

Weekly Unemployment Insurance Call Wait Times

Date of Report: July 3, 2023

Summary:

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

June 20, 2023 – June 23, 2023 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 39.06% of calls were answered in five minutes or less.

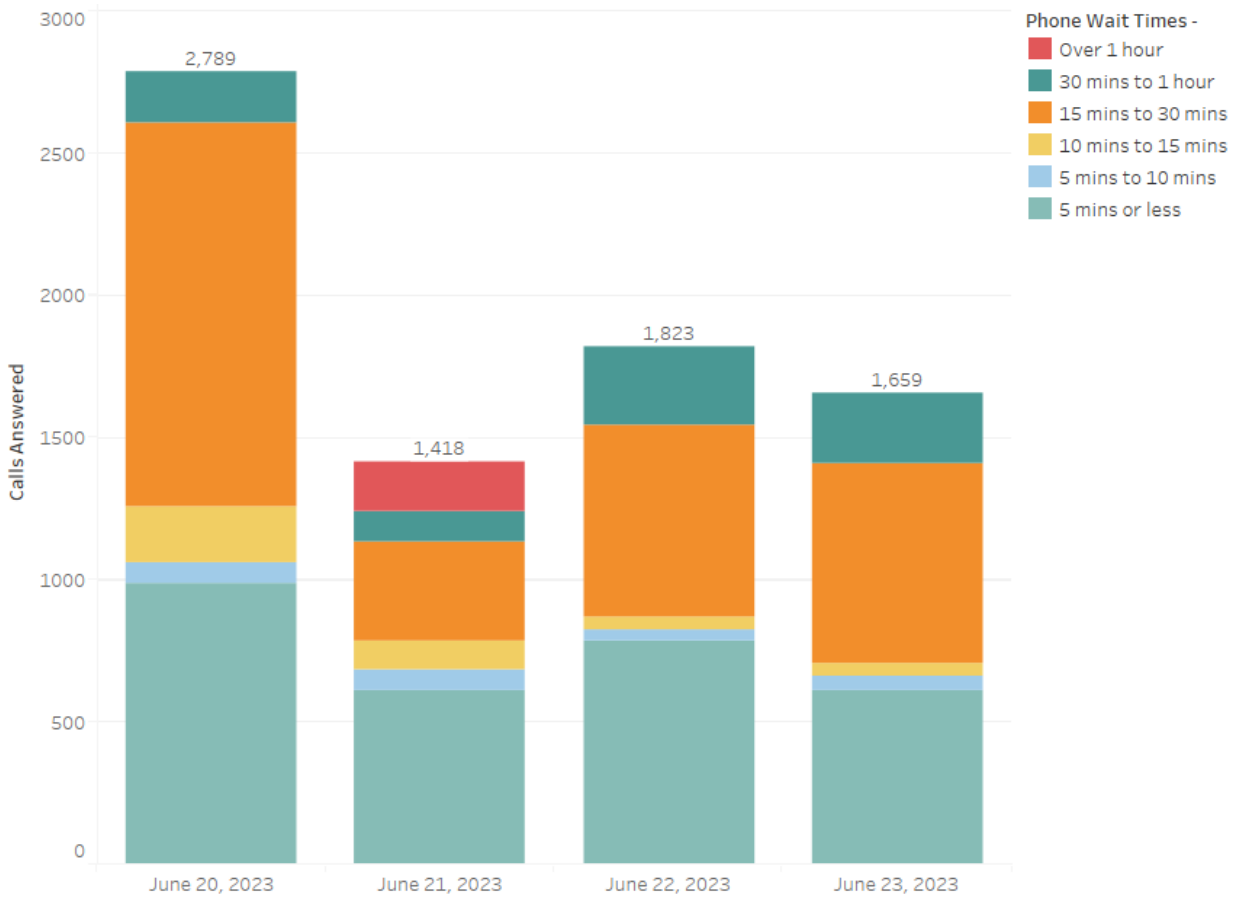
Total Calls Answered

Current Dates in Review
June 20, 2023 – June 23, 2023
7,689

Call Wait Times

June 20, 2023 – June 23, 2023	
5 minutes or less	39.06%
Between 5 and 10 minutes	3.15%
Between 10 and 15 minutes	4.93%
Between 15 and 30 minutes	40.01%
Between 30 and 60 minutes	10.57%
Longer than 1 hour	2.29%

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 (June 20, 2023 – June 23, 2023).