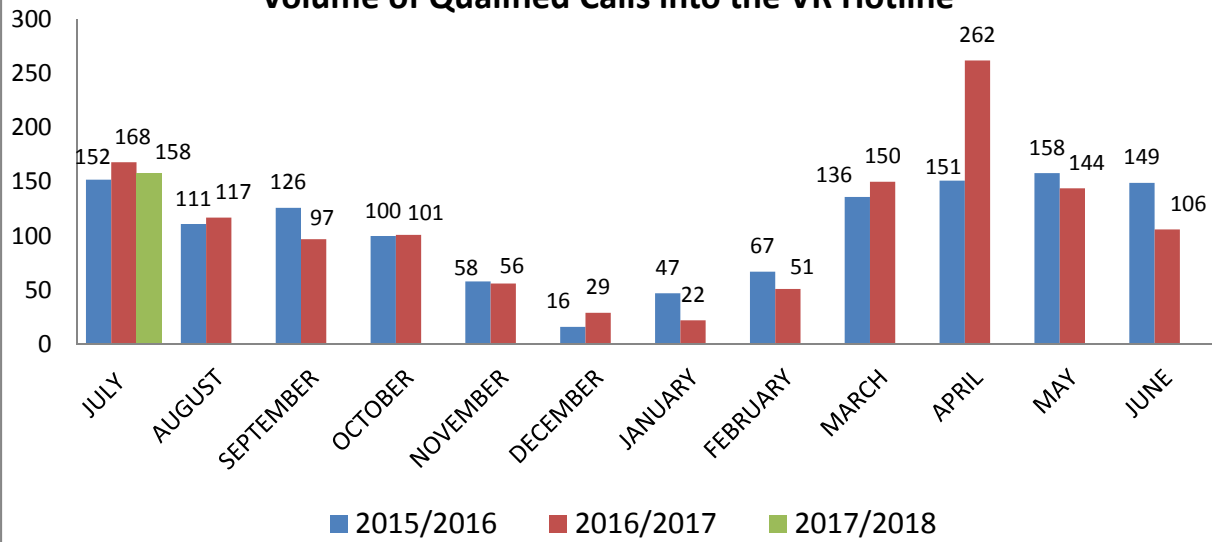


Volume of Qualified Calls into the VR Hotline



Note: the above chart reflects a correction for the months of May 2016, June 2016 and July 2017 than previously published by the VRCD. As stated in Section I of this Analysis, a new Call Center was put in place May 15, 2017 by the VRCD, and since then every call into the Hotline gets reported. Prior to that, the previous Call Center only reported qualified calls. Therefore, to reconcile this for consistency in reporting, for the months of May 2016, June 2016 and July 2017 above, non-qualified calls have been removed (such as the on-call person checking in, callers looking for information that were referred to the Vacation Rental Compliance Department office, hang-ups, wrong numbers, and test calls).