

## Weekly Unemployment Insurance Call Wait Times

**Date of Report:** April 28, 2023

**Summary:**

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

**April 10, 2023 – April 14, 2023 Performance:**

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 44.23% of calls were answered in five minutes or less.

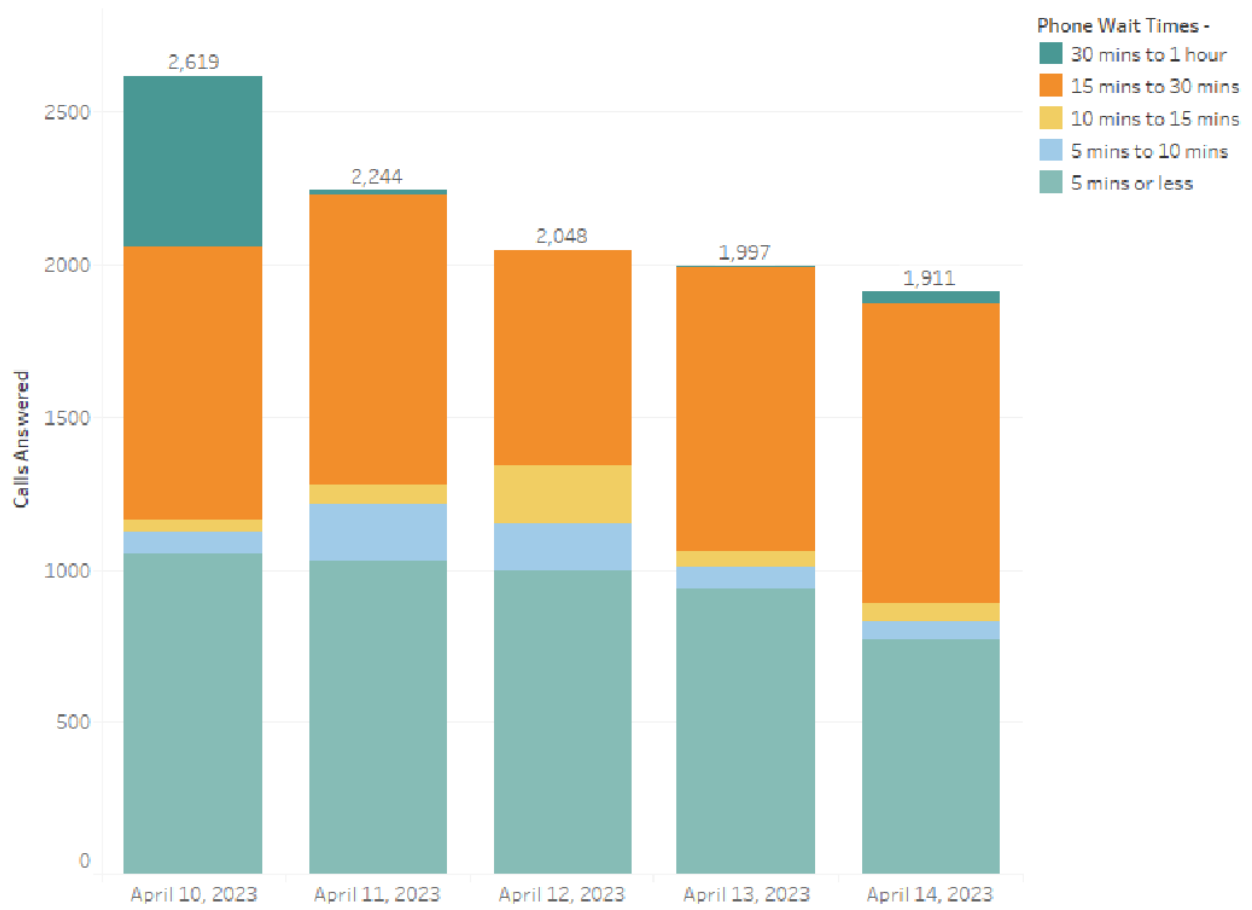
**Total Calls Answered**

Current Dates in Review
April 10, 2023 – April 14, 2023
10,819

**Call Wait Times**

April 10, 2023 – April 14, 2023	
5 minutes or less	44.23%
Between 5 and 10 minutes	5.01%
Between 10 and 15 minutes	3.70%
Between 15 and 30 minutes	41.39%
Between 30 and 60 minutes	5.68%
Longer than 1 hour	0.00%

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 (April 10, 2023 – April 14, 2023).