State of Oregon
Employment Department

Weekly Unemployment Insurance Call Wait Times

Date of Report: August 1, 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 23, 2024 – July 26, 2024 Performance:
The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 41.49% of calls were answered in five minutes or less.
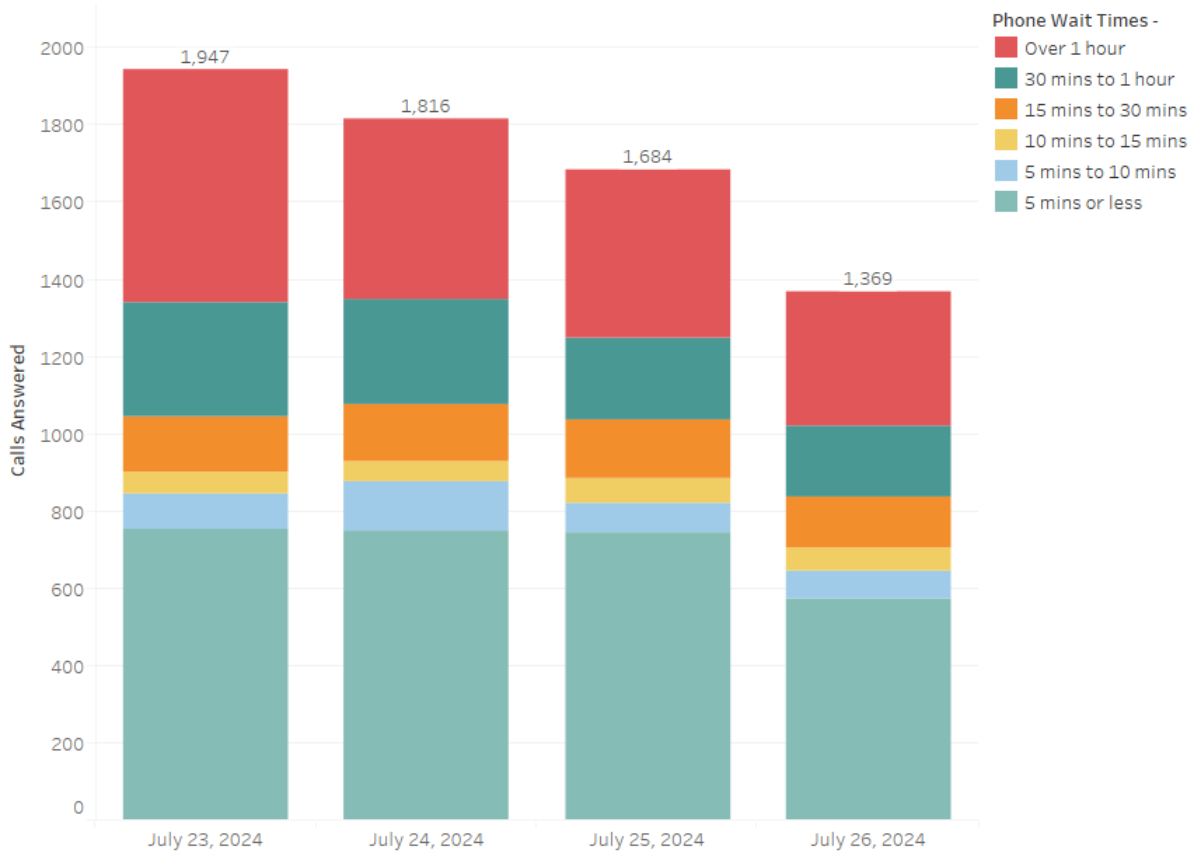
Total Calls Answered

Current Dates in Review
July 23, 2024 – July 26, 2024
6,816

Call Wait Times

July 23, 2024 – July 26, 2024	
5 minutes or less	41.49%
Between 5 and 10 minutes	5.40%
Between 10 and 15 minutes	3.40%
Between 15 and 30 minutes	8.48%
Between 30 and 60 minutes	14.08%
Longer than 1 hour	27.14%

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 (July 23, 2024 – July 26, 2024).