Weekly Unemployment Insurance Call Wait Times

Date of Report: January 7, 2025

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

December 30, 2024 – January 3, 2025 Performance:
The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 47.06% of calls were answered in five minutes or less.
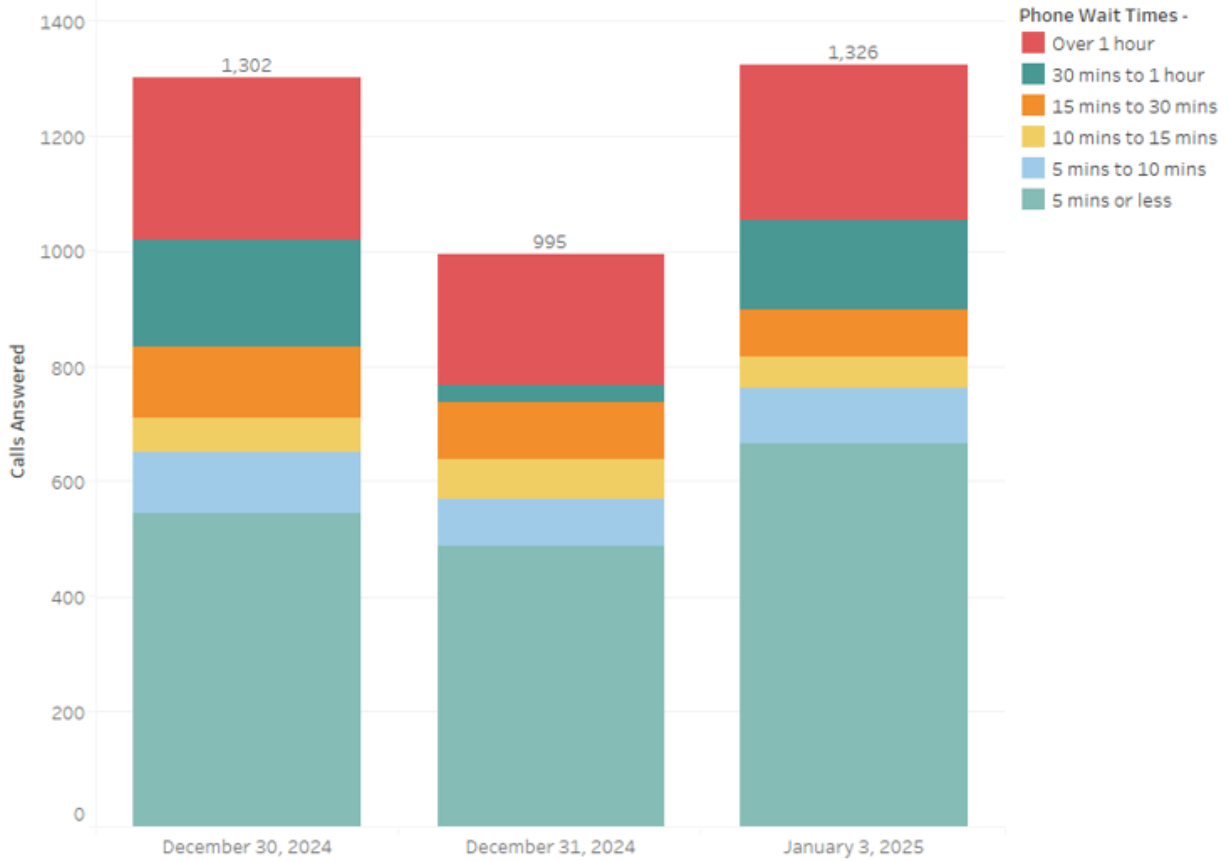
Total Calls Answered

Current Dates in Review
December 30, 2024 – January 3, 2025
3,623

Call Wait Times

December 30, 2024 – January 3, 2025	
5 minutes or less	47.06%
Between 5 and 10 minutes	7.76%
Between 10 and 15 minutes	5.11%
Between 15 and 30 minutes	8.42%
Between 30 and 60 minutes	10.24%
Longer than 1 hour	21.42%

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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 30, 2024 – January 3, 2025).