Weekly Unemployment Insurance Call Wait Times

Date of Report: March 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.

March 11, 2024 – March 15, 2024 Performance:
The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 39.33% of calls were answered in five minutes or less.
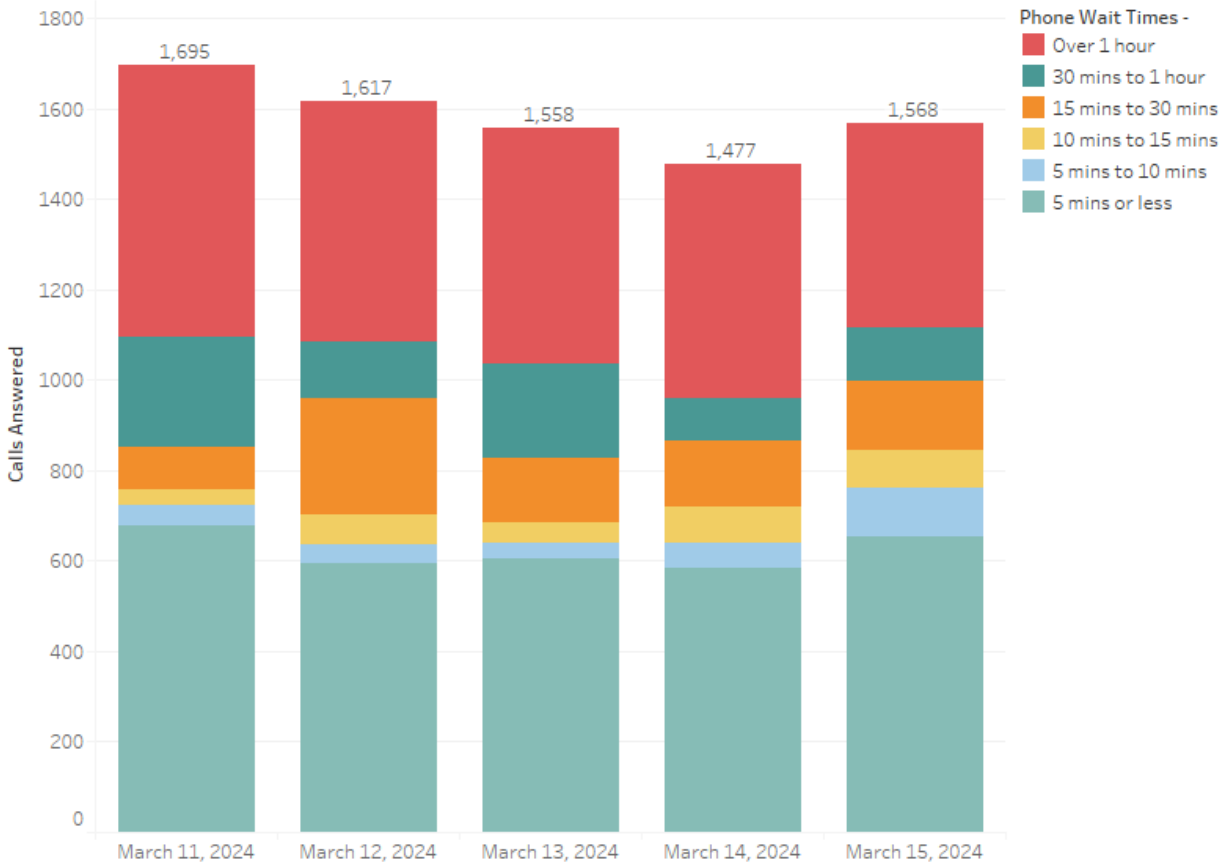
Total Calls Answered

Current Dates in Review
March 11, 2024 – March 15, 2024
7,915

Call Wait Times

March 11, 2024 – March 15, 2024	
5 minutes or less	39.33%
Between 5 and 10 minutes	3.59%
Between 10 and 15 minutes	3.97%
Between 15 and 30 minutes	9.98%
Between 30 and 60 minutes	9.96%
Longer than 1 hour	33.18%

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 11, 2024 – March 15, 2024).