State of Oregon
Employment Department

Weekly Unemployment Insurance Call Wait Times

Date of Report: November 19, 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 12, 2024 – November 15, 2024 Performance:
The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 50.60% of calls were answered in five minutes or less.
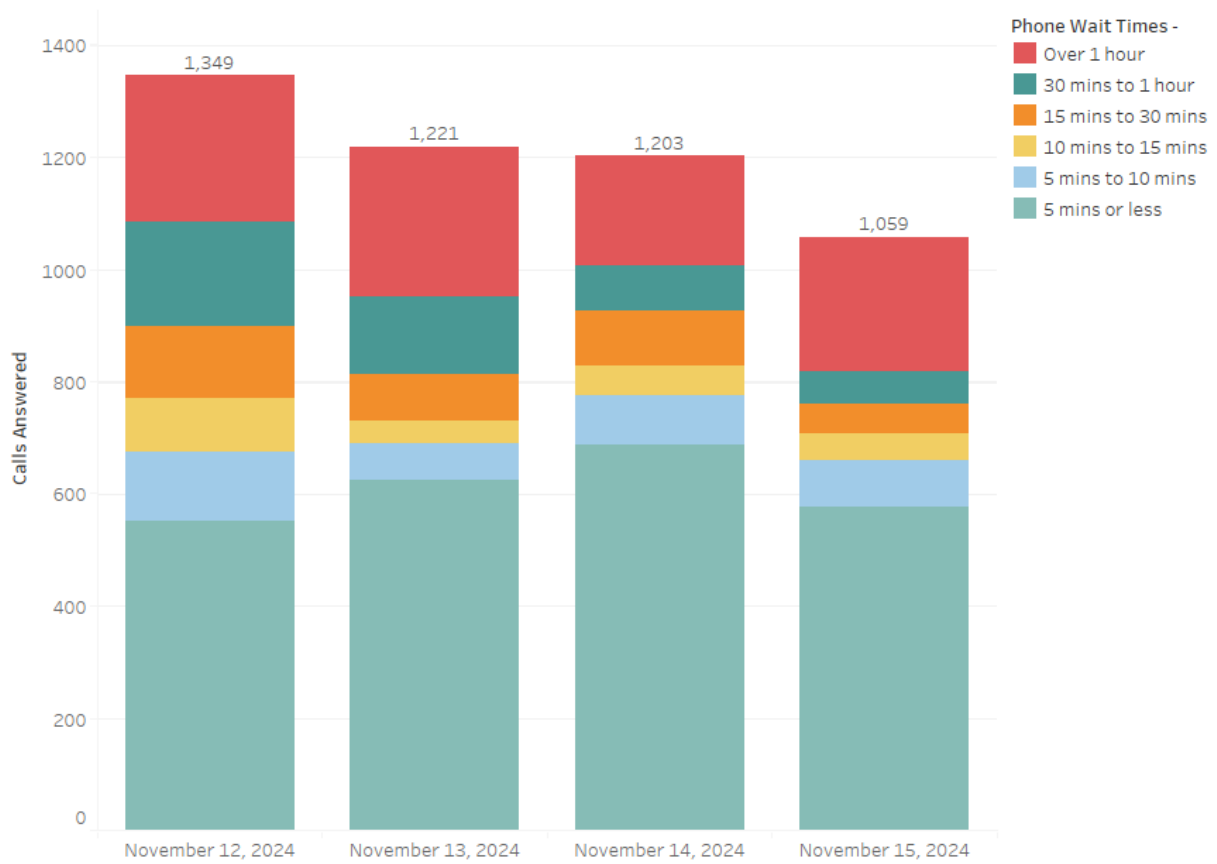
Total Calls Answered

Current Dates in Review
November 12, 2024 – November 15, 2024
4,832

Call Wait Times

November 12, 2024 – November 15, 2024	
5 minutes or less	50.60%
Between 5 and 10 minutes	7.41%
Between 10 and 15 minutes	4.93%
Between 15 and 30 minutes	7.45%
Between 30 and 60 minutes	9.58%
Longer than 1 hour	20.03%

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 (November 12, 2024 – November 15, 2024).