

## Weekly Unemployment Insurance Call Wait Times

**Date of Report:** May 11, 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 02, 2022 – May 06, 2022 Performance:**

The Oregon Employment Department is meeting its December 1<sup>st</sup> goal. Of all calls answered during this timeframe, 96.60% of calls were answered in five minutes or less.

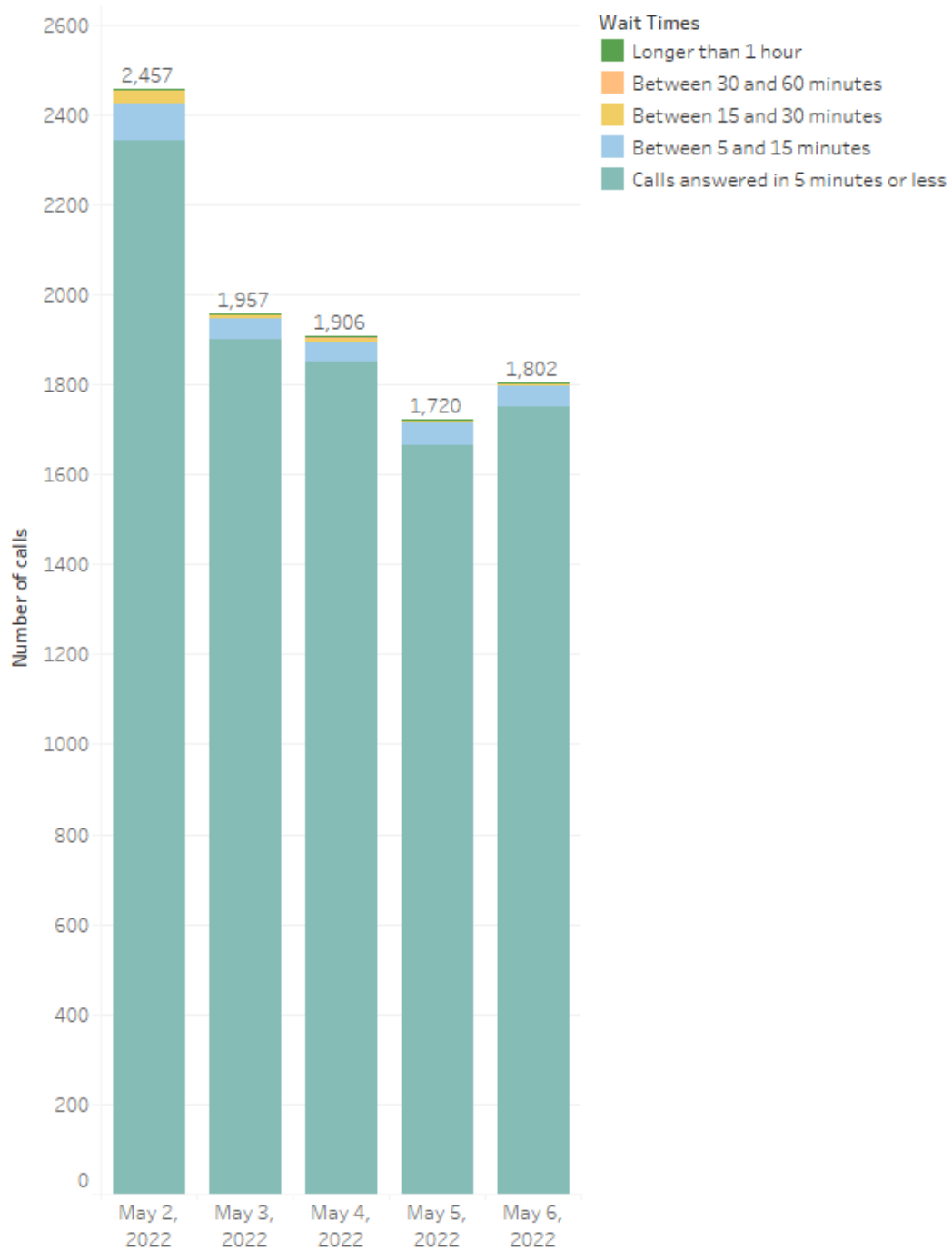
**Total Calls Answered**

Current Dates in Review
May 02, 2022 – May 06, 2022
9,842

**Call Wait Times**

May 02, 2022 – May 06, 2022	
5 minutes or less	96.60%
Between 5 and 15 minutes	2.73%
Between 15 and 30 minutes	0.51%
Between 30 and 60 minutes	0.16%
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 02, 2022 – May 06, 2022).