



A Natural Beauty



Volunteer Tyler!

Semi Annual Report

VOLUNTEER TYLER — SEMI ANNUAL REPORT

Purpose

The purpose of this report is to provide an update on the progress of the Volunteer Tyler program and to demonstrate the program's effectiveness during the initial six months of operations.

Program development and growth are being kept under control during this first year in order to ensure the establishment of a solid foundation and to keep the program from overwhelming available resources. As part of this controlled development, the initial efforts of the Volunteer Tyler program have been limited to the formalization, development and expansion of volunteer opportunities at the Tyler Police Department, Tyler Public Library and Gallery Main Street.

Accomplishments

Several milestones have been reached during the first six months of the Volunteer Tyler program.

These include:

- ☑ Formalized guidelines written and approved;
- ☑ Creation of a two new volunteer opportunities at the Tyler Public Library;
- ☑ Creation of a new volunteer opportunity at Gallery Main Street;
- ☑ Conducting ongoing recruiting for newly created and existing volunteer opportunities; and,
- ☑ The creation of and maintenance of the new Volunteer Tyler web page at www.volunteert Tyler.com.



Library Volunteers Nick Sciarrini and Harriet Gil-

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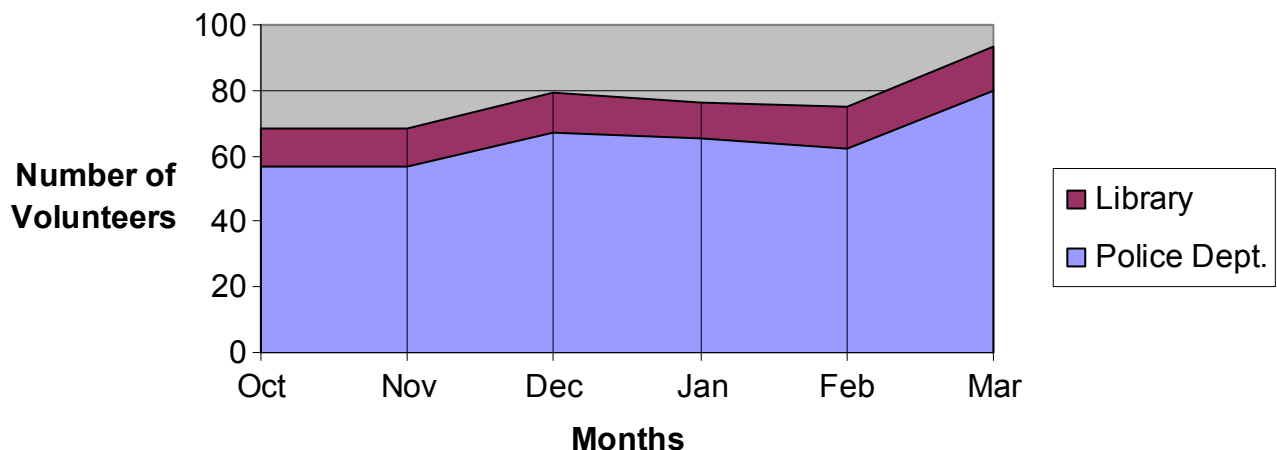
Volunteer Levels

The Tyler Police Department's Volunteers In Policing had a total of 58 ongoing volunteers at the beginning of Fiscal Year 08-09. The Tyler Public Library started the fiscal year with seven ongoing volunteers.

In the initial six months of the program, recruiting efforts and new program development has resulted in the addition of volunteers at the Library and Police Department. The Library has added volunteers to assist with customer service and re-shelving books. At the Police Department, the Community Response Unit started the Citizens On Patrol program.

At the end of March 2010, the Police Department reported a 28 per cent increase in the number of volunteers for a total of 80. The Library has realized a 46 per cent increase in the number of volunteers and shows a total of 13 volunteers as of March 31. Overall, the program realized a total of 28 volunteers which is a 30 per cent increase in the first six months of the Volunteer Tyler program.

Volunteer Tyler Expansion First Six Months FY 09-10



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How Volunteers Serve the City of Tyler

Volunteers serve the Police Department and Public Library in many areas. The following pages detail the many ways in which volunteers serve these two departments.

Police Department

| Area Served | Services Provided |
|---------------------------|---|
| Data Management | Performs clerical duties, filing, copying, purging and shredding records. |
| Alarms | Assist with mail outs and records management. |
| Major Crimes | Make follow-up calls, assists with retrieving and copying records. |
| Vehicle Services | Shuttling Police Department vehicles to maintenance facilities. |
| Chaplains | Deliver death notifications, spiritual guidance to officers and crime victims, officiates at ceremonies and services, assists negotiations. |
| North Substation | Receptionist and general clerical. |
| Volunteer Services Office | General clerical, volunteer uniforms, Bears On Patrol. |
| Disabled Parking | Issue citations for disabled parking violations. |
| Traffic Safety Observers | Report on unsafe drivers. |
| Citizens On Park Patrol | Report on park safety issues. |
| Special Projects | Perform specialized tasks such as GIS mapping, CAD updating, graphic arts, actors for training exercises, building and repairing equipment and recycling uniforms. |
| Citizens On Patrol | Eyes and Ears patrol of neighborhoods. |
| Special Events | Assist with community and department events such as HEAT/VIN registration, Child Safety/ID kits, handing out safety information, serving at department receptions, etc. |

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Summary of Police Department Volunteer Activity

| | NUMBER OF VOLUNTEERS REPORTING | TOTAL HOURS | TOTAL TICKETS | TRAFFIC SAFETY LETTERS |
|-----------------|--------------------------------|-------------|---------------|------------------------|
| OCT 2009 | 57 | 885 | 19 | 0 |
| NOV 2009 | 57 | 732 | 26 | 0 |
| DEC 2009 | 67* | 751 | 34 | 4 |
| JAN 2010 | 65 | 654 | 132 | 10 |
| FEB 2010 | 62 | 760 | 124 | 9 |
| MAR 2010 | 80† | 1049 | 128 | 7 |
| TOTALS | | 4831 | 463 | 30 |

*In December 2009, the Police Department added 10 new volunteers through the Disabled Parking Enforcement Program.

†In March of 2010, the Police Department Community Response Unit added 14 new volunteers through the Citizens On Patrol program.

Tyler Public Library Volunteers

| Area Served | Services Provided |
|-----------------------------|--|
| Customer Assistance Team | Assists Library visitors with locating materials and using resources. |
| Re-shelving Assistance Team | Re-shelve materials, maintains paperback collection. |
| Books By Mail | Processes requests by homebound Library patrons and packages for mail. |
| Book Sales | Organize and oversee the sale of books. |
| Inventory | Check shelves and resources to ensure accurate inventory records. |
| Special Projects | Help with community events and special presentations. |
| Donations | Screen and categorize materials donated to the Library. |

VOLUNTEER TYLER — SEMI ANNUAL REPORT**Summary of Library Volunteer Activity**

| | NUMBER OF VOLUNTEERS REPORTING | TOTAL HOURS |
|-----------------|---------------------------------------|--------------------|
| OCT 2009 | 11 | 101 |
| NOV 2009 | 11* | 213 |
| DEC 2009 | 12 | 199 |
| JAN 2010 | 11 | 160 |
| FEB 2010 | 12 | 160 |
| MAR 2010 | 13 [†] | 367 |
| TOTALS | | 1200 |

*In November, the Library had nine volunteers from UT Tyler's Rotaract organization working in a special program that are not included as ongoing volunteers. The hours donated by these volunteers are included in the total hours.

[†]In March, the Library had nine youth volunteers who donated time with a special project but are not included as ongoing volunteers. The hours donated by these volunteers are included in the total hours.

Summary of all Volunteers

| Month | TOTAL HRS |
|-----------------|------------------|
| OCT 2009 | 986 |
| NOV 2009 | 945 |
| DEC 2009 | 950 |
| JAN 2010 | 814 |
| FEB 2010 | 920 |
| MAR 2010 | 1416 |
| TOTALS | 6031 |