

Weekly Unemployment Insurance Call Wait Times

Date of Report: February 18, 2025

Summary:

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

February 10, 2025 – February 14, 2025 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 58.24% of calls were answered in five minutes or less.

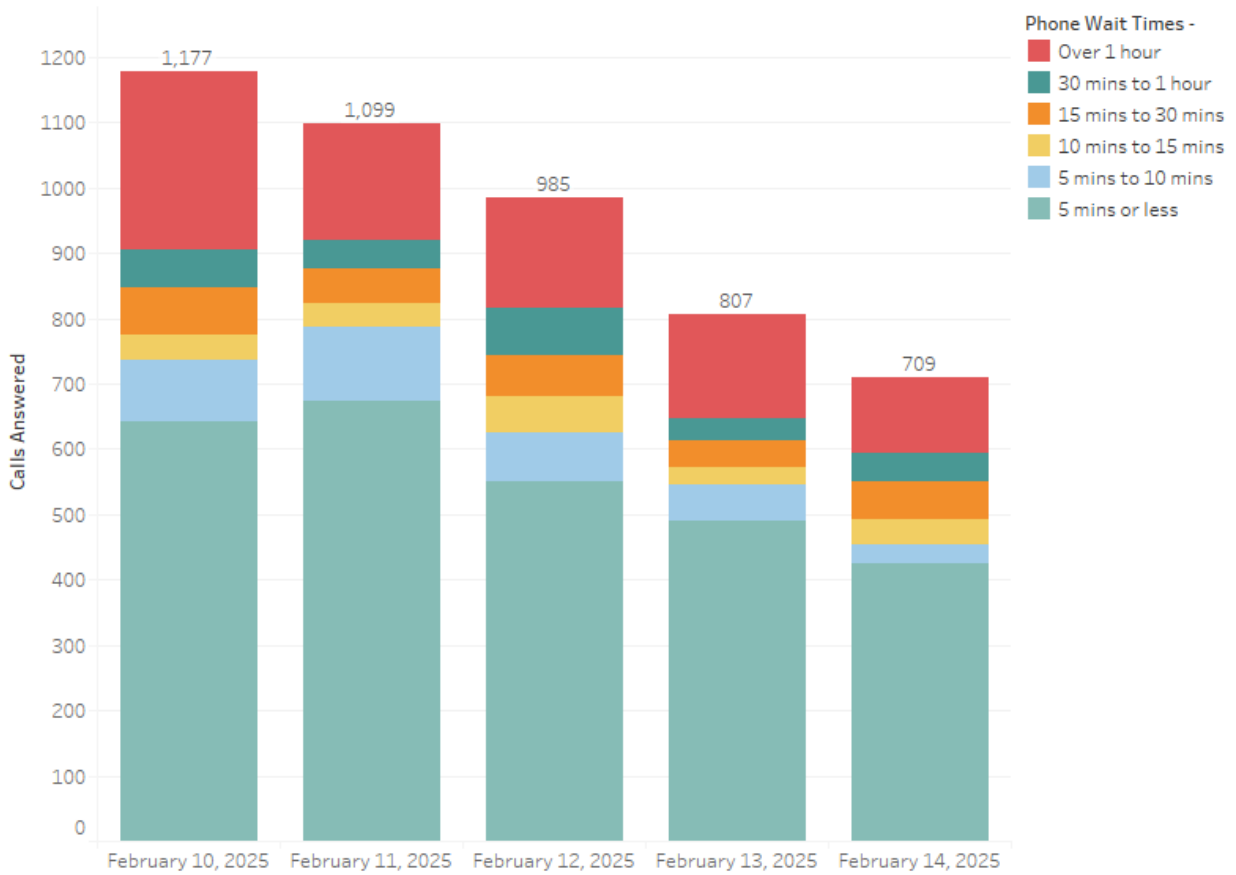
Total Calls Answered

Current Dates in Review
February 10, 2025 – February 14, 2025
4,777

Call Wait Times

February 10, 2025 – February 14, 2025	
5 minutes or less	58.24%
Between 5 and 10 minutes	7.70%
Between 10 and 15 minutes	4.04%
Between 15 and 30 minutes	6.05%
Between 30 and 60 minutes	5.23%
Longer than 1 hour	18.74%

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 (February 10, 2025 – February 14, 2025).