

## Weekly Unemployment Insurance Call Wait Times

**Date of Report:** August 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.

**July 17, 2023 – July 21, 2023 Performance:**

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 40.61% of calls were answered in five minutes or less.

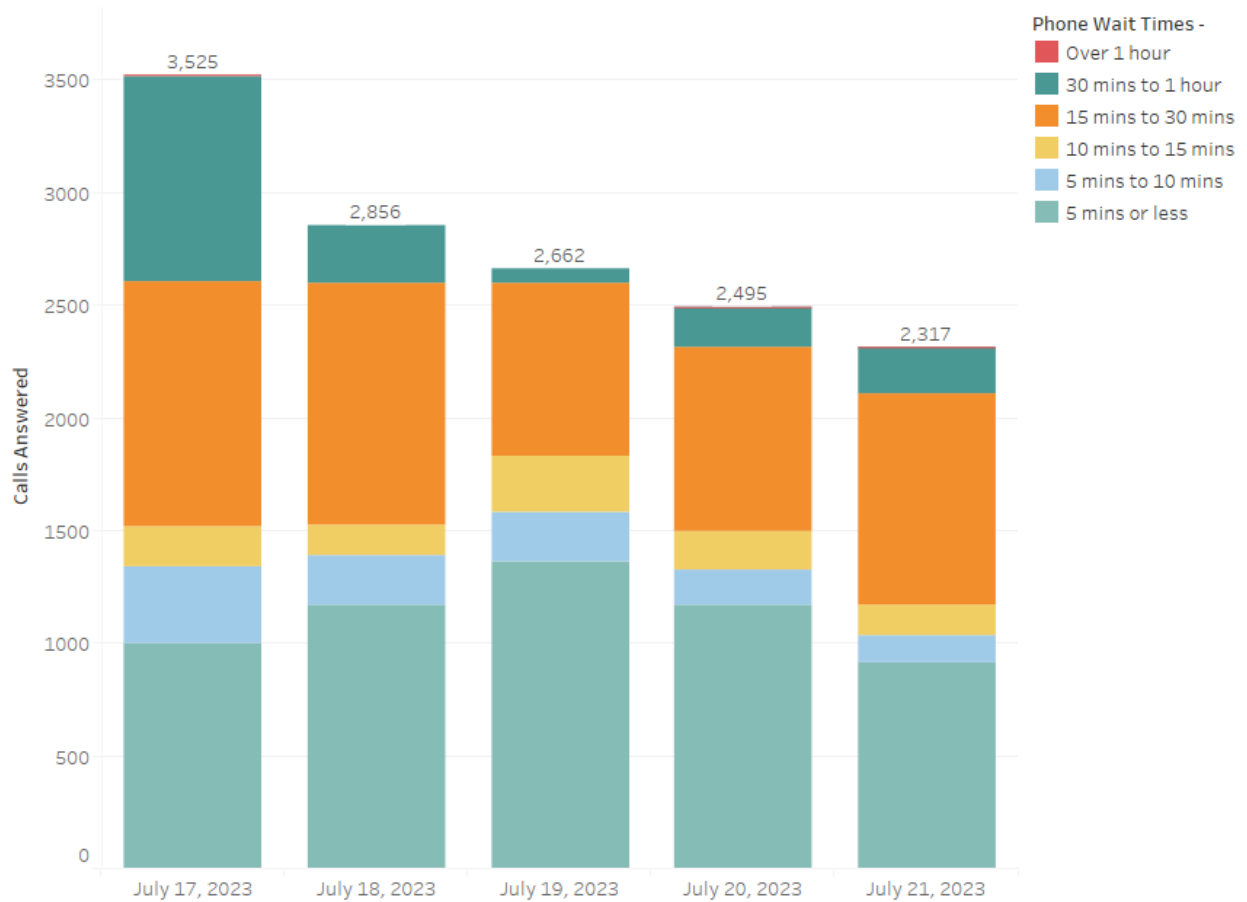
**Total Calls Answered**

Current Dates in Review
July 17, 2023 – July 21, 2023
13,855

**Call Wait Times**

July 17, 2023 – July 21, 2023	
5 minutes or less	40.61%
Between 5 and 10 minutes	7.65%
Between 10 and 15 minutes	6.26%
Between 15 and 30 minutes	33.77%
Between 30 and 60 minutes	11.63%
Longer than 1 hour	0.07%

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 (July 17, 2023 – July 21, 2023).