

Town of North Hempstead Service Requests via 311

November 2005 through October 2016

Department Description	Group Description	Type Description ▲	Count
Adminstrative Services	Adminstrative Services	Adm Svc - Critter Corner - Geese Nest	32
		Adm Svc - Critter Corner - Pigeons	14
		Adm Svc - From Transfer	33
		Adm Svc - Green Team	674
		Adm Svc - PW Parking - Broken Meter	135
		Adm Svc - PW Parking - Lot Condition	15
	Adminstrative Services	903	
Adminstrative Services			903
Community Services	Community Services	CommSvc - Bus Booking for Group	49
		CommSvc - Bus Depot Informational	1,098
		CommSvc - Bus Pickup Cancel	2,584
		CommSvc - Bus Pickup Schedule	1,443
		CommSvc - Educational Program	45
		CommSvc - From Transfer	68
		CommSvc - Informational	2,544
		CommSvc - Misc SR	516
		CommSvc - Seasonal Programs Registration	4,553
		CommSvc - Senior Card Application	182
	CommSvc - Volunteering for General Programs	18	
Community Services			13,100
Community Services			13,100
Department of Public Safety	Animal Shelter	AS - Barking Dog (Del)	1
		AS - Dead or Injured Dog Pickup (Del)	1
		AS - Dog Nuisance (Del)	1
		AS - Found Dog Info Only SR	1
		AS - Found Dog Pickup (Del)	1
		AS - Lost Animal Info SR (Del)	4
		Animal Sh - Appearance Ticket	40
		Animal Sh - Barking Dog	567
		Animal Sh - Call Back	73
		Animal Sh - Dead Dog Pickup	45
		Animal Sh - Dog Abuse Info Only SR	1
		Animal Sh - Dog Adoption	5,500
		Animal Sh - Dog Bite	49
		Animal Sh - Dog Defecation	281
		Animal Sh - Found Animal	890
		Animal Sh - Found Dog Pickup	6
		Animal Sh - Informational Request	9,970
		Animal Sh - Injured Dog	19
		Animal Sh - Lost Animal	1,673
		Animal Sh - Menacing or Harrassing Dog	366
		Animal Sh - Misc	538

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Department Description	Group Description	Type Description ▲	Count	
Department of Public Safety	Animal Shelter	Animal Sh - Sign	112	
		Animal Sh - Surrender a dog	329	
		Animal Sh - Unleashed - Stray Dog	737	
	Animal Shelter			21,205
	Cat Shelter	Cat Shelter - Call Back	982	
		Cat Shelter - Feral Cats	2,426	
		Cat Shelter - From Transfer	3	
		Cat Shelter - Informational	367	
	Cat Shelter			3,778
	Code Enforcement	Code - After Hours/Weekend Construction	498	
		Code - Animal (except Dog / Cat / Wild life)	106	
		Code - BZA Noncompliance	20	
		Code - Bamboo	16	
		Code - Basketball Stanchion	175	
		Code - Boat	92	
		Code - Boating Miscellaneous	15	
		Code - Building Permit	275	
		Code - Call Back Request	5,237	
		Code - Commercial Vehicle stored in Residential Property	554	
		Code - Commercial Vehicle stored on Residential Property	598	
		Code - Commerical Garbage Container	33	
		Code - Court	2,990	
		Code - Court Renew (deleted)	7	
		Code - Dock Inspection	53	
		Code - Drop Off Bin	116	
		Code - Dumpster	247	
		Code - Dust	18	
		Code - Fence	1,035	
		Code - From Transfer	218	
		Code - Garbage	2,181	
		Code - Graffiti	337	
		Code - Handicap Parking	81	
		Code - Heat / Air Conditioning	20	
		Code - Illicit Discharge	36	
Code - Informational		769		
Code - Leaves Accumulation		199		
Code - Licensing		167		
Code - Lights		124		
Code - Litter		589		
Code - Miscellaneous		3,241		
Code - No Plates / Inoperable Vehicle	1,618			
Code - Noise	1,074			

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Department of Public Safety	Code Enforcement	Code - Odor	296	
		Code - Overgrown Vegetation	2,917	
		Code - PW Parking - Broken Meter	2	
		Code - PW Parking - Lot Condition	1	
		Code - Property Maintenance	3,216	
		Code - Property Violations Search	14,381	
		Code - Reckless Boating	4	
		Code - Sidewalk Obstruction	682	
		Code - Signs	1,566	
		Code - Smoke	38	
		Code - Snow/Ice Removal	1,518	
		Code - Storage and Display	261	
		Code - Tree Removal	257	
		Code - Unlawful Property Use	873	
		Code - Unleashed Dog In A Park	17	
		Code - Water Flow / Accumulation	318	
	Code Enforcement			49,086
	Parking Enforcement	Parking District - Port Washington	Parking District - Port Washington	102
			Parking District - Roslyn	13
			Prkg Enfrc - Call Back Request	264
			Prkg Enfrc - Commercial Parking	467
			Prkg Enfrc - From Transfer	82
			Prkg Enfrc - Informational	771
			Prkg Enfrc - Parking Violations Complaint	2,221
	Parking Enforcement			3,920
	Port Washington Parking District	Adm Svc - PW Parking - Broken Meter	Adm Svc - PW Parking - Broken Meter	4
			Code - PW Parking - Broken Meter	1
PWPD - Broken Meter			178	
PWPD - Call Back Request			758	
PWPD - Lot Condition			32	
PWPD - Miscellaneous			73	
Port Washington Parking District			1,046	
Security Division	Security - Park Issue		7	
Security Division			7	
Department of Public Safety			79,042	
Department of Public Works	Department of Public Works	DPW - Capital Projects	1	
		DPW - Mill Pond Project	36	
		DPW - Prospect Ave Project	12	
		DPW - Road Project	167	
	Department of Public Works			216
	Highway Department	Hwy - Abandoned Vehicle		304
Hwy - Animal Sign - New Request			76	

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Department of Public Works	Highway Department	Hwy - Basketball Stanchion	119	
		Hwy - Bee's Nest Removal	222	
		Hwy - Call Back Request	2,050	
		Hwy - Catch Basin	1,494	
		Hwy - Cemetery Maintenance	49	
		Hwy - Complaint - Highway Employee / Vehicle	388	
		Hwy - Curb Repair	1,954	
		Hwy - Dead Animal Pickup	1,650	
		Hwy - Dead End Guard Rail	29	
		Hwy - From Transfer	192	
		Hwy - Grass Cut / Mow	2,095	
		Hwy - Informational	3,819	
		Hwy - Manhole Repair	250	
		Hwy - Miscellaneous	5,328	
		Hwy - Permits / Road Opening Application Request	840	
		Hwy - Plow Damage	181	
		Hwy - Pothole	6,347	
		Hwy - Pothole Filled Without Request	3,419	
		Hwy - Shopping Cart	145	
		Hwy - Snow and Ice Control	4,495	
		Hwy - Speed Sign	2	
		Hwy - Sprinkler Damage	101	
		Hwy - Street Drainage / Flooding	2,183	
		Hwy - Street Painting	2,159	
		Hwy - Street Repaving Project	50	
		Hwy - Street Sign - New Request	1,004	
		Hwy - Street Sign - Remove	161	
		Hwy - Street Sign - Repair / Replace	11,334	
		Hwy - Street Sweeping / Cleaning	2,384	
		Hwy - Sump	43	
		Hwy - Telephone/Utility Pole	116	
		Hwy - Traffic Signal	1	
		Hwy - Tree Branch / Debris Pickup	5,272	
	Hwy - Tree Fallen - Emergency	2,923		
	Hwy - Tree Planting	4,463		
	Hwy - Tree Removal Objection	181		
	Hwy - Tree Stump Removal	6,111		
	Hwy - Tree Trimming / Removal Inspection	16,664		
	Highway Department			90,598
		Sidewalk District	Sidewalk - Sidewalk Repair	5
	Sidewalk District			5
		Street Lighting District	Street Light - Cable Break	204

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Department Description	Group Description	Type Description ▲	Count
Department of Public Works	Street Lighting District	Street Light - Cycles On / Off	2,720
		Street Light - Fixture Problem	1,118
		Street Light - From Transfer	17
		Street Light - Light Out (Single)	15,052
		Street Light - Lights Out (Multiple)	5,159
		Street Light - Mark Out	13,948
		Street Light - Misc Problems	839
		Street Light - New Light Request	82
		Street Light - On During Day	3,702
		Street Light - Pole Problem	860
		Street Light - Pole Transfer	6
		Street Light - Riser Transfer	5
		Street Light - Service Complaint	3
		Street Lighting District	
Department of Public Works			134,534
Housing Authority	Housing Authority	Housing - Appliance	359
		Housing - Electrical	451
		Housing - High Priority SR	378
		Housing - Misc Carpentry	285
		Housing - Misc Construction	116
		Housing - Misc Exterior	104
		Housing - Misc SR	566
		Housing - Pest Control	138
		Housing - Plumbing	916
		Housing Authority	
Housing Authority			3,313
Human Resources and Finance	Human Resources and Finance	HR - ADA Compliance	13
		HR - Call Back Request	396
		HR - Informatiional	1
		HR - Medical and Insurance Benefits	199
		HR - Misc SR	77
		HR - Nova Time	135
		HR - Personnel and Employment	182
		HR - Training	1
		HR - Worker Compensation	2
		HR - Worker's Compensation	20
		HR - Workman Compensation	1
		Human Resources and Finance	
Human Resources and Finance			1,027
Information Technology	Information Technology	IT - Address Problem in CSR	168
	Information Technology		168
Information Technology			168

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Department Description	Group Description	Type Description ▲	Count	
Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1,630	
		OIC - Informational	1,636	
		OIC - Inter Municipal SR	7,451	
	Inter Municipal Affairs		10,717	
Inter Municipal Affairs			10,717	
Parks and Recreation Department	Parks and Recreation Department	Park - Call Back Request	678	
		Park - Directions	615	
		Park - Disabled Youth Recreation Program	56	
		Park - Event	4,759	
		Park - From Transfer	234	
		Park - General Complaint	331	
		Park - Hours	321	
		Park - Informational	12,113	
		Park - Informational - NC CommCenter	8	
		Park - Informational - Tully Pool	5,495	
		Park - Miscellaneous	711	
		Park - Park Facilities Maintenance	1,589	
		Park - Park Lights	117	
		Park - Park Maintenance Projects	36	
		Park - Park Permit Application Request	2,353	
		Park - Park and Recreation Literature Request	206	
		Park - School Principal RSVP	4	
		Park - Service Cancellation	9	
		Park - Theater Ticket Purchase	51	
	Parks and Recreation Department			29,686
Parks and Recreation Department			29,686	
Planning and Building Department	Board of Zoning Appeals	BZA - Board of Zoning and Appeals Informational	503	
		BZA - Filing for an Appeal	18	
		BZA - Questions needing Answers	513	
		BZA - Request for a Zoning file	7	
		BZA - Zoning Parcel	5	
	Board of Zoning Appeals			1,046
	Building Department	Bldg - Abandoned Property	24	
		Bldg - Applicant Advocate Request	1,028	
		Bldg - Application Escalation (Not in Use)	1	
		Bldg - Application Status	3,775	
		Bldg - Call Back	632	
		Bldg - Call Back Request (Not in Use)	80	
		Bldg - Certificate Status	751	
Bldg - Construction Complaint		1,347		
Bldg - Educational Series RSVP	68			
Bldg - Employee Complaint	139			

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Department Description	Group Description	Type Description ▲	Count	
Planning and Building Department	Building Department	Bldg - Flood Plain Management	3	
		Bldg - From Transfer	357	
		Bldg - General Question Needs Answers	10,044	
		Bldg - Housing Complaint	186	
		Bldg - Illegal Housing	2,745	
		Bldg - Informational Request	46,895	
		Bldg - Inspection Request	483	
		Bldg - Inspection Request for Town Clerk	1	
		Bldg - Miscellaneous	155	
		Bldg - Miscellaneous (Not in Use)	286	
		Bldg - New/Change of Address	10	
		Bldg - News Informational (Not in Use)	1	
		Bldg - Oversize Building (Not in Use)	14	
		Bldg - Permit Info Request (Not in Use)	339	
		Bldg - Permit Question Needs Answers	1,816	
		Bldg - Retaining Wall	164	
		Bldg - Suspect Work Without a Permit	2,582	
		Bldg - Unable to Reach Inspector	99	
		Building Department		
	Planning Department	Planning - Call Back Request	Planning - Call Back Request	267
			Planning - Claims for Consultants/Vendors	2
			Planning - From Transfer	6
			Planning - Informational	362
			Planning - Questions needing Answers	257
			Planning - Request for Flood Map	5
			Planning - Scheduling for a Planner	11
			Planning - Subdivision of Land	20
Planning Department			930	
Planning and Building Department			76,001	
Project Independence	Project Independence	PI - Aging In Place Conference RSVP	751	
		PI - Call Back Request	1,943	
		PI - Cancellation	91	
		PI - Caregiver Support	736	
		PI - Exercise Program Registration	2,070	
		PI - Financial Assistance	369	
		PI - Flu Shot Registration	1,198	
		PI - Food and Hunger	172	
		PI - From Transfer	7	
		PI - Health Chat/Event Registration	1,493	
		PI - Health and Mental Health	10,463	
		PI - Household Maintenance	1,663	
		PI - Informational	2,537	

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Department Description	Group Description	Type Description ▲	Count
Project Independence	Project Independence	PI - Membership Registration	11,760
		PI - Miscellaneous	5,468
		PI - NORC SR	843
		PI - No Heat emergency (Excl HA)	32
		PI - No Heat emergency (Excl Housing Authority)	20
		PI - Program Registration	2,926
		PI - Registration	66
		PI - SHARP Program	78
		PI - Snow Removal	23
		PI - Support Group Registration	119
		PI - Taxi / Transportation Informational	2,357
		PI - Taxi Service	97,581
		PI - Taxi Service Cancellation	6,982
		PI - Taxi Service Complaint	864
		PI - Taxi for Food Shopping	5,940
		PI - Taxi for Food Shopping Cancellation	420
		PI - Taxi for Medical Appointment	5,554
		PI - Taxi for Medical Cancellation	563
		PI - Transportation/Mobility Mgmt Info	1,453
		PI - Veterans Services	69
		PI - Volunteer	207
PI - Volunteering for Senior Programs	32		
Project Independence			166,850
Project Independence			166,850
Receiver of Taxes	Receiver of Taxes	Tax - Bank / Financial	5
		Tax - Call Back Request	119
		Tax - Duplicate Bill or Receipt	1,850
		Tax - Informational	37,482
		Tax - Property Assessment Workshop	355
		Tax - Reduction to Assessment	3
		Tax - Tax Bill Change	343
		Tax - Title Company	15
Receiver of Taxes			40,172
Receiver of Taxes			40,172
Solid Waste Management	Solid Waste Management	SWMA - Call Back	1,731
		SWMA - Carting Complaints	1,067
		SWMA - Compost SR	722
		SWMA - Container without License / Permit	253
		SWMA - E-Waste	1,328
		SWMA - Employee Complaint	2
		SWMA - From Transfer	80
		SWMA - Garbage Not Picked Up	1,256

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Department Description	Group Description	Type Description ▲	Count	
Solid Waste Management	Solid Waste Management	SWMA - Informational	13,567	
		SWMA - Landfill on Fire	2	
		SWMA - Long Island Green Homes	46	
		SWMA - Lost Property	8	
		SWMA - Recycling Informational	790	
		SWMA - Request for Public Trash Can	27	
		SWMA - Stop Program	3,168	
		SWMA - Strange Odor	5	
	Solid Waste Management			24,052
	Sustainability Department	SWMA - Compost	863	
		SWMA - Compost SR	105	
		SWMA - Environmental Education	11	
		SWMA - Long Island Green Homes	104	
		SWMA - Rain Barrel	820	
		SWMA - Rain Garden	29	
		SWMA - Recycling / STOP Call Back	127	
		SWMA - Solarize Event Registration	11	
	Sustainability Department			2,084
	Solid Waste Management			26,136
	Supervisor's Office	311 Call Center	311 - Dropped Call	17,025
311 - Hang Up Call			10,736	
311 - Informational Request			161,228	
311 - LIPA Power Outage			1,192	
311 - NYC 311			58,638	
311 - PSEG Power Outage			145	
311 - Parking District Permit Informational			435	
311 - SR Constituent Follow-up			8,870	
311 - Street Repaving Schedule Inquiry			296	
Clerk - Information			16,828	
Tax - Bill Question			4,820	
Tax - Complaint			18	
311 Call Center			280,231	
Supervisor's Office		HR - ADA Compliance	2	
		SupV - ADA Compliance	26	
		SupV - Airplane	3,931	
		SupV - Airplane Nassau	13	
		SupV - CGM Pool Renovation	228	
		SupV - Complaint - Other Employee	422	
		SupV - Damage Assessment	15	
	SupV - Employee Complaint	56		
SupV - Fire Department Recruitment			1	

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Department Description	Group Description	Type Description ▲	Count
Supervisor's Office	Supervisor's Office	SupV - Geese	173
		SupV - Helicopter	7,488
		SupV - Helicopter Nassau	1,987
		SupV - New Salem Street Sign Project	35
		SupV - Thank You from Constituent	1,736
		SupV - Townstat Call Back	8
		SupV - Verizon FIOS Work Complaint	4
		SupV - Voter Education Workshop	1
Supervisor's Office			16,126
Supervisor's Office			296,357
Template Group	Template Group	Bldg - Building SR Template	2
	Template Group		2
Template Group			2
Town Clerk	Town Clerk	Town Clerk - Application Notification	1
		Town Clerk - Bingo & Games of Chance	31
		Town Clerk - Birth Certificate	9,693
		Town Clerk - Block Party Application	174
		Town Clerk - Certificate of Existence	2
		Town Clerk - Codebook Supplement	25
		Town Clerk - Contracts & Bids	85
		Town Clerk - Death Certificate	4,733
		Town Clerk - Dog License	2,661
		Town Clerk - Domestic Partnership	183
		Town Clerk - Events and Scheduling	15
		Town Clerk - Filming Permit	154
		Town Clerk - Fishing License	177
		Town Clerk - Going Out of Business	25
		Town Clerk - Hunting License	175
		Town Clerk - Kids Safety Day Car Seat RSVP	1
		Town Clerk - Landscaping License	64
		Town Clerk - Liquor License	70
		Town Clerk - Look Good Feel Better RSVP	8
		Town Clerk - Marriage Certificate	2,230
		Town Clerk - Marriage License	2,959
		Town Clerk - Miscellaneous	1,549
		Town Clerk - Parade Application	27
		Town Clerk - Parking (Mary Jane Davies Green)	14
		Town Clerk - Parking Restrictions Removal Request	526
		Town Clerk - Pawnbroker License	10
		Town Clerk - Peddler License	287
Town Clerk - Secondhand Dealer License	111		
Town Clerk - Sidewalk Sale	10		

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Town Clerk	Town Clerk	Town Clerk - Solid Waste Management License	334
		Town Clerk - Storage Bins	26
		Town Clerk - Taxi and Limousine License	408
		Town Clerk - Tow Truck License	249
		Town Clerk - Town Board Questions	27
		Town Clerk - Trucking License	1
		Town Clerk - Underground Tank	2
		Town Clerk - Waterways	42
	Town Clerk		27,089
Town Clerk			27,089
Summary			905,097