

## Weekly Unemployment Insurance Call Wait Times

**Date of Report:** January 31, 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 24, 2022 – January 28, 2022 Performance:**

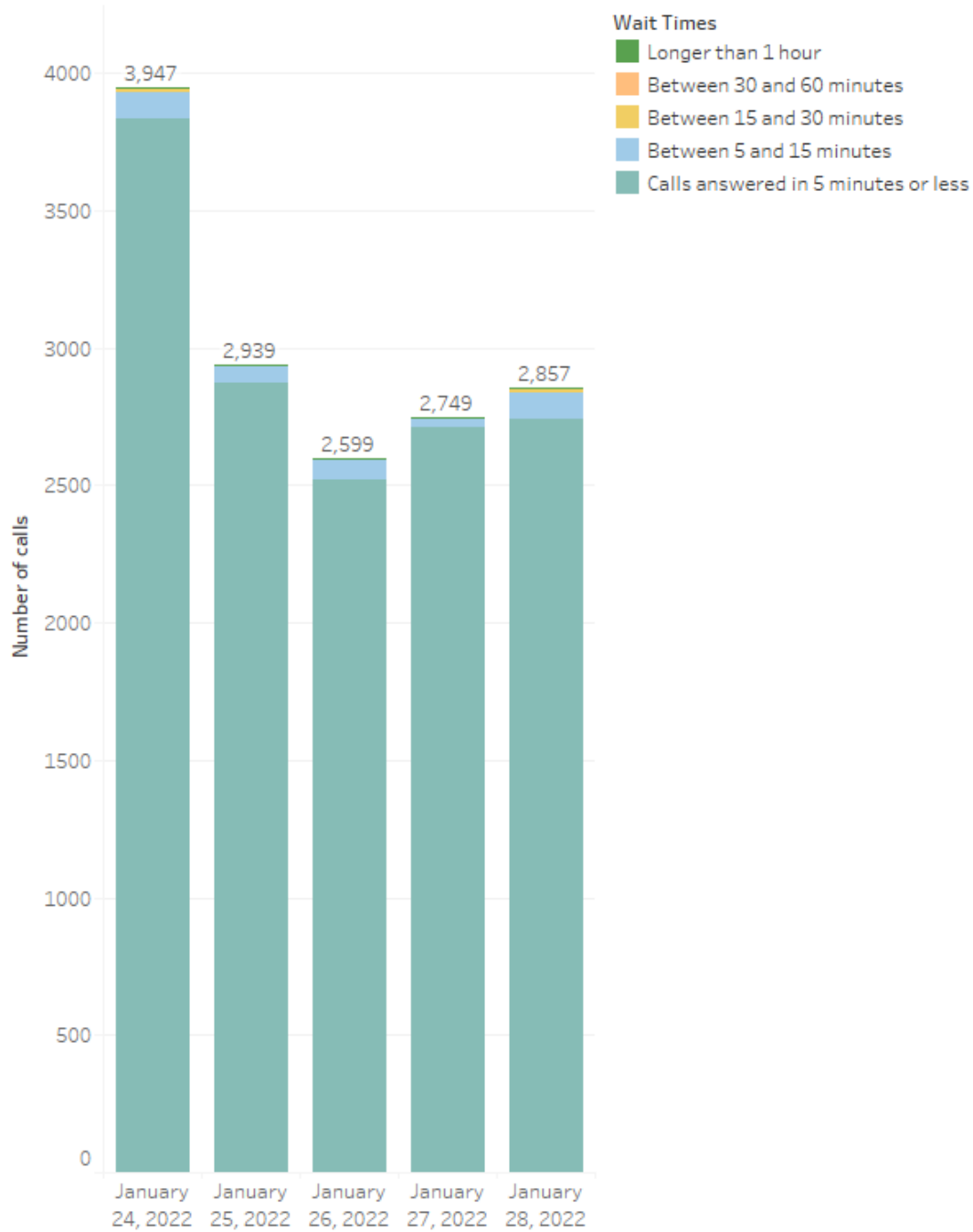
The Oregon Employment Department is meeting its December 1<sup>st</sup> goal. Of all calls answered during this timeframe, 97.28% of calls were answered in five minutes or less.

### **Total Calls Answered**

Current Dates in Review
January 24, 2022 – January 28, 2022
15,091

### **Call Wait Times**

January 24, 2022 – January 28, 2022	
5 minutes or less	97.28%
Between 5 and 15 minutes	2.34%
Between 15 and 30 minutes	0.31%
Between 30 and 60 minutes	0.07%
Longer than 1 hour	0.00%



The numbers located at the top of the columns indicate the total number of calls answered that day, for the period in review (January 24, 2022 – January 28, 2022).