

Weekly Unemployment Insurance Call Wait Times

Date of Report: November 9, 2022

Summary:

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

October 24, 2022 – October 28, 2022 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 80.21% of calls were answered in five minutes or less.

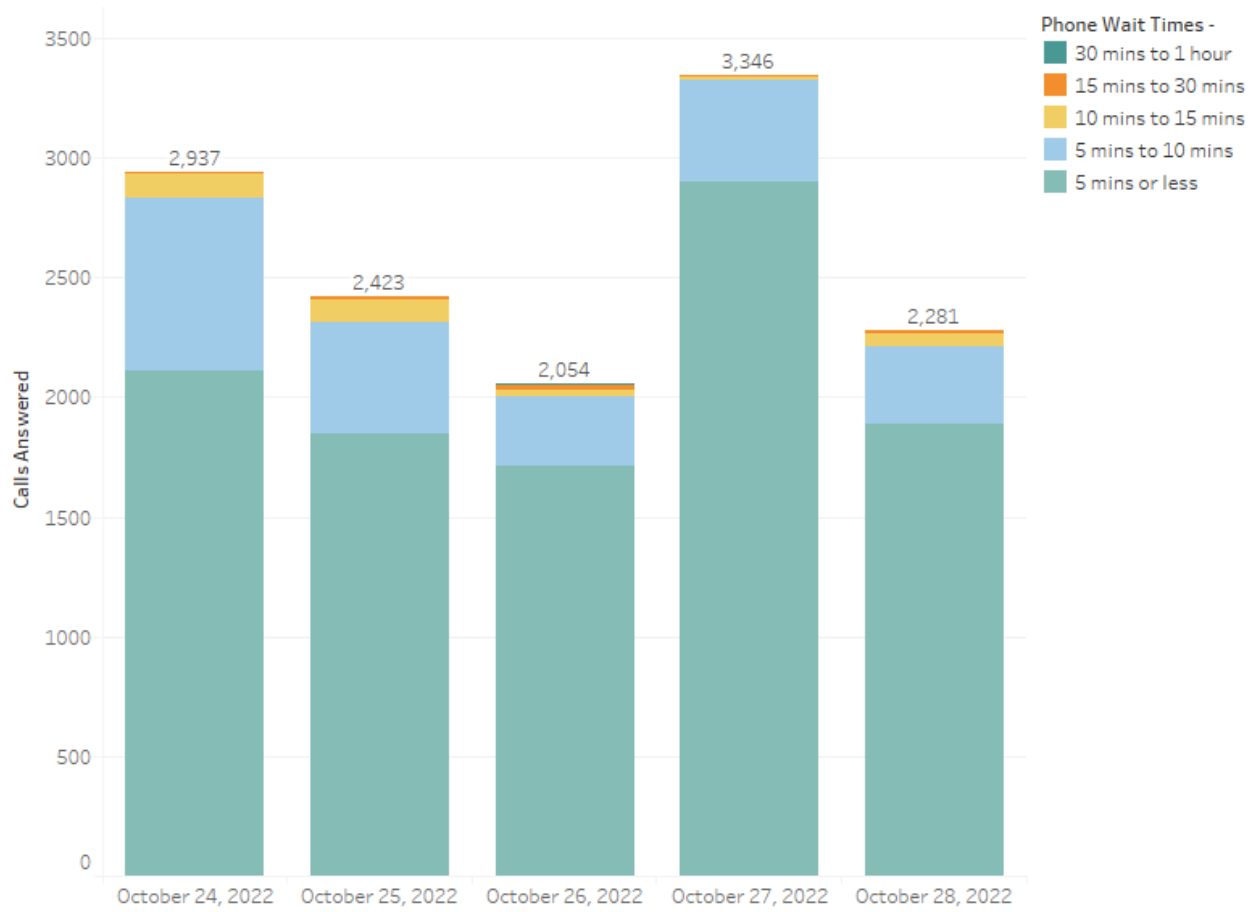
Total Calls Answered

Current Dates in Review
October 24, 2022 – October 28, 2022
13,041

Call Wait Times

October 24, 2022 – October 28, 2022	
5 minutes or less	80.21%
Between 5 and 10 minutes	17.08%
Between 10 and 15 minutes	2.22%
Between 15 and 30 minutes	0.47%
Between 30 and 60 minutes	0.02%
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 (October 24, 2022 – October 28, 2022).