



## VOLUNTEER PROGRAM Annual Report 2009





## Volunteers FY 2009

	Volunteers	Hours	Contributions in Kind
<b>Regular, Special Project and Special Event Volunteers</b>	<b>1,566*</b>	<b>24,615</b>	<b>\$498,454**</b>

\*Duplicated count – Some volunteers participated in more than one department and program.

\*\*Using the industry standard from the Independent Sector, the current value of a volunteer hour is \$20.25.

## FY 2009, FY 2008 and FY 2007

### Volunteers and Hours by Department

Department	FY 09 Volunteers	FY 09 Hours	FY 08 Volunteers	FY 08 Hours	FY 07 Volunteers	FY 07 Hours
<b>Administrative Services</b>	22	542	42	736	11	882
<b>Community Development</b>	3	3.5	1	66	1	5
<b>Fire</b>	5	60	4	20	0	0
<b>Parks &amp; Recreation</b>	1,108	14,829	897	14,943	842	11,765
<b>Police</b>	67	7,193	96	7,734	50	4,313
<b>Public Works</b>	361	1,988	213	1,632	242	1,345
<b>Total</b>	<b>1,566</b>	<b>24,615</b>	<b>1,253</b>	<b>25,131</b>	<b>1,146</b>	<b>18,310</b>



## 2009 Volunteer Services Program Overview

### Overview

Throughout 2009, volunteers continued to gain importance as a means of extending City resources through the efforts of those with time and skills to share.

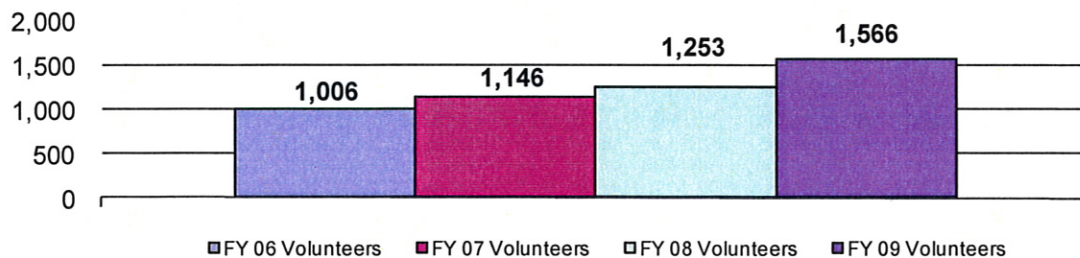
There was an increase seen in people seeking to volunteer who had been laid off or were seeking employment. In 2009, 356 individuals contacted the Volunteer Services office about volunteer opportunities. Subsequently, 141 applications were received and 109 potential candidates were interviewed for regular or short-term positions, an increase of 21% more interviewed than last year.

### Benefits of a Volunteer Program

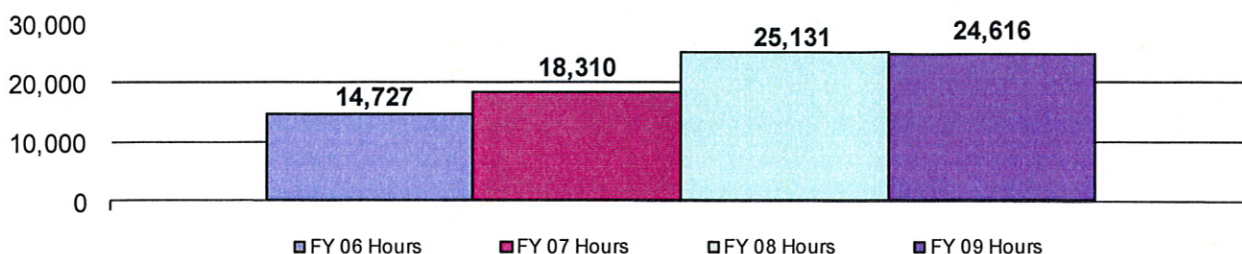
A city-wide volunteer program provides many benefits to many individuals. It supports staff in their daily tasks, offers new ways of doing work, adds value and meaning to volunteers' lives and provides vital interactions between the City and community members.

A volunteer program also provides monetary benefits by extending City resources. Using the industry standard from the Independent Sector, the current value of a volunteer hour is \$20.25. With **1,566** volunteers donating **24,615** hours, volunteers donated **\$498,454** in contributions in kind in 2009. These contributions equal **11.8 FTE employees**. Additionally, the Police Chaplain volunteers contributed 1,760 on-call hours. It is evident that volunteers add substantial value to the City.

Volunteers Comparison by Year



Volunteer Hours Comparison by Year



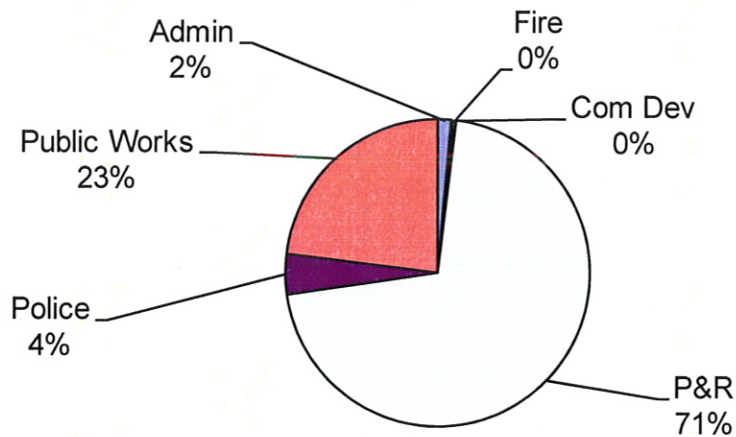
Please note that in 2007, we began including the Police Reserve and Explorer volunteer hours in our counts. In 2008, the Explorer hours were expanded to be more inclusive of their contributions.

In 2009, with **313 more volunteers** participating than the year before, there was a **25 percent increase in volunteers**. There were **517 fewer hours** for a **2 percent decrease in hours** contributed.

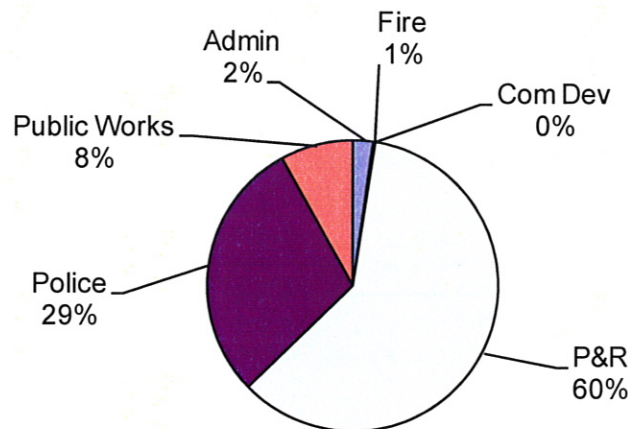




### Volunteers by Department



### Hours by Department



\*\*Please note that in 2009 volunteers contributed to the Community Development department in numbers that equaled less than one percent of the totals.

### Programs and Positions

Volunteer positions are divided into three categories. *Ongoing volunteers* provide regular, often weekly, support. *Time-limited volunteers* work on projects that are specific or have a beginning and an end. *Special event volunteers* assist during the many City-sponsored events throughout the year. In 2009, there were 757 special event shifts. Special event volunteers display a fierce loyalty to the events in which they participate year after year after year. This shows a deep commitment both to the individual program and to providing excellent service to the residents who attend the events.

Staff people have shown good management skills by creatively developing new positions and opportunities for volunteer involvement. In 2009, there were 136 requests for volunteer assistance for special mailings, data entry projects, short-term special projects and special events above and beyond the big annual events and current existing positions. This was an increase of 79% from 2008.

### **Demographics**

City volunteers are a diverse group of individuals who come from a variety of backgrounds, ages and abilities. While the vast majority of volunteers reside in Plymouth (78%), volunteers from 36 different communities support the City. A breakdown by age reveals 20% teens, 67% adults and 13% seniors. An equal number of women and men participated.

Area teens contribute greatly to the success of the City's volunteer program. Through the Summer Teen Volunteer program, high school students age 14 and older provide support to summer recreation programs. In 2009, 49 student volunteers contributed 1,738 hours. Teens also provide friendly and enthusiastic service to those who attend the City's special events. Their energy is contagious and spreads quickly to those around them.

### **Community Partnerships**

Many of the teens who assist with special events come to the City through the Wayzata High School Club Y.E.S. (Youth Extending Service) program or Armstrong High School National Honor Society. In addition, four Boy Scouts completed substantial projects for the Parks maintenance program to achieve their Eagle Scout status. Hopefully all these students will remain committed to volunteerism as they move on with their lives.

Other local civic organizations and businesses that supported the City through volunteerism include Community Bank; The Rotary Clubs of Plymouth, Orono and Wayzata; the Association of Medicine Lake Citizens; Plymouth Fine Arts Council; Parks & Recreation Advisory Commission; Prudential Financial; Honeywell; various Boy Scout and Girl Scout groups; Kaposia Inc.; G & F Environmental Club; General Mills; Lifetime Fitness; Heather Ponds neighborhood; Parkview Ridge townhouse owners; Messiah United Methodist Church; Minnesota School of Business; Beautiful Savior Lutheran Church; Boston Scientific; Vision of Glory Lutheran church; Adams Realty; Armstrong Choral Society; Ascension Evangelical Lutheran Church; Funfar Landscaping; Goebel Chiropractic & Family Wellness; the Sarenpa Team – Keller Williams Realty; and Plymouth Fire Department.

### **Volunteer Recognition**

The City's annual volunteer recognition event is eagerly anticipated by volunteers, staff and Council members alike, and over 275 were in attendance in October at Plymouth Creek Center. Volunteers generously donated 388 pounds of food for a local food shelf that evening.

Despite continued economic uncertainty, 14 area businesses also recognized City volunteer efforts by donating a total of \$2,270 to support the event. In addition, nearly \$2,200 worth of gift items from 42 businesses and organizations was collected to provide 96 door prizes during the event.



### Summary

Year after year, volunteers provide significant contributions to the City while supporting their community, gaining new skills and enjoying meaningful experiences with other volunteers and City staff members. The City is grateful for all their assistance.



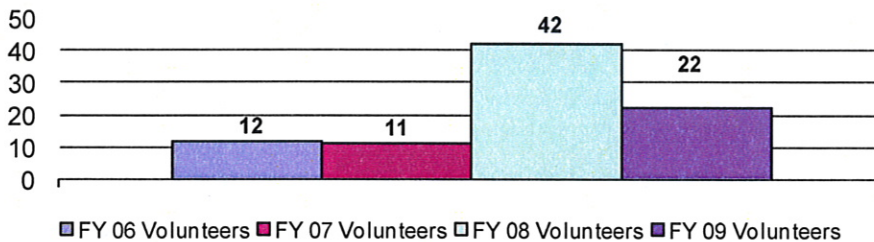
## 2009 Administrative Services Volunteers

### Overview

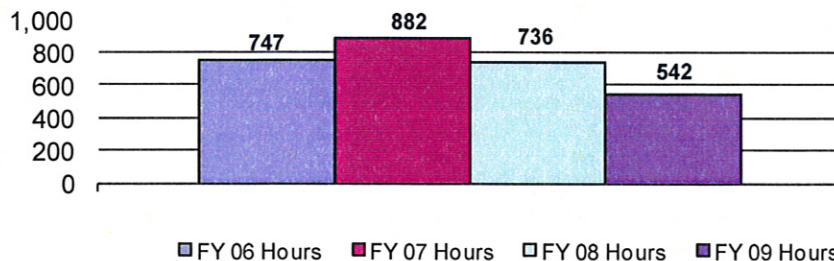
Volunteers help to keep the City's Administrative Services department running smoothly by providing behind the scenes support. In 2009, ongoing volunteers continued to assemble information packets for new residents, provide homestead verification support, and assist with clerical support. A high school student interviewed various City staff members to compile information for a new employee orientation PowerPoint presentation.

Administrative Services staff requested additional volunteers to assist with data entry projects and small copying, collating and mailing projects. During the City Sampler event, volunteers greeted residents and helped serve refreshments.

**Administrative Volunteers by Year**



**Administrative Hours by Year**



While there were **20 fewer Administrative Services volunteers** in 2009 than in 2008 for a **decrease of 48 percent**, there were also **194 fewer hours** for a **decrease of 26 percent**. These decreases can be attributed to the Election Judge Trainee program not running in 2009.

Using the industry standard from the Independent Sector, the current value of a volunteer hour is \$20.25. With **22 volunteers** donating **542 hours**, volunteers donated **\$10,976 in contributions in kind** in 2009. These contributions equal **.26 FTE employees**.



City of Plymouth  
 Volunteer Hours by Department - Overview  
 January 2009 through December 2009

<b>Total</b>		
	<b>Hours</b>	<b>Count</b>
Administration		
Carpentry	1.00	1
City Sampler	18.25	6
Clerical Aide	122.25	2
Data Conversion	0.00	0
Data Entry	24.25	3
Election Judge Trainee	0.00	0
Employee Orientation Research	30.00	1
IT Programming	0.00	0
Music in Plymouth	5.75	2
New Resident Packets	112.75	1
Photographer	0.00	0
Special mailing	0.00	0
Web design	0.00	0
Website Management	0.00	0
<b>Administration</b>	<b>314.25</b>	<b>15</b>

City of Plymouth  
Volunteer Hours by Department - Overview  
January 2009 through December 2009

<b>Total</b>		
	<b>Hours</b>	<b>Count</b>
Finance		
Aide	69.00	1
Assessing Aide	111.50	1
Clerical	47.25	5
Data Conversion	0.00	0
Photographer	0.00	0
Utility Billing	0.00	0
<b>Finance</b>	<b>227.75</b>	<b>7</b>

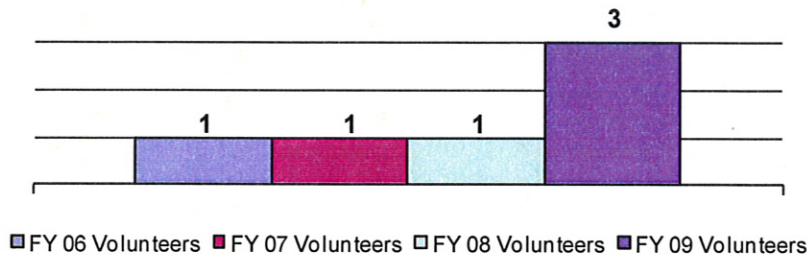


## 2009 Community Development Volunteers

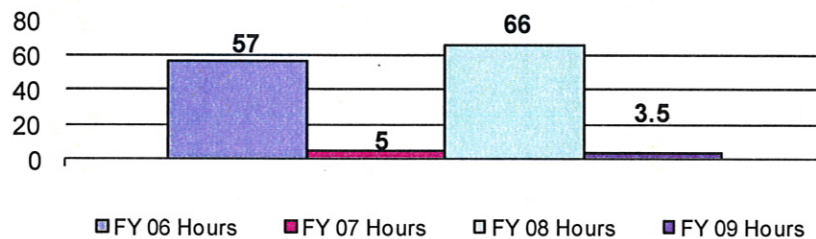
### Overview

In 2009, a volunteer provided American Sign Language translation for a Section 8 client, and two volunteers who own a landscaping business provided professional landscape design consultation for Vicksburg Commons.

Community Development Volunteers by Year



Community Development Hours by Year



While the **number of Community Development volunteers increased by 200 percent** in 2009, the **number of hours decreased by 95 percent**. Hopefully the economy will improve soon to create more opportunities for regular volunteer involvement.

Using the industry standard from the Independent Sector, the current value of a volunteer hour is \$20.25. With **three volunteers** donating **3.5 hours**, volunteers donated **\$71 in contributions in kind** in 2009. These contributions equal **.00 FTE employees**.

City of Plymouth  
Volunteer Hours by Department - Overview  
January 2009 through December 2009

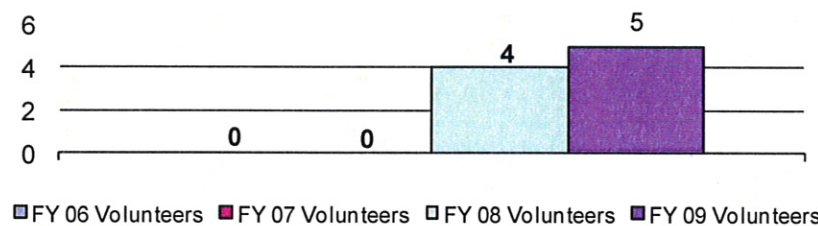
<hr/> <b>Total</b>		
	<b>Hours</b>	<b>Count</b>
<hr/>		
Community Development		
Clerical Aide	0.00	0
Interpreter - ASL	1.00	1
Landscape Consultant	2.50	2
<b>Community Development</b>	<b>3.50</b>	<b>3</b>

## 2009 Fire Volunteers

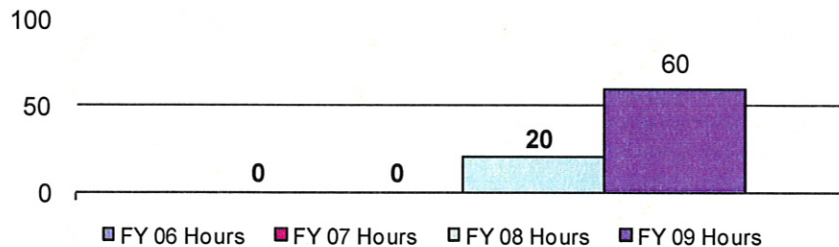
### Overview

The Fire department showed great growth and development by bringing on a volunteer to provide regular clerical assistance with data entry, copying, and assembling recruitment packets for potential new firefighters. Another volunteer helped reformat the department's lieutenant exam by compiling test questions from several sources into one cohesive document. Three other volunteers collated, stuffed and labeled a mailing for the Night to Unite event.

Fire Volunteers by Year



Fire Hours by Year



The department showed a steady increase in both volunteer involvement and hours in 2009 with an increase of **25 percent more volunteers** and **200 percent more hours**.

Using the industry standard from the Independent Sector, the current value of a volunteer hour is \$20.25. With **five Fire volunteers** donating **60 hours**, volunteers donated **\$1,215 in contributions in kind** in 2009. These contributions equal **0.03 FTE employees**.





City of Plymouth  
Volunteer Hours by Department - Overview  
January 2009 through December 2009

Total		
	Hours	Count
Fire		
Clerical Aide	45.00	1
Clerical projects	15.00	4
Made outgoing calls	0.00	0
<b>Fire</b>	<b>60.00</b>	<b>5</b>

## **2009 Parks & Recreation Volunteers**

### **Overview**

Volunteers play an integral part in the success of the Parks & Recreation department. From maintaining clean parks, trails and beaches to providing friendly service to visitors attending the City's many annual special events, volunteers provide vital interactions with residents and offer a sense of pride and ownership in their neighborhoods.

The City's many volunteer coaches also need to be mentioned. Some are parents who return annually to participate in their children's recreational sports activities; others are individuals who want to instill the love of the game and sportsman-like behavior in the next generation. Volunteers coached t-ball, baseball, soccer (nearly 150 coaches), flag football and rink rat hockey. They also chaperoned middle school downhill ski trips.

Area teens also contributed greatly to the Park & Recreation program. Through the Summer Teen Volunteer program, high school students age 14 and older provide support to summer recreation programs. In 2009, 49 student volunteers contributed 1,738 hours. Teens also provided friendly and enthusiastic service to those who attended the City's special events.

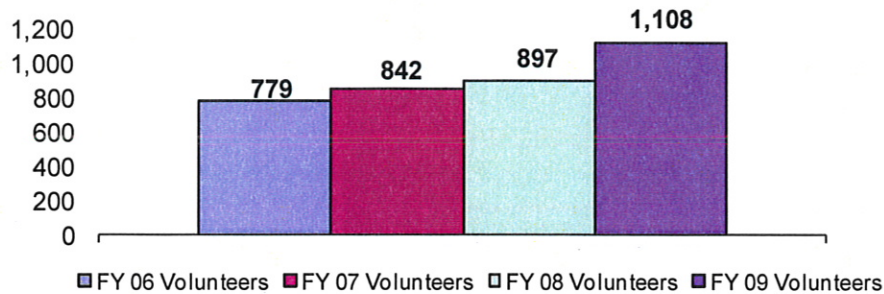
Volunteers take the safety of the City's parks very seriously. If they discover something amiss during their regular checks on the parks, they alert staff as to concerns such as loose boards on the board walk at West Medicine Lake Park or large potholes that had appeared on a path in the Reserve Park. They also notify staff if graffiti has been left on any park signs or equipment.

New volunteer positions and initiatives this year included an interior design consultant, computer instructors for seniors, aides to assist with the National Recreation & Parks Association accreditation process, researchers delving into the history of Medicine Lake Park, and a database management consultant to help guide the Volunteer Services volunteer database upgrade. Volunteers also assisted with one-time-only clerical projects such as mailings, data entry, assembly, etc.

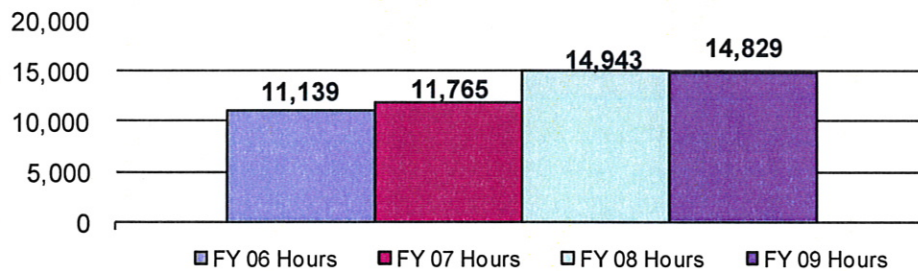
Numerous additional small events such as the Waffle Breakfast, gymnastic photos, Healthy Living Fair, Bridal Expo, Spring Eggstravaganza, An Evening with Elvis, Ninety-Year-Old Celebration, Pie Day, Kid's Swap Meet, Learn to Skate School registration, Ice Center hockey game ticket taking, and more helped to accumulate additional special event hours.

In Park maintenance, four Eagle Scouts re-decked the fishing pier (a \$5,000 budget savings) and created a sitting deck at Parker's Lake Park (nearly \$4,000); installed pavers and built an arbor and sitting area at the entrance to the Legacy Greenway park; and created a sitting area and installed an informational sign about the history of the old City Hall building at the Plymouth Historical Society. Volunteers painted and repaired picnic tables and park benches, and helped rebuild pitching mounds and infields, among other projects. Several volunteers assisted the Forestry department with planting trees along the proposed Greenway route. In one of many community partnerships, 22 General Mills volunteers planted native trees and shrubs to enhance the Millennium Garden addition.

### Parks & Recreation Volunteers by Year



### Parks & Recreation Hours by Year



There were **211 more Parks & Recreation volunteers** in 2009 than in 2008, for an **increase of 24 percent**, while there were **114 fewer hours** for a **decrease of one percent**. In 2009, greater attempts were made to track large groups of volunteers who did one-time-only projects, for example Brownie Scouts picking up trash in a park for one day, which resulted in a higher volunteer count.

Using the industry standard from the Independent Sector, the current value of a volunteer hour is \$20.25. With **1,108 volunteers** donating **14,829 hours**, volunteers donated **\$300,287 in contributions in kind** in 2009. These contributions equal **7.13 FTE employees**.





City of Plymouth  
Volunteer Hours by Department - Overview  
January 2009 through December 2009

Total		
	Hours	Count
Park & Rec		
Accountant-PFAC	12.50	1
Accreditation Aide	9.00	2
Ambassador	11.75	1
America Cup 1	0.00	0
Autumn Art Fair	66.25	19
Babysitter Instructor	0.00	0
Bare Root Tree Sale	60.50	10
Baseball/T-ball Coach	678.00	44
Basketball Coach	0.00	0
Battle of the Bands	7.00	2
Beach Cleanup	137.25	2
Bike Tour Leader	10.00	1
Bridal Expo	14.00	5
Buckthorn Removal	32.00	2
Clerical Aide	83.00	5
Computer Users Group	48.00	1
Dance Recital	10.00	5
Data Entry	29.25	3
Database Conversion	6.00	1
Eggstravaganza	22.75	9
Farmer's Market Aide	0.00	0
Fire & Ice	100.75	49
Firearm Safety Instructor	99.00	6
Flag Football Coach	135.00	9
Flower Planting	144.50	48
Front Desk Greeter	527.75	6
Graphic Artist	9.00	1
Gymnastics Aide	61.00	5
Halloween at the Creek	168.25	58
Healthy Living Fair	51.00	14
Historical Researcher	16.75	3
Hockey coach	167.50	8
Ice Arena event	9.00	3
Ice Center Clerical Aide	208.00	3
Inclusion	9.00	1
Interior Design Consultant	7.00	1
Jazz Impressions	0.00	0
Kid's Garage Sale	18.75	7
Landscaping & Tree Planting	24.00	5
Little Costume Ball	14.50	6
Little Luau Ball	0.00	0
Little Sweetheart Ball	21.00	9
Lower Level	14.00	3

Total		
	Hours	Count
Mascot	0.00	0
Millennium Garden Bricks	2.00	2
Millennium Garden Caretakers	260.25	8
Millennium Garden website	4.00	1
Mutt Mitt Dispensers	67.00	10
Mystery Dinner Theatre	0.00	0
New Year's Eve Event	65.00	19
Newsletter for Seniors	203.00	1
Old Fashioned Christmas	94.25	33
Outdoor Maintenance Work	105.00	3
PFAC	135.00	10
PFAC Website	66.00	1
Photographer	13.00	2
Plymouth on Parade	82.00	23
Popcorn & Movie Day	12.50	1
PR Seniors	36.00	1
Preschool Aide	24.75	2
Primavera	140.00	34
Proofreader	8.00	2
Recruit Seniors	5.75	1
Russian Translation	0.00	0
Santa Letters	22.75	5
Sell Tickets @ Ice Arena	0.00	0
Senior Computer Instructor	2.50	1
Senior Special Event Assistant	67.00	21
Sewing Costume	8.00	1
Shopper for Senior Events	8.50	1
Sign Lettering	0.00	0
Skate Guard	0.00	0
Ski Chaperone	202.00	9
S'mores assembly	9.00	5
Soccer Coach	4,110.00	137
Special Event Planner	16.50	4
Special Events	9.25	6
Special Mailings	58.75	17
Special Park Clean-up	0.00	0
Stewards for Greening Plymouth	50.00	10
Summer Carnival	0.00	0
Summer Teen	1,737.75	49
Take down elementary art	2.50	2
Team Green Tree	13.00	2
Teen Advisory Group	96.00	21
Ticket Sales Ice Arena	0.00	0
Ticket Taker	81.75	3
Trail Inventory	0.00	0
Volunteer in the Park	1,784.00	67
Water Safety Aide	123.00	14
Wedding Rehearsal Coordinator	40.25	5
Yard & Garden Expo	257.75	70

Park & Rec	<hr/>	
	Total	
	<hr/>	
	Hours	Count
	<hr/>	
	13,066.75	641

<b>Parks &amp; Recreation</b>	
Regular volunteer hours	13,067
Special one-off hours	1762
<b>Total</b>	<b>14,829</b>

<b>Parks &amp; Recreation</b>	
Regular volunteer count	641
Special one-off volunteer count	467
<b>Total</b>	<b>1,108</b>



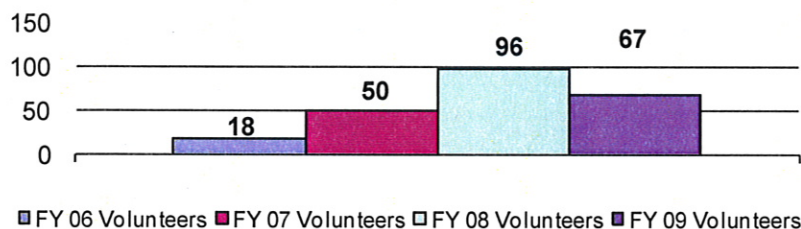
## 2009 Police Volunteers

### Overview

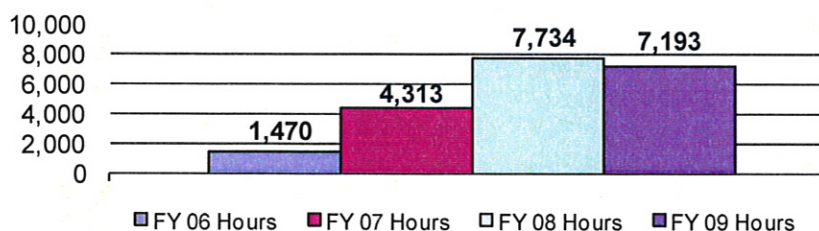
The Police Department continues to have a strong volunteer program with volunteers providing meaningful service to the community through the Reserves, Chaplains, Senior Police Corps, and the Citizen Emergency Response Corps (CERT). Young people with an interest in law enforcement careers are mentored through the Explorer program. A new volunteer began sharing extensive Federal experience to assist the City in its emergency management planning.

Volunteers also provided support to the Police Department by videotaping and editing for the “Along for the Ride” cable television program, doing data entry for the ECEL Program and appearing as the McGruff mascot for the Night to Unite event.

**Police Volunteers by Year**



**Police Hours by Year**



There were **29 fewer Police volunteers** in 2009 than in 2008, for a **decrease of 30 percent**. There were **541 fewer hours**, as well, for a **7 percent decrease**. These decreases can be somewhat explained by the preparations in 2008 to get the CERT program running including the many volunteers involved in the CERT council and a one-time training exercise. In addition to “real” hours contributed on site, the Chaplains provided an additional 1,760 on-call hours during which they were available 24 hours a day by pager in case of an emergency.

Using the industry standard from the Independent Sector, the current value of a volunteer hour is \$20.25. With **67 volunteers** donating **7,193 hours**, volunteers donated **\$145,658 in contributions in kind** in 2009. These contributions equal **3.5 FTE employees**.



City of Plymouth  
 Volunteer Hours by Department - Overview  
 January 2009 through December 2009

<b>Total</b>		
	<b>Hours</b>	<b>Count</b>
<b>Police</b>		
CERT	568.00	19
CERT Council	0.00	0
CERT Training Exercise	0.00	0
Chaplain Corps	175.00	5
Clerical Aide	6.00	1
Data Entry	0.00	0
Emergency Management	259.00	1
Explorers	0.00	0
Interpreter - ASL	0.00	0
Interpreter - Spanish	0.00	0
Juvenile Diversion Facilitator	0.00	0
Mascot	3.00	1
Police Reserves	3,041.50	21
Senior Police Corps	792.25	5
Special Mailings	0.00	0
Translating Russian	0.00	0
TV Editor	127.00	1
<b>Police</b>	<b>4,971.75</b>	<b>52</b>

<b>Police</b>	
Regular volunteer hours	4,971
Explorer hours	2,222
<b>Total</b>	<b>7,193</b>

<b>Police</b>	
Regular volunteer count	52
Explorer count	15
<b>Total</b>	<b>67</b>



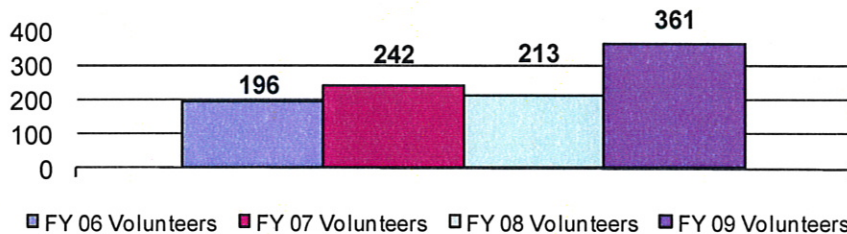
## 2009 Public Works Volunteers

### Overview

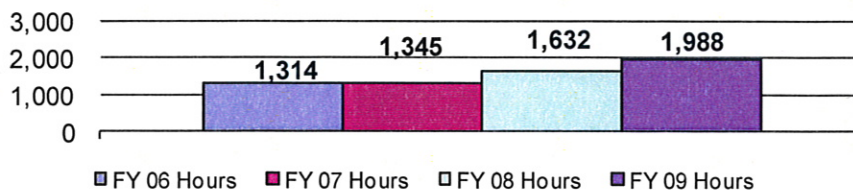
Volunteers in the Public Works department share a great concern and stewardship for the environment and City resources. They adopt storm drains to keep water systems clean and clear, adopt streets to keep them free of rubbish, assist with City-wide special recycling days, clean up the banks of Bass Creek which flows through Shingle Creek into the Mississippi River, maintain the landscaping at a bus transit station, help to educate the public during the Environmental Quality Fair, and provide educational sessions to the public on how to make plant selections and landscape choices through the Blue Thumb program.

Volunteers also provided graphic design, photocopying, data entry, photography, assembly and other support. Eleven volunteers acted as photo models showing good environmental practices for future publications. Six additional volunteers spent a day greeting bus riders to highlight the City's new buses and collect food donations, with the first shift beginning at 6 a.m.

**Public Works Volunteers by Year**



**Public Works Hours by Year**



While the department showed only **9 fewer Public Works volunteers** in 2009 than in 2008, the volunteers who did participate contributed **625 more hours** for an **increase of 39 percent**. This increase occurred due to doing a better job of tracking hours from Adopt a Street volunteers and a greater use of clerical volunteers.

Using the industry standard from the Independent Sector, the current value of a volunteer hour is \$20.25. With **361 volunteers** donating **1,987 hours**, volunteers **donated \$40,237 in contributions in kind** in 2009. These contributions equal **0.8 FTE employees**.



City of Plymouth  
 Volunteer Hours by Department - Overview  
 January 2009 through December 2009

<b>Total</b>		
	<b>Hours</b>	<b>Count</b>
Engineering		
Adopt a Storm Drain	508.25	48
Adopt a Street	127.00	29
Adopt a Transit Station	20.75	3
Assembly	28.25	9
Blue Thumb	10.50	6
Clean Sweep	611.25	47
Clerical Aide	18.00	4
Data Entry	48.00	1
Dial a Ride Ghost Rider	0.00	0
EQ Fair	74.25	28
EQ Fair Event Coordinator	1.00	1
Graphic Design	14.00	1
Mailings	30.25	10
Metrolink Mystery Rider	0.00	0
Photo Model	18.50	11
Photographer	6.25	2
Recycling	97.00	17
Research	9.00	2
Shingle Creek Clean-up	20.25	10
Special Event	12.75	7
<b>Engineering</b>	<b>1,655.25</b>	<b>203</b>

City of Plymouth  
 Volunteer Hours by Department - Overview  
 January 2009 through December 2009

<b>Total</b>		
	<b>Hours</b>	<b>Count</b>
Public Works		
Car Washer	24.00	1
Street Light Monitor	0.00	0
<b>Public Works</b>	<b>24.00</b>	<b>1</b>

<b>Public Works</b>	
Regular volunteer hours	1,679
Special one-off hours	308
<b>Total</b>	<b>1,987</b>

<b>Public Works</b>	
Regular volunteer count	204
Special one-off volunteer count	157
<b>Total</b>	<b>361</b>