

Weekly Unemployment Insurance Call Wait Times

Date of Report: March 2, 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 21, 2022 – February 25, 2022 Performance:

The Oregon Employment Department is meeting its December 1st goal. Of all calls answered during this timeframe, 95.75% of calls were answered in five minutes or less.

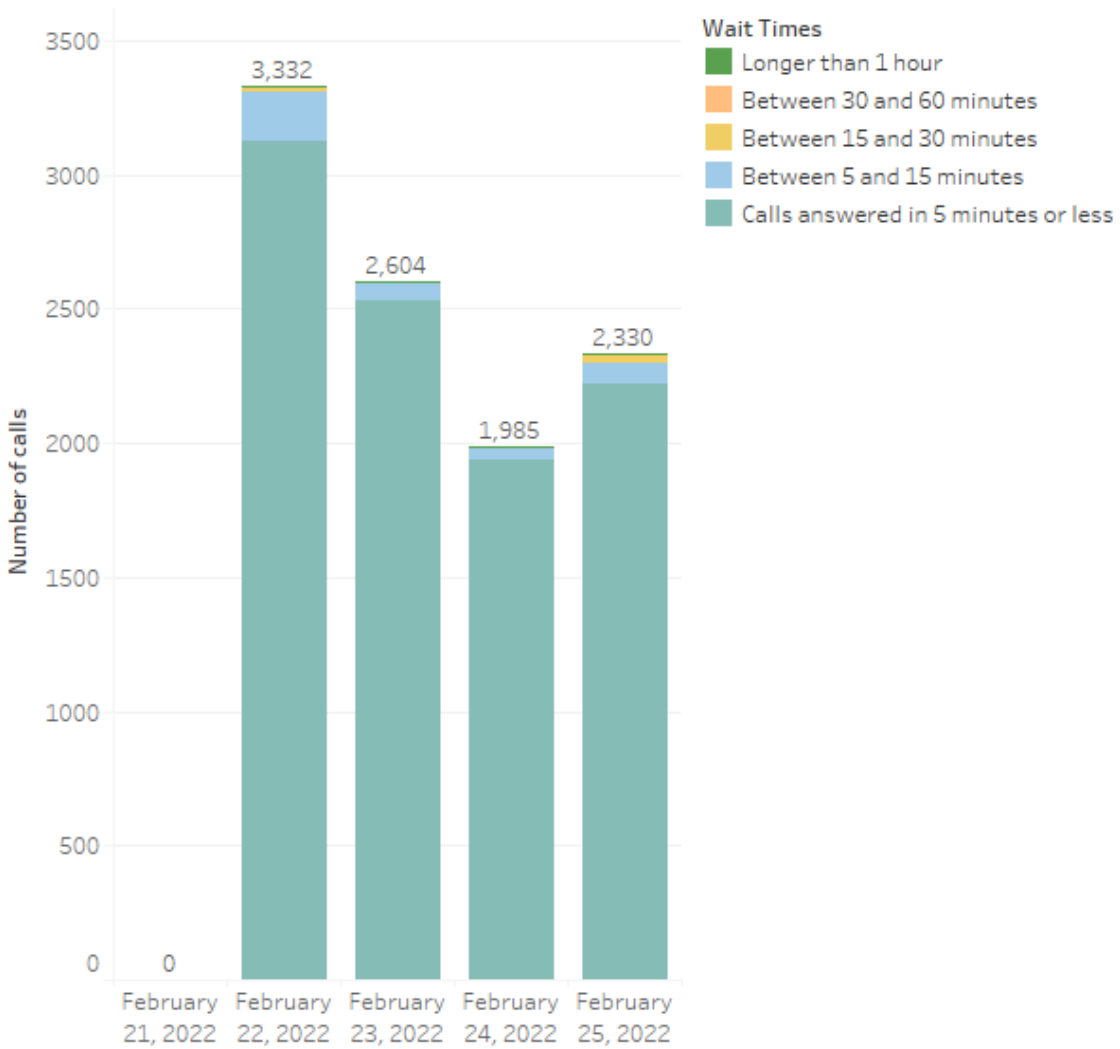
Total Calls Answered

Current Dates in Review
February 21, 2022 – February 25, 2022
10,251

Call Wait Times

February 21, 2022 – February 25, 2022	
5 minutes or less	95.75%
Between 5 and 15 minutes	3.68%
Between 15 and 30 minutes	0.54%
Between 30 and 60 minutes	0.04%
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 21, 2022 – February 25, 2022).