State of Oregon
Employment Department

# Weekly Unemployment Insurance Call Wait Times

**Date of Report:** February 1, 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 22, 2024 – January 26, 2024 Performance:**
The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 40.08% of calls were answered in five minutes or less.
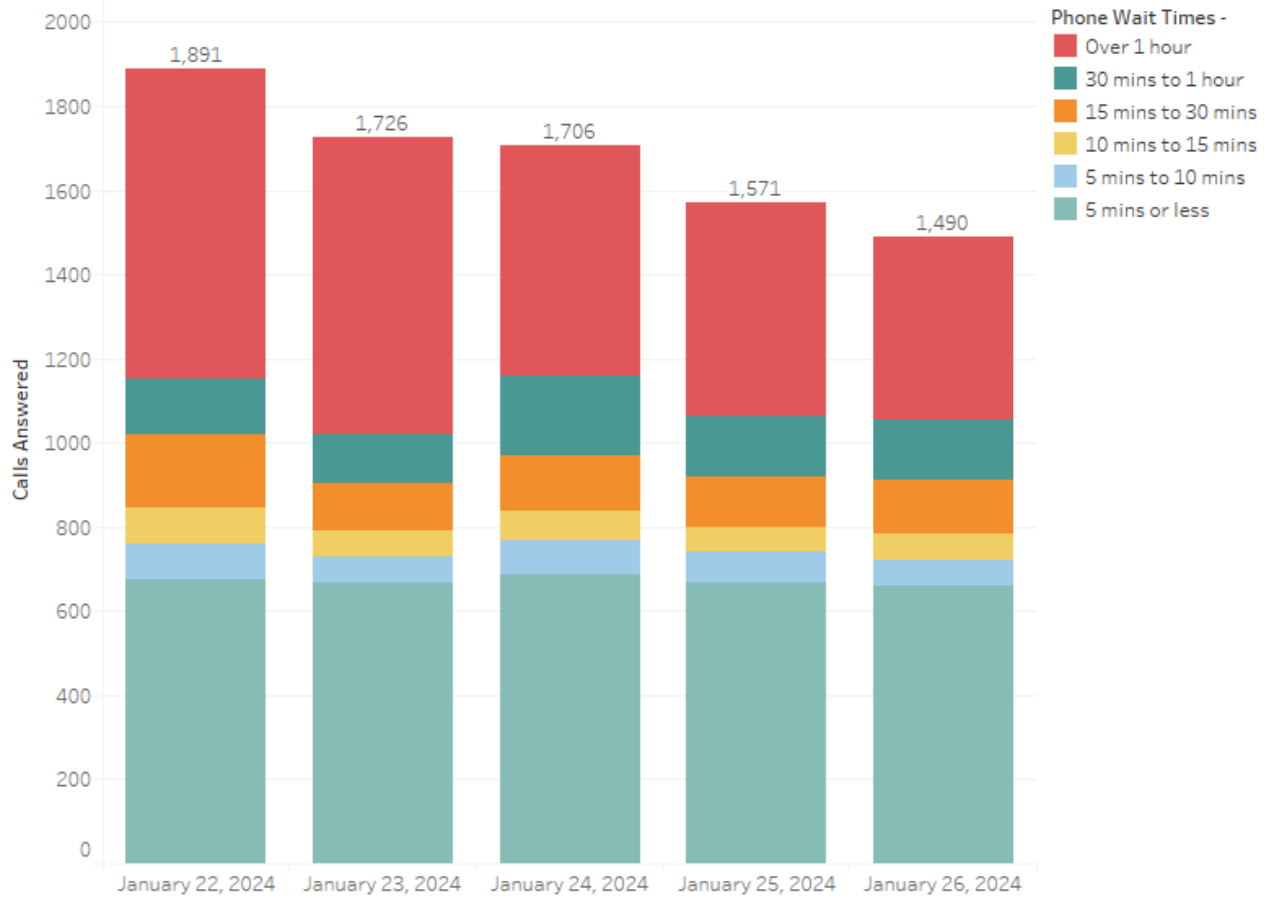
**Total Calls Answered**

| Current Dates in Review |
| --- |
| January 22, 2024 – January 26, 2024 |
| 8,384 |

**Call Wait Times**

| January 22, 2024 – January 26, 2024 | |
| --- | --- |
| 5 minutes or less | 40.08% |
| Between 5 and 10 minutes | 4.29% |
| Between 10 and 15 minutes | 4.04% |
| Between 15 and 30 minutes | 7.99% |
| Between 30 and 60 minutes | 8.61% |
| Longer than 1 hour | 34.98% |

Calls Answered

Select Week
Last week



**Phone Wait Times -**
- Over 1 hour
- 30 mins to 1 hour
- 15 mins to 30 mins
- 10 mins to 15 mins
- 5 mins to 10 mins
- 5 mins or less

The numbers located at the top of the columns indicate the total number of calls answered that day, for the period in review (January 22, 2024 – January 26, 2024).

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