

Investigative and Enforcement Services

Settlement Agreement

USDA, APHIS, IES
 4700 River Road, Unit 85
 Riverdale, MD 20737
 Phone: (301) 734-8684
 Fax: (301) 734-4328

RESPONDENT:

San Francisco Zoological Gardens
#1 Zoo Road
San Francisco, CA 94132

CASE NUMBER CA08259-AC
 CA08283-AC
DUE ON OR BEFORE August 21, 2009
CONTACT PHONE [REDACTED] b6, b7c

DATE	CITATION	DESCRIPTION
25-DEC-2007	9 CFR 2.131(c)	CA08259-AC Handling. San Francisco Zoo failed to have sufficient distance and/or barriers between a Siberian tiger and the general viewing public so as to assure the safety of animals and the public.
	9 CFR 3.125(a)	Facilities general. Structural Strength. San Francisco Zoo failed to provide a facility/exhibit that could safely and effectively contain a Siberian tiger resulting in its escape. The tiger caused fatal injuries one to one zoo visitor and injuries to two other visitors.
24-MAY-2007	9 CFR 3.133	CA08283-AC Separation. Failure to separate three Giant Elands that was housed together, but were not compatible. Animals shall not be housed near animals that interfere with their health or cause them discomfort. Failure to separate these animals resulted in the death of one Eland.

PENALTY \$ 1,875. **TERMS**

Titles 7, 15, 19, and 21 of the United States Code authorize the Secretary of Agriculture, after providing notice and opportunity for a hearing, to impose civil penalties and other sanctions to resolve violations.

Prior to the issuance of a formal complaint seeking sanctions under the Act, The Department may enter into a stipulation to resolve the above-described violations. Your payment constitutes a waiver of your right to a hearing, a finding that the violations of law have occurred, and settlement of such violations.

If you do not pay the specified penalty within the designated time or wish to exercise your right to a hearing, this matter will be forwarded to the Office of the General Counsel for litigation. The penalty offered in this stipulation is not relevant to the sanctions the Department may seek, or that will be assessed, upon issuance of a formal complaint.

Signature of Respondent: _____ **Date:** _____

PAYMENT RECORD - FOR IES USE ONLY

Payment Type	Date	Amount	Signature of IES Representative



**CERTIFIED MAIL
RETURN RECEIPT**

**United States
Department of
Agriculture**

Animal and
Plant Health
Inspection
Service

Marketing &
Regulatory
Programs Business
Services

4700 River Road
Riverdale, MD
20737

San Francisco Zoological Gardens
#1 Zoo Road
San Francisco, CA 94132

Dear Sir(s):

Animal and Plant Health Inspection Service (APHIS) enforces regulations to protect the health and care of animals, plants, and agricultural industry. Violations of these regulations jeopardize the animal and plant health systems that are vital to protect American agriculture.

Our investigation shows that you have violated the United States Code of Federal Regulations as described on the enclosed Stipulation. APHIS laws and regulations provide for administrative and criminal penalties to enforce these regulatory requirements, including civil penalties of \$7,500 for the violations documented in our investigation.

The Secretary of Agriculture may, after providing notice and opportunity for a hearing, impose civil penalties or other sanctions. You may, however, waive your right to a hearing and settle this matter by paying \$1,875 by August 21, 2009, and signing the enclosed Stipulation.

Please pay the \$1,875 penalty by certified check or money order made payable to the Treasurer of the United States. Write the Case Number (CA08259-AC/CA08283-AC) on your check or money order and mail it with the signed Stipulation to:

USDA, APHIS, (General) (CA08259-AC/CA08283-AC)
P. O. Box 979043
St. Louis, MO 63197-9000

If we do not receive your signed stipulation agreement and payment or notice that you wish to exercise your right to a hearing by August 21, 2009, this matter will be forwarded to the Department's Office of the General Counsel (OGC) for litigation. Please know that the penalty offered in this Stipulation represents a fraction of the civil penalty APHIS may seek should we refer this matter to OGC. You may contact our office at telephone number (301) 734-8684 if you have any questions.

Sincerely,

Bernadette Juarez
Deputy Director
Investigative and Enforcement Services

Enclosure

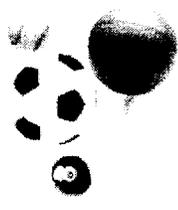
cc: T. Fordahl, IES, WR R. Gibbens, AC, WR K. Kraubner-Lucas, IES, WR
E. Nickerson, IES, WR b6, b7c

APHIS:IES: b6, b7c 7/16/09: CA08259 & CA08283-AC San Francisco Zoological Gardens
TO3A SA Ltr Certified Rev 2 (0-20-08)



Safeguarding American Agriculture
APHIS is an agency of USDA's Marketing and Regulatory Program
An Equal Opportunity Provider and Employer

File



Robert M
Gibbens/CO/APHIS/USDA
11/21/2008 10:10 AM

To (b)(6),(b)(7)(C)
cc Michael J Smith/CA/APHIS/USDA, Kathleen M
Garland/CA/APHIS/USDA, Enforcement CCs, Bernadette R
Juarez/MD/APHIS/USDA,
bcc
Subject Fw: CA08259 and CA08283 - - San Francisco Zoo

CA08259 - Tiger escape/attack

The investigative report documents the circumstances surrounding the escape of a tiger from its enclosure at the San Francisco Zoo (SFZ) on December 25, 2007. After escaping, the tiger attacked and killed a member of the public, then was subsequently shot and killed near SFZ's Terrace Cafe. The investigative report contains sufficient evidence to prove that violations of Section 3.125(a) and 2.131(c)(1) took place.

This investigate report (as well as the report in CA08283) also contains inspection reports from 2005 and 2006. Citations from those inspection reports will be addressed in conjunction with CA08283.

Statutory factors

Gravity = grave; the alleged violation resulted in the death of the tiger, as well as a member of the public
Size = large; SFZ is a large zoo that has over 300 covered animals (many are wild and/or exotic) and is open to the public

Priors = the last enforcement action on file was a stip in 1992

Good faith = yes; the big cat exhibit involved was maintained in good repair, and no animals had escaped in 65 years (SFZ had no reason to believe the tiger could escape); the tiger involved had been fed shortly before being placed out on exhibit

CA08283 - Eland Deaths

The investigative report documents that on May 24, 2007, 3 Eland antelope arrived from the San Diego Wild Animal Park. Because some of the doors in the quarantine barn were not operational, the 3 animals were placed in an indoor stall that was smaller than their prior enclosure at SDWAP. The 3 Eland appeared anxious and were sparring upon unloading. The doors to the quarantine facility became operational on May 26, and the animals could be allowed outside. On May 27, the attending veterinarian noted some soft tissue swelling on the right side of the chest of one animal. On May 28, one Eland was found dead with both rear legs splayed out. The necropsy showed the animal to have avulsion fractures of both femoral heads, and multiple skin wounds from horn trauma. On June 4, the attending vet noted sudden swelling on the right side of the chest on the same Eland he had seen the soft tissue swelling on May 27. Treatment efforts were initiated, but the animal died on June 7. The necropsy showed that an intercostal laceration (caused by interspecies trauma) allowed a prolapse of the abomasum and reticulum into subcutaneous tissues, ultimately resulting the Eland's death. Evidence in the investigative report is sufficient to prove that at least one of the Eland died from trauma caused by a violation of Section 3.133.

Inspection reports from 2005 and 2006 are included in this investigative report. The inspection reports contain numerous citations, however, none are supported by photos. There is 1 repeat citation {Section 3.80(a)(1)} which is supported by SFZ's correspondence indicating that repairs/renovations to one of the involved primate housing facilities had not been completed in a timely manner.

Statutory factors

Gravity = grave for the Eland (resulted in at least one death); significant for Section 3.80 (it was a repeat citation but there were no known impacts on the animals)

Size = large; SFZ is a large zoo that has 300+ covered animals (many are wild and/or exotic) and is open to the public

Priors = the last enforcement action on file was a stip in 1992

Good faith = no evidence

Combined recommendation: a stipulation is recommended for alleged violations of Section 3.125(a), 2.131(c)(1), Section 3.133, and Section 3.80(a)(1) as described above.

Robert M. Gibbens, DVM
Director, Western Region
USDA, APHIS, Animal Care
2150 Centre Ave., Bldg B
Ft. Collins, CO 80526
(970)494-7478

UNITED STATES DEPARTMENT OF AGRICULTURE
ANIMAL AND PLANT HEALTH INSPECTION SERVICE
INVESTIGATIVE AND ENFORCEMENT SERVICES

REPORT OF INVESTIGATION

Case Number: CA08283-AC

Subject(s): **San Francisco Zoological Gardens**
#1 Zoo Road
San Francisco, CA 94132
(415) 753-7108
Lic/Reg: 93-C-003/Customer #3373

Investigator:

b6, b7c

Date of Report: September 26, 2008

Finding: Substantiated allegation(s)

No violation(s)

Insufficient evidence

Fact finding

CONTAINS CONFIDENTIAL BUSINESS INFORMATION

FOR OFFICIAL USE ONLY

This document and its contents are not to be further distributed or duplicated without prior consent from USDA, APHIS, Investigative and Enforcement Services

SYNOPSIS

On May 24, 2007, (3) three Giant Eland arrived at the San Francisco Zoological Gardens (SFZ) and were placed together in a temporary enclosure. The enclosure had not yet been prepared for their arrival as not all of the doors were operational and the animals did not have access to the outside enclosure. After four days, one of the animals was discovered deceased and ten days later, a second animal died. An inspection of SFZ by Veterinary Medical Officer (VMO) Michael Smith determined that a violation of the Animal Welfare Act occurred.

ALLEGED VIOLATIONS

SUBJECT(S)	DATE(S)	CITATION
SFZ	05/24/07	9 CFR 3.128
SFZ	05/24/07	9 CFR 3.133

BACKGROUND**Subject(s) Information**

SFZ is accredited by the American Zoo and Aquarium Association (AZA) and serves the community by connecting people with wildlife through exhibition and education. They exhibit many species of animals of which 334 are regulated by USDA, Animal Care. SFZ operates under the jurisdiction of the City of San Francisco in partnership with the San Francisco Zoological Society and possesses a USDA Class "C" Exhibitors license. The SFZ is fully aware of all USDA laws and regulations regarding the exhibition of mammals regulated by USDA.

Subject(s) Previous History**Prior Enforcement Actions**

On 12/27/07, SFZ was investigated under case number CA08259-AC for the escape of a Siberian tiger resulting in the death of one SFZ visitor and injury to two others. The case remains open.

Prior Adjudications

N/A

NARRATIVE

Basis for Investigation

This investigation was requested by Dr. Robert M. Gibbens, Western Region Director, U.S. Department of Agriculture (USDA), Animal and Plant Health Inspection Services (APHIS), Animal Care (AC) in his letter dated 11/19/07 (Exhibit 1).

Investigative Findings

On 7/03/07, U.S. Department of Agriculture (USDA), Animal and Plant Health Inspection Service (APHIS), Animal Care (AC), Western Regional Office received an anonymous complaint regarding the death of two Giant Eland at SFZ (Exhibit 2). The complaint was assigned to VMO Smith and he conducted an inspection of the SFZ facilities. After completing the inspection, VMO Smith emailed a copy of the Inspection Report to [REDACTED] b6, b7c at SFZ who acknowledged receipt with a return email (Exhibit 3 and 4).

On 2/04/08, Investigator [REDACTED] b6, b7c contacted VMO Michael Smith and obtained a sworn affidavit (Exhibit 5). VMO Smith said on 10/17/07, he visited SFZ and conducted an inspection of the facility. He said that as a result of his inspection he concluded that the Giant Eland deaths were caused by the placement of the animals in a holding area that was inadequately prepared for the animals.

VMO Smith said a shipment of three Giant Eland arrived at SFZ from the San Diego Wild Animal Park. He said the three Giant Eland were housed indoors and the space was smaller than their previous living space in San Diego. He said that the reduction in space may have contributed to the abnormal behavior patterns and stress that the animals exhibited. He said he believed the reduction in space also contributed to the injury and death of two of the animals. VMO Smith said under 9 CFR 3.128, enclosures shall be constructed and maintained to provide sufficient space to allow each animal to make normal postural and social adjustments with freedom of movement.

VMO Smith said the three Giant Eland were reported to be compatible when they were at the San Diego Wild Animal Park. He said the conditions at SFZ were different and the animals were not compatible during the time they were housed together at SFZ. He said there were no facilities initially available to separate the Giant Eland when they arrived at SFZ so they were all placed in the same enclosure. VMO Smith said under 9 CFR 3.133, animals housed in the same enclosure must be compatible and shall not be housed near animals that interfere with their health or cause them discomfort.

VMO Smith said he previously conducted routine inspections at SFZ on 1/31/05, 6/21/05 and 3/29/06 and after each of these inspections, he completed an Inspection Report noting violations of the Animal Welfare Act. VMO Smith said he then emailed a copy of each of the Inspection Reports to [REDACTED] b6, b7c at SFZ who acknowledged receipt with return emails (Exhibits 6-9).

On 6/10/08, Investigator [b6, b7c] contacted [b6, b7c] at SFZ and obtained a sworn affidavit (Exhibit 10). [b6, b7c] said on 3/24/07, (3) three Giant Elands arrived at SFZ. He said the Giant Elands came from the San Diego Wild Animal Park and were owned jointly by SFZ and the International Animal Exchange (IAE). [b6, b7c] said when the animals arrived they were placed in an enclosure that had previously been used as the Giraffe Barn. He said the barn was renovated for the Giant Eland prior to their arrival. He said [b6, b7c] was responsible for managing the arrival and care of the animals.

[b6, b7c] said when the Giant Eland arrived all three were placed in one stall which consisted of one-half of the Giraffe Barn. He said they decided to put the three Elands together because they had been together before, it was consistent with IAE recommendations and it was the recommendation of [b6, b7c]. [b6, b7c] said [b6, b7c] with Giant Eland. He said he had consulted with [b6, b7c] and asked him to come to SFZ twice to look over the barn SFZ planned to use. [b6, b7c] said he was not sure how long the Giant Eland were confined to one stall. He said he was aware that for a period of time they did not have access to the outside enclosure as the doors leading to that area were not functioning properly.

[b6, b7c] said the day the Elands arrived, he participated in their unloading. He said other people from SFZ were present including [b6, b7c] and [b6, b7c]. He said that the animals appeared in good health, appeared compatible, and were calm. He said care for the animals was placed with [b6, b7c].

[b6, b7c] said after the Giant Eland had been at SFZ for 3-4 days, one of the Eland was found dead and splayed with both of its legs broken just below the ball joint. He said after finding the animal splayed, they placed "hog" mats on the floor of the stall as a precaution. He said they later changed the floor surface to digested granite (DG). [b6, b7c] [b6, b7c] said a few days later, they noticed a hematoma on one of the other Eland. He said they suspected that the Eland had been in a fight with one of the others. He said [b6, b7c] [b6, b7c] after a few days it lost its appetite and later died. [b6, b7c] [b6, b7c] [b6, b7c]

[b6, b7c] said that to his knowledge, no one responsible for the care of the Giant Eland observed any abnormal behavior by the animals. He said the [b6, b7c] has [b6, b7c] of experience with large zoo animals and that he is comfortable with her level of training. He said he believed the living quarters were adequately prepared for the arrival of the Giant Eland and that he relied on the expertise of [b6, b7c] [b6, b7c] to guide them through the planning and preparation process. [b6, b7c] said he received a copy of the Inspection Report completed by VMO Smith on 8/10/07 regarding the care of the Eland. He said throughout his tenure as [b6, b7c] [b6, b7c] at SFZ, he has found the "USDA inspections to be thorough in their scope and professional in their undertaking".

Investigator [b6, b7c] attempted several times to interview the [b6, b7c] [b6, b7c] by asking [b6, b7c] to arrange for an interview. [b6, b7c] said that [b6, b7c] left work after the incident and as of 9/26/08 had not returned. [b6, b7c] said he offered [b6, b7c] the opportunity to talk with Investigator [b6, b7c] and she declined.

On 6/30/08, Investigator [b6, b7c] contacted [b6, b7c] of the Los Angeles Zoo, and completed an USDA, APHIS, IES Interview Log (Exhibit 11). [b6, b7c] said he has been employed by the Los Angeles Zoo [b6, b7c] and before that worked for the Cincinnati Zoo for approximately [b6, b7c]. [b6, b7c] said he has many years of experience moving Giant Eland and has, up until recently, been responsible for managing the International Book for Giant Eland, monitoring movements worldwide.

[b6, b7c] said on or about May of 2007, he was asked by [b6, b7c] of SFZ and [b6, b7c] to help with the movement of (3) three Giant Eland to SFZ. [b6, b7c] said he made two trips to SFZ, first to inspect the planned quarters and second to supervise the delivery of the Eland.

[b6, b7c] said during his first visit he learned from SFZ officials that they planned to use the old Giraffe Barn and surrounding grounds for housing the Eland. He said the barn and grounds were still being renovated at the time but he felt the selected site was more than adequate for the animals. He said he made a few suggestions about the planned quarters, including the need to provide an area for separation. He said when he returned for the second visit the modifications he had suggested had been made.

[b6, b7c] said at the request of [b6, b7c] he accompanied the Giant Eland from the San Diego Wild Animal Park to SFZ. He said the animals were housed in crates and transported in an air conditioned truck. He said the truck driver stopped every two hours to inspect the animals and that during the inspections the animals appeared calm and healthy.

[b6, b7c] said he witnessed the animals being unloaded from the truck at SFZ. He said the animals were calm, showed no signs of stress, appeared healthy and had no obvious signs of illness or injury. [b6, b7c] said the animals were believed to be compatible as they had been living together at the San Diego Wild Animal Park for approximately 6-7 years.

On 8/04/08, Investigator [b6, b7c] contacted [b6, b7c] and obtained a sworn affidavit (Exhibit 12). [b6, b7c] said on 5/24/07, she was the [b6, b7c] [b6, b7c] at SFZ and had worked in the position [b6, b7c]. She said on 5/21/07, she was asked to off-load (3) three Giant Eland scheduled to arrive at SFZ on 5/24/07. She said she had been excluded from contributing to any preparation or planning for the arrival of the Eland. She said she was informed three days before their shipment that the Eland were to be housed in the Giraffe Barn which was actively in use as a maintenance shop. She said she was told by [b6, b7c] of Animal Care, that [b6, b7c]

[REDACTED] b6, b7c and very experienced in the care of Giant Eland, had previously reviewed management's plans for housing the Eland and would accompany the animals to SFZ to oversee their transfer.

[REDACTED] b6, b7c said the Giraffe Barn was constructed of concrete exterior walls, brushed concrete floors, and four sets of double doors leading to a chain-link fence surrounding a courtyard/holding pen. [REDACTED] b6, b7c said she and others at SFZ expressed to [REDACTED] b6, b7c that they were concerned that the Giraffe Barn was not ready for the arrival of the Eland and that she personally recommended a delay of the shipment until the facility at SFZ could be better prepared. She said [REDACTED] b6, b7c assured her everything "was taken care of".

[REDACTED] b6, b7c said on the night the Eland arrived, the Giraffe Barn had been cleared of maintenance materials and equipment and had been thoroughly washed and disinfected. She said the keeper staff had set-up buckets as a temporary water source, installed feeders, installed browse hangers and bed the barn. She said (4) of the (4) pneumatic doors for remotely shifting animals had been worked on but were not functioning properly and had to be operated manually. She said beyond the courtyard, there was no exhibit prepared for the Eland and the heater in the barn did not function. She said the barn had been divided into (2) stalls but no adjoining door had been installed to allow the animals access to both stalls.

[REDACTED] b6, b7c said on 5/24/07, the Eland arrived and were off-loaded. She said at [REDACTED] b6, b7c direction they heavily bed the barn before releasing the Eland into the stall. She said the Eland appeared to have travelled well, were in good health and showed no signs of illness or injury. She said while the Eland were becoming familiar with their new surroundings, she heard them shuffle position and heard one lose its footing. She said the Eland were monitored during the night and appeared to settle down well.

[REDACTED] b6, b7c said all three animals were housed in one holding pen while the doors were repaired. She said they kept the barn heavily bed and monitored the Eland daily. She said on 5/28/07, she and [REDACTED] b6, b7c found one of the Eland dead. She said it was determined that the animal had slipped, splayed and died as a result. She said after the death, adjustments were made to the barn to include the installation of rubber mats on the floor and the addition of decomposed granite to give the Eland better footing. She said 6/07/07, a second Eland died as a result of a hernia likely to have originally resulted from an injury sustained from one of the other Eland in the first few days at SFZ. She said no other changes in husbandry practices occurred after the death of the second animal.

[REDACTED] b6, b7c said she believed all of the employees working with the Eland were adequately experienced and trained. She said they lacked information essential to safely receiving and offloading the Eland because management at SFZ failed to provide it to them. She said she and the other keepers at SFZ told management at SFZ that changes to the barn were necessary but the work was not completed and she was told that she did not have the authority to make the necessary changes herself. She said when the concerns were raised they were ignored by [REDACTED] b6, b7c

b6, b7c said she had b6, b7c years of experience b6, b7c she did not believe that the people in leadership positions made keeper an animal safety the priority it should be. She said SFZ's failure to retrofit the barn and enclosure, in preparation for the Giant Eland, resulted in placing the animals in a housing situation that was inadequate and proved deadly.

On 8/25/2008, Investigator b6, b7c contacted b6, b7c (b)(6),(b)(7)(C) for SFZ and obtained a sworn affidavit (Exhibit 13). b6, b7c (b)(6),(b)(7)(C) three Giant Eland arrived at SFZ from the San Diego Wild Animal Park. He said when they arrived they were housed in one of the indoor stalls at the Quarantine Barn. He said the barn consists of (2) two indoor stalls and an outside chain-link enclosure. He said the stall initially used for the Giant Elands is approximately 36 feet by 45 feet in size. He said the floor surface when the animals arrived was concrete.

b6, b7c said when the Eland arrived, the Quarantine Barn had not yet been prepared. He said not all of the doors were operational and the animals did not have access to the outside enclosure. He said as a result, all (3) three of the animals were temporarily housed in one indoor stall. He said b6, b7c performed a visual examination of the animals and determined that they had good body condition, had no preexisting injury and had no signs of disease or illness.

b6, b7c said during his interaction with the animals he noticed that the animals were anxious and also witnessed some sparring between the animals. He said he attributed this behavior to the fact that they were being housed in close proximity to one another and to the stresses related to transport from familiar to unfamiliar surroundings. He said he did not believe that it was an incompatibility issue. b6, b7c said the animals were being observed by keepers to make sure they did not become overly aggressive.

b6, b7c the doors at the barn became operational and the animals were given access to the outside enclosure. (b)(6),(b)(7)(C) noticed some soft tissue swelling on the right side of one of the animals. He said there was no associated skin trauma or open wound but noticed some moderate lameness in the right rear leg. b6, b7c b6, b7c determined that the injuries could have been caused by another animal's pushing or butting.

b6, b7c one of the Giant Eland was found dead. He said the animal was found with both rear legs splayed out. He said it was suspected that the floor surface may have contributed to the animals condition, so the floors were covered first with rubber mats and later with earth to help give them better footing. He said on the same day (b)(6),(b)(7)(C) the Eland and found that the animal had a right and left femoral head avulsion fractures with associated muscle hemorrhaging. He said the animal also had multiple skin wounds from horn trauma to both the right and left rear flanks.

b6, b7c he noticed a sudden increase in swelling on the right side of the chest of one of the surviving Elands. He said that despite treatment efforts the animal died on 6/07/07. He said (b)(6),(b)(7)(C) on the Eland and found that the animal apparently suffered interspecies trauma resulting in an intercostal muscle laceration allowing prolapse of the abomasum and reticulum into the subcutaneous tissues.

b6, b7c said the indoor stall initially provided to the (3) three Giant Elands was confining and did not offer them the space they the Quarantine Barn was designed for and what they had become accustomed to at the San Diego Wild Animal Park. b6, b7c b6, b7c provided Investigator b6, b7c with a copy of the necropsy reports and medical records (Exhibit 14 and 15).

On 10/20/08, Investigator b6, b7c interviewed Supervisory Specialist Kathleen Garland, USDA, APHIS, AC. Dr. Garland said SFZ had been working with VMO Smith to address the violations he noted in his inspection reports before the Giant Eland deaths occurred. Dr. Garland said she had reviewed VMO Smith's Inspection Reports and was confident the reports accurately reflected the violations he observed.

These findings substantiate the following alleged violation(s):

9 CFR 3.128 Space requirements.

On 05/24/07, SFZ failed to provide adequate space for (3) three Giant Eland. This regulation specifies that enclosures shall be constructed and maintained so as to provide sufficient space to allow each animal to make normal postural and social adjustments with adequate freedom of movement. Inadequate space may be indicated by evidence of malnutrition, poor condition, debility, stress, or abnormal behavior patterns.

9 CFR 3.133 Separation.

On 5/24/07, SFZ housed (3) three Giant Eland that were not compatible in the same primary enclosure. This regulation specifies that animals housed in the same primary enclosure must be compatible. Animals shall not be housed near animals that interfere with their health or cause them discomfort.

MITIGATING AND/OR AGGRAVATING FACTORS

N/A

ADDITIONAL INFORMATION

Documents provided to Investigator b6, b7c by Dr. Robert Gibbens, (Exhibit 16), provide additional information regarding the licensing history for SFZ. SFZ applied and was approved for the renewal of their USDA Class C Exhibitor License on 01/24/08 (Exhibit 17). Therefore, they are aware of USDA Regulations regarding adequate space and compatibility.

WITNESS LIST

b6, b7c

USDA, APHIS, IES Investigator
2150 Centre Blvd. Bldg 3W-10
Ft. Collins, CO 80526

b6, b7c

Dr. Michael Smith
USDA, APHIS, AC Veterinary Medical
Officer
2150 Centre Blvd. Bldg 3W-11
Ft. Collins, CO 80526
(970) 494-7478

b6, b7c

San Francisco Zoological Society,

b6, b7c

1 Zoo Road
San Francisco, CA 94132

b6, b7c

b6, b7c

b6, b7c

b6, b7c

San Francisco Zoological Society

b6, b7c

b6, b7c

1 Zoo Road
San Francisco, CA 94132

b6, b7c

CASE REPORT DISTRIBUTION (CC)

Program Official:

Dr. Robert Gibbens
USDA, APHIS, AC Western Regional Director

CASE UPDATES

Primary Investigator:

b6, b7c

USDA, APHIS, IES Investigator

Others:

(b)(6),(b)(7)(C)

USDA, APHIS, IES, (b)(6),(b)(7)(C)

Eric Nickerson
USDA, APHIS, IES Assistant Regional Director

Tim Fordahl
USDA, APHIS, IES Western Regional Director

EXHIBIT LIST

EXHIBIT	DESCRIPTION	DATE	TOTAL PAGES
Exhibit 1	– Letter from Animal Care, Western Regional Director, Robert Gibbens.	11/19/07	1
Exhibit 2	– Photocopy of USDA, APHIS, AC Animal Welfare Complaint #166	07/03/07	1
Exhibit 3	– USDA Inspection Report for SFZ.	11/16/07	1
Exhibit 4	– Photocopy of email response to Inspection Report from SFZ.	11/19/07	2
Exhibit 5	– APHIS Form 7162, Affidavit of VMO Smith.	02/04/08	2
Exhibit 6	– Photocopy of SFZ Inspection Summary	11/07/07	2
Exhibit 7	– USDA, APHIS Inspection Report for SFZ.	01/31/05	5
Exhibit 8	– USDA, APHIS Inspection Report for SFZ.	06/21/05	8
Exhibit 9	– USDA, APHIS Inspection Report for SFZ..	03/29/06	4
Exhibit 10	– APHIS Form 7162, Affidavit of [REDACTED] b6, b7c	06/10/08	2
Exhibit 11	– USDA, APHIS IES, Interview Log for [REDACTED] b6, b7c	06/30/08	1
Exhibit 12	– APHIS Form 7162, Affidavit for [REDACTED] b6, b7c	08/04/08	3
Exhibit 13	– APHIS Form 7162, Affidavit for [REDACTED] b6, b7c	08/25/08	2
Exhibit 14	– Photocopy of necropsy report and medical history records for a Giant Eland.	06/08/07	50
Exhibit 15	– Photocopy of necropsy report and medical history records for a Giant Eland.	06/08/07	45
Exhibit 16	– Photocopies of documents showing the USDA licensing history for SFZ.	01/24/07	73
Exhibit 17	– Photocopy of USDA License application, SFZ Certificate #93-C-0003 and USDA Acknowledgement of Renewal.	01/24/08	12



CASE 51

8

United States
Department of
Agriculture

January 2, 2008

Marketing and
Regulatory
Programs

Report of the Escaped Tiger Incident at the San Francisco Zoo.

Animal and
Plant Health
Inspection
Service

Prepared by Laurie J. Gage, DVM, Large Felid Specialist

Animal Care
Western Region

On December 27, 2007 Dr. Michael Smith, Thomas E. Jones (IES), [redacted] (IES) and I visited the San Francisco Zoo to assess the factors relating to the tiger escape incident. The 4.5 year old Siberian tiger, known as "Tatiana" had escaped her enclosure at approximately 5 PM on December 25, 2007, killing one 17-year-old boy and mauling one 19 year-old and one 23-year old man. The tiger was shot dead as a result of this.

2150 Centre Ave,
Building B, 3W11
Fort Collins, CO
80526

We initially met with the [redacted] He gave us a verbal timeline of the sequence of events from his point of view leading up to and including the shooting of the tiger, Tatiana.

(970) 494-7478
Fax: 472-9558

Tatiana had lived at the San Francisco Zoo for two years before this incident, having arrived at the zoo on December 16, 2005. The veterinary staff reported that she weighed 110.7 kg (243.5 lbs) on December 17, 2007, so she would be considered small for a female Siberian tiger. She had no health problems, and they reported that she was being trained for injections and other medical behaviors. They claimed she was responding favorably to learning these behaviors. She was no more aggressive than other tigers, and some described her as having a "good temperament". On December 22, 2006 this tiger chewed on the arm of a keeper who had reached near her cage to retrieve some meat during feeding time. This resulted in aggressive behavior directed towards the keeper which would have been considered normal behavior for any tiger, given the circumstances.

After our interview with [redacted] we went to the tiger exhibit. We documented everything we saw with photographs. Our main goal was to try to determine how the tiger escaped from her enclosure. The width of the dry moat was about 30 feet, and it is doubtful the tiger was able to jump across that distance to the public side. The height of the solid concrete enclosure wall from the bottom of the dry moat to the top of the wall was reported to be 12.5 feet. The wall itself formed a very slight (one foot or less) cantilever inwards. We feel she jumped up the wall in order to escape at the point of the exhibit where there was a break in the thick vegetation at the top of the wall.

There was further evidence to support this theory: There were obvious fresh claw scratch marks in the concrete wall from one tiger foot 8 - 12 inches from the top of the enclosure wall and more claw scratch marks about 2-3 feet from the top of the wall (photos taken). There were a few other less-obvious scratches on the wall nearby that appear to be possible rear claw marks (cannot be sure of this). Just above these obvious claw-scratch marks on the vertical enclosure wall was the top of the wall, and within 2-3 inches of the top edge of the wall on the public side in the dirt and leaves were two large claw sheaths (these are keratin sheaths that peel off of normal tiger claws) (photos taken). These were located in the only spot along the length of the wall that had little-to-no vegetation. The rest of the wall on either side of this area had tall (approximately 3') plant material that appeared undisturbed. There was also a salt shaker in that immediate area. We have no idea of the significance of the salt shaker.

Within a few feet of this spot in front of the exhibit were four obvious sets of fresh tiger claw scratch marks in the pavement. There were many claw sheaths scattered about that area but it had rained a bit and had been windy, and many people had been walking in that area since the incident, so the location of these may have changed from their original location on December 25. There was an obvious large spot of dried blood on the pavement outside of Tatiana's exhibit, and then there was



Animal and Plant Health Inspection Service
Safeguarding American Agriculture

Federal Relay Service (Voice/TTY/ASCII/Spanish)
1-800-877-8339

An Equal Opportunity Employer

JAN - 7 2008

a separate very large amount of dried blood approximately 30 feet to the left (west side) of the exhibit, in front of the adjacent exhibit where the first victim was found dead (photos taken). There was no blood that we saw between the victim's body and the blood spot in front of Tatiana's exhibit.

At least one of the two brothers (who both survived) was injured at the site in front of the exhibit, as there was a blood trail leading from the exhibit down the curving asphalt path approximately 300 yards to the Terrace Cafe. We were told that a worker in the (then closed) Terrace Cafe called (b)(6), (b)(7) b6, b7c when they saw the two young men arrive in front, and because one was bleeding badly, the worker thought the men had been in a fight. b6, b7c called 911 and asked for police and ambulance support. Then the (b)(6), (b)(7) arrived on scene and saw the tiger sitting next to/near the bleeding victim. She then called a "Code 1" which means there was a dangerous animal escape, and the individual on the shooting team responded immediately, bringing over the rifle. He arrived on scene about the same time as the police officers and they asked him to put his rifle away for fear he might be perceived by other responding officers as a threat. The officers found the dead victim's body first, and then made their way to the Terrace Cafe. The tiger had moved away from the bleeding victim, but started to move towards the officers and they shot the tiger. Two bullets hit the tiger in the chest and killed it. An officer then shot the tiger in the head with his sidearm at close range.

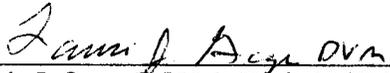
After we finished our investigation of the tiger exhibit, we went to the veterinary clinic and examined all four of Tatiana's feet and the skull. All four claws on both back feet showed fresh wear and shredding of the nails, and were clearly the source of most of the nail sheaths we saw in front of the exhibit. The front feet each had four of the five claws un-shredded and smooth, most of the claws with blood (presumably the victim's) visibly on them. However both front lateral nails showed moderate "shredding" and had bits of nail sheath peeling off. It is common for tigers to keep their front claws sharpened, therefore, that may account for the lack of peeling nail sheaths from the front claws.

In summary:

It appears the tiger was able to jump from the bottom of the dry moat to the top of the wall, and gain enough purchase over the top to pull herself out over the moat wall. It appears as if the tiger lost at least two larger nail sheaths on the public side of the wall in the process of doing this. The tiger had been fed a full meal at about 2 PM that day, so it would be unlikely the tiger was hungry.

The tiger left its first victim to follow the two brothers to the Terrace Café location. The tiger passed exhibits with warthogs and dikeurs, which it ignored as it followed (the blood trail?) the two brothers to the cafe outside dining area. I believe the tiger must have stayed with the victim she killed for at least a few minutes, as it would have taken that amount of time for the men to run to the Terrace Café, and if the tiger had been in immediate pursuit, she would have likely caught the men a considerable distance before they reached the café.

The survivors could provide some valuable insight as to what happened and exactly how the tiger escaped.


Laurie J. Gage, D.V.M., Dipl. ACZM

JAN 2, 2008
Date

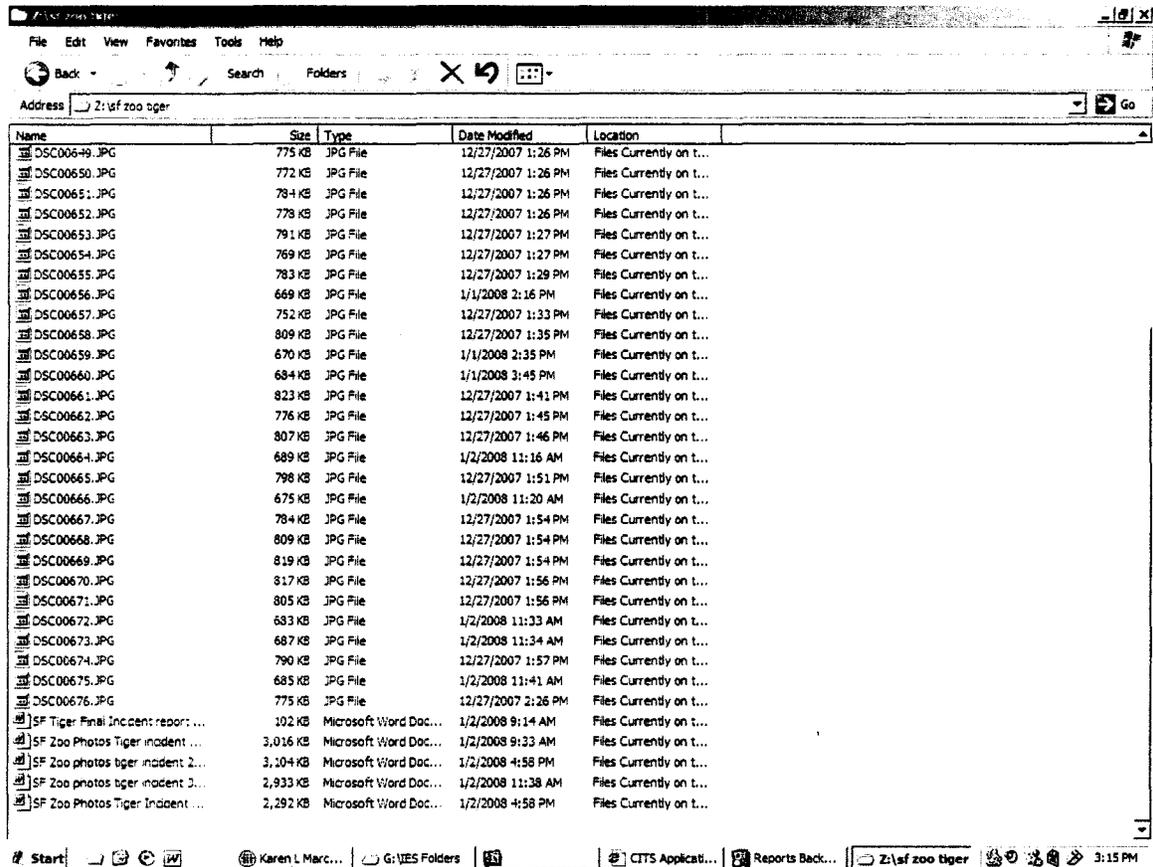
JAN - 7 2008

SF Zoo Tiger Incident

93-C-0003

Total of 15 photos in Word files

Taken by L. Gage on 12/27/07



The screenshot shows a Windows Explorer window with the address bar set to 'Z:\sf zoo tiger'. The main pane displays a list of files with columns for Name, Size, Type, Date Modified, and Location. The files include 15 JPEG files (DSC00649.JPG to DSC00676.JPG) and four Microsoft Word documents (SF Tiger Final Incident report, SF Zoo Photos Tiger incident, SF Zoo photos tiger incident 2, and SF Zoo photos tiger incident 3).

Name	Size	Type	Date Modified	Location
DSC00649.JPG	775 KB	JPG File	12/27/2007 1:26 PM	Files Currently on t...
DSC00650.JPG	772 KB	JPG File	12/27/2007 1:26 PM	Files Currently on t...
DSC00651.JPG	784 KB	JPG File	12/27/2007 1:26 PM	Files Currently on t...
DSC00652.JPG	778 KB	JPG File	12/27/2007 1:26 PM	Files Currently on t...
DSC00653.JPG	791 KB	JPG File	12/27/2007 1:27 PM	Files Currently on t...
DSC00654.JPG	769 KB	JPG File	12/27/2007 1:27 PM	Files Currently on t...
DSC00655.JPG	783 KB	JPG File	12/27/2007 1:29 PM	Files Currently on t...
DSC00656.JPG	669 KB	JPG File	1/1/2008 2:16 PM	Files Currently on t...
DSC00657.JPG	752 KB	JPG File	12/27/2007 1:33 PM	Files Currently on t...
DSC00658.JPG	809 KB	JPG File	12/27/2007 1:35 PM	Files Currently on t...
DSC00659.JPG	670 KB	JPG File	1/1/2008 2:35 PM	Files Currently on t...
DSC00660.JPG	684 KB	JPG File	1/1/2008 3:45 PM	Files Currently on t...
DSC00661.JPG	823 KB	JPG File	12/27/2007 1:41 PM	Files Currently on t...
DSC00662.JPG	776 KB	JPG File	12/27/2007 1:45 PM	Files Currently on t...
DSC00663.JPG	807 KB	JPG File	12/27/2007 1:46 PM	Files Currently on t...
DSC00664.JPG	689 KB	JPG File	1/2/2008 11:16 AM	Files Currently on t...
DSC00665.JPG	798 KB	JPG File	12/27/2007 1:51 PM	Files Currently on t...
DSC00666.JPG	675 KB	JPG File	1/2/2008 11:20 AM	Files Currently on t...
DSC00667.JPG	784 KB	JPG File	12/27/2007 1:54 PM	Files Currently on t...
DSC00668.JPG	809 KB	JPG File	12/27/2007 1:54 PM	Files Currently on t...
DSC00669.JPG	819 KB	JPG File	12/27/2007 1:54 PM	Files Currently on t...
DSC00670.JPG	817 KB	JPG File	12/27/2007 1:56 PM	Files Currently on t...
DSC00671.JPG	805 KB	JPG File	12/27/2007 1:56 PM	Files Currently on t...
DSC00672.JPG	683 KB	JPG File	1/2/2008 11:33 AM	Files Currently on t...
DSC00673.JPG	687 KB	JPG File	1/2/2008 11:34 AM	Files Currently on t...
DSC00674.JPG	790 KB	JPG File	12/27/2007 1:57 PM	Files Currently on t...
DSC00675.JPG	685 KB	JPG File	1/2/2008 11:41 AM	Files Currently on t...
DSC00676.JPG	775 KB	JPG File	12/27/2007 2:26 PM	Files Currently on t...
SF Tiger Final Incident report ...	102 KB	Microsoft Word Doc...	1/2/2008 9:14 AM	Files Currently on t...
SF Zoo Photos Tiger incident ...	3,016 KB	Microsoft Word Doc...	1/2/2008 9:33 AM	Files Currently on t...
SF Zoo photos tiger incident 2...	3,104 KB	Microsoft Word Doc...	1/2/2008 4:58 PM	Files Currently on t...
SF Zoo photos tiger incident 3...	2,933 KB	Microsoft Word Doc...	1/2/2008 11:38 AM	Files Currently on t...
SF Zoo Photos Tiger Incident ...	2,292 KB	Microsoft Word Doc...	1/2/2008 4:58 PM	Files Currently on t...



SUBJECT NAME:	SF Zoo Tiger Incident
LICENSE/REGISTRATION #:	93 C 0003
9 CFR SECTION #:	3.125 (a)
DESCRIPTION:	Tiger "Tatiana" exhibit looking East, note dip in vegetation behind the tree in the foreground
DATE:	December 27, 2007
TIME:	11:24 AM
PHOTOGRAPHER:	Laurie J. Gage DVM



SUBJECT NAME:	SF Zoo Tiger Incident
LICENSE/REGISTRATION #:	93 C 0003
9 CFR SECTION #:	3.125 (a)
DESCRIPTION:	Looking East towards tiger exhibit (yellow tape) from the location of the dead victim.
DATE:	December 27, 2007
TIME:	11:24 AM
PHOTOGRAPHER:	Laurie J. Gage, DVM



SUBJECT NAME:	SF Zoo Tiger Incident
LICENSE/REGISTRATION #:	93 C 0003
9 CFR SECTION #:	3.125 (a)
DESCRIPTION:	Moat wall from inside tiger exhibit. Proposed point of escape is just above the visible seam in the wall.
DATE:	Dec 27 2007
TIME:	12:26 PM
PHOTOGRAPHER:	Laurie J. Gage, DVM



SUBJECT NAME:	SF Zoo Incident
LICENSE/REGISTRATION #:	93 C 0003
9 CFR SECTION #:	3.125(a)
DESCRIPTION:	Keeper in moat indicating location of tiger claw marks on concrete wall
DATE:	December 27, 2007
TIME:	12:30 PM
PHOTOGRAPHER:	Laurie J. Gage, DVM



SUBJECT NAME:	SF Zoo Tiger Incident
LICENSE/REGISTRATION #:	93 C 0003
9 CFR SECTION #:	3.125(a)
DESCRIPTION:	Distal tip of tiger claw found in the dirt in the moat and about 10 – 12 feet from the proposed point of escape
DATE:	December 27, 2007
TIME:	12:33 PM
PHOTOGRAPHER:	Laurie J. Gage, DVM



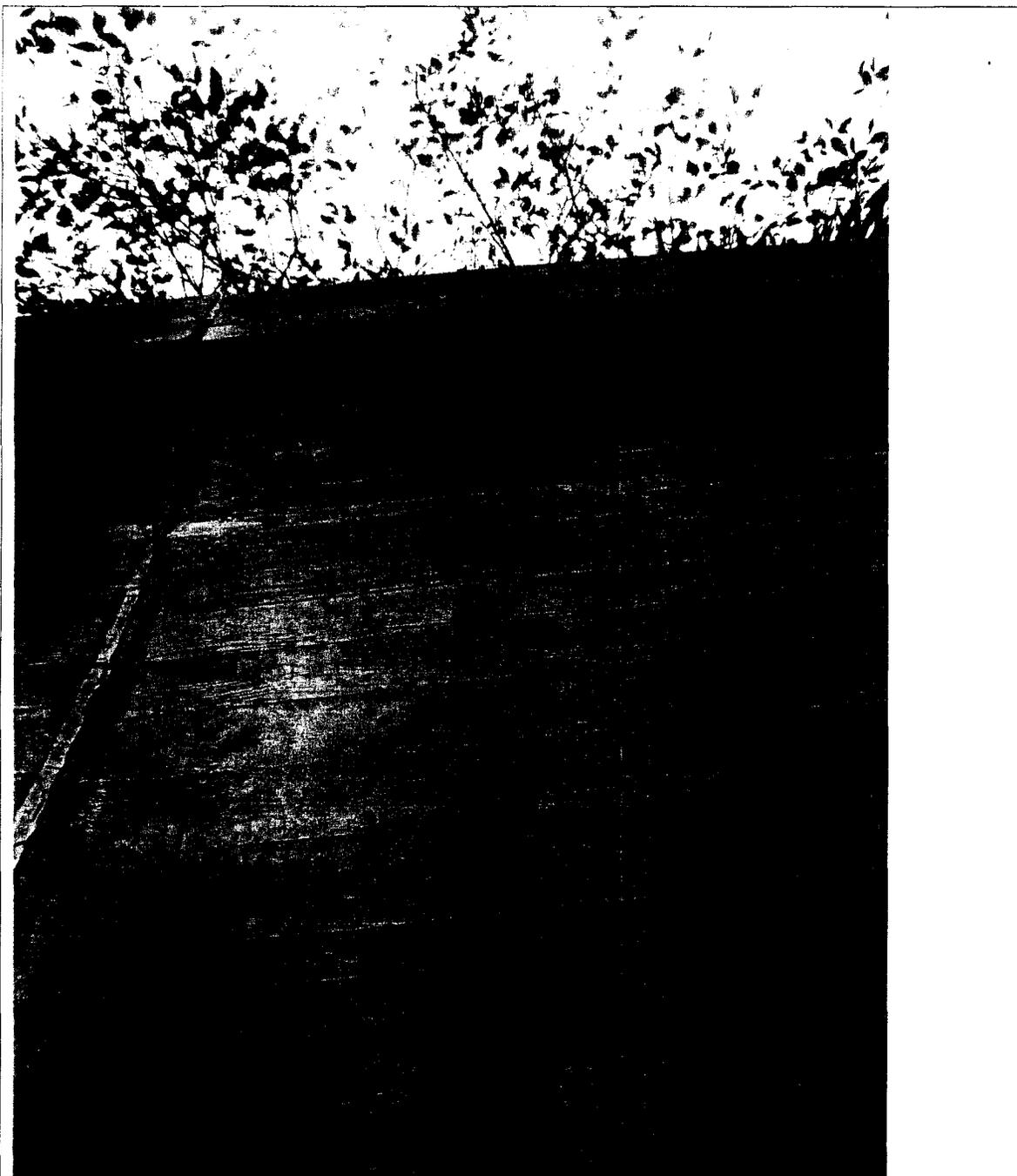
SUBJECT NAME:	SF Zoo Tiger Incident
LICENSE REGISTRATION #:	93 C 0003
OFFICE SECTION #:	3.125 (a)
DESCRIPTION:	Dr. Michael Smith standing in moat at proposed point of escape, red arrow indicates approximate location of broken claw tip found in dirt
DATE:	December 27, 2007
TIME:	12:35 PM
PHOTOGRAPHER:	Laurie J. Gage, DVM



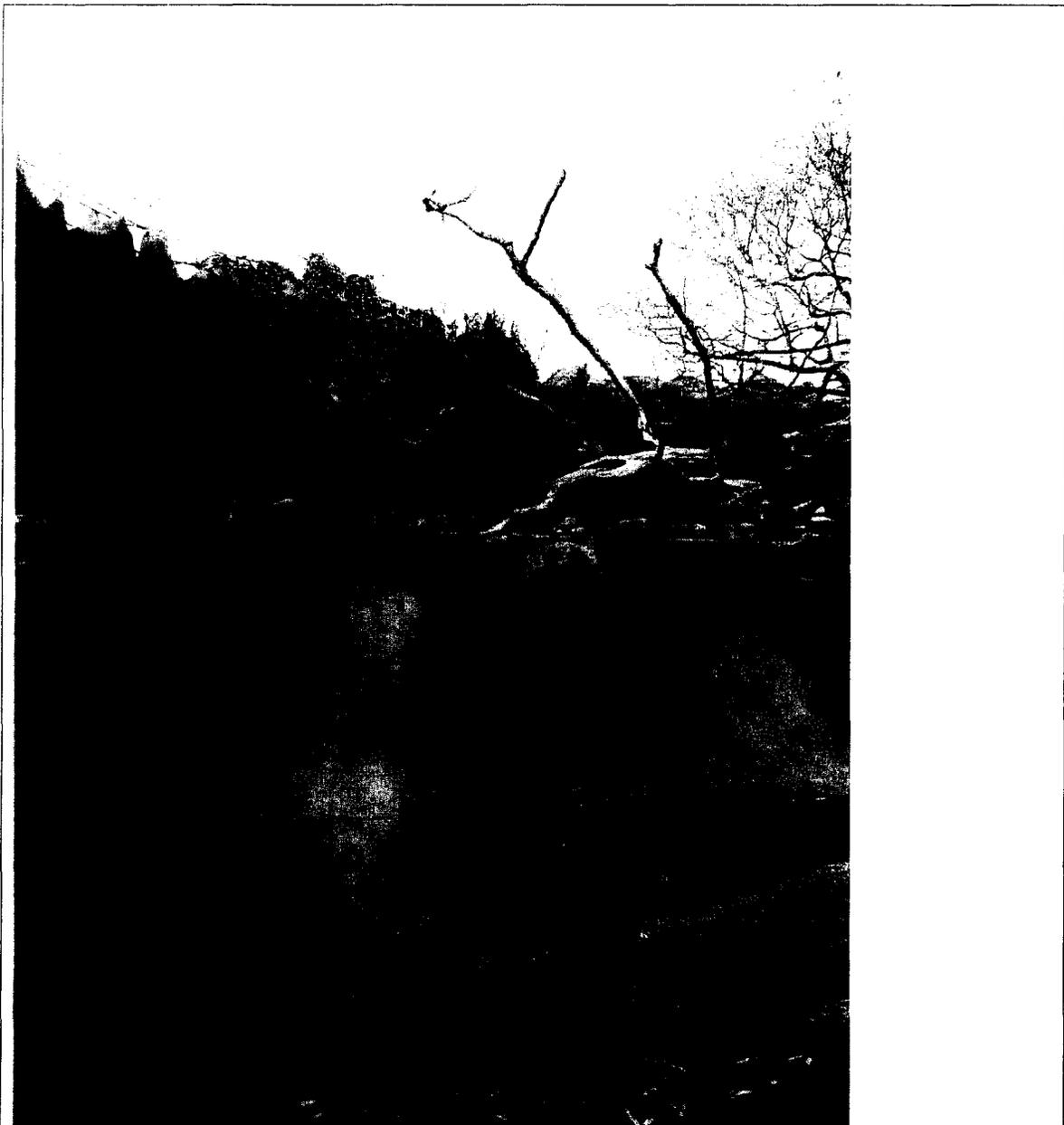
SUBJECT NAME:	SF Zoo Tiger Incident
LICENSE/REGISTRATION #:	93 C 0003
9 CFR SECTION #:	3.125 (a)
DESCRIPTION:	Three vertical fresh claw marks just below the top of the wall (above the cantilever) at the proposed point of escape, and more claw marks lower on the photo
DATE:	December 27, 2007
TIME:	
PHOTOGRAPHER:	Laurie J. Gage, DVM



SUBJECT NAME:	SF Zoo Tiger Incident
LICENSE/REGISTRATION #:	93 C 0003
9 CFR SECTION #:	3.125(a)
DESCRIPTION:	Keeper pointing out claw marks on wall at proposed point of escape
DATE:	December 27, 2007
TIME:	12:46 PM
PHOTOGRAPHER:	Laurie J. Gage, DVM



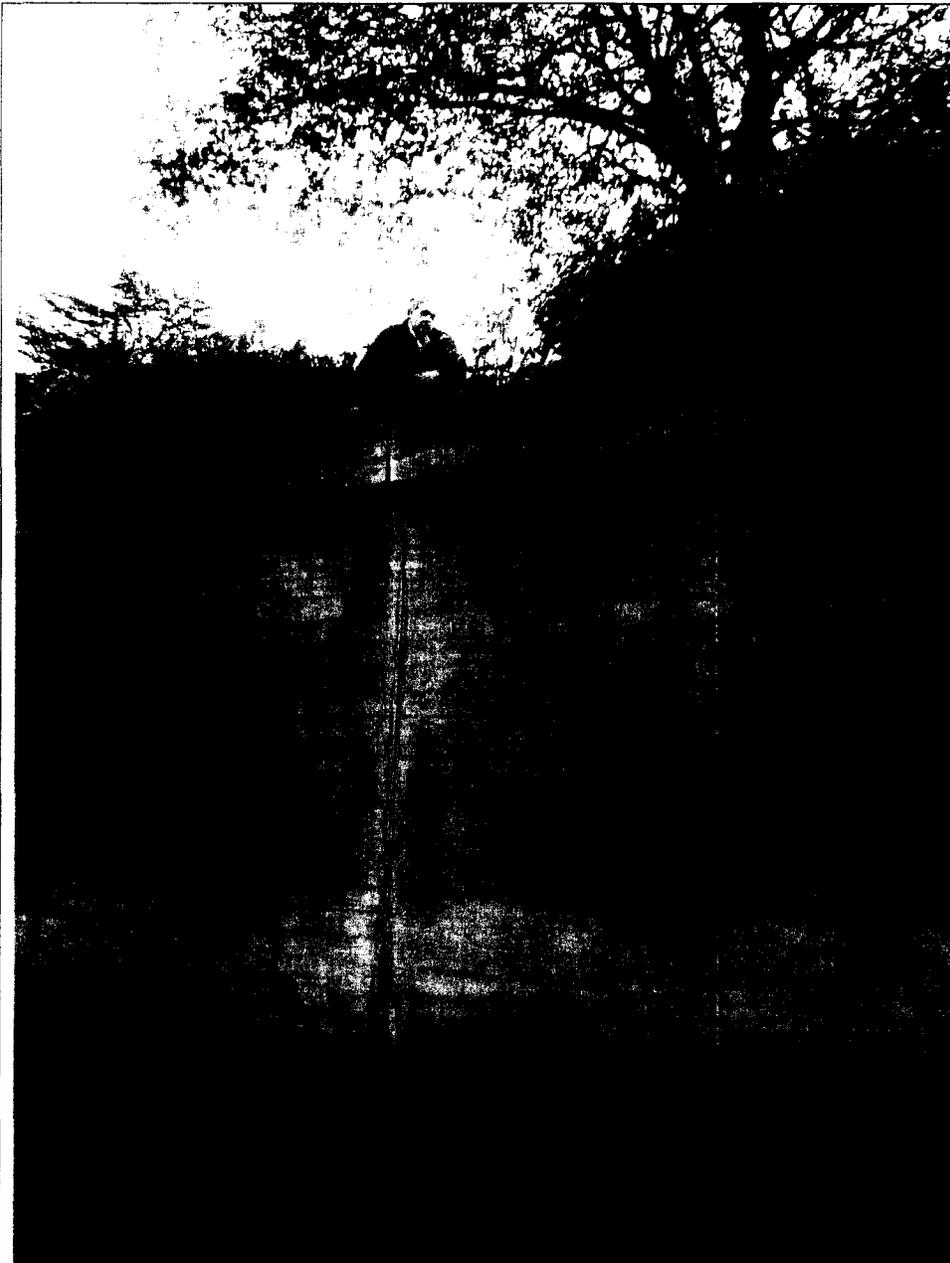
SUBJECT NAME:	SF Zoo Tiger Incident
LICENSE/REGISTRATION #:	93 C 0003
9 CFR SECTION #:	3.125(a)
DESCRIPTION:	View of wall where tiger claw marks were seen
DATE:	December 27, 2007
TIME:	12:51 PM
PHOTOGRAPHER:	Laurie J. Gage, DVM



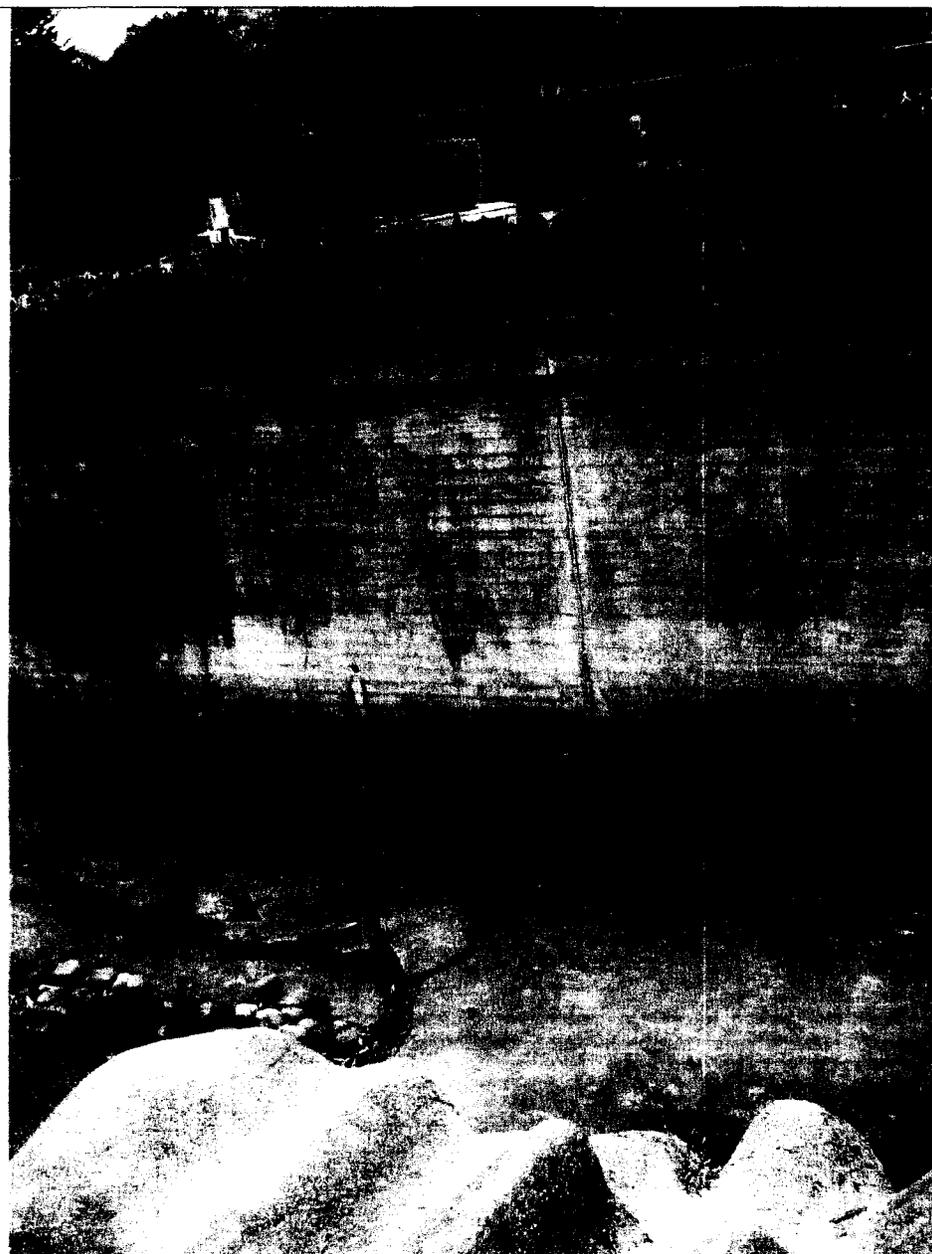
SUBJECT NAME:	SF Zoo Tiger Incident
LICENSE/REGISTRATION #:	93 C 0003
9 CFR SECTION #:	3.125(a)
DESCRIPTION:	Looking across moat from proposed point of escape. There were scratch marks from one claw on one outcrop (labeled by red arrow)
DATE:	December 27, 2007
TIME:	12:54 PM
PHOTOGRAPHER:	Laurie J. Gage, DVM



SUBJECT NAME:	SF Zoo Tiger Incident
LICENSE/REGISTRATION #:	93 C 0003
9 CFR SECTION #:	3.125(a)
DESCRIPTION:	Location of tiger claw marks on rock outcrop across the moat from the presumed location of escape (red arrow)
DATE:	December 27, 2007
TIME:	12:56 PM
PHOTOGRAPHER:	Laurie J. Gage, DVM



SUBJECT NAME:	SF Zoo Tiger Incident
LICENSE/REGISTRATION #:	93 C 0003
9 CFR SECTION #:	2.125(a)
DESCRIPTION:	Mad at top of wall at proposed point of escape
DATE:	December 27, 2007
TIME:	12:57 PM
PHOTOGRAPHER:	Laurie J. Gage, DVM



SUBJECT NAME:	SF Zoo Tiger Incident
LICENSE/REGISTRATION #:	93 C 0003
9 CFR SECTION #:	3.125(a)
DESCRIPTION:	Tiger moat from tiger point of view. Approximate location of broken claw tip found in moat (red arrow)
DATE:	December 27 2007
TIME:	12:58 PM
PHOTOGRAPHER:	Laurie J. Gage, DVM



SUBJECT NAME:	SF Zoo Tiger Incident
LICENSE/REGISTRATION #:	93 C 0003
9 CFR SECTION #:	3.125(a)
DESCRIPTION:	Two claw sheaths just over the top of the enclosure wall in the leaves, and one small scratch on top of the wall
DATE:	December 27, 2007
TIME:	1:26 PM
PHOTOGRAPHER:	Laurie J. Gage, DVM



SUBJECT NAME:	SF Zoo Tiger Incident
LICENSE/REGISTRATION #:	93 C 0003
9 CFR SECTION #:	3.125(a)
DESCRIPTION:	Looking West across the public side of the tiger enclosure towards the area where the dead victim was found (in front of the next exhibit down)
DATE:	December 27, 2007
TIME:	11:22 AM
PHOTOGRAPHER:	Laurie J. Gage, DVM



United States
Department of
Agriculture

Animal and Plant
Health Inspection
Service

Animal Care
Western Region

2150 Centre Ave.
Building B
Mail Stop # 3W11
Ft. Collins, CO 80526
Phone: 970/494-7478
Fax: 970/494-7461

November 19, 2007

b6, b7c

b6, b7c

*TO
Case # not assigned
as of Dec 26, 2007*

Tim Fordahl
Western Regional Director
Investigative & Enforcement Services

**Request for Investigation of Alleged Violations
Regarding the Animal Welfare Act, Regulations,
and/or Standards**

Please initiate an investigation on the following individual:

NAME: San Francisco Zoological Gardens
ADDRESS: 1 Zoo Road
CITY: San Francisco, CA 94132
LIC / REG #: 93-C-0003 / customer # 3373

ADDITIONAL INFORMATION:

Two giant eland died within days of their arrival at San Francisco Zoo. Animals were placed in a holding area inadequately prepared for the animals which appear to have contributed directly to their deaths.

If further information is needed, please let me know.

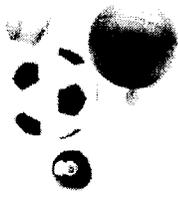
Robert M. Gibbens
Director, Western Region
USDA, APHIS, Animal Care



Safeguarding American Agriculture
APHIS is an agency of USDA's Marketing and Regulatory Programs

An Equal Opportunity Provider and Employer

70



Robert M
Gibbens/CO/APHIS/USDA
11/21/2008 10:10 AM

To (b)(6),(b)(7)(C)
cc Michael J Smith/CA/APHIS/USDA, Kathleen M
Garland/CA/APHIS/USDA, Enforcement CCs, Bernadette R
Juarez/MD/APHIS/USDA,
bcc

Subject Fw: CA08259 and CA08283 - - San Francisco Zoo

CA08259 - Tiger escape/attack

The investigative report documents the circumstances surrounding the escape of a tiger from its enclosure at the San Francisco Zoo (SFZ) on December 25, 2007. After escaping, the tiger attacked and killed a member of the public, then was subsequently shot and killed near SFZ's Terrace Cafe. The investigative report contains sufficient evidence to prove that violations of Section 3.125(a) and 2.131(c)(1) took place.

This investigate report (as well as the report in CA08283) also contains inspection reports from 2005 and 2006. Citations from those inspection reports will be addressed in conjunction with CA08283.

Statutory factors

Gravity = grave; the alleged violation resulted in the death of the tiger, as well as a member of the public
Size = large; SFZ is a large zoo that has over 300 covered animals (many are wild and/or exotic) and is open to the public

Priors = the last enforcement action on file was a stip in 1992

Good faith = yes; the big cat exhibit involved was maintained in good repair, and no animals had escaped in 65 years (SFZ had no reason to believe the tiger could escape); the tiger involved had been fed shortly before being placed out on exhibit

CA08283 - Eland Deaths

The investigative report documents that on May 24, 2007, 3 Eland antelope arrived from the San Diego Wild Animal Park. Because some of the doors in the quarantine barn were not operational, the 3 animals were placed in an indoor stall that was smaller than their prior enclosure at SDWAP. The 3 Eland appeared anxious and were sparring upon unloading. The doors to the quarantine facility became operational on May 26, and the animals could be allowed outside. On May 27, the attending veterinarian noted some soft tissue swelling on the right side of the chest of one animal. On May 28, one Eland was found dead with both rear legs splayed out. The necropsy showed the animal to have avulsion fractures of both femoral heads, and multiple skin wounds from horn trauma. On June 4, the attending vet noted sudden swelling on the right side of the chest on the same Eland he had seen the soft tissue swelling on May 27. Treatment efforts were initiated, but the animal died on June 7. The necropsy showed that an intercostal laceration (caused by interspecies trauma) allowed a prolapse of the abomasum and reticulum into subcutaneous tissues, ultimately resulting the Eland's death. Evidence in the investigative report is sufficient to prove that at least one of the Eland died from trauma caused by a violation of Section 3.133.

Inspection reports from 2005 and 2006 are included in this investigative report. The inspection reports contain numerous citations, however, none are supported by photos. There is 1 repeat citation {Section 3.80(a)(1)} which is supported by SFZ's correspondence indicating that repairs/renovations to one of the involved primate housing facilities had not been completed in a timely manner.

Statutory factors

Gravity = grave for the Eland (resulted in at least one death); significant for Section 3.80 (it was a repeat citation but there were no known impacts on the animals)

Size = large; SFZ is a large zoo that has 300+ covered animals (many are wild and/or exotic) and is open to the public

Priors = the last enforcement action on file was a stip in 1992

Good faith = no evidence

Combined recommendation: a stipulation is recommended for alleged violations of Section 3.125(a), 2.131(c)(1), Section 3.133, and Section 3.80(a)(1) as described above.

Robert M. Gibbens, DVM
Director, Western Region
USDA, APHIS, Animal Care
2150 Centre Ave., Bldg B
Ft. Collins, CO 80526
(970)494-7478

UNITED STATES DEPARTMENT OF AGRICULTURE
ANIMAL AND PLANT HEALTH INSPECTION SERVICE
INVESTIGATIVE AND ENFORCEMENT SERVICES

REPORT OF INVESTIGATION

Case Number: CA08259-AC

Subject(s): **San Francisco Zoological Gardens**
#1 Zoo Road
San Francisco, CA 94132
(415) 753-7108
Lic/Reg: 93-C-003/Customer #3373

Investigator:

b6, b7c

Date of Report: September 26, 2008

Finding: Substantiated allegation(s)
 No violation(s)
 Insufficient evidence
 Fact finding

CONTAINS CONFIDENTIAL BUSINESS INFORMATION

FOR OFFICIAL USE ONLY

This document and its contents are not to be further distributed or duplicated without prior consent from USDA, APHIS, Investigative and Enforcement Services

SYNOPSIS

On December 25, 2007, an adult Siberian tiger named "Tatiana" escaped from her exhibit at the San Francisco Zoological Gardens (SFZ). After she escaped, she attacked and killed one zoo visitor and attacked and injured two others. Prior to the escape and during routine inspections of the SFZ facilities, Veterinary Medical Officer (VMO) Michael Smith discovered several violations of the Animal Welfare Act.

ALLEGED VIOLATIONS

SUBJECT(S)	DATE(S)	CITATION
SFZ	01/31/05 06/21/05	9 CFR 2.40 (b) (2)
SFZ	03/29/06	9 CFR 3.1 (e)
SFZ	03/29/06	9 CFR 3.52 (e)
SFZ	06/21/05	9 CFR 3.75 (c)
SFZ	01/31/05 06/21/05	9 CFR 3.80 (a) (1)
SFZ	03/29/06	9 CFR 3.80 (a) (2) (ii)
SFZ	01/31/05 03/29/06 12/25/07	9 CFR 3.125 (a)
SFZ	01/31/05 06/21/05 03/29/06	9 CFR 3.125 (c)
SFZ	01/31/05	9 CFR 3.125 (d)
SFZ	01/31/05 06/21/05	9 CFR 3.127 (a)
SFZ	01/31/05 06/21/05	9 CFR 3.127 (d)
SFZ	01/31/05	9 CFR 3.130
SFZ	03/29/06	9 CFR 3.131 (a)
SFZ	06/21/05	9 CFR 3.131 (c)
SFZ	03/29/06	9 CFR 3.131 (d)

BACKGROUND**Subject(s) Information**

SFZ is accredited by the American Zoo and Aquarium Association (AZA) and serves the community by connecting people with wildlife through exhibition and education. They exhibit many species of animals of which 334 are regulated by USDA, Animal Care. SFZ operates under the jurisdiction of the City of San Francisco in partnership with the San Francisco Zoological Society and possesses a USDA Class "C" Exhibitors license.

The SFZ is fully aware of all USDA laws and regulations regarding the exhibition of mammals regulated by USDA.

Subject(s) Previous History

Prior Enforcement Actions

On 12/31/07, SFZ was investigated under case number CA08283-AC for placing Giant Eland in an area lacking sufficient space resulting in the death of two of the animals. The case remains open.

Prior Adjudications

N/A

NARRATIVE**Basis for Investigation**

This investigation was requested by Dr. Robert M. Gibbens, Western Region Director, U.S. Department of Agriculture (USDA), Animal and Plant Health Inspection Services (APHIS), Animal Care (AC) in his letter dated 12/26/07 (Exhibit 1).

Investigative Findings

On 12/26/07, Investigator [b6, b7c] was informed by [b6, b7c] (b)(6),(b)(7)(C) about an incident at SFZ involving the escape of a tiger and the resulting death of a zoo visitor (Exhibit 2). On 12/27/07, Investigator [b6, b7c] coordinated a response to SFZ which included Investigator [b6, b7c] Veterinary Medical Officer (VMO) Dr. Michael Smith and Large Felid Specialist Dr. Laurie Gage.

After arriving at SFZ, Investigator [b6, b7c] contacted [b6, b7c] [b6, b7c] provided an overview of the tiger escape and SFZ's response (Exhibit 3). [b6, b7c] said on 12/25/07 at about 5:00 p.m., SFZ was closing for the day when an employee at the Terrace Café noticed two men standing outside. At least one of the men was bleeding badly and the employee assumed they had been in a fight. The employee immediately called the [b6, b7c] and reported the information. [b6, b7c] said [b6, b7c] responded to the Café and saw one man covered in blood. He said [b6, b7c] called "911" for police and ambulance assistance.

[b6, b7c] said [b6, b7c] then observed a loose tiger in the area and called a "Code 1" which informs all SFZ employees that a dangerous animal has escaped and is roaming the grounds. [b6, b7c] said [b6, b7c] heard the call and responded to the area. He said that while he was driving to the Café, [b6, b7c] observed a man lying on the ground near the Lion House, not moving and covered in blood. He said [b6, b7c] reported his observations to SFZ employees over the radio and continued on to the area of Terrace Café. [b6, b7c] said when [b6, b7c] arrived at the Café, he arrived at the same time as several members of the police department. He said [b6, b7c] was with the officers when they shot and killed the tiger.

[b6, b7c] said there were some sticks, foreign to the exhibit, and at least one pine cone inside the tiger exhibit indicating that someone may have thrown these items into the enclosure at the tigers. [b6, b7c] said [b6, b7c] was in charge of the Lion House on the day of the incident but left work after the animals were fed and had access to the outside of the enclosure. [b6, b7c] said [b6, b7c] closed the exhibit that day and that he had been assured by him that all gates and doors were locked securely. [b6, b7c] said after the tiger was killed. [b6, b7c] returned to the Lion House to check on the status of the other animals. [b6, b7c] said that [b6, b7c] found all of the doors and gates locked and all of the other animals still within the exhibit.

b6, b7c identified the tiger as "Tatiana" a 4 ½ year old, female, Siberian tiger, weighing approximately 250 pounds. He said the tiger arrived at SFZ in December of 2005 and in December of 2006 was involved in another incident where she attacked a keeper who had reached into her cage to retrieve some meat. b6, b7c said that the Lion House was built over 65 years ago and that to his knowledge SFZ has never had an incident where an animal escaped from the "grotto". b6, b7c said the exhibit has been in its present state since 1981 when repairs were made and a layer of concrete was added to the moat floor. b6, b7c b6, b7c

(b)(6),(b)(7)(C)

b6, b7c then walked Investigator b6, b7c Investigator b6, b7c, Dr. Smith and Dr. Gage to the tiger exhibit. Investigator Soberanes observed that the "grotto" area of the exhibit is an outside enclosure offering public views of the tigers. The enclosure is accessible through locked doors from a public walkway that runs through SFZ property. From the walkway, the public is protected from the tigers by a small (approximately 3') open rail fence, low shrubbery and a small concrete curb which is located at the top of the moat wall. The moat is approximately 31' wide, comprised of concrete and was dry. The wall from the public walkway to the bottom of the moat varies in height with the shortest distance between the walkway and the bottom of the moat being approximately 12'-5".

Investigator b6, b7c, Investigator (b)(6),(b)(7) and Dr. Gage located several items of physical evidence in and around the exhibit indicative of how the tiger may have escaped. This evidence was photographed (Exhibit 4) and brought to the attention of the San Francisco Police Department investigators.

Investigator b6, b7c contacted b6, b7c at SFZ. b6, b7c said for the last three months, she has been around the tiger, Tatiana, watching her injection training. She said the training was progressing normally and she had not witnessed any abnormal behavior in Tatiana prior to the escape. She said that when tigers are motivated they can do incredible things but she has not seen any tiger jump out from the moat of its enclosure.

Investigator b6, b7c Investigator b6, b7c, Dr. Gage and Dr. Smith also visited the SFZ Veterinary Clinic, interviewed the veterinarians involved with the tiger's care and inspected the tiger's remains. Investigator b6, b7c took photographs of the tiger's injuries including the damage to the tiger's nail sheaths (Exhibit 5).

On 1/09/08, Investigator b6, b7c contacted Dr. Gage and obtained her report regarding the tiger escape at SFZ (Exhibit 6). Dr. Gage said it was her opinion that the tiger escaped her enclosure by jumping up the moat wall at the point of the exhibit where there was a break in the thick vegetation at the top of the wall. She said the evidence she observed that supported this theory was fresh claw scratch marks in the concrete wall from one tiger foot 8-12 inches from the top of the wall, scratch marks about 2-3 feet

from the top of the wall, claw scratch marks within 2-3 inches of the top edge of the wall and two large keratin nail sheaths in the dirt on the public side of the wall.

Dr. Gage said an examination of the tiger's feet showed fresh wear and shredding on the claws of both back feet and some shredding to the lateral nails of the front feet. Dr. Gage said she believes the tiger "Tatiana" jumped from the bottom of the dry moat to the top of the moat wall and pulled herself out and over the wall. She said it appeared that the tiger lost at least two large nail sheaths on the public side of the wall in the process. She said the tiger had been fed a full meal earlier in the day and that it was unlikely that the tiger was hungry at the time of the escape. Dr. Gage provided photocopies of photographs she took during her inspection of the exhibit (Exhibit 7).

On 01/31/08, Investigator [b6, b7c] contacted Captain Dave Fox, State of California Department of Fish and Game. Captain Fox said Warden William O'Brien, a member of his department, investigated the tiger escape at SFZ. Captain Fox said they investigated the incident because the State of California Code of Regulations, Title 14, section 671.2 (a) (10), requires that animals on display be contained within an "escape-proof" area or enclosure at all times when not under the immediate control of a handler. He said SFZ was also obligated under Fish and Game Code section 2193 (a) to immediately report the escape and failed to do so. Captain Fox said Warden O'Brien participated with members of the San Francisco Police Department in interviewing the men attacked by the tiger but that the content of these discussions was documented by the San Francisco Police Department. Captain Fox identified the deceased person as Carlos Edward Ferreira Sousa, Jr. and the two injured people as [b6, b7c] and [b6, b7c]. [b6, b7c] Captain Fox provided Investigator [b6, b7c] with a photocopy of their investigation, a photocopy of photographs taken by Warden O'Brien and a photocopy of the code sections relevant to their investigation (Exhibits 8-10).

On 2/04/08, Investigator [b6, b7c] contacted VMO Michael Smith and obtained a sworn affidavit (Exhibit 11). VMO Smith said on 12/27/07, he accompanied Dr. Laurie Gage and Investigators [b6, b7c] and [b6, b7c] to SFZ. He said he visited SFZ to assess the factors that led to the escape of a tiger on 12/25/07. VMO Smith said the tiger, Tatiana, escaped her enclosure, killed one zoo visitor and injured two others. He said based on his inspection on 12/27/07, it was his opinion that the primary enclosure was insufficient to contain the tiger. He said he did not find any other contributing factors to the tiger's escape and feels that all personnel assigned to the tiger exhibit are properly trained. VMO Smith said on 4/05/07, he conducted a partial inspection of the carnivore section of SFZ which included the tiger exhibit. He said he noted no non-compliance issues during this inspection (Exhibit 12).

On 1/31/05, 6/21/05 and 3/29/06, VMO Smith conducted routine inspections of the SFZ facilities. After each of these inspections, VMO Smith completed an Inspection Report noting violations of the Animal Welfare Act. VMO Smith then emailed a copy of each of the Inspection Reports to [b6, b7c] at SFZ who acknowledged receipt with return emails (Exhibits 13-15).

After several attempts to talk with San Francisco Police Department (SFPD) Inspector [b6, b7c] the investigator in charge of the tiger investigation at SFZ, Investigator [b6, b7c] was directed to send a request for information to the SFPD Legal Division. On 3/05/08, Investigator [b6, b7c] received from Lieutenant Michael Stasko, a photocopy of the incident report prepared by members of the San Francisco Police Department and summarizing their response to the tiger escape incident (Exhibit 16). Reviewing this document, Investigator [b6, b7c] noted statements from the responding police officers and paramedics describing the need to shoot the tiger and the medical condition of the three men that were attacked. Investigator [b6, b7c] also noted several statements from SFZ employees including [b6, b7c]

On 3/10/08, 3/13/08 and 3/18/08, Investigator [b6, b7c] attempted contact with [b6, b7c] and [b6, b7c] at their home in [b6, b7c]. Investigator [b6, b7c] attempted contact hoping to interview them regarding their observations of the tigers escape. Although Investigator [b6, b7c] left messages at the home, he did not receive return telephone calls and was not successful gaining an interview with either of the [b6, b7c]

On 5/05/08, Investigator [b6, b7c] contacted (b)(6),(b)(7)(C) at SFZ and obtained a sworn affidavit (Exhibit 17). [b6, b7c] said after becoming the [b6, b7c] [b6, b7c] he has been receiving copies of the USDA Inspection Reports completed by VMO Smith. He said that throughout his tenure he has found the reports to be "thorough in their scope and professional in their undertaking." He said after receiving the reports he typically acknowledged receipt by sending VMO Smith an email. He said has worked with VMO Smith to correct noted violations and he maintains copies of the inspection reports at SFZ as required by the USDA.

[b6, b7c] said on 12/25/07, he first became aware of the tiger escape when he received a telephone call from [b6, b7c]. He said he left his home to go to SFZ and on the way ensured that all of the remaining large felids were secure in the Lion House by speaking to [b6, b7c] on the telephone. He said he also made calls to [b6, b7c] [b6, b7c] of SFZ and [b6, b7c]. He said upon arrival at SFZ, he surveyed the situation, checked once again to make sure all of the dangerous animals were secured and then cooperated with the police in their investigation.

[b6, b7c] said on 12/25/07, SFZ was fully staffed with Animal Care employees until approximately 4:00 p.m. He said there were no closed circuit cameras at SFZ so activities at the Lion House before and after the tiger escape were not monitored. He said the tiger involved in the escape was identified as Tatiana, a 4 ½ year old female Siberian tiger weighing approximately 250 pounds. [b6, b7c] said Tatiana came to SFZ in December of 2005 and in December of 2006 was involved in an incident where she attacked a keeper who had reached into her cage to retrieve something during a feeding demonstration. He said the Lion House was built over 65 years ago and that to his knowledge SFZ has never had an incident where an animal has escaped from any of the exhibit areas.

b6, b7c said that prior to this incident the exhibit had not changed since 1981, when repairs were reported to have been made and a layer of concrete was added to a portion of the moat floor. He said a gross necropsy was performed on Tatiana b6, b7c b6, b7c b6, b7c said employees at SFZ and under his supervision are given training relevant to their respective assignments.

On 5/05/08, Investigator b6, b7c contacted b6, b7c at SFZ and obtained a sworn affidavit (Exhibit 18). b6, b7c said on 12/25/07, at approximately 5:01 p.m., she received a call from b6, b7c telling her that there was a guy at the Terrace Café bleeding from what may have been a fight. She said she drove to the Terrace Café and observed two men, one bleeding from the back of the head and the other unhurt. She said both men were agitated, screaming something about being attacked by a tiger and saying that their friend needed help. b6, b7c said she heard b6, b7c say on the radio that he was still on site and would be responding to the area. She also heard b6, b7c say he was getting a firearm and a closed vehicle.

b6, b7c said as she drove toward the Lion House, she saw a tiger calmly walking on the public path towards the South Gate. She said she used her radio to inform other employees of the tiger's location. She said she then went to the gate and led emergency personnel to the injured party. b6, b7c said that after emergency personnel arrived, several SFPD officers went with b6, b7c towards the Terrace Café. She said she then heard over the radio that the tiger was attacking one of the individuals followed by radio transmissions indicating that the tiger was shot and killed. She said that she directed all SFZ employees to hold in place until all of the cats were accounted for and that once the cats were accounted for, they began the process of checking on staff. She said she did not see the tiger escape its enclosure.

b6, b7c said she was comfortable with the level of training she has received at SFZ. She said that all employees participate at least twice per year in a practical exercise and they have written reference guidelines posted in each work area that outline responsibilities in times of emergency.

On 5/05/08, Investigator b6, b7c contacted b6, b7c at SFZ and obtained a sworn affidavit (Exhibit 19). b6, b7c said on 12/25/07, at approximately 5:00 p.m., he heard the b6, b7c say over the radio that we needed to call "911" as a member of the public was bleeding and a tiger was out at the South Gate. b6, b7c said he responded on the radio that he would go the hospital and get a shotgun. He said he armed himself with the shotgun and drove his personal car to the South Gate.

b6, b7c said as he drove past the Lion House, he saw an individual lying on the ground in front of the Siberian tiger exhibit. He said the individual had severe injuries and there were no signs of life. He said he asked for a medical response and then saw the tiger approximately 100 feet away. He said he informed SFZ employees of the tiger's location and direction of travel. b6, b7c said when the police arrived he informed

them of his observations and they told him to put his shotgun away. He said he then heard over the radio that there was someone injured at the Terrace Café and he accompanied the police to that location.

b6, b7c said when he arrived at the Café, he observed a tiger lying next to an injured person. He said as he approached the tiger, it began to attack the person on the ground. He said he instructed the police to shoot and the tiger was killed. b6, b7c said employees at SFZ receive training regarding dangerous animal escapes in the form of escape drills. He said employees are also expected to review policy, participate in round table discussions with other SFZ employees regarding animal management and safety and receive special training in the use of firearms.

On 7/18/2008, Investigator b6, b7c contacted b6, b7c at SFZ and obtained a sworn affidavit (Exhibit 20). b6, b7c said on 12/25/07, she was responsible for the Lion House which included the Siberian Grotto housing the tigers Tatiana and Tony. She said at about 2:00 p.m., she fed Tatiana along with the other cats. She said the tiger feeding was open to the public and lasted from 2:00 p.m. to approximately 3:00 p.m. She said Tatiana had no problems and ate everything that was given to her. She said Tatiana's behavior appeared normal.

b6, b7c said after the feeding, she went outside to their grotto area to call the lions while b6, b7c opened the guillotine doors for the Siberian tigers. She said when she returned, Tony and Tatiana were already back outside, locked out into the Grotto area on public display. b6, b7c said at approximately 3:30 p.m., she completed her reports for the day and left SFZ. She said b6, b7c was responsible for ensuring that the Siberian tigers would have access to both the grotto and the inside cage area during the evening.

b6, b7c said she has been working with the tigers for approximately 13 years and did not see anything that would be considered abnormal in Tatiana's behavior. She said she has seen Tatiana jump on to the shelf located in the inside cages but has not seen her jumping on the walls of the Grotto or trying to escape. b6, b7c said there have been incidents over the years where she has seen people leaning over or putting their children on the metal fence barrier adjacent to the pedestrian walkway. She said when she has seen this, she has addressed it on her own or involved security when necessary.

On 7/18/08, Investigator b6, b7c contacted b6, b7c at SFZ and obtained a sworn affidavit (Exhibit 21). b6, b7c said on 12/25/07, at approximately 5:15 p.m. he was preparing to leave for the day when he heard a radio call regarding an escaped tiger. He said after hearing the call, he went to the office to retrieve special keys and pepper spray. He said he called b6, b7c. b6, b7c said he then went to the Lion House and looked for a security breach. He said he found no breach, but observed a tiger loose on the lawn at the South Gate. He said he retreated and met with the police. He said he accompanied the police to the Terrace Café, where he heard shots and discovered the tiger had been killed.

b6, b7c said he returned to the Lion House with the police to make sure all of the other large cats were accounted for. He said all of the cages were secure and properly set-up for the night. He said he did not find a security breach. b6, b7c said on 12/25/07, b6, b7c fed the lions and tigers at the Lion House. He said he later prepared the tigers for the night by providing them access to the outside exhibit.

b6, b7c said when he returned after discovering the tiger escape, the doors leading to and from the exhibit were in the same condition they were in when he locked them earlier. He said he has seen Tatiana in the moat area on past occasions but has not witnessed her making any attempts to escape. He said he does not know how Tatiana escaped her enclosure, but believes she had to climb the wall.

On 8/25/2008, Investigator b6, b7c contacted b6, b7c (b)(6),(b)(7)(C) for SFZ and obtained a sworn affidavit (Exhibit 22). b6, b7c said on 12/25/07, a Siberian tiger escaped her enclosure and attacked several people visiting the SFZ. He said as a result of the attack, the tiger, Tatiana, was shot and killed by officers with the SFPD. He said on the following day, he (b)(6),(b)(7)(C) the tiger at the SFZ Veterinary Hospital.

b6, b7c said the necropsy confirmed that the tiger had good body condition, had no preexisting injury and had no signs of disease or illness that would have contributed to the tiger's behavior on 12/25/07. He said that the necropsy indicated the tiger's death was the result of bullet wounds, one causing hemorrhage to the tiger's lung and lodging in the thoracic vertebrae, the other causing a tear of cardiac muscle and found free floating in the thoracic cavity. b6, b7c said a third bullet was observed in the frontal area of the tiger's skull. b6, b7c said he also noted tearing and fraying to the tiger's rear nails and tearing to the lateral claw sheaths on both front feet.

b6, b7c submitted samples taken during the necropsy to the laboratory for testing. The results indicated no abnormalities and the rabies testing also came back negative.

b6, b7c provided Investigator b6, b7c with photocopies of the medical records and necropsy report for Tatiana (Exhibit 23).

On 10/20/08, Investigator b6, b7c interviewed Supervisory Specialist Kathleen Garland, USDA, APHIS, AC. Dr. Garland said SFZ had been working with VMO Smith to address the violations he noted in his inspection reports before the tiger escape occurred. Dr. Garland said she had reviewed VMO Smith's Inspection Reports and was confident the reports accurately reflected the violations he observed. Dr. Garland said she also reviewed the report written by Dr. Gage regarding the tiger escape, concurred with her conclusions and felt it was an accurate reflection of the events that took place on 12/25/07.

On 10/21/08, Investigator b6, b7c contacted Inspector b6, b7c of the San Francisco Police Department and completed a USDA, APHIS, IES Interview Log (Exhibit 24). Inspector b6, b7c said on 12/28/07, she interviewed b6, b7c and b6, b7c

b6, b7c at San Francisco General Hospital. She said the b6, b7c had been injured by the tiger at SFZ and were in the hospital being treated for their injuries. Inspector b6, b7c said the b6, b7c provided a statement to her relevant to her investigation. She said the b6, b7c were not able to tell her how the tiger escaped because they were walking away from the exhibit and did not see the tiger until the attack occurred. Inspector b6, b7c said based on the evidence at the scene, she believes the tiger climbed out of its enclosure.

These findings substantiate the following alleged violation(s):

9 CFR 2.40 (b) (2) Attending veterinarian and adequate veterinary care (dealers and exhibitors).

On 01/31/05 and 6/21/05, SFZ failed to provide a method to capture and examine animals at the Bison Paddock at Golden Gate Park. This regulation specifies in subsection (b) that each dealer or exhibitor shall establish and maintain programs of adequate veterinary care that include: (2) The use of appropriate methods to prevent, control, diagnose, and treat diseases and injuries, and the availability of emergency, weekend, and holiday care.

9 CFR 3.1 (e) Housing Facilities, General.

On 3/29/06, SFZ failed to store food supplies in appropriate containers and exposed food to contamination and vermin. This regulation specifies in subsection (e) that supplies of food and bedding must be stored in a manner that protects the supplies from spoilage, contamination, and vermin infestation. The supplies must be stored off the floor and away from the walls, to allow cleaning underneath and around the supplies. Foods requiring refrigeration must be stored accordingly, and all food must be stored in a manner that prevents contamination and deterioration of its nutritive value. All open supplies of food and bedding must be kept in leak proof containers with tightly fitting lids to prevent contamination and spoilage. Only food and bedding that is currently being used may be kept in the animal areas.

9 CFR 3.52 (e) Facilities, outdoor.

On 3/29/06, SFZ failed to provide a method to remove excessive water in the Rabbit and Guinea Pig enclosure. This regulation specifies in subsection (e) that a suitable method shall be provided to rapidly eliminate excessive water.

9 CFR 3.75 (c) Housing facilities, general.

On 6/21/05, SFZ failed to provide an enclosure in the primate area that was accessible for cleaning. This regulation specifies in subsection (c) that hard surfaces with which non-humane primates come in contact must be spot-cleaned daily and sanitized in accordance with 3.84 of this subpart to prevent accumulation of excreta or disease hazards. If the species scent mark, the surfaces must be sanitized or replaced at regular intervals as determined by the attending veterinarian in accordance with generally accepted professional and husbandry practices. Floors made of dirt, absorbent bedding, sand, gravel, grass,

or other similar material, and planted enclosures must be raked or spot-cleaned with sufficient frequency to ensure all animals the freedom to avoid contact with excreta.

9 CFR 3.80 (a) (1) Primary enclosures.

On 1/31/05 and 6/21/05, SFZ failed to provide an enclosure for nonhuman primates that was in good repair. This regulation specifies in subsection (a) that primary enclosures must be designed and constructed of suitable materials so that they are structurally sound for the species on nonhuman primates contained in them. They must be kept in good repair.

9 CFR 3.80 (a) (2) (ii) Primary enclosures.

On 3/29/06, SFZ failed to provide a primary enclosure that would protect nonhuman primates from injury. This regulation specifies in subsection (a) (ii) that primary enclosures must be constructed and maintained so that they protect the nonhuman primates from injury.

9 CFR 3.125 (a) Facilities general; Structural Strength.

On 1/31/05, SFZ failed to maintain its facility and exposed animals in the giraffe barn and ant eater exhibit to harmful materials. On 3/29/06, SFZ failed to maintain its facility and exposed the large cats, polar bears, tapir, giraffe and rhinoceros to enclosures with hazards. On 12/25/07, SFZ failed to provide a facility that could safely and effectively contain a Siberian tiger resulting in its escape and fatal injury to one SFZ visitor and injury to two others. This regulation specifies in subsection (a) the facility must be constructed of such material and of such strength as appropriate for the animals involved. The indoor and outdoor housing facilities shall be structurally sound and shall be maintained in good repair to protect the animals from injury and to contain the animals.

9 CFR 3.125 (c) Facilities general: Storage.

On 1/31/05, 6/21/05 and 3/29/06, SFZ failed to provide for appropriate food storage and exposed food to contamination and vermin. This regulation specifies in subsection (c) that supplies of food and bedding shall be stored in facilities which adequately protect such supplies against deterioration, molding, or contamination by vermin. Refrigeration shall be provided for supplies of perishable food.

9 CFR 3.125 (d) Facilities, general: Waste disposal.

On 1/31/05, SFZ failed to provide for the appropriate removal and disposal of dead animals. This regulation specifies in subsection (d) that provision shall be made for the removal and disposal of animal and food wastes, bedding, dead animals, trash and debris. Disposal facilities shall be so provided and operated as to minimize vermin infestation, odors, and disease hazards. The disposal facilities and any disposal of animal or food wastes, bedding, dead animals, trash, and

debris shall comply with applicable Federal, State, and local laws and regulations relating to pollution control or the protection of the environment.

9 CFR 3.127 (a) Facilities, outdoor: Shelter from sunlight.

On 1/31/05 and 6/21/05, SFZ failed to provide adequate shelter for animals exposed to the sun and rain. This regulation specifies in subsection (a) that when sunlight is likely to cause overheating or discomfort of the animals, sufficient shade by natural or artificial means shall be provided to allow all animals kept outdoors to protect themselves from direct sunlight. Natural or artificial shelter appropriate to the local climatic conditions for the species concerned shall be provided for all animals kept outdoors to afford them protection and to prevent discomfort to such animals. Individual animals shall be acclimated before they are exposed to the extremes of the individual climate.

9 CFR 3.127 (d) Facilities, outdoor: Perimeter fence.

On 1/31/05 and 6/21/05, SFZ failed to provide adequate fencing for animals located at Golden Gate Park. This regulation specifies in subsection (d) that on or after May 17, 2000, all outdoor housing facilities (i.e. facilities not entirely indoors) must be enclosed by a perimeter fence that is of sufficient height to keep animals and unauthorized persons out. Fences less than 8 feet high for potentially dangerous animals, such as, but not limited to, large felines (e.g. lions, tigers, leopards, cougars, etc.) bears, wolves, rhinoceros, and elephants, or less than 6 feet high for other animals must be approved in writing by the Administrator. The fence must be constructed so that it protects the animals in the facility by restricting animals and unauthorized persons from going through it or under it and having contact with the animals in the facility, and so it can function as a secondary containment system for the animals in the facility. It must be of sufficient distance from the outside of the primary enclosure to prevent physical contact between animals inside the enclosure and animals or persons outside the perimeter fence. Such fences less than 3 feet in distance from the primary enclosure must be approved in writing by the Administrator.

9 CFR 3.130 Watering.

On 1/31/05, SFZ failed to provide water that was free of contamination to the Bison. This regulation specifies that if potable water is not accessible to the animals at all times, it must be provided as often as necessary for the health and comfort of the animal. Frequency of watering shall consider age, species, condition, size, and type of the animal. All water receptacles shall be kept clean and sanitary.

9 CFR 3.131 (a) Sanitation.

On 3/29/06, SFZ failed to provide for the cleaning and disposal of waste from the giraffe enclosure area. This regulation specifies in subsection (a) that excreta shall be removed from the primary enclosures as often as necessary to prevent contamination of the animals contained therein and to minimize disease hazards and to reduce odors. When enclosures are cleaned by hosing or flushing,

adequate measures shall be taken to protect the animals confined in such enclosures from being directly sprayed with the stream of water or wetted involuntarily.

9 CFR 3.131 (c) Sanitation.

On 6/21/05, SFZ failed to provide an enclosure for the Bison that was free of hazards. This regulation specifies in subsection (c) that premises (buildings and grounds) shall be kept clean and in good repair in order to protect the animals from injury and to facilitate the prescribed husbandry practices set forth in this subpart. Accumulations of trash shall be placed in designated areas and cleared as necessary to protect the health of the animals.

9 CFR 3.131 (d) Sanitation.

On 3/29/06, SFZ failed to provide a program for the control of pests at the giraffe enclosure. This regulation specifies in subsection (d) that a safe and effective program for the control of insects, ectoparasites, and avian and mammalian pests shall be established and maintained.

MITIGATING AND/OR AGGRAVATING FACTORS

N/A

ADDITIONAL INFORMATION

Documents provided to Investigator [b6, b7c] by Dr. Robert Gibbens, (Exhibit 25), provide additional information regarding the licensing history for SFZ. SFZ applied and was approved for the renewal of their USDA Class C Exhibitor License on 01/24/08 (Exhibit 26). Therefore, they are aware of USDA Regulations regarding exhibiting dangerous animals and the security of their enclosures.

WITNESS LIST

b6, b7c

USDA, APHIS, IES Investigator
2150 Centre Blvd. Bldg 3W-10
Ft. Collins, CO 80526

b6, b7c

b6, b7c

USDA, APHIS, IES Senior Investigator
2150 Centre Blvd. Bldg 3W-10
Ft. Collins, CO 80526

b6, b7c

Dr. Michael Smith
USDA, APHIS, AC Veterinary Medical
Officer
2150 Centre Blvd. Bldg 3W-11
Ft. Collins, CO 80526
(970) 494-7478

Dr. Laurie Gage
USDA, APHIS, AC Large Felid
Specialist
2150 Centre Blvd. Bldg 3W-11
Ft. Collins, CO 80526
(970) 494-7478

William O'Brien
State of California
Department of Fish and Game, Warden
P.O. Box 47
Yountville, CA 94599
(707) 944-5543

b6, b7c

b6, b7c

San Francisco Zoological Society,

b6, b7c

1 Zoo Road
San Francisco, CA 94132

b6, b7c

Deborah Howe
San Francisco Zoological Society,

b6, b7c

1 Zoo Road
San Francisco, CA 94132

(b)(6),(b)(7)(C)

b6, b7c

San Francisco Zoological Society,

(b)(6),(b)(7)(C)

1 Zoo Road
San Francisco, CA 94132

(b)(6),(b)(7)(C)

b6, b7c

San Francisco Zoological Society,

(b)(6),(b)(7)(C)

1 Zoo Road
San Francisco, CA 94132

(b)(6),(b)(7)(C)

b6, b7c

San Francisco Zoological Society,

(b)(6),(b)(7)(C)

1 Zoo Road
San Francisco, CA 94132

(b)(6),(b)(7)(C)

b6, b7c

San Francisco Zoological Society,

(b)(6),(b)(7)(C)

1 Zoo Road
San Francisco, CA 94132

(b)(6),(b)(7)(C)

CASE REPORT DISTRIBUTION (CC)

Program Official:

Dr. Robert Gibbens
USDA, APHIS, AC Western Regional Director

CASE UPDATES

b6, b7c

USDA, APHIS, IES Investigator

Others:

(b)(6),(b)(7)(C)

USDA, APHIS, IES (b)(6),(b)(7)(C)

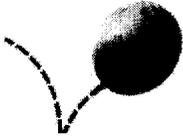
Eric Nickerson
USDA, APHIS, IES Assistant Regional Director

Tim Fordahl
USDA, APHIS, IES Western Regional Director

EXHIBIT LIST

EXHIBIT	DESCRIPTION	DATE	TOTAL PAGES
Exhibit 1	- Letter from Animal Care, Western Regional Director, Robert Gibbens.	12/26/07	2
Exhibit 2	- USDA, APHIS, IES Interview Log of Investigator [b6, b7c]	12/28/07	1
Exhibit 3	- USDA, APHIS, IES Interview Log of interviews conducted at SFZ.	12/27/07	4
Exhibit 4	- Photographic templates depicting the tiger enclosure at SFZ and evidence of the tiger escape.	12/27/07	23
Exhibit 5	- Photographic templates depicting the condition of the tiger's paws and claws.	12/27/07	5
Exhibit 6	- Copy of report written by Dr. Gage	01/02/08	2
Exhibit 7	- Photocopies of photographs taken by Dr. Gage of the tiger enclosure and evidence of the escape.	12/27/07	39
Exhibit 8	- Photocopy of State of California, Department of Fish and Game, Arrest/Investigation Report, #AD1821934.	01/11/08	14
Exhibit 9	- Photocopy of California Code of Regulations, Title 14, Section 671.	01/31/08	3
Exhibit 10	- Photocopy of Fish and Game Code, Sections 2118, 2150 and 2193.	01/31/08	3
Exhibit 11	- APHIS Form 7162, Affidavit of VMO Smith.	02/04/08	4
Exhibit 12	- USDA, APHIS, Inspection Report for SFZ.	04/05/07	2
Exhibit 13	- USDA, APHIS, Inspection Report for SFZ.	01/31/05	5
Exhibit 14	- USDA, APHIS, Inspection Report for SFZ.	06/21/05	17
Exhibit 15	- USDA, APHIS, Inspection Report for SFZ.	03/29/06	4
Exhibit 16	- Photocopy of San Francisco Police Department Incident Report #071316282.	12/25/07	39
Exhibit 17	- APHIS Form 7162, Affidavit of [b6, b7c]	05/05/08	2
Exhibit 18	- APHIS Form 7162, Affidavit of [b6, b7c]	05/05/08	2
Exhibit 19	- APHIS Form 7162, Affidavit of [b6, b7c]	05/05/08	2
Exhibit 20	- APHIS Form 7162, Affidavit of [b6, b7c]	07/18/08	2
Exhibit 21	- APHIS Form 7162, Affidavit of [b6, b7c]	07/18/08	1
Exhibit 22	- APHIS Form 7162, Affidavit of [b6, b7c]	08/25/08	1
Exhibit 23	- Photocopy of necropsy report and medical history records for Tatiana.	01/08/08	42
Exhibit 24	- USDA, APHIS Interview Log for Inspector [b6, b7c] SFPD.	10/21/08	1
Exhibit 25	- Photocopies of documents showing the USDA licensing history for SFZ.	01/24/07	73

Exhibit 26 - Photocopy of USDA License application, SFZ Certificate #93-C-0003 and USDA Acknowledgement of Renewal. 01/24/08 12



Michael J
Smith/NY/APHIS/USDA
11/29/2010 07:36 AM

To Connie R Morris/CO/APHIS/USDA@USDA
cc
bcc
Subject Fw: USDA Inspection Report

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:36 AM -----

Michael J
Smith/CA/APHIS/USDA
02/04/2005 01:22 PM

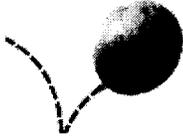
To (b)(7)@sfzoo.org
cc
Subject USDA Inspection Report

Here is the inspection report. If you would like to meet and discuss the report I will be available next week to do so. The correction deadlines that are set can be adjusted before the report is sent to Ft. Collins, CO. We may need to make adjustments to the dates. If you do not have any problems or issues with any of the citations and do not wish to discuss further I will forward the report to Ft. Collins late next week.

Michael



San Francisco Zoo020105.PDF



**Michael J
Smith/NY/APHIS/USDA**
11/29/2010 07:35 AM

To **Connie R Morris/CO/APHIS/USDA@USDA**
cc
bcc
Subject **Fw: Inspection Report**

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:35 AM -----

**Michael J
Smith/CA/APHIS/USDA**
02/07/2005 10:59 AM

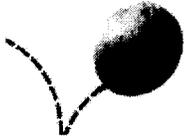
To **b6, b7c**
cc **Kathleen M Garland/CA/APHIS/USDA@USDA**
Subject **Inspection Report**

I made the changes. that item was identified as a direct. Usually with direct non compliances you have 45 days to correct. Re-inspection of the area would occur in 45 days. Directs are citations that directly affects animals. I have given you until June 15, 2005 to correct this and changed the citation to an indirect.

Please reply when report is received.



Michael San Francisco Zoo020105.PDF



Michael J
Smith/NY/APHIS/USDA
11/29/2010 07:19 AM

To Connie R Morris/CO/APHIS/USDA@USDA
cc
bcc
Subject Fw: Inspection Report

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:19 AM -----



b6, b7c
b6, b7c @sfzoo.org>
02/07/2005 03:19 PM

To <Michael.J.Smith@aphis.usda.gov>
cc
Subject RE: Inspection Report

Michael, received your report and accept it. We will be replying as things are addressed and/or corrected.

Many thanks for your professionalism. All the Best!

-----Original Message-----

From: Michael.J.Smith@aphis.usda.gov
[mailto:Michael.J.Smith@aphis.usda.gov]
Sent: Monday, February 07, 2005 8:00 AM
To: b6, b7c
Cc: Kathleen.M.Garland@aphis.usda.gov
Subject: Inspection Report

I made the changes. that item was identified as a direct. Usually with direct non compliances you have 45 days to correct. Re-inspection of the area would occur in 45 days. Directs are citations that directly affects animals. I have given you until June 15, 2005 to correct this and changed the citation to an indirect.

Please reply when report is received.

Michael (See attached file: San Francisco Zoo020105.PDF)

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.

All email messages and attachments going out or into sfzoo.org are checked for malicious code using Sybari AntiGen with multiple anti-virus and anti-spam detection engines. All executable file attachments are blocked from Internet Mail Gateway. This message has been completely checked for all known viruses, worms, trojans and spam content and was deemed safe to transmit.



Michael J
Smith/NY/APHIS/USDA
11/29/2010 07:19 AM

To Connie R Morris/CO/APHIS/USDA@USDA
cc
bcc
Subject Fw: Status of Ongoing Work

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:18 AM -----



b6, b7c
b6, b7c@sfzoo.org>
05/13/2005 05:04 PM

To <Michael.J.Smith@aphis.usda.gov>
cc b6, b7c <b6, b7c@sfzoo.org>, b6, b7c@aol.com>, b6, b7c@sfzoo.org>, b6, b7c@sfzoo.org>, b6, b7c@sfzoo.org>, b6, b7c@sfzoo.org>, b6, b7c@sfzoo.org>, b6, b7c@sfzoo.org>, b6, b7c@sfzoo.org>
Subject Status of Ongoing Work

Dear Michael,

I thought I would drop you an email and let you know the status of the work we are doing relative to your inspection in January. The minor work noted in the bison area has been done. The City has decided to move forward on the project, in large part thanks to your inspection, and we are in the final stages of refining the design for the paddock and chute areas. A few of the customary cost issues remain to be resolved but we are confident that the City will complete this project per your original schedule.

Regarding the repainting of the PDC areas and related work, the bolts in PDC II have been taken care of. We are starting the repainting of the PDC's on the 23rd of this month. There was a delay owing to identifying a coating material that could provide us with the appropriate strength and be applied with a minimum of drying/curing time. We anticipate have this work completed within the next month.

We have not had a recurrence of the problem noted with our incinerator. What you experienced in January was the partial incineration of a small batch of discarded feed mice.

If you have any questions on this or a related matter, please feel free to contact me at your convenience. All the Best!

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.

All email messages and attachments going out or into sfzoo.org are checked for malicious code using Sybari AntiGen with multiple anti-virus and anti-spam detection engines. All executable file attachments are blocked from Internet Mail Gateway. This message has been completely checked for all known viruses, worms, trojans and spam content and was deemed safe to



transmit.

b6, b7c

.vcf



Michael J
Smith/NY/APHIS/USDA
11/29/2010 07:18 AM

To Connie R Morris/CO/APHIS/USDA@USDA
cc
bcc
Subject Fw: Work on PDC 3 Status

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:18 AM -----



b6, b7c
b6, b7c@sfzoo.org>
09/27/2005 03:13 PM

To <Michael.J.Smith@aphis.usda.gov>
cc b6, b7c@sfzoo.org>, b6, b7c@sfzoo.org>
Subject Work on PDC 3 Status

Michael,

Just a short note to update you on our progress here at the Zoo. We moved out all of the monkeys earlier this year to repaint the PDC 3 exhibit per your inspection findings. Unfortunately, we have identified since that time several major areas of metal support structures that will require extensive repair and/or potential replacement solely in the southernmost exhibit which has dramatically escalated the costs. The monkeys have all been housed in temporary holding areas with little or no problem save for the lion tailed Macaques, which have started to show signs of aggression towards one another. We therefore need to move these animals to one of the other, larger sites for holding while we resolve the metal work issues and identify adequate funding to support it. To do this, we need to relocate the macaques to the FCC area where the Mandrills are now housed. To accomplish this we will be moving the macaques to the center three exhibit areas of the PDC for approximately 2 weeks which will allow us to move a series of monkeys to different quarters, thus allowing us to return the mandrills to their exhibit, and freeing this much larger space. Once that is done, the macaques will be placed at the FCC. We will be monitoring the macaques very closely during their time in the PDC to ensure that they remain safe and sound for this very short and temporary move. Please give me a call at b6, b7c or email me at b6, b7c@sfzoo.org if you have any questions. All the Best!

This email and any files transmitted with it are confidential and intended solely for the use of the

individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.

All email messages and attachments going out or into sfzoo.org are checked for malicious code using Sybari AntiGen with multiple anti-virus and anti-spam detection engines. All executable file attachments are blocked from Internet Mail Gateway. This message has been completely checked for all known viruses, worms, trojans and spam content and was deemed safe to



transmit. b6, b7c.vcf



Michael J
Smith/NY/APHIS/USDA
11/29/2010 07:27 AM

To Connie R Morris/CO/APHIS/USDA@USDA
cc
bcc
Subject Fw: Work on PDC 3 Status

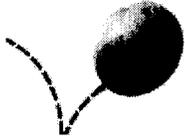
Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:26 AM -----

Michael J
Smith/CA/APHIS/USDA
09/28/2005 10:09 AM

To [b6, b7c] <[b6, b7c]@sfzoo.org>
cc
Subject Re: Work on PDC 3 Status 

Thank you for the update [b6, b7c]. I have forwarded that information to my supervisor. Yesterday, I toured the Bison at Golden Gate Park and saw repairs were made to most of the fencing but the overgrowth of grasses and weeds still remain unchanged. This was noted on the last inspection and I will place it on a partial inspection as not being resolved. There were a few individuals with weed eating devices trimming the overgrown weeds on the outside of the fence nearest the street. Is there a reason why the entire perimeter of the enclosure is not maintained by a responsible party. As you are aware this will be a repeat citation of non-compliance on a previous inspection report.



Michael J
Smith/NY/APHIS/USDA
11/29/2010 07:18 AM

To Connie R Morris/CO/APHIS/USDA@USDA
cc
bcc
Subject Fw: Work on PDC 3 Status

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:18 AM -----



b6, b7c
b6, b7c@sfzoo.org>
09/28/2005 02:29 PM

To <Michael.J.Smith@aphis.usda.gov>
cc b6, b7c b6, b7c@sfzoo.org b6, b7c
b6, b7c@sfzoo.org b6, b7c
b6, b7c@sfzoo.org b6, b7c
b6, b7c@sfzoo.org b6, b7c@sfzoo.org
b6, b7c b6, b7c@sfzoo.org b6, b7c
b6, b7c@sfzoo.org
Subject RE: Work on PDC 3 Status

Michael, thanks for the prompt reply. Yes, the weeds, etc., have been problematic in getting the City to trim them down properly and we are certainly aware of the citation, which is why we asked for your doing so earlier this year.

The City remains the responsible party for doing this maintenance and we have been on their case rather strongly of late to get this work done despite broken equipment, staff problems and other similar excuses. I am happy to report that we now have a date, October 11, on which this work is to be done. This was spearheaded by b6, b7c here at the Zoo, who will remain on top of this now and in the future. We will let you know if this date changes.

Further, I am also happy to report that we will be having our 99% completion of Construction Documents with the City in early October for the Bison Paddock. Once through that we should be out to bid and get this work done, finally.

All the Best!

-----Original Message-----

From: Michael.J.Smith@aphis.usda.gov
[mailto:Michael.J.Smith@aphis.usda.gov]
Sent: Wednesday, September 28, 2005 7:10 AM
To: b6, b7c
Subject: Re: WORK on PDC 3 Status

Thank you for the update b6, b7c I have forwarded that information to my supervisor.
Yesterday, I toured the Bison at Golden Gate Park and saw repairs were

made
to most of the fencing but the overgrowth of grasses and weeds still
remain unchanged. This was noted on the last inspection and I will
place
it on a partial inspection as not being resolved. There were a few
individuals with weed eating devices trimming the overgrown weeds on the
outside of the fence nearest the street. Is there a reason why the
entire
perimeter of the enclosure is not maintained by a responsible party. As
you are aware this will be a repeat citation of non compliances on a
previous inspection report.

This email and any files transmitted with it are confidential and intended
solely for the use of the individual or entity to whom they are addressed. If
you have received this email in error please notify the system manager. This
message contains confidential information and is intended only for the
individual named. If you are not the named addressee you should not
disseminate, distribute or copy this e-mail.

All email messages and attachments going out or into sfzoo.org are checked for
malicious code using Sybari AntiGen with multiple anti-virus and anti-spam
detection engines. All executable file attachments are blocked from Internet
Mail Gateway. This message has been completely checked for all known
viruses, worms, trojans and spam content and was deemed safe to transmit.



Michael J
Smith/NY/APHIS/USDA
11/29/2010 07:16 AM

To: Connie R Morris/CO/APHIS/USDA@USDA
cc
bcc
Subject: Fw: Status of Work

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov
----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:16 AM -----



b6, b7c
b6, b7c sfzoo.org
11/04/2005 05:13 PM

To: <Michael.J.Smith@aphis.usda.gov>
cc
Subject: Status of Work

Michael, just a short note to tell you that work was begun on the PDC 3 area this past week. All of the animals from there are now in temporary holding areas in the Zoo. None were shipped out. We anticipate that the repainting and other related work will continue for the next 4 to 6 weeks. All the Best!

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.

All email messages and attachments going out or into sfzoo.org are checked for malicious code using Sybari AntiGen with multiple anti-virus and anti-spam detection engines. All executable file attachments are blocked from Internet Mail Gateway. This message has been completely checked for all known viruses, worms, trojans and spam content and was deemed safe to



transmit. b6, b7c .vcf



Michael J
Smith/NY/APHIS/USDA
11/29/2010 07:16 AM

To Connie R Morris/CO/APHIS/USDA@USDA
cc
bcc
Subject Fw: Bison Project Bid

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:16 AM -----



b6, b7c
b6, b7c @sfzoo.org
11/10/2005 02:02 PM

To <Michael.J.Smith@aphis.usda.gov>
cc
Subject Bison Project Bid

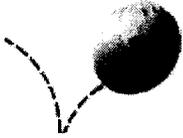
Michael, just keeping you up to date. The City's bison paddock project will be going out to bid tomorrow. Hope to get this underway as soon as we can. Work progresses on the PDC3 exhibits and should take about another month. All the Best!

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.

All email messages and attachments going out or into sfzoo.org are checked for malicious code using Sybari AntiGen with multiple anti-virus and anti-spam detection engines. All executable file attachments are blocked from Internet Mail Gateway. This message has been completely checked for all known viruses, worms, trojans and spam content and was deemed safe to



transmit. b6, b7c vcf



Michael J
Smith/NY/APHIS/USDA
11/29/2010 07:15 AM

To Connie R Morris/CO/APHIS/USDA@USDA
cc
bcc
Subject Fw: Letter on Bison Paddock

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:15 AM -----



b6, b7c
<b6, b7c@sfzoo.org>
01/24/2006 01:55 PM

To <kathleen.m.garland@aphis.usda.gov>,
<Michael.J.Smith@aphis.usda.gov>
cc "b6, b7c@sfzoo.org"
Subject Letter on Bison Paddock

Dear Kathleen and Michael,

Attached is a copy of the letter we are sending by Fax and snail mail today. We trust that it is complete to your need and outlines the specific issue we are concerned with.

Review of the Lease and Management Agreement clearly places the responsibility for the physical plant of the Bison Paddock with the City. In addition, the USDA Exhibitor's License for the Zoo proper became the Society's responsibility with the signing of the Agreement. Copies of these pertinent sections of the Agreement are included with the letter and the Fax. We now believe that the deficiencies for the Bison Paddock should be referred directly to the City and not the San Francisco Zoological Society.

Please let me know if you require any further information or we can answer any additional question.

All the Best!

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate,

distribute or copy this e-mail.

All email messages and attachments going out or into sfzoo.org are checked for malicious code using Sybari AntiGen with multiple anti-virus and anti-spam detection engines. All executable file attachments are blocked from Internet Mail Gateway. This message has been completely checked for all known viruses, worms, trojans and spam content and was deemed safe to



transmit.

b6, b7c

vcf Draft Letter for MM on USDA responsibility 060124 rev 2.doc



Michael J
Smith/NY/APHIS/USDA
11/29/2010 07:15 AM

To Connie.R.Morris@aphis.usda.gov@USDA
cc
bcc
Subject Fw: Letter on Bison Paddock

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:14 AM -----



b6, b7c
b6, b7c@sfzoo.org>
02/15/2006 07:49 PM

To <Michael.J.Smith@aphis.usda.gov>
cc b6, b7c@sfzoo.org>, <kathleen.m.garland@aphis.usda.gov>
Subject RE: Letter on Bison Paddock

Michael, good to hear from you. We are in the process of discussing this with the City and hope to have this resolved within the next month.

Will have an update on the bison paddock renovations within the week as well.

All the Best!

-----Original Message-----

From: Michael.J.Smith@aphis.usda.gov
[mailto:Michael.J.Smith@aphis.usda.gov]
Sent: Wednesday, February 15, 2006 9:31 AM
To: b6, b7c
Subject: Re: Letter on Bison Paddock

Bob

The regional office has stated that the need something from the City and County of San Francisco indicating that the are now responsible for the Bison. Once that is done we can change our database, removing the bison from your license and placing them with the city.

b6, b7c

b6, b7c@sfzoo.org> To:
<kathleen.m.garland@aphis.usda.gov>, <Michael.J.Smith@aphis.usda.gov>

b6, b7c @sfzoo.org>
01/24/2006 11:55
(b)(6),(b)(7)(C)
AM

cc: b6, b7c
Subject: Letter on Bison

Dear Kathleen and Michael,

Attached is a copy of the letter we are sending by Fax and snail mail today. We trust that it is complete to your need and outlines the specific issue we are concerned with.

Review of the Lease and Management Agreement clearly places the responsibility for the physical plant of the Bison Paddock with the City.

In addition, the USDA Exhibitor's License for the Zoo proper became the Society's responsibility with the signing of the Agreement. Copies of these pertinent sections of the Agreement are included with the letter and the Fax. We now believe that the deficiencies for the Bison Paddock should be referred directly to the City and not the San Francisco Zoological Society.

Please let me know if you require any further information or we can answer any additional question.

All the Best!

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.

All email messages and attachments going out or into sfzoo.org are checked

for malicious code using Sybari AntiGen with multiple anti-virus and anti-spam detection engines. All executable file attachments are blocked from Internet Mail Gateway. This message has been completely checked for all known viruses, worms, trojans and spam content and was deemed safe to

transmit. (See attached file: [REDACTED] b6, b7c [REDACTED].vcf) (See attached file: Draft Letter for MM on USDA responsibility 060124 rev 2.doc)

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.

All email messages and attachments going out or into sfzoo.org are checked for malicious code using Sybari AntiGen with multiple anti-virus and anti-spam detection engines. All executable file attachments are blocked from Internet Mail Gateway. This message has been completely checked for all known viruses, worms, trojans and spam content and was deemed safe to transmit.



[REDACTED] b6, b7c [REDACTED] vcf



Michael J
Smith/NY/APHIS/USDA
11/29/2010 07:26 AM

To: Connie R Morris/CO/APHIS/USDA@USDA
cc
bcc
Subject: Fw: Letter on Bison Paddock

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:26 AM -----

Michael J
Smith/CA/APHIS/USDA
02/15/2006 12:31 PM

To: [redacted] b6, b7c <[redacted] b6, b7c@sfzoo.org>
cc
Subject: Re: Letter on Bison Paddock 

Bob

The regional office has stated that the need something from the City and County of San Francisco indicating that the are now responsible for the Bison. Once that is done we can change our database, removing the bison from your license and placing them with the city.

[redacted] b6, b7c @sfzoo.org>



[redacted] b6, b7c
[redacted] b6, b7c @sfzoo.org>
01/24/2006 11:55 AM

To: <kathleen.m.garland@aphis.usda.gov>,
<Michael.J.Smith@aphis.usda.gov>
cc: [redacted] b6, b7c @sfzoo.org>
Subject: Letter on Bison Paddock

Dear Kathleen and Michael,

Attached is a copy of the letter we are sending by Fax and snail mail today. We trust that it is complete to your need and outlines the specific issue we are concerned with.

Review of the Lease and Management Agreement clearly places the responsibility for the physical plant of the Bison Paddock with the City. In addition, the USDA Exhibitor's License for the Zoo proper became the Society's responsibility with the signing of the Agreement. Copies of these pertinent sections of the Agreement are included with the letter and the Fax. We now believe that the deficiencies for the Bison Paddock should be referred directly to the City and not the San Francisco Zoological Society.

Please let me know if you require any further information or we can answer any additional question.

All the Best!

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.

All email messages and attachments going out or into sfzoo.org are checked for malicious code using Sybari AntiGen with multiple anti-virus and anti-spam detection engines. All executable file attachments are blocked from Internet Mail Gateway. This message has been completely checked for all known viruses, worms, trojans and spam content and was deemed safe to



transmit.

b6, b7c

vcf Draft Letter for MM on USDA responsibility 060124 rev 2.doc



**Michael J
Smith/NY/APHIS/USDA**
11/29/2010 07:34 AM

To **Connie R Morris/CO/APHIS/USDA@USDA**
cc
bcc
Subject **Fw: SFZoo inspection Report**

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:34 AM -----

**Michael J
Smith/CA/APHIS/USDA**
04/11/2006 09:26 AM

To [REDACTED] b6, b7c
cc
Subject **SFZoo inspection Report**

If you would like me to stop by to go over the report let me know. If not and everything is clear reply that the report has been received. all things on the report were discussed with the individual giving me the tour.



SFZoo March2006.PDF



Michael J
Smith/NY/APHIS/USDA
11/29/2010 07:14 AM

To: Connie R Morris/CO/APHIS/USDA@USDA
cc
bcc
Subject: Fw: SFZoo inspection Report

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:13 AM -----



b6, b7c
b6, b7c @sfzoo.org>
04/13/2006 11:57 AM

To: <Michael.J.Smith@aphis.usda.gov>
cc: b6, b7c b6, b7c @sfzoo.org>
Subject: RE: SFZoo inspection Report

Michael, this is to acknowledge receipt of your report earlier this week. We initiated work on each item immediately and will keep you appraised of our progress.

All the Best!

-----Original Message-----

From: Michael.J.Smith@aphis.usda.gov
[mailto:Michael.J.Smith@aphis.usda.gov]
Sent: Tuesday, April 11, 2006 6:26 AM
To: b6, b7c
Subject: SFZoo inspection Report

If you would like me to stop by to go over the report let me know. If not and everything is clear reply that the report has been received. all things on the report were discussed with the individual giving me the tour.

(See attached file: SFZoo March2006.PDF)

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.

All email messages and attachments going out or into sfzoo.org are checked for malicious code using Sybari AntiGen with multiple anti-virus and anti-spam detection engines. All executable file attachments are blocked from Internet Mail Gateway. This message has been completely checked for all known viruses, worms, trojans and spam content and was deemed safe to transmit.



b6, b7c .vcf



Michael J
Smith/NY/APHIS/USDA
11/29/2010 07:33 AM

To Connie.R.Morris@aphis.usda.gov@USDA
cc
bcc
Subject Fw: Avian Influenza

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:33 AM -----

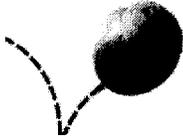
Michael J
Smith/CA/APHIS/USDA
05/03/2006 11:40 AM

To [REDACTED]@sfzoo.org
cc
Subject Avian Influenza

Information is needed to update our database on the types of birds at your facility.

Waterfowl #'s
Wading Birds- #'s
Shorebirds #'s
Galiform #'s
Ratites #'s
Parrots #'s
Passerines #'s
Softbills #'s
Birds of Prey #'s

Outdoors- which are housed outdoors
Exclusive Indoors- which are exclusive indoors
Fly-in-Pond
Public Contact ?



Michael J
Smith/NY/APHIS/USDA
11/29/2010 07:13 AM

To: Connie R Morris/CO/APHIS/USDA@USDA
cc
bcc
Subject: Fw: Avian Influenza

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:13 AM -----



b6, b7c
b6, b7c @sfzoo.org>
05/03/2006 03:00 PM

To: <Michael.J.Smith@aphis.usda.gov>
cc: b6, b7c @sfzoo.org>, b6, b7c
b6, b7c @sfzoo.org>
Subject: RE: Avian Influenza

Michael, got your note and will work up a spreadsheet for the data. Do you need species as well as general type?

-----Original Message-----

From: Michael.J.Smith@aphis.usda.gov
[mailto:Michael.J.Smith@aphis.usda.gov]
Sent: Wednesday, May 03, 2006 8:40 AM
To: b6, b7c
Subject: Avian Influenza

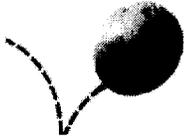
Information is needed to update our database on the types of birds at your facility.

Waterfowl #'s
Wading Birds- #'s
Shorebirds #'s
Galiform #'s
Ratites #'s
Parrots #'s
Passerines #'s
Softbills #'s
Birds of Prey #'s

Outdoors- which are housed outdoors
Exclusive Indoors- which are exclusive indoors Fly-in-Pond Public
Contact ?

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.

All email messages and attachments going out or into sfzoo.org are checked for malicious code using Sybari AntiGen with multiple anti-virus and anti-spam detection engines. All executable file attachments are blocked from Internet Mail Gateway. This message has been completely checked for all known viruses, worms, trojans and spam content and was deemed safe to transmit.



**Michael J
Smith/NY/APHIS/USDA**
11/29/2010 07:33 AM

To [Connie.R.Morris@aphis.usda.gov@USDA](mailto:Connie.R.Morris@aphis.usda.gov)
cc
bcc
Subject

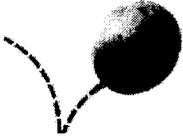
Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:32 AM -----

**Michael J
Smith/CA/APHIS/USDA**
05/08/2006 06:20 PM

To (b)(6),(b)(7)(C)
cc
Subject

How far along are you on the list of birds at the Zoo?



Michael J
Smith/NY/APHIS/USDA
11/29/2010 07:25 AM

To: Connie R Morris/CO/APHIS/USDA@USDA
cc
bcc
Subject: Fw: Avian Influenza

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:25 AM -----

Michael J
Smith/CA/APHIS/USDA
05/08/2006 11:03 AM

To: [redacted] b6, b7c @sfzoo.org>
cc: [redacted] b6, b7c @sfzoo.org>, [redacted] b6, b7c
Subject: RE: Avian Influenza

Most have been reply with general types and also listing different species in the emailed responses.

[redacted] b6, b7c @sfzoo.org>



[redacted] b6, b7c @sfzoo.org>
05/03/2006 01:00 PM

To: <Michael.J.Smith@aphis.usda.gov>
cc: [redacted] b6, b7c @sfzoo.org>, [redacted] b6, b7c
Subject: RE: Avian Influenza

Michael, got your note and will work up a spreadsheet for the data. Do you need species as well as general type?

-----Original Message-----

From: Michael.J.Smith@aphis.usda.gov
[mailto:Michael.J.Smith@aphis.usda.gov]
Sent: Wednesday, May 03, 2006 8:40 AM
To: [redacted] b6, b7c
Subject: Avian Influenza

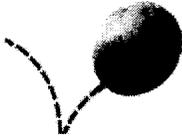
Information is needed to update our database on the types of birds at your facility.

- Waterfowl #'s
- Wading Birds- #'s
- Shorebirds #'s
- Galiform #'s
- Ratites #'s
- Parrots #'s
- Passerines #'s
- Softbills #'s
- Birds of Prey #'s

Outdoors- which are housed outdoors
Exclusive Indoors- which are exclusive indoors Fly-in-Pond Public
Contact ?

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.

All email messages and attachments going out or into sfzoo.org are checked for malicious code using Sybari AntiGen with multiple anti-virus and anti-spam detection engines. All executable file attachments are blocked from Internet Mail Gateway. This message has been completely checked for all known viruses, worms, trojans and spam content and was deemed safe to transmit.



Michael J
Smith/NY/APHIS/USDA
11/29/2010 07:13 AM

To Connie R Morris/CO/APHIS/USDA@USDA
cc
bcc
Subject Fw: RE:

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

--- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:12 AM ---



b6, b7c
b6, b7c @sfzoo.org>
05/09/2006 11:32 AM

To <Michael.J.Smith@aphis.usda.gov>
cc
Subject RE:

Getting done this week. Last week we opened a major exhibit and were focused on that.

-----Original Message-----

From: Michael.J.Smith@aphis.usda.gov
[mailto:Michael.J.Smith@aphis.usda.gov]
Sent: Monday, May 08, 2006 3:21 PM
To: b6, b7c
Subject:

How far along are you on the list of birds at the Zoo?

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.

All email messages and attachments going out or into sfzoo.org are checked for malicious code using Sybari AntiGen with multiple anti-virus and anti-spam detection engines. All executable file attachments are blocked from Internet Mail Gateway. This message has been completely checked for all known viruses, worms, trojans and spam content and was deemed safe to transmit.



Michael J
Smith/NY/APHIS/USDA
11/29/2010 07:12 AM

To Connie R Morris/CO/APHIS/USDA@USDA
cc
bcc
Subject Fw: usda bird survey 060509

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:12 AM -----



b6, b7c
b6, b7c@sfzoo.org>
05/12/2006 03:40 PM

To <Michael.J.Smith@aphis.usda.gov>
cc b6, b7c @sfzoo.org>, b6, b7c
b6, b7c @sfzoo.org>, " b6, b7c @sfzoo.org>.
b6, b7c @sfzoo.org>, b6, b7c
b6, b7c @sfzoo.org>
Subject usda bird survey 060509

Michael, as promised in my earlier email, attached is the breakdown of the birds here at the Zoo. Mike gave you an overall census but this breakdown shows how they are kept. We have added the Outdoors/mesh column to signify that we have birds in out door enclosures that cannot fly free or are in direct contact with "fly throughs". These figures do not include the peacocks or peahens which roam free on Zoo Grounds. The 9 Ponds shows the areas where wild or transient birds can enter the Zoo grounds. Lastly, while some of the indoor birds are used in public programs outside, they do not come into contact with wild birds or the public. If you have any questions, please give me a call or email me back. All the Best!

State:	California	Indoors	Outdoors/mesh	Outdoors	Totals
License #:	93-C-0003				
Name:	San Francisco Zoological Society				
Zip Code:	94132				
City:	San Francisco, CA				
Waterfowl:	56		16	40	56
Wading birds:	71		14	57	71
Shore birds:					0
Peilcans + Penguins	52			52	52
Galliformes:	62		38	24	62
Ratites:	7			7	7
Parrots:	34	14	20		34
Passerines:	21	21			21
Soft bills:	11	2	7		9
Birds of prey:	29	2	29		31

Totals	343	39	124	180	343
Housed:					
Outdoors:					
Exclusively Indoors:					
Fly in ponds:	9 ponds				
Public contact:	No direct public contact but 3 walkthrough aviaries. Birds are 3-5 feet from the public.				
	(b)(6),(b)(7)(C)				
	San Francisco Zoo				
	1 Zoo Road				
	San Francisco, CA 94132				
	(b)(6),(b)(7)(C) /oice				
	415-681-2039 Fax				
	(b)(6),(b)(7)(C)@sfzoo.org				

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.

All email messages and attachments going out or into sfzoo.org are checked for malicious code using Sybari AntiGen with multiple anti-virus and anti-spam detection engines. All executable file attachments are blocked from Internet Mail Gateway. This message has been completely checked for all known viruses, worms, trojans and spam content and was deemed safe to transmit.



Michael J
Smith/NY/APHIS/USDA
11/29/2010 07:12 AM

To Connie R Morris/CO/APHIS/USDA@USDA
cc
bcc
Subject Fw: Corrections per Inspection Report of 3/29/06

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:11 AM -----



b6, b7c
b6, b7c @sfzoo.org>
06/13/2006 03:50 PM

To <Michael.J.Smith@aphis.usda.gov>
cc b6, b7c @sfzoo.org>, b6, b7c
b6, b7c @sfzoo.org>, b6, b7c @sfzoo.org>
b6, b7c @sfzoo.org>, b6, b7c
b6, b7c @sfzoo.org>
Subject Corrections per Inspection Report of 3/29/06

Dear Michael,

Per our inspection report of March 29, 2006, this will update you on the status of our work to date.

1. 3.1 (e). Housing Facilities, General. Grain storage. Corrected the week that we received the report 4/13/06.
2. 3.52 (e). Facilities, Outdoor. Rabbit and Guinea Pig exhibit drainage. Following the end of the rainy season, the drainage was corrected for this area in mid May, 2006.
3. 3.80 (a)(2)(ii). Primary Enclosures. Corrected the day of the inspection, 3/29/06.
4. 3.125 (a). Facilities, General. Gunite rockwork in large cat and bear grotto. Work is underway. Additional areas identified for work.
5. 3.125 (a). Facilities, General. Floor wall junctions in tapir night holding. Work is underway and schedule to be completed this week.
6. 3.125 (a). Facilities, General. Public feeding area for giraffes. This was a test area to identify operational needs for the permanent installation for this activity. We have stopped giraffe feedings largely due to the birth of two male giraffes to our collection. We are in the process of identifying a plan for making the necessary alterations to this area this summer to allow for giraffe feedings in the proper space originally designed for it.
7. 3.125 (a). Facilities General. Tire swing for Asian rhino. The tire was removed from the cement wall and was relocated to a wooden wall to prevent injury.
8. 3.125 (c). Facilities, General. Hay storage barn had rodent and cat feces. This was corrected the week we received the report. All staff operating in this area are knowledgeable about keeping the door to the hay barn closed when not in use. A hole in an old door was identified as the means where a skunk (not a cat) entered the barn. That has been closed off and the barn is now

secured.

9. 3.127 (c). Facilities, Outdoor. The areas that were identified as being problematic has been dried following the very heavy rainy season we experienced this past spring (six weeks of heavy rain). Work is underway to correct the areas in anticipation of the fall rainy season.
10. 3.131 (a). Sanitation. Hosing of giraffe waste into public space. The area is no longer being used as a public space and has been reverted to an animal area. Hosing practices within the barn have been adjusted to prevent unnecessary distribution of waste material outside of the barn proper.
11. 3.131 (d). Sanitation. The rodent prevention plan was updated and reinforced with Animal Care staff. Cleaning efforts were strengthened as was food storage and other rodent prevention practices. This is an ongoing effort that requires constant attention from the keepers responsible for the area.

I trust that the foregoing updates you with our work to correct the items from this last inspection. We anticipate having all items addressed by the correction date of July 1, 2006. Please let me know if there are any additional concerns.

With warm regards.

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.

All email messages and attachments going out or into sfzoo.org are checked for malicious code using Sybari AntiGen with multiple anti-virus and anti-spam detection engines. All executable file attachments are blocked from Internet Mail Gateway. This message has been completely checked for all known viruses, worms, trojans and spam content and was deemed safe to transmit.



**Michael J
Smith/NY/APHIS/USDA**
11/29/2010 07:31 AM

To **Connie R Morris/CO/APHIS/USDA@USDA**
cc
bcc
Subject

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:31 AM -----

**Michael J
Smith/CA/APHIS/USDA**
12/26/2006 01:01 PM

To [REDACTED]
cc
Subject

[REDACTED]

I am very sorry to hear about the incident at the zoo. Can you give me any information on the recent tiger attack. I gather from what I've heard that the trainer was inside the barrier gate and the cat was able to reach through the cages and pull her towards her. Any plans on modifying the enclosures so the cats can not reach out at the lower levels? I need to let my office know what exactly happened.



Michael J
Smith/NY/APHIS/USDA
11/29/2010 07:11 AM

To Connie R Morris/CO/APHIS/USDA@USDA
cc
bcc
Subject Fw: RE:

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:11 AM -----



b6, b7c
b6, b7c <sfzoo.org>
12/26/2006 08:00 PM

To <Michael.J.Smith@aphis.usda.gov>
cc
Subject RE:

Michael,

Thanks for you note. It would be good to relay this information either in person or over the phone at this time. Is there a time we can meet or we can talk?

The Mission of the San Francisco Zoo is to connect people with wildlife, inspire caring for nature and advance conservation action.

b6, b7c

San Francisco Zoo
1 Zoo Road
San Francisco, California 94132

b6, b7c

b6, b7c <sfzoo.org>

-----Original Message-----

From: Michael.J.Smith@aphis.usda.gov
[mailto:Michael.J.Smith@aphis.usda.gov]
Sent: Tuesday, December 26, 2006 10:01 AM
To: b6, b7c
Subject:

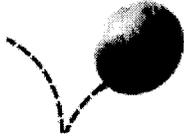
b6, b7c

I am very sorry to hear about the incident at the zoo. Can you give me any information on the recent tiger attack. I gather from what I've heard that the trainer was inside the barrier gate and the cat was able to reach through the cages and pull her towards her. Any plans on modifying the enclosures so the cats can not reach out at the

lower levels?
I need to let my office know what exactly happened.

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.

All email messages and attachments going out or into sfzoo.org are checked for malicious code using Sybari AntiGen with multiple anti-virus and anti-spam detection engines. All executable file attachments are blocked from Internet Mail Gateway. This message has been completely checked for all known viruses, worms, trojans and spam content and was deemed safe to transmit.



Michael J
Smith/NY/APHIS/USDA
11/29/2010 07:25 AM

To: Connie R Morris/CO/APHIS/USDA@USDA
cc
bcc
Subject: Fw: RE:

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:25 AM -----

Michael J
Smith/CA/APHIS/USDA
12/28/2006 12:44 PM

To: [redacted]@sfzoo.org
cc
Subject: RE: [redacted]

Yes I can visit you at your office on Friday, December 29, at about 10:00 AM or so if you will be in the office. If not, possibly next week after the holiday.

[redacted]@sfzoo.org



[redacted]
[redacted]@sfzoo.org
12/26/2006 06:00 PM

To: <Michael.J.Smith@aphis.usda.gov>
cc:
Subject: RE:

Michael,

Thanks for your note. It would be good to relay this information either in person or over the phone at this time. Is there a time we can meet or we can talk?

The Mission of the San Francisco Zoo is to connect people with wildlife, inspire caring for nature and advance conservation action.

[redacted]

San Francisco Zoo
1 Zoo Road
San Francisco, California 94132

[redacted]

[redacted]@sfzoo.org

-----Original Message-----

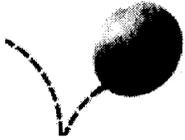
From: Michael.J.Smith@aphis.usda.gov
[mailto:Michael.J.Smith@aphis.usda.gov]
Sent: Tuesday, December 26, 2006 10:01 AM
To: [redacted]
Subject:

b6, b7c

I am very sorry to hear about the incident at the zoo. Can you give me any information on the recent tiger attack. I gather from what I've heard that the trainer was inside the barrier gate and the cat was able to reach through the cages and pull her towards her. Any plans on modifying the enclosures so the cats can not reach out at the lower levels? I need to let my office know what exactly happened.

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.

All email messages and attachments going out or into sfzoo.org are checked for malicious code using Sybari AntiGen with multiple anti-virus and anti-spam detection engines. All executable file attachments are blocked from Internet Mail Gateway. This message has been completely checked for all known viruses, worms, trojans and spam content and was deemed safe to transmit.



Michael J
Smith/NY/APHIS/USDA
11/29/2010 07:10 AM

To Connie R Morris/CO/APHIS/USDA@USDA
cc
bcc
Subject Fw: RE:

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:10 AM -----



b6, b7c
b6, b7c@sfzoo.org
12/28/2006 01:48 PM

To <Michael.J.Smith@aphis.usda.gov>
cc
Subject RE:

Michael, I will be here at that time. Look forward to seeing you. All the Best!

The Mission of the San Francisco Zoo is to connect people with wildlife, inspire caring for nature and advance conservation action.

b6, b7c

San Francisco Zoo
1 Zoo Road
San Francisco, California 94132

b6, b7c

b6, b7c@sfzoo.org

-----Original Message-----

From: Michael.J.Smith@aphis.usda.gov
[mailto:Michael.J.Smith@aphis.usda.gov]
Sent: Thursday, December 28, 2006 9:45 AM
To: (b)(6),(b)(7)(C)
Subject: RE:

Yes I can visit you at your office on Friday, December 29, at about 10:00 AM or so if you will be in the office. If not, possibly next week after the holiday.

b6, b7c

b6, b7c@sfzoo.org
<Michael.J.Smith@aphis.usda.gov>

To:

cc:

12/26/2006 06:00

Subject: RE:

PM

Michael,

Thanks for your note. It would be good to relay this information either in person or over the phone at this time. Is there a time we can meet or we can talk?

The Mission of the San Francisco Zoo is to connect people with wildlife, inspire caring for nature and advance conservation action.

b6, b7c

San Francisco Zoo
1 Zoo Road
San Francisco, California 94132

b6, b7c

b6, b7c@sfzoo.org

-----Original Message-----

From: Michael.J.Smith@aphis.usda.gov
[mailto:Michael.J.Smith@aphis.usda.gov]
Sent: Tuesday, December 26, 2006 10:01 AM
To: b6, b7c
Subject:

b6, b7c

I am very sorry to hear about the incident at the zoo. Can you give me any information on the recent tiger attack. I gather from what I've heard that the trainer was inside the barrier gate and the cat was able to reach through the cages and pull her towards her. Any plans on modifying the enclosures so the cats can not reach out at the lower levels? I need to let my office know what exactly happened.

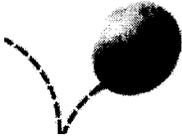
This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed.

If you have received this email in error please notify the system manager.
This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.

All email messages and attachments going out or into sfzoo.org are checked for malicious code using Sybari AntiGen with multiple anti-virus and anti-spam detection engines. All executable file attachments are blocked from Internet Mail Gateway. This message has been completely checked for all known viruses, worms, trojans and spam content and was deemed safe to transmit.

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.

All email messages and attachments going out or into sfzoo.org are checked for malicious code using Sybari AntiGen with multiple anti-virus and anti-spam detection engines. All executable file attachments are blocked from Internet Mail Gateway. This message has been completely checked for all known viruses, worms, trojans and spam content and was deemed safe to transmit.



Michael J
Smith/NY/APHIS/USDA
11/29/2010 07:09 AM

To Connie R Morris/CO/APHIS/USDA@USDA
cc
bcc
Subject Fw: Tiger Incident Statement

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:09 AM -----



(b)(6),(b)(7)(C)
(b)(6),(b)(7)(C)<@sfzoo.org>
12/29/2006 12:56 PM

To <Michael.J.Smith@aphis.usda.gov>
cc
Subject FW: Tiger Incident Statement

The Mission of the San Francisco Zoo is to connect people with wildlife, inspire caring for nature and advance conservation action.

b6, b7c

San Francisco Zoo
1 Zoo Road
San Francisco, California 94132

b6, b7c

b6, b7c@sfzoo.org

From: b6, b7c
Sent: Saturday, December 23, 2006 3:32 PM
To: Employees
Subject: Tiger Incident Statement

Attached is the statement that was released to the media this morning as a follow-up to Friday's tiger incident. This story did go national and there has been quite a bit of media attention. We will continue to respect the family and friends' wishes as far as releasing any information on Lori's recovery.

b6, b7c

San Francisco Zoo
b6, b7c
1 Zoo Road
San Francisco, CA 94132

b6, b7c

b6, b7c@sfzoo.org

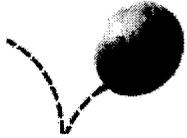
The San Francisco Zoo connects people with wildlife, inspires caring for nature and advances conservation action.

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.

All email messages and attachments going out or into sfzoo.org are checked for malicious code using Sybari AntiGen with multiple anti-virus and anti-spam detection engines. All executable file attachments are blocked from Internet Mail Gateway. This message has been completely checked for all known viruses, worms, trojans and spam content and was deemed safe to



transmit. TigerIncidentStatment 12-23-06.doc



Michael J
Smith/NY/APHIS/USDA
11/29/2010 07:07 AM

To Connie R Morris/CO/APHIS/USDA@USDA
cc
bcc
Subject Fw: Recent Visit

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:07 AM -----



b6, b7c
b6, b7c @sfzoo.org>
04/05/2007 02:29 PM

To <Michael.J.Smith@aphis.usda.gov>
cc
Subject Recent Visit

Dear Michael,

I am sorry to have missed your visit earlier today but an glad that the carnivore/marsupial areas passed without any issues. We will look at expanding the graphic about Padang, our aged Sumatran tiger, so as to help avoid concerns sent your way. And, although it is not in your prevue, we are looking at some of the colors that have resulted from the repairs we have made to the various cat grottos. On that I could not agree with you more! We will look forward to your next visit in a month or so.

And to further elaborate on the Bison Paddock, the City has scheduled that work for an April 16 setup and April 19 start. The entire project is now expected to take no more that 120 days from the start date.

With warm regards.

The Mission of the San Francisco Zoo is to connect people with wildlife, inspire caring for nature and advance conservation action.

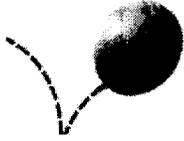
b6, b7c

San Francisco Zoo
1 Zoo Road
San Francisco, California 94132

b6, b7c

b6, b7c @sfzoo.org

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.

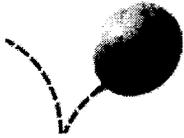


**Michael J
Smith/NY/APHIS/USDA**
11/29/2010 07:31 AM

To **Connie R Morris/CO/APHIS/USDA@USDA**
cc
bcc
Subject: **Fw: Zoo Inspection**

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:31 AM -----



**Michael J
Smith/CA/APHIS/USDA**
04/06/2007 10:01 AM

To [REDACTED] b6, b7c
cc
Subject: **Zoo Inspection**

[REDACTED] b6, b7c

I did a partial inspection of the zoo yesterday and found nothing wrong. Here is the report that states that.



Please reply to this email to indicate receipt. San Francisco Zoo Carnivores.PDF

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov



Michael J
Smith/NY/APHIS/USDA
11/29/2010 07:06 AM

To Connie R Morris/CO/APHIS/USDA@USDA
cc
bcc
Subject Fw: Zoo Inspection

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:06 AM -----



b6, b7c
b6, b7c @sfzoo.org
04/06/2007 12:37 PM

To <Michael.J.Smith@aphis.usda.gov>
cc
Subject RE: Zoo Inspection

Dear Michael, thanks for the confirmation. I trust you got my email of yesterday, particularly as regards the Bison Paddock. We will be working with the City following the completion of that project to make the switch from our License to the City's License. All the Best!

The Mission of the San Francisco Zoo is to connect people with wildlife, inspire caring for nature and advance conservation action.

b6, b7c

San Francisco Zoo
1 Zoo Road
San Francisco, California 94132

b6, b7c

b6, b7c @sfzoo.org

-----Original Message-----

From: Michael.J.Smith@aphis.usda.gov
[mailto:Michael.J.Smith@aphis.usda.gov]
Sent: Friday, April 06, 2007 7:02 AM
To: b6, b7c
Subject: Zoo Inspection

b6, b7c

I did a partial inspection of the zoo yesterday and found nothing wrong. Here is the report that states that. Please reply to this email to indicate receipt. (See attached file: San Francisco Zoo Carnivores.PDF)

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care

2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.

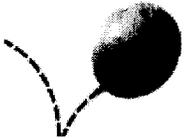


**Michael J
Smith/NY/APHIS/USDA**
11/29/2010 07:31 AM

To **Connie R Morris/CO/APHIS/USDA@USDA**
cc
bcc
Subject **Fw: Complaint**

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:30 AM -----



**Michael J
Smith/CA/APHIS/USDA**
07/17/2007 10:16 AM

To [REDACTED] b6, b7c
cc
Subject **Complaint**

I have received a complaint regarding the recent death of two giant elands. They were in a holding area and died there. I will need to review all associated documents and medical records regarding these animals. I will drop by next week, schedule permitting.

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov



Michael J
Smith/NY/APHIS/USDA
11/29/2010 07:06 AM

To Connie R Morris/CO/APHIS/USDA@USDA
cc
bcc
Subject Fw: Complaint

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov
--- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:05 AM ----



b6, b7c
b6, b7c @sfzoo.org>
07/17/2007 11:22 AM

To <Michael.J.Smith@aphis.usda.gov>
cc
Subject RE: Complaint

Dear Michael,

Not a problem. If you can let me know a time, all will be ready for you. Will inform those concerned to get the materials together.

All the Best!

The Mission of the San Francisco Zoo is to connect people with wildlife, inspire caring for nature and advance conservation action.

b6, b7c

San Francisco Zoo
1 Zoo Road
San Francisco, California 94132

b6, b7c

b6, b7c @sfzoo.org

-----Original Message-----

From: Michael.J.Smith@aphis.usda.gov
[mailto:Michael.J.Smith@aphis.usda.gov]
Sent: Tuesday, July 17, 2007 7:16 AM
To: b6, b7c
Subject: Complaint

I have received a complaint regarding the recent death of two giant elands. They were in a holding area and died there. I will need to review all associated documents and medical records regarding these animals. I will drop by next week, schedule permitting.

Michael J Smith, VMO
United States Department of Agriculture

Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.



Michael J
Smith/NY/APHIS/USDA
11/29/2010 07:05 AM

To Connie R Morris/CO/APHIS/USDA@USDA
cc
bcc
Subject Fw: Visit Next Week

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:05 AM -----



b6, b7c
b6, b7c @sfzoo.org
07/20/2007 01:34 PM

To <Michael.J.Smith@aphis.usda.gov>
cc
Subject Visit Next Week

Dear Michael. iust an FYI that I will not be here next week due to a zoo related trip to the Albuquerque Zoo. b6, b7c will be here, however. Please let us know if there is anything we can prepare for your visit.

The Mission of the San Francisco Zoo is to connect people with wildlife, inspire caring for nature and advance conservation action.

b6, b7c

San Francisco Zoo
1 Zoo Road
San Francisco, California 94132

b6, b7c

b6, b7c @sfzoo.org

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.



Michael J
Smith/NY/APHIS/USDA
11/29/2010 07:04 AM

To Connie R Morris/CO/APHIS/USDA@USDA
cc
bcc
Subject Fw: Requested Info

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685

Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:04 AM -----



b6, b7c
b6, b7c @sfzoo.org>
08/06/2007 06:10 PM

To <Michael.J.Smith@aphis.usda.gov>
cc
Subject Requested Info

Dear Michael,

Per your request during our meeting last week, the trucking Company is BMI Transport in Colorado. Do you want the address and phone number?

The time line as given to me by IAE, who arranged the shipping is:

Animals were loaded and into their individual crates starting at about 7:45 AM, May 23, onto the BMI truck.

Left at approximately 10:30 AM. May 23, driving on freeways and main highways directly from SD-WAP to San Francisco Zoo arriving at approx 11:45 PM.

The animals were off loaded and released before 3:00 AM into their quarantine area at the San Francisco Zoo on May 24, 2007.

We took about 30-45 minutes to unload each animal as we watched them carefully after each move. Zoo representatives stayed on site for the remainder of the evening.

Please let me know if there are any further questions or other information you require.

All the Best!

The Mission of the San Francisco Zoo is to connect people with wildlife, inspire caring for nature and advance conservation action.

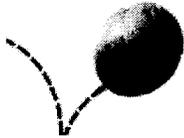
b6, b7c

San Francisco Zoo
1 Zoo Road
San Francisco, California 94132

b6, b7c

b6, b7c @sfzoo.org

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.



Michael J
Smith/NY/APHIS/USDA
11/29/2010 07:03 AM

To: Connie R Morris/CO/APHIS/USDA@USDA
cc
bcc
Subject: Fw: Requested Info

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:03 AM -----



b6, b7c
b6, b7c@sfzoo.org>
08/10/2007 11:52 AM

To: b6, b7c@sfzoo.org>, <Michael.J.Smith@aphis.usda.gov>
cc
Subject: RE: Requested Info

Dear Michael,

Here is the additional information on the shipping company.

BMI Transport in Colorado.
1433 Birch Avenue
Greelev. Colorado 80603

b6, b7c

Please let me know if there is any further you need. All the Best!

The Mission of the San Francisco Zoo is to connect people with wildlife, inspire caring for nature and advance conservation action.

b6, b7c

San Francisco Zoo
1 Zoo Road
San Francisco, California 94132

b6, b7c

b6, b7c@sfzoo.org

From: b6, b7c
Sent: Monday, August 06, 2007 3:10 PM
To: 'Michael.J.Smith@aphis.usda.gov'
Subject: Requested Info

Dear Michael,

Per your request during our meeting last week, the trucking Company is BMI Transport in

Colorado. Do you want the address and phone number?

The time line as given to me by IAE, who arranged the shipping is:

Animals were loaded and into their individual crates starting at about 7:45 AM, May 23, onto the BMI truck.

Left at approximately 10:30 AM, May 23, driving on freeways and main highways directly from SD-WAP to San Francisco Zoo arriving at approx 11:45 PM.

The animals were off loaded and released before 3:00 AM into their quarantine area at the San Francisco Zoo on May 24, 2007.

We took about 30-45 minutes to unload each animal as we watched them carefully after each move. Zoo representatives stayed on site for the remainder of the evening.

Please let me know if there are any further questions or other information you require.

All the Best!

The Mission of the San Francisco Zoo is to connect people with wildlife, inspire caring for nature and advance conservation action.

b6, b7c

San Francisco Zoo
1 Zoo Road
San Francisco, California 94132

b6, b7c

b6, b7c bsfzoo.org

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.

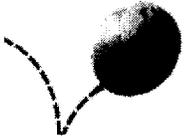


Michael J
Smith/NY/APHIS/USDA
11/29/2010 07:30 AM

To Connie R Morris/CO/APHIS/USDA@USDA
cc
bcc
Subject Fw: Complaint 186

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:30 AM -----



Michael J
Smith/CA/APHIS/USDA
11/15/2007 12:43 PM

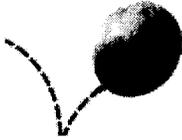
To  b6, b7c
cc
Subject Complaint 186

Sorry about the delay with this. I was just informed that a report rather than a memo to file was necessary.



Reply to indicate receipt of this inspection report. SFZoo Complaint 186.PDF

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov



Michael J
Smith/NY/APHIS/USDA
11/29/2010 07:03 AM

To Connie R Morris/CO/APHIS/USDA@USDA
cc
bcc
Subject Fw: Complaint 186

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:02 AM -----



b6, b7c
b6, b7c@sfzoo.org>
11/15/2007 09:07 PM

To <Michael.J.Smith@aphis.usda.gov>
cc b6, b7c @sfzoo.org>, b6, b7c
b6, b7c @sfzoo.org>, b6, b7c
b6, b7c @sfzoo.org>, b6, b7c
b6, b7c @sfzoo.org>
Subject RE: Complaint 186

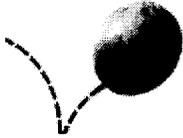
Dear Dr. Smith, this is to confirm that I have received this report and will be working with other members of the Zoo Staff to respond in a timely manner. Just to be clear, is there a statutory deadline that we must adhere to for our response, and, what form must the report be in to meet your needs and requirements?

From: Michael.J.Smith@aphis.usda.gov
[mailto:Michael.J.Smith@aphis.usda.gov]
Sent: Thu 11/15/2007 9:43 AM
To: b6, b7c
Subject: Complaint 186

Sorry about the delay with this. I was just informed that a report rather than a memo to file was necessary. Reply to indicate receipt of this inspection report. (See attached file: SFZoo Complaint 186.PDF)

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.



Michael J
Smith/NY/APHIS/USDA
11/29/2010 07:24 AM

To: Connie R Morris/CO/APHIS/USDA@USDA
cc
bcc
Subject: Fw: Complaint 186

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:24 AM -----



Michael J
Smith/CA/APHIS/USDA
11/16/2007 01:35 PM

To: [redacted]@sfzoo.org
cc: [redacted]@sfzoo.org, [redacted]@sfzoo.org, [redacted]@sfzoo.org, [redacted]@sfzoo.org
Subject: RE: Complaint 186

There is no requirement to respond to a complaint inspection or an inspection report and therefore no statutory deadline.

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov
[redacted]@sfzoo.org



[redacted]
[redacted]@sfzoo.org
11/15/2007 07:07 PM

To: <Michael.J.Smith@aphis.usda.gov>
cc: [redacted]@sfzoo.org, [redacted]@sfzoo.org, [redacted]@sfzoo.org, [redacted]@sfzoo.org
Subject: RE: Complaint 186

Dear Dr. Smith, this is to confirm that I have received this report and will be working with other members of the Zoo Staff to respond in a timely manner. Just to be clear, is there a statutory deadline that we must adhere to for our response, and, what form must the report be in to meet your needs and requirements?

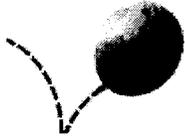
From: Michael.J.Smith@aphis.usda.gov
[mailto:Michael.J.Smith@aphis.usda.gov]
Sent: Thu 11/15/2007 9:43 AM
To: [redacted]

Subject: Complaint 186

Sorry about the delay with this. I was just informed that a report rather than a memo to file was necessary. Reply to indicate receipt of this inspection report. (See attached file: SFZoo Complaint 186.PDF)

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.

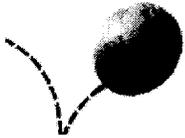


**Michael J
Smith/NY/APHIS/USDA**
11/29/2010 07:29 AM

To **Connie R Morris/CO/APHIS/USDA@USDA**
cc
bcc
Subject **Fw: Inspection report on Complaint**

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:29 AM -----



**Michael J
Smith/CA/APHIS/USDA**
11/19/2007 11:15 AM

To **b6, b7c**
cc **Karen L March/CO/APHIS/USDA@USDA, Michael C
Long/CO/APHIS/USDA@USDA, Kathleen M
Garland/CA/APHIS/USDA@USDA**
Subject **Inspection report on Complaint**

I was informed by my office that I put the wrong signature date on your portion of the inspection report.



Please reply to indicate receipt of this report. SFZooComplaint #186 #2.PDF

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov



Michael J
Smith/NY/APHIS/USDA
11/28/2010 08:10 AM

To: Connie R Morris/CO/APHIS/USDA@USDA
cc
bcc
Subject: Fw: Inspection report on Complaint

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/28/2010 10:10 AM -----



b6, b7c
b6, b7c @sfzoo.org
11/19/2007 12:26 PM

To: <Michael.J.Smith@aphis.usda.gov>
cc
Subject: RE: Inspection report on Complaint

Dear Dr. Smith,

This is to acknowledge receipt of the corrected report. I received your note indicating that there was no time limit in our producing a "report" on the incident but you did not indicate what is required in the "report". Could you please be more specific in what you are looking for as I do want to meet the needs of the USDA? All the Best!

The Mission of the San Francisco Zoo is to connect people with wildlife, inspire caring for nature and advance conservation action.

b6, b7c

San Francisco Zoo
1 Zoo Road
San Francisco, California 94132

b6, b7c

b6, b7c @sfzoo.org

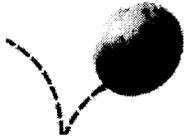
-----Original Message-----

From: Michael.J.Smith@aphis.usda.gov
[mailto:Michael.J.Smith@aphis.usda.gov]
Sent: Monday, November 19, 2007 8:15 AM
To: (b)(6),(b)(7)(C)
Cc: Karen.L.March@aphis.usda.gov; Michael.C.Long@aphis.usda.gov;
Kathleen.M.Garland@aphis.usda.gov
Subject: Inspection report on Complaint

I was informed by my office that I put the wrong signature date on your portion of the inspection report. Please reply to indicate receipt of this report. (See attached file: SFZooComplaint #186 #2.PDF)

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.



Michael J
Smith/NY/APHIS/USDA
11/29/2010 07:23 AM

To Connie R Morris/CO/APHIS/USDA@USDA
cc
bcc
Subject Fw: Inspection report on Complaint

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/29/2010 09:23 AM -----



Michael J
Smith/CA/APHIS/USDA
11/19/2007 11:29 AM

To [redacted] b6, b7c @sfzoo.org>
cc
Subject RE: Inspection report on Complaint

There is no report required.

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

[redacted] (b)(6),(b)(7)(C) @sfzoo.org>



[redacted] b6, b7c
[redacted] b6, b7c @sfzoo.org>
11/19/2007 10:26 AM

To: <Michael.J.Smith@aphis.usda.gov>
cc:
Subject: RE: Inspection report on Complaint

Dear Dr. Smith,

This is to acknowledge receipt of the corrected report. I received your note indicating that there was no time limit in our producing a "report" on the incident but you did not indicate what is required in the "report". Could you please be more specific in what you are looking for as I do want to meet the needs of the USDA? All the Best!

The Mission of the San Francisco Zoo is to connect people with wildlife, inspire caring for nature and advance conservation action.

[redacted] b6, b7c

San Francisco Zoo
1 Zoo Road
San Francisco, California 94132

[redacted] b6, b7c

b6, b7c sfzoo.org

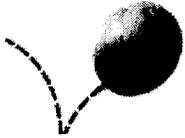
-----Original Message-----

From: Michael.J.Smith@aphis.usda.gov
[mailto:Michael.J.Smith@aphis.usda.gov]
Sent: Monday, November 19, 2007 8:15 AM
To: b6, b7c
Cc: Karen.L.March@aphis.usda.gov; Michael.C.Long@aphis.usda.gov;
Kathleen.M.Garland@aphis.usda.gov
Subject: Inspection report on Complaint

I was informed by my office that I put the wrong signature date on your portion of the inspection report. Please reply to indicate receipt of this report. (See attached file: SFZooComplaint #186 #2.PDF)

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.



Michael J
Smith/NY/APHIS/USDA
11/28/2010 08:10 AM

To Connie R Morris/CO/APHIS/USDA@USDA
cc
bcc
Subject Fw: Inspection report on Complaint

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

----- Forwarded by Michael J Smith/NY/APHIS/USDA on 11/28/2010 10:09 AM -----



b6, b7c
b6, b7c @sfzoo.org
11/19/2007 12:32 PM

To <Michael.J.Smith@aphis.usda.gov>
cc
Subject RE: Inspection report on Complaint

Dear Dr. Smith,

Thank you for the clarification and my apologies for not fully understanding the process.

With warm regards.

The Mission of the San Francisco Zoo is to connect people with wildlife, inspire caring for nature and advance conservation action.

b6, b7c

San Francisco Zoo
1 Zoo Road
San Francisco, California 94132

b6, b7c

b6, b7c @sfzoo.org

-----Original Message-----

From: Michael.J.Smith@aphis.usda.gov
[mailto:Michael.J.Smith@aphis.usda.gov]
Sent: Monday, November 19, 2007 8:30 AM
To: b6, b7c
Subject: RE: Inspection report on Complaint

There is no report required.

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526
office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

b6, b7c

<Michael.J.Smith@aphis.usda.gov>
<[b6, b7c]@sfzoo.org>

To:

cc:

report on Complaint
11/19/2007 10:26
AM

Subject: RE: Inspection

Dear Dr. Smith,

This is to acknowledge receipt of the corrected report. I received your note indicating that there was no time limit in our producing a "report" on the incident but you did not indicate what is required in the "report". Could you please be more specific in what you are looking for as I do want to meet the needs of the USDA? All the Best!

The Mission of the San Francisco Zoo is to connect people with wildlife, inspire caring for nature and advance conservation action.

b6, b7c

San Francisco Zoo
1 Zoo Road
San Francisco, California 94132

b6, b7c

[b6, b7c]@sfzoo.org

-----Original Message-----

From: Michael.J.Smith@aphis.usda.gov

[mailto:Michael.J.Smith@aphis.usda.gov]

Sent: Monday, November 19, 2007 8:15 AM

To: [b6, b7c]

Cc: Karen.L.March@aphis.usda.gov; Michael.C.Long@aphis.usda.gov;

Kathleen.M.Garland@aphis.usda.gov

Subject: Inspection report on Complaint

I was informed by my office that I put the wrong signature date on your portion of the inspection report. Please reply to indicate receipt of this report. (See attached file: SFZooComplaint #186 #2.PDF)

Michael J Smith, VMO
United States Department of Agriculture
Animal and Plant Health Inspection Service, Animal Care
2150 Centre Ave, Bldg. B Mail Stop 3W11
Ft. Collins, Colorado 80526

office/fax 415-671-0685
Michael.J.Smith@aphis.usda.gov

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed.

If you have received this email in error please notify the system manager.

This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.