

Weekly Unemployment Insurance Call Wait Times

Date of Report: September 27, 2023

Summary:

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

August 28, 2023 – September 1, 2023 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 35.76% of calls were answered in five minutes or less.

Total Calls Answered

Current Dates in Review	
August 28, 2023 – September 1, 2023	
11,702	

Call Wait Times

August 28, 2023 – September 1, 2023	
5 minutes or less	35.76%
Between 5 and 10 minutes	4.72%
Between 10 and 15 minutes	5.44%
Between 15 and 30 minutes	35.18%
Between 30 and 60 minutes	18.13%
Longer than 1 hour	0.76%



Phone Wait Times -3000 Over 1 hour 2,834 30 mins to 1 hour 15 mins to 30 mins 10 mins to 15 mins 2500 5 mins to 10 mins 2,381 5 mins or less 2,269 2,196 2,022 2000 Calls Answered 1500 1000 500 0 August 28, 2023 August 29, 2023 August 30, 2023 August 31, 2023 September 1, 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 (August 28, 2023 – September 1, 2023).