

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

FY 2012-2013

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	14,061	13,015	13,479	13,256

