

## Weekly Unemployment Insurance Call Wait Times

**Date of Report:** August 22, 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 31, 2023 – August 4, 2023 Performance:**

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 37.90% of calls were answered in five minutes or less.

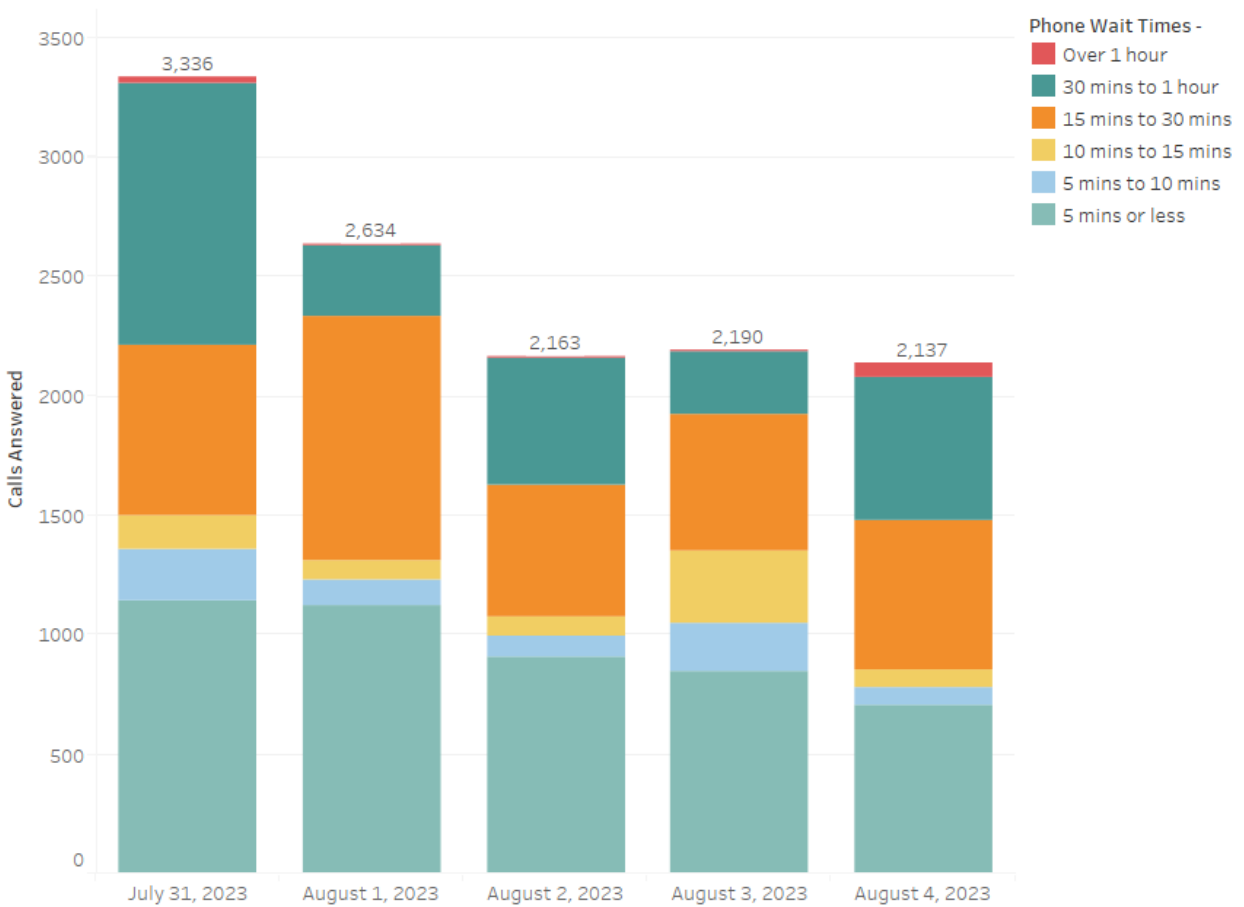
### **Total Calls Answered**

Current Dates in Review
July 31, 2023 – August 4, 2023
12,460

### **Call Wait Times**

July 31, 2023 – August 4, 2023	
5 minutes or less	37.90%
Between 5 and 10 minutes	5.54%
Between 10 and 15 minutes	5.47%
Between 15 and 30 minutes	27.99%
Between 30 and 60 minutes	22.41%
Longer than 1 hour	0.71%

### 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 31, 2023 – August 4, 2023).