



STATE OF OREGON

INTEROFFICE MEMO

TO: Jackie Winters  
 Assistant to the Governor/Ombudsman

DATE: January 3, 1980

FROM: Kathleen Harbaugh  
 Administrative Assistant

SUBJECT: Telephone Statistics - 1979

July 1, 1979 through December 31, 1979

Total Calls Received - 8014

Telephone calls staff - 5631

Calls Referred - 1464

Information Calls - 919

8014

Total Information & Referrals 7-1-79 thru 12-31-79 - 2,383

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Total Information & Referral Calls 1-1-79 thru 12-31-79 - 3,840

Jan. 1, 1979 thru June 30, 1979 1,457

July 1, 1979 thru Dec. 31, 1979 2,383

3,840

REFERRAL AND INFORMATION CALLS - July 1, 1979 through December 31, 1979

AGRICULTURE-----	2	PUC-----	20
SAIF-----	41	REVENUE-----	74
COMMERCE-----	25	TRANSPORTATION-----	10
Bldrs. Bd.-----	20	Highway-----	10
Bldg. Codes-----	4	DMV-----	119
Consumer Service----	40	VETERANS-----	45
Corp. Com.-----	12	WORKERS' COMP.-----	66
Ins. Com.-----	22	CITY-----	38
EDUCATION-----	19	COUNTY-----	56
EXECUTIVE-----	35	FEDERAL-----	70
GENERAL SERVICES-----	23	MISCELLANEOUS-----	207
HIGHER EDUCATION-----	1		
HUMAN RESOURCES		TOTAL	<u>1,504</u>
AFS-----	157		
CSD-----	51		
Corrections-----	77		
Employment-----	51		
Health-----	22		
Mental Health-----	8		
Support Management-	48		
Voc. Rehab.-----	40		
JUSTICE			
Support Enforcement-	21		
LABOR-----	31		
MILITARY-----	5		
NURSING HOMES-----	12		
OLCC-----	6		
POLICE (STATE)-----	16		