

Weekly Unemployment Insurance Call Wait Times

Date of Report: November 21, 2023

Summary:

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

October 30, 2023 – November 3, 2023 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 36.50% of calls were answered in five minutes or less.

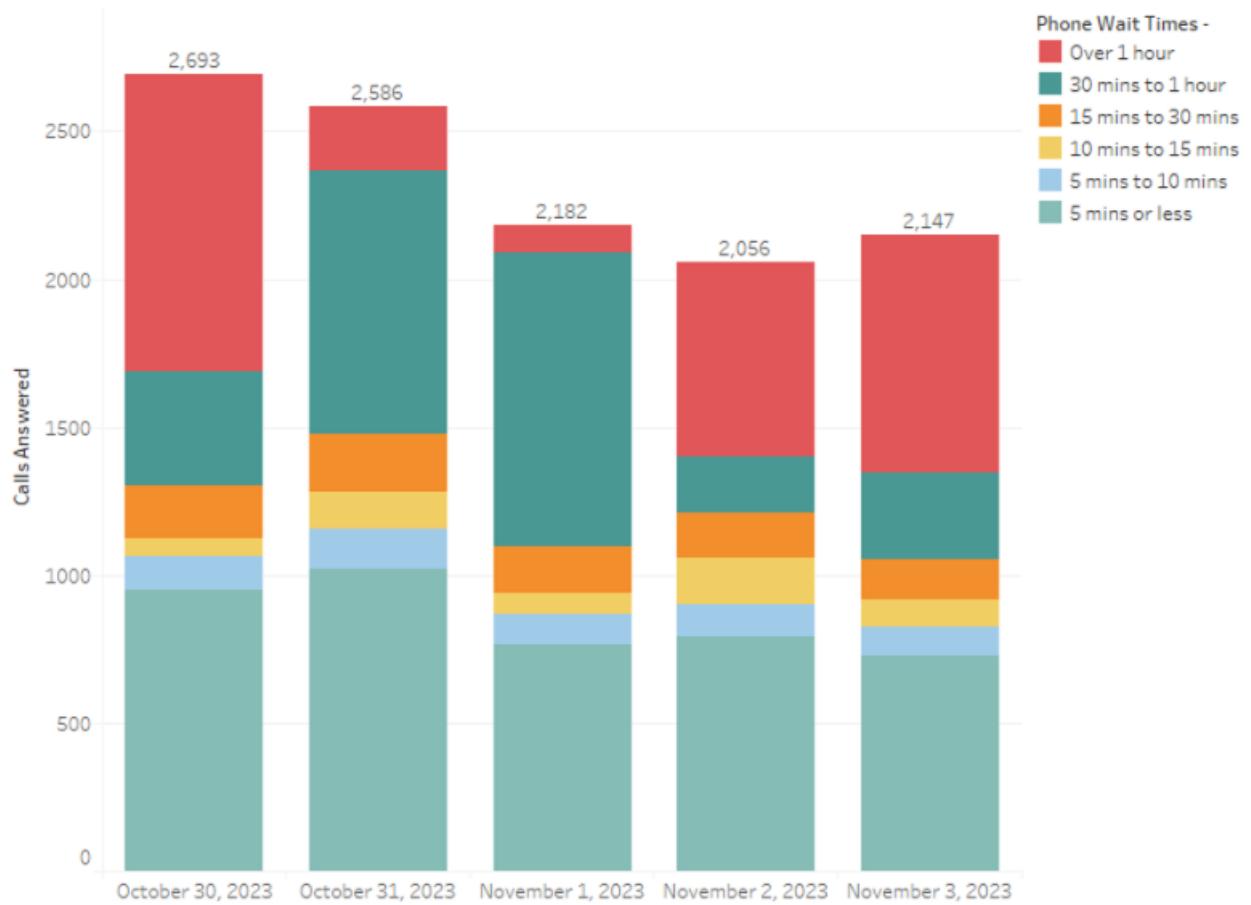
Total Calls Answered

Current Dates in Review
October 30, 2023 – November 3, 2023
11,664

Call Wait Times

October 30, 2023 – November 3, 2023	
5 minutes or less	36.50%
Between 5 and 10 minutes	4.78%
Between 10 and 15 minutes	4.36%
Between 15 and 30 minutes	7.05%
Between 30 and 60 minutes	23.54%
Longer than 1 hour	23.77%

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 30, 2023 – November 3, 2023).