

Weekly Unemployment Insurance Call Wait Times

Date of Report: April 8, 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 31, 2025 – April 4, 2025 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 54.18% of calls were answered in five minutes or less.

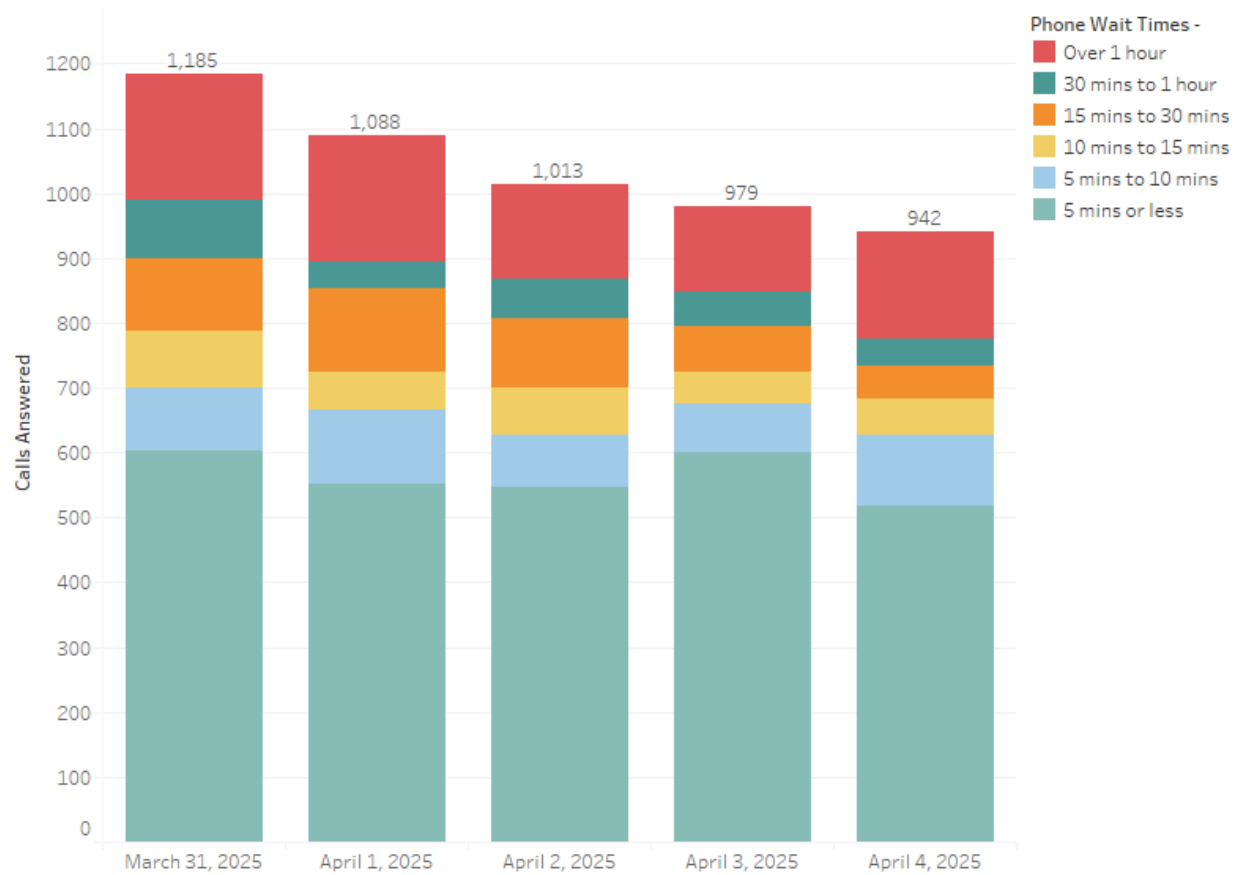
Total Calls Answered

| |
|--------------------------------|
| Current Dates in Review |
| March 31, 2025 – April 4, 2025 |
| 5,207 |

Call Wait Times

| March 31, 2025 – April 4, 2025 | |
|--------------------------------|--------|
| 5 minutes or less | 54.18% |
| Between 5 and 10 minutes | 9.18% |
| Between 10 and 15 minutes | 6.18% |
| Between 15 and 30 minutes | 8.97% |
| Between 30 and 60 minutes | 5.51% |
| Longer than 1 hour | 15.98% |

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 31, 2025 – April 4, 2025).