

# 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.

## August 7, 2023 – August 11, 2023 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 35.27% of calls were answered in five minutes or less.

### **Total Calls Answered**

Current Dates in Review	
August 7, 2023 – August 11, 2023	
11,085	

### **Call Wait Times**

August 7, 2023 – August 11, 2023	
5 minutes or less	35.27%
Between 5 and 10 minutes	6.93%
Between 10 and 15 minutes	8.13%
Between 15 and 30 minutes	31.66%
Between 30 and 60 minutes	15.50%
Longer than 1 hour	2.52%



# 3000 Phone Wait Times -Over 1 hour 2,774 30 mins to 1 hour 15 mins to 30 mins 10 mins to 15 mins 2500 2,360 5 mins to 10 mins 5 mins or less 2,008 1,996 2000 1,947 Calls Answered 1500 1000 500 0 August 9, 2023 August 10, 2023 August 7, 2023 August 8, 2023 August 11, 2023

#### 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 (August 7, 2023 – August 11, 2023).