

## Weekly Unemployment Insurance Call Wait Times

**Date of Report:** January 19, 2023

**Summary:**

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

**January 3, 2023 – January 6, 2023 Performance:**

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 41.81% of calls were answered in five minutes or less.

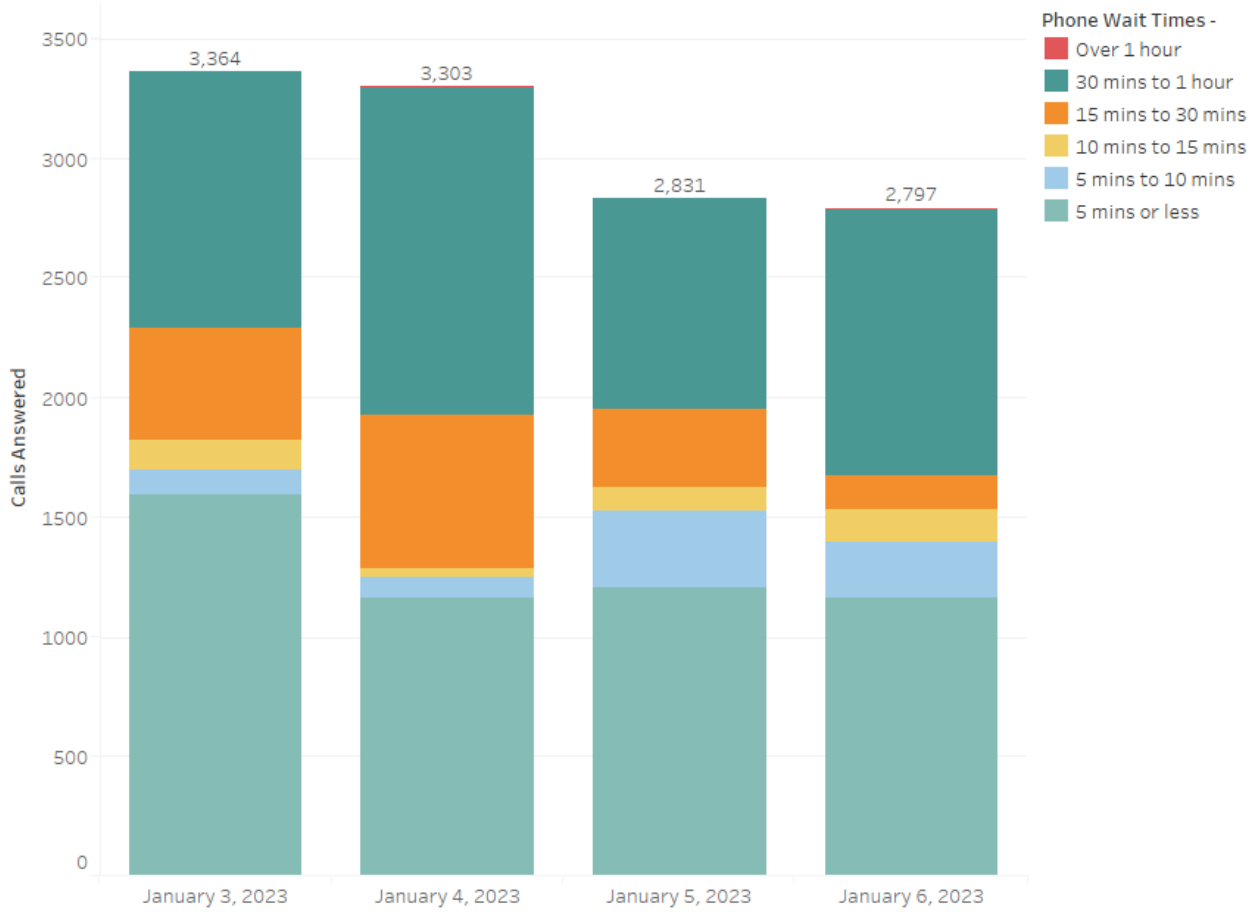
**Total Calls Answered**

Current Dates in Review
January 3, 2023 – January 6, 2023
12,295

**Call Wait Times**

January 3, 2023 – January 6, 2023	
5 minutes or less	41.81%
Between 5 and 10 minutes	5.95%
Between 10 and 15 minutes	3.25%
Between 15 and 30 minutes	12.81%
Between 30 and 60 minutes	36.14%
Longer than 1 hour	0.04%

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 (January 3, 2023 – January 6, 2023).