

**Attempted and Completed Calls to 1-800-342-3334
(Fair Hearing Request Line)**

*Source: New York State Office of Temporary and Disability Assistance
(Freedom of Information Law Request #: 11-165)*

Friday, April 1, 2011			
<u>Hours</u>	<u>Attempted Calls</u>	<u>Completed Calls</u>	<u>Success Rate</u>
8:00 – 8:59 a.m.	1,178	109	9.25%
9:00 – 9:59 a.m.	1,544	89	5.76%
10:00 – 10:59 a.m.	1,183	110	9.30%
11:00 – 11:59 a.m.	1,153	100	8.67%
12:00 – 12:59 p.m.	1,188	99	8.33%
1:00 – 1:59 p.m.	1,431	92	6.43%
2:00 – 2:59 p.m.	1,667	89	5.34%
3:00 – 3:59 p.m.	1,151	92	7.99%
4:00 – 4:59 p.m.	711	105	14.77%
Total	11,206	885	7.90%

Monday, April 4, 2011			
<u>Hours</u>	<u>Attempted Calls</u>	<u>Completed Calls</u>	<u>Success Rate</u>
8:00 – 8:59 a.m.	3,094	120	3.88%
9:00 – 9:59 a.m.	3,014	77	2.55%
10:00 – 10:59 a.m.	3,084	51	1.65%
11:00 – 11:59 a.m.	3,584	35	0.98%
12:00 – 12:59 p.m.	3,032	60	1.98%
1:00 – 1:59 p.m.	2,664	71	2.67%
2:00 – 2:59 p.m.	2,902	67	2.31%
3:00 – 3:59 p.m.	2,150	93	4.33%
4:00 – 4:59 p.m.	2,353	56	1.81%
Total	25,877	630	2.43%

Tuesday, April 5, 2011			
<u>Hours</u>	<u>Attempted Calls</u>	<u>Completed Calls</u>	<u>Success Rate</u>
8:00 – 8:59 a.m.	2,102	90	4.28%
9:00 – 9:59 a.m.	2,499	66	2.64%
10:00 – 10:59 a.m.	2,352	68	2.89%
11:00 – 11:59 a.m.	1,557	66	4.24%
12:00 – 12:59 p.m.	1,801	63	3.50%
1:00 – 1:59 p.m.	1,685	89	5.28%
2:00 – 2:59 p.m.	1,570	89	5.67%
3:00 – 3:59 p.m.	1,773	76	4.29%
4:00 – 4:59 p.m.	996	86	8.63%
Total	16,335	693	4.24%

**Attempted and Completed Calls to 1-800-342-3334
(Fair Hearing Request Line)**

*Source: New York State Office of Temporary and Disability Assistance
(Freedom of Information Law Request #: 11-165)*

Wednesday, April 6, 2011			
Hours	Attempted Calls	Completed Calls	Success Rate
8:00 – 8:59 a.m.	2,170	99	4.56%
9:00 – 9:59 a.m.	1,466	107	7.30%
10:00 – 10:59 a.m.	1,487	92	6.19%
11:00 – 11:59 a.m.	985	96	9.75%
12:00 – 12:59 p.m.	978	115	11.76%
1:00 – 1:59 p.m.	853	122	14.30%
2:00 – 2:59 p.m.	1,148	89	7.75%
3:00 – 3:59 p.m.	1,229	108	8.79%
4:00 – 4:59 p.m.	968	12	0.55%
Total	11,284	840	7.44%

Thursday, April 7, 2011			
Hours	Attempted Calls	Completed Calls	Success Rate
8:00 – 8:59 a.m.	1,059	86	8.12%
9:00 – 9:59 a.m.	1,028	123	11.96%
10:00 – 10:59 a.m.	1,521	93	6.11%
11:00 – 11:59 a.m.	1,286	87	6.77%
12:00 – 12:59 p.m.	1,080	107	9.91%
1:00 – 1:59 p.m.	890	111	12.47%
2:00 – 2:59 p.m.	1,045	88	8.42%
3:00 – 3:59 p.m.	834	100	11.99%
4:00 – 4:59 p.m.	814	73	8.97%
Total	9,557	868	9.08%

Friday, April 8, 2011			
Hours	Attempted Calls	Completed Calls	Success Rate
8:00 – 8:59 a.m.	1044	85	8.14%
9:00 – 9:59 a.m.	1599	97	6.07%
10:00 – 10:59 a.m.	1378	105	7.62%
11:00 – 11:59 a.m.	1269	103	8.12%
12:00 – 12:59 p.m.	911	83	9.11%
1:00 – 1:59 p.m.	1025	73	7.12%
2:00 – 2:59 p.m.	1663	61	3.67%
3:00 – 3:59 p.m.	1669	66	3.95%
4:00 – 4:59 p.m.	1499	57	5.46%
Total	12,057	730	6.05%

**Attempted and Completed Calls to 1-800-342-3334
(Fair Hearing Request Line)**

*Source: New York State Office of Temporary and Disability Assistance
(Freedom of Information Law Request #: 11-165)*

Monday, April 11, 2011			
<u>Hours</u>	<u>Attempted Calls</u>	<u>Completed Calls</u>	<u>Success Rate</u>
8:00 – 8:59 a.m.	1,908	115	6.03%
9:00 – 9:59 a.m.	2,264	91	4.02%
10:00 – 10:59 a.m.	2,113	100	4.73%
11:00 – 11:59 a.m.	2,012	89	4.42%
12:00 – 12:59 p.m.	1,656	93	5.62%
1:00 – 1:59 p.m.	1,972	74	3.75%
2:00 – 2:59 p.m.	1,389	88	6.34%
3:00 – 3:59 p.m.	2,201	70	3.18%
4:00 – 4:59 p.m.	1,622	74	3.88%
Total	17,137	794	4.63%

Tuesday, April 12, 2011			
<u>Hours</u>	<u>Attempted Calls</u>	<u>Completed Calls</u>	<u>Success Rate</u>
8:00 – 8:59 a.m.	1,771	98	5.53%
9:00 – 9:59 a.m.	1,646	135	8.20%
10:00 – 10:59 a.m.	1,616	110	6.81%
11:00 – 11:59 a.m.	1,911	110	5.76%
12:00 – 12:59 p.m.	1,433	73	5.09%
1:00 – 1:59 p.m.	1,282	112	8.74%
2:00 – 2:59 p.m.	1,251	101	8.07%
3:00 – 3:59 p.m.	1,311	119	9.08%
4:00 – 4:59 p.m.	764	84	10.99%
Total	12,985	942	7.25%

Wednesday, April 13, 2011			
<u>Hours</u>	<u>Attempted Calls</u>	<u>Completed Calls</u>	<u>Success Rate</u>
8:00 – 8:59 a.m.	1,051	93	8.85%
9:00 – 9:59 a.m.	1,547	85	5.49%
10:00 – 10:59 a.m.	939	120	12.78%
11:00 – 11:59 a.m.	984	120	12.20%
12:00 – 12:59 p.m.	1,460	86	5.89%
1:00 – 1:59 p.m.	1,433	75	5.23%
2:00 – 2:59 p.m.	1,074	78	7.26%
3:00 – 3:59 p.m.	2,042	66	3.23%
4:00 – 4:59 p.m.	2,265	52	4.95%
Total	12,795	775	6.06%

**Attempted and Completed Calls to 1-800-342-3334
(Fair Hearing Request Line)**

*Source: New York State Office of Temporary and Disability Assistance
(Freedom of Information Law Request #: 11-165)*

Thursday, April 14, 2011			
Hours	Attempted Calls	Completed Calls	Success Rate
8:00 – 8:59 a.m.	1,828	91	4.98%
9:00 – 9:59 a.m.	2,013	100	4.97%
10:00 – 10:59 a.m.	2,141	61	2.85%
11:00 – 11:59 a.m.	1,900	77	4.05%
12:00 – 12:59 p.m.	2,014	93	4.62%
1:00 – 1:59 p.m.	1,787	78	4.36%
2:00 – 2:59 p.m.	1,393	76	5.46%
3:00 – 3:59 p.m.	1,209	109	9.02%
4:00 – 4:59 p.m.	946	66	3.61%
Total	15,231	751	4.93%

Friday, April 15, 2011			
Hours	Attempted Calls	Completed Calls	Success Rate
8:00 – 8:59 a.m.	935	110	11.76%
9:00 – 9:59 a.m.	948	125	13.19%
10:00 – 10:59 a.m.	822	109	13.26%
11:00 – 11:59 a.m.	1,115	125	11.21%
12:00 – 12:59 p.m.	893	100	11.20%
1:00 – 1:59 p.m.	1,000	106	10.60%
2:00 – 2:59 p.m.	1,381	72	5.21%
3:00 – 3:59 p.m.	1,779	59	3.32%
4:00 – 4:59 p.m.	1,272	52	4.09%
Total	10,145	858	8.46%

Monday, April 18, 2011			
Hours	Attempted Calls	Completed Calls	Success Rate
8:00 – 8:59 a.m.	1,268	115	9.07%
9:00 – 9:59 a.m.	2,346	92	3.92%
10:00 – 10:59 a.m.	1,863	79	4.24%
11:00 – 11:59 a.m.	1,990	69	3.47%
12:00 – 12:59 p.m.	1,548	81	5.23%
1:00 – 1:59 p.m.	1,948	75	3.85%
2:00 – 2:59 p.m.	2,020	68	3.37%
3:00 – 3:59 p.m.	1,995	89	4.46%
4:00 – 4:59 p.m.	1,580	100	7.89%
Total	16,558	768	4.64%

**Attempted and Completed Calls to 1-800-342-3334
(Fair Hearing Request Line)**

*Source: New York State Office of Temporary and Disability Assistance
(Freedom of Information Law Request #: 11-165)*

Tuesday, April 19, 2011			
<u>Hours</u>	<u>Attempted Calls</u>	<u>Completed Calls</u>	<u>Success Rate</u>
8:00 – 8:59 a.m.	717	110	15.34%
9:00 – 9:59 a.m.	1,669	116	6.95%
10:00 – 10:59 a.m.	1,242	123	9.90%
11:00 – 11:59 a.m.	2,147	71	3.31%
12:00 – 12:59 p.m.	1,310	76	5.80%
1:00 – 1:59 p.m.	1,317	84	6.38%
2:00 – 2:59 p.m.	1,555	85	5.47%
3:00 – 3:59 p.m.	1,317	82	6.23%
4:00 – 4:59 p.m.	703	97	13.53%
Total	11,977	844	7.05%

Wednesday, April 20, 2011			
<u>Hours</u>	<u>Attempted Calls</u>	<u>Completed Calls</u>	<u>Success Rate</u>
8:00 – 8:59 a.m.	767	112	14.60%
9:00 – 9:59 a.m.	1,521	80	5.26%
10:00 – 10:59 a.m.	1,004	102	10.16%
11:00 – 11:59 a.m.	1,029	97	9.43%
12:00 – 12:59 p.m.	1,047	115	10.98%
1:00 – 1:59 p.m.	1,257	117	9.31%
2:00 – 2:59 p.m.	1,174	81	6.90%
3:00 – 3:59 p.m.	1,227	104	8.48%
4:00 – 4:59 p.m.	1,389	82	5.90%
Total	10,415	890	8.55%

Thursday, April 21, 2011			
<u>Hours</u>	<u>Attempted Calls</u>	<u>Completed Calls</u>	<u>Success Rate</u>
8:00 – 8:59 a.m.	706	104	14.73%
9:00 – 9:59 a.m.	811	137	16.89%
10:00 – 10:59 a.m.	820	122	14.88%
11:00 – 11:59 a.m.	781	152	19.46%
12:00 – 12:59 p.m.	1,039	86	8.28%
1:00 – 1:59 p.m.	727	113	15.54%
2:00 – 2:59 p.m.	594	163	27.44%
3:00 – 3:59 p.m.	386	155	40.16%
4:00 – 4:59 p.m.	381	138	19.55%
Total	6,245	1,170	18.73%

**Attempted and Completed Calls to 1-800-342-3334
(Fair Hearing Request Line)**

*Source: New York State Office of Temporary and Disability Assistance
(Freedom of Information Law Request #: 11-165)*

Friday, April 22, 2011			
<u>Hours</u>	<u>Attempted Calls</u>	<u>Completed Calls</u>	<u>Success Rate</u>
8:00 – 8:59 a.m.	255	120	47.06%
9:00 – 9:59 a.m.	375	133	35.47%
10:00 – 10:59 a.m.	466	128	27.47%
11:00 – 11:59 a.m.	446	117	26.23%
12:00 – 12:59 p.m.	471	145	30.79%
1:00 – 1:59 p.m.	535	116	21.68%
2:00 – 2:59 p.m.	555	97	17.48%
3:00 – 3:59 p.m.	481	103	21.41%
4:00 – 4:59 p.m.	266	95	35.71%
Total	3,850	1,054	27.38%

Monday, April 25, 2011			
<u>Hours</u>	<u>Attempted Calls</u>	<u>Completed Calls</u>	<u>Success Rate</u>
8:00 – 8:59 a.m.	1,072	130	12.13%
9:00 – 9:59 a.m.	1,496	117	7.82%
10:00 – 10:59 a.m.	1,501	110	7.33%
11:00 – 11:59 a.m.	2,020	119	5.89%
12:00 – 12:59 p.m.	1,879	80	4.26%
1:00 – 1:59 p.m.	1,574	58	3.68%
2:00 – 2:59 p.m.	1,418	109	7.69%
3:00 – 3:59 p.m.	1,279	93	7.27%
4:00 – 4:59 p.m.	1,530	83	7.74%
Total	13,769	899	6.53%

Tuesday, April 26, 2011			
<u>Hours</u>	<u>Attempted Calls</u>	<u>Completed Calls</u>	<u>Success Rate</u>
8:00 – 8:59 a.m.	827	153	18.50%
9:00 – 9:59 a.m.	903	174	19.27%
10:00 – 10:59 a.m.	682	167	24.49%
11:00 – 11:59 a.m.	952	161	16.91%
12:00 – 12:59 p.m.	599	143	23.87%
1:00 – 1:59 p.m.	717	130	18.13%
2:00 – 2:59 p.m.	778	0	0.02%
3:00 – 3:59 p.m.	676	121	17.90%
4:00 – 4:59 p.m.	617	90	14.59%
Total	6,751	1,139	16.87%

**Attempted and Completed Calls to 1-800-342-3334
(Fair Hearing Request Line)**

*Source: New York State Office of Temporary and Disability Assistance
(Freedom of Information Law Request #: 11-165)*

Wednesday, April 27, 2011			
Hours	Attempted Calls	Completed Calls	Success Rate
8:00 – 8:59 a.m.	539	89	16.51%
9:00 – 9:59 a.m.	977	131	13.41%
10:00 – 10:59 a.m.	963	129	13.40%
11:00 – 11:59 a.m.	794	119	14.99%
12:00 – 12:59 p.m.	1,080	107	9.91%
1:00 – 1:59 p.m.	866	117	13.51%
2:00 – 2:59 p.m.	684	126	18.42%
3:00 – 3:59 p.m.	148	138	93.24%
4:00 – 4:59 p.m.	647	101	18.74%
Total	6,698	1,057	15.78%

Thursday, April 28, 2011			
Hours	Attempted Calls	Completed Calls	Success Rate
8:00 – 8:59 a.m.	681	105	15.42%
9:00 – 9:59 a.m.	606	162	26.73%
10:00 – 10:59 a.m.	953	137	14.38%
11:00 – 11:59 a.m.	765	142	18.56%
12:00 – 12:59 p.m.	608	110	18.09%
1:00 – 1:59 p.m.	642	126	19.63%
2:00 – 2:59 p.m.	411	152	36.98%
3:00 – 3:59 p.m.	848	125	14.74%
4:00 – 4:59 p.m.	1,013	98	9.67%
Total	6,527	1,157	17.73%

Friday, April 29, 2011			
Hours	Attempted Calls	Completed Calls	Success Rate
8:00 – 8:59 a.m.	669	115	17.19%
9:00 – 9:59 a.m.	684	120	17.54%
10:00 – 10:59 a.m.	642	137	21.34%
11:00 – 11:59 a.m.	741	134	18.08%
12:00 – 12:59 p.m.	508	138	27.17%
1:00 – 1:59 p.m.	475	153	32.21%
2:00 – 2:59 p.m.	573	109	19.02%
3:00 – 3:59 p.m.	634	104	16.40%
4:00 – 4:59 p.m.	518	95	14.20%
Total	5,444	1,105	20.30%

**Attempted and Completed Calls to 1-800-342-3334
(Fair Hearing Request Line)**

*Source: New York State Office of Temporary and Disability Assistance
(Freedom of Information Law Request #: 11-165)*

Summary: April 2011			
Hours	Attempted Calls	Completed Calls	Success Rate
8:00 – 8:59 a.m.	25,641	2,249	8.77%
9:00 – 9:59 a.m.	30,956	2,357	7.61%
10:00 – 10:59 a.m.	28,772	2,253	7.83%
11:00 – 11:59 a.m.	29,421	2,189	7.44%
12:00 – 12:59 p.m.	26,535	2,053	7.74%
1:00 – 1:59 p.m.	26,080	2,092	8.02%
2:00 – 2:59 p.m.	26,245	1,888	7.19%
3:00 – 3:59 p.m.	26,339	2,072	7.87%
4:00 – 4:59 p.m.	22,854	1,696	6.61%
Total	242,843	18,849	7.76%