

Weekly Unemployment Insurance Call Wait Times

Date of Report: June 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.

May 30, 2022 – June 03, 2022 Performance:

The Oregon Employment Department is meeting its December 1st goal. Of all calls answered during this timeframe, 97.13% of calls were answered in five minutes or less.

Total Calls Answered

Current Dates in Review
May 30, 2022 – June 03, 2022
8,107

Call Wait Times

May 30, 2022 – June 03, 2022	
5 minutes or less	97.13%
Between 5 and 15 minutes	2.38%
Between 15 and 30 minutes	0.42%
Between 30 and 60 minutes	0.07%
Longer than 1 hour	0.00%



Wait Times Longer than 1 hour 2600 2,553 Between 30 and 60 minutes Between 15 and 30 minutes Between 5 and 15 minutes 2400 Calls answered in 5 minutes or less 2200 2,049 2000 1,803 1800 1,702 1600 Number of calls 1400 1200 1000 800 600 400 200 0 0 May 30, May 31, June 1, June 2, June 3, 2022 2022 2022 2022 2022

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 30, 2022 – June 03, 2022).

Support Business · Promote Employment