

DATE ISSUED: March 28, 2001

REPORT NO. 01-054

ATTENTION: Honorable Mayor and City Council  
Docket of April 2, 2001

SUBJECT: City of San Diego Volunteer Month April 2001

### SUMMARY

Issue - Should the City Council adopt a resolution declaring April 2001 as “City of San Diego Volunteer Month?”

Manager’s Recommendation - Adopt the resolution.

Fiscal Impact - None.

### BACKGROUND

Many City of San Diego departments make extensive use of volunteers in their operations, enabling them to provide programs and services that would not be possible without the help of volunteers. A Citywide Volunteer Program created in 1995 develops citywide volunteer policies, and assists city departments in all aspects of volunteer recruitment and management.

During FY 2000, **37,507 individual and group volunteers contributed 1,127,638 hours of volunteer time to city departments and programs** (see attached table). Using the national average value of \$14.30 per hour for volunteer time provided by the Points of Light Foundation, **the total value to the City of San Diego of this volunteer time was over \$16 million.**

For the past four years, the City of San Diego has made a special effort to recognize and honor City volunteers during National Volunteer Week, which this year occurs April 22-28. Last year, the City Council declared April 2000 as “City of San Diego Volunteer Month.”

### DISCUSSION

The Citywide Volunteer Program works with volunteer managers and supervisors in all city departments to build volunteer programs, and support those already existing (see attached table). A City Volunteer Manager’s Manual was prepared which provides citywide policies and procedures for volunteer recruitment, training, and recognition. Volunteer management training is made available periodically to volunteer managers in all city departments. The Citywide Volunteer Program assists departments in volunteer

recruitment through the development and distribution of over 10,000 *Volunteer Opportunities* brochures and bulletins each year to branch libraries, recreation centers, senior centers, high schools, colleges, military, and other organizations. Current city department volunteer opportunities are listed on the City of San Diego Volunteer Program Web Page, which includes an e-mail application, as well as through the City's Just Call system, which includes a fax option. Volunteer Program staff participate in high school and college career fairs and other special events to recruit volunteers.

### Volunteer Recognition

Volunteer recognition is important in retaining volunteers. Last year, the City Council honored city volunteers by declaring the month of April 2000 "City of San Diego Volunteer Month," which also coincided with National Volunteer Week. A resolution declaring April 2001 "City of San Diego Volunteer Month" is being proposed again this year. Additionally, many city departments hold their volunteer recognition lunch or dinner events during April.

For the last two years, the Citywide Volunteer Program, in partnership with the United Way Volunteer Center and the Central Balboa Park Association, has been able to arrange for the donation of 5,000 free passes good for the entire month of April to Balboa Park museums, the Zoo, and other local attractions to give to city volunteers and United Way agency volunteers. Additionally, last year, the Padres donated 2,500 free baseball tickets for city volunteers. These museum passes and Padre tickets will be made available again this year, in addition to 3,000 free entrance tickets to Kobey's Swap Meet.

Additionally, the United Nations has declared 2001 the "International Year of Volunteers" in order to increase recognition, networking and promotion of volunteer actions, programs and initiatives worldwide. The Citywide Volunteer Program is purchasing 5,000 colorful custom pins celebrating the International Year of Volunteers, with "City of San Diego" inscribed at the bottom. These will be made available to all City volunteer managers to distribute to department volunteers during April.

Respectfully submitted,

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Ann Hix  
Citywide Volunteer Program Manager

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Approved: Bruce Herring  
Deputy City Manager

HERRING/ABH

Attachment: Fiscal Year Summary of Department Volunteer Programs

**City of San Diego Citywide Volunteer Program**  
**FISCAL YEAR SUMMARY OF DEPARTMENT VOLUNTEER PROGRAMS<sup>1 2</sup>**  
**August 17, 2000**

<b>BUSINESS CENTER OR DEPARTMENT</b>	<b>VOLUNTEER PROGRAMS</b>	<b>Volunteers FY 98</b>	<b>Volunteers FY 99</b>	<b>Volunteers FY 00</b>	<b>Volunteer Hours FY 98</b>	<b>Volunteer Hours FY 99</b>	<b>Volunteer Hours FY 00</b>
AUDITOR	Support Services	–	3	1	–	1,635	152
CITY ATTORNEY	Criminal Division	82	76	95	10,721	8,365	11,797
	Civil Division	12	14	7	440	6,892	3,136
	Law Library	<u>3</u>	<u>2</u>	<u>2</u>	<u>106</u>	<u>105</u>	<u>25</u>
	Total	97	92	104	11,267	15,362	14,958
CITY CLERK	Records Management and Information Division	26	28	16	7,111	7,220	4,273
COMPETITION AND ORGANIZATION EFFECTIVENESS	Competition - <i>Advisory Panel</i>	--	7	7	--	250	250
	Organization Effectiveness	<u>3</u>	--	<u>1</u>	<u>800</u>	--	<u>73</u>
	Total	3	7	8	800	250	323
ECONOMIC DEVELOPMENT AND COMMUNITY SERVICES	Economic Dev & Redevelopment	--	1	--	--	1,242	--
	- Enterprise Zone Program	154	154	250	18,240	18,240	12,000
	- <i>Business Impr. Districts (15)</i>	8	8	9	384	384	225
	- <i>Small Business Advisory Bd.</i>	17	17	16	400	612	320
	- <i>Enterprise Community Advisory Board</i>	--	83	83	--	4,395	4,395
	- <i>Enterprise Community Advisory Board</i>	--	--	5	--	--	108
	- <i>Project Area Committees</i>	--	--	12	--	--	360
	- <i>Tourism Support Rev. Panel</i>	--	--	10	--	--	200
	- <i>Citizens Review Committee</i>	<u>12</u>	<u>16</u>	<u>19</u>	<u>720</u>	<u>1,179</u>	<u>224</u>
	- <i>Barrier Removal Subcmte</i>	191	279	404	19,744	26,052	17,832
Community Services							
- <i>Weed &amp; Seed Advisory Bd.</i>							

	Total						
<b>BUSINESS CENTER OR DEPARTMENT</b>	<b>VOLUNTEER PROGRAMS</b>	Volunteers FY 98	Volunteers FY 99	Volunteers FY 00	Volunteer Hours FY 98	Volunteer Hours FY 99	Volunteer Hours FY 00
<b>EMPLOYEE RELATIONS &amp; SPECIAL PROJECTS</b>	Citywide Volunteer Program	5	1	1	207	48	45
	Commission for Arts & Culture	1	8	17	125	140	3,040
	- <i>Advisory Committees (17)</i>	90	130	305	4,590	4,780	4,246
	Convention Center Expansion	--	1	--	--	750	--
	Stadium Painting Project	452	--	--	2,182	--	--
	Total	548	140	323	7,104	5,718	7,331
<b>ENGINEERING AND CAPITAL PROJECTS</b>	Transportation & Drainage Design; Public Buildings & Parks; Field Engineering	11	15	1	304	224	160
	- <i>Citizens Equal Opportunity Commission</i>	8	5	5	192	120	120
	- <i>MEGA Construction Project Oversight Committee</i>	--	46	--	--	825	--
	- <i>Consultant Nominating Committee</i>	10	9	9	780	670	550
		Total	29	75	15	1,276	1,839
<b>ENVIRONMENTAL SERVICES</b>	Landfill Revegetation Program	73	205	129	297	702	387
	Environmental Programs	1,013	22	25	8,483	71	72
	- <i>Waste Management Advisory Board</i>	8	6	6	96	48	6
	- <i>Managers Committee on Waste Reduction</i>	9	9	--	189	189	--
		Total	1,103	242	160	9,065	1,010
<b>FIRE AND LIFE SAFETY</b>	Fire Hazard & Prevention	21	22	13	1,780	4,026	3,419
	Training & Education	75	302	198	7,308	8,095	8,626
	Maintenance & Material	--	--	7	--	--	408
		Total	96	324	218	9,088	12,121

<b>BUSINESS CENTER OR DEPARTMENT</b>	<b>VOLUNTEER PROGRAMS</b>	<b>Volunteers FY 98</b>	<b>Volunteers FY 99</b>	<b>Volunteers FY 00</b>	<b>Volunteer Hours FY 98</b>	<b>Volunteer Hours FY 99</b>	<b>Volunteer Hours FY 00</b>
HOUSING COMMISSION	Residents Services	32	55	18	1,631	3,580	1,142
	- <i>SD Housing Commission Board</i>	4	7	7	384	672	504
	- <i>Loan Committee</i>	7	7	7	273	273	136
	- <i>Housing Development Partners</i>	<u>7</u>	<u>7</u>	<u>7</u>	<u>70</u>	<u>56</u>	<u>112</u>
	<b>Total</b>	50	76	39	2,358	4,581	1,894
INFORMATION TECHNOLOGY & COMMUNICATION	Information Technology Communications	3	5	3	240	460	350
	<b>Total</b>	<u>--</u> 3	<u>1</u> 6	<u>--</u> 3	<u>--</u> 240	<u>76</u> 536	<u>--</u> 350
LIBRARY	Central/Branch Libraries	1,261	1,469	1,374	61,696	59,152	63,249
	- <i>Friends of Libraries</i>	612	612	612	24,545	24,545	27,000
	- <i>Board of Library Commissioners</i>	7	7	7	288	168	252
	READ/San Diego Literacy	686	670	653	52,018	47,779	49,050
	- <i>Friends of READ/San Diego</i>	<u>65</u>	<u>65</u>	<u>63</u>	<u>900</u>	<u>1,916</u>	<u>1,751</u>
<b>Total</b>	2,631	2,823	2,709	139,447	133,560	141,302	
MANAGER	Community Service Centers	--	15	33	--	1,085	865
	- <i>Citizens Review Board on Police Practices</i>	23	23	23	5,520	5,520	3,680
	- <i>Citizens Advisory Board on Police/Community Relations</i>	15	15	15	180	--	0
	Human Relations Commission	--	19	29	--	376	1,260
	- <i>Human Relations Commission Board</i>	<u>--</u>	<u>20</u>	<u>13</u>	<u>--</u>	<u>2,180</u>	<u>2,312</u>
	<b>Total</b>	38	92	113	5,700	9,161	8,117
<b>BUSINESS CENTER OR DEPARTMENT</b>	<b>VOLUNTEER PROGRAMS</b>	<b>Volunteers FY 98</b>	<b>Volunteers FY 99</b>	<b>Volunteers FY 00</b>	<b>Volunteer Hours FY 98</b>	<b>Volunteer Hours FY 99</b>	<b>Volunteer Hours FY 00</b>

METROPOLITAN WASTEWATER	Administration			7	--	--	496
	- <i>Oversight Committee</i>	--	--				
	Operations & Maintenance	385	442	329	1,513	2,054	1,002
	- <i>Wastewater Collection</i>						
	<i>Advisory Committee</i>	--	2	2	--	6	6
	- <i>Program Oversight</i>	--	10	10	--	112	112
	<i>Committee</i>						
- <i>South Bay Community</i>	--	15	15	--	260	260	
<i>Advisory Committee</i>							
- <i>South Bay Business Plan</i>	--	<u>12</u>	<u>12</u>	--	<u>200</u>	<u>200</u>	
<i>Advisory Committee</i>	385	481	375	1,513	2,632	2,076	
	Total						
NEIGHBORHOOD CODE COMPLIANCE	Code Compliance	262	248	230	9,728	7,720	5,496
	Graffiti Control	796	381	836	2,436	1,489	3,295
	Vacant Properties Program						
	- <i>Vacant Properties Team</i>	<u>7</u>	<u>6</u>	--	<u>59</u>	<u>48</u>	--
	Total	1,065	635	1,066	12,223	9,257	8,791
PARK AND RECREATION	Recreation Centers & Parks;						
	Open Space & Regional Parks;						
	Playgrounds; Pools; Golf						
	Courses; Disabled Services;						
	Senior Services	14,499	19,648	21,353	199,423	198,126	195,794
- <i>Recreation Councils,</i>							
<i>Advisory</i>	<u>6,042</u>	<u>5,399</u>	<u>5,727</u>	<u>45,997</u>	<u>18,353</u>	<u>44,115</u>	
<i>Committees, Foundations</i>	<u>11</u>	<u>11</u>	<u>11</u>	<u>264</u>	<u>264</u>	<u>330</u>	
- <i>Park and Recreation Board</i>	20,552	25,058	25,386	245,684	216,543	240,239	
	Total						
<b>BUSINESS CENTER OR DEPARTMENT</b>	<b>VOLUNTEER PROGRAMS</b>	<b>Volunteers FY 98</b>	<b>Volunteers FY 99</b>	<b>Volunteers FY 00</b>	<b>Volunteer Hours FY 98</b>	<b>Volunteer Hours FY 99</b>	<b>Volunteer Hours FY 00</b>
PLANNING AND DEVELOPMENT REVIEW	Information & Application Services Long Range Community	27	39	34	1,347	12,180	4,410

	Planning	184	620	635	8,448	27,900	27,500
	- Planning Groups (41)	7	7	7	672	672	672
	- Planning Commission	--	--	15	--	--	1,800
	- Historical Site Board	--	--	7	--	--	336
	- La Jolla Shores Adv. Board	--	--	8	--	--	336
	- Old SD Design Review Bd	230	666	706	10,467	40,752	35,054
	Total						
POLICE	RSVP	<i>Programs</i>	494	495	<i>Programs</i>	125,476	127,877
	VIP	<i>not</i>	370	380	<i>not</i>	45,830	48,914
	Crisis Intervention	<i>reported</i>	64	73	<i>reported</i>	5,784	6,747
	Police Reserves	<i>separately</i>	47	31	<i>separately</i>	16,122	18,121
	Emergency Management		59	61		2,680	2,200
	Language Interpreters		62	62		584	300
	Sub Total		1,096	1,102		196,476	204,159
	STAR/PAL Youth Program	1,109	359	460	183,990	4,715	5,098
	-Board of	215	--	40	2,590	--	800
	Directors/Committees	--	45	60	--	5,340	7,340
	Police Cadet Program	--	2,200	2,200	--	396,000	396,000
	School Safety Patrol Program	--	3,700	3,862	--	602,531	613,397
	Total	1,324			186,5800		
REAL ESTATE ASSETS	Information Management	1	--	1	115	--	252
	Facilities Maintenance	--	--	--	--	--	--
	Total	1		1	115		252
RISK MANAGEMENT	Workers Comp, Employee Benefits, Admin., Safety	--	10	6	--	1,576	1,572
<b>BUSINESS CENTER OR DEPARTMENT</b>	<b>VOLUNTEER PROGRAMS</b>	<b>Volunteers FY 98</b>	<b>Volunteers FY 99</b>	<b>Volunteers FY 00</b>	<b>Volunteer Hours FY 98</b>	<b>Volunteer Hours FY 99</b>	<b>Volunteer Hours FY 00</b>
TRANSPORTATION	Disabled Parking Enforcement	39	37	35	11,092	10,572	10,675
	Streets Division	30	2,000	1,877	200	6,000	3,754
	- People for Trees	--	--	15	--	--	900
	Total	69	2,037	1,927	11,292	16,572	15,329
TREASURER	Business Tax	1	1	--	1,059	648	--
WATER	Operations	1	24	3	4	6,494	198
	- Lake Murray	50	10		340	225	

	- <i>Friends of Lake Murray</i> Management Services	-	50 16	50	240 --	240 2,681	240
	- <i>Water Citizens Advisory</i> <i>Board</i>	--	<u>10</u>	<u>10</u>	--	<u>60</u>	<u>210</u>
	Total	101	110	63	584	9,700	648
	<i>TOTAL Boards/Commissions</i>	7,357	7,388	8,056	113,431	114,687	137,064
	TOTAL All Other Volunteers	21,223	29,497	29,451	569,286	1,004,569	990,574
	GRAND TOTAL	28,530	36,885	37,507	682,717	1,119,256	1,127,638