

## Weekly Unemployment Insurance Call Wait Times

**Date of Report:** August 15, 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 8, 2022 – August 12, 2022 Performance:**

The Oregon Employment Department is meeting its December 1<sup>st</sup> goal. Of all calls answered during this timeframe, 92.53% of calls were answered in five minutes or less.

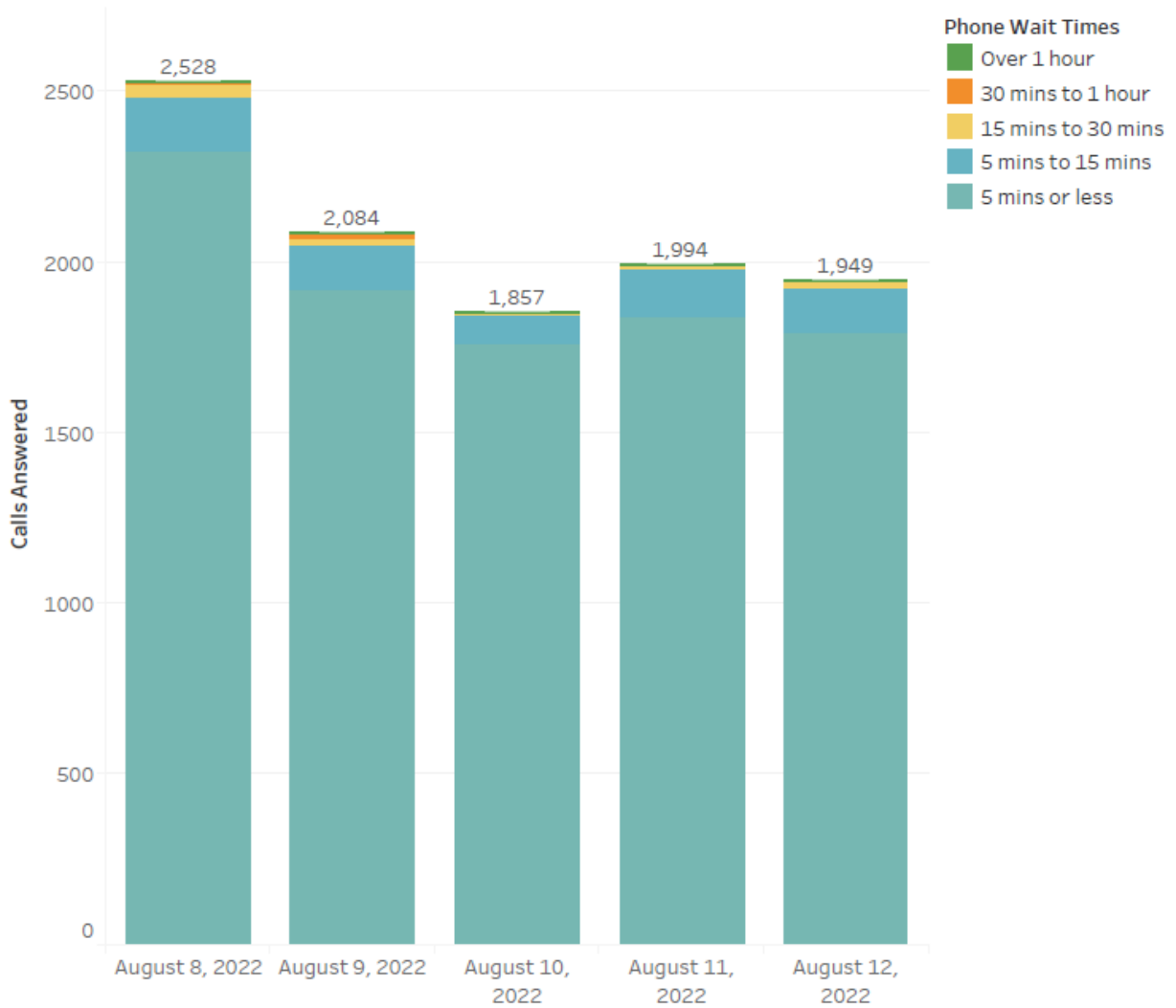
### **Total Calls Answered**

Current Dates in Review
August 8, 2022 – August 12, 2022
10,412

### **Call Wait Times**

August 8, 2022 – August 12, 2022	
5 minutes or less	92.53%
Between 5 and 15 minutes	6.16%
Between 15 and 30 minutes	1.02%
Between 30 and 60 minutes	0.25%
Longer than 1 hour	0.05%

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 8, 2022 – August 12, 2022).