

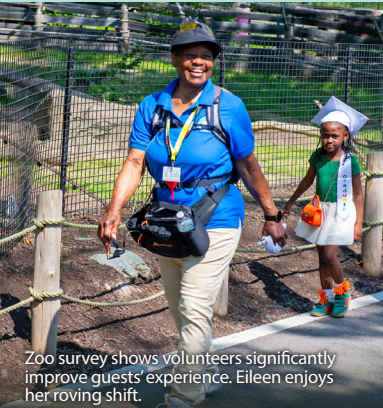
# Cleveland Metroparks®

# VOLUNTEER SERVICES 2024

# ANNUAL REPORT 24



Volunteers from Marsh McLennan Agency help restore the Huntington Beach ADA footbridge using ServeOhio grant funds.



Zoo survey shows volunteers significantly improve guests' experience. Eileen enjoys her roving shift.



Our annual volunteer appreciation event welcomed 800+ volunteers & guests.

2024 was a tremendous year for Cleveland Metroparks thanks to the collective impact of our volunteers. A total of 1,596 ongoing volunteers donated 107,634 hours across the Emerald Necklace, making a lasting impact on our parks, golf courses and Zoo. And over 5,508 group and episodic volunteers gave an additional 27,648 hours, furthering our mission and strengthening our communities.

In 2024, the Volunteer Services team recognized our volunteers by sharing their stories and highlighting their incredible accomplishments. The team continued our tradition of hosting our parkwide annual volunteer recognition event at the Zoo, welcoming 800+ volunteers and guests. We also upgraded our Volunteer Award Catalog to an online format, which allowed us to expand our offerings and improve the volunteer redemption process.

The collaborative efforts between volunteers and staff members earned national recognition in 2024. The Volunteer Recycling Program received the Outstanding Community/Government Program Award from the National Recycling Coalition. Volunteer Services also received the ServeOhio Make A Difference Day grant to help fund volunteer projects in South Chagrin and Huntington Reservations. Beyond our parks, golf courses and Zoo, our Employee Volunteer Program continued to grow, with 120 employees donating 471 hours to organizations throughout our community.

Every hour volunteers give, every project they take on, and every smile they share helps shape Cleveland Metroparks into the thriving, welcoming place it is today. We thank our volunteers for their dedication - we are excited to see what we accomplish together in 2025!



Thanks to donor support, the new Volunteer Recycling Center, in part from donors. Ohio & Erie Canal Reservation is ready for the 2025 season.

## 7,104 Volunteers

## Donated 135,282 Hours

### 2024 VOLUNTEER RECOGNITION

#### Top 10 Most Hours in 2024:

1. Judith Conner	731	6. Susan Krall	585
2. Darlene Glass	713	7. Jean Dockman	529
3. Robyn Smith	707	8. Cheryl Price Radford	527
4. James Drozda	681	9. Terry Radford	518
5. Freddie Shima	588	10. Janet Glaeser	510

#### Volunteer Career Milestones Reached in 2024

##### 35 Years of Service

Betsy Chen  
Linda Opaluch

##### 30 Years of Service

Theresa Ormandy

##### 25 Years of Service

Sandy Emery  
Linda Green  
Donna Hach  
Clay Knotek  
Cathy Korponic  
Beth Stickley  
Sherry Thaler

##### 20 Years of Service

John Felix  
Larry Flanagan  
Ellen Heraghty  
Marcia Karchmer  
Lesley Lake  
Dan McGovern  
Mari-Joan McGovern  
Peggy Schaffer  
Laura Williams

#### Lifetime Volunteer Hour Awards Achieved in 2024

##### 5,000 Hours

Joann Romick  
Lynda Warner

##### 2,500 Hours

Michael Hritz  
Clint Many  
Peggy Schaffer  
Ruth Scheib  
Rhyna Sensiba

##### 2,000 Hours

Steve Bedell  
James Drozda  
Carrie Hansen  
Theodore Janollari  
Lauren McAliley  
Jackie Perchinske  
Vivian Pierce  
Donald Rohde  
Douglas Stoessner  
Keith Turner  
Becky Walters

##### 1,500 Hours

David Bargetzi  
Sue Botos  
Joan Braun  
Audrey Goebel  
Laura Gorsky  
Gary Hasul  
Donald Jaworske  
Larry Koverman  
Pardis Lotfi-Fard  
Karen McKeenan  
Sam Pierce  
Linda Quast  
Marty Reynard  
Linda Shaw  
Robert Stratton

##### 1,000 Hours

Marsha Barnhard  
Barbara Bean  
Robert Bennett  
Cindy Burke  
Clark Button  
Beverly Chambers  
Joy Coleman  
Judith Conner  
Robert Conner  
Kay David  
Linda Elonen-Wright  
James Hallis  
Don Haney  
Margie Harler  
Marian Harmount  
Lee Hover  
Mark Kasmark  
Jerry Kolar  
Mary Ellen Koskey  
Lawrence Kus-chmeider  
David LeBrun  
Patty Lewis  
Bonnie Mancini  
Michelle Manzo  
David Marble  
Betty Markowski  
Eleanor Morawczyk  
Jack Nesser  
James Noga  
Karen Rohde  
Laurie Ross  
Scott Ross  
Tom Shamess  
Jodi Shankweiler  
Melvin Simmons  
Doreen Skinger  
Susan Sledz  
Dennis Stocum  
Patrick Tabeling  
Joseph Troha  
John Veverka  
Denise Wagner







Zoo volunteer engagement is at an all-time high as volunteers gather for a pre-shift meeting.

## Natural Resources

**1,113 Volunteers**  
**17,034 Hours**

	Volunteers	Hours
Lights Out Cleveland	78	3,469
Management & Research	929	6,302
NOWCorps	2	3,262
Watershed Volunteer Program	249	4,001



New & veteran Trail Ambassadors Peggy, Sandy, Chris, & Joy connect at a TA Meet-Up event in West Creek Reservation.

## Police

**15 Volunteers | 171 Hours**

## Zoo

**728 Volunteers**  
**50,386 Hours**

	Volunteers	Hours
Ambassadors,		
Docents & Events	466	42,099
Episodic & Zoo Crew	262	8,287



Kristine engages guests at the Mushroom Madness event at Look About Lodge in South Chagrin Reservation.

## Executive Office

**3 Volunteers | 32 Hours**

## Marketing

**48 Volunteers | 4,544 Hours**

	Volunteers	Hours
Events, Outreach & Engagement	16	49
Hinckley Lake Boathouse	2	166
Holiday Shop	13	173
Merchandise Assistant - OEC	5	99
North Chagrin Nature Shop	16	1,921
Rocky River Nature Shop	20	2,100
Wallace Lake Outside Attendant	2	36

## Legal

**3 Volunteers | 421 Hours**

## Outdoor Experiences

**754 Volunteers**  
**19,639 Hours**

	Volunteers	Hours
Archives	8	518
Brecksville Nature Center	117	2,011
CanalWay Center	138	2,151
Mobile Outreach	16	331
North Chagrin Nature Center	134	4,158
Outdoor Recreation	23	937
Rocky River Nature Center	145	4,501
Watershed Stewardship Center	214	4,294
Youth Outdoors	100	739

## Volunteer Services

**2,330 Volunteers**  
**22,292 Hours**

	Volunteers	Hours
Administrative & Training	285	428
Adopt-a-Beach	1,577	5,512
American Red Cross Instructor	5	48
Clean Team	268	3,695
National Mountain Bike Patrol	3	99
Recycling Program	25	430
Special Event	18	155
Trail Ambassadors	254	11,824
Volunteer Group Leaders	2	102

## Golf

**169 Volunteers | 9,935 Hours**

	Volunteers	Hours
Big Met	21	1,444
Ironwood	18	1,200
Little Met	2	361
Manakiki	19	1,157
Seneca	64	3,117
Shawnee Hills	8	357
Sleepy Hollow	29	1,013
Washington	18	1,288

## Park Operations

**2,792 Volunteers**  
**10,410 Hours**

	Volunteers	Hours
Acacia	25	49
Bedford	92	252
Big Creek	75	189
Bradley Woods	10	15
Brecksville	180	550
Brookside	86	180
Euclid Creek	416	952
Garfield Park	175	381
Hinckley	56	155
Huntington	385	1,027
Lakefront	177	303
Mill Stream Run	115	254
North Chagrin	38	172
Ohio & Erie Canal	263	548
Parkrun	46	1,411
Rocky River	208	446
South Chagrin	132	318
Washington	37	74
West Creek	65	123
Chalet	7	28
Trails Division	223	2,987

## Planning & Design

**41 Volunteers | 418 Hours**

The department volunteer totals represent the total number of unique volunteers coordinated within each department.

### Volunteer Services Mission

To promote community involvement through rewarding volunteer opportunities that support the needs and mission of Cleveland Metroparks.

### Volunteer Services Team

Lynne Lisner, Director  
James Bluher, Manager (Zoo)  
Emily Baar, Specialist (Zoo)

Molly Tarase, Engagement Manager  
Madison Howard, Manager (Parks)  
Gina Cantale, Specialist (Parks)