

Weekly Unemployment Insurance Call Wait Times

Date of Report: September 6, 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 27, 2024 – August 30, 2024 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 42.38% of calls were answered in five minutes or less.

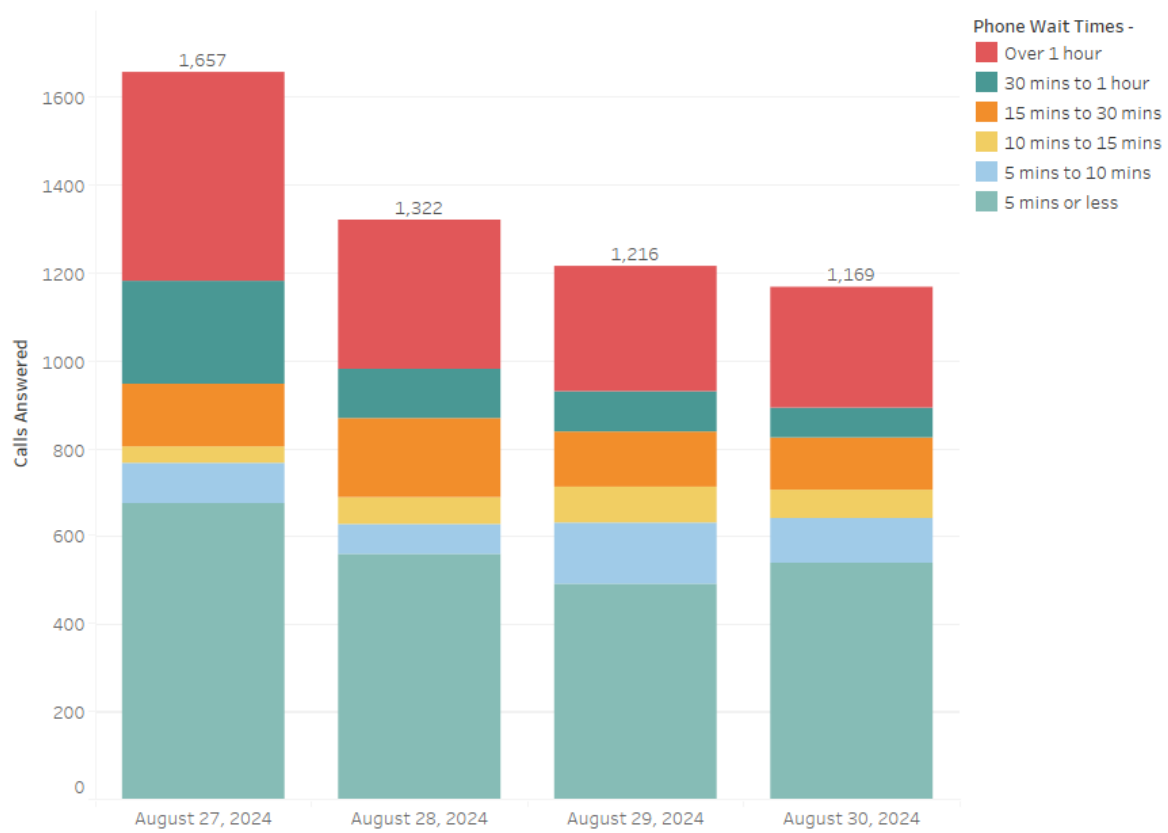
Total Calls Answered

| |
|-----------------------------------|
| Current Dates in Review |
| August 27, 2024 – August 30, 2024 |
| 5,364 |

Call Wait Times

| | |
|-----------------------------------|--------|
| August 27, 2024 – August 30, 2024 | |
| 5 minutes or less | 42.38% |
| Between 5 and 10 minutes | 7.44% |
| Between 10 and 15 minutes | 4.59% |
| Between 15 and 30 minutes | 10.59% |
| Between 30 and 60 minutes | 9.38% |
| Longer than 1 hour | 25.63% |

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 27, 2024 – August 30, 2024).