



Department Source: Community Development - NS

To: City Council

From: City Manager & Staff

Council Meeting Date: December 3, 2018

Re: Annual report of Volunteer Service to the City

Executive Summary

Each year the Office of Neighborhood Services (ONS) provides to Council a report of the efforts of volunteers who support the City of Columbia. In FY18, volunteers shared 39,204 hours of service valued at nearly \$968,000.

Discussion

In FY18, volunteers time supported ten departments. Total hours are down slightly at 93 percent of the previous year, but about 2,000 hours greater than the five year average. Parks & Recreation had the greatest support from volunteers with 18,370 hours contributed to 67 different programs and activities. The Community Development Department logged 9,235 hours and City Utilities including Solid Waste and Stormwater had 6,349 hours of service.

Volunteers support the City's effort to fulfill our mission, vision and values. Specifically, volunteers help us provide services and their gift of time enhances our stewardship of resources. The Missouri Quality Award feedback report recommended that we improve our connection of volunteers to our mission, vision and values and staff have been intentional in communicating these to our volunteers.

Highlights for FY18 included:

- Live Well By Faith: Staff in the Department of Public Health & Human Services effectively used volunteers and student to support the Live Well by Faith program and reported 1,620 hours of service.
- Recycling Ambassadors: This year, 45 Recycling Ambassadors shared time promoting waste reduction and proper recycling, an increase from 34 last year. They assisted with thirty-one education presentations for a total audience of 1,482 individuals. Tabling and education booths resulted in 733 quality engagements with the public about waste reduction and proper recycling. Outreach projects reached 421 individuals and four facilities were waste audited with the assistance of Recycling Ambassadors. Waste Audits are one of the most effective education tools in making an impact on the volunteer participant.
- Litter pickup: Volunteers picked up 5,506 bags of litter along our streets and in our parks. Special events like Cleanup Columbia and the Hinkson Clean Sweep allow volunteers to serve in this way. Ongoing efforts include 73 Adopt A Spot Litter Control locations and Columbia Crawdads that holds litter pick up events the second Saturday of each month.
- Special events: Volunteers continue to play an important role the City's many festivals and special events. In FY18, volunteers shared contributed to the success of more



City of Columbia

701 East Broadway, Columbia, Missouri 65201

than 25 events, most with Parks & Recreation including races, festivals, children's sporting events and Neighborhood Park Fun Days.

- Adopt-A-Spot Beautification: There are more than 100 landscaped spots and rain gardens cared for by volunteers. Staff are working to improve the adoption rate of these areas to 95% or above.
- Residential Composting Program: Five volunteer compost workshop instructors conducted 11 compost workshops with a total attendance of 195. Program evaluations show that 75% of workshop attendees are actively composting and diverting their kitchen and yard waste from the landfill, with the remainder indicating they plan to do so.

Staff believes the contributions that residents share are tremendous and there is strong support among staff and the community for volunteer service with the City. Volunteer service to the City fluctuates from year to year due to staff changes, department priorities and volunteer preferences.

In addition to the hours and service represented in this report, hundreds of volunteers share time on more than 40 Boards & Commissions that advise the City council and staff.

Fiscal Impact

Short-Term Impact: Volunteers share time each year valued at \$800,000 or more.

Long-Term Impact: Volunteers have been serving the City of Columbia for many years and we anticipate their service well into the future.

Strategic & Comprehensive Plan Impact

Strategic Plan Impacts:

Primary Impact: Social Equity, Secondary Impact: Not Applicable, Tertiary Impact: Not Applicable

Comprehensive Plan Impacts:

Primary Impact: Not Applicable, Secondary Impact: Not applicable, Tertiary Impact: Not Applicable

Legislative History

Date	Action
n/a	n/a

Suggested Council Action

Acceptance of this report.