

Weekly Unemployment Insurance Call Wait Times

Date of Report: August 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.

August 2, 2021 – August 6, 2021 Performance:

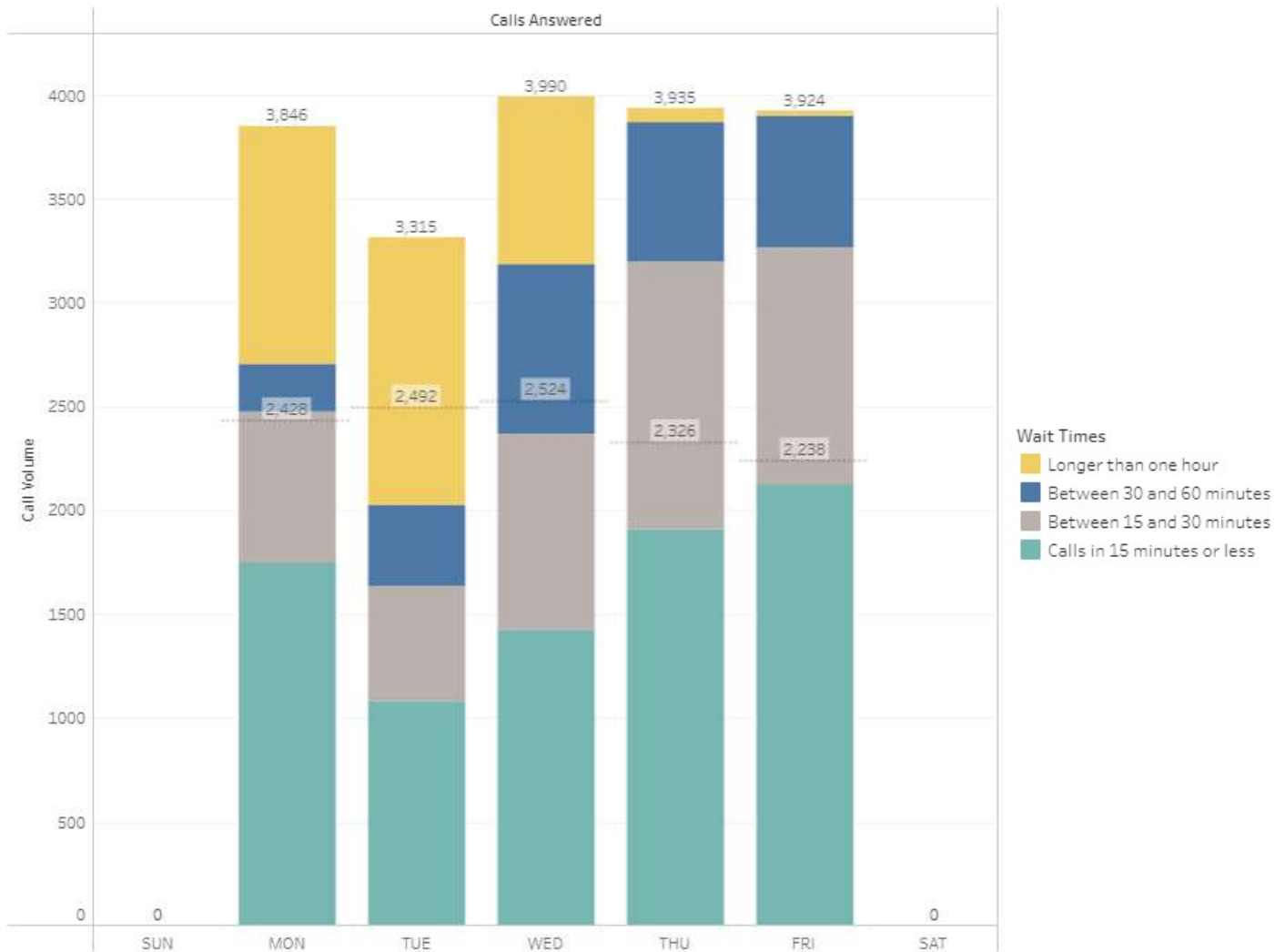
The Oregon Employment Department is not meeting its July 1st goal. Of all calls answered during this timeframe, 43.59% of calls were answered in 15 minutes or less.

Total Calls Answered

Current Dates in Review	Same Week, Last Year
August 2, 2021 – August 6, 2021	August 3, 2020 – August 7, 2020
19,010	12,008

Call Wait Times

August 2, 2021 – August 6, 2021	
15 minutes or less	43.59%
Between 15 and 30 minutes	24.46%
Between 30 and 60 minutes	14.42%
Longer than 1 hour	17.53%



The dashed markers located on the graph indicate the total number of calls answered for the same week, one year prior (August 3, 2020 – August 7, 2020). The numbers located at the top of the columns indicate the total number of calls answered that day, for the period in review (August 2, 2021 – August 6, 2021).