

## Weekly Unemployment Insurance Call Wait Times

**Date of Report:** November 21, 2023

### **Summary:**

The Oregon Employment Department has a goal of answering at least 90% of calls in under five minutes by December 1, 2021.

### **October 16, 2023 – October 20, 2023 Performance:**

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 39.70% of calls were answered in five minutes or less.

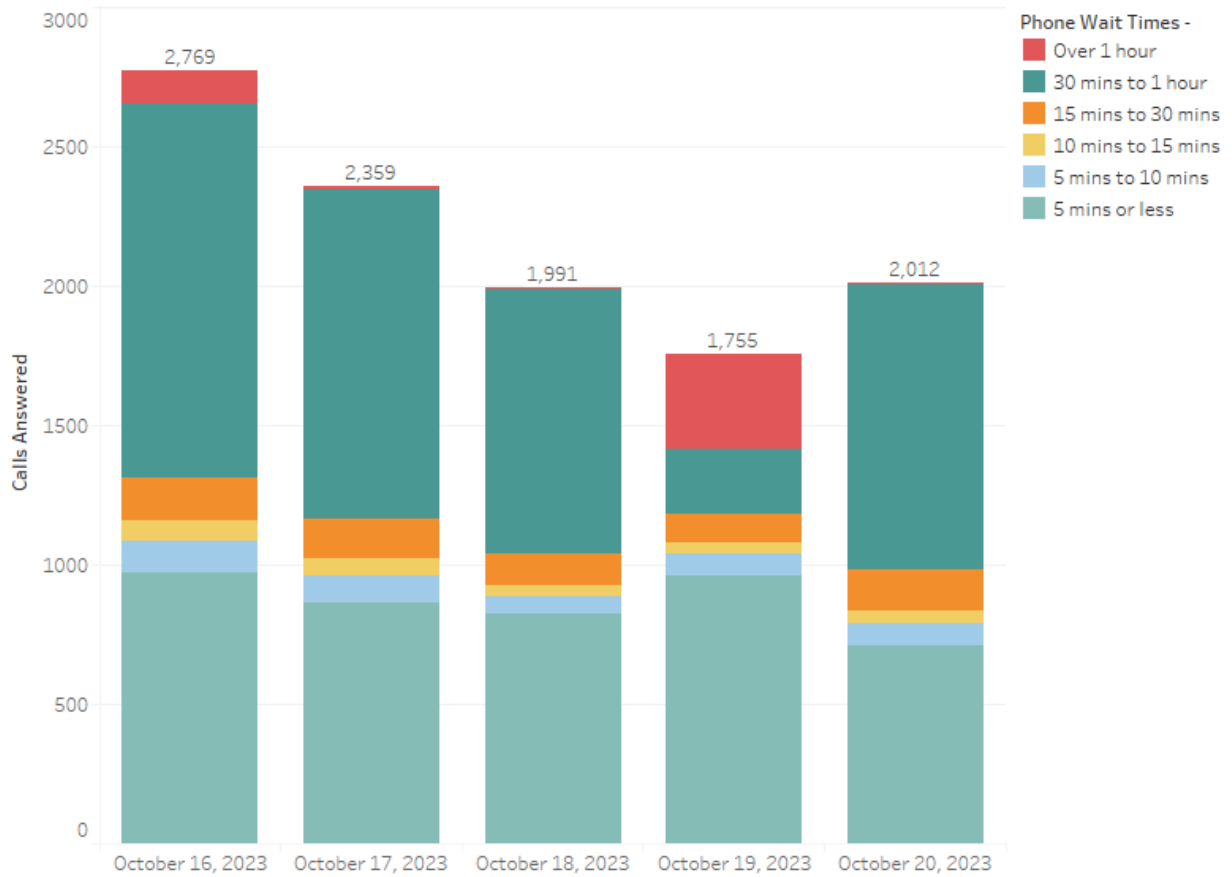
### **Total Calls Answered**

Current Dates in Review
October 16, 2023 – October 20, 2023
10,886

### **Call Wait Times**

October 16, 2023 – October 20, 2023	
5 minutes or less	39.70%
Between 5 and 10 minutes	4.00%
Between 10 and 15 minutes	2.45%
Between 15 and 30 minutes	6.05%
Between 30 and 60 minutes	43.42%
Longer than 1 hour	4.37%

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 (October 16, 2023 – October 20, 2023).