

Weekly Unemployment Insurance Call Wait Times

Date of Report: June 01, 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 24, 2021 – May 28, 2021 Performance:

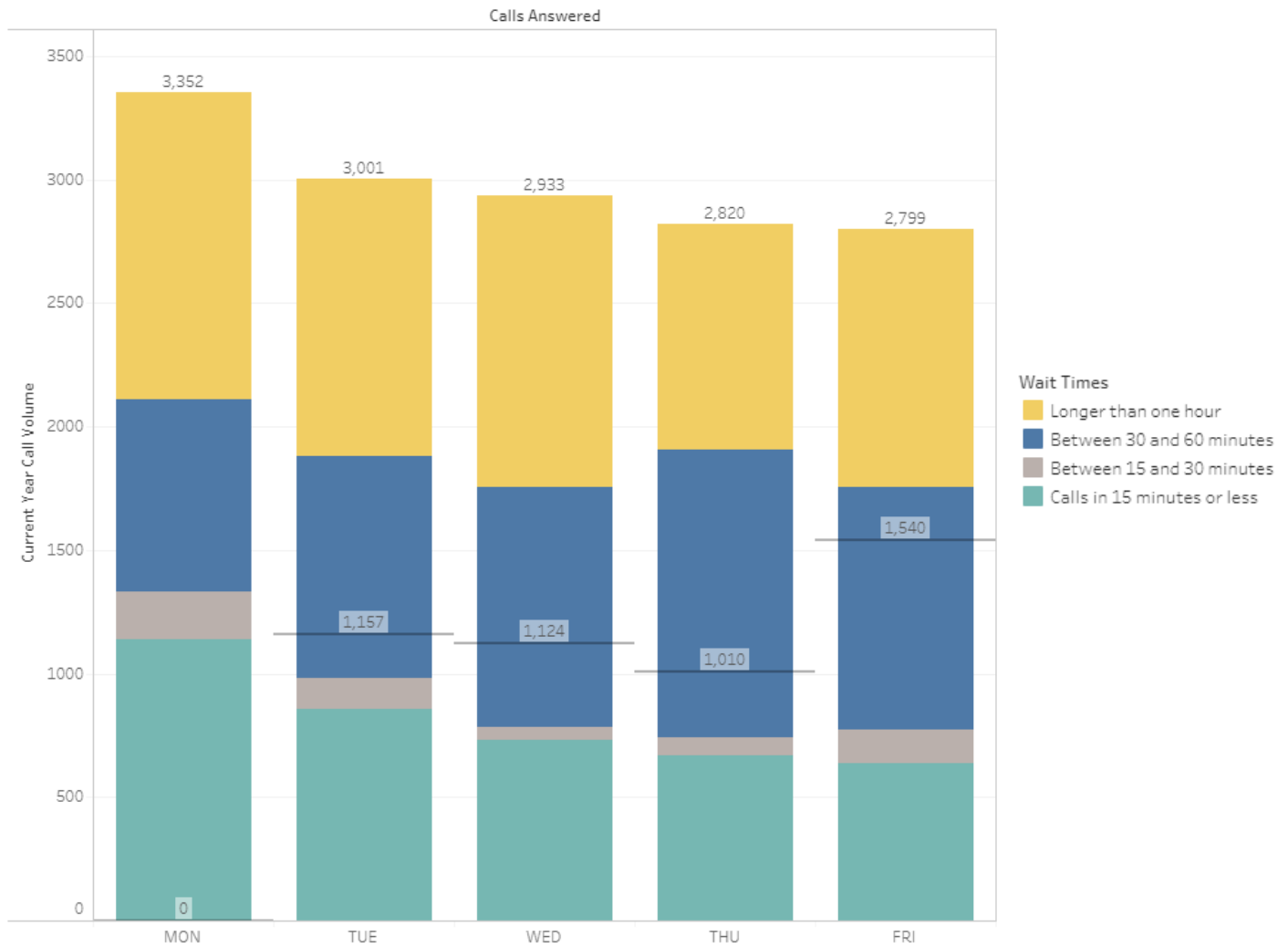
The Oregon Employment Department is not yet meeting its July 1st goal. Of all calls answered during this timeframe, 27.05% of calls were answered in 15 minutes or less.

Total Calls Answered

Current Dates in Review	Same Week, Last Year
May 24, 2021 – May 28, 2021	May 25, 2020 – May 29, 2020
14,905	4,831

Call Wait Times

May 24, 2021 – May 28, 2021	
15 minutes or less	27.05%
Between 15 and 30 minutes	3.88%
Between 30 and 60 minutes	32.20%
Longer than 1 hour	36.87%



The markers located on the graph indicate the total number of calls answered for the same week, one year prior (May 25, 2020 – May 29, 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 24, 2021 – May 28, 2021).