State of Oregon
Employment Department

Weekly Unemployment Insurance Call Wait Times

Date of Report: June 17, 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 11, 2024 – June 14, 2024 Performance:
The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 38.30% of calls were answered in five minutes or less.
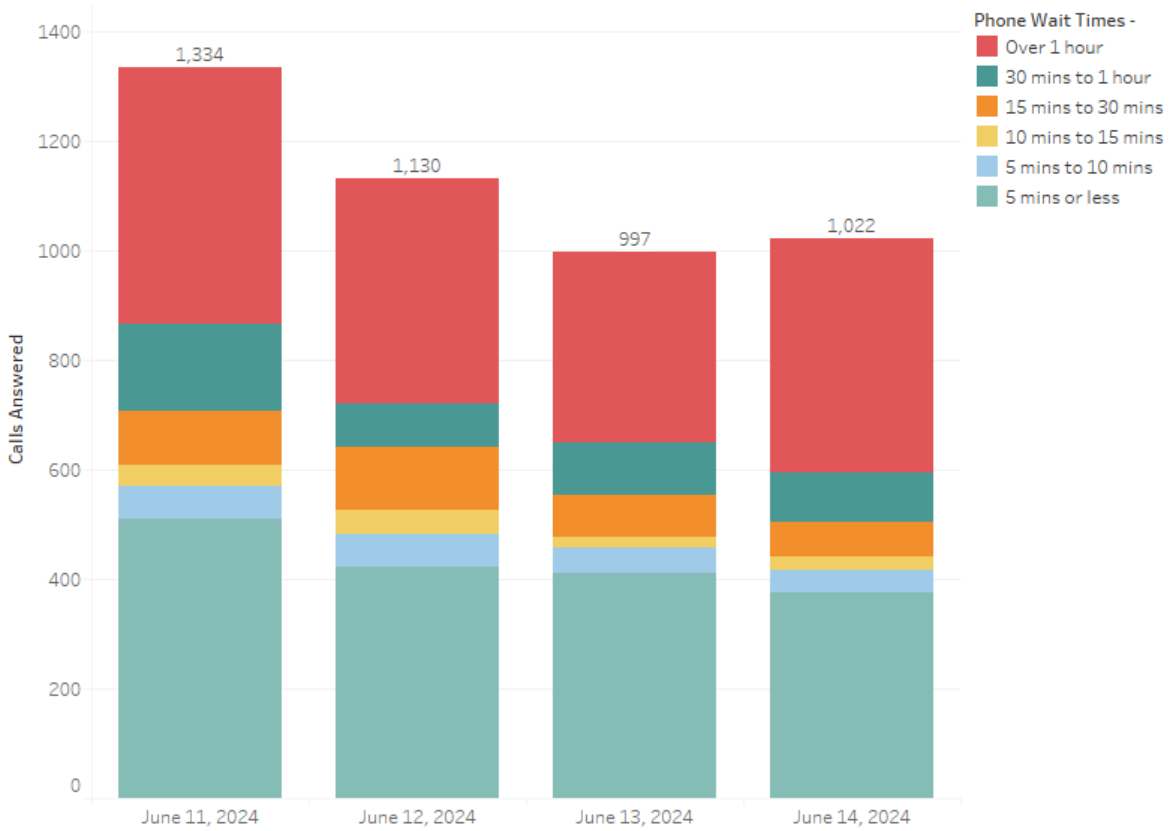
Total Calls Answered

Current Dates in Review
June 11, 2024 – June 14, 2024
4,483

Call Wait Times

June 11, 2024 – June 14, 2024	
5 minutes or less	38.30%
Between 5 and 10 minutes	4.62%
Between 10 and 15 minutes	2.83%
Between 15 and 30 minutes	7.85%
Between 30 and 60 minutes	9.46%
Longer than 1 hour	36.94%

Support Business · Promote Employment

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 11, 2024 – June 14, 2024).