

## Weekly Unemployment Insurance Call Wait Times

**Date of Report:** April 12, 2024

**Summary:**

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

**April 1, 2024 – April 5, 2024 Performance:**

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 39.52% of calls were answered in five minutes or less.

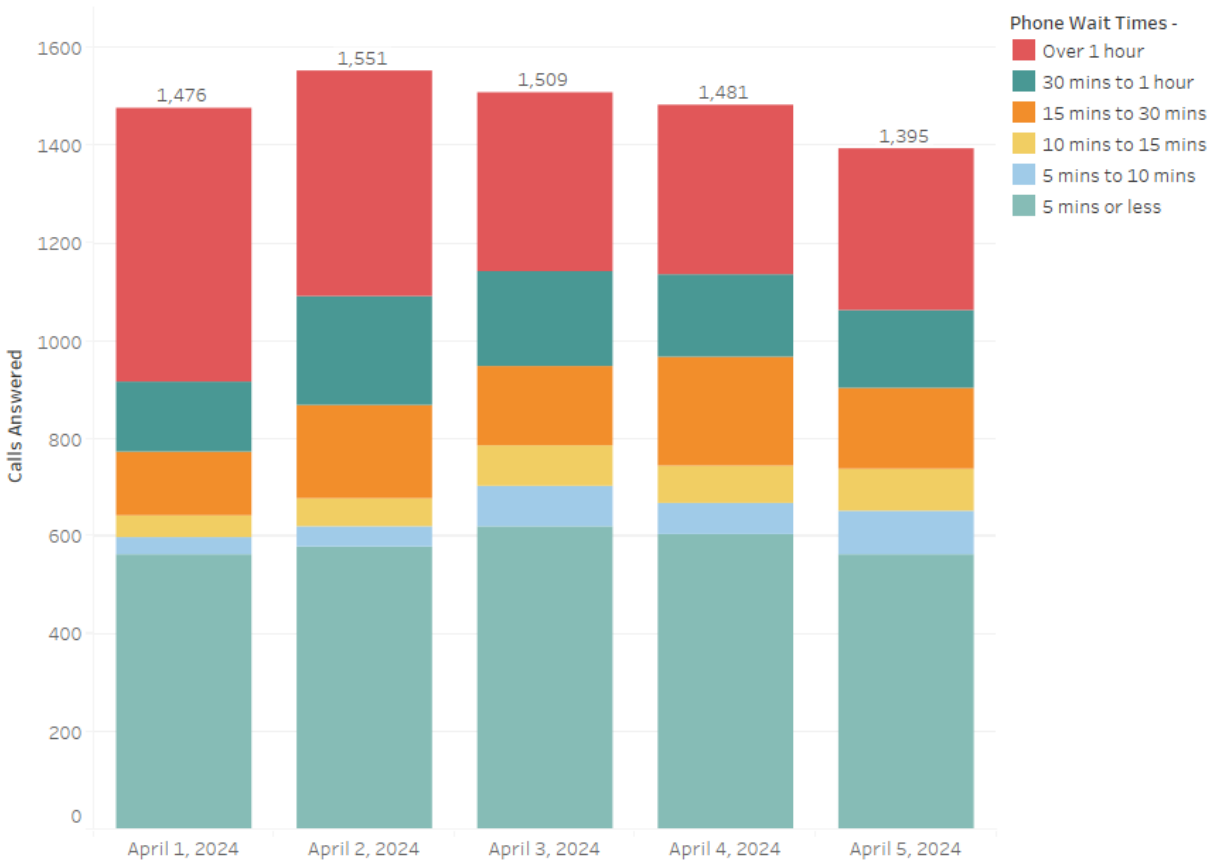
**Total Calls Answered**

Current Dates in Review
April 1, 2024 – April 5, 2024
7,412

**Call Wait Times**

April 1, 2024 – April 5, 2024	
5 minutes or less	39.52%
Between 5 and 10 minutes	4.22%
Between 10 and 15 minutes	4.67%
Between 15 and 30 minutes	11.78%
Between 30 and 60 minutes	11.98%
Longer than 1 hour	27.83%

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 (April 1, 2024 – April 5, 2024).