

## Weekly Unemployment Insurance Call Wait Times

**Date of Report:** June 15, 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 5, 2023 – June 9, 2023 Performance:**

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 45.13% of calls were answered in five minutes or less.

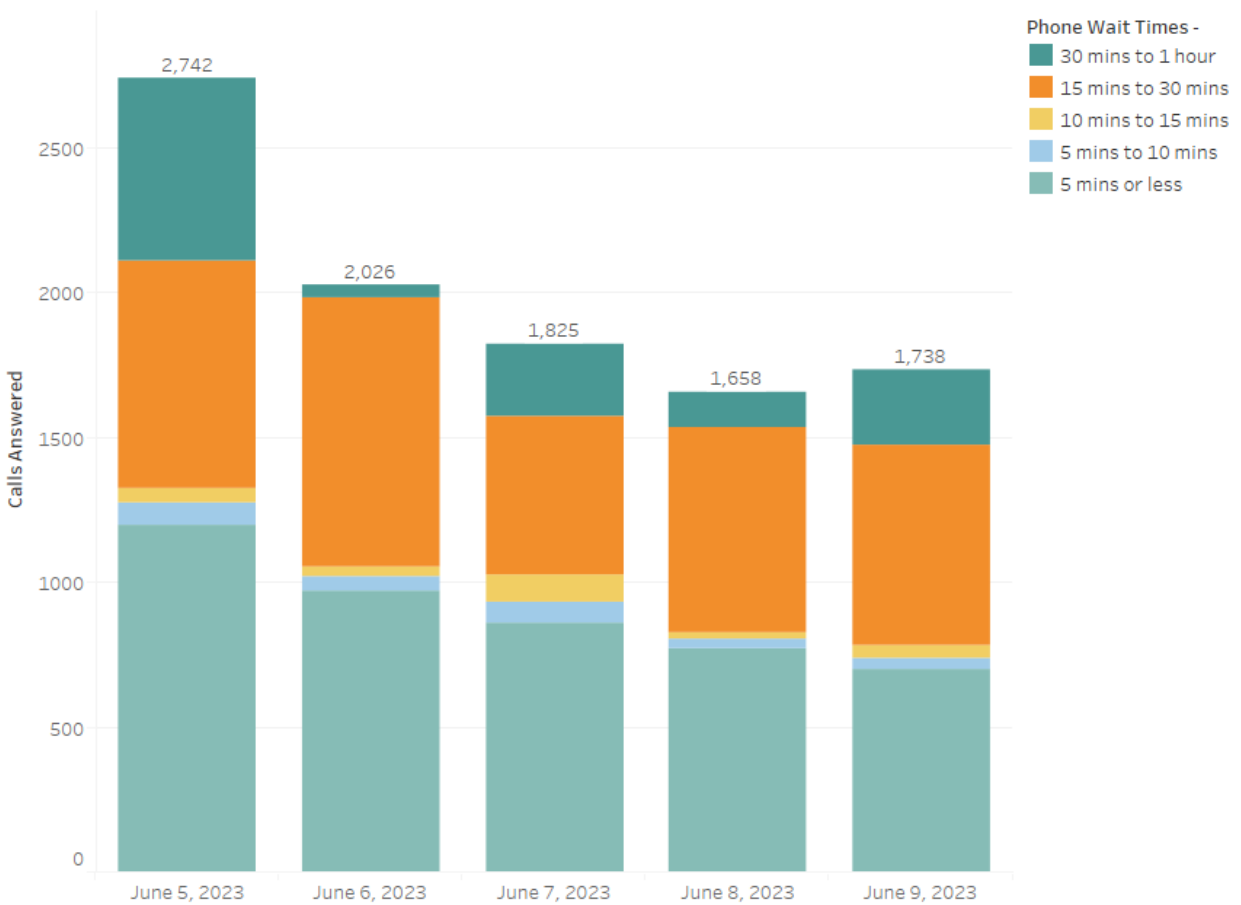
### **Total Calls Answered**

Current Dates in Review
June 5, 2023 – June 9, 2023
9,989

### **Call Wait Times**

June 5, 2023 – June 9, 2023	
5 minutes or less	45.13%
Between 5 and 10 minutes	2.77%
Between 10 and 15 minutes	2.44%
Between 15 and 30 minutes	36.60%
Between 30 and 60 minutes	13.05%
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 5, 2023 – June 9, 2023).