

## Weekly Unemployment Insurance Call Wait Times

**Date of Report:** December 30, 2022

**Summary:**

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

**December 12, 2022 – December 16, 2022 Performance:**

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 51.34% of calls were answered in five minutes or less.

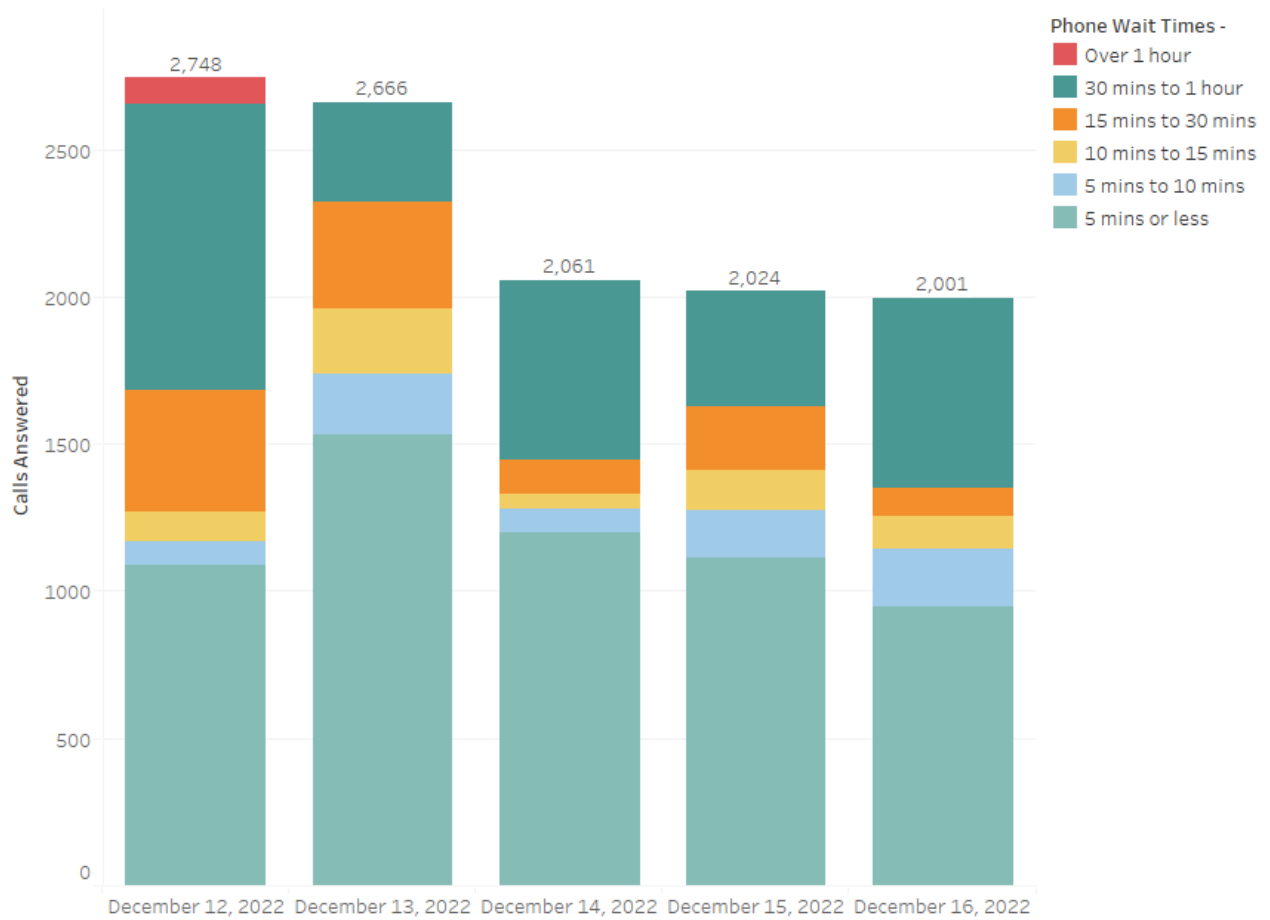
**Total Calls Answered**

Current Dates in Review
December 12, 2022 – December 16, 2022
11,500

**Call Wait Times**

December 12, 2022 – December 16, 2022	
5 minutes or less	51.34%
Between 5 and 10 minutes	6.24%
Between 10 and 15 minutes	5.40%
Between 15 and 30 minutes	10.44%
Between 30 and 60 minutes	25.81%
Longer than 1 hour	0.77%

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 (December 12, 2022 – December 16, 2022).