

Weekly Unemployment Insurance Call Wait Times

Date of Report: May 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.

May 03, 2021 – May 07, 2021 Performance:

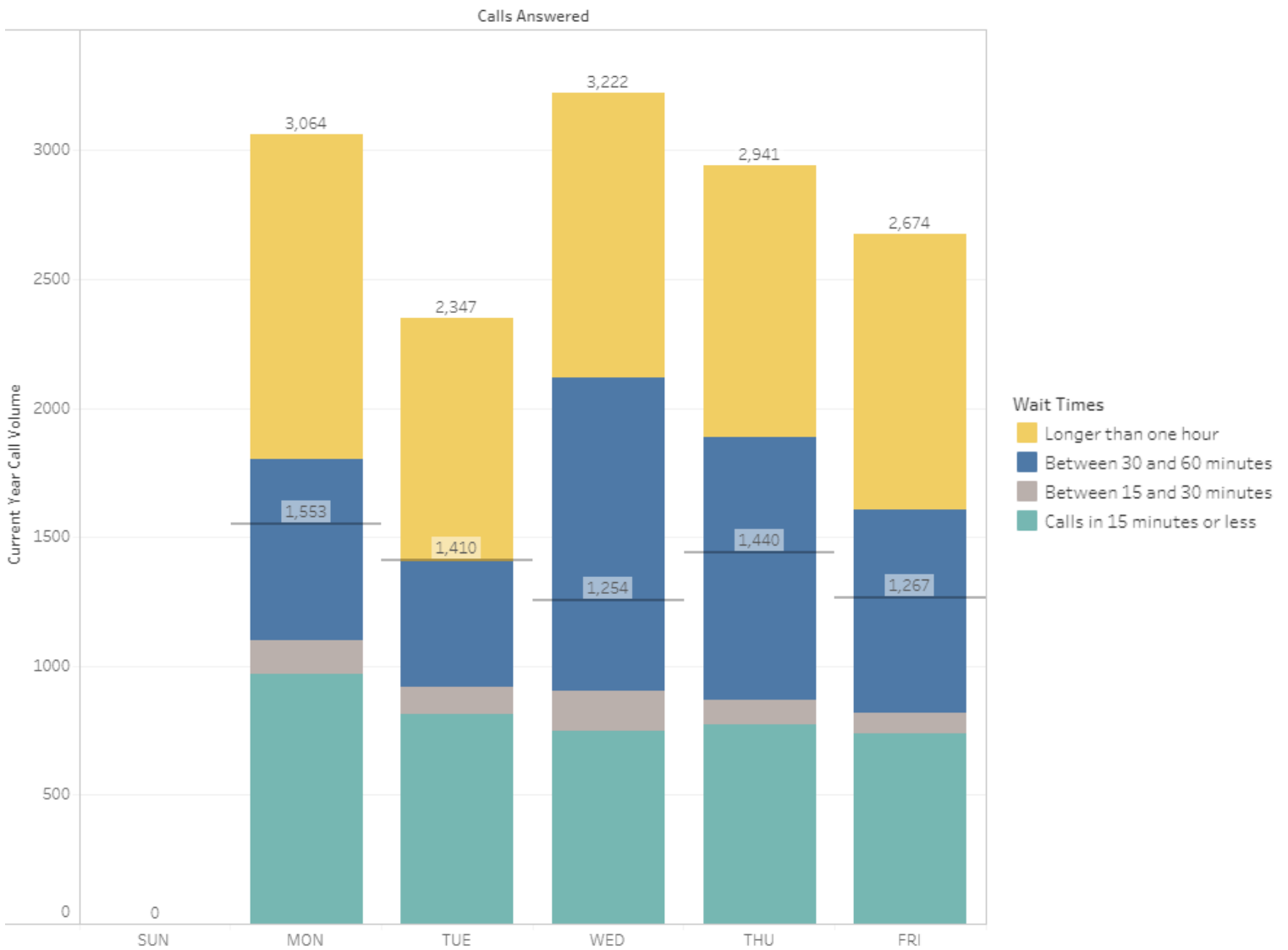
The Oregon Employment Department is not yet meeting its July 1st goal. Of all calls answered during this timeframe, 28.32% of calls were answered in 15 minutes or less.

Total Calls Answered

| Current Dates in Review | Same Week, Last Year |
|-----------------------------|-----------------------------|
| May 03, 2021 – May 07, 2021 | May 04, 2020 – May 08, 2020 |
| 14,248 | 6,924 |

Call Wait Times

| May 03, 2021 – May 07, 2021 | |
|-----------------------------|--------|
| 15 minutes or less | 28.32% |
| Between 15 and 30 minutes | 4.04% |
| Between 30 and 60 minutes | 29.58% |
| Longer than 1 hour | 38.06% |



The markers located on the graph indicate the total number of calls answered for the same week, one year prior (May 04, 2020 – May 08, 2020). The numbers located at the top of the graph indicate the total number of calls answered that day, for the period in review (May 03, 2021 – May 07, 2021).