

Weekly Unemployment Insurance Call Wait Times

Date of Report: March 12, 2024

Summary:

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

January 29, 2024 – February 2, 2024 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 45.56% of calls were answered in five minutes or less.

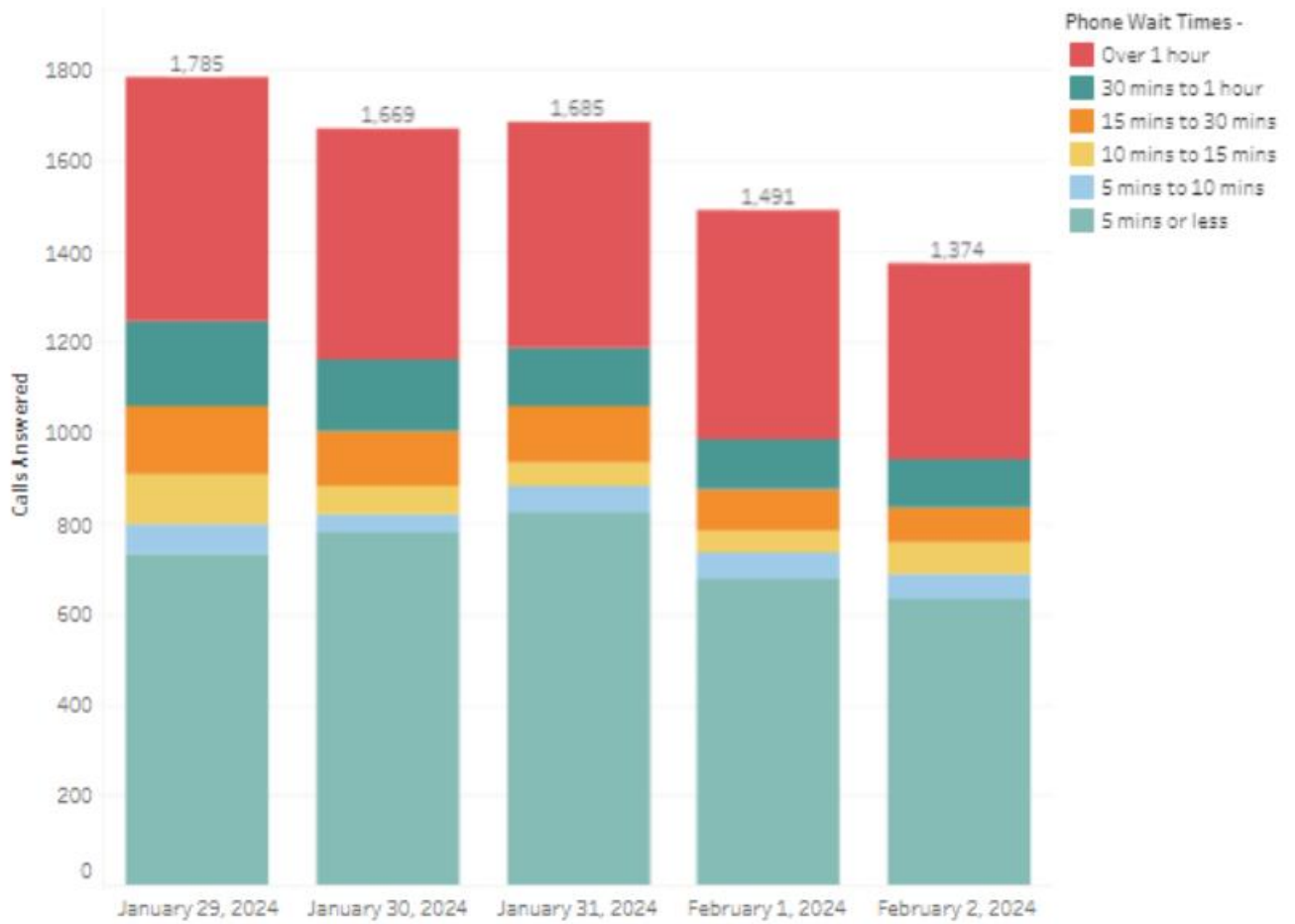
Total Calls Answered

Current Dates in Review
January 29, 2024 – February 2, 2024
8,004

Call Wait Times

January 29, 2024 – February 2, 2024	
5 minutes or less	45.56%
Between 5 and 10 minutes	3.49%
Between 10 and 15 minutes	4.21%
Between 15 and 30 minutes	7.13%
Between 30 and 60 minutes	8.52%
Longer than 1 hour	31.08%

Calls Answered



The numbers located at the top of the columns indicate the total number of calls answered that day, for the period in review (January 29, 2024 – February 2, 2024).