

Weekly Unemployment Insurance Call Wait Times

Date of Report: June 21, 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 14, 2021 – June 18, 2021 Performance:

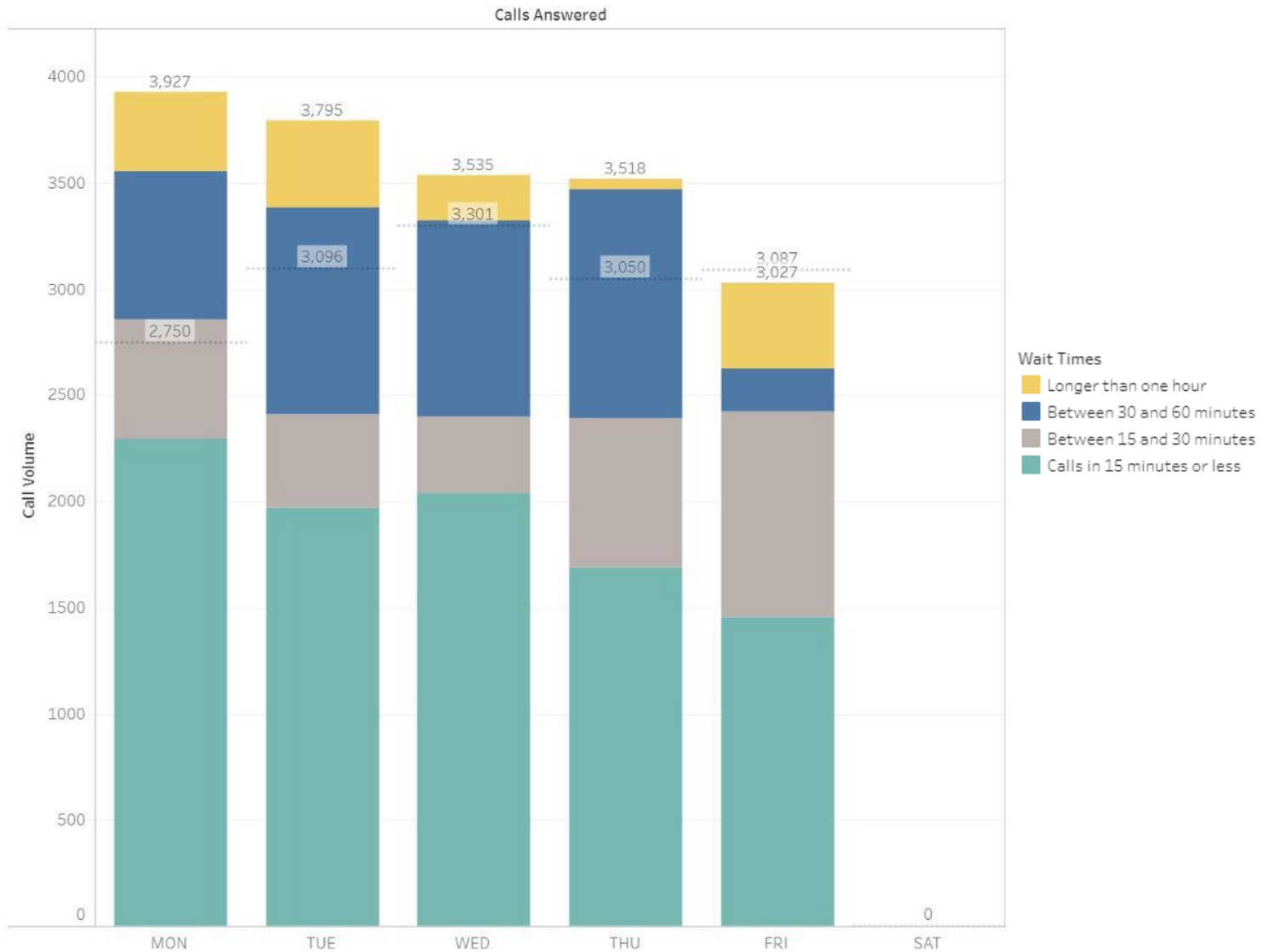
The Oregon Employment Department is not yet meeting its July 1st goal. Of all calls answered during this timeframe, 53.05% of calls were answered in 15 minutes or less.

Total Calls Answered

Current Dates in Review	Same Week, Last Year
June 14, 2021 – June 18, 2021	June 15, 2020 – June 19, 2020
17,802	15,284

Call Wait Times

June 14, 2021 – June 18, 2021	
15 minutes or less	53.05%
Between 15 and 30 minutes	17.05%
Between 30 and 60 minutes	21.77%
Longer than 1 hour	8.13%



The dashed markers located on the graph indicate the total number of calls answered for the same week, one year prior (June 15, 2020 – June 19, 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 14, 2021 – June 18, 2021).