

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

**FY 2011-2012**

**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	13,981	13,740	12,848	11,997

