

**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, March 1, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	28:20
9:00 – 9:59 a.m.	26:12
10:00 – 10:59 a.m.	21:34
11:00 – 11:59 a.m.	06:57
12:00 – 12:59 p.m.	17:47
1:00 – 1:59 p.m.	19:58
2:00 – 2:59 p.m.	17:42
3:00 – 3:59 p.m.	23:44
4:00 – 4:59 p.m.	20:31
Average Talk Time:	20:18

Wednesday, March 2, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	26:52
9:00 – 9:59 a.m.	16:55
10:00 – 10:59 a.m.	14:38
11:00 – 11:59 a.m.	15:45
12:00 – 12:59 p.m.	17:57
1:00 – 1:59 p.m.	16:28
2:00 – 2:59 p.m.	16:43
3:00 – 3:59 p.m.	14:26
4:00 – 4:59 p.m.	12:00
Average Talk Time:	16:51

Thursday, March 3, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	18:01
9:00 – 9:59 a.m.	15:09
10:00 – 10:59 a.m.	14:08
11:00 – 11:59 a.m.	14:02
12:00 – 12:59 p.m.	16:14
1:00 – 1:59 p.m.	19:23
2:00 – 2:59 p.m.	14:58
3:00 – 3:59 p.m.	14:28
4:00 – 4:59 p.m.	14:26
Average Talk Time:	15:38

Friday, March 4, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	22:06
9:00 – 9:59 a.m.	23:20
10:00 – 10:59 a.m.	19:16
11:00 – 11:59 a.m.	19:35
12:00 – 12:59 p.m.	19:37
1:00 – 1:59 p.m.	19:59
2:00 – 2:59 p.m.	16:05
3:00 – 3:59 p.m.	16:45
4:00 – 4:59 p.m.	15:19
Average Talk Time:	19:06

Monday, March 7, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	38:36
9:00 – 9:59 a.m.	27:56
10:00 – 10:59 a.m.	29:36
11:00 – 11:59 a.m.	44:36
12:00 – 12:59 p.m.	40:17
1:00 – 1:59 p.m.	33:46
2:00 – 2:59 p.m.	22:31
3:00 – 3:59 p.m.	28:41
4:00 – 4:59 p.m.	21:03
Average Talk Time:	31:53

Tuesday, March 8, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	28:47
9:00 – 9:59 a.m.	26:03
10:00 – 10:59 a.m.	19:41
11:00 – 11:59 a.m.	24:33
12:00 – 12:59 p.m.	22:11
1:00 – 1:59 p.m.	24:50
2:00 – 2:59 p.m.	22:41
3:00 – 3:59 p.m.	27:49
4:00 – 4:59 p.m.	29:14
Average Talk Time:	25:05

**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)*

Wednesday, March 9, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	25:42
9:00 – 9:59 a.m.	20:36
10:00 – 10:59 a.m.	19:03
11:00 – 11:59 a.m.	30:03
12:00 – 12:59 p.m.	21:09
1:00 – 1:59 p.m.	18:01
2:00 – 2:59 p.m.	13:50
3:00 – 3:59 p.m.	20:41
4:00 – 4:59 p.m.	24:29
Average Talk Time:	21:30

Thursday, March 10, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	38:31
9:00 – 9:59 a.m.	29:23
10:00 – 10:59 a.m.	28:47
11:00 – 11:59 a.m.	22:12
12:00 – 12:59 p.m.	28:54
1:00 – 1:59 p.m.	24:19
2:00 – 2:59 p.m.	21:57
3:00 – 3:59 p.m.	20:37
4:00 – 4:59 p.m.	16:21
Average Talk Time:	25:40

Friday, March 11, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	21:37
9:00 – 9:59 a.m.	18:47
10:00 – 10:59 a.m.	22:12
11:00 – 11:59 a.m.	20:25
12:00 – 12:59 p.m.	21:59
1:00 – 1:59 p.m.	17:29
2:00 – 2:59 p.m.	19:57
3:00 – 3:59 p.m.	17:19
4:00 – 4:59 p.m.	19:19
Average Talk Time:	19:53

Monday, March 14, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	34:38
9:00 – 9:59 a.m.	24:07
10:00 – 10:59 a.m.	20:02
11:00 – 11:59 a.m.	22:59
12:00 – 12:59 p.m.	22:13
1:00 – 1:59 p.m.	23:52
2:00 – 2:59 p.m.	29:32
3:00 – 3:59 p.m.	22:14
4:00 – 4:59 p.m.	16:08
Average Talk Time:	23:58

Tuesday, March 15, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	24:44
9:00 – 9:59 a.m.	19:53
10:00 – 10:59 a.m.	22:02
11:00 – 11:59 a.m.	19:40
12:00 – 12:59 p.m.	23:32
1:00 – 1:59 p.m.	26:40
2:00 – 2:59 p.m.	22:18
3:00 – 3:59 p.m.	22:09
4:00 – 4:59 p.m.	26:40
Average Talk Time:	23:04

Wednesday, March 16, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	27:12
9:00 – 9:59 a.m.	17:31
10:00 – 10:59 a.m.	16:03
11:00 – 11:59 a.m.	22:51
12:00 – 12:59 p.m.	17:04
1:00 – 1:59 p.m.	17:41
2:00 – 2:59 p.m.	13:35
3:00 – 3:59 p.m.	13:21
4:00 – 4:59 p.m.	13:06
Average Talk Time:	17:36

**Average Talk Time for Completed Calls to 1-800-342-3334
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Thursday, March 17, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	23:30
9:00 – 9:59 a.m.	19:43
10:00 – 10:59 a.m.	15:33
11:00 – 11:59 a.m.	17:12
12:00 – 12:59 p.m.	17:04
1:00 – 1:59 p.m.	23:59
2:00 – 2:59 p.m.	18:21
3:00 – 3:59 p.m.	18:57
4:00 – 4:59 p.m.	18:41
Average Talk Time:	19:13

Friday, March 18, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	31:57
9:00 – 9:59 a.m.	31:53
10:00 – 10:59 a.m.	34:07
11:00 – 11:59 a.m.	28:31
12:00 – 12:59 p.m.	24:59
1:00 – 1:59 p.m.	24:13
2:00 – 2:59 p.m.	30:42
3:00 – 3:59 p.m.	22:09
4:00 – 4:59 p.m.	26:48
Average Talk Time:	28:22

Monday, March 21, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	46:41
9:00 – 9:59 a.m.	43:03
10:00 – 10:59 a.m.	47:25
11:00 – 11:59 a.m.	58:58
12:00 – 12:59 p.m.	54:50
1:00 – 1:59 p.m.	45:59
2:00 – 2:59 p.m.	59:34
3:00 – 3:59 p.m.	40:32
4:00 – 4:59 p.m.	27:35
Average Talk Time:	47:10

Tuesday, March 22, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	45:02
9:00 – 9:59 a.m.	41:58
10:00 – 10:59 a.m.	45:20
11:00 – 11:59 a.m.	53:24
12:00 – 12:59 p.m.	38:05
1:00 – 1:59 p.m.	28:47
2:00 – 2:59 p.m.	32:47
3:00 – 3:59 p.m.	34:21
4:00 – 4:59 p.m.	26:49
Average Talk Time:	38:30

Wednesday, March 23, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	46:41
9:00 – 9:59 a.m.	39:26
10:00 – 10:59 a.m.	51:24
11:00 – 11:59 a.m.	37:00
12:00 – 12:59 p.m.	28:27
1:00 – 1:59 p.m.	29:26
2:00 – 2:59 p.m.	27:02
3:00 – 3:59 p.m.	33:33
4:00 – 4:59 p.m.	28:17
Average Talk Time:	35:41

Thursday, March 24, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	41:59
9:00 – 9:59 a.m.	41:44
10:00 – 10:59 a.m.	50:32
11:00 – 11:59 a.m.	39:08
12:00 – 12:59 p.m.	31:52
1:00 – 1:59 p.m.	30:04
2:00 – 2:59 p.m.	32:00
3:00 – 3:59 p.m.	24:28
4:00 – 4:59 p.m.	22:22
Average Talk Time:	34:54

**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
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Friday, March 25, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	38:15
9:00 – 9:59 a.m.	33:43
10:00 – 10:59 a.m.	50:18
11:00 – 11:59 a.m.	44:46
12:00 – 12:59 p.m.	33:38
1:00 – 1:59 p.m.	41:56
2:00 – 2:59 p.m.	35:55
3:00 – 3:59 p.m.	25:34
4:00 – 4:59 p.m.	20:22
Average Talk Time:	36:03

Monday, March 28, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	37:46
9:00 – 9:59 a.m.	36:54
10:00 – 10:59 a.m.	34:59
11:00 – 11:59 a.m.	31:28
12:00 – 12:59 p.m.	39:51
1:00 – 1:59 p.m.	25:01
2:00 – 2:59 p.m.	27:24
3:00 – 3:59 p.m.	23:38
4:00 – 4:59 p.m.	17:39
Average Talk Time:	30:31

Tuesday, March 29, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	22:51
9:00 – 9:59 a.m.	25:36
10:00 – 10:59 a.m.	32:47
11:00 – 11:59 a.m.	39:59
12:00 – 12:59 p.m.	44:10
1:00 – 1:59 p.m.	43:55
2:00 – 2:59 p.m.	36:22
3:00 – 3:59 p.m.	36:36
4:00 – 4:59 p.m.	33:01
Average Talk Time:	35:01

Wednesday, March 30, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	29:42
9:00 – 9:59 a.m.	25:56
10:00 – 10:59 a.m.	29:27
11:00 – 11:59 a.m.	23:22
12:00 – 12:59 p.m.	32:06
1:00 – 1:59 p.m.	28:08
2:00 – 2:59 p.m.	34:19
3:00 – 3:59 p.m.	22:09
4:00 – 4:59 p.m.	25:36
Average Talk Time:	27:51

Thursday, March 31, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	32:29
9:00 – 9:59 a.m.	25:41
10:00 – 10:59 a.m.	30:25
11:00 – 11:59 a.m.	32:36
12:00 – 12:59 p.m.	37:35
1:00 – 1:59 p.m.	30:38
2:00 – 2:59 p.m.	31:37
3:00 – 3:59 p.m.	43:59
4:00 – 4:59 p.m.	26:59
Average Talk Time:	32:26

Summary: March 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	31:49
9:00 – 9:59 a.m.	27:27
10:00 – 10:59 a.m.	29:06
11:00 – 11:59 a.m.	29:07
12:00 – 12:59 p.m.	28:19
1:00 – 1:59 p.m.	26:43
2:00 – 2:59 p.m.	25:59
3:00 – 3:59 p.m.	24:42
4:00 – 4:59 p.m.	21:51
Average Talk Time:	27:14