

**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, May 2, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	27:04
9:00 – 9:59 a.m.	35:59
10:00 – 10:59 a.m.	43:56
11:00 – 11:59 a.m.	45:02
12:00 – 12:59 p.m.	40:54
1:00 – 1:59 p.m.	37:02
2:00 – 2:59 p.m.	28:16
3:00 – 3:59 p.m.	24:39
4:00 – 4:59 p.m.	25:52
Average Talk Time:	34:18

Tuesday, May 3, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	31:29
9:00 – 9:59 a.m.	38:21
10:00 – 10:59 a.m.	25:04
11:00 – 11:59 a.m.	30:41
12:00 – 12:59 p.m.	23:15
1:00 – 1:59 p.m.	21:08
2:00 – 2:59 p.m.	25:16
3:00 – 3:59 p.m.	27:52
4:00 – 4:59 p.m.	22:39
Average Talk Time:	27:18

Wednesday, May 4, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	25:29
9:00 – 9:59 a.m.	36:58
10:00 – 10:59 a.m.	34:32
11:00 – 11:59 a.m.	41:03
12:00 – 12:59 p.m.	37:48
1:00 – 1:59 p.m.	37:00
2:00 – 2:59 p.m.	25:39
3:00 – 3:59 p.m.	22:24
4:00 – 4:59 p.m.	24:11
Average Talk Time:	31:40

Thursday, May 5, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	27:03
9:00 – 9:59 a.m.	30:47
10:00 – 10:59 a.m.	29:29
11:00 – 11:59 a.m.	28:19
12:00 – 12:59 p.m.	29:22
1:00 – 1:59 p.m.	19:44
2:00 – 2:59 p.m.	17:08
3:00 – 3:59 p.m.	21:12
4:00 – 4:59 p.m.	25:20
Average Talk Time:	25:22

Friday, May 6, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	26:07
9:00 – 9:59 a.m.	31:06
10:00 – 10:59 a.m.	23:19
11:00 – 11:59 a.m.	21:47
12:00 – 12:59 p.m.	31:24
1:00 – 1:59 p.m.	37:15
2:00 – 2:59 p.m.	30:15
3:00 – 3:59 p.m.	28:35
4:00 – 4:59 p.m.	15:32
Average Talk Time:	27:15

Monday, May 9, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	37:13
9:00 – 9:59 a.m.	40:33
10:00 – 10:59 a.m.	46:34
11:00 – 11:59 a.m.	32:19
12:00 – 12:59 p.m.	29:12
1:00 – 1:59 p.m.	29:08
2:00 – 2:59 p.m.	30:35
3:00 – 3:59 p.m.	34:24
4:00 – 4:59 p.m.	31:18
Average Talk Time:	34:35

**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, May 10, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	33:39
9:00 – 9:59 a.m.	30:56
10:00 – 10:59 a.m.	29:03
11:00 – 11:59 a.m.	21:53
12:00 – 12:59 p.m.	32:43
1:00 – 1:59 p.m.	29:26
2:00 – 2:59 p.m.	28:19
3:00 – 3:59 p.m.	28:15
4:00 – 4:59 p.m.	17:19
Average Talk Time:	27:57

Wednesday, May 11, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	33:44
9:00 – 9:59 a.m.	39:42
10:00 – 10:59 a.m.	39:36
11:00 – 11:59 a.m.	32:23
12:00 – 12:59 p.m.	35:12
1:00 – 1:59 p.m.	36:27
2:00 – 2:59 p.m.	19:31
3:00 – 3:59 p.m.	29:29
4:00 – 4:59 p.m.	29:12
Average Talk Time:	32:48

Thursday, May 12, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	21:55
9:00 – 9:59 a.m.	17:33
10:00 – 10:59 a.m.	25:19
11:00 – 11:59 a.m.	26:35
12:00 – 12:59 p.m.	40:36
1:00 – 1:59 p.m.	27:17
2:00 – 2:59 p.m.	29:40
3:00 – 3:59 p.m.	28:58
4:00 – 4:59 p.m.	22:56
Average Talk Time:	26:45

Friday, May 13, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	22:48
9:00 – 9:59 a.m.	18:51
10:00 – 10:59 a.m.	19:01
11:00 – 11:59 a.m.	22:41
12:00 – 12:59 p.m.	22:58
1:00 – 1:59 p.m.	23:12
2:00 – 2:59 p.m.	20:07
3:00 – 3:59 p.m.	32:38
4:00 – 4:59 p.m.	24:40
Average Talk Time:	22:59

Monday, May 16, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	31:55
9:00 – 9:59 a.m.	32:52
10:00 – 10:59 a.m.	34:30
11:00 – 11:59 a.m.	45:51
12:00 – 12:59 p.m.	28:50
1:00 – 1:59 p.m.	25:16
2:00 – 2:59 p.m.	20:45
3:00 – 3:59 p.m.	22:19
4:00 – 4:59 p.m.	29:57
Average Talk Time:	30:15

Tuesday, May 17, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	29:57
9:00 – 9:59 a.m.	25:59
10:00 – 10:59 a.m.	31:33
11:00 – 11:59 a.m.	29:54
12:00 – 12:59 p.m.	26:53
1:00 – 1:59 p.m.	29:47
2:00 – 2:59 p.m.	23:39
3:00 – 3:59 p.m.	27:07
4:00 – 4:59 p.m.	38:51
Average Talk Time:	29:17

**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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Wednesday, May 18, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	25:56
9:00 – 9:59 a.m.	19:08
10:00 – 10:59 a.m.	17:00
11:00 – 11:59 a.m.	32:02
12:00 – 12:59 p.m.	20:54
1:00 – 1:59 p.m.	22:55
2:00 – 2:59 p.m.	21:14
3:00 – 3:59 p.m.	34:29
4:00 – 4:59 p.m.	27:04
Average Talk Time:	24:31

Thursday, May 19, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	30:47
9:00 – 9:59 a.m.	22:42
10:00 – 10:59 a.m.	26:14
11:00 – 11:59 a.m.	22:45
12:00 – 12:59 p.m.	27:25
1:00 – 1:59 p.m.	19:30
2:00 – 2:59 p.m.	20:18
3:00 – 3:59 p.m.	22:20
4:00 – 4:59 p.m.	17:29
Average Talk Time:	23:16

Friday, May 20, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	24:45
9:00 – 9:59 a.m.	19:18
10:00 – 10:59 a.m.	22:07
11:00 – 11:59 a.m.	21:36
12:00 – 12:59 p.m.	22:31
1:00 – 1:59 p.m.	22:29
2:00 – 2:59 p.m.	21:42
3:00 – 3:59 p.m.	19:44
4:00 – 4:59 p.m.	26:06
Average Talk Time:	22:15

Monday, May 23, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	19:15
9:00 – 9:59 a.m.	15:55
10:00 – 10:59 a.m.	33:47
11:00 – 11:59 a.m.	29:42
12:00 – 12:59 p.m.	28:30
1:00 – 1:59 p.m.	36:18
2:00 – 2:59 p.m.	35:24
3:00 – 3:59 p.m.	27:26
4:00 – 4:59 p.m.	30:15
Average Talk Time:	28:30

Tuesday, May 24, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	28:04
9:00 – 9:59 a.m.	16:32
10:00 – 10:59 a.m.	29:29
11:00 – 11:59 a.m.	24:36
12:00 – 12:59 p.m.	24:58
1:00 – 1:59 p.m.	27:13
2:00 – 2:59 p.m.	26:26
3:00 – 3:59 p.m.	30:05
4:00 – 4:59 p.m.	27:19
Average Talk Time:	26:04

Wednesday, May 25, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	27:02
9:00 – 9:59 a.m.	23:44
10:00 – 10:59 a.m.	18:42
11:00 – 11:59 a.m.	26:15
12:00 – 12:59 p.m.	25:03
1:00 – 1:59 p.m.	20:06
2:00 – 2:59 p.m.	17:43
3:00 – 3:59 p.m.	22:07
4:00 – 4:59 p.m.	23:30
Average Talk Time:	22:41

**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
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Thursday, May 26, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	25:00
9:00 – 9:59 a.m.	13:37
10:00 – 10:59 a.m.	19:06
11:00 – 11:59 a.m.	19:55
12:00 – 12:59 p.m.	15:32
1:00 – 1:59 p.m.	17:13
2:00 – 2:59 p.m.	13:03
3:00 – 3:59 p.m.	14:16
4:00 – 4:59 p.m.	18:10
Average Talk Time:	17:19

Friday, May 27, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	25:51
9:00 – 9:59 a.m.	22:00
10:00 – 10:59 a.m.	27:43
11:00 – 11:59 a.m.	26:42
12:00 – 12:59 p.m.	43:15
1:00 – 1:59 p.m.	30:34
2:00 – 2:59 p.m.	45:07
3:00 – 3:59 p.m.	25:42
4:00 – 4:59 p.m.	28:11
Average Talk Time:	30:33

Tuesday, May 31, 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	30:22
9:00 – 9:59 a.m.	33:21
10:00 – 10:59 a.m.	30:47
11:00 – 11:59 a.m.	35:40
12:00 – 12:59 p.m.	29:09
1:00 – 1:59 p.m.	27:51
2:00 – 2:59 p.m.	23:11
3:00 – 3:59 p.m.	22:52
4:00 – 4:59 p.m.	22:53
Average Talk Time:	28:27

Summary: May 2011	
Hours	Average Talk Time
8:00 – 8:59 a.m.	27:52
9:00 – 9:59 a.m.	26:56
10:00 – 10:59 a.m.	28:53
11:00 – 11:59 a.m.	29:24
12:00 – 12:59 p.m.	29:21
1:00 – 1:59 p.m.	27:28
2:00 – 2:59 p.m.	24:55
3:00 – 3:59 p.m.	26:02
4:00 – 4:59 p.m.	25:10
Average Talk Time:	27:20