

Weekly Unemployment Insurance Call Wait Times

Date of Report: March 28, 2024

Summary:

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

March 18, 2024 – March 22, 2024 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 39.58% of calls were answered in five minutes or less.

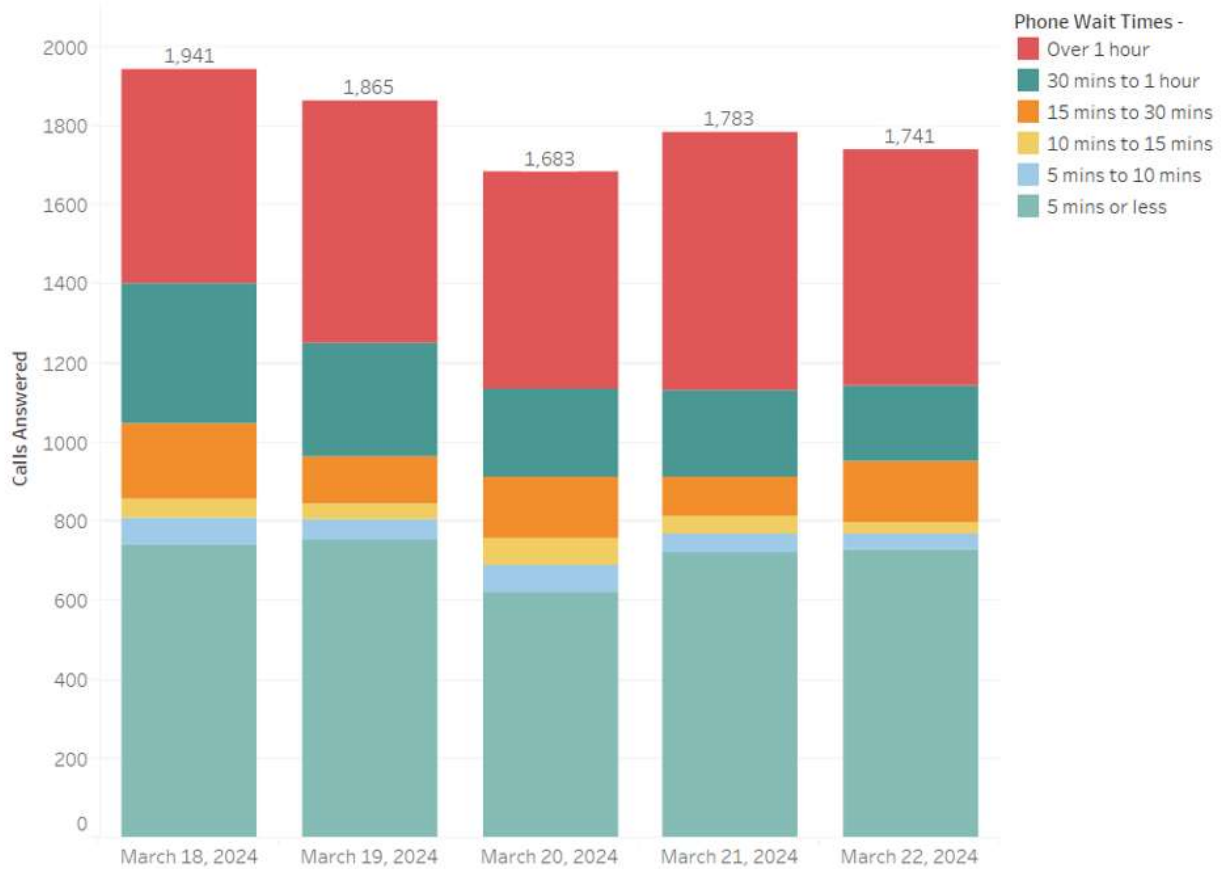
Total Calls Answered

Current Dates in Review
March 18, 2024 – March 22, 2024
9,013

Call Wait Times

March 18, 2024 – March 22, 2024	
5 minutes or less	39.58%
Between 5 and 10 minutes	3.04%
Between 10 and 15 minutes	2.46%
Between 15 and 30 minutes	8.00%
Between 30 and 60 minutes	14.12%
Longer than 1 hour	32.80%

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 (March 18, 2024 – March 22, 2024).