State of Oregon
Employment Department

Weekly Unemployment Insurance Call Wait Times

Date of Report: June 7, 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 28, 2024 – May 31, 2024 Performance:
The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 38.65% of calls were answered in five minutes or less.
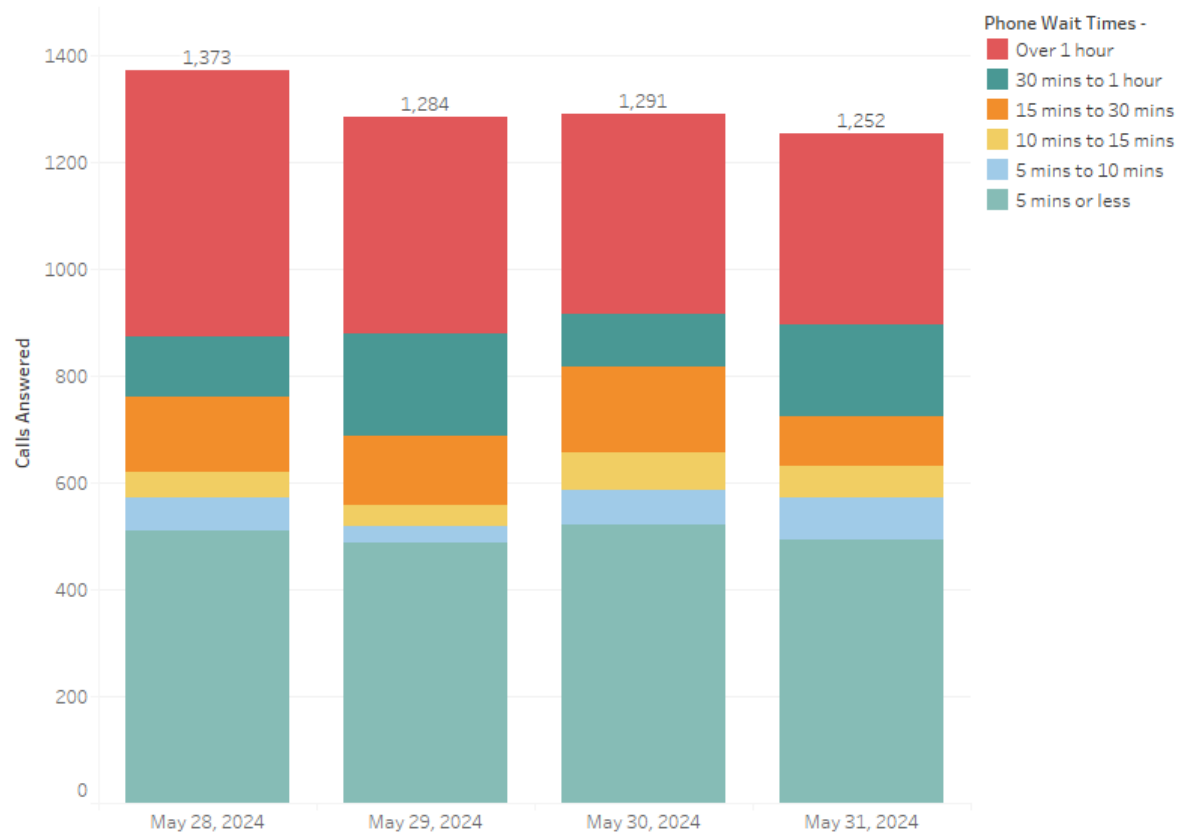
Total Calls Answered

Current Dates in Review
May 28, 2024 – May 31, 2024
5,200

Call Wait Times

May 28, 2024 – May 31, 2024	
5 minutes or less	38.65%
Between 5 and 10 minutes	4.58%
Between 10 and 15 minutes	4.17%
Between 15 and 30 minutes	10.06%
Between 30 and 60 minutes	11.02%
Longer than 1 hour	31.52%

Support Business · Promote Employment

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 (May 28, 2024 – May 31, 2024).