

Weekly Unemployment Insurance Call Wait Times

Date of Report: January 20, 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 03, 2022 – January 07, 2022 Performance:

The Oregon Employment Department is meeting its December 1st goal. Of all calls answered during this timeframe, 93.31% of calls were answered in five minutes or less.

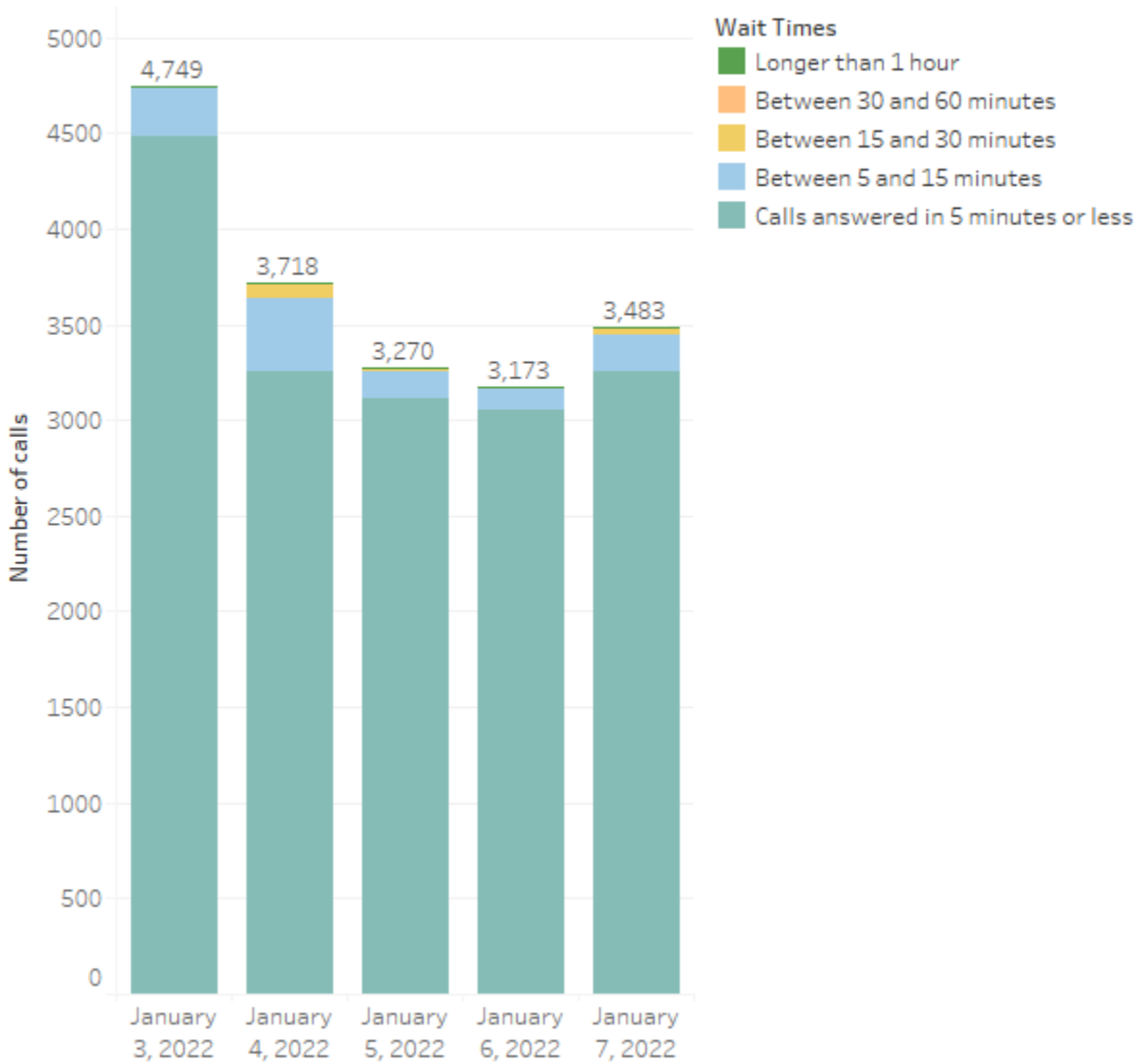
Total Calls Answered

Current Dates in Review	
January 03, 2022 – January 07, 2022	
18,393	

Call Wait Times

January 03, 2022 – January 07, 2022	
5 minutes or less	93.31%
Between 5 and 15 minutes	5.88%
Between 15 and 30 minutes	0.78%
Between 30 and 60 minutes	0.04%
Longer than 1 hour	0.00%

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 03, 2022 – January 07, 2022).