Weekly Unemployment Insurance Call Wait Times

Date of Report: September 13, 2024

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

September 3, 2024 – September 6, 2024 Performance:
The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 44.30% of calls were answered in five minutes or less.
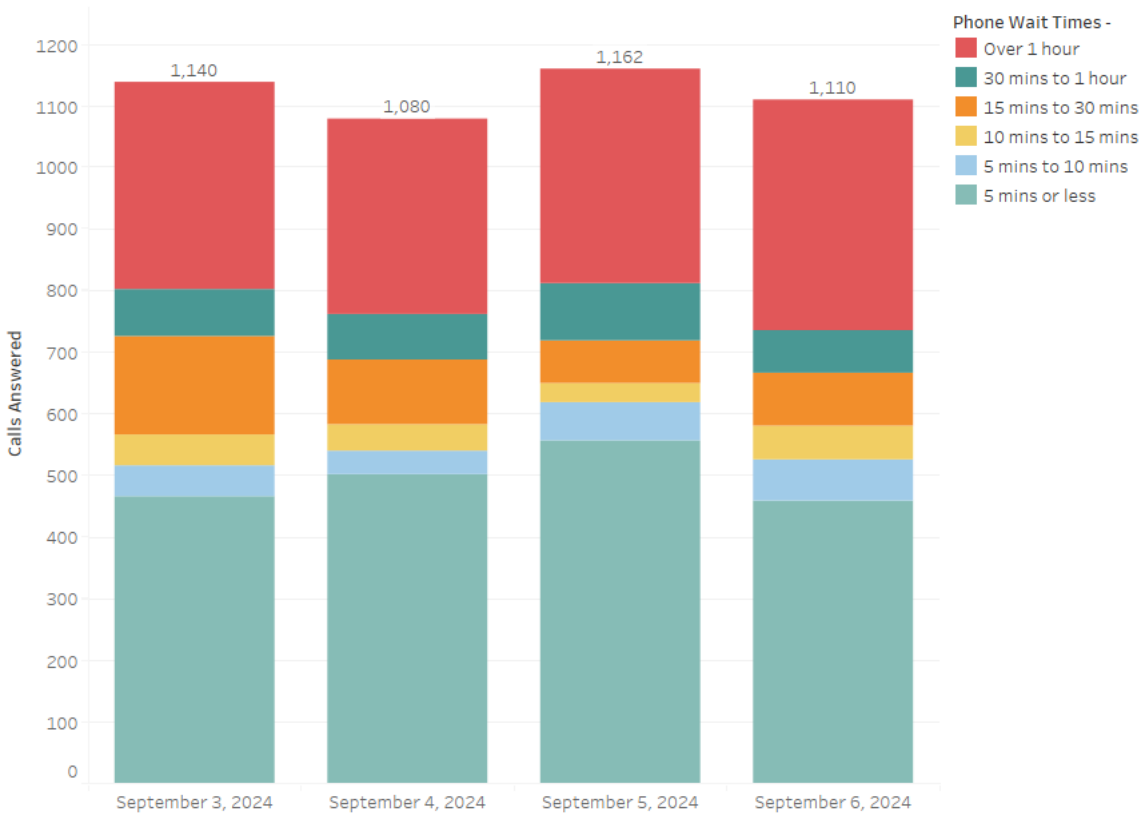
Total Calls Answered

Current Dates in Review
September 3, 2024 – September 6, 2024
4,492

Call Wait Times

September 3, 2024 – September 6, 2024	
5 minutes or less	44.30%
Between 5 and 10 minutes	4.79%
Between 10 and 15 minutes	4.01%
Between 15 and 30 minutes	9.33%
Between 30 and 60 minutes	6.95%
Longer than 1 hour	30.63%

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 (September 3, 2024 – September 6, 2024).