

Weekly Unemployment Insurance Call Wait Times

Date of Report: May 9, 2024

Summary:

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

April 29, 2024 – May 3, 2024 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 46.62% of calls were answered in five minutes or less.

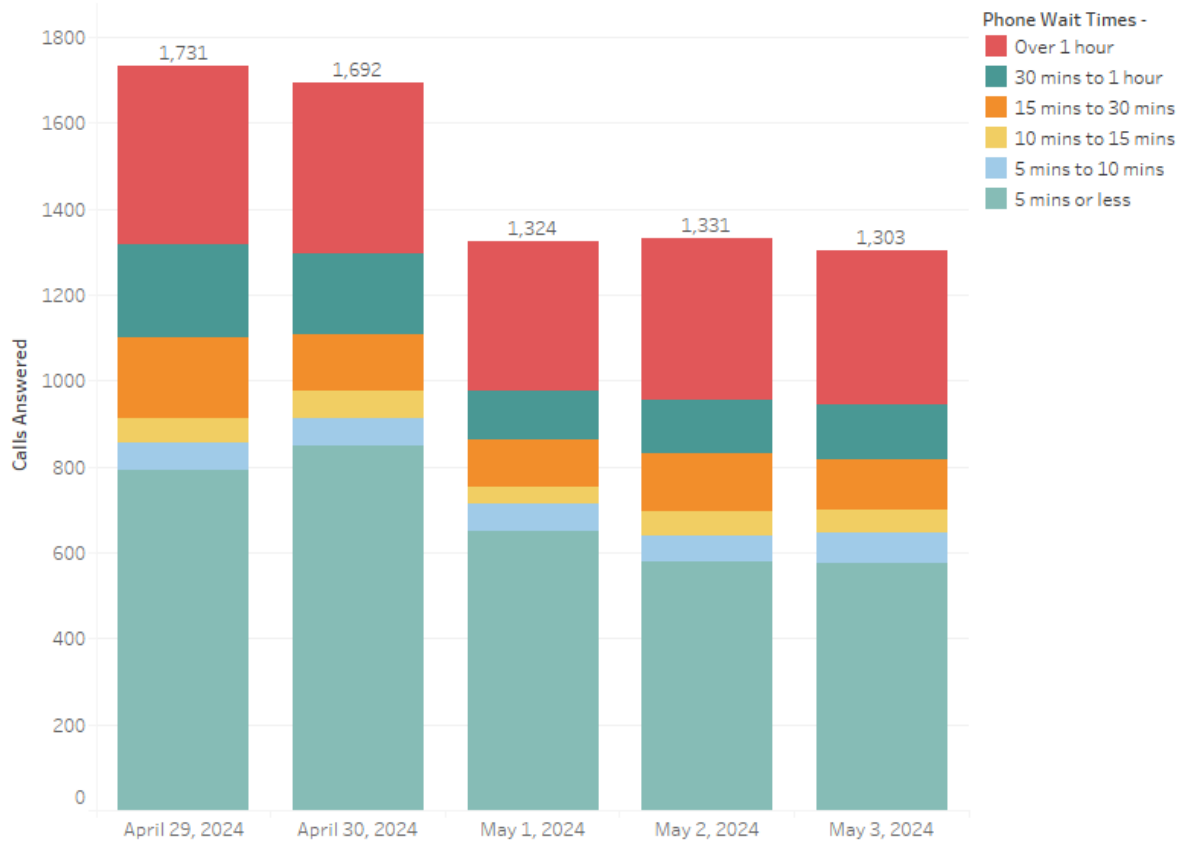
Total Calls Answered

Current Dates in Review
April 29, 2024 – May 3, 2024
7,381

Call Wait Times

April 29, 2024 – May 3, 2024	
5 minutes or less	46.62%
Between 5 and 10 minutes	4.36%
Between 10 and 15 minutes	3.69%
Between 15 and 30 minutes	9.25%
Between 30 and 60 minutes	10.46%
Longer than 1 hour	25.62%

Select Week
Last week



The numbers located at the top of the columns indicate the total number of calls answered that day, for the period in review (April 29, 2024 – May 3, 2024).