

## Weekly Unemployment Insurance Call Wait Times

**Date of Report:** October 27, 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 18, 2021 – October 22, 2021 Performance:**

The Oregon Employment Department is meeting its July 1<sup>st</sup> goal. Of all calls answered during this timeframe, 96.07% of calls were answered in 15 minutes or less.

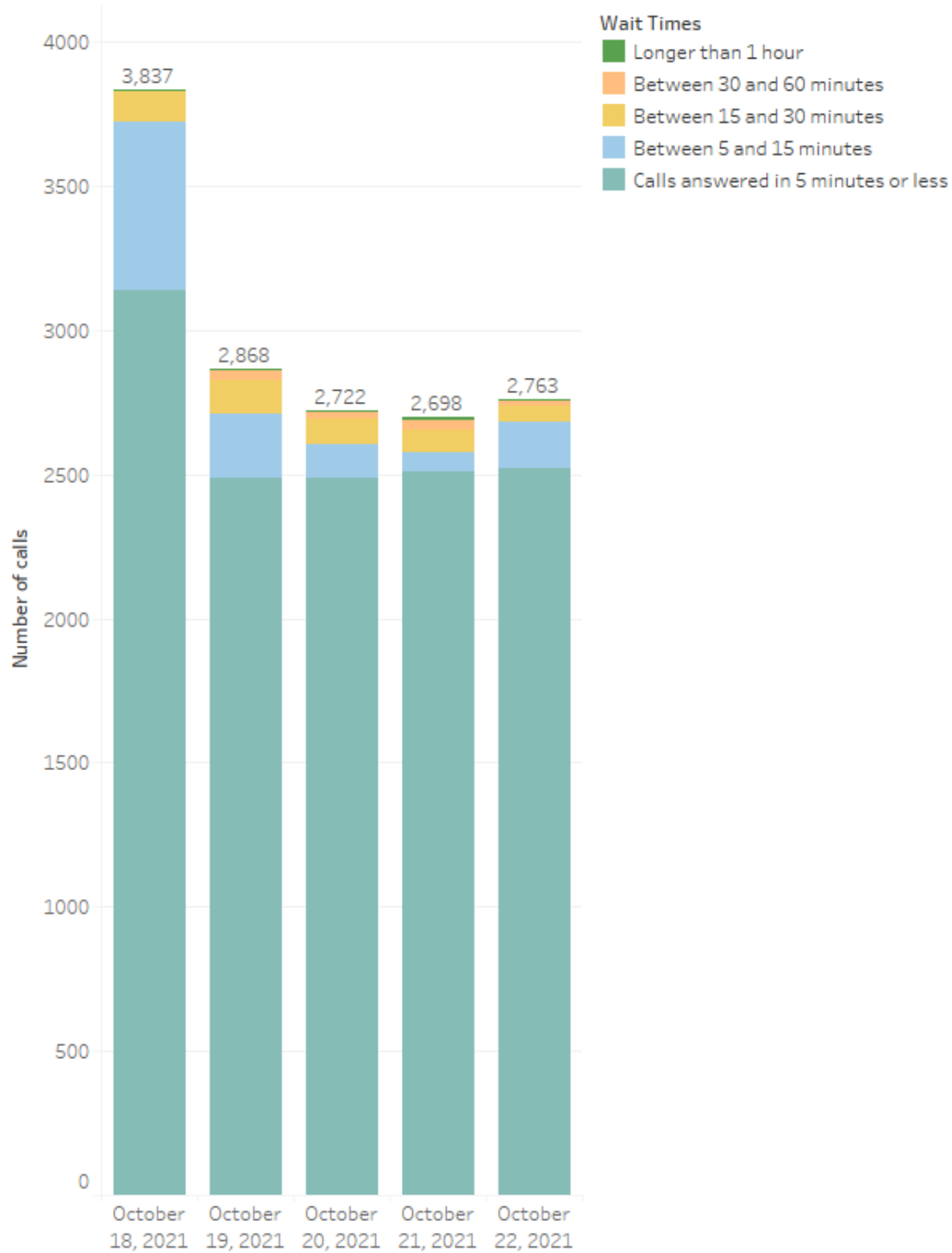
### **Total Calls Answered**

Current Dates in Review
October 18, 2021 – October 22, 2021
14,888

### **Call Wait Times**

October 18, 2021 – October 22, 2021	
Less than 5 minutes	88.29%
Between 5 and 15 minutes	7.78%
Between 15 and 30 minutes	3.00%
Between 30 and 60 minutes	0.85%
Longer than 1 hour	0.09%

## 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 18, 2021 – October 22, 2021).