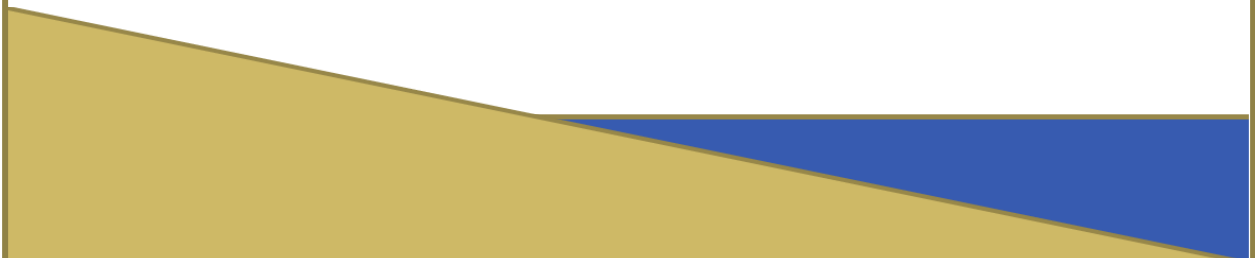




*Annual Statistics and Achievements  
Fiscal Year 2009 - 2010*



## OUR VISION

A community where every person is inspired and empowered to contribute to the work of local government.

## OUR MISSION

To maximize the full potential of volunteer service by:

- \* promoting awareness of opportunities for people to get involved
- \* fostering effective volunteer resource management
- \* documenting the scope and impact of volunteer engagement
- \* celebrating the contributions and spirit of volunteerism

## OUR VALUES

- \* Volunteers are critical members of the city workforce which supports and delivers municipal services.
- \* Every person has the potential to contribute volunteer service.
- \* Volunteer involvement is most effective when city leaders and employees have the capacity to manage and support this human resource.
- \* The value of volunteers is best measured by the impact and results of their service

## Achievements in Excellence Fiscal Year 2009/2010

Total Volunteers 17,982	Hours 1,378,314	Value \$19,028,644	FTE Equivalent 661	Avoided Real Estate Tax Rate <3.4¢
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Department	Volunteers	Hours	Value
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### Million Dollar

Emergency Medical Services	973	426,975	7,876,253
Sheriff's Office	1,446	506,414	5,013,062
Parks and Recreation	9,202	160,363	1,636,715

### Hundred Thousand Dollars

Aquarium & Historic Houses	1,309	96,675	972,085
Agriculture	1,251	44,133	862,285
Human Services	432	29,608	597,072
Public Libraries	973	31,920	381,640
Fire & VBCERT	235	16,662	322,411
Juvenile Court Service	252	8,885	270,300
Police	197	23,368	269,341
Mayor's Office	92	3,898	188,159
Convention & Visitor Bureau	716	9,046	191,944
Casa	69	6,347	115,454

### Youth Achievements

Youth	3,715	56,741	756,195
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## Virginia Aquarium Doing More With Less

The Virginia Aquarium and all departments in the City of Virginia Beach have been using Volgistics Volunteer Database since July, 2007. However, the Aquarium has also been using e-mail, and the two modules VicNet and VicTouch since the inception. This year, requested by Kathleen Reed, the Office of Volunteer Resources setup the “Schedule Opening” feature. The Aquarium tested the waters this summer and setup scheduling for their Dolphin Watch volunteers who use VicTouch and VicNet.



**VicTouch-** is an interactive on-site touch screen kiosk for volunteers.

**VicNet Volunteer Information Center** allows registered volunteers to post their service hours, check and set their schedules, receive messages, view their service history, and more from any internet connected computer.

With the **Scheduling Feature**, volunteers can check their schedules at the VicTouch station and VicNet. They can sign-up for vacant scheduling openings or remove themselves from the schedule.



See what we are doing on our **Go Green!** Program visit us at [www.vbgov.com/volunteer](http://www.vbgov.com/volunteer) and click on the **Go Green!** logo.

**Office of Volunteer Resources**  
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**Telephone: ((757) 385-4722**