

## Weekly Unemployment Insurance Call Wait Times

**Date of Report:** July 21, 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 11, 2022 – July 15, 2022 Performance:**

The Oregon Employment Department is meeting its December 1<sup>st</sup> goal. Of all calls answered during this timeframe, 94.93% of calls were answered in five minutes or less.

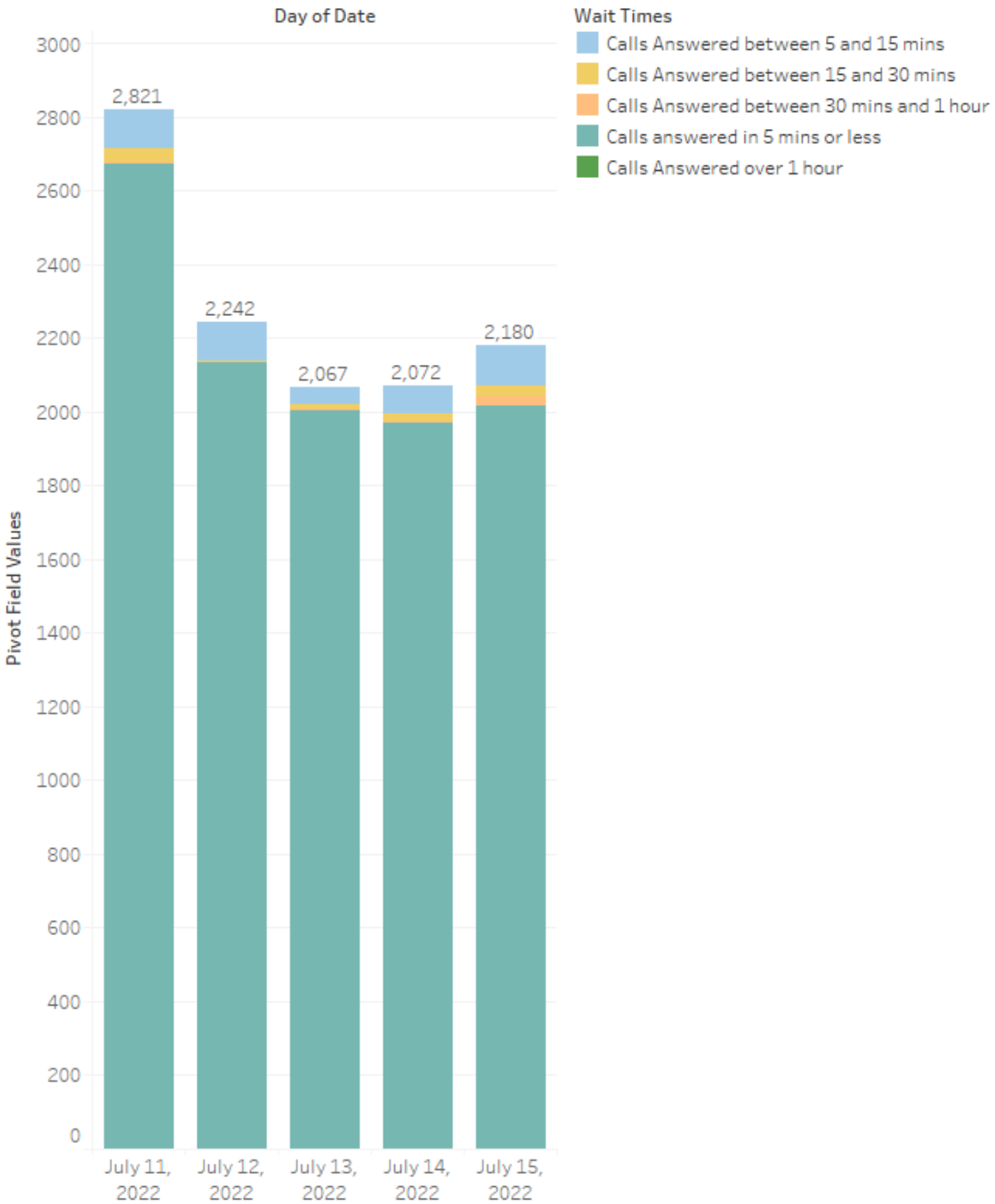
**Total Calls Answered**

Current Dates in Review
July 11, 2022 – July 15, 2022
11,382

**Call Wait Times**

July 11, 2022 – July 15, 2022	
5 minutes or less	94.93%
Between 5 and 15 minutes	3.92%
Between 15 and 30 minutes	0.91%
Between 30 and 60 minutes	0.24%
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 11, 2022 – July 15, 2022).