

## Weekly Unemployment Insurance Call Wait Times

**Date of Report:** May 27, 2022

**Summary:**

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

**May 16, 2022 – May 20, 2022 Performance:**

The Oregon Employment Department is meeting its December 1<sup>st</sup> goal. Of all calls answered during this timeframe, 94.35% of calls were answered in five minutes or less.

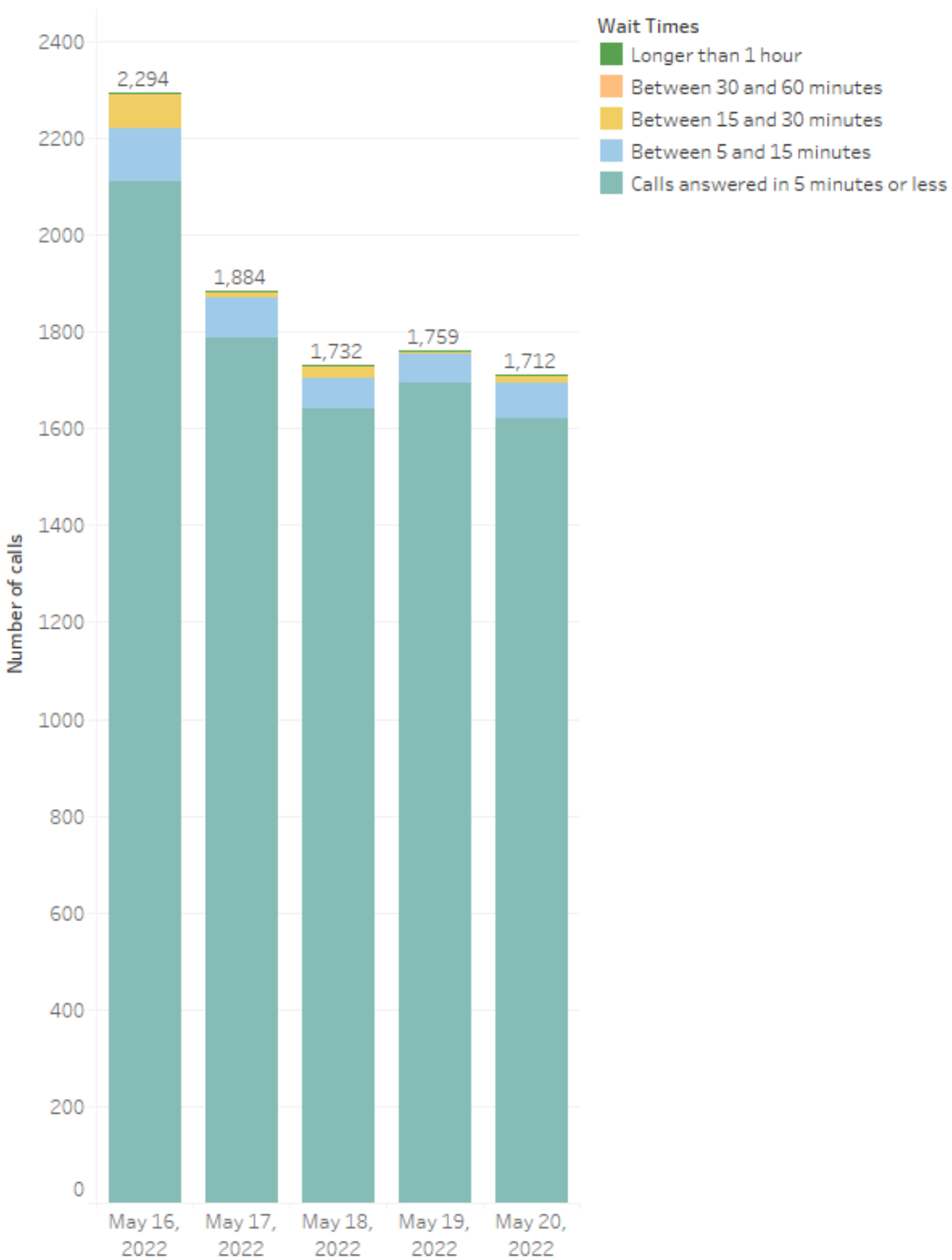
**Total Calls Answered**

Current Dates in Review
May 16, 2022 – May 20, 2022
9,381

**Call Wait Times**

May 16, 2022 – May 20, 2022	
5 minutes or less	94.35%
Between 5 and 15 minutes	4.16%
Between 15 and 30 minutes	1.40%
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 (May 16, 2022 – May 20, 2022).