

Weekly Unemployment Insurance Call Wait Times

Date of Report: December 14, 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.

December 06, 2021 – December 10, 2021 Performance:

The Oregon Employment Department is meeting its December 1st goal. Of all calls answered during this timeframe, 90.83% of calls were answered in five minutes or less.

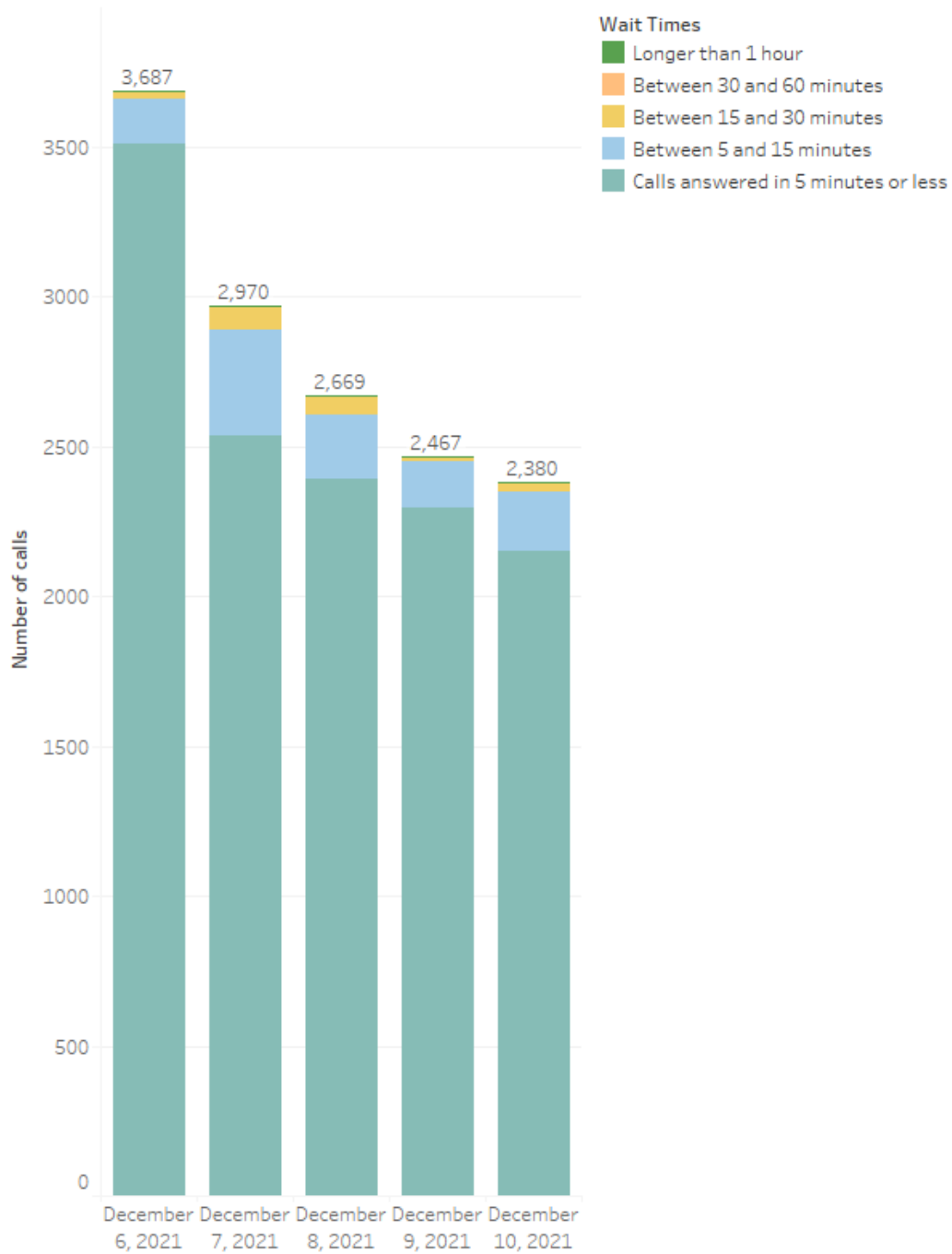
Total Calls Answered

Current Dates in Review
December 06, 2021 – December 10, 2021
14,173

Call Wait Times

December 06, 2021 – December 10, 2021	
5 minutes or less	90.83%
Between 5 and 15 minutes	7.60%
Between 15 and 30 minutes	1.55%
Between 30 and 60 minutes	0.03%
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 (December 06, 2021 – December 10, 2021).