

Town of North Hempstead Service Requests via 311 - by Department

December 2014

Department Description	Group Description	Type Description	City	Count	Response Days	
Adminstrative Services	Adminstrative Services	Adm Svc - Green Team	MANHASSET	2	1.5	
			NEW HYDE PARK	1	7.0	
			PORT WASHINGTON	1	7.0	
		Adm Svc - Green Team			4	4.2
		Adminstrative Services			4	4.2
Adminstrative Services				4	4.2	
Community Services	Community Services	CommSvc - Bus Pickup Cancel	ALBERTSON	2	0.5	
			MINEOLA	1	0	
			NEW HYDE PARK	1	0	
			WESTBURY	10	1.8	
		CommSvc - Bus Pickup Cancel			14	1.4
		CommSvc - Bus Pickup Schedule	CARLE PLACE	1	0	
			MINEOLA	2	0	
			PORT WASHINGTON	1	1.0	
			ROSLYN	1	2.0	
			WILLISTON PARK	1	2.0	
		CommSvc - Bus Pickup Schedule			6	0.8
		CommSvc - Misc SR	MINEOLA	1	0	
		CommSvc - Misc SR			1	0
		CommSvc - Volunteering for General Programs	GREAT NECK	1	2.0	
		CommSvc - Volunteering for General Programs			1	2.0
Community Services			22	1.2		
Community Services				22	1.2	
Department of Public Safety	Animal Shelter	Animal Sh - Barking Dog	CARLE PLACE	1	20.0	
			GREAT NECK	1	2.0	
			NEW HYDE PARK	1	0	
			PORT WASHINGTON	4	3.8	
			WESTBURY	1	13.0	
				1	1.0	
		Animal Sh - Barking Dog			9	5.7
		Animal Sh - Dog Adoption		19	0	
		Animal Sh - Dog Adoption			19	0
		Animal Sh - Dog Bite	WESTBURY	1	0	
		Animal Sh - Dog Bite			1	0
		Animal Sh - Dog Defecation	PORT WASHINGTON	1	0	
			ROSLYN HEIGHTS	1	22.0	
		Animal Sh - Dog Defecation			2	11.0
Animal Sh - Found Animal	FLUSHIING	1	1.0			

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Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	ROSLYN	1	0	
			WESTBURY	1	1.0	
		Animal Sh - Found Animal			3	0.7
		Animal Sh - Lost Animal	EAST NORWICH	1	1.0	
			FLORAL PARK	1	0	
			GLEN COVE	1	0	
			HICKSVILLE	1	2.0	
			MANHASSET	1	1.0	
			MINEOLA	1	0	
			PORT WASHINGTON	3	0.7	
		Animal Sh - Lost Animal			9	0.7
		Animal Sh - Menacing or Harrassing Dog	ROSLYN HARBOR	1	7.0	
			WESTBURY	1	21.0	
		Animal Sh - Menacing or Harrassing Dog			2	14.0
		Animal Sh - Misc	GREAT NECK	1	2.0	
			NEW HYDE PARK	3	0.7	
			WESTBURY	1	10.0	
		Animal Sh - Misc			5	2.8
		Animal Sh - Sign	PORT WASHINGTON	1	8.0	
		Animal Sh - Sign			1	8.0
		Animal Sh - Surrender a dog	FLORAL PARK	1	0	
			ROCKVILLE CENTER	1	0	
			ROSLYN	1	0	
			WESTBURY	1	0	
				1	0	
		Animal Sh - Surrender a dog			5	0
		Animal Sh - Unleashed - Stray Dog	GREAT NECK	1	2.0	
	PORT WASHINGTON		2	0.5		
	WESTBURY		2	2.0		
	WILLISTON PARK		1	6.0		
	roslyn heights		1	0		
	Animal Sh - Unleashed - Stray Dog			7	1.9	
	Animal Shelter				63	2.3
Cat Shelter	Cat Shelter - Call Back		8	0.4		
		Cat Shelter - Call Back			8	0.4
	Cat Shelter - Feral Cats	GREAT NECK	4	0.5		
		MINEOLA	2	0		
	NEW CASSEL	1	0			

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Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	NEW HYDE PARK	5	0	
			PORT WASHINGTON	6	2.0	
			ROSLYN HEIGHTS	4	0	
			WESTBURY	1	0	
		Cat Shelter - Feral Cats			23	0.6
	Cat Shelter				31	0.5
	Code Enforcement	Code - After Hours/Weekend Construction	ALBERTSON	1	1.0	
			GREAT NECK	1	1.0	
			NEW HYDE PARK	1	5.0	
			PORT WASHINGTON	1	0	
		Code - After Hours/Weekend Construction			4	1.8
		Code - Animal (except Dog / Cat / Wild life)	MANHASSET	1	0	
		Code - Animal (except Dog / Cat / Wild life)			1	0
		Code - BZA Noncompliance	NEW HYDE PARK	2	0	
		Code - BZA Noncompliance			2	0
		Code - Building Permit	NEW HYDE	1	0	
			NEW HYDE PARK	1	2.0	
		Code - Building Permit			2	1.0
		Code - Call Back Request		27	1.5	
		Code - Call Back Request			27	1.5
		Code - Commercial Vehicle stored on Residential Property	MANHASSET	1	2.0	
			NEW CASSEL	1	0	
			NEW HYDE PARK	1	0	
			WESTBURY	2	0	
		Code - Commercial Vehicle stored on Residential Property			5	0.4
		Code - Court	GREAT NECK	2	0	
	GREENVALE		1	0		
	MINEOLA		1	0		
	NEW HYDE PARK		12	0.5		
	WESTBURY		5	0.8		
	Code - Court			21	0.5	
Code - Dumpster	ALBERTSON	1	2.0			
	CARLE PLACE	1	0			
	NEW HYDE PARK	3	3.7			
	ROSLYN	1	0			
Code - Dumpster			6	2.2		
Code - Fence	CARLE PLACE	1	7.0			
	GREAT NECK	1	0			
	NEW HYDE PARK	2	17.0			
	PORT	1	5.0			

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Department of Public Safety	Code Enforcement	Code - Fence	WASHINGTON			
			WESTBURY	2	0	
		Code - Fence			7	6.6
		Code - From Transfer		1	0	
		Code - From Transfer			1	0
		Code - Garbage	FLORAL PARK	1	2.0	
			GREENVALE	3	1.3	
			MANHASSET	1	12.0	
			NEW HYDE PARK	3	10.3	
			PORT WASHINGTON	4	2.5	
		Code - Garbage			12	4.9
		Code - Graffiti	GREAT NECK	2	0	
			NEW HYDE PARK	3	15.3	
			NO NEW HYDE PARK	1	0	
			WESTBURY	4	10.5	
		Code - Graffiti			10	8.8
		Code - Handicap Parking	WESTBURY	1	13.0	
		Code - Handicap Parking			1	13.0
		Code - Leaves Accumulation	GREAT NECK	1	13.0	
			NEW HYDE PARK	2	13.5	
			ROSLYN HEIGHTS	1	0	
		Code - Leaves Accumulation			4	10.0
		Code - Lights	GREENVALE	1	7.0	
			PORT WASHINGTON	1	6.0	
		Code - Lights			2	6.5
		Code - Litter	GREAT NECK	1	0	
			ROSLYN HEIGHTS	1	30.0	
			WESTBURY	2	7.0	
		Code - Litter			4	11.0
		Code - Miscellaneous	CARLE PLACE	1	3.0	
			GREAT NECK	2	1.0	
			MANHASSET	1	0	
NEW HYDE PARK	6		4.7			
PORT WASHINGTON	1		9.0			
ROSLYN HEIGHTS	1		6.0			
WESTBURY	4		5.5			
Code - Miscellaneous			16	4.4		
Code - No Plates / Inoperable Vehicle	GREAT NECK	1	29.0			

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Department Description	Group Description	Type Description	City	Count	Response Days	
Department of Public Safety	Code Enforcement	Code - No Plates / Inoperable Vehicle	NEW HYDE PARK	1	1.0	
			WESTBURY	7	3.0	
		Code - No Plates / Inoperable Vehicle			9	5.7
		Code - Noise	NEW HYDE PARK	1	1.0	
			ROSLYN HEIGHTS	2	3.5	
		Code - Noise			3	2.7
		Code - Odor	GREAT NECK	1	23.0	
		Code - Odor			1	23.0
		Code - Property Maintenance	CARLE PLACE	2	0	
			GARDEN CITY PARK	1	0	
			MANHASSET	3	5.7	
			MINEOLA	1	0	
			NEW HYDE PARK	2	15.5	
			ROSLYN HEIGHTS	2	0	
		Code - Property Maintenance			11	4.4
		Code - Property Violations Search		89	2.4	
		Code - Property Violations Search			89	2.4
		Code - Sidewalk Obstruction	MANHASSET	1	1.0	
			NEW HYDE PARK	2	6.0	
			PORT WASHINGTON	2	1.5	
		Code - Sidewalk Obstruction			5	3.2
		Code - Signs	manhasset	1	15.0	
			GARDEN CITY PARK	1	0	
			GREAT NECK	1	0	
			HERRICKS	1	0	
			MANHASSET	1	19.0	
			NEW HYDE PARK	1	0	
			NO NEW HYDE PARK	1	0	
			PORT WASHINGTON	1	15.0	
			ROSLYN	1	8.0	
			ROSLYN HEIGHTS	4	12.8	
			WESTBURY	4	6.0	
Code - Signs			17	7.8		
Code - Storage and Display	WESTBURY	1	0			
Code - Storage and Display			1	0		
Code - Tree Removal	NEW HYDE PARK	1	0			
Code - Tree Removal			1	0		

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Department Description	Group Description	Type Description	City	Count	Response Days	
Department of Public Safety	Code Enforcement	Code - Unlawful Property Use	GREAT NECK	1	11.0	
			NEW HYDE PARK	3	2.7	
			WESTBURY	1	22.0	
		Code - Unlawful Property Use			5	8.2
		Code - Water Flow / Accumulation	MANHASSET	1	7.0	
		Code - Water Flow / Accumulation			1	7.0
	Code Enforcement				268	3.7
	Parking Enforcement	Prkg Enfrc - Call Back Request			3	2.0
			Prkg Enfrc - Call Back Request			3
		Prkg Enfrc - Commercial Parking	GREAT NECK	2	2.5	
			HERRICKS	2	3.0	
			NEW HYDE PARK	1	7.0	
			WESTBURY	1	3.0	
		Prkg Enfrc - Commercial Parking			6	3.5
		Prkg Enfrc - From Transfer	GREENVALE	1	7.0	
		Prkg Enfrc - From Transfer			1	7.0
		Prkg Enfrc - Parking Violations Complaint	ALBERTSON	1	0	
			CARLE PLACE	3	2.7	
			FLORAL PARK CEN	1	1.0	
			GARDEN CITY PARK	2	0.5	
			GREAT NECK	2	2.0	
			HERRICKS	1	0	
	MANHASSET		4	3.0		
	NEW HYDE PARK		1	3.0		
	PORT WASHINGTON		2	1.5		
	ROSLYN HEIGHTS		2	1.0		
	WESTBURY		2	0.5		
Prkg Enfrc - Parking Violations Complaint			21	1.7		
Parking Enforcement				31	2.2	
Port Washington Parking District	PWPD - Broken Meter	PORT WASHINGTON	13	2.7		
		PWPD - Broken Meter			13	2.7
	PWPD - Miscellaneous	GREAT NECK	1	20.0		
		PORT WASHINGTON	5	5.0		
			1	7.0		
PWPD - Miscellaneous			7	7.4		
Port Washington Parking District				20	4.4	
Department of Public Safety				413	3.2	

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Department Description	Group Description	Type Description	City	Count	Response Days	
Department of Public Works	Highway Department	Hwy - Abandoned Vehicle	NEW HYDE PARK	1	0	
			WESTBURY	2	4.0	
		Hwy - Abandoned Vehicle			3	2.7
		Hwy - Animal Sign - New Request	PORT WASHINGTON	1	0	
		Hwy - Animal Sign - New Request			1	0
		Hwy - Bee's Nest Removal	ALBERTSON	1	5.0	
			CARLE PLACE	1	0	
			NEW HYDE PARK	1	5.0	
		Hwy - Bee's Nest Removal			3	3.3
		Hwy - Call Back Request		11	3.0	
		Hwy - Call Back Request			11	3.0
		Hwy - Catch Basin	NEW HYDE PARK	1	0	
			ALBERTSON	1	1.0	
			CARLE PLACE	4	1.0	
			GREAT NECK	3	4.3	
			MANHASSET	1	3.0	
			NEW HYDE PARK	3	6.7	
			PORT WASHINGTON	2	2.0	
			ROSLYN HEIGHTS	2	10.5	
			WESTBURY	1	2.0	
			WILLISTON PARK	1	0	
		Hwy - Catch Basin			19	3.6
		Hwy - Cemetery Maintenance		3	0	
		Hwy - Cemetery Maintenance			3	0
		Hwy - Complaint - Highway Employee / Vehicle	NEW HYDE PARK	1	0	
		Hwy - Complaint - Highway Employee / Vehicle			1	0
		Hwy - Curb Repair	GREAT NECK	1	0	
			NEW HYDE PARK	3	0.3	
			ROSLYN HEIGHTS	2	0	
			WESTBURY	3	0	
		Hwy - Curb Repair			9	0.1
		Hwy - Dead Animal Pickup	CARLE PLACE	1	2.0	
			MANHASSET	1	3.0	
NEW HYDE PARK	3		2.0			
NO NEW HYDE PARK	1		2.0			
PORT WASHINGTON	3		1.3			
WESTBURY	1		4.0			

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Department Description	Group Description	Type Description	City	Count	Response Days
Department of Public Works	Highway Department	Hwy - Dead Animal Pickup		10	2.1
		Hwy - Dead End Guard Rail	WESTBURY	1	7.0
		Hwy - Dead End Guard Rail		1	7.0
		Hwy - From Transfer	GREAT NECK	2	2.5
			LAKE SUCCESS	2	16.5
			PORT WASHINGTON	2	14.0
			WESTBURY	1	1.0
		Hwy - From Transfer		7	9.6
		Hwy - Grass Cut / Mow	MANHASSET	1	2.0
			WESTBURY	1	7.0
		Hwy - Grass Cut / Mow		2	4.5
		Hwy - Informational		2	0
		Hwy - Informational		2	0
		Hwy - Miscellaneous	ALBERTSON	1	0
			CARLE PLACE	2	0
			GARDEN CITY PARK	1	7.0
			GREAT NECK	6	1.7
			MANHASSET	5	1.4
			NEW HYDE PARK	3	0.3
			PORT WASHINGTON	3	9.3
			WESTBURY	1	1.0
			new hyde park	1	5.0
				1	1.0
			Hwy - Miscellaneous		24
		Hwy - Permits / Road Opening Application Request		1	0
		Hwy - Permits / Road Opening Application Request		1	0
		Hwy - Pothole	ALBERSTON	1	1.0
			CARLE PLACE	1	5.0
			FLORAL PARK CEN	1	1.0
			GREAT NECK	2	2.5
			HERRICKS	1	0
			MANHASSET	6	0.8
			MANHASSET HILL	1	4.0
MANHASSET HILLS	1		0		
MINEOLA	1		1.0		
NEW CASSEL	3		7.3		
NEW HYDE PARK	4		4.0		
NO NEW HYDE PARK	4		3.8		

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Department of Public Works	Highway Department	Hwy - Pothole	PORT WASHINGTON	8	2.0	
			ROSLYN	1	1.0	
			ROSLYN HEIGHTS	1	4.0	
			WESTBURY	6	4.8	
			new cassel	1	0	
				2	2.0	
		Hwy - Pothole			45	2.9
		Hwy - Pothole Filled Without Request	MANHASSET	8	0	
		Hwy - Pothole Filled Without Request			8	0
		Hwy - Street Drainage / Flooding	GLENWOOD LANDING	1	5.0	
			GREAT NECK	1	1.0	
			MANHASSET	1	1.0	
			NEW CASTLE	1	15.0	
			NEW HYDE PARK	2	1.5	
			NO NEW HYDE PARK	1	14.0	
			ROSLYN HEIGHTS	1	1.0	
			WESTBURY	1	1.0	
		Hwy - Street Drainage / Flooding			9	4.6
		Hwy - Street Painting	BAXTER ESTATES	1	0	
			GREAT NECK	1	0	
			ROSLYN HEIGHTS	2	0	
		Hwy - Street Painting			4	0
		Hwy - Street Sign - New Request	GREENVALE	1	0	
			MANHASSET	1	0	
			MNAHASSET	1	0	
			NEW HYDE PARK	1	0	
			PORT WASHINGTON	1	0	
		Hwy - Street Sign - New Request			5	0
		Hwy - Street Sign - Remove	GREAT NECK	1	2.0	
			ROSLYN HEIGHTS	1	0	
		Hwy - Street Sign - Remove			2	1.0
		Hwy - Street Sign - Repair / Replace	port washington	1	0	
ALBERTSON	3		2.3			
CARLE PLACE	1		4.0			
GARDEN CITY PARK	1		0			
GARDERN CITY PARK	1		0			
GREAT NECK	5		3.0			
HERRICKS	2		1.0			

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Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	MANHASSET	4	2.5	
			NEW CASSEL	8	1.5	
			NEW HYDE PARK	5	2.4	
			NO NEW HYDE PARK	2	8.0	
			PORT WASHINGTON	5	2.6	
			PORTWASHINGTON	1	3.0	
			ROSLYN HEIGHTS	3	1.3	
			SEARINGTOWN	1	0	
			WESTBURY	4	4.8	
			WILLISTON PARK	1	12.0	
			manhasset	1	0	
			new cassel	2	0	
			port washington	1	0	
		Hwy - Street Sign - Repair / Replace			52	2.5
		Hwy - Street Sweeping / Cleaning	CARLE PLACE	1	3.0	
			GREAT NECK	3	6.3	
			MANHASSET	1	14.0	
			NEW CASSEL	1	2.0	
			NEW HYDE PARK	7	2.1	
			NO NEW HYDE PARK	2	0	
			PORT WASHINGTON	5	1.2	
			ROSLYN HEIGHTS	2	3.5	
			WESTBURY	1	0	
			Hwy - Street Sweeping / Cleaning			23
		Hwy - Sump		1	3.0	
		Hwy - Sump			1	3.0
		Hwy - Telephone/Utility Pole	FLOWER HILL	1	0	
			GREAT NECK	1	0	
			NEW HYDE PARK	1	0	
		Hwy - Telephone/Utility Pole			3	0
		Hwy - Tree Branch / Debris Pickup	ALBERTSON	1	1.0	
			GREAT NECK	2	0	
			MANHASSET	1	2.0	
PORT WASHINGTON	1		2.0			
ROSLYN	1		0			
ROSLYN HEIGHTS	1		1.0			
WESTBURY	1		1.0			

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Department of Public Works	Highway Department	Hwy - Tree Branch / Debris Pickup		8	0.9	
		Hwy - Tree Fallen - Emergency	ALBERTSON	1	2.0	
		Hwy - Tree Fallen - Emergency		1	2.0	
		Hwy - Tree Planting	ALBERTSON	6	0	
			GARDEN CITY PARK	2	0	
			GREAT NECK	1	0	
			MANHASSET	3	0	
			MANHASSET HILLS	1	0	
			NEW HYDE PARK	2	0	
			PORT WASHINGTON	9	0	
			ROSLYN	1	0	
			ROSLYN HEIGHTS	5	0	
			UNIVERSITY GARDENS	4	0	
			WILLISTON PARK	1	0	
			Hwy - Tree Planting		35	0
			Hwy - Tree Stump Removal	ALBERTSON	1	0
		CARLE PLACE		5	0	
		GARDEN CITY PARK		1	0	
		GREAT NECK		3	6.0	
		HERRICKS		1	0	
		MANHASSET		8	0	
		NEW CASSEL		2	0	
		NEW HYDE PARK		3	0	
		NORTH NEW HYDE PARK		3	0	
		PORT WASHINGTON		2	0	
		ROSLYN HEIGHTS		2	0	
		SEARINGTOWN		1	0	
		UNIVERSITY GARDENS		3	6.7	
		new hyde park		1	0	
		roslyn heights		1	0	
		Hwy - Tree Stump Removal		37	1.0	
		Hwy - Tree Trimming / Removal Inspection	ALBERTSON	3	0	
GREAT NECK	5		0			
MANHASSET	4		0.5			
NEW HYDE PARK	22		0			
PORT WASHINGTON	5		0			
ROSLYN	4		0			

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Department of Public Works	Highway Department	Hwy - Tree Trimming / Removal Inspection	ROSLYN HEIGHTS	6	1.7			
			WESTBURY	1	6.0			
			WILLISTON PARK	2	0			
		Hwy - Tree Trimming / Removal Inspection			52	0.3		
	Highway Department				382	1.9		
	Street Lighting District	Street Light - Cycles On / Off	Street Light - Cycles On / Off	CARLE PLACE	2	4.0		
				GREAT NECK	3	2.3		
				MANHASSET	8	0.8		
				MANJASSET	1	0		
				NEW CASSEL	1	0		
				NEW HYDE PARK	11	3.7		
				NO NEW HYDE PARK	1	3.0		
				PORT WASHINGTON	1	0		
				PT WASH	3	0		
				PT WASHINGTON	1	0		
				ROSLYN	4	0.8		
				ROSLYN HEIGHTS	1	4.0		
				Street Light - Cycles On / Off			37	1.9
			Street Light - Fixture Problem		ROSLYN HEIGHTS	1	14.0	
			Street Light - Fixture Problem			1	14.0	
			Street Light - Light Out (Single)	Street Light - Light Out (Single)	Street Light - Light Out (Single)	ALBERTSON	7	3.6
						CARLE PLACE	10	13.1
						GARDEN CITY PARK	2	0
						GREAT NECK	19	5.3
						MANHASSET	1	0
						MANHASSET	18	2.2
						NEW CASSEL	3	11.3
						NEW HYDE PARK	34	4.8
						NO NEW HYDE PARK	5	2.4
						PORT WASHINGTON	19	6.6
						PT WASH	3	0
						PT WASHINGTON	1	0
	ROSLYN	7				0.6		
ROSLYN HEIGHTS	9	5.2						
WESTBURY	11	7.3						
WILLISTON PARK	2	7.5						

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Department Description	Group Description	Type Description	City	Count	Response Days		
Department of Public Works	Street Lighting District	Street Light - Light Out (Single)	roslyn	1	0		
				1	0		
		Street Light - Light Out (Single)			153	5.1	
		Street Light - Lights Out (Multiple)	ALBERTSON	1	3.0		
			CARLE PLACE	1	27.0		
			FLORAL PARK	1	13.0		
			GARDEN CITY PARK	3	4.3		
			GREAT NECK	7	2.9		
			MANHASSET	3	1.7		
			NEW CASSEL	3	0		
			NEW HYDE PARK	4	7.5		
			NO NEW HYDE PARK	1	10.0		
			ROSLYN	3	1.0		
			ROSLYN HEIGHTS	4	0		
			WESTBURY	1	0		
			Street Light - Lights Out (Multiple)			32	3.9
			Street Light - Mark Out	ALBERTSON	7	7.1	
		CARLE PLACE		8	5.2		
		GLENWOOD LANDING		1	3.0		
		GREAT NECK		6	5.3		
		HERRICKS		2	1.0		
		MANHASSET		9	5.1		
		NEW CASSEL		1	3.0		
		NEW HYDE PARK		39	4.9		
		NORTH NEW HYDE PARK		1	7.0		
		PORT WASHIKNGTON		1	0		
		PORT WASHINGTON		17	3.8		
		ROSLYN		2	1.5		
		ROSLYN HEIGHTS		25	5.2		
		SEARINGTOWN		1	3.0		
		WESTBURY		1	6.0		
		carle place		1	0		
		great neck		3	2.3		
Street Light - Mark Out				125	4.7		
Street Light - Misc Problems	MANHASSET	1		0			
	NEW HYDE PARK	3	5.3				

Town of North Hempstead Service Requests via 311 - by Department

December 2014

Department Description	Group Description	Type Description	City	Count	Response Days	
Department of Public Works	Street Lighting District	Street Light - Misc Problems	PORT WASHINGTON	1	0	
			ROSLYN HEIGHTS	1	4.0	
		Street Light - Misc Problems			6	3.3
		Street Light - New Light Request	WESTBURY	1	0	
		Street Light - New Light Request			1	0
		Street Light - On During Day	ALBERTSON	8	3.9	
			GREAT NECK	1	0	
			HERRICKS	1	0	
			NEW HYDE PARK	5	3.4	
			NO NEW HYDE PARK	1	2.0	
			ROSLYN	4	3.0	
			ROSLYN HEIGHTS	2	5.0	
			UNIVERSITY GARDENS	1	13.0	
			WESTBURY	1	6.0	
			Street Light - On During Day			24
		Street Light - Pole Problem	GREAT NECK	1	0	
			MANHASSET	1	0	
			NO NEW HYDE PARK	1	0	
			PORT WASHINGTON	1	0	
			ROSLYN	1	0	
			ROSLYN ROAD	1	0	
		Street Light - Pole Problem			6	0
		Street Lighting District				385
Department of Public Works				767	3.1	
Housing Authority	Housing Authority	Housing - Electrical	WESTBURY	6	1.5	
			Housing - Electrical			6
		Housing - High Priority SR	GREAT NECK	1	6.0	
			MANHASSET	1	0	
			WESTBURY	1	0	
		Housing - High Priority SR			3	2.0
		Housing - Misc Carpentry	MANHASSET	1	14.0	
		Housing - Misc Carpentry			1	14.0
		Housing - Misc Exterior	WESTBURY	1	4.0	
		Housing - Misc Exterior			1	4.0
		Housing - Misc SR	GREAT NECK	2	1.0	
			WESTBURY	1	0	
Housing - Misc SR			3	0.7		

Town of North Hempstead Service Requests via 311 - by Department

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Department Description	Group Description	Type Description	City	Count	Response Days
Housing Authority	Housing Authority	Housing - Plumbing	WESTBURY	4	3.0
		Housing - Plumbing		4	3.0
	Housing Authority			18	2.6
Housing Authority				18	2.6
Human Resources and Finance	Human Resources and Finance	HR - Call Back Request		4	0
		HR - Call Back Request		4	0
		HR - Medical and Insurance Benefits		2	0
		HR - Medical and Insurance Benefits		2	0
		HR - Personnel and Employment		4	3.8
	HR - Personnel and Employment		4	3.8	
Human Resources and Finance			10	1.5	
Human Resources and Finance				10	1.5
Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	new hyde park	1	0
			CARLE PLACE	1	0
			GREAT NECK	4	5.5
			LAKE SUCCESS	1	20.0
			MANHASSAT	1	5.0
			PLANDOME MANOR	1	1.0
			PORT WASHINGTON	1	0
			ROSLYN HEIGHTS	3	3.7
			WESTBURY	1	3.0
				1	5.0
		OIC - From Transfer		15	4.5
		OIC - Inter Municipal SR	ALBERTSON	1	6.0
			EAST HILLS	2	0
			GARDEN CITY PARK	2	7.5
			GREAT NECK	12	2.4
			GREAT NECK PLAZA	1	0
			HERRICKS	1	0
			KINGS POINT	1	5.0
			MANHASSET	7	2.0
			MINEOLA	7	2.4
			NEW CASSEL	3	0.3
			NEW HYDE PARK	14	4.0
			PLANDOME	1	1.0
			PORT WASHINGTON	4	1.2
			ROSLYN	3	1.7
			ROSLYN HEIGHTS	1	0
			WILLISTON PARK	4	8.8
garden city	1		2.0		

Town of North Hempstead Service Requests via 311 - by Department

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Department Description	Group Description	Type Description	City	Count	Response Days	
Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	garden city park	1	0	
				4	3.5	
	OIC - Inter Municipal SR			70	2.9	
	Inter Municipal Affairs			85	3.2	
Inter Municipal Affairs				85	3.2	
Parks and Recreation Department	Parks and Recreation Department	Park - Call Back Request		2	0	
		Park - Call Back Request			2	0
		Park - Disabled Youth Recreation Program		1	0	
		Park - Disabled Youth Recreation Program			1	0
		Park - General Complaint		3	3.3	
		Park - General Complaint			3	3.3
		Park - Miscellaneous	NEW CASSEL	1	2.0	
			NEW HYDE PARK	1	3.0	
				1	1.0	
		Park - Miscellaneous			3	2.0
		Park - Park Facilities Maintenance		5	1.6	
		Park - Park Facilities Maintenance			5	1.6
		Park - Park Maintenance Projects		1	0	
		Park - Park Maintenance Projects			1	0
Park - Park Permit Application Request		1	0			
Park - Park Permit Application Request			1	0		
Parks and Recreation Department				16	1.5	
Parks and Recreation Department				16	1.5	
Planning and Building Department	Board of Zoning Appeals	BZA - Questions needing Answers		9	3.9	
		BZA - Questions needing Answers			9	3.9
	Board of Zoning Appeals				9	3.9
	Building Department	Bldg - Application Status	NEW HYDE PARK	1	5.0	
		Bldg - Application Status			1	5.0
		Bldg - Call Back		37	2.2	
		Bldg - Call Back			37	2.2
		Bldg - Certificate Status	GREAT NECK	1	5.0	
			NEW HYDE PARK	1	8.0	
		Bldg - Certificate Status			2	6.5
		Bldg - Construction Complaint	ALBERTSON	1	0	
GARDEN CITY PARK			1	0		
GLENWOOD LANDING	1		0			
GREAT NECK	2		0			
MANHASSET	3		0			
NEW HYDE PARK	5		0			

Town of North Hempstead Service Requests via 311 - by Department

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Department Description	Group Description	Type Description	City	Count	Response Days		
Planning and Building Department	Building Department	Bldg - Construction Complaint	NORTH HILLS	1	0		
			PORT WASHINGTON	5	0		
		Bldg - Construction Complaint			19	0	
		Bldg - Employee Complaint	ALBERTSON	1	0		
			PORT WASHINGTON	2	0.5		
		Bldg - Employee Complaint			3	0.3	
		Bldg - From Transfer	GREAT NECK	1	0		
			PORT WASHINGTON	3	1.3		
			WESTBURY	1	25.0		
		Bldg - From Transfer			5	5.8	
		Bldg - General Question Needs Answers				84	2.1
		Bldg - General Question Needs Answers			84	2.1	
		Bldg - Housing Complaint	GREAT NECK	1	0		
			PORT WASHINGTON	1	0		
			WESTBURY	2	0		
				1	1.0		
		Bldg - Housing Complaint			5	0.2	
		Bldg - Illegal Housing	ALBERTSON	1	0		
			CARLE PLACE	14	0		
			NEW HYDE PARK	4	0		
			WESTBURY	1	0		
		Bldg - Illegal Housing			20	0	
		Bldg - Inspection Request	ALBERTSON	1	0		
			GREAT NECK	1	0		
			MANHASSET	1	1.0		
			NEW HYDE PARK	1	0		
			PORT WASHINGTON	1	2.0		
			ROSLYN HEIGHTS	2	2.0		
		Bldg - Inspection Request			7	1.0	
		Bldg - Permit Question Needs Answers				15	3.5
Bldg - Permit Question Needs Answers			15	3.5			
Bldg - Suspect Work Without a Permit	ALBERTSON	1	0				
	CARLE PLACE	1	0				
	FLORAL PARK	1	0				
	GREAT NECK	1	6.0				
	GREENVALE	2	0				
	MANHASSET	2	0				
	NEW HYDE PARK	5	0				

Town of North Hempstead Service Requests via 311 - by Department

December 2014

Department Description	Group Description	Type Description	City	Count	Response Days		
Planning and Building Department	Building Department	Bldg - Suspect Work Without a Permit	PORT WASHINGTON	2	2.0		
			ROSLYN HEIGHTS	3	0.3		
			WESTBURY	2	0		
	Bldg - Suspect Work Without a Permit			20	0.6		
	Building Department			218	1.7		
	Planning Department	Planning - Call Back Request			3	4.3	
			Planning - Call Back Request			3	4.3
			Planning - Questions needing Answers	FLORAL PARK	1	0	
			Planning - Questions needing Answers			1	0
	Planning Department			4	3.2		
	Planning and Building Department				231	1.8	
Project Independence	Project Independence	PI - Call Back Request	GREAT NECK	4	0.2		
			GREAT NECK PLAZA	1	0		
			MINEOLA	1	1.0		
			NEW HYDE PARK	6	1.7		
			PORT WASHINGTON	1	6.0		
			WILLISTON PARK	3	2.3		
		PI - Call Back Request			16	1.6	
		PI - Cancellation	MANHASSET	1	0		
			MINEOLA	1	0		
		PI - Cancellation			2	0	
		PI - Caregiver Support	PI - Caregiver Support	GREAT NECK	2	0.5	
				MANHASSET	1	1.0	
				MINEOLA	1	3.0	
				PORT WASHINGTON	2	0	
				WILLISTON PARK	1	0	
					1	0	
		PI - Caregiver Support			8	0.6	
		PI - Exercise Program Registration	PI - Exercise Program Registration	ALBERTSON	3	0	
				CARLE PLACE	4	0	
				FLORAL PARK	2	0	
				GARDEN CITY PARK	2	1.0	
GREAT NECK	7			0			
MANHASSET	8			0.9			
MINEOLA	5			0			
NEW CASSEL	1			0			
NEW HYDE PARK	46			0.6			
PORT WASHINGTON	11			0.1			

Town of North Hempstead Service Requests via 311 - by Department

December 2014

Department Description	Group Description	Type Description	City	Count	Response Days	
Project Independence	Project Independence	PI - Exercise Program Registration	ROSLYN	10	0.2	
			WESTBURY	10	0.6	
			WILLISTON PARK	4	0	
		PI - Exercise Program Registration			113	0.4
		PI - Financial Assistance	GREAT NECK	1	1.0	
			NEW HYDE PARK	1	10.0	
			ROSLYN HEIGHTS	1	0	
			WESTBURY	1	1.0	
				1	0	
		PI - Financial Assistance			5	2.4
		PI - Food and Hunger	NEW HYDE PARK	1	0	
			WILLISTON PARK	1	3.0	
		PI - Food and Hunger			2	1.5
		PI - Health Chat/Event Registration	ALBERTSON	1	0	
			CARLE PLACE	2	0	
			GREAT NECK	7	0	
			MANHASSET	2	0	
			MANHASSET HILLS	1	0	
			MINEOLA	17	0	
			NEW HYDE PARK	27	0	
			OLD WESTBURY	1	0	
			PORT WASHINGTON	3	0	
			ROSLYN	3	0	
			ROSLYN HEIGHTS	2	0	
			WESTBURY	10	0	
			WILLISTON PARK	3	0	
			PI - Health Chat/Event Registration			79
		PI - Health and Mental Health	GREAT NECK	21	1.3	
			MANHASSET	9	0.9	
			MINEOLA	2	1.5	
			NEW CASTLE	1	1.0	
			NEW HYDE PARK	5	2.0	
			PORT WASHINGTON	19	0.3	
ROSLYN HEIGHTS	2		0			
WESTBURY	17		0.1			
	2		0.5			
PI - Health and Mental Health			78	0.7		
PI - Household Maintenance	ALBERTSON	2	1.0			
	CARLE PLACE	2	2.0			
	GREAT NECK	3	0.7			

Town of North Hempstead Service Requests via 311 - by Department

December 2014

Department Description	Group Description	Type Description	City	Count	Response Days		
Project Independence	Project Independence	PI - Household Maintenance	MANHASSET	1	3.0		
			MINEOLA	1	3.0		
			NEW HYDE PARK	1	2.0		
			PORT WASHINGTON	4	0.2		
			ROSLYN HEIGHTS	1	1.0		
			WESTBURY	1	1.0		
			WILLISTON PARK	1	1.0		
		PI - Household Maintenance			17	1.2	
		PI - Membership Registration			ALBERTSON	2	0
					CARLE PLACE	3	0
					GREAT NECK	22	0
					MANHASSET	3	0
					MINEOLA	12	0
					NEW CASTLE	1	0
					NEW HYDE PARK	10	0
					OLD WESTBURY	1	0
					PORT WASHINGTON	18	0
					PORTWASHINGTON	1	0
					ROSLYN	3	0
					ROSLYN HEIGHTS	5	0
					WESTBURY	12	0
					WILLISTON PARK	3	0
		PI - Membership Registration			96	0	
		PI - Miscellaneous			25 WILDWOOD GARDENS	1	0
					GARDEN CITY	1	1.0
					GREAT NECK	5	3.0
					GREATE NECK	1	1.0
					MANHASSET	1	2.0
					MINEOLA	3	4.0
					NEW HYDE PARK	4	0.5
					ROSLYN	1	0
					WESTBURY	2	0
					WILLISTON PARK	4	0.5
PI - Miscellaneous			23	1.5			
PI - NORC SR			NEW HYDE PARK	5	0		
			PORT WASHINGTON	1	0		
PI - NORC SR			6	0			

Town of North Hempstead Service Requests via 311 - by Department

December 2014

Department Description	Group Description	Type Description	City	Count	Response Days	
Project Independence	Project Independence	PI - No Heat emergency (Excl Housing Authority)	NEW HYDE PARK	1	0	
		PI - No Heat emergency (Excl Housing Authority)			1	0
		PI - Support Group Registration	ALBERTSON	1	0	
			GREAT NECK	1	3.0	
			PORT WASHINGTON	1	0	
			ROSLYN	3	1.7	
			WESTBURY	1	0	
		PI - Support Group Registration			7	1.1
		PI - Taxi Service	ALBERTSON	41	0	
			CARLE PLACE	12	0	
			EAST HILLS	2	0	
			EAST WILLISTON	1	0	
			FLORAL PARK	7	0	
			FLOWER HILL	5	0	
			GARDEN CITY	1	0	
			GARDEN CITY PARK	2	0	
			GREAT NECK	457	0	
			GREAT NECK PLAZA	8	0	
			LAKE SUCCESS	1	0	
			MANHASSET	112	0	
			MANORHAVEN	2	0	
			MINEOLA	88	0	
			NEW CASTLE	2	0	
			NEW HYDE PARK	207	0	
			NORTH HILLS	7	0	
			NORTH NEW HYDE PARK	1	0	
			OLD WESTBURY	8	0	
			PORT WASHINGTON	303	0.0	
			PORTWASHINGTON	1	0	
			PORTWASHINTON	1	0	
			ROSLY NHEIGHTS	1	0	
		ROSLYN	45	0		
		ROSLYN HEIGHTS	127	0		
SEARINGTOWN	2	0				
THOMASTON	1	0				
WESTBURY	95	0.0				
WILLISTON PARK	37	0.1				
PI - Taxi Service			1,577	0.0		

Town of North Hempstead Service Requests via 311 - by Department

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Department Description	Group Description	Type Description	City	Count	Response Days	
Project Independence	Project Independence	PI - Taxi Service Cancellation	ALBERTSON	3	0	
			FLORAL PARK	1	0	
			GREAT NECK	38	0	
			GREAT NECK PLAZA	1	0	
			MANHASSET	5	0	
			MINEOLA	2	0	
			NEW HYDE PARK	19	0	
			OLD WESTBURY	1	0	
			PORT WASHINGTON	21	0	
			PORT WSAHINGTON	1	0	
			PORTWASHINGTON	1	0	
			ROSLYN	1	0	
			ROSLYN HEIGHTS	4	0	
			RUSSELL GARDENS	1	0	
			THOMASTON	1	0	
			WESTBURY	8	0	
			WILLISTON PARK	3	0	
		PI - Taxi Service Cancellation			111	0
		PI - Taxi Service Complaint	FLORAL PARK	GREAT NECK	5	0.6
				GREAT NECK PLAZA	1	1.0
				MINEOLA	1	0
				NEW HYDE PARK	2	0
				PI - Taxi Service Complaint		
		PI - Transportation/Mobility Mgmt Info	ALBERTSON	GREAT NECK	5	0.2
				GREAT NECK PLAZA	1	0
				MANHASSET	1	0
				NEW HYDE PARK	3	0
PORT WASHINGTON	3			0.3		
ROSLYN HEIGHTS	1			1.0		
WESTBURY	2			1.5		
WILLISTON PARK	1			0		
PI - Transportation/Mobility Mgmt Info				18	0.3	
Project Independence				2,169	0.1	
Project Independence				2,169	0.1	
Receiver of Taxes	Receiver of Taxes	Tax - Call Back Request		2	1.5	
		Tax - Call Back Request			2	1.5
		Tax - Duplicate Bill or Receipt	ALBERTSON	1	0	

Town of North Hempstead Service Requests via 311 - by Department

December 2014

Department Description	Group Description	Type Description	City	Count	Response Days
Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	GREAT NECK	1	0
			NEW HYDE PARK	1	0
			PORT WASHINGTON	1	0
			WESTBURY	2	0
		Tax - Duplicate Bill or Receipt	6	0	
Receiver of Taxes				8	0.4
Receiver of Taxes				8	0.4
Solid Waste Management	Solid Waste Management	SWMA - Call Back		9	2.2
		SWMA - Call Back		9	2.2
		SWMA - Carting Complaints	GREAT NECK	1	0
			GREENVALE	1	2.0
			ROSLYN HEIGHTS	1	1.0
			WESTBURY	1	3.0
		SWMA - Carting Complaints		4	1.5
		SWMA - Container without License / Permit	NEW HYDE PARK	2	6.0
			ROSLYN HEIGHTS	1	2.0
		SWMA - Container without License / Permit		3	4.7
	SWMA - Garbage Not Picked Up	WESTBURY	2	2.5	
	SWMA - Garbage Not Picked Up		2	2.5	
	SWMA - Request for Public Trash Can	NEW HYDE PARK	1	0	
	SWMA - Request for Public Trash Can		1	0	
	Solid Waste Management				19
Sustainability Department	Sustainability Department	SWMA - Compost	ROSLYN HEIGHTS	1	3.0
		SWMA - Compost		1	3.0
		SWMA - Recycling / STOP Call Back		1	2.0
		SWMA - Recycling / STOP Call Back		1	2.0
Sustainability Department				2	2.5
Solid Waste Management				21	2.4
Supervisor's Office	311 Call Center	311 - PSEG Power Outage	NEW HYDE PARK	1	0
			PORT WASHINGTON	2	0
		311 - PSEG Power Outage		3	0
		311 - SR Constituent Follow-up		62	0
		311 - SR Constituent Follow-up		62	0
		311 - Street Repaving Schedule Inquiry	GREAT NECK	1	0
	NEW HYDE PARK		1	0	
	311 - Street Repaving Schedule Inquiry		2	0	
311 Call Center				67	0
Supervisor's Office	Supervisor's Office	SupV - ADA Compliance	MANHASSET	1	0
		SupV - ADA Compliance		1	0
		SupV - Airplane	EAST HILLS	5	0

Town of North Hempstead Service Requests via 311 - by Department

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Department Description	Group Description	Type Description	City	Count	Response Days	
Supervisor's Office	Supervisor's Office	SupV - Airplane	NORTH NEW HYDE PARK	1	0	
			PORT WASHINGTON	4	0	
			ROSLYN	1	0	
			ROSLYN HEIGHTS	2	0	
			WESTBURY	1	0	
		SupV - Airplane			14	0
		SupV - Complaint - Other Employee	GREAT NECK	1	2.0	
			PORT WASHINGTON	2	1.0	
			ROSLYN HEIGHTS	1	1.0	
		SupV - Complaint - Other Employee			4	1.2
		SupV - Helicopter	GREAT NECK	2	0	
			MANHASSET	3	0	
			NEW HYDE PARK	11	0	
			WILLISTON PARK	1	0	
		SupV - Helicopter			17	0
		SupV - Helicopter Nassau		3	0	
		SupV - Helicopter Nassau			3	0
Supervisor's Office				39	0.1	
Supervisor's Office				106	0.0	
Town Clerk	Town Clerk	Town Clerk - Birth Certificate		118	0	
		Town Clerk - Birth Certificate			118	0
		Town Clerk - Contracts & Bids		1	0	
		Town Clerk - Contracts & Bids			1	0
		Town Clerk - Death Certificate		69	0	
		Town Clerk - Death Certificate			69	0
		Town Clerk - Dog License		35	0	
		Town Clerk - Dog License			35	0
		Town Clerk - Domestic Partnership		2	0	
		Town Clerk - Domestic Partnership			2	0
		Town Clerk - Filming Permit		1	0	
		Town Clerk - Filming Permit			1	0
		Town Clerk - Hunting License		6	0	
		Town Clerk - Hunting License			6	0
		Town Clerk - Marriage Certificate		14	0	
		Town Clerk - Marriage Certificate			14	0
		Town Clerk - Marriage License		29	0	
Town Clerk - Marriage License			29	0		

Town of North Hempstead Service Requests via 311 - by Department

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Department Description	Group Description	Type Description	City	Count	Response Days	
Town Clerk	Town Clerk	Town Clerk - Miscellaneous		10	0.3	
		Town Clerk - Miscellaneous			10	0.3
		Town Clerk - Parking Restrictions Removal Request		9	0	
		Town Clerk - Parking Restrictions Removal Request			9	0
		Town Clerk - Peddler License		9	0	
		Town Clerk - Peddler License			9	0
		Town Clerk - Secondhand Dealer License		1	0	
		Town Clerk - Secondhand Dealer License			1	0
		Town Clerk - Solid Waste Management License		9	0	
		Town Clerk - Solid Waste Management License			9	0
		Town Clerk - Storage Bins		1	0	
		Town Clerk - Storage Bins			1	0
		Town Clerk - Taxi and Limousine License		8	0	
		Town Clerk - Taxi and Limousine License			8	0
		Town Clerk - Tow Truck License		1	0	
Town Clerk - Tow Truck License			1	0		
	Town Clerk			323	0.0	
Town Clerk				323	0.0	
Summary				4,193	1.1	