

Weekly Unemployment Insurance Call Wait Times

Date of Report: May 06, 2022

Summary:

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

April 25, 2022 – April 29, 2022 Performance:

The Oregon Employment Department is meeting its December 1st goal. Of all calls answered during this timeframe, 95.94% of calls were answered in five minutes or less.

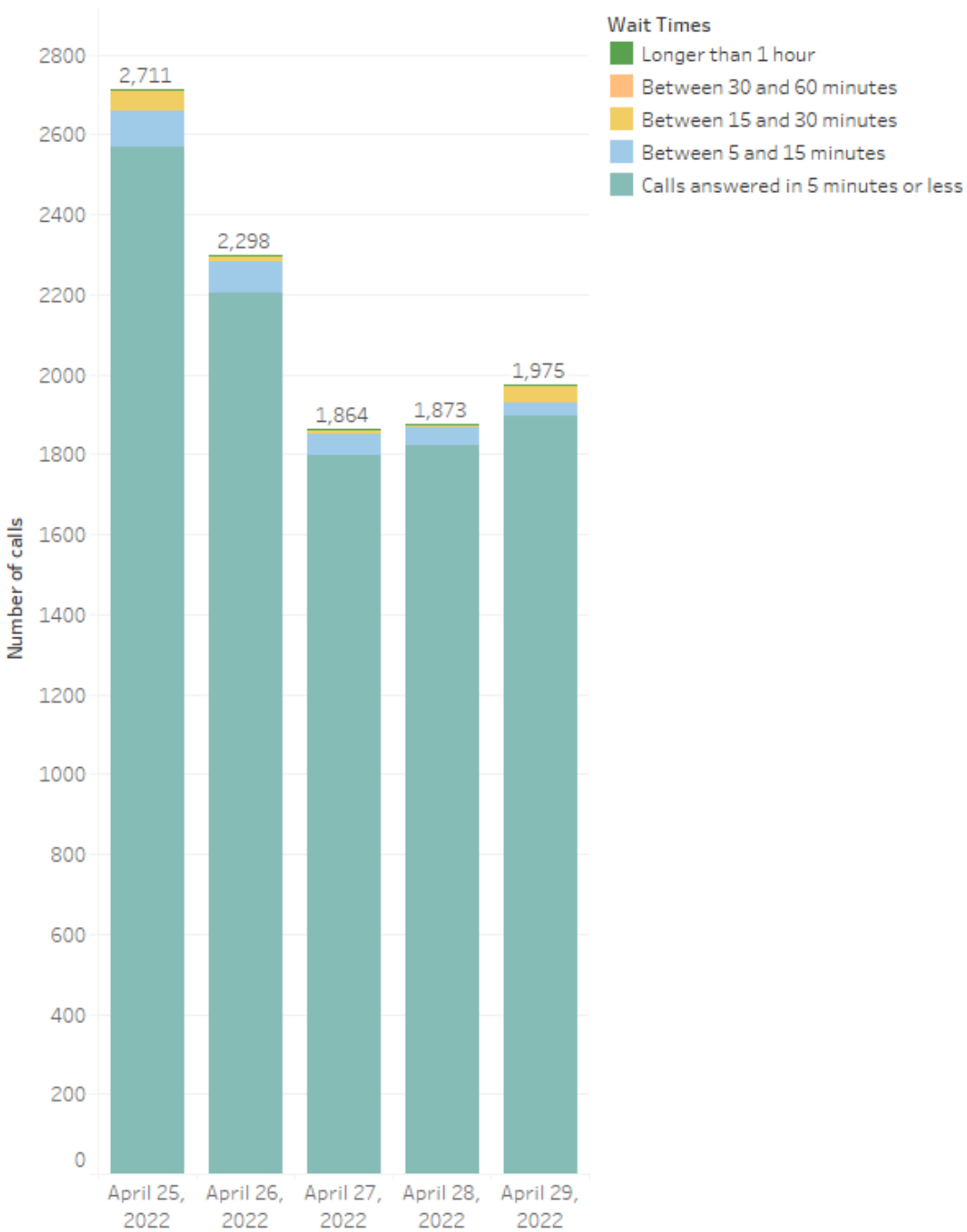
Total Calls Answered

Current Dates in Review
April 25, 2022 – April 29, 2022
10,721

Call Wait Times

April 25, 2022 – April 29, 2022	
5 minutes or less	95.94%
Between 5 and 15 minutes	2.80%
Between 15 and 30 minutes	1.16%
Between 30 and 60 minutes	0.10%
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 (April 25, 2022 – April 29, 2022).