



**BE THE SAFEST CITY IN VIRGINIA**  
 46,617 EMS calls of service  
 87% of ambulances staffed by volunteers

**910**  
 MEDICAL RESERVE CORP  
 VOLUNTEERS SUPPORTING  
 THE CITY DURING PANDEMIC

**REVITALIZE NEIGHBORHOODS + PLAN FOR THE FUTURE**  
 57 volunteers assisted the Virginia Aquarium in collecting 43,600 pounds of e-cyclables and 21,966 pounds of batteries and household hazardous waste during semi-annual e-cycle events

**94**  
 INDIVIDUALS LIVING ON THE STREET IDENTIFIED BY VOLUNTEERS DURING ANNUAL POINT-IN-TIME COUNT OF INDIVIDUALS EXPERIENCING HOMELESSNESS

**LEVERAGE DATA + TECHNOLOGY**  
**FOURTH**  
 YEAR SHARING VOLUNTEER STATISTICS IN VB OPEN DATA PORTAL

**BE AN INCLUSIVE + EMPOWERING COMMUNITY**  
 7 Mayor's Youth Leaders in Action teens planned and facilitated 4 Unity Week workshops  
 11 volunteers helped English learners practice language skills across 70 English Conversation Club sessions

**IMPROVE THE TRANSPORTATION SYSTEM**  
 31 bike racks sponsored and installed through private-public partnership Bike Buddies program initiated by VB Parks & Recreation Foundation and the Bikeways & Trails Advisory Committee

**BE A YEAR-ROUND DESTINATION**  
 27 new group volunteers started in FY 19-20

**22** PARTNER NON-GOVERNMENTAL ORGANIZATIONS AND  
**13** GOVERNMENT AGENCIES PARTICIPATED IN  
**8** HAMPTON ROADS COVID-19 COMMUNITY ASSISTANCE CALLS COORDINATED BY OFFICE OF VOLUNTEER RESOURCES

**MODERNIZE CITY ASSETS + IMPROVE INFRASTRUCTURE**  
 1,611 volunteers collected more than 15 tons of trash through adopt-a-programs and other targeted clean-ups

**START**  
**1,360**  
 NEW INDIVIDUAL VOLUNTEERS STARTED IN FY19-20

**MAINTAIN A FINANCIALLY SUSTAINABLE CITY**  
 410 citizens enrolled in Bank On classes taught by volunteers

**GROW THE LOCAL ECONOMY**  
 104 customers received career coaching from library volunteers



# FY 19-20 VOLUNTEER DATA BY DEPARTMENT

| Department                                    | Hours             | Hours Value*        | Hours FTE     | Volunteer Count |
|---|-------------------|---------------------|---------------|-----------------|
| Agriculture                                   | 21,222.68         | \$577,257           | 10.2          | 1,235           |
| Budget & Management Services                  | 72.25             | \$1,965             | 0.03          | 8               |
| City Attorney                                 | 569               | \$15,477            | 0.27          | 3               |
| City Auditor                                  | 12                | \$326               | 0.01          | 3               |
| City Clerk                                    | 1,533.5           | \$41,711            | 0.74          | 16              |
| City Manager's Office                         | 1,777.42          | \$48,346            | 0.85          | 69              |
| Commonwealth's Attorney                       | 3,394.5           | \$92,330            | 1.63          | 20              |
| Communications Office                         | 280               | \$7,616             | 0.13          | 3               |
| Convention & Visitors Bureau                  | 662               | \$18,006            | 0.32          | 58              |
| Courts  | 7,032.27          | \$191,278           | 3.38          | 92              |
| Cultural Affairs                              | 15,915.5          | \$432,902           | 7.65          | 243             |
| Economic Development                          | 2,439.23          | \$66,347            | 1.17          | 184             |
| Emergency Communications & Citizen Services   | 143.45            | \$3,902             | 0.07          | 1               |
| Emergency Management                          | 5,831.5           | \$158,617           | 2.8           | 173             |
| Emergency Medical Services                    | 374,472.75        | \$10,185,659        | 180.03        | 1,195           |
| Finance                                       | 783               | \$21,298            | 0.38          | 17              |
| Fire  | 15,569.03         | \$423,478           | 7.49          | 54              |
| History Museums                               | 1,305.92          | \$35,521            | 0.63          | 54              |
| Housing & Neighborhood Preservation           | 4,765.95          | \$129,634           | 2.29          | 339             |
| Human Resources                               | 3,162.08          | \$86,009            | 1.52          | 28              |
| Human Services                                | 8,289.18          | \$225,466           | 3.99          | 224             |
| Libraries                                     | 13,748.9          | \$373,970           | 6.61          | 731             |
| Parks & Recreation                            | 84,176            | \$2,289,587         | 40.47         | 3,390           |
| Planning & Community Development              | 2,201.7           | \$59,886            | 1.06          | 117             |
| Police  | 59,268.68         | \$1,612,108         | 28.49         | 407             |
| Public Health                                 | 10,460.73         | \$284,532           | 5.03          | 1,025           |
| Public Utilities                              | 140               | \$3,808             | 0.07          | 16              |
| Public Works                                  | 1,623.75          | \$44,166            | 0.78          | 555             |
| Sheriff's Office                              | 313,897.78        | \$8,538,020         | 150.91        | 735             |
| STiR Office                                   | 24.25             | \$660               | 0.01          | 6               |
| Virginia Aquarium                             | 41,293.55         | \$1,123,185         | 19.85         | 1,097           |
| <b>City of Virginia Beach<br/>Grand Total</b> | <b>996,068.55</b> | <b>\$27,093,065</b> | <b>478.86</b> | <b>11,892</b>   |

\*Values in this column are rounded

## OVERALL CITY OF VIRGINIA BEACH VOLUNTEER STATISTICS FOR FY 19-20

While the FY 19-20 Office of Volunteer Resources Annual Report covers 8 months of pre-pandemic service, it is impossible to present this document without acknowledging the unprecedented impacts COVID-19 had on the City of Virginia Beach volunteer program and those who serve.

The resiliency of the Volunteer Resource Managers and the dedication and flexibility of the volunteer workforce was remarkable. Though the City Council goals remained the same, the priorities pivoted to represent the needs of the unique circumstances and those we serve. Volunteers and nonprofit partners exhibited a compassionate and enthusiastic willingness to assist, proving once again how valuable and necessary volunteerism is to our city.

We are so grateful to the volunteers, city staff and community partners who continue to make a difference!

Visit [www.vbgov.com/volunteer](http://www.vbgov.com/volunteer) for more information.



**996,069**

Hours

**\$27,093,065**

Hours Value



**11,892**

Volunteers



**4.675 CENTS**

per \$100

of Assessed Value  
Real Estate Tax  
Rate Savings