

Weekly Unemployment Insurance Call Wait Times

Date of Report: August 31, 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 22, 2022 – August 26, 2022 Performance:

The Oregon Employment Department is meeting its December 1st goal. Of all calls answered during this timeframe, 96.32% of calls were answered in five minutes or less.

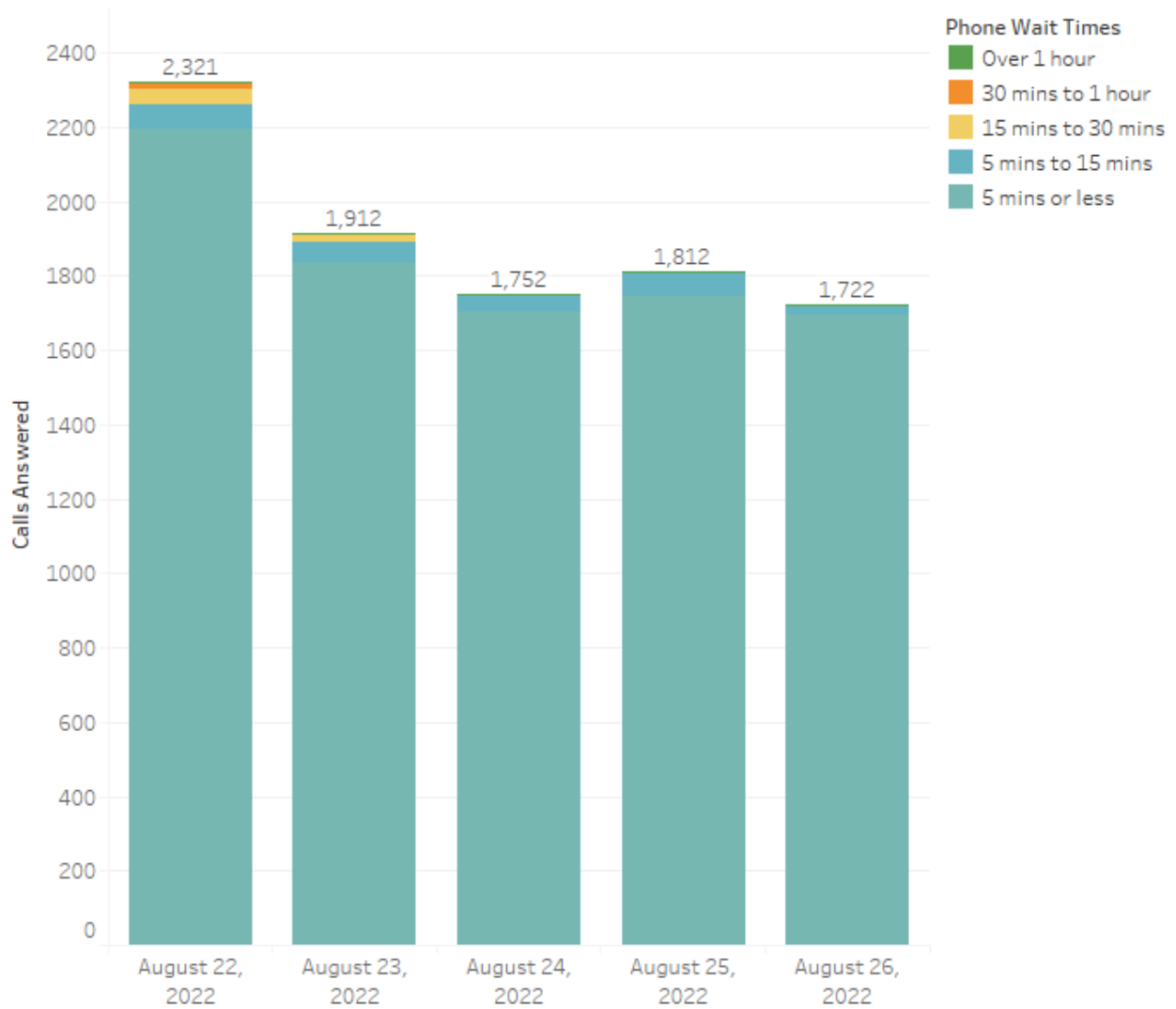
Total Calls Answered

| |
|-----------------------------------|
| Current Dates in Review |
| August 22, 2022 – August 26, 2022 |
| 9,519 |

Call Wait Times

| | |
|-----------------------------------|--------|
| August 22, 2022 – August 26, 2022 | |
| 5 minutes or less | 96.32% |
| Between 5 and 15 minutes | 2.71% |
| Between 15 and 30 minutes | 0.72% |
| Between 30 and 60 minutes | 0.23% |
| Longer than 1 hour | 0.01% |

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 22, 2022 – August 26, 2022).