State of Oregon
Employment Department

Weekly Unemployment Insurance Call Wait Times

Date of Report: December 10, 2024

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

December 2, 2024 – December 6, 2024 Performance:
The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 55.94% of calls were answered in five minutes or less.
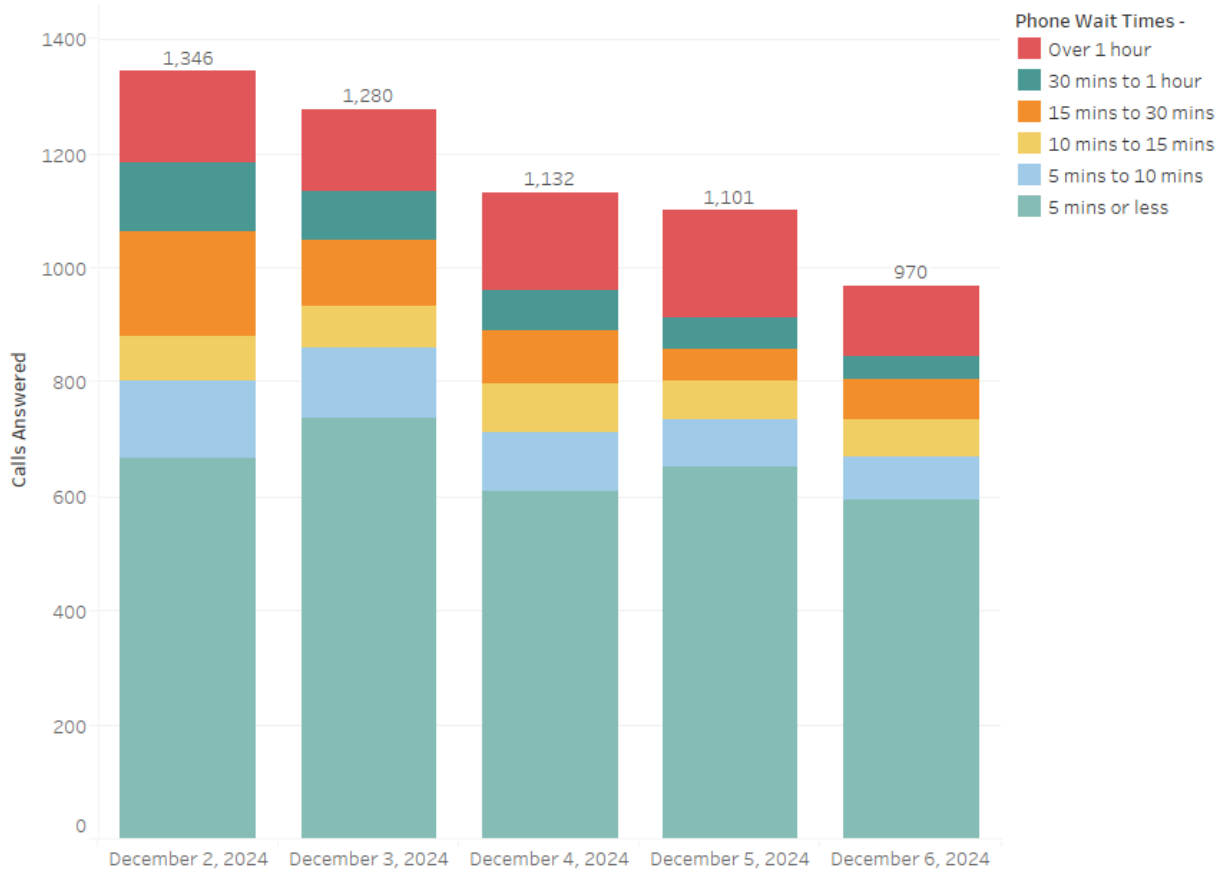
Total Calls Answered

Current Dates in Review
December 2, 2024 – December 6, 2024
5,829

Call Wait Times

December 2, 2024 – December 6, 2024	
5 minutes or less	55.94%
Between 5 and 10 minutes	8.92%
Between 10 and 15 minutes	6.35%
Between 15 and 30 minutes	8.90%
Between 30 and 60 minutes	6.36%
Longer than 1 hour	13.52%

The numbers located at the top of the columns indicate the total number of calls answered that day, for the period in review (December 2, 2024 – December 6, 2024).