

Weekly Unemployment Insurance Call Wait Times

Date of Report: March 11, 2025

Summary:

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

March 3, 2025 – March 7, 2025 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 63.13% of calls were answered in five minutes or less.

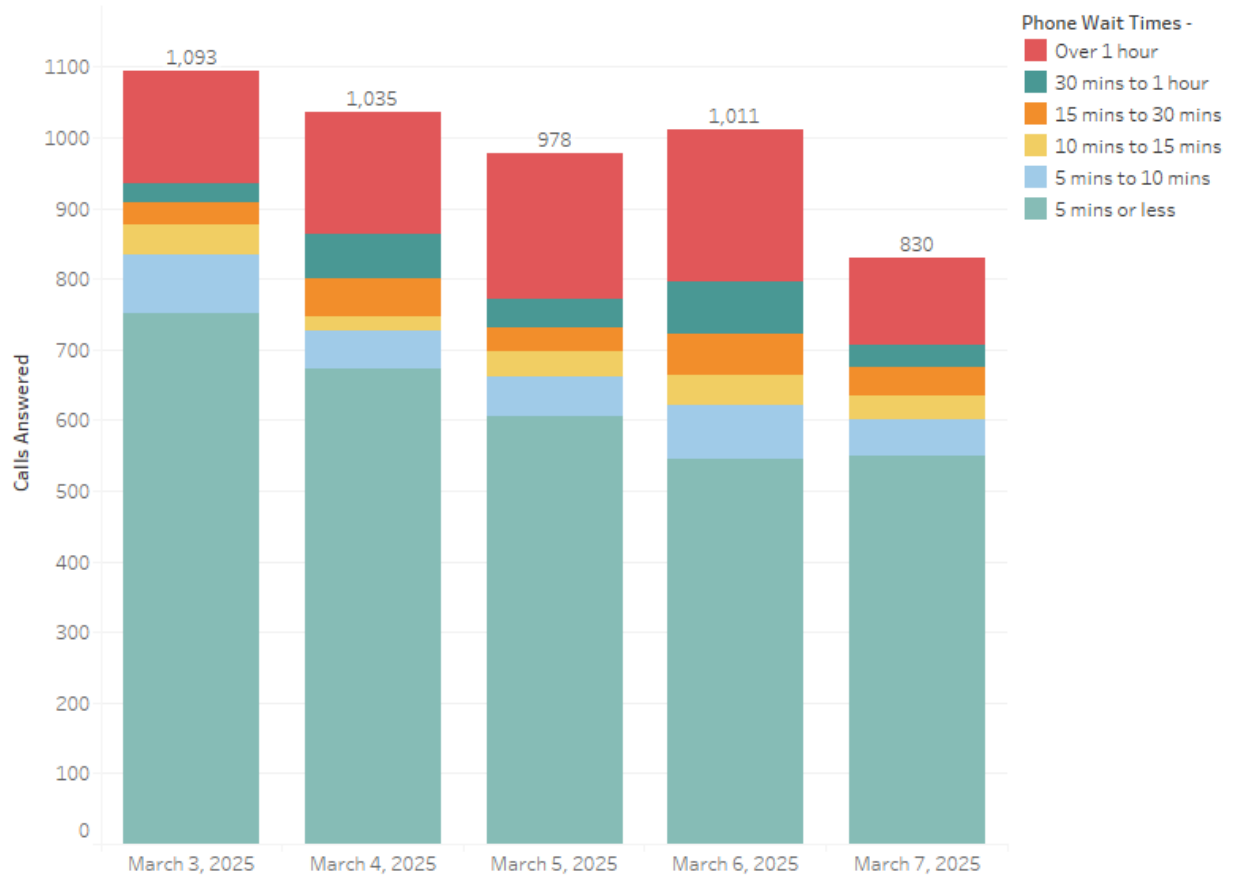
Total Calls Answered

Current Dates in Review
March 3, 2025 – March 7, 2025
4,947

Call Wait Times

March 3, 2025 – March 7, 2025	
5 minutes or less	63.13%
Between 5 and 10 minutes	6.49%
Between 10 and 15 minutes	3.54%
Between 15 and 30 minutes	4.41%
Between 30 and 60 minutes	4.75%
Longer than 1 hour	17.69%

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 (March 3, 2025 – March 7, 2025).