

## Weekly Unemployment Insurance Call Wait Times

**Date of Report:** August 12, 2022

### **Summary:**

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

### **August 1, 2022 – August 5, 2022 Performance:**

The Oregon Employment Department is meeting its December 1<sup>st</sup> goal. Of all calls answered during this timeframe, 97.60% of calls were answered in five minutes or less.

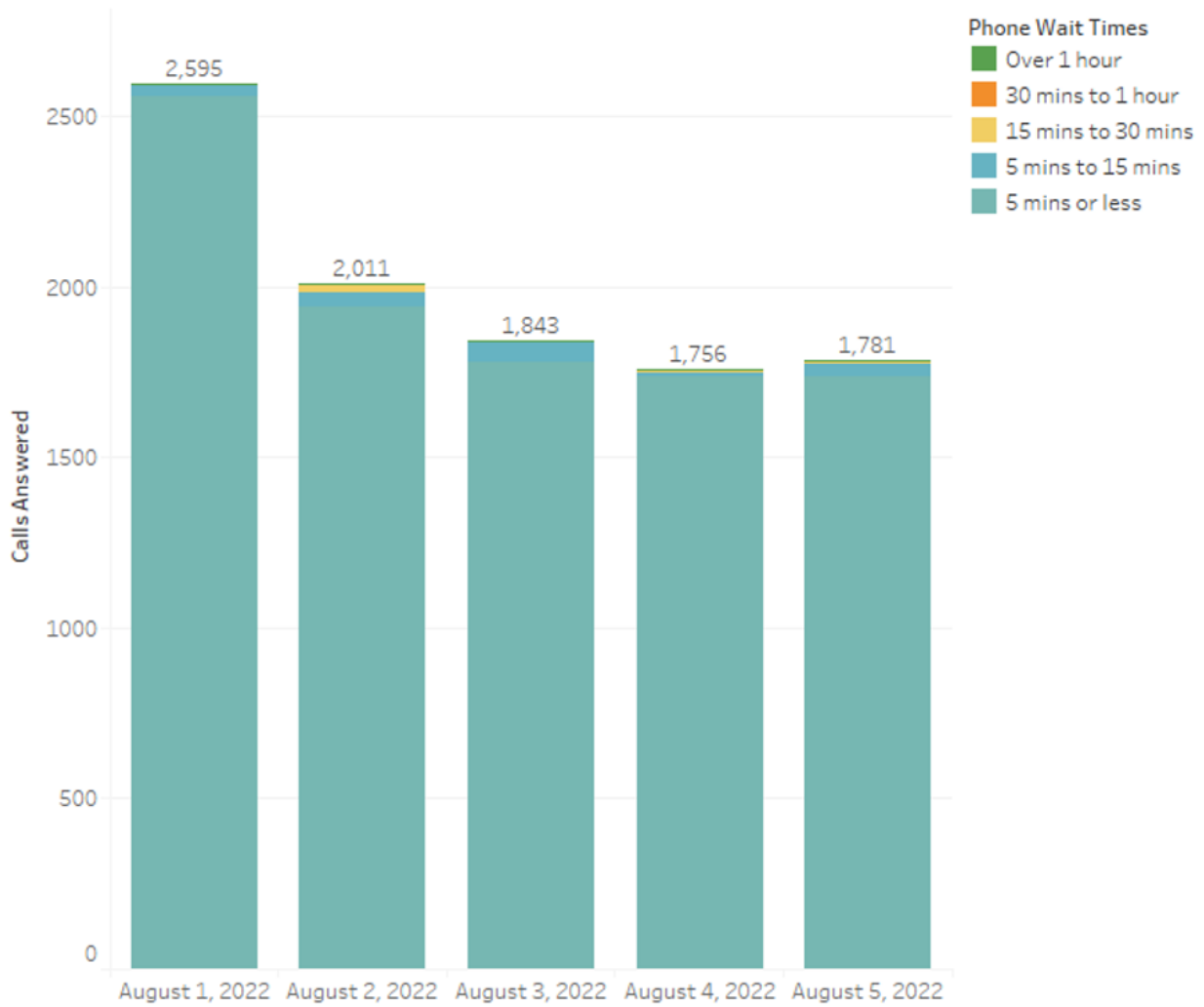
### **Total Calls Answered**

Current Dates in Review	
August 1, 2022 – August 5, 2022	
9,986	

### **Call Wait Times**

August 1, 2022 – August 5, 2022	
5 minutes or less	97.60%
Between 5 and 15 minutes	1.91%
Between 15 and 30 minutes	0.43%
Between 30 and 60 minutes	0.06%
Longer than 1 hour	0.00%

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 (August 1, 2022 – August 5, 2022).