

Weekly Unemployment Insurance Call Wait Times

Date of Report: January 19, 2022

Summary:

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

January 10, 2022 – January 14, 2022 Performance:

The Oregon Employment Department is meeting its December 1st goal. Of all calls answered during this timeframe, 93.86% of calls were answered in five minutes or less.

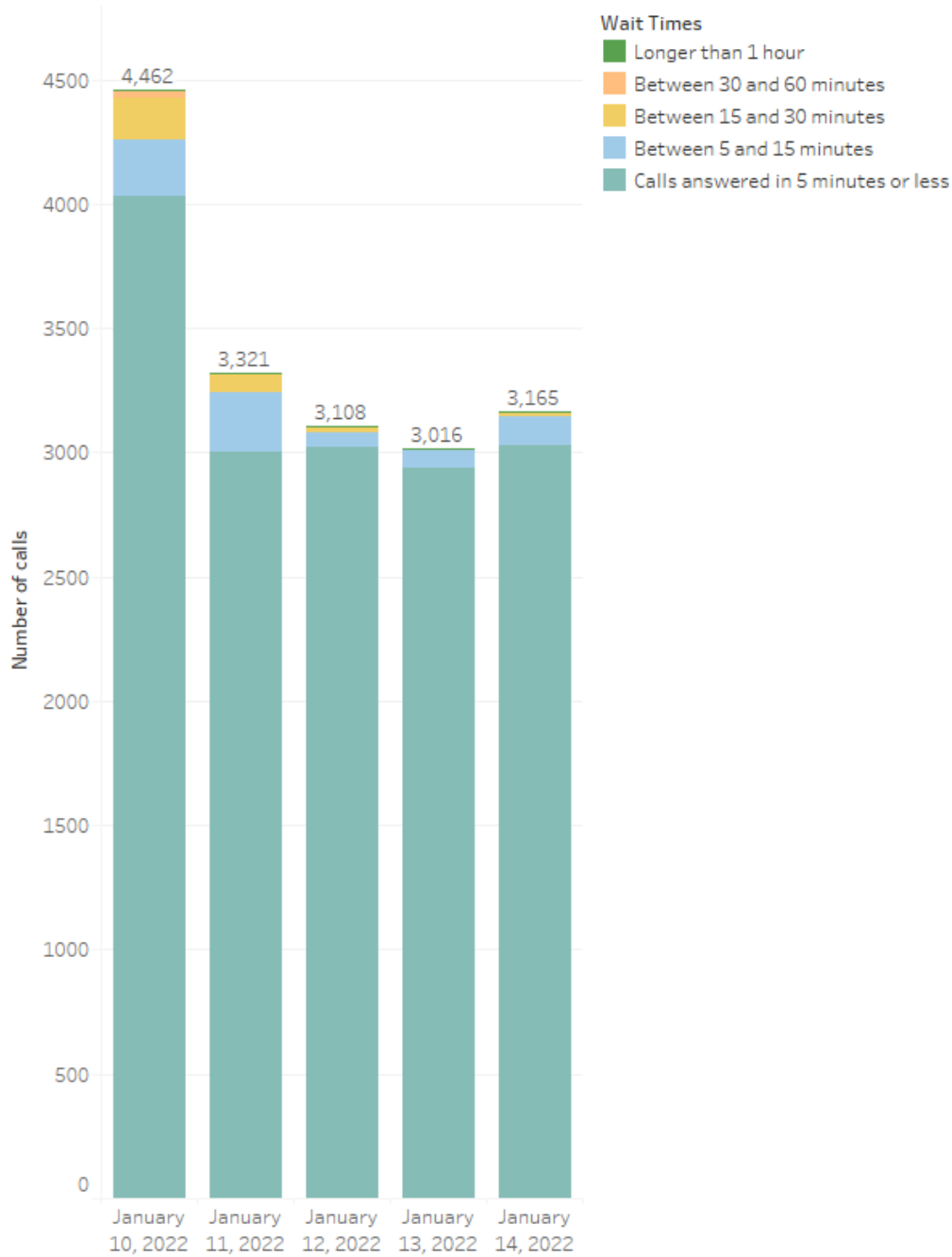
Total Calls Answered

Current Dates in Review	
January 10, 2022 – January 14, 2022	
17,072	

Call Wait Times

January 10, 2022 – January 14, 2022	
5 minutes or less	93.86%
Between 5 and 15 minutes	4.19%
Between 15 and 30 minutes	1.68%
Between 30 and 60 minutes	0.26%
Longer than 1 hour	0.01%

Calls Answered



The numbers located at the top of the columns indicate the total number of calls answered that day, for the period in review (January 10, 2022 – January 14, 2022).