

**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 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>

**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 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.	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><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.	2,250	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><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.	2,374	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>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</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>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</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>Hours</b>	<b>Attempted Calls</b>	<b>Completed Calls</b>	<b>Success Rate</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>