

Date: Friday, February 6, 2026

To: Kyle Johnson

Subject: City of Glendora: Business License Summary Report – January 2026

MONTHLY BUSINESS LICENSE SUPPORT SUMMARY

TOTAL INBOUND CALLS









163

AVERAGE TALK TIME

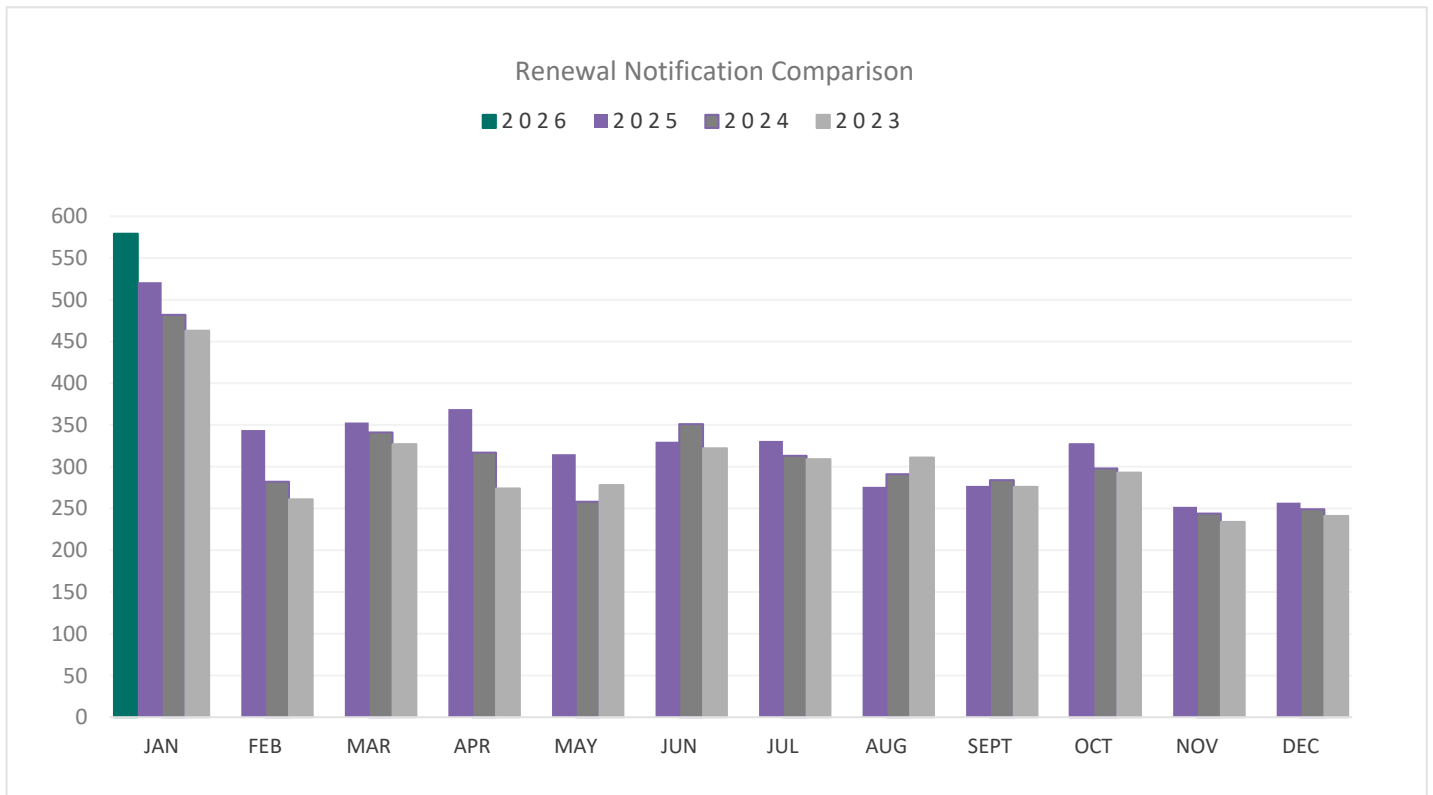
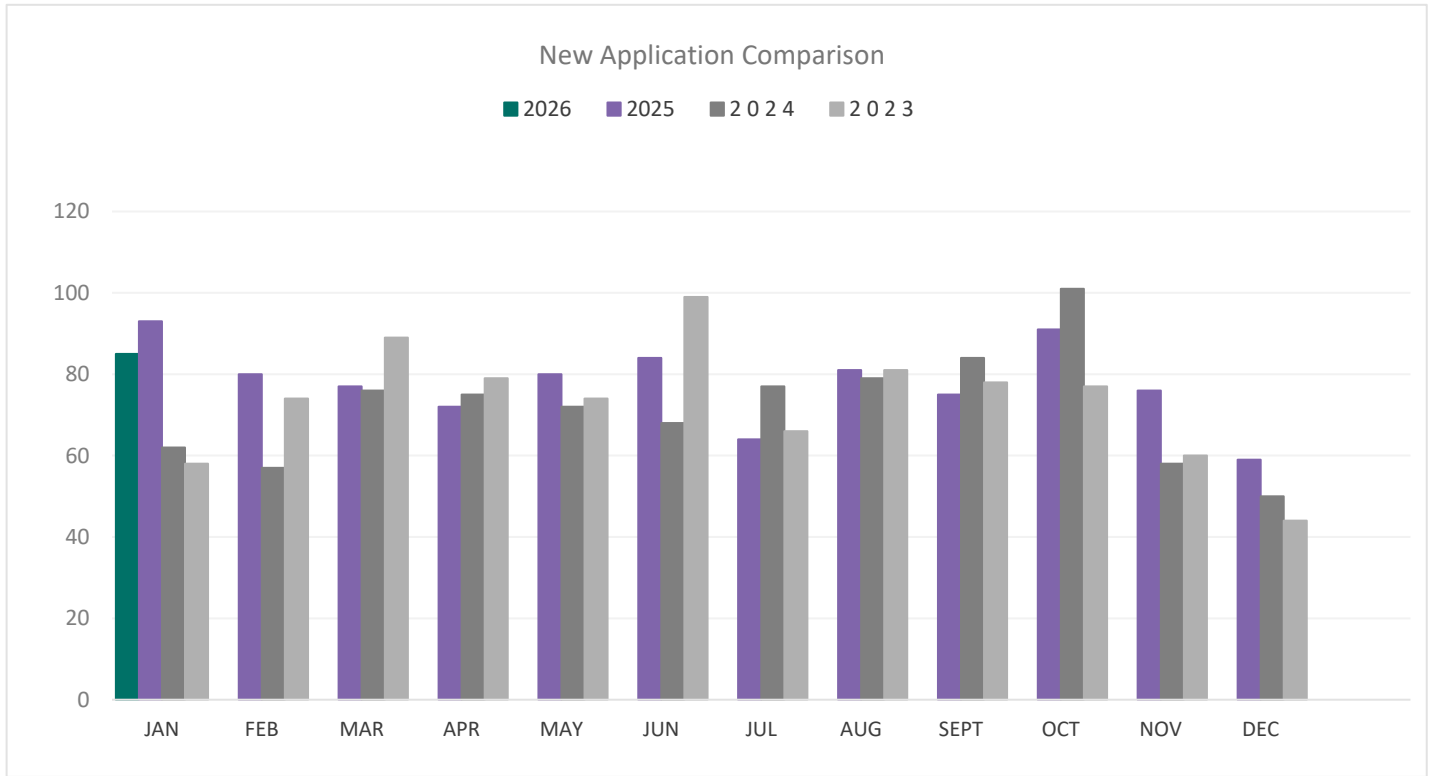
0:06:45

ANSWER RATE

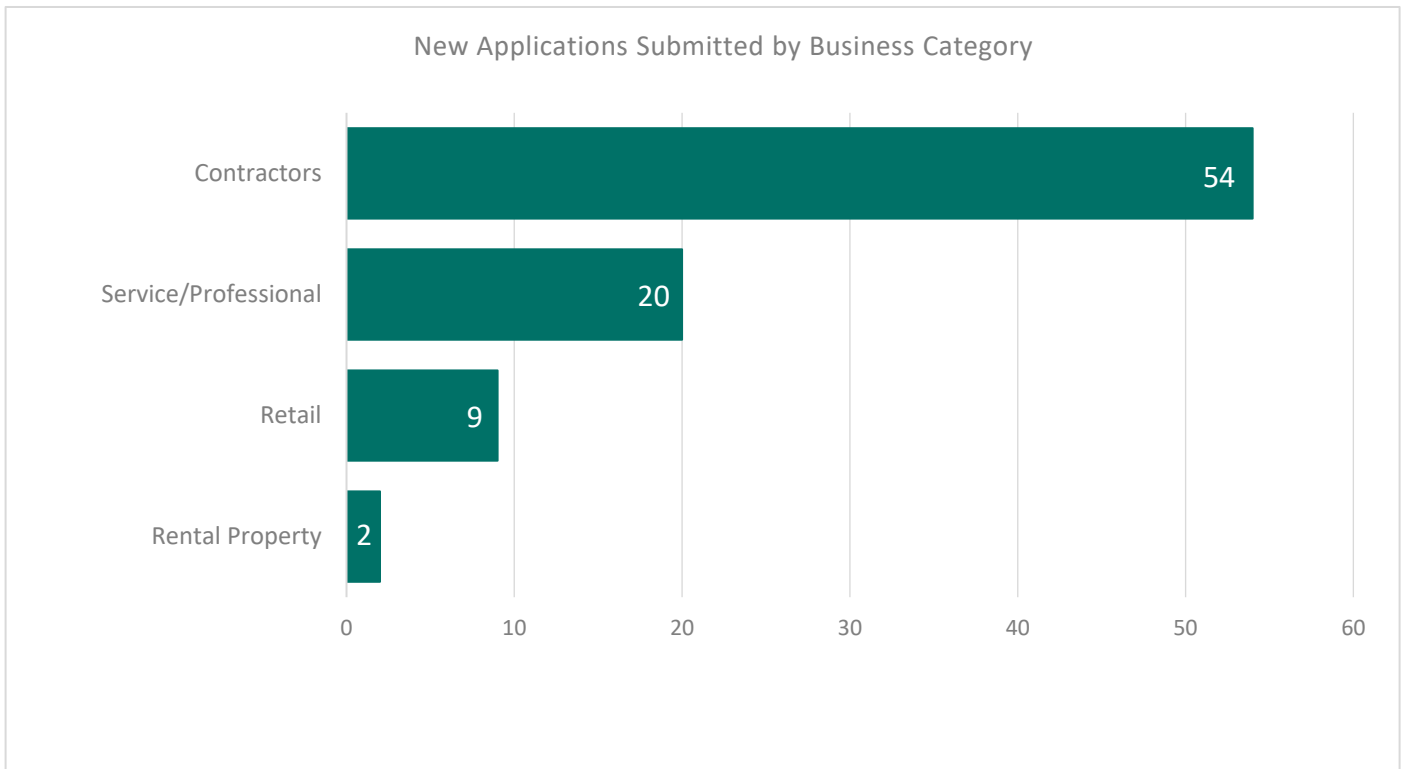
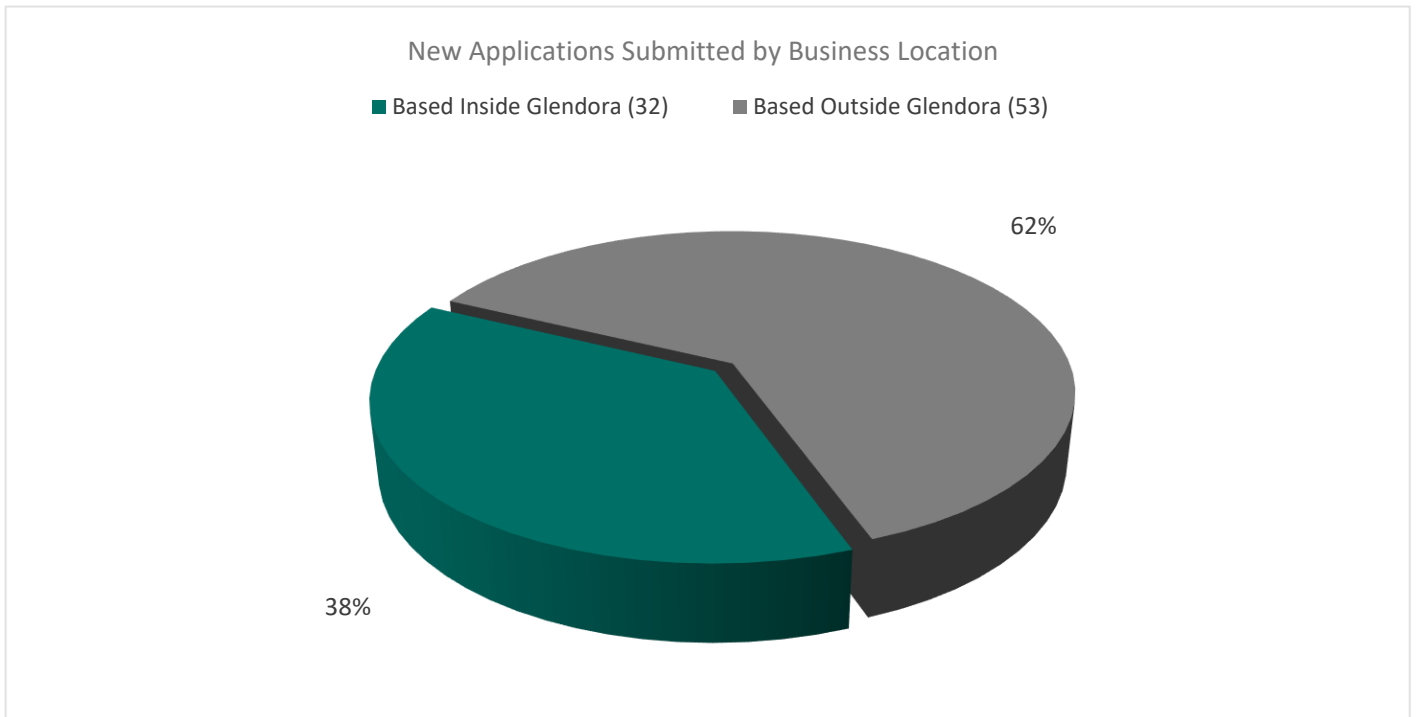
97.9%

 NEW APPLICATIONS January	 NEW APPLICATIONS Cumulative (2026)	 RENEWAL NOTIFICATIONS January	 RENEWAL NOTIFICATIONS Cumulative (2026)	 SUPPORT EMAILS January	 SUPPORT EMAILS Cumulative (2026)	 SUPPORT CALLS January	 SUPPORT CALLS Cumulative (2026)
85	85	579	579	102	102	163	163

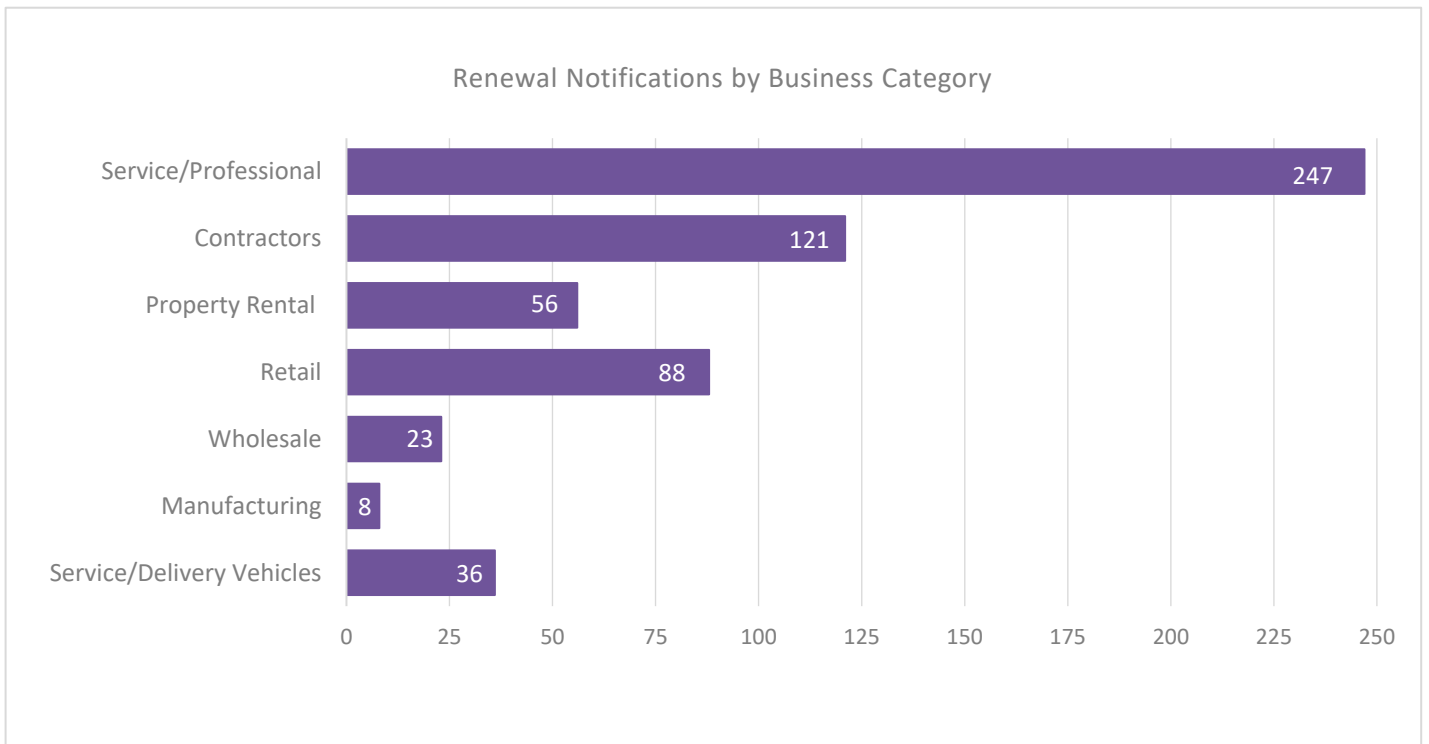
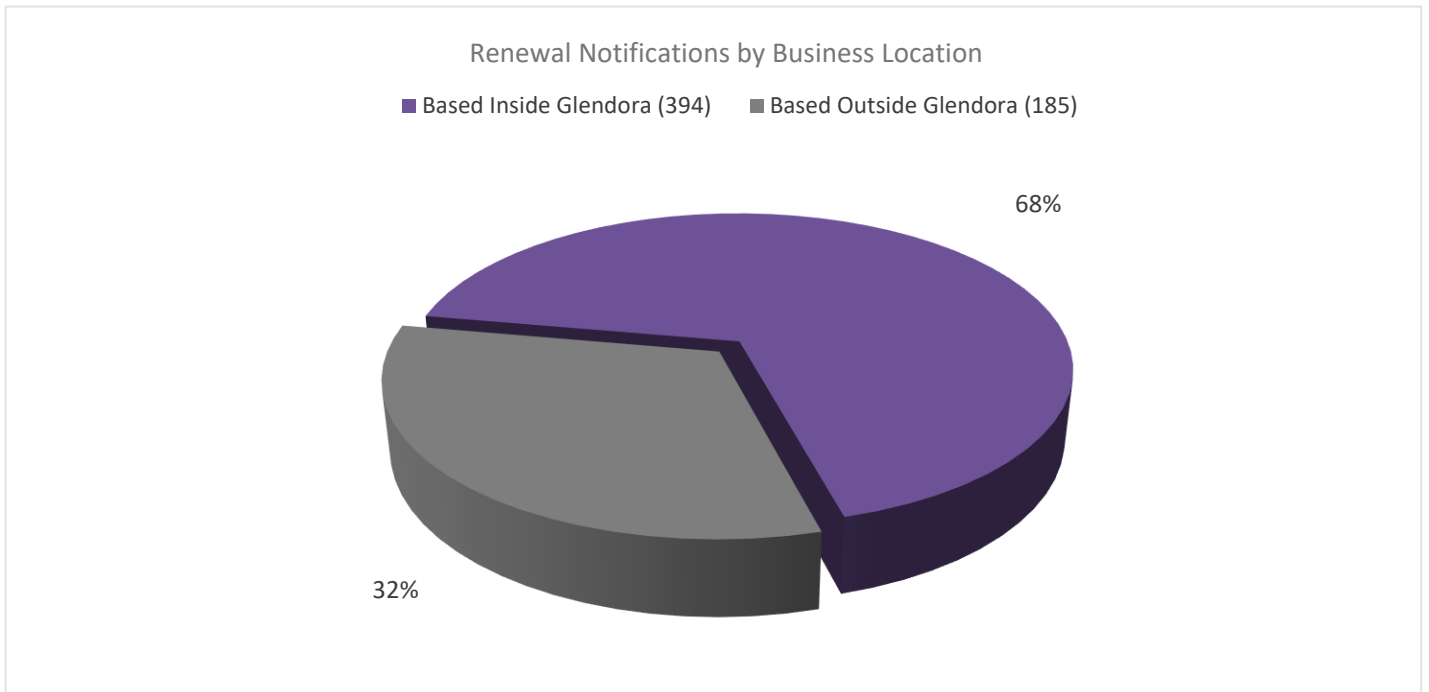
BUSINESS LICENSE ACTIVITY SUMMARY



NEW APPLICATION SUMMARY



RENEWAL NOTIFICATION SUMMARY



PROCESSING AND REVENUE TRENDS

