

*City of Plano*  
**Volunteer Resources Data Sheet**  
*Fiscal Year 2003 – 2004*



The City of Plano's Volunteer Resources Group has three programs; all are committed to encouraging citizen participation, developing money-saving programs, and responding to the needs of the Plano community, while enhancing municipal services.

# WIP

## Volunteers In Plano

The City of Plano volunteers perform an invaluable service to the community. The volunteer's generosity and selfless dedication help make Plano a better place to live, work and play. Our Volunteers In Plano (VIP) Program improves the quality of life in Plano by:

- ◆ Providing resources and expertise at no additional cost to the City.
- ◆ Enhancing and expanding services provided to the community.
- ◆ Giving departments an opportunity to test new ideas and initiate new services.
- ◆ Promoting citizen understanding of municipal problems, issues and programs.

**FOR FISCAL YEAR  
2003 – 2004,  
4,986 VOLUNTEERS  
75,762 DONATED HOURS  
AT A VALUE OF  
\$1,017,956**



- ◆ City employees have a long-standing tradition of community service. Many charitable organizations and schools benefit from the generosity and the hard work of these volunteers.
- ◆ Employees participate in community service projects that meet community needs and promote goodwill.
- ◆ Employees invest their skills and time to have a positive impact on the community.



- ◆ Center where volunteers can contribute their time and talents following a disaster.
- ◆ Encourages partnerships among governmental agencies and non-governmental organizations for the most effective community-wide approach to disaster volunteer coordination.
- ◆ Ensures that utilization of the spontaneous volunteers is effective.

*Deployment of volunteers is based on the size and type of disaster.*

**GO THE EXTRA MILE**

Some of the best reasons to volunteer are the ones you may not have considered--the ones that make it worth your while to go that extra step.

**Volunteer Benefits:**

There are many benefits to volunteers if the position is a good match:

- Gain personal satisfaction by helping others.
- Acquire and exercise skills that can lead to new employment opportunities.
- Learn firsthand about City government and services.
- Make a difference in someone's life.
- Know that you provide a valuable service to the community.
- Feel that you are an integral part of City government.

“Do more than required. What is the distance between someone who achieves their goal consistently and those who spend their loves and careers merely following? The extra mile.” -- Gary Ray Blair

**Business Centers Volunteer Activities**

**Public Services & Operations | 71%**

DEPARTMENT	Total #Vols	Total Hours Donated	Value
Customer Utility Billing	1	62	1,012
Environmental Waste	1,796	8,632	105,402
Libraries	385	16,937	240,494
Parks & Recreation	1,256	25,820	347,832
Plano Centre	86	3,372	30,464
Public Works	18	171	2,052
<b>Sub Totals</b>	<b>3,542</b>	<b>54,994</b>	<b>727,196</b>

**Public Safety & Technology | 16%**

DEPARTMENT	Total #Vols	Total Hours Donated	Value
Animal Shelter	29	2748	32,982
Environmental Health	4	197	2,940
Fire	47	4,428	70,780
Police	92	3,724	56,812
Print Shop	2	223	2,724
PTN	2	82	1,312
PSC	8	24	288
<b>Sub Totals</b>	<b>184</b>	<b>11,426</b>	<b>167,838</b>

**Development | 5%**

DEPARTMENT	Total #Vols	Total Hours Donated	Value
Building Inspection	5	672	8,110
Engineering	6	491	6,560
Property Standards	250	2,591	31,092
<b>Sub Total</b>	<b>261</b>	<b>3,754</b>	<b>45,762</b>

**Administration | 8%**

DEPARTMENT	Total #Vols	Total Hours Donated	Value
City Secretary	1	110	1,752
City Managers Office	4	915	14,300
Municipal Court	994	4,563	61,108
<b>Sub Totals</b>	<b>999</b>	<b>5,588</b>	<b>77,160</b>

**Totals:**

**4986 volunteers    75,762 hours    \$1,017,956 value**

**PARKS & RECREATION**

**25,820 Hours donated**  
**\$347,832 Value of Contribution**

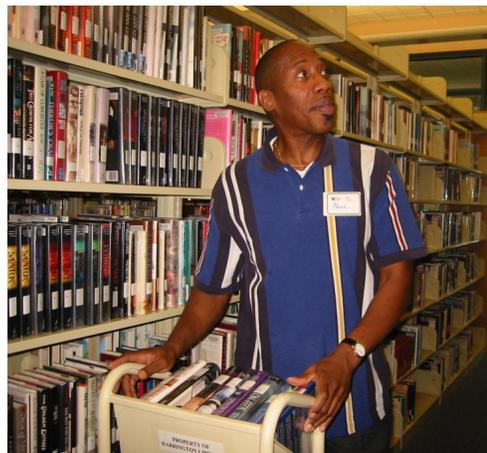
- ◆ **Plano Senior Center** - 170 volunteers serve in a multitude of settings; monthly they greet 300-400 seniors and serve over 1,000 lunches. Annually they teach 275 computer classes, knit and donate 1085 blankets and 1022 caps to hospitals and clinics, and assist with social, fitness and educational programs.
- ◆ **Therapeutic Recreation** - 606 volunteers help those with special needs enjoy programs such as Kids Night Out, First Friday Friends, Break Out, Fun Bunch Bowlers, Saturday Friends, Drum Circle Games, and Art Montage.
- ◆ **Douglass Community Center** - 32 volunteers help children enjoy the gym and play games, teach classes, tutor, coach sports, mentor elementary school kids, assist with camp programs and field trips.
- ◆ **Interurban Railroad Museum** - 7 volunteers serve as docents and tour guides to those interested in learning about the history of the museum. Others interview and record the lives of seniors who lived and worked in Plano their entire lives.
- ◆ **Park Clean-ups and Special Events** - 459 people from business, scout groups and various organizations participated in area park clean-ups, tree inventories, building various amenities.
- ◆ **Volunteer Resources Group** - 22 volunteers helped by assisting with accounting, filing, emergency preparedness, events, photography, and other assignments.

**LIBRARY PROGRAMS**

**16,937 Hours Donated**

**\$240,494 Value**

- ◆ **Literacy for Life** - 106 volunteers help adults with one-on-one tutoring to become productive members of the community by helping them to build their literacy skills and self esteem. The program serves non-readers, poor readers, and immigrants who are struggling to read and comprehend the English language.
- ◆ **Small Talk** - 18 facilitators promote cultural exchange and communication among small groups of non-native English speaking people to practice skills and gain confidence in communicating.
- ◆ **Homework Center** - 125 volunteers provide knowledge and guidance through after school academic assistance to children in grades 1-8. The program places trained high school and senior high school students with students needing assistance three days a week. This is a valuable gift to young people!
- ◆ **Genealogy** - 18 people put their research skills to good use by helping individuals research their ancestors.
- ◆ **Page/Adopt-a-Shelf** - volunteers who enjoy shelving books and helping librarians check shelves for accuracy.
- ◆ **Library Links with Seniors** - 7 volunteers lead book discussions, present dramatic readings, or introduce books to seniors in assisted living homes and day-care centers and watch them smile.
- ◆ **Super Sorters** - 19 volunteers help sort, label and box up donated books for our Annual Book Sale.
- ◆ **Technical Services** — 12 volunteers help with mending, cataloging and wrapping books.



## Workplace C.A.R.E.S

Each year City employees participate in the service projects and programs which focus on helping schoolchildren in local communities, families in need, and agencies in our community.



**C.A.R.E.S.** is an employee driven volunteer committee. The committee establishes program goals to align with the organizations' business goals, identifies community needs, recruits and places volunteers. Employees have an opportunity to participate in ten volunteer programs through the City, including School Mentoring, Adopt an Angel, Job Shadowing, Success Closet, and Canned Food Drive, Salvation Army Bell Ringers, and School Supply Drive.

**City of Plano  
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EVRC/Homeland Security initiatives have placed an increased emphasis on the value of the City's community volunteer base.

In December 2004 the EVRC volunteers participated in a Full-Scale Emergency Exercise coordinated through the Texas Department of Emergency Management and the Texas Engineering Extension Service. Working with the City's public safety agencies, and networking through regional volunteer agencies, we accomplished our goal, which was to adequately test the system, our organization's resources and reactions under stress.

