

Weekly Unemployment Insurance Call Wait Times

Date of Report: November 28, 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 14, 2022 – November 18, 2022 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 43.76% of calls were answered in five minutes or less.

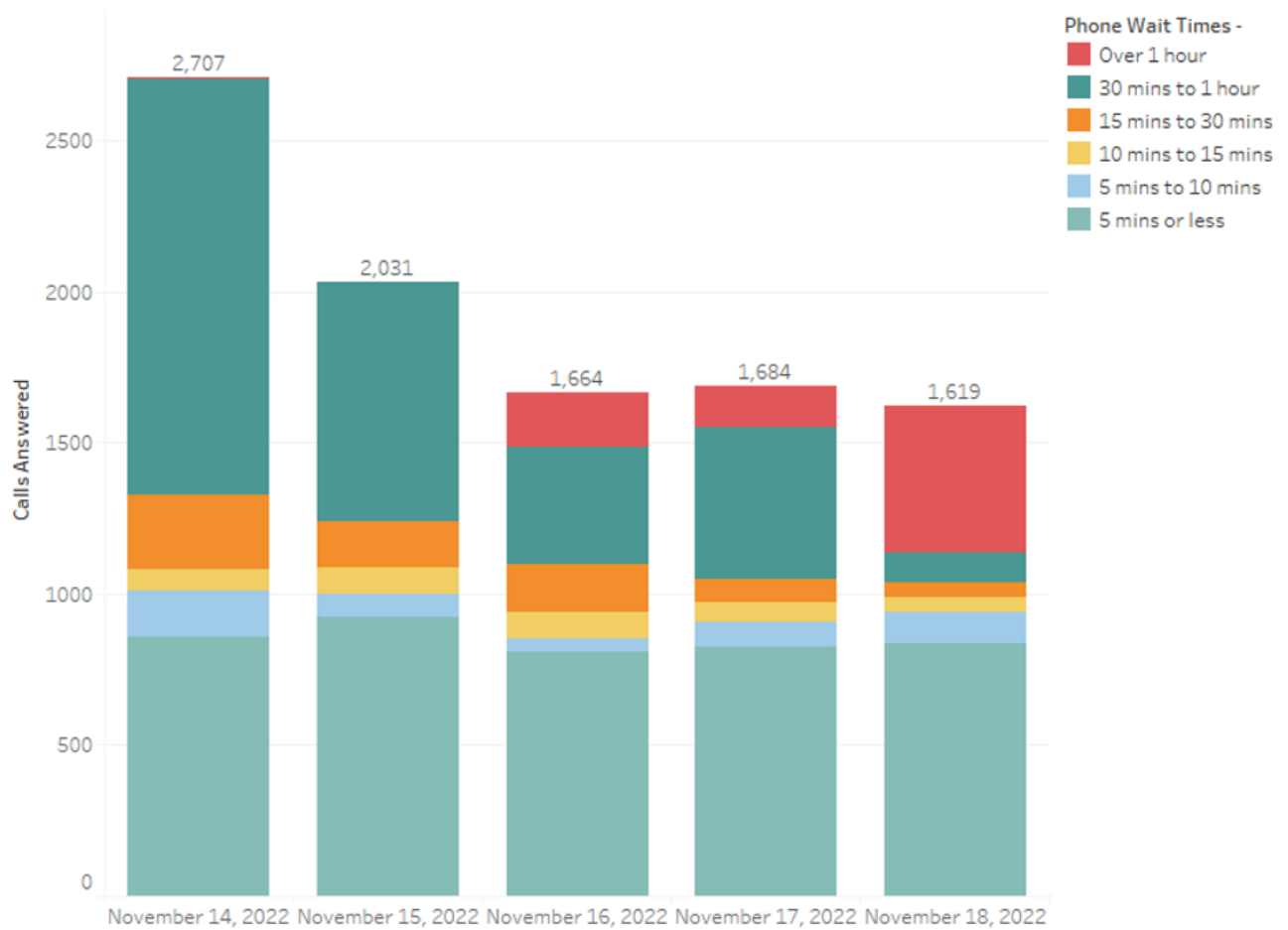
Total Calls Answered

Current Dates in Review
November 14, 2022 – November 18, 2022
9,705

Call Wait Times

November 14, 2022 – November 18, 2022	
5 minutes or less	43.76%
Between 5 and 10 minutes	4.70%
Between 10 and 15 minutes	3.72%
Between 15 and 30 minutes	7.07%
Between 30 and 60 minutes	32.50%
Longer than 1 hour	8.25%

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 14, 2022 – November 18, 2022).