

Weekly Unemployment Insurance Call Wait Times

Date of Report: August 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.

July 24, 2023 – July 28, 2023 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 41.74% of calls were answered in five minutes or less.

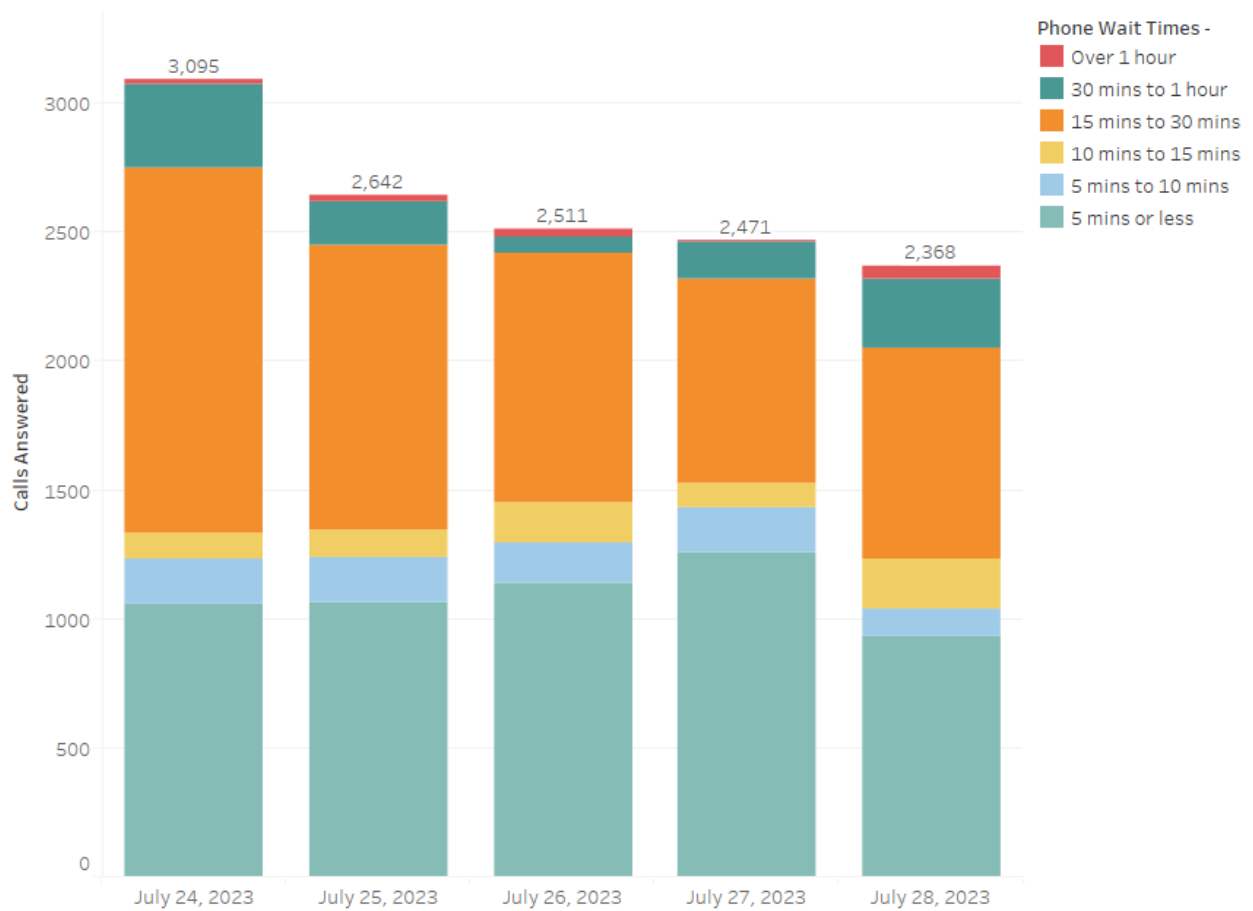
Total Calls Answered

Current Dates in Review
July 24, 2023 – July 28, 2023
13,087

Call Wait Times

July 24, 2023 – July 28, 2023	
5 minutes or less	41.74%
Between 5 and 10 minutes	6.01%
Between 10 and 15 minutes	5.01%
Between 15 and 30 minutes	38.90%
Between 30 and 60 minutes	7.33%
Longer than 1 hour	1.01%

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 24, 2023 – July 28, 2023).