

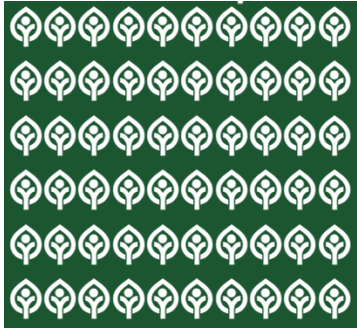


# Volunteer Services Update

Lynne Lisner,  
Director of Volunteer  
Services



# 2018 YEAR-IN-REVIEW



**5,737**  
VOLUNTEER  
S



**131,973**  
HOURS



**19**  
PUBLIC INFO  
SESSIONS



**800+**  
PICNIC  
ATTENDEES



**1**  
NEW DATABASE



**60+**  
STAFF  
COORDINATORS

# VOLUNTEER NUMBERS



Cleveland Metroparks®  
**Volunteer**Services

	2017	2018	% increase
<b>Total Volunteers</b>	<b>4,587</b>	<b>5,737</b>	<b>+25%</b>
<b>Total Hours</b>	<b>124,632</b>	<b>131,973</b>	<b>+6%</b>
<b>Long-term Volunteers</b>	<b>1,520</b>	<b>1,687</b>	<b>+11%</b>
<b>Long-term Hours</b>	<b>108,892</b>	<b>110,890</b>	<b>+2%</b>
<b>Group/Episodic Volunteers</b>	<b>3,067</b>	<b>4,050</b>	<b>+32%</b>
<b>Group/Episodic Hours</b>	<b>15,740</b>	<b>21,083</b>	<b>+34%</b>

## VALUE OF VOLUNTEER TIME – INDEPENDENT SECTOR

### ESTIMATED NATIONAL VALUE

\$25.43/hour

### ESTIMATED STATE OF OHIO VALUE

\$24.05/hour

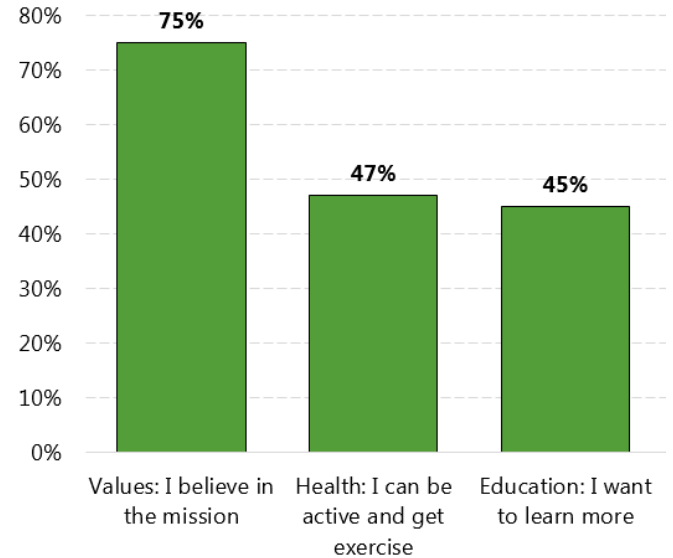
## ESTIMATED VALUE OF VOLUNTEER TIME FOR CLEVELAND METROPARKS

**\$3,173,951**

*Independent Sector bases the value of volunteer time on the hourly earnings provided by the Bureau of Labor Statistics for the national average. Independent Sector indexes this figure to determine state values and increases it by 12 percent to estimate for fringe benefits.*

## TOP 3 REASONS WHY VOLUNTEERS CHOOSE CLEVELAND METROPARKS:

- #1** Our Mission
- #2** Health/Exercise
- #3** Learn More



## 2019 VOLUNTEER ENGAGEMENT SURVEY

**88%**  
Agree

I would recommend  
Cleveland Metroparks to a  
friend as a place to volunteer.

**81%**  
Agree

I feel appreciated for my  
volunteer work.

**86%**  
Agree

I feel I am making a positive  
contribution to Cleveland  
Metroparks mission.

# PARK VOLUNTEER PROGRAMS

## STAFF

Lindsay Harris, Volunteer Manager  
Nikki Jason, Volunteer Specialist

## 2019 INITIATIVES

- Conducting staff needs assessment
- Focus on purposeful volunteer assignments
  - Volunteer Leadership Roles
  - Skilled Volunteer Assignments
  - Volunteer Certifications

## TRAIL AMBASSADORS PROGRAM

- 272 Volunteers
- 14,823 hours donated
- Guest interactions/Contacts: 88,417
- Guest Assists: 5,082
- Increase staff/volunteer engagement



# ZOO VOLUNTEER PROGRAM

## STAFF

James Bluher, Volunteer Manager  
Karie Hajek, Specialist

## ZOO VOLUNTEERS

- 595 Docent, Service & Teen Volunteers  
51,118 hours

## 2018/2019 INITIATIVES

- Extended recruitment season
- Additional training sessions (for new volunteers & mentors)
- Conducted focus group as part of the strategy to increase diversity
- Partnering with various departments w/in Zoo during strategic planning and accreditation process





# GROUPS & SERVICE PROJECTS

## STAFF

Kate Rivet, Volunteer Engagement Manager

## GROUPS/EPISODIC VOLUNTEERS

Volunteers: 4,050

Hours: 21,083

Companies/Orgs Engaged: 150

## 2019 INITIATIVES

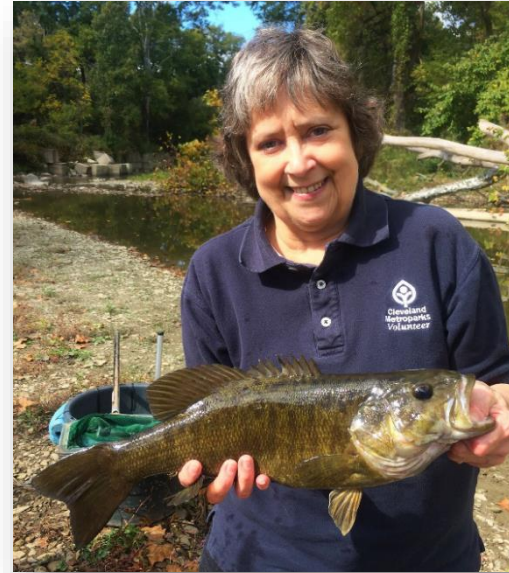
- Streamlining student service learning requests
- Ongoing plant pulls & clean ups



# VOLUNTEER INTRODUCTIONS

## KATHLEEN BRADLEY

- 27 years of service as a Cleveland Metroparks volunteer
- Rocky River Nature Center, WVP, Natural Resources, Group Leader for Volunteer Services
- Ohio Certified Volunteer Naturalist & Certified Watershed Steward



## ANN SNYDER

- 8 years of service as a Cleveland Metroparks Zoo volunteer
- Donated 719 hours in 2018
- Docent and dedicated Zoo Ambassador

