

## Weekly Unemployment Insurance Call Wait Times

**Date of Report:** February 23, 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 14, 2022 – February 18, 2022 Performance:**

The Oregon Employment Department is meeting its December 1<sup>st</sup> goal. Of all calls answered during this timeframe, 97.73% of calls were answered in five minutes or less.

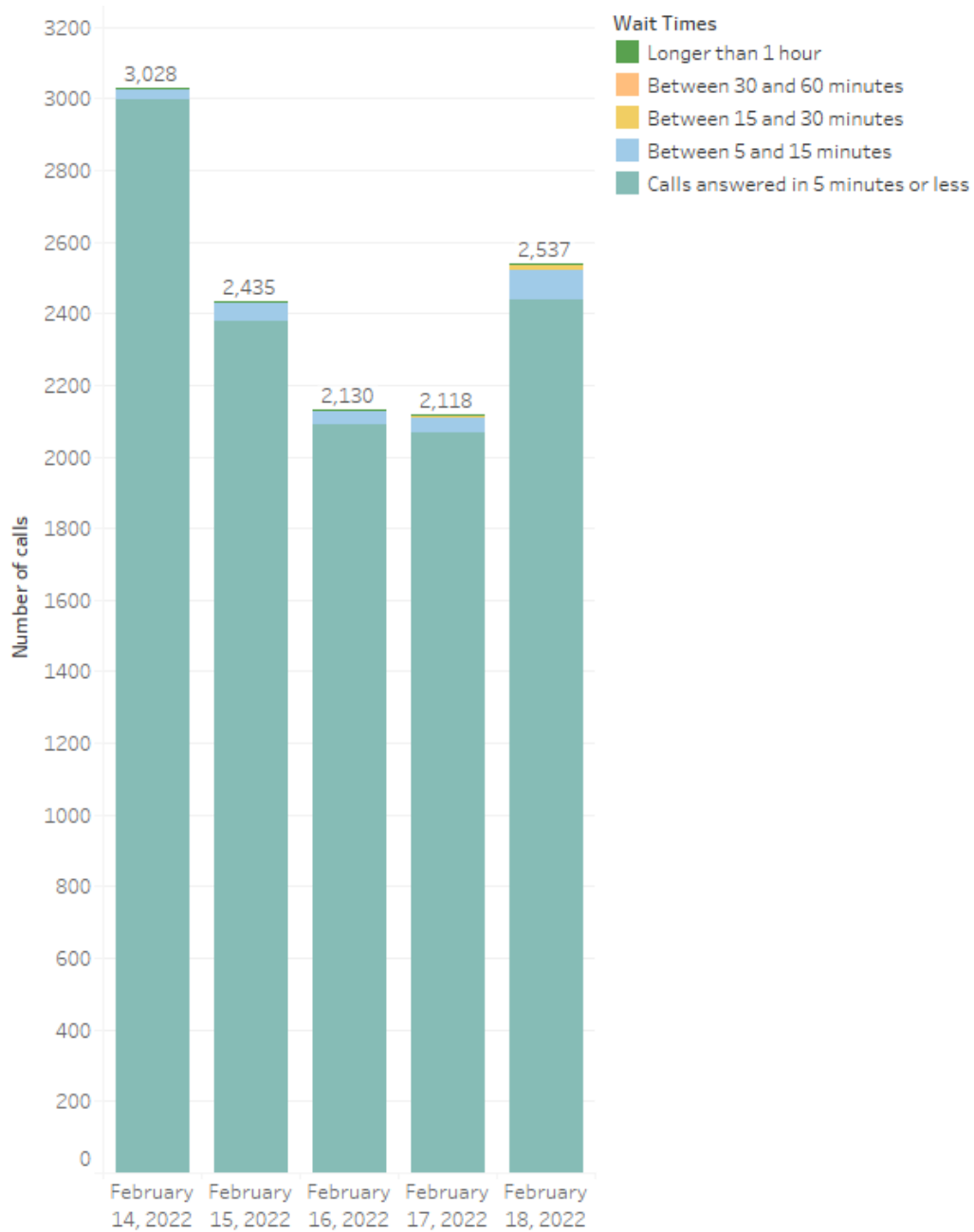
**Total Calls Answered**

Current Dates in Review	
February 14, 2022 – February 18, 2022	
12,248	

**Call Wait Times**

February 14, 2022 – February 18, 2022	
5 minutes or less	97.73%
Between 5 and 15 minutes	2.02%
Between 15 and 30 minutes	0.24%
Between 30 and 60 minutes	0.01%
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 14, 2022 – February 18, 2022).