

Weekly Unemployment Insurance Call Wait Times

Date of Report: November 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.

October 28, 2024 – November 1, 2024 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 62.77% of calls were answered in five minutes or less.

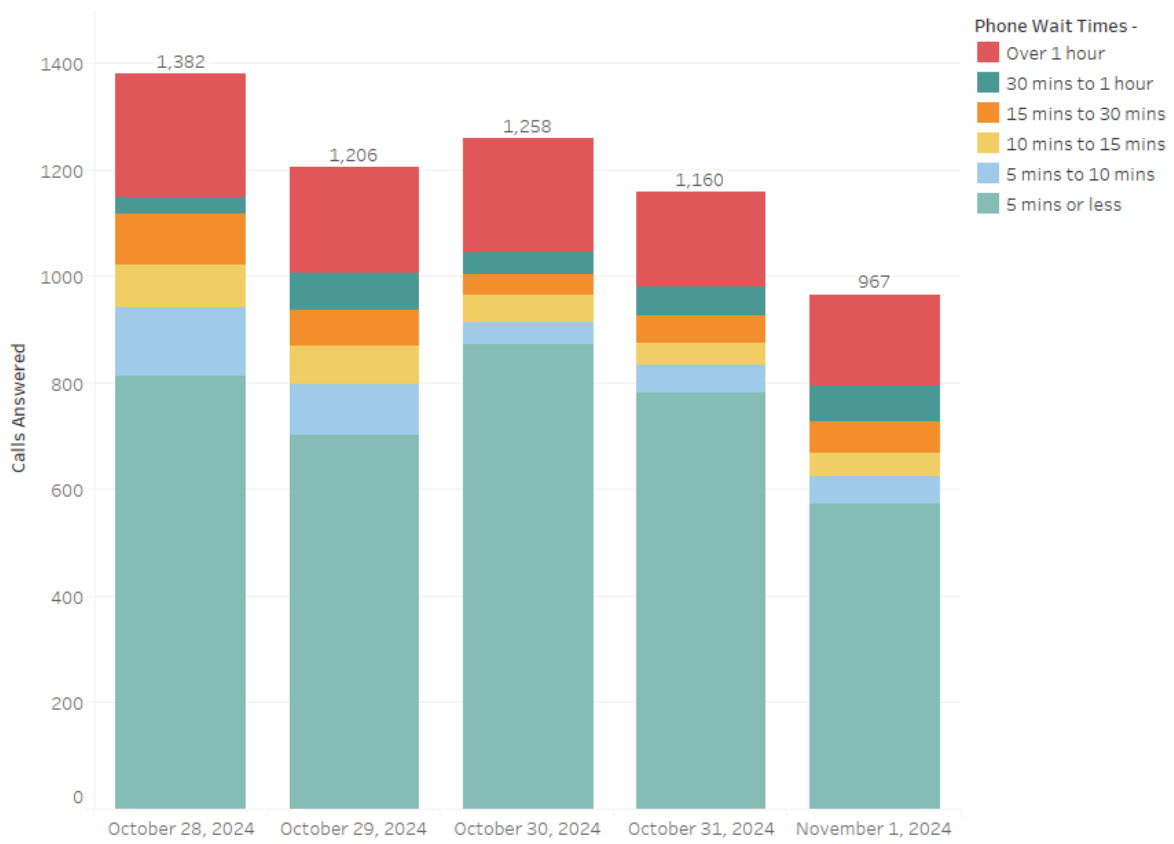
Total Calls Answered

Current Dates in Review
October 28, 2024 – November 1, 2024
5,973

Call Wait Times

October 28, 2024 – November 1, 2024	
5 minutes or less	62.77%
Between 5 and 10 minutes	6.26%
Between 10 and 15 minutes	4.74%
Between 15 and 30 minutes	5.14%
Between 30 and 60 minutes	4.42%
Longer than 1 hour	16.68%

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 28, 2024 – November 1, 2024).