

## Weekly Unemployment Insurance Call Wait Times

**Date of Report:** January 28, 2025

**Summary:**

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

**January 22, 2025 – January 24, 2025 Performance:**

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 50.06% of calls were answered in five minutes or less.

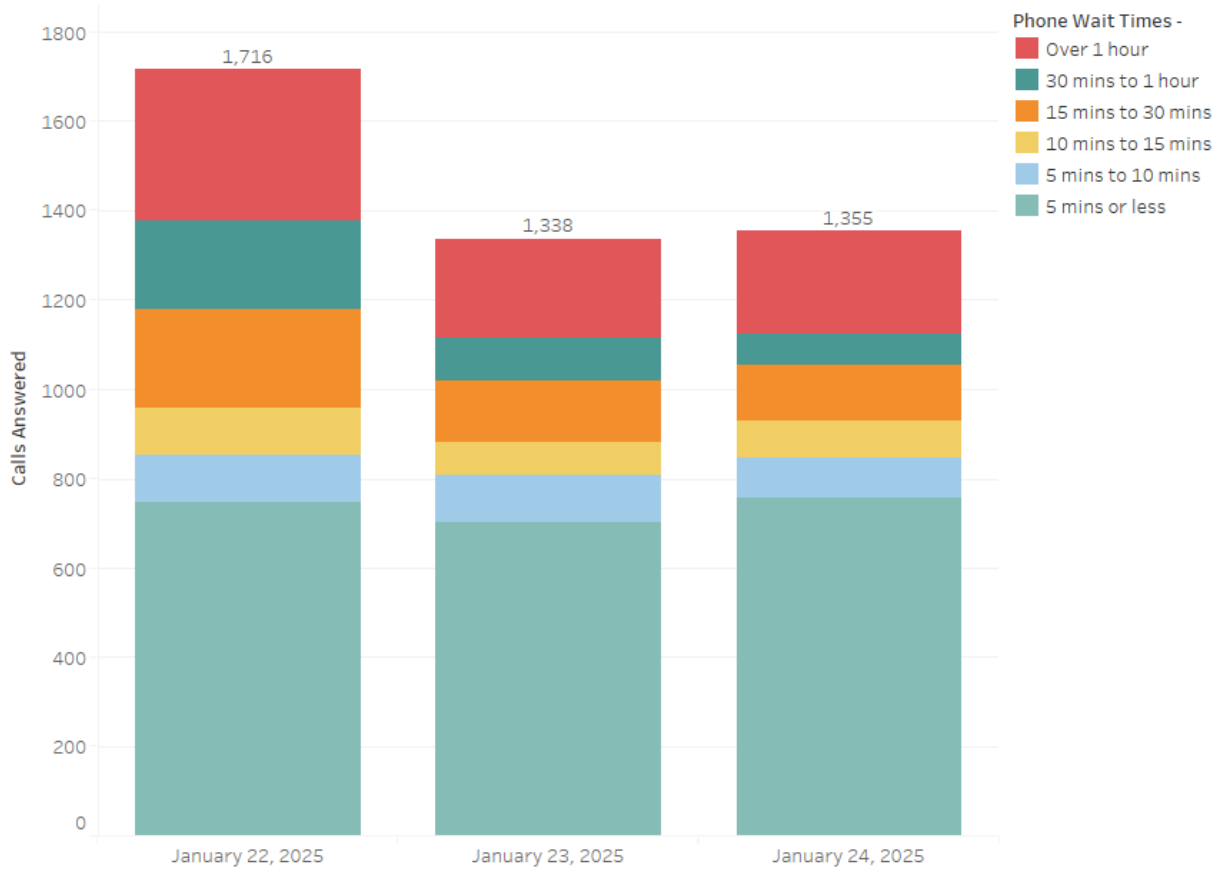
**Total Calls Answered**

Current Dates in Review
January 22, 2025 – January 24, 2025
4,409

**Call Wait Times**

January 22, 2025 – January 24, 2025	
5 minutes or less	50.06%
Between 5 and 10 minutes	6.92%
Between 10 and 15 minutes	6.03%
Between 15 and 30 minutes	10.80%
Between 30 and 60 minutes	8.39%
Longer than 1 hour	17.80%

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 (January 22, 2025 – January 24, 2025).