

Weekly Unemployment Insurance Call Wait Times

Date of Report: June 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.

June 4, 2024 – June 7, 2024 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 40.07% of calls were answered in five minutes or less.

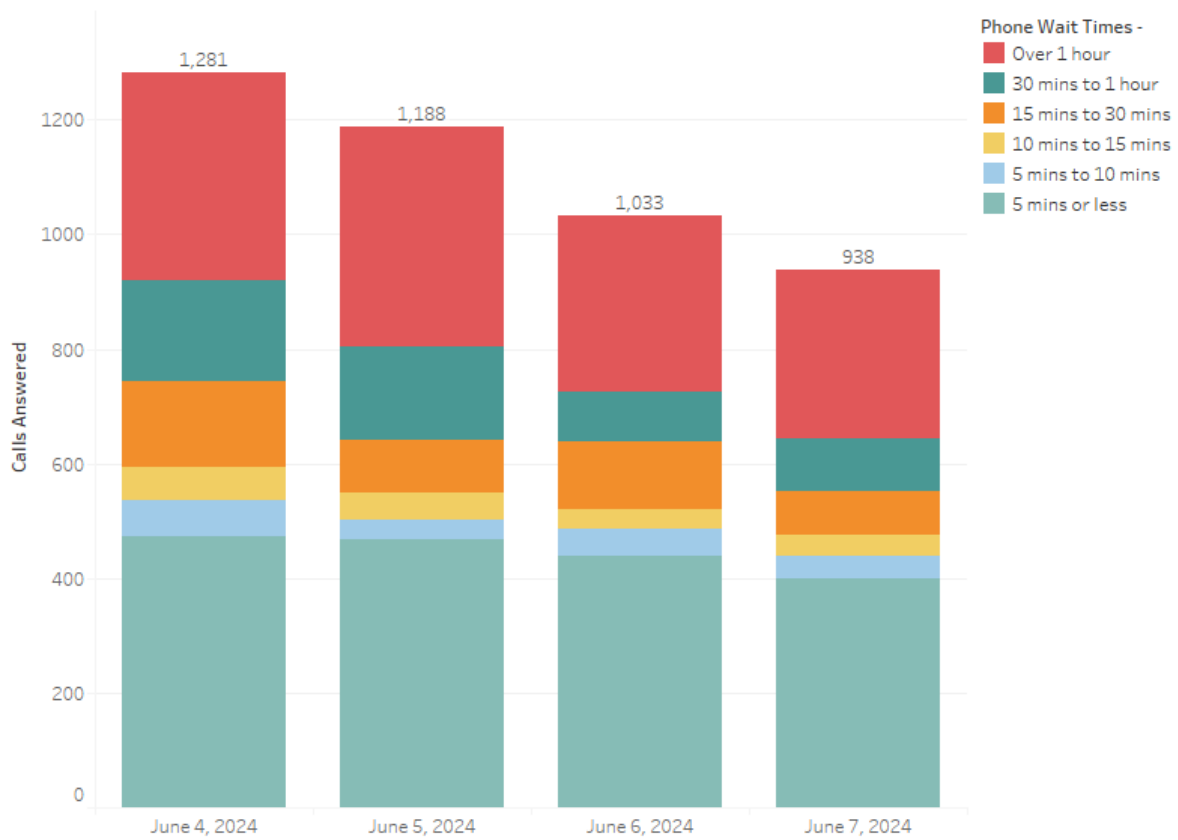
Total Calls Answered

Current Dates in Review
June 4, 2024 – June 7, 2024
4,440

Call Wait Times

June 4, 2024 – June 7, 2024	
5 minutes or less	40.07%
Between 5 and 10 minutes	4.14%
Between 10 and 15 minutes	3.92%
Between 15 and 30 minutes	9.84%
Between 30 and 60 minutes	11.67%
Longer than 1 hour	30.36%

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 (June 4, 2024 – June 7, 2024).