

Weekly Unemployment Insurance Call Wait Times

Date of Report: October 22, 2024

Summary:

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

October 15, 2024 – October 18, 2024 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 57.90% of calls were answered in five minutes or less.

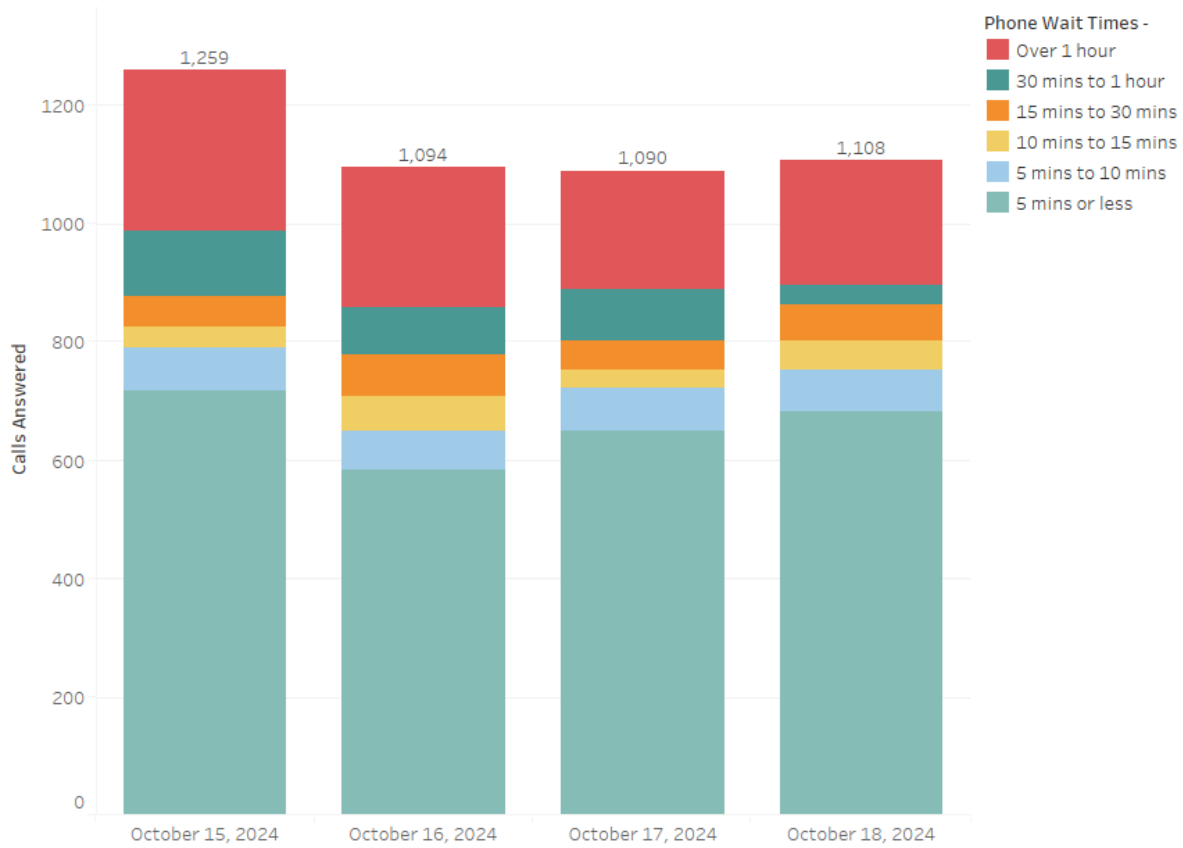
Total Calls Answered

Current Dates in Review
October 15, 2024 – October 18, 2024
4,551

Call Wait Times

October 15, 2024 – October 18, 2024	
5 minutes or less	57.90%
Between 5 and 10 minutes	6.17%
Between 10 and 15 minutes	3.89%
Between 15 and 30 minutes	5.05%
Between 30 and 60 minutes	6.77%
Longer than 1 hour	20.22%

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 (October 15, 2024 – October 18, 2024).