

## Weekly Unemployment Insurance Call Wait Times

**Date of Report:** October 15, 2024

### **Summary:**

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

### **October 7, 2024 – October 11, 2024 Performance:**

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 56.59% of calls were answered in five minutes or less.

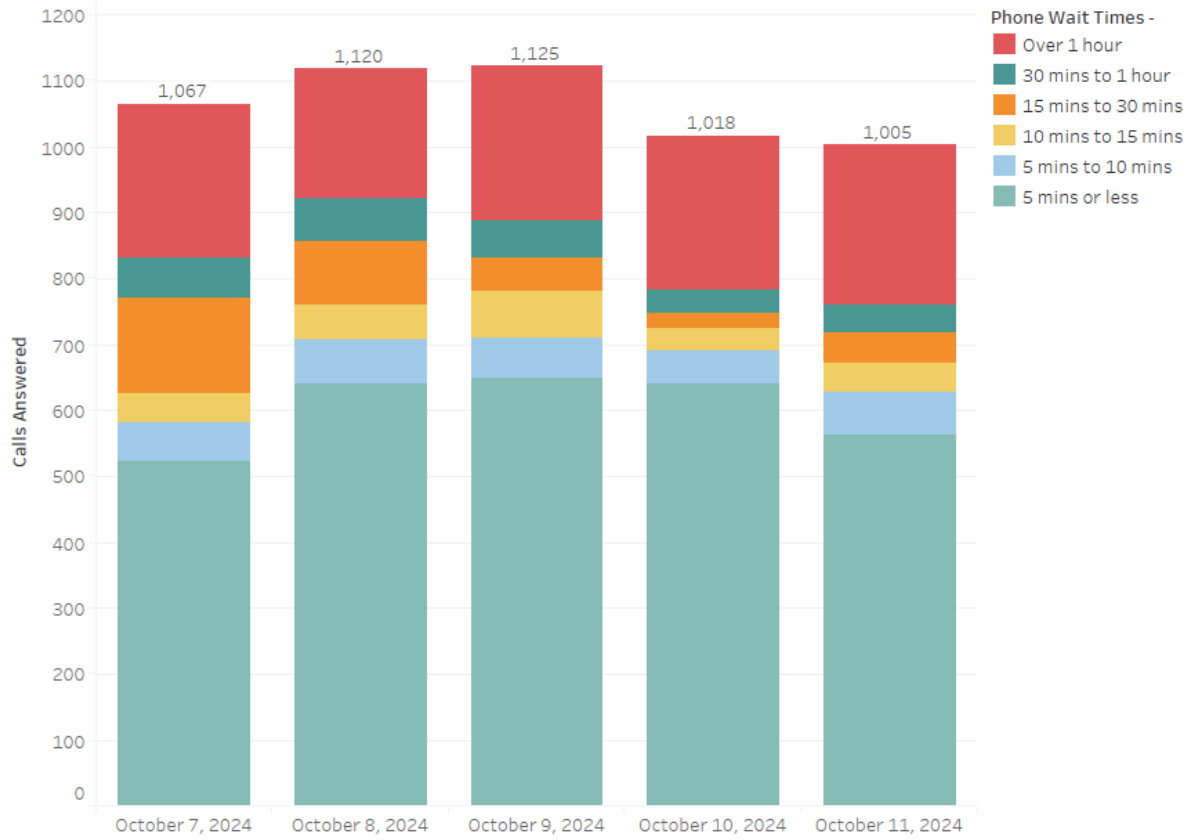
### **Total Calls Answered**

Current Dates in Review
October 7, 2024 – October 11, 2024
5,335

### **Call Wait Times**

October 7, 2024 – October 11, 2024	
5 minutes or less	56.59%
Between 5 and 10 minutes	5.72%
Between 10 and 15 minutes	4.59%
Between 15 and 30 minutes	6.79%
Between 30 and 60 minutes	4.89%
Longer than 1 hour	21.42%

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 (October 7, 2024 – October 11, 2024).