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Executive Summary

- Volunteer database increased 8% over last quarter. Database now contains 2,923 records.
- Website activity increased, recording an average of 51,568 hits per month, with an average of 4,985 pages viewed per month (12.4% increase in pages viewed).
- Team charter approved and signed by federal managers and IVP team.
- Volunteer orientation and training in 11 subject areas delivered to 80 volunteers.
- Recognition Banquet and Awards Ceremony recognized 180 volunteers.
- Volunteer event list revised for 2007.

Summary of Attachments

- Volunteer Information Center (VIC) survey results
- Media release and articles promoting the 2006 Volunteer Recognition Event
- Volunteer no-show rate analysis
- Volunteer recognition event program
- 2007 interagency volunteer events calendar

Collaboration with Interagency Team

The Interagency Volunteer Team (IVP) met several times during the quarter. Topics included volunteer recognition event planning and post evaluation, development of Standard Operating Procedures, Round 6 deliverables, and review and revision of volunteer orientation presentation and manual.

Volunteer Database

The Volgistics volunteer database is now populated with 2,923 records, an increase of 225 individuals over last quarter (see chart on page 2).
Volunteer Information Center
Testing and evaluation of a new Volgistics database feature, Volunteer Information Center (VIC), is complete. The feature allows select volunteers the ability to update their personal information, schedule themselves for an assigned task, and log volunteer hours. Twenty-eight volunteers participated in the pilot program designed by PLI Database Coordinator Chuck Williams. Fifteen of those volunteers responded to a survey released following the pilot period. These volunteers found VIC to be useful and easy to understand. All 15 logged their volunteer hours, and seven scheduled themselves for volunteer activities. Fourteen of the 15 indicated they would continue to use VIC (see attached).

Agency volunteer managers may realize increased productivity by providing select supervisors and volunteers the ability to access VIC. The BLM will continue to use this feature, and it may be used by other agencies, as determined by each agency.

Public Relations and Outreach
Public relations and outreach activities for the quarter include the following:

- IVP Project Manager Donna Grady met with Charlie Shrimplin, REI Outreach Coordinator, to discuss partnership and grant opportunities.
- Media release promoting the Annual Volunteer Recognition Event (see attached).
- Articles detailing the involvement of a UNLV senior capstone class in the planning of the November 4 volunteer recognition event are posted on the UNLV Public Lands Institute website, the UNLV Harrah College of Hotel Administration website, and published in UNLV’s student newspaper, The Rebel Yell (see attached copies). The website articles were written by PLI Marketing Specialist LaNelda Rolley.

Website
Website activity for this reporting period increased significantly, recording an average of 51,568 hits per month, with an average of 4,985 pages viewed per month (see chart on page 3). To
identify trends and continue to draw community volunteers and sponsors to the website, monthly tracking and monitoring of website activity continues.

![Website Activity Chart]

**Volunteer Recruitment, Recognition, and Training**

**Recruitment**
The IVP website, [www.getoutdoorsnevada.org](http://www.getoutdoorsnevada.org), in combination with the Volgistics volunteer database, continues to be a highly effective tool for recruiting and pre-registering volunteers needed for conservation events. As documented in the June 30 quarterly report, many volunteers register on the program website for an event but do not show on event day. An average 43% volunteer event no-show rate had previously been noted. To begin to understand potential reasons for this and reduce the no-show rate, the university undertook an analysis of event pre-registration lists, creating a baseline for long-term trend analysis. Results indicated that shortening the registration lead time for events may reduce the no-show rate. Other potential factors affecting the no-show rate are distance to event and weather, volunteer status (i.e., current or first-time volunteer).

To test this theory, in Fall 2006 the registration lead time for three National Public Lands Day events and one Make a Difference Day was reduced from several months to several weeks. Early analysis of National Public Lands Day events reflected an average 15% no-show rate, as reported in the September 30 quarterly report. Subsequent and final analysis conducted this quarter reflects a 30% average no-show rate, still a 13% reduction in no-shows (see attached). It does appear that shortening the lead time may be one method for reducing the no-show rate. We have now implemented a standard lead time of 4-6 weeks and will continue to monitor the statistics.

**Annual Recognition Ceremony**
The second annual Volunteer Recognition Awards Ceremony was held in Las Vegas on Saturday, November 4, at the Renaissance Hotel with 180 in attendance (see attached program). Project Manager Donna Grady worked with 15 undergraduate students in a senior capstone course in the College of Hotel Administration to plan the logistics for this event, and all 15 students and the instructor were on hand to participate in the event (see attached article). Feedback from volunteers and staff alike was positive.
Highlights of the event included a presentation of IVP program accomplishments by Volunteer Manager Nancy Bernard of the National Park Service; guest speaker Alan O’Neill, president of Outside Las Vegas; and awards to select community volunteers. Eighteen nominations were reviewed and rated by the Interagency Volunteer Team, with eight awardees subsequently selected. Five awards were presented in the following categories: Volunteer of the Year, Volunteer Service Award, Volunteer Group of the Year, Lifetime Achievement Award, and Volunteer Supervisor of the Year. Three special awards were presented in the following categories: Environmental Education and Outstanding Volunteer Leadership (see attached).

Training Schedule
Volunteer orientation and training was delivered throughout the quarter, with 80 volunteers participating. Training courses included First Aid/CPR, Defensive Driving, European Cultural Resources, Geology, Reptiles, Endangered Species and Spanish Trail, Astronomy, Winter Trails and Birds, and ATV training.

Several scheduled courses were cancelled due to low registration numbers. In an attempt to create a training schedule that interests volunteers and meets their needs, the interagency team is developing a questionnaire designed to glean volunteer input on training program content, class time, and location. Outreach and promotion efforts will also be reviewed, evaluated, and, if needed, modified to improve volunteers’ awareness of training opportunities available to them.

In the next quarter, Interagency Volunteer Orientation will be delivered again on February 7, 2007, at Lake Mead NRA Water Safety Center and February 10 at the Las Vegas Field Office. Planning for Spring training classes (May/June) will begin in January.

Volunteer Events

During the past quarter, Program Manager Donna Grad y collaborated with Friends of Red Rock Canyon to recruit on-line volunteers for Make a Difference Day in October 2007. The IVP Team also updated its 2007 event schedule (see attached).

LIST OF ATTACHMENTS

- Volunteer Information Center (VIC) survey results
- Media release and articles promoting 2006 Volunteer Recognition Event
- Volunteer no-show rate analysis
- Volunteer recognition event program
- 2007 interagency volunteer events calendar

Submitted by: Margaret N. Rees
Principal Investigator

Date: December 31, 2006
Volunteer Information Center (VIC) Survey Results
Volunteer Information Center (VIC)
Survey Results
(Survey accessed through the Internet)

1) Did you find the Volunteer Information Center useful?
   Yes (14)  No (1) – see comment under # 5

2) Was the website easy to access and understand?
   Yes (15)  No (0)

3) Did you use the website to schedule yourself for volunteer activities?
   Yes (7)  No (8) If yes, approximately how often? 2,2,4,2,5,5 times

4) Did you use the website to log volunteer hours?
   Yes (15)  No (0) If yes, approximately how often? 8,2,1,4,10,3,4,4,2 times

5) Will you continue to use this website?
   Yes (14)  No (1)

For “No” answer to questions 1 and 5: The main reason for discomfort is that volunteer could not see who else is scheduled for an assignment or event (such as Red Rock Day).

The following comments or suggestions were forwarded by email or written on the survey form. Response or explanation is shown as italic text inside parentheses ( ).

Volunteer job categories were confusing (when posting hours) – please add “contact me” category for jobs that are not shown. (NOTE: This can be done, see recommendations in the pilot summary report)

The idea is good. One point, as far as we are concerned, is that it does not allow a husband and wife to schedule themselves for the same duty (on ‘scheduled’ assignments such as the Information Desk, where only one position is open per time slot). We also encountered a glitch where our correctly entered password was not recognized, but then the screen changed and let us in. (NOTE: Have not been able to re-create this problem – it may have been a one-time network or website error).

The application does not allow volunteers to correct timesheet entries once entered. (NOTE: This function is not available at this time).

I did like the flexibility of using this system at my convenience. So often we volunteers forget to register our hours and, therefore, the hours get lost and not recorded.

VIC is really convenient!!

Didn’t use the VIC to schedule ourselves because we were planning to be out of town September and October. When we get back I will open it and see what is open for the rest of October and November’s schedule.

Wow, I love this! Wonderful selection.
Very slick website. You’ve done a great job putting this data in!! I added my June hours. I put the Keystone meeting under FORRC administration. I don't know if that's correct. Everything works well with my Mac and I changed my password.

Your instructions were spot on! This was one of the easiest databases I have ever had the privilege to access. Now "no one" can nag me about logging in my hours. It is something I easily neglected -- for shame.

I have my hours set up. Could you set one up for Dan? Use my e-mail address P.S. I really like the website.

I love the new web page for the volunteers!

The site is easy to use. In the profile section it mentions a comment box for the skills area that is not there. (NOTE: Since corrected).

All worked as good as gold.

I logged on to the VIC system and was able to update my profile, check the history log and sign up for additional information desk hours. The system seems pretty easy to navigate!

One question, and I may have overlooked this in the instructions. I do my hours by the month. Is it best to just add all the EE time and log it as a range from 6/1 - 6/30 or would it be better to show each day separately? (NOTE: Question addressed in revised instructions).

Is there a way with the system to delete messages when you are finished with them? (NOTE: Not at this time).
Program Publicity
PUBLIC LANDS VOLUNTEERS TO BE HONORED ON NOV. 4
EVENT THEME CHAMPIONS VOLUNTEERS AS GEMS FOR SAVING OUR NATURAL TREASURES

LAS VEGAS – More than 2,000 area residents volunteer often to assist federal land management agencies with preservation efforts on Southern Nevada’s public lands. On Saturday, November 4, 2006, approximately 200 of those volunteers will be recognized at the Second Annual Southern Nevada Interagency Volunteer Recognition Breakfast. The event will be held from 9:00 a.m. to 11:00 a.m. at the Renaissance Las Vegas Hotel.

The Bureau of Land Management, National Park Service, U.S. Fish & Wildlife Service, and the U.S. Forest Service are hosting the breakfast to recognize community members who have dedicated hundreds of hours to such volunteer efforts as picking up litter, repairing trails, and staffing visitor centers. The agencies also will present special awards to selected individuals and groups, including volunteer group of the year, volunteer of the year, lifetime achievement, and volunteer leadership.

The recognition breakfast is organized by the Southern Nevada Interagency Volunteer Program, which combines the volunteer efforts of the federal land management agencies into one program known as Get Outdoors Nevada. The program is funded by the Southern Nevada Public Land Management Act and managed by the UNLV Public Lands Institute. For the second consecutive year, the program recently was awarded a national Take Pride in America award for being the best federal volunteer program. For more information on the Interagency Volunteer Program, visit www.getoutdoorsnevada.org.

The Public Lands Institute was initiated in 2005 to work in collaboration with federal, state, and non-profit partners to create new knowledge, advance technology, improve education, and engage the community to enhance public lands stewardship. More information about the institute is available at http://publiclands.unlv.edu.

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UNLV is a doctoral-degree granting institution with more than 28,000 students and approximately 3,000 faculty and staff. More than 220 undergraduate, master's and doctoral degrees are offered. Founded in 1957, UNLV is located on more than 350 acres in dynamic Southern Nevada. The university is classified in the category of Research Universities (high research activity) by the Carnegie Foundation for the Advancement of Teaching.
When the UNLV Public Lands Institute (PLI) and the Southern Nevada Interagency Volunteer Program started making plans for an annual volunteer recognition event, talks soon led to involving students from UNLV’s William F. Harrah College of Hotel Administration in the event planning. A key component of PLI’s mission is to provide opportunities for faculty and students to contribute professional expertise to the institute’s programs. In PLI’s view, the College of Hotel Administration was a great resource to draw upon, since it has a well deserved reputation for providing its students with quality education in the classroom as well as real-life opportunities for practical experience.

The federal volunteer recognition event was created by the Bureau of Land Management, National Park Service, U.S. Fish & Wildlife Service, and the U.S. Forest Service to recognize community residents who have dedicated hundreds of volunteer hours to such efforts as repairing trails and picnic areas, removing litter, staffing visitor centers, and hosting campgrounds. The agencies also present special awards to selected individuals and groups.

In August 2006, at the suggestion of Tourism and Convention Administration Department Chair Patti Shock, PLI Director Nancy Flagg and Interagency Volunteer Program Manager Donna Grady met with Gael Hancock, a member of the college’s adjunct faculty. “Gael was immediately enthusiastic about using this event as a team exercise in her senior capstone course,” said Flagg. “We quickly realized the partnership would benefit both entities, with students being able to practice their event-planning skills while providing us with additional staffing.”

As the fall semester got underway, 15 undergraduate students in TCA 490 – Festival and Event Management began planning the Southern Nevada Interagency Volunteer Recognition Breakfast. The initial assignment called for the students to form two teams to develop competing proposals for the event, which was to be held Saturday, November 4, 2006. Each team was required to prepare and present a professional package using the theme “Our Volunteers are Gems.”

Team proposals were reviewed by the interagency team and PLI staff on September 15, 2006. “We were impressed with the students’ knowledge, creativity, and attention to detail,” said Interagency Volunteer Program Manager Donna Grady. “The ideal would have been to weave elements of both proposals into one, but we had committed to honoring each team’s concept as presented.” Grady explained that the second assignment called for all 15 students to work together to implement the winning team’s proposal. Over the next six weeks, the students held several planning meetings, finalized the invitations and program, and created decorations for the event.

On the morning of the event, the students moved into implementation mode at the Renaissance Las Vegas Hotel – arranging signage, checking the room set-up, making sure the audio/visual equipment was operational, decorating the room, and greeting guests. Tables were decorated with jewel-toned centerpieces containing photograph holders highlighting volunteers in action. When the doors opened, more than 200 community volunteers felt truly treasured as they joined federal land managers, volunteer coordinators, and invited guests to celebrate their contributions to Southern Nevada’s public lands.
“The student teams did a fantastic job, and we valued their assistance,” said Grady. As their final assignment in the course, the students provided a summary of the event along with suggestions for improvement. In particular, the class will provide recommendations on ways to improve the experience for students designing the 2007 program.

Senior capstone students work on table decorations for the event.

UNLV event planning students pose after staging a successful volunteer recognition breakfast. Joining them are IVP Program Manager Donna Grady (front left), Instructor Gael Hancock (front center), and PLI Graduate Assistant Tyra Jenkins (front right).
NEWS • HIGHLIGHTS • EVENTS

Student Event Planners Get Real World Experience
Posted: Wednesday, December 13, 2006

FROM THE CLASSROOM TO THE BALLROOM: UNLV EVENT PLANNING SENIORS GET REAL
by LaNelda Rolley, UNLV Public Lands Institute

When the UNLV Public Lands Institute (PLI) and the Southern Nevada Interagency Volunteer Program started making plans for an annual volunteer recognition event, talks soon led to involving students from UNLV’s William F. Harrah College of Hotel Administration in the event planning. A key component of PLI’s mission is to provide opportunities for faculty and students to contribute professional expertise to the institute’s programs. In PLI’s view, the College of Hotel Administration was a great resource to draw upon, since it has a well deserved reputation for providing its students with quality education in the classroom as well as real-life opportunities for practical experience.

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implement the winning team’s proposal. Over the next six weeks, the students held several planning meetings, finalized the invitations and program, and created decorations for the event.

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Seniors plan for real world
Working with UNLV’s Public Lands Institute, students throw banquet for PLI volunteers

By: Nur Kausar, News Editor

Hotel administration seniors got a taste of real world event planning experience when they assisted the Public Lands Institute with its second annual banquet Nov. 4. For the last two years, the PLI, in conjunction with four federal agencies, has been hosting a banquet for locals who have volunteered to clean up public lands or helped the agencies in other ways. These agencies include the National Park Service, Bureau of Land Management, U.S. Forest Service and U.S. Fish and Wildlife Service.

Fifteen students from the festival and event management senior capstone class offered under the tourism major were asked to help plan, decorate and work the 200-attendant banquet, for which they were also being graded. PLI director Nancy Flagg said the institute looks to undergraduate and graduate students involvement in projects for them to learn how to work with real clients in real-life situations even before they graduate.

This year, the students planned a brunch event held at the Renaissance Hotel with the theme, "Our Volunteers are Gems." Before deciding on a theme, the students split into two groups and came up with two proposals. The PLI and the federal agencies then had to choose between the two, and the winning proposal was implemented after the two teams combined.

"The clients were not just the PLI," Flagg said. "The students had to compromise and negotiate with these four agencies as well." Some of the planning, Flagg said, included making invitations, name tags, lining up a caterer, buying and using decorations and working the budget. Flagg did not have the exact amount for the budget available but said the money comes from the agencies selling federal land in Nevada. Most of the land in Nevada is owned by the federal government, she added, and explained that the agencies have been selling it since 1998 and putting the revenue in an account specifically for state purposes. She said a bill in Congress passed that allows money raised from the selling of federal land in the state to actually stay in the state. This money has been used to build parks, trails, visitor centers and expand the volunteer program. Those in the interagency volunteer program help to clean places such as Lake Mead, Mt. Charleston and Red Rock Canyon, among others.

According to its website, the PLI began in April 2004 when Dr. Peg Rees, associate vice president for research and outreach, learned the federal land management agencies in Clark County needed to create new partnerships to implement projects funded by the Southern Nevada Public Land Management Act. For more information on the volunteer program, students and faculty can visit publiclands.unlv.edu.

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Volunteer No-show Rate Analysis
Southern Nevada Interagency Volunteer Program
No Show Analysis, 2005-2006

The following is an analysis of the no-show rate for volunteers pre-registered for events on the getoutdoorsnevada.org website. The analysis includes data on 10 events held between October 2005 and October 2006. Analysis reflects a decreased no-show rate when event registration is opened closer to an event (4-6 weeks for 2006 National Public Lands Day events).

<table>
<thead>
<tr>
<th>EVENT</th>
<th>REGISTERED</th>
<th>ATTENDED</th>
<th>PERCENTAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Make a Difference Day (Red Rock) 2005</td>
<td>87</td>
<td>62</td>
<td>71%</td>
</tr>
<tr>
<td>World Environment Day (Red Rock ) 2005</td>
<td>47</td>
<td>40</td>
<td>85%</td>
</tr>
<tr>
<td>Sloan Canyon Clean Up (BLM) 2006</td>
<td>28</td>
<td>16</td>
<td>57%</td>
</tr>
<tr>
<td>Cold Creek (Forest Service) 2006</td>
<td>14</td>
<td>7</td>
<td>50%</td>
</tr>
<tr>
<td>Great American Clean Up (Park Svc) 2006</td>
<td>47</td>
<td>28</td>
<td>60%</td>
</tr>
<tr>
<td>Red Rock Day 2006</td>
<td>184</td>
<td>105</td>
<td>57%</td>
</tr>
<tr>
<td>National Trails Day (Forest Service) 2006</td>
<td>49</td>
<td>25</td>
<td>51%</td>
</tr>
<tr>
<td>National Public Lands Day (Red Rock ) 2006</td>
<td>67</td>
<td>48</td>
<td>70%</td>
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<tr>
<td>National Public Lands Day (Park Svc) 2006</td>
<td>94</td>
<td>66</td>
<td>70%</td>
</tr>
<tr>
<td>Make a Difference Day (Red Rock) 2006*</td>
<td>82</td>
<td>60</td>
<td>73%</td>
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<tr>
<td>(website sign-up)</td>
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<td></td>
</tr>
<tr>
<td>Make a Difference Day (Red Rock) 2006*</td>
<td>85</td>
<td>88</td>
<td>104%</td>
</tr>
<tr>
<td>(pre-event group sign-up)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* The overall attendance percentage (averaging website and group sign-ups) was 88%.

Analysis

There may be a relationship between how much time has passed between sign-up and the event date. Example: for 2005 World Environment Day there were only three weeks between the time registration opened and the event date.

A second factor may be distance to the event. Events at Cold Creek (Mount Charleston) and Moapa Wildlife Refuge have a larger percentage of no-shows. These areas are more remote from the greater Las Vegas Area.

The third factor may be the weather. Cold, heat, or rain will have an effect on last minute no-shows.

Based on 2006 Make a Difference Day, group sign-ups have a much better attendance rate (104%). Total by group:

- Travelocity: 21 registered, 24 attended (114%)
- Leadership Forum: 18 registered, 16 attended (89%)
- Stations Casino: 24 registered, 27 attended (113%)
- Bank of America: 22 registered, 21 attended (95%)
Volunteer Recognition Event
Program
Southern Nevada Interagency Volunteer Recognition Breakfast

Saturday, November 4, 2006

Our volunteers are gems.

Thank you for saving our natural treasures.

Southern Nevada Agency Partnership
Welcome/Introductions
Allison Brody, D.A., Conservation Education and Interpretation Strategy Program Manager, UNLV Public Lands Institute

Program Overview and Accomplishments
Nancy Bernard, Volunteer Program Manager, National Park Service

Guest Speaker
Alan O’Neill, Founder of the Southern Nevada Interagency Volunteer Program, Founder and President of the Outside Las Vegas Foundation, and active community volunteer

Awards Ceremony
Presented by the Federal Land Volunteer Coordinators and Land Managers

Volunteer Supervisor of the Year  David Hughey
Volunteer Service  Judy Orr
Volunteer Group of the Year  Lake Mead NRA Water Safety Patrol Program
Volunteer of the Year  Terry Conner
Lifetime Achievement  Emma Schliepp
Environmental Education  Norm Kresge
Volunteer Leadership  Sharon McKelvey
Volunteer Leadership  Shawn Goodchild

Closing
2007 Volunteer Events Calendar
<table>
<thead>
<tr>
<th>Date</th>
<th>Agency</th>
<th>Event Name</th>
<th>Time</th>
<th>Location</th>
<th>Nature of Event</th>
<th>Volunteers Needed</th>
<th>Agency Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>2/7 &amp; 10</td>
<td></td>
<td>Volunteer Orientation</td>
<td>9 a.m. – 3 p.m.</td>
<td>Field Office and Lake Mead NRA</td>
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<td>Grady</td>
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<td>NPS</td>
<td>Don’tTrash NV</td>
<td></td>
<td>Stewarts Point</td>
<td>Clean up</td>
<td></td>
<td>Bernard</td>
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<tr>
<td>SPRING</td>
<td>ALL</td>
<td>Volunteer Training</td>
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<td>Various</td>
<td>Training</td>
<td></td>
<td>Grady</td>
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<td>3/24</td>
<td>NPS</td>
<td>Great American Clean Up</td>
<td></td>
<td>Lake Mead NRA</td>
<td>Clean-Up</td>
<td></td>
<td>Bernard</td>
</tr>
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<td>Vol Rec Week</td>
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<td>Grady</td>
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<td>4/21</td>
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<td>Earth Day</td>
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<td>Red Rock Day</td>
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<td>Cribbs</td>
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<td>Nat'l Trails Day</td>
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<td>BLM Land</td>
<td>Clean Up</td>
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<td>Cribbs</td>
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<tr>
<td>6/2</td>
<td>USFS</td>
<td>Nat'l Trails Day</td>
<td></td>
<td>Spring Mountains NRA</td>
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<td>Sept</td>
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<td>NPLD Event(s)</td>
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<td></td>
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<td>Cribbs/Bernard</td>
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<tr>
<td>FALL</td>
<td>ALL</td>
<td>Volunteer Training</td>
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<td>Various</td>
<td>Various Training</td>
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<td>10/13 wk</td>
<td>USFWS</td>
<td>National Wildlife Refuge Week</td>
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<tr>
<td>10/20 or 11/3</td>
<td>ALL</td>
<td>Vol Rec Event</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Grady</td>
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<tr>
<td>10/27</td>
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<td>Make a Difference Day</td>
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