

Weekly Unemployment Insurance Call Wait Times

Date of Report: November 17, 2022

Summary:

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

November 7, 2022 – November 10, 2022 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 40.70% of calls were answered in five minutes or less.

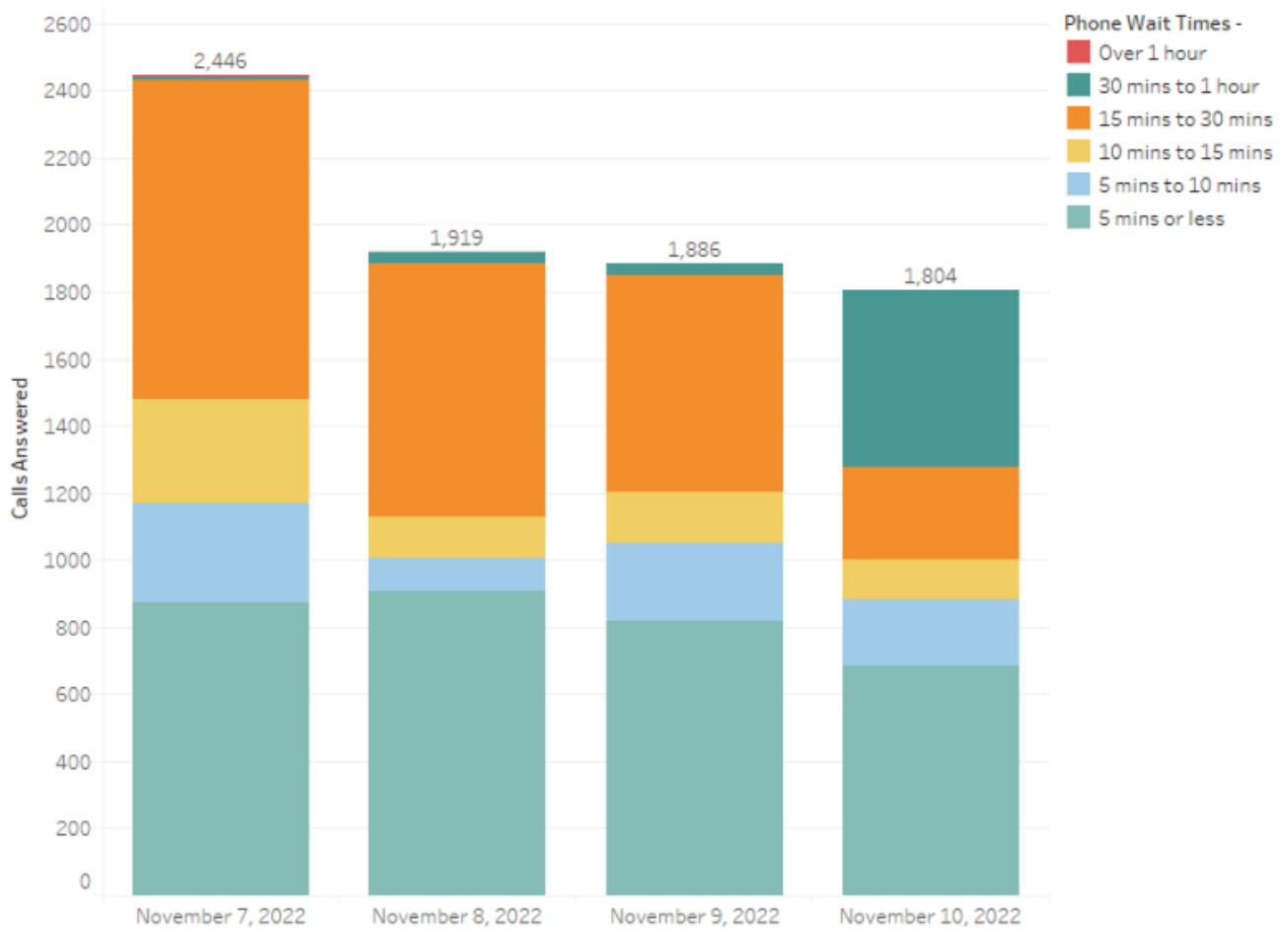
Total Calls Answered

Current Dates in Review
November 7, 2022 – November 10, 2022
8,055

Call Wait Times

November 7, 2022 – November 10, 2022	
5 minutes or less	40.70%
Between 5 and 10 minutes	10.34%
Between 10 and 15 minutes	8.74%
Between 15 and 30 minutes	32.56%
Between 30 and 60 minutes	7.61%
Longer than 1 hour	0.05%

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 (November 7, 2022 – November 10, 2022).