

Weekly Unemployment Insurance Call Wait Times

Date of Report: June 28, 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 21, 2021 – June 25, 2021 Performance:

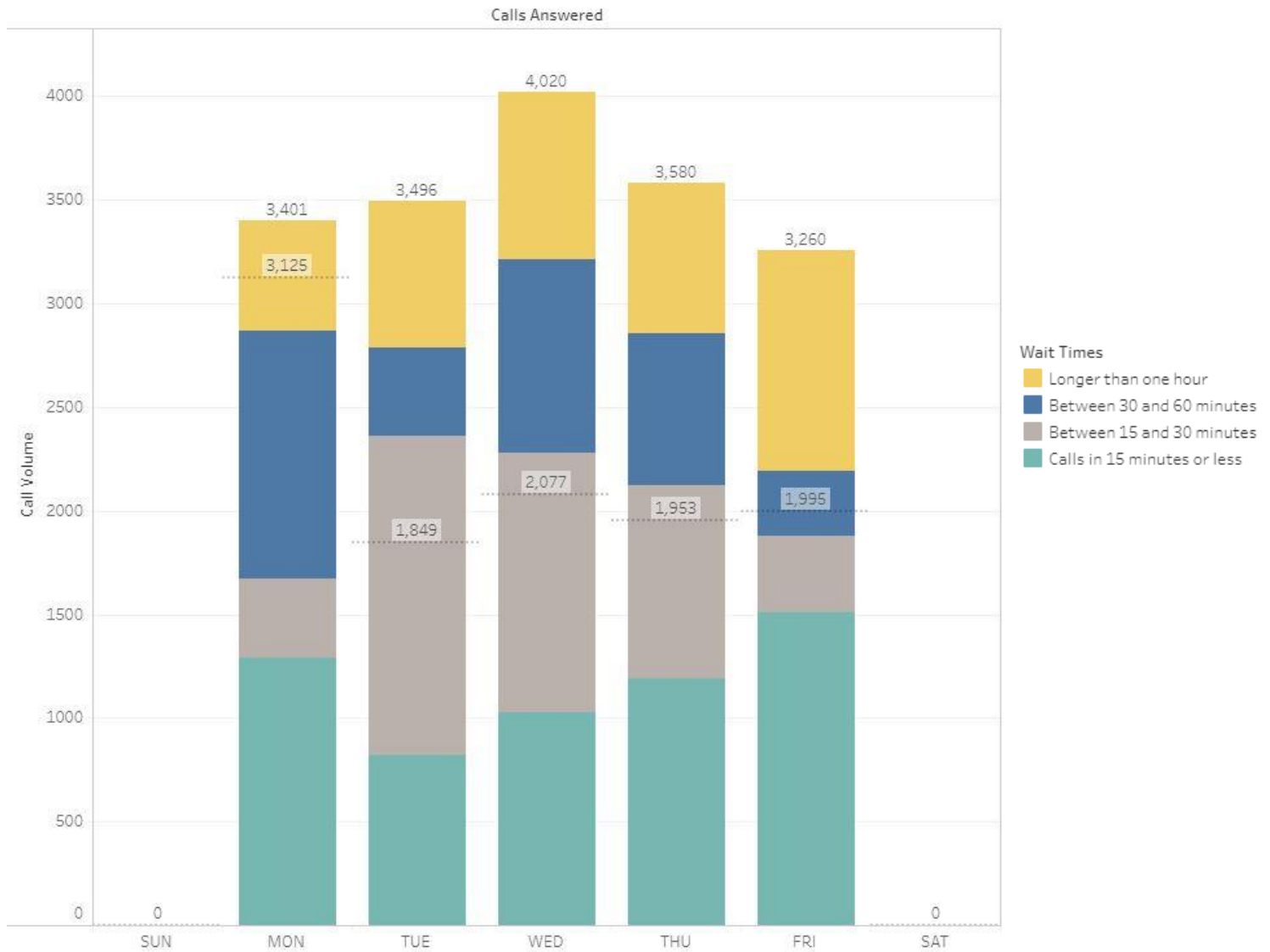
The Oregon Employment Department is not yet meeting its July 1st goal. Of all calls answered during this timeframe, 32.87% of calls were answered in 15 minutes or less.

Total Calls Answered

Current Dates in Review	Same Week, Last Year
June 21, 2021 – June 25, 2021	June 22, 2020 – June 26, 2020
17,757	10,999

Call Wait Times

June 21, 2021 – June 25, 2021	
15 minutes or less	32.87%
Between 15 and 30 minutes	25.21%
Between 30 and 60 minutes	20.32%
Longer than 1 hour	21.60%



The dashed markers located on the graph indicate the total number of calls answered for the same week, one year prior (June 22, 2020 – June 26, 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 21, 2021 – June 25, 2021).