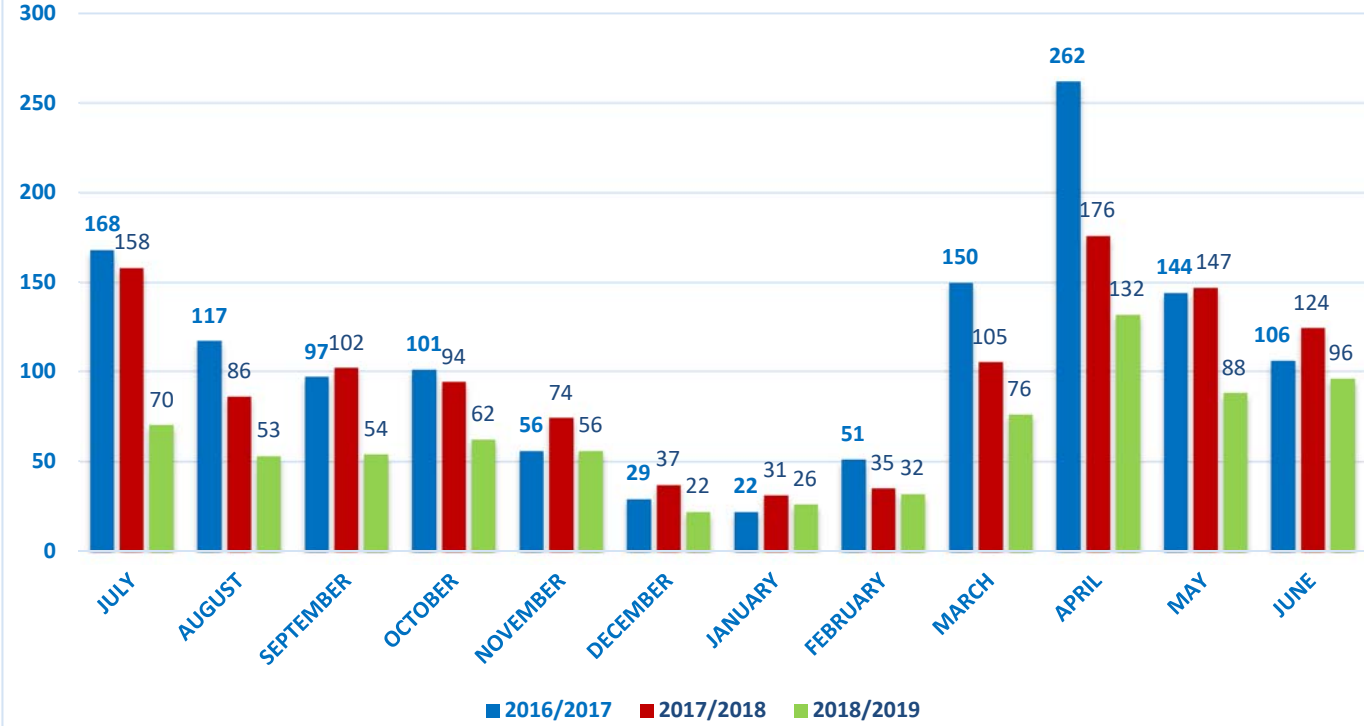


## NUMBER OF CALLS TO THE HOTLINE BY MONTH



Note: the above chart reflects a correction for the months of May 2016, June 2016 and July 2017 than previously published by the VRCD. 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 through August 2017, 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). The numbers above include all calls responded to by VRCD including registered vacation rentals, owner occupied properties, and nuisances reported at possible unregistered vacation rental properties.