

## Weekly Unemployment Insurance Call Wait Times

**Date of Report:** May 26, 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 17, 2021 – May 21, 2021 Performance:**

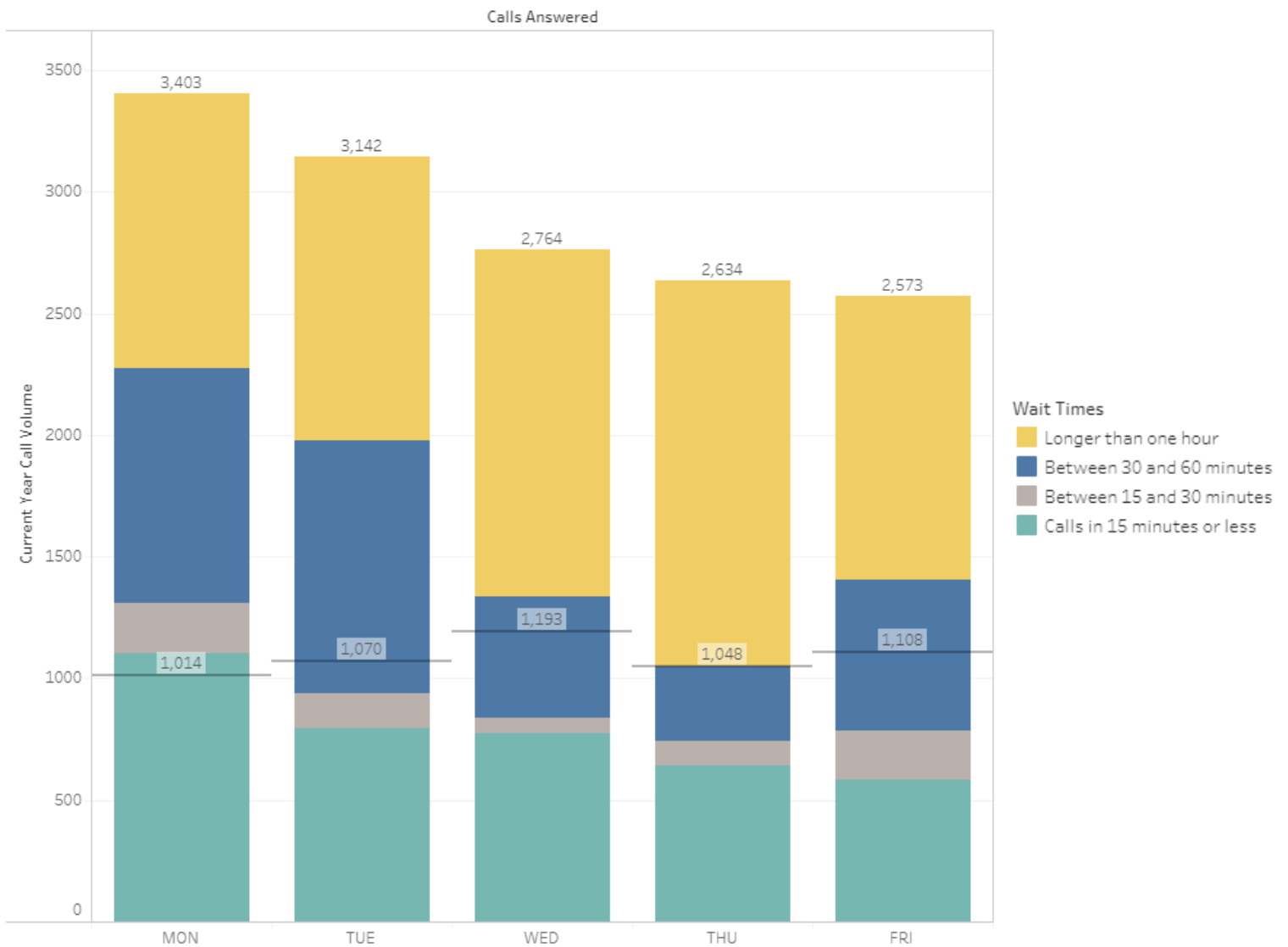
The Oregon Employment Department is not yet meeting its July 1<sup>st</sup> goal. Of all calls answered during this timeframe, 26.88% of calls were answered in 15 minutes or less.

**Total Calls Answered**

Current Dates in Review	Same Week, Last Year
May 17, 2021 – May 21, 2021	May 18, 2020 – May 22, 2020
14,516	5,433

**Call Wait Times**

May 17, 2021 – May 21, 2021	
15 minutes or less	26.88%
Between 15 and 30 minutes	4.90%
Between 30 and 60 minutes	23.64%
Longer than 1 hour	44.59%



The markers located on the graph indicate the total number of calls answered for the same week, one year prior (May 18, 2020 – May 22, 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 17, 2021 – May 21, 2021).