

**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)*

<b>Friday, April 1, 2011</b>	
<b>Hours</b>	<b>Average Talk Time</b>
8:00 – 8:59 a.m.	27:36
9:00 – 9:59 a.m.	25:33
10:00 – 10:59 a.m.	22:45
11:00 – 11:59 a.m.	27:47
12:00 – 12:59 p.m.	23:48
1:00 – 1:59 p.m.	19:23
2:00 – 2:59 p.m.	26:13
3:00 – 3:59 p.m.	17:56
4:00 – 4:59 p.m.	21:44
<b>Average Talk Time:</b>	<b>23:38</b>

<b>Monday, April 4, 2011</b>	
<b>Hours</b>	<b>Average Talk Time</b>
8:00 – 8:59 a.m.	33:15
9:00 – 9:59 a.m.	41:13
10:00 – 10:59 a.m.	46:38
11:00 – 11:59 a.m.	44:52
12:00 – 12:59 p.m.	46:08
1:00 – 1:59 p.m.	35:52
2:00 – 2:59 p.m.	31:02
3:00 – 3:59 p.m.	28:09
4:00 – 4:59 p.m.	33:09
<b>Average Talk Time:</b>	<b>37:48</b>

<b>Tuesday, April 5, 2011</b>	
<b>Hours</b>	<b>Average Talk Time</b>
8:00 – 8:59 a.m.	39:12
9:00 – 9:59 a.m.	48:47
10:00 – 10:59 a.m.	32:29
11:00 – 11:59 a.m.	34:20
12:00 – 12:59 p.m.	32:10
1:00 – 1:59 p.m.	25:31
2:00 – 2:59 p.m.	26:18
3:00 – 3:59 p.m.	26:43
4:00 – 4:59 p.m.	26:59
<b>Average Talk Time:</b>	<b>32:29</b>

<b>Wednesday, April 6, 2011</b>	
<b>Hours</b>	<b>Average Talk Time</b>
8:00 – 8:59 a.m.	29:49
9:00 – 9:59 a.m.	23:46
10:00 – 10:59 a.m.	24:30
11:00 – 11:59 a.m.	19:40
12:00 – 12:59 p.m.	17:12
1:00 – 1:59 p.m.	21:14
2:00 – 2:59 p.m.	23:04
3:00 – 3:59 p.m.	23:46
4:00 – 4:59 p.m.	29:14
<b>Average Talk Time:</b>	<b>23:35</b>

<b>Thursday, April 7, 2011</b>	
<b>Hours</b>	<b>Average Talk Time</b>
8:00 – 8:59 a.m.	31:30
9:00 – 9:59 a.m.	18:22
10:00 – 10:59 a.m.	30:43
11:00 – 11:59 a.m.	27:05
12:00 – 12:59 p.m.	18:49
1:00 – 1:59 p.m.	23:14
2:00 – 2:59 p.m.	18:34
3:00 – 3:59 p.m.	27:44
4:00 – 4:59 p.m.	29:27
<b>Average Talk Time:</b>	<b>25:03</b>

<b>Friday, April 8, 2011</b>	
<b>Hours</b>	<b>Average Talk Time</b>
8:00 – 8:59 a.m.	33:17
9:00 – 9:59 a.m.	23:47
10:00 – 10:59 a.m.	23:07
11:00 – 11:59 a.m.	24:00
12:00 – 12:59 p.m.	29:14
1:00 – 1:59 p.m.	32:56
2:00 – 2:59 p.m.	48:33
3:00 – 3:59 p.m.	30:04
4:00 – 4:59 p.m.	37:00
<b>Average Talk Time:</b>	<b>31:19</b>

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*Source: New York State Office of Temporary and Disability Assistance  
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<b>Monday, April 11, 2011</b>	
<b>Hours</b>	<b>Average Talk Time</b>
8:00 – 8:59 a.m.	25:09
9:00 – 9:59 a.m.	30:49
10:00 – 10:59 a.m.	24:15
11:00 – 11:59 a.m.	27:35
12:00 – 12:59 p.m.	28:15
1:00 – 1:59 p.m.	28:44
2:00 – 2:59 p.m.	29:06
3:00 – 3:59 p.m.	34:11
4:00 – 4:59 p.m.	25:29
<b>Average Talk Time:</b>	<b>28:10</b>

<b>Tuesday, April 12, 2011</b>	
<b>Hours</b>	<b>Average Talk Time</b>
8:00 – 8:59 a.m.	25:13
9:00 – 9:59 a.m.	18:55
10:00 – 10:59 a.m.	18:18
11:00 – 11:59 a.m.	26:21
12:00 – 12:59 p.m.	26:19
1:00 – 1:59 p.m.	20:15
2:00 – 2:59 p.m.	22:01
3:00 – 3:59 p.m.	23:43
4:00 – 4:59 p.m.	20:22
<b>Average Talk Time:</b>	<b>22:23</b>

<b>Wednesday, April 13, 2011</b>	
<b>Hours</b>	<b>Average Talk Time</b>
8:00 – 8:59 a.m.	30:05
9:00 – 9:59 a.m.	20:44
10:00 – 10:59 a.m.	20:42
11:00 – 11:59 a.m.	23:53
12:00 – 12:59 p.m.	29:04
1:00 – 1:59 p.m.	29:41
2:00 – 2:59 p.m.	45:02
3:00 – 3:59 p.m.	24:54
4:00 – 4:59 p.m.	28:51
<b>Average Talk Time:</b>	<b>28:06</b>

<b>Thursday, April 14, 2011</b>	
<b>Hours</b>	<b>Average Talk Time</b>
8:00 – 8:59 a.m.	33:35
9:00 – 9:59 a.m.	27:37
10:00 – 10:59 a.m.	41:59
11:00 – 11:59 a.m.	24:50
12:00 – 12:59 p.m.	25:45
1:00 – 1:59 p.m.	25:44
2:00 – 2:59 p.m.	25:48
3:00 – 3:59 p.m.	21:53
4:00 – 4:59 p.m.	19:14
<b>Average Talk Time:</b>	<b>27:22</b>

<b>Friday, April 15, 2011</b>	
<b>Hours</b>	<b>Average Talk Time</b>
8:00 – 8:59 a.m.	19:37
9:00 – 9:59 a.m.	18:48
10:00 – 10:59 a.m.	17:28
11:00 – 11:59 a.m.	22:46
12:00 – 12:59 p.m.	19:39
1:00 – 1:59 p.m.	26:12
2:00 – 2:59 p.m.	27:17
3:00 – 3:59 p.m.	41:58
4:00 – 4:59 p.m.	26:37
<b>Average Talk Time:</b>	<b>24:29</b>

<b>Monday, April 18, 2011</b>	
<b>Hours</b>	<b>Average Talk Time</b>
8:00 – 8:59 a.m.	26:34
9:00 – 9:59 a.m.	30:52
10:00 – 10:59 a.m.	30:21
11:00 – 11:59 a.m.	32:31
12:00 – 12:59 p.m.	28:16
1:00 – 1:59 p.m.	37:11
2:00 – 2:59 p.m.	27:29
3:00 – 3:59 p.m.	21:01
4:00 – 4:59 p.m.	20:57
<b>Average Talk Time:</b>	<b>28:21</b>

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<b>Tuesday, April 19, 2011</b>	
<b>Hours</b>	<b>Average Talk Time</b>
8:00 – 8:59 a.m.	26:22
9:00 – 9:59 a.m.	16:13
10:00 – 10:59 a.m.	25:16
11:00 – 11:59 a.m.	33:30
12:00 – 12:59 p.m.	28:47
1:00 – 1:59 p.m.	27:45
2:00 – 2:59 p.m.	21:42
3:00 – 3:59 p.m.	25:37
4:00 – 4:59 p.m.	17:42
<b>Average Talk Time:</b>	<b>24:46</b>

<b>Wednesday, April 20, 2011</b>	
<b>Hours</b>	<b>Average Talk Time</b>
8:00 – 8:59 a.m.	29:00
9:00 – 9:59 a.m.	21:31
10:00 – 10:59 a.m.	24:26
11:00 – 11:59 a.m.	19:38
12:00 – 12:59 p.m.	16:58
1:00 – 1:59 p.m.	21:37
2:00 – 2:59 p.m.	24:36
3:00 – 3:59 p.m.	25:08
4:00 – 4:59 p.m.	20:16
<b>Average Talk Time:</b>	<b>22:34</b>

<b>Thursday, April 21, 2011</b>	
<b>Hours</b>	<b>Average Talk Time</b>
8:00 – 8:59 a.m.	24:38
9:00 – 9:59 a.m.	14:15
10:00 – 10:59 a.m.	16:45
11:00 – 11:59 a.m.	16:42
12:00 – 12:59 p.m.	24:47
1:00 – 1:59 p.m.	13:23
2:00 – 2:59 p.m.	12:16
3:00 – 3:59 p.m.	14:48
4:00 – 4:59 p.m.	17:43
<b>Average Talk Time:</b>	<b>17:15</b>

<b>Friday, April 22, 2011</b>	
<b>Hours</b>	<b>Average Talk Time</b>
8:00 – 8:59 a.m.	19:33
9:00 – 9:59 a.m.	14:58
10:00 – 10:59 a.m.	17:29
11:00 – 11:59 a.m.	16:27
12:00 – 12:59 p.m.	16:14
1:00 – 1:59 p.m.	17:37
2:00 – 2:59 p.m.	18:50
3:00 – 3:59 p.m.	20:01
4:00 – 4:59 p.m.	19:49
<b>Average Talk Time:</b>	<b>17:53</b>

<b>Monday, April 25, 2011</b>	
<b>Hours</b>	<b>Average Talk Time</b>
8:00 – 8:59 a.m.	21:07
9:00 – 9:59 a.m.	21:45
10:00 – 10:59 a.m.	24:29
11:00 – 11:59 a.m.	27:10
12:00 – 12:59 p.m.	23:31
1:00 – 1:59 p.m.	40:45
2:00 – 2:59 p.m.	17:58
3:00 – 3:59 p.m.	28:55
4:00 – 4:59 p.m.	25:03
<b>Average Talk Time:</b>	<b>25:38</b>

<b>Tuesday, April 26, 2011</b>	
<b>Hours</b>	<b>Average Talk Time</b>
8:00 – 8:59 a.m.	15:00
9:00 – 9:59 a.m.	13:07
10:00 – 10:59 a.m.	11:30
11:00 – 11:59 a.m.	12:37
12:00 – 12:59 p.m.	16:01
1:00 – 1:59 p.m.	14:36
2:00 – 2:59 p.m.	18:09
3:00 – 3:59 p.m.	19:57
4:00 – 4:59 p.m.	16:06
<b>Average Talk Time:</b>	<b>15:13</b>

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(Freedom of Information Law Request #: 11-165)*

<b>Wednesday, April 27, 2011</b>	
<b>Hours</b>	<b>Average Talk Time</b>
8:00 – 8:59 a.m.	26:01
9:00 – 9:59 a.m.	18:40
10:00 – 10:59 a.m.	15:43
11:00 – 11:59 a.m.	22:08
12:00 – 12:59 p.m.	19:22
1:00 – 1:59 p.m.	15:39
2:00 – 2:59 p.m.	15:14
3:00 – 3:59 p.m.	15:02
4:00 – 4:59 p.m.	22:47
<b>Average Talk Time:</b>	<b>18:57</b>

<b>Thursday, April 28, 2011</b>	
<b>Hours</b>	<b>Average Talk Time</b>
8:00 – 8:59 a.m.	20:55
9:00 – 9:59 a.m.	14:16
10:00 – 10:59 a.m.	12:43
11:00 – 11:59 a.m.	18:49
12:00 – 12:59 p.m.	16:46
1:00 – 1:59 p.m.	17:14
2:00 – 2:59 p.m.	14:46
3:00 – 3:59 p.m.	20:16
4:00 – 4:59 p.m.	20:18
<b>Average Talk Time:</b>	<b>17:20</b>

<b>Friday, April 29, 2011</b>	
<b>Hours</b>	<b>Average Talk Time</b>
8:00 – 8:59 a.m.	20:49
9:00 – 9:59 a.m.	16:06
10:00 – 10:59 a.m.	17:46
11:00 – 11:59 a.m.	14:38
12:00 – 12:59 p.m.	14:03
1:00 – 1:59 p.m.	15:26
2:00 – 2:59 p.m.	19:07
3:00 – 3:59 p.m.	24:43
4:00 – 4:59 p.m.	13:45
<b>Average Talk Time:</b>	<b>17:22</b>

<b>Summary: April 2011</b>	
<b>Hours</b>	<b>Average Talk Time</b>
8:00 – 8:59 a.m.	26:35
9:00 – 9:59 a.m.	22:51
10:00 – 10:59 a.m.	23:46
11:00 – 11:59 a.m.	24:38
12:00 – 12:59 p.m.	23:51
1:00 – 1:59 p.m.	24:17
2:00 – 2:59 p.m.	24:25
3:00 – 3:59 p.m.	24:35
4:00 – 4:59 p.m.	23:27
<b>Average Talk Time:</b>	<b>24:16</b>