

Weekly Unemployment Insurance Call Wait Times

Date of Report: October 4, 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.

September 28, 2021 – October 1, 2021 Performance:

The Oregon Employment Department is meeting its July 1st goal. Of all calls answered during this timeframe, 92.41% of calls were answered in 15 minutes or less.

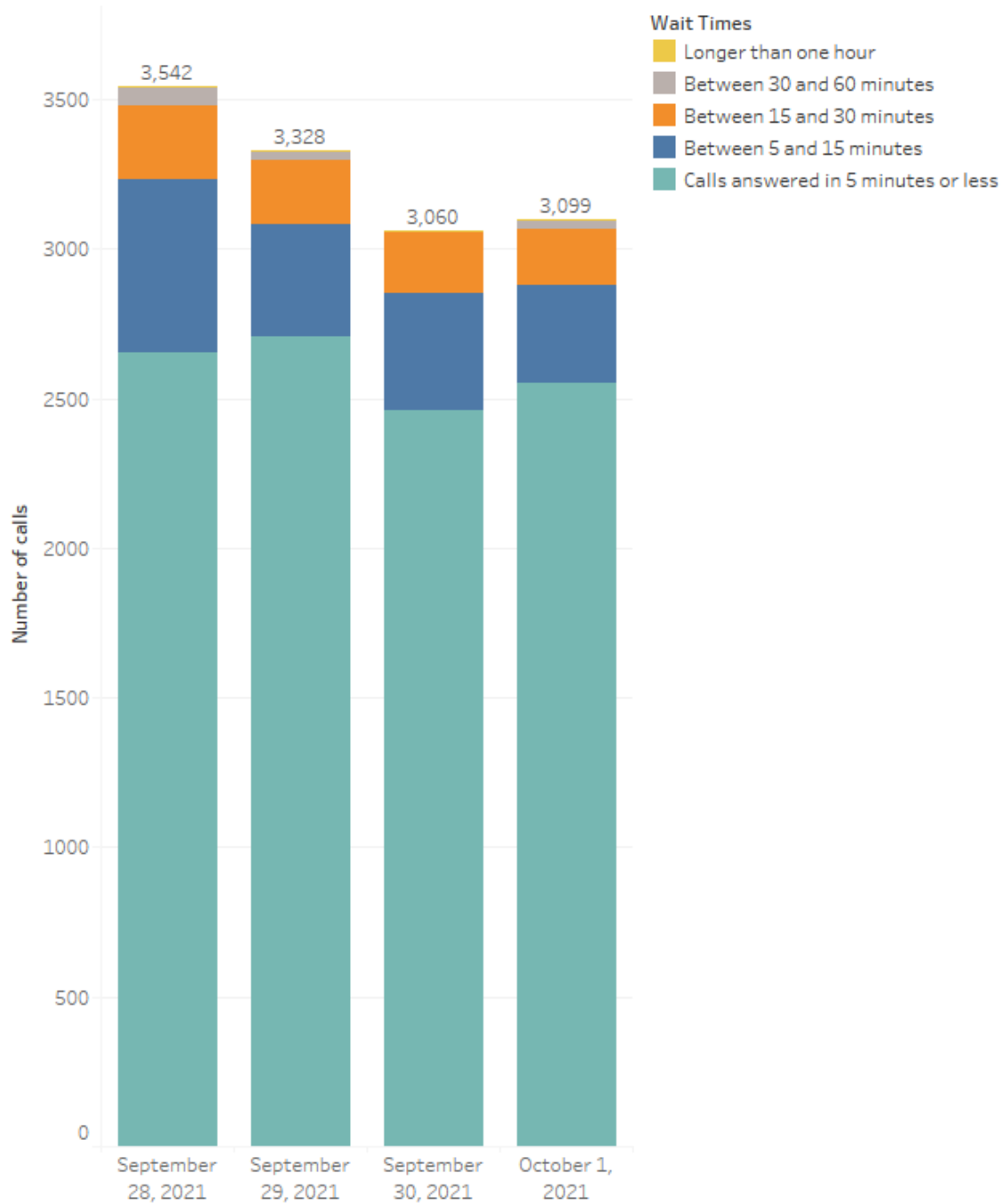
Total Calls Answered

Current Dates in Review
September 28, 2021 – October 1, 2021
13,029

Call Wait Times

September 28, 2021 – October 1, 2021	
Less than 5 minutes	79.60%
Between 5 and 15 minutes	12.81%
Between 15 and 30 minutes	6.59%
Between 30 and 60 minutes	0.98%
Longer than 1 hour	0.02%

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 (September 28, 2021 – October 1, 2021).