

DATE ISSUED March 26, 2003

REPORT NO. 03-051

ATTENTION: Honorable Mayor and City Council  
Docket of April 1, 2003

SUBJECT: City of San Diego Volunteer Month April 2003

### SUMMARY

Issue - Should the City Council adopt a resolution declaring April 2003 as “City of San Diego Volunteer Month?”

Manager’s Recommendation - Adopt the resolution.

Fiscal Impact - None.

### BACKGROUND

The City of San Diego has an extensive Citywide Volunteer Program, in which virtually all city departments participate. **During FY 2002, 45,480 individual and group volunteers contributed 1,063,081 hours of volunteer time to city departments and programs,** as shown on the attached table. Using the national average value of \$16.05 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 is estimated to be over \$17 million**

For the past six years, the City of San Diego has made a special effort to recognize City volunteers during National Volunteer Week, which this year occurs from April 27-May 3, 2003. As part of that recognition, last year the City Council declared April 2002 as City of San Diego Volunteer Month.

## DISCUSSION

The Citywide Volunteer Program was created in 1995 to work 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 also 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 volunteer opportunities information is provided 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 2002 "City of San Diego Volunteer Month," which coincided with National Volunteer Week (April 21-27). A resolution declaring April 2003 "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 past four years, the Citywide Volunteer Program, in partnership with Volunteer San Diego and the Central Balboa Park Association, has been able to arrange for the donation of 5,000 free passes to Balboa Park museums, the Zoo, and other local attractions. These passes were distributed to City of San Diego and Volunteer San Diego volunteers. For the past two years, the Padres and Kobey Swap Meet donated 3,000 tickets and passes each for volunteers. These organizations will again be participating in this year's City of San Diego Volunteer Month.

Respectfully submitted,

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Jon Dunchack  
Special Projects Director

Approved: Bruce Herring  
Deputy City Manager

DUNCHACK/JLM

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>**  
**September 21, 2001**

DEPARTMENT	VOLUNTEER PROGRAMS	Volunteers FY 99	Volunteers FY 00	Volunteers FY 01	Volunteer Hours FY 99	Volunteer Hours FY 00	Volunteer Hours FY 01
AUDITOR	Support Services	3	1	4	1,635	152	712
CITY ATTORNEY	Criminal Division	76	95	68	8,365	11,797	10,050
	Civil Division	14	7	11	6,892	3,136	3,664
	Law Library	<u>2</u>	<u>2</u>	<u>8</u>	<u>105</u>	<u>25</u>	<u>51</u>
	Total	92	104	87	15,362	14,958	13,765
CITY CLERK	Records Management and Information Division	28	16	8	7,220	4,273	2,831
<b>COMMUNITY AND ECONOMIC DEVELOPME NT</b>	Economic Development						
	- Enterprise Zone Program	1	--	--	1,242	--	--
	- <i>Business Impr .Districts</i>	154	250	228	18,240	12,000	10,944
	(15)	8	9	9	384	225	245
	- <i>Small Business Advisory Bd.</i>	17	16	--	612	320	--
	- <i>Enterprise Community Advisory Board</i>	83	83	--	4,395	4,395	--
	- <i>Project Area Committees</i>	--	5	9	--	108	175
	- <i>Tourism Support Rev.</i>	--	12	--	--	360	--
	<i>Panel</i>	--	10	--	--	220	--
	- <i>Citizens Review Committee</i>	--	--	24	--	--	384
	- <i>Barrier Removal Subcommittee</i>	--	--	6	--	--	24
		<u>16</u>	<u>19</u>	<u>16</u>	<u>1,179</u>	<u>224</u>	<u>290</u>
	-EMTEK II Advisory Board -EMTEK I	279	404	292	26,052	17,832	12,062

	<i>Loan Committee</i> Community Services <i>- Weed &amp; Seed Advisory Bd.</i> Total						
DEVELOPMENT REVIEW	Information & Application Services	39	34	25	12,180	4,410	2,640
<b>DEPARTMENT</b>	<b>VOLUNTEER PROGRAMS</b>	<b>Volunteers FY 99</b>	<b>Volunteers FY 00</b>	<b>Volunteers FY 01</b>	<b>Volunteer Hours FY 99</b>	<b>Volunteer Hours FY 00</b>	<b>Volunteer Hours FY 01</b>
ENGINEERING AND CAPITAL PROJECTS	Contract Services <i>- Citizens Equal Opportunity Commission</i> <i>- Citizens Oversight Committee</i> <i>- Public Works Advisory Cmte</i> Field Engineering Transportation & Drainage Design; Public Buildings & Parks; Field Engineering <i>- MEGA Construction Project</i> <i>Oversight Committee</i> <i>- Consultant Nominating Committee</i> Total	5 -- -- -- 15 46 <u>9</u> 75	5 -- -- -- 1 -- <u>9</u> 15	7 12 30 5 -- -- <u>13</u> 67	120 -- -- -- 224 825 <u>670</u> 1,839	120 -- -- -- 160 -- <u>550</u> 830	100 612 560 144 -- -- <u>610</u> 2,026
ENVIRONMENTAL SERVICES	Landfill Outreach Team Environmental Programs <i>- Waste Management Advisory Board</i> <i>- Managers Committee on</i>	205 22 6 <u>9</u>	129 25 6 <u>--</u>	101 -- -- <u>--</u>	702 71 48 <u>189</u>	387 72 -- <u>--</u>	707 -- -- <u>--</u>

	<i>Waste Reduction</i> Total						
FIRE AND LIFE SAFETY	Fire Hazard & Prevention	22	23	4	4,026	3,419	2,466
	Training & Education	302	198	37	8,095	8,626	1,480
	Maintenance & Material	--	<u>7</u>	--	--	<u>408</u>	--
	Total	324	218	41	12,121	12,453	3,946
HOUSING COMMISSION	Residents Services	55	18	32	3,580	1,142	4,247
	- <i>SD Housing Commission Board</i>	7	7	7	672	504	420
	- <i>Loan Committee</i>	7	7	7	273	136	126
	- <i>Housing Development Partners</i>	<u>7</u>	<u>7</u>	<u>7</u>	<u>56</u>	<u>112</u>	<u>126</u>
	Total	76	39	53	4,581	1,894	4,919
<b>DEPARTMENT</b>	<b>VOLUNTEER PROGRAMS</b>	<b>Volunteers FY 99</b>	<b>Volunteers FY 00</b>	<b>Volunteers FY 01</b>	<b>Volunteer Hours FY 99</b>	<b>Volunteer Hours FY 00</b>	<b>Volunteer Hours FY 01</b>
LIBRARY	Central/Branch Libraries	1,469	1,374	1,187	59,152	63,249	37,106
	- <i>Friends of Libraries</i>	612	612	612	24,545	27,000	27,000
	- <i>Board of Library Commissioners</i>	7	7	7	168	252	252
	READ/San Diego Literacy	670	653	690	47,779	49,050	52,529
	- <i>Friends of READ/San Diego</i>	<u>65</u>	<u>63</u>	<u>66</u>	<u>1,916</u>	<u>1,751</u>	<u>2,278</u>
	Total	2,823	2,709	2,562	133,560	141,302	119,165
<b>MANAGER</b>	Community Service Centers	15	33	17	1,085	865	1,910
	<i>Citizens' Review Board on Police Practices</i>	23	23	26	5,520	3,680	6,240
	- <i>Citizens' Advisory Board on Police/Community Relations</i>	15	15	15	--	0	0
	Human Relations Commission	19	29	15	376	1,260	717
	- <i>Human Relations</i>	<u>20</u>	<u>32</u>	<u>15</u>	<u>2,180</u>	<u>2,312</u>	<u>301</u>
		92	113	155	9,161	8,117	9,168

	<i>Commission Board Total</i>						
METROPOLITAN WASTEWATER	Administration - <i>Metro Oversight Committee</i> - <i>Metro Commission</i> - <i>Cost of Service Study</i> - <i>Canyon Sewer Main TF</i> Metro Beach Clean Up Operations & Maintenance - <i>Wastewater Collection Advisory Committee</i> - <i>Program Oversight Committee</i> - <i>South Bay Community Advisory Committee</i> - <i>South Bay Business Plan Advisory Committee</i> Total	-- -- -- -- 442 2 10 15 <u>12</u> 481	7 -- -- -- 329 2 10 15 <u>12</u> 375	8 15 15 28 120 0 0 10 0 <u>0</u> 196	-- -- -- -- 2,054 6 112 260 <u>200</u> 2,632	496 -- -- -- 1,002 6 112 260 <u>200</u> 2,076	496 278 337 2,100 240 0 112 0 <u>0</u> 3,563
<b>DEPARTMENT</b>	<b>VOLUNTEER PROGRAMS</b>	<b>Volunteers FY 99</b>	<b>Volunteers FY 00</b>	<b>Volunteers FY 01</b>	<b>Volunteer Hours FY 99</b>	<b>Volunteer Hours FY 00</b>	<b>Volunteer Hours FY 01</b>
NEIGHBORHOOD CODE COMPLIANCE	Code Compliance Graffiti Control Vacant Properties Program - <i>Vacant Properties Team</i> Total	248 381 <u>6</u> 635	230 836 <u>--</u> 1,066	251 536 <u>--</u> 787	7,720 1,489 <u>48</u> 9,257	5,496 3,295 <u>--</u> 8,791	3,276 2,973 <u>--</u> 6,249
OPTIMIZATION AND ORGANIZATION EFFECTIVENESS	Optimization Program - <i>Advisory Panel</i> Organization Effectiveness Total	7 <u>--</u> 7	7 <u>1</u> 8	5 <u>--</u> 5	250 <u>--</u> 250	250 <u>73</u> 323	100 <u>--</u> 100
PARK AND	Recreation Centers & Parks;						

RECREATION	Open Space & Regional Parks; Playgrounds; Pools; Golf Courses; Disabled Services; Senior Services <i>- Recreation Councils, Advisory Committees, Foundations - Park and Recreation Board</i> Total	19,648 <u>5,399</u> <u>11</u> 25,058	21,353 <u>5,727</u> <u>11</u> 25,386	17,830 <u>3,500</u> <u>11</u> 21,341	198,126 <u>18,353</u> <u>264</u> 216,543	195,794 <u>44,115</u> <u>330</u> 240,239	194,465 <u>29,067</u> <u>550</u> 224,082
PLANNING	Long Range Community Planning <i>-Community Planners Cmte - Planning Groups (41) - Planning Commission - Historical Site Board - La Jolla Shores Adv. Board - Old SD Design Review Bd</i> Total	-- 620 7 -- -- <u>--</u> 627	-- 635 7 15 7 <u>8</u> 672	22 663 7 15 5 <u>5</u> 717	-- 27,900 672 -- -- <u>--</u> 28,572	-- 27,500 672 1,800 336 <u>336</u> 30,644	440 29,612 228 2,050 70 <u>43</u> 32,443
<b>DEPARTMENT</b>	<b>VOLUNTEER PROGRAMS</b>	<b>Volunteers FY 99</b>	<b>Volunteers FY 00</b>	<b>Volunteers FY 01</b>	<b>Volunteer Hours FY 99</b>	<b>Volunteer Hours FY 00</b>	<b>Volunteer Hours FY 01</b>
POLICE	RSVP VIP Crisis Intervention Police Reserves Emergency Management Language Interpreters Sub Total STAR/PAL Youth Program <i>-Board of Directors/Cmtes</i> Police Cadet Program	494 370 64 47 59 <u>62</u> 1,096 359 -- 45 <u>2,200</u>	495 380 73 31 61 <u>62</u> 1,102 460 40 60 <u>2,200</u>	510 277 86 26 11 <u>65</u> 975 569 50 60 <u>2,200</u>	125,476 45,830 5,784 16,122 2,680 <u>584</u> 196,476 4,715 -- 5,340 <u>396,000</u>	127,877 48,914 6,747 18,121 2,200 <u>300</u> 204,159 5,098 800 7,340 <u>396,000</u>	137,190 42,841 8,925 11,347 0 <u>1,248</u> 201,551 7,852 1,200 7,340 <u>396,000</u>

	School Safety Patrol Program Total	3,700	3,862	3,854	602,531	613,397	613,943
REAL ESTATE ASSETS	Information Management	1	1	--	115	252	--
RETIREMENT	Retirement <i>-Board of Directors</i> <i>-Heath Advisory Committee</i>	-- --	-- --	4 <u>2</u> 6	-- --	-- --	192 <u>96</u> 288
RISK MANAGEMENT	Workers Comp, Employee Benefits, Admin., Safety	10	6	46	1,576	1,572	900
SAN DIEGO REDISTRICTING COMMISSION	<i>Redistricting Commission</i>	--	--	7	--	--	492
<b>DEPARTMENT</b>	<b>VOLUNTEER PROGRAMS</b>	<b>Volunteers FY 99</b>	<b>Volunteers FY 00</b>	<b>Volunteers FY 01</b>	<b>Volunteer Hours FY 99</b>	<b>Volunteer Hours FY 00</b>	<b>Volunteer Hours FY 01</b>
SPECIAL PROGRAMS	Citywide Volunteer Program Commission for Arts & Culture <i>- Advisory Committees</i> Convention Center Expansion Special Projects <i>- East Village Homeless Redevelopment Committee</i> <i>- Needle Exchange Task Force</i>	1 8 <i>130</i> 1     <u>140</u>	1 17 <i>305</i> --     <u>323</u>	1 8 <i>259</i> --  <i>44</i> <u>6</u> 318	48 140 <i>4,780</i> 750     <u>5,718</u>	45 3,040 <i>4,246</i> --     <u>7,331</u>	38 2,760 <i>2,881</i> --     <u>6,315</u>     <u>312</u>
TECHNOLOGY SERVICES	Cable TV Communications GIS Total	5 1 <u>6</u>	3 -- <u>3</u>	4 -- <u>5</u>	460 76 <u>536</u>	350 -- <u>350</u>	440 -- <u>700</u>
TRANSPORTATION	Disabled Parking Enforcement	37	35	38	10,572	10,675	7,364

	Streets Division/Urban Forestry <i>-Tree Advisory Board</i> Total	-- 2,037	1,877 <u>15</u> 1,927	2209 <u>15</u> 2,262	6,000 <u>--</u> 16,572	3,754 <u>900</u> 16,572	4419 <u>940</u> 12,723
TREASURER	Business Tax	1	--	--	648	--	--
WATER	Capital Improvements Program <i>- MidCity Pipeline Mitigation Monitoring Team</i> <i>-Miramar Water Treatment Prj</i> <i>Community Advisory Cmte</i> Operations <i>- Lake Murray</i> <i>- Friends of Lake Murray</i> Management Services <i>- Water Citizens Advisory Board</i> Total	-- -- 24 10 50 16 <u>10</u> 110	-- -- 3 -- 50 -- <u>10</u> 63	30 9 8 118 50 -- <u>10</u> 225	-- -- 6,494 225 240 2,681 <u>60</u> 9,700	-- -- 198 -- 240 -- <u>210</u> 648	180 90 1,440 290 240 -- <u>310</u> 2,550
<b>DEPARTMENT</b>	<b>VOLUNTEER PROGRAMS</b>	Volunteers FY 99	Volunteers FY 00	Volunteers FY 01	Volunteer Hours FY 99	Volunteer Hours FY 00	Volunteer Hours FY 01
	<i>TOTAL Boards/Commissions</i> TOTAL All Other Volunteers	7,388 29,497	8,056 29,450	5,911 27,253	114,687 1,004,569	137,064 990,529	120,216 955,945
	GRAND TOTAL	36,885	37,506	33,164	1,119,256	1,127,593	1,076,161