

## 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 23, 2023 – October 27, 2023 Performance:**

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 35.59% of calls were answered in five minutes or less.

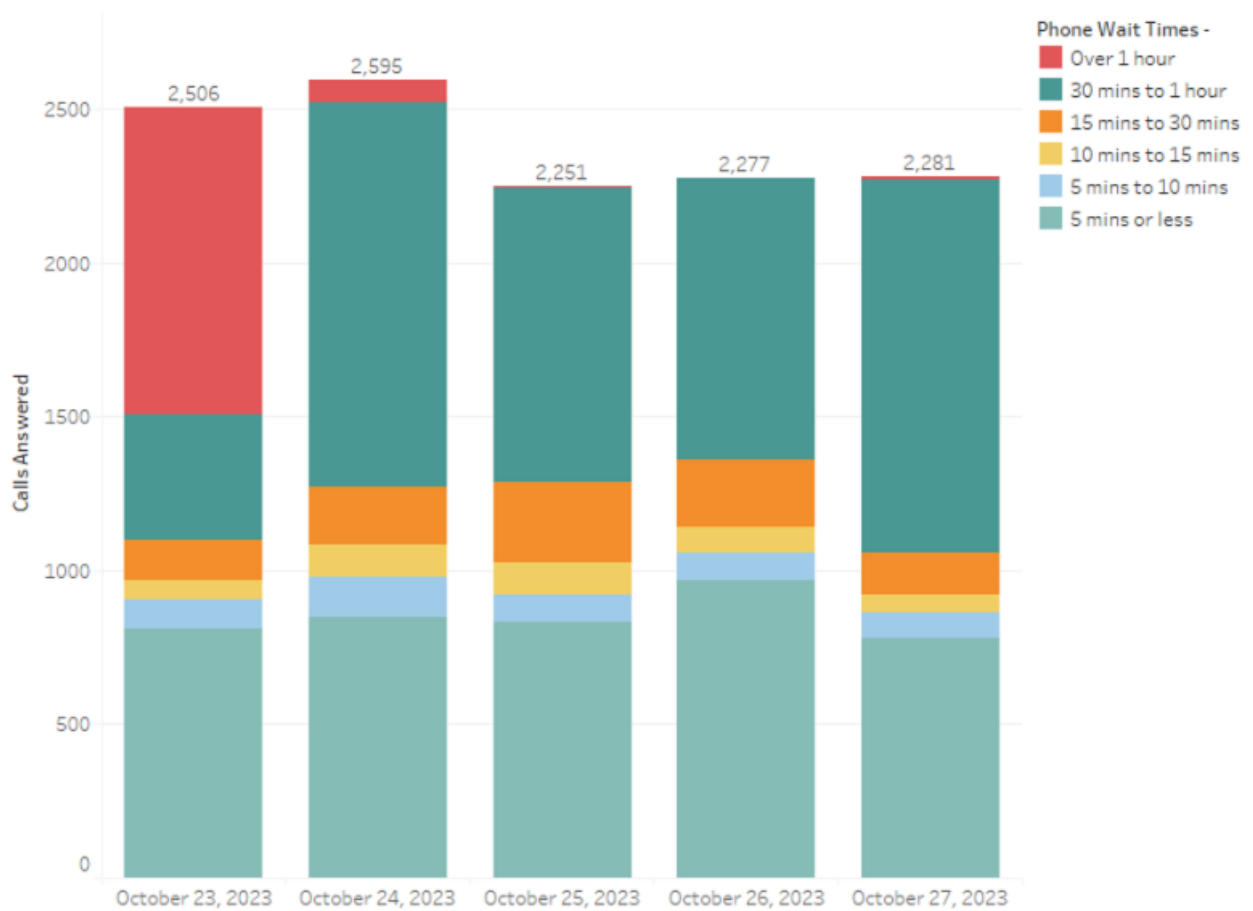
### **Total Calls Answered**

Current Dates in Review
October 23, 2023 – October 27, 2023
11,910

### **Call Wait Times**

October 23, 2023 – October 27, 2023	
5 minutes or less	35.59%
Between 5 and 10 minutes	4.06%
Between 10 and 15 minutes	3.49%
Between 15 and 30 minutes	7.87%
Between 30 and 60 minutes	39.79%
Longer than 1 hour	9.20%

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 23, 2023 – October 27, 2023).