

**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, May 2, 2011			
<u>Hours</u>	<u>Attempted Calls</u>	<u>Completed Calls</u>	<u>Success Rate</u>
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%
Total	22,893	637	2.78%

Tuesday, May 3, 2011			
<u>Hours</u>	<u>Attempted Calls</u>	<u>Completed Calls</u>	<u>Success Rate</u>
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%
Total	15,962	776	4.86%

Wednesday, May 4, 2011			
<u>Hours</u>	<u>Attempted Calls</u>	<u>Completed Calls</u>	<u>Success Rate</u>
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%
Total	13,694	707	5.16%

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Thursday, May 5, 2011			
Hours	Attempted Calls	Completed Calls	Success Rate
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%
Total	10,370	823	7.94%

Friday, May 6, 2011			
Hours	Attempted Calls	Completed Calls	Success Rate
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%
Total	9,152	755	8.25%

Monday, May 9, 2011			
Hours	Attempted Calls	Completed Calls	Success Rate
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%
Total	19,257	638	3.31%

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Tuesday, May 10, 2011			
Hours	Attempted Calls	Completed Calls	Success Rate
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%
Total	18,254	747	4.09%

Wednesday, May 11, 2011			
Hours	Attempted Calls	Completed Calls	Success Rate
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%
Total	13,828	661	4.78%

Thursday, May 12, 2011			
Hours	Attempted Calls	Completed Calls	Success Rate
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%
Total	9,528	841	8.83%

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Friday, May 13, 2011			
Hours	Attempted Calls	Completed Calls	Success Rate
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%
Total	11,293	876	7.76%

Monday, May 16, 2011			
Hours	Attempted Calls	Completed Calls	Success Rate
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%
Total	26,083	765	2.93%

Tuesday, May 17, 2011			
Hours	Attempted Calls	Completed Calls	Success Rate
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%
Total	21,157	761	3.60%

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Wednesday, May 18, 2011			
Hours	Attempted Calls	Completed Calls	Success Rate
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%
Total	12,437	877	7.05%

Thursday, May 19, 2011			
Hours	Attempted Calls	Completed Calls	Success Rate
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%
Total	12,226	875	7.16%

Friday, May 20, 2011			
Hours	Attempted Calls	Completed Calls	Success Rate
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%
Total	9,295	910	9.79%

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Monday, May 23, 2011			
<u>Hours</u>	<u>Attempted Calls</u>	<u>Completed Calls</u>	<u>Success Rate</u>
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%
Total	21,400	845	3.95%

Tuesday, May 24, 2011			
<u>Hours</u>	<u>Attempted Calls</u>	<u>Completed Calls</u>	<u>Success Rate</u>
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%
Total	18,127	822	4.53%

Wednesday, May 25, 2011			
<u>Hours</u>	<u>Attempted Calls</u>	<u>Completed Calls</u>	<u>Success Rate</u>
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%
Total	11,589	903	7.79%

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Thursday, May 26, 2011			
Hours	Attempted Calls	Completed Calls	Success Rate
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%
Total	8,343	1,063	12.74%

Friday, May 27, 2011			
Hours	Attempted Calls	Completed Calls	Success Rate
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%
Total	12,195	710	5.82%

Tuesday, May 31, 2011			
Hours	Attempted Calls	Completed Calls	Success Rate
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%
Total	24,010	773	3.22%

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Summary: May 2011			
Hours	Attempted Calls	Completed Calls	Success Rate
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%
Total	321,093	16,765	5.22%