

Weekly Unemployment Insurance Call Wait Times

Date of Report: January 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.

January 8, 2024 – January 12, 2024 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 42.86% of calls were answered in five minutes or less.

Total Calls Answered

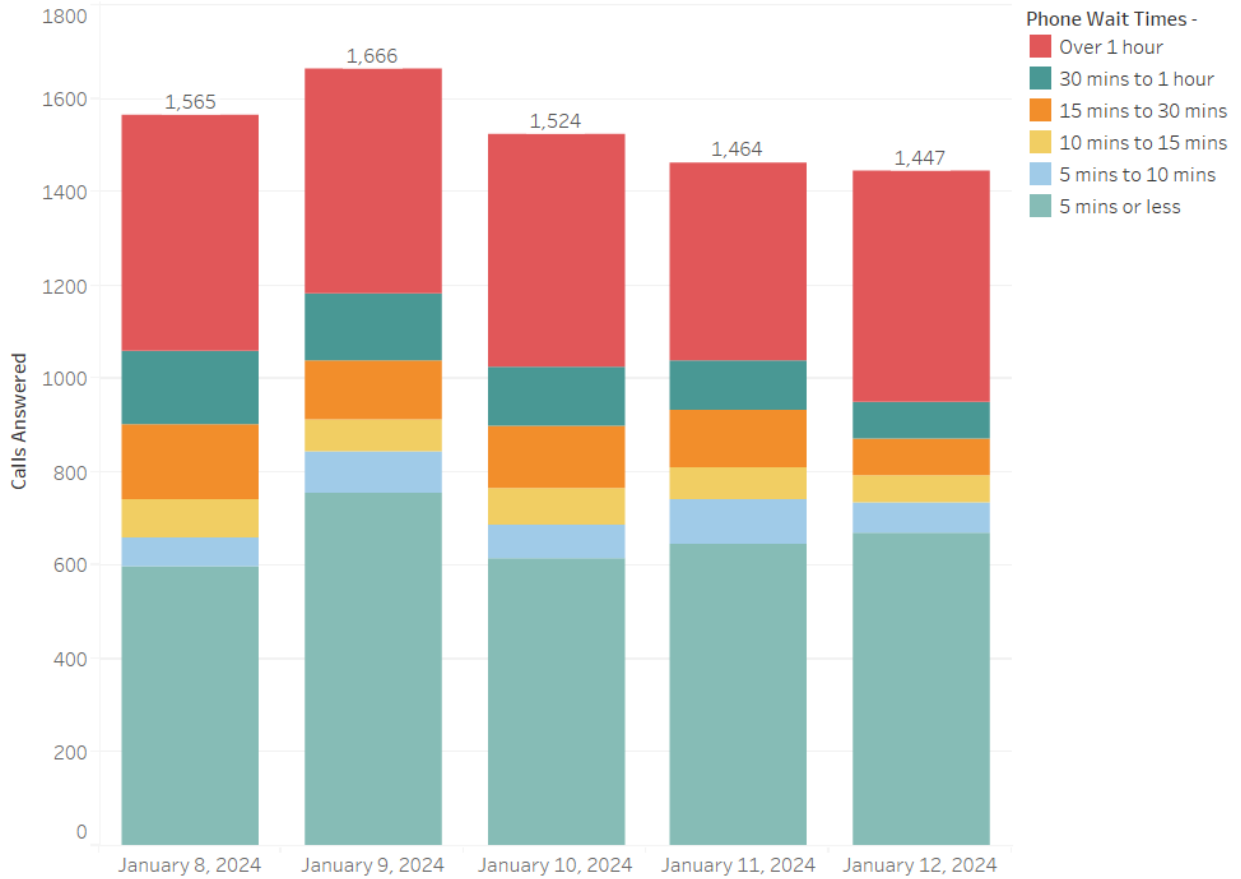
Current Dates in Review
January 8, 2024 – January 12, 2024
7,666

Call Wait Times

January 8, 2024 – January 12, 2024	
5 minutes or less	42.86%
Between 5 and 10 minutes	4.97%
Between 10 and 15 minutes	4.63%
Between 15 and 30 minutes	8.11%
Between 30 and 60 minutes	7.97%
Longer than 1 hour	31.45%

Calls Answered

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 (January 8, 2024 – January 12, 2024).