

## Weekly Unemployment Insurance Call Wait Times

**Date of Report:** June 24, 2022

### **Summary:**

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

### **June 13, 2022 – June 17, 2022 Performance:**

The Oregon Employment Department is meeting its December 1<sup>st</sup> goal. Of all calls answered during this timeframe, 91.14% of calls were answered in five minutes or less.

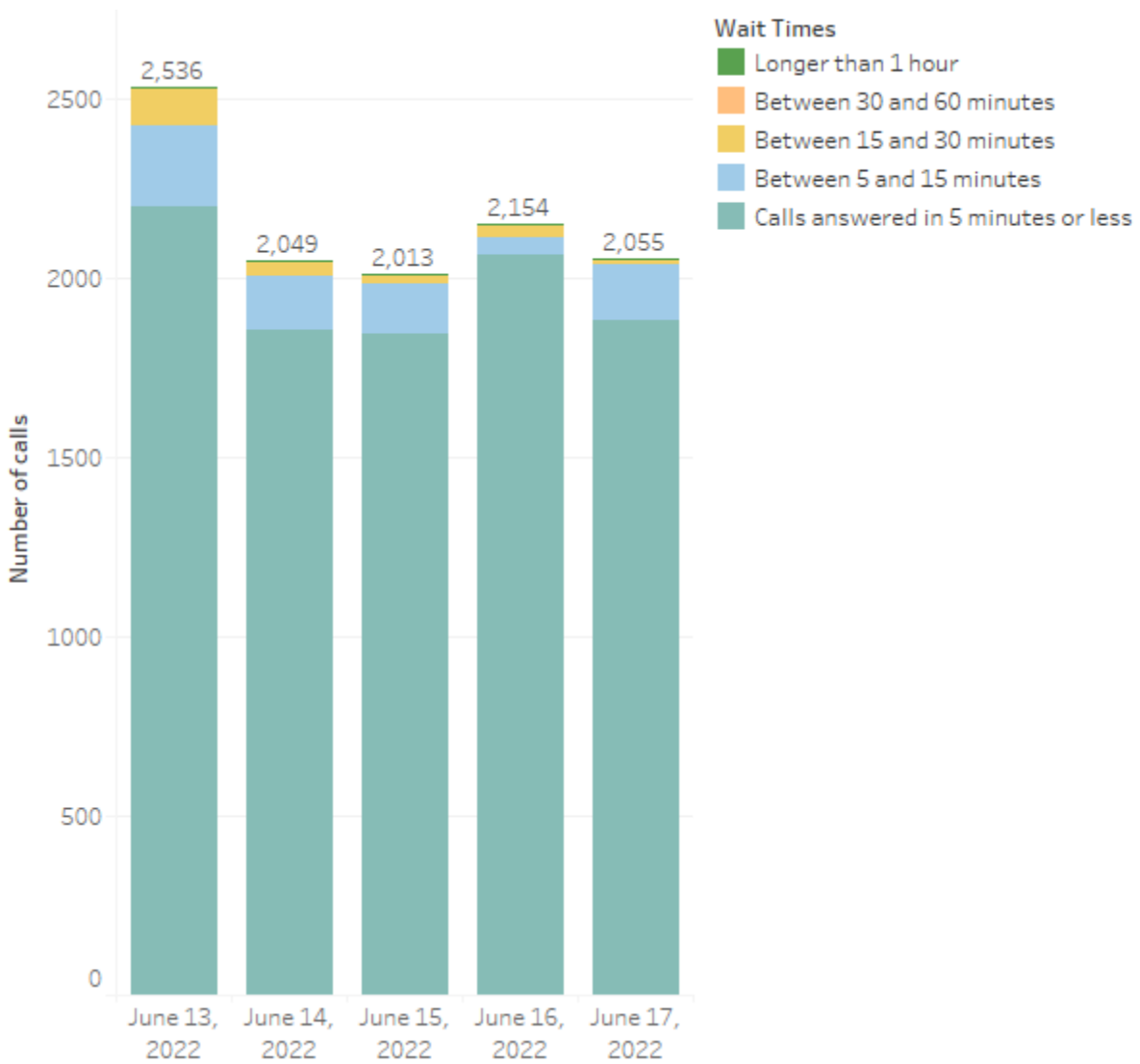
### **Total Calls Answered**

Current Dates in Review
June 13, 2022 – June 17, 2022
10,807

### **Call Wait Times**

June 13, 2022 – June 17, 2022	
5 minutes or less	91.14%
Between 5 and 15 minutes	6.72%
Between 15 and 30 minutes	1.96%
Between 30 and 60 minutes	0.16%
Longer than 1 hour	0.03%

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 (June 13, 2022 – June 17, 2022).