

## Weekly Unemployment Insurance Call Wait Times

**Date of Report:** April 4, 2022

**Summary:**

The Oregon Employment Department has a goal of answering at least 90% of calls in under five minutes by December 1, 2021.

**March 21, 2022 – March 25, 2022 Performance:**

The Oregon Employment Department is meeting its December 1<sup>st</sup> goal. Of all calls answered during this timeframe, 95.83% of calls were answered in five minutes or less.

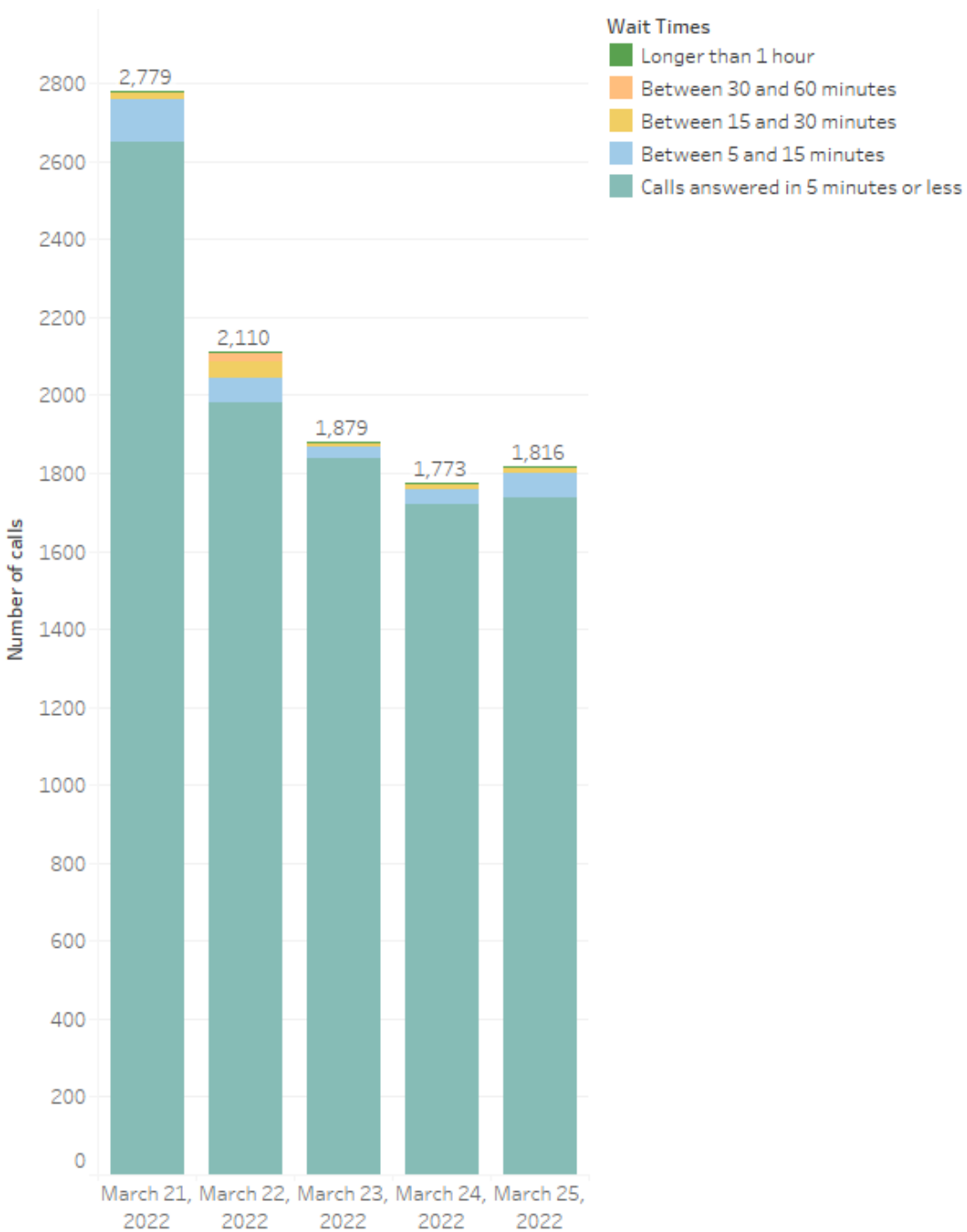
**Total Calls Answered**

Current Dates in Review
March 21, 2022 – March 25, 2022
10,357

**Call Wait Times**

March 21, 2022 – March 25, 2022	
5 minutes or less	95.83%
Between 5 and 15 minutes	2.88%
Between 15 and 30 minutes	1.03%
Between 30 and 60 minutes	0.26%
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 (March 21, 2022 – March 25, 2022).