

Point Defiance Zoo & Aquarium

Volunteer Services Annual Report 2009



Point Defiance Zoo & Aquarium administers a volunteer program that allows opportunities for citizens to become actively involved in a broad and diverse spectrum of PDZA activities. This report presents highlights of an outstanding year for our PDZA volunteers, showcasing their work, accomplishments and the extent of their time and commitment. This description only begins to capture the breadth of contributions that volunteers made to PDZA last year.

The mission of the Volunteer Services program is to enhance the ability of Point Defiance Zoo & Aquarium to fulfill its mission and to provide the opportunity for community involvement.

Point Defiance Zoo & Aquarium does this by:

1. Offering members of the community an opportunity to contribute their time and talents;
2. Providing lifelong learning opportunities;
3. Enhancing the guest's experience at Point Defiance Zoo & Aquarium;
4. Fostering a partnership between volunteers and employees in the pursuit of excellence in fulfilling our mission.



A young guest learns about Asia animals from an education volunteer.

Summary

At Point Defiance Zoo & Aquarium, we recognize that volunteers not only bring a great range of expertise and skills to PDZA, they bring enthusiasm, energy, and ideas. Volunteers are advocates for PDZA and its mission, supporting staff in Education, Zoological, Visitor Services, Operations and Administrative departments.

Through the donation of thousands of hours of time, volunteers help PDZA to increase the quality and types of services that we can offer our guests. Volunteers donated a 36.3% increase in hours compared to fiscal year 2008. In fiscal year 2009, 219 volunteers contributed 22,725.41 hours of service which expanded the budget by \$460,189.55¹ (10.93 FTE). The volunteer program was accomplished at a cost of \$80,517.91, for a return of about \$5.72 for every \$1.00 expended.

	2009 Hours	# of Volunteers Participating	Value of Hours (\$20.25/hr)
Conservation Education	10,383.95	292	\$ 210,274.99
Zoological	3,010.41	42	\$ 60,960.80
Visitor Services	905.62	81	\$ 18,338.81
Support Services	717.18	74	\$ 14,522.90
Internship	6,148.75	17	\$124,512.19
Zoo Society	1,559.50	34	\$ 31,579.88
Totals	22,725.41	219	\$ 460,189.55

¹ Based on a rate of \$20.25 per hour, as calculated by Independent Sector (www.independentsector.org)

Selected Highlights by Area

Conservation Education

Guest Experience

- The 117 Education volunteers that interpreted in 2009 increased the total hours of interpreting (7,769.22) to our guests by 46.0 % from 2008.
- PDZA was able to share our educational messages through staff and volunteers presentations with 695,211² guests during 2009. This is an 18% increase from 2008.
- The Marine Discovery Center staff was able to deliver messaging to 192,453 visitors (37% of gate visited) throughout the year (2,215 interpretive hours).



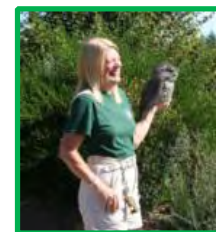
Guests get a chance to touch marine animals in the touch tank.

Youth Volunteer Team

- PDZA's second youth volunteer team dedicated a total of 5,932 hours of volunteer time between May 14, 2009 and October 3, 2009³.
- The 44 youth volunteers assisted PDZA's summer camp program and interpreted at the following PDZA exhibit areas: Kids' Zone costumes and goat grooming, Tide Pool, Marine Discovery Center touch tank and costumes, Polar Bears and Rocky Shores.
- Youth Volunteers were recognized for their excellence from the visiting public:
 - "Kristen – teen volunteer was an excellent, animated & knowledgeable help our 5 & 8 year olds at the tide zones white board."
Received: 7/23/09
By: How was your Zoo visit comment card
 - "...I give kudos to the education volunteer who made the aquarium dress up costumes for the kids to learn more about sea creatures. We had a great time dressing up and the staff member was interactive and excited to tell us about the exhibit. We had a wonderful time. Thank you."
Sent: Thursday, June 25, 2009 6:57 PM
By: Email through PDZA Comments link

Volunteer Animal Handling Team

- Five volunteer animal handlers spent 1,096 hours bringing a variety of animal ambassadors out for guests to see up close and personal. Together the PDZA staff and volunteers presented 3,266 animal close encounters in 2009.



Volunteer with an animal ambassador

² Total guest contacts include duplicated guest interactions only at presentations (scheduled and unscheduled).

³ Only 6 hours of volunteer service were accumulated after September 7, 2009 (the official end of the 2009 YVT Season). All 6 of these hours took place on a single event day: World Animal Day – October 3, 2009.

Zoological

- The visitor interpretive team of 16 Education volunteers, 14 interpretive staff, and 2 zoological staff assisted in the successful opening of the Budgie Buddies exhibit. The exhibit saw 173,939 visitors from mid May to October which is 33% of the total number of guests that visited PDZA during that time. The interpretive team was able to enhance the experience with a budgie by teaching them how to feed the budgies using a seed stick.

Dive Program

- The volunteer dive program was able to certify 7 of the 14 volunteer divers to be scientific divers on behalf of PDZA by providing a class on site. Currently, three volunteer divers are participating in field collecting and research as a result of the class and certification.



South Pacific Aquarium Interactive Dive

- The guest interpretive team and aquarium staff developed a new Interpretive Dive Program utilizing aquarium staff, volunteer divers and education volunteer interpreters. This program delivered 33 dive presentations to 3,254 visitors between June and September.

Visitor Services

- Event and education volunteers enhanced the guest experience at 18 mission driven events such as Earth Day, Zoo Play Days, World Ocean Day, and Zoo Boo. 71 volunteers instructed guests in conservation education activities and were able to supplement the zoo staff with 824 hours of service.

Support Services

- Four dedicated volunteers worked 147 hours assisting PDZA staff with improvements to electronic database systems for animal records and volunteer tracking. The animal records database is now networked so every department can enter daily information and PDZA can reduce the use of paper records.
- In support of the Budgie Buddies exhibit, 63 volunteers dedicated 233 hours to the production of seed sticks to be sold at the exhibit for guests to feed the budgies. During the 2009 season, volunteers and staff made over 50,000 seed sticks.



Volunteers making budgie seed sticks

Internships

- PDZA supported 16 individuals in their continued education as interns for PDZA. Rocky Shores, Aquarium, Health Care, Education, and Wild Wonders Outdoor Theater departments were able to enhance their work goals as a result of the 6,034 hours that the interns contributed.

Volunteer Services 2009 Hours of Service

	2009 Hours	# of Volunteers Participating	Value of Hours (\$20.25/hr)
Conservation Education (Education & Animal Handling)			
Education/ Interpretation	2215.62	69	\$44,866.31
Youth Education/Interpretation	4397.78	43	\$89,055.05
Education Training/Meetings	2457.8	168	\$49,770.45
Animal Encounters (VAHT)	1095.5	5	\$22,183.88
Education Programs (Public/ Academic)	217.25	7	\$4,399.31
<i>Subtotal</i>	10383.95	292	\$210,274.99
Zoological			
Animal Care	1,940.08	18	\$39,286.62
Conservation Research (Animal Observation, IACUC, Concom)	213.75	10	\$4,328.44
Diver	801.33	12	\$16,226.93
Enrichment Program	55.25	2	\$1,118.81
<i>Subtotal</i>	3010.41	42	\$60,960.80
Visitor Services			
Greeter (front entrance; school groups season)	82.37	10	\$1,667.99
Events	823.25	71	\$16,670.81
<i>Subtotal</i>	905.62	81	\$18,338.81
Support Services			
Visitor Services (Gift Shop, Administration, IT, Horticulture, Library, Budgie seed sticks, Volunteer Office)	717.18	74	\$14,522.90
<i>Subtotal</i>	717.18	74	\$14,522.90
Internship			
Internships (Zoological, Education, Veterinarian)	6148.75	17	\$124,512.19
<i>Subtotal</i>	6148.75	17	\$124,512.19
Zoo Society			
Zoo Society Board	1528	29	\$30,942.00
Zoobilee	31.5	5	\$637.88
<i>Subtotal</i>	1559.5	34	\$31,579.88
Totals	22725.41	219	\$460,189.55