

## Weekly Unemployment Insurance Call Wait Times

**Date of Report:** September 16, 2022

### **Summary:**

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

### **September 5, 2022 – September 9, 2022 Performance:**

The Oregon Employment Department is meeting its December 1<sup>st</sup> goal. Of all calls answered during this timeframe, 94.31% of calls were answered in five minutes or less.

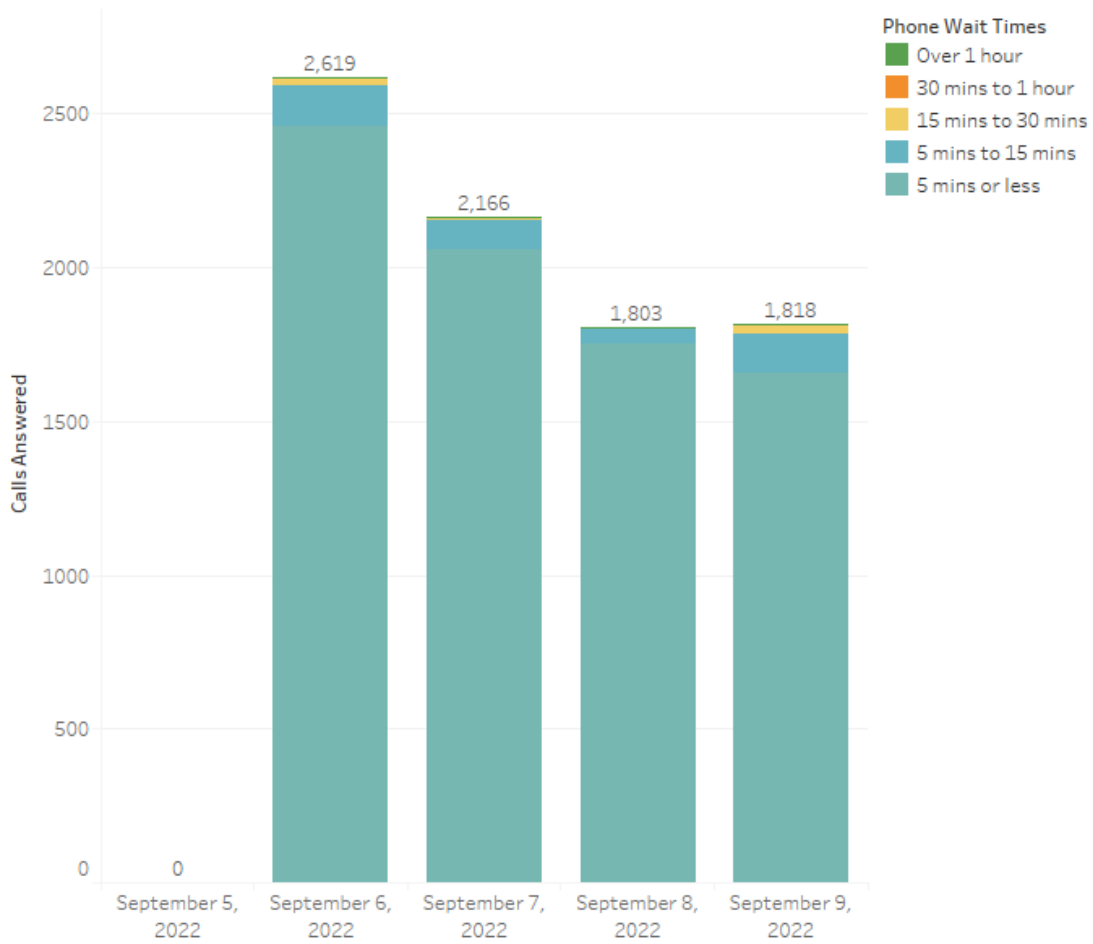
### **Total Calls Answered**

Current Dates in Review
September 5, 2022 – September 9, 2022
8,406

### **Call Wait Times**

September 5, 2022 – September 9, 2022	
5 minutes or less	94.31%
Between 5 and 15 minutes	4.69%
Between 15 and 30 minutes	0.86%
Between 30 and 60 minutes	0.13%
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 (September 5, 2022 – September 9, 2022).