

## Weekly Unemployment Insurance Call Wait Times

**Date of Report:** July 5, 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 25, 2024 – June 28, 2024 Performance:**

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 29.38% of calls were answered in five minutes or less.

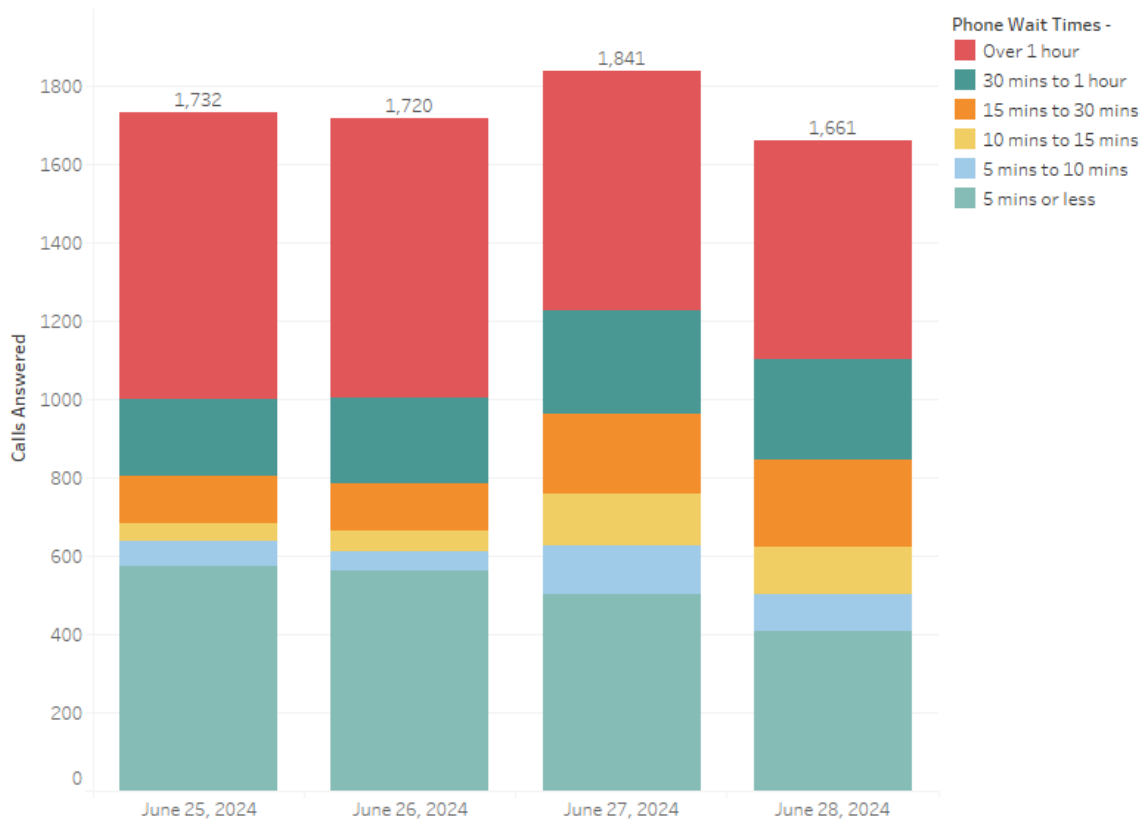
**Total Calls Answered**

Current Dates in Review
June 25, 2024 – June 28, 2024
6,954

**Call Wait Times**

June 25, 2024 – June 28, 2024	
5 minutes or less	29.38%
Between 5 and 10 minutes	4.85%
Between 10 and 15 minutes	5.09%
Between 15 and 30 minutes	9.56%
Between 30 and 60 minutes	13.50%
Longer than 1 hour	37.62%

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 25, 2024 – June 28, 2024).