

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days
GREAT NECK	Department of Public Safety	Code Enforcement	Code - From Transfer	1	0
		Code Enforcement		1	0
	Department of Public Safety			1	0
	Department of Public Works	Highway Department	Hwy - Snow and Ice Control	1	1.0
		Highway Department		1	1.0
Department of Public Works			1	1.0	
GREAT NECK				2	0.5
MANHASSET	Department of Public Works	Street Lighting District	Street Light - Mark Out	2	1.5
		Street Lighting District		2	1.5
	Department of Public Works			2	1.5
MANHASSET				2	1.5
NEW HYDE PARK	Planning and Building Department	Building Department	Bldg - Suspect Work Without a Permit	1	13.0
		Building Department		1	13.0
	Planning and Building Department			1	13.0
NEW HYDE PARK				1	13.0
WESTBURY	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	4.0
		Inter Municipal Affairs		1	4.0
	Inter Municipal Affairs			1	4.0
WESTBURY				1	4.0
albertson	Department of Public Works	Highway Department	Hwy - Pothole	1	7.0
		Highway Department		1	7.0
	Department of Public Works			1	7.0
albertson				1	7.0
new hyde park	Department of Public Works	Highway Department	Hwy - Snow and Ice Control	1	1.0
		Highway Department		1	1.0
	Department of Public Works			1	1.0
new hyde park				1	1.0
new hyde park	Department of Public Works	Street Lighting District	Street Light - Light Out (Single)	1	0
		Street Lighting District		1	0
	Department of Public Works			1	0
new hyde park				1	0
roslyn heights	Department of Public Safety	Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	1.0
		Parking Enforcement		1	1.0
	Department of Public Safety			1	1.0
roslyn heights				1	1.0
GREAT NECK	Project Independence	Project Independence	PI - Health and Mental Health	2	0
		Project Independence		2	0
	Project Independence			2	0
GREAT NECK				2	0

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days	
port washington	Project Independence	Project Independence	PI - Taxi Service	1	0	
		Project Independence		1	0	
	Project Independence			1	0	
port washington				1	0	
11030	Department of Public Works	Highway Department	Hwy - Pothole	1	6.0	
		Highway Department		1	6.0	
	Department of Public Works			1	6.0	
11030				1	6.0	
ALBERTSON	Community Services	Community Services	CommSvc - Bus Pickup Cancel	4	0.8	
			CommSvc - Misc SR	1	2.0	
		Community Services		5	1.0	
	Community Services			5	1.0	
	Department of Public Safety	Animal Shelter	Animal Shelter	Animal Sh - Dog Bite	1	5.0
				Animal Sh - Unleashed - Stray Dog	1	0
		Animal Shelter		2	2.5	
		Cat Shelter	Cat Shelter	Cat Shelter - Feral Cats	1	0
		Cat Shelter		1	0	
		Code Enforcement	Code Enforcement	Code - Commercial Vehicle stored on Residential Property	1	0
				Code - Fence	1	0
				Code - Miscellaneous	1	0
	Code - Property Maintenance			3	0.3	
	Code Enforcement		6	0.2		
	Department of Public Safety			9	0.7	
	Department of Public Works	Highway Department	Highway Department	Hwy - Catch Basin	2	0.5
				Hwy - Curb Repair	1	2.0
				Hwy - Miscellaneous	5	1.2
				Hwy - Pothole	15	4.4
				Hwy - Snow and Ice Control	6	2.2
Hwy - Street Sign - New Request				2	0	
Hwy - Street Sign - Repair / Replace				3	0.7	
Hwy - Tree Branch / Debris Pickup				2	0.5	
Hwy - Tree Planting				1	0	
Hwy - Tree Stump Removal				3	0	
Hwy - Tree Trimming / Removal Inspection				4	0	
Highway Department				44	2.1	
Sidewalk District				Sidewalk	Sidewalk - Sidewalk Repair	1
Sidewalk District		1	0			
Street Lighting District	Street Lighting District	Street Light - Cycles On / Off	2	0		
		Street Light - Fixture Problem	2	2.5		
		Street Light - Light Out (Single)	8	3.1		

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days
ALBERTSON	Department of Public Works	Street Lighting District	Street Light - Lights Out (Multiple)	4	1.5
			Street Light - Mark Out	14	3.4
	Street Lighting District			30	2.8
	Department of Public Works			75	2.3
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	2	5.5
			OIC - Inter Municipal SR	2	1.5
	Inter Municipal Affairs			4	3.5
	Inter Municipal Affairs			4	3.5
	Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous	1	8.0
			Parks and Recreation Department		
	Parks and Recreation Department			1	8.0
	Planning and Building Department	Building Department	Bldg - Certificate Status	1	9.0
			Bldg - Suspect Work Without a Permit	2	0.5
			Bldg - Unable to Reach Inspector	1	0
	Building Department			4	2.5
	Planning and Building Department			4	2.5
	Project Independence	Project Independence	PI - Caregiver Support	1	1.0
			PI - Exercise Program Registration	2	0
			PI - Health and Mental Health	5	0.6
			PI - Membership Registration	6	0
			PI - Miscellaneous	1	1.0
			PI - Taxi Service	43	0
			PI - Taxi Service Cancellation	3	0
			PI - Volunteer	1	0
	Project Independence			62	0.1
	Project Independence			62	0.1
	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	2	0
Receiver of Taxes			2	0	
Receiver of Taxes			2	0	
Solid Waste Management	Solid Waste Management	SWMA - Garbage Not Picked Up	3	3.3	
		Solid Waste Management			3
	Sustainability Department	SWMA - Rain Barrel	1	2.0	
		SWMA - Rain Garden	2	3.0	
Sustainability Department			3	2.7	
Solid Waste Management			6	3.0	
ALBERTSON				168	1.4

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days	
BAXTER ESTATES	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	5.0	
		Inter Municipal Affairs		1	5.0	
	Inter Municipal Affairs			1	5.0	
BAXTER ESTATES				1	5.0	
CARLE PLACE	Administrative Services	Administrative Services	Adm Svc - Green Team	2	3.5	
		Administrative Services		2	3.5	
	Administrative Services			2	3.5	
	Community Services	Community Services	CommSvc - Bus Pickup Schedule	1	0	
		Community Services		1	0	
	Community Services			1	0	
	Department of Public Safety	Animal Shelter	Animal Shelter	Animal Sh - Dog Defecation	1	0
			Animal Shelter		1	0
		Cat Shelter	Cat Shelter	Cat Shelter - Feral Cats	1	3.0
			Cat Shelter		1	3.0
		Code Enforcement	Code - Commercial Vehicle stored on Residential Property		1	0
			Code - Fence		1	0
			Code - Garbage		2	6.0
			Code - Miscellaneous		1	19.0
			Code - Snow/Ice Removal		1	2.0
	Code Enforcement			6	5.5	
	Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	3	3.0		
	Parking Enforcement			3	3.0	
	Department of Public Safety				11	4.1
	Department of Public Works	Highway Department	Hwy - Curb Repair		2	0
Hwy - Miscellaneous			1	2.0		
Hwy - Plow Damage			1	0		
Hwy - Pothole			6	2.5		
Hwy - Snow and Ice Control			2	1.0		
Hwy - Street Sign - Remove			1	0		
Hwy - Street Sign - Repair / Replace			1	0		
Hwy - Street Sweeping / Cleaning			1	4.0		
Hwy - Tree Trimming / Removal Inspection			3	0		
Highway Department			18	1.3		
Street Lighting District		Street Light - Light Out (Single)		6	5.2	
		Street Light - Lights Out (Multiple)		1	0	
		Street Light - Mark Out		10	6.5	
		Street Light - On During Day		7	6.4	
Street Lighting District			24	5.9		
Department of Public Works				42	3.9	

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days	
CARLE PLACE	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	6.0	
			OIC - Inter Municipal SR	12	4.8	
	Inter Municipal Affairs			13	4.9	
	Inter Municipal Affairs			13	4.9	
	Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous		1	0
				Parks and Recreation Department	1	0
	Parks and Recreation Department			1	0	
	Planning and Building Department	Building Department	Bldg - Illegal Housing	1	0	
			Bldg - Suspect Work Without a Permit	3	0	
			Building Department	4	0	
	Planning and Building Department			4	0	
	Project Independence	Project Independence	PI - Exercise Program Registration	2	0	
			PI - Health Chat/Event Registration	1	0	
			PI - Health and Mental Health	1	0	
			PI - Household Maintenance	3	3.7	
			PI - Membership Registration	2	0	
			PI - Miscellaneous	2	2.5	
			PI - Taxi Service	33	0	
			PI - Taxi Service Cancellation	5	0	
			Project Independence	49	0.3	
Project Independence			49	0.3		
Supervisor's Office	Supervisor's Office	SupV - Thank You from Constituent	1	0		
		Supervisor's Office	1	0		
Supervisor's Office			1	0		
CARLE PLACE				124	2.4	
EAST HILLS	Department of Public Works	Highway Department	Hwy - Pothole	1	8.0	
		Highway Department		1	8.0	
	Department of Public Works			1	8.0	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	5	3.4	
			Inter Municipal Affairs	5	3.4	
	Inter Municipal Affairs			5	3.4	
	Project Independence	Project Independence	PI - Taxi Service	4	0	
Project Independence			4	0		
Project Independence			4	0		
EAST HILLS				10	2.5	
EAST WILLISTON	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	3	5.0	
			Inter Municipal Affairs	3	5.0	
	Inter Municipal Affairs			3	5.0	

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days	
EAST WILLISTON	Project Independence	Project Independence	PI - Taxi Service	1	0	
			PI - Transportation/Mobility Mgmt Info	2	0	
	Project Independence			3	0	
	Project Independence			3	0	
EAST WILLISTON				6	2.5	
FLORAL PARK	Community Services	Community Services	CommSvc - Seasonal Programs Registration	1	0	
		Community Services			1	0
	Community Services			1	0	
	Department of Public Safety	Code Enforcement	Code - From Transfer	1	18.0	
		Code Enforcement			1	18.0
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	4.0	
	Parking Enforcement			1	4.0	
	Department of Public Safety			2	11.0	
	Department of Public Works	Highway Department	Hwy - Pothole	2	1.5	
			Hwy - Snow and Ice Control	1	0	
			Hwy - Street Drainage / Flooding	2	3.0	
			Hwy - Tree Stump Removal	1	0	
			Hwy - Tree Trimming / Removal Inspection	1	0	
		Highway Department			7	1.3
	Street Lighting District	Street Light - Mark Out	2	1.5		
Street Lighting District			2	1.5		
Department of Public Works			9	1.3		
Project Independence	Project Independence	PI - Call Back Request	1	0		
		PI - Taxi Service	12	0		
		PI - Taxi Service Cancellation	1	0		
	Project Independence			14	0	
Project Independence			14	0		
Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	1	0		
	Receiver of Taxes			1	0	
Receiver of Taxes			1	0		
FLORAL PARK				27	1.3	
FLORAL PARK CENTRE	Department of Public Works	Highway Department	Hwy - Street Sign - New Request	1	0	
		Hwy - Tree Stump Removal	1	0		
	Highway Department			2	0	
Department of Public Works			2	0		
FLORAL PARK CENTRE				2	0	
FLOWER HILL	Department of Public Works	Highway Department	Hwy - Pothole	2	4.5	
		Highway Department			2	4.5
	Department of Public Works			2	4.5	

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days
FLOWER HILL	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	2	5.5
		Inter Municipal Affairs		2	5.5
	Inter Municipal Affairs		2	5.5	
	Project Independence	Project Independence	PI - Taxi Service	3	0
			PI - Taxi Service Cancellation	2	0
		Project Independence		5	0
	Project Independence		5	0	
	Solid Waste Management	Sustainability Department	SWMA - Rain Barrel	1	9.0
Sustainability Department		1	9.0		
Solid Waste Management		1	9.0		
FLOWER HILL				10	2.9
FRANKLIN SQUARE	Community Services	Community Services	CommSvc - Seasonal Programs Registration	1	0
		Community Services		1	0
	Community Services		1	0	
	Project Independence	Project Independence	PI - Miscellaneous	1	0
		Project Independence		1	0
Project Independence		1	0		
FRANKLIN SQUARE				2	0
GARDEN CITY	Community Services	Community Services	CommSvc - Misc SR	1	1.0
		Community Services		1	1.0
	Community Services		1	1.0	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	4.0
		Inter Municipal Affairs		1	4.0
	Inter Municipal Affairs		1	4.0	
	Project Independence	Project Independence	PI - Call Back Request	1	1.0
PI - Taxi Service			2	0	
Project Independence		3	0.3		
Project Independence		3	0.3		
GARDEN CITY				5	1.2
GARDEN CITY PARJ	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	1.0
		Street Lighting District		1	1.0
	Department of Public Works		1	1.0	
GARDEN CITY PARJ				1	1.0
GARDEN CITY PARK	Department of Public Safety	Code Enforcement	Code - Noise	1	0
			Code - Snow/Ice Removal	2	4.5
		Code Enforcement		3	3.0
	Parking Enforcement	Prkg Enfrc - Commercial Parking	1	1.0	
		Parking Enforcement		1	1.0
Department of Public Safety		4	2.5		
Department of Public Works	Highway Department	Hwy - Curb Repair	1	0	
		Hwy - Pothole	11	4.0	

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days	
GARDEN CITY PARK	Department of Public Works	Highway Department	Hwy - Snow and Ice Control	1	0	
			Hwy - Street Sign - Repair / Replace	4	1.0	
			Hwy - Street Sweeping / Cleaning	1	0	
			Hwy - Tree Stump Removal	1	0	
		Highway Department			19	2.5
		Street Lighting District	Street Light - Fixture Problem	1	0	
			Street Light - Light Out (Single)	2	10.5	
			Street Light - Mark Out	9	1.3	
		Street Lighting District			12	2.8
		Department of Public Works			31	2.6
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	3.0	
			OIC - Inter Municipal SR	5	5.6	
		Inter Municipal Affairs			6	5.2
	Inter Municipal Affairs			6	5.2	
	Project Independence	Project Independence	PI - Taxi Service	5	0	
			Project Independence			5
	Project Independence			5	0	
Solid Waste Management	Solid Waste Management	SWMA - Container without License / Permit	1	0		
		Solid Waste Management			1	0
Solid Waste Management			1	0		
GARDEN CITY PARK				47	2.6	
GLENWOOD LANDING	Project Independence	Project Independence	PI - Taxi Service	15	0	
			Project Independence			15
	Project Independence			15	0	
GLENWOOD LANDING				15	0	
GLENWOOD LANDING	Project Independence	Project Independence	PI - Taxi Service	1	0	
			Project Independence			1
	Project Independence			1	0	
GLENWOOD LANDING				1	0	
GREAT NECK	Administrative Services	Administrative Services	Adm Svc - Green Team	1	2.0	
			Administrative Services			1
	Administrative Services			1	2.0	
	Community Services	Community Services	CommSvc - Misc SR	1	2.0	
			CommSvc - Volunteering for General Programs	1	1.0	
		Community Services			2	1.5
	Community Services			2	1.5	
Department of Public Safety	Animal Shelter	Animal Sh - Barking Dog	1	3.0		
		Animal Sh - Dog Bite	1	1.0		
		Animal Sh - Found Animal	1	0		

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days	
GREAT NECK	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	1.0	
			Animal Sh - Unleashed - Stray Dog	1	5.0	
		Animal Shelter			5	2.0
		Cat Shelter	Cat Shelter - Feral Cats	4	0	
		Cat Shelter			4	0
		Code Enforcement	Code - After Hours/Weekend Construction	1	7.0	
			Code - Animal (except Dog / Cat / Wild life)	1	0	
			Code - Commercial Vehicle stored on Residential Property	1	0	
			Code - Court	1	0	
			Code - From Transfer	1	1.0	
			Code - Miscellaneous	1	10.0	
			Code - Noise	4	5.8	
			Code - Property Maintenance	2	0	
			Code - Signs	1	14.0	
			Code - Snow/Ice Removal	2	4.5	
		Code - Unlawful Property Use	1	3.0		
		Code Enforcement			16	4.2
		Parking Enforcement	Prkg Enfrc - Commercial Parking	1	2.0	
			Prkg Enfrc - Parking Violations Complaint	6	2.3	
		Parking Enforcement			7	2.3
	Department of Public Safety				32	2.9
	Department of Public Works	Highway Department		Hwy - Catch Basin	4	1.8
				Hwy - Curb Repair	2	0
				Hwy - Dead Animal Pickup	2	2.0
				Hwy - From Transfer	1	2.0
				Hwy - Miscellaneous	6	4.0
				Hwy - Pothole	17	3.4
				Hwy - Snow and Ice Control	22	0.8
				Hwy - Street Drainage / Flooding	1	1.0
				Hwy - Street Sign - Repair / Replace	2	3.0
				Hwy - Street Sweeping / Cleaning	2	0
				Hwy - Tree Stump Removal	6	0
Hwy - Tree Trimming / Removal Inspection				3	0	
Highway Department			68	1.7		
Street Lighting District				Street Light - Cycles On / Off	2	2.5
				Street Light - Light Out (Single)	13	3.5
	Street Light - Lights Out (Multiple)			5	1.2	
	Street Light - Mark Out			3	1.0	

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days	
GREAT NECK	Department of Public Works	Street Lighting District	Street Light - New Light Request	1	0	
			Street Light - On During Day	1	15.0	
	Street Lighting District			25	3.0	
	Department of Public Works				93	2.1
	Housing Authority	Housing Authority	Housing - Electrical	3	4.7	
			Housing - Misc Carpentry	1	8.0	
			Housing - Plumbing	5	3.4	
	Housing Authority			9	4.3	
	Housing Authority				9	4.3
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	4	6.8	
			OIC - Inter Municipal SR	52	4.2	
	Inter Municipal Affairs			56	4.4	
	Inter Municipal Affairs				56	4.4
	Planning and Building Department	Building Department	Bldg - From Transfer	1	8.0	
			Bldg - Inspection Request	2	4.0	
			Bldg - Suspect Work Without a Permit	5	2.0	
	Building Department			8	3.2	
	Planning Department	Planning Department	Planning - Questions needing Answers	1	0	
	Planning Department			1	0	
	Planning and Building Department				9	2.9
	Project Independence	Project Independence	PI - Call Back Request	7	1.1	
			PI - Cancellation	1	0	
			PI - Caregiver Support	9	0	
			PI - Food and Hunger	1	1.0	
			PI - Health Chat/Event Registration	4	0	
			PI - Health and Mental Health	30	1.0	
			PI - Household Maintenance	2	2.0	
			PI - Membership Registration	19	0	
			PI - Miscellaneous	6	0.5	
			PI - No Heat emergency (Excl Housing Authority)	1	0	
			PI - Taxi Service	493	0.0	
			PI - Taxi Service Cancellation	28	0	
PI - Taxi Service Complaint			9	1.8		
PI - Transportation/Mobility Mgmt Info			4	1.0		
Project Independence			614	0.1		
Project Independence				614	0.1	
Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	5	0		
		Receiver of Taxes			5	0
Receiver of Taxes				5	0	

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days		
GREAT NECK	Solid Waste Management	Solid Waste Management	SWMA - Garbage Not Picked Up	3	4.0		
		Solid Waste Management		3	4.0		
		Sustainability Department	SWMA - Power Up Communities	1	15.0		
		Sustainability Department		1	15.0		
	Solid Waste Management				4	6.8	
	Supervisor's Office	Supervisor's Office	SupV - Complaint - Other Employee	1	6.0		
			SupV - Helicopter	2	0		
			SupV - Thank You from Constituent	3	0		
			Supervisor's Office		6	1.0	
	Supervisor's Office				6	1.0	
GREAT NECK				831	0.9		
GREAT NECK ESTATES	Department of Public Works	Highway Department	Hwy - Street Drainage / Flooding	1	0		
		Highway Department		1	0		
	Department of Public Works				1	0	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	4.0		
		Inter Municipal Affairs		1	4.0		
	Inter Municipal Affairs				1	4.0	
	Project Independence	Project Independence	PI - Taxi Service	1	0		
Project Independence		1	0				
Project Independence				1	0		
GREAT NECK ESTATES				3	1.3		
GREAT NECK PLAZA	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	3	5.3		
		Inter Municipal Affairs		3	5.3		
	Inter Municipal Affairs				3	5.3	
	Project Independence	Project Independence	PI - Taxi Service	9	0		
		Project Independence		9	0		
Project Independence				9	0		
GREAT NECK PLAZA				12	1.3		
GREAT NECK,	Project Independence	Project Independence	PI - Taxi Service	1	0		
		Project Independence		1	0		
	Project Independence				1	0	
GREAT NECK,				1	0		
GREENVALE	Department of Public Safety	Code Enforcement	Code - After Hours/Weekend Construction	1	0		
			Code - BZA Noncompliance	1	0		
			Code - Court	1	0		
			Code - Garbage	1	5.0		
		Code Enforcement				4	1.2
		Parking Enforcement	Prkg Enfrc - Commercial Parking	2	2.0		
			Prkg Enfrc - Parking Violations Complaint	1	4.0		
		Parking Enforcement				3	2.7
Department of Public Safety				7	1.9		

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days
GREENVALE	Department of Public Works	Highway Department	Hwy - Miscellaneous	1	6.0
			Hwy - Pothole	2	7.0
			Hwy - Pothole Filled Without Request	1	0
			Hwy - Snow and Ice Control	1	5.0
			Hwy - Tree Trimming / Removal Inspection	1	6.0
	Highway Department			6	5.2
	Street Lighting District	Street Light - Light Out (Single)	4	0	
	Street Lighting District			4	0
	Department of Public Works			10	3.1
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	9	4.2
Inter Municipal Affairs			9	4.2	
Inter Municipal Affairs			9	4.2	
GREENVALE				26	3.2
GRETA NECK	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	4.0
		Highway Department			1
	Department of Public Works			1	4.0
GRETA NECK				1	4.0
HARBOR HILLS	Department of Public Works	Street Lighting District	Street Light - Lights Out (Multiple)	1	4.0
		Street Lighting District			1
	Department of Public Works			1	4.0
HARBOR HILLS				1	4.0
HERRICKS	Department of Public Safety	Code Enforcement	Code - Snow/Ice Removal	1	1.0
		Code Enforcement			1
	Department of Public Safety			1	1.0
	Department of Public Works	Highway Department	Hwy - Miscellaneous	1	0
			Hwy - Pothole	9	5.4
			Hwy - Street Painting	1	0
			Hwy - Street Sign - Repair / Replace	1	1.0
			Hwy - Street Sweeping / Cleaning	1	2.0
	Highway Department			13	4.0
	Street Lighting District	Street Light - Cycles On / Off	Street Light - Cycles On / Off	1	9.0
Street Light - Light Out (Single)			1	6.0	
Street Light - Lights Out (Multiple)			1	0	
Street Light - Mark Out			3	3.7	
Street Lighting District			6	4.3	
Department of Public Works			19	4.1	
Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	1.0	
	Inter Municipal Affairs			1	1.0
Inter Municipal Affairs			1	1.0	
HERRICKS				21	3.8

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days	
HEW HYDE PARK	Department of Public Works	Highway Department	Hwy - Pothole	1	7.0	
		Highway Department		1	7.0	
	Department of Public Works			1	7.0	
HEW HYDE PARK				1	7.0	
JERICHO	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	0	
		Animal Shelter		1	0	
	Department of Public Safety			1	0	
JERICHO				1	0	
KINGS POINT	Project Independence	Project Independence	PI - Taxi Service	2	0	
		Project Independence		2	0	
	Project Independence			2	0	
KINGS POINT				2	0	
LAKE SUCCESS	Department of Public Works	Highway Department	Hwy - From Transfer	1	7.0	
			Hwy - Miscellaneous	1	1.0	
			Hwy - Pothole	1	0	
	Highway Department			3	2.7	
	Street Lighting District	Street Light - Mark Out		1	3.0	
			Street Lighting District		1	3.0
	Department of Public Works			4	2.8	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR		5	4.4
				Inter Municipal Affairs		5
	Inter Municipal Affairs			5	4.4	
Project Independence	Project Independence	PI - Taxi Service		2	0	
			Project Independence		2	0
	Project Independence			2	0	
LAKE SUCCESS				11	3.0	
MANHAESSET	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	0	
		Street Lighting District		1	0	
	Department of Public Works			1	0	
MANHAESSET				1	0	
MANHASET	Project Independence	Project Independence	PI - Call Back Request	1	6.0	
		Project Independence		1	6.0	
	Project Independence			1	6.0	
MANHASET				1	6.0	
MANHASSET	Adminstrative Services	Adminstrative Services	Adm Svc - Green Team	2	3.0	
			Adminstrative Services		2	3.0
			Adminstrative Services		2	3.0
	Community Services	Community Services	CommSvc - Bus Pickup Schedule	1	0	
CommSvc - Educational Program			1	6.0		

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days	
MANHASSET	Community Services	Community Services	CommSvc - Misc SR	1	1.0	
			CommSvc - Seasonal Programs Registration	14	0	
		Community Services		17	0.4	
	Community Services		17	0.4		
	Department of Public Safety	Animal Shelter	Animal Shelter	Animal Sh - Barking Dog	1	2.0
				Animal Sh - Unleashed - Stray Dog	1	0
		Animal Shelter		2	1.0	
		Cat Shelter	Cat Shelter - Feral Cats	4	0.5	
		Cat Shelter		4	0.5	
		Code Enforcement	Code Enforcement	Code - Commercial Vehicle stored on Residential Property	1	20.0
				Code - Garbage	3	1.7
				Code - Litter	1	2.0
				Code - Miscellaneous	3	1.7
				Code - Odor	1	6.0
				Code - Property Maintenance	2	0
				Code - Snow/Ice Removal	6	14.3
				Code - Tree Removal	1	7.0
		Code Enforcement		18	7.3	
		Parking Enforcement	Parking Enforcement	Prkg Enfrc - Commercial Parking	2	1.0
				Prkg Enfrc - Parking Violations Complaint	8	1.4
		Parking Enforcement		10	1.3	
		Department of Public Safety		34	4.4	
		Department of Public Works	Highway Department	Highway Department	Hwy - Abandoned Vehicle	1
	Hwy - Catch Basin				6	5.7
	Hwy - Curb Repair				1	0
	Hwy - Dead Animal Pickup				3	1.3
	Hwy - Grass Cut / Mow				1	0
	Hwy - Miscellaneous				5	3.2
	Hwy - Pothole				70	5.0
	Hwy - Pothole Filled Without Request				11	0
	Hwy - Snow and Ice Control				23	1.6
	Hwy - Street Sign - New Request				2	0
	Hwy - Street Sign - Repair / Replace				7	5.3
	Hwy - Telephone/Utility Pole				1	0
	Hwy - Tree Branch / Debris Pickup				4	2.2
	Hwy - Tree Planting				1	0
	Hwy - Tree Trimming / Removal Inspection				5	0.6
	Highway Department		141	3.6		
	Street Lighting District	Street Lighting District	Street Light - Cycles On / Off	7	0	
			Street Light - Light Out (Single)	11	3.1	

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days
MANHASSET	Department of Public Works	Street Lighting District	Street Light - Lights Out (Multiple)	6	2.7
			Street Light - Mark Out	19	3.8
			Street Light - Pole Problem	1	1.0
		Street Lighting District			44
	Department of Public Works			185	3.4
	Housing Authority	Housing Authority	Housing - Electrical	2	5.5
			Housing - Plumbing	1	6.0
		Housing Authority		3	5.7
	Housing Authority			3	5.7
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	27	4.9
		Inter Municipal Affairs		27	4.9
	Inter Municipal Affairs			27	4.9
	Planning and Building Department	Building Department	Bldg - Abandoned Property	1	0
			Bldg - From Transfer	2	0
			Bldg - Housing Complaint	1	21.0
			Bldg - Miscellaneous	1	0
			Bldg - Suspect Work Without a Permit	1	1.0
			Bldg - Unable to Reach Inspector	1	0
		Building Department		7	3.1
	Planning and Building Department			7	3.1
	Project Independence	Project Independence	PI - Call Back Request	2	0.5
			PI - Caregiver Support	1	0
			PI - Financial Assistance	1	1.0
			PI - Health Chat/Event Registration	2	0
			PI - Health and Mental Health	2	0
			PI - Membership Registration	12	0
			PI - Miscellaneous	2	0.5
PI - Taxi Service			139	0	
PI - Taxi Service Cancellation			18	0	
PI - Transportation/Mobility Mgmt Info			2	0.5	
Project Independence		181	0.0		
Project Independence			181	0.0	
Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	4	0	
	Receiver of Taxes		4	0	
Receiver of Taxes			4	0	
Solid Waste Management	Solid Waste Management	SWMA - Garbage Not Picked Up	1	1.0	
	Solid Waste Management		1	1.0	
Solid Waste Management			1	1.0	
Supervisor's Office	311 Call Center	311 - Street Repaving Schedule Inquiry	4	0	
	311 Call Center		4	0	

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days	
MANHASSET	Supervisor's Office	Supervisor's Office	SupV - Airplane	1	0	
			SupV - Helicopter	1	0	
	Supervisor's Office			2	0	
	Supervisor's Office			6	0	
MANHASSET				467	2.1	
MANHASSET HILLS	Department of Public Works	Highway Department	Hwy - Miscellaneous	1	0	
			Hwy - Tree Trimming / Removal Inspection	1	0	
	Highway Department			2	0	
	Sidewalk District	Sidewalk - Sidewalk Repair	1	0		
	Sidewalk District			1	0	
	Street Lighting District	Street Light - Mark Out	5	4.6		
	Street Lighting District			5	4.6	
Department of Public Works			8	2.9		
MANHASSET HILLS				8	2.9	
MANORHAVEN	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	1.0	
		Highway Department			1	1.0
	Department of Public Works			1	1.0	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	2	1.0	
		Inter Municipal Affairs			2	1.0
	Inter Municipal Affairs			2	1.0	
	Project Independence	Project Independence	PI - Taxi Service	3	0	
Project Independence			3	0		
Project Independence			3	0		
MANORHAVEN				6	0.5	
MINEOLA	Community Services	Community Services	CommSvc - Bus Pickup Cancel	2	0	
			CommSvc - Bus Pickup Schedule	3	0	
			CommSvc - Misc SR	1	1.0	
	Community Services			6	0.2	
	Community Services			6	0.2	
	Department of Public Safety	Animal Shelter	Animal Sh - Unleashed - Stray Dog	1	0	
		Animal Shelter			1	0
		Cat Shelter	Cat Shelter - Feral Cats	4	0.2	
	Cat Shelter			4	0.2	
	Department of Public Safety			5	0.2	
	Department of Public Works	Highway Department	Hwy - Miscellaneous	1	1.0	
Hwy - Pothole			1	0		
Highway Department			2	0.5		
Department of Public Works			2	0.5		

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days	
MINEOLA	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	4	5.2	
			OIC - Inter Municipal SR	17	5.5	
	Inter Municipal Affairs			21	5.5	
	Inter Municipal Affairs			21	5.5	
	Project Independence	Project Independence		PI - Call Back Request	3	1.0
				PI - Exercise Program Registration	3	0
				PI - Financial Assistance	1	1.0
				PI - Health Chat/Event Registration	3	0
				PI - Health and Mental Health	8	0.4
				PI - Household Maintenance	2	1.0
				PI - Membership Registration	8	0
				PI - Miscellaneous	5	1.0
				PI - Support Group Registration	1	3.0
				PI - Taxi Service	96	0.0
				PI - Taxi Service Cancellation	8	0
				PI - Taxi Service Complaint	3	1.0
				PI - Transportation/Mobility Mgmt Info	3	0.7
				Project Independence		
	Project Independence			144	0.2	
	Supervisor's Office	Supervisor's Office		SupV - Thank You from Constituent	1	0
				Supervisor's Office		
	Supervisor's Office			1	0	
	MINEOLA				179	0.8
MMANHASSET	Project Independence	Project Independence	PI - Taxi Service	1	0	
			Project Independence			1
	Project Independence			1	0	
MMANHASSET				1	0	
MUNSEY PARK	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	6.0	
			Inter Municipal Affairs			1
	Inter Municipal Affairs			1	6.0	
MUNSEY PARK				1	6.0	
Manhasset	Department of Public Works	Highway Department	Hwy - Pothole	2	0	
			Highway Department			2
	Department of Public Works			2	0	
Manhasset				2	0	
N NEW HYDE PARK	Department of Public Works	Street Lighting District	Street Light - Mark Out	2	4.5	
			Street Lighting District			2
	Department of Public Works			2	4.5	
N NEW HYDE PARK				2	4.5	

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days
NEW CASSEL	Department of Public Safety	Code Enforcement	Code - Garbage	1	10.0
			Code - Property Maintenance	2	8.5
	Code Enforcement			3	9.0
	Department of Public Safety			3	9.0
	Department of Public Works	Highway Department	Hwy - Catch Basin	2	2.0
			Hwy - From Transfer	1	4.0
			Hwy - Pothole	18	2.6
			Hwy - Snow and Ice Control	1	1.0
			Hwy - Street Drainage / Flooding	1	15.0
			Hwy - Street Sign - Repair / Replace	3	3.0
			Hwy - Tree Planting	1	0
			Highway Department		
	Street Lighting District	Street Light - Light Out (Single)	4	5.2	
			Street Light - Lights Out (Multiple)	2	9.5
			Street Light - Mark Out	1	13.0
	Street Lighting District			7	7.6
	Department of Public Works			34	3.9
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	0
			OIC - Inter Municipal SR	1	0
	Inter Municipal Affairs			2	0
	Inter Municipal Affairs			2	0
NEW CASSEL				39	4.1
NEW CASTLE	Department of Public Works	Highway Department	Hwy - Pothole	2	1.0
		Highway Department			2
	Department of Public Works			2	1.0
	Housing Authority	Housing Authority	Housing - High Priority SR	1	0
			Housing Authority		
Housing Authority			1	0	
NEW CASTLE				3	0.7
NEW HYDE PARD	Department of Public Works	Highway Department	Hwy - Tree Stump Removal	1	0
		Highway Department			1
	Department of Public Works			1	0
NEW HYDE PARD				1	0
NEW HYDE PARJ	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	1.0
		Street Lighting District			1
	Department of Public Works			1	1.0
NEW HYDE PARJ				1	1.0
NEW HYDE PARK	Community Services	Community Services	CommSvc - Bus Pickup Cancel	2	0
			CommSvc - Bus Pickup Schedule	1	1.0
			CommSvc - Seasonal Programs Registration	4	0

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days	
NEW HYDE PARK	Community Services	Community Services	CommSvc - Volunteering for General Programs	1	1.0	
		Community Services		8	0.2	
	Community Services		8	0.2		
	Department of Public Safety	Animal Shelter	Animal Shelter	Animal Sh - Barking Dog	1	0
			Animal Sh - Dog Defecation	1	1.0	
			Animal Sh - Unleashed - Stray Dog	2	0.5	
		Animal Shelter		4	0.5	
		Cat Shelter	Cat Shelter - Feral Cats	2	0	
		Cat Shelter		2	0	
		Code Enforcement	Code - After Hours/Weekend Construction	1	2.0	
			Code - Commercial Vehicle stored on Residential Property	5	1.0	
			Code - Court	8	5.4	
			Code - Fence	3	3.3	
			Code - Garbage	10	5.0	
			Code - Graffiti	1	8.0	
			Code - Litter	1	0	
			Code - Miscellaneous	10	2.4	
			Code - No Plates / Inoperable Vehicle	2	0	
	Code - Overgrown Vegetation		1	2.0		
	Code - Property Maintenance		6	1.2		
	Code - Sidewalk Obstruction		1	4.0		
	Code - Signs	1	4.0			
	Code - Snow/Ice Removal	33	8.2			
	Code - Unlawful Property Use	11	3.5			
	Code Enforcement		94	5.0		
	Parking Enforcement	Prkg Enfrc - Commercial Parking	1	5.0		
		Prkg Enfrc - Parking Violations Complaint	3	2.3		
	Parking Enforcement		4	3.0		
	Department of Public Safety				104	4.6
	Department of Public Works	Highway Department	Highway Department	Hwy - Catch Basin	9	0.1
			Hwy - Complaint - Highway Employee / Vehicle	3	3.3	
			Hwy - Curb Repair	3	0	
			Hwy - Dead Animal Pickup	3	3.0	
Hwy - From Transfer			2	9.0		
Hwy - Miscellaneous			14	3.1		
Hwy - Pothole			42	3.1		
Hwy - Pothole Filled Without Request			1	0		
Hwy - Snow and Ice Control			19	1.4		
Hwy - Street Drainage / Flooding			6	2.7		

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days	
NEW HYDE PARK	Department of Public Works	Highway Department	Hwy - Street Sign - New Request	1	0	
			Hwy - Street Sign - Repair / Replace	2	1.0	
			Hwy - Street Sweeping / Cleaning	3	0.7	
			Hwy - Tree Branch / Debris Pickup	3	1.3	
			Hwy - Tree Planting	4	1.0	
			Hwy - Tree Stump Removal	16	0.1	
			Hwy - Tree Trimming / Removal Inspection	20	0.9	
		Highway Department			151	1.9
		Sidewalk District	Sidewalk - Sidewalk Repair	3	0	
		Sidewalk District			3	0
		Street Lighting District	Street Light - Cycles On / Off	7	3.3	
			Street Light - Fixture Problem	1	3.0	
			Street Light - Light Out (Single)	28	5.0	
			Street Light - Lights Out (Multiple)	23	3.1	
			Street Light - Mark Out	123	3.2	
			Street Light - Pole Problem	2	6.5	
		Street Lighting District			184	3.5
		Department of Public Works			338	2.7
		Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	5	4.2
				OIC - Inter Municipal SR	28	3.0
			Inter Municipal Affairs			33
		Inter Municipal Affairs			33	3.2
		Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous	1	8.0
				Parks and Recreation Department		
		Parks and Recreation Department			1	8.0
		Planning and Building Department	Building Department	Bldg - Application Status	2	2.0
				Bldg - Housing Complaint	1	0
	Bldg - Illegal Housing			4	0	
	Bldg - Inspection Request			1	4.0	
	Bldg - Suspect Work Without a Permit			3	0	
	Bldg - Unable to Reach Inspector			2	5.0	
	Building Department			13	1.4	
	Planning and Building Department			13	1.4	
Project Independence	Project Independence	PI - Call Back Request	6	0.3		
		PI - Exercise Program Registration	2	0		
		PI - Health Chat/Event Registration	13	0		
		PI - Health and Mental Health	60	0.4		
		PI - Household Maintenance	5	0.2		
		PI - Membership Registration	16	0		
		PI - Miscellaneous	3	0.3		

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days
NEW HYDE PARK	Project Independence	Project Independence	PI - NORC SR	8	0
			PI - Support Group Registration	4	0
			PI - Taxi Service	255	0.0
			PI - Taxi Service Cancellation	18	0
			PI - Taxi Service Complaint	1	6.0
			PI - Transportation/Mobility Mgmt Info	2	0.5
			PI - Volunteer	1	0
	Project Independence			394	0.1
	Project Independence			394	0.1
	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	11	0
		Receiver of Taxes		11	0
	Receiver of Taxes			11	0
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	2	1.5
			SWMA - Container without License / Permit	4	4.0
			SWMA - Garbage Not Picked Up	2	3.0
		Solid Waste Management		8	3.1
		Sustainability Department	SWMA - Compost	1	14.0
	Sustainability Department			1	14.0
	Solid Waste Management			9	4.3
	Supervisor's Office	311 Call Center	311 - PSEG Power Outage	1	0
			311 - Street Repaving Schedule Inquiry	3	0
		311 Call Center		4	0
		Supervisor's Office	SupV - Airplane	3	0
			SupV - Helicopter	18	0
			SupV - Thank You from Constituent	1	0
	Supervisor's Office		22	0	
Supervisor's Office			26	0	
NEW HYDE PARK				937	1.7
NEW HYDYE PARK	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	5.0
		Inter Municipal Affairs		1	5.0
Inter Municipal Affairs			1	5.0	
NEW HYDYE PARK				1	5.0
NHP	Department of Public Works	Street Lighting District	Street Light - Cable Break	1	0
			Street Light - Cycles On / Off	6	0
			Street Light - Light Out (Single)	12	0
	Street Lighting District		19	0	
	Department of Public Works			19	0
Project Independence	Project Independence	PI - Health and Mental Health	1	0	
	Project Independence		1	0	
Project Independence			1	0	
NHP				20	0

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days			
NO NEW HYDE PARK	Department of Public Safety	Code Enforcement	Code - Miscellaneous	1	13.0			
			Code - Noise	1	1.0			
			Code - Snow/Ice Removal	1	2.0			
		Code Enforcement			3	5.3		
	Department of Public Safety				3	5.3		
	Department of Public Works	Highway Department		Hwy - Catch Basin	3	0		
				Hwy - Complaint - Highway Employee / Vehicle	1	1.0		
				Hwy - Manhole Repair	1	2.0		
				Hwy - Miscellaneous	2	2.0		
				Hwy - Pothole	16	4.3		
				Hwy - Snow and Ice Control	5	1.6		
				Hwy - Street Sign - New Request	1	0		
				Hwy - Street Sign - Repair / Replace	1	1.0		
				Hwy - Street Sweeping / Cleaning	1	0		
				Hwy - Telephone/Utility Pole	1	0		
				Highway Department			32	2.7
				Street Lighting District		Street Light - Light Out (Single)	1	8.0
						Street Light - Lights Out (Multiple)	2	5.5
		Street Light - Pole Problem	1			10.0		
	Street Lighting District			4	7.2			
	Department of Public Works				36	3.2		
	Inter Municipal Affairs	Inter Municipal Affairs		OIC - From Transfer	2	8.0		
				OIC - Inter Municipal SR	17	5.6		
				Inter Municipal Affairs			19	5.9
	Inter Municipal Affairs				19	5.9		
	Supervisor's Office	Supervisor's Office		SupV - Thank You from Constituent	1	0		
				Supervisor's Office			1	0
				Supervisor's Office			1	0
	NO NEW HYDE PARK				59	4.1		
	NORTH HILLS	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	10.0		
				OIC - Inter Municipal SR	2	6.0		
				Inter Municipal Affairs			3	7.3
Inter Municipal Affairs				3	7.3			
Project Independence		Project Independence		PI - Taxi Service	16	0		
				PI - Taxi Service Cancellation	1	0		
	Project Independence			17	0			
Project Independence				17	0			
NORTH HILLS				20	1.1			

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days
NORTH NEW HYDE PARK	Department of Public Works	Highway Department	Hwy - Tree Planting	2	0
			Hwy - Tree Stump Removal	6	0
		Highway Department		8	0
		Street Lighting District	Street Light - Mark Out	1	5.0
	Street Lighting District		1	5.0	
	Department of Public Works			9	0.6
	Project Independence	Project Independence	PI - Miscellaneous	1	1.0
			PI - Taxi Service	1	0
		Project Independence		2	0.5
	Project Independence			2	0.5
NORTH NEW HYDE PARK				11	0.5
OLD WESTBURY	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	6.0
			OIC - Inter Municipal SR	1	2.0
		Inter Municipal Affairs		2	4.0
	Inter Municipal Affairs			2	4.0
	Project Independence	Project Independence	PI - Household Maintenance	1	4.0
			PI - Taxi Service	7	0
			PI - Taxi Service Cancellation	1	0
		Project Independence		9	0.4
	Project Independence			9	0.4
	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	1	0
			Receiver of Taxes		1
	Receiver of Taxes			1	0
	Solid Waste Management	Sustainability Department	SWMA - Compost	1	0
SWMA - Rain Barrel			1	0	
Sustainability Department		2	0		
Solid Waste Management			2	0	
OLD WESTBURY				14	0.9
PLANDOME	Department of Public Works	Highway Department	Hwy - Tree Trimming / Removal Inspection	1	0
		Highway Department		1	0
	Department of Public Works			1	0
PLANDOME				1	0
PORT WAHSINGTON	Project Independence	Project Independence	PI - Financial Assistance	1	0
		Project Independence		1	0
	Project Independence			1	0
PORT WAHSINGTON				1	0
PORT WASHIGNTON	Project Independence	Project Independence	PI - Taxi Service Cancellation	1	0
		Project Independence		1	0
	Project Independence			1	0
PORT WASHIGNTON				1	0

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days		
PORT WASHINGTON	Community Services	Community Services	CommSvc - Bus Pickup Cancel	1	0		
			CommSvc - Bus Pickup Schedule	2	0		
	Community Services			3	0		
	Community Services			3	0		
	Department of Public Safety	Animal Shelter	Animal Shelter	Animal Sh - Barking Dog	6	2.8	
				Animal Sh - Dog Defecation	2	5.0	
				Animal Sh - Misc	1	0	
				Animal Sh - Unleashed - Stray Dog	3	2.0	
		Animal Shelter			12	2.8	
		Code Enforcement	Code Enforcement	Code Enforcement	Code - Boat	1	7.0
					Code - Commercial Vehicle stored on Residential Property	2	0.5
					Code - Dock Inspection	1	0
					Code - From Transfer	1	4.0
					Code - Garbage	12	2.2
					Code - Miscellaneous	4	2.8
					Code - No Plates / Inoperable Vehicle	1	4.0
					Code - Noise	1	1.0
					Code - Property Maintenance	4	0.8
					Code - Signs	1	4.0
	Code - Snow/Ice Removal				11	4.5	
	Code - Unlawful Property Use	1	3.0				
	Code - Water Flow / Accumulation	1	1.0				
	Code Enforcement			41	2.8		
	Parking Enforcement	Parking Enforcement	Parking Enforcement	Prkg Enfrc - Commercial Parking	2	0.5	
				Prkg Enfrc - Parking Violations Complaint	5	2.0	
	Parking Enforcement			7	1.6		
	Port Washington Parking District	Port Washington Parking District	Port Washington Parking District	PWPD - Broken Meter	13	2.6	
				PWPD - Miscellaneous	5	2.0	
	Port Washington Parking District			18	2.4		
	Department of Public Safety				78	2.6	
	Department of Public Works	Highway Department	Highway Department	Hwy - Bee's Nest Removal	1	3.0	
				Hwy - Catch Basin	4	2.2	
				Hwy - Complaint - Highway Employee / Vehicle	2	0.5	
Hwy - Curb Repair				4	3.8		
Hwy - Dead Animal Pickup				3	1.3		
Hwy - From Transfer				1	2.0		
Hwy - Manhole Repair				3	1.0		
Hwy - Miscellaneous				14	1.8		
Hwy - Plow Damage				1	0		
Hwy - Pothole				79	3.4		

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days	
PORT WASHINGTON	Department of Public Works	Highway Department	Hwy - Snow and Ice Control	52	1.1	
			Hwy - Street Sign - New Request	5	0	
			Hwy - Street Sign - Repair / Replace	6	1.2	
			Hwy - Street Sweeping / Cleaning	3	5.3	
			Hwy - Tree Branch / Debris Pickup	3	1.3	
			Hwy - Tree Planting	5	0	
			Hwy - Tree Stump Removal	3	0	
			Hwy - Tree Trimming / Removal Inspection	6	0	
		Highway Department			195	2.1
		Street Lighting District	Street Light - Fixture Problem	2	1.0	
			Street Light - Light Out (Single)	14	3.7	
			Street Light - Lights Out (Multiple)	9	3.3	
			Street Light - Mark Out	18	3.4	
			Street Light - Misc Problems	2	1.5	
		Street Lighting District			45	3.3
	Department of Public Works			240	2.4	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	7	4.9	
			OIC - Inter Municipal SR	23	5.7	
		Inter Municipal Affairs			30	5.5
	Inter Municipal Affairs			30	5.5	
	Parks and Recreation Department	Parks and Recreation Department	Park - From Transfer	2	0.5	
			Parks and Recreation Department			2
	Parks and Recreation Department			2	0.5	
	Planning and Building Department	Building Department	Bldg - Certificate Status	1	0	
			Bldg - Construction Complaint	1	2.0	
			Bldg - From Transfer	1	0	
			Bldg - Housing Complaint	2	8.0	
			Bldg - Illegal Housing	3	0.7	
			Bldg - Suspect Work Without a Permit	4	7.8	
			Bldg - Unable to Reach Inspector	1	1.0	
		Building Department			13	4.0
		Planning Department	Planning - Questions needing Answers	2	7.0	
	Planning Department			2	7.0	
Planning and Building Department			15	4.4		
Project Independence	Project Independence	PI - Call Back Request	7	0.3		
		PI - Caregiver Support	4	0.8		
		PI - Exercise Program Registration	5	1.6		
		PI - Financial Assistance	3	1.0		
		PI - Health and Mental Health	13	1.8		
		PI - Membership Registration	21	0		

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days
PORT WASHINGTON	Project Independence	Project Independence	PI - Miscellaneous	5	2.2
			PI - Support Group Registration	1	1.0
			PI - Taxi Service	304	0
			PI - Taxi Service Cancellation	17	0
			PI - Taxi Service Complaint	2	0
			PI - Transportation/Mobility Mgmt Info	3	0
			PI - Volunteer	1	0
	Project Independence			386	0.1
	Project Independence			386	0.1
	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	7	0
		Receiver of Taxes		7	0
	Receiver of Taxes			7	0
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	8	1.8
			SWMA - From Transfer	1	0
			SWMA - Garbage Not Picked Up	2	1.0
		Solid Waste Management		11	1.5
		Sustainability Department	SWMA - Compost	1	6.0
	Sustainability Department			1	6.0
	Solid Waste Management			12	1.8
	Supervisor's Office	311 Call Center	311 - Street Repaving Schedule Inquiry	4	0
311 Call Center		4	0		
Supervisor's Office		SupV - ADA Compliance	1	0	
		SupV - Thank You from Constituent	3	0	
Supervisor's Office			4	0	
Supervisor's Office			8	0	
PORT WASHINGTON				781	1.4
PORT WASHINGTON NO	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	7.0
		Inter Municipal Affairs		1	7.0
	Inter Municipal Affairs			1	7.0
PORT WASHINGTON NO				1	7.0
PORTWASHINGTON	Project Independence	Project Independence	PI - Taxi Service Cancellation	1	0
		Project Independence		1	0
	Project Independence			1	0
PORTWASHINGTON				1	0
PT WASHINGTON	Department of Public Works	Street Lighting District	Street Light - Cycles On / Off	1	0
			Street Light - Light Out (Single)	5	9.2
	Street Lighting District		6	7.7	
Department of Public Works			6	7.7	
PT WASHINGTON				6	7.7

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days	
PTW	Department of Public Works	Street Lighting District	Street Light - Cycles On / Off	1	0	
			Street Light - Light Out (Single)	10	0	
	Street Lighting District		11	0		
	Department of Public Works		11	0		
PTW				11	0	
ROLSYN	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	4.0	
		Inter Municipal Affairs		1	4.0	
	Inter Municipal Affairs		1	4.0		
ROLSYN				1	4.0	
ROSLYH HEIGHTS	Project Independence	Project Independence	PI - Taxi Service	1	0	
		Project Independence		1	0	
	Project Independence		1	0		
ROSLYH HEIGHTS				1	0	
ROSLYN	Community Services	Community Services	CommSvc - Seasonal Programs Registration	1	0	
		Community Services		1	0	
	Community Services		1	0		
	Department of Public Safety	Animal Shelter	Animal Shelter	Animal Sh - Barking Dog	1	4.0
			Animal Shelter		1	4.0
		Code Enforcement	Code - Property Maintenance	1	0	
			Code - Signs	1	7.0	
	Code Enforcement		2	3.5		
	Department of Public Safety		3	3.7		
	Department of Public Works	Highway Department	Hwy - Dead Animal Pickup	1	3.0	
			Hwy - Miscellaneous	1	2.0	
			Hwy - Pothole	5	2.6	
			Hwy - Pothole Filled Without Request	9	0	
			Hwy - Snow and Ice Control	2	2.5	
Hwy - Tree Stump Removal			1	0		
Highway Department		19	1.2			
Street Lighting District		Street Light - Cycles On / Off	6	0.8		
		Street Light - Fixture Problem	1	2.0		
		Street Light - Light Out (Single)	9	2.8		
	Street Light - Mark Out	10	3.8			
Street Lighting District		26	2.7			
Department of Public Works		45	2.1			
Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	8	4.2		
		OIC - Inter Municipal SR	24	3.3		
	Inter Municipal Affairs		32	3.6		
Inter Municipal Affairs		32	3.6			
Project Independence	Project Independence	PI - Call Back Request	1	1.0		
		PI - Health Chat/Event Registration	1	0		

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days			
ROSLYN	Project Independence	Project Independence	PI - Health and Mental Health	2	1.0			
			PI - Membership Registration	2	0			
			PI - Miscellaneous	1	1.0			
			PI - Taxi Service	47	0			
			PI - Taxi Service Cancellation	1	0			
			PI - Transportation/Mobility Mgmt Info	1	6.0			
			Project Independence	56	0.2			
	Project Independence	56	0.2					
	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	6	0			
			Receiver of Taxes	6	0			
	Receiver of Taxes		6	0				
	Supervisor's Office	311 Call Center	311 - PSEG Power Outage	1	0			
			311 Call Center	1	0			
		Supervisor's Office	SupV - Airplane	3	0			
			Supervisor's Office	3	0			
Supervisor's Office		4	0					
ROSLYN				147	1.6			
ROSLYN ESTATES	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	5.0			
			Inter Municipal Affairs	1	5.0			
	Inter Municipal Affairs		1	5.0				
	Project Independence	Project Independence	PI - Taxi Service	1	0			
			Project Independence	1	0			
Project Independence		1	0					
ROSLYN ESTATES				2	2.5			
ROSLYN HEIGHTS	Community Services	Community Services	CommSvc - Seasonal Programs Registration	1	0			
			Community Services	1	0			
	Community Services		1	0				
	Department of Public Safety	Cat Shelter	Cat Shelter	Cat Shelter - Feral Cats	2	10.5		
				Cat Shelter	2	10.5		
				Code Enforcement	Code - BZA Noncompliance	Code - BZA Noncompliance	2	0
						Code - Court	4	0.8
						Code - Fence	1	0
						Code - Garbage	1	0
						Code - Property Maintenance	1	0
						Code - Signs	2	0
						Code - Snow/Ice Removal	3	9.0
						Code - Storage and Display	1	0
	Code Enforcement	15	2.0					
Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	1.0					
Parking Enforcement		1	1.0					
Department of Public Safety				18	2.9			

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days	
ROSLYN HEIGHTS	Department of Public Works	Highway Department	Hwy - Catch Basin	1	7.0	
			Hwy - From Transfer	1	6.0	
			Hwy - Miscellaneous	7	4.4	
			Hwy - Pothole	37	3.0	
			Hwy - Pothole Filled Without Request	4	0	
			Hwy - Snow and Ice Control	25	1.4	
			Hwy - Street Drainage / Flooding	3	0.7	
			Hwy - Street Painting	1	0	
			Hwy - Street Sign - Repair / Replace	2	1.0	
			Hwy - Street Sweeping / Cleaning	2	0	
			Hwy - Tree Branch / Debris Pickup	2	0.5	
			Hwy - Tree Fallen - Emergency	1	2.0	
			Hwy - Tree Planting	1	0	
			Hwy - Tree Stump Removal	3	0	
			Hwy - Tree Trimming / Removal Inspection	2	0	
		Highway Department			92	2.1
		Street Lighting District	Street Light - Cycles On / Off	1	6.0	
				Street Light - Light Out (Single)	9	5.8
				Street Light - Lights Out (Multiple)	3	0
				Street Light - Mark Out	20	3.5
				Street Light - On During Day	1	5.0
				Street Light - Pole Problem	2	3.0
	Street Lighting District			36	3.9	
	Department of Public Works			128	2.6	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	5	4.0	
			OIC - Inter Municipal SR	21	3.7	
		Inter Municipal Affairs			26	3.8
	Inter Municipal Affairs			26	3.8	
	Planning and Building Department	Building Department	Bldg - Inspection Request	1	9.0	
			Bldg - Suspect Work Without a Permit	2	1.5	
			Bldg - Unable to Reach Inspector	2	4.0	
		Building Department			5	4.0
Planning and Building Department			5	4.0		
Project Independence	Project Independence	PI - Call Back Request	2	3.5		
		PI - Exercise Program Registration	8	0.1		
		PI - Health Chat/Event Registration	1	0		
		PI - Health and Mental Health	5	1.2		
		PI - Household Maintenance	2	2.5		
		PI - Membership Registration	4	0		
		PI - Taxi Service	155	0		

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days	
ROSLYN HEIGHTS	Project Independence	Project Independence	PI - Taxi Service Cancellation	8	0	
			PI - Transportation/Mobility Mgmt Info	1	0	
			Project Independence	186	0.1	
			Project Independence	186	0.1	
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	2	3.5	
			Solid Waste Management	2	3.5	
			Solid Waste Management	2	3.5	
	Supervisor's Office	311 Call Center	311 - Street Repaving Schedule Inquiry		1	0
				311 Call Center	1	0
		Supervisor's Office	SupV - Thank You from Constituent		1	0
				Supervisor's Office	1	0
		Supervisor's Office	2	0		
ROSLYN HEIGHTS				368	1.4	
RUSSELL GARDENS	Project Independence	Project Independence	PI - Call Back Request	1	1.0	
			Project Independence	1	1.0	
			Project Independence	1	1.0	
RUSSELL GARDENS				1	1.0	
SADDLE ROCK ESTATES	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	5.0	
			Street Lighting District	1	5.0	
			Department of Public Works	1	5.0	
SADDLE ROCK ESTATES				1	5.0	
SANDS POINT	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	1.0	
			Inter Municipal Affairs	1	1.0	
			Inter Municipal Affairs	1	1.0	
SANDS POINT				1	1.0	
SEACLIFF	Community Services	Community Services	CommSvc - Seasonal Programs Registration	2	0	
			Community Services	2	0	
			Community Services	2	0	
SEACLIFF				2	0	
SEARINGTOWN	Department of Public Works	Highway Department	Hwy - Pothole	2	4.5	
			Hwy - Snow and Ice Control	1	1.0	
			Hwy - Street Sign - Repair / Replace	1	2.0	
			Hwy - Tree Stump Removal	4	0.2	
				Highway Department	8	1.6
		Street Lighting District	Street Light - Light Out (Single)	3	5.7	
			Street Light - Lights Out (Multiple)	2	11.0	
			Street Light - Mark Out	7	2.0	
			Street Lighting District	12	4.4	
			Department of Public Works	20	3.3	

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days
SEARINGTOWN	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	3	2.3
		Inter Municipal Affairs		3	2.3
	Inter Municipal Affairs		3	2.3	
	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
Project Independence				1	0
SEARINGTOWN				24	3.0
THOMASTON	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	5	4.4
		Inter Municipal Affairs		5	4.4
	Inter Municipal Affairs		5	4.4	
	Project Independence	Project Independence	PI - Taxi Service	2	0
		Project Independence		2	0
Project Independence				2	0
THOMASTON				7	3.1
UNIVERSITY GARDENS	Department of Public Safety	Animal Shelter	Animal Sh - Unleashed - Stray Dog	1	3.0
		Animal Shelter		1	3.0
	Department of Public Safety		1	3.0	
	Department of Public Works	Highway Department	Hwy - Tree Stump Removal	3	0
		Highway Department		3	0
Department of Public Works				3	0
UNIVERSITY GARDENS				4	0.8
WEST HEMPSTEAD	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	5.0
		Inter Municipal Affairs		1	5.0
	Inter Municipal Affairs		1	5.0	
WEST HEMPSTEAD				1	5.0
WESTBURY	Community Services	Community Services	CommSvc - Bus Pickup Cancel	6	0
			CommSvc - Educational Program	1	1.0
			CommSvc - Seasonal Programs Registration	1	0
		Community Services		8	0.1
	Community Services		8	0.1	
	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	0
			Animal Sh - Surrender a dog	2	0
			Animal Sh - Unleashed - Stray Dog	1	2.0
		Animal Shelter		4	0.5
		Cat Shelter	Cat Shelter - Feral Cats	2	14.5
	Cat Shelter		2	14.5	
Code Enforcement	Code Enforcement	Code - Commercial Vehicle stored on Residential Property	4	5.8	
		Code - Court	9	0.8	
		Code - Fence	2	0	
		Code - Garbage	4	4.8	

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days	
WESTBURY	Department of Public Safety	Code Enforcement	Code - Litter	5	2.8	
			Code - Miscellaneous	1	1.0	
			Code - No Plates / Inoperable Vehicle	15	1.1	
			Code - Noise	1	1.0	
			Code - Property Maintenance	5	4.0	
			Code - Snow/Ice Removal	8	4.9	
			Code - Storage and Display	5	0	
			Code - Unlawful Property Use	1	0	
		Code Enforcement			60	2.4
		Parking Enforcement	Prkg Enfrc - Commercial Parking	Prkg Enfrc - Commercial Parking	4	2.8
	Prkg Enfrc - Parking Violations Complaint			6	1.7	
	Parking Enforcement			10	2.1	
	Department of Public Safety				76	2.5
	Department of Public Works	Highway Department	Hwy Department	Hwy - Curb Repair	1	0
				Hwy - Dead Animal Pickup	2	2.0
				Hwy - Miscellaneous	2	0.5
				Hwy - Pothole	30	3.4
				Hwy - Snow and Ice Control	2	1.0
				Hwy - Street Sign - Repair / Replace	2	19.0
				Hwy - Tree Trimming / Removal Inspection	3	0
		Highway Department			42	3.5
		Street Lighting District	Street Lighting District	Street Light - Cycles On / Off	2	6.0
				Street Light - Light Out (Single)	15	6.9
	Street Light - Lights Out (Multiple)			7	6.6	
	Street Light - Mark Out			5	5.6	
	Street Light - On During Day			2	1.5	
	Street Light - Pole Problem			1	9.0	
Street Lighting District			32	6.3		
Department of Public Works				74	4.7	
Housing Authority	Housing Authority	Housing Authority	Housing - Appliance	2	0.5	
			Housing - Electrical	4	0.5	
			Housing - High Priority SR	10	1.0	
			Housing - Misc Carpentry	1	3.0	
			Housing - Misc SR	1	1.0	
			Housing - Plumbing	2	4.5	
Housing Authority			20	1.3		
Housing Authority				20	1.3	
Inter Municipal Affairs	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	2	5.0	
			OIC - Inter Municipal SR	13	3.8	
	Inter Municipal Affairs			15	4.0	
Inter Municipal Affairs				15	4.0	

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days		
WESTBURY	Planning and Building Department	Building Department	Bldg - Construction Complaint	1	0		
			Bldg - Employee Complaint	1	17.0		
			Bldg - Housing Complaint	2	0.5		
			Bldg - Illegal Housing	8	2.6		
	Building Department			12	3.2		
	Planning and Building Department			12	3.2		
	Project Independence	Project Independence		PI - Call Back Request	6	0.7	
				PI - Exercise Program Registration	2	0	
				PI - Health Chat/Event Registration	9	0	
				PI - Health and Mental Health	8	2.9	
				PI - Household Maintenance	1	0	
				PI - Membership Registration	6	0	
				PI - Support Group Registration	11	1.9	
				PI - Taxi Service	98	0.0	
				PI - Taxi Service Cancellation	4	0	
				PI - Transportation/Mobility Mgmt Info	3	0.3	
				PI - Volunteer	1	0	
				Project Independence			149
	Project Independence			149	0.4		
	Receiver of Taxes	Receiver of Taxes		Tax - Duplicate Bill or Receipt	3	0	
				Receiver of Taxes			3
	Receiver of Taxes			3	0		
	Solid Waste Management	Solid Waste Management		SWMA - Carting Complaints	1	3.0	
				SWMA - Garbage Not Picked Up	3	3.7	
				Solid Waste Management			4
	Solid Waste Management			4	3.5		
	Supervisor's Office	311 Call Center		311 - Street Repaving Schedule Inquiry	3	0	
311 Call Center				3	0		
Supervisor's Office			3	0			
WESTBURY				364	2.0		
WILISTON PARK	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	1	0		
			Receiver of Taxes			1	0
			Receiver of Taxes			1	0
WILISTON PARK				1	0		
WILLISTON PARK	Community Services	Community Services	CommSvc - Bus Pickup Cancel	2	0		
			CommSvc - Bus Pickup Schedule	3	0.3		
			Community Services			5	0.2
Community Services			5	0.2			

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days	
WILLISTON PARK	Department of Public Works	Highway Department	Hwy - Miscellaneous	1	0	
			Hwy - Pothole	3	2.7	
			Hwy - Tree Stump Removal	2	0	
		Highway Department			6	1.3
		Street Lighting District	Street Light - Lights Out (Multiple)	1	5.0	
			Street Light - Mark Out	6	6.2	
		Street Lighting District			7	6.0
		Department of Public Works			13	3.8
		Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	6.0
				OIC - Inter Municipal SR	3	5.3
	Inter Municipal Affairs			4	5.5	
	Inter Municipal Affairs			4	5.5	
	Project Independence	Project Independence	PI - Call Back Request	1	0	
			PI - Caregiver Support	1	3.0	
			PI - Household Maintenance	5	1.0	
			PI - Membership Registration	4	0	
			PI - Miscellaneous	1	4.0	
			PI - Support Group Registration	2	1.5	
			PI - Taxi Service	54	0	
			PI - Taxi Service Cancellation	8	0	
			PI - Taxi Service Complaint	1	1.0	
			PI - Transportation/Mobility Mgmt Info	3	0.3	
			Project Independence			80
		Project Independence			80	0.2
	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	4	0	
		Receiver of Taxes			4	0
	Receiver of Taxes			4	0	
Solid Waste Management	Sustainability Department	SWMA - Rain Garden	1	0		
	Sustainability Department			1	0	
Solid Waste Management			1	0		
Supervisor's Office	Supervisor's Office	SupV - Airplane	1	0		
	Supervisor's Office			1	0	
Supervisor's Office			1	0		
WILLISTON PARK				108	0.8	
albertson	Department of Public Works	Highway Department	Hwy - Miscellaneous	1	2.0	
			Hwy - Pothole	1	0	
			Hwy - Snow and Ice Control	1	3.0	
	Highway Department			3	1.7	

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days
albertson	Department of Public Works	Street Lighting District	Street Light - Light Out (Single)	2	0
		Street Lighting District		2	0
	Department of Public Works			5	1.0
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	3	6.3
		Inter Municipal Affairs		3	6.3
Inter Municipal Affairs			3	6.3	
albertson				8	3.0
carle place	Department of Public Works	Highway Department	Hwy - Miscellaneous	1	0
		Highway Department		1	0
	Department of Public Works			1	0
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	2	5.0
		Inter Municipal Affairs		2	5.0
Inter Municipal Affairs			2	5.0	
carle place				3	3.3
great Neck	Project Independence	Project Independence	PI - Health and Mental Health	1	0
		Project Independence		1	0
	Project Independence			1	0
great Neck				1	0
great neck	Department of Public Safety	Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	3.0
		Parking Enforcement		1	3.0
	Department of Public Safety			1	3.0
	Department of Public Works	Highway Department	Hwy - Miscellaneous	1	0
			Hwy - Tree Stump Removal	1	0
		Highway Department		2	0
	Street Lighting District	Street Light - Cycles On / Off	1	0	
	Street Lighting District			1	0
	Department of Public Works			3	0
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	7	3.9
Inter Municipal Affairs		7	3.9		
Inter Municipal Affairs			7	3.9	
great neck				11	2.7
great neck	Department of Public Works	Highway Department	Hwy - Miscellaneous	1	0
		Highway Department		1	0
	Department of Public Works			1	0
great neck				1	0
manhasset	Community Services	Community Services	CommSvc - Seasonal Programs Registration	1	0
		Community Services		1	0
	Community Services			1	0
	Department of Public Safety	Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	2	3.5
		Parking Enforcement		2	3.5
Department of Public Safety			2	3.5	

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days	
manhasset	Department of Public Works	Highway Department	Hwy - Miscellaneous	2	8.0	
			Hwy - Pothole	1	6.0	
			Hwy - Pothole Filled Without Request	7	0	
			Hwy - Snow and Ice Control	2	2.5	
		Highway Department			12	2.2
		Street Lighting District	Street Light - Cycles On / Off	1	0	
			Street Light - Light Out (Single)	2	0	
			Street Light - Lights Out (Multiple)	1	0	
		Street Lighting District			4	0
		Department of Public Works			16	1.7
manhasset				19	1.8	
manhasset	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	8.0	
		Inter Municipal Affairs			1	8.0
		Inter Municipal Affairs			1	8.0
manhasset				1	8.0	
mineola	Project Independence	Project Independence	PI - Exercise Program Registration	1	0	
		Project Independence			1	0
		Project Independence			1	0
mineola				1	0	
new cassel	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	2	0	
		Highway Department			2	0
		Department of Public Works			2	0
new cassel				2	0	
new hyde park	Department of Public Safety	Code Enforcement	Code - Snow/Ice Removal	1	22.0	
		Code Enforcement			1	22.0
		Department of Public Safety			1	22.0
	Department of Public Works	Highway Department	Hwy - Pothole	2	2.0	
		Highway Department			2	2.0
	Department of Public Works			2	2.0	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	4.0	
		Inter Municipal Affairs			1	4.0
Inter Municipal Affairs			1	4.0		
new hyde park				4	7.5	
north hills	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	5.0	
		Inter Municipal Affairs			1	5.0
		Inter Municipal Affairs			1	5.0
north hills				1	5.0	
port washington	Department of Public Safety	Port Washington Parking District	PWPD - Miscellaneous	1	1.0	
		Port Washington Parking District			1	1.0
		Department of Public Safety			1	1.0

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days	
port washington	Department of Public Works	Highway Department	Hwy - Pothole	1	4.0	
			Hwy - Snow and Ice Control	1	2.0	
	Highway Department			2	3.0	
	Department of Public Works			2	3.0	
	Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous		1	1.0
				Parks and Recreation Department		1
Parks and Recreation Department			1	1.0		
port washington				4	2.0	
port washington	Department of Public Works	Highway Department	Hwy - Pothole	1	1.0	
				Highway Department		1
	Department of Public Works			1	1.0	
port washington				1	1.0	
roslyn	Department of Public Works	Highway Department	Hwy - Pothole	1	7.0	
				Highway Department		1
	Department of Public Works			1	7.0	
roslyn				1	7.0	
roslyn heights	Department of Public Works	Highway Department	Hwy - Pothole Filled Without Request	1	0	
				Highway Department		1
	Department of Public Works			1	0	
roslyn heights				1	0	
	Community Services	Community Services	CommSvc - Misc SR	3	2.3	
				Community Services		3
	Community Services			3	2.3	
	Department of Public Safety	Animal Shelter		Animal Sh - Barking Dog	1	16.0
				Animal Sh - Dog Adoption	13	0
				Animal Sh - Dog Defecation	1	0
				Animal Sh - Surrender a dog	2	0
				Animal Shelter		17
		Cat Shelter	Cat Shelter - Call Back	10	0.7	
	Cat Shelter		10	0.7		
	Code Enforcement			Code - Call Back Request	51	3.2
				Code - Property Violations Search	109	4.6
	Code Enforcement			160	4.2	
	Parking Enforcement		Prkg Enfrc - Call Back Request	4	6.2	
	Parking Enforcement		4	6.2		
	Port Washington Parking District		PWPD - Call Back Request	2	5.5	
	Port Washington Parking District		2	5.5		
Department of Public Safety				193	3.8	
Department of Public Works	Highway Department		Hwy - Call Back Request	11	2.4	
			Hwy - From Transfer	2	6.5	

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days	
	Department of Public Works	Highway Department	Hwy - Informational	7	0	
			Hwy - Permits / Road Opening Application Request	7	1.0	
			Hwy - Pothole	3	0.7	
			Hwy - Snow and Ice Control	3	0	
		Highway Department			33	1.5
		Street Lighting District	Street Light - Light Out (Single)	1	1.0	
		Street Lighting District			1	1.0
	Department of Public Works				34	1.4
	Human Resources and Finance	Human Resources and Finance	HR - Call Back Request	6	0	
			HR - Medical and Insurance Benefits	1	0	
			HR - Misc SR	2	0	
			HR - Personnel and Employment	1	12.0	
		Human Resources and Finance			10	1.2
	Human Resources and Finance				10	1.2
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	5.0	
			OIC - Inter Municipal SR	39	3.9	
		Inter Municipal Affairs			40	3.9
	Inter Municipal Affairs				40	3.9
	Parks and Recreation Department	Parks and Recreation Department	Park - Call Back Request	4	0	
			Park - General Complaint	2	0	
			Park - Miscellaneous	2	2.0	
			Park - Park Facilities Maintenance	9	2.1	
			Park - Park Maintenance Projects	2	0	
			Park - Park Permit Application Request	21	0.5	
		Parks and Recreation Department			40	0.8
	Parks and Recreation Department				40	0.8
	Planning and Building Department	Board of Zoning Appeals	BZA - Questions needing Answers	5	23.0	
Board of Zoning Appeals			5	23.0		
Building Department		Bldg - General Question Needs Answers	126	2.9		
		Bldg - Permit Question Needs Answers	19	2.3		
Building Department			145	2.8		
Planning Department		Planning - Call Back Request	4	3.2		
Planning Department			4	3.2		
Planning and Building Department				154	3.5	
Project Independence	Project Independence	PI - Call Back Request	3	3.7		
		PI - Financial Assistance	1	0		
		PI - Health and Mental Health	1	0		
		PI - Miscellaneous	2	1.0		

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days	
	Project Independence	Project Independence	PI - Taxi Service Cancellation	1	0	
			PI - Transportation/Mobility Mgmt Info	1	0	
	Project Independence			9	1.4	
	Project Independence			9	1.4	
	Solid Waste Management	Solid Waste Management	SWMA - Call Back	8	2.1	
			SWMA - From Transfer	2	3.5	
		Solid Waste Management			10	2.4
		Sustainability Department	SWMA - Recycling / STOP Call Back	3	8.0	
	Sustainability Department			3	8.0	
	Solid Waste Management			13	3.7	
	Supervisor's Office	311 Call Center	311 - SR Constituent Follow-up	67	0	
			311 Call Center			67
		Supervisor's Office	SupV - Geese	1	0	
			SupV - Helicopter Nassau	1	0	
			SupV - Thank You from Constituent	2	0	
		Supervisor's Office			4	0
	Supervisor's Office			71	0	
	Town Clerk	Town Clerk	Town Clerk - Birth Certificate	161	0	
			Town Clerk - Block Party Application	2	0	
			Town Clerk - Codebook Supplement	2	0	
			Town Clerk - Contracts & Bids	4	0	
			Town Clerk - Death Certificate	88	0	
			Town Clerk - Dog License	45	0	
			Town Clerk - Domestic Partnership	4	0	
			Town Clerk - Filming Permit	2	0	
			Town Clerk - Fishing License	3	0	
			Town Clerk - Hunting License	1	0	
Town Clerk - Landscaping License			1	0		
Town Clerk - Marriage Certificate			24	0		
Town Clerk - Marriage License			45	0		
Town Clerk - Miscellaneous			34	0		
Town Clerk - Parking Restrictions Removal Request			8	0		
Town Clerk - Pawnbroker License			1	0		
Town Clerk - Peddler License			2	0		
Town Clerk - Secondhand Dealer License			3	0		
Town Clerk - Solid Waste Management License			6	0		
Town Clerk - Taxi and Limousine License			6	0		

Town of North Hempstead Service Requests via 311 - by Community

March 2015

City	Department Description	Group Description	Type Description	Count	Response Days
	Town Clerk	Town Clerk	Town Clerk - Tow Truck License	4	0
			Town Clerk - Waterways	1	0
		Town Clerk		447	0
	Town Clerk			447	0
				1,014	1.6
Summary				6,027	1.6