Weekly Unemployment Insurance Call Wait Times

Date of Report: August 12, 2024

Summary:
The Oregon Employment Department has a goal of answering at least 90% of calls in under five minutes by December 1, 2021.
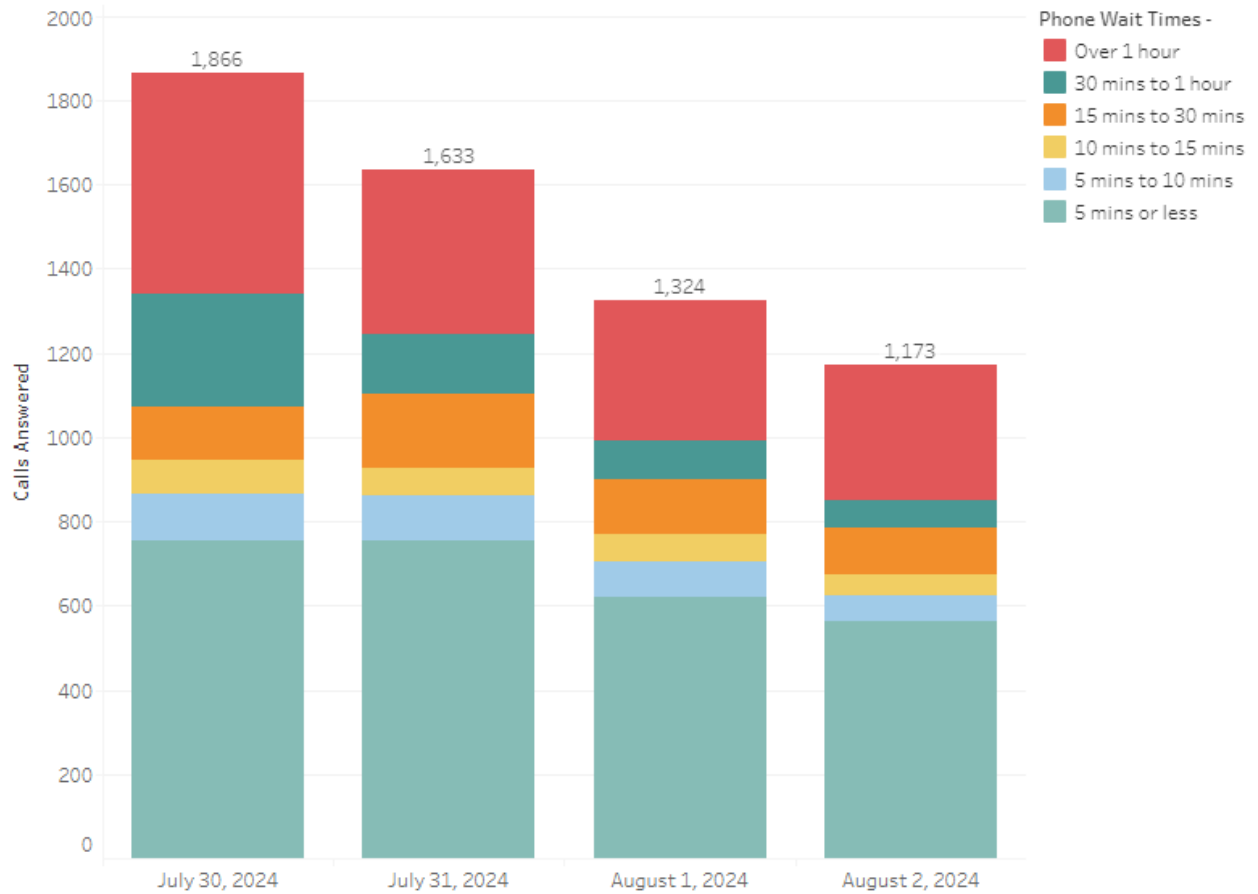
July 30, 2024 – August 2, 2024 Performance:
The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 44.86% of calls were answered in five minutes or less.

Total Calls Answered

Current Dates in Review
July 30, 2024 – August 2, 2024
5,996

Call Wait Times

July 30, 2024 – August 2, 2024	
5 minutes or less	44.86%
Between 5 and 10 minutes	6.07%
Between 10 and 15 minutes	4.39%
Between 15 and 30 minutes	9.04%
Between 30 and 60 minutes	9.49%
Longer than 1 hour	26.15%

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Phone Wait Times -
- Over 1 hour
- 30 mins to 1 hour
- 15 mins to 30 mins
- 10 mins to 15 mins
- 5 mins to 10 mins
- 5 mins or less

The numbers located at the top of the columns indicate the total number of calls answered that day, for the period in review (July 30, 2024 – August 2, 2024).