

Weekly Unemployment Insurance Call Wait Times

Date of Report: July 26, 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 19, 2021 – July 23, 2021 Performance:

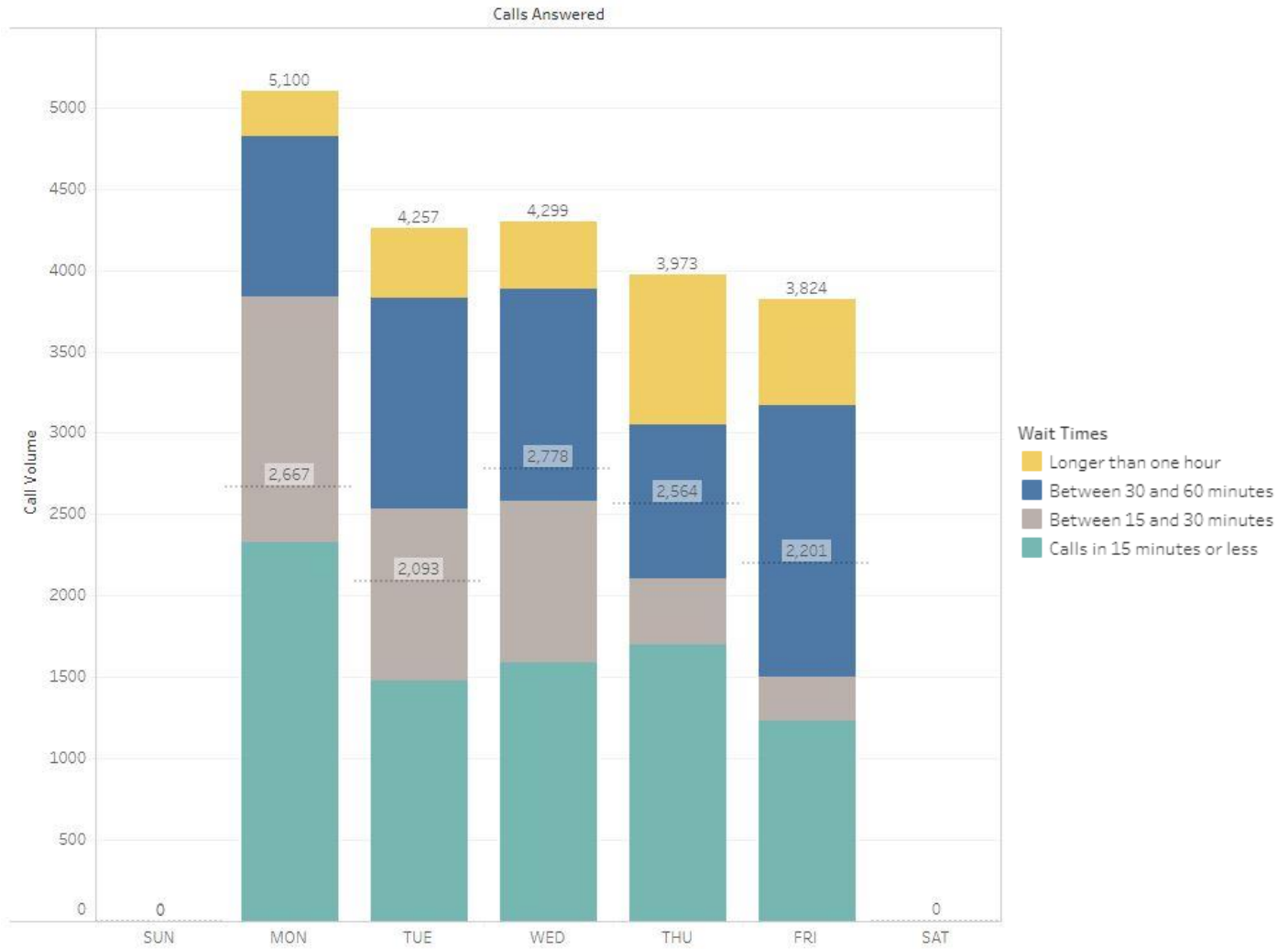
The Oregon Employment Department is not meeting its July 1st goal. Of all calls answered during this timeframe, 38.82% of calls were answered in 15 minutes or less.

Total Calls Answered

Current Dates in Review	Same Week, Last Year
July 19, 2021 – July 23, 2021	July 20, 2020 – July 24, 2020
21,453	12,303

Call Wait Times

July 19, 2021 – July 23, 2021	
15 minutes or less	38.82%
Between 15 and 30 minutes	19.71%
Between 30 and 60 minutes	28.92%
Longer than 1 hour	12.55%



The dashed markers located on the graph indicate the total number of calls answered for the same week, one year prior (July 20, 2020 – July 24, 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 19, 2021 – July 23, 2021).