

**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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<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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<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><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.	1,261	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><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.	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><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.	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>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</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>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</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>