

## Weekly Unemployment Insurance Call Wait Times

**Date of Report:** August 2, 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 26, 2021 – July 30, 2021 Performance:**

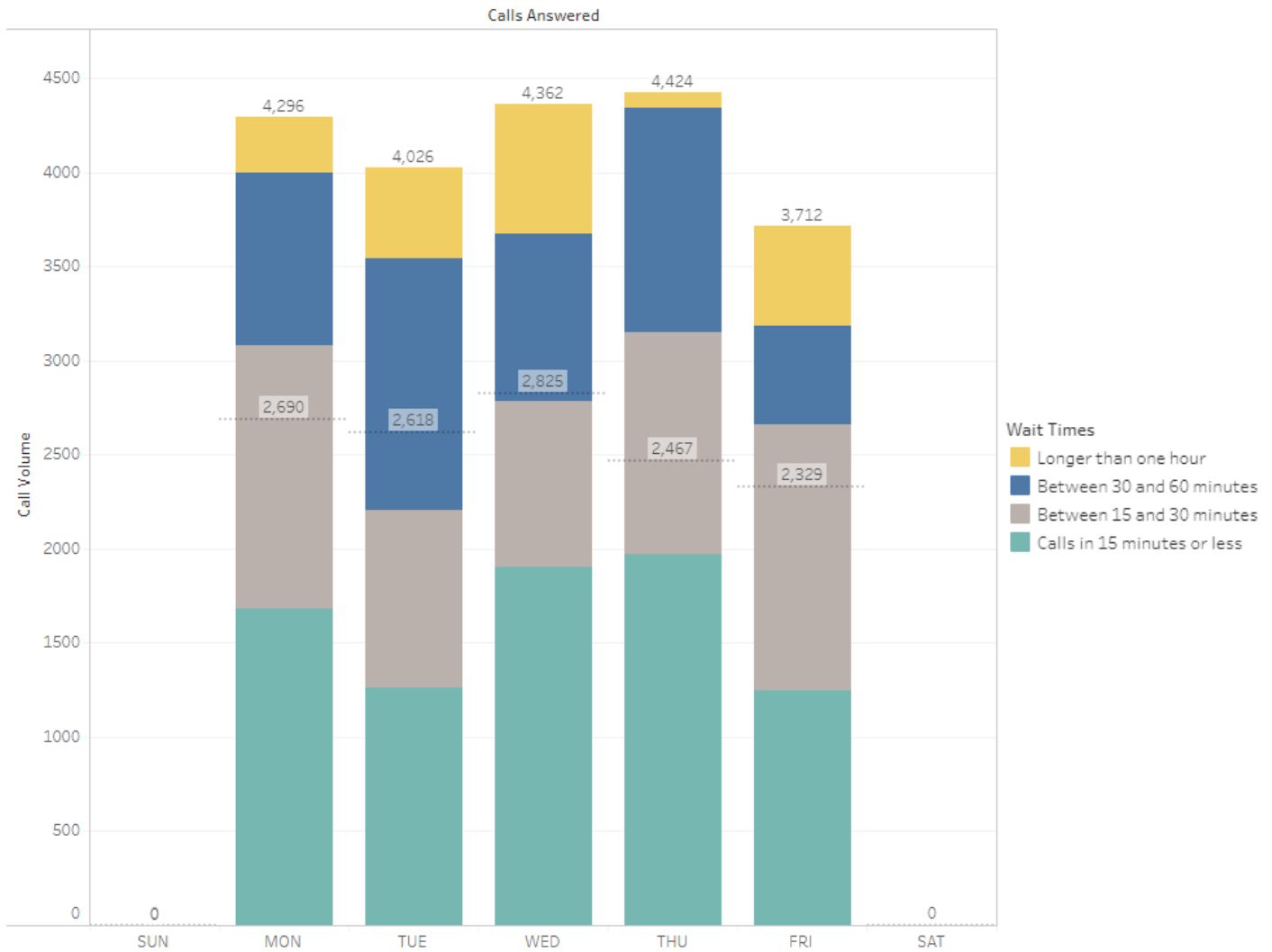
The Oregon Employment Department is not meeting its July 1<sup>st</sup> goal. Of all calls answered during this timeframe, 38.77% of calls were answered in 15 minutes or less.

### **Total Calls Answered**

Current Dates in Review	Same Week, Last Year
July 26, 2021 – July 30, 2021	July 27, 2020 – July 31, 2020
20,820	12,929

### **Call Wait Times**

July 26, 2021 – July 30, 2021	
15 minutes or less	38.77%
Between 15 and 30 minutes	27.89%
Between 30 and 60 minutes	23.41%
Longer than 1 hour	9.94%



The dashed markers located on the graph indicate the total number of calls answered for the same week, one year prior (July 27, 2020 – July 31, 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 26, 2021 – July 30, 2021).