

Weekly Unemployment Insurance Call Wait Times

Date of Report: December 3, 2024

Summary:

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

November 25, 2024 – November 27, 2024 Performance:

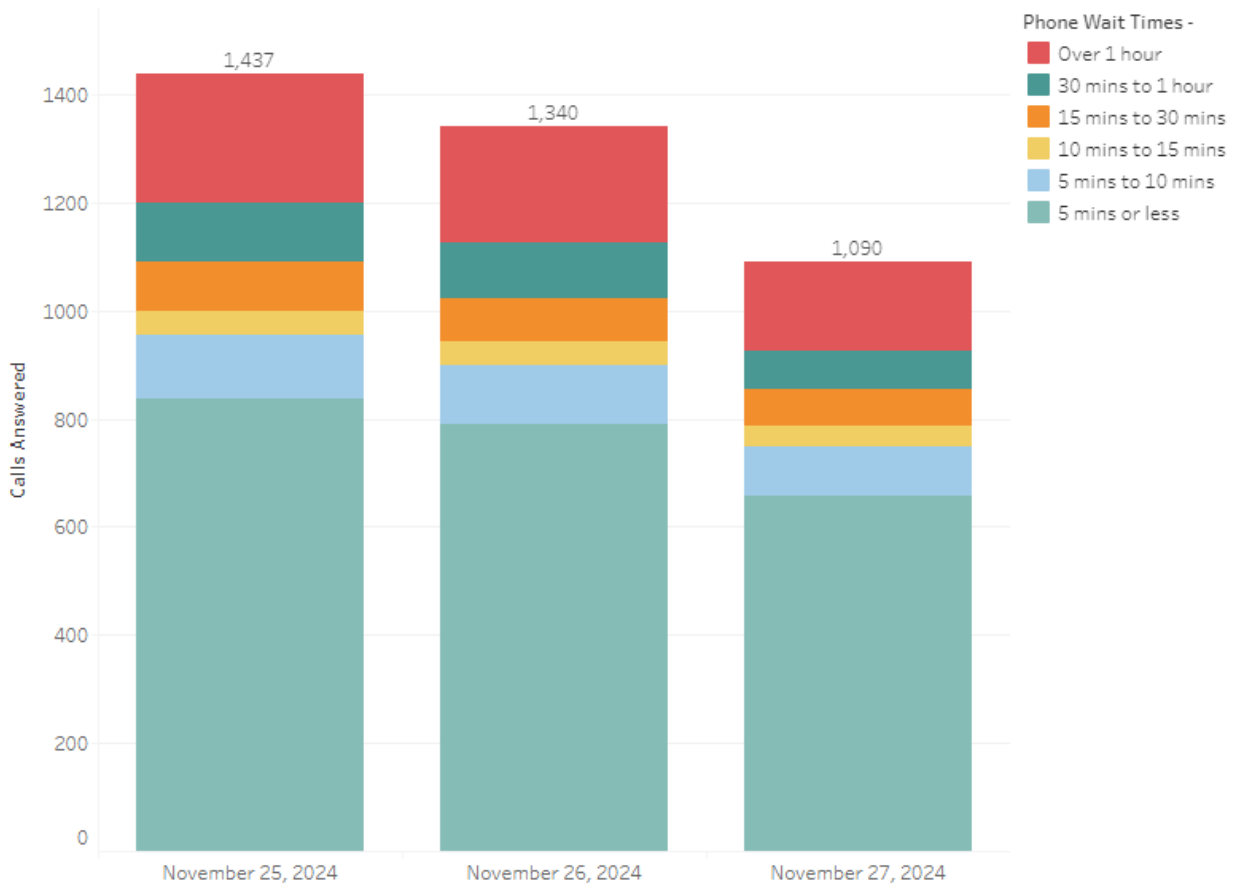
The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 59.09% of calls were answered in five minutes or less.

Total Calls Answered

| |
|---------------------------------------|
| Current Dates in Review |
| November 25, 2024 – November 27, 2024 |
| 3,867 |

Call Wait Times

| | |
|---------------------------------------|--------|
| November 25, 2024 – November 27, 2024 | |
| 5 minutes or less | 59.09% |
| Between 5 and 10 minutes | 8.17% |
| Between 10 and 15 minutes | 3.26% |
| Between 15 and 30 minutes | 6.26% |
| Between 30 and 60 minutes | 7.21% |
| Longer than 1 hour | 16.01% |



The numbers located at the top of the columns indicate the total number of calls answered that day, for the period in review (November 25, 2024 – November 27, 2024).