

Glendora

2024

BUSINESS RETENTION AND EXPANSION SURVEY



2024 BUSINESS RETENTION AND EXPANSION SURVEY

Introduction

Acknowledging the essential contribution of the business community to our City's economic vitality, the City of Glendora previously conducted extensive Business Retention and Expansion (BRE) surveys in 2012 and 2016. These two surveys highlighted that Glendora is a great place to do business. In 2012, 75% of participating businesses rated Glendora as a good to excellent location to conduct business; in 2016, that number increased notable to 82%; in both surveys the majority was found to be satisfied with City services, infrastructure, and the cost of doing business.

To ensure that Glendora's efforts to provide a business-friendly environment are on track and to solicit business engagement with economic development, a follow up survey was conducted during the months of July through August in 2024. This report outlines the findings of the 2024 BRE survey, reflecting our ongoing commitment to nurturing a flourishing and resilient business environment in Glendora.

Intent

The BRE Survey aimed to achieve the following objectives:

- Demonstrate the City's pro-business attitude.
- Enhance communication with local businesses.
- Gauge the opinions and satisfaction levels of businesses with the City.
- Identify business needs and concerns that the City can address.
- Understand the future outlook of businesses.
- Identify opportunities for providing training.
- Develop strategies and actions to support ongoing economic development.

Methodology

BRE Survey was distributed to approximately 1,100 businesses in July 2024. Business owners received the survey via USPS mail, which included a QR code to access the survey, or via email with a Survey Monkey link. This approach provided a convenient and efficient way for respondents to complete the survey online.

The survey, composed of multiple-choice and open-ended questions, aimed to gain insight into businesses' opinions on conducting business in Glendora, gauge interest in various programs, understand their strengths and weaknesses, and identify how the City could provide assistance.

In a testament to the City's dedication to this initiative, staff made personal visits to businesses as a final effort to encourage participation and ensure a robust response rate.

The survey period commenced on July 11, 2024, and concluded on August 9, 2024, remaining open for 30 days to ensure respondents had ample time to complete the survey.



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Representation

To ensure an accurate assessment of conducting business within the City, the survey was exclusively distributed to businesses physically located within the City limits. Of the 1,048 surveys sent out, 231 were completed and returned over the 30-day period, resulting in a 22% response rate, which exceeds the typical external survey response rate of 10-15%.

The 2024 Survey aimed to gather perspectives and insights from businesses across all geographic areas and industries within the City; the survey was successful in achieving this goal. Participation came from businesses located in the North, South, East, and West of the City, as visually represented in Figure 1 below.

The survey results also reflect a comprehensive representation of the diverse industries within the City as shown in Figure 2. The industry representation graph highlights the variety of business types that responded, with the majority coming from the 'other' category, which included specialized skilled industries.

The average responding business has been operating for 22 years. The oldest establishment has been operating since 1903, while the newest has been in business for less than a year. On average, responding businesses employ 12.1 people, including full-time, part-time, and seasonal employees. However, this figure is skewed by four businesses with over 100 employees. Excluding these, the average employee count is 4.4, highlighting the predominance of small businesses in Glendora.

Figure 1: Geographic Representation

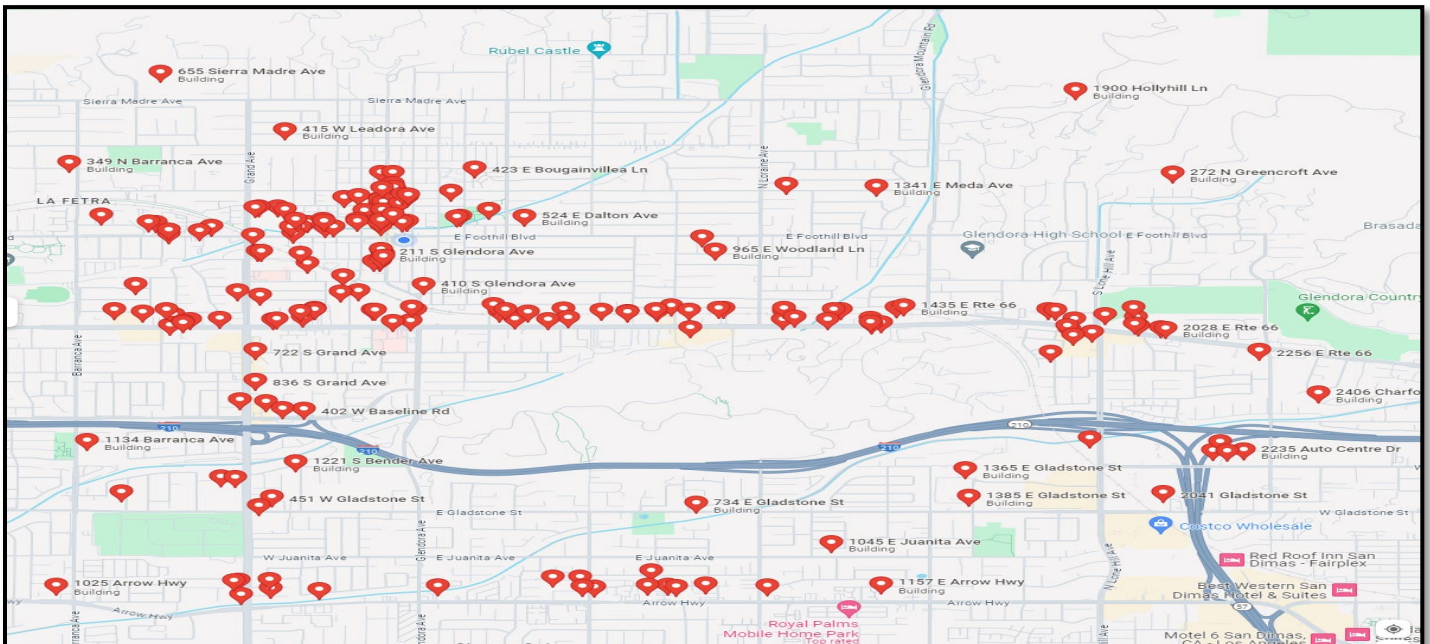
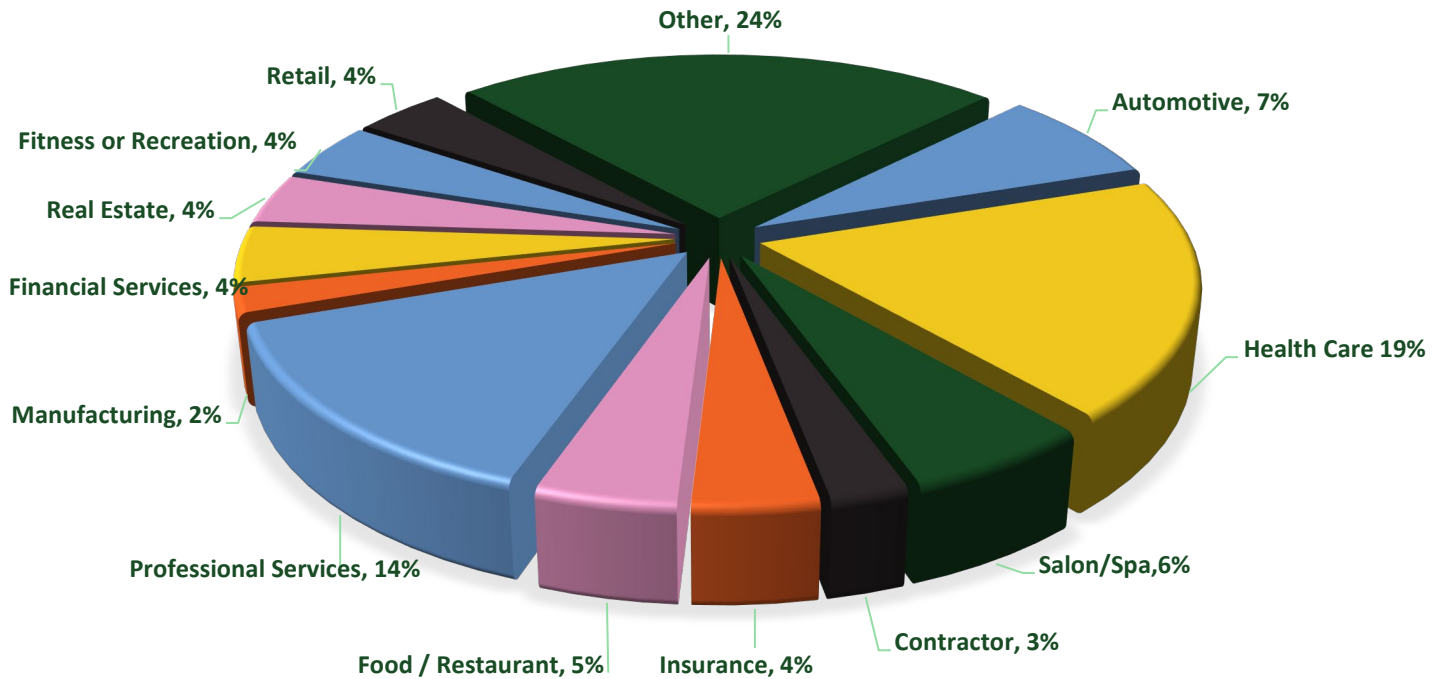


Figure 2: Industry Representation



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Findings

Business Opinion of Glendora

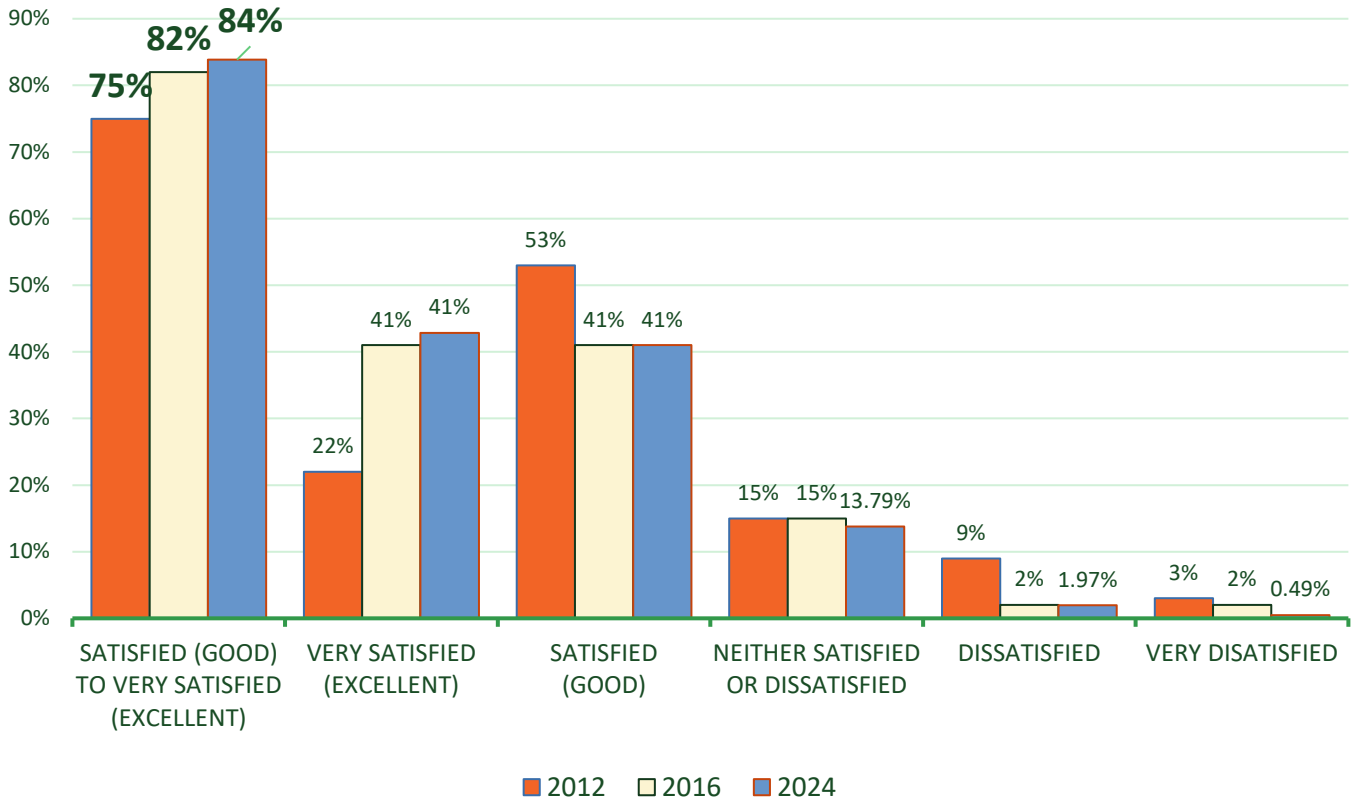
According to the survey respondents, conducting business in the City of Glendora is overwhelmingly positive. An impressive 84% of respondents rated Glendora as either satisfied (40%) or very satisfied (43%) with conducting their business. Only 2% rated their experience as dissatisfied, and less than 1% rated it as very dissatisfied. When asked to elaborate on their dissatisfaction, respondents cited issues such as homelessness, insufficient consumer spending in small businesses, an overabundance of real estate related businesses, healthcare facilities, and gyms making the City feel dull, and an unsatisfaction with the condition of the streets or alleyways.

For comparison and trending purposes, the 2024 responses are compared with those from the 2012 and 2016 surveys in Figure 3. Results of the three surveys show that the City continues to improve as evidenced by a notable positive trend in satisfaction levels from the business community, with 75% satisfied or very satisfied in 2012, 82% in 2016 and 84% in 2024 with Glendora as a place to conduct business.

Figure 3. Satisfaction with Glendora as a Place to Conduct Business



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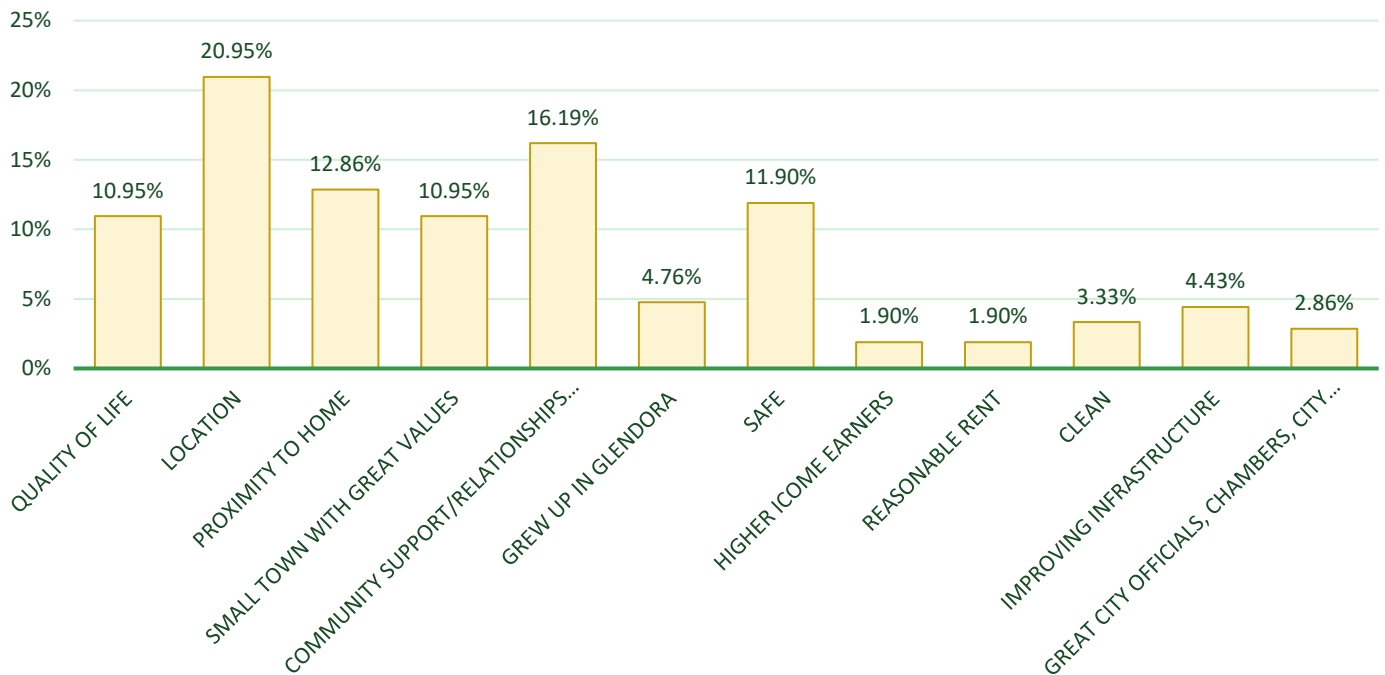


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Why Businesses Locate in Glendora

To gain insight into the factors that attract entrepreneurs to start their businesses in Glendora, respondents were surveyed about their motivations. The responses are summarized in Figure 4. The most frequently cited reasons were the City's location about 21% and the strong sense of community support and relationships with other business owners 16%. Proximity to home was also a significant factor. Additionally, approximately 12% of respondents were influenced by the safety of the community when deciding to establish their businesses in Glendora. However, despite citing safety as a key reason, some respondents expressed that they no longer feel as secure in the area due to homelessness, increase crime.

Figure 4. Why Businesses Locate in Glendora



Challenges of Conducting Business in Glendora

As a follow up question, respondents were asked to describe the specific challenges they



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encountered while operating in Glendora. This open-ended question yielded a wide range of responses, which are organized into common themes. Notably, 24% of respondents reported facing no challenges at all. However, 16% identified homelessness as a significant issue, mentioning concerns such as littering, public intoxication, employee safety, and loitering; factors that have discouraged customers from frequenting their businesses. Additionally, 9% of business owners voiced concerns over rising rent costs, while 8% expressed feeling unsafe in Glendora.

In tandem with concerns specific to operating in Glendora, question 13 also sought to understand general obstacles impacting business operations. A significant 6% of respondents highlighted the rising cost of inventory as a major concern, reflecting the financial strain many are experiencing due to inflation. Furthermore, 19% pointed to difficulties in recruiting and retaining employees, along with the complexities of navigating HR requirements and labor laws. These varied responses paint a comprehensive picture of the diverse challenges confronting our business community.

Figure 5. Challenges of Conducting Business in Glendora

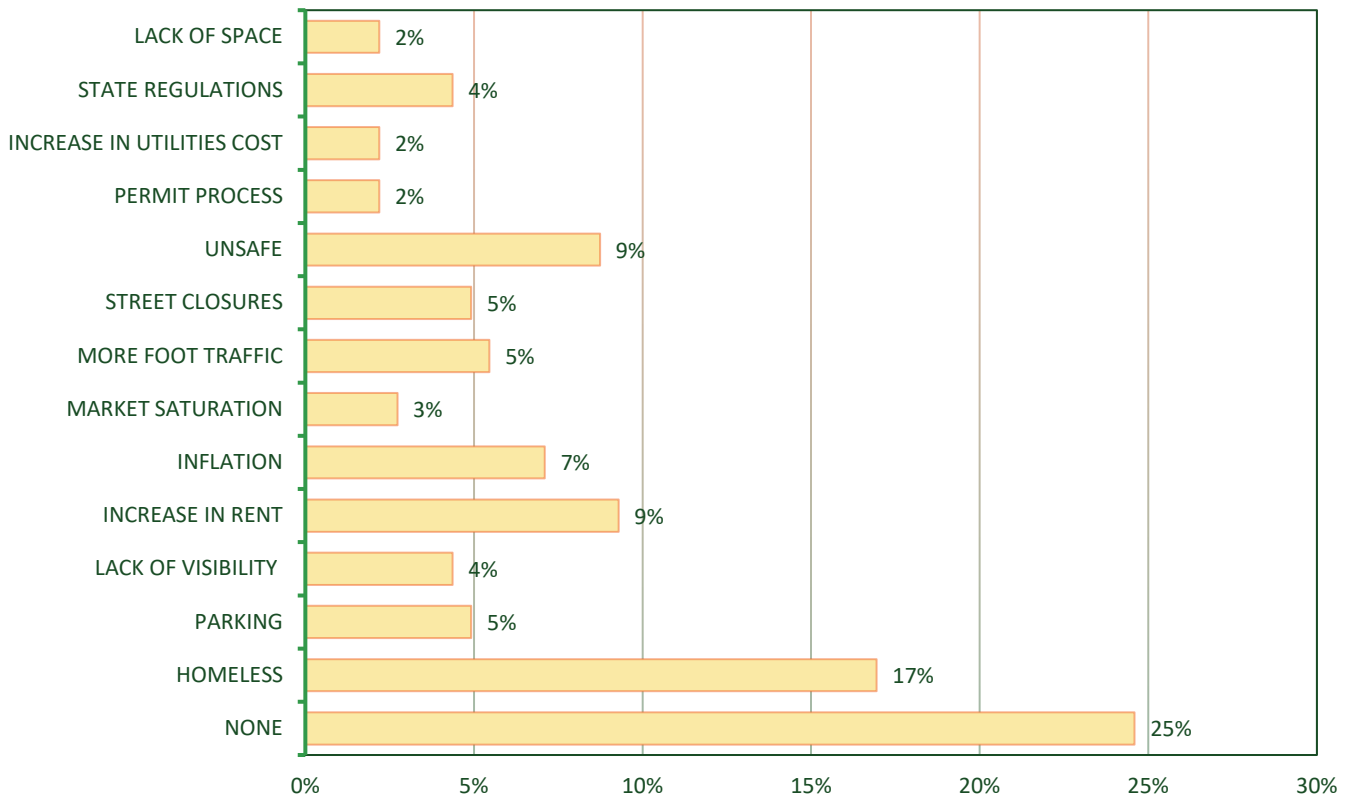
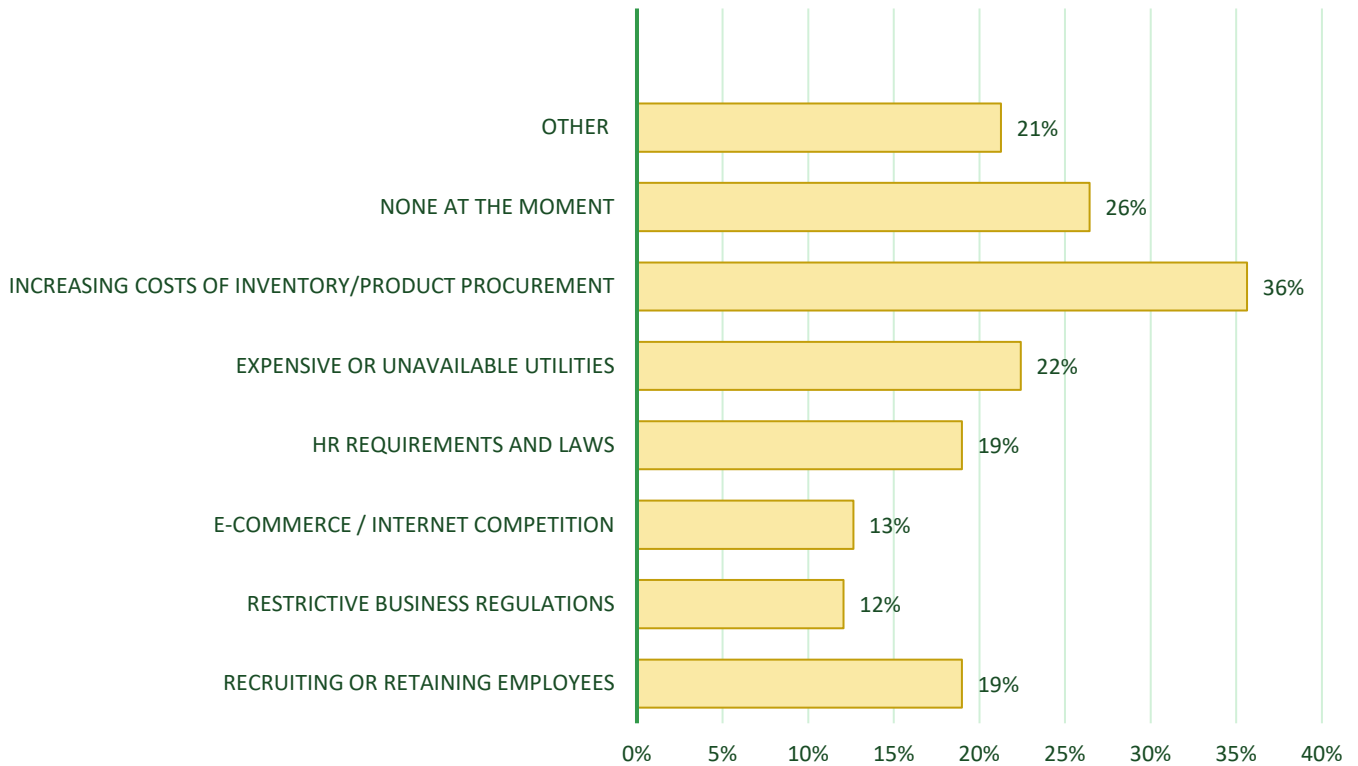


Figure 6. Obstacles Affecting Businesses



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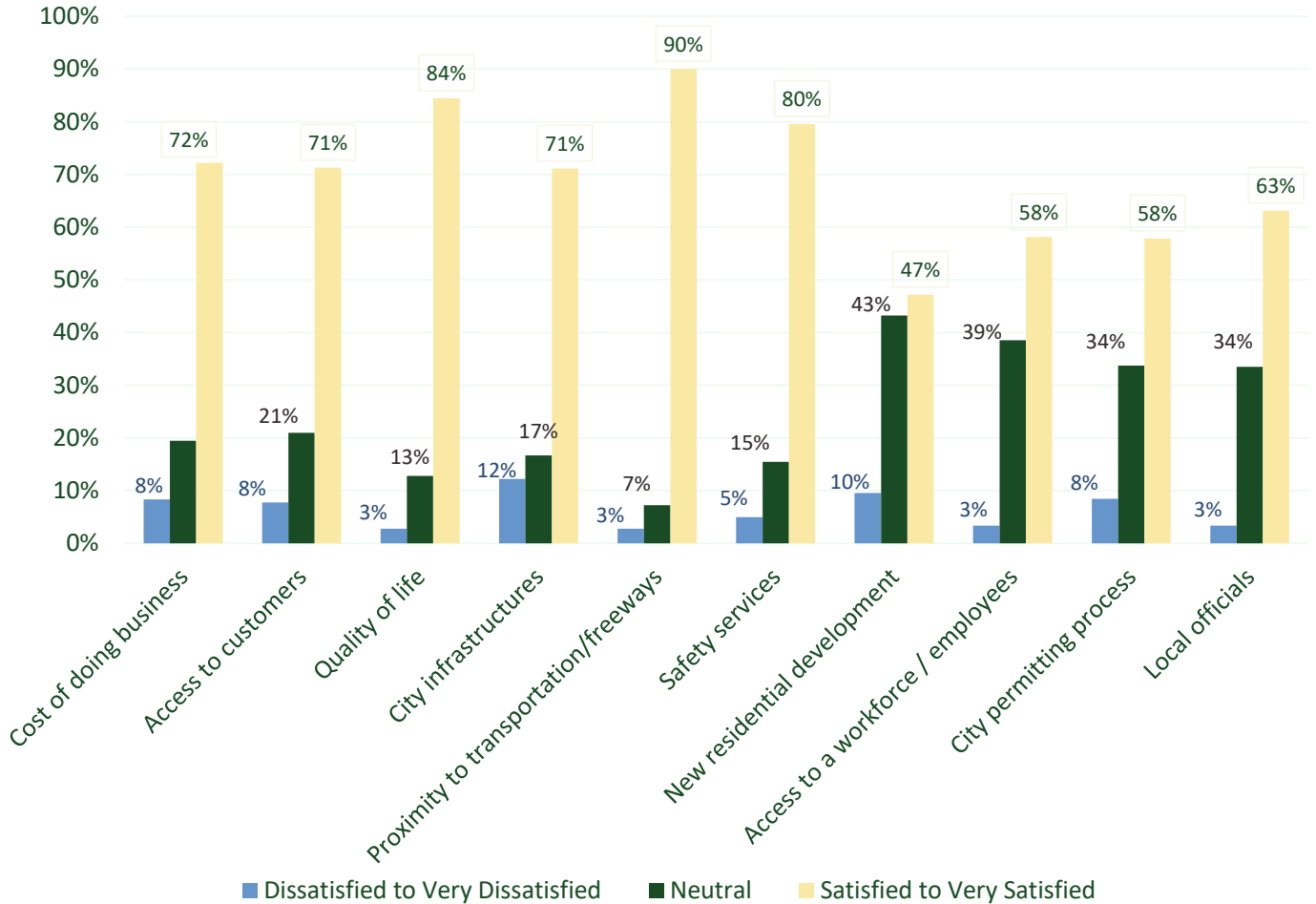
Satisfaction with Services and Infrastructures

To support the business community, the City must provide quality service and infrastructure. The Survey confirms this goal is being achieved with a high level of satisfaction. Overall, businesses report a positive satisfaction rate with both the services and infrastructure provided by the City. Dissatisfaction across all categories was minimal, with most categories falling below an 8% dissatisfaction rate. The highest dissatisfaction rate was 10%, related to the City infrastructures. Some of the concerns with the infrastructure are increased utility cost and street closures due to gold line construction.

Figure 7. Satisfaction with Services and Infrastructure



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Business Forecast

When asked about the future of their business, 65% of respondents expressed a positive outlook, anticipating growth over the next two years, consistent with the 2016 survey results. While most expect their employee numbers to remain stable, 33% plan to hire within the next two years. Comparing the past two years with the upcoming two, more businesses expect to increase their workforce, with fewer anticipating a decrease.

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Figure 8. 2 Year Performance Forecast

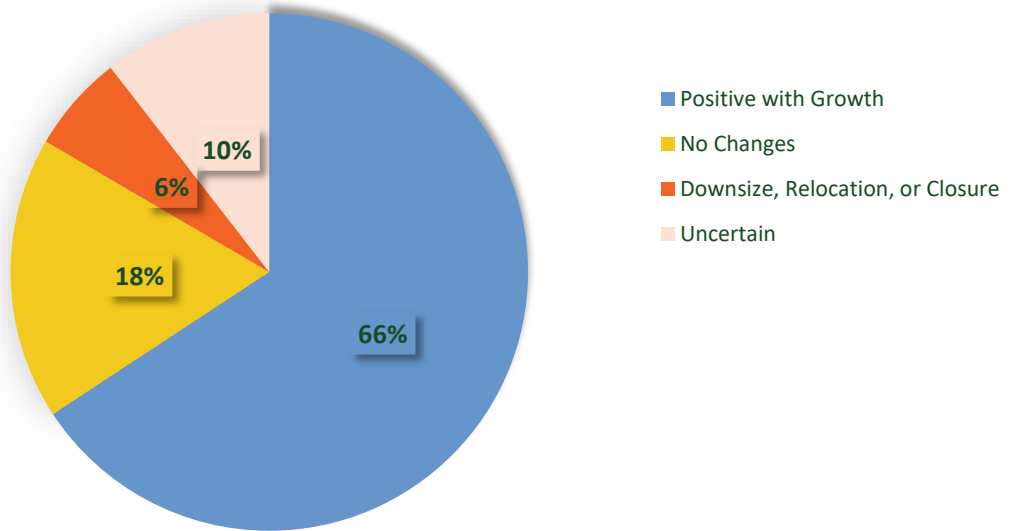
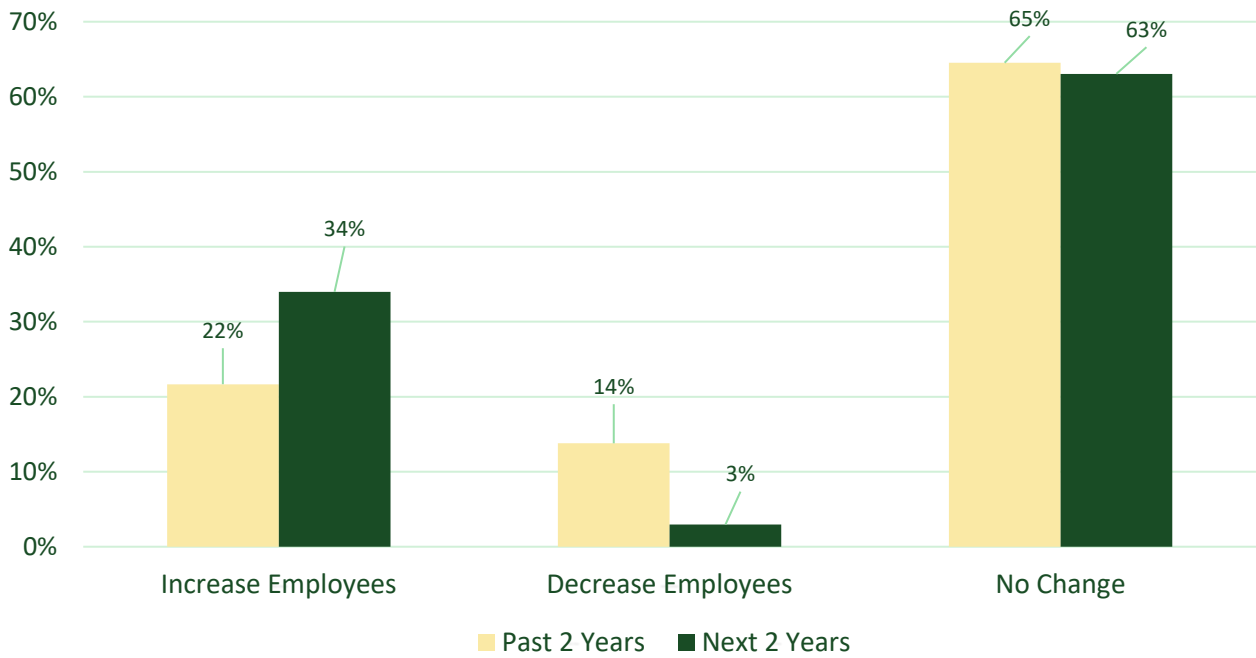


Figure 9: Employment Changes & Projections





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Business Goals

To better understand the needs of our business community and tailor our programs accordingly, the survey asked business owners about their goals for the next five years. An overwhelming majority, 93%, expressed ambitions for growth, whether through increased revenue or business expansion. This strong desire for growth highlights the dynamic and forward-thinking nature of our local businesses. Meanwhile, 4% of respondents indicated that their primary goal is simply to remain operational, suggesting they may be facing challenges that require additional support. Lastly, 3% of business owners plan to retire within this period, which presents opportunities for new businesses to emerge within our community.

As a follow-up, question number 15 sought to understand how the City can help overcome challenges that may hinder our business community from achieving their goals. The responses we received were diverse and reflect the unique needs of our local businesses. Suggestions ranged from increasing events in the City, access to business grants or loans, enhanced marketing support through our social media channels, and strengthening police presence, among others. Each of these responses provides valuable insight into how we can better serve our business community. A comprehensive list of all the responses is attached at the end of this report for further review in Exhibit B.

Needs and Opportunities

Many businesses face challenges in managing and marketing their operations or are in constant pursuit of best practices and the latest information. To better understand these needs, we included a question asking which topics would be of interest or benefit if the City were to offer a no-cost workshop. Interestingly, 44% of respondents indicated that such a workshop would not benefit their business. However, 37% expressed interest in learning about marketing strategies, and 34% were keen on social media marketing.

To gain further insights into what might benefit our business community, we also asked what tools, resources, or actions they believe the local government could provide. This open-ended question garnered a variety of responses, including suggestions for tax incentives, increased advertising efforts, and greater exposure on social media for the Glendora community, among other ideas. These responses offer valuable direction on how the City can better support local businesses in achieving their goals. A comprehensive list of all the responses is attached at the end of this report for further review in Exhibit B.

Conclusions

The findings from the 2024 Business Retention and Expansion Survey indicate that our efforts are yielding positive results. When comparing repeat questions from the 2012 and 2016 surveys, it is apparent that our ratings have remained consistent or improved, affirming that the City's efforts are on the right track. The overall business sentiment is optimistic, reflecting confidence in the City's



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continued commitment to business-friendly practices. Notably, despite the challenges posed by COVID-19, 73% of our business community reported that their operations have either remained stable or improved—a testament to the resilience and adaptability of our local businesses.

Additionally, the Survey sought input on policies that could further enhance the business climate in Glendora. These insights have been compiled and are attached at the end of this report in Exhibit B.

A key takeaway from the Survey is the strong interest in increased City engagement through networking events, with over half of the respondents expressing this desire. Recognizing the importance of such interactions, City representatives have already begun attending networking events, and the positive feedback from the business community has been encouraging. Moving forward, the City will continue to actively participate in these events to foster stronger connections within our business community. Moreover, the contact information of those interested in additional services will be forwarded to the Glendora Chamber of Commerce, ensuring that our businesses have access to the resources they need to thrive.

In conclusion, the 2024 BRE Survey results reflect a promising future for Glendora's business environment. The City remains committed to supporting our local businesses, adapting to their needs, and fostering a thriving economic landscape.

Results

- Overall positive response with a positive forecast.
- 22% response rate.
- Respondents represent sections from throughout the entire City.
- Respondents represent a diverse mix of business categories.
- 84% of Respondents rated Glendora as either satisfied or very satisfied.
- The location, community support and relationship with other businesses owners are prime reasons businesses locate in Glendora.
- Businesses report a high level of satisfaction with services and infrastructures.
- Majority of businesses have a positive future outlook and expect business growth.
- Business owners would like more engagement with City staff.

Plan of Action

This report will be made available to the public, the business community, and our partners in Economic Development, including the Glendora Chamber of Commerce. By making these findings accessible, the insights gathered will be leveraged to further strengthen our marketing efforts, positioning Glendora as an ideal location for businesses to start, grow and expand. Additionally, this information will be disseminated across our City Departments to ensure a coordinated approach in addressing the needs of our business community.



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Our follow-up actions include:

- **Thorough Review and Consideration:** Concerns and suggestions raised in the survey will be carefully reviewed. Each issue will be evaluated to determine actionable steps the City can take to address these challenges effectively.
- **Targeted Workshop Development:** Based on the interest expressed in specific workshop topics, the feasibility of offering these educational sessions will be explored, including exploring partnerships with the Chamber of Commerce, and engaging with experts and partners who can contribute valuable insights and support.
- **Enhanced Community Engagement:** Recognizing the importance of networking and collaboration, the City will continue to participate and organize events that foster connections within the business community. Additional opportunities for direct engagement will be pursued to ensure that the needs and concerns of our local businesses are continually heard and addressed.
- **Strategic Communication:** The survey responses will be included in our marketing and attraction strategies, ensuring that Glendora is highlighted as a business-friendly city in our outreach and attraction efforts.

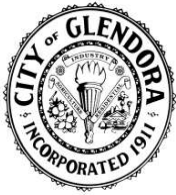
In summary, this report is not just a reflection of where the City stands today but a roadmap for the future. By taking these steps, the City will continue to build a thriving, resilient business community in Glendora.

Contact Information

For any comments, questions, or concerns regarding the survey, please contact the Economic Development and Housing Division at (626) 852-5252, or via email at economicdevelopmentgroup@cityofglendora.org.

Attachment:

Exhibit A, Business Survey Questions,
Exhibit B, Survey Responses from Questions 1-24



City of Glendora Business Survey 2024

Survey may also be completed online at

Business Information

Business Name: _____ Address: _____
 Completed By: _____
 Position/Title: _____
 Phone: _____ Email: _____

- What year was your business originally established? _____
 - Do you have locations in other cities? No Yes Where: _____
 - How does Glendora compare as a place to do business with the other locations?
 Better About the Same Other city is better because _____
- What is the main product or service your business provides? (please select the one best fit)
 Automotive Contractor Food / Restaurant Financial Services Fitness/Recreation
 Health Care Insurance Professional Services Real Estate Retail
 Salon / Spa Dry Cleaner Manufacturing Other: _____

Employment

- How many people, including owner(s), does your business currently employ:
 Full Time Year Round: _____ Part Time Year Round: _____ Seasonal: _____
- Has the number of employees changed in the last 24 months? If so, how:
 No change Increased employees Decreased employees
- In the next 24 months, do you expect the number of employees to change? If so, how:
 No change Expect an increase in employees Expect a decrease in employees

Local (Glendora) Business Climate

- What is your overall opinion of Glendora as a place to conduct business? (select one only)
 Poor Average Good Excellent
- How satisfied are you with Glendora as a business location with respect to the following factors?
 (1 - Satisfied, 2 - Neutral, 3 - Unsatisfied, N/A - Not Applicable)

Cost of doing business	1	2	3	N/A	Safety services	1	2	3	N/A
Access to customers	1	2	3	N/A	New residential development	1	2	3	N/A
Quality of life	1	2	3	N/A	Access to a workforce / employees	1	2	3	N/A
City infrastructures (roads, public transportation, utilities)	1	2	3	N/A	City permit process	1	2	3	N/A
Proximity to transportation/freeways	1	2	3	N/A	Local officials	1	2	3	N/A

- What are the main reasons for locating in Glendora; what do you see as its greatest strengths?

 - What challenges do you encounter, if any, due specifically to your location in Glendora?

Future Business Plans

- How do you foresee your business performance over the next two years?
 A positive outlook with growth expected (see question 13) A possible downsize, relocation or closure
 No changes are expected The future is uncertain

- What are your businesses' goals over the next 5 years?

11. How can the city assist you in overcoming any obstacles to reaching your business objectives and goals?

Needs and Opportunity Assessment

12. What obstacles are affecting your business? (check all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Recruiting or retaining employees | <input type="checkbox"/> HR requirements and laws |
| <input type="checkbox"/> Restrictive business regulations | <input type="checkbox"/> Expensive or unavailable utilities: _____ |
| <input type="checkbox"/> E-Commerce / Internet competition | <input type="checkbox"/> Greatest challenge: _____ |

13. Would it benefit your business if the City organizes business workshops? Please check the topics that would be of interest or benefit to you or your employees: (check all that apply)

- | | | | |
|---|--|---|--|
| <input type="checkbox"/> Business Planning | <input type="checkbox"/> Starting a Small Business | <input type="checkbox"/> Internet Marketing | <input type="checkbox"/> Legal/Reg. Requirements |
| <input type="checkbox"/> Marketing Strategies | <input type="checkbox"/> Employee Benefit Plans | <input type="checkbox"/> Hiring Made Easy | <input type="checkbox"/> Retirement Planning |
| <input type="checkbox"/> Selling Techniques | <input type="checkbox"/> Website Design and SEO | <input type="checkbox"/> Labor Laws | <input type="checkbox"/> Social Media Marketing |

14. Would you prefer to attend workshops in person or online?

- In-person Online Not interested

15. What tools, resources or action do you think local government (staff or officials) can provide in order to help you produce a positive effect on your business or prevent a downsize, relocation or closure?

16. How is your business performing now compared to pre COVID-19?

- No change
- Increase in sales
- Decrease in sales
- Business opened after Covid-19

Concluding Questions

17. a.) What are the best ways for the City to engage with you and other business owners (e.g., meeting, newsletters, online platforms)?

18. Do you have any specific suggestions for new policies or changes to existing policies that would improve the business climate in our city?

19. Are you interested in being contacted by city staff to further discuss any questions or concerns you may have?

- Yes, please contact me at: _____ No
 Please note, you can contact us at any time, now or in the future at (626) 914-8292 with any questions, comments or concerns.

20. a.) Are you a member of the Glendora Chamber of Commerce? Yes No

- b.) The Chamber also offers a number of resources including up to date legislative information, networking, educational and advertising opportunities. Are you interested in being contacted by the Glendora Chamber of Commerce?**
<http://Glendora-Chamber.org> Yes No

Additional comments can be included on a separate sheet of paper. Please return survey via email to economicdevelopmentgroup@cityofglendora.org or mail to City of Glendora, Economic Development, 116 E. Foothill Blvd., Glendora CA 91741.

Thank you for your time and participation in this survey!

www.CityofGlendora.org

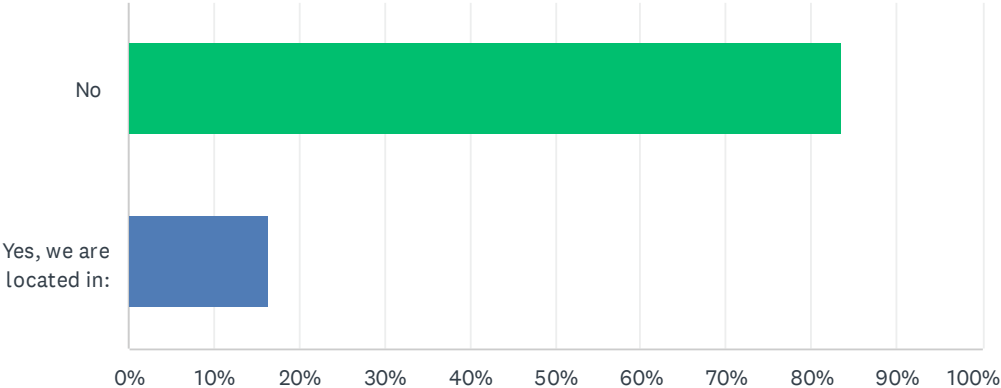
Q1 Business Information

Answered: 231 Skipped: 0

ANSWER CHOICES	RESPONSES	
Business Name	100.00%	231
Address	100.00%	231
Completed By	96.97%	224
Position/Title	97.84%	226
Phone Number	99.13%	229
Email	98.27%	227
Year Established	95.24%	220

Q2 Do you have locations in other cities?

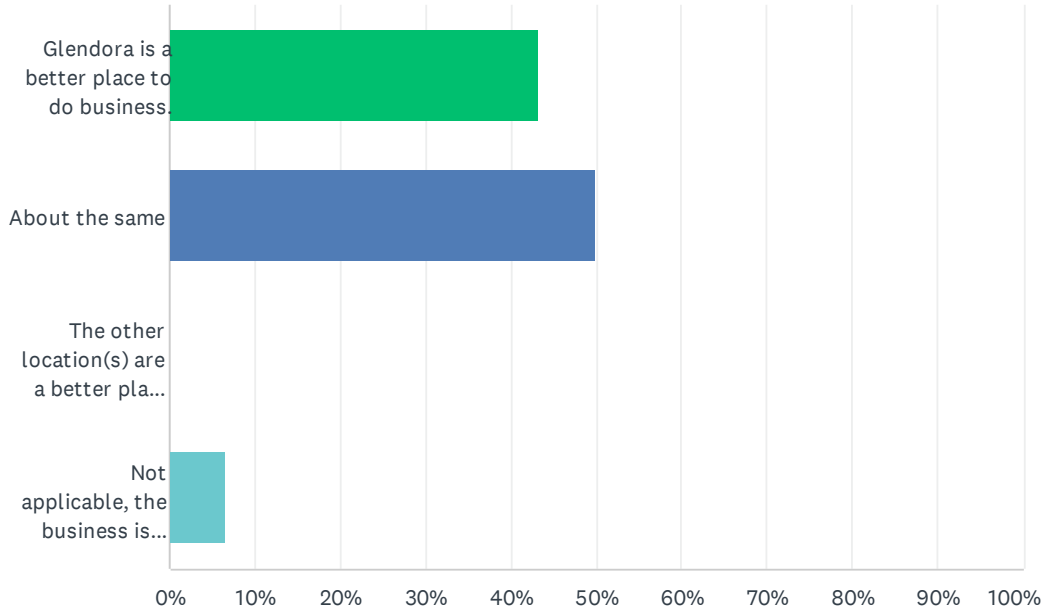
Answered: 231 Skipped: 0



ANSWER CHOICES	RESPONSES	
No	83.55%	193
Yes, we are located in:	16.45%	38
TOTAL		231

Q3 If located in other cities, how does Glendora compare as a place to do business, compared to the other locations?

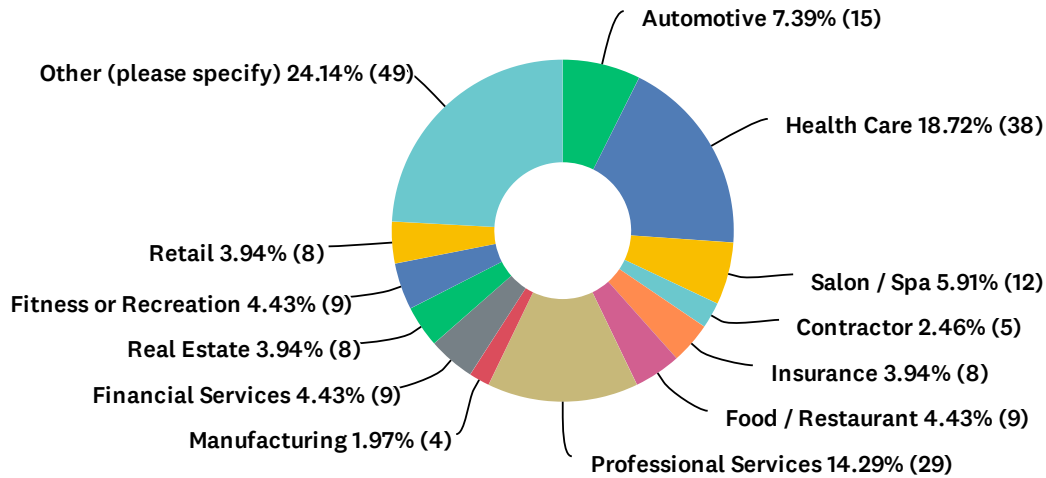
Answered: 30 Skipped: 201



ANSWER CHOICES	RESPONSES	
Glendora is a better place to do business.	43.33%	13
About the same	50.00%	15
The other location(s) are a better place to do business.	0.00%	0
Not applicable, the business is only operating in Glendora.	6.67%	2
TOTAL		30

Q4 What is the main product or service your business provides? (select one only)

Answered: 203 Skipped: 28



ANSWER CHOICES	RESPONSES	
Automotive	7.39%	15
Health Care	18.72%	38
Salon / Spa	5.91%	12
Contractor	2.46%	5
Insurance	3.94%	8
Dry Cleaner	0.00%	0
Food / Restaurant	4.43%	9
Professional Services	14.29%	29
Manufacturing	1.97%	4
Financial Services	4.43%	9
Real Estate	3.94%	8
Fitness or Recreation	4.43%	9
Retail	3.94%	8
Other (please specify)	24.14%	49
TOTAL		203

Q5 How many people, including the owner(s), does your business currently employ:

Answered: 203 Skipped: 28

ANSWER CHOICES	RESPONSES
Full time Year Round	100.00% 203
Part Time Year Round	100.00% 203
Seasonal	100.00% 203

#	FULL TIME YEAR ROUND	DATE
1	8	8/8/2024 2:46 PM
2	1	8/8/2024 2:15 PM
3	2	8/8/2024 11:29 AM
4	1	8/8/2024 8:56 AM
5	4	8/7/2024 4:44 PM
6	4	8/7/2024 3:36 PM
7	3	8/7/2024 2:59 PM
8	1	8/7/2024 2:55 PM
9	2	8/7/2024 2:41 PM
10	1	8/7/2024 1:17 PM
11	2800	8/7/2024 12:44 PM
12	2	8/7/2024 11:54 AM
13	5	8/7/2024 11:52 AM
14	1	8/7/2024 11:47 AM
15	1	8/7/2024 11:32 AM
16	0	8/7/2024 11:30 AM
17	1	8/7/2024 10:28 AM
18	2	8/6/2024 3:52 PM
19	1	8/6/2024 10:53 AM
20	1	8/6/2024 10:45 AM
21	1	8/6/2024 10:31 AM
22	1	8/6/2024 10:30 AM
23	145	8/6/2024 10:06 AM
24	10	8/6/2024 10:01 AM
25	2	8/6/2024 9:58 AM
26	20	8/6/2024 9:57 AM
27	2	8/4/2024 10:24 AM

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Question 5

Exhibit B

28	1 one	8/3/2024 6:27 AM
29	1	8/2/2024 11:09 PM
30	1	8/2/2024 8:42 PM
31	1	8/2/2024 5:30 PM
32	1	8/2/2024 3:24 PM
33	3	8/2/2024 1:01 PM
34	120	8/2/2024 12:57 PM
35	1	8/2/2024 11:16 AM
36	1	8/2/2024 11:06 AM
37	3	8/2/2024 10:39 AM
38	3	8/2/2024 10:00 AM
39	3	8/2/2024 9:43 AM
40	0	8/2/2024 9:40 AM
41	35	8/2/2024 9:23 AM
42	6	8/2/2024 6:58 AM
43	1	8/2/2024 3:24 AM
44	0	8/1/2024 6:10 PM
45	1	8/1/2024 5:16 PM
46	4	8/1/2024 11:48 AM
47	4	8/1/2024 11:23 AM
48	6	8/1/2024 10:29 AM
49	18	8/1/2024 7:48 AM
50	2	8/1/2024 6:41 AM
51	5	7/31/2024 9:09 PM
52	5	7/31/2024 5:40 PM
53	0	7/31/2024 5:14 PM
54	5	7/31/2024 4:05 PM
55	1	7/31/2024 4:00 PM
56	0	7/31/2024 3:41 PM
57	22	7/31/2024 3:40 PM
58	1	7/31/2024 2:58 PM
59	0	7/31/2024 2:54 PM
60	3	7/31/2024 2:30 PM
61	3	7/31/2024 2:20 PM
62	11	7/31/2024 2:18 PM
63	1	7/31/2024 2:16 PM
64	0	7/31/2024 2:11 PM
65	2	7/31/2024 2:07 PM

2024 Glendora Business Survey
Question 5

Exhibit B

66	0	7/30/2024 3:10 PM
67	1	7/30/2024 12:56 PM
68	2	7/30/2024 12:04 PM
69	10	7/30/2024 11:20 AM
70	52	7/30/2024 10:53 AM
71	6	7/29/2024 2:10 PM
72	0	7/29/2024 12:27 PM
73	4	7/29/2024 11:33 AM
74	1	7/29/2024 10:45 AM
75	13	7/29/2024 9:13 AM
76	1	7/28/2024 10:52 AM
77	1	7/28/2024 9:04 AM
78	4	7/28/2024 8:06 AM
79	0	7/27/2024 4:46 PM
80	3	7/27/2024 3:53 PM
81	1	7/27/2024 1:06 PM
82	0	7/27/2024 9:07 AM
83	2	7/26/2024 9:06 PM
84	1	7/26/2024 7:22 PM
85	3	7/26/2024 5:48 PM
86	8	7/26/2024 4:16 PM
87	1	7/26/2024 2:43 PM
88	1	7/26/2024 2:25 PM
89	1	7/26/2024 12:52 PM
90	0	7/26/2024 12:27 PM
91	2	7/26/2024 12:14 PM
92	6	7/26/2024 10:31 AM
93	0	7/26/2024 9:51 AM
94	4	7/26/2024 9:27 AM
95	0	7/26/2024 9:09 AM
96	4	7/26/2024 9:01 AM
97	3	7/26/2024 8:39 AM
98	8	7/26/2024 8:28 AM
99	3	7/26/2024 8:20 AM
100	1	7/26/2024 8:18 AM
101	20	7/26/2024 8:17 AM
102	2	7/26/2024 8:17 AM
103	1	7/26/2024 8:16 AM

2024 Glendora Business Survey
Question 5

Exhibit B

104	1	7/26/2024 8:14 AM
105	3	7/26/2024 8:09 AM
106	1	7/25/2024 8:34 PM
107	2	7/25/2024 7:21 PM
108	2	7/25/2024 3:36 PM
109	0	7/24/2024 3:18 PM
110	10	7/24/2024 1:28 PM
111	7	7/23/2024 6:46 PM
112	1	7/23/2024 4:15 PM
113	3	7/23/2024 7:43 AM
114	1	7/22/2024 3:08 PM
115	2	7/22/2024 1:07 PM
116	8	7/22/2024 9:46 AM
117	3	7/22/2024 9:36 AM
118	4	7/19/2024 3:58 PM
119	0	7/19/2024 1:54 PM
120	3	7/19/2024 1:45 PM
121	35	7/19/2024 10:20 AM
122	7	7/19/2024 9:42 AM
123	1	7/18/2024 7:13 PM
124	1	7/18/2024 4:42 PM
125	12	7/18/2024 3:27 PM
126	14	7/18/2024 3:16 PM
127	25	7/18/2024 2:28 PM
128	1	7/18/2024 2:07 PM
129	0	7/18/2024 1:07 PM
130	10	7/18/2024 12:21 PM
131	1	7/18/2024 12:12 PM
132	6	7/18/2024 11:06 AM
133	3	7/17/2024 12:49 PM
134	0	7/17/2024 12:38 PM
135	13	7/17/2024 12:20 PM
136	1	7/17/2024 10:51 AM
137	4	7/17/2024 10:49 AM
138	1	7/17/2024 10:39 AM
139	Na	7/17/2024 10:14 AM
140	4	7/17/2024 10:07 AM
141	15	7/17/2024 9:45 AM

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142	7	7/17/2024 9:06 AM
143	15	7/17/2024 8:37 AM
144	60	7/17/2024 8:14 AM
145	1	7/17/2024 6:10 AM
146	1	7/16/2024 10:47 PM
147	1	7/16/2024 10:04 PM
148	1	7/16/2024 9:09 PM
149	1	7/16/2024 7:28 PM
150	0	7/16/2024 6:40 PM
151	1	7/16/2024 6:31 PM
152	2	7/16/2024 5:28 PM
153	2	7/16/2024 5:18 PM
154	2	7/16/2024 5:17 PM
155	0	7/16/2024 5:08 PM
156	Thirteen	7/16/2024 5:02 PM
157	3	7/16/2024 5:00 PM
158	7	7/16/2024 10:13 AM
159	1	7/15/2024 7:02 PM
160	0	7/15/2024 1:55 PM
161	1	7/14/2024 10:11 PM
162	6	7/14/2024 7:19 AM
163	6	7/13/2024 9:35 AM
164	10	7/12/2024 5:12 PM
165	55	7/12/2024 3:21 PM
166	1	7/12/2024 1:29 PM
167	15	7/12/2024 12:59 PM
168	1	7/12/2024 10:18 AM
169	63	7/12/2024 7:55 AM
170	2	7/11/2024 9:33 PM
171	1	7/11/2024 6:36 PM
172	2	7/11/2024 5:25 PM
173	20	7/11/2024 4:54 PM
174	6	7/11/2024 4:35 PM
175	8	7/11/2024 4:27 PM
176	1 person	7/11/2024 3:10 PM
177	0	7/11/2024 2:22 PM
178	1	7/11/2024 1:50 PM
179	2	7/11/2024 1:49 PM

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180	26	7/11/2024 1:39 PM
181	3	7/11/2024 12:50 PM
182	1	7/11/2024 12:48 PM
183	2	7/11/2024 12:13 PM
184	1	7/11/2024 12:12 PM
185	3	7/11/2024 12:01 PM
186	3	7/11/2024 11:58 AM
187	2	7/11/2024 11:58 AM
188	2	7/11/2024 11:57 AM
189	9	7/11/2024 11:54 AM
190	4	7/11/2024 11:49 AM
191	1	7/11/2024 11:37 AM
192	12	7/11/2024 11:31 AM
193	3	7/11/2024 11:18 AM
194	10	7/11/2024 11:18 AM
195	6	7/11/2024 11:16 AM
196	3	7/11/2024 11:13 AM
197	4	7/11/2024 11:09 AM
198	3	7/11/2024 11:08 AM
199	1	7/11/2024 11:05 AM
200	7	7/11/2024 11:05 AM
201	4	7/11/2024 11:05 AM
202	2	7/11/2024 11:02 AM
203	14	7/11/2024 11:01 AM
#	PART TIME YEAR ROUND	DATE
1	2	8/8/2024 2:46 PM
2	1	8/8/2024 2:15 PM
3	1	8/8/2024 11:29 AM
4	0	8/8/2024 8:56 AM
5	0	8/7/2024 4:44 PM
6	1	8/7/2024 3:36 PM
7	10	8/7/2024 2:59 PM
8	0	8/7/2024 2:55 PM
9	0	8/7/2024 2:41 PM
10	0	8/7/2024 1:17 PM
11	0	8/7/2024 12:44 PM
12	20	8/7/2024 11:54 AM
13	0	8/7/2024 11:52 AM

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14	5	8/7/2024 11:47 AM
15	2	8/7/2024 11:32 AM
16	0	8/7/2024 11:30 AM
17	0	8/7/2024 10:28 AM
18	3	8/6/2024 3:52 PM
19	0	8/6/2024 10:53 AM
20	4	8/6/2024 10:45 AM
21	4	8/6/2024 10:31 AM
22	4	8/6/2024 10:30 AM
23	10	8/6/2024 10:06 AM
24	1	8/6/2024 10:01 AM
25	5	8/6/2024 9:58 AM
26	2	8/6/2024 9:57 AM
27	0	8/4/2024 10:24 AM
28	0	8/3/2024 6:27 AM
29	0	8/2/2024 11:09 PM
30	0	8/2/2024 8:42 PM
31	0	8/2/2024 5:30 PM
32	2	8/2/2024 3:24 PM
33	2	8/2/2024 1:01 PM
34	3	8/2/2024 12:57 PM
35	0	8/2/2024 11:16 AM
36	0	8/2/2024 11:06 AM
37	1	8/2/2024 10:39 AM
38	0	8/2/2024 10:00 AM
39	0	8/2/2024 9:43 AM
40	0	8/2/2024 9:40 AM
41	4	8/2/2024 9:23 AM
42	2	8/2/2024 6:58 AM
43	0	8/2/2024 3:24 AM
44	0	8/1/2024 6:10 PM
45	0	8/1/2024 5:16 PM
46	3	8/1/2024 11:48 AM
47	3	8/1/2024 11:23 AM
48	1	8/1/2024 10:29 AM
49	0	8/1/2024 7:48 AM
50	1	8/1/2024 6:41 AM
51	3	7/31/2024 9:09 PM

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52	1	7/31/2024 5:40 PM
53	0	7/31/2024 5:14 PM
54	4	7/31/2024 4:05 PM
55	0	7/31/2024 4:00 PM
56	1	7/31/2024 3:41 PM
57	2	7/31/2024 3:40 PM
58	0	7/31/2024 2:58 PM
59	1	7/31/2024 2:54 PM
60	1	7/31/2024 2:30 PM
61	1	7/31/2024 2:20 PM
62	0	7/31/2024 2:18 PM
63	2	7/31/2024 2:16 PM
64	0	7/31/2024 2:11 PM
65	5	7/31/2024 2:07 PM
66	1	7/30/2024 3:10 PM
67	0	7/30/2024 12:56 PM
68	1	7/30/2024 12:04 PM
69	80 (Our Nurses work in the Field)	7/30/2024 11:20 AM
70	2	7/30/2024 10:53 AM
71	0	7/29/2024 2:10 PM
72	1	7/29/2024 12:27 PM
73	0	7/29/2024 11:33 AM
74	0	7/29/2024 10:45 AM
75	1	7/29/2024 9:13 AM
76	1	7/28/2024 10:52 AM
77	1	7/28/2024 9:04 AM
78	1	7/28/2024 8:06 AM
79	4	7/27/2024 4:46 PM
80	4	7/27/2024 3:53 PM
81	10	7/27/2024 1:06 PM
82	1	7/27/2024 9:07 AM
83	0	7/26/2024 9:06 PM
84	0	7/26/2024 7:22 PM
85	0	7/26/2024 5:48 PM
86	1	7/26/2024 4:16 PM
87	3	7/26/2024 2:43 PM
88	1	7/26/2024 2:25 PM
89	0	7/26/2024 12:52 PM

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90	0	7/26/2024 12:27 PM
91	0	7/26/2024 12:14 PM
92	15	7/26/2024 10:31 AM
93	4	7/26/2024 9:51 AM
94	1	7/26/2024 9:27 AM
95	1	7/26/2024 9:09 AM
96	6	7/26/2024 9:01 AM
97	1	7/26/2024 8:39 AM
98	0	7/26/2024 8:28 AM
99	3	7/26/2024 8:20 AM
100	0	7/26/2024 8:18 AM
101	0	7/26/2024 8:17 AM
102	3	7/26/2024 8:17 AM
103	0	7/26/2024 8:16 AM
104	0	7/26/2024 8:14 AM
105	3	7/26/2024 8:09 AM
106	2	7/25/2024 8:34 PM
107	4	7/25/2024 7:21 PM
108	2	7/25/2024 3:36 PM
109	2	7/24/2024 3:18 PM
110	0	7/24/2024 1:28 PM
111	1	7/23/2024 6:46 PM
112	2	7/23/2024 4:15 PM
113	1	7/23/2024 7:43 AM
114	0	7/22/2024 3:08 PM
115	5	7/22/2024 1:07 PM
116	1	7/22/2024 9:46 AM
117	2	7/22/2024 9:36 AM
118	0	7/19/2024 3:58 PM
119	3	7/19/2024 1:54 PM
120	0	7/19/2024 1:45 PM
121	0	7/19/2024 10:20 AM
122	2	7/19/2024 9:42 AM
123	3	7/18/2024 7:13 PM
124	5	7/18/2024 4:42 PM
125	0	7/18/2024 3:27 PM
126	0	7/18/2024 3:16 PM
127	5	7/18/2024 2:28 PM

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Question 5

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128	0	7/18/2024 2:07 PM
129	3	7/18/2024 1:07 PM
130	2	7/18/2024 12:21 PM
131	0	7/18/2024 12:12 PM
132	4	7/18/2024 11:06 AM
133	14	7/17/2024 12:49 PM
134	1	7/17/2024 12:38 PM
135	13	7/17/2024 12:20 PM
136	0	7/17/2024 10:51 AM
137	16	7/17/2024 10:49 AM
138	0	7/17/2024 10:39 AM
139	Na	7/17/2024 10:14 AM
140	0	7/17/2024 10:07 AM
141	n/a	7/17/2024 9:45 AM
142	0	7/17/2024 9:06 AM
143	35	7/17/2024 8:37 AM
144	0	7/17/2024 8:14 AM
145	0	7/17/2024 6:10 AM
146	0	7/16/2024 10:47 PM
147	1	7/16/2024 10:04 PM
148	0	7/16/2024 9:09 PM
149	0	7/16/2024 7:28 PM
150	1	7/16/2024 6:40 PM
151	None	7/16/2024 6:31 PM
152	2	7/16/2024 5:28 PM
153	2	7/16/2024 5:18 PM
154	4	7/16/2024 5:17 PM
155	0	7/16/2024 5:08 PM
156	0	7/16/2024 5:02 PM
157	0	7/16/2024 5:00 PM
158	0	7/16/2024 10:13 AM
159	0	7/15/2024 7:02 PM
160	4	7/15/2024 1:55 PM
161	0	7/14/2024 10:11 PM
162	5	7/14/2024 7:19 AM
163	1	7/13/2024 9:35 AM
164	5	7/12/2024 5:12 PM
165	65	7/12/2024 3:21 PM

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166	2	7/12/2024 1:29 PM
167	6	7/12/2024 12:59 PM
168	1	7/12/2024 10:18 AM
169	125	7/12/2024 7:55 AM
170	0	7/11/2024 9:33 PM
171	8	7/11/2024 6:36 PM
172	2	7/11/2024 5:25 PM
173	16	7/11/2024 4:54 PM
174	6	7/11/2024 4:35 PM
175	2	7/11/2024 4:27 PM
176	0	7/11/2024 3:10 PM
177	2	7/11/2024 2:22 PM
178	0	7/11/2024 1:50 PM
179	0	7/11/2024 1:49 PM
180	1	7/11/2024 1:39 PM
181	4	7/11/2024 12:50 PM
182	1	7/11/2024 12:48 PM
183	Full	7/11/2024 12:13 PM
184	0	7/11/2024 12:12 PM
185	0	7/11/2024 12:01 PM
186	1	7/11/2024 11:58 AM
187	0	7/11/2024 11:58 AM
188	8	7/11/2024 11:57 AM
189	0	7/11/2024 11:54 AM
190	3	7/11/2024 11:49 AM
191	1	7/11/2024 11:37 AM
192	0	7/11/2024 11:31 AM
193	1	7/11/2024 11:18 AM
194	0	7/11/2024 11:18 AM
195	1	7/11/2024 11:16 AM
196	2	7/11/2024 11:13 AM
197	3	7/11/2024 11:09 AM
198	25	7/11/2024 11:08 AM
199	0	7/11/2024 11:05 AM
200	0	7/11/2024 11:05 AM
201	0	7/11/2024 11:05 AM
202	0	7/11/2024 11:02 AM
203	0	7/11/2024 11:01 AM

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#	SEASONAL	DATE
1	1	8/8/2024 2:46 PM
2	1	8/8/2024 2:15 PM
3	0	8/8/2024 11:29 AM
4	1	8/8/2024 8:56 AM
5	0	8/7/2024 4:44 PM
6	0	8/7/2024 3:36 PM
7	0	8/7/2024 2:59 PM
8	0	8/7/2024 2:55 PM
9	0	8/7/2024 2:41 PM
10	0	8/7/2024 1:17 PM
11	0	8/7/2024 12:44 PM
12	0	8/7/2024 11:54 AM
13	0	8/7/2024 11:52 AM
14	0	8/7/2024 11:47 AM
15	0	8/7/2024 11:32 AM
16	0	8/7/2024 11:30 AM
17	0	8/7/2024 10:28 AM
18	3	8/6/2024 3:52 PM
19	0	8/6/2024 10:53 AM
20	no	8/6/2024 10:45 AM
21	0	8/6/2024 10:31 AM
22	0	8/6/2024 10:30 AM
23	0	8/6/2024 10:06 AM
24	0	8/6/2024 10:01 AM
25	0	8/6/2024 9:58 AM
26	0	8/6/2024 9:57 AM
27	0	8/4/2024 10:24 AM
28	0	8/3/2024 6:27 AM
29	0	8/2/2024 11:09 PM
30	0	8/2/2024 8:42 PM
31	0	8/2/2024 5:30 PM
32	0	8/2/2024 3:24 PM
33	0	8/2/2024 1:01 PM
34	0	8/2/2024 12:57 PM
35	20 employees	8/2/2024 11:16 AM
36	0	8/2/2024 11:06 AM
37	1	8/2/2024 10:39 AM

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38	0	8/2/2024 10:00 AM
39	0	8/2/2024 9:43 AM
40	0	8/2/2024 9:40 AM
41	0	8/2/2024 9:23 AM
42	0	8/2/2024 6:58 AM
43	0	8/2/2024 3:24 AM
44	0	8/1/2024 6:10 PM
45	0	8/1/2024 5:16 PM
46	0	8/1/2024 11:48 AM
47	0	8/1/2024 11:23 AM
48	0	8/1/2024 10:29 AM
49	0	8/1/2024 7:48 AM
50	1	8/1/2024 6:41 AM
51	2	7/31/2024 9:09 PM
52	0	7/31/2024 5:40 PM
53	0	7/31/2024 5:14 PM
54	0	7/31/2024 4:05 PM
55	0	7/31/2024 4:00 PM
56	0	7/31/2024 3:41 PM
57	0	7/31/2024 3:40 PM
58	0	7/31/2024 2:58 PM
59	0	7/31/2024 2:54 PM
60	1	7/31/2024 2:30 PM
61	0	7/31/2024 2:20 PM
62	0	7/31/2024 2:18 PM
63	1	7/31/2024 2:16 PM
64	9	7/31/2024 2:11 PM
65	1	7/31/2024 2:07 PM
66	0	7/30/2024 3:10 PM
67	0	7/30/2024 12:56 PM
68	0	7/30/2024 12:04 PM
69	0	7/30/2024 11:20 AM
70	0	7/30/2024 10:53 AM
71	0	7/29/2024 2:10 PM
72	0	7/29/2024 12:27 PM
73	0	7/29/2024 11:33 AM
74	0	7/29/2024 10:45 AM
75	0	7/29/2024 9:13 AM

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76	1	7/28/2024 10:52 AM
77	0	7/28/2024 9:04 AM
78	0	7/28/2024 8:06 AM
79	0	7/27/2024 4:46 PM
80	0	7/27/2024 3:53 PM
81	5	7/27/2024 1:06 PM
82	1	7/27/2024 9:07 AM
83	0	7/26/2024 9:06 PM
84	0	7/26/2024 7:22 PM
85	0	7/26/2024 5:48 PM
86	0	7/26/2024 4:16 PM
87	0	7/26/2024 2:43 PM
88	1	7/26/2024 2:25 PM
89	0	7/26/2024 12:52 PM
90	0	7/26/2024 12:27 PM
91	0	7/26/2024 12:14 PM
92	4	7/26/2024 10:31 AM
93	0	7/26/2024 9:51 AM
94	0	7/26/2024 9:27 AM
95	1	7/26/2024 9:09 AM
96	0	7/26/2024 9:01 AM
97	0	7/26/2024 8:39 AM
98	0	7/26/2024 8:28 AM
99	1	7/26/2024 8:20 AM
100	0	7/26/2024 8:18 AM
101	0	7/26/2024 8:17 AM
102	0	7/26/2024 8:17 AM
103	0	7/26/2024 8:16 AM
104	0	7/26/2024 8:14 AM
105	3	7/26/2024 8:09 AM
106	3	7/25/2024 8:34 PM
107	Same	7/25/2024 7:21 PM
108	4	7/25/2024 3:36 PM
109	0	7/24/2024 3:18 PM
110	0	7/24/2024 1:28 PM
111	0	7/23/2024 6:46 PM
112	0	7/23/2024 4:15 PM
113	0	7/23/2024 7:43 AM

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114	0	7/22/2024 3:08 PM
115	0	7/22/2024 1:07 PM
116	0	7/22/2024 9:46 AM
117	0	7/22/2024 9:36 AM
118	0	7/19/2024 3:58 PM
119	0	7/19/2024 1:54 PM
120	0	7/19/2024 1:45 PM
121	0	7/19/2024 10:20 AM
122	0	7/19/2024 9:42 AM
123	0	7/18/2024 7:13 PM
124	5	7/18/2024 4:42 PM
125	0	7/18/2024 3:27 PM
126	0	7/18/2024 3:16 PM
127	0	7/18/2024 2:28 PM
128	0	7/18/2024 2:07 PM
129	0	7/18/2024 1:07 PM
130	0	7/18/2024 12:21 PM
131	0	7/18/2024 12:12 PM
132	0	7/18/2024 11:06 AM
133	0	7/17/2024 12:49 PM
134	0	7/17/2024 12:38 PM
135	13	7/17/2024 12:20 PM
136	0	7/17/2024 10:51 AM
137	4	7/17/2024 10:49 AM
138	0	7/17/2024 10:39 AM
139	Na	7/17/2024 10:14 AM
140	0	7/17/2024 10:07 AM
141	n/a	7/17/2024 9:45 AM
142	0	7/17/2024 9:06 AM
143	0	7/17/2024 8:37 AM
144	0	7/17/2024 8:14 AM
145	0	7/17/2024 6:10 AM
146	0	7/16/2024 10:47 PM
147	0	7/16/2024 10:04 PM
148	0	7/16/2024 9:09 PM
149	0	7/16/2024 7:28 PM
150	1	7/16/2024 6:40 PM
151	None	7/16/2024 6:31 PM

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152	0	7/16/2024 5:28 PM
153	0	7/16/2024 5:18 PM
154	2	7/16/2024 5:17 PM
155	0	7/16/2024 5:08 PM
156	0	7/16/2024 5:02 PM
157	0	7/16/2024 5:00 PM
158	0	7/16/2024 10:13 AM
159	0	7/15/2024 7:02 PM
160	0	7/15/2024 1:55 PM
161	0	7/14/2024 10:11 PM
162	0	7/14/2024 7:19 AM
163	0	7/13/2024 9:35 AM
164	0	7/12/2024 5:12 PM
165	0	7/12/2024 3:21 PM
166	4	7/12/2024 1:29 PM
167	1	7/12/2024 12:59 PM
168	0	7/12/2024 10:18 AM
169	0	7/12/2024 7:55 AM
170	0	7/11/2024 9:33 PM
171	0	7/11/2024 6:36 PM
172	0	7/11/2024 5:25 PM
173	0	7/11/2024 4:54 PM
174	6	7/11/2024 4:35 PM
175	0	7/11/2024 4:27 PM
176	0	7/11/2024 3:10 PM
177	0	7/11/2024 2:22 PM
178	0	7/11/2024 1:50 PM
179	0	7/11/2024 1:49 PM
180	0	7/11/2024 1:39 PM
181	1	7/11/2024 12:50 PM
182	0	7/11/2024 12:48 PM
183	None	7/11/2024 12:13 PM
184	0	7/11/2024 12:12 PM
185	0	7/11/2024 12:01 PM
186	0	7/11/2024 11:58 AM
187	0	7/11/2024 11:58 AM
188	0	7/11/2024 11:57 AM
189	0	7/11/2024 11:54 AM

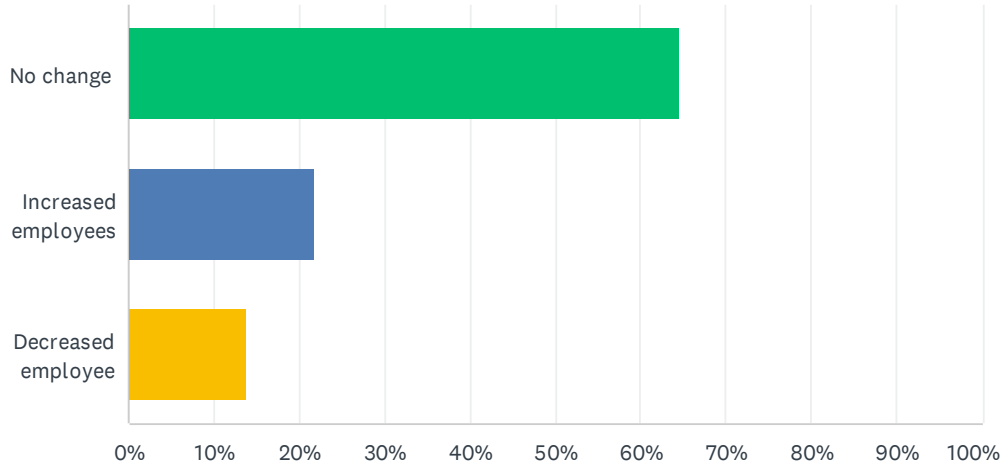
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Question 5

Exhibit B

190	0	7/11/2024 11:49 AM
191	1	7/11/2024 11:37 AM
192	0	7/11/2024 11:31 AM
193	1	7/11/2024 11:18 AM
194	0	7/11/2024 11:18 AM
195	0	7/11/2024 11:16 AM
196	0	7/11/2024 11:13 AM
197	2	7/11/2024 11:09 AM
198	2	7/11/2024 11:08 AM
199	0	7/11/2024 11:05 AM
200	0	7/11/2024 11:05 AM
201	0	7/11/2024 11:05 AM
202	0	7/11/2024 11:02 AM
203	0	7/11/2024 11:01 AM

Q6 Has the number of employees changed in the last 24 months? If so, how:

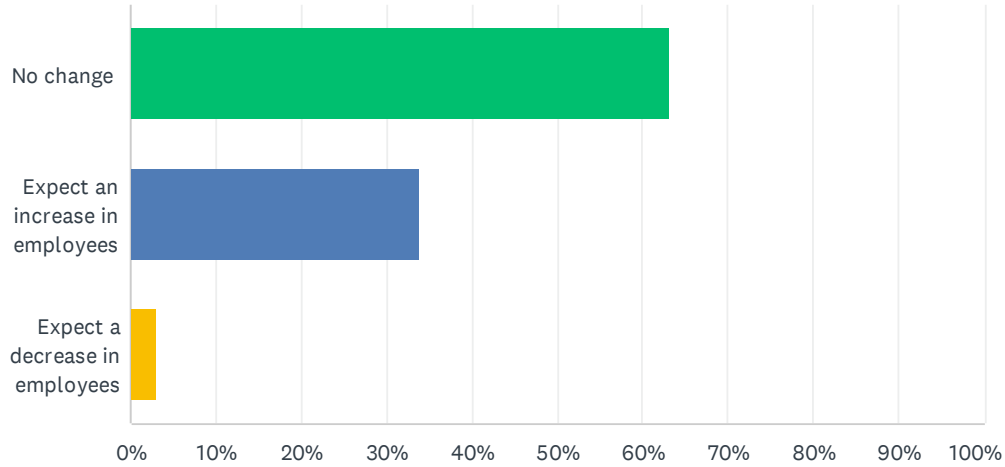
Answered: 203 Skipped: 28



ANSWER CHOICES	RESPONSES	
No change	64.53%	131
Increased employees	21.67%	44
Decreased employee	13.79%	28
TOTAL		203

Q7 In the next 24 months, do you expect the number of employees to change? If so, how:

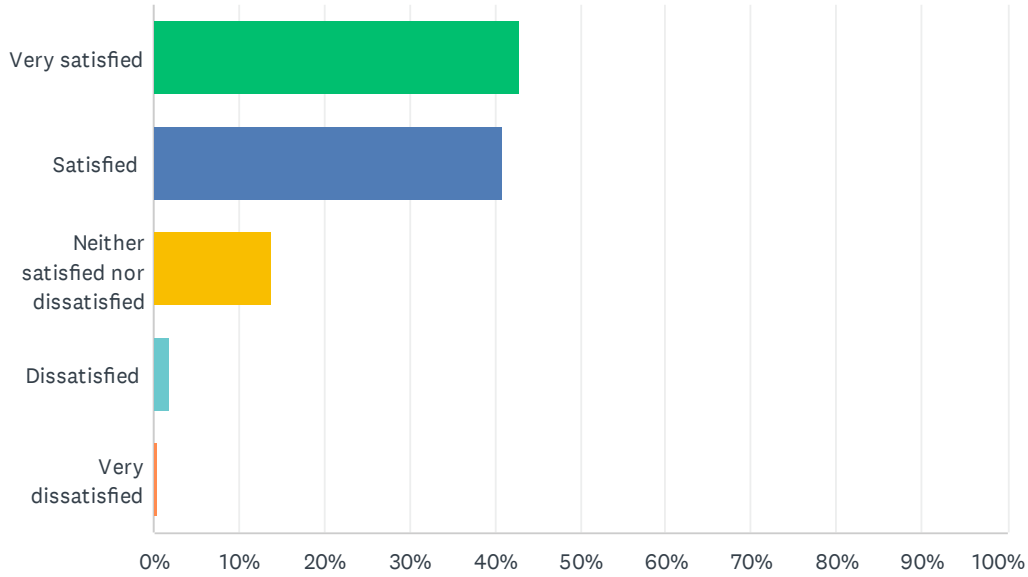
Answered: 203 Skipped: 28



ANSWER CHOICES	RESPONSES	
No change	63.05%	128
Expect an increase in employees	33.99%	69
Expect a decrease in employees	2.96%	6
TOTAL		203

Q8 What is your overall opinion of Glendora as a place to conduct business? (select one only)

Answered: 203 Skipped: 28



ANSWER CHOICES	RESPONSES	
Very satisfied	42.86%	87
Satisfied	40.89%	83
Neither satisfied nor dissatisfied	13.79%	28
Dissatisfied	1.97%	4
Very dissatisfied	0.49%	1
TOTAL		203

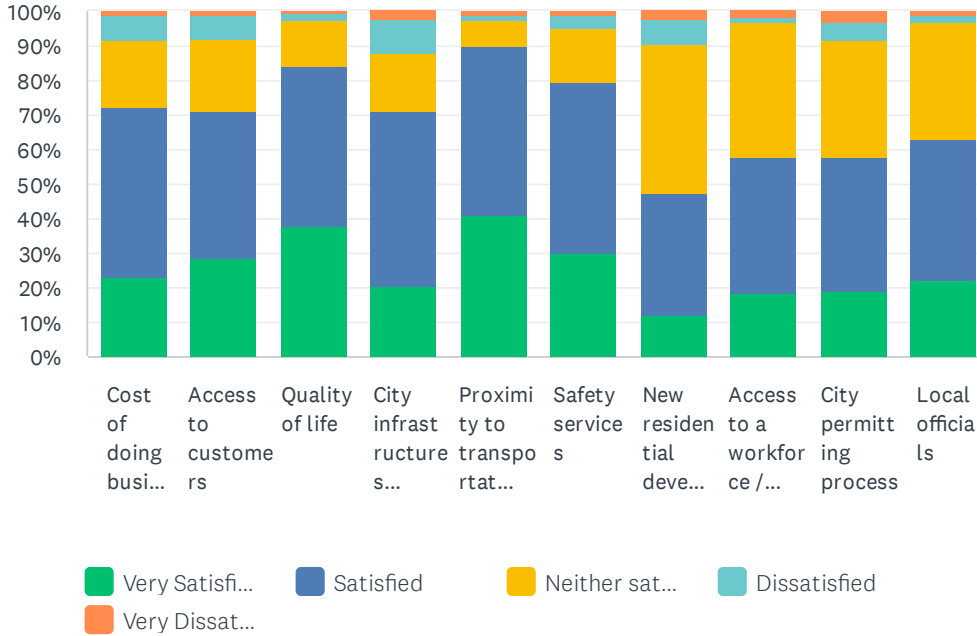
Q9 In a few short words, why are you dissatisfied?

Answered: 4 Skipped: 227

#	RESPONSES	DATE
1	People in Glendora are cheap and stingy toward businesses	8/2/2024 8:55 PM
2	Glendora is located in CA. Not much going on here other than real estate, gyms and health care.	8/2/2024 11:21 AM
3	THE STREET OR ALLEYOFF GLENDORA AVE HAS NOT BEEN REPIARED I HAVE ASKED STREETS DEPT. TO REPAIR IT NOT DONE FOR OVER 25 YEARS!	7/30/2024 3:19 PM
4	The homeless and lawlessness is like never before. The pandemic really hurt my business and now we have people sleeping in my parking lot. Disruptive dirty leaving extent trash pee in bottles. It takes me 30 minutes everyday to clean our parking lot. My 6.00 am clients are afraid and the 6:00 pm clients have no place to park because the shepherds pantry People lines block our driveway. The Glendora PD have been great! There is only so much they can do. I have lost so much business in the last 4 years I would never have picked Glendora 25 years ago if I knew this would happen to this city. The north side of town receives all of the upgrades. We have not seen an upgrade ever. I received one grant during COVID but nothing in 25 years for help to better our community or business area	7/27/2024 1:25 PM

Q10 How satisfied are you with Glendora as a business location with respect to the following factors?

Answered: 181 Skipped: 50



	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Cost of doing business	23.33% 42	48.89% 88	19.44% 35	7.22% 13	1.11% 2	180	2.14
Access to customers	28.18% 51	43.09% 78	20.99% 38	6.63% 12	1.10% 2	181	2.09
Quality of life	37.78% 68	46.67% 84	12.78% 23	2.22% 4	0.56% 1	180	1.81
City infrastructures (roads, public transportation, utilities)	20.56% 37	50.56% 91	16.67% 30	10.00% 18	2.22% 4	180	2.23
Proximity to transportation/freeways	41.11% 74	48.89% 88	7.22% 13	1.67% 3	1.11% 2	180	1.73
Safety services	29.83% 54	49.72% 90	15.47% 28	3.87% 7	1.10% 2	181	1.97
New residential development	12.36% 22	34.83% 62	43.26% 77	7.30% 13	2.25% 4	178	2.52
Access to a workforce / employees	18.44% 33	39.66% 71	38.55% 69	1.68% 3	1.68% 3	179	2.28
City permitting process	19.10% 34	38.76% 69	33.71% 60	5.06% 9	3.37% 6	178	2.35
Local officials	22.35% 40	40.78% 73	33.52% 60	2.23% 4	1.12% 2	179	2.19

Q11 What are the main reasons for locating in Glendora; what do you see as its greatest strengths?

Answered: 164 Skipped: 67

#	RESPONSES	DATE
1	Proximity to where I live. Strong base of customers.	8/8/2024 2:50 PM
2	Safe city	8/8/2024 2:19 PM
3	Safety	8/8/2024 11:33 AM
4	Location in proximity to Los Angeles area.	8/8/2024 9:04 AM
5	Quality of life	8/7/2024 3:49 PM
6	Location, frwy and transportation access, hospitality	8/7/2024 2:59 PM
7	proximity to home	8/7/2024 2:47 PM
8	Small town feeling yet there's lots of access to things to do, restaurants, activities, etc.	8/7/2024 1:19 PM
9	I grew up here and have been involved in the community over the years. I have established relationships with other business owners	8/7/2024 1:15 PM
10	Great safe community to do business in	8/7/2024 12:48 PM
11	Higher income than surrounding areas, easy access from other cities, Glendora Village is specifically a great area for foot traffic.	8/7/2024 12:07 PM
12	This is my home. I grew up here and are now raising my own family here.	8/7/2024 12:00 PM
13	Our village is unique and friendly.	8/7/2024 11:35 AM
14	We loved the location and the close knit community.	8/7/2024 10:35 AM
15	Strong sense of community and small town feeling.	8/6/2024 3:56 PM
16	GEOGRAPHICAL LOCATION TO CLIENTS.	8/6/2024 10:58 AM
17	It's family oriented.	8/6/2024 10:36 AM
18	the dialysis center is right next door as well as the 99 discount store, love them	8/6/2024 10:34 AM
19	Its greatest strengths are the location between the beautiful mountain views and foothills. nothing like driving up grand on a beautiful morning and seeing the clear view of the mountains	8/6/2024 10:15 AM
20	location	8/6/2024 10:04 AM
21	Close to owner and staffs	8/6/2024 10:03 AM
22	It is a nice friendly community that works to keep everyone involved. From the residents to the businesses, it works to keep everyone connected.	8/4/2024 10:34 AM
23	Family friendly	8/2/2024 11:15 PM
24	I used to think very highly of people but they want the services for nothing	8/2/2024 8:55 PM
25	Close to home and downtown Glendora has potential	8/2/2024 5:50 PM
26	where I live!	8/2/2024 3:27 PM
27	safe and easy access	8/2/2024 1:15 PM
28	Community support and lifestyle	8/2/2024 11:24 AM
29	Available homes and schools at that time	8/2/2024 11:21 AM

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30	Home business	8/2/2024 9:48 AM
31	Business opportunity	8/2/2024 7:05 AM
32	I have been a Glendora resident for 24 years and my entire client base is in Glendora or neighboring cities. This city has a great little community filled with very loyal, supportive and welcoming residents	8/2/2024 3:50 AM
33	Close to my home and is very good for automotive business.	8/1/2024 5:19 PM
34	Tight nit community with great support.	8/1/2024 12:17 PM
35	Great community - good schools - safe area	8/1/2024 11:28 AM
36	location	8/1/2024 10:33 AM
37	Purchased building in 2011 to be centrally located to our 12 Municipal Utility Members.	8/1/2024 7:59 AM
38	The police department has the best services in Glendora	8/1/2024 6:50 AM
39	Glendora gives me a sense of security in a friendly environment that promotes a better lifestyle.	7/31/2024 9:22 PM
40	we were offered a shared location with a similar business	7/31/2024 5:46 PM
41	Near church	7/31/2024 5:19 PM
42	Mid High Income Customer- Less Crime-Easy Freeway access.	7/31/2024 4:44 PM
43	Referrals and close proximity to patients	7/31/2024 4:09 PM
44	Location was chosen prior to my knowledge.	7/31/2024 4:06 PM
45	Safety, location, close to my residence.	7/31/2024 4:03 PM
46	The rent is reasonable, and it was properly zoned for the business.	7/31/2024 3:53 PM
47	Owner Ownes the building	7/31/2024 2:23 PM
48	Nice location-good road exposure, however I have to lock my front door now ALL the time as there are homeless individuals I do not feel safe leaving my door open. There is also a mental health facility across from my office which releases patients who are unbalanced and unwell (often times without shoes-they are wearing fabric hospital slippers).	7/31/2024 2:16 PM
49	Comercial rent is affordable.	7/31/2024 2:10 PM
50	NONE AT THIS TIME	7/30/2024 3:19 PM
51	Quaint, quiet and safe city	7/30/2024 1:00 PM
52	Filing for business license and then closing business due to loss of life	7/30/2024 12:08 PM
53	It is one of the cities that is half of the distance between Los Angeles and The Inland Empire.	7/30/2024 11:25 AM
54	Relatively safe area and the location is very close to freeways and transportation.	7/30/2024 11:02 AM
55	1. Glendora is located by the 210 freeway, easy access for clients from other cities. 2. Glendora clients for the most part are great 3. We live in Glendora and want to add services and convenience to the community.	7/29/2024 2:22 PM
56	I live in Glendora	7/29/2024 12:31 PM
57	The infrastructure has been there for years.	7/29/2024 11:36 AM
58	Nice community with nice clients	7/29/2024 10:53 AM
59	All owners of the company live in Glendora. It's a great city to be in so we enjoy both living and working in Glendora.	7/29/2024 9:20 AM
60	I live here. Residents here are a good market for my service.	7/28/2024 10:55 AM
61	Glendora is a beautiful City. The greatest strength is safety and community involvement.	7/28/2024 8:15 AM
62	Small suburban with a community that has great values, for the most part.	7/27/2024 3:57 PM

2024 Glendora Business Survey
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63	The reasons I located in Glendora do not exist anymore. I would never recommend my area of doing business to anyone	7/27/2024 1:25 PM
64	Safe & Quiet Neighborhood Quality Customers	7/27/2024 9:10 AM
65	The main reason is because of affordability. The greatest strength is I think safety.	7/26/2024 9:59 PM
66	Proximity to home	7/26/2024 7:26 PM
67	Moved closer to my fleet accounts area busy street. Safe community, friendly environment.	7/26/2024 5:56 PM
68	Ongoing and increasing need for our services in the community and surrounding area. Strengths include improving demographics; improving infrastructure & relatively lower cost of doing business.	7/26/2024 5:19 PM
69	Close to home	7/26/2024 2:49 PM
70	I grew up here	7/26/2024 2:28 PM
71	Proximity to target audience. Building location amenities/facilities and network - access to other offices. Business network is located along the 210 freeway.	7/26/2024 1:01 PM
72	Heavy opposition to my business	7/26/2024 12:34 PM
73	Easily accessible from freeways	7/26/2024 12:19 PM
74	High culture & family values	7/26/2024 10:41 AM
75	First employed by Dr. in 1990. Eventually took the practice over in 1997 when the previous owner died unexpectedly	7/26/2024 9:58 AM
76	No homeless individuals live in street	7/26/2024 9:32 AM
77	Close to home	7/26/2024 9:31 AM
78	Tight knit community, safe and welcoming to businesses.	7/26/2024 9:05 AM
79	Community feel, schools, safety	7/26/2024 8:45 AM
80	Family Orientated	7/26/2024 8:31 AM
81	Community, family, and growth	7/26/2024 8:30 AM
82	Glendora is a great city that loves local businesses. Glendora is very centralized. Glendora is also generally a pretty clean and safe city that we feel proud to do business with.	7/26/2024 8:27 AM
83	It is a beautiful city where people feel safe to travel to	7/26/2024 8:23 AM
84	very safe and clean	7/26/2024 8:21 AM
85	The school district is what brought me as well as the general feel of the community: safety, the people, the downtown area, the parks and a good family life.	7/26/2024 8:18 AM
86	Aside from being locally grown and raised myself, the community involvement and the city's focus on supporting small businesses is a strong factor for choosing Glendora as our business location.	7/25/2024 8:43 PM
87	Proximity to home and hometown feel	7/25/2024 7:22 PM
88	Community involvement	7/25/2024 3:43 PM
89	Excellence of community services and personnel, beauty of neighborhoods, civic pride, and kindness of citizens	7/24/2024 3:33 PM
90	Nice Family community	7/23/2024 6:53 PM
91	N/A	7/23/2024 4:27 PM
92	leaving Glendora great neighborhood and great people and I feel safe to have my Business in Glendora great police department and great city Council	7/23/2024 7:56 AM
93	I grew up here and want to serve this and the surrounding communities	7/22/2024 3:12 PM
94	I grew up here since age 7. I moved my residence to Upland but kept my office here. I love the	7/19/2024 4:08 PM

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city, planted my roots here and I don't see any reason to move unless I wanted to move closer to my home. There aren't any economic reasons for staying, just more practical. I haven't studied the impacts of moving but if I did, it would be moving to San Bernardino County, which has its own set of guidelines.

95	Our society is focused on Glendora history	7/19/2024 2:00 PM
96	Franchise availability	7/19/2024 10:45 AM
97	The sense of supportive community.	7/19/2024 10:19 AM
98	Glendora is where I went to middle school and high school. I wanted to give back to the community where it gave me the support I needed growing up!	7/18/2024 7:28 PM
99	Use to be a growing school district.	7/18/2024 4:46 PM
100	The people and the sense of community are great, yet the people don't know about many of the wonderful businesses outside of Glendora Ave.	7/18/2024 3:32 PM
101	Lived in area most of life Safe, fantastic volunteers and people	7/18/2024 3:27 PM
102	Proximity to LA/SoCal	7/18/2024 2:30 PM
103	Great Location	7/18/2024 2:10 PM
104	Great, nice safe area, great negotiated price per square foot, yet still close to home. Glendora is walkable with a lot of lunch restaurants and banking for my personal and business needs.	7/18/2024 1:25 PM
105	Location is centrally located for existing onsite staff	7/18/2024 12:30 PM
106	Close to home	7/18/2024 12:30 PM
107	Access to fwy	7/18/2024 11:10 AM
108	I live in Glendora, I like to serve our community.	7/17/2024 12:58 PM
109	I live here, grew up here, and it's a great city. It's strengths are it's small town feel, community events, and the residents are great.	7/17/2024 12:47 PM
110	Convenient to where I live and Glendora's potential.	7/17/2024 11:10 AM
111	Upper class family atmosphere, picturesque downtown	7/17/2024 11:05 AM
112	I live and have my office in Glendora.	7/17/2024 10:17 AM
113	Live here	7/17/2024 10:16 AM
114	Not my choice in locating here as this is a large corporation owned by United Health Group making these decisions.	7/17/2024 9:52 AM
115	Great community.	7/17/2024 9:10 AM
116	We opened Spaghetti Eddies in 1985 and have successfully grown and operated through the test of time -2008 recession -Covid19	7/17/2024 8:44 AM
117	Glendora is a central location to our partner districts that we serve.	7/17/2024 8:18 AM
118	It has a small town feel; plenty of things to do in Glendora; easy access to retail stores.	7/17/2024 6:14 AM
119	Safety, cleanliness, professional networking, business friendly, service oriented	7/16/2024 10:50 PM
120	Family	7/16/2024 9:11 PM
121	I live here	7/16/2024 7:32 PM
122	It's a very caring community with many local resources	7/16/2024 6:43 PM
123	It's close to cities I have clients in, but the main reason is that I live here as well.	7/16/2024 5:33 PM
124	Grew up in town	7/16/2024 5:24 PM
125	Grew up here.	7/16/2024 5:13 PM
126	Helpfulness of the city, its employees, city officials and Chamber of Commerce.	7/16/2024 5:06 PM

2024 Glendora Business Survey
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127	Purchased business here. Greatest strengths used to be cleanliness, safety and affluence. Cleanliness and safety has declined.	7/16/2024 10:23 AM
128	Location	7/15/2024 7:05 PM
129	The demographic of people	7/15/2024 2:07 PM
130	Community	7/14/2024 10:16 PM
131	Existing practice that suited me is located in Glendora. I would say location is the greatest strenght.	7/14/2024 7:32 AM
132	Our location was a good safe location when we started business. The homeless and motorhomes in the area have increased and is no longer a desired location.	7/13/2024 9:43 AM
133	location, family oriented, schools, public trasnportation (metro coming here soon)	7/12/2024 5:15 PM
134	Being in a Large Shopping Center	7/12/2024 3:28 PM
135	community, family friendly, safety and overall good place to raise a family .	7/12/2024 1:12 PM
136	Strong community and lovely locals.	7/12/2024 10:35 AM
137	Longstanding personal history in Glendora, target market is strong. Greatest strength is the community support.	7/12/2024 7:59 AM
138	Glendora is a very pro business city that seems like it wants its businesses to succeed	7/11/2024 9:38 PM
139	Local to my home	7/11/2024 6:41 PM
140	Proximity to LA and concentration of medium to upper income working households. Access to the FWYs creates access to my business. Good people!	7/11/2024 5:02 PM
141	Nice area	7/11/2024 4:41 PM
142	PROXIMITY TO OTHER BUSINESSES SAFE AND QUIET ENVIRONMENT ACCESSIBILITY	7/11/2024 4:33 PM
143	Ease of location for people out of town	7/11/2024 3:34 PM
144	Back when I opened, it was a matter of the location being close to where I live, where my child went to school, and where my customers were. Greatest Strength? I can not think of one that Glendora has that applies to my industry.	7/11/2024 2:10 PM
145	It is a beautiful city, with a small town feel. Growth is not out of control or to fast	7/11/2024 2:03 PM
146	Glendora is a safe town with good business ethics for all businesses.	7/11/2024 1:59 PM
147	NEAR MY HOME	7/11/2024 1:52 PM
148	Proximity to owner's residence (Covina)	7/11/2024 1:43 PM
149	We moved from Monrovia to Glendora to be closer to most of our homes. We love the small town feel.	7/11/2024 12:59 PM
150	Thefts and high Rent	7/11/2024 12:24 PM
151	Access to community	7/11/2024 12:17 PM
152	I have lived in Glendora since 1970 and enjoy the community and vvalues	7/11/2024 12:06 PM
153	good hometown feel, everyone knows everyone.	7/11/2024 12:03 PM
154	Found a practice that I wanted to purchase	7/11/2024 12:01 PM
155	Too many to list - Glendora is a wonderful place to work & live.	7/11/2024 12:00 PM
156	Walking Distance to my home	7/11/2024 11:46 AM
157	The owner grew up here, raised his family here, and wanted a local business.	7/11/2024 11:39 AM
158	Close to home & kids school.	7/11/2024 11:27 AM
159	Great community	7/11/2024 11:14 AM
160	Close to my home	7/11/2024 11:10 AM

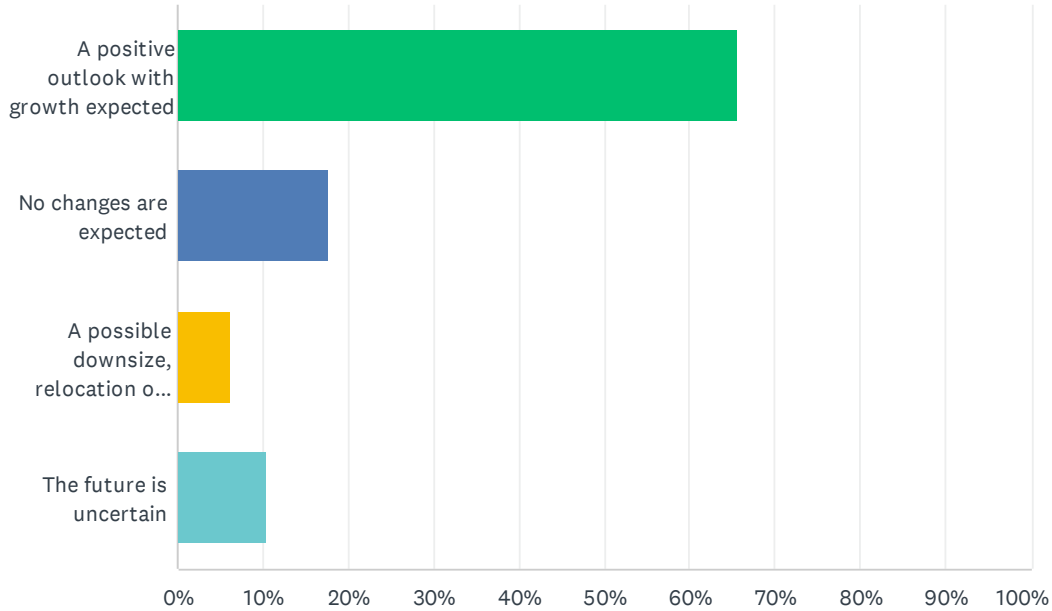
2024 Glendora Business Survey
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Exhibit B

161	Dr Jeff's father, Clive, built this building in the 60s and was the original dentist in the building.	7/11/2024 11:09 AM
162	It's nearby my home, so the commute is nice. I have noticed that Glendora is a very tight-knit community and word of mouth referrals travel far.	7/11/2024 11:08 AM
163	I located by business to Glendora primarily because I live in Glendora.	7/11/2024 11:06 AM
164	Safe community with good people	7/11/2024 11:05 AM

Q12 How do you foresee your business performance over the next two years?

Answered: 181 Skipped: 50



ANSWER CHOICES	RESPONSES	
A positive outlook with growth expected	65.75%	119
No changes are expected	17.68%	32
A possible downsize, relocation or closure	6.08%	11
The future is uncertain	10.50%	19
TOTAL		181

Q13 What challenges do you encounter, if any, due specifically to your location in Glendora?

Answered: 157 Skipped: 74

#	RESPONSES	DATE
1	increase in insurance premiums and cost of supplies	8/8/2024 2:50 PM
2	None	8/8/2024 2:19 PM
3	None	8/8/2024 11:33 AM
4	Increasing member participation and involvement in benefiting from services provided at my business.	8/8/2024 9:04 AM
5	None	8/7/2024 3:49 PM
6	none	8/7/2024 2:59 PM
7	N/A	8/7/2024 1:19 PM
8	Homeless people	8/7/2024 1:15 PM
9	Sometimes residents have higher expectations than our ability to perform demands	8/7/2024 12:48 PM
10	Our location is not on the main part of Glendora Ave. and occasionally customers have a hard time finding us. We also lack signage near the main street or near our business that would help customers located our studio.	8/7/2024 12:07 PM
11	We expected much higher revenue being in this location but it hasn't been the case.	8/7/2024 12:00 PM
12	What political party will govern the nation.	8/7/2024 11:35 AM
13	Lack of visibility,	8/7/2024 10:35 AM
14	Google maps and apple maps have a hard time finding and directing people to my building.	8/6/2024 3:56 PM
15	COST OF RENT	8/6/2024 10:58 AM
16	Finding qualified employees	8/6/2024 10:36 AM
17	inflation rent prices going up	8/6/2024 10:34 AM
18	Competitors in the same area. There are a handful of other SNFs in the area	8/6/2024 10:15 AM
19	very little manufacturing, mostly residential. the city caters to residential and businesses in this scope with no help to manufacturing in this area	8/6/2024 10:04 AM
20	N/A	8/6/2024 10:03 AM
21	No walk by traffic, cars speeding on Route 66	8/2/2024 11:15 PM
22	The downtown area does not bring in enough foot traffic for retail stores	8/2/2024 5:50 PM
23	none	8/2/2024 3:27 PM
24	business is getting slow, economy slow	8/2/2024 1:15 PM
25	Power pole is down and needs repair in order for us to conduct business . 225 n Glendora Ave location	8/2/2024 11:24 AM
26	Everything is too expensive, too difficult or risky to start, and business clients have left the state.	8/2/2024 11:21 AM
27	none	8/2/2024 9:48 AM
28	Competition among like businesses. Increasing cost of living	8/2/2024 7:05 AM

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Question 13

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29	Lack of parking	8/2/2024 3:50 AM
30	Just rising cost of rent and taxes.	8/1/2024 5:19 PM
31	The building we are renting space from might sell and we may have to relocate in the next few years. It is unknown if we will be able to find another space in Glendora large enough, affordable enough, and accepting of our food pantry.	8/1/2024 12:17 PM
32	Parking - parking - parking - parking!	8/1/2024 11:28 AM
33	Parking. on Vecino Dr the city blocked street parking after Wendy's was done and that has limited our customer parking.	8/1/2024 10:33 AM
34	In Glendora, we encounter challenges related to homelessness and a limited number of nearby restaurants close to our business location.	8/1/2024 7:59 AM
35	None	8/1/2024 6:50 AM
36	Cost of running a business has definitely increased and sometimes I am afraid that the growth will eventually be unaffordable.	7/31/2024 9:22 PM
37	parking	7/31/2024 5:19 PM
38	Too many businesses of same nature, more unhealthy competition for survival. City should limit by radius for everyone business owner for better profit margins.	7/31/2024 4:44 PM
39	None	7/31/2024 4:09 PM
40	Traffic flow is a concern. Glendora is growing (good thing), however there is more traffic everywhere. The metro project expansion has also closed side streets which has resulted in traffic being redirected to Vermont street.	7/31/2024 4:06 PM
41	I have no challenges related to the location in Glendora.	7/31/2024 3:53 PM
42	Homeless iunder the freeway	7/31/2024 2:23 PM
43	Noticeably more customers in Glendora (compare with Pasadena) have a negative attitude towards business owners.	7/31/2024 2:20 PM
44	I have to lock my front door now ALL the time during business hours as there are homeless individuals I do not feel safe leaving my door open. There is also a mental health facility across from my office which releases patients who are unbalanced and unwell (often times without shoes-they are wearing fabric hospital slippers).	7/31/2024 2:16 PM
45	None	7/31/2024 2:10 PM
46	BAD STREETS	7/30/2024 3:19 PM
47	None	7/30/2024 1:00 PM
48	None; the company is out of business	7/30/2024 12:08 PM
49	at the present time, there is a lot of construction due to the gold line at Lone Hill.	7/30/2024 11:02 AM
50	1. Homelessness 2. Lack of awareness in Glendora	7/29/2024 2:22 PM
51	Cost of Rent	7/29/2024 12:31 PM
52	None	7/29/2024 11:36 AM
53	Rent constantly increasing	7/29/2024 10:53 AM
54	Route 66 sees a decent amount of foot traffic from transients. They hang out in front of or around businesses, sometimes during the day (making employees feel unsafe), sometimes overnight (leaving trash behind).	7/29/2024 9:20 AM
55	Lots of competition.	7/28/2024 10:55 AM
56	I don't see any at this time	7/28/2024 8:15 AM
57	homeless roaming around	7/27/2024 5:14 PM
58	increase in homeless population, property crimes	7/27/2024 3:57 PM

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59	Rv's Arrow Hwy is a dumpster fire Trash homeless all disgusting Fear of the homeless Pee and poop on our sidewalks daily! Disappointed to say the least. If I buy signs for businesses they are stolen	7/27/2024 1:25 PM
60	None	7/27/2024 9:10 AM
61	I think the lack of foot traffic or that Glendora is not really a destination spot for people to come and hangout. Hence, people don't really travel there to eat.	7/26/2024 9:59 PM
62	None	7/26/2024 7:26 PM
63	None	7/26/2024 5:56 PM
64	Periodic encounters with unhoused individuals or others who appear to have untreated mental illness and/or substance abuse problems; graffiti or vandalism.	7/26/2024 5:19 PM
65	Getting permits approved the first time rather submitting numerous times	7/26/2024 2:49 PM
66	Landlord raising rent for no reason.	7/26/2024 2:28 PM
67	N/a	7/26/2024 1:01 PM
68	City council and management unreasonable	7/26/2024 12:34 PM
69	none	7/26/2024 12:19 PM
70	Potential increases in rent.	7/26/2024 10:41 AM
71	Patient demographics skewing to an aging population	7/26/2024 9:58 AM
72	Looks like the economy will goes down in the future.	7/26/2024 9:32 AM
73	N/A	7/26/2024 9:31 AM
74	None	7/26/2024 9:05 AM
75	Parking	7/26/2024 8:45 AM
76	Water Bill is too expensive. We only use 2 units per month.	7/26/2024 8:31 AM
77	Increase in transients	7/26/2024 8:30 AM
78	We are outgrowing our location. It is hard to find a place in Glendora that allows us to perform our type of business.	7/26/2024 8:27 AM
79	As of right now, I conduct business in my home and I would love to get an office space, however, it is Farley pricey to rent an office in Glendora	7/26/2024 8:23 AM
80	the street	7/26/2024 8:21 AM
81	None	7/26/2024 8:18 AM
82	We are currently home-based. Looking to expand and potentially a storefront in the popular village with finances and cost permitting, of course!	7/25/2024 8:43 PM
83	Parking and tree maintenance	7/25/2024 7:22 PM
84	The old abandoned mortuary next door is an enormous eyesore, with weeds that are allowed to grow year round without attention. Also, Glendora Ave, south of Route 66, is in terrible condition for a number of years.	7/25/2024 3:43 PM
85	None	7/24/2024 3:33 PM
86	Electric & Trash costs are quite high.	7/23/2024 6:53 PM
87	N/A	7/23/2024 4:27 PM
88	Price increase	7/23/2024 7:56 AM
89	None	7/22/2024 3:12 PM
90	Homeless people, unfortunately I don't have a soft spot for them, they gotta go. Send them to San Francisco where they'll be tolerated.	7/19/2024 4:08 PM

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91	Lack of space at museum site	7/19/2024 2:00 PM
92	On going construction in and around the auto center.	7/19/2024 10:45 AM
93	N/A	7/19/2024 10:19 AM
94	There are too many competition in terms of the number of dentists who practice in Glendora.	7/18/2024 7:28 PM
95	We need new families to move in.	7/18/2024 4:46 PM
96	That people don't know we are here.	7/18/2024 3:32 PM
97	Transportation causing housing to take business	7/18/2024 3:27 PM
98	None, based on location	7/18/2024 2:10 PM
99	Increase transients in parking lot : however it looks like Glendora PD took care of that - thanks.	7/18/2024 1:25 PM
100	None	7/18/2024 12:30 PM
101	Not enough foot traffic	7/18/2024 12:30 PM
102	Nothing	7/18/2024 11:10 AM
103	The lack of respect of our younger generation. I feel that if the city laws were in forced, they would learn to respect other peoples property.	7/17/2024 12:58 PM
104	None that I can think of.	7/17/2024 12:47 PM
105	Lack of other retail sustaining services. Not a serviceable destination location.	7/17/2024 11:10 AM
106	We are in the Village and lots of closed locations and not much for families to do in the evenings	7/17/2024 11:05 AM
107	Homelessness, crime, on route 66 and more.	7/17/2024 10:17 AM
108	Not too many photo studios for rent nearby	7/17/2024 10:16 AM
109	Costs of doing business like most other businesses.	7/17/2024 9:52 AM
110	None.	7/17/2024 9:10 AM
111	The shopping center is drab and unkept...The anchor store left years ago and in the last year the landlord occupied it with a thrift store. Being located right next to a liquor store has negative effects-panhandlers, the homeless and drunk people	7/17/2024 8:44 AM
112	We are on the border of Azusa and across from a park, so we sometimes have trouble with unhoused people trying to camp here - we also had multiple copper thefts.	7/17/2024 8:18 AM
113	Dealing with the city to get certain things done and it takes forever. Not really being heard with regard to safety concerns.	7/17/2024 6:14 AM
114	None	7/16/2024 10:50 PM
115	Finding clientele	7/16/2024 9:11 PM
116	No Challenges	7/16/2024 7:32 PM
117	None	7/16/2024 6:43 PM
118	Many people aren't aware of where it is.	7/16/2024 5:33 PM
119	N/a	7/16/2024 5:24 PM
120	Marketing	7/16/2024 5:13 PM
121	None	7/16/2024 5:06 PM
122	Homelessness increase. Safety concerns. Break-ins to my office and break-ins to the mailboxes.	7/16/2024 10:23 AM
123	Lack of business opportunities	7/15/2024 7:05 PM
124	The rising cost of goods and fees	7/15/2024 2:07 PM

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125	None	7/14/2024 10:16 PM
126	Water or electricity city repair without prior notice on a business day.	7/14/2024 7:32 AM
127	Homeless and motorhomes in the area.	7/13/2024 9:43 AM
128	none	7/12/2024 5:15 PM
129	The Gold line Construction project.	7/12/2024 3:28 PM
130	none most challenges are statewide high cost of labor, taxes and more strict regulations	7/12/2024 1:12 PM
131	Cost of living and retail rent prices. Price of minimum wage. Lack of internet options.	7/12/2024 10:35 AM
132	None- most challenges are on a state level, and worker shortages.	7/12/2024 7:59 AM
133	None specifically to Glendora	7/11/2024 9:38 PM
134	New customers are confused because of the road closure on Meda because online maps are not updated.	7/11/2024 6:41 PM
135	Moderate homelessness around and inside of the market place has been tough. Our staff sometimes feel unsafe.	7/11/2024 5:02 PM
136	The cigar shop next door is a huge turn off to my customer and walk-in traffic. Second hand smoke lingers all around the area	7/11/2024 4:41 PM
137	Low-visibility location	7/11/2024 3:34 PM
138	Glendora is in Los Angeles County. I pay more in sales taxes, CUPA fees (Fire Dept.), and face more severe timelines on internal combustion engine restrictions than if I was just over the county line. In fairness, I don't think Glendora has any say in any of that. But I also don't think that any one in City Management has a clue about any of what I am writing about.	7/11/2024 2:10 PM
139	Freeway access is difficult. The current construction has been a problem. Homeless are becoming more abundant	7/11/2024 2:03 PM
140	Other than a few homeless sleeping under the stairs at the building no other challenges.	7/11/2024 1:59 PM
141	none	7/11/2024 1:43 PM
142	Only a small problem with the homeless in and around our building	7/11/2024 12:59 PM
143	Thefts	7/11/2024 12:24 PM
144	Cost of business license is expensive, and homeless persons create safety issues and trash	7/11/2024 12:17 PM
145	None	7/11/2024 12:06 PM
146	our business is not a necessity, like food, housing etc. If the economy crashes, we will suffer. Covid was really tough and we are super proud to have made it through with our doors open today.	7/11/2024 12:03 PM
147	Increase in homelessness	7/11/2024 12:01 PM
148	Parking - we have a shortage of parking in the Village area, which really limits our ability to GROW!	7/11/2024 12:00 PM
149	N/A	7/11/2024 11:46 AM
150	None	7/11/2024 11:39 AM
151	Availability of buildings to purchase at a reasonable cost. Ability to hire and retain employees due to minimum wages. Inefficient time requirements due to government regulations. Increasing utility and insurance costs.	7/11/2024 11:27 AM
152	A lot of transients near our location	7/11/2024 11:25 AM
153	Homeless situation behind my warehouse	7/11/2024 11:10 AM
154	We are on Arrow Hwy and it is not how it used to be in the 60s. It's now littered with trash, there is a homeless issue, grafiti.	7/11/2024 11:09 AM

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155	Cost of operating are high because of the cost of living here.	7/11/2024 11:08 AM
156	None really. Parking in the Village can be problematic at times.	7/11/2024 11:06 AM
157	Growing homeless population encroaching on our office space	7/11/2024 11:05 AM

Q14 What are your businesses' goals over the next 5 years?

Answered: 160 Skipped: 71

#	RESPONSES	DATE
1	increase profit 15% per year	8/8/2024 2:50 PM
2	Double sales	8/8/2024 2:19 PM
3	Make more money	8/8/2024 11:33 AM
4	To expand and add more services to help the community increase awareness of wellness and health.	8/8/2024 9:04 AM
5	Establish a new office and hire additional salespeople.	8/7/2024 3:49 PM
6	to grow	8/7/2024 2:59 PM
7	To have a brick and mortar.	8/7/2024 1:19 PM
8	Hire and expand departments within	8/7/2024 1:15 PM
9	Increase recycling, safety, and participation	8/7/2024 12:48 PM
10	To expand to a larger studio space and accommodate more students and teachers.	8/7/2024 12:07 PM
11	Meet the projected \$1M annual revenue.	8/7/2024 12:00 PM
12	Continue to service our clients and build new relationships both business and personal.	8/7/2024 11:35 AM
13	To stay in business, hopefully stay in this location, but to grow our cake department	8/7/2024 10:35 AM
14	To expand operations. To hire more full time employees. To successfully treat more patients.	8/6/2024 3:56 PM
15	TO FULLY RETIRE	8/6/2024 10:58 AM
16	To grow	8/6/2024 10:36 AM
17	grow	8/6/2024 10:34 AM
18	To keep building up our facility into what its supposed to be. Were already on our way	8/6/2024 10:15 AM
19	employee training and retention, growth in revenues	8/6/2024 10:04 AM
20	Increase sales	8/6/2024 10:03 AM
21	To be able to continue to provide a positive environment for all the students to continue to learn and grow in.	8/4/2024 10:34 AM
22	Possible sale of business	8/2/2024 11:15 PM
23	Possibly closing because of people spending money in other city	8/2/2024 8:55 PM
24	Not sure	8/2/2024 5:50 PM
25	try to maintain	8/2/2024 3:27 PM
26	more steady and hopefully with a slight increase of business	8/2/2024 1:15 PM
27	More activities and events for families and the community during the holiday season	8/2/2024 11:24 AM
28	To manage to stay afloat until kids are out of college	8/2/2024 11:21 AM
29	We aim to meet and exceed our customer expectations through our total team effort internally and with our outside vendors.	8/2/2024 9:27 AM
30	Sell the business before economy tanks	8/2/2024 7:05 AM
31	Grow and succeed	8/2/2024 3:50 AM

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32	Grow the business.	8/1/2024 5:19 PM
33	Our goal is to be to find a new larger space to hopefully purchase.	8/1/2024 12:17 PM
34	Continue to serve our community!	8/1/2024 11:28 AM
35	growth, expansion	8/1/2024 10:33 AM
36	No Goals	8/1/2024 7:59 AM
37	To get more walking customers	8/1/2024 6:50 AM
38	Grow and provide an opportunity for my business and employees to build a good life financially.	7/31/2024 9:22 PM
39	to maintain current level of function	7/31/2024 5:46 PM
40	stay open	7/31/2024 5:19 PM
41	Stay float, increase cash flow for day to day operations.	7/31/2024 4:44 PM
42	Sell and retire	7/31/2024 4:09 PM
43	Continue to operate at this location, no current plans to expand or move.	7/31/2024 4:06 PM
44	My business goal is to increase my sales.	7/31/2024 3:53 PM
45	Unkown	7/31/2024 2:23 PM
46	To make our business a bigger part of the Glendora community	7/31/2024 2:20 PM
47	stay in business	7/31/2024 2:16 PM
48	To expand to other locations.	7/31/2024 2:10 PM
49	N/A	7/30/2024 3:19 PM
50	To open more locations	7/30/2024 1:00 PM
51	None	7/30/2024 12:08 PM
52	to grow the business	7/30/2024 11:02 AM
53	To bring more awareness to the Glendora community and continue to provide a great product and service.	7/29/2024 2:22 PM
54	To maintain and grown my book of business	7/29/2024 12:31 PM
55	Sell more water	7/29/2024 11:36 AM
56	To pay off debt	7/29/2024 10:53 AM
57	At least double in revenue through a combination of both organic sales growth and acquisitions.	7/29/2024 9:20 AM
58	Pay rent and grow.	7/28/2024 10:55 AM
59	Continued growth and hoping to expand	7/28/2024 8:15 AM
60	maintain survival	7/27/2024 5:14 PM
61	increase in productivity by increasing workforce (associate doctors)	7/27/2024 3:57 PM
62	Pray we stay in business. Pray the streets are cleaned up. Advertise Social media expert. Keep applying for grants Look for help with SBA loans Try for SBA loan forgiveness. I had to acquire loans to survive 56 weeks of closures and then only allowed limited clients Now homelessness is crushing our location	7/27/2024 1:25 PM
63	Expand clientele in person & remote	7/27/2024 9:10 AM
64	Not much. Just trying to stay in business.	7/26/2024 9:59 PM
65	I plan to retire.	7/26/2024 7:26 PM
66	Service local customers around the community.	7/26/2024 5:56 PM

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67	Expansion of services & obtaining/ creating additional space for our practice.	7/26/2024 5:19 PM
68	Expansion	7/26/2024 2:49 PM
69	Expand services	7/26/2024 2:28 PM
70	Increase visibility, create mutually beneficial business relationships within the Glendora community and throughout Southern California.	7/26/2024 1:01 PM
71	Continue operating	7/26/2024 12:19 PM
72	To continue to serve the community youth across all ages and demographics.	7/26/2024 10:41 AM
73	Retirement in 2027	7/26/2024 9:58 AM
74	Becoming the Franchises.	7/26/2024 9:32 AM
75	Retire	7/26/2024 9:31 AM
76	Increase business revenue and client list.	7/26/2024 9:05 AM
77	Scale down business. Getting older	7/26/2024 8:45 AM
78	Growth and Expansion	7/26/2024 8:31 AM
79	Grow in clientele	7/26/2024 8:30 AM
80	We are looking to continue to grow residentially and commercially.	7/26/2024 8:27 AM
81	get an office space in Glendora	7/26/2024 8:23 AM
82	providing the best care for my patients	7/26/2024 8:21 AM
83	Steady growth	7/26/2024 8:18 AM
84	Looking to grow in revenue and reputation. So far, our reputation precedes us in a flattering way and all business is just from word of mouth. We'd like to push for an even larger reach and scale of business.	7/25/2024 8:43 PM
85	Increase customer base	7/25/2024 7:22 PM
86	Continued growth	7/25/2024 3:43 PM
87	To gain funding so we don't have to close our doors -- currently in the red.	7/24/2024 3:33 PM
88	To increase membership and services to the businesses, citizens, and visitors to Glendora.	7/23/2024 4:27 PM
89	be positive get more customer in the door Get out and meet more People stay involved in rotary and Chamber of Commerce	7/23/2024 7:56 AM
90	Top producing agent in this area	7/22/2024 3:12 PM
91	Growing my staff size to 10, moving to an office location with a better layout and private offices.	7/19/2024 4:08 PM
92	Conduct repairs at the castle and educate the community	7/19/2024 2:00 PM
93	I'm looking at selling	7/19/2024 10:45 AM
94	Expansion of services and outreach.	7/19/2024 10:19 AM
95	To reach out to more people in the community. To let people in Glendora know that we are here for them and we are privileged to serve them.	7/18/2024 7:28 PM
96	For our Glendora office to still be there and for the school district to consider partnering with us like claremont and pomona.	7/18/2024 4:46 PM
97	Once the community knows we are here, we want to continue to grow as a space and become more entrenched in it.	7/18/2024 3:32 PM
98	pass on to staff	7/18/2024 3:27 PM
99	Continue to grow revenue	7/18/2024 2:10 PM

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100	Increase the number of grants awarded to our nonprofit and hire more youth interns over the summer	7/18/2024 1:25 PM
101	To grow and eventually sell the business	7/18/2024 12:30 PM
102	Not sure	7/18/2024 12:30 PM
103	Retirement	7/18/2024 11:10 AM
104	Grow our business in our current location.	7/17/2024 12:58 PM
105	Go back to full time. Possibly move to a nicer location within Glendora.	7/17/2024 12:47 PM
106	New construction	7/17/2024 12:23 PM
107	Hopefully to grow, to see downtown Glendora become a place where people want to congregate.	7/17/2024 11:10 AM
108	Purchase our own location, gross over 2 million dollars a year	7/17/2024 11:05 AM
109	To keep employees and customers safe, to hopefully grow business.	7/17/2024 10:17 AM
110	Work with more small business	7/17/2024 10:16 AM
111	Patient growth and retention, as well as best practices in continuing to provide excellent patient care.	7/17/2024 9:52 AM
112	Continue to grow business generated in Glendora and expand our Claremont office.	7/17/2024 9:10 AM
113	Uncertain due to our lease and the direction of the landlord	7/17/2024 8:44 AM
114	Hopefully have a brick and mortar location for my counseling practice and hiring staff.	7/17/2024 6:14 AM
115	wind down to retirement	7/16/2024 10:50 PM
116	Help more people	7/16/2024 9:11 PM
117	Double Business	7/16/2024 7:32 PM
118	To grow the business enough to stop working outside of the home	7/16/2024 6:43 PM
119	Expand revenue by approximately 25%.	7/16/2024 5:33 PM
120	Grow bigger than facility and move to larger location	7/16/2024 5:24 PM
121	Becoming a billionaire for to leave my kids a legacy	7/16/2024 5:13 PM
122	To grow	7/16/2024 5:06 PM
123	Not get broken into. Have clients and employees feel safe.	7/16/2024 10:23 AM
124	To double in growth	7/15/2024 7:05 PM
125	Growth and expansion	7/15/2024 2:07 PM
126	To open an interior Design store	7/14/2024 10:16 PM
127	To purchase a building and relocate the practice in the vicinity.	7/14/2024 7:32 AM
128	Increase employees and car count.	7/13/2024 9:43 AM
129	grow my business a 30-50%	7/12/2024 5:15 PM
130	Acquiring more locations.	7/12/2024 3:28 PM
131	stability, continue to serve this great community	7/12/2024 1:12 PM
132	Continue to grow our business with more focus on dog training rather than dog daycare. More employees (price of minimum wage has made this difficult). Continue to bring in ideal clients.	7/12/2024 10:35 AM
133	To increase business and employee count	7/12/2024 7:59 AM
134	Expand to a bigger facility, then open a 2nd location	7/11/2024 9:38 PM
135	Expansion and growth	7/11/2024 6:41 PM

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136	10% growth year over year.	7/11/2024 5:02 PM
137	Uncertain	7/11/2024 4:41 PM
138	BUSINESS EXPANSION	7/11/2024 4:33 PM
139	Establishing and maintaining profitability.	7/11/2024 3:34 PM
140	To survive another year and a half and retire.	7/11/2024 2:10 PM
141	To continue as we are now, with slow but steady growth	7/11/2024 2:03 PM
142	Provide new construction ideas and offer new ADU opportunities.	7/11/2024 1:59 PM
143	I AM LOOKING TO RETIRE IN TNE NEXT FEW YEARS. MY GOAL IS TO MAINTAIN MY LEVEL OF BUSINESS WHILE LOOKING FOR A BUYER.	7/11/2024 1:52 PM
144	Steady growth	7/11/2024 1:43 PM
145	To continue to grow with new professionals and technology	7/11/2024 12:59 PM
146	Survive	7/11/2024 12:24 PM
147	Retire	7/11/2024 12:17 PM
148	expansion and growth	7/11/2024 12:06 PM
149	We plan on expanding by opening another 10 locations around southern California. I would like to purchase the building we are in. Be more involved in the community such s free bully prevention events community wide.	7/11/2024 12:03 PM
150	expand our location	7/11/2024 12:01 PM
151	Continue to grow & develop our Agency	7/11/2024 12:00 PM
152	Growth to Online System and use my office as Studio to record classes	7/11/2024 11:46 AM
153	To double in revenue.	7/11/2024 11:39 AM
154	Buy a building. Hire two more employees.	7/11/2024 11:27 AM
155	Growth	7/11/2024 11:25 AM
156	To Grow	7/11/2024 11:10 AM
157	Maintain where we are at as a family practice.	7/11/2024 11:09 AM
158	To reach more members of the community & continue to grow.	7/11/2024 11:08 AM
159	Maintain until retirement	7/11/2024 11:06 AM
160	We measure our success by how well we serve the community. We intend to continue to serve them well.	7/11/2024 11:05 AM

Q15 How can the City help you overcome any challenges in achieving your business goals?

Answered: 152 Skipped: 79

#	RESPONSES	DATE
1	provide more government medical contracts and contact with commercial business in Glendora that need occupational health services.	8/8/2024 2:50 PM
2	Nothing	8/8/2024 2:19 PM
3	Can't	8/8/2024 11:33 AM
4	Investing time in learning about what my business offers and how it changes lives and promoting and sharing the benefits of wellness and health.	8/8/2024 9:04 AM
5	Improve circulation in the Village. Closure of Meda Street constricts the traditional flow throughout that part of downtown. The City should build two-level parking structures with entrances off Vermont and Vista Bonita.	8/7/2024 3:49 PM
6	they have been very informative when I have a question	8/7/2024 2:59 PM
7	Don't know.	8/7/2024 1:19 PM
8	Encourage people to shop local. I know the Chamber does this but if there was a way to incentivise residents to spend their money here it would be nice	8/7/2024 1:15 PM
9	By collaborating with events and communicating	8/7/2024 12:48 PM
10	Exposure through social media or other advertising means. Getting involved in local schools, churches and other businesses events as a vendor.	8/7/2024 12:00 PM
11	---	8/7/2024 11:35 AM
12	Resources and help, support through community events, working together on projects, using our business for events	8/7/2024 10:35 AM
13	None at this time.	8/6/2024 3:56 PM
14	UNKNOWN	8/6/2024 10:58 AM
15	I don't know?	8/6/2024 10:36 AM
16	lower rent prices	8/6/2024 10:34 AM
17	The city has helped us in more ways than one already	8/6/2024 10:15 AM
18	very high sales tax in the city compared to other nearby locations. incentives for staying in LA county, considering moving to san bernardino county for cheaper costs and growth potential/SF	8/6/2024 10:04 AM
19	N/A	8/6/2024 10:03 AM
20	More retail on Route 66	8/2/2024 11:15 PM
21	Tell the locals stop bargaining on price of services.	8/2/2024 8:55 PM
22	Show more care about the downtown area, not as an economic engine but as a representation of the city of Glendora at large	8/2/2024 5:50 PM
23	nothing	8/2/2024 3:27 PM
24	no comment	8/2/2024 1:15 PM
25	Advertising	8/2/2024 11:24 AM
26	Fight SoCal Edison. Fund or credit for turf and solar. Turn Pompeii or high school into actual	8/2/2024 11:21 AM

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	stadium for school and other large events	
27	Tax Incentives	8/2/2024 9:27 AM
28	Control homeless people Prevent criminal breakins	8/2/2024 7:05 AM
29	Repave the roads, parking solutions, some sort of entertainment for younger crowd (18-30), new restaurants and past 10 (at least on weekends)	8/2/2024 3:50 AM
30	Help lower tax rates and rent.	8/1/2024 5:19 PM
31	Providing guidance on affordable space available that can house our growing pantry and growing number of clients served.	8/1/2024 12:17 PM
32	Parking, Parking, Parking	8/1/2024 11:28 AM
33	Open up more street parking	8/1/2024 10:33 AM
34	N/A	8/1/2024 7:59 AM
35	The city projects be done quicker	8/1/2024 6:50 AM
36	Keep the city authentic and friendly so to provide safe place to operate a business in. Keep our streets clean and the riff raff out.	7/31/2024 9:22 PM
37	uncertain	7/31/2024 5:46 PM
38	.	7/31/2024 5:19 PM
39	Well established Businesses should have access to Lending from city instead of banks.	7/31/2024 4:44 PM
40	I don't know	7/31/2024 4:09 PM
41	There is not anything the City can do to help me with the challenges I face.	7/31/2024 3:53 PM
42	Reduce fees	7/31/2024 2:27 PM
43	Connect our business to new transportation improvements	7/31/2024 2:23 PM
44	Community events that allow businesses to introduce themselves to the community so that they see us as people too	7/31/2024 2:20 PM
45	This homeless problem needs to be mitigated, I do not feel safe in my office without the door being locked.	7/31/2024 2:16 PM
46	Business grants.	7/31/2024 2:10 PM
47	FIX THE STREETS	7/30/2024 3:19 PM
48	Help promote	7/30/2024 1:00 PM
49	None	7/30/2024 12:08 PM
50	none at this time	7/30/2024 11:02 AM
51	1. Bring awareness by social media and to address homelessness out of the city	7/29/2024 2:22 PM
52	I don't know	7/29/2024 12:31 PM
53	N/A	7/29/2024 11:36 AM
54	Access to affordable funding	7/29/2024 10:53 AM
55	Pave the way for better Internet availability long the north side of Route 66.	7/29/2024 9:20 AM
56	Being lenient on where I can perform my operations.	7/28/2024 10:55 AM
57	None at the moment	7/28/2024 8:15 AM
58	make no homeless	7/27/2024 5:14 PM
59	unsure	7/27/2024 3:57 PM
60	Give grants. Clean up the streets Remove all RV's tents and trash	7/27/2024 1:25 PM

2024 Glendora Business Survey
Question 15

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61	N/a	7/27/2024 9:10 AM
62	I don't know.	7/26/2024 9:59 PM
63	N/A	7/26/2024 7:26 PM
64	Everything is good so far	7/26/2024 5:56 PM
65	The city changed our zoning in 2018 as part of the Arrow Highway Specific Plan. The current plan discourages our use type (medical) by downgrading zoning from C-3 when I bought the property to MU-1. While use extensions are possible I would be more comfortable increasing my investment in this location if the zoning was more specifically accommodating of our use type.	7/26/2024 5:19 PM
66	Moving to a new location. I hope the city makes my transition to a new location pain free. Last time it took months!	7/26/2024 2:49 PM
67	Encourage landlord to update building to be more efficient.	7/26/2024 2:28 PM
68	?	7/26/2024 1:01 PM
69	Expedite permitting process	7/26/2024 12:34 PM
70	not sure	7/26/2024 12:19 PM
71	Help us remain in our current location at reasonable rent. Our business center will be going through a remodel.	7/26/2024 10:41 AM
72	More parking availability for our building	7/26/2024 9:58 AM
73	Fastest process business license as well as the permit time.	7/26/2024 9:32 AM
74	N/A	7/26/2024 9:31 AM
75	Continue to support small businesses and provide opportunities for expansion and growth.	7/26/2024 9:05 AM
76	Not applicable	7/26/2024 8:45 AM
77	Not Sure	7/26/2024 8:31 AM
78	Call your local fence company for your fencing and gate needs in Glendora.	7/26/2024 8:27 AM
79	Possible grant to get an office space	7/26/2024 8:23 AM
80	please keep it safe	7/26/2024 8:21 AM
81	N/A	7/26/2024 8:18 AM
82	Pushing a variety of small business opportunities and increasing city led activities keeps people shopping and dining all within our own micro-economy while encouraging visitors from nearby cities.	7/25/2024 8:43 PM
83	Have a small business event/night where the community can interact with businesses and owners	7/25/2024 7:22 PM
84	Address the above mentioned concerns.	7/25/2024 3:43 PM
85	I would be interested in brainstorming with City officials about a citywide nonprofit central hub similar to Long Beach Gives dot org. It helps concerned citizen donors find charities to keep donation dollars local to their community, and it helps nonprofits get funding from their local neighbors.	7/24/2024 3:33 PM
86	Attract new businesses and incentivize those here to improve their space and bring it up to current stands and offerings.	7/23/2024 4:27 PM
87	let us put more sign	7/23/2024 7:56 AM
88	Lots of public events bringing more people from surrounding areas into the Village	7/22/2024 3:12 PM
89	Create a better way for businesses to communicate, do business with one another, and maybe even create an incentive program to shop local. If something like this already exists then my ask is to communicate it better to us so we know what we have at our disposal.	7/19/2024 4:08 PM

2024 Glendora Business Survey
Question 15

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90	Continue to support our efforts	7/19/2024 2:00 PM
91	Maybe a marketing push	7/19/2024 10:45 AM
92	Include us in conversations of how substance use disorder and mental health affect our community.	7/19/2024 10:19 AM
93	New business owners can gain traction in the community quickly if the city can help with marketing campaign. So small businesses can stay and thrive.	7/18/2024 7:28 PM
94	Community events	7/18/2024 4:46 PM
95	Let us partake in certain things that help to promote the local businesses outside of just Glendora Ave	7/18/2024 3:32 PM
96	Make communication with staff and permitting process more people friendly and easy to understand	7/18/2024 3:27 PM
97	n/a	7/18/2024 2:10 PM
98	If the City really wants to support local businesses; why not partner with LACounty and local legislators to offer small mini grants of \$10k -15k to help offset operating costs. Specifically for nonprofits, we have to have a brick and mortar physical space to be open to the public. maybe even subsidize a portion of our rent - maybe 5k to help small businesses...just food for thought.	7/18/2024 1:25 PM
99	Nothing comes to mind	7/18/2024 12:30 PM
100	Bring more retail to downtown	7/18/2024 12:30 PM
101	Nothing	7/18/2024 11:10 AM
102	Enforce your city rules, like skateboards and bicycles on the sidewalks and stopping for people in the crosswalks.	7/17/2024 12:58 PM
103	They're not goals the city can help with.	7/17/2024 12:47 PM
104	Implement restrictions on certain businesses downtown and require building owners to occupy and maintain their buildings.	7/17/2024 11:10 AM
105	Create more events and activities in downtown weekly to get more potential clients to the area. We would love to see a farmer's market or similar weekly activity	7/17/2024 11:05 AM
106	Continue to have city employees and those leaders (manager, dept heads, high level management) maintain and/or improve the quality of life in the city, more attention to detail, accountability etc.	7/17/2024 10:17 AM
107	Na	7/17/2024 10:16 AM
108	Continue providing business networking as well as community events opportunities.	7/17/2024 9:52 AM
109	Help us to Find another restaurant location in Glendora to move Spaghetti Eddies to???	7/17/2024 8:44 AM
110	Better events or networking opportunities. Since I have clients during the week, it's hard for me to get to the networking events during my workweek.	7/17/2024 6:14 AM
111	keep doing what you are doing	7/16/2024 10:50 PM
112	Haven't asked yet	7/16/2024 9:11 PM
113	Nothing	7/16/2024 7:32 PM
114	They're already doing a great job	7/16/2024 6:43 PM
115	Adding destination businesses downtown, like those in Claremont, Pasadena or La Verne, would be helpful.	7/16/2024 5:33 PM
116	Spotlight small businesses to new residents	7/16/2024 5:24 PM
117	Help me get my licenses in order	7/16/2024 5:13 PM
118	Continue to be assessable.	7/16/2024 5:06 PM

2024 Glendora Business Survey
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119	Stop the homeless from loitering in the area. Increase police presence and patrol.	7/16/2024 10:23 AM
120	Be more involved	7/15/2024 7:05 PM
121	Info on grants	7/15/2024 2:07 PM
122	Prior notices is helpful.	7/14/2024 7:32 AM
123	Adress the homeless and motor homes in the area.	7/13/2024 9:43 AM
124	dont know	7/12/2024 5:15 PM
125	None	7/12/2024 3:28 PM
126	more promoting of law and order and community safety	7/12/2024 1:12 PM
127	More community based events to highlight small businesses	7/12/2024 10:35 AM
128	Advocate for small businesses at a state level, where possible.	7/12/2024 7:59 AM
129	If running a Jiu jitsu gym was zoned in more areas throughout the city, I would be less limited in my search for a bigger location	7/11/2024 9:38 PM
130	Update maps to better reflect new community space downtown	7/11/2024 6:41 PM
131	Greater visibility of businesses like ours in the city. Breweries are still a good attraction for tourists and local communities and support would be very helpful when we fight to bring people to the Glendora Public Marketplace.	7/11/2024 5:02 PM
132	Opportunity to host pop up events	7/11/2024 4:41 PM
133	Offer Business Assistance Program for new business.	7/11/2024 3:34 PM
134	Will you have a conversation with the Los Angeles County Fire Department about how my small motorcycle shop pays the same hazardous waste fees as if I were employing twenty people and generating radioactive waste? Will you repeal the 10.25 sales tax rate that was passed on fear tactics about how the county was going to take it anyway?	7/11/2024 2:10 PM
135	Control homeless, finish construction.	7/11/2024 2:03 PM
136	Continue to work on processing time for plans and permits.	7/11/2024 1:59 PM
137	n/a	7/11/2024 1:43 PM
138	Keeping the city safe and free from the homeless and other crime.	7/11/2024 12:59 PM
139	Doing more protection against theft	7/11/2024 12:24 PM
140	Lower taxes or do not increase them	7/11/2024 12:17 PM
141	Nothing	7/11/2024 12:06 PM
142	Access to the right people to do community safety events. My partner wrote a book about bully prevention for parents and another for children. We travel the country doing free events, would love to do it here in our own community, The school system pre covid loved our events, since then we just can't get in to do the assemblies.	7/11/2024 12:03 PM
143	it is hard to run a business while constantly worried about drug use and homeless people causing a scene outside of your property	7/11/2024 12:01 PM
144	Develop a parking facility to service the Village area	7/11/2024 12:00 PM
145	City Council Pass a Resolution requiring Office of Finance to use Local Small Business vs Contracting with Companies of of City of Glendora &/or out of State ... Lets keep tax revenue local	7/11/2024 11:46 AM
146	?	7/11/2024 11:39 AM
147	Provide a low cost & reasonable qualification for building loans w/tax incentives. Extend tax incentives tied into minimum wages.	7/11/2024 11:27 AM
148	More saftey	7/11/2024 11:10 AM
149	Keep our area safe	7/11/2024 11:09 AM

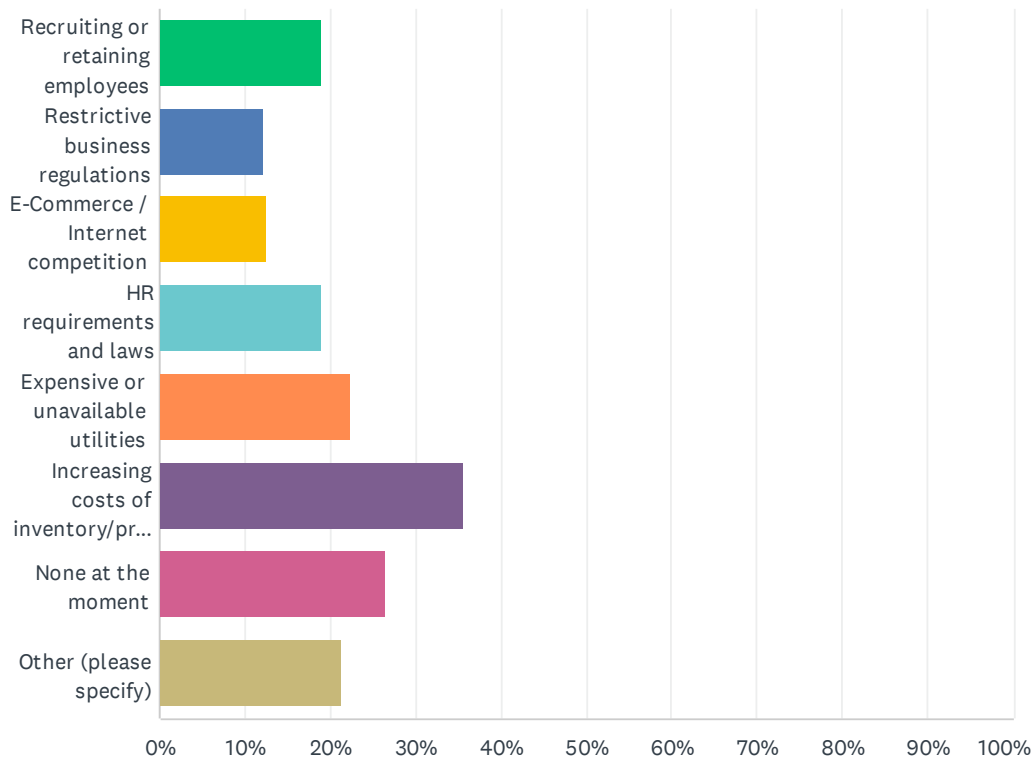
2024 Glendora Business Survey
Question 15

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150	N/A	7/11/2024 11:08 AM
151	Fix the roads in Glendora- they are terrible !	7/11/2024 11:06 AM
152	Better police response to homeless problem.	7/11/2024 11:05 AM

Q16 What obstacles are affecting your business? (check all that apply)

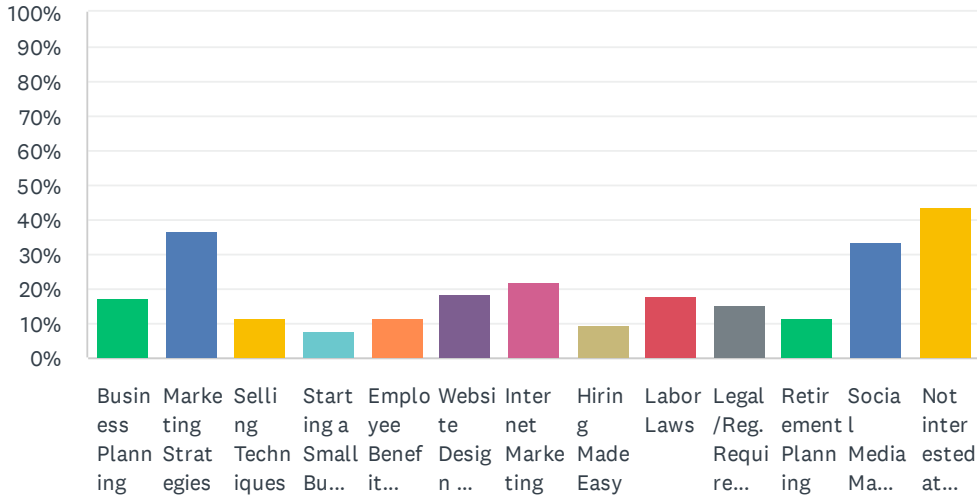
Answered: 174 Skipped: 57



ANSWER CHOICES	RESPONSES	
Recruiting or retaining employees	18.97%	33
Restrictive business regulations	12.07%	21
E-Commerce / Internet competition	12.64%	22
HR requirements and laws	18.97%	33
Expensive or unavailable utilities	22.41%	39
Increasing costs of inventory/product procurement	35.63%	62
None at the moment	26.44%	46
Other (please specify)	21.26%	37
Total Respondents: 174		

Q17 Would it benefit your business if the City were to provide no costs business workshops? Please check the topics that would be of interest or benefit to you or your employees: (check all that apply)

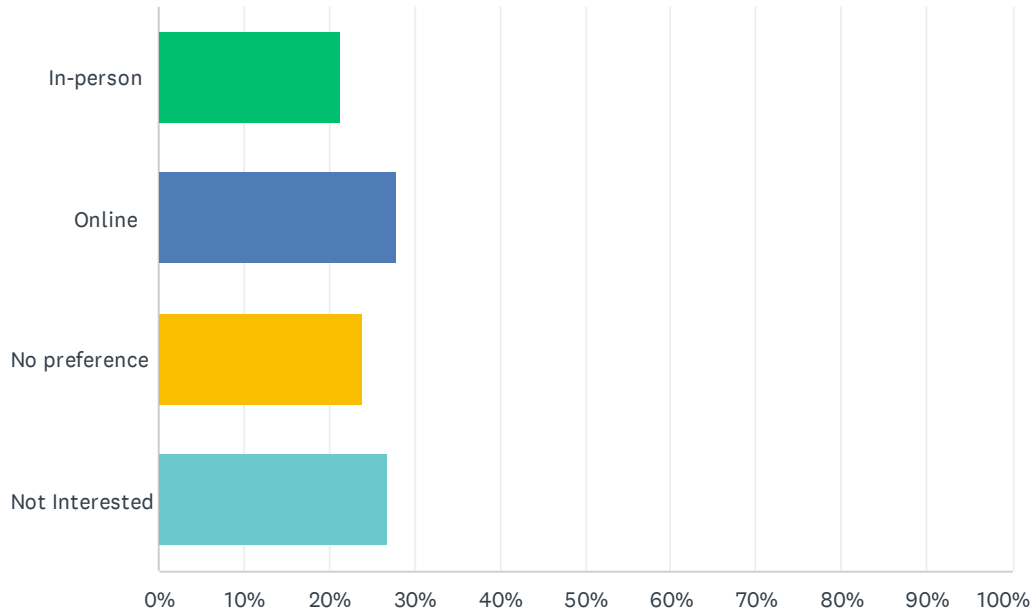
Answered: 172 Skipped: 59



ANSWER CHOICES	RESPONSES	
Business Planning	17.44%	30
Marketing Strategies	36.63%	63
Selling Techniques	11.63%	20
Starting a Small Business	8.14%	14
Employee Benefit Plans	11.63%	20
Website Design and SEO	18.60%	32
Internet Marketing	22.09%	38
Hiring Made Easy	9.30%	16
Labor Laws	18.02%	31
Legal/Reg. Requirements	15.12%	26
Retirement Planning	11.63%	20
Social Media Marketing	33.72%	58
Not interested at this time	43.60%	75
Total Respondents: 172		

Q18 If interested, would you prefer to attend workshops in person or online?

Answered: 168 Skipped: 63



ANSWER CHOICES	RESPONSES	
In-person	21.43%	36
Online	27.98%	47
No preference	23.81%	40
Not Interested	26.79%	45
TOTAL		168

Q19 What tools, resources or action do you think local government (staff or officials) can provide in order to help you produce a positive effect on your business or prevent a downsize, relocation or closure?

Answered: 141 Skipped: 90

#	RESPONSES	DATE
1	Decrease insurance costs and limit extreme regulation.	8/8/2024 2:50 PM
2	Na	8/8/2024 2:19 PM
3	None	8/8/2024 11:33 AM
4	Village traffic flow	8/7/2024 3:49 PM
5	none at this time	8/7/2024 2:59 PM
6	Not sure.	8/7/2024 1:19 PM
7	Our local government is awesome and they do a great job being visible , active, and approachable in the community	8/7/2024 12:48 PM
8	Signage or business directory map in a central location, small business shoutouts/spotlights on social media, better maintenance of public parking lots (fixing broken concrete, repaving, cleaning of trash or debris near business).	8/7/2024 12:07 PM
9	Spread the word about the business, hold events here or invite us to local events as a vendor.	8/7/2024 12:00 PM
10	Help with sharing information about our business, using us for events, including us in events on the main Glendora ave or park/community events,	8/7/2024 10:35 AM
11	Keep the streets free of vagrant persons and continue to make Glendora a safe place.	8/6/2024 3:56 PM
12	DOING FINE AS IS	8/6/2024 10:58 AM
13	None	8/6/2024 10:36 AM
14	by keeping homeless out of the city	8/6/2024 10:34 AM
15	Marketing and Referrals to our facility. Getting the word out open houses like how they have events at la fetra. more senior citizen events	8/6/2024 10:15 AM
16	high property tax. incentives to stay instead of moving to SB. you get so much more SF for the cost	8/6/2024 10:04 AM
17	N/A	8/6/2024 10:03 AM
18	Continued open communication and clearly defined contingency plans. I work out of one of the city buildings and our class is dependent upon it being open and ready for our activity. There have been a few rare occasions where the attendant was not there in time and it often took us a while before we could reach anyone who could open up the facility for us. It would be nice to have a clear backup up plan ready and one that we know on whom to contact and count on to be able to resolve the opening issue within 15 minutes rather than the 35-90 minutes we have seen in the past on those rare occasions.	8/4/2024 10:34 AM
19	The workshops would be a great start.	8/2/2024 11:15 PM
20	Help businesses that bolster the community	8/2/2024 5:50 PM
21	none	8/2/2024 3:27 PM
22	no comment	8/2/2024 1:15 PM
23	Govnerment officials need to support the efforts to mitigate the healthcare payment cuts proposed by Medicare every year as all costs increase but payment to physicians decreases	8/2/2024 1:02 PM

2024 Glendora Business Survey
Question 19

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year by year.

24	Not sure	8/2/2024 11:24 AM
25	See above	8/2/2024 11:21 AM
26	none	8/2/2024 9:48 AM
27	Tax Incentives	8/2/2024 9:27 AM
28	Provide better safety	8/2/2024 7:05 AM
29	Glendora pd has been so supportive! We love Miss Sugar!!!!	8/2/2024 3:50 AM
30	Just keep tax low and rent restrictions.	8/1/2024 5:19 PM
31	help with programs to hire new employees, parking for customers	8/1/2024 10:33 AM
32	N/A	8/1/2024 7:59 AM
33	Advertising	8/1/2024 6:50 AM
34	Providing business strategy events so business owners can collaborate and grow as a commerce.	7/31/2024 9:22 PM
35	uncertain	7/31/2024 5:46 PM
36	.	7/31/2024 5:19 PM
37	Cash Flow is always is the back bone of any business, specially after cost of labor is higher.	7/31/2024 4:44 PM
38	Human Resources and legal advice	7/31/2024 4:09 PM
39	I can't think of any tools, resources, or action that the local government can provide that would have a positive effect.	7/31/2024 3:53 PM
40	This homeless problem needs to be mitigated, I do not feel safe in my office without the door being locked. The homeless are 100% drug addicted and aggressive. I have had to call local police at least 5 times in the last 12 mths	7/31/2024 2:16 PM
41	No comments.	7/31/2024 2:10 PM
42	STREETS	7/30/2024 3:19 PM
43	None	7/30/2024 1:00 PM
44	none	7/30/2024 12:08 PM
45	N/A	7/30/2024 11:02 AM
46	Social media and or bring awareness to the Glendora community.	7/29/2024 2:22 PM
47	Better restaurants and less traffic lights, not more traffic lights	7/29/2024 12:31 PM
48	Not applicable to our business	7/29/2024 11:36 AM
49	Access to affordable funding	7/29/2024 10:53 AM
50	Nothing specific that I can think of right now.	7/29/2024 9:20 AM
51	Advertising options.	7/28/2024 10:55 AM
52	None at this time	7/28/2024 8:15 AM
53	City cleanness and security	7/27/2024 5:14 PM
54	unsure	7/27/2024 3:57 PM
55	As stated above Cost of electricity Trash Homelessness Dangerous characters Parking problems from shepherds pantry which is 2 doors down	7/27/2024 1:25 PM
56	N/a	7/27/2024 9:10 AM
57	I don't know	7/26/2024 9:59 PM

2024 Glendora Business Survey
Question 19

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58	N/A	7/26/2024 7:26 PM
59	Affordable housing	7/26/2024 5:56 PM
60	See #13	7/26/2024 5:19 PM
61	???	7/26/2024 2:49 PM
62	none	7/26/2024 2:28 PM
63	Guides on filing taxes for different legal types of businesses. Calendar for when different fees/taxes are due.	7/26/2024 1:01 PM
64	I had trouble in the past with city employees overstepping their authority.	7/26/2024 12:34 PM
65	can't think of anything	7/26/2024 12:19 PM
66	As noted above to help us remain in the same location to give us time to continue to build the business within the community.	7/26/2024 10:41 AM
67	Reduce natural disasters such as wildfires. Reduce power shortages.	7/26/2024 9:32 AM
68	None	7/26/2024 9:31 AM
69	Keep the cost of doing business in Glendora affordable.	7/26/2024 9:05 AM
70	None that I can think of	7/26/2024 8:45 AM
71	By keeping the cost of living low	7/26/2024 8:31 AM
72	Unknown	7/26/2024 8:30 AM
73	n/a	7/26/2024 8:27 AM
74	I would like to get an office space to provide speech therapy services in the city of Glendora within the next year or so. it would be very helpful to get a small business loan to help with the cost the first few months	7/26/2024 8:23 AM
75	Not sure	7/26/2024 8:18 AM
76	Options for networking, mini-grants, cross promotion...	7/25/2024 8:43 PM
77	Improve appearance of businesses on Route 66.	7/25/2024 3:43 PM
78	Host a fundraising party on our behalf	7/24/2024 3:33 PM
79	Overall cost to run a business is increasing especially employee wages. Since Covid all running costs have dramatically increased year over year.	7/23/2024 6:53 PM
80	See answer in question 13	7/23/2024 4:27 PM
81	none	7/23/2024 7:56 AM
82	more draw to the Glendora Village	7/22/2024 3:12 PM
83	Not sure what's possible.	7/19/2024 4:08 PM
84	The continuing support to share our history	7/19/2024 2:00 PM
85	Not sure	7/19/2024 10:45 AM
86	Collaboration on educational events regarding substance use disorder and mental health.	7/19/2024 10:19 AM
87	Avertisement for new businesses to help with customer acquisition.	7/18/2024 7:28 PM
88	mandate trainings at no cost to your city businesses.	7/18/2024 4:46 PM
89	Not sure	7/18/2024 3:32 PM
90	Joe with the Chamber provides allot of information to help business	7/18/2024 3:27 PM
91	n/a	7/18/2024 2:10 PM
92	Subsidize a portion of my lease space even if it's only \$1,000 dollars - anything helps to maintain steady business cash flow	7/18/2024 1:25 PM

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93	Nothing at this time	7/18/2024 12:30 PM
94	Require vacant storefronts to be filled. Keep downtown clean and in good maintenance. Bring more retail and community events to the area.	7/18/2024 12:30 PM
95	Nothing	7/18/2024 11:10 AM
96	I feel the city has been very helpful.	7/17/2024 12:58 PM
97	I don't know.	7/17/2024 12:47 PM
98	Maintain and keep the downtown area clean and inviting to customers and the community.	7/17/2024 11:10 AM
99	Find ways to get people to come out in person to the village	7/17/2024 11:05 AM
100	Correct budget for safety, providing more opportunities for police and similar to improve the quality of life within our city by having proper staffing and tools to combat crime.	7/17/2024 10:17 AM
101	Na	7/17/2024 10:16 AM
102	n/a	7/17/2024 9:52 AM
103	n/a	7/16/2024 10:50 PM
104	None	7/16/2024 9:11 PM
105	Nothing	7/16/2024 7:32 PM
106	Access to information at a low cost or free	7/16/2024 6:43 PM
107	Not sure.	7/16/2024 5:33 PM
108	Help spotlight small businesses	7/16/2024 5:24 PM
109	Workshops	7/16/2024 5:13 PM
110	Promotion of our events and fundraisers	7/16/2024 5:06 PM
111	No cost business promotion	7/15/2024 2:07 PM
112	Prevention of criminal activities.	7/14/2024 7:32 AM
113	Clean up the homeless and motor homes.	7/13/2024 9:43 AM
114	dont know	7/12/2024 5:15 PM
115	None	7/12/2024 3:28 PM
116	safety, public services and assistance with permits & licenses when needed	7/12/2024 1:12 PM
117	Provide more low cost or free workshops for small businesses. More community based events for small businesses and locals to get to know each other.	7/12/2024 10:35 AM
118	Continue to provide networking and marketing opportunities	7/12/2024 7:59 AM
119	Nothing I can think of	7/11/2024 9:38 PM
120	I don't have any ideas for this	7/11/2024 6:41 PM
121	City based marketing has been very helpful in Torrance. We have a program called Discover Torrance that is funded by the city and supports local businesses. They host events, attract and host travel writers in local businesses and take out advertisements that bring people to the city.	7/11/2024 5:02 PM
122	Preventing more salon/ salon suites to open in the village	7/11/2024 4:41 PM
123	Traffic law enforcement might help keep my customer base on two wheels. Sure, it sounds counterintuitive, but more and more I loose customers to a feeling of too much anything goes on the road. Cell phone use, tinted windows, optional stop signs and even stop lights. It is no wonder my older customers are now scared to ride.	7/11/2024 2:10 PM
124	Unsure	7/11/2024 2:03 PM
125	small business grants	7/11/2024 1:59 PM

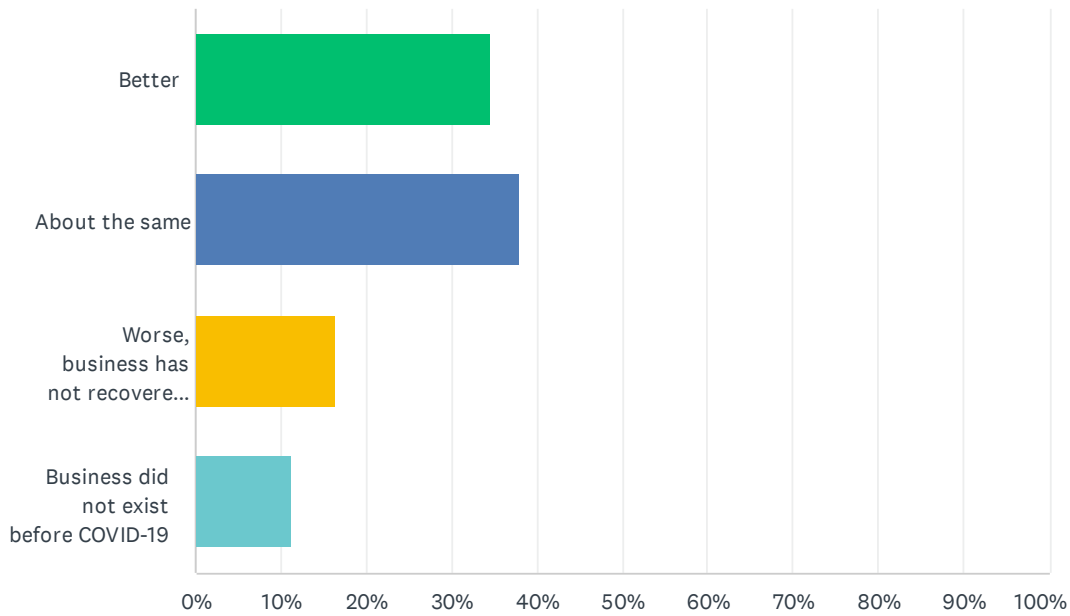
2024 Glendora Business Survey
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126	none	7/11/2024 1:43 PM
127	Not sure local government has that much say in what happens to businesses and employers in general. The State and Feds dictate most of the laws pertaining to serious issues.	7/11/2024 12:59 PM
128	Less expense, taxes, utilities	7/11/2024 12:24 PM
129	Keeping streets and parking accessible and clean	7/11/2024 12:17 PM
130	I would like redevelopment assist local landlords develop locations. such as The Old sport chalet on grand, Glendora Honda property on rt66. Old market at amelia & 66 Maybe help Barbeque station overcome their hurdles	7/11/2024 12:06 PM
131	none that I can think of- your staff is incredible	7/11/2024 12:03 PM
132	Unsure	7/11/2024 12:01 PM
133	Develop a parking fa	7/11/2024 12:00 PM
134	City Council Pass a Resolution requiring Office of Finance to use Local Small Business vs Contracting with Companies of of City of Glendora &/or out of State ... Lets keep tax revenue local	7/11/2024 11:46 AM
135	This isn't their job.	7/11/2024 11:39 AM
136	RE: City Business Workshops I don't feel the city would be able to source a workshop that would be able to work with businesses individually to address their specific needs. I feel it would be too general when a bit more "hand holding" would be needed. I supposed that's then up the the business to figure out or pay for consulting. Not sure city staff or officials control insurance, utility or minimum wage rates. RE: Tools & Resources - I'd need more time to think on realistic options before I can offer any.	7/11/2024 11:27 AM
137	Advertise their business contracts to all companies in Glendora instead of using the same contractors over and over again who do not live or have business in Glendora	7/11/2024 11:14 AM
138	Lower rent and utilities cost	7/11/2024 11:10 AM
139	N/A	7/11/2024 11:08 AM
140	Make the Village more vibrant. More viable restuarants, less RE offices and less nail salons.	7/11/2024 11:06 AM
141	Nothing comes to mind currently	7/11/2024 11:05 AM

Q20 How is your business performing now compared to pre COVID-19?

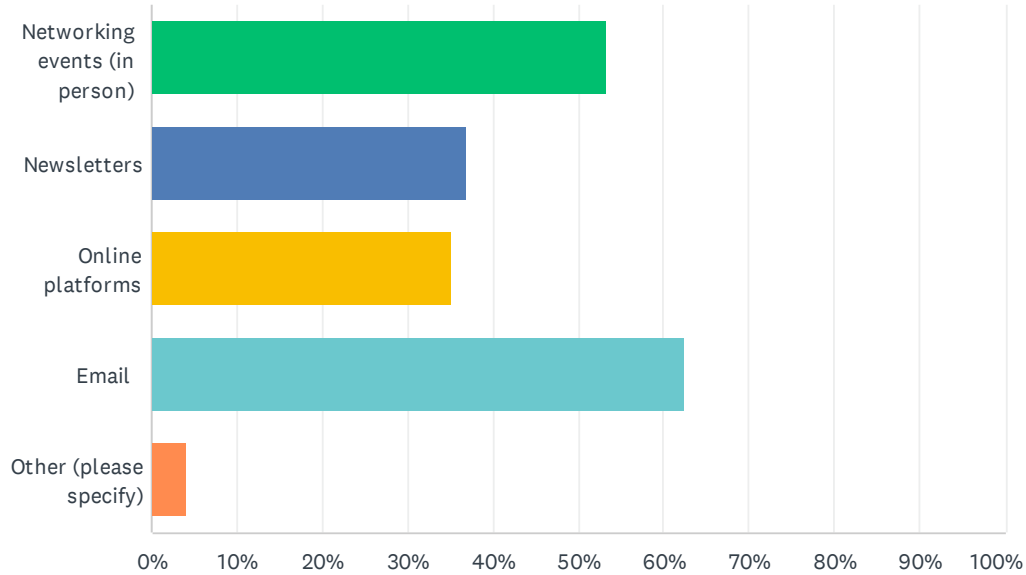
Answered: 177 Skipped: 54



ANSWER CHOICES	RESPONSES	
Better	34.46%	61
About the same	37.85%	67
Worse, business has not recovered from COVID-19.	16.38%	29
Business did not exist before COVID-19	11.30%	20
TOTAL		177

Q21 What are the best ways for the City to engage with you and other business owners? (select all that apply)

Answered: 176 Skipped: 55



ANSWER CHOICES	RESPONSES	
Networking events (in person)	53.41%	94
Newsletters	36.93%	65
Online platforms	35.23%	62
Email	62.50%	110
Other (please specify)	3.98%	7
Total Respondents: 176		

Q22 Do you have any specific suggestions for new policies or changes to existing policies that would improve the business climate in our City?

Answered: 127 Skipped: 104

#	RESPONSES	DATE
1	None	8/8/2024 2:19 PM
2	None	8/8/2024 11:33 AM
3	Not at this time.	8/8/2024 9:04 AM
4	Real economic development. Revamp Route 66 into something other than high density housing. Use Monrovia's renovation of Huntington Drive as a template.	8/7/2024 3:49 PM
5	no	8/7/2024 2:59 PM
6	n/a	8/7/2024 2:47 PM
7	None at this time.	8/7/2024 1:19 PM
8	No	8/7/2024 12:48 PM
9	N/A	8/7/2024 12:07 PM
10	N/A	8/7/2024 12:00 PM
11	We are only one back west of Glendora Village, it would be nice to be included in more of the Village events. Become apart of the city's events in general. Be apart of the business in development group.	8/7/2024 10:35 AM
12	DOING FINE AS IS	8/6/2024 10:58 AM
13	No	8/6/2024 10:36 AM
14	no	8/6/2024 10:34 AM
15	no	8/6/2024 10:15 AM
16	appreciate, respect businesses that have been located here for 40+ years. feels like we are taken for granted and you only care about attracting new businesses	8/6/2024 10:04 AM
17	N/A	8/6/2024 10:03 AM
18	I work through the recreation department and the invoice form is okay. I also work through the City of La Verne recreation department and I would say La Verne's invoice form is actually clearer and easier to use and fill out. Perhaps using an invoice form similar to La Verne would prove helpful to others too. Having clear easy to fill out forms that allow for input and clearly seeing all the data typed in would be nice. Also perhaps having a spot on the forms for you to add additional notes/questions just in case there is information that is needed for your class but there currently is not a spot on the form for you to input it in so it can still be mentioned.	8/4/2024 10:34 AM
19	No	8/2/2024 11:15 PM
20	None	8/2/2024 8:55 PM
21	Keep downtown clean and maintained	8/2/2024 5:50 PM
22	no comment	8/2/2024 1:15 PM
23	None	8/2/2024 11:24 AM
24	See above. We need more flex and warehouse space and more large entertainment events.	8/2/2024 11:21 AM
25	Improve business facility inspectors attitude	8/2/2024 7:05 AM
26	Not sure	8/2/2024 3:50 AM

2024 Glendora Business Survey
Question 22

Exhibit B

27	No	8/1/2024 5:19 PM
28	Not at this time	8/1/2024 7:59 AM
29	None	8/1/2024 6:50 AM
30	Na	7/31/2024 9:22 PM
31	no	7/31/2024 5:46 PM
32	.	7/31/2024 5:19 PM
33	There should be some kind of limitation for same kind of business in certain mile radius to avoid unhealthy business practice	7/31/2024 4:44 PM
34	None	7/31/2024 4:09 PM
35	Not at the moment.	7/31/2024 4:06 PM
36	No, I don't have any specific suggestions that would improve the business climate in Glendora.	7/31/2024 3:53 PM
37	This homeless problem needs to be mitigated, I do not feel safe in my office without the door being locked. The homeless are 100% drug addicted and aggressive. I have had to call local police at least 5 times in the last 12 mths	7/31/2024 2:16 PM
38	More trainings and grant opportunities.	7/31/2024 2:10 PM
39	FIX THE STREETS	7/30/2024 3:19 PM
40	No	7/30/2024 1:00 PM
41	No	7/30/2024 12:08 PM
42	Nothing at this time	7/30/2024 11:02 AM
43	None at this time	7/29/2024 2:22 PM
44	The traffic in this city is getting worse due to too many traffic lights. Stop putting up additional traffic lights.	7/29/2024 12:31 PM
45	Not really	7/29/2024 11:36 AM
46	Faster permitting process	7/29/2024 10:53 AM
47	Nothing I can think of right now.	7/29/2024 9:20 AM
48	No	7/28/2024 10:55 AM
49	None	7/28/2024 8:15 AM
50	Improve the regulation of planning and buiding department to promote new business and investor to come. Make Glendora a homeless, and vadalism free .	7/27/2024 5:14 PM
51	not at this time	7/27/2024 3:57 PM
52	Provide Grant money Clean up homeless	7/27/2024 1:25 PM
53	N/a	7/27/2024 9:10 AM
54	no.	7/26/2024 9:59 PM
55	No	7/26/2024 7:26 PM
56	None	7/26/2024 5:56 PM
57	Not at this time	7/26/2024 5:19 PM
58	Keeping landlords accountable for building maintenance and efficiencys.	7/26/2024 2:28 PM
59	Not currently	7/26/2024 1:01 PM
60	Business is business, no personal vendettas should be allowed.	7/26/2024 12:34 PM
61	none	7/26/2024 12:19 PM

2024 Glendora Business Survey
Question 22

Exhibit B

62	No	7/26/2024 9:32 AM
63	None	7/26/2024 9:31 AM
64	N/A	7/26/2024 9:05 AM
65	Not that I can think of.	7/26/2024 8:45 AM
66	N/a	7/26/2024 8:30 AM
67	None as of now	7/26/2024 8:23 AM
68	None	7/26/2024 8:18 AM
69	Just those already noted.	7/25/2024 3:43 PM
70	No, the City is very business friendly.	7/24/2024 3:33 PM
71	not really	7/23/2024 6:53 PM
72	Incentives for to businesses to come in such as credits, fast track planning, etc. Work with property owners to try and have them fill their vacancies with businesses we need and not more of the same. Enforce the rules we have in place. There is a feeling that people don't have to follow any rules because of the lack of enforcement for some unless there is a complaint. Smaller businesses feel the big guys can do whatever they want but they can't. (Signage, banners, flags, etc.)	7/23/2024 4:27 PM
73	no	7/23/2024 7:56 AM
74	Not at the moment	7/22/2024 3:12 PM
75	I'm not familiar with any policies that don't pertain to my specific industry	7/19/2024 4:08 PM
76	No	7/19/2024 2:00 PM
77	No	7/19/2024 10:45 AM
78	N/A	7/19/2024 10:19 AM
79	Customer Parking regulation and enforcement.	7/18/2024 7:28 PM
80	no	7/18/2024 4:46 PM
81	Making it easier to pull permits for signage and etc	7/18/2024 3:32 PM
82	Permitting and explaining how the process works Vs go hire someone and they will answer your questions. There is not a single person, contractor or other people that say how challenging the city of Glendora is for anything	7/18/2024 3:27 PM
83	I never got a "welcome package " from the mayor, nor the city manager... that would have been a nice touch :)	7/18/2024 1:25 PM
84	Nothing at this time	7/18/2024 12:30 PM
85	Increase investment into city infrastructure and bringing new business and customers to the area.	7/18/2024 12:30 PM
86	No	7/18/2024 11:10 AM
87	No, I feel the policies are in place, they just need to be enforced.	7/17/2024 12:58 PM
88	No	7/17/2024 12:47 PM
89	It seems Glendora is aging and it would be nice to have the city assist in possibly renovating existing structures. Maybe a fund that is repayable and easy to apply for.	7/17/2024 11:10 AM
90	Make sure all permits have a procedure and process. There is a website set up to get a Bingo permit but there was no actual process in place and it took 7 months.	7/17/2024 11:05 AM
91	Perhaps networking events with city and publi services, police, public works, etc. on what they have been doing, need to do or want to do to improve the overall result in having more people come to the city, feel safe in our city and return to the PRIDE OF THE FOOTHILLS.	7/17/2024 10:17 AM
92	Na	7/17/2024 10:16 AM

2024 Glendora Business Survey
Question 22

Exhibit B

93	none at this time	7/17/2024 9:52 AM
94	No.	7/17/2024 9:10 AM
95	no	7/16/2024 10:50 PM
96	Need farmers market	7/16/2024 9:11 PM
97	No	7/16/2024 7:32 PM
98	no	7/16/2024 6:43 PM
99	Better information about what's happening at City Hall--have no idea and am not aware of any local news outlets covering it.	7/16/2024 5:33 PM
100	No	7/16/2024 5:24 PM
101	I'm a florist	7/16/2024 5:13 PM
102	None	7/16/2024 5:06 PM
103	Homelessness is our biggest concern, along with the ability the homeless and/or transients have to loiter and break into businesses.	7/16/2024 10:23 AM
104	None at this time.	7/14/2024 7:32 AM
105	none	7/12/2024 5:15 PM
106	none	7/12/2024 1:12 PM
107	N/A	7/12/2024 10:35 AM
108	none	7/12/2024 7:59 AM
109	No	7/11/2024 9:38 PM
110	No, I'm not familiar with all the policies	7/11/2024 6:41 PM
111	Glendora has always been good to us.	7/11/2024 5:02 PM
112	NA	7/11/2024 4:41 PM
113	Fix the roads. Synchronize the traffic signals. Enforce the laws.	7/11/2024 2:10 PM
114	Not at this time	7/11/2024 2:03 PM
115	None at this time.	7/11/2024 1:59 PM
116	Other than what was stated above, just keeping local red tape and taxes to a minimum.	7/11/2024 12:59 PM
117	More safe environment	7/11/2024 12:24 PM
118	Cancel wine walk. Decrease down town tax assessment	7/11/2024 12:17 PM
119	none at this time- thank you for all that you do for our small businesses. I also own Warrior Soul Fitness in town and these answers can be for that as well.	7/11/2024 12:03 PM
120	none	7/11/2024 12:01 PM
121	no	7/11/2024 12:00 PM
122	City Council Pass a Resolution requiring Office of Finance to use Local Small Business vs Contracting with Companies of of City of Glendora &/or out of State ... Lets keep tax revenue local	7/11/2024 11:46 AM
123	None	7/11/2024 11:39 AM
124	Not without taking more time to think about this questions. Sorry.	7/11/2024 11:27 AM
125	Let the Glendora business community know when bids for upcoming projects are coming out to bid	7/11/2024 11:14 AM
126	No	7/11/2024 11:08 AM

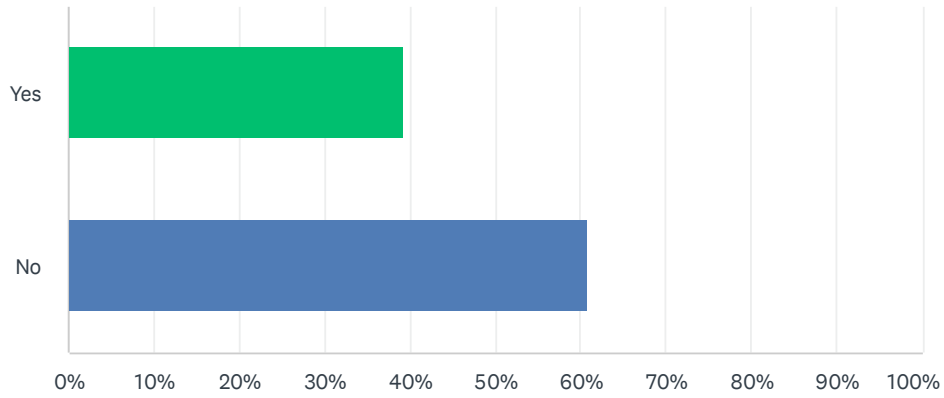
127

Nothing in particulate

7/11/2024 11:05 AM

Q23 Are you a member of the Glendora Chamber of Commerce?

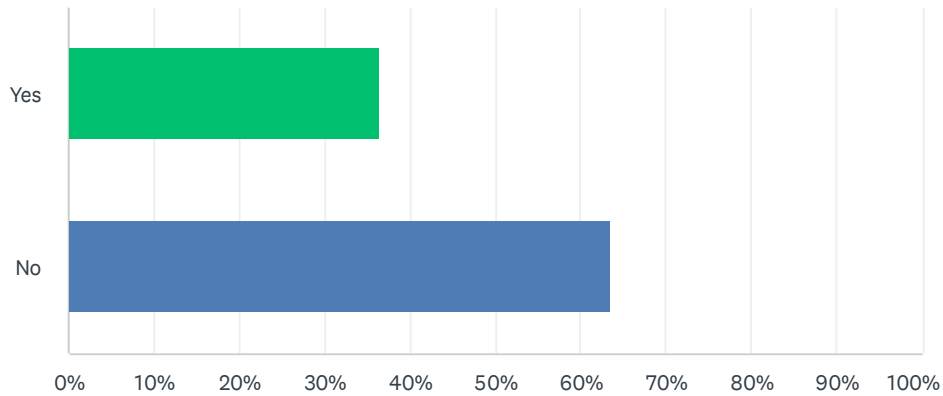
Answered: 178 Skipped: 53



ANSWER CHOICES	RESPONSES	
Yes	39.33%	70
No	60.67%	108
TOTAL		178

Q24 The Chamber also offers a number of resources including up to date legislative information, networking, educational and advertising opportunities. Are you interested in being contacted by the Glendora Chamber of Commerce? <https://www.glendora-chamber.org/>

Answered: 176 Skipped: 55



ANSWER CHOICES	RESPONSES	
Yes	36.36%	64
No	63.64%	112
TOTAL		176