

CITY OF
RALEIGH

FISCAL YEAR 2018

**VOLUNTEER
ENGAGEMENT
REPORT**



Raleigh

VOLUNTEER IMPACT

17,793
Volunteers

279,423.45
Hours Served

\$6,724,577.18
Value of Service

The City of Raleigh engages citizens by providing volunteer opportunities for individuals and groups to make an impact in their local community. Volunteerism plays an important role in building relationships with our citizens and providing a great place to live and play! Within the City of Raleigh, several departments coordinate opportunities for volunteers to enhance parks and greenway trails, provide a safe and clean environment, and build positive community relationships. These departments include:

- Engineering Services
- Housing and Neighborhoods
- Parks, Recreation and Cultural Resources
- Raleigh Police

Over the past year, volunteers of all ages and backgrounds have contributed time, talents and resources to the City of Raleigh. We value the passion and dedication of these individuals and groups who collaborate with us to create an inspired future for all!

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HOUSING & NEIGHBORHOODS

730
Volunteers

61,000
Hours Served

\$1,450,000
Value of Service

HIGHLIGHTS

- 27 Volunteers received Gold Presidential Award for having served 500+ hours in 2017
- 2 Volunteers received Lifetime Presidential Award- serving over 4,000 hours in lifetime
- 200 volunteers were honored at the Volunteer Awards Banquet
- Housing & Neighborhoods has 51 partner organizations

Volunteer Raleigh connects people to volunteer opportunities within City departments, City-funded agencies and organizations that provide services to enhance the quality of life for our neighborhoods and communities.

Volunteer Raleigh supports organizations with a focus on:

- Crisis Support & Priority Needs
- Community
- Education & Youth
- Economic Opportunity
- Homelessness & Housing
- Food Security
- Seniors

What our Volunteers do

- Assist Senior Citizens
- Food Collection
- Thrift Shop
- Construction
- Crisis Hotline
- Capacity Building
- Food Distribution
- Gardening
- In-House Meal Service
- Public Safety
- Computer Literacy
- Elementary Education
- Companionship & Outreach
- Housing related services





HOUSING & NEIGHBORHOODS

Foster Grandparents provide one-on-one mentoring and tutoring to children in PreK – 3rd grade classes throughout the Wake County Public Schools System (WCPSS), charter schools and day care centers. They work with students to help them to meet literacy, math and social development goals. These volunteers receive training and a small stipend. The Foster Grandparent Program is part of Senior Corps, a nationwide program sponsored by the Corporation for National and Community Service and administered locally by the City of Raleigh Community Engagement Division.

What Foster Grandparents do

- Support the academic and behavioral growth of students
- Provide one-on-one mentoring and tutoring
- Support children of veterans and deployed military

Where Foster Grandparents serve

- 30 Education sites, including
 - Public Schools
 - Charter Schools
 - Daycare Facilities

77
Volunteers

61,500
Hours Served

\$1,484,610
Value of Service

HIGHLIGHTS

- 77 volunteer Foster Grandparents provided support to 122 students
- 93% of students supported in grades K-3rd showed improvement in literacy and/or math
- 5 Grandparents were honored with the 5 year service award at the Annual Volunteer Awards Banquet



PARKS, RECREATION AND CULTURAL RESOURCES

15,996
Volunteers

141,673.70
Hours Served

\$3,421,838.21
Value of Service

Raleigh Parks, Recreation and Cultural Resources Volunteer Services Program offers opportunities for individuals and groups to contribute time, talents, and resources to enhance City of Raleigh parks, greenway trails, programs, events and facilities. Volunteers can participate in one-time events or serve as ongoing volunteers throughout the year. Volunteer opportunities are available for all ages and backgrounds to make an impact. By creating partnerships and promoting positive community relations through volunteerism, Raleigh Parks, Recreation and Cultural Resources is able to connect the community and provide exceptional experiences.

Our Volunteer Partners

- Individuals
- Community Organizations
- Civic Clubs
- Elementary, Middle, High Schools
- Colleges
- Boy & Girl Scouts
- Corporations & Businesses
- Non-profits organizations
- Churches
- Environmental Agencies
- Neighborhood Associations
- Government Agencies
- Y-Guides



PARKS, RECREATION AND CULTURAL RESOURCES

HIGHLIGHTS

- Average of 7.5 volunteer events each day
- 118 of the 220 parks utilized volunteers
- 2,062 new volunteers this year
- 40 community centers/resources sites utilized volunteers.
- 2,743 volunteer opportunities offered during the year
- Over 100 special events utilized volunteers
- 70 parks and 118 miles of greenway are adopted
- 16 benches and 55 trees were donated in parks and trails
- 60 kids were able to attend camps through scholarships
- 437 families were sponsored for classes and programs through Play it Forward



What our volunteers do

- Park & Greenway Clean-ups
- Gardening
- Invasive Plant Species Management
- Park maintenance
- Adopt-A-Park
- Adopt-A-Trail
- Construction of small structures
- Youth athletic league coaches
- Museum Docents
- Program Assistants
- Advisory Boards & Commissions Members
- Special event Assistants
- Instructors
- Senior Club Liaisons
- Program Assistants
- Park Ambassadors
- Fiscal Donors



RALEIGH POLICE

100
Volunteers

13,267
Hours Served

\$320,265.38
Value of Service

Raleigh Police Department offers volunteer opportunities for individuals to assist the department with serving the Raleigh community. Volunteers are given specialty training and can assist with a spectrum of tasks and duties to support the community. As a Raleigh Police Department volunteer, individuals serve as an extra set of eyes and ears throughout the City.

Greenway Volunteer Program

In partnership with the Parks, Recreation and Cultural Resources Department, the Greenway Volunteer Program offers an opportunity for volunteers to assist with safety, security, and protection of greenway users, park resources, and the surrounding natural areas. Volunteers promote Greenway courtesy and safety, provide interpretive and geographical information, and set a good example by obeying greenway rules and guidelines. Individuals serving as volunteers donate eight hours each month on greenway trails.

Police Volunteer Program

Volunteers serving with the Raleigh Police Volunteer Program receive a structured 27-hour course taught by trained instructors at the Police Academy. These individuals assist with patrol, serving special events, checking abandoned vehicles, administrative services, burglary cases, and much more! Volunteers donate 15 hours of their time each month for this program.





RALEIGH POLICE

Police Chaplains are on call 24 hours a day to assist police personnel with a variety of situations in the field, such as line-of-duty death or serious physical injury of an officer, homicides, and fatal motor vehicle accidents. These professional clergy members volunteer their services to department employees, their families, and members of the community during times of crisis, sorrow, or conflict.

HIGHLIGHTS

- **39** individuals were awarded the Presidential Bronze Volunteer Award for volunteering over 100 hours
- **8** individuals were awarded the Presidential Silver Volunteer Award for volunteering over 250 hours
- **8** individuals were awarded the Presidential Gold Volunteer Award for volunteering over 500 hours

Volunteer Duties

- Administrative services
- Vehicle transport
- Field inspections and operations
- Crime analysis
- Language interpretation
- Greenway patrols
- Handicapped parking reporting
- Community Policing
- Assist with NCIC auditing
- Assist with Pawn checks
- Assist with missing person cases
- Victim Advocacy on major cases
- Staffing posts at special events
- Traffic surveys
- Delivery & set up of mobile radar units
- Emergency preparedness training
- Traffic Direction and control
- Assistance with staffing Command Post
- Special event recorders



ENGINEERING SERVICES

890
Volunteers

1,982.75
Hours Served

\$47,863.59
Value of Service

Engineering Services Stormwater Division utilizes volunteers to protect City of Raleigh waterways. Volunteers are so important to Raleigh Stormwater because of the significant role they play in reducing water pollution to these streams and, in turn, the lakes and rivers of North Carolina. Volunteers act as our eyes and ears in the community, alerting us to possible sources of pollution and trends in water quality over time which helps to inform the work that our staff does. Raleigh Stormwater offers various opportunities for individuals and groups to contribute their time and resources to improving Raleigh's streams. These include stream cleanups, stream monitoring, and storm drain marking.

Stream Monitoring

About 50 stream locations were monitored this past year, including streams actively checked by Stormwater staff every three months to determine the overall health of Raleigh's waterways. Our Volunteer Stream Monitors are trained to monitor the water quality of their local streams and report their findings to Stormwater staff. This helps the City track the health of our streams and determine areas of focus for future projects.



ENGINEERING SERVICES



Storm Drain Marking

Through the Storm Drain Marking program, volunteers attach, “No Dumping, Drains to Neuse River,” markers on storm drains throughout the city, which fosters a connection between storm drains and water quality. This effort brings more awareness and encourages the community to keep trash and other debris out of storm drains.

HIGHLIGHTS

- Increased volunteer participation by 240 individuals since last year
- Volunteer hours served increased by nearly 75% since last year
- 19,832 pounds of trash was removed from streams by volunteers
- Over 100 storm drains were marked by volunteers
- 50 streams in Raleigh were monitored by volunteers

Stream Clean-Ups

Stormwater volunteers cleaned and maintained over 100 miles of streams throughout the city this past year. This resulted in an estimated 900 full bags of trash being removed from the area’s most polluted streams and creeks, such as Crabtree Creek, Walnut Creek, Pigeon House Branch Creek, and Perry Creek. Through our Adopt-A-Stream Program, volunteers choose a section of stream to clean up twice a year and remove trash and other debris to improve the health and quality of our waterways. Volunteers also have the option of participating in or organizing their own one-time cleanup event.

