

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 21, 2022 – November 23, 2022 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 53.69% of calls were answered in five minutes or less.

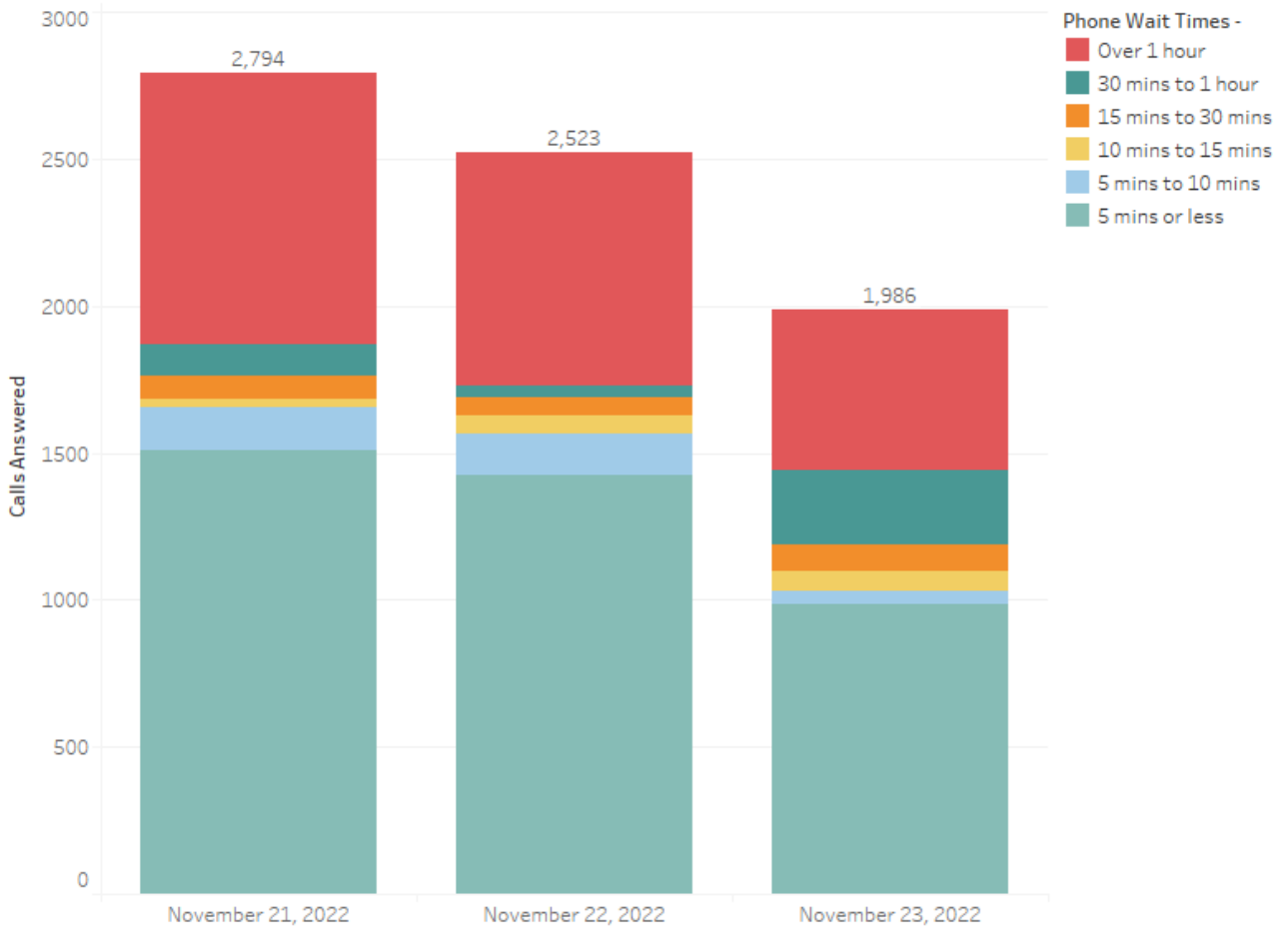
Total Calls Answered

Current Dates in Review
November 21, 2022 – November 23, 2022
7,303

Call Wait Times

November 21, 2022 – November 23, 2022	
5 minutes or less	53.69%
Between 5 and 10 minutes	4.57%
Between 10 and 15 minutes	2.11%
Between 15 and 30 minutes	3.14%
Between 30 and 60 minutes	5.46%
Longer than 1 hour	31.03%

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 21, 2022 – November 23, 2022).