

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 26, 2023 – June 30, 2023 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 47.68% of calls were answered in five minutes or less.

Total Calls Answered

Current Dates in Review	
June 26, 2023 – June 30, 2023	
12,743	

Call Wait Times

June 26, 2023 – June 30, 2023	
5 minutes or less	47.68%
Between 5 and 10 minutes	4.21%
Between 10 and 15 minutes	5.49%
Between 15 and 30 minutes	33.82%
Between 30 and 60 minutes	8.80%
Longer than 1 hour	0.00%



Phone Wait Times -30 mins to 1 hour 3000 2,919 15 mins to 30 mins 10 mins to 15 mins 2,686 5 mins to 10 mins 5 mins or less 2,470 2500 2,348 2,320 2000 **Calls Answered** 1500 1000 500 0 June 28, 2023 June 26, 2023 June 27, 2023 June 29, 2023 June 30, 2023

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 26, 2023 – June 30, 2023).