

**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
(Fair Hearing Request Line)**

*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

**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
(Fair Hearing Request Line)**

*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
(Fair Hearing Request Line)**

*Source: New York State Office of Temporary and Disability Assistance
(Freedom of Information Law Request #: 11-165)*

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
(Fair Hearing Request Line)**

*Source: New York State Office of Temporary and Disability Assistance
(Freedom of Information Law Request #: 11-165)*

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
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

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
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

**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)*

Friday, April 1, 2011	
Hours	Average Talk Time
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
Average Talk Time:	23:38

Monday, April 4, 2011	
Hours	Average Talk Time
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
Average Talk Time:	37:48

Tuesday, April 5, 2011	
Hours	Average Talk Time
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
Average Talk Time:	32:29

Wednesday, April 6, 2011	
Hours	Average Talk Time
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
Average Talk Time:	23:35

Thursday, April 7, 2011	
Hours	Average Talk Time
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
Average Talk Time:	25:03

Friday, April 8, 2011	
Hours	Average Talk Time
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
Average Talk Time:	31:19

**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, April 11, 2011	
Hours	Average Talk Time
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
Average Talk Time:	28:10

Tuesday, April 12, 2011	
Hours	Average Talk Time
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
Average Talk Time:	22:23

Wednesday, April 13, 2011	
Hours	Average Talk Time
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
Average Talk Time:	28:06

Thursday, April 14, 2011	
Hours	Average Talk Time
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
Average Talk Time:	27:22

Friday, April 15, 2011	
Hours	Average Talk Time
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
Average Talk Time:	24:29

Monday, April 18, 2011	
Hours	Average Talk Time
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
Average Talk Time:	28:21

**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, April 19, 2011	
Hours	Average Talk Time
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
Average Talk Time:	24:46

Wednesday, April 20, 2011	
Hours	Average Talk Time
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
Average Talk Time:	22:34

Thursday, April 21, 2011	
Hours	Average Talk Time
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
Average Talk Time:	17:15

Friday, April 22, 2011	
Hours	Average Talk Time
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
Average Talk Time:	17:53

Monday, April 25, 2011	
Hours	Average Talk Time
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
Average Talk Time:	25:38

Tuesday, April 26, 2011	
Hours	Average Talk Time
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
Average Talk Time:	15:13

**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, April 27, 2011	
Hours	Average Talk Time
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
Average Talk Time:	18:57

Thursday, April 28, 2011	
Hours	Average Talk Time
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
Average Talk Time:	17:20

Friday, April 29, 2011	
Hours	Average Talk Time
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
Average Talk Time:	17:22

Summary: April 2011	
Hours	Average Talk Time
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
Average Talk Time:	24:16

**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
(Fair Hearing Request Line)**

*Source: New York State Office of Temporary and Disability Assistance
(Freedom of Information Law Request #: 11-165)*

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

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

**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)*

Summary: February 2011	
Hours	Average Talk Time
February 1, 2011	22:02
February 2, 2011	30:44
February 3, 2011	18:56
February 4, 2011	17:02
February 7, 2011	22:39
February 8, 2011	18:28
February 9, 2011	18:22
February 10, 2011	16:38
February 11, 2011	17:14
February 14, 2011	20:13
February 15, 2011	19:41
February 16, 2011	15:16
February 17, 2011	15:20
February 18, 2011	13:46
February 22, 2011	26:10
February 23, 2011	24:01
February 24, 2011	20:01
February 25, 2011	17:30
February 28, 2011	23:19
February Average:	22:12

Summary: March 2011	
Hours	Average Talk Time
March 1, 2011	20:18
March 2, 2011	16:51
March 3, 2011	15:38
March 4, 2011	19:06
March 7, 2011	31:53
March 8, 2011	25:05
March 9, 2011	21:30
March 10, 2011	25:40
March 11, 2011	19:53
March 14, 2011	23:58
March 15, 2011	23:04
March 16, 2011	17:36
March 17, 2011	19:13
March 18, 2011	28:22
March 21, 2011	47:10
March 22, 2011	38:30
March 23, 2011	35:41
March 24, 2011	34:54
March 25, 2011	36:03
March 28, 2011	30:31
March 29, 2011	35:01
March 30, 2011	27:51
March 31, 2011	32:26
March Average:	27:14

**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)*

Summary: April 2011	
Hours	Average Talk Time
April 1, 2011	23:38
April 4, 2011	37:48
April 5, 2011	32:29
April 6, 2011	23:35
April 7, 2011	25:03
April 8, 2011	31:19
April 11, 2011	28:10
April 12, 2011	22:23
April 13, 2011	28:06
April 14, 2011	27:22
April 15, 2011	24:29
April 18, 2011	28:21
April 19, 2011	24:46
April 20, 2011	22:34
April 21, 2011	17:15
April 22, 2011	17:53
April 25, 2011	25:38
April 26, 2011	15:13
April 27, 2011	18:57
April 28, 2011	17:20
April 29, 2011	17:22
April Average:	24:16

Summary: May 2011	
Hours	Average Talk Time
May 2, 2011	34:18
May 3, 2011	27:18
May 4, 2011	31:40
May 5, 2011	25:22
May 6, 2011	27:15
May 9, 2011	34:35
May 10, 2011	27:57
May 11, 2011	32:48
May 12, 2011	26:45
May 13, 2011	22:59
May 16, 2011	30:15
May 17, 2011	29:17
May 18, 2011	24:31
May 19, 2011	23:16
May 20, 2011	22:15
May 23, 2011	28:30
May 24, 2011	26:04
May 25, 2011	22:41
May 26, 2011	17:19
May 27, 2011	30:33
May 31, 2011	28:27
May Average:	27:20

Month	Average Talk Time
February 2011	22:12
March 2011	27:14
April 2011	24:16
May 2011	27:20
Grand Average:	25:15