

Description: The Education and Community Engagement Department is privileged to have a large number of volunteers who enjoy introducing the joys of music to children of all ages as well as adults and volunteering together. Volunteers for Education and Community Engagement programs work in areas such as crafts prep day, Link Up prep day, Tiny Tots concerts, Family concerts, Sensory Friendly Concerts, First Concerts, the Young Composers Project, the Lullaby Project, young artist auditions, and other EDCE events requiring assistance.

**EDUCATION AND
COMMUNITY
ENGAGEMENT**
Shirley Jenkins
Coordinator

Committee Report

The EDCE Department is privileged to have a highly motivated and multitalented pool of volunteers who are willing to participate in any opportunities that come their way. I will briefly describe our activities as we are the most diverse volunteer group.

Crafts Preparation groups met prior to each preschool and elementary school concert to pre-cut and prepare the craft projects to be presented pre-concert. This group usually consisted of 3–5 volunteers who answered the request and was a wonderful multi-age opportunity because it could be completed while seated. Volunteers also enjoyed getting to know each other while cutting. We held 11 sessions before COVID-19 closures struck.

First Concert Series was a continuous monthly series that moved to Octave 9 and also enfolded the Sensory Friendly series. During pre-concert 2–3 volunteers assisted with helping children explore the featured instrument family and 2 helped children with the art project. One symphony musician was the featured guest who provided the concert. Two concerts were occurred on Saturday.

Tiny Tots (ages 0–5) concerts were sold-out for this year. 15–17 volunteers provided a series of pre-concert activities such as: art, world percussion instrument play, drum circle, storytelling and symphony instrument exploration. We have a number of volunteers who play instruments and teach or taught music who enjoy sharing, as well as our other volunteers. One concert occurred on Friday and three on Saturday. Tiny Tots concerts were held in October, December and February.

Family Concerts (ages 6–12) occurred in October, December and February. Volunteers provided 8 or more helpers for pre-concert art projects as requested.

Community Youth Chorus of high school students from the Seattle area was organized by Amy Heald. Volunteers assisted to putting together music notebooks and guiding students to their rehearsal area for their first meeting.

Northwest Center Community Composition Project: one volunteer assisted Jeremy Jolley for each of the sessions in the project.

Community Concerts are a favorite of many of our volunteers. In February concerts, each utilizing 3 volunteers, occurred at Ingraham High School, IKEA Lobby and City Hall in downtown Seattle. Volunteers welcomed guests, distributed programs and answered questions.

The EDCE team had so many important concerts coming up in the spring such as Link UP, the Young Composer Composition Project, Beethoven Festival, Lullaby Project etc. that all SO important and well as completing our many series.

One of our final acts before COVID-19 closures was to sadly say goodbye to Laura Reynolds who we all adore and wish her well on her new endeavor. Her leadership and belief in volunteers was instrumental in inspiring each of us to have the courage to contribute our best selves into forming the strong team for which our department is known.

Our goal, as we gradually get back together, needs to be to keep the strong feeling of warm fellowship and caring our department is known for as we support the symphony and its education goals any way we can. We want the families we serve to love music as much as we do.

Auditions
Bonnie Seelinger
Coordinator

Description: Volunteers assist with greeting those who are auditioning, responding to requests during the audition process, providing transportation when necessary and assisting the orchestra management with requests to make the process run smoothly.

Committee Report

During the 2019–2020 season, only one audition was held. Six volunteers assisted with the viola auditions from February 8-10.

The Auditions team feels very fortunate to have a great group of volunteers who are always willing to fill the need.

VOLUNTEER
USHERS
Richard Mori
Coordinator

Description: The Volunteer Usher program provides volunteers for all Seattle Symphony concerts. The volunteer ushers are partnered with a Symphony paid usher with the goal of helping to ensure an enjoyable concert experience for all Symphony patrons. Usher responsibilities include offering each patron a program, assistance in identifying and directing patrons to their seat, supporting their paid usher partner, and answering patron questions.

The 2019–20 season was a very challenging one for the Seattle Symphony and the volunteer ushers. Instead of the anticipated 142 concerts, COVID-19 shortened our season to 81 concerts with an associated 814 volunteer usher shifts, equating to approximately 3,256 volunteer hours. We ended this abbreviated season with a total of 241 ushers. While this is down 9 ushers from where we ended last season, there were 21 potential ushers awaiting to attend Usher Orientations, which were cancelled due to COVID-19.

Our planned process improvement for next year will be to offer additional training to help ushers read tickets more accurately, with an emphasis on electronic tickets (cell phone) and tickets from 3rd party vendors. Our plan is to partner with Keith Godfrey and the professional ushers to create a review class and to post a YouTube video that ushers can view at their leisure.

Here is a breakdown of our volunteer ushers, by the numbers:

- 76% are Female, 24% are Male
- Ages range from 21 to 91
- Average age is 61,
- 79% are 50 or older
- Years of service range from less than a year to over 20 years
- 67% joined the SSV within the last 4 years, and ushered 71% of the concerts
- 24% have been members of the SSV less than 1 year

To serve as a volunteer usher, an individual must have completed their interview with Membership and been recommend as an usher, be an Active SSV member in good standing, and have attend an Usher Orientation led by Keith Godfrey, Benaroya Hall House Manager. Usher Orientations, which last around 3 hours, are held every 1 to 2 months, based on the number of ushers pending orientation.

We look forward to the re-opening of Benaroya Hall when we can put on our vests, take our stations, and welcome our patrons back to the exciting concerts by our world class orchestra!

ARTIST AIDES Carole Rush Coordinator

Description: Artist Aides provide transportation for the artistic guests of the Seattle Symphony, quite often being the initial in-person contact for the Symphony's visitors. During the artist's stay in Seattle, the Artist Aide may drive him or her to and from rehearsals; performances or other events connected to their appearance with Symphony. Artist Aides pick up and take the artist to the airport for their departing flights.

Committee Report

Artist Aides represented the Seattle Symphony from September through early March when the program was put on hold in response to the pandemic changes. Four new Artist Aides joined the other 23 Artist Aides as the season began. At the time the program was suspended, 25 volunteers continued to welcome the Seattle Symphony guests at the airport and to provide transportation as needed during their visits in Seattle. The accomplishments through the truncated season were as follows:

- 484 guests supported during their Seattle stays for
- 41 concert series or special events
- 484 hours donated in
- 178 drives, totaling
- ~7,600 miles plus
- ~\$470 parking fee donations

The resulting monetary equivalent contribution to Seattle Symphony, based on data from WA state and IRS was ~\$16,900.

The 25-year-old Artist Aide program is currently suspended. Artist Aide future plans depend on the Seattle Symphony's future plans to provide the greatest safety for the Seattle Symphony guests and volunteers. Each person is eager to return to support this program again when needed.

DOCENTS
Gaile Gray
Coordinator

Description: The Docent Program provides guided tours of Benaroya Hall on a regular basis. Each docent is oriented to Benaroya Hall and trained in the presentation of the basic information as well as answering questions the tour participants may have.

Committee Report

2019-2020 Tour Dates

- October 14, 2019
- November 12, 2019
- January 13, 2020
- February 11, 2020 – 2 tours: 1 public, 1 private
- Cancelled Tours:
 - March: public tour
 - April: public tour, private tour
 - Summer 2020: As many as 6 public tours during the summer months

Guests

- We hosted guests from as far away as South Korea, Poland, Japan, and Russia, and as near Seattle and Burien
- Total guests in this year's abbreviated tour schedule numbered approximately 100

Tour Schedule Procedure (refined in Fall 2019)

- Schedule public tours approximately 2 months in advance of tour date.
 - This timeframe will reduce the possibility of a conflict with building use
- Open [website reservation page](#) as soon as public tour date is approved.
- Review private group tour requests with at least 60 days' notice to ascertain building and docent availability.
- Schedule a docent or docents for each tour.
- Communicate guest numbers and any special needs or requests to scheduled docent several days before the tour.

Docent Team:

- Susan Amante
- Paul Brott
- Gaile Gray
- Carmen Spofford
- Carole Sykes

Docent Team Retirements

- Claudia Crawford
- Hans Orth

Docents will work with BHMC and SSO staff to resume tours when health policies, building accessibility, and volunteer availability allow us to do so.

MEMBERSHIP
Susan Amante
Coordinator

Description: Each applicant, using our online application process, is contacted by one of the Membership Committee volunteers, to determine the best way in which his or her talents can be utilized by the Symphony. In most cases, volunteers are interviewed by a member of the committee, and then referred to the

appropriate committee coordinator

Committee Report

We ended the season with a reduction in volunteer force which in normal times would have been replaced with entry of new volunteers.

Season	#New Volunteers	#Volunteers at Season’s End	#Applicants interview process on-hold
2019 - 2020	39	357	22
2018 - 2019	92	427	

Seattle Symphony Volunteer Workforce Demographics:

	Male	Female	Total
Total Volunteers	22%	78%	100%
Age Group:			
18 - 24	1%	2%	3%
25 - 34	2%	8%	10%
35 - 44	1%	7%	8%
45 - 54	2%	5%	7%
55 - 64	3%	11%	14%
65 - 74	8%	22%	30%
75 - 84	3%	12%	15%
85 - 94	2%	4%	6%
Age Not Available	1%	8%	9%

Hours of service provided by active volunteer workforce to support the Seattle Symphony — Life Hours and Season YTD Hours. Service hours were significantly reduced due to

Seattle Symphony Volunteer Detailed Annual Report 2019–2020

the closure of the Benaroya Hall as a result of the pandemic Stay Home/Stay Healthy mandate by the State.

Number of Years of Volunteer Service	Number of Volunteers	Life Hours	YTD Hours
0 - 5 years	220	17,652.37	3,371.75
>5 - 10 years	88	21,987.45	1,386.92
>10 - 15 years	11	3,807.98	262.30
>15 - 20 years	9	1,153.25	36.75
>=20 years	29	3,735.59	195.00

Demographic s:				
Gender	Male	78	22%	
	Female	279	78%	
	Total Records	357		

Dues Type:	Count		Count	Est. Dues Revenue
Contributing \$50	30			\$1,500
Senior \$15	170			\$2,550
Standard \$30	115			\$3,450
Student \$15	19			\$285
Waiver \$0-	23	Lifetime Member (dues waived)	11	\$0
Total Records	357			\$7,785

Member Type	Contributing \$50		Senior \$15		Standard \$30		Student \$15		Waiver		Total	Waiver/Lifetime	
	M	F	M	F	M	F	M	F	M	F		M	F
Age Group													
18 - 24	0	0	0	0	1	3	1	3	0	0	8	0	0
25 - 34	0	0	0	0	6	23	1	5	0	0	35	0	0
35 - 44	1	0	0	1	1	18	0	5	1	0	27	0	0
45 - 54	0	4	0	1	6	10	0	2	0	0	23	0	0
55 - 64	0	6	4	10	7	25	0	0	0	0	52	0	0
65 - 74	0	1	25	72	4	7	0	0	0	0	109	0	0
75 - 84	3	5	6	32	1	2	0	1	0	2	52	0	1
85 - 94	1	4	5	7	0	0	0	0	0	2	19	0	0

Seattle Symphony Volunteer Detailed Annual Report 2019–2020

95+over	0	1	0	0	0	0	0	0	0	0	1	0	0
N/A	2	2	2	5	0	1	0	1	0	18	31	0	10
Totals	7	23	42	128	26	89	2	17	1	22	357	0	11

		#	M	F	Life Hours Male Age Group	Life Hours Female Age Group	Life Hours M/F by Age Group - Totals	YTD Hours Male Age Group	YTD Hours Female Age Group	YTD Hours M/F by Age Group - Totals
Age Groups	18 - 24	8	2	6	24.00	108.75	132.75	24.00	67.50	91.50
	25 - 34	35	7	28	827.67	822.90	1,650.57	20.00	138.00	158.00
	35 - 44	27	3	24	78.50	2,556.92	2,635.42	4.00	126.50	130.50
	45 - 54	23	6	17	278.59	1,412.50	1,691.09	72.25	244.75	317.00
	55 - 64	52	11	41	1,583.61	5,243.34	6,826.95	142.50	690.50	833.00
	65 - 74	109	29	80	3,944.49	13,814.42	17,758.91	445.75	1,966.42	2,412.17
	75 - 84	52	10	42	2,562.09	7,707.33	10,269.42	179.50	840.55	1,020.05
	85 - 94	19	6	13	437.34	3,108.71	3,546.05	12.00	130.75	142.75
	95 and over	1	0	1	0.00	0.00	0.00	0.00	0.00	0.00
	No Response	31	4	27	731.23	3,094.25	3,825.48	32.00	115.75	147.75
	Total Records	357	78	252	10,467.52	37,869.12	48,336.64	932.00	4,320.72	5,252.72

Number of Yrs of Service	# Vol	Life Hours	Life Hours Male *	Life Hours Female *	Life Hrs Totals	YTD Hours (Sep2019-Feb2020; Covid-19 shutdown begin March)	YTD Hours Male	YTD Hours Female
0 - 5 years	220	17,652.37	4,065.36	13,587.01	17,652.37	3,371.75	507.75	2,864.00
>5 - 10 years	88	21,987.45	5,068.74	16,918.71	21,987.45	1,386.92	367.00	1,019.92
>10 - 15 years	11	3,807.98	606.42	3,201.56	3,807.98	262.30	43.75	218.55
>15 - 20 years	9	1,153.25	584.75	568.5	1,153.25	36.75	8.00	28.75
>= 20 years	29	3,735.59	142.25	3,593.34	3,735.59	195.00	5.50	189.50
Total Records	357	48,336.64	10,467.52	37,869.12	48,336.64	5,252.72	932.00	4,320.72

Seattle Symphony Volunteer Detailed Annual Report 2019–2020

By Percentage		Count	M	F	Life Hours Male	Life Hours Female	Life Hours Total	YTD Hours Male By Age Group	YTD Hours Female By Age Group	YTD Hours By Age Group Totals
Age Groups	18 - 24	2%	1%	2%	24.00	108.75	132.75	24.00	67.50	91.50
	25 - 34	10%	2%	8%	169.00	1,481.57	1,650.57	17.75	140.25	158.00
	35 - 44	8%	1%	7%	1,311.58	1,323.84	2,635.42	21.25	109.25	130.50
	45 - 54	6%	2%	5%	34.75	1,656.34	1,691.09	17.25	299.75	317.00
	55 - 64	15%	3%	11%	1,419.29	5,407.66	6,826.95	149.50	683.50	833.00
	65 - 74	31%	8%	22%	4,910.07	12,848.84	17,758.91	511.75	1,900.42	2,412.17
	75 - 84	15%	3%	12%	2,562.09	7,707.33	10,269.42	179.50	840.55	1,020.05
	85 - 94	5%	2%	4%	0.00	0.00	0.00	0.00	0.00	0.00
	> 95	0%	0%	0%	0.00	0.00	0.00	0.00	0.00	0.00
	No Response	9%	1%	8%	486.42	3,339.06	3,825.48	14.00	133.75	147.75
	Total	100%	22%	71%	10,917.20	33,873.39	44,790.59	935.00	4,174.97	5,109.97

NOTE: Life Hours only reflect the hours recorded since early 2014 when the Volgistics database was installed.

The age group 55–84 are the most active volunteers providing 33% of total hours in the first 10 years of service.

Objectives for 2020–2021:

- Conscious effort to retain and gain of new volunteer members. Members are important in the continuous service support to the Symphony as well as revenue source for fund to the Seattle Symphony Annual Contribution.
- Continue to enhance interview/orientation processes to energize enthusiastic support of the Seattle Symphony in its myriad of community efforts.
- Continuous revision to the Volunteer Manual to better support members—clarity in the expectations and processes.

**VOLUNTEER
OFFICE**
Diane Gray
Coordinator

- o **Description:** The Volunteer Office responds to inbound communications, maintains the volunteer database and volunteer hours, updates comp ticket availability and ticket balances, processes new memberships and renewals, assists with Wine and Wisdom events, tracks hall tour requests and completes other tasks from the SSV board and committees as needed.

Committee Report

From September, 2019 to March, 2020 there were 7 volunteers working in the Volunteer Office. From March through August, 2020, there have been 2 volunteers working remotely answering emails and keeping databases updated

Service Summary by Assignment

Seattle Symphony Volunteers 2019–20

ASSIGNMENT	HOURS
Administrative Office Support	277:45
Artist Aide	413:18
Auditions	25:30
Board Committee	166:00
Ed. & Community Engagement	595:30
Events	62:30
Friday Matinee Bus Greeter	155:30
Library	51:00
Symphonica	317:45
Usher	3,110:10
Volunteer Office Support	106:30
Grand total*	5,281:28

*Additional hours have been reported but not yet recorded in database.

Service Summary by Membership Type

a) Standard (\$30/year)	1,302.45
b) Senior (\$15/year)	3,029.25
c) Student (\$15/year)	101.00
d) Contributing (\$50/year) or Life	848.58
Grand total*	5,281.28

**PRESIDENT-ELECT
Lynn Morgan**

Report

Accomplishments

- 11/2019 -2/22/20 – Interim Chair for Membership Committee when Chair had medical emergency
- 2/20/20 – Delivered Infrastructure for Musician and Administrative Staff Potlucks – ON HOLD
- 4/20/20 – Delivered Volunteer Manual 4_1_20 Update
- 5/3-6/7/20 – Delivered SSV Contribution to Gratitude Project
 - 36 Seattle Symphony Volunteers for one 21-Day Event
 - (Also, 9 Seattle Symphony Volunteer Board members for one 7-day Test Run - not counted in the totals below)
 - 173 Donated Hours
 - 1,146 Thank You Contacts to our project list of 1,072 names:
 - 478 by Phone Calls or Voicemail
 - 668 by Thank You Notes (notes also sent to those not reached by phone)
 - 668 Donated Stamps
 - \$458.65 Total Donated Postage (stamps, international stamps and individual notecard/envelope/stamp packet mailings to thank-you note volunteers)
- 8/15/20 - Delivered SSV Membership Interest Survey Draft for Approval

Plans for the 2020–21 Season—Themes—Connection and Relevance

- Survey SSV Membership for Preferences for 2020–21 SSV Board’s Activity
 - Wine and Wisdom and Workshop Preferences
 - Interest in Online Social Events
 - Willingness to Speak/Lead/Organize/Attend Events Selected
- Deliver Subset of Activities Selected by SSV Membership
- Deliver All Volunteer Requests Made by the Symphony
- Complete 2019–20 Ongoing Projects
 - Update Policy and Processes Manual, including Job Descriptions
 - Update Nominating and Election Process Add 2019–20 Online Election Process
 - Deliver Succession Process
- Return when Called Back to the Symphony Better Acquainted and Educated
- Resume 2019–20 Projects Put on Hold, as appropriate, e.g. Potlucks

**FINANCIAL
REPORT**
Lilly Huth,
Treasurer

SSV Budget

The budget for the SSV is developed by the Treasurer and the Executive Committee before the beginning of the fiscal year (September 1 through August 31). It is based on the prior fiscal year, as well as any anticipated new income or expenses. Once the budget is approved by the full SSV Board, it is the Treasurer's responsibility to report to the Executive Committee and the board each month the income and expenses to date. The Fiscal Year 2020 Finance Summary is shown below.

Income is derived primarily from annual member dues paid by the SSV volunteers. These dues typically pay for the volunteer appreciation events, contributions that benefit the Symphony as well as program administration expenses.

Highlights of Fiscal Year 2020

Income: The SSV income for this fiscal year was drastically impacted by the COVID-19 pandemic. The total amount of membership dues received was \$2,280, significantly lower than the \$11,080 for the year prior, and the \$8,000 budgeted for the year. SSV was unable to recruit during the pandemic and was unable to accept renewals because of implementation of volunteers new payment pathway.

Expenses: The SSV made a \$6,500 contribution during the GiveBig campaign, and combined the unused \$1,000 for special programs, for a total contribution of \$7,500. This amount was determined to achieve maximum impact given the contribution was matched by a generous donor. There were no other significant expenses due to volunteer events being on hold during the pandemic.

Fiscal Year 2021 Budget

The Fiscal Year 2021 budget is shown below. The projected end-of-year cash of \$6,175 for Fiscal Year 2021 is much less than the average ending cash for the previous five years which is \$13,560.

FY2020 Finance Summary

	FY2020 Budget	FY2020 Actual
Beginning SSV Cash	15,809	15,809
Monthly Income		
SSV Dues	8,000	2,280
Member Event Guests	300	100
Total Income	8,300	2,380
Monthly Expense		
Contributions to SSO	6,500	6,500
Member Events	3,500	734
Recognition/Gifts/Flowers ⁽¹⁾	300	161
Office Expenses (Postage,Printing)	60	-
Board Discretionary	120	106
AMSOV Biennial Dues	-	-
AMSOV Travel	-	-
Volgistics -- Scheduling System	732	720
Special Projects	1,000	1,000
Total Expenses	12,212	9,221
Change in Cash	(3,912)	(6,841)
Ending SSV Cash	11,897	8,968

SSV BUDGET - FY 2021

	FY2021 (Budget)	Comments
Operating Income		
SSV Dues & Donations	\$ 6,000	\$6,000 assumes membership attrition for FY2021 and COVID-19 pandemic reduction.
Member Event Guests	\$ 250	\$250 is less than \$300 budgeted for FY2020 due to COVID-19 pandemic restrictions.
Total Operating Income	\$ 6,250	
Operating Expenses		
SSV Contributions to SSO	\$ 5,000	\$5,000 is less than the \$6,500 budgeted for FY2020 due to reduction of anticipated SSV dues.
Member Events	\$ 2,500	\$2,500 is less than the \$3,500 budgeted for FY2020 due to reduction of anticipated SSV dues.
Recognition (gifts, flowers, BD cards, Simon Woods Award)	\$ 431	Birthday card project was added to the FY2021 scope.
Office Expenses (postage, printing, supplies)	\$ 60	\$60 is based on an estimate of \$5/month.
Board Discretionary	\$ 120	\$120 is based on an estimate of \$10/month.
AMSOV Biennial Dues	\$ 200	Dues are assumed to be the same as FY2019.
AMSOV Travel	\$ -	AMSOV conference is cancelled for FY2021 due to COVID-19 pandemic.
Volgistics – Scheduling System	\$ 732	\$732 is based on an estimate of \$61/mo.
Special Projects	\$ -	No anticipated gifts/donations for FY2021
Total Operating Expense	\$ 9,043	
Operating Income/ Expense Difference	\$ (2,793)	
Total SSV Cash Account EOY FY2021	\$ 6,175	The beginning cash for FY2021 is \$8,968