

## Weekly Unemployment Insurance Call Wait Times

**Date of Report:** April 29, 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 8, 2024 – April 12, 2024 Performance:**

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 41.73% of calls were answered in five minutes or less.

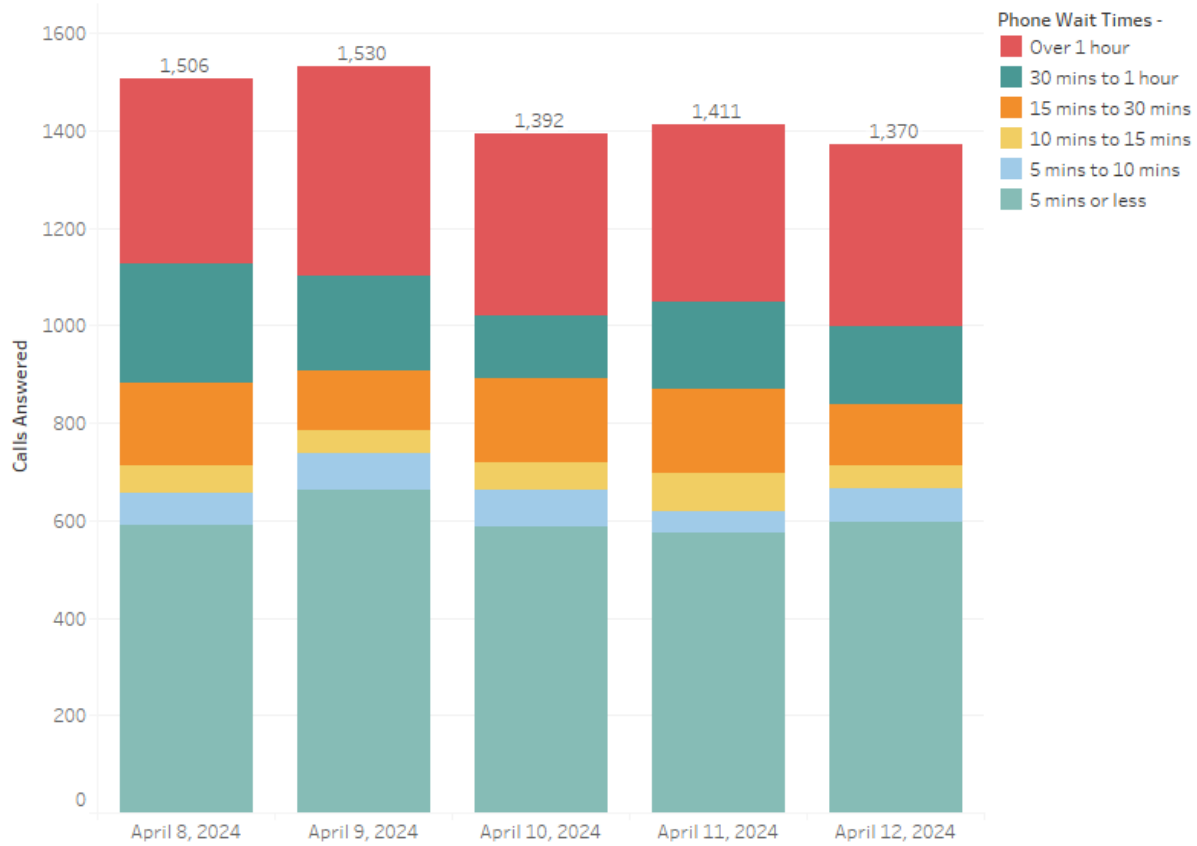
**Total Calls Answered**

Current Dates in Review
April 8, 2024 – April 12, 2024
7,209

**Call Wait Times**

April 8, 2024 – April 12, 2024	
5 minutes or less	41.73%
Between 5 and 10 minutes	4.62%
Between 10 and 15 minutes	3.90%
Between 15 and 30 minutes	10.60%
Between 30 and 60 minutes	12.51%
Longer than 1 hour	26.65%

Select Week  
Two weeks ago



The numbers located at the top of the columns indicate the total number of calls answered that day, for the period in review (April 8, 2024 – April 12, 2024).