

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.

September 18, 2023 – September 22, 2023 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 39.21% of calls were answered in five minutes or less.

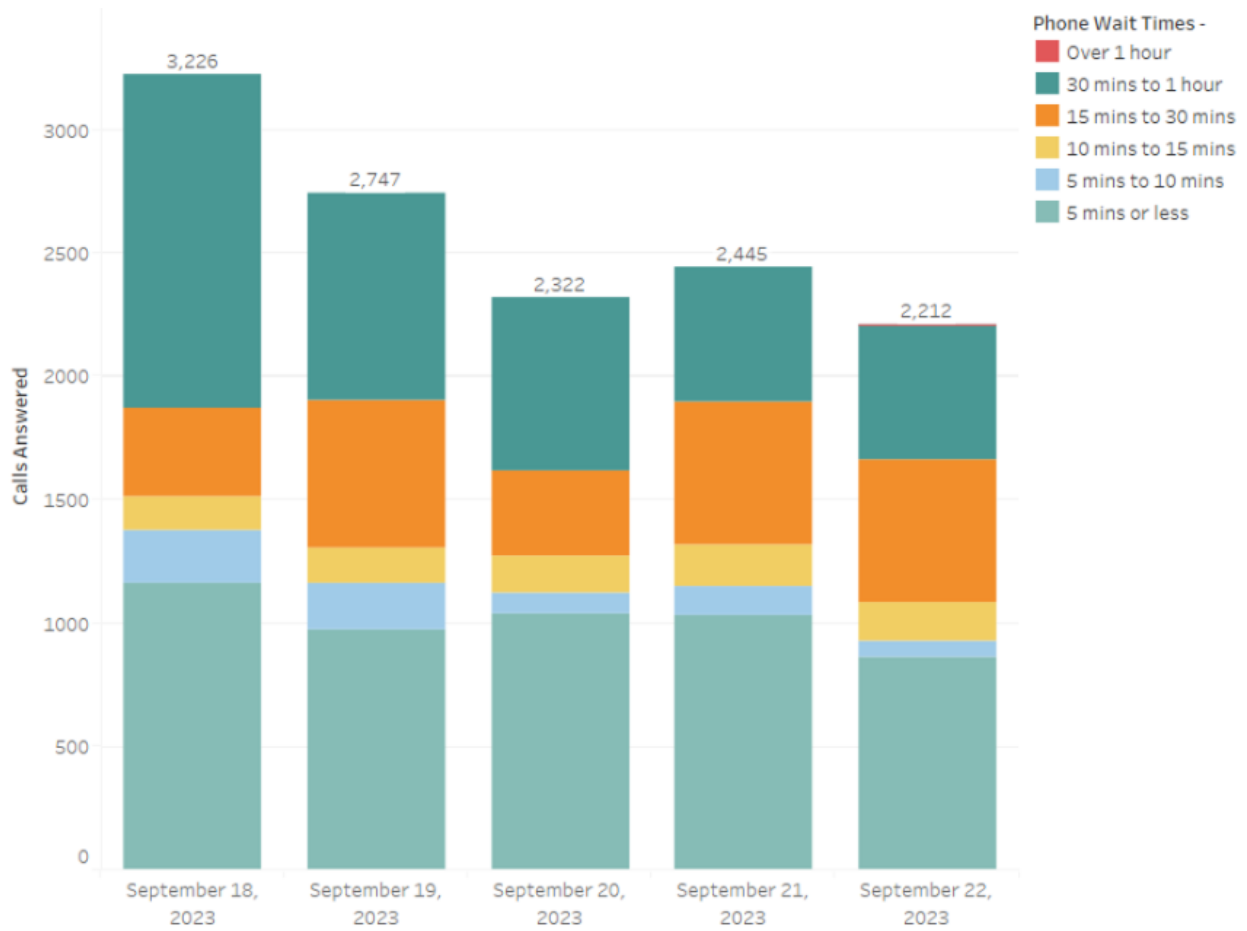
Total Calls Answered

| |
|---|
| Current Dates in Review |
| September 18, 2023 – September 22, 2023 |
| 12,952 |

Call Wait Times

| | |
|---|--------|
| September 18, 2023 – September 22, 2023 | |
| 5 minutes or less | 39.21% |
| Between 5 and 10 minutes | 5.20% |
| Between 10 and 15 minutes | 5.81% |
| Between 15 and 30 minutes | 18.99% |
| Between 30 and 60 minutes | 30.78% |
| Longer than 1 hour | 0.01% |

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 (September 18, 2023 – September 22, 2023).