

**MIAMI-DADE COUNTY  
BUILDING DEPARTMENT  
BUSINESS PLAN  
FY 2003-2004**

**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	42,701	55,076	53,982	52,197

