Monthly Departmental Reports
July 2017 - January 2018
Office of the City Clerk

July 2017 - January 2018
### TELEPHONE CUSTOMER SERVICE

<table>
<thead>
<tr>
<th>Month</th>
<th>Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>N/A</td>
</tr>
<tr>
<td>August</td>
<td>N/A</td>
</tr>
<tr>
<td>September</td>
<td>133</td>
</tr>
<tr>
<td>October</td>
<td>289</td>
</tr>
<tr>
<td>November</td>
<td>268</td>
</tr>
<tr>
<td>December</td>
<td>201</td>
</tr>
<tr>
<td>January</td>
<td>299</td>
</tr>
<tr>
<td><strong>Total Calls</strong></td>
<td><strong>1,190</strong></td>
</tr>
</tbody>
</table>

**Customer Service - Telephone Calls, Live Interaction with City Employee**

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**Average:** 238/Month
Office of the City Manager

July 2017 - January 2018
Total Applications Received/Processed: **279**

New Hires Processed: **5**
Office of the City Manager

Senior Center

Total # of Meals Served: **3,035**

Average: **506/Month**
Senior Center Activity Participants (July 2017 - February 2018)

- Exercise Classes: 85 (35%)
- Special Events/Trips: 44 (18%)
- Trips to Walmart/Stater Bros. & Ross: 42 (18%)
- Karaoke Singing: 19 (8%)
- Arts and Crafts Classes: 50 (21%)

Total Event/Class Participants: **240**

Senior Transportation Program - Total Rides

- Average Trips: **135.4/Month**
NUMBER OF FACEBOOK PAGE FOLLOWERS

- Jul-17: 1240
- Aug-17: 1264 (1.94% increase)
- Sep-17: 1283 (1.5% increase)
- Oct-17: 1300 (1.33% increase)
- Nov-17: 1350 (3.85% increase)
- Dec-17: 1368 (1.33% increase)
- Jan-18: 1396 (2.05% increase)
- Feb-18: 1417 (1.5% increase)
San Bernardino County’s Top 10 Most Popular Municipal Facebook Sites
(Based on Followers per Population)

1. Twentynine Palms: 18.25%
2. Apple Valley: 17.49%
3. Grand Terrace: 11.62%
4. Yucca Valley: 11.03%
5. Ontario: 8.97%
6. Hesperia: 8.63%
7. Rancho Cucamonga: 8.00%
8. Redlands: 6.52%
9. Yucaipa: 5.66%
10. Barstow: 5.50%
It is the City’s goal to reach **100 Subscribers** to receive a customized YouTube URL.
New Business:

Hajoca Corporation (12/8/18)
Elegant Carpet and Flooring (12/5/2017)
La Pasta Italia – New Owner (10/20/17)
Fiery Grills (7/3/17)
Homes in Process or in Construction:

38 Homes Approved
10 Homes Under Construction
Street Sweeping Tickets

Average Street Sweeping Tickets: **Approx. 177/Month**
Total Calls = **150**

- **53 (35%)** Animal Service Calls
- **51 (34%)** Investigations (Barking, Bites, Roaming)
- **36 (24%)** Strays
- **10 (7%)** Animal Welfare Check
- **10 (7%)** Dead Animals
Average Overtime Hours Worked: **Approx. 30.5/Month**
Average Work Order Requests Completed: **54.9/Month**
**Sheriff’s Contract**

![Bar Chart: Calls to Dispatch](chart)

- **Jan-18**

- **Feb-18**
Medical Aid Vs. Non-Medical Aid Calls (Jan. 2018)

- Medical Aid Calls: 82 (76%)
- Non-Medical Aid Calls: 26 (24%)

Total Calls = 108