

## Weekly Unemployment Insurance Call Wait Times

**Date of Report:** October 11, 2021

**Summary:**

The Oregon Employment Department has a goal of answering at least 80% of calls in under 15 minutes by July 1, 2021; and 90% of calls in under five minutes by December 1, 2021.

**October 4, 2021 – October 8, 2021 Performance:**

The Oregon Employment Department is meeting its July 1<sup>st</sup> goal. Of all calls answered during this timeframe, 92.88% of calls were answered in 15 minutes or less.

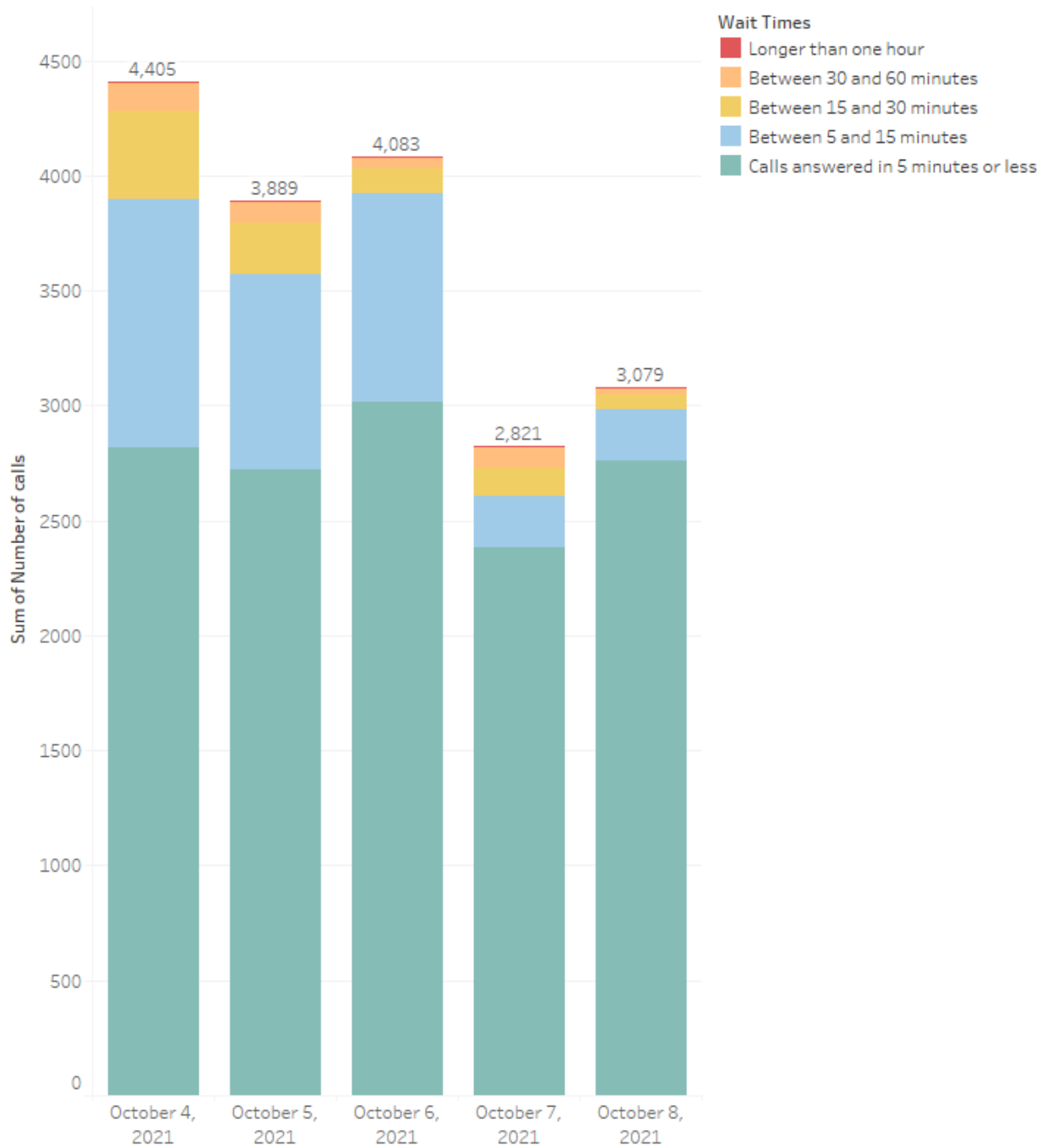
**Total Calls Answered**

Current Dates in Review
October 4, 2021 – October 8, 2021
18,277

**Call Wait Times**

October 4, 2021 – October 8, 2021	
Less than 5 minutes	74.94%
Between 5 and 15 minutes	17.94%
Between 15 and 30 minutes	4.95%
Between 30 and 60 minutes	2.13%
Longer than 1 hour	0.04%

## 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 (October 4, 2021 – October 8, 2021).