State of Oregon
Employment Department

Weekly Unemployment Insurance Call Wait Times

Date of Report: August 16, 2024

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

August 6, 2024 – August 9, 2024 Performance:
The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 47.50% of calls were answered in five minutes or less.
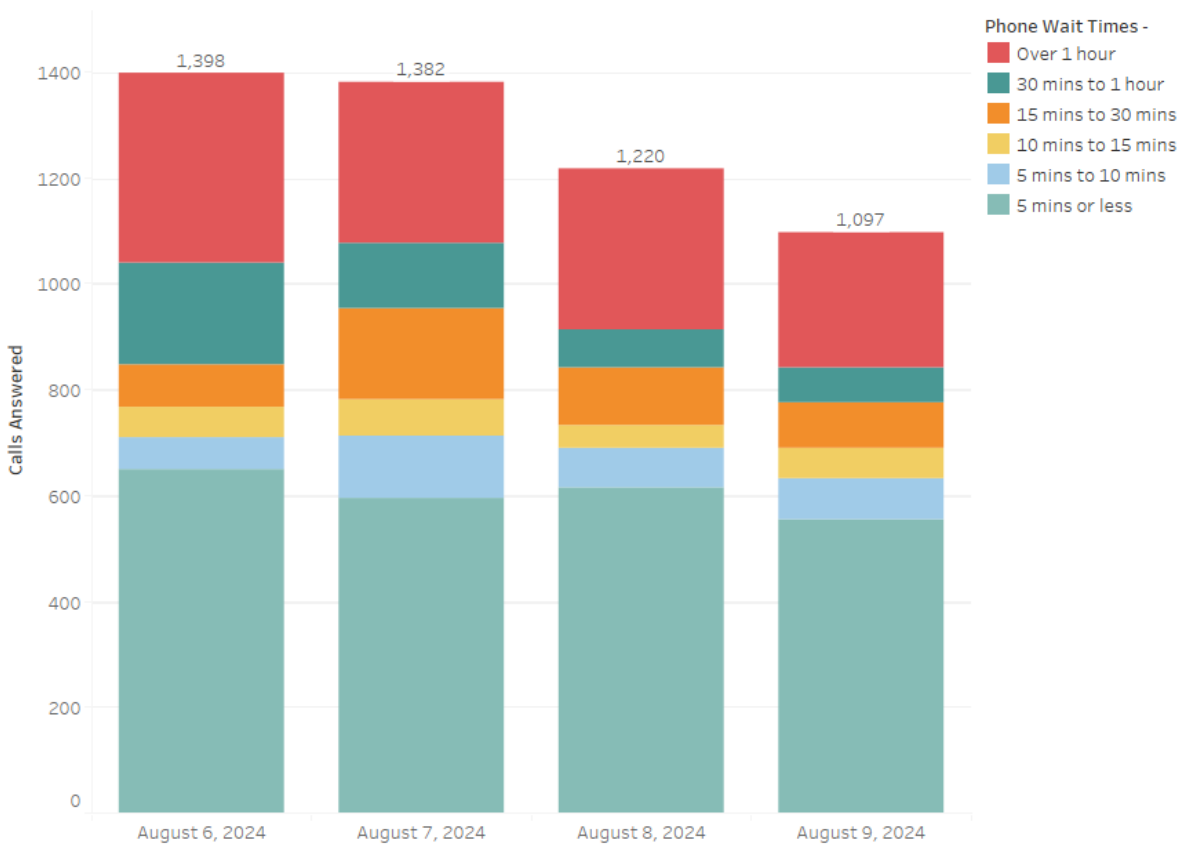
Total Calls Answered

Current Dates in Review
August 6, 2024 – August 9, 2024
5,097

Call Wait Times

August 6, 2024 – August 9, 2024	
5 minutes or less	47.50%
Between 5 and 10 minutes	6.38%
Between 10 and 15 minutes	4.53%
Between 15 and 30 minutes	8.73%
Between 30 and 60 minutes	8.91%
Longer than 1 hour	23.96%

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The numbers located at the top of the columns indicate the total number of calls answered that day, for the period in review (August 6, 2024 – August 9, 2024).