

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 1st 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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