

Weekly Unemployment Insurance Call Wait Times

Date of Report: July 18, 2024

Summary:

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

July 9, 2024 – July 12, 2024 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 26.88% of calls were answered in five minutes or less.

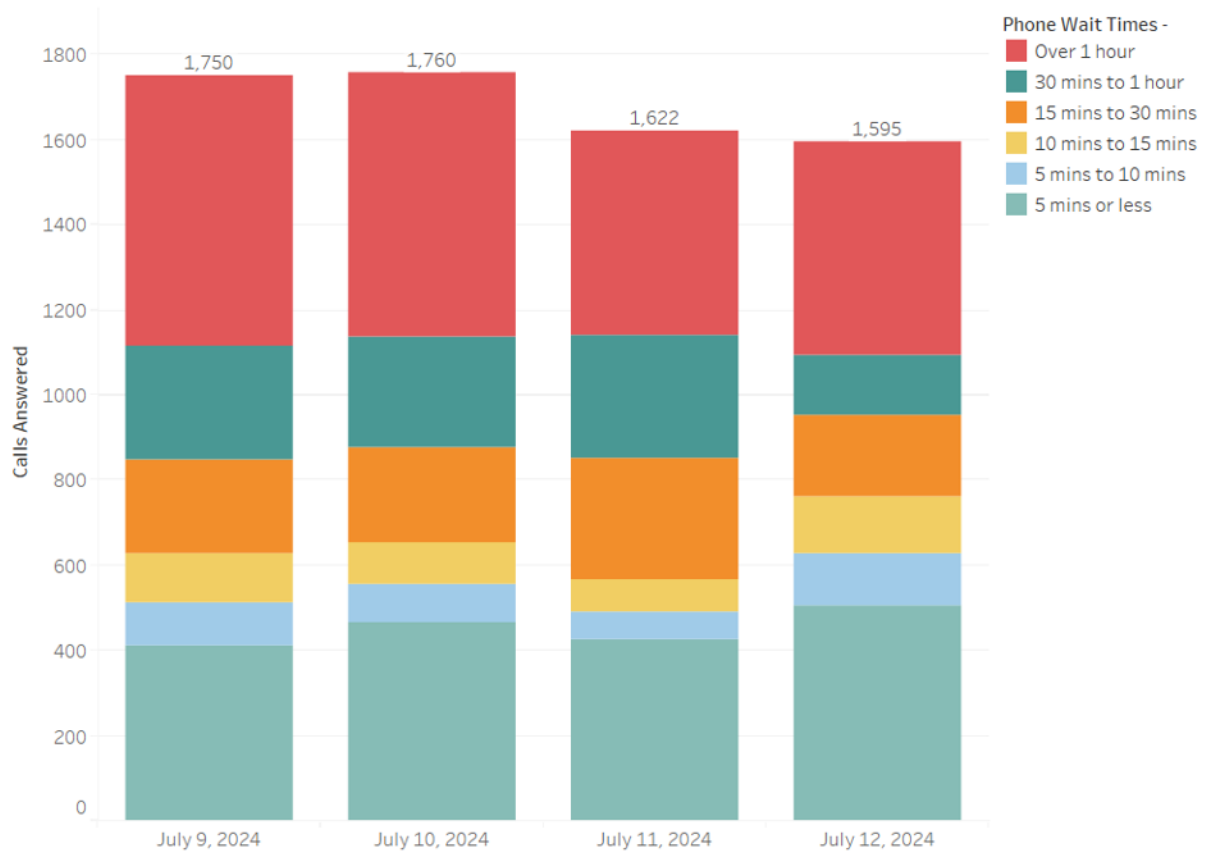
Total Calls Answered

Current Dates in Review
July 9, 2024 – July 12, 2024
6,727

Call Wait Times

July 9, 2024 – July 12, 2024	
5 minutes or less	26.88%
Between 5 and 10 minutes	5.63%
Between 10 and 15 minutes	6.29%
Between 15 and 30 minutes	13.74%
Between 30 and 60 minutes	14.21%
Longer than 1 hour	33.25%

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 (July 9, 2024 – July 12, 2024).