

Weekly Unemployment Insurance Call Wait Times

Date of Report: February 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.

February 7, 2022 – February 11, 2022 Performance:

The Oregon Employment Department is meeting its December 1st goal. Of all calls answered during this timeframe, 90.90% of calls were answered in five minutes or less.

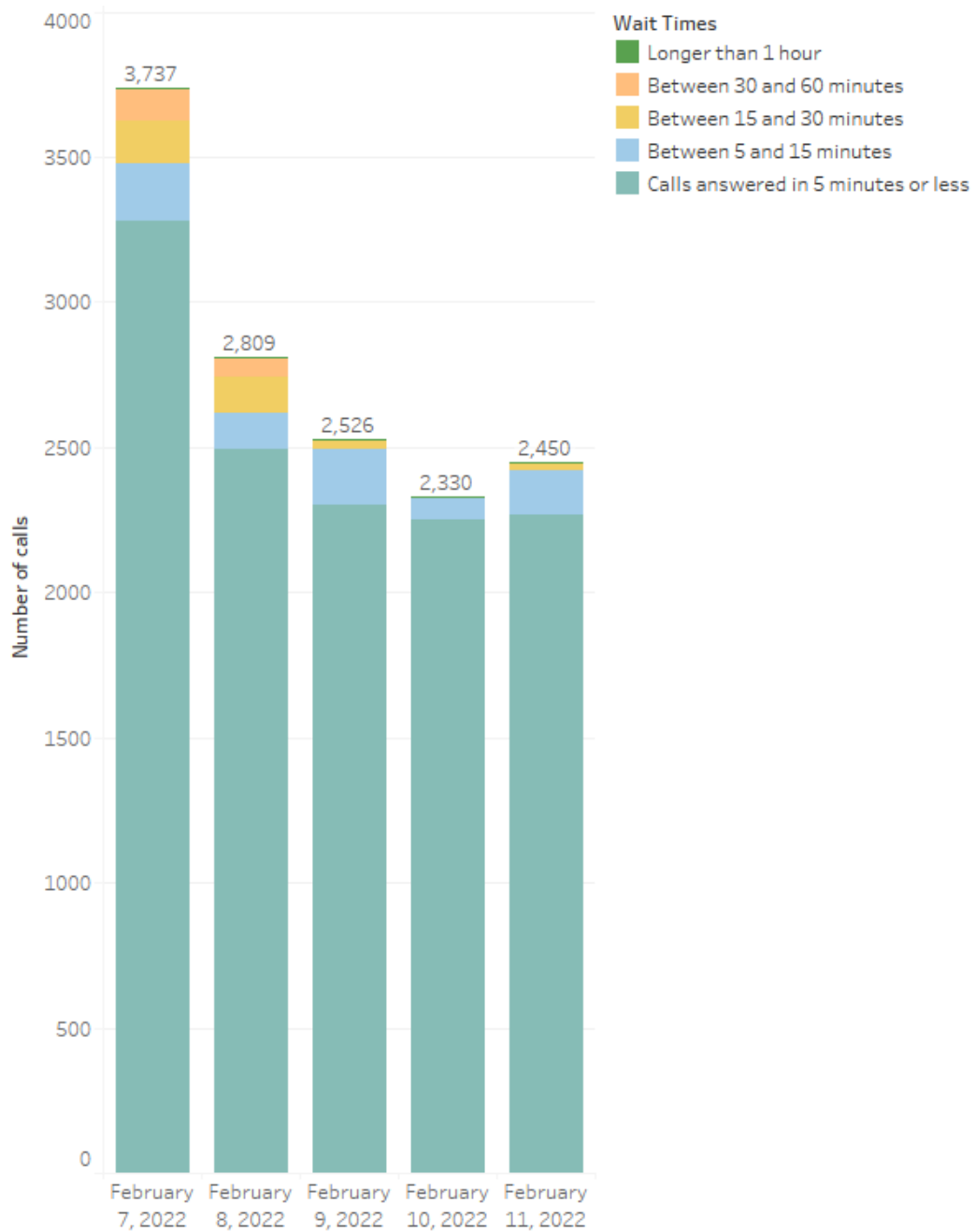
Total Calls Answered

Current Dates in Review	
February 7, 2022 – February 11, 2022	
13,852	

Call Wait Times

February 7, 2022 – February 11, 2022	
5 minutes or less	90.90%
Between 5 and 15 minutes	5.39%
Between 15 and 30 minutes	2.40%
Between 30 and 60 minutes	1.31%
Longer than 1 hour	0.0%

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 (February 7, 2022 – February 11, 2022).