

**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)*

<b>Tuesday, February 1, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	762	117	15.35%
9:00 – 9:59 a.m.	2,121	74	3.49%
10:00 – 10:59 a.m.	1,514	105	6.94%
11:00 – 11:59 a.m.	1,301	93	7.15%
12:00 – 12:59 p.m.	1,204	124	10.30%
1:00 – 1:59 p.m.	1,056	127	12.03%
2:00 – 2:59 p.m.	1,248	113	9.05%
3:00 – 3:59 p.m.	1,428	95	6.65%
4:00 – 4:59 p.m.	636	106	16.67%
<b>Total</b>	<b>11,270</b>	<b>954</b>	<b>8.46%</b>

<b>Wednesday, February 2, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	615	99	100.00%
9:00 – 9:59 a.m.	1,100	61	100.00%
10:00 – 10:59 a.m.	1,084	71	100.00%
11:00 – 11:59 a.m.	1,295	96	100.00%
12:00 – 12:59 p.m.	1,574	67	100.00%
1:00 – 1:59 p.m.	1,352	81	100.00%
2:00 – 2:59 p.m.	1,559	69	100.00%
3:00 – 3:59 p.m.	1,488	77	100.00%
4:00 – 4:59 p.m.	1,372	72	72.73%
<b>Total</b>	<b>11,439</b>	<b>693</b>	<b>6.06%</b>

<b>Thursday, February 3, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	1,284	103	8.02%
9:00 – 9:59 a.m.	1,787	97	5.43%
10:00 – 10:59 a.m.	985	122	12.39%
11:00 – 11:59 a.m.	855	159	18.60%
12:00 – 12:59 p.m.	957	129	13.48%
1:00 – 1:59 p.m.	893	81	9.07%
2:00 – 2:59 p.m.	751	132	17.58%
3:00 – 3:59 p.m.	1	132	23571.43%
4:00 – 4:59 p.m.	558	108	19.35%
<b>Total</b>	<b>8,071</b>	<b>1,063</b>	<b>13.17%</b>

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

<b>Friday, February 4, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	549	118	21.49%
9:00 – 9:59 a.m.	934	96	10.28%
10:00 – 10:59 a.m.	770	130	16.88%
11:00 – 11:59 a.m.	593	190	32.04%
12:00 – 12:59 p.m.	671	127	18.93%
1:00 – 1:59 p.m.	652	176	26.99%
2:00 – 2:59 p.m.	648	129	19.91%
3:00 – 3:59 p.m.	901	85	9.43%
4:00 – 4:59 p.m.	335	123	22.40%
<b>Total</b>	<b>6,053</b>	<b>1,174</b>	<b>19.40%</b>

<b>Monday, February 7, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	967	112	11.58%
9:00 – 9:59 a.m.	2,195	112	5.10%
10:00 – 10:59 a.m.	2,056	86	4.18%
11:00 – 11:59 a.m.	1,493	93	6.23%
12:00 – 12:59 p.m.	1,229	108	8.79%
1:00 – 1:59 p.m.	1,395	106	7.60%
2:00 – 2:59 p.m.	1,496	90	6.02%
3:00 – 3:59 p.m.	1,226	107	8.73%
4:00 – 4:59 p.m.	801	131	16.35%
<b>Total</b>	<b>12,858</b>	<b>945</b>	<b>7.35%</b>

<b>Tuesday, February 8, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	1,404	118	8.40%
9:00 – 9:59 a.m.	1,410	93	6.60%
10:00 – 10:59 a.m.	1,396	91	6.52%
11:00 – 11:59 a.m.	902	159	17.63%
12:00 – 12:59 p.m.	1,041	118	11.34%
1:00 – 1:59 p.m.	1,079	115	10.66%
2:00 – 2:59 p.m.	824	147	17.84%
3:00 – 3:59 p.m.	714	123	17.23%
4:00 – 4:59 p.m.	502	118	8.40%
<b>Total</b>	<b>9,272</b>	<b>1,082</b>	<b>11.67%</b>

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

<b>Wednesday, February 9, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	570	111	19.47%
9:00 – 9:59 a.m.	1,217	134	11.01%
10:00 – 10:59 a.m.	1,191	94	7.89%
11:00 – 11:59 a.m.	1,106	106	9.58%
12:00 – 12:59 p.m.	959	117	12.20%
1:00 – 1:59 p.m.	661	107	16.19%
2:00 – 2:59 p.m.	735	122	16.60%
3:00 – 3:59 p.m.	783	149	19.03%
4:00 – 4:59 p.m.	486	141	24.74%
<b>Total</b>	<b>7,708</b>	<b>1,081</b>	<b>14.02%</b>

<b>Thursday, February 10, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	528	138	26.14%
9:00 – 9:59 a.m.	899	130	14.46%
10:00 – 10:59 a.m.	630	145	23.02%
11:00 – 11:59 a.m.	633	150	23.70%
12:00 – 12:59 p.m.	537	135	25.14%
1:00 – 1:59 p.m.	725	110	15.17%
2:00 – 2:59 p.m.	614	110	17.92%
3:00 – 3:59 p.m.	770	135	17.53%
4:00 – 4:59 p.m.	451	123	27.27%
<b>Total</b>	<b>5,787</b>	<b>1,176</b>	<b>20.32%</b>

<b>Friday, February 11, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	450	103	22.89%
9:00 – 9:59 a.m.	809	188	23.24%
10:00 – 10:59 a.m.	329	243	73.86%
11:00 – 11:59 a.m.	298	240	80.54%
12:00 – 12:59 p.m.	522	142	27.20%
1:00 – 1:59 p.m.	630	99	15.71%
2:00 – 2:59 p.m.	780	124	15.90%
3:00 – 3:59 p.m.	979	95	9.70%
4:00 – 4:59 p.m.	769	83	18.44%
<b>Total</b>	<b>5,566</b>	<b>1,317</b>	<b>23.66%</b>

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<b>Monday, February 14, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	1,342	84	6.26%
9:00 – 9:59 a.m.	2,131	76	3.57%
10:00 – 10:59 a.m.	1,465	121	8.26%
11:00 – 11:59 a.m.	1,231	141	11.45%
12:00 – 12:59 p.m.	959	116	12.10%
1:00 – 1:59 p.m.	1	130	13684.21%
2:00 – 2:59 p.m.	893	131	14.67%
3:00 – 3:59 p.m.	853	123	14.42%
4:00 – 4:59 p.m.	541	151	11.25%
<b>Total</b>	<b>9,416</b>	<b>1,073</b>	<b>11.40%</b>

<b>Tuesday, February 15, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	1,411	120	8.50%
9:00 – 9:59 a.m.	1,159	124	10.70%
10:00 – 10:59 a.m.	1,099	107	9.74%
11:00 – 11:59 a.m.	806	120	14.89%
12:00 – 12:59 p.m.	1,323	88	6.65%
1:00 – 1:59 p.m.	788	101	12.82%
2:00 – 2:59 p.m.	854	105	12.30%
3:00 – 3:59 p.m.	632	110	17.41%
4:00 – 4:59 p.m.	415	113	27.23%
<b>Total</b>	<b>8,487</b>	<b>988</b>	<b>11.64%</b>

<b>Wednesday, February 16, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	821	109	13.28%
9:00 – 9:59 a.m.	880	164	18.64%
10:00 – 10:59 a.m.	453	163	35.98%
11:00 – 11:59 a.m.	375	162	43.20%
12:00 – 12:59 p.m.	434	154	35.48%
1:00 – 1:59 p.m.	464	127	27.37%
2:00 – 2:59 p.m.	627	123	19.62%
3:00 – 3:59 p.m.	597	99	16.58%
4:00 – 4:59 p.m.	540	104	12.67%
<b>Total</b>	<b>5,191</b>	<b>1,205</b>	<b>23.21%</b>

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<b>Thursday, February 17, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	513	112	21.83%
9:00 – 9:59 a.m.	733	117	15.96%
10:00 – 10:59 a.m.	796	123	15.45%
11:00 – 11:59 a.m.	677	145	21.42%
12:00 – 12:59 p.m.	620	119	19.19%
1:00 – 1:59 p.m.	460	148	32.17%
2:00 – 2:59 p.m.	631	140	22.19%
3:00 – 3:59 p.m.	507	130	25.64%
4:00 – 4:59 p.m.	257	151	29.43%
<b>Total</b>	<b>5,194</b>	<b>1,185</b>	<b>22.81%</b>

<b>Friday, February 18, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	267	147	55.06%
9:00 – 9:59 a.m.	527	116	22.01%
10:00 – 10:59 a.m.	656	129	19.66%
11:00 – 11:59 a.m.	508	161	31.69%
12:00 – 12:59 p.m.	536	139	25.93%
1:00 – 1:59 p.m.	387	160	41.34%
2:00 – 2:59 p.m.	532	134	25.19%
3:00 – 3:59 p.m.	428	143	33.41%
4:00 – 4:59 p.m.	303	126	41.58%
<b>Total</b>	<b>4,144</b>	<b>1,255</b>	<b>30.28%</b>

<b>Tuesday, February 22, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	818	130	15.89%
9:00 – 9:59 a.m.	1,875	122	6.51%
10:00 – 10:59 a.m.	1,969	65	3.30%
11:00 – 11:59 a.m.	1,857	110	5.92%
12:00 – 12:59 p.m.	1,678	90	5.36%
1:00 – 1:59 p.m.	2,203	69	3.13%
2:00 – 2:59 p.m.	1,896	68	3.59%
3:00 – 3:59 p.m.	1,656	109	6.58%
4:00 – 4:59 p.m.	1,457	106	7.28%
<b>Total</b>	<b>15,409</b>	<b>869</b>	<b>5.64%</b>

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<b>Wednesday, February 23, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	1,261	116	9.20%
9:00 – 9:59 a.m.	1,722	91	5.28%
10:00 – 10:59 a.m.	2,055	100	4.87%
11:00 – 11:59 a.m.	1,393	104	7.47%
12:00 – 12:59 p.m.	1,234	115	9.32%
1:00 – 1:59 p.m.	851	118	13.87%
2:00 – 2:59 p.m.	1,282	86	6.71%
3:00 – 3:59 p.m.	947	64	6.76%
4:00 – 4:59 p.m.	772	94	7.45%
<b>Total</b>	<b>11,517</b>	<b>888</b>	<b>7.71%</b>

<b>Thursday, February 24, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	709	103	14.53%
9:00 – 9:59 a.m.	931	119	12.78%
10:00 – 10:59 a.m.	820	127	15.49%
11:00 – 11:59 a.m.	665	126	18.95%
12:00 – 12:59 p.m.	623	115	18.46%
1:00 – 1:59 p.m.	727	101	13.89%
2:00 – 2:59 p.m.	1,035	86	8.31%
3:00 – 3:59 p.m.	1,269	96	7.57%
4:00 – 4:59 p.m.	732	102	13.93%
<b>Total</b>	<b>7,511</b>	<b>975</b>	<b>12.98%</b>

<b>Friday, February 25, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	734	87	11.85%
9:00 – 9:59 a.m.	1,334	130	9.75%
10:00 – 10:59 a.m.	1,072	145	13.53%
11:00 – 11:59 a.m.	889	133	14.96%
12:00 – 12:59 p.m.	734	104	14.17%
1:00 – 1:59 p.m.	913	131	14.35%
2:00 – 2:59 p.m.	1,160	146	12.59%
3:00 – 3:59 p.m.	1,061	135	12.72%
4:00 – 4:59 p.m.	514	114	15.53%
<b>Total</b>	<b>8,411</b>	<b>1,125</b>	<b>13.38%</b>

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<b>Monday, February 28, 2011</b>			
<b><u>Hours</u></b>	<b><u>Attempted Calls</u></b>	<b><u>Completed Calls</u></b>	<b><u>Success Rate</u></b>
8:00 – 8:59 a.m.	1,614	124	7.68%
9:00 – 9:59 a.m.	2,251	83	3.69%
10:00 – 10:59 a.m.	1,765	87	4.93%
11:00 – 11:59 a.m.	1,871	111	5.93%
12:00 – 12:59 p.m.	1,524	98	6.43%
1:00 – 1:59 p.m.	1,560	104	6.67%
2:00 – 2:59 p.m.	2,052	114	5.56%
3:00 – 3:59 p.m.	2,313	116	5.02%
4:00 – 4:59 p.m.	1,779	109	6.13%
<b>Total</b>	<b>16,729</b>	<b>946</b>	<b>5.65%</b>

<b>Summary: February 2011</b>			
<b><u>Hours</u></b>	<b><u>Attempted Calls</u></b>	<b><u>Completed Calls</u></b>	<b><u>Success Rate</u></b>
8:00 – 8:59 a.m.	16,619	2,151	12.94%
9:00 – 9:59 a.m.	26,015	2,127	8.18%
10:00 – 10:59 a.m.	22,105	2,254	10.20%
11:00 – 11:59 a.m.	18,748	2,599	13.86%
12:00 – 12:59 p.m.	18,359	2,205	12.01%
1:00 – 1:59 p.m.	16,797	2,191	13.04%
2:00 – 2:59 p.m.	19,617	2,169	11.06%
3:00 – 3:59 p.m.	18,553	2,123	11.44%
4:00 – 4:59 p.m.	13,220	2,175	13.09%
<b>Total</b>	<b>170,033</b>	<b>19,994</b>	<b>11.76%</b>

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<b>Tuesday, March 1, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	2,627	115	4.38%
9:00 – 9:59 a.m.	1,647	90	5.46%
10:00 – 10:59 a.m.	1,446	107	7.40%
11:00 – 11:59 a.m.	1,057	211	19.96%
12:00 – 12:59 p.m.	709	184	25.95%
1:00 – 1:59 p.m.	1,100	96	8.73%
2:00 – 2:59 p.m.	1,081	108	9.99%
3:00 – 3:59 p.m.	1,080	113	10.46%
4:00 – 4:59 p.m.	972	93	9.57%
<b>Total</b>	<b>11,719</b>	<b>1,117</b>	<b>9.53%</b>

<b>Wednesday, March 2, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	688	106	100.00%
9:00 – 9:59 a.m.	1,180	111	100.00%
10:00 – 10:59 a.m.	744	154	100.00%
11:00 – 11:59 a.m.	705	150	100.00%
12:00 – 12:59 p.m.	631	128	100.00%
1:00 – 1:59 p.m.	579	121	100.00%
2:00 – 2:59 p.m.	527	115	100.00%
3:00 – 3:59 p.m.	665	134	100.00%
4:00 – 4:59 p.m.	427	123	116.04%
<b>Total</b>	<b>6,146</b>	<b>1,142</b>	<b>18.58%</b>

<b>Thursday, March 3, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	642	130	20.25%
9:00 – 9:59 a.m.	647	137	21.17%
10:00 – 10:59 a.m.	529	144	27.22%
11:00 – 11:59 a.m.	490	141	28.78%
12:00 – 12:59 p.m.	655	116	17.71%
1:00 – 1:59 p.m.	482	123	25.52%
2:00 – 2:59 p.m.	465	128	27.53%
3:00 – 3:59 p.m.	563	163	28.95%
4:00 – 4:59 p.m.	317	94	29.65%
<b>Total</b>	<b>4,790</b>	<b>1,176</b>	<b>24.55%</b>



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<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	510	106	20.78%
9:00 – 9:59 a.m.	887	118	13.30%
10:00 – 10:59 a.m.	894	115	12.86%
11:00 – 11:59 a.m.	651	110	16.90%
12:00 – 12:59 p.m.	671	117	17.44%
1:00 – 1:59 p.m.	671	122	18.18%
2:00 – 2:59 p.m.	615	107	17.40%
3:00 – 3:59 p.m.	534	142	26.59%
4:00 – 4:59 p.m.	373	100	19.61%
<b>Total</b>	<b>5,806</b>	<b>1,037</b>	<b>17.86%</b>

<b>Monday, March 7, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	2,250	98	4.36%
9:00 – 9:59 a.m.	2,875	82	2.85%
10:00 – 10:59 a.m.	2,794	81	2.90%
11:00 – 11:59 a.m.	2,648	80	3.02%
12:00 – 12:59 p.m.	2,646	51	1.93%
1:00 – 1:59 p.m.	2,347	56	2.39%
2:00 – 2:59 p.m.	2,556	99	3.87%
3:00 – 3:59 p.m.	2,369	81	3.42%
4:00 – 4:59 p.m.	2,803	95	3.39%
<b>Total</b>	<b>23,288</b>	<b>723</b>	<b>3.10%</b>

<b>Tuesday, March 8, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	2,374	108	4.55%
9:00 – 9:59 a.m.	1,721	110	6.39%
10:00 – 10:59 a.m.	1,433	99	6.91%
11:00 – 11:59 a.m.	1,558	117	7.51%
12:00 – 12:59 p.m.	1,308	96	7.34%
1:00 – 1:59 p.m.	1,564	74	4.73%
2:00 – 2:59 p.m.	1,386	98	7.07%
3:00 – 3:59 p.m.	1,345	114	8.48%
4:00 – 4:59 p.m.	1,110	73	3.07%
<b>Total</b>	<b>13,799</b>	<b>889</b>	<b>6.44%</b>

**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)*

<b>Wednesday, March 9, 2011</b>			
<b><u>Hours</u></b>	<b><u>Attempted Calls</u></b>	<b><u>Completed Calls</u></b>	<b><u>Success Rate</u></b>
8:00 – 8:59 a.m.	1,613	111	6.88%
9:00 – 9:59 a.m.	1,160	108	9.31%
10:00 – 10:59 a.m.	1,388	117	8.43%
11:00 – 11:59 a.m.	1,359	96	7.06%
12:00 – 12:59 p.m.	1,134	97	8.55%
1:00 – 1:59 p.m.	957	109	11.39%
2:00 – 2:59 p.m.	804	141	17.54%
3:00 – 3:59 p.m.	1,107	117	10.57%
4:00 – 4:59 p.m.	868	93	5.77%
<b>Total</b>	<b>10,390</b>	<b>989</b>	<b>9.52%</b>

<b>Thursday, March 10, 2011</b>			
<b><u>Hours</u></b>	<b><u>Attempted Calls</u></b>	<b><u>Completed Calls</u></b>	<b><u>Success Rate</u></b>
8:00 – 8:59 a.m.	1,310	96	7.33%
9:00 – 9:59 a.m.	1,605	73	4.55%
10:00 – 10:59 a.m.	1,833	63	3.44%
11:00 – 11:59 a.m.	1,153	106	9.19%
12:00 – 12:59 p.m.	934	98	10.49%
1:00 – 1:59 p.m.	1,426	78	5.47%
2:00 – 2:59 p.m.	1,212	87	7.18%
3:00 – 3:59 p.m.	846	106	12.53%
4:00 – 4:59 p.m.	569	108	18.98%
<b>Total</b>	<b>10,888</b>	<b>815</b>	<b>7.49%</b>

<b>Friday, March 11, 2011</b>			
<b><u>Hours</u></b>	<b><u>Attempted Calls</u></b>	<b><u>Completed Calls</u></b>	<b><u>Success Rate</u></b>
8:00 – 8:59 a.m.	905	121	13.37%
9:00 – 9:59 a.m.	1,087	127	11.68%
10:00 – 10:59 a.m.	983	110	11.19%
11:00 – 11:59 a.m.	762	89	11.68%
12:00 – 12:59 p.m.	631	101	16.01%
1:00 – 1:59 p.m.	881	110	12.49%
2:00 – 2:59 p.m.	890	132	14.83%
3:00 – 3:59 p.m.	871	108	12.40%
4:00 – 4:59 p.m.	930	100	11.05%
<b>Total</b>	<b>7,940</b>	<b>998</b>	<b>12.57%</b>

**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)*

<b>Monday, March 14, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	1,385	103	7.44%
9:00 – 9:59 a.m.	1,904	94	4.94%
10:00 – 10:59 a.m.	1,648	86	5.22%
11:00 – 11:59 a.m.	1,437	129	8.98%
12:00 – 12:59 p.m.	1,526	105	6.88%
1:00 – 1:59 p.m.	1,617	104	6.43%
2:00 – 2:59 p.m.	1,538	88	5.72%
3:00 – 3:59 p.m.	2,270	89	3.92%
4:00 – 4:59 p.m.	1,568	102	7.36%
<b>Total</b>	<b>14,893</b>	<b>900</b>	<b>6.04%</b>

<b>Tuesday, March 15, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	775	118	15.23%
9:00 – 9:59 a.m.	1,230	119	9.67%
10:00 – 10:59 a.m.	1,345	107	7.96%
11:00 – 11:59 a.m.	1,199	109	9.09%
12:00 – 12:59 p.m.	1,190	117	9.83%
1:00 – 1:59 p.m.	1,112	95	8.54%
2:00 – 2:59 p.m.	1,193	97	8.13%
3:00 – 3:59 p.m.	1,205	107	8.88%
4:00 – 4:59 p.m.	1,295	69	5.33%
<b>Total</b>	<b>10,544</b>	<b>938</b>	<b>8.90%</b>

<b>Wednesday, March 16, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	521	101	19.39%
9:00 – 9:59 a.m.	1,102	107	9.71%
10:00 – 10:59 a.m.	1,224	148	12.09%
11:00 – 11:59 a.m.	1,371	105	7.66%
12:00 – 12:59 p.m.	806	124	15.38%
1:00 – 1:59 p.m.	756	126	16.67%
2:00 – 2:59 p.m.	1,016	153	15.06%
3:00 – 3:59 p.m.	968	164	16.94%
4:00 – 4:59 p.m.	611	141	27.06%
<b>Total</b>	<b>8,375</b>	<b>1,169</b>	<b>13.96%</b>

**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)*

<b>Thursday, March 17, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	938	109	11.62%
9:00 – 9:59 a.m.	947	114	12.04%
10:00 – 10:59 a.m.	512	121	23.63%
11:00 – 11:59 a.m.	637	126	19.78%
12:00 – 12:59 p.m.	524	133	25.38%
1:00 – 1:59 p.m.	849	94	11.07%
2:00 – 2:59 p.m.	551	107	19.42%
3:00 – 3:59 p.m.	626	128	20.45%
4:00 – 4:59 p.m.	547	90	9.59%
<b>Total</b>	<b>6,131</b>	<b>1,022</b>	<b>16.67%</b>

<b>Friday, March 18, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	698	86	12.32%
9:00 – 9:59 a.m.	1,441	94	6.52%
10:00 – 10:59 a.m.	986	79	8.01%
11:00 – 11:59 a.m.	1,072	77	7.18%
12:00 – 12:59 p.m.	1,144	70	6.12%
1:00 – 1:59 p.m.	984	97	9.86%
2:00 – 2:59 p.m.	846	77	9.10%
3:00 – 3:59 p.m.	1,066	89	8.35%
4:00 – 4:59 p.m.	715	75	10.49%
<b>Total</b>	<b>8,952</b>	<b>744</b>	<b>8.31%</b>

<b>Monday, March 21, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	4,921	90	1.83%
9:00 – 9:59 a.m.	7,001	58	0.83%
10:00 – 10:59 a.m.	6,378	63	0.99%
11:00 – 11:59 a.m.	6,221	47	0.76%
12:00 – 12:59 p.m.	5,664	37	0.65%
1:00 – 1:59 p.m.	5,704	53	0.93%
2:00 – 2:59 p.m.	5,348	41	0.77%
3:00 – 3:59 p.m.	5,326	51	0.96%
4:00 – 4:59 p.m.	5,855	48	0.98%
<b>Total</b>	<b>52,418</b>	<b>488</b>	<b>0.93%</b>

**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)*

<b>Tuesday, March 22, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	5,731	100	1.74%
9:00 – 9:59 a.m.	5,977	62	1.04%
10:00 – 10:59 a.m.	5,477	50	0.91%
11:00 – 11:59 a.m.	4,836	47	0.97%
12:00 – 12:59 p.m.	4,042	50	1.24%
1:00 – 1:59 p.m.	3,330	84	2.52%
2:00 – 2:59 p.m.	3,611	68	1.88%
3:00 – 3:59 p.m.	2,786	74	2.66%
4:00 – 4:59 p.m.	3,721	67	1.80%
<b>Total</b>	<b>39,511</b>	<b>602</b>	<b>1.52%</b>

<b>Wednesday, March 23, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	3,775	81	2.15%
9:00 – 9:59 a.m.	4,443	72	1.62%
10:00 – 10:59 a.m.	4,378	39	0.89%
11:00 – 11:59 a.m.	2,924	63	2.15%
12:00 – 12:59 p.m.	3,164	65	2.05%
1:00 – 1:59 p.m.	2,791	92	3.30%
2:00 – 2:59 p.m.	2,372	85	3.58%
3:00 – 3:59 p.m.	2,924	71	2.43%
4:00 – 4:59 p.m.	2,116	74	1.96%
<b>Total</b>	<b>28,887</b>	<b>642</b>	<b>2.22%</b>

<b>Thursday, March 24, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	2,741	100	3.65%
9:00 – 9:59 a.m.	3,213	63	1.96%
10:00 – 10:59 a.m.	2,651	51	1.92%
11:00 – 11:59 a.m.	3,421	69	2.02%
12:00 – 12:59 p.m.	2,711	53	1.95%
1:00 – 1:59 p.m.	2,391	63	2.63%
2:00 – 2:59 p.m.	2,463	82	3.33%
3:00 – 3:59 p.m.	2,379	82	3.45%
4:00 – 4:59 p.m.	1,879	65	3.46%
<b>Total</b>	<b>23,849</b>	<b>628</b>	<b>2.63%</b>

**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)*

<b>Friday, March 25, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	2,503	86	3.44%
9:00 – 9:59 a.m.	2,927	97	3.31%
10:00 – 10:59 a.m.	3,249	52	1.60%
11:00 – 11:59 a.m.	3,464	49	1.41%
12:00 – 12:59 p.m.	2,862	52	1.82%
1:00 – 1:59 p.m.	2,527	78	3.09%
2:00 – 2:59 p.m.	3,140	48	1.53%
3:00 – 3:59 p.m.	3,443	89	2.58%
4:00 – 4:59 p.m.	4,025	74	2.96%
<b>Total</b>	<b>28,140</b>	<b>625</b>	<b>2.22%</b>

<b>Monday, March 28, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	4,442	93	2.09%
9:00 – 9:59 a.m.	5,420	81	1.49%
10:00 – 10:59 a.m.	3,797	65	1.71%
11:00 – 11:59 a.m.	3,692	75	2.03%
12:00 – 12:59 p.m.	3,589	63	1.76%
1:00 – 1:59 p.m.	3,151	90	2.86%
2:00 – 2:59 p.m.	3,493	75	2.15%
3:00 – 3:59 p.m.	3,431	84	2.45%
4:00 – 4:59 p.m.	3,602	129	3.58%
<b>Total</b>	<b>34,617</b>	<b>755</b>	<b>2.18%</b>

<b>Tuesday, March 29, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	3,435	131	3.81%
9:00 – 9:59 a.m.	2,344	108	4.61%
10:00 – 10:59 a.m.	2,530	87	3.44%
11:00 – 11:59 a.m.	2,123	75	3.53%
12:00 – 12:59 p.m.	2,349	56	2.38%
1:00 – 1:59 p.m.	2,421	60	2.48%
2:00 – 2:59 p.m.	2,516	55	2.19%
3:00 – 3:59 p.m.	2,529	71	2.81%
4:00 – 4:59 p.m.	2,223	56	1.63%
<b>Total</b>	<b>22,470</b>	<b>699</b>	<b>3.11%</b>

**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)*

<b>Wednesday, March 30, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	2,827	107	3.78%
9:00 – 9:59 a.m.	1,756	106	6.04%
10:00 – 10:59 a.m.	2,257	83	3.68%
11:00 – 11:59 a.m.	1,639	94	5.74%
12:00 – 12:59 p.m.	1,675	91	5.43%
1:00 – 1:59 p.m.	1,566	84	5.36%
2:00 – 2:59 p.m.	3,220	62	1.93%
3:00 – 3:59 p.m.	3,290	62	1.88%
4:00 – 4:59 p.m.	1,601	90	5.62%
<b>Total</b>	<b>19,831</b>	<b>779</b>	<b>3.93%</b>

<b>Thursday, March 31, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	1,439	97	6.74%
9:00 – 9:59 a.m.	1,680	96	5.71%
10:00 – 10:59 a.m.	1,500	87	5.80%
11:00 – 11:59 a.m.	2,062	69	3.35%
12:00 – 12:59 p.m.	1,610	84	5.22%
1:00 – 1:59 p.m.	2,305	61	2.65%
2:00 – 2:59 p.m.	1,850	88	4.76%
3:00 – 3:59 p.m.	1,804	61	3.38%
4:00 – 4:59 p.m.	1,672	56	3.89%
<b>Total</b>	<b>15,922</b>	<b>699</b>	<b>4.39%</b>

<b>Summary: March 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	49,050	2,393	4.88%
9:00 – 9:59 a.m.	54,194	2,227	4.11%
10:00 – 10:59 a.m.	49,976	2,108	4.22%
11:00 – 11:59 a.m.	46,481	2,234	4.81%
12:00 – 12:59 p.m.	42,175	2,088	4.95%
1:00 – 1:59 p.m.	41,511	2,070	4.99%
2:00 – 2:59 p.m.	42,693	2,141	5.01%
3:00 – 3:59 p.m.	43,427	2,300	5.30%
4:00 – 4:59 p.m.	39,799	2,015	4.11%
<b>Total</b>	<b>409,306</b>	<b>19,576</b>	<b>4.78%</b>

**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)*

<b>Friday, April 1, 2011</b>			
<b><u>Hours</u></b>	<b><u>Attempted Calls</u></b>	<b><u>Completed Calls</u></b>	<b><u>Success Rate</u></b>
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%
<b>Total</b>	<b>11,206</b>	<b>885</b>	<b>7.90%</b>

<b>Monday, April 4, 2011</b>			
<b><u>Hours</u></b>	<b><u>Attempted Calls</u></b>	<b><u>Completed Calls</u></b>	<b><u>Success Rate</u></b>
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%
<b>Total</b>	<b>25,877</b>	<b>630</b>	<b>2.43%</b>

<b>Tuesday, April 5, 2011</b>			
<b><u>Hours</u></b>	<b><u>Attempted Calls</u></b>	<b><u>Completed Calls</u></b>	<b><u>Success Rate</u></b>
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%
<b>Total</b>	<b>16,335</b>	<b>693</b>	<b>4.24%</b>



**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)*

<b>Wednesday, April 6, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
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%
<b>Total</b>	<b>11,284</b>	<b>840</b>	<b>7.44%</b>

<b>Thursday, April 7, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
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%
<b>Total</b>	<b>9,557</b>	<b>868</b>	<b>9.08%</b>

<b>Friday, April 8, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
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%
<b>Total</b>	<b>12,057</b>	<b>730</b>	<b>6.05%</b>

**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)*

<b>Monday, April 11, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
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%
<b>Total</b>	<b>17,137</b>	<b>794</b>	<b>4.63%</b>

<b>Tuesday, April 12, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
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%
<b>Total</b>	<b>12,985</b>	<b>942</b>	<b>7.25%</b>

<b>Wednesday, April 13, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
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%
<b>Total</b>	<b>12,795</b>	<b>775</b>	<b>6.06%</b>

**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)*

<b>Thursday, April 14, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
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%
<b>Total</b>	<b>15,231</b>	<b>751</b>	<b>4.93%</b>

<b>Friday, April 15, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
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%
<b>Total</b>	<b>10,145</b>	<b>858</b>	<b>8.46%</b>

<b>Monday, April 18, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
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%
<b>Total</b>	<b>16,558</b>	<b>768</b>	<b>4.64%</b>

**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)*

<b>Tuesday, April 19, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
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%
<b>Total</b>	<b>11,977</b>	<b>844</b>	<b>7.05%</b>

<b>Wednesday, April 20, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
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%
<b>Total</b>	<b>10,415</b>	<b>890</b>	<b>8.55%</b>

<b>Thursday, April 21, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
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%
<b>Total</b>	<b>6,245</b>	<b>1,170</b>	<b>18.73%</b>

**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)*

<b>Friday, April 22, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
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%
<b>Total</b>	<b>3,850</b>	<b>1,054</b>	<b>27.38%</b>

<b>Monday, April 25, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
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%
<b>Total</b>	<b>13,769</b>	<b>899</b>	<b>6.53%</b>

<b>Tuesday, April 26, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
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%
<b>Total</b>	<b>6,751</b>	<b>1,139</b>	<b>16.87%</b>

**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)*

<b>Wednesday, April 27, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
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%
<b>Total</b>	<b>6,698</b>	<b>1,057</b>	<b>15.78%</b>

<b>Thursday, April 28, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
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%
<b>Total</b>	<b>6,527</b>	<b>1,157</b>	<b>17.73%</b>

<b>Friday, April 29, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
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%
<b>Total</b>	<b>5,444</b>	<b>1,105</b>	<b>20.30%</b>

**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)*

<b>Summary: April 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
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%
<b>Total</b>	<b>242,843</b>	<b>18,849</b>	<b>7.76%</b>

**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)*

<b>Monday, May 2, 2011</b>			
<b><u>Hours</u></b>	<b><u>Attempted Calls</u></b>	<b><u>Completed Calls</u></b>	<b><u>Success Rate</u></b>
8:00 – 8:59 a.m.	2,396	105	4.38%
9:00 – 9:59 a.m.	2,518	106	4.21%
10:00 – 10:59 a.m.	2,326	67	2.88%
11:00 – 11:59 a.m.	2,336	43	1.84%
12:00 – 12:59 p.m.	2,098	64	3.05%
1:00 – 1:59 p.m.	3,055	55	1.80%
2:00 – 2:59 p.m.	2,482	56	2.26%
3:00 – 3:59 p.m.	3,084	75	2.43%
4:00 – 4:59 p.m.	2,598	66	2.54%
<b>Total</b>	<b>22,893</b>	<b>637</b>	<b>2.78%</b>

<b>Tuesday, May 3, 2011</b>			
<b><u>Hours</u></b>	<b><u>Attempted Calls</u></b>	<b><u>Completed Calls</u></b>	<b><u>Success Rate</u></b>
8:00 – 8:59 a.m.	2,112	121	5.73%
9:00 – 9:59 a.m.	2,876	61	2.12%
10:00 – 10:59 a.m.	2,407	78	3.24%
11:00 – 11:59 a.m.	1,665	85	5.11%
12:00 – 12:59 p.m.	1,532	87	5.68%
1:00 – 1:59 p.m.	1,523	92	6.04%
2:00 – 2:59 p.m.	1,432	102	7.12%
3:00 – 3:59 p.m.	1,485	72	4.85%
4:00 – 4:59 p.m.	930	78	3.69%
<b>Total</b>	<b>15,962</b>	<b>776</b>	<b>4.86%</b>

<b>Wednesday, May 4, 2011</b>			
<b><u>Hours</u></b>	<b><u>Attempted Calls</u></b>	<b><u>Completed Calls</u></b>	<b><u>Success Rate</u></b>
8:00 – 8:59 a.m.	1,060	113	10.66%
9:00 – 9:59 a.m.	1,343	92	6.85%
10:00 – 10:59 a.m.	1,848	56	3.03%
11:00 – 11:59 a.m.	1,417	71	5.01%
12:00 – 12:59 p.m.	1,583	62	3.92%
1:00 – 1:59 p.m.	1,856	61	3.29%
2:00 – 2:59 p.m.	1,639	83	5.06%
3:00 – 3:59 p.m.	1,811	83	4.58%
4:00 – 4:59 p.m.	1,137	86	7.56%
<b>Total</b>	<b>13,694</b>	<b>707</b>	<b>5.16%</b>



**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)*

<b>Thursday, May 5, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	1,594	100	6.27%
9:00 – 9:59 a.m.	1,344	92	6.85%
10:00 – 10:59 a.m.	1,210	84	6.94%
11:00 – 11:59 a.m.	943	78	8.27%
12:00 – 12:59 p.m.	1,093	74	6.77%
1:00 – 1:59 p.m.	1,236	83	6.72%
2:00 – 2:59 p.m.	748	120	16.04%
3:00 – 3:59 p.m.	1,036	109	10.52%
4:00 – 4:59 p.m.	1,166	83	5.21%
<b>Total</b>	<b>10,370</b>	<b>823</b>	<b>7.94%</b>

<b>Friday, May 6, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	817	110	13.46%
9:00 – 9:59 a.m.	1,203	90	7.48%
10:00 – 10:59 a.m.	1,225	76	6.20%
11:00 – 11:59 a.m.	780	121	15.51%
12:00 – 12:59 p.m.	822	72	8.76%
1:00 – 1:59 p.m.	1,110	65	5.86%
2:00 – 2:59 p.m.	1,096	73	6.66%
3:00 – 3:59 p.m.	1,154	80	6.93%
4:00 – 4:59 p.m.	945	68	7.20%
<b>Total</b>	<b>9,152</b>	<b>755</b>	<b>8.25%</b>

<b>Monday, May 9, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	1,817	96	5.28%
9:00 – 9:59 a.m.	2,701	76	2.81%
10:00 – 10:59 a.m.	1,857	64	3.45%
11:00 – 11:59 a.m.	2,324	56	2.41%
12:00 – 12:59 p.m.	2,182	76	3.48%
1:00 – 1:59 p.m.	1,727	73	4.23%
2:00 – 2:59 p.m.	1,872	83	4.43%
3:00 – 3:59 p.m.	2,440	62	2.54%
4:00 – 4:59 p.m.	2,337	52	2.86%
<b>Total</b>	<b>19,257</b>	<b>638</b>	<b>3.31%</b>

**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)*

<b>Tuesday, May 10, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	2,866	91	3.18%
9:00 – 9:59 a.m.	2,505	96	3.83%
10:00 – 10:59 a.m.	2,334	79	3.38%
11:00 – 11:59 a.m.	1,582	79	4.99%
12:00 – 12:59 p.m.	2,349	87	3.70%
1:00 – 1:59 p.m.	2,121	78	3.68%
2:00 – 2:59 p.m.	1,812	67	3.70%
3:00 – 3:59 p.m.	1,460	97	6.64%
4:00 – 4:59 p.m.	1,225	73	2.55%
<b>Total</b>	<b>18,254</b>	<b>747</b>	<b>4.09%</b>

<b>Wednesday, May 11, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	1,368	100	7.31%
9:00 – 9:59 a.m.	2,014	75	3.72%
10:00 – 10:59 a.m.	1,538	73	4.75%
11:00 – 11:59 a.m.	1,961	62	3.16%
12:00 – 12:59 p.m.	1,430	82	5.73%
1:00 – 1:59 p.m.	1,825	42	2.30%
2:00 – 2:59 p.m.	1,227	71	5.79%
3:00 – 3:59 p.m.	1,272	83	6.53%
4:00 – 4:59 p.m.	1,193	73	6.12%
<b>Total</b>	<b>13,828</b>	<b>661</b>	<b>4.78%</b>

<b>Thursday, May 12, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	1,209	112	9.26%
9:00 – 9:59 a.m.	1,362	135	9.91%
10:00 – 10:59 a.m.	937	97	10.35%
11:00 – 11:59 a.m.	1,204	107	8.89%
12:00 – 12:59 p.m.	1,331	57	4.28%
1:00 – 1:59 p.m.	1,033	77	7.45%
2:00 – 2:59 p.m.	804	92	11.44%
3:00 – 3:59 p.m.	1,137	74	6.51%
4:00 – 4:59 p.m.	511	90	7.44%
<b>Total</b>	<b>9,528</b>	<b>841</b>	<b>8.83%</b>

**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)*

<b>Friday, May 13, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	1,372	108	7.87%
9:00 – 9:59 a.m.	1,399	121	8.65%
10:00 – 10:59 a.m.	987	119	12.06%
11:00 – 11:59 a.m.	857	107	12.49%
12:00 – 12:59 p.m.	1,107	80	7.23%
1:00 – 1:59 p.m.	1,313	95	7.24%
2:00 – 2:59 p.m.	1,033	111	10.75%
3:00 – 3:59 p.m.	2,007	80	3.99%
4:00 – 4:59 p.m.	1,218	55	4.01%
<b>Total</b>	<b>11,293</b>	<b>876</b>	<b>7.76%</b>

<b>Monday, May 16, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	2,400	107	4.46%
9:00 – 9:59 a.m.	2,716	96	3.53%
10:00 – 10:59 a.m.	2,883	65	2.25%
11:00 – 11:59 a.m.	3,591	67	1.87%
12:00 – 12:59 p.m.	2,708	71	2.62%
1:00 – 1:59 p.m.	3,939	68	1.73%
2:00 – 2:59 p.m.	3,565	91	2.55%
3:00 – 3:59 p.m.	2,571	104	4.05%
4:00 – 4:59 p.m.	1,710	96	5.61%
<b>Total</b>	<b>26,083</b>	<b>765</b>	<b>2.93%</b>

<b>Tuesday, May 17, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	3,214	88	2.74%
9:00 – 9:59 a.m.	2,956	99	3.35%
10:00 – 10:59 a.m.	2,654	86	3.24%
11:00 – 11:59 a.m.	2,507	87	3.47%
12:00 – 12:59 p.m.	2,795	83	2.97%
1:00 – 1:59 p.m.	1,842	74	4.02%
2:00 – 2:59 p.m.	2,010	76	3.78%
3:00 – 3:59 p.m.	1,740	103	5.92%
4:00 – 4:59 p.m.	1,439	65	2.02%
<b>Total</b>	<b>21,157</b>	<b>761</b>	<b>3.60%</b>

**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)*

<b>Wednesday, May 18, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	2,140	106	4.95%
9:00 – 9:59 a.m.	1,678	124	7.39%
10:00 – 10:59 a.m.	1,442	120	8.32%
11:00 – 11:59 a.m.	1,215	120	9.88%
12:00 – 12:59 p.m.	974	86	8.83%
1:00 – 1:59 p.m.	1,073	87	8.11%
2:00 – 2:59 p.m.	1,404	78	5.56%
3:00 – 3:59 p.m.	1,379	94	6.82%
4:00 – 4:59 p.m.	1,132	62	2.90%
<b>Total</b>	<b>12,437</b>	<b>877</b>	<b>7.05%</b>

<b>Thursday, May 19, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	1,883	84	4.46%
9:00 – 9:59 a.m.	1,891	116	6.13%
10:00 – 10:59 a.m.	1,528	85	5.56%
11:00 – 11:59 a.m.	1,226	104	8.48%
12:00 – 12:59 p.m.	1,454	82	5.64%
1:00 – 1:59 p.m.	1,507	77	5.11%
2:00 – 2:59 p.m.	1,084	113	10.42%
3:00 – 3:59 p.m.	1,000	110	11.00%
4:00 – 4:59 p.m.	653	104	15.93%
<b>Total</b>	<b>12,226</b>	<b>875</b>	<b>7.16%</b>

<b>Friday, May 20, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	1,016	98	9.65%
9:00 – 9:59 a.m.	917	115	12.54%
10:00 – 10:59 a.m.	1,074	101	9.40%
11:00 – 11:59 a.m.	1,071	110	10.27%
12:00 – 12:59 p.m.	1,263	93	7.36%
1:00 – 1:59 p.m.	1,088	93	8.55%
2:00 – 2:59 p.m.	1,066	104	9.76%
3:00 – 3:59 p.m.	928	100	10.78%
4:00 – 4:59 p.m.	872	96	9.45%
<b>Total</b>	<b>9,295</b>	<b>910</b>	<b>9.79%</b>

**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)*

<b>Monday, May 23, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	1,821	149	8.18%
9:00 – 9:59 a.m.	2,158	146	6.77%
10:00 – 10:59 a.m.	2,084	99	4.75%
11:00 – 11:59 a.m.	2,299	77	3.35%
12:00 – 12:59 p.m.	1,851	83	4.48%
1:00 – 1:59 p.m.	2,506	73	2.91%
2:00 – 2:59 p.m.	2,591	64	2.47%
3:00 – 3:59 p.m.	3,270	79	2.42%
4:00 – 4:59 p.m.	2,820	75	2.66%
<b>Total</b>	<b>21,400</b>	<b>845</b>	<b>3.95%</b>

<b>Tuesday, May 24, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	3,326	100	3.01%
9:00 – 9:59 a.m.	2,342	134	5.72%
10:00 – 10:59 a.m.	1,639	104	6.35%
11:00 – 11:59 a.m.	2,143	79	3.69%
12:00 – 12:59 p.m.	1,960	82	4.18%
1:00 – 1:59 p.m.	1,682	86	5.11%
2:00 – 2:59 p.m.	1,876	84	4.48%
3:00 – 3:59 p.m.	1,455	84	5.77%
4:00 – 4:59 p.m.	1,704	69	2.07%
<b>Total</b>	<b>18,127</b>	<b>822</b>	<b>4.53%</b>

<b>Wednesday, May 25, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	2,019	100	4.95%
9:00 – 9:59 a.m.	1,579	89	5.64%
10:00 – 10:59 a.m.	1,245	107	8.59%
11:00 – 11:59 a.m.	1,362	122	8.96%
12:00 – 12:59 p.m.	1,209	78	6.45%
1:00 – 1:59 p.m.	1,351	87	6.44%
2:00 – 2:59 p.m.	963	129	13.40%
3:00 – 3:59 p.m.	1,084	95	8.76%
4:00 – 4:59 p.m.	777	96	12.36%
<b>Total</b>	<b>11,589</b>	<b>903</b>	<b>7.79%</b>

**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)*

<b>Thursday, May 26, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	1,604	98	6.11%
9:00 – 9:59 a.m.	997	130	13.04%
10:00 – 10:59 a.m.	797	129	16.19%
11:00 – 11:59 a.m.	1,241	112	9.02%
12:00 – 12:59 p.m.	933	105	11.25%
1:00 – 1:59 p.m.	987	118	11.96%
2:00 – 2:59 p.m.	606	131	21.62%
3:00 – 3:59 p.m.	712	127	17.84%
4:00 – 4:59 p.m.	466	113	7.04%
<b>Total</b>	<b>8,343</b>	<b>1,063</b>	<b>12.74%</b>

<b>Friday, May 27, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	1,409	102	7.24%
9:00 – 9:59 a.m.	1,107	103	9.30%
10:00 – 10:59 a.m.	1,803	76	4.22%
11:00 – 11:59 a.m.	1,454	102	7.02%
12:00 – 12:59 p.m.	1,220	63	5.16%
1:00 – 1:59 p.m.	1,315	82	6.24%
2:00 – 2:59 p.m.	1,177	62	5.27%
3:00 – 3:59 p.m.	1,445	66	4.57%
4:00 – 4:59 p.m.	1,265	54	4.27%
<b>Total</b>	<b>12,195</b>	<b>710</b>	<b>5.82%</b>

<b>Tuesday, May 31, 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	1,590	116	7.30%
9:00 – 9:59 a.m.	3,383	69	2.04%
10:00 – 10:59 a.m.	3,012	86	2.86%
11:00 – 11:59 a.m.	4,199	68	1.62%
12:00 – 12:59 p.m.	3,278	90	2.75%
1:00 – 1:59 p.m.	2,407	61	2.53%
2:00 – 2:59 p.m.	1,819	98	5.39%
3:00 – 3:59 p.m.	1,945	114	5.86%
4:00 – 4:59 p.m.	2,377	71	4.47%
<b>Total</b>	<b>24,010</b>	<b>773</b>	<b>3.22%</b>

**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)*

<b>Summary: May 2011</b>			
<b>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</b>
8:00 – 8:59 a.m.	39,033	2,204	5.65%
9:00 – 9:59 a.m.	40,989	2,165	5.28%
10:00 – 10:59 a.m.	36,830	1,851	5.03%
11:00 – 11:59 a.m.	37,377	1,857	4.97%
12:00 – 12:59 p.m.	35,172	1,657	4.71%
1:00 – 1:59 p.m.	36,496	1,627	4.46%
2:00 – 2:59 p.m.	32,306	1,888	5.84%
3:00 – 3:59 p.m.	34,415	1,891	5.49%
4:00 – 4:59 p.m.	28,475	1,625	4.16%
<b>Total</b>	<b>321,093</b>	<b>16,765</b>	<b>5.22%</b>

**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)*

<b>Summary: February 2011</b>			
<b><u>Date</u></b>	<b><u>Attempted Calls</u></b>	<b><u>Completed Calls</u></b>	<b><u>Success Rate</u></b>
February 1, 2011	11,270	954	8.46%
February 2, 2011	11,439	693	6.06%
February 3, 2011	8,071	1,063	13.17%
February 4, 2011	6,053	1,174	19.40%
February 7, 2011	12,858	945	7.35%
February 8, 2011	9,272	1,082	11.67%
February 9, 2011	7,708	1,081	14.02%
February 10, 2011	5,787	1,176	20.32%
February 11, 2011	5,566	1,317	23.66%
February 14, 2011	9,416	1,073	11.40%
February 15, 2011	8,487	988	11.64%
February 16, 2011	5,191	1,205	23.21%
February 17, 2011	5,194	1,185	22.81%
February 18, 2011	4,144	1,255	30.28%
February 22, 2011	15,409	869	5.64%
February 23, 2011	11,517	888	7.71%
February 24, 2011	7,511	975	12.98%
February 25, 2011	8,411	1,125	13.38%
February 28, 2011	16,729	946	5.65%
<b>February Total:</b>	<b>170,033</b>	<b>19,994</b>	<b>11.76%</b>



**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)*

<b>Summary: March 2011</b>			
<b><u>Date</u></b>	<b><u>Attempted Calls</u></b>	<b><u>Completed Calls</u></b>	<b><u>Success Rate</u></b>
March 1, 2011	11,719	1,117	9.53%
March 2, 2011	6,146	1,142	18.58%
March 3, 2011	4,790	1,176	24.55%
March 4, 2011	5,806	1,037	17.86%
March 7, 2011	23,288	723	3.10%
March 8, 2011	13,799	889	6.44%
March 9, 2011	10,390	989	9.52%
March 10, 2011	10,888	815	7.49%
March 11, 2011	7,940	998	12.57%
March 14, 2011	14,893	900	6.04%
March 15, 2011	10,544	938	8.90%
March 16, 2011	8,375	1,169	13.96%
March 17, 2011	6,131	1,022	16.67%
March 18, 2011	8,952	744	8.31%
March 21, 2011	52,418	488	0.93%
March 22, 2011	39,511	602	1.52%
March 23, 2011	28,887	642	2.22%
March 24, 2011	23,849	628	2.63%
March 25, 2011	28,140	625	2.22%
March 28, 2011	34,617	755	2.18%
March 29, 2011	22,470	699	3.11%
March 30, 2011	19,831	779	3.93%
March 31, 2011	15,922	699	4.39%
<b>March Total:</b>	<b>409,306</b>	<b>19,576</b>	<b>4.78%</b>

**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)*

<b>Summary: April 2011</b>			
<b><u>Date</u></b>	<b><u>Attempted Calls</u></b>	<b><u>Completed Calls</u></b>	<b><u>Success Rate</u></b>
April 1, 2011	11,206	885	7.90%
April 4, 2011	25,877	630	2.43%
April 5, 2011	16,335	693	4.24%
April 6, 2011	11,284	840	7.44%
April 7, 2011	9,557	868	9.08%
April 8, 2011	12,057	730	6.05%
April 11, 2011	17,137	794	4.63%
April 12, 2011	12,985	942	7.25%
April 13, 2011	12,795	775	6.06%
April 14, 2011	15,231	751	4.93%
April 15, 2011	10,145	858	8.46%
April 18, 2011	16,558	768	4.64%
April 19, 2011	11,977	844	7.05%
April 20, 2011	10,415	890	8.55%
April 21, 2011	6,245	1,170	18.73%
April 22, 2011	3,850	1,054	27.38%
April 25, 2011	13,769	899	6.53%
April 26, 2011	6,751	1,139	16.87%
April 27, 2011	6,698	1,057	15.78%
April 28, 2011	6,527	1,157	17.73%
April 29, 2011	5,444	1,105	20.30%
<b>April Total:</b>	<b>242,843</b>	<b>18,849</b>	<b>7.76%</b>

**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)*

<b>Summary: May 2011</b>			
<b><u>Date</u></b>	<b><u>Attempted Calls</u></b>	<b><u>Completed Calls</u></b>	<b><u>Success Rate</u></b>
May 2, 2011	22,893	637	2.78%
May 3, 2011	15,962	776	4.86%
May 4, 2011	13,694	707	5.16%
May 5, 2011	10,370	823	7.94%
May 6, 2011	9,152	755	8.25%
May 9, 2011	19,257	638	3.31%
May 10, 2011	18,254	747	4.09%
May 11, 2011	13,828	661	4.78%
May 12, 2011	9,528	841	8.83%
May 13, 2011	11,293	876	7.76%
May 16, 2011	26,083	765	2.93%
May 17, 2011	21,157	761	3.60%
May 18, 2011	12,437	877	7.05%
May 19, 2011	12,226	875	7.16%
May 20, 2011	9,295	910	9.79%
May 23, 2011	21,400	845	3.95%
May 24, 2011	18,127	822	4.53%
May 25, 2011	11,589	903	7.79%
May 26, 2011	8,343	1,063	12.74%
May 27, 2011	12,195	710	5.82%
May 31, 2011	24,010	773	3.22%
<b>May Total:</b>	<b>321,093</b>	<b>16,765</b>	<b>5.22%</b>

**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)*

<b>Summary: February – May 2011</b>			
<b><u>Month</u></b>	<b><u>Attempted Calls</u></b>	<b><u>Completed Calls</u></b>	<b><u>Success Rate</u></b>
February 2011	170,033	19,994	11.76%
March 2011	409,306	19,576	4.78%
April 2011	242,843	18,849	7.76%
May 2011	321,093	16,765	5.22%
<b>Grand Total:</b>	<b>1,143,275</b>	<b>75,184</b>	<b>6.58%</b>