

Weekly Unemployment Insurance Call Wait Times

Date of Report: October 18, 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 9, 2023 – October 13, 2023 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 36.70% of calls were answered in five minutes or less.

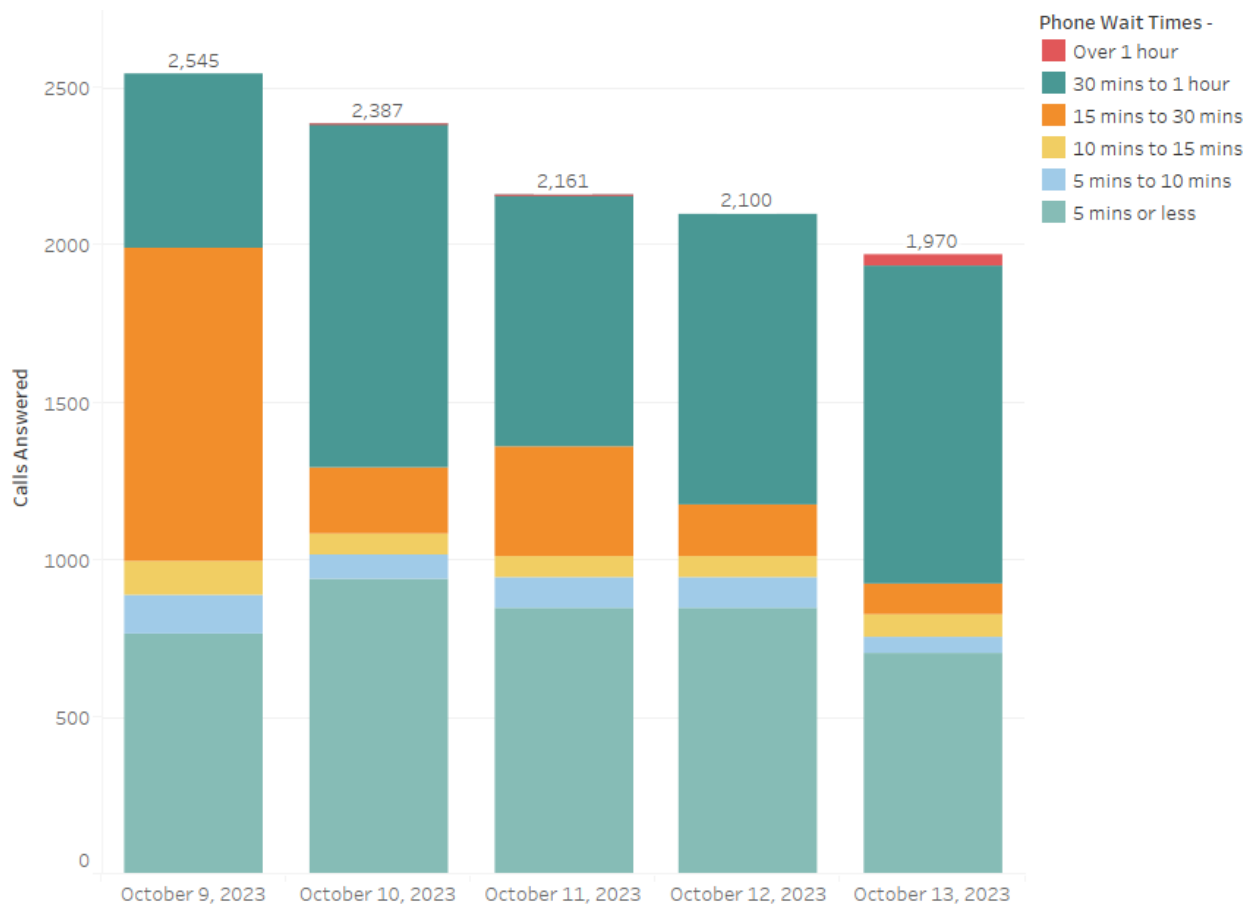
Total Calls Answered

Current Dates in Review
October 9, 2023 – October 13, 2023
11,163

Call Wait Times

October 9, 2023 – October 13, 2023	
5 minutes or less	36.70%
Between 5 and 10 minutes	4.07%
Between 10 and 15 minutes	3.34%
Between 15 and 30 minutes	16.29%
Between 30 and 60 minutes	39.25%
Longer than 1 hour	0.35%

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 9, 2023 – October 13, 2023).