

Date: Friday, September 5, 2025

To: Kyle Johnson

Subject: City of Glendora: Business License Summary Report – August 2025

MONTHLY BUSINESS LICENSE SUPPORT SUMMARY

TOTAL INBOUND CALLS









191

AVERAGE TALK TIME

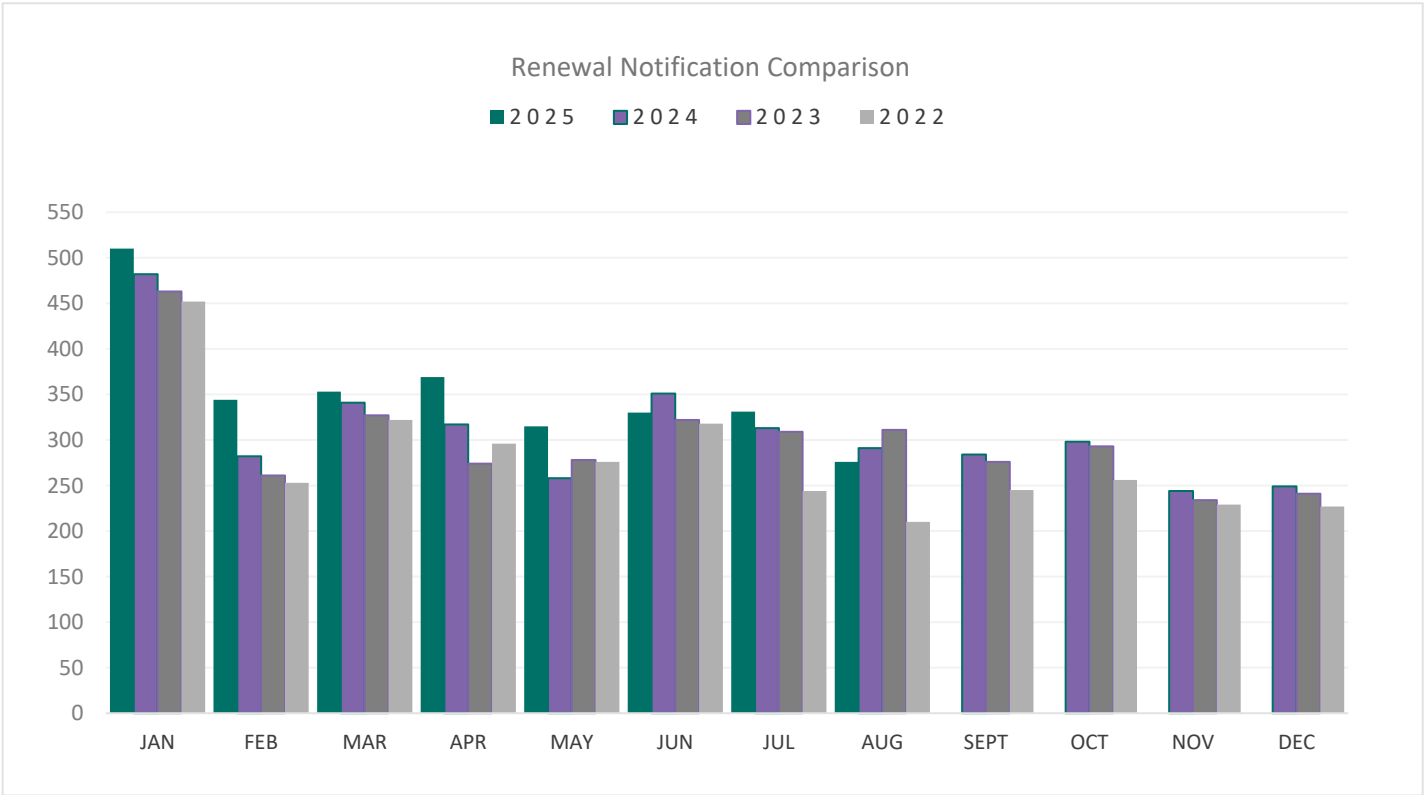
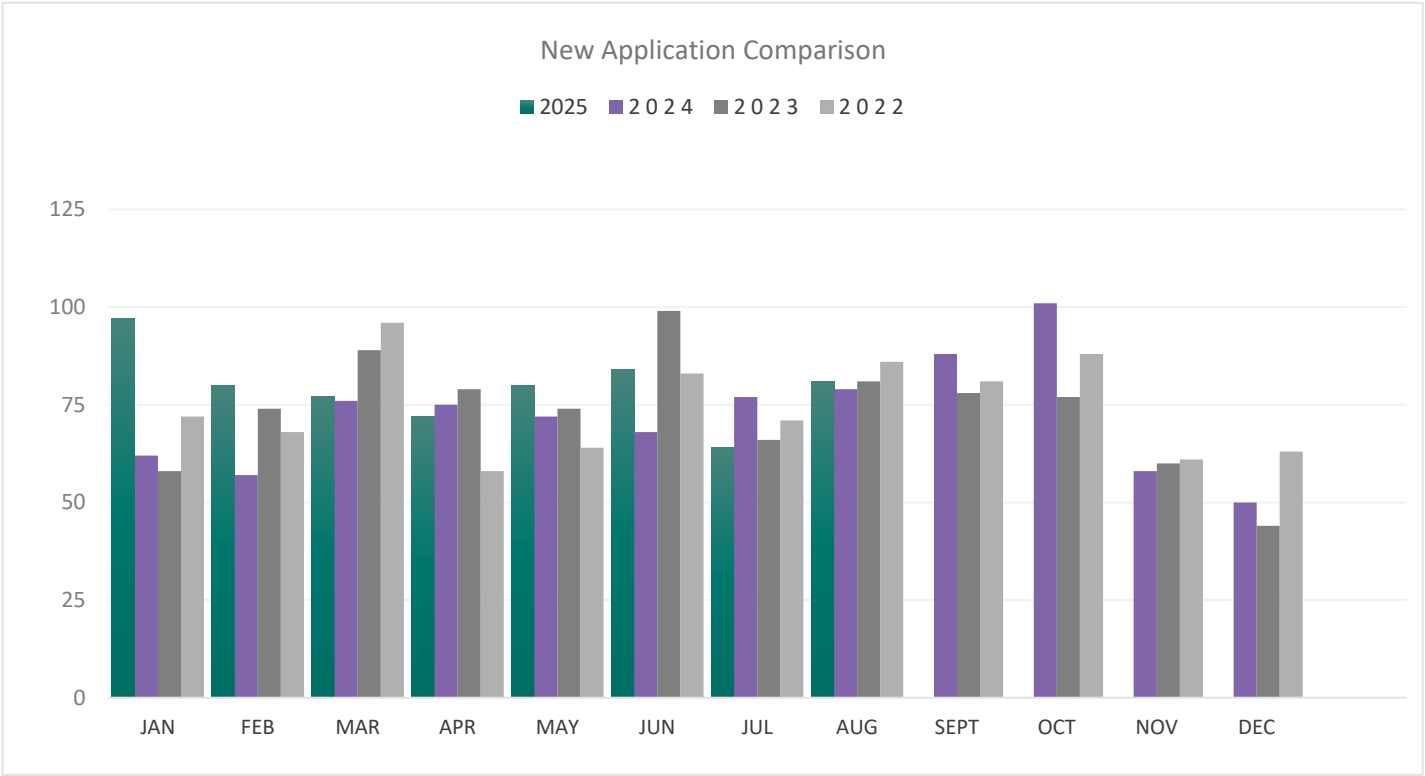
0:05:19

ANSWER RATE

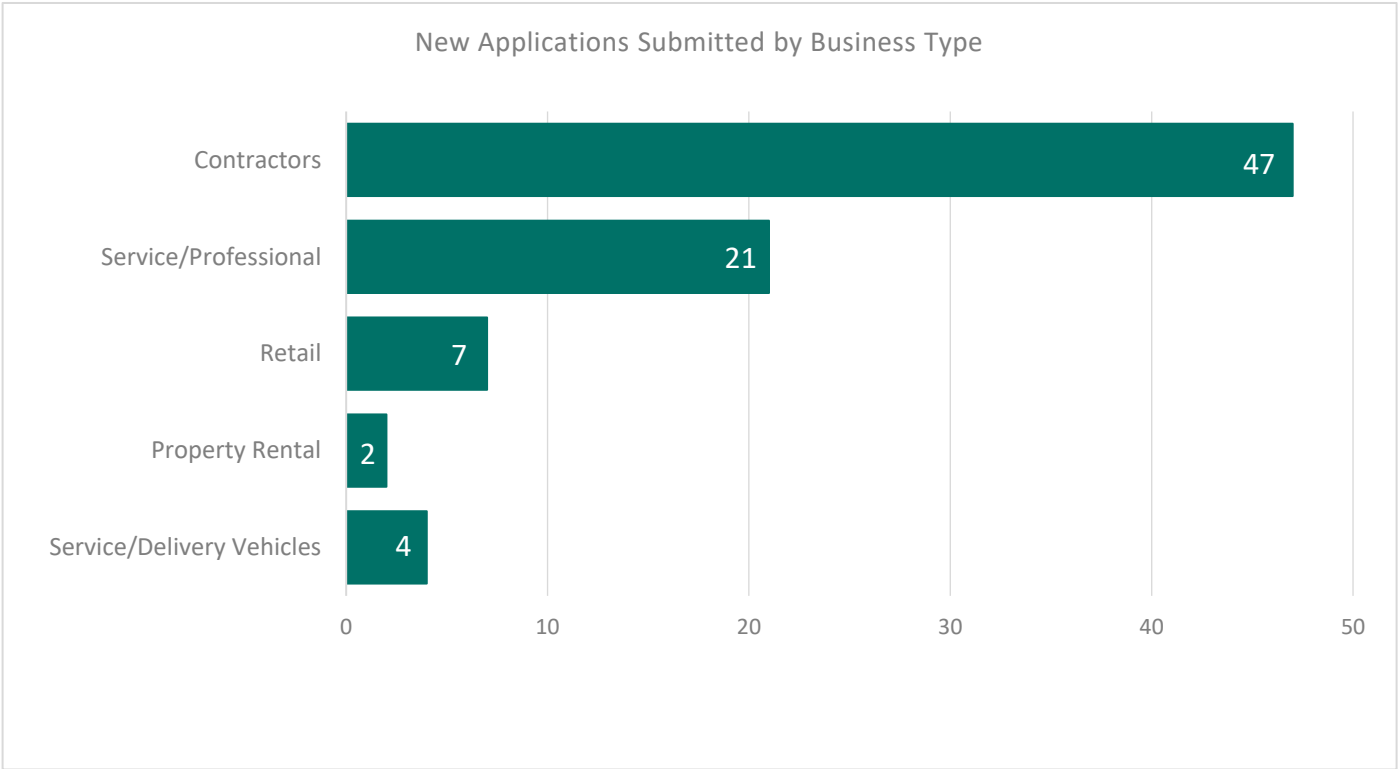
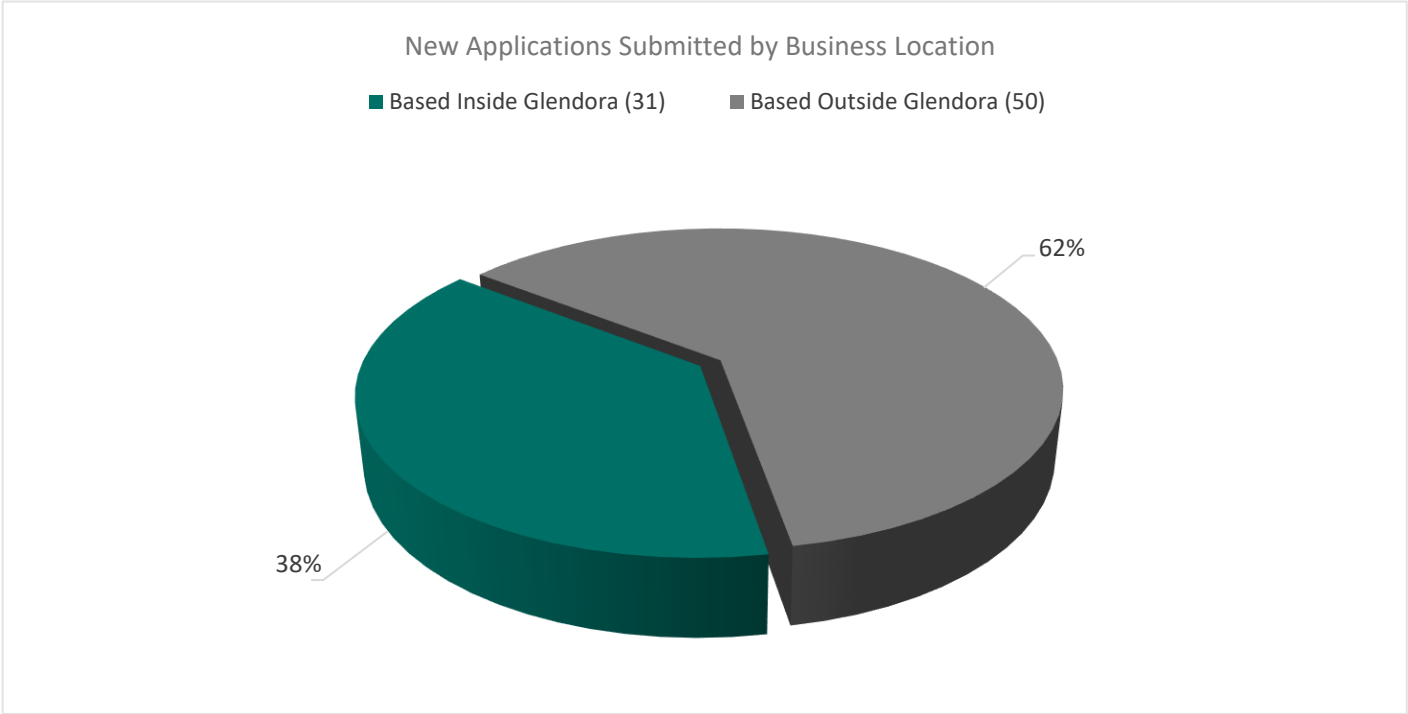
97.9%

 NEW APPLICATIONS August	 NEW APPLICATIONS Cumulative (2025)	 RENEWAL NOTIFICATIONS August	 RENEWAL NOTIFICATIONS Cumulative (2025)	 SUPPORT EMAILS August	 SUPPORT EMAILS Cumulative (2025)	 SUPPORT CALLS August	 SUPPORT CALLS Cumulative (2025)
81	635	276	2,828	173	1,132	191	1,295

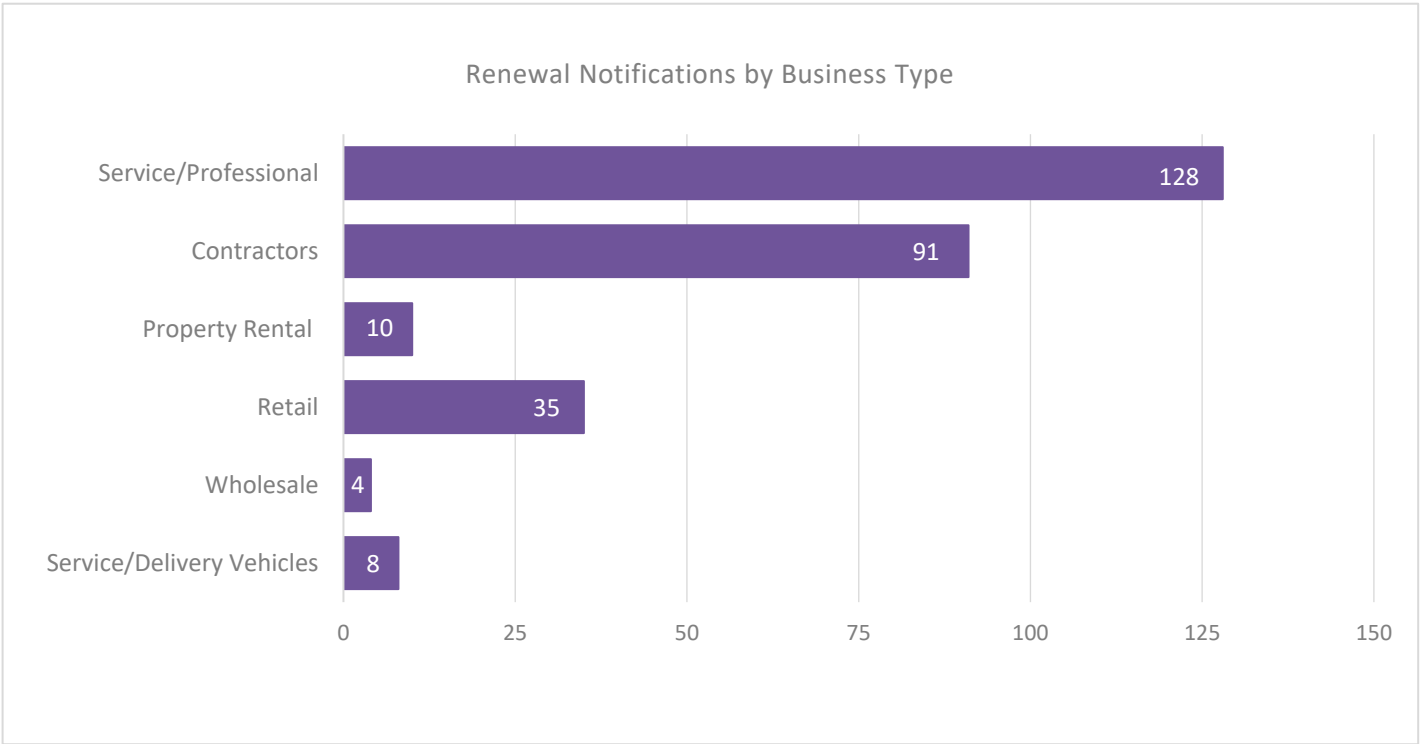
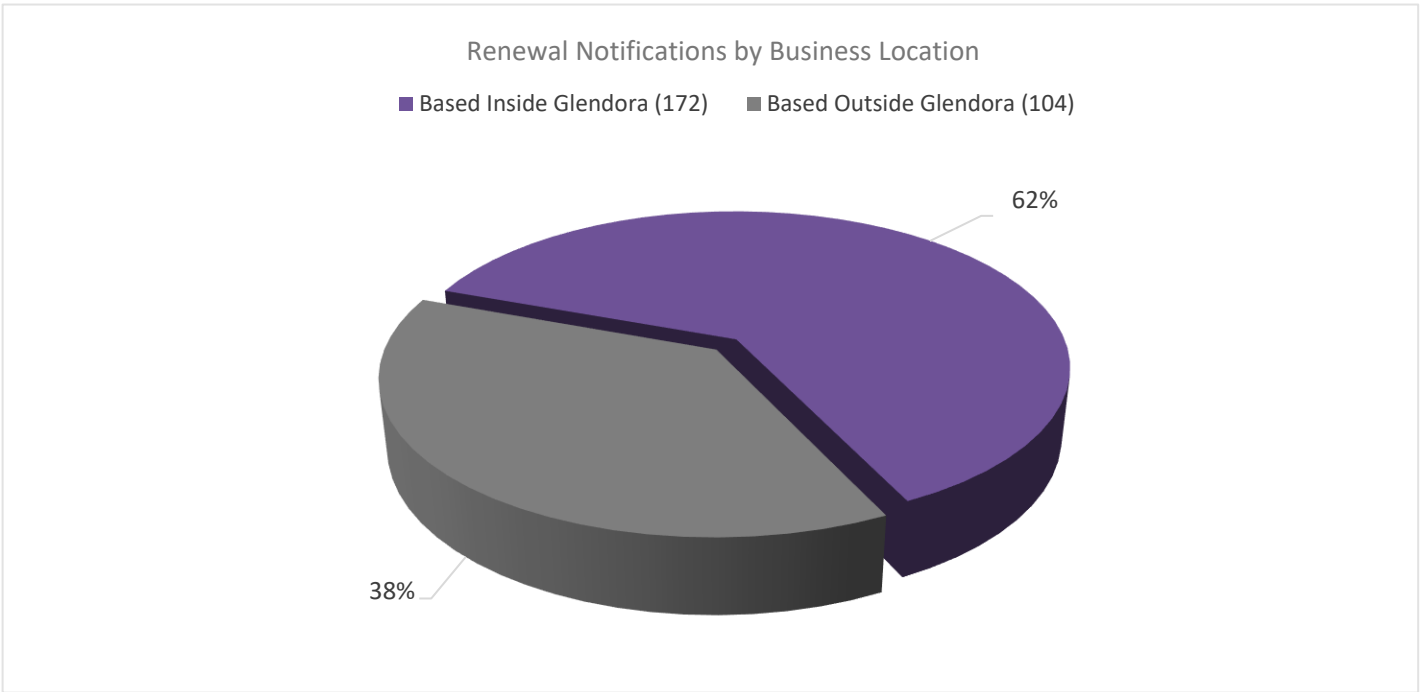
BUSINESS LICENSE ACTIVITY SUMMARY



NEW APPLICATION SUMMARY



RENEWAL NOTIFICATION SUMMARY



PROCESSING AND REVENUE TRENDS

