

Weekly Unemployment Insurance Call Wait Times

Date of Report: December 31, 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 23, 2024 – December 27, 2024 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 48.36% of calls were answered in five minutes or less.

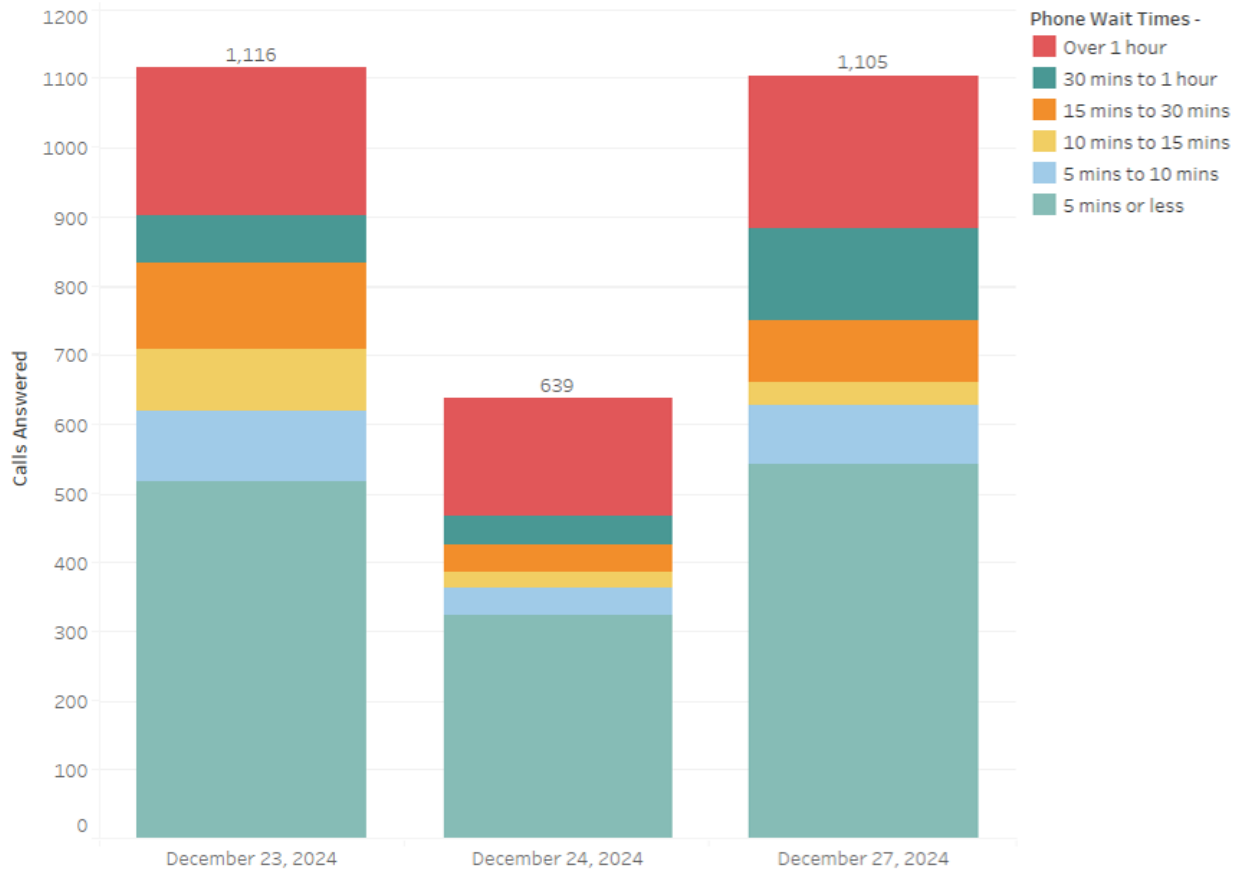
Total Calls Answered

Current Dates in Review
December 23, 2024 – December 27, 2024
2,860

Call Wait Times

December 23, 2024 – December 27, 2024	
5 minutes or less	48.36%
Between 5 and 10 minutes	7.94%
Between 10 and 15 minutes	5.21%
Between 15 and 30 minutes	8.78%
Between 30 and 60 minutes	8.43%
Longer than 1 hour	21.29%

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 23, 2024 – December 27, 2024).