

## Weekly Unemployment Insurance Call Wait Times

## Date of Report: June 30, 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 20, 2022 – June 24, 2022 Performance:

The Oregon Employment Department is meeting its December 1<sup>st</sup> goal. Of all calls answered during this timeframe, 94.20% of calls were answered in five minutes or less.

#### **Total Calls Answered**

Current Dates in Review
June 20, 2022 – June 24, 2022
8,481

### **Call Wait Times**

June 20, 2022 – June 24, 2022	
5 minutes or less	94.20%
Between 5 and 15 minutes	5.07%
Between 15 and 30 minutes	0.57%
Between 30 and 60 minutes	0.17%
Longer than 1 hour	0.00%



# Wait Times 2800 Longer than 1 hour 2,706 Between 30 and 60 minutes Between 15 and 30 minutes 2600 Between 5 and 15 minutes Calls answered in 5 minutes or less 2400 2200 2,082 2000 1,903 1,790 1800 Number of calls 1600 1400 1200 1000 800 600 400 200 0 0 June 23, June 24, June 20, June 21, June 22, 2022 2022 2022 2022 2022

**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 20, 2022 – June 24, 2022).

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