

Weekly Unemployment Insurance Call Wait Times

Date of Report: July 6, 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 28, 2021 – July 2, 2021 Performance:

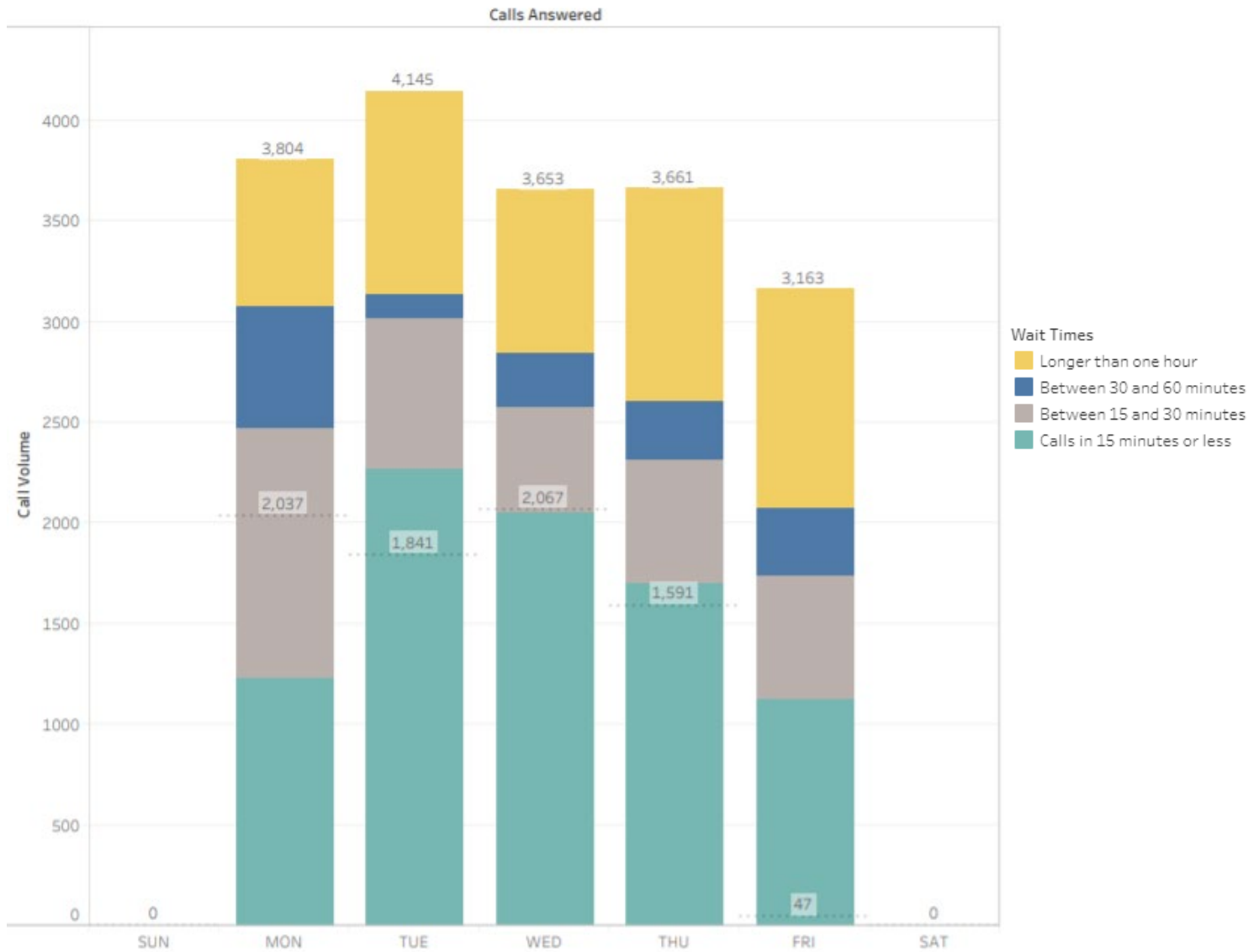
The Oregon Employment Department is not yet meeting its July 1st goal. Of all calls answered during this timeframe, 45.47% of calls were answered in 15 minutes or less.

Total Calls Answered

Current Dates in Review	Same Week, Last Year
June 28, 2021 – July 2, 2021	June 29, 2020 – July 3, 2020
18,426	7,583

Call Wait Times

June 28, 2021 – July 2, 2021	
15 minutes or less	45.47%
Between 15 and 30 minutes	20.34%
Between 30 and 60 minutes	8.74%
Longer than 1 hour	25.44%



The dashed markers located on the graph indicate the total number of calls answered for the same week, one year prior (June 29, 2020 – July 3, 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 28, 2021 – July 2, 2021).