

Point Defiance Zoo & Aquarium Volunteer Services 3rd Quarter Summary Report



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 the first three quarters of the 2010 year. 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. In the first three quarters of 2010, volunteers donated 13,697.98 hours extending the budget by \$246,535.41 (6.58 FTE). Point Defiance has retained 180 active volunteers that have given service in the Education, Zoological, Visitor Services, Operations and Administrative departments in 2010. In addition, 270 community volunteers supported Zoobilee, black-tie fundraiser, sponsored by the Zoo Society.

	2010 Hours (9/23/10)	# of Volunteers Participating	Value of Hours (\$20.85/hr)
Conservation Education	4,413.8	150	\$ 69,886.70
Zoological	1,833.1	66	\$ 35,634.32
Visitor Services	1,212.0	54	\$ 10,929.57
Support Services	205.6	11	\$ 4,286.34
Internship	2,757.5	11	\$ 57,493.88
Zoo Society	3,276.0	309	\$ 68,304.60
Totals	13,697.98	601	\$ 246,535.41

Selected Highlights for 2010

Conservation Education

Guest Experience

- PDZA was able to share our educational messages through 48 interpretive volunteers with 57,780¹ guests through September 23, 2010.



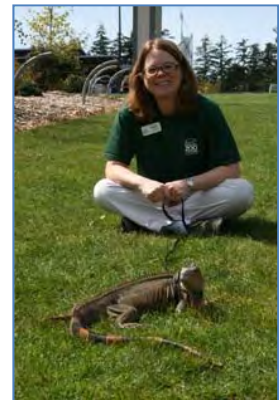
Guests get a chance to see behind the scenes at marine mammal food prep

Youth Volunteer Team

- PDZA's summer 2010 youth volunteer team dedicated a total of 6910.5 hours of volunteer time between April 6, 2010 and September 6, 2010.
- Please see attached document for more overview of youth volunteer numbers

Volunteer Animal Handling Team

- Point Defiance was able to extend our close encounters by adding two additional volunteer animal handlers to a total of 7 volunteers. This increased the number of close encounters hours to 965.10 hours through September 23, 2010.



Volunteer with an animal ambassador

Zoological

- With the assistance of 21 conservation research volunteers, zoological staff were able to observe behaviors of arctic foxes and red wolves for a total of 324 hours.

Visitor Services

- Event and education volunteers enhanced the guest experience at 6 mission driven events such as Big Cats, Big Party; Earth Day; World Ocean Day; and Animal Intelligence. 108 volunteers instructed guests in conservation education activities and were able to supplement the zoo staff with 465.5 hours of service.

Support Services

- In support of our Budgie Buddies exhibit we had 7 community groups contributing approximately 420 hours to the making of seed sticks for purchase at the exhibit.



Community Group making budgie seed sticks

¹ Total guest contacts include duplicated guest interactions.