



Department Source: Community Development - NS

To: City Council

From: City Manager & Staff

Council Meeting Date: December 21, 2020

Re: Annual report of Volunteer Service to the City

Executive Summary

One Columbia's most valuable assets are the volunteers who share time in support of local government. Each year Volunteer Programs staff in the Community Development Department provide to Council a report of the efforts of volunteers who support the City of Columbia. In FY20, volunteers shared 25,358 hours of service valued at nearly \$645,000.

Discussion

Eleven City departments reported volunteer service with Parks & Recreation having the greatest support at 10,715 hours. The Community Development Department logged 6,427 hours and City Utilities including Solid Waste and Stormwater had 5,690 hours of service.

Volunteer service to the City for FY20 is down 36% from the previous year which can be attributed to COVID-19 related event cancellations and the concern some volunteers have about exposure. Considering the challenges of the pandemic, the City continued to see strong interest in volunteering and have several positions where residents can work independently and safely outside. Highlights for the year include increased hours in Adopt-A-Trail, Park Patrol, park cleanup & mulching and an increased participation rate with Adopt A Spot Beautification. Recycling and waste reduction continue to be attractive to volunteers. Service to Household Hazardous Waste increased in spite of the cancellation of several collections; interest in Recycling Ambassadors and Adopt A Spot Litter Control are steady.

Challenges for Fiscal Year 2021 include ensuring volunteer activities are safe and prioritizing efforts in light of losing a Volunteer Programs Specialist position.

Volunteers support the City's effort to fulfill our mission, vision and values. Specifically, volunteers help us provide service to our residents and visitors and their gift of time enhances our stewardship of resources. The City's Volunteer Program will celebrate its 25th year in 2021.

Volunteers are surveyed each January about their experience. In the 2020 survey, 94% of respondents said they would recommend volunteering with the City to a friend or family member. Of the respondents, 97% said their volunteer activity was meaningful and relevant, 92.5% felt valued and appreciated and 92.7% felt well prepared and safe.

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



City of Columbia

701 East Broadway, Columbia, Missouri 65201

Fiscal Impact

Short-Term Impact: Volunteer service in FY2020 was valued at \$644,866.

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.