

Weekly Unemployment Insurance Call Wait Times

Date of Report: March 7, 2023

Summary:

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

February 27, 2023 – March 3, 2023 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 40.96% of calls were answered in five minutes or less.

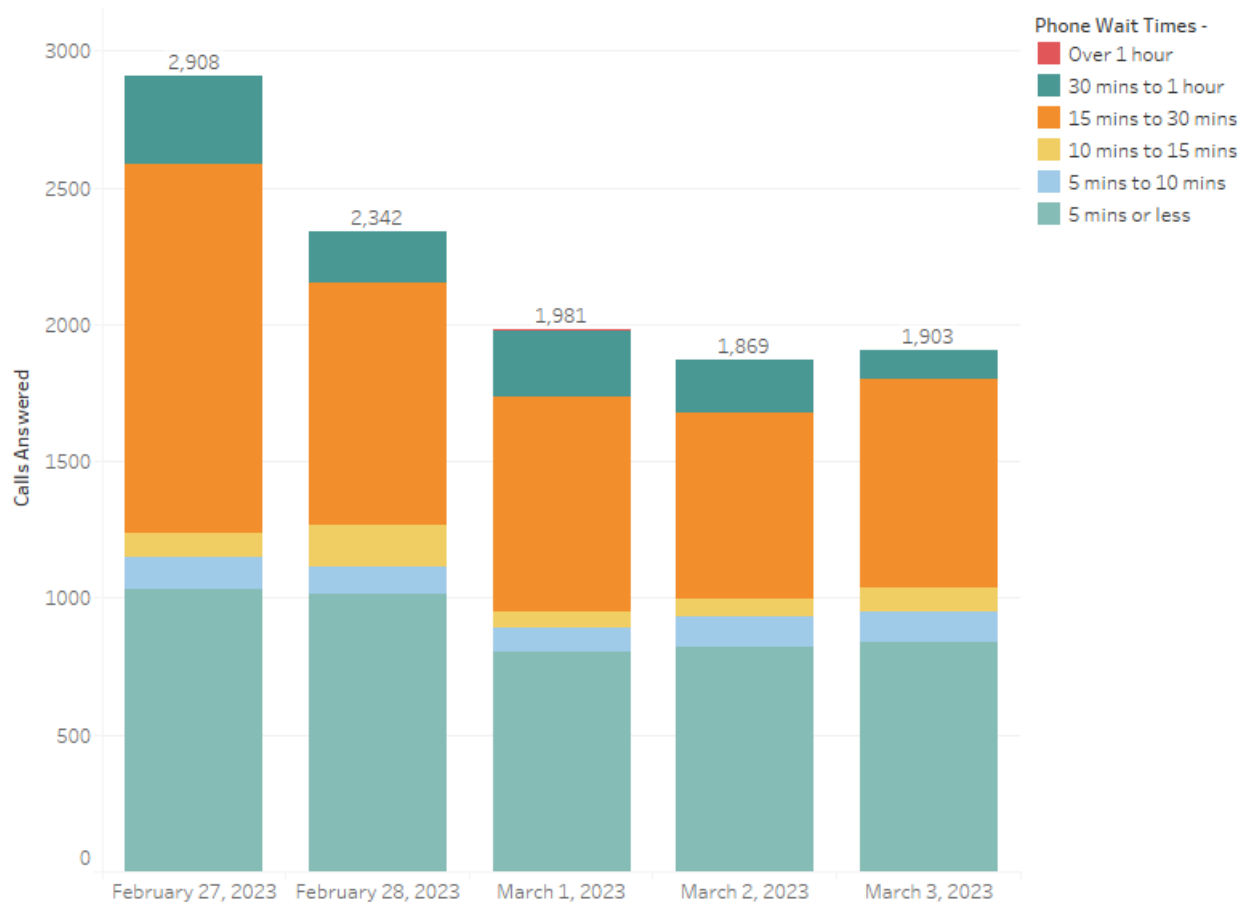
Total Calls Answered

Current Dates in Review
February 27, 2023 – March 3, 2023
11,003

Call Wait Times

February 27, 2023 – March 3, 2023	
5 minutes or less	40.96%
Between 5 and 10 minutes	4.78%
Between 10 and 15 minutes	4.14%
Between 15 and 30 minutes	40.56%
Between 30 and 60 minutes	9.52%
Longer than 1 hour	0.04%

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 (February 27, 2023 – March 3, 2023).