



City of Columbia

701 East Broadway, Columbia, Missouri 65201

Department Source: Community Development - NS

To: City Council

From: City Manager & Staff

Council Meeting Date: December 18, 2023

Re: Annual report of volunteer service to the City

Executive Summary

Each year Volunteer Programs staff provide to Council a report of the efforts of City of Columbia volunteers. In FY23, volunteers shared 33,807 hours of service valued at more than \$1,075,000.

Discussion

"The Power of Volunteering" was a theme used in 2023 by Volunteer Program staff to communicate the important work our residents do to make our City a better place and to build community. Volunteer service for FY23 was up 7% from 2022 making this the third consecutive year of growth since the pandemic. Six City departments reported volunteer service of greater than 100 hours with Parks & Recreation having the most support at 13,320 hours. Volunteers supporting City Utilities, primarily Solid Waste, logged 10,811 hours and Community Development reported 7,922 hours of service. Staff estimate that about 6,000 individuals provided volunteer service over the year.

Highlights for the 2023 volunteer program include:

- Volunteers continue to be vital in helping to keep Columbia clean. In FY23, volunteers reported picking up 9,359 bags of litter along our roadways, in our parks and near our streams. Nine groups joined the Adopt-A-Spot Litter program in FY23, which currently has 101 active adopters, a 10% increase from the previous year.
- The Adopt-A-Spot Beautification Program grew with the addition of six new locations and nine new adopters. The program currently has a 96% adoption rate.
- Volunteers continued to make an impact in the maintenance of our parks and trails. Adopt-A-Trail volunteers care for 16.25 miles of City trails. The Missouri Conservation Corps (MCC) led by Stephen Bybee continued work to remove invasive species at Kiwanis Park serving 379 hours. Missouri River Relief partnered with MCC on invasive removal and contributed 162 hours of service removing honeysuckle along the MKT.
- Twenty-six Recycling Ambassador volunteers promoted waste reduction and proper recycling. They assisted with 23 educational events engaging 1,463 participants. Volunteers will be vital in communicating the transition to roll carts in FY24.
- The Department of Public Health & Human Services hosted an additional location to serve summer lunches to local youth significantly increasing volunteer support.
- The City's many special events are supported by volunteers. Volunteer Programs staff coordinate with other departments to recruit and place volunteers for events including the Juneteenth Parade, Fire in the Sky, Earth Day, Family Fun Fests and Heritage Festival. Volunteers also help with the Columbia Values Diversity Celebration and the Celebration of the Arts to support the Office of Cultural Affairs.



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- The Residential Composting Program welcomed three new workshop instructors and added Bokashi, anaerobic composting workshops. Volunteer compost instructors conducted nine home compost workshops with 78 participants.
- Household Hazardous Waste (HHW) collections are dependent on volunteers. In FY23, volunteers contributed 674 hours of service, with 94 volunteers helping throughout the year. HHW was visited by 4,163 vehicles this year with 3,875 gallons of water-based paints consolidated for repurpose. In addition, a team of 13 volunteers shared 27 hours packing 1450 pounds of batteries collected at HHW to ship for recycling.

Volunteers are surveyed each January about their experience. In the 2023 we asked volunteers their likelihood of recommending volunteering with the City to a friend or family member and had a Net Promoter Score of 69 (above 50 is excellent).

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.

Fiscal Impact

Short-Term Impact: \$1,075,062 – Value of volunteer service in FY23 based on Independent Sector

Long-Term Impact: Staff anticipates a similar impact in the future based on past activity.

Strategic & Comprehensive Plan Impact

Strategic Plan Impacts:

Primary Impact: Organizational Excellence, 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.