

## Weekly Unemployment Insurance Call Wait Times

**Date of Report:** July 12, 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.

**July 6, 2021 – July 9, 2021 Performance:**

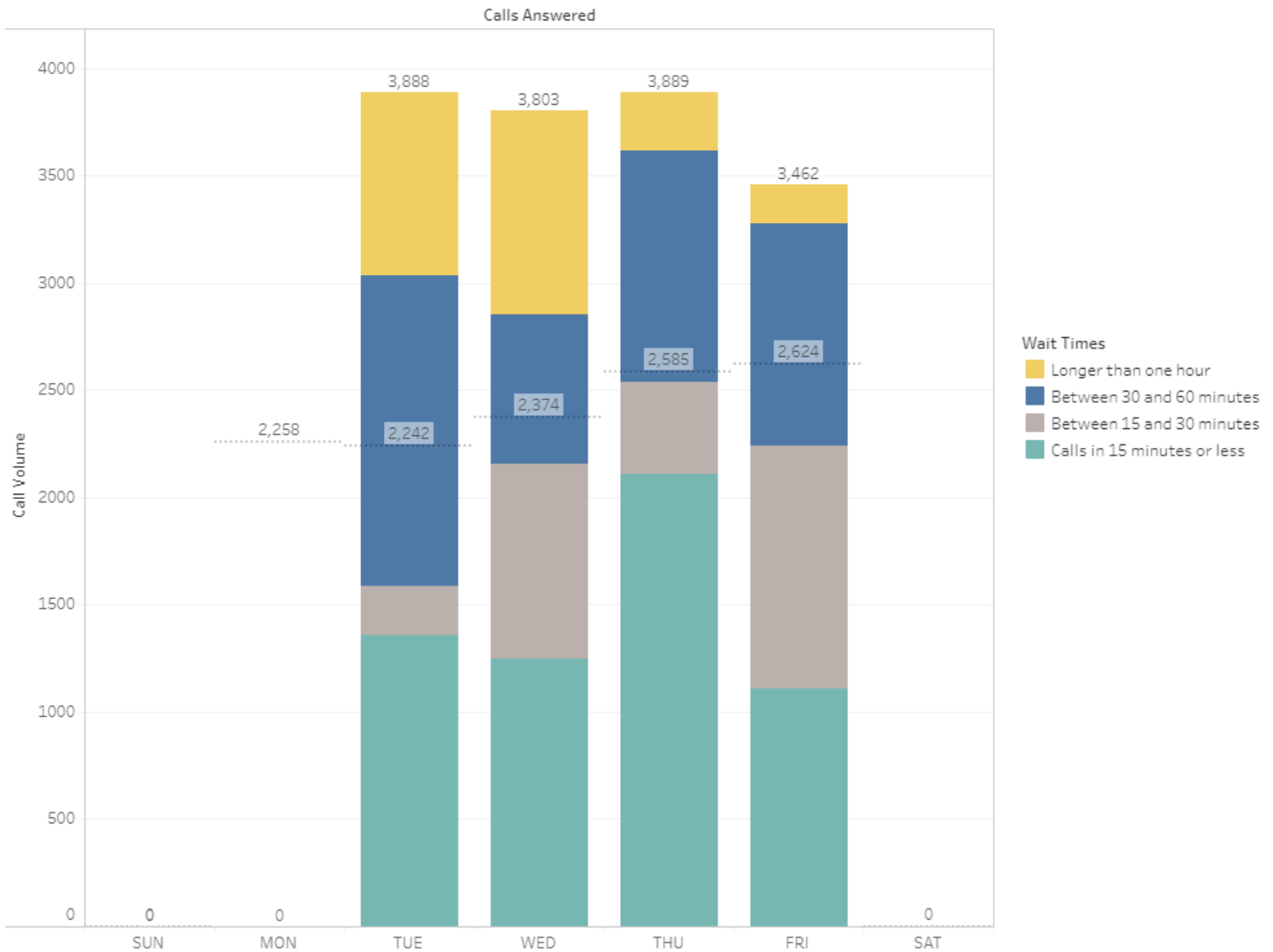
The Oregon Employment Department is not yet meeting its July 1<sup>st</sup> goal. Of all calls answered during this timeframe, 38.68% of calls were answered in 15 minutes or less.

**Total Calls Answered**

Current Dates in Review	Same Week, Last Year
July 6, 2021 – July 9, 2021	July 6, 2020 – July 10, 2020
15,042	12,083

**Call Wait Times**

July 6, 2021 – July 9, 2021	
15 minutes or less	38.68%
Between 15 and 30 minutes	18.01%
Between 30 and 60 minutes	28.29%
Longer than 1 hour	15.02%



The dashed markers located on the graph indicate the total number of calls answered for the same week, one year prior (July 6, 2020 – July 10, 2020). The numbers located at the top of the columns indicate the total number of calls answered that day, for the period in review (July 6, 2021 – July 9, 2021).