

Weekly Unemployment Insurance Call Wait Times

Date of Report: December 10, 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 29, 2021 – December 03, 2021 Performance:

The Oregon Employment Department is meeting its December 1st goal. Of all calls answered during this timeframe, 95.12% of calls were answered in five minutes or less.

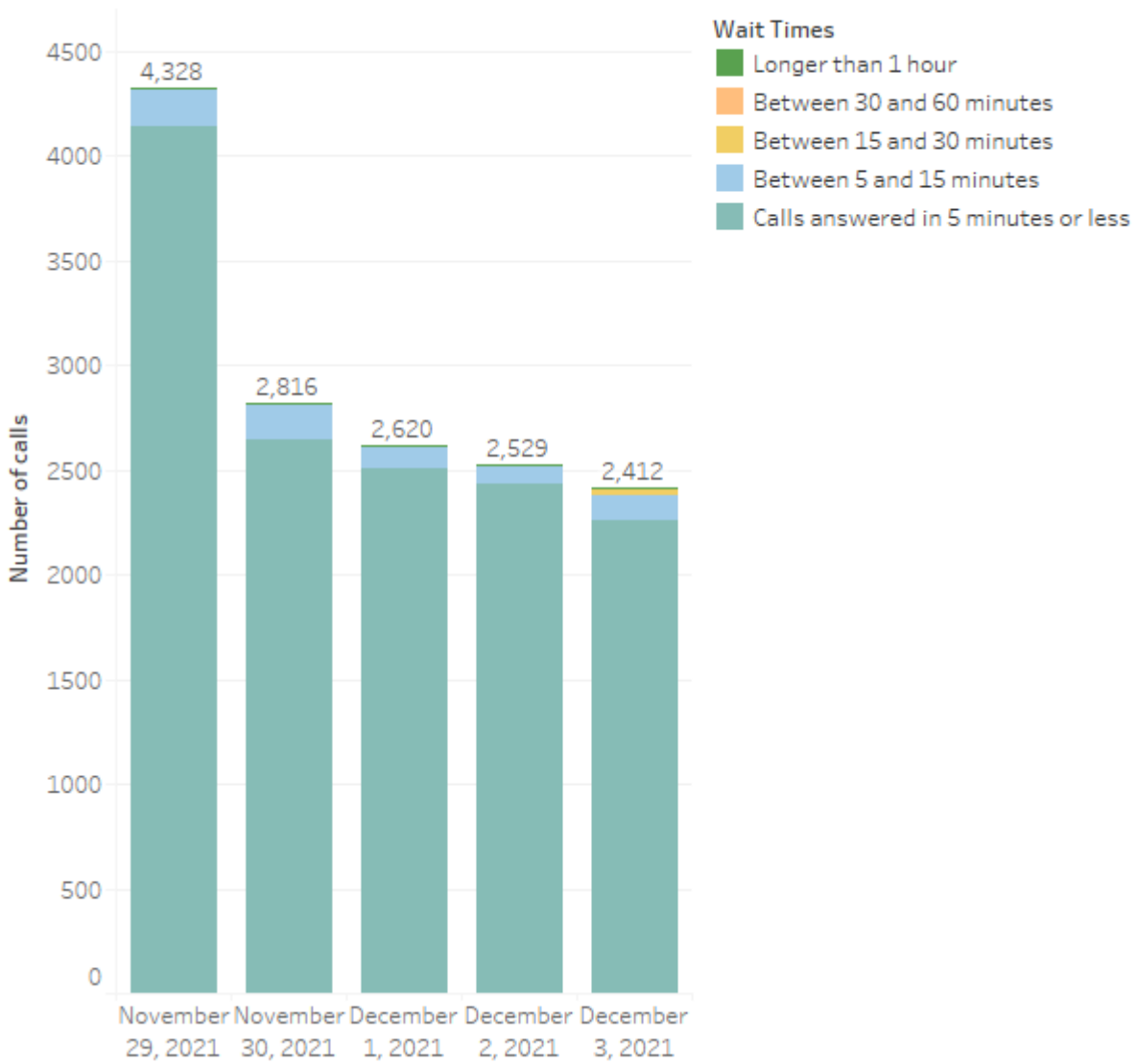
Total Calls Answered

| |
|---------------------------------------|
| Current Dates in Review |
| November 29, 2021 – December 03, 2021 |
| 14,705 |

Call Wait Times

| | |
|---------------------------------------|--------|
| November 29, 2021 – December 03, 2021 | |
| 5 minutes or less | 95.12% |
| Between 5 and 15 minutes | 4.38% |
| Between 15 and 30 minutes | 0.49% |
| Between 30 and 60 minutes | 0.01% |
| Longer than 1 hour | 0.00% |

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 29, 2021 – December 03, 2021).