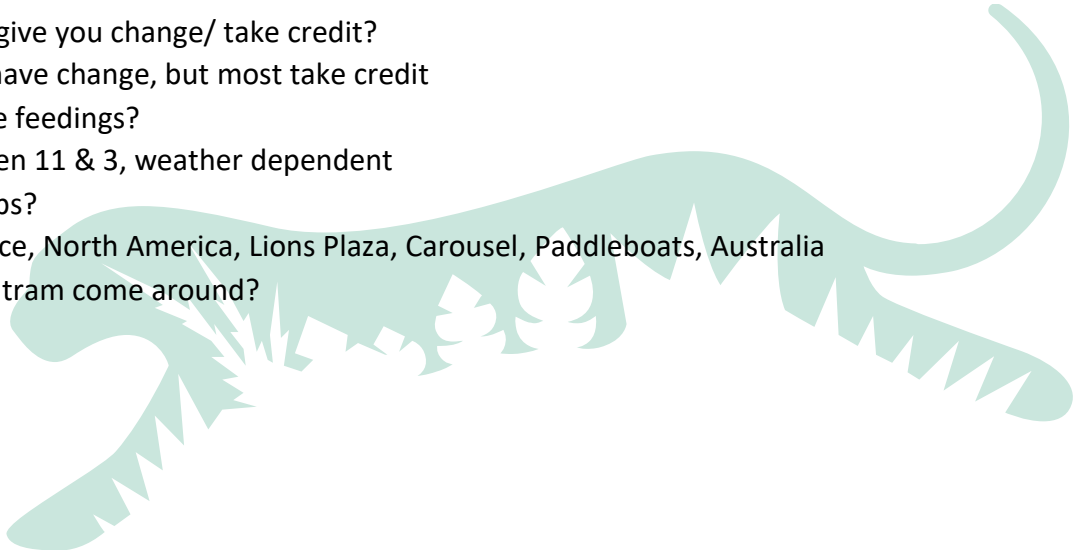


As a Mesker Park Zoo volunteer, you may regularly get questioned by guests about the Zoo. Here are the answers to some frequently asked questions...

About Visiting the Zoo

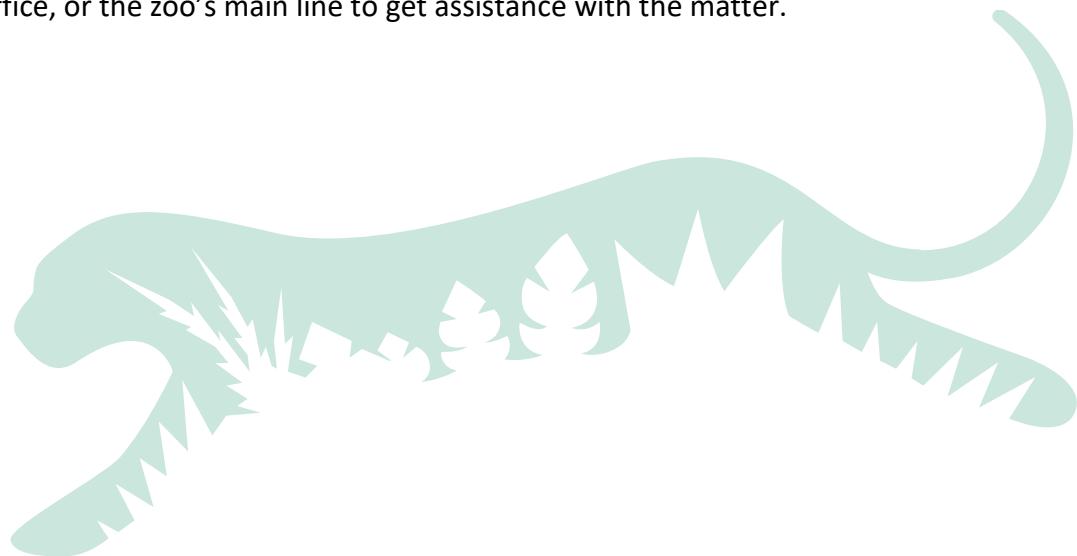
- How do I get to....?
 - Be familiar with the zoo areas/ map, especially the route and the direction of the main entrance/exit)
 - If the guest has a zoo map, show them the route or utilize the outdoor map signs
- What time do you close?
 - We open at 9am. The front gate closes to entry at 4pm. Discovery closes at 4:15 p.m.; Kley closes at 4:30 p.m.; visitors should be exiting the Zoo by 5 p.m.
- Where are the bathrooms?
 - Front Entrance, Discovery Center, Kley Hall, Carousel
- Where is the nursing room/ baby changing center?
 - Kley Hall
- Where are the water fountains?
 - Discovery Center, Kley, Front Entrance, Asia Valley by sun bear
- Where are the hand washing stations?
 - Budgie Feedings, Giraffe Feedings, Any of the Bathrooms
- Where are the token boxes?
 - Supplies Permitting- Front Entrance, Carousel, Giraffe, Paddleboats, Lion's Plaza
- Are tokens able to be refunded if not used?
 - No, but they don't expire. Bring them on your next trip!
- What do you need tokens for?
 - Tram Rides (2 tokens/person for all day; free for members)
 - Carousel (2 tokens/ person)
 - Giraffe Feedings (2 tokens/ person)
 - Feeding Sticks at Budgie Walkabout (2 tokens/ person / free entry)
 - Contact Zoo is free
- Do token machines give you change/ take credit?
 - They won't have change, but most take credit
- When are the giraffe feedings?
 - Open between 11 & 3, weather dependent
- Where are tram stops?
 - Front Entrance, North America, Lions Plaza, Carousel, Paddleboats, Australia
- How often does the tram come around?

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- The tram makes continual loops, waits at stations, and comes around about every 30 minutes depending on how busy the day.
- Where are the smoking sections?
 - Tram Stops at Lion's Plaza & North America only.
- Where are the vending machines?
 - Amazonia Exit, Kiwanis Shelter in Family Garden, Lion's Plaza, Carousel, North America, Australia, upper Kley, lower Kley
- Where are the penny presses?
 - Discovery Center, Kley
- Can we picnic / eat at the zoo?
 - We permit food only at the Rainforest grill; Only school groups can arrange for picnics on grounds at the event tent.
- Where are the children's programs?
 - Family Garden or Children's Forest on Saturdays 10-1 June – Nov.
- Can we rent scooters?
 - Yes, they rent for \$20 and it is first come, first served at the front gate
- Where is lost and found?
 - Gift Shop
- Can I apply today's admission toward a membership?
 - Yes, you must have your receipt and it must be before the zoo closes for the day
- Is there an ATM?
 - Yes, located in the gift shop!
- I can't go any further, can you help me?
 - Yes. The tram circulates along the zoo path, and you can get a ride back to the front gate. Or, I can call the front gate for more immediate assistance.
- When did the zoo stop using the Bement entrance?
 - When the new front entry opened in 2008.
- What if you encounter guests that are not following zoo rules?
 - As a representative of the zoo you can kindly approach the guests and explain to them that what they are doing violates the zoo rules. If you do not feel comfortable doing so, you should report the guests to the nearest staff member. If you cannot leave your post, either radio to education/zoo staff, call the education office, or the zoo's main line to get assistance with the matter.

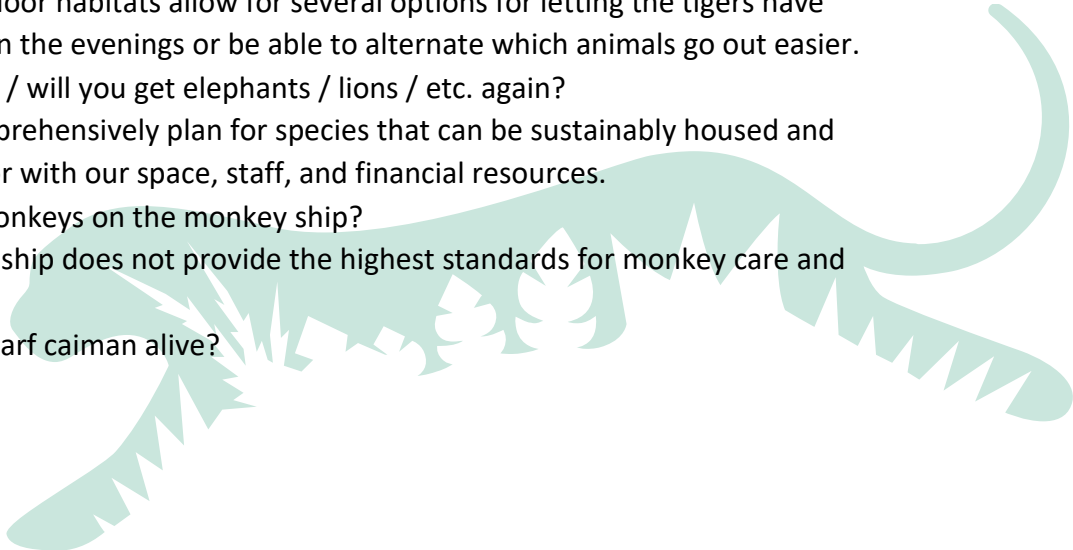
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About the Animals

- How many animals do you have?
 - We have over 360 animals or groups of animals and 202 species.
- Where are the animals?
 - Animals that can be viewed outdoors also have an indoor enclosure. Weather permitting, they are given access to their outdoor enclosures, BUT are given the choice to be in either space unless it is necessary to have the animal in a certain area for cleaning, feeding, or veterinary procedures
 - The best viewing times are between 10am -3pm
- Where do we get new animals?
 - Zoos across the country share animals – they are moved around to various zoos when there are too many at one zoo, to breed at another zoo, or when exhibits close. The animals are born in captivity, and not collected from the wild.
- When will the zoo get more animals?
 - We get new animals periodically as the need arises.
- Where do you get the biofacts? Are they real?
 - When animals at the zoo die, we sometimes keep a part of them. They go on to help us teach others forever. Most are real, some are replicas.
- When are penguins coming?
 - Early Fall 2021- soft opening early October
- Where are the tortoises / budgies / macaws?
 - They are on exhibit only during the warmer months of the year May – Oct.
- When will the contact zoo be open again?
 - Unknown. When we can guarantee the health /safety of the animals with human contact.
- When will nocturnal exhibit be open?
 - Mid – summer after renovations
- How is Beliza jaguar doing?
 - Her medical treatments are keeping her cancer from progressing.
- What is that bridge by tiger for?
 - The zoo currently has two tigers and a Malayan sun bear. The bridge connecting the two outdoor habitats allow for several options for letting the tigers have more room in the evenings or be able to alternate which animals go out easier.
- Why don't you have / will you get elephants / lions / etc. again?
 - We will comprehensively plan for species that can be sustainably housed and well cared for with our space, staff, and financial resources.
- Why aren't there monkeys on the monkey ship?
 - The monkey ship does not provide the highest standards for monkey care and welfare.
- Amazonia: Is the dwarf caiman alive?

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- Yes. Caimans are reptiles, which means that they rely on outside sources to generate energy from their very slow metabolism. They remain as still as possible in order to conserve energy and to ambush their unsuspecting prey.
- Can I touch the animals?
 - We allow contact only with the contact zoo animals during open hours, and with some of our ambassador animals during interpretation programs.
- Any new animals?
 - Otters – two young sisters coming in June
 - Tapir – arriving early fall most likely
 - African crested porcupine – coming early summer

About Working & Volunteering

- How do I apply to work at the Zoo?
 - See the MPZBG and the Evansville/Vanderburgh websites for employment opportunities. We have approx. 50 seasonal positions.
- How do I become a volunteer at the zoo?
 - We have entry classes in the spring and fall, and volunteers can train for different levels of participation. Please see our website for all the details and application.

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