



TOWN OF  
**North  
Hempstead**

**NASSAU COUNTY, NEW YORK**



**2012 Annual State of the Town Address  
Harbor Links, Port Washington**

**Jon Kaiman  
Supervisor**

**January 25, 2012**

**KEY PERFORMANCE INDICATORS FOR 2011**

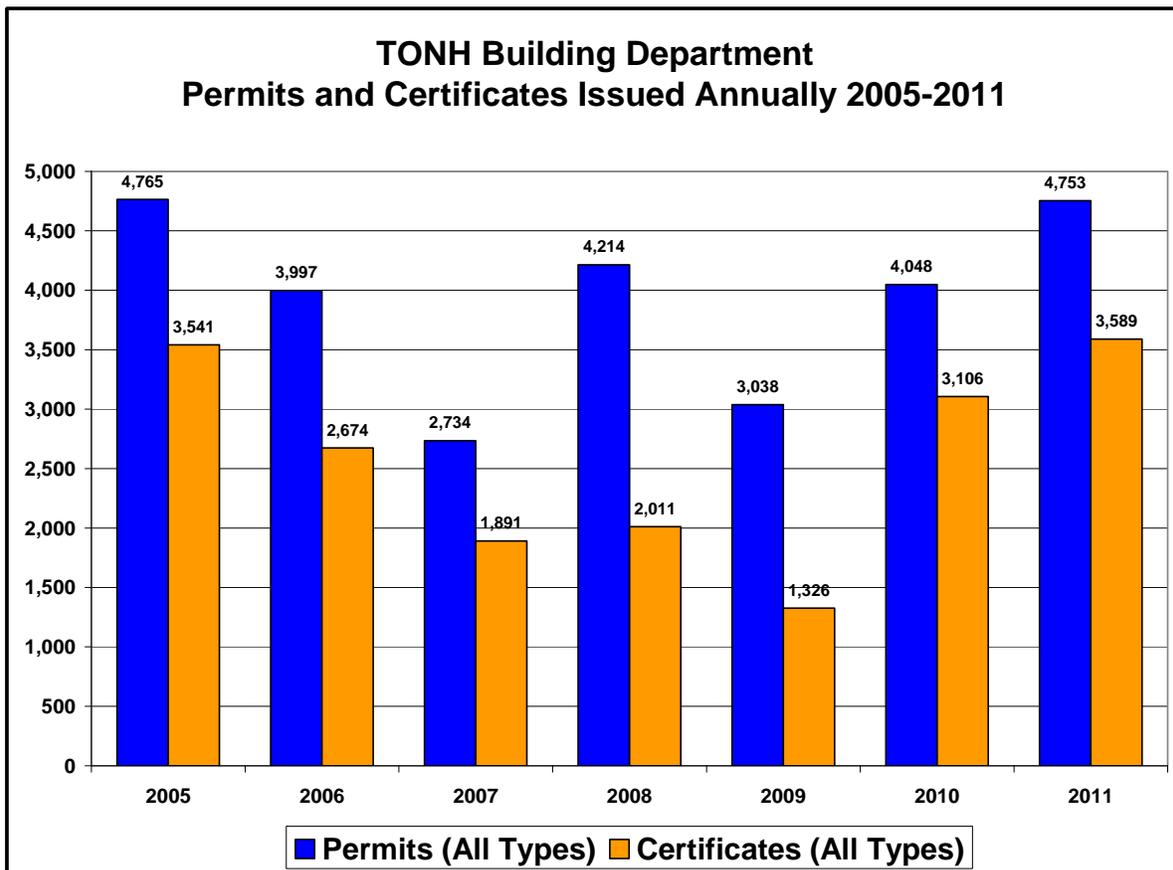
**The following is a selection of highlights and numbers reflecting 2011 Town of North Hempstead operations, broken out by department or issue, as maintained by the TownStat Office of the Town of North Hempstead.**

- 311
  - In 2011, the 311 Call Center answered a total of 181,483 calls, averaging 3,424 calls per week – an 8.4% increase over 2010. In January 2010 a software upgrade to the 311 system resulted in categorizing calls as Service Requests (SRs) vs. Informational Requests. In 2011, there were 48,953 Service Requests created via 311 and an additional 13,908 Service Requests created internally. 131,983 calls to 311 were to request information.
  - During the week that Hurricane Irene hit and the following week, the Call Center shifted to a 24-hour operation and answered 18,278 calls.
  - Also of note: The “Thank You from Constituent” SR continued to see increased usage from 140 in 2009 to 216 in 2010 (54% increase), and up to 243 in 2011 (13% increase).
  
- TownStat
  - In 2011, North Hempstead’s TownStat program was recognized by the International City/County Management Association (ICMA) with a Certificate of Distinction for work in the area of Performance Measurement and Management.
  - Of significance is the fact that it was the first time the Town ever applied for such an award, and North Hempstead is one of only eleven local governments in the entire country to receive the “Distinction” level, and one of only 47 to be awarded at any level.
  - Additionally, North Hempstead is the only local government in the entire Northeast USA to receive such a certificate.

- Solid Waste Management Authority/Recycling
  - For the 2011-2012 academic year, participation in the In-School Paper Recycling Program increased from 15 schools across 9 districts to 17 schools, including our first private school participant. In the first four months of the current academic year, students have recycled 16,197 pounds (8.1 tons) of paper, saving 138 trees. This is a 22% reduction in paper collected versus the same period last year, signaling an increase in the use of email, less printing of documents, and other earth-friendly practices in our schools.
  - In 2011 the Town collected 3,065 pounds of pharmaceuticals and 1,650 pounds of bottle caps for the “Caps Back” program.
  - SWMA took in 126 tons of e-Waste in 2010, 5 tons more than in 2010.
  - The town distributed 735 composters to our residents in 2011.
  - The 2011 overall recycling rate for the town is 24.4%, which is an improvement over 2010 (23.0%). The residential recycling rate improved fractionally from 11.3% in 2010 to 11.4% in 2011
  
- Project Independence
  - In its second full year of operation, Project Independence has seen continued growth in the volume of 311 SRs. DOSA received 22,044 SRs in 2011 (a 28% increase over 2010, accounting for more than a third of all SRs Town-wide, and 12% of all calls that come into the 311 call center). 72% of all Project Independence SRs in 2011 were related to the Taxi Program.
  - In 2011, the average response time for any Project Independence Service Request held steady at less than one day.
  - Through 12/31/2011, DOSA/Project Independence has had 40,768 SRs logged on its behalf by the 311 Call Center (since 2009), and has registered 1,989 Project Independence “members”.

- Buildings Department

- The numbers of inspections performed by the department has been steadily improving since 2009. On the building inspection side, 8.6 inspections are performed on average per inspector each workday, up from 8.1 in 2010; and on the illegal housing side, 7.8 inspections are performed on average per inspector each workday, up from 6.8 in 2010.
- As shown in the graph below, the numbers of both Permits and Certificates issued by the Buildings Department in 2011 has been restored to levels equivalent to the amounts issued before the department was audited and numerous errors were found in the approval process.

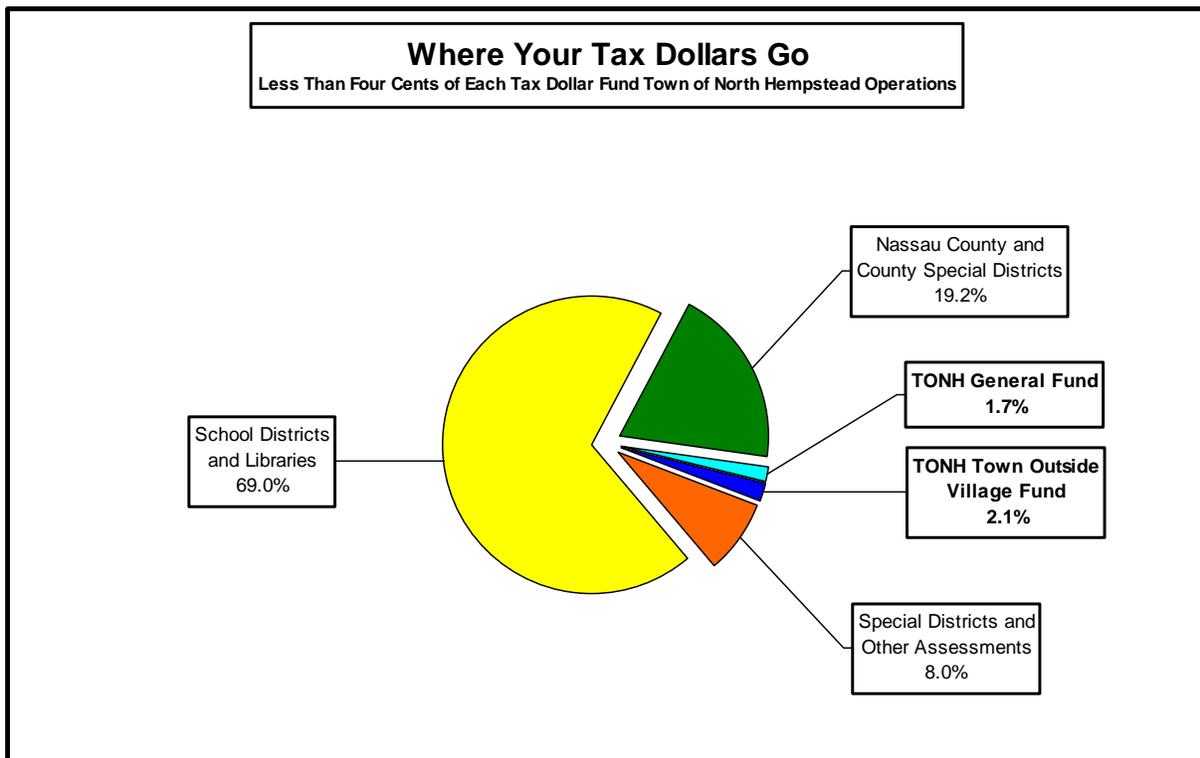


- Office of Intermunicipal Coordination
  - The OIC responded to more than 1,300 requests for information or calls from residents seeking services from a layer of government other than the Town.
  - The Highway Department did work in 2011 for 15 different municipal entities.
  - There are currently 63 active Intermunicipal Agreements with various villages and districts (an increase of 12 agreements over this time last year).
  
- Highway Department
  - The department filled 947 potholes in response to 311 SRs (an increase of 106%, more than double the previous year). Additionally, the department filled 388 potholes proactively (a decrease from 2010).
  - In 2011, the department resurfaced 10.9 lane mile of road (22% decrease from 2010), planted 244 trees (52% decrease), trimmed 2078 trees (54% increase), removed 585 trees (15% decrease) and 538 stumps, issued 668 road opening permits (11% decrease), removed 9 abandoned vehicles (10% decrease), and installed 1580 signs (6% decrease).
  
- Parks & Recreation
  - 7,097 families enrolled in Parks & Recreation programs, classes, camps, seasonal passes, etc. (up from 5,749 families in 2010, a 23% increase).
  - These households represent 15,952 family members (a 34% increase from 2010).
  - An additional 18,251 individuals utilized our facilities (for which enrollment or payment is necessary) – a 4% decrease from 2010.

- Administrative Services/Green Team
  - The Green Team collected 2,500 lbs. of litter in 2011, both proactively and in response 43 SRs via 311. This continues a downward trend and may reflect a greater degree of satisfaction in the cleanliness of public spaces.
  - The Geese Peace program handled 130 nests (a 364% increase over 2010) and oiled 179 eggs (an 83% increase) in 2011.
  
- Code Enforcement
  - The Code Enforcement Team conducted 5,135 inspections in 2011 (a 7% increase over 2010), resulting in 1,718 NOVs (14% increase) and 467 tickets (10% decrease).
  - Court Fine revenue stemming from Code Enforcement operations increased by 77% from 2010 to 2011.
  
- Parking Enforcement
  - The Town issued 17,514 Parking Tickets in 2011 (12.7% increase from 2010).
  - Parking Enforcement Officers issued approximately 18 tickets each per workday in 2011 (no change from 2010).
  
- Animal Shelter
  - In 2011 the Animal Shelter adopted out 180 dogs and reunited 94 lost dogs with their owners.
  - The Feral Cat Coordinator fielded 233 reports of feral cats.

- Receiver of Taxes

- The most recent department to get integrated into 311 and TownStat is the Receiver of Taxes. Shifting their calls to 311 has diverted a weekly average of more than 500 calls from that office to our Call Center, resulting in an average of only three SRs being escalated to the Office of the Receiver of taxes each week, mainly relating to a change needing to be made to the tax bill.
- The Receiver of Taxes collects and disburses \$1.1 Billion annually, but only a small fraction – less than four cents of each tax dollar collected – fund Town of North Hempstead operations (see below).



- Town Attorney's Office
  - In 2011, the Town successfully prosecuted cases involving Building Code Violations, Code Enforcement, the Animal Shelter, Police Tickets, the Town Clerk, the Highway Department, or the Bay Constable, resulting in the imposition and collection of fines totaling \$334,075. This is a 5% increase over 2010.
  
- Town Clerk
  - In 2011 there were 6,061 babies born in the Town (1.6% increase over 2010), 1,962 deaths in the Town (0.9% increase), and 908 Marriage Licenses were issued (one less than in 2010).
  - The Clerk performed 75 non-resident marriage ceremonies (108% increase), and 104 resident marriages (70% increase) – 179 total.
  
- Helicopters & Airplanes
  - Helicopter complaints from within the Town and from outside the Town dropped sharply from 2010 to 2011. In 2010 there were 964 complaints from within the town and 371 complaints in 2011. Similarly, calls from outside the town dropped from 188 complaints to 43 complaints.
  - In late November, the Town added a dedicated SR to capture complaints about airplane noise. Three complaints were recorded in November and 60 complaints were recorded in December.