

Weekly Unemployment Insurance Call Wait Times

Date of Report: March 13, 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 4, 2024 – March 8, 2024 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 40.85% of calls were answered in five minutes or less.

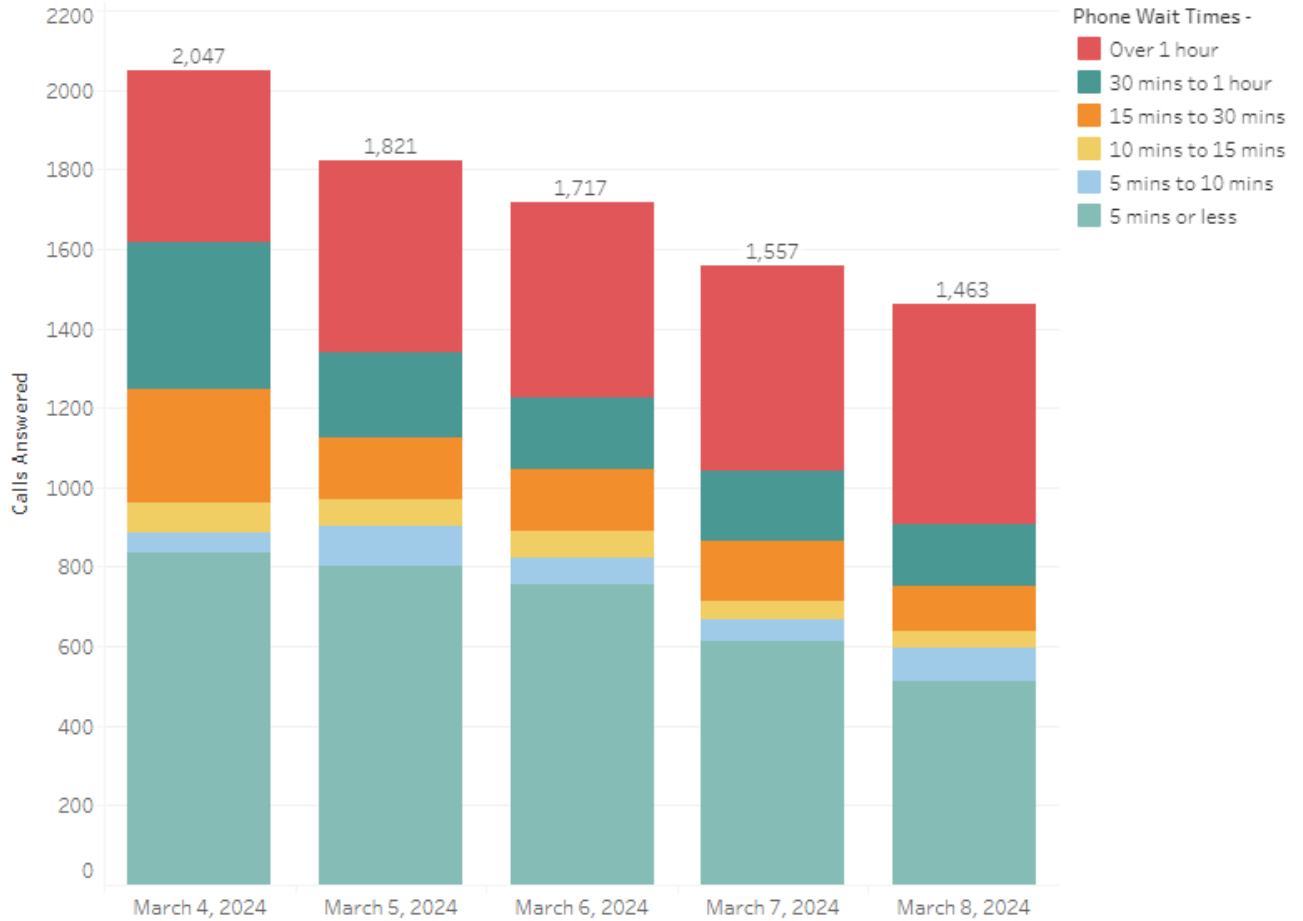
Total Calls Answered

Current Dates in Review
March 4, 2024 – March 8, 2024
8,605

Call Wait Times

March 4, 2024 – March 8, 2024	
5 minutes or less	40.85%
Between 5 and 10 minutes	4.15%
Between 10 and 15 minutes	3.49%
Between 15 and 30 minutes	10.05%
Between 30 and 60 minutes	12.70%
Longer than 1 hour	28.76%

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 (March 4, 2024 – March 8, 2024).