

## Weekly Unemployment Insurance Call Wait Times

**Date of Report:** December 1, 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.

**November 15, 2021 – November 19, 2021 Performance:**

The Oregon Employment Department is meeting its July 1<sup>st</sup> goal. Of all calls answered during this timeframe, 98.36% of calls were answered in 15 minutes or less.

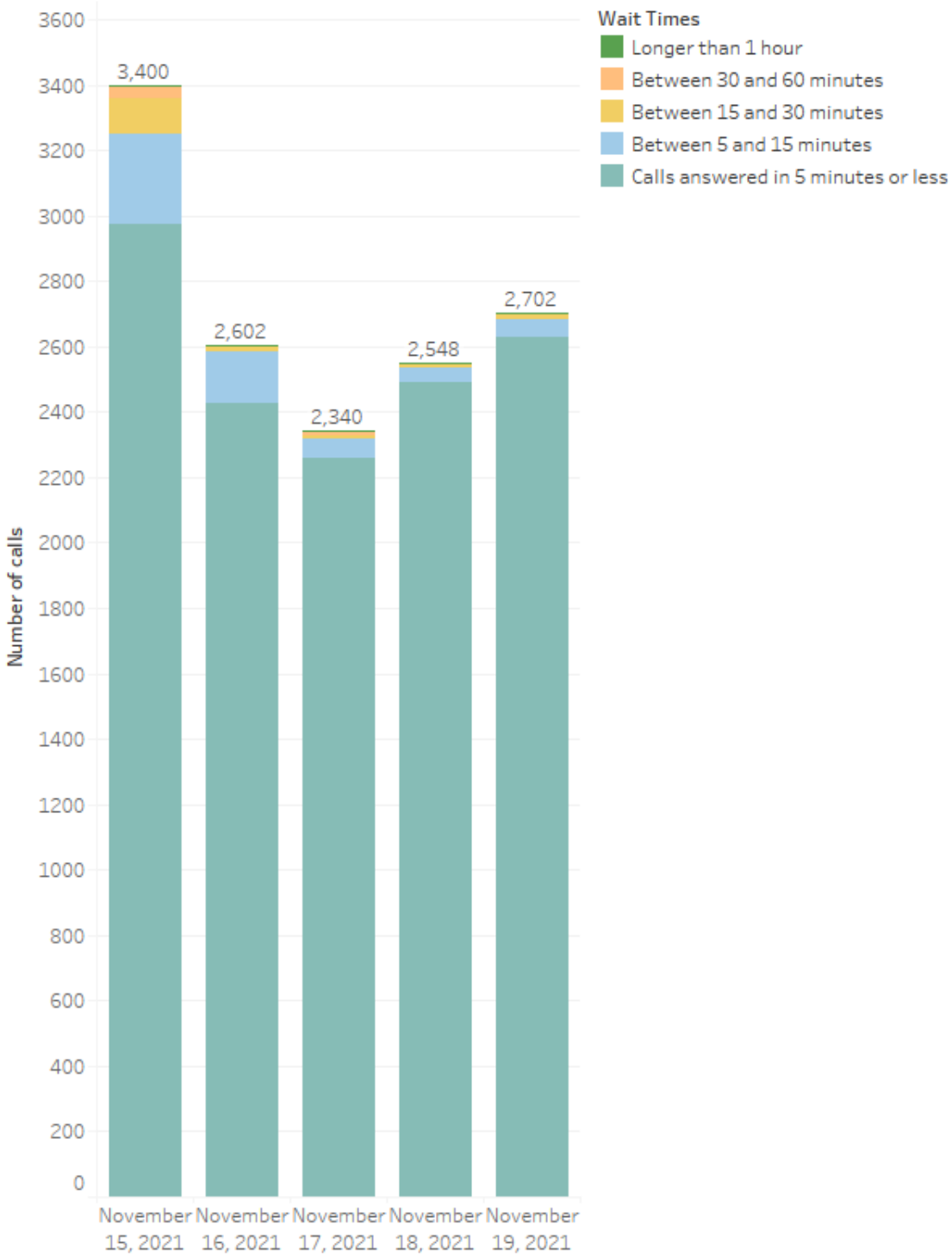
**Total Calls Answered**

Current Dates in Review	
November 15, 2021 – November 19, 2021	
13,592	

**Call Wait Times**

November 15, 2021 – November 19, 2021	
5 minutes or less	94.03%
Between 5 and 15 minutes	4.33%
Between 15 and 30 minutes	1.17%
Between 30 and 60 minutes	0.46%
Longer than 1 hour	0.01%

## 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 (November 15, 2021 – November 19, 2021).