

Weekly Unemployment Insurance Call Wait Times

Date of Report: October 19, 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 11, 2021 – October 15, 2021 Performance:

The Oregon Employment Department is meeting its July 1st goal. Of all calls answered during this timeframe, 94.89% of calls were answered in 15 minutes or less.

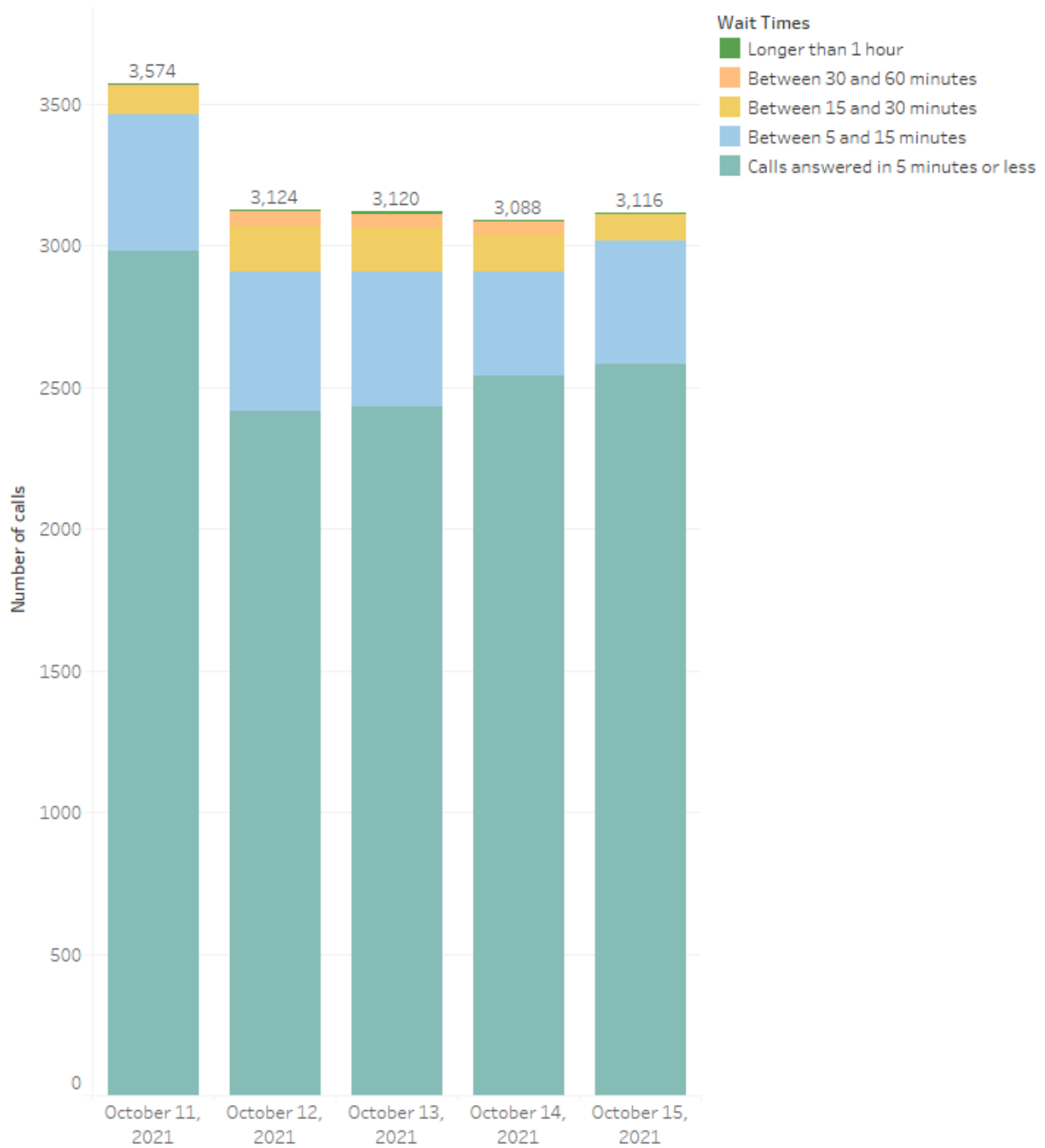
Total Calls Answered

Current Dates in Review
October 11, 2021 – October 15, 2021
16,022

Call Wait Times

October 11, 2021 – October 15, 2021	
Less than 5 minutes	80.80%
Between 5 and 15 minutes	14.09%
Between 15 and 30 minutes	3.98%
Between 30 and 60 minutes	1.08%
Longer than 1 hour	0.06%

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 11, 2021 – October 15, 2021).