

Weekly Unemployment Insurance Call Wait Times

Date of Report: December 22, 2023

Summary:

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

December 11, 2023 – December 15, 2023 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 42.05% of calls were answered in five minutes or less.

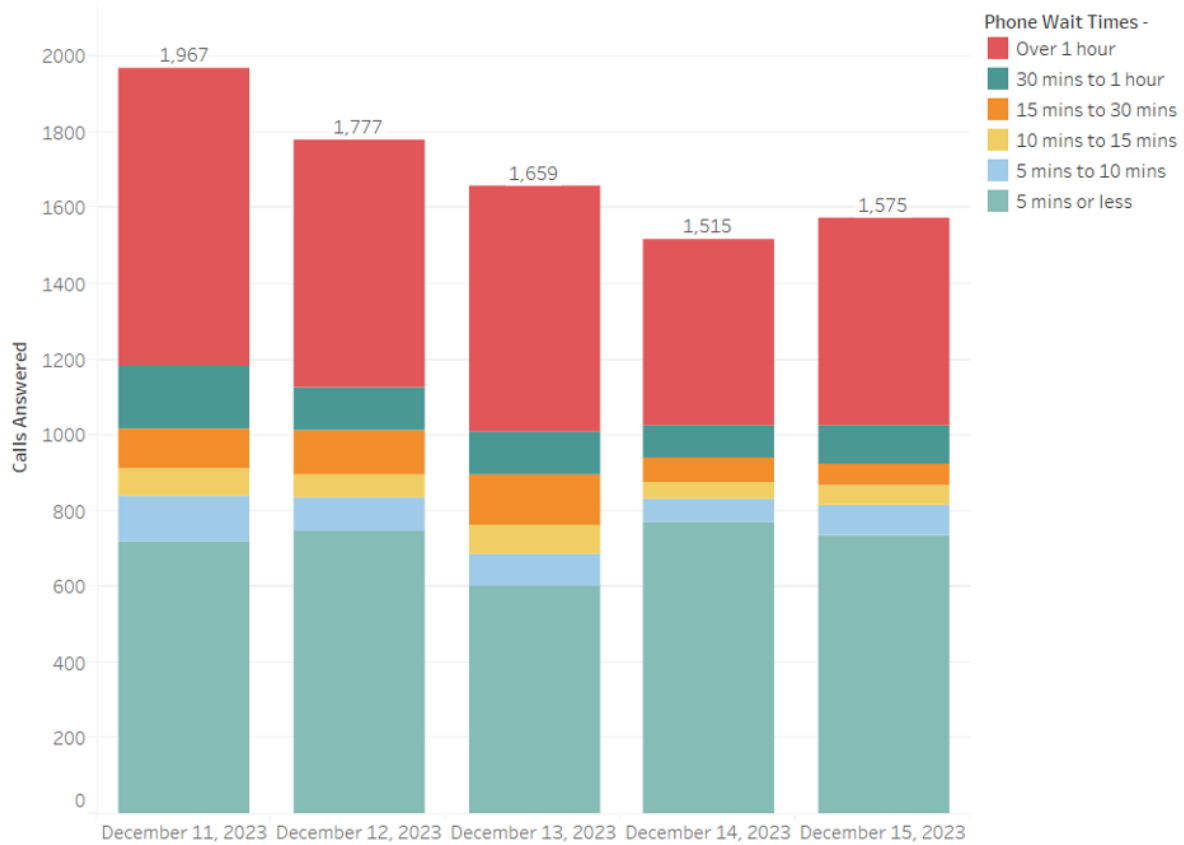
Total Calls Answered

Current Dates in Review	
December 11, 2023 – December 15, 2023	
8,493	

Call Wait Times

December 11, 2023 – December 15, 2023	
5 minutes or less	42.05%
Between 5 and 10 minutes	5.15%
Between 10 and 15 minutes	3.54%
Between 15 and 30 minutes	5.66%
Between 30 and 60 minutes	6.77%
Longer than 1 hour	36.83%

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 (December 11th, 2023 – December 15th, 2023).