

## 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.

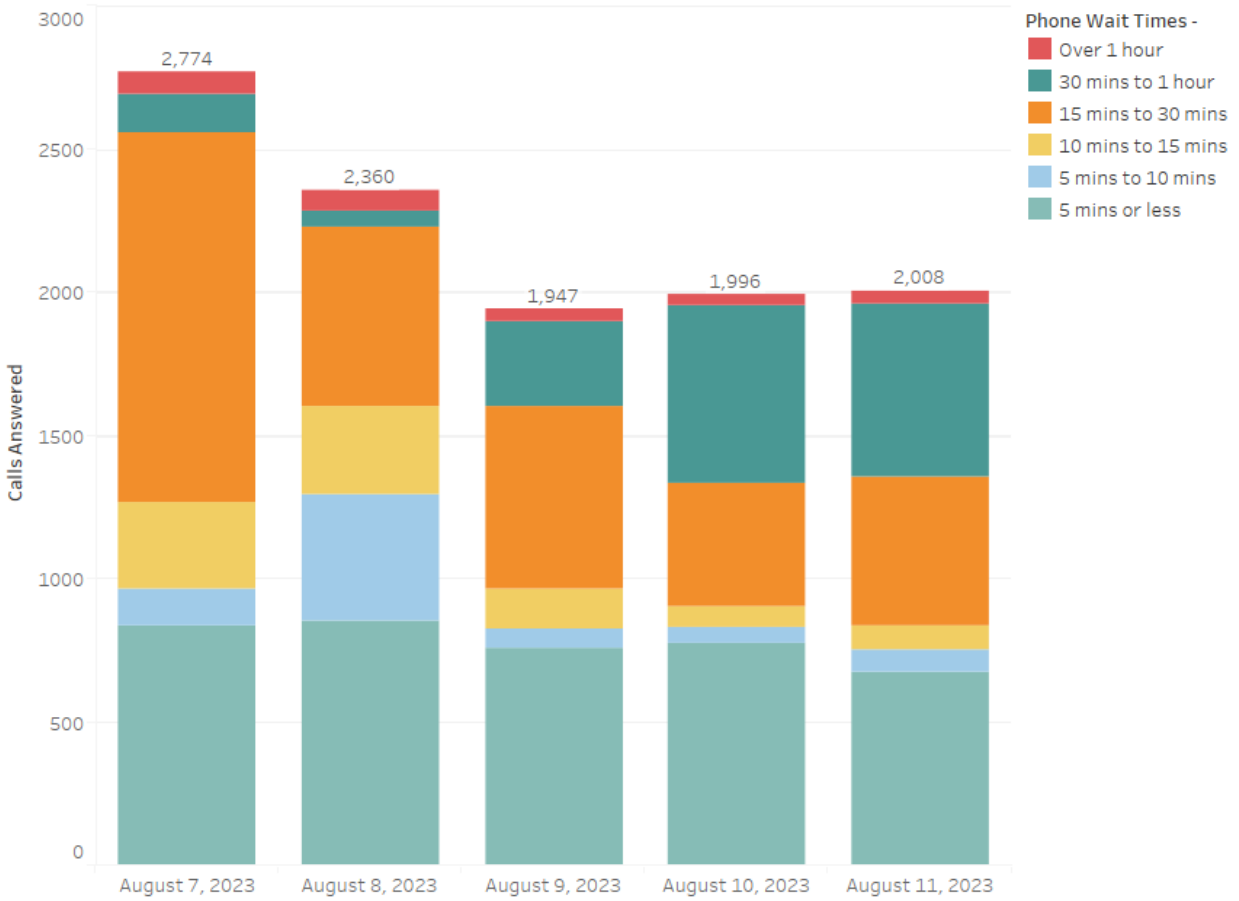
**Total Calls Answered**

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%

### 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).