

**Average Talk Time for 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, February 1, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	27:14
9:00 – 9:59 a.m.	27:04
10:00 – 10:59 a.m.	25:18
11:00 – 11:59 a.m.	22:21
12:00 – 12:59 p.m.	19:34
1:00 – 1:59 p.m.	19:11
2:00 – 2:59 p.m.	20:53
3:00 – 3:59 p.m.	20:34
4:00 – 4:59 p.m.	16:17
Average Talk Time:	22:02

Wednesday, February 2, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	37:03
9:00 – 9:59 a.m.	38:33
10:00 – 10:59 a.m.	40:12
11:00 – 11:59 a.m.	23:45
12:00 – 12:59 p.m.	31:26
1:00 – 1:59 p.m.	28:43
2:00 – 2:59 p.m.	29:07
3:00 – 3:59 p.m.	29:25
4:00 – 4:59 p.m.	18:25
Average Talk Time:	30:44

Thursday, February 3, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	32:19
9:00 – 9:59 a.m.	18:18
10:00 – 10:59 a.m.	16:04
11:00 – 11:59 a.m.	13:47
12:00 – 12:59 p.m.	20:47
1:00 – 1:59 p.m.	23:55
2:00 – 2:59 p.m.	14:58
3:00 – 3:59 p.m.	16:16
4:00 – 4:59 p.m.	14:01
Average Talk Time:	18:56

Friday, February 4, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	27:45
9:00 – 9:59 a.m.	21:29
10:00 – 10:59 a.m.	15:08
11:00 – 11:59 a.m.	11:00
12:00 – 12:59 p.m.	15:10
1:00 – 1:59 p.m.	11:43
2:00 – 2:59 p.m.	18:45
3:00 – 3:59 p.m.	20:39
4:00 – 4:59 p.m.	11:39
Average Talk Time:	17:02

Monday, February 7, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	27:32
9:00 – 9:59 a.m.	24:48
10:00 – 10:59 a.m.	28:03
11:00 – 11:59 a.m.	20:29
12:00 – 12:59 p.m.	22:45
1:00 – 1:59 p.m.	23:26
2:00 – 2:59 p.m.	26:45
3:00 – 3:59 p.m.	16:16
4:00 – 4:59 p.m.	13:49
Average Talk Time:	22:39

Tuesday, February 8, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	25:39
9:00 – 9:59 a.m.	25:19
10:00 – 10:59 a.m.	19:40
11:00 – 11:59 a.m.	16:08
12:00 – 12:59 p.m.	17:48
1:00 – 1:59 p.m.	16:04
2:00 – 2:59 p.m.	16:24
3:00 – 3:59 p.m.	16:02
4:00 – 4:59 p.m.	13:15
Average Talk Time:	18:28

**Average Talk Time for 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, February 9, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	23:59
9:00 – 9:59 a.m.	21:06
10:00 – 10:59 a.m.	24:07
11:00 – 11:59 a.m.	19:43
12:00 – 12:59 p.m.	18:05
1:00 – 1:59 p.m.	17:43
2:00 – 2:59 p.m.	15:35
3:00 – 3:59 p.m.	14:56
4:00 – 4:59 p.m.	10:12
Average Talk Time:	18:22

Thursday, February 10, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	17:44
9:00 – 9:59 a.m.	16:27
10:00 – 10:59 a.m.	16:16
11:00 – 11:59 a.m.	14:17
12:00 – 12:59 p.m.	17:29
1:00 – 1:59 p.m.	20:03
2:00 – 2:59 p.m.	16:52
3:00 – 3:59 p.m.	16:10
4:00 – 4:59 p.m.	14:27
Average Talk Time:	16:38

Friday, February 11, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	25:56
9:00 – 9:59 a.m.	08:01
10:00 – 10:59 a.m.	07:40
11:00 – 11:59 a.m.	06:14
12:00 – 12:59 p.m.	21:08
1:00 – 1:59 p.m.	24:34
2:00 – 2:59 p.m.	17:54
3:00 – 3:59 p.m.	21:57
4:00 – 4:59 p.m.	21:49
Average Talk Time:	17:14

Monday, February 14, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	40:04
9:00 – 9:59 a.m.	27:11
10:00 – 10:59 a.m.	18:54
11:00 – 11:59 a.m.	17:18
12:00 – 12:59 p.m.	16:50
1:00 – 1:59 p.m.	19:51
2:00 – 2:59 p.m.	15:54
3:00 – 3:59 p.m.	15:29
4:00 – 4:59 p.m.	10:29
Average Talk Time:	20:13

Tuesday, February 15, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	23:11
9:00 – 9:59 a.m.	18:32
10:00 – 10:59 a.m.	22:18
11:00 – 11:59 a.m.	22:08
12:00 – 12:59 p.m.	19:09
1:00 – 1:59 p.m.	20:29
2:00 – 2:59 p.m.	17:27
3:00 – 3:59 p.m.	16:45
4:00 – 4:59 p.m.	17:15
Average Talk Time:	19:41

Wednesday, February 16, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	22:42
9:00 – 9:59 a.m.	11:10
10:00 – 10:59 a.m.	12:01
11:00 – 11:59 a.m.	11:54
12:00 – 12:59 p.m.	13:22
1:00 – 1:59 p.m.	15:22
2:00 – 2:59 p.m.	20:16
3:00 – 3:59 p.m.	14:28
4:00 – 4:59 p.m.	16:17
Average Talk Time:	15:16

**Average Talk Time for Completed Calls to 1-800-342-3334
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*Source: New York State Office of Temporary and Disability Assistance
(Freedom of Information Law Request #: 11-165)*

Thursday, February 17, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	19:29
9:00 – 9:59 a.m.	18:49
10:00 – 10:59 a.m.	15:28
11:00 – 11:59 a.m.	16:10
12:00 – 12:59 p.m.	15:43
1:00 – 1:59 p.m.	14:51
2:00 – 2:59 p.m.	15:50
3:00 – 3:59 p.m.	12:50
4:00 – 4:59 p.m.	08:58
Average Talk Time:	15:20

Friday, February 18, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	13:28
9:00 – 9:59 a.m.	17:43
10:00 – 10:59 a.m.	14:39
11:00 – 11:59 a.m.	13:00
12:00 – 12:59 p.m.	13:51
1:00 – 1:59 p.m.	12:03
2:00 – 2:59 p.m.	14:28
3:00 – 3:59 p.m.	12:03
4:00 – 4:59 p.m.	12:40
Average Talk Time:	13:46

Tuesday, February 22, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	23:25
9:00 – 9:59 a.m.	23:50
10:00 – 10:59 a.m.	35:20
11:00 – 11:59 a.m.	19:36
12:00 – 12:59 p.m.	35:06
1:00 – 1:59 p.m.	28:46
2:00 – 2:59 p.m.	28:38
3:00 – 3:59 p.m.	23:48
4:00 – 4:59 p.m.	17:08
Average Talk Time:	26:10

Wednesday, February 23, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	27:35
9:00 – 9:59 a.m.	29:27
10:00 – 10:59 a.m.	21:22
11:00 – 11:59 a.m.	20:29
12:00 – 12:59 p.m.	19:14
1:00 – 1:59 p.m.	23:47
2:00 – 2:59 p.m.	26:50
3:00 – 3:59 p.m.	28:40
4:00 – 4:59 p.m.	18:49
Average Talk Time:	24:01

Thursday, February 24, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	28:05
9:00 – 9:59 a.m.	18:42
10:00 – 10:59 a.m.	16:02
11:00 – 11:59 a.m.	17:37
12:00 – 12:59 p.m.	19:08
1:00 – 1:59 p.m.	21:16
2:00 – 2:59 p.m.	25:00
3:00 – 3:59 p.m.	20:54
4:00 – 4:59 p.m.	13:33
Average Talk Time:	20:01

Friday, February 25, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	28:55
9:00 – 9:59 a.m.	16:42
10:00 – 10:59 a.m.	16:12
11:00 – 11:59 a.m.	16:35
12:00 – 12:59 p.m.	17:42
1:00 – 1:59 p.m.	16:24
2:00 – 2:59 p.m.	13:38
3:00 – 3:59 p.m.	15:03
4:00 – 4:59 p.m.	16:24
Average Talk Time:	17:30

**Average Talk Time for 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, February 28, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	25:21
9:00 – 9:59 a.m.	31:46
10:00 – 10:59 a.m.	24:29
11:00 – 11:59 a.m.	22:05
12:00 – 12:59 p.m.	23:03
1:00 – 1:59 p.m.	21:57
2:00 – 2:59 p.m.	20:02
3:00 – 3:59 p.m.	22:37
4:00 – 4:59 p.m.	18:35
Average Talk Time:	23:19

Summary: Februray 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	29:15
9:00 – 9:59 a.m.	24:24
10:00 – 10:59 a.m.	22:53
11:00 – 11:59 a.m.	19:05
12:00 – 12:59 p.m.	22:11
1:00 – 1:59 p.m.	22:21
2:00 – 2:59 p.m.	22:04
3:00 – 3:59 p.m.	20:52
4:00 – 4:59 p.m.	16:42
Average Talk Time:	22:12