Weekly Unemployment Insurance Call Wait Times

Date of Report: August 30, 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 20, 2024 – August 23, 2024 Performance:
The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 45.53% of calls were answered in five minutes or less.
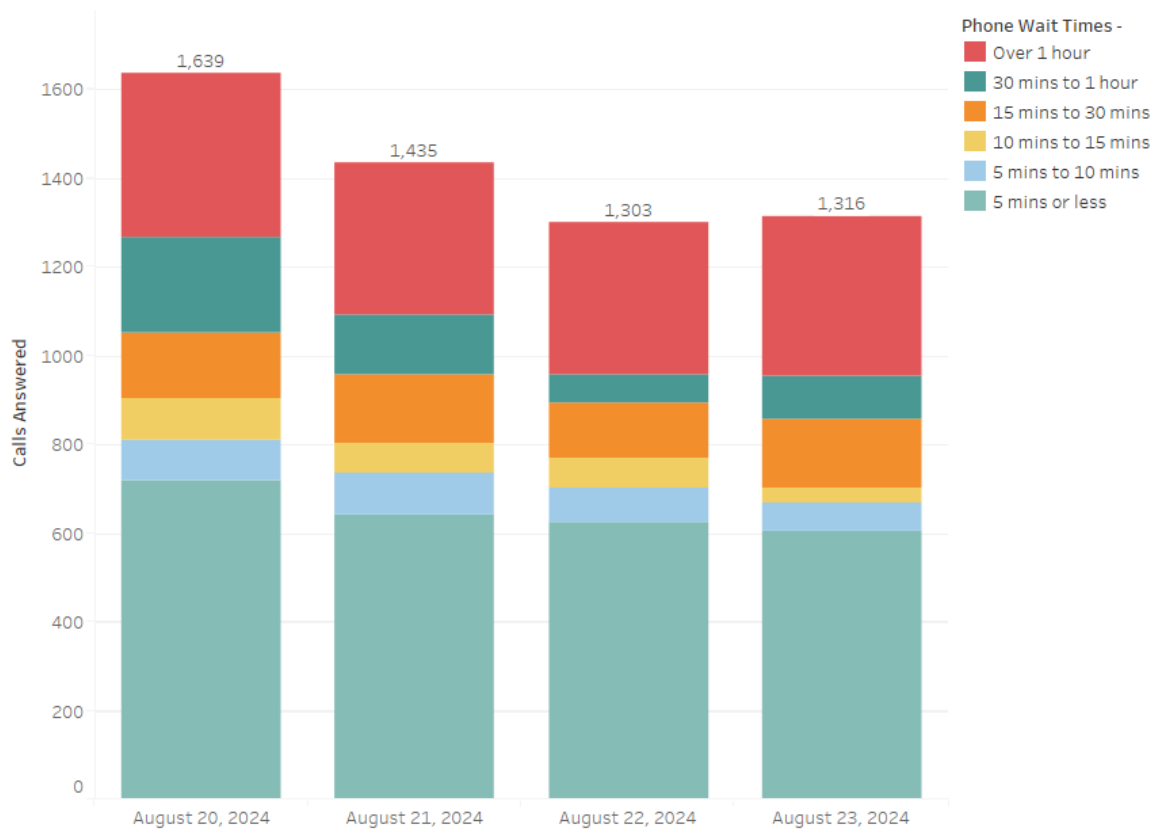
Total Calls Answered

Current Dates in Review
August 20, 2024 – August 23, 2024
5,693

Call Wait Times

August 20, 2024 – August 23, 2024	
5 minutes or less	45.53%
Between 5 and 10 minutes	5.74%
Between 10 and 15 minutes	4.62%
Between 15 and 30 minutes	10.19%
Between 30 and 60 minutes	8.98%
Longer than 1 hour	24.94%

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 20, 2024 – August 23, 2024).