Relocation Property

- **a.** Site offers incredible vistas and is very secluded and peaceful.
- **b.** Perimeter fencing on the cliffs could be challenging consider how to preserve incredible views while maintaining required 12' security fencing and subsequent serviceability.
- c. Site has enough topography to provide interesting landforms for animal exhibits while still being accessible for guests. Some regrading may be required but preserving as much of the existing landform would be prioritized.
- **d.** High-tensile power lines (Bonneville Power Administration) running through the west edge of the property should not be ignored, but provide a opportunity for locating parking and other non-animal programming underneath.

- e. The current access through Riverview Drive and existing driveway up to the top are not ideal for primary guest access. It would be preferable to request an easement from the two neighboring properties to the South for a new driveway connecting to Midway, a major artery. The current easement for the power lines running the same route makes this a likely possibility. The existing driveway would work well for service and back-of-house operations. Consider steepness of drive in winter operations – possible to regrade?
- f. Utilities could be a challenge but feasible. Water access to Whitworth Water District available from the South side of the site. A water tower may be necessary to maintain needed supply and pressure. Neighboring properties to the North and East are all on well/septic.
- g. Power is available through Inland Power.

3. Animal/Habitat

a. Phase 1 priority would be to provide better habitats for existing collection, which consists primarily of rescued/confiscated big cats and canines:

i. 7 Tigers vi. 3 Pumas ii. 3 Wolf hybrids vii. 5 Bobcats iii. 2 Coyotes viii. 2 Lynx iv. 2 Bears ix. 2 Serval

v. 8 Fox

- **b.** Strong desire to remain an available refuge for future confiscated/rescue/surplus animals, including additional feline species such as lions, jaguars and leopards. There is a need for surplus placement of big cats. While not a member of AZA, Cat Tales has participated in big cat SSPs.
- c. Phase 2 could expand collection, but would prefer to keep with native, Northwest Species:
 - i. Bears: Grizzly and Black
 - ii. Canines: Wolves, Coyote, Fox (incl. red, silver, grey, arctic, fennec)
 - iii. Hoofstock: Moose, Big Horn Sheep, White Tail Deer,
 - iv. Semi aquatic: River Otter, Beaver, Turtles
 - v. Ambassador animals: porcupine, skunk
 - vi. Aviary: Raptors, Falcons, Turkey Vultures, Bats
 - vii. Insectarium a possibility
- d. Consider a centralized barn for each major animal group (large feline, small feline, canine, etc), would include a couple off-exhibit yards and about three larger habitats that animals could flex into. Enough interior stalls for each animal. Interior stalls would need to be large enough that animals could be ok all day.

4. Cat Tales Wildlife Academy

a. 1-year program that is a licensed trade school for zookeeping.

APPENDIX \\ WORKSHOP #1 MEETING MINUTES \\ APPENDIX

Meeting Minutes for May 6-7, 2023 MP Workshop #1 Cat Tales Wildlife Center Page 3

- **b.** School is highly reputed and produces in-demand graduates. Zoos seek out Cat Tales grads.
 - The extensive exposure to and experience working with large carnivores like tigers and bears makes the students highly skilled and able to work with almost all taxa upon graduation.
- **c.** Minimal classroom/lecture time, but students have expressed that more could be beneficial at the beginning of the program. Consider space for dedicated classroom time.
- **d.** Public speaking/PR is part of the curriculum, incorporate dedicated keeper talk spaces.
- **e.** Lack of student housing has been an issue in recruiting more students. A dormitory for max 10-15 students would be a great addition to the campus.
- **f.** Office/administrative areas needed for both staff and students. Students need a place to sit down and do animal records/charts.
- **g.** Students expressed interested in a dedicated space to develop and construct animal enrichment

5. Operations/Facilities

- a. Animal Clinic: could be about 30x30, also needs a few recovery/quarantine rooms. 2
 @ 10x10 and 1 @ 20x20. Recovery rooms fully padded. An upstairs apartment for vet extern would be great.
- **b.** Commissary: 40x40, need dry, cold and freezer storage.
- **c. Staff break room** needed, incorporate into commissary?
- d. Maintenance Workshop: including space for welding
- **e. Equine Processing**: processing space for equines and possibly other livestock that are donated for meat. Currently process about two animals per week, 6 hours of work per animal.
 - i. Main space approximately 20x35, ability to crosstie the animal is helpful.
 - ii. Stalls with outdoor runs for being about to take in multiple animals at once and hold for 48 hours max. Not in view of main processing space.
 - iii. Ideal layout would have exit in different location from entrance, horses tend to want to flee from the way they came in.
 - iv. Restroom with shower important
 - v. Freezer storage
- f. Equipment Storage: could be just a pole barn
 - i. Loader, Plow/Truck, Mower

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- g. General Storage: Barn sized, approximately 80x40
 - i. Crates, fencing, etc
- h. Security Building
 - i. Should be away from front entrance (too distracting)
- i. Groundskeeper's residence
 - i. Small house for 24/7 on-site personnel, one person
- j. Self sufficiency:
 - i. Compost

Meeting Minutes for May 6-7, 2023 MP Workshop #1

Cat Tales Wildlife Center

Page 4

- ii. Grow vegetation
- iii. Genators
- iv. Solar
- v. Water Storage (rainwater harvesting?)

6. Guest Experience/Services

a. Parking

- i. Current attendance 10,000 annually. Could see up to 30,000 at new campus.
- ii. Plan for RV parking space
- iii. Bus drop-off/turnaround

b. Food offering

- i. Belly-up counter food service, a kitchen that could support catered events
- ii. Consider spaces that could accommodate food trucks, kiosks throughout site.

c. Gift

i. 30x30 gift shop idea, would need an additional 15x15 for merchandise storage

d. Event space

- i. Fully conditioned space, could support an event up to 100 people.
- ii. Ideally multi-purpose, could be subdivided into two classrooms
- iii. Restrooms inside

e. Administration building

i. Located near front entrance, would house new Education Department and other administrative roles

f. Playground

i. Nature/adventure play, a small splash pad would be great in the summer

g. Amphitheater

- i. 100 seats plus grass/lounge space
- ii. Consider after-hours accessibility, possible to isolate from zoo when needed?

7. Next Steps / To-Dos

a. Cat Tales

- i. Consider space requirements more carefully. Determine absolute minimums for each program element, as well as ideals and maximums.
- ii. Debbie: provide sketch of ideal cat house layout

b. Megan

- i. Develop full program requirements
- ii. Begin site diagramming
- c. Next Workshop: Scheduled June 24-25

These notes represent my best recollection of the conclusions reached at the meetings. Please notify me within five (5) days of any changes or comments to these minutes



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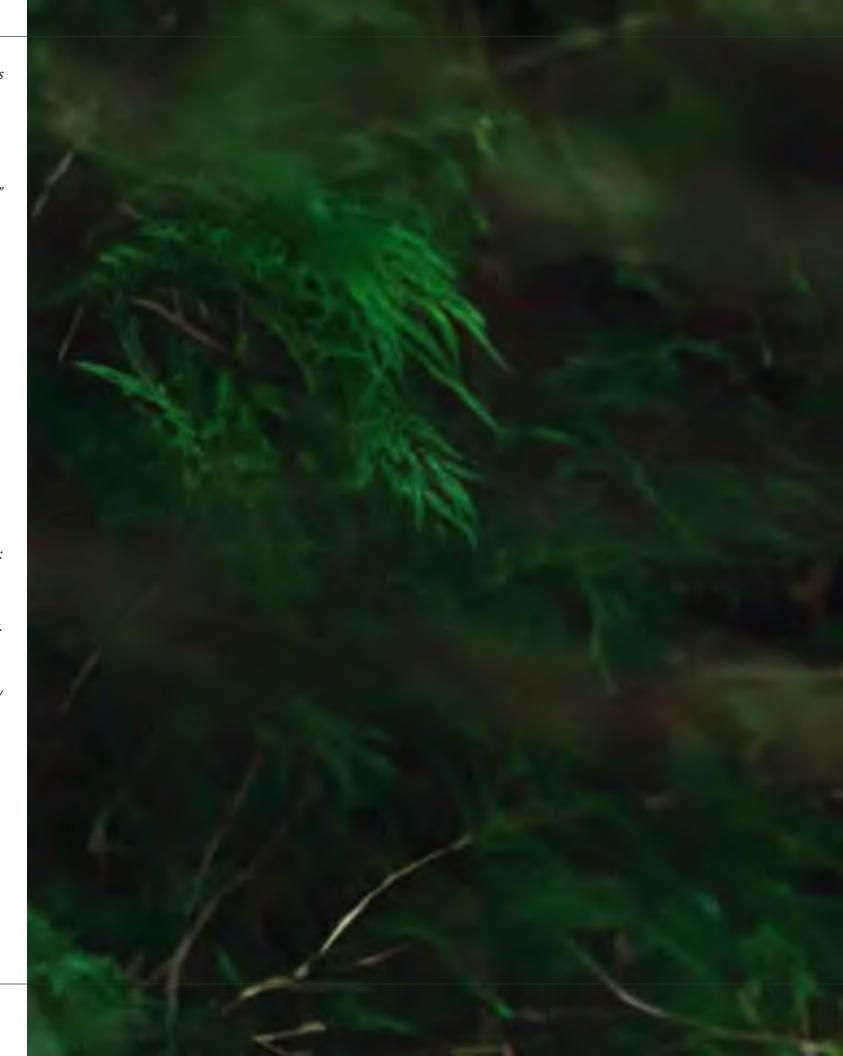
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