

**MIAMI-DADE COUNTY  
BUSINESS PLAN  
DEPARTMENT OF PERMITTING REGULATORY AND ECONOMIC RESOURCES (RER)**

**FY 2013-2014**

**STATISTICS OF AMOUNT OF CALLS RECEIVED THRU THE VOICE RESPONSE SYSTEM**

	FIRST QUARTER	SECOND QUARTER	THIRD QUARTER	FOURTH QUARTER
<b>TOTAL OF CALLS RECEIVED BY QUARTER</b>	5,753	5,825	5,521	4,558

**DEPARTMENT OF PERMITTING, ENVIRONMENTAL AND ECONOMIC RESOURCES**

**STATISTICS OF AMOUNT OF CALLS RECEIVED THRU THE VOICE RESPONSE SYSTEM**

**FY 2013- 2014**

