

Weekly Unemployment Insurance Call Wait Times

Date of Report: May 13, 2025

Summary:

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

May 5, 2025 – May 9, 2025 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 58.33% of calls were answered in five minutes or less.

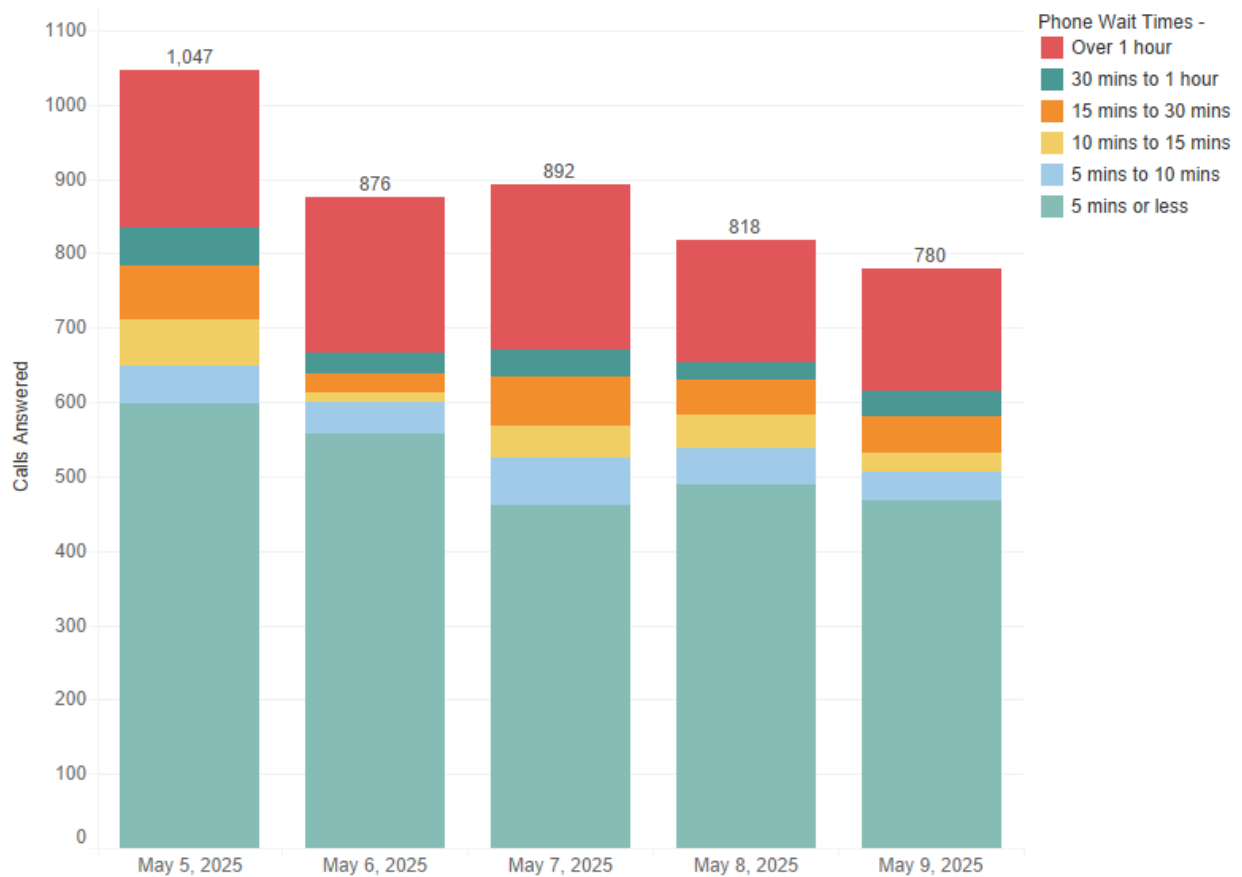
Total Calls Answered

Current Dates in Review
May 5, 2025 – May 9, 2025
4,413

Call Wait Times

May 5, 2025 – May 9, 2025	
5 minutes or less	58.33%
Between 5 and 10 minutes	5.60%
Between 10 and 15 minutes	4.19%
Between 15 and 30 minutes	5.89%
Between 30 and 60 minutes	3.97%
Longer than 1 hour	22.03%

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 (May 5, 2025 – May 9, 2025).