

Weekly Unemployment Insurance Call Wait Times

Date of Report: July 11, 2024

Summary:

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

July 2, 2024 – July 5, 2024 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 23.79% of calls were answered in five minutes or less.

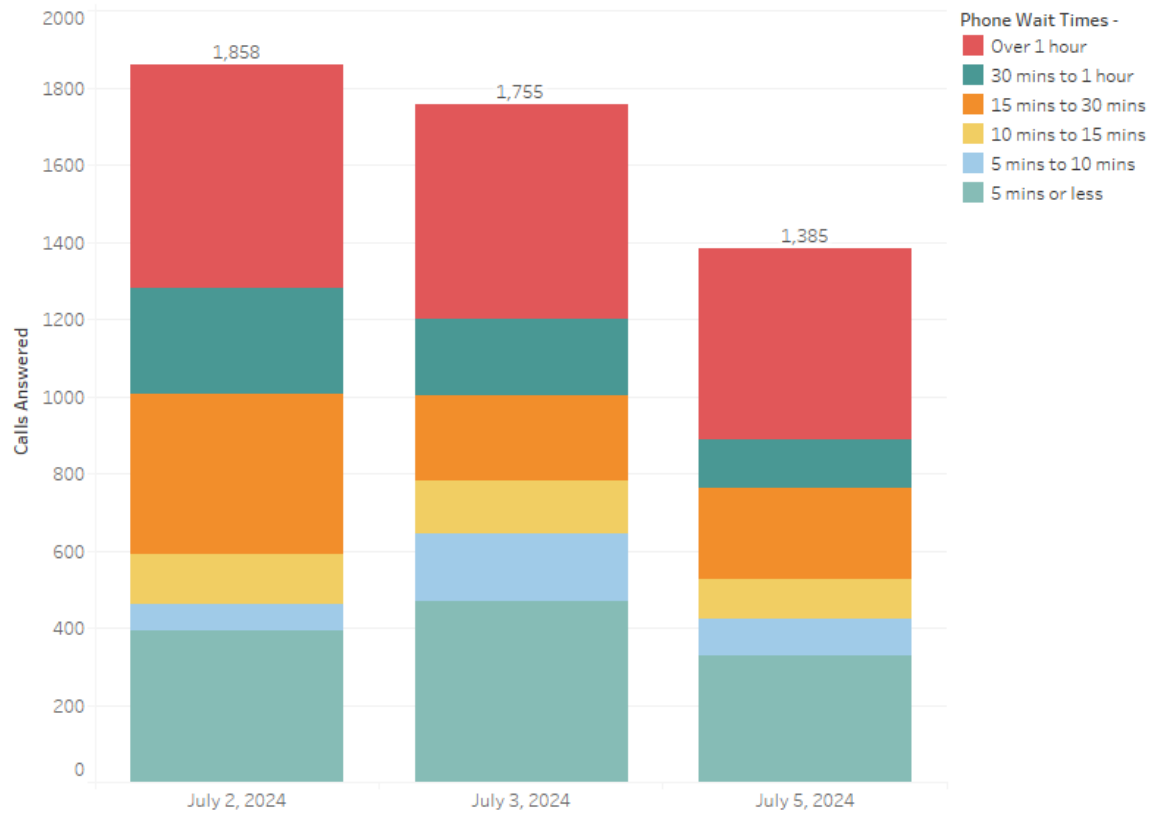
Total Calls Answered

Current Dates in Review
July 2, 2024 – July 5, 2024
4,998

Call Wait Times

July 2, 2024 – July 5, 2024	
5 minutes or less	23.79%
Between 5 and 10 minutes	6.78%
Between 10 and 15 minutes	7.38%
Between 15 and 30 minutes	17.57%
Between 30 and 60 minutes	11.86%
Longer than 1 hour	32.61%

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 (July 2, 2024 – July 5, 2024).