

Weekly Unemployment Insurance Call Wait Times

Date of Report: July 14, 2022

Summary:

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

July 4, 2022 – July 8, 2022 Performance:

The Oregon Employment Department did not answer at least 90% of calls in under five minutes. Of all calls answered during this timeframe, 86.32% of calls were answered in five minutes or less.

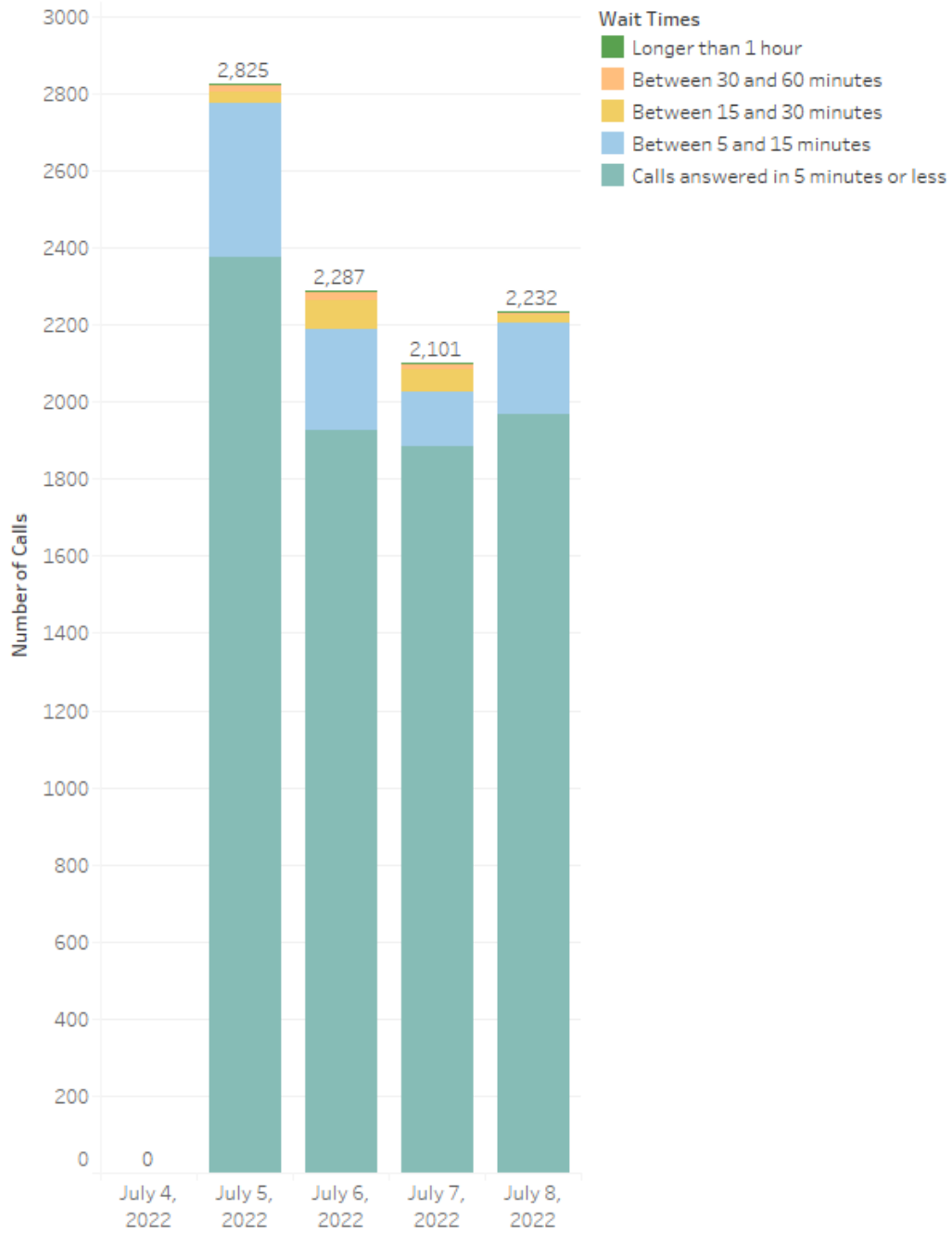
Total Calls Answered

Current Dates in Review
July 4, 2022 – July 8, 2022
9,445

Call Wait Times

July 4, 2022 – July 8, 2022	
5 minutes or less	86.32%
Between 5 and 15 minutes	10.99%
Between 15 and 30 minutes	2.02%
Between 30 and 60 minutes	0.67%
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 (July 4, 2022 – July 8, 2022).