

Weekly Unemployment Insurance Call Wait Times

Date of Report: July 19, 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 12, 2021 – July 16, 2021 Performance:

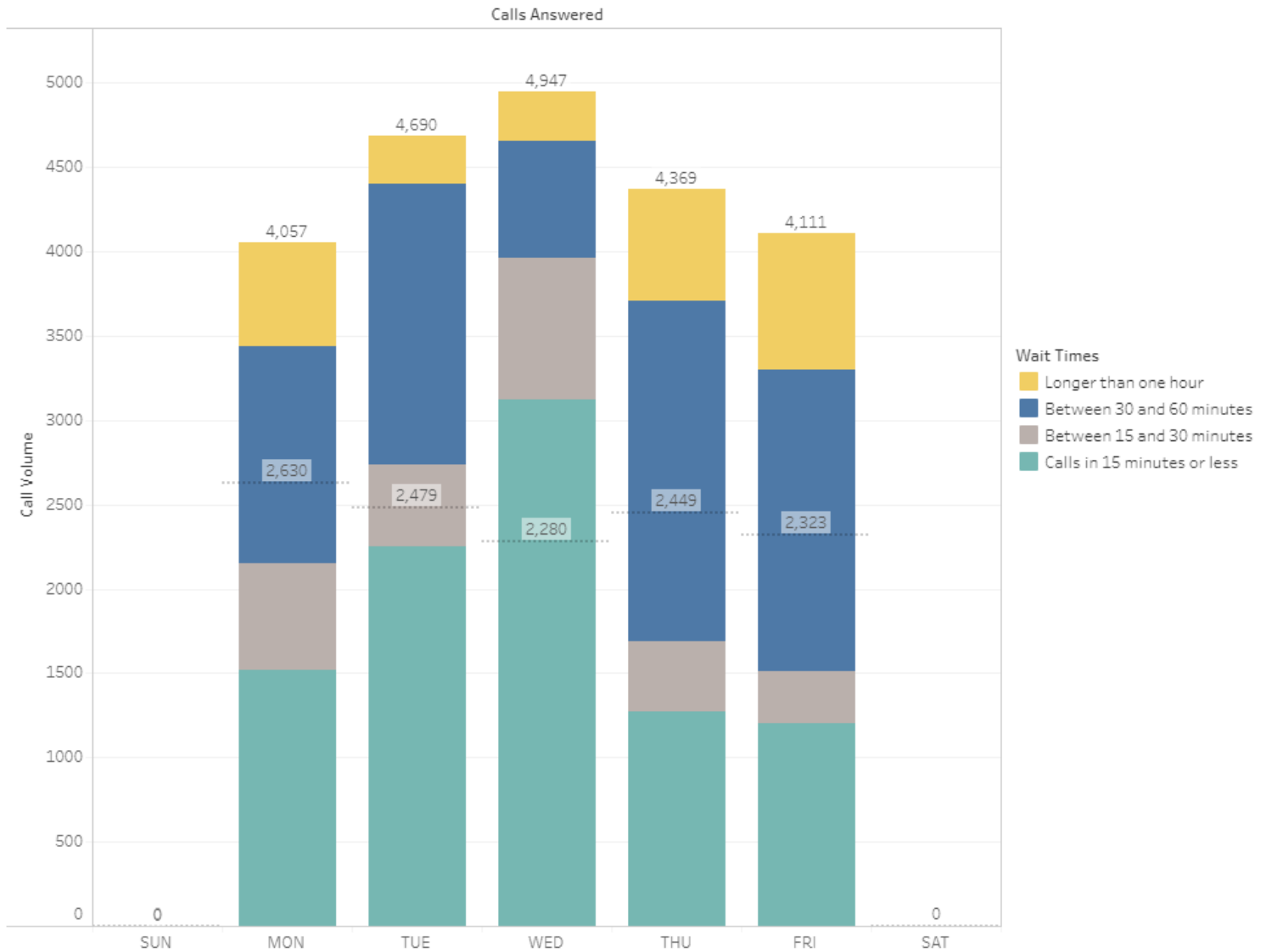
The Oregon Employment Department is not meeting its July 1st goal. Of all calls answered during this timeframe, 42.23% of calls were answered in 15 minutes or less.

Total Calls Answered

| Current Dates in Review | Same Week, Last Year |
|-------------------------------|-------------------------------|
| July 12, 2021 – July 16, 2021 | July 13, 2020 – July 17, 2020 |
| 22,174 | 12,161 |

Call Wait Times

| July 12, 2021 – July 16, 2021 | |
|-------------------------------|--------|
| 15 minutes or less | 42.23% |
| Between 15 and 30 minutes | 12.08% |
| Between 30 and 60 minutes | 33.66% |
| Longer than 1 hour | 12.04% |



The dashed markers located on the graph indicate the total number of calls answered for the same week, one year prior (July 13, 2020 – July 17, 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 12, 2021 – July 16, 2021).