

## Weekly Unemployment Insurance Call Wait Times

**Date of Report:** August 23, 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 13, 2024 – August 16, 2024 Performance:**

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 43.41% of calls were answered in five minutes or less.

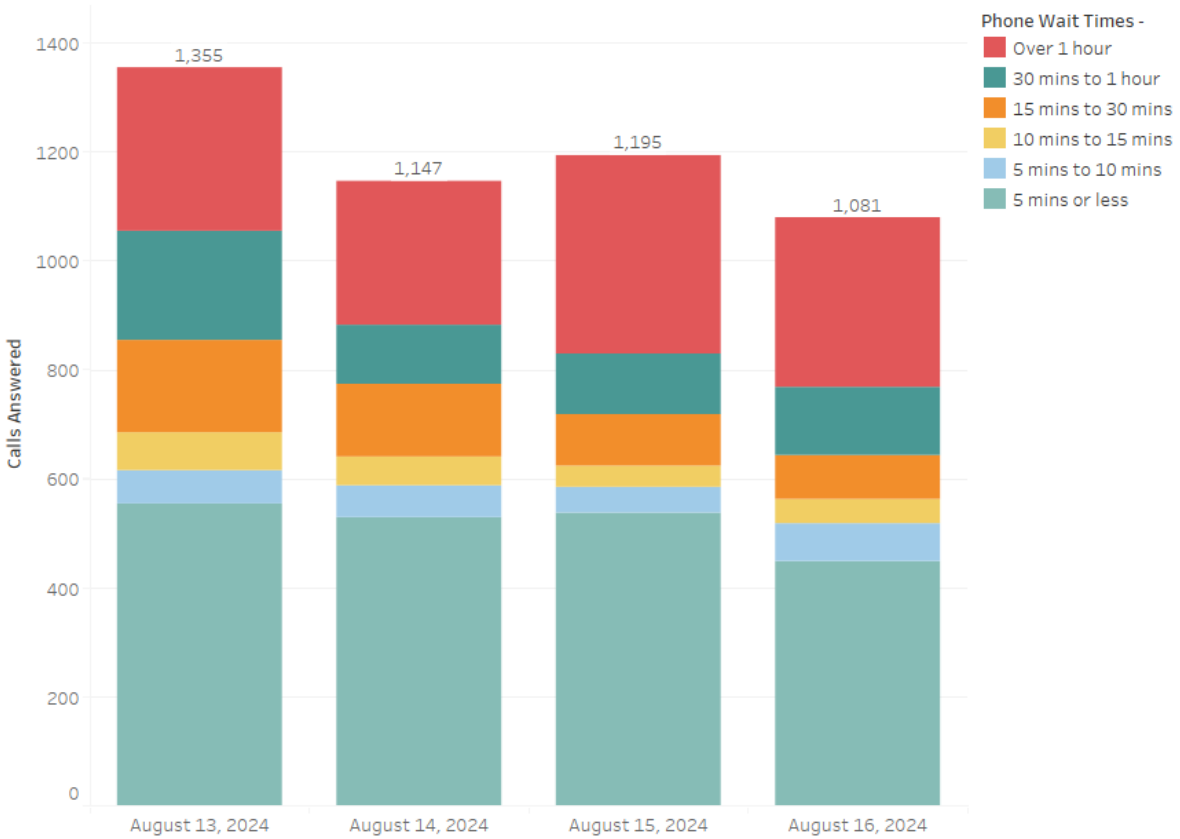
**Total Calls Answered**

|                                   |
|-----------------------------------|
| Current Dates in Review           |
| August 13, 2024 – August 16, 2024 |
| 4,778                             |

**Call Wait Times**

|                                   |        |
|-----------------------------------|--------|
| August 13, 2024 – August 16, 2024 |        |
| 5 minutes or less                 | 43.41% |
| Between 5 and 10 minutes          | 4.96%  |
| Between 10 and 15 minutes         | 4.25%  |
| Between 15 and 30 minutes         | 10.05% |
| Between 30 and 60 minutes         | 11.51% |
| Longer than 1 hour                | 25.83% |

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 (August 13, 2024 – August 16, 2024).