

# VOLUNTEER SERVICES IMPACT REPORT 2018

## CELEBRATING 25 YEARS OF OUTSTANDING SERVICE TO THE COMMUNITY

For 25 years, volunteers have directly contributed to the wonderful quality of life in Plymouth, from keeping parks clean and coaching children's sports, to assisting at special events and offering professional expertise.

In its first year, the volunteer program was managed by a part-time position which supported 224 volunteers. Today, more than 1,600 volunteers are overseen by a full-time volunteer coordinator. The program is innovative and dynamic and regularly contributes more than 20,000 hours of service a year.

Without volunteers, life in Plymouth wouldn't be the same.



2,300+ VOLUNTEERS MAKE A  
DIFFERENCE IN THE COMMUNITY.



[WWW.PLYMOUTHMN.GOV/VOLUNTEER](http://WWW.PLYMOUTHMN.GOV/VOLUNTEER)

# VOLUNTEER SERVICES IMPACT REPORT 2018

<b>Another Big Year!</b>	<ul style="list-style-type: none"> <li>• 26,954 hours</li> <li>• 1,652 volunteers*. Volunteers participated in multiple departments and/or programs</li> </ul>
<b>Value to the City</b>	<ul style="list-style-type: none"> <li>• Volunteer hours are valued at \$665,494 of contribution in kind</li> <li>• The number of hours contributed is equal to 12.96 Full Time Equivalent employees</li> </ul>
<b>2018 Volunteer Satisfaction Survey Results</b>	<ul style="list-style-type: none"> <li>• 93% want to continue volunteering</li> <li>• 96% would recommend the volunteer program to a friend</li> <li>• 25% have volunteered for 10 years or more</li> <li>• 15% have contributed 50 or more hours in the previous year</li> </ul>
<b>By the Numbers</b>	<ul style="list-style-type: none"> <li>• 401 individuals made initial contact with the Volunteer Services office</li> <li>• 90 applications were received and 47 potential candidates were interviewed</li> <li>• 103 staff requests for volunteer assistance were received</li> </ul>
<b>Who are our Volunteers?</b>	<ul style="list-style-type: none"> <li>• 86% are Plymouth residents, but volunteers reside in 33 different cities</li> <li>• 21% teens, 60% adults and 19% seniors</li> <li>• 47% women and 53% men volunteered</li> <li>• 63 community and family groups participated</li> <li>• 191 neighborhoods coordinated Night to Unite events</li> </ul>
<b>New Volunteer Tasks</b>	<ul style="list-style-type: none"> <li>• Provided customer service evaluations of the transit system</li> <li>• Revitalized the Millennium Garden herb garden</li> <li>• Created and evaluated the results of a volunteer satisfaction survey</li> <li>• Scanned and organized electronic documents for Community Development, Public Works and Public Safety including 4,600 training records, 4,956 building permits and 168 blueprints</li> <li>• Facilitated 9 community engagement events for the Plymouth Creek Center expansion project</li> <li>• Drove all 310 miles of city streets to photograph and inventory 3,200 street lights</li> <li>• Provided collections assistance to the Plymouth Historical Society</li> <li>• 2 Eagle Scout projects: a statue honoring Plymouth's K9 unit and marking storm drains</li> </ul>
<b>Special Events</b>	<ul style="list-style-type: none"> <li>• 862 volunteers provided front-line customer service during 100 city-sponsored events</li> <li>• 71,801 participants impacted by volunteer interactions</li> </ul>
<b>Environmental and Outdoor Projects</b>	<ul style="list-style-type: none"> <li>• 203 volunteers assisted with plantings and outdoor maintenance projects</li> <li>• 117 volunteers removed buckthorn from 4 city parks, trails and green spaces</li> <li>• 950 cars greeted at Drop Off Day which collected 75 gallons of household batteries, 2,882 lightbulbs and 24,407 pounds of paper to be shredded</li> <li>• 112 volunteers pulled invasive garlic mustard from 3 city parks, trails and green spaces</li> <li>• 1,655 trees and shrubs sold during Bare Root Tree Sale</li> <li>• 76 trees planted in city parks</li> <li>• 1,700 shoreline restoration plants installed at East Medicine Lake Park</li> <li>• 5,800 flowers planted during annual Planting Day</li> <li>• 822 prairie perennials planted for improved butterfly habitat</li> <li>• A volunteer created an interactive sculpture for recycling education events</li> <li>• 41 volunteers marked 170 storm drains to prevent storm water pollution</li> <li>• 86,000 dog waste bags dispensed in 24 designated park locations</li> <li>• 52 parks, 18.5 miles of trails and 20 miles of streets adopted</li> </ul>
<b>They Make a Difference!</b>	<ul style="list-style-type: none"> <li>• 259 coaches and ski chaperones – 1,885 youth were served</li> <li>• 12 open pickleball/open soccer volunteers – 613 participants were served</li> <li>• 26 Park &amp; Recreation Summer Teen volunteers – 3,657 youth were served</li> <li>• 7 Chaplain Corps call-outs to residents in crisis were received</li> <li>• 41 Millennium Garden wedding rehearsals were supported</li> <li>• 108 volunteers assisted with 30 assembly projects, including 575 Halloween bags and 600 s'mores packets</li> <li>• 15 volunteers responded to 200 Santa Letters</li> <li>• 8 volunteers assisted 8,014 Farmer's Market patrons</li> </ul>
<b>What Volunteers Say:</b>	<ul style="list-style-type: none"> <li>• "I am so proud to be part of the Plymouth community. It's an honor to be a volunteer."</li> <li>• "Volunteering helped me grow as a person."</li> <li>• "It feels like we are all coming together as one community."</li> <li>• "This is the perk of volunteering: we meet people with different interests and beliefs."</li> <li>• "I made a long-lasting (if the trees I planted survive!) contribution to the community."</li> </ul>
<b>What Staff Say:</b>	<ul style="list-style-type: none"> <li>• "Thank you for all your hard work during this event for our residents. You made a big contribution to making it so successful."</li> <li>• "The volunteers were a lot of fun, professional and efficient. We'd love their help again."</li> </ul>

\*This number does not include Adopt-A-Hydrant volunteers, managed by the Fire department, as in previous years.