

## Weekly Unemployment Insurance Call Wait Times

**Date of Report:** October 18, 2023

### **Summary:**

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

### **September 25, 2023 – September 29, 2023 Performance:**

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 37.30% of calls were answered in five minutes or less.

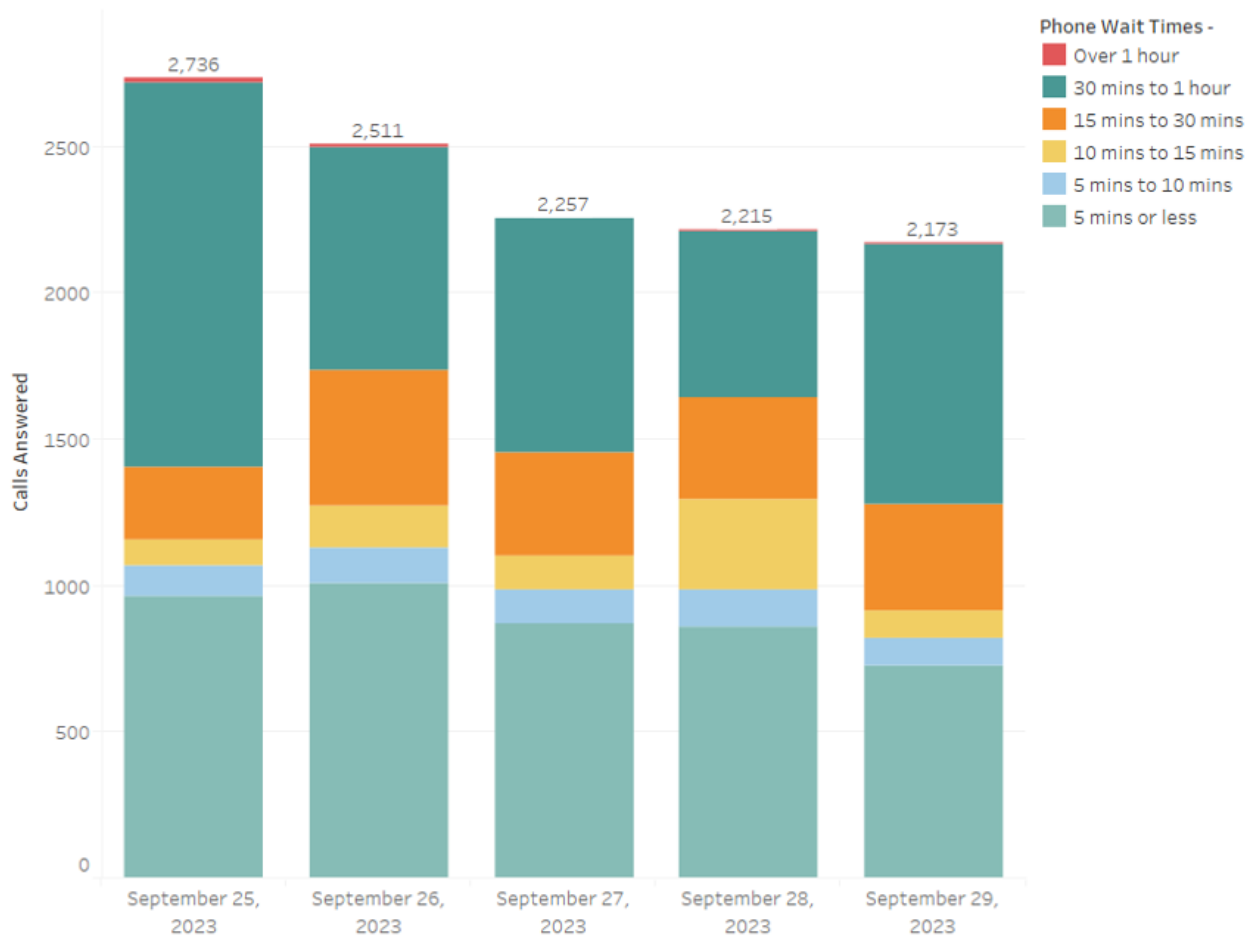
### **Total Calls Answered**

Current Dates in Review
September 25, 2023 – September 29, 2023
11,892

### **Call Wait Times**

September 25, 2023 – September 29, 2023	
5 minutes or less	37.30%
Between 5 and 10 minutes	4.67%
Between 10 and 15 minutes	6.36%
Between 15 and 30 minutes	14.91%
Between 30 and 60 minutes	36.46%
Longer than 1 hour	0.30%

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 (September 25, 2023 – September 29, 2023).