

Weekly Unemployment Insurance Call Wait Times

Date of Report: July 17, 2023

Summary:

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

July 10, 2023 – July 14, 2023 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 33.73% of calls were answered in five minutes or less.

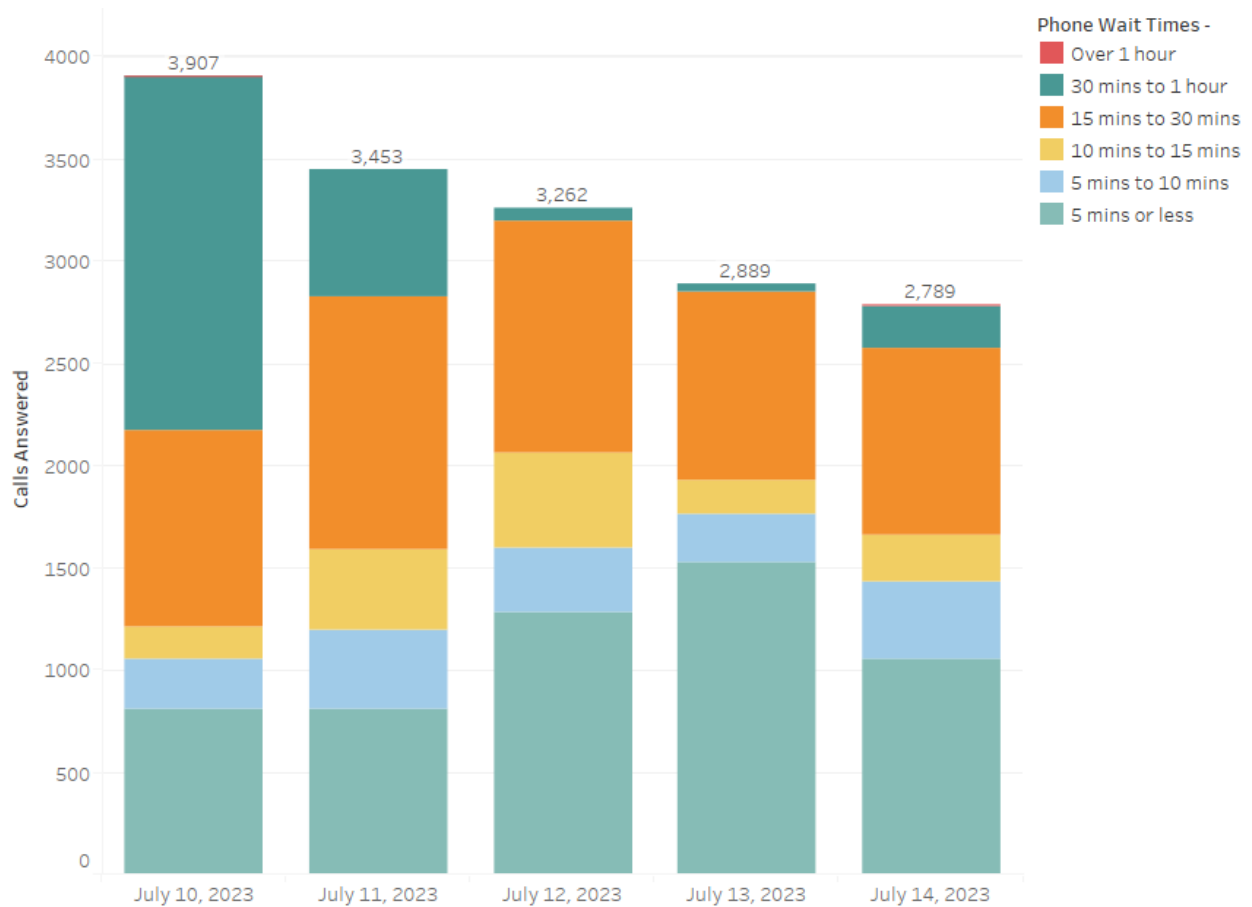
Total Calls Answered

Current Dates in Review
July 10, 2023 – July 14, 2023
16,300

Call Wait Times

July 10, 2023 – July 14, 2023	
5 minutes or less	33.73%
Between 5 and 10 minutes	9.51%
Between 10 and 15 minutes	8.62%
Between 15 and 30 minutes	31.72%
Between 30 and 60 minutes	16.37%
Longer than 1 hour	0.06%

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 (July 10, 2023 – July 14, 2023).