

Weekly Unemployment Insurance Call Wait Times

Date of Report: May 17, 2024

Summary:

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

May 6, 2024 – May 10, 2024 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 39.85% of calls were answered in five minutes or less.

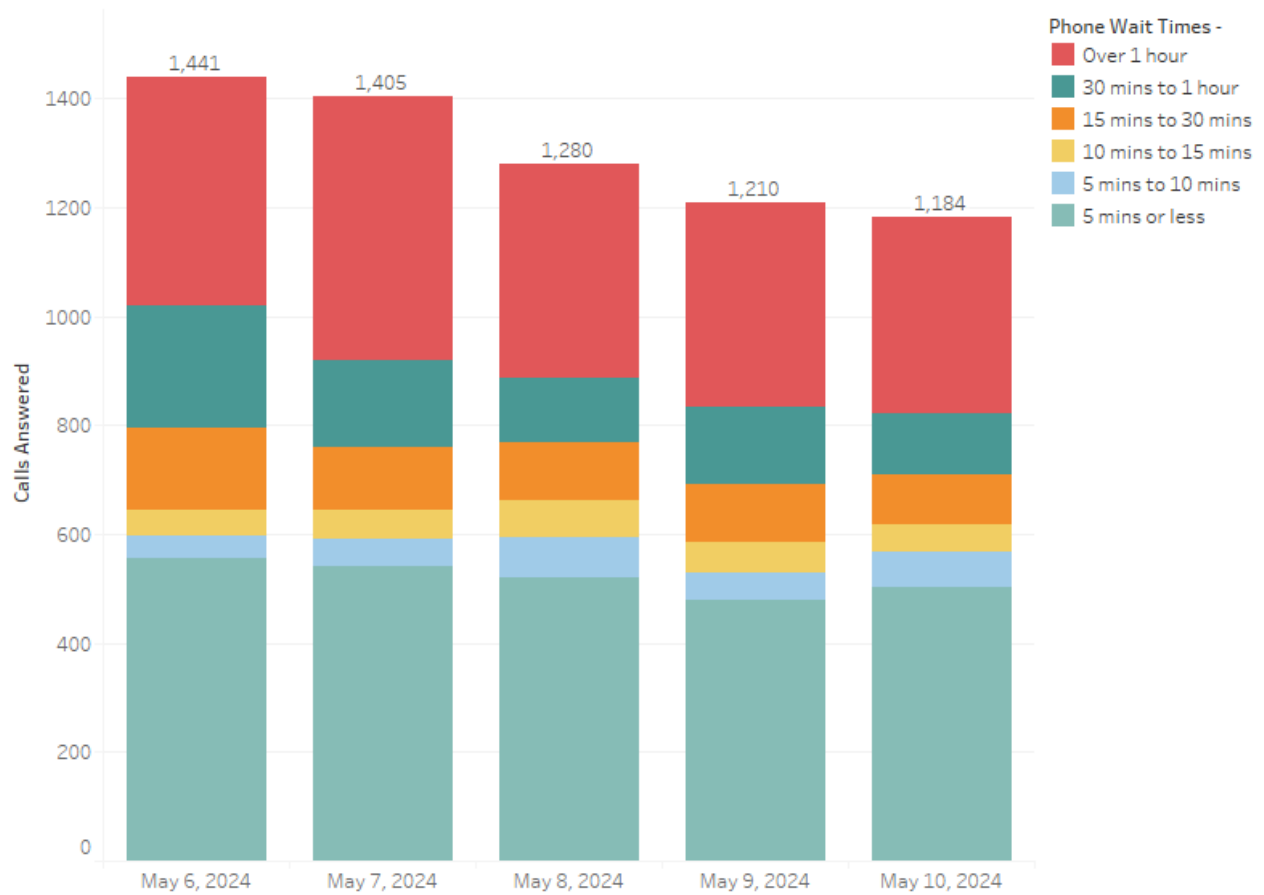
Total Calls Answered

Current Dates in Review
May 6, 2024 – May 10, 2024
6,520

Call Wait Times

May 6, 2024 – May 10, 2024	
5 minutes or less	39.85%
Between 5 and 10 minutes	4.33%
Between 10 and 15 minutes	4.20%
Between 15 and 30 minutes	8.77%
Between 30 and 60 minutes	11.60%
Longer than 1 hour	31.26%

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 (May 6, 2024 – May 10, 2024).