

Weekly Unemployment Insurance Call Wait Times

Date of Report: September 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.

September 9, 2024 – September 13, 2024 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 43.40% of calls were answered in five minutes or less.

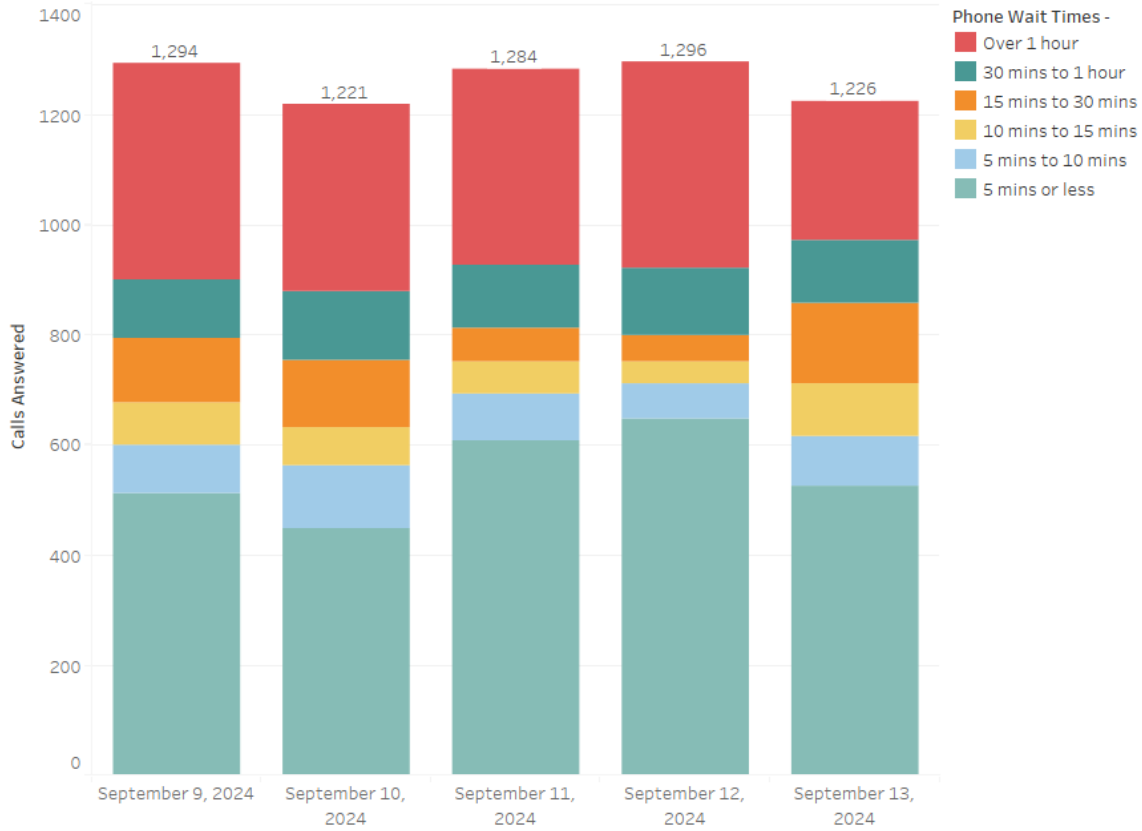
Total Calls Answered

Current Dates in Review
September 9, 2024 – September 13, 2024
6,321

Call Wait Times

September 9, 2024 – September 13, 2024	
5 minutes or less	43.40%
Between 5 and 10 minutes	7.04%
Between 10 and 15 minutes	5.33%
Between 15 and 30 minutes	7.80%
Between 30 and 60 minutes	9.25%
Longer than 1 hour	27.18%

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 (September 9, 2024 – September 13, 2024).