

**MIAMI-DADE COUNTY  
BUSINESS PLAN  
BUILDING AND NEIGHBORHOOD COMPLIANCE DEPARTMENT**

**FY 2010-2011**

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

	FIRST QUARTER	SECOND QUARTER	THIRD QUARTER	FOURTH QUARTER
TOTAL OF CALLS RECEIVED BY QUARTER	13,823	13,319	13,954	13,343

