

Weekly Unemployment Insurance Call Wait Times

Date of Report: May 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.

May 15, 2023 – May 19, 2023 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 43.33% of calls were answered in five minutes or less.

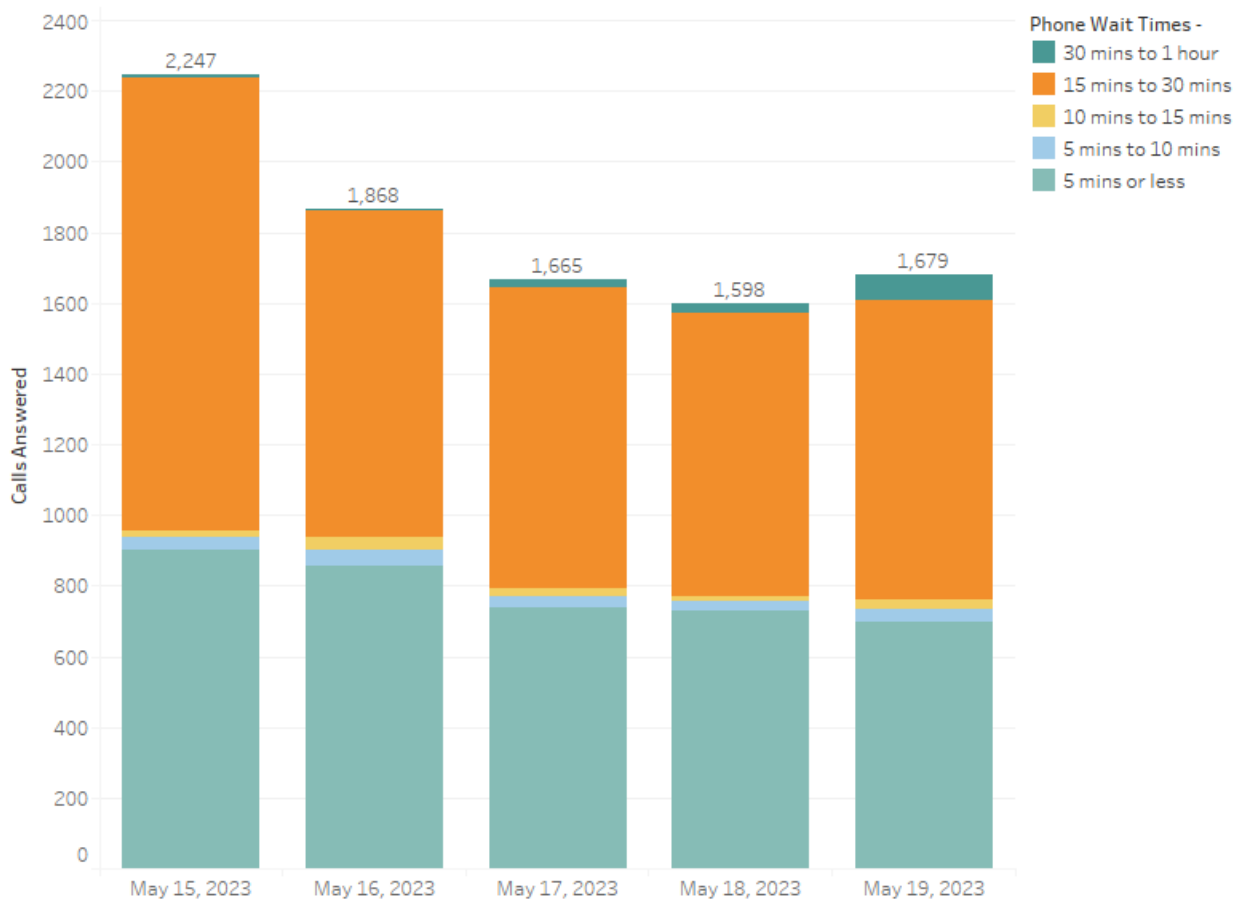
Total Calls Answered

Current Dates in Review
May 15, 2023 – May 19, 2023
9,057

Call Wait Times

May 15, 2023 – May 19, 2023	
5 minutes or less	43.33%
Between 5 and 10 minutes	1.98%
Between 10 and 15 minutes	1.29%
Between 15 and 30 minutes	51.97%
Between 30 and 60 minutes	1.44%
Longer than 1 hour	0.00%

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 15, 2023 – May 19, 2023).