

## Weekly Unemployment Insurance Call Wait Times

**Date of Report:** July 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.

**June 12, 2023 – June 16, 2023 Performance:**

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 43.60% of calls were answered in five minutes or less.

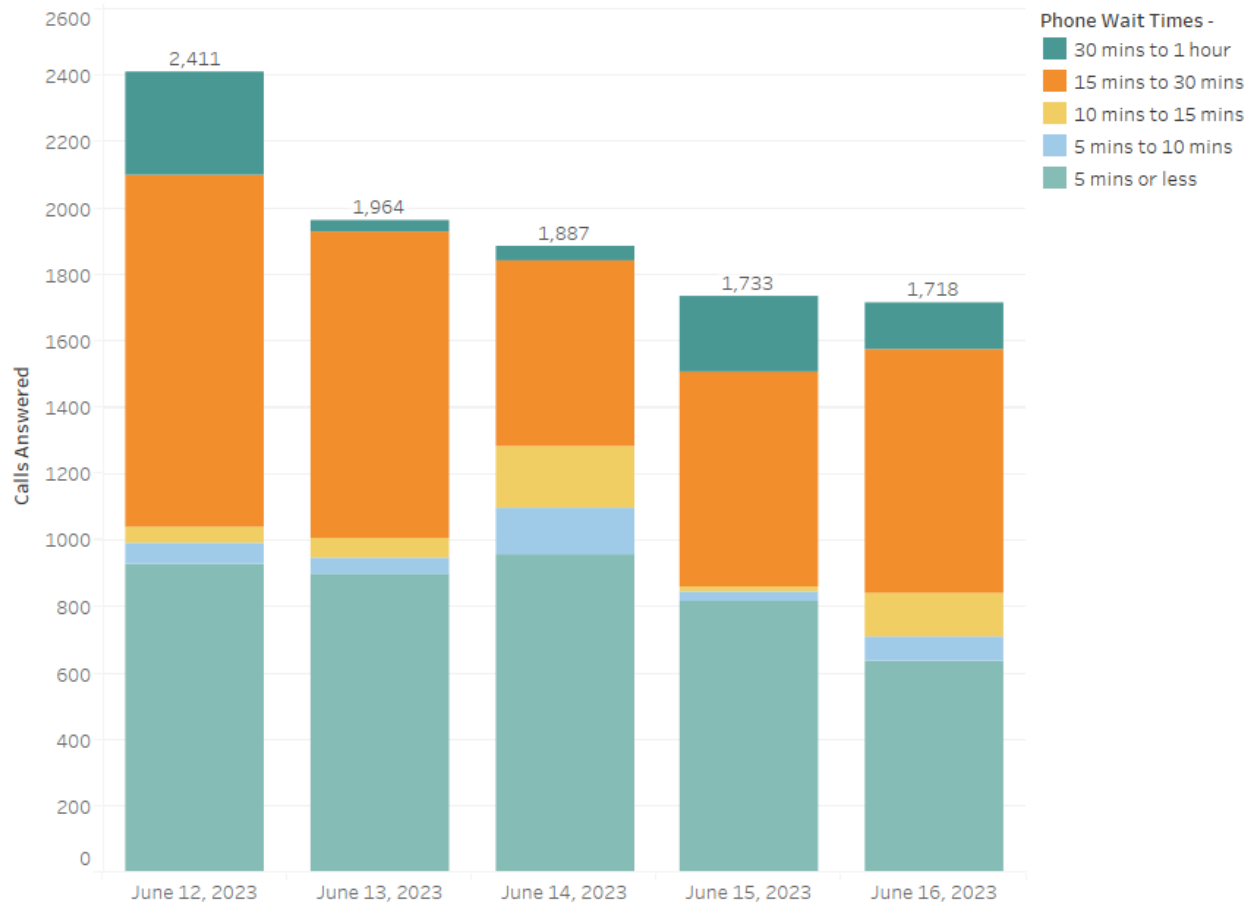
**Total Calls Answered**

Current Dates in Review
June 12, 2023 – June 16, 2023
9,713

**Call Wait Times**

June 12, 2023 – June 16, 2023	
5 minutes or less	43.60%
Between 5 and 10 minutes	3.63%
Between 10 and 15 minutes	4.56%
Between 15 and 30 minutes	40.37%
Between 30 and 60 minutes	7.83%
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 (June 12, 2023 – June 16, 2023).