

## Weekly Unemployment Insurance Call Wait Times

**Date of Report:** November 17, 2022

### **Summary:**

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

### **October 31, 2022 – November 4, 2022 Performance:**

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 64.03% of calls were answered in five minutes or less.

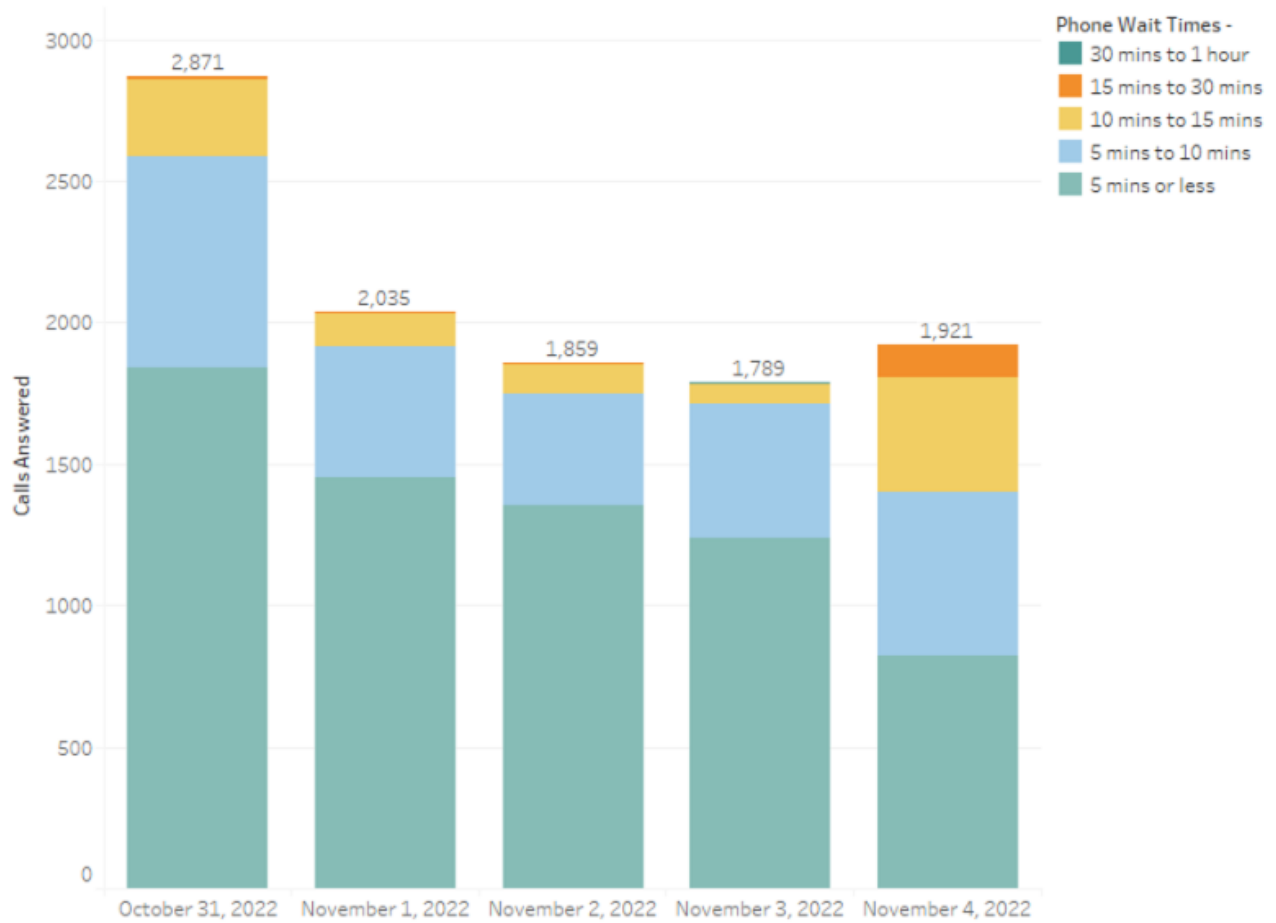
### **Total Calls Answered**

Current Dates in Review
October 31, 2022 – November 4, 2022
10,475

### **Call Wait Times**

October 31, 2022 – November 4, 2022	
5 minutes or less	64.03%
Between 5 and 10 minutes	25.32%
Between 10 and 15 minutes	9.30%
Between 15 and 30 minutes	1.35%
Between 30 and 60 minutes	0.01%
Longer than 1 hour	0.00%

### 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 31, 2022 – November 4, 2022).