

Weekly Unemployment Insurance Call Wait Times

Date of Report: December 14, 2022

Summary:

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

December 5, 2022 – December 9, 2022 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 42.39% of calls were answered in five minutes or less.

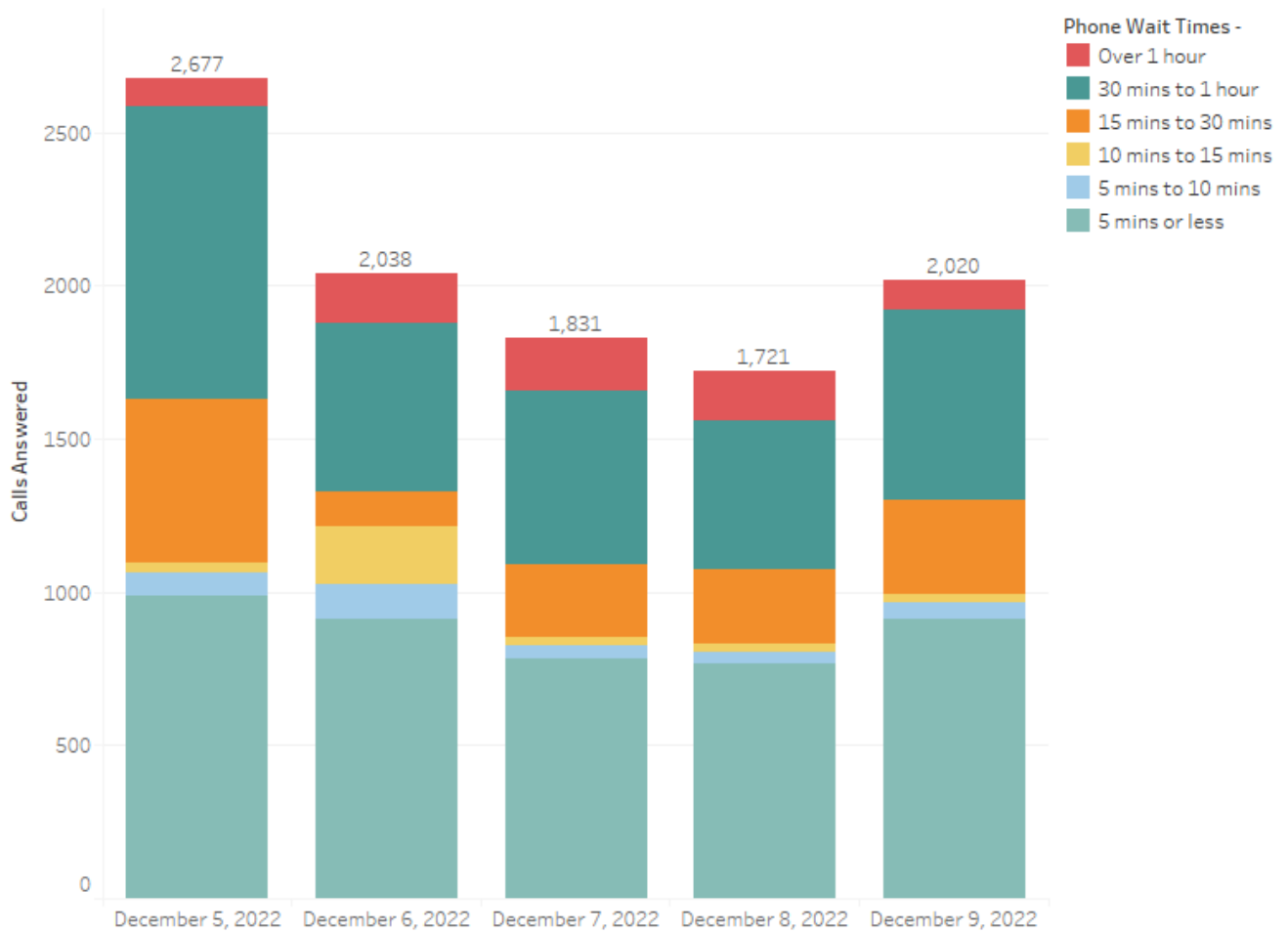
Total Calls Answered

Current Dates in Review
December 5, 2022 – December 9, 2022
10,287

Call Wait Times

December 5, 2022 – December 9, 2022	
5 minutes or less	42.39%
Between 5 and 10 minutes	3.13%
Between 10 and 15 minutes	2.96%
Between 15 and 30 minutes	13.98%
Between 30 and 60 minutes	30.84%
Longer than 1 hour	6.71%

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 5, 2022 – December 9, 2022).