

Date: Friday, November 7, 2025

To: Kyle Johnson

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

MONTHLY BUSINESS LICENSE SUPPORT SUMMARY

TOTAL INBOUND CALLS









224

AVERAGE TALK TIME

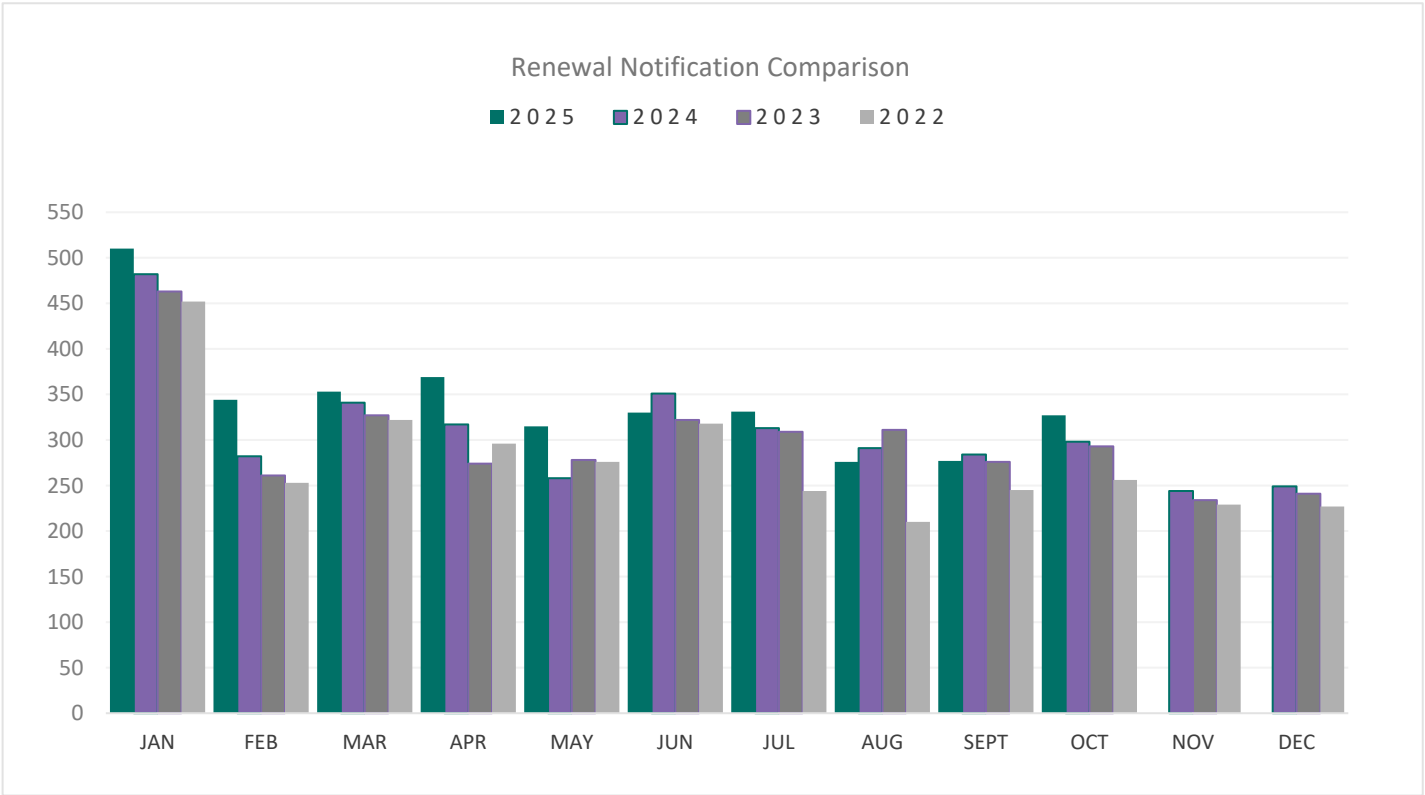
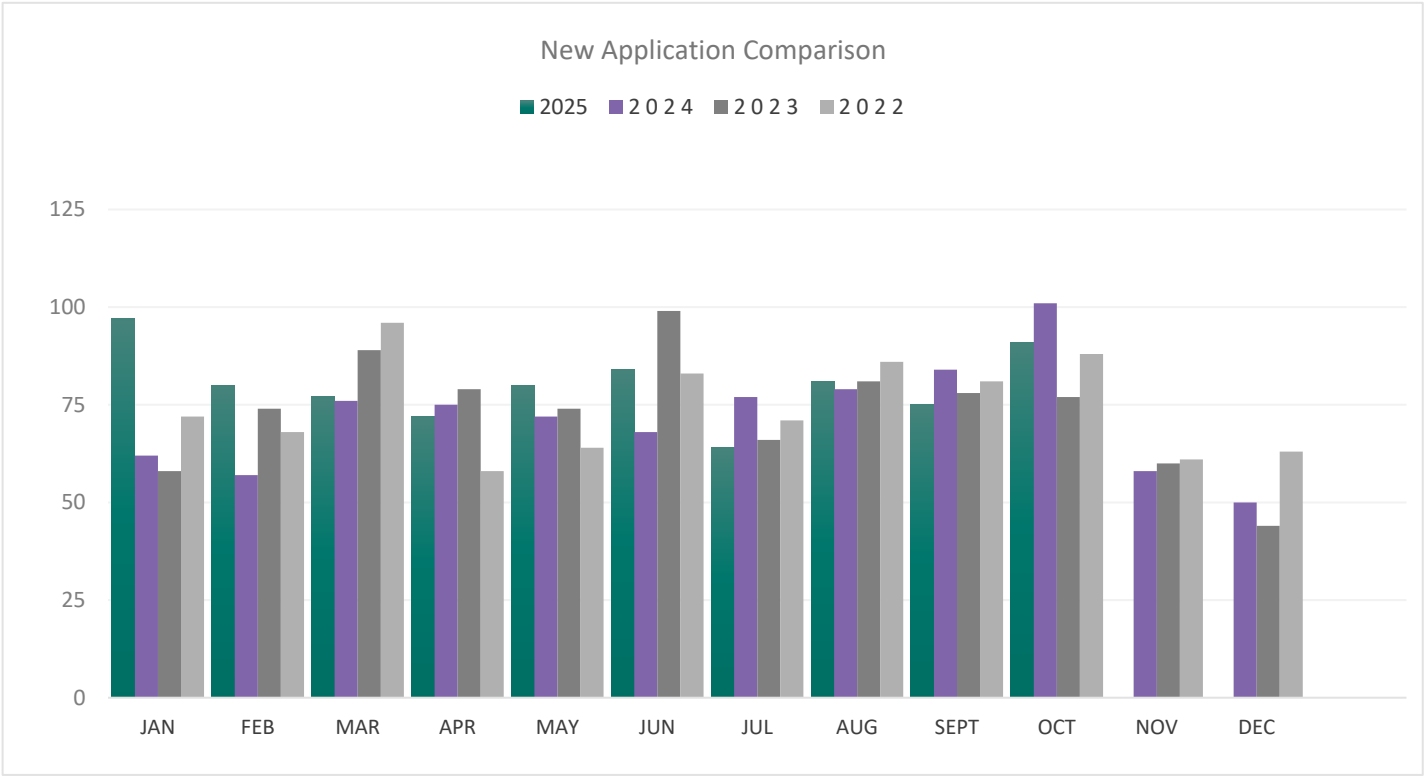
0:06:49

ANSWER RATE

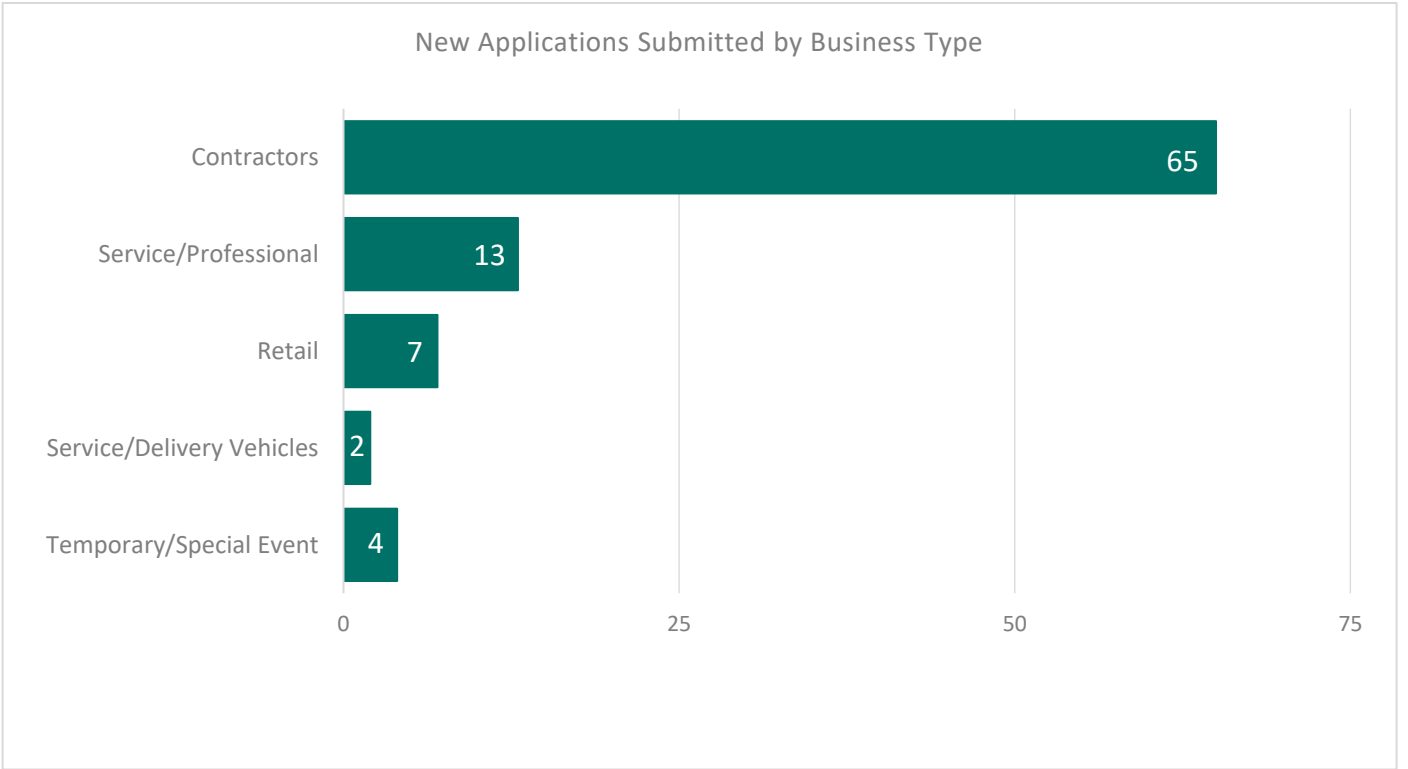
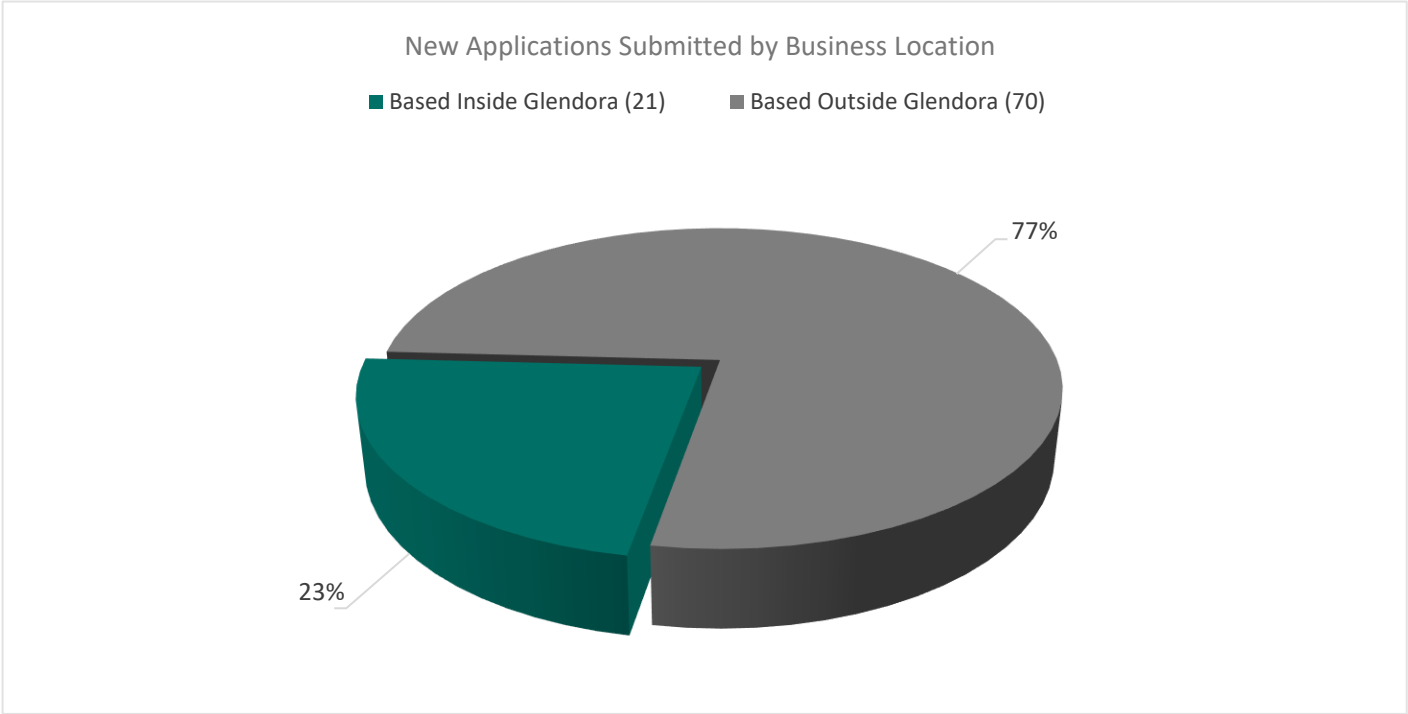
97.8%

| <br>NEW APPLICATIONS<br>October | <br>NEW APPLICATIONS<br>Cumulative (2025) | <br>RENEWAL NOTIFICATIONS<br>October | <br>RENEWAL NOTIFICATIONS<br>Cumulative (2025) | <br>SUPPORT EMAILS<br>October | <br>SUPPORT EMAILS<br>Cumulative (2025) | <br>SUPPORT CALLS<br>October | <br>SUPPORT CALLS<br>Cumulative (2025) |
|--|--|---|---|--|--|---|---|
| 91   | 801  | 327   | 3,432   | 166  | 1,425  | 224   | 1,670   |

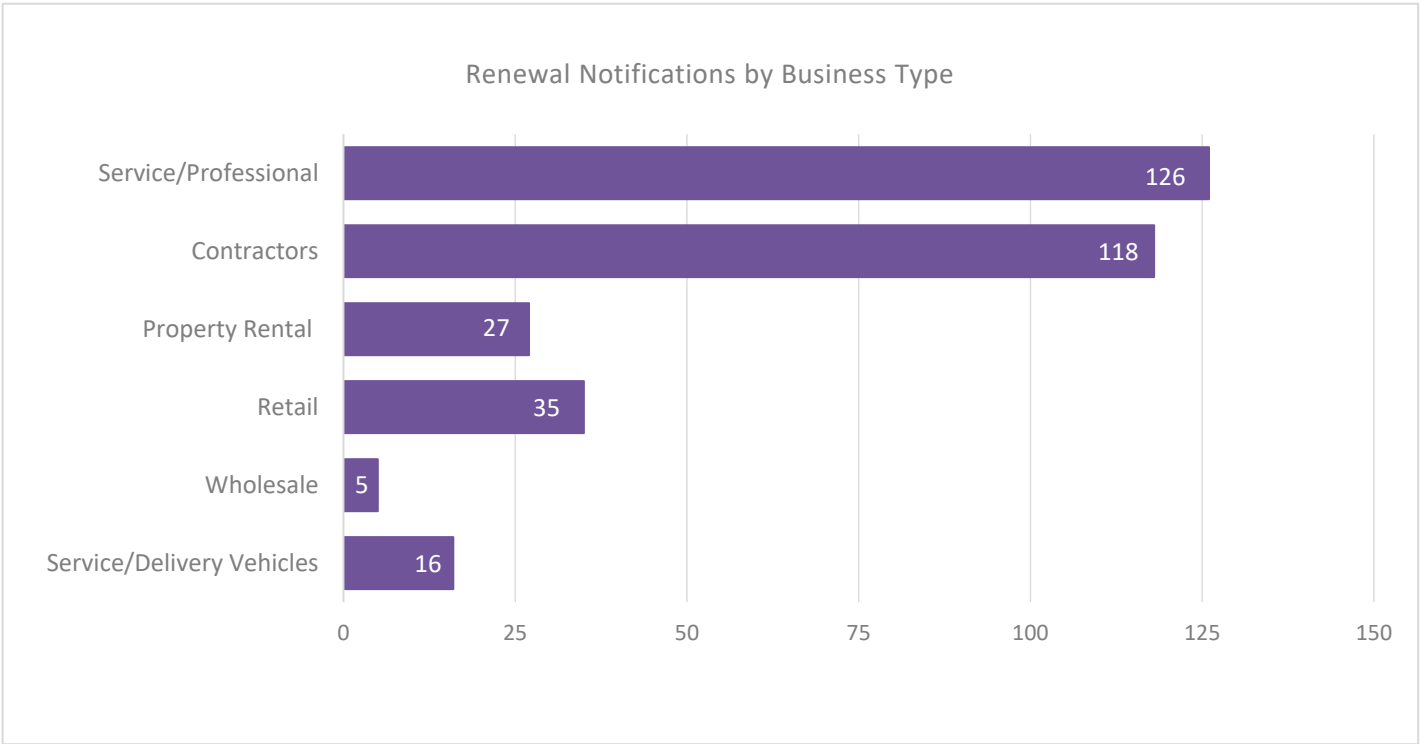
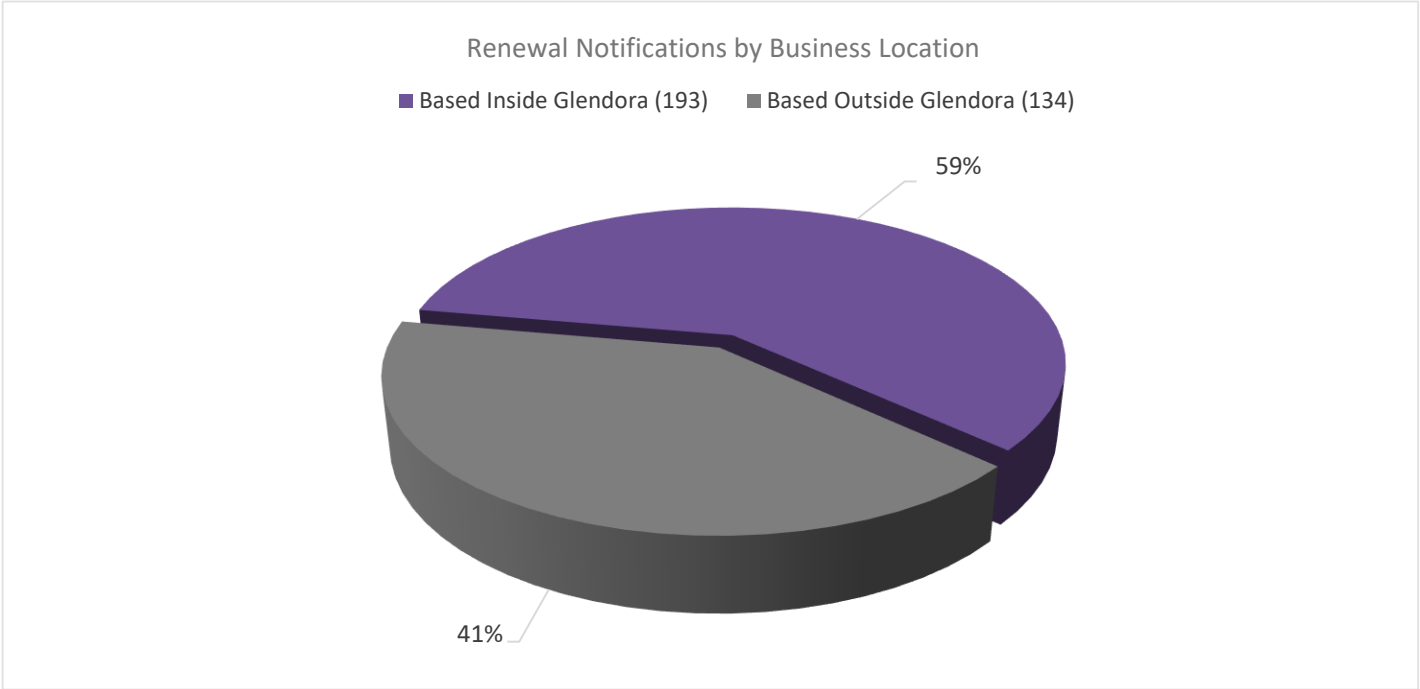
BUSINESS LICENSE ACTIVITY SUMMARY



NEW APPLICATION SUMMARY



RENEWAL NOTIFICATION SUMMARY



PROCESSING AND REVENUE TRENDS

