

## Weekly Unemployment Insurance Call Wait Times

**Date of Report:** June 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.

**June 7, 2021 – June 11, 2021 Performance:**

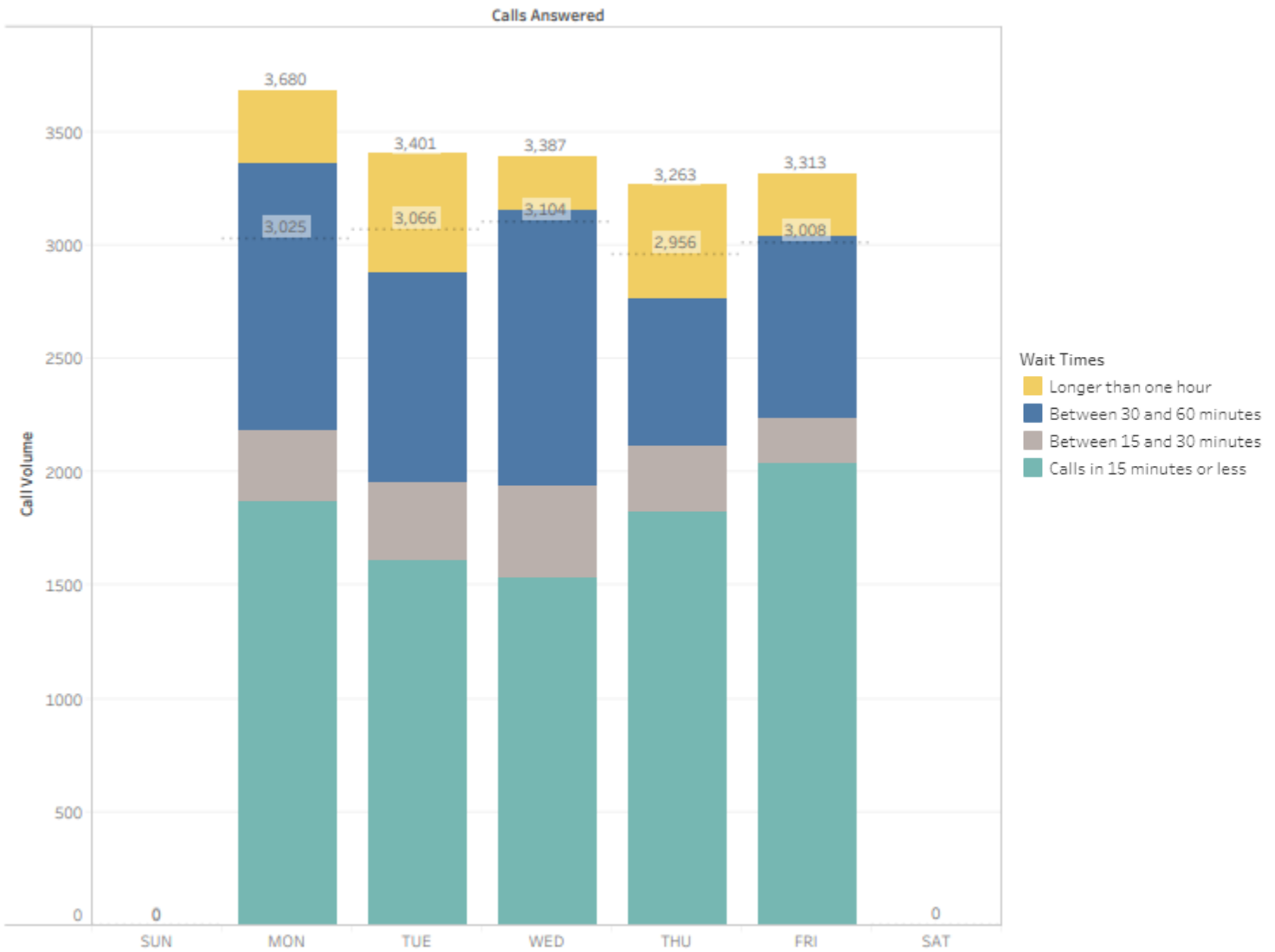
The Oregon Employment Department is not yet meeting its July 1<sup>st</sup> goal. Of all calls answered during this timeframe, 52.05% of calls were answered in 15 minutes or less.

**Total Calls Answered**

Current Dates in Review	Same Week, Last Year
June 7, 2021 – June 11, 2021	June 8, 2020 – June 12, 2020
17,044	15,159

**Call Wait Times**

June 7, 2021 – June 11, 2021	
15 minutes or less	52.05%
Between 15 and 30 minutes	9.16%
Between 30 and 60 minutes	28.01%
Longer than 1 hour	10.77%



The dashed markers located on the graph indicate the total number of calls answered for the same week, one year prior (June 8, 2020 – June 12, 2020). The numbers located at the top of the columns indicate the total number of calls answered that day, for the period in review (June 7, 2021 – June 11, 2021).