

Weekly Unemployment Insurance Call Wait Times

Date of Report: October 7, 2022

Summary:

The Oregon Employment Department has a goal of answering at least 90% of calls in under five minutes by December 1, 2021.

September 26, 2022 – September 30, 2022 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 88.17% of calls were answered in five minutes or less.

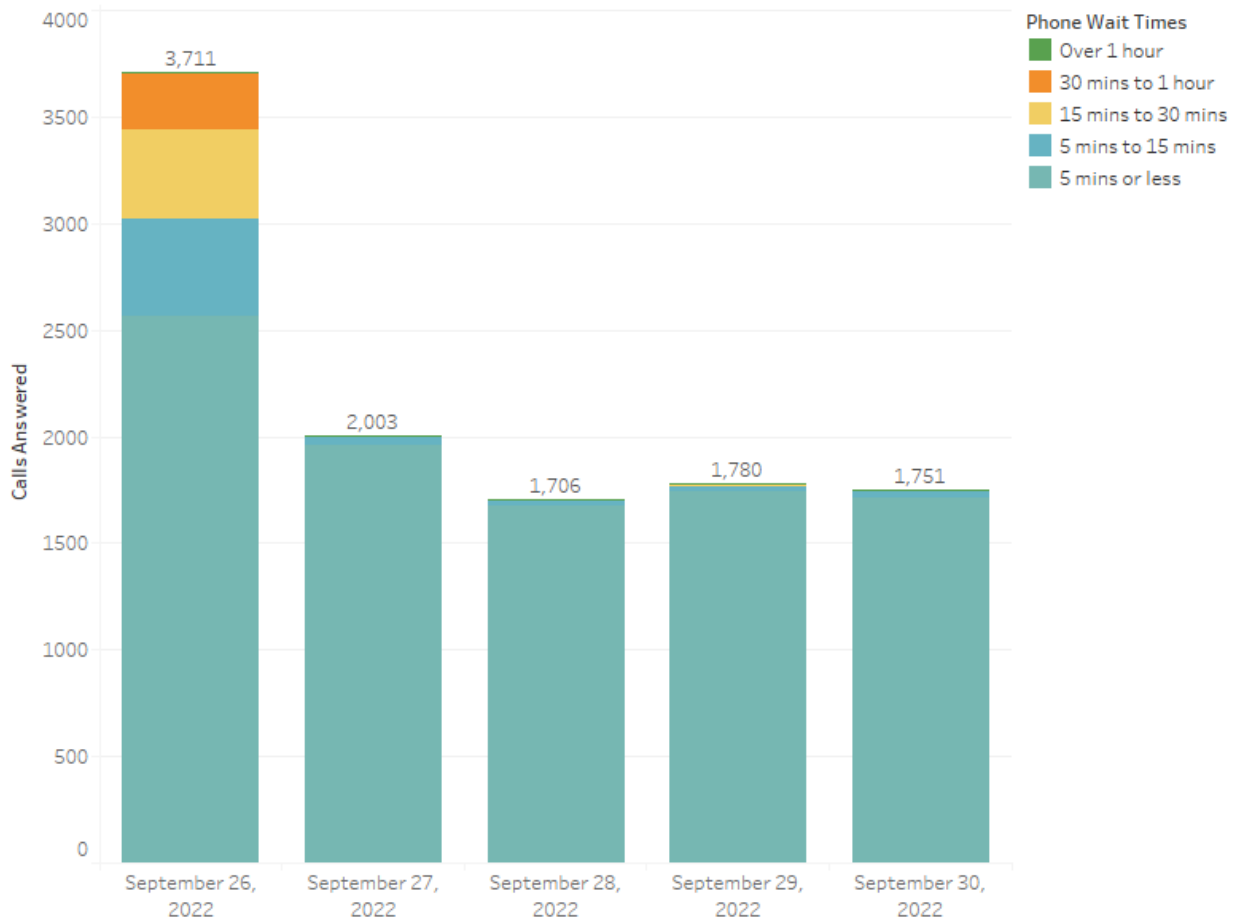
Total Calls Answered

Current Dates in Review
September 26, 2022 – September 30, 2022
10,951

Call Wait Times

September 26, 2022 – September 30, 2022	
5 minutes or less	88.17%
Between 5 and 15 minutes	5.27%
Between 15 and 30 minutes	4.05%
Between 30 and 60 minutes	2.50%
Longer than 1 hour	0.00%

Calls Answered



The numbers located at the top of the columns indicate the total number of calls answered that day, for the period in review (September 26, 2022 – September 30, 2022).