



## CITY MANAGER'S OFFICE

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### Public Safety Commission

#### Report on the Office of Emergency Management Volunteer Programs

##### Subject

Report on the Office of Emergency Management Volunteer Programs

##### Recommended Action

Receive a report from the City of Cupertino on the Office of Emergency Management (OEM) Volunteer activity, including Raising Emergency Awareness of Community Hazards (REACH), Block Leaders, Neighborhood Watch, and Cupertino Citizen Corps programs.

##### Reasons for Recommendation

Volunteers contributed 3,867 hours to the City in 2023. Based on the Bureau of Labor Statistics' average wage in San Jose for Community and Social Service work, this contribution represents a value of \$141,216.00. Participation was highest during winter when volunteers shared emergency messaging about extreme weather events. Volunteer participation for each of the programs affiliated with OEM is detailed in Attachment A. Volunteer programs include the following:

- **Block Leader Program**  
The Block Leader Program teaches residents how to get to know neighbors and organize activities so neighbors can more easily communicate. Block leaders receive updates on neighborhood activities and services and are vital links between City Hall and the neighborhoods.
- **Neighborhood Watch Program**  
Neighborhood Watch is a crime prevention program that enlists the active participation of residents in cooperation with law enforcement to reduce crime in their communities.
- **Citizen Corps Program**  
Cupertino Citizen Corps is a network of volunteer groups essential to the City's preparedness and resilience. This Program includes the Cupertino Amateur Radio Emergency Service (CARES), Cupertino Emergency Response Team (CERT), and the Medical Reserve Corps (MRC). Attachment B includes a detailed summary of Citizen Corps activities for 2023.
- **REACH Program (Raising Emergency Awareness of Community Hazards)**

The REACH program shares public messaging about extreme weather events with the community through all OEM registered volunteers. It provides the City and the community with a tool to amplify public safety information widely among residents, focusing on reaching vulnerable populations. Activity for the REACH program in 2023 is included in Attachment C.

#### Sustainability Impact

No sustainability impact.

#### Fiscal Impact

To affix a value to volunteer time, OEM looked for a way to consider the hourly wage volunteers would make as employees of the City. Volunteers contribute a broad scope of work that aligns most closely with the Community and Social Service category of work reported by the [Bureau of Labor Statistics \(BLS\)](#).<sup>1</sup> According to the BLS, the average hourly wage in San Jose for Community and Social Service work is \$38.51. This wage is multiplied by 2,667 hours worked by OEM volunteers in 2023, which yields \$148,901.00. This estimate does not account for the range of volunteer activities throughout the year, which may be valued above or below the BLS estimate. The estimate offers an initial measurement of the value of volunteer time to the city.

Estimated Value of Volunteer Time 2023		
Bureau of Labor Statistics Community and Social Service Work Hourly Wage in San Jose, 2022	City Office of Emergency Management Hours contributed by volunteers in 2023	Approximate cost savings based on BLS hourly wage estimate
\$38.51 x	2691.77 hrs (Citizen Corps)	=\$103,660.00
\$38.51 x	689.12 hrs (Block Leaders)	=\$26,538.00
\$38.51 x	485.68 (Neighborhood Watch)	=\$18,703.00
	Total 3866.57 hrs	=\$148,901.00

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Approved for Submission by Tom Chin, Emergency  
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#### Attachments:

A – Volunteer Programs Overview 2023 Report

B – Cupertino Citizen Corps 2023 Report

C – Raising Emergency Awareness of Community Hazards 2023 Report

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<sup>1</sup> [https://www.bls.gov/regions/west/news-release/occupationalemploymentandwages\\_sanjose.htm](https://www.bls.gov/regions/west/news-release/occupationalemploymentandwages_sanjose.htm)