

Weekly Unemployment Insurance Call Wait Times

Date of Report: February 25, 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 19, 2025 – February 21, 2025 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 50.59% of calls were answered in five minutes or less.

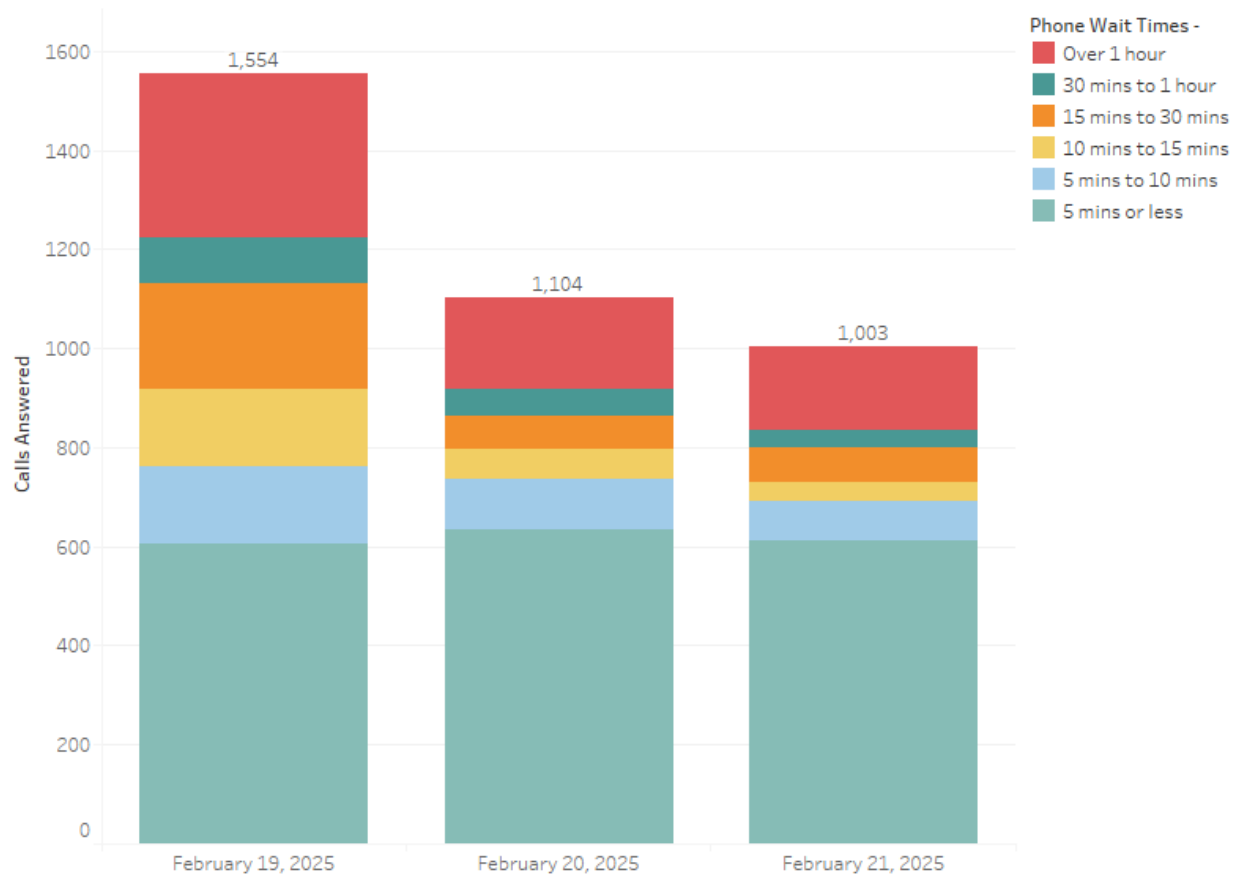
Total Calls Answered

Current Dates in Review
February 19, 2025 – February 21, 2025
3,661

Call Wait Times

February 19, 2025 – February 21, 2025	
5 minutes or less	50.59%
Between 5 and 10 minutes	9.29%
Between 10 and 15 minutes	6.97%
Between 15 and 30 minutes	9.48%
Between 30 and 60 minutes	5.03%
Longer than 1 hour	18.66%

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 19, 2025 – February 21, 2025).