

Weekly Unemployment Insurance Call Wait Times

Date of Report: December 24, 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 16, 2024 – December 20, 2024 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, **57.45%** of calls were answered in five minutes or less.

Total Calls Answered

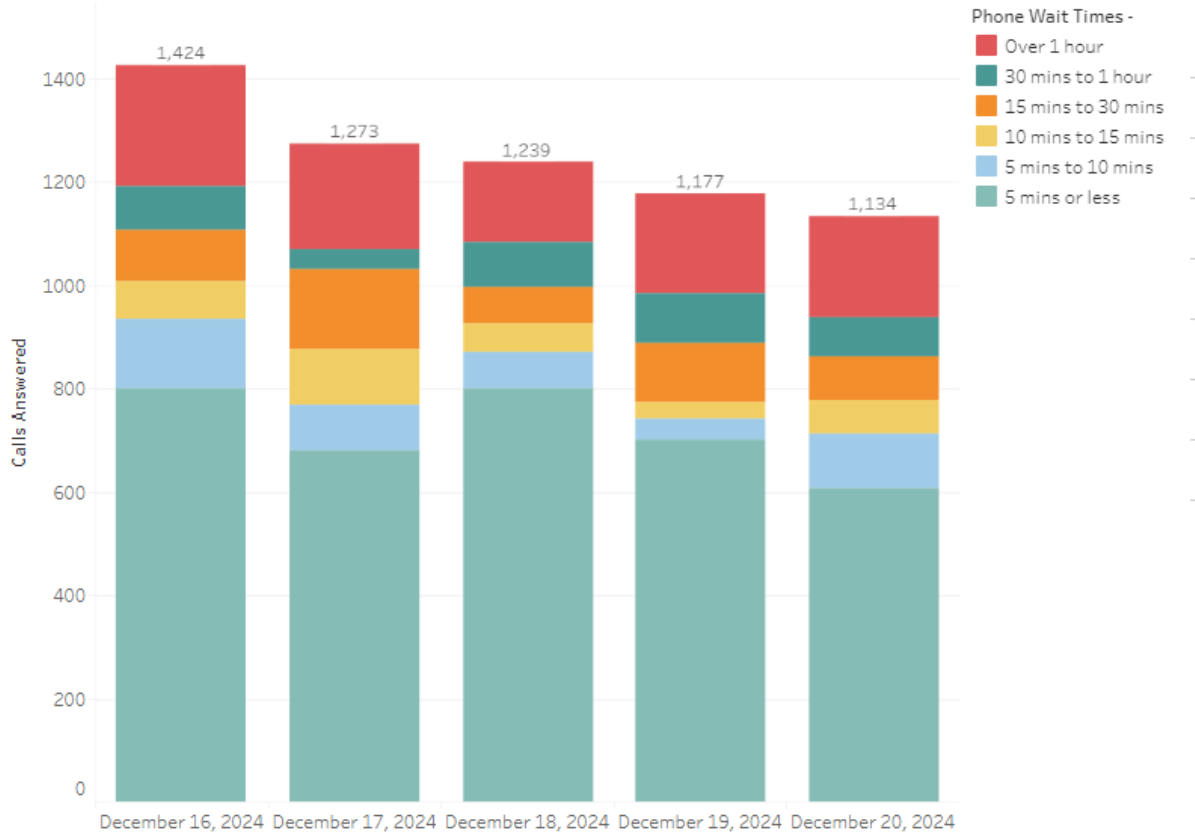
Current Dates in Review
December 16, 2024 – December 20, 2024
6,247

Call Wait Times

December 16, 2024 – December 20, 2024	
5 minutes or less	57.45%
Between 5 and 10 minutes	6.96%
Between 10 and 15 minutes	5.35%
Between 15 and 30 minutes	8.39%
Between 30 and 60 minutes	6.15%
Longer than 1 hour	15.70%

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 (December 16, 2024 – December 20, 2024).