Weekly Unemployment Insurance Call Wait Times

Date of Report: May 12, 2023

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

May 1, 2023 – May 5, 2023 Performance:
The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 45.57% of calls were answered in five minutes or less.
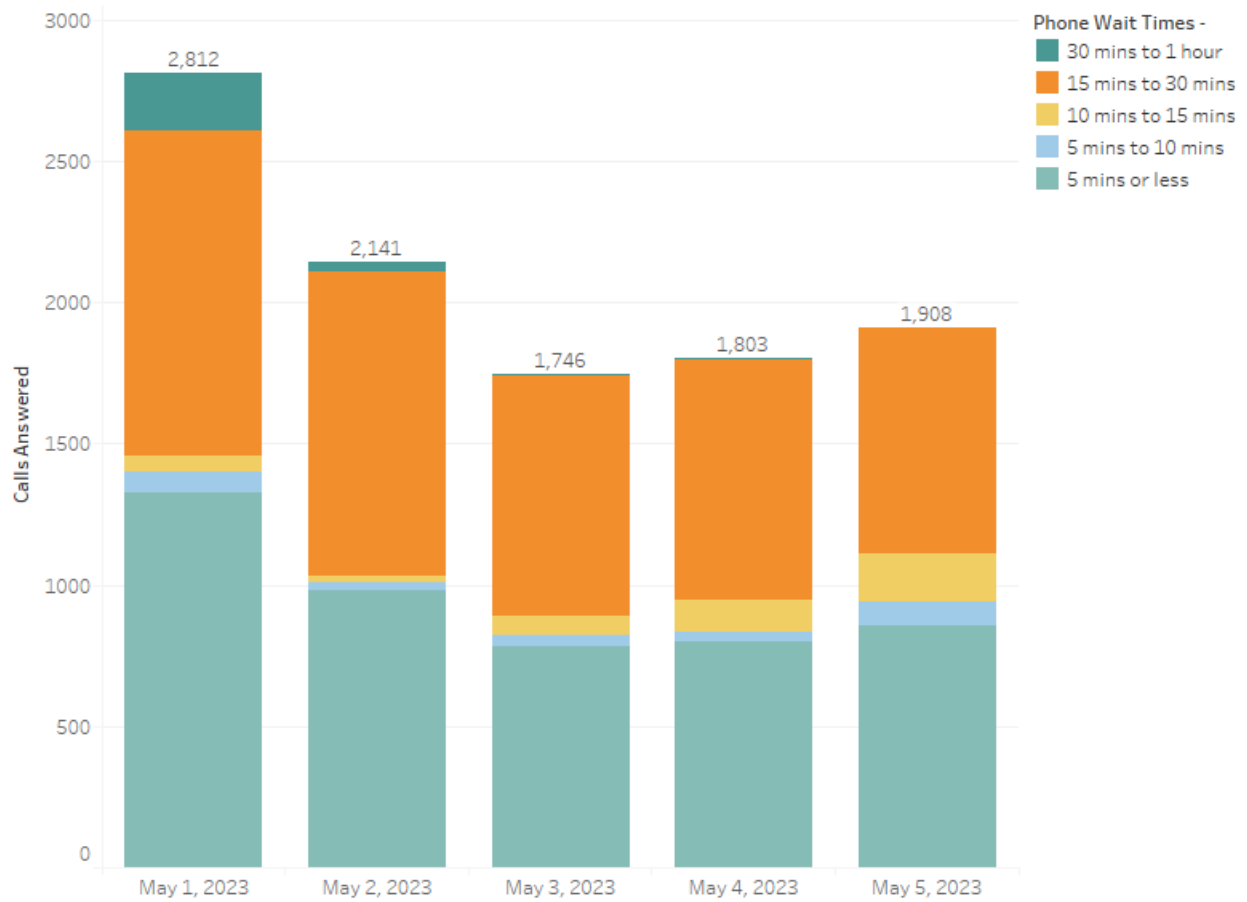
Total Calls Answered

Current Dates in Review
May 1, 2023 – May 5, 2023
10,410

Call Wait Times

May 1, 2023 – May 5, 2023	
5 minutes or less	45.57%
Between 5 and 10 minutes	2.52%
Between 10 and 15 minutes	4.15%
Between 15 and 30 minutes	45.47%
Between 30 and 60 minutes	2.30%
Longer than 1 hour	0.00%

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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 (May 1, 2023 – May 5, 2023).