



A Natural Beauty



Volunteer Tyler Newsletter

Exciting Things Are Happening!!

About 18 months ago, I was given the opportunity to participate in a leadership development program called the Tyler Apprenticeship Program. This program involved 24 city employees from various departments and various levels of responsibility with the City of Tyler.

We were divided up into three teams and were told to go off and think up ways to help the city save money, work more efficiently and better serve the people of Tyler.

Well, the group I was a part of thought that a program like the Tyler Police Department's Volunteer program was a great way to accomplish the goals set for our team. So, using the Volunteers In Policing as a model, we came up with a proposal to expand the use of volunteers into other city departments.

The proposal was accepted by the City Council!

Several departments that already have priceless volunteers contributing their time and talents are going to start working together to create new standardized methods for how volunteers are accounted for, recognized and used.

Current volunteers will see little to no outward change as this process continues. There will be some who will be asked to keep track of the number of hours they donate to the department where they work, but otherwise the changes will be transparent.

We're starting small by developing the program to include the Police Department and the Library. As we get the dings knocked out, we'll look at adding another department, then another and another and so on.

Once the program is on its feet, we will start working diligently at growing new volunteer opportunities right here in Tyler!

None of the leadership now in place will change, so if you've got your supervisor broken in, you won't have to worry about breaking in another.

I'm really excited about the possibilities for the future and looking forward to a new opportunity to make our great city even greater!!

Power To The Volunteers —

Gary Lynch, City of Tyler Volunteer Services Coordinator.

Volume 1, Issue 1

Fall 2009

Special points of interest:

• *Spotlight on Volunteers*

• *From the Director*

• *End of Fiscal Year Stats!*

Inside this issue:

Police Volunteers 2 Annual Report

Photo Gallery 3

Library Volunteers — A Historical Legacy

The Tyler Public Library, founded in 1899 by volunteers with the Tyler Federation of Women's Clubs, became a department of the City of Tyler in 1902.

Our Library has counted on the help of volunteers throughout its 110 year history.

Today, there are many volunteers carrying on that legacy through their work with used book sales, summer reading programs, showing films and videos and many

other areas.

One of the first departments to join in the city-wide effort to expand the use of the giving hearts of Tyler's citizens, the Library is already opening new areas of service.

Volunteers are needed to help as members of the Customer Assistance Team and Re-shelving Assistance Team.

The main duties for the Customer Assistance Team are to provide help to library visitors who are trying to (See LIBRARY on page 2)

End of Fiscal Year — Great Work VIPs!

(NOTE: This report focuses on the Police Department Volunteers.

Starting FY 09-10, we will be accounting for the efforts of volunteers throughout the City.)

The Fiscal Year 2008-2009 ended September 30th. After adding up the numbers, there was an average of 58 volunteers who donated their valuable time to the Police Department.

In the last 12 months, volunteers gave a total of 9,182 hours of service.

Countless records were filed and processed in Data Management, Crime Scene Unit and Alarms.

Hundreds of miles were driven by the folks in Vehicle Services.

In the community, volunteers were active in Traffic Safety, Citizens On Park Patrol and Disabled Parking Enforcement.

Thanks to the efforts of the Citi-

zens For Traffic Safety, the department sent out 104 letters to folks educating them on safe and unsafe driving practices that were observed by the volunteers.

Dozens of cases of graffiti, vandalism, storm damage and other unsafe conditions were reported and corrected thanks to our COPPS.

Volunteers issued 598 parking citations to vehicles illegally parked in disabled parking spaces. Volunteers teamed up to participate in many special events including child fingerprinting, HEAT/VIN etching and other department events.

At the East Texas State Fair, we extended the Seniors Needing Assistance Patrol (SNAP) and had volunteers patrolling the fairgrounds nearly every day. A special thanks to Tyler Golf Carts for the loan of the golf cart for the

SNAP program. As a result, volunteers were able to help seniors and disabled visitors in distress with a free bottle of water or a ride to their car.

Many of you like to know what kind of dollar value is assigned to the donations of our volunteers. The international organization Independent Sector researches and establishes the average value of volunteer time. For Texas that value is set at \$20.80 per hour. A little math applied to the number of hours shows a value of \$190,986.

Municipal Court says they get about a 70% collection rate from the tickets written by our VIPs. At \$253 each that comes to \$105,906. Added together, your efforts are valued at \$296,892.

Congratulations VIPs on another great year of service.

Your work does make a difference!

Library Volunteers Make a Difference Every Day in Every Way!

LIBRARY (cont'd from pg 1) locate books or other materials and use the library's many resources and to help the staff with keeping an eye out and an ear tuned to keeping the Library a family friendly place to visit.

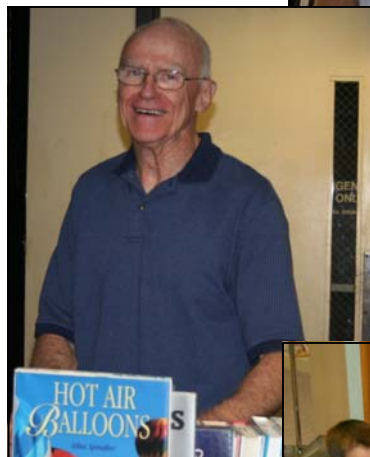
The Re-shelving Assistance Team will be tasked with helping put materials back in their proper places after visitors have used them and find homes for new acquisitions when they are ready for use.

Some of the other areas volunteers have been and may continue to be used include:

- Reception/Phones
- Processing materials for loan
- Book by mail for the homebound
- Public Computer Assistance

There are many rewarding special programs and projects that

the library will have in the coming year that will give everyone a meaningful way to help out and use their special skills.



Library Volunteers — (top right) Nick Sciarinni and Harriet Gilbert sort books for sale while (above) John Stieg gets books ready for shelving. Tyler Mayor Barbara Bass (right) gives some of her time by reading to some young Library visitors.

Police Department Volunteers Give Back



In the community — At Left, Volunteer Don Maly (in cap) helps Officer Shane Jasper prepare a “goody bag” for a young visitor at a recent back to school health fair. Below — Margie Colthurst (striped shirt) and Officer Ken Caudle talk to visitors at the Kids Day event. Below Left — Kathy Becker (seated) and Mary Miner (dark shirt) hand out child ID kits and tell parents about keeping their children safe at a recent event at Dillard’s.

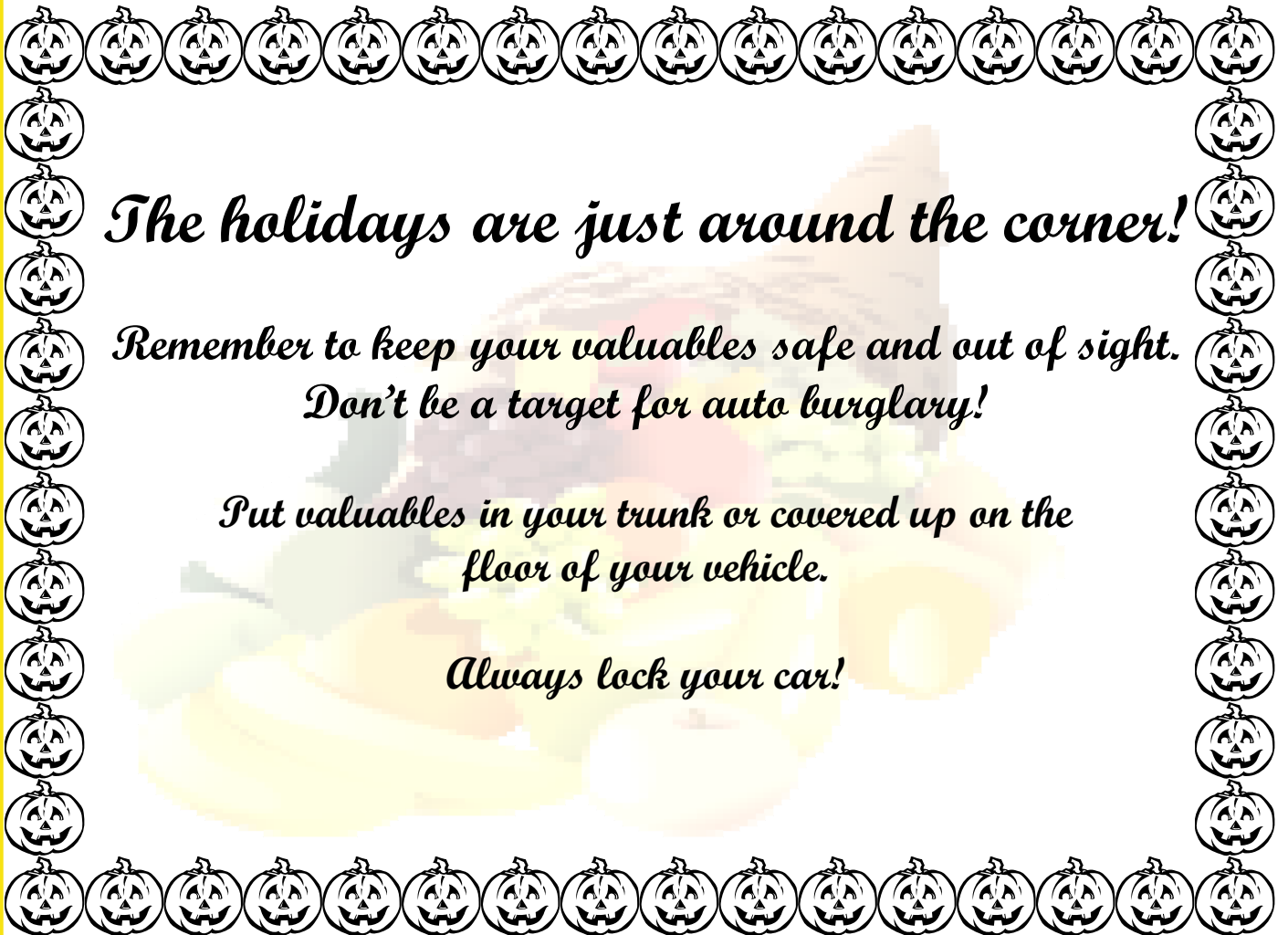


A learning experience — volunteers played “bad guys” for the recent Explorer Academy. Above Left — Robert Hughes (in shorts) gets “hooked up” as Explorers learn about traffic stops. Above — Robbie Campbell (kneeling) gets into the action after being taken out of a “suspicious vehicle.” Left — Judy Barlow (in truck) turns on the waterworks to give this young Explorer some real-life experiences when dealing with an upset driver.

Volunteer Tyler

City of Tyler
Volunteer Tyler
711 W. Ferguson
Tyler, Texas 75702

Phone: 903.531.1071
Fax: 903.531.1063
Email: glynch@tylertexas.com



The holidays are just around the corner!

*Remember to keep your valuables safe and out of sight.
Don't be a target for auto burglary!*

*Put valuables in your trunk or covered up on the
floor of your vehicle.*

Always lock your car!