

Weekly Unemployment Insurance Call Wait Times

Date of Report: February 9, 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 31, 2022 – February 04, 2022 Performance:

The Oregon Employment Department is meeting its December 1st goal. Of all calls answered during this timeframe, 97.57% of calls were answered in five minutes or less.

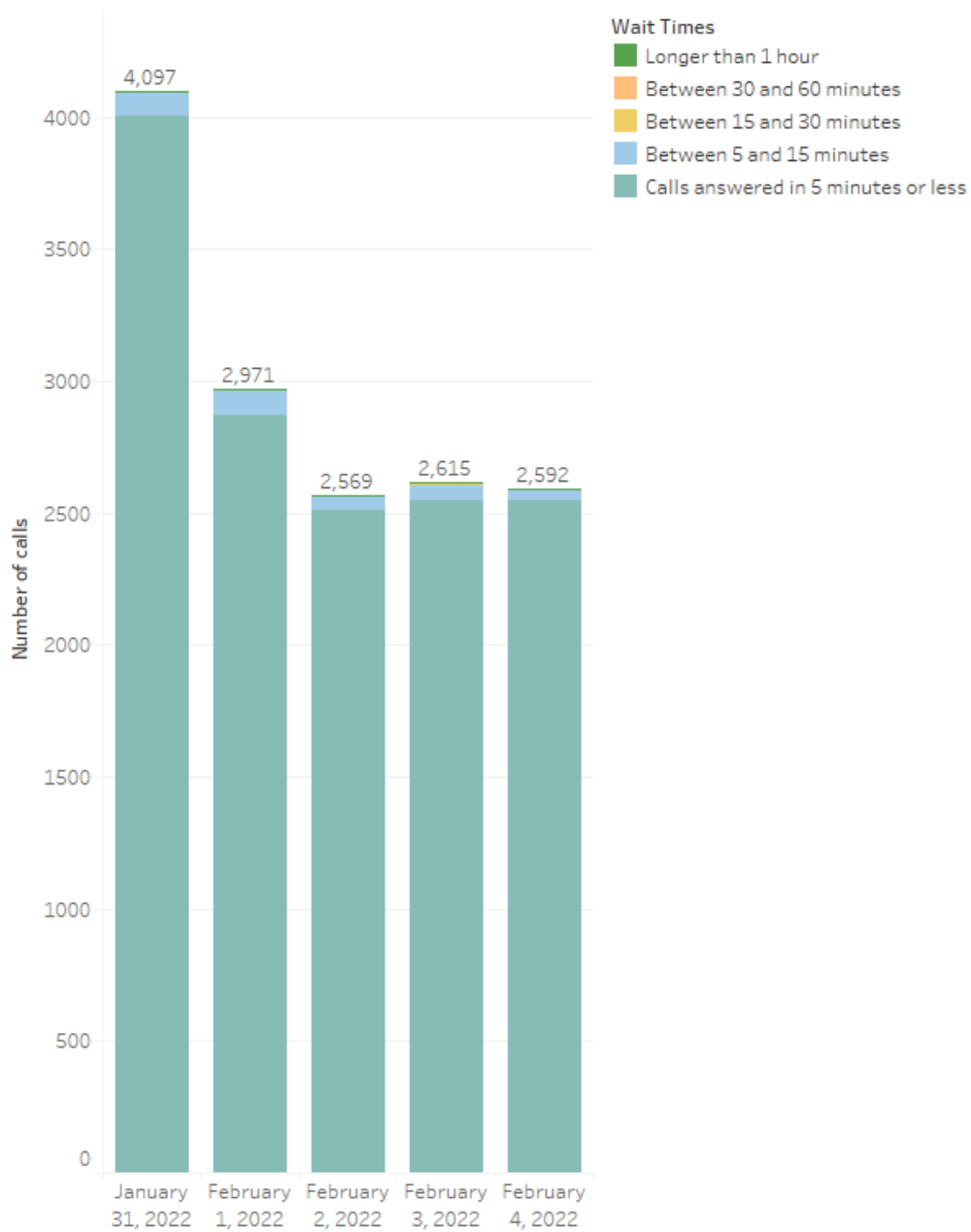
Total Calls Answered

Current Dates in Review
January 31, 2022 – February 04, 2022
14,844

Call Wait Times

January 31, 2022 – February 04, 2022	
5 minutes or less	97.57%
Between 5 and 15 minutes	2.28%
Between 15 and 30 minutes	0.11%
Between 30 and 60 minutes	0.03%
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 31, 2022 – February 04, 2022).