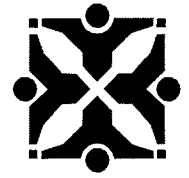


# City of Columbia

701 East Broadway, Columbia, Missouri 65201



**Agenda Item Number:** REP 6-15

**Department Source:** Community Development - NS

**To:** City Council

**From:** City Manager & Staff

**Council Meeting Date:** January 5, 2015

**Re:** Report of FY14 Volunteer Hours

## Documents Included With This Agenda Item

Council memo

**Supporting documentation includes:** None

## Executive Summary

In fiscal year 2014, volunteers shared 35,259 hours of service with the City of Columbia. Through their time, volunteers enhance city programs and services and give citizens greater connection to municipal government. Based on the national value of an hour of service, \$22.14, these hours have a value of \$795,103.

## Discussion

Highlights for the City's Volunteer Program in FY14 include an 18% increase in volunteer hours for the CERT (Community Emergency Response Team) that supports the Columbia Fire Department and a trend of steady volunteer service in Parks & Recreation where more than 42% of hours are served. Special Olympics and Adapted Recreation have the highest number of hours in Parks & Recreation with 5,775 hours and continued increases in hours. Volunteer hours are lower overall compared to FY13. All departments with the exception of Fire had a decrease in volunteer hours.

Starting in FY14, the Public Works-Solid Waste Volunteer Program was merged with the City-wide volunteer program in Community Development-Neighborhood Service. The goal of this merger was to make volunteer management, including recruitment, placement and tracking, more efficient. Volunteer Programs staff implemented Volgistics in FY14, a volunteer software program, to improve the management of volunteer data and allow volunteers to self-schedule and self-report for many activities.

New volunteer programs established in FY14 include the Adopt-A-Rain Garden program and Master Composter program, both in Public Works, and the Park Clean Team that organizes litter pick ups in parks. The Recycling Ambassadors Program kicked off in December 2014 to increase volunteers working to promote recycling and waste reduction. The Police Department is currently reorganizing their volunteer program. Volunteer Programs staff will be giving additional attention to the Adopt-A-Spot Beautification and Litter Control programs to increase participation and results in FY15.

Volunteers of all types serve the City in roles ranging from episodic projects, that may be only a few hours in length, to long-term commitments where volunteers share time on a weekly basis over

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several years. The volunteer program includes residents of all ages and abilities including college students and those fulfilling community service obligations.

Boards and Commissions are also an important source of volunteer support for the City. Based on reports from staff who work with these groups, residents contributed 4315.75 hours through board and commission service. This is in addition to the volunteer hours reported above.

Much appreciation goes to the volunteers who have shared their time to make municipal government more effective and efficient. The work of volunteers extends the efforts of paid staff and allows for a greater connection to the City and fellow residents while learning new skills. City staff also deserve recognition as volunteers take time and effort to manage.

## Fiscal Impact

**Short-Term Impact:** Volunteers extend the services provided by City government. Based on the national value of volunteer time, the value of our volunteer service is \$795,103.

**Long-Term Impact:** The City has a long history of incorporating volunteers into our work. We anticipate the value of volunteer service to continue to exceed \$750,000 annually.

## Vision, Strategic & Comprehensive Plan Impact

Vision Impact: Community Pride and Human Relations, Parks, Recreation and Greenways

Strategic Plan Impact: Customer Focused Government, Health, Safety and Wellbeing

Comprehensive Plan Impact: Not Applicable

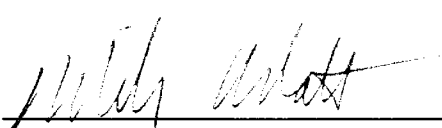
## Suggested Council Action

Acceptance of this report.

## Legislative History

n/a

  
Department Approved

  
City Manager Approved