



THE CITY OF SAN DIEGO
REPORT TO THE CITY COUNCIL

DATE ISSUED: May 27, 2014

REPORT NO: 14-042 REV
(Report & Attachments Revised)

ATTENTION: Honorable Council President Todd Gloria and Honorable Council Members

SUBJECT: Citywide Volunteer Activity Status Annual Report

REQUESTED ACTION: None. This report is for informational purposes only.

STAFF RECOMMENDATION: Accept the report.

SUMMARY: Volunteer opportunities are the vehicles through which private citizens share their time, knowledge and expertise via citywide volunteer programs, which connect people and strengthen our various communities. Volunteers support the efforts and service levels maintained by the City, which recognizes and appreciates the time and effort volunteers contribute. The following report summarizes the vast number of volunteer hours and level of service provided to our City. This report has been assembled through an extensive outreach effort to City Departments and provides a view of the City's current status of volunteer activity for Calendar Year 2013.

FISCAL CONSIDERATIONS: None.

PREVIOUS COUNCIL and/or COMMITTEE ACTION: None.

COMMUNITY PARTICIPATION AND PUBLIC OUTREACH EFFORTS:

Numerous communities, groups, and individual volunteers engage on a daily basis with various City departments.

KEY STAKEHOLDERS AND PROJECTED IMPACTS: All San Diego residents and visitors.

Signature on File

Kristina Fraijo
Citywide Volunteer Coordinator

Signature on File

Judy von Kalinowski
Human Resources Department Director

Signature on File

Jeff Sturak
Deputy Chief Operating Officer

Signature on File

Scott Chadwick
Chief Operating Officer

2013 Annual Citywide Volunteer Activity Status Report



**City of San Diego
Human Resources Department
May 2014**

EXECUTIVE SUMMARY

REVISED

The City of San Diego's population is approximately 1.3 million, thus making it the eighth largest city in the nation and the second largest city in California. Volunteers assist the City's workforce in enhancing services to the public by performing tasks beyond the capacity and scope of current City employees, including fundraising efforts. Consistent with City Council Policy 300-01, a volunteer is defined as one who offers their time and efforts to support a city service or undertaking without paid compensation by the City.

Volunteers represent the City's diversity and include seniors, minorities, students, professionals, families, active and non-active military, faith-based and community groups, to name a few. For example volunteers serve as visitor center docents, seasonal sport coaches and literacy tutors to help with the day to day success of environmental projects, recreation, youth and adult programs.

According to the Independent Sector, a national, nonpartisan coalition of nonprofits, the estimated dollar value of a California volunteer in 2013 was \$26.35 per hour. The total number of volunteer hours received by the City for Calendar Year 2013 was 533,150 with a value of \$14 million citywide. The number of volunteers reported was 27,583.

For purposes of this report, City departments were asked to provide their current volunteer activity information for Calendar Year 2013. The following departments reported volunteer activity that supported programs and services and will be further discussed in this report:

Office of the City Attorney	Library
City Clerk	Park & Recreation
City Comptroller	Police
Commission for Arts & Culture	Public Utilities
Development Services	Purchasing and Contracting
Fire-Rescue	Transportation and Storm Water
Human Resources	

Use of Volunteers

The Memorandum of Understanding (MOU) of each recognized employee organization includes language on the use of volunteers. The City recognizes that volunteers are not intended to reduce or displace the work performed by bargaining unit employees, nor intended to supplant current vacant positions, nor intended to take on current position responsibilities to produce savings.

Volunteer Management

The Citywide Volunteer Coordinator positioned in the Human Resources Department reviews and approves all proposed volunteer programs and volunteer opportunities. This action ensures labor considerations, risk management issues, and legal concerns are met. The Citywide Coordinator also develops increased outreach efforts, connects potential individual and group volunteers to available opportunities citywide, and develops a Citywide Volunteer Manual and Recognition Program.

The Citywide Volunteer Office serves as liaison to several departments to support large volunteer group participation in environmental and beautification project coordination. Some of the ongoing partners include: I Love a Clean San Diego, Rock Church, Bishop’s School, local US Military installations, and San Diego Community College District.

At the end of 2013, the Citywide Volunteer Office launched a Twitter account (@SDVolunteers) to extend the technological reach of the Volunteer Program. Thus far, Twitter has been a platform to successfully promote volunteer opportunities, connect with community members and local partners and recognize outstanding volunteers.

In Calendar year 2013, the Citywide Volunteer Office responded to over 2,000 requests for volunteer opportunities via phone and its online Opportunity Request Form. Between forty percent (40%) and forty-two percent (42%) of volunteer inquiries demonstrated interest in library services, park and recreation, and in providing office-related assistance. More than seventy-five percent (75%) of the respondents were individuals. There was no significant difference among those seeking long term vs. short term volunteer opportunities. Fifteen percent (15%) of those requesting volunteer opportunities were minors and thirty-one percent (31%) were interested in a student internship.

Opportunity Request Form Reponses		
Volunteer Opportunity Interest Area	# of Volunteers Interested	% of Volunteers Interested
Community Support: Library Services	642	42%
Community Support: Park and Recreation	641	42%
Office Assistance	607	40%
Community Beautification	505	33%
Student Internship	470	31%
Senior Citizen Services	459	30%
Police Support	439	29%
Litter Clean Up	397	26%
Other-Individual	356	23%
Youth Sports Coach	309	20%
Fire-Rescue	306	20%
Habitat Restoration	300	20%
Other-Group	221	14%
Court Referred Community Service	220	14%
Lifeguard Support	191	12%
The Citywide Volunteer Office received 1536 volunteer requests submitted through the web-based Opportunity Request Form. On average each inquiry expressed interest in 4 different volunteer opportunities.		

Requests Sorted by Term Length		
Term	# of Volunteers Interested	% of Volunteers Interested
Short-Term	798	52%
Long-Term	697	45%
Requests Sorted by Volunteer Type		
Volunteer Type	# of Volunteers	% of Volunteers
Individual	1169	76%
Group	186	12%
Non-Profit Agency	89	6%
Other	92	6%
Minors Requesting Volunteer Opportunities		
Volunteer is/is not a Minor	# of Volunteers	% of Volunteers
Volunteer is a Minor	232	15%
Volunteer is not a Minor	1304	85%

Volunteer Recognition

Coinciding with the 2013 National Volunteer Recognition Week, the City coordinated an annual recognition event to acknowledge and celebrate exceptional effort and service of 40 outstanding volunteers. Volunteers support service in the following programs: Community Emergency Response Team, Civic Dance Arts Program, Senior Citizen Services, Retired Senior Volunteer Patrol, Therapeutic Recreation Services, San Diego Junior Lifeguards, City Clerk Archival Assistance Program, Public Works Design Section Volunteer Program, READ/San Diego, Law Library Assistance Program, and Crisis Intervention.

Last year (2013), the Citywide Volunteer Office distributed over 5,000 complimentary museum passes, compliments of Balboa Park Cultural Partnership, to City and nonprofit volunteers who volunteered a minimum of 10 hours per month, throughout San Diego. Over 4,000 of the recipients were volunteers in various City departments, while nearly 1,000 of the recipients contributed to City services via local nonprofits.

City's Internship Program

In some cases, program support by volunteers is achieved through the City's Internship Program¹. This program allows for individuals enrolled in a verified school to intern in City departments for no more than one year and not more than 20 hours per week during the academic year. Interns may be paid or unpaid and do not perform on-going work assignments or replace budgeted vacant positions.

The City's Internship Program is designed to provide students with practical working experience, which complements their academic coursework. The City maintains several partnerships with local universities and high schools. For this report, only unpaid interns have been counted.

¹ See attachment 1 "City Internship Program" memo dated October 10, 2013.

Volunteer Training

Volunteers must be supervised by City staff to ensure safety and adherence to all applicable rules and regulations. Training is provided by Departments and is specific to each volunteer opportunity. Some activities require volunteer interns to pass a background clearance process and provide proof of personal information or school enrollment prior to volunteering. All department program-support volunteers are required to complete a participation agreement.

Fingerprint scanning is performed by the Personnel Department and the cost is paid from the City's General Fund. The Police Department performs the fingerprinting which is submitted to the State of California Department of Justice, FBI and local police department for the criminal history records of potential volunteers. The current cost per volunteer scan invoiced is \$15.00 by the DOJ and \$17.00 by the Federal Government. The City requires that volunteers who supervise and work directly with youth, seniors, or persons with disabilities, or who volunteer in a minimally supervised environment are to be fingerprinted.

Under the purview of the City of San Diego Clerk's Office exists additional opportunities to serve as a volunteer on a variety of boards and commissions. For this report, volunteer data for those serving on the City's boards and commissions was not included.

Volunteer Support Costs

While volunteer activity is a cost effective effort, it is not cost free and City departments may incur expenses in order to support volunteer efforts. Examples of expenses by City departments may include; fingerprinting, uniforms, books, trainings, office supplies, vehicle maintenance, wireless communication devices (radios), computer stations, parking validation, personal protective equipment, and costs associated with volunteer recognition.

DEPARTMENT DETAIL

Based on the information submitted, the total amount of volunteers serving Citywide was 27,583 for a total of 533,150 hours. **Table 1** displays reported annual volunteers and volunteer hours for Calendar Year 2013 by department.

Table 1. 2013 Department Volunteer Activity

Departments	Annual Volunteers	Annual Volunteer Hours Served
Attorney	118	19,364
City Clerk	40	4,297
Commission for Arts and Culture	15	1,154
Comptroller	2	830
Development Services	18	720
Fire Rescue	472	2,100
Human Resources	3	180
Library	3,716	150,805
Park and Recreation	22,275	178,058
Police	675	173,185
Public Utilities	244	1,297
Purchasing & Contracting	4	1,015
Transportation & Storm Water	1	145
Grand Total	27,583	533,150

Community Services

Park & Recreation

Annual Number of Volunteers:

22,275

Annual Amount of Hours Volunteered:

178,057

The Park and Recreation Department maintains the largest number of volunteers citywide and has 1.00 FTE position dedicated exclusively as a “Volunteer Coordinator.” The Department’s 22,275 volunteers represent eighty percent (80%) of total volunteers citywide and account for 178,087 hours of service.

Some volunteer programs within the park and recreation department includes community recreational events, open space and developed regional parks habitat restoration events, litter abatement, trail maintenance projects, senior and therapeutic recreation events, golf marshalling,

visitor center docents at regional parks, office interns, athletic, dance, craft, and fitness programs, numerous special events, and court referrals for individuals involved in minor infractions.

The department's volunteer activity produces numerous partnerships with the City including, environmental preservation groups, friends of parks or canyons foundations, recreation councils, faith-based organizations, dance and youth sports organizations.

Library

<i>Annual Number of Volunteers:</i>	3,716
<i>Annual Amount of Hours Volunteered:</i>	150,804

The majority of Library Department volunteers serve as computer lab assistants, story-time readers, and arts and craft instructors. Volunteers support shelving and mending books and provide help with library gifts and support for the Summer Reading Program.

The San Diego Adult Literacy Program has volunteer literacy tutors teaching basic reading skills to English speaking adults on a "one-on-one" basis. In addition, volunteers continue to support the literacy program as family literacy assistants, office assistants, library lab assistants, and special events assistants.

Additionally, volunteer efforts support other literacy programs designed to benefit patrons with physical and mental disabilities, seniors and families and youth from lower income communities. The department is also supported by three boards and/or commissions: Friends of READ, the Library Commission, and the Library Foundation Board.

Commission for Arts and Culture

<i>Annual Number of Volunteers:</i>	15
<i>Annual Amount of Hours Volunteered:</i>	1,154

Within the Commission's Public Art Program, volunteers play an important role in reviewing applications and selecting artists for public art commissions. For the Allocations Programs, volunteers are instrumental in evaluating and ranking applications for funding.

Public Safety

Police

<i>Annual Number of Volunteers:</i>	675
<i>Annual Amount of Hours Volunteered:</i>	173,185

The Police Department administers the Retired Senior Volunteer Patrol (RSVP), which includes citizens 50 years and older. These volunteers perform license plate reading to recover vehicles; conduct "You Are Not Alone" (YANA) checks, support schools to develop child safety fingerprint programs, provide "McGruff Crime Dog Crime Prevention" programs, and may assist patrol officers with directing traffic.

The Volunteers In Policing (VIPs) is a community resource available to answer police-related questions and to help coordinate the Ride Along Program. Some VIPs have specialized skills and work in specific fields, such as coordinating the department's Speakers Bureau and Crime Prevention through Environmental Design (CPTED).

Crisis Interventionists are on call 24 hours a day and respond to traumatic incidents to help officers by comforting distraught family members and putting them in touch with resources they will need once the immediate crisis has passed. By interacting with the family, Crisis Interventionists allow officers to clear scenes and respond to other calls for service.

Police Reserves are POST trained, volunteer police officers who work patrol alongside paid, sworn officers. Reserves officers maintain their training levels the same as paid sworn officers and have the same powers of arrest as a police officer.

Police Cadets are young volunteers (16-21 years old) who assist officers with a variety of activities. Cadets attend numerous city events in their official capacity as cadets. They also participate in ride-alongs with sworn officers and are afforded the opportunity to learn about law enforcement careers. Cadets interested in law enforcement careers may use their experiences as Cadets should they decide to become sworn officers.

Fire-Rescue

Annual Number of Volunteers:

472

Annual Amount of Hours Volunteered:

2,100

In 2003, the City implemented a community-based program developed and led by Fire-Rescue Department called Community Emergency Response Teams San Diego (CERT San Diego²). CERT San Diego volunteers take on leadership roles within their communities to provide assistance to support the Incident Command System to train citizens to get through the first 72 hours when emergency services are overwhelmed. Volunteers complete a six week academy trained by department uniformed personnel in order to serve on a team. Training provided by the American Red Cross, FEMA, and countywide CERT drills supplement the training provided by the department to keep City expenses at a minimum.

Fire Cadets are young volunteers (16-21 years old) who receive training in fire service. These young adults engage with Fire Rescue Department employees through hands on, didactic, ride-alongs and at community outreach events.

The San Diego Junior Lifeguard Foundation supports the Junior Lifeguard Program by hosting fundraising events, which help buy equipment and fund outreach efforts to underprivileged youth throughout San Diego to participate in the youth vocational program.

² Additional information on CERT San Diego can be located on the City's web site:
<http://www.sandiego.gov/fire/services/cert/>

Non-Mayoral

Office of the City Attorney

Annual Number of Volunteers:

118

Annual Amount of Hours Volunteered:

19,364

Volunteers in the City Attorney's Office consist of law library assistants, volunteer attorneys, legal interns supporting civil litigation, investigative interns in partnership with SDSU's Criminal Justice Program and interns supporting paralegal and administrative activities. The majority of the department's volunteers are in the Criminal Division, where student interns seek volunteer opportunities for school credit.

Legal interns are supervised by Deputy City Attorneys and assist in drafting pleadings and research. Investigative interns assist with obtaining cases, supporting minor transcriptions, and observing trials, motions, and interviews. The USD Paralegal Intern Program provides interns to learn basic paralegal duties under the supervision of Paralegals in the department.

The City Attorney's office acquires student interns through various schools and programs including, USD, SDSU, San Diego High School, Crawford High School and TRACE, an adult program for mentally and physically challenged adults.

Office of the City Clerk

Annual Number of Volunteers:

40

Annual Amount of Hours Volunteered:

4,297

The City Clerk manages volunteers who support a variety of volunteer activity centering on service in the records center and public access. Volunteers assist in the office with surveying collections to help categorize series, entry of data and the translation of documents.

The Citywide Volunteer Office provides the City Clerk's office with volunteers in addition to various partnerships with non-profit organizations such as SDSU, Senior Employment Community Service Program, Point Loma Nazarene College, UCSD, and local high schools.

Infrastructure Departments

Development Services

Annual Number of Volunteers:

18

Annual Amount of Hours Volunteered:

720

Code enforcement volunteers assist code enforcement section staff in identifying zoning violations or concerns within their communities that are readily noticeable from the public right of way. They also support a goal to reducing visual blight, which allows community members the opportunity to be involved in the beautification and revitalization of their neighborhoods.

Public Utilities

Annual Number of Volunteers: 244
Annual Amount of Hours Volunteered: 1,297

Volunteers in the Public Utilities Department support litter abatement, environmental protection, and fishing program activities at the Lake reservoirs. City’s reservoir volunteers assist customers with lake and fishing questions. Partnerships with I Love a Clean San Diego, Eagle Scout troops and student volunteers contribute to the beautification of Otay Reservoir shoreline, Proctor Valley and lake reservoirs.

Purchasing and Contracting

Annual Number of Volunteers: 4
Annual Amount of Hours Volunteered: 1,015

Volunteers in Purchasing and Contracting Department assist and shadow procurement specialists. Volunteers assist with research and data entry projects and support employees at meetings, with posting and filing documents, and as part of contract renewal processes

Transportation and Storm Water

Annual Number of Volunteers: 1
Annual Amount of Hours Volunteered: 145

Traffic signal and street lighting program utilizes a SDSU student volunteer to assist traffic signal engineers with data gathering, routine data analysis and data input to GIS systems.

Internal Support Services

City Comptroller

Annual Number of Volunteers: 2
Annual Amount of Hours Volunteered: 830

In partnership with the UCSD Academic Internship Program, the City Comptroller currently has volunteer intern that supports Capital Assets section of the department and is responsible for the support of accounting related to fixed assets and capital improvement projects.

Human Resources

Annual Number of Volunteers: 3
Annual Amount of Hours Volunteered: 180

The Human Resources Department currently manages student interns. These interns support the Human Relations Commission board members and commissioners and assist with developing a framework for a strategic plan for the Human Relations Commission.

CONCLUSION

Volunteer programs provide a framework to engage residents in positively impacting neighborhoods and public areas while complimenting the efforts and service levels maintained by City Employees. Volunteering improves relationships and connections between community

members and the City's workforce, creating an environment of cooperation and understanding. This report evidences the extensive amount of volunteer support by volunteers citywide and continues to underscore their importance to our forward movement. The City of San Diego greatly appreciates all of the time and effort each and every volunteer contributes.

In the City of San Diego, volunteering is changing the culture of our neighborhoods, communities, open spaces and our workplace.

Attachments:

1. Memo from Hadi Dehghani, Personnel Director and Scott Chadwick, Human Resources Director dated October 10, 2013
2. List of Calendar Year 2013 Volunteer Programs by Department



Attachment 1:

**THE CITY OF SAN DIEGO
M E M O R A N D U M**

DATE: October 10, 2013
TO: Department Directors
FROM: Hadi Dehghani, Personnel Director and Scott Chadwick, Human Resources Director
SUBJECT: City Internship Program

The goal of the City Internship Program has been to provide students with practical working experience to complement academic coursework. This program does not bypass the Classified Service merit system and shall not be used for that purpose. To appoint an Intern, Mayoral departments should submit and complete the attached form to the Human Resources Department. In order to hire a paid intern, which are unclassified, limited, and hourly status, Departments should submit a Personnel Change Request Form (and Position Action Request Form if the position does not exist) to the Personnel Department. The paid intern must comply with the hiring requirements of the Personnel Department.

***IT IS THE RESPONSIBILITY OF THE APPOINTING AUTHORITY TO ENSURE
CONFORMANCE TO ESTABLISHED GUIDELINES.***

CITY INTERN PROGRAM GUIDELINES

Internship Appointments

- May last no longer than one (1) year from first date of appointment
- May not replace the work of budgeted vacant positions
- May not perform on-going work assignments
- Must be approved by the Human Resources Department prior to appointment (Mayoral)

Interns (volunteer or paid)

- Must be enrolled in a verified school
- May be appointed at any step in the adopted salary scale per the Appointing Authority (paid)
- May work up to 20 hours/week during the academic year and 40 hours/week during summer vacations and holiday academic breaks
- Work performed should be short term projects with an end date

Should you have further questions regarding the Intern Program, please contact the Human Resources Department, Labor Relations Office at 619-236-6313 or email at HumanResources@sanidiego.gov

SIGNATURE ON FILE

Hadi Dehghani
Personnel Director

SIGNATURE ON FILE

Scott Chadwick
Human Resources Director

Attachment 2: Department Volunteer Activity Programs

Department	Volunteer Opportunity	Annual Number of Volunteers	Annual Number of Volunteer Hours
Office of the City Attorney	Civil Division Legal /Paralegal Interns	17	4,250
	Criminal Division Interns/Volunteers	84	11,624
	Criminal Division Investigative Interns	6	1,152
	Law Library Assistant	4	588
	Volunteer Attorneys/Post Bar Clerks	7	1,750
Total		118	19,364
City Clerk	Archival Assistance	40	4,297
Total		40	4,297
Commission for Arts and Culture	Collections management assistance	1	576
	Panelists	14	578
Total		15	1,154
Comptroller	Non Paid Interns	2	830
Total		2	830
Development Services	Code Enforcement Volunteer Program	18	720
Total		18	720
Fire Rescue	CERT San Diego	385	1,300
	Firefighter Cadets	50	50
	Landscaping Volunteer	1	50
	San Diego Junior Lifeguard Program, SDJG Foundation	30	500
	San Diego Lifeguard Association	6	200
Total		472	2,100
Human Resources	Non Paid Intern	3	180
Total		3	180
Library	Friends of READ/San Diego Board	6	964
	Friends of the San Diego Public Library	392	11,932
	Library Foundation Board & Committees	47	7,690
	Library Volunteer (Branch Libraries)	2,340	99,908
	Library Volunteer (Central Library)	184	6,878
	Library Volunteer, Group (Branch Libraries)	397	8,289
	Library Volunteer, Group (Central Library)	7	93
	READ/San Diego Literacy Tutor	343	15,050
Total		3,716	150,804

Park and Recreation	Beautification Clean Ups	9,679	30,826
	Court Referrals	443	6,578
	Debris and Trash Removal in Otay Valley Regional Park	500	2,000
	Environmental Education Volunteer	370	3,139
	Environmental Enhancement Volunteer	832	6,494
	Golf Marshalls and Divoteers	93	11,397
	Habitat and Trail Restoration Crew	1,059	7,195
	Non Paid Interns	23	3,198
	Large Group Volunteer Events	600	2,250
	Mission Bay Park and Famosa Slough Assistance	1,550	10,159
	Office Assistance	143	2,829
	Quarterly Park Maintenance Inspections	8	205
	Recreation Program Assistance	46	764
	San Diego Civic Dance Association Assistance	1,214	27,242
	Scorekeepers, Officials, Timers	24	1,368
	Seasonal Sport Coaches	240	17,166
	Senior Services Program Assistance	1,206	14,675
	Special Event Assistance	719	3,583
	Therapeutic Recreation Services Volunteers	1,739	14,459
	Trees for Health, Rose Garden, Friends of Balboa Park	1,189	5,572
	Twilight Concerts in the Park Support	215	1,550
	Visitor Center, Trail Guide, and Park Patrol Support	78	984
	Wellness and Fitness Instructors	6	354
Recreation Council Members	299	4,071	
Total	22,275	178,057	
Police	Cadet Program	59	10,000
	Crisis Intervention	90	14,185
	Police Reserves	27	6,200
	Retired Senior Volunteer Patrol (RSVP)	372	123,800
	Volunteers In Policing (VIP)	127	19,000
Total	675	173,185	

Public Utilities	Lakes Fishing Program Assistance	1	300
	Creek to Bay Volunteer Clean Up by "I Love a Clean San Diego"	25	100
	Non native tree removal program	20	120
	Lake Patrol Volunteer	3	162
	I Love a Clean SD/Eagle Scouts	195	615
Total		244	1,297
Purchasing & Contracting	Procurement Assistance	4	1,015
Total		4	1,015
Transportation & Storm Water	Traffic signal and street lighting program assistance	1	145
Total		1	145
Grand Total		27,583	533,150

Department:	Office of the City Attorney	
Director:	Jan Goldsmith	Assigned Contact: Gina Coburn

	Volunteer Opportunity	Opportunity Description	Impact / Benefit	# of Volunteers	Volunteer Hours
Opportunity 1	Civil Division Legal Interns/ Paralegal Interns	Paralegal Interns from the USD Paralegal Program work under the direct supervision of assigned Paralegals. Paralegal interns perform basic paralegal duties as well as clerical tasks to assist paralegals, such as organizing, reviewing and summarizing document, and legal research. 2 to 3 Paralegal interns are typically accepted once or twice a year during the school year.	Working with volunteers has given us the opportunity to continue to provide excellent service to the City of San Diego. Additionally our volunteers learn the important work of the office and the operation of the City.	17	4,250
Opportunity 2	Criminal Division Investigative Interns	Students from SDSU/Criminal Justice program are required to complete an internship as part of their graduation requirements. Interns perform the following duties: obtain cases from the courthouse; observe investigation processes; assist in minor transcriptions; assist in filing; assist in document gathering; observe site visits; assist in conducting background investigations and observe interview/trials/motions.	Working with volunteers has given us the opportunity to continue to provide excellent service to the City of San Diego. Additionally our volunteers learn the important work of the office and the operation of the City.	6	1,152
Opportunity 3	Criminal Division High School Interns/ Volunteers	The Criminal Division utilizes student interns. TRACE students (Mentally and physically challenged adults) volunteer throughout the year assisting with shredding of documents. Other students from USD, SDSU, San Diego & Crawford high schools volunteer for school credit.	Working with volunteers has given us the opportunity to continue to provide excellent service to the City of San Diego. Additionally our volunteers learn the important work of the office and the operation of the City.	84	11,624

Opportunity 4	Law Library Assistant	Law Library Assistants work closely with the Law Librarian to perform the following duties; collect and distribute library mail, prepare correspondence, create/enter data into spreadsheets, make copies, file records, and create binders; copy catalogs, process acquisition of books/periodicals, create spine labels, import/edit database records and barcode; check out library materials, follow up on past due items, and route current literature; evaluate library holdings and departmental needs, list holdings of satellite libraries, review materials for acquisitions; respond to reference inquiries regarding library materials and conduct research, pull items from print collection in response to reference requests.	Working with volunteers has given us the opportunity to continue to provide excellent service to the City of San Diego. Additionally our volunteers learn the important work of the office and the operation of the City.	4	588
Opportunity 5	Volunteer Attorneys/ Post Bar Clerks	We occasionally have volunteer attorneys in the Criminal Division. Typically these people volunteer to gain experience in criminal prosecution of misdemeanors and community justice.	Working with volunteers has given us the opportunity to continue to provide excellent service to the City of San Diego. Additionally our volunteers learn the important work of the office and the operation of the City.	7	1,750

Department:	City Clerk	
Director:	Elizabeth Maland	Assigned Contact: Sheila Beale

	Volunteer Opportunity	Opportunity Description	Impact / Benefit	# of Volunteers	Volunteer Hours
Opportunity 1	Archival Assistance	The volunteer program at the Office of the City Clerk provides volunteers with the opportunity to participate in a variety of aspects of public administration centering on work in the records center and public access. Volunteers will assist the office with surveying collections to help categorize series, entering data, packing books and translating documents.	Working with volunteers increases services to the public providing enhanced access to online historically relevant material (documents, books and photos) that have not been circulated and are rare and very fragile.	40	4,297

Department:	Commission for Arts and Culture	
Director:	Dana Spring, Interim Director	Assigned Contact: Linda Sokol

	Volunteer Opportunity	Opportunity Description	Impact / Benefit	# of Volunteers	Volunteer Hours
Opportunity 1	Collections management assistance	Supports collections management program.	Supports collections management program.	1	576
Opportunity 2	Panelists	The City of San Diego Commission for Arts and Culture (Commission) requests nominations for Commission Advisory Panels (CAP) members for upcoming Public Art Program selection processes and Allocation Program review panels (Organizational Support Program and Creative Communities San Diego Program). For the Commission's Public Art Program, volunteer panelists play an important role in reviewing applications and selecting artists in competition for public art commissions. For the Allocations Programs, panelists are instrumental in evaluating and ranking applications for funding from San Diego arts and culture organizations, community art projects, and festivals and celebrations.	The Commission appoints advisory panel members with the goal of forming panels that reflect the population of the San Diego region including diversity of culture, ethnicity, age, socioeconomic class, ability, sexual orientation, and geographic residency.	14	578

Department:	Comptroller	
Director:	Rolando Charvel	Assigned Contact: Teri Smith

	Volunteer Opportunity	Opportunity Description	Impact / Benefit	# of Volunteers	Volunteer Hours
Opportunity 1	Internships to gain accounting experience in Debt and Capital Assets Accounting Sections	Preparing updates to schedules in excel, reconciling bank statements and filing.	Frees up time from staff to focus on other work.	2	830

Department:	Development Services	
Director:	Bob Vacchi	Assigned Contact: Bob Vacchi

	Volunteer Opportunity	Opportunity Description	Impact / Benefit	# of Volunteers	Volunteer Hours
Opportunity 1	Code Enforcement Volunteer Program	The Code Enforcement volunteers assist Code Enforcement Section (CES) staff in identifying zoning violations/problems within their communities that are readily viewable from the Public Right-of-Way with a goal of reducing visual blight.	One of the benefits of the Code Enforcement Volunteer Program is that it allows community members the opportunity to be involved in the beautification and revitalization of their neighborhoods.	18	720

Department:	Fire-Rescue	
Director:	Chief Javier Mainar	Assigned Contact: Kevin Ester-Deputy Chief

	Volunteer Opportunity	Opportunity Description	Impact / Benefit	# of Volunteers	Volunteer Hours
Opportunity 1	CERT San Diego	Help your neighbors stay prepared! After an initial 26 hr training, volunteers train citizens how to survive the first 72 hours after a major disaster, and how to support the fire department as needed.	In times of major disaster, the trained volunteers are force multipliers. During non-disaster times, CERT members perform non-essential duties such as helping during outreach events.	385	1,300
Opportunity 2	San Diego Junior Lifeguard Program, SDJG Foundation	The Junior Lifeguard Program and its non-profit foundation are involved in many volunteer efforts. This includes a board of directors (15) and a several fundraising events which help buy equipment and fund outreach efforts for underprivileged children throughout San Diego.	The Foundation serves as an organization that supports the SD Junior Lifeguard program through fundraising and coordination of direct volunteer assistance with outreach & PR.	30	500
Opportunity 3	San Diego Lifeguard Association	Builds morale within the LG division through competitions and aquatic education, safety presentations, and parade participation.	Supports Lifeguards through supporting social/athletic events, serves as a conduit to the public by fostering partnerships with corporations and organizations dedicated to beach/water safety and education.	6	200
Opportunity 4	Landscaping Volunteer	Unsolicited volunteer that performs basic landscaping functions at the Fire Training Facility, formally known as NTC. This is part of the Regional Public Safety Training Institute.	Landscaping volunteer contributes to the beautification of the Fire Training Facility.	1	50
Opportunity 5	Firefighter Cadets	Youth 16 - 21 receive training in fire service, including hands on, didactic, ride-alongs and community outreach.	They assist with community outreach events.	50	50

Department:	Human Resources	
Director:	Judy Von Kaliowski	Assigned Contact: Danell Scarborough

	Volunteer Opportunity	Opportunity Description	Impact / Benefit	# of Volunteers	Volunteer Hours
Opportunity 1	Non Paid Intern for the Human Relations Commission	Develop the framework for a strategic plan for the Human Relations Commission	Introduces students to the working environments within the field or profession they are studying and nurtures their educational development leading toward graduation.	3	180

Department:	Library	
Director:	Deborah Barrow	Assigned Contact: Victor Westmoreland

	Volunteer Opportunity	Opportunity Description	Impact / Benefit	# of Volunteers	Volunteer Hours
Opportunity 1	Library Volunteer (Central Library)	Volunteer tasks vary; most common are greeting patrons, giving library tours, storytelling, arts & crafts teacher, pulling holds for patrons, book mending, straightening and organizing shelves.	Extending the services and programs the Library can offer to the public. Supporting the mission and goals & objectives of the Library Department.	184	6,878
Opportunity 2	Library Volunteer, Group (Central Library)	Volunteer tasks vary; most common are book dust jacket cleaning, straightening and organizing shelves.	Extending the services and programs the Library can offer to the public. Supporting the mission and goals & objectives of the Library Department.	7	93
Opportunity 3	Library Volunteer (Branch Libraries)	Volunteer tasks vary; most common are shelving library materials, straightening and organizing shelves, storytelling, arts & crafts teacher, homebound materials delivery, public computer lab assistance.	Extending the services and programs the Library can offer to the public. Supporting the mission and goals & objectives of the Library Department.	2,340	99,908
Opportunity 4	Library Volunteer, Group (Branch Libraries)	Volunteer tasks vary; most common are book dust jacket cleaning, straightening and organizing shelves, shelving library materials.	Extending the services and programs the Library can offer to the public. Supporting the mission and goals & objectives of the Library Department.	397	8,289
Opportunity 5	READ/San Diego Literacy Tutor	Adult literacy tutors work with READ/San Diego staff, and meet with learners twice a week for a total of three hours per week. Other volunteer positions may include: Learning Center Manager, Office Assistant, Families for Literacy Program Assistant.	Supporting the mission of READ/San Diego and goals & objectives of the Library Department. Literacy tutors are integral to the operation of READ/San Diego.	343	15,050

Opportunity 6	Friends of READ/San Diego Board	Board for non-profit Friends of READ/San Diego, affiliated with the City's Adult and Family Literacy program.	Friends of READ/San Diego was established to support READ/San Diego. Also supports a variety of additional literacy programs, including family literacy, work place literacy and computer literacy.	6	964
Opportunity 7	Friends of the San Diego Public Library	Volunteers assist with book sales, processing book donations, fund raising.	The Friends of the San Diego Public Library is a group of volunteers who support the Library and its services and programs through various activities, including fund raising events, volunteer support, programming support, book sales, and in other ways.	392	11,932
Opportunity 8	Library Foundation Board & Committees	Consists of Board of Trustee members, who meet monthly, and committee members.	By generating private sector support, the San Diego Public Library Foundation helps foster excellence in a free public library system that inspires lifelong learning through connections to knowledge and each other (SDPL's Mission).	47	7,690

Department:	Park and Recreation	
Director:	Andy Fields, Interim Director	Assigned Contact: Kathy Castello

	Volunteer Opportunity	Opportunity Description	Impact / Benefit	# of Volunteers	Volunteer Hours
Opportunity 1	Beautification Clean Ups	Volunteers assist staff to beautify park landscape and facilities, by weeding, cleaning storm drain channels, pruning, brush abatement, litter control, graffiti abatement, hardscape maintenance, shrub bed maintenance.	Volunteers greatly assist ranger staff in complying with MSCP requirements by improving habitat quality while also providing recreation opportunities for the public.	9,679	30,826
Opportunity 2	Court Referrals	Court Referral community services is a court approved option for someone found guilty of a crime, in lieu of a fine or as a condition of probation. Court referred individuals assist staff with park beautification and facility cleanups in Open Space parks, Developed Regional Parks and neighborhood parks.	Helps people learn while performing restitution.	443	6,578
Opportunity 3	Debris and Trash Removal in Otay Valley Regional Park	Remove trash and debris in various areas of the Otay Valley Regional Park.	Cleans native plant environment, beautifies the park, allows native plants to thrive.	500	2,000
Opportunity 4	Environmental Education Volunteer	Help to educate the public by leading historical, interpretive, educational and entertaining tours of the nature center, park or preserve. Provide general public with pertinent information.	Volunteers enhance and expand center programs.	370	3,138.50
Opportunity 5	Environmental Enhancement Volunteer	Assist in the environmental enrichment of City parks and land through physical enhancement of the land or park. Assist with beautification of community parkland, community centers, open space parks, canyons and shoreline. Help restore a native environment, improve wildlife habitat and plant materials.	Volunteers greatly assist ranger staff in complying with Multiple Species Conservation Program requirements by improving habitat quality while also providing recreation opportunities for the public.	832	6,494
Opportunity 6	Golf Marshalls and Divoteers	Golf Marshalls and Divoteers help provide enjoyable golfing opportunities for the public on City courses by maintaining speed of play and high level course conditions.	The volunteers allow us to monitor the golf courses pace of play and repair divots throughout the courses on a daily basis which helps us give increased customer service while providing a great environment for our golfers.	93	11,397

Opportunity 7	Habitat and Trail Restoration Crew	Volunteers assist with removal of exotic and non-native vegetation and plant native vegetation in disturbed areas. Volunteers maintain trails by construction of split rail fences and stairs. Volunteers are responsible for being aware of their own physical limitations, safe usage of tools, and of the environmental conditions around them.	Volunteers assist ranger staff in complying with Multiple Species Conservation Program requirements by improving habitat quality while also providing recreation opportunities for the public.	1,059	7,195
Opportunity 8	Interns	Interns assist management staff with special projects. They assist with data entry, format documents, type correspondence, fax, copy and file.	Intern support staff in various ways while gaining knowledge and professional level work experience.	23	3,198
Opportunity 9	Mission Bay Park and Famosa Slough Assistance (Habitat Restoration)	Mission Bay Park Ranger staff work with a variety of groups doing a variety of environmental projects, including litter abatement, habitat restoration, and park beautification.	The City benefits through creating opportunities for community youth, students, retirees, families, seniors and persons with disabilities to participate and support Park Ranger staff by assisting with environmental projects in Mission Bay.	1,550	10,159
Opportunity 10	Office Assistance	Assist recreation center office employees in everyday office procedures including answering phones; typing; copying; filing; providing public information; entering computer data.	These volunteers support staff with program planning, preparation and implementation.	143	2,829
Opportunity 11	Recreation Program Assistance	Volunteers assist staff by leading craft, ceramic, Day Camp at recreation centers, and therapeutic and senior recreation programs by setting up, cleaning up, hauling equipment and supplies, working with participants in activities, leading activities, assisting with supervision of adults, youth and disabled on community outings, preparing meals, running booths, public relations support, 1:1 aides to participants with disabilities.	City is able to provide higher service level to the increasing number of participants with the help of these volunteers.	46	764
Opportunity 12	San Diego Civic Dance Association Assistance	SDCDA supports City dance programs and events, funds and produces performance opportunities for the City Program dancers such as Free Night of Theater, Dance Fair, December Nights, Collage Event and Recitals as well as outreach performances throughout San Diego County. SDCDA funds merit scholarships, college scholarships, costume assistance and specialty dance training with guest artists nationwide for both dancers and teachers.	They assist the dance specialist with dance marketing and maintenance of social communication, event programs, special event coordination, technical support for theater performance, clean up projects, costume design and creation, box office support, event concessions, cast party coordination and student data base maintenance.	1,214	27,242

Opportunity 13	Scorekeepers, Officials, Timers	Volunteers assist with youth sport leagues by officiating, scorekeeping and timing at sport competitions and events.	Basketball, flag football, baseball, soccer volleyball, swimming and waterpolo leagues have fair play, rules and regulations applied by experienced volunteers. Parents engage in community youth activities as timers at youth swim meets.	24	1,368
Opportunity 14	Seasonal Sport Coaches	Volunteers teach skills and rules of the sport to youth participants. They emphasize good sportsmanship and fairplay, submit coach ethics and team rosters, arrange travel for athletes, attend meetings for citywide basketball, soccer, baseball, flag football, swim, water polo and volleyball leagues.	Parent and community volunteers assist staff to engage and lead community youth sport teams, assist staff with practice and intracity competition, and multi level division play.	240	17,166
Opportunity 15	Senior Services Program Assistance	Volunteers assist with set-up, clean-up, decorating, guest check-in, serving of refreshments and collection of fees at bi-weekly senior dances and quarterly special events. Volunteers research, plan and lead monthly out-of-town trips. Volunteers open and close the Senior Lounge in Balboa Park seven days a week,, serving refreshments, leading activities, providing information and referral and clean up.	Volunteers assist with the increased demand for service from a growing senior population. They are critical for the daily operation of the program.	1,206	14,675
Opportunity 16	Special Event Assistance	Special event and program support assistance.	Events run smoother with tasks delegated to a variety of volunteers.	719	3,583
Opportunity 17	Therapeutic Recreation Services Volunteers	These volunteers support staff with program planning, preparing and implementation.	Volunteers assist with the increased demand for service from adults and youth with disabilities. They are critical for the daily operation of the program.	1,739	14,459
Opportunity 18	Trees for Health, Rose Garden, Friends of Balboa Park	Friends of Balboa Park, Rose Corp, Trees for Health and Offshoot Tour Groups assist staff with care, beautification and community education of the 13 specialized gardens in Balboa Park.	The skill, and high level horticultural expertise and knowledge in supporting the care and growth of the gardens,	1,189	5,572
Opportunity 19	Twilight Concerts in the Park Support	Volunteers support staff in the planning, coordination and distribution of program flyers, They greet patrons, for each of the free 26 summer twilight concerts in Balboa Park.	26-28 free community concerts are scheduled, throughout the summer at the Organ Pavillion in Balboa Park	215	1,550
Opportunity 20	Large Group Volunteer Events	Groups of 100 or more interested in volunteering to beautify parks, canyons and coastline.	Provides additional resources to perform project related tasks.	600	2,250

Opportunity 21	Visitor Center, Trail Guide, and Park Patrol Support	Visitor and Nature Center Volunteers help by answering phones, assisting in gift shops and providing information to the public. Trail guides organize and conduct walks, provide educational knowledge of park regulations, and respond to medical situations. Park Patrol support patrols areas on foot and bike and reports trail conditions, homeless activity, and pick up trash.	One staff person is assigned to center volunteers who help keep the center open to the public and provide wonderful programs for all ages.	78	984
Opportunity 22	Wellness and Fitness Instructors	Volunteers lead tai chi, hatha and kundalini yoga, zumba and aerobic dance classes to community members.	Specialized yoga and dance classes are taught by volunteers at no cost to community members.	6	354
Opportunity 23	Recreation Council Members	Volunteers serve on the Disabled Services Advisory Council and Recreation Councils which supports Therapeutic Recreation Services and Recreation Centers. Volunteers provide advocacy, public relations support, liaise with the community, administer contract programs, fundraising and grant support, and serve as the fiscal agent for TRS and community programs. Volunteers also assist at special events throughout the year as well as attend Monthly Meetings.	Thousands of dollars in savings is realized by the City through the financial support provided by volunteers. Through fundraising, donations and grants, these volunteers fund programs that were formerly paid with Non Personnel Expenses from City budget. In addition, these volunteers provide knowledge on special populations, community needs, and are able to advise staff in a capacity not provided by the City. These volunteers liaise with the community to promote programs and recruit new participants for programs.	299	4,071
Opportunity 24	Quarterly Park Maintenance Inspections	Volunteers assess the park maintenance conditions at parks throughout the City from a park user's perspective.	This program meets one of the department's performance measures as outlined in the Strategic Plan.	8	205

Department:	Police	
Director:	William Lansdowne	Assigned Contact: Lt. Albert Leos

	Volunteer Opportunity	Opportunity Description	Impact / Benefit	# of Volunteers	Volunteer Hours
Opportunity 1	Retired Senior Volunteer Patrol (RSVP)	RSVPs are volunteers 50 years old or older who serve as extra "eyes and ears" in the community. They are trained to assist police and to serve the community as an additional resource. RSVPs visit people who live alone and ensure their well-being. They also conduct vacation house checks and help with mail runs to the City Attorney and District Attorney offices. Traffic RSVPs receive additional training and can also direct traffic.	RSVPs perform a variety of duties that help patrol officers and the police department. They are a resource to the community and help people who need assistance that does not rise to the level of a police call for service.	372	123,800
Opportunity 2	Volunteers In Policing (VIP)	VIPs help with a multitude of administrative jobs. VIPs are a resource available to assist Investigative and Area Station Detectives. Some VIPs have specialized skills and work in specific fields, such as coordinating the department's Speakers Bureau and Crime Prevention Through Environmental Design (CPTED).	VIPs provide additional resources to the community and to the department.	127	19,000
Opportunity 3	Crisis Intervention	Crisis interventionists are on call 24 hours a day and respond to traumatic incidents to help officers by comforting distraught family members and putting them in touch with resources they will need once the immediate crisis has passed. By interacting with the family, crisis interventionists allow officers to clear scenes and respond to other calls for service.	Crisis Interventionists are an additional resource to the community and help police officers return to field work more quickly.	90	14,185

Opportunity 4	Cadet Program	Cadets are young volunteers (16-21 years old) who assist officers with a variety of jobs. Cadets attend numerous city events in their official capacity as cadets. They also go on Ride Alongs with sworn officers and get the opportunity to learn about law enforcement careers. Those who are interested in law enforcement careers use their experiences as Cadets to help them become sworn officers.	Cadets serve as a liaison between the police department and young people in the community. Their contributions to the police department help build positive relationships with community youth. The program has been a recruiting tool for future police officers.	59	10,000
Opportunity 5	Police Reserves	Reserve officers are sworn police officers with the same duties and abilities as a full-time police officer when they are on duty or performing an authorized assignment. Reserve officers should be utilized wherever full-time officers are assigned and should not routinely be relegated to prisoner processing or transportation details.	Reserve Officers augment the department's regular force through the strategic deployment of sworn reserve police officers in a variety of assignments.	27	6,200

Department:	Public Utilities	
Director:	Halla Razak	Assigned Contact: Erin Hanson

	Volunteer Opportunity	Opportunity Description	Impact / Benefit	# of Volunteers	Volunteer Hours
Opportunity 1	Creek to Bay Volunteer Clean Up by "I Love a clean San Diego"	Litter abatement clean up along Otay Reservoir shoreline, Proctor Valley and lake reservoirs	Volunteers contribute to the beautification and environmental protection of the community.	25	100
Opportunity 2	Non native tree removal program	Removing of invasive trees and plants	Volunteers help to restore a native environment, improve wildlife habitat and plant native materials.	20	120
Opportunity 3	Assist with the fishing program.	Assists anglers, explains rules and regulations	Volunteers provide additional customer service to lake and fishing patrons.	1	300
Opportunity 4	I Love a clean SD/Eagle Scouts/school Credit	Litter control around lake, painting, building.	Scouts support area projects and earn Eagle Scout achievements.	195	615
Opportunity 5	Lake Patrol	Boat and shoreline permit checks.	Assists staff in checking boat permits at Lakes.	3	162

Department:	Purchasing and Contracting	
Director:	Dennis Gakunga	Assigned Contact: Karyn Baker

	Volunteer Opportunity	Opportunity Description	Impact / Benefit	# of Volunteers	Volunteer Hours
Opportunity 1	Volunteer opportunity	Volunteer assists by placing contracts in folders according to bid number and bid name and organizing the file folders. Assists with bid tabulations and customer service.	Provide department employees with office support for contracts and bids.	1	525
Opportunity 2	Volunteer opportunity	Volunteer attends meetings (P&C/EOCP/Council, PreBids) shadows Procurement Specialist, scans documents for posting and filing. Helps organize sole source contracts, reviews contracts and helps update insurance requirements, also assists in a research project regarding contracts going before council. Works with DSD using his expertise with Auto Cad to help with work backlog. Attends various ride alongs with Public Works to better understand the City government in relation to public works processes	Supported employees with various research and data entry projects.	1	120
Opportunity 3	Volunteer opportunity	Volunteer assists in contract renewal of approximately 120 contracts. Communicates with vendors and City departments to determine if contracts are to be renewed. Assists support staff in contract renewal to keep contracts active	Assists employees with contract renewal process and provides communication with vendors.	1	170
Opportunity 4	Volunteer opportunity	Assists with bid tabulations of approximately 55 contracts. Communicates with staff to determine which tabulations need to be processed. Assists support staff in keeping contracts active.	Assists employees with bid tabulation process	1	200

Department:	Transportation & Storm Water	
Director:	Kip Sturdevan	Assigned Contact: Rosemary McCartney

	Volunteer Opportunity	Opportunity Description	Impact / Benefit	# of Volunteers	Volunteer Hours
Opportunity 1	Traffic signal and street lighting program assistance	Volunteer provides support to engineering staff for data gathering; routine data analysis, formatting, and presentation; data input to GIS systems; preparation of intersection graphical displays.	Provides support and allows engineers to focus on traffic signal coordination and timing	1	145