

Weekly Unemployment Insurance Call Wait Times

Date of Report: June 28, 2024

Summary:

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

June 17, 2024 – June 21, 2024 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 36.41% of calls were answered in five minutes or less.

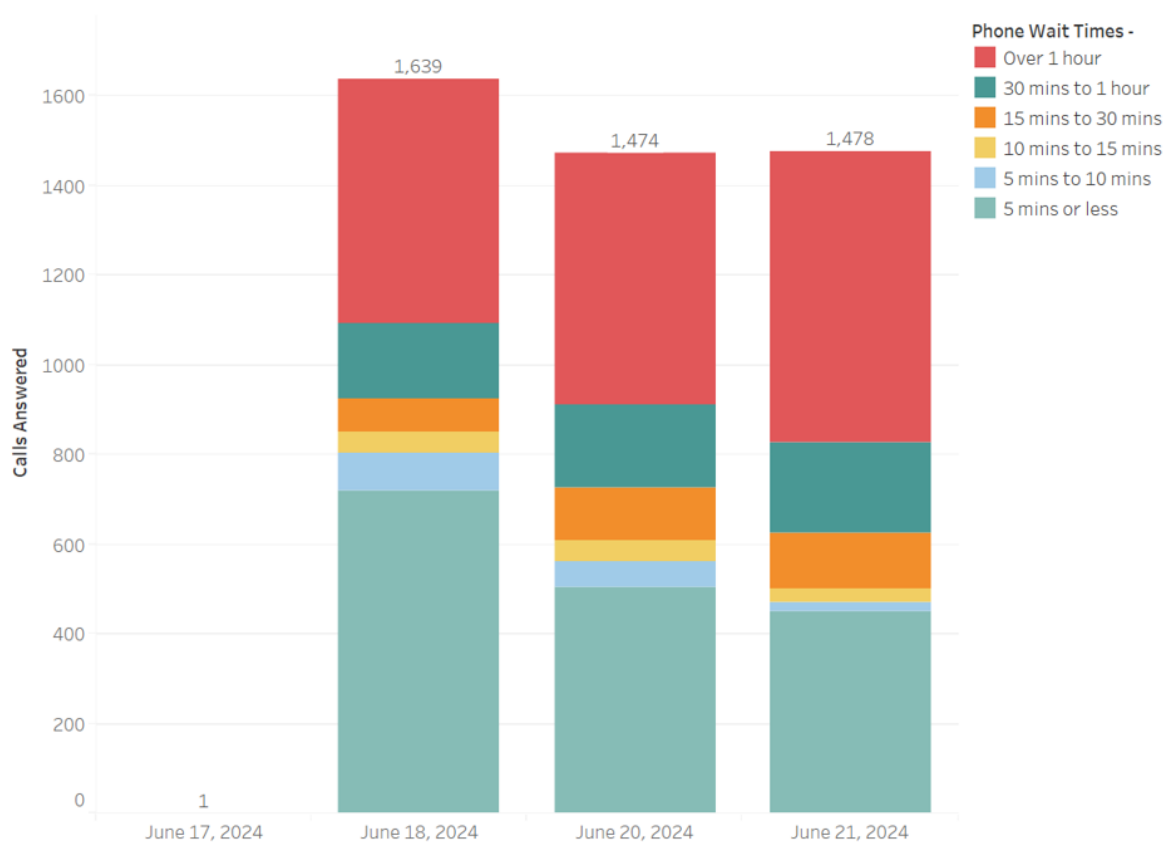
Total Calls Answered

Current Dates in Review
June 17, 2024 – June 21, 2024
4,592

Call Wait Times

June 17, 2024 – June 21, 2024	
5 minutes or less	36.41%
Between 5 and 10 minutes	3.59%
Between 10 and 15 minutes	2.72%
Between 15 and 30 minutes	6.88%
Between 30 and 60 minutes	12.09%
Longer than 1 hour	38.31%

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 (June 17, 2024 – June 21, 2024).