



Department Source: Community Development - NS

To: City Council

From: City Manager & Staff

Council Meeting Date: December 20, 2021

Re: Annual Report of Volunteer Service to the City

## Executive Summary

One of 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 FY21, volunteers shared 29,810 hours of service valued at more than \$850,000.

## Discussion

Volunteer service for FY21 is up 18% from 2020 as staff and volunteers continue to adjust coming out of the pandemic. Volunteer service was at about 75% of FY2019 levels. Ten City departments reported volunteer service with Parks & Recreation having the greatest support at 10,140 hours. The Community Development Department logged 8,955 hours and City Utilities reported 8,940 hours of service with most of those in the Solid Waste utility. Staff estimate that more than 5,500 people provided volunteer service over the year.

Highlights for the 2021 volunteer program include:

- Increases in service hours in Adopt-A-Spot Beautification, Park Patrol, invasive removal efforts, and a variety of litter control programs resulted from allowing volunteers to work outside independently and safely.
- Litter pickup along City streets, in our parks or near our streams continues to keep volunteers busy. In FY21, volunteers reported picking up 9,052 bags of litter.
- Twenty-six Recycling Ambassadors shared time promoting waste reduction and proper recycling, assisting at 19 education events with 943 participants.
- Residential Composting Program: Three volunteer compost instructors conducted 12 home compost workshops with a total of 137 participants. Program evaluations have consistently shown that 80% of participants actively compost. A five year, post-workshop survey showed that 92% of participants are still actively composting and 81% have shared their composting knowledge with others.
- Household Hazardous Waste (HHW) collections are dependent on volunteers. In FY21 volunteers contributed 652 hours of service with volunteer positions increasing from 18 to 34 over the last three years due to increased demand for this service. HHW was visited by 4,609 vehicles this year. Volunteers consolidated 3,955 gallons of water-based paints for repurpose to the public at no cost. The Missouri Recycling Association awarded the City of Columbia's Household Hazardous Waste Program with the Outstanding Institutional Recycling Program for its involvement of volunteers for paint consolidation and traffic control at the collection center.



# City of Columbia

701 East Broadway, Columbia, Missouri 65201

In 2022, Volunteer Programs staff plan to establish or refurbish ten Adopt-A-Spot Beautification areas with the support of volunteers. The program will benefit from a second Volunteer Program Specialist who will help us strengthen the beautification program and increase support for special events and neighborhood-based volunteer efforts.

Volunteers are surveyed each January about their experience. In the 2021 survey, 96% of respondents said they would recommend volunteering with the City to a friend or family member. Of the respondents, 97% were happy they volunteered with the City and 98% said their service was meaningful and relevant. 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.

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.

## Fiscal Impact

Short-Term Impact: \$850,795.09

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.