

# Town of North Hempstead Service Requests via 311 - by Department

June 2014

| Department Description                   | Group Description       | Type Description                            | City            | Count      | Response Days |             |
|--|-------------------------|---|-----------------|------------|---------------|-------------|
| Administrative Services                  | Administrative Services | Adm Svc - From Transfer                     | MANHASSET       | 1          | 0             |             |
|  |                         |   | ROSLYN heights  | 1          | 19.0          |             |
|  |                         | <b>Adm Svc - From Transfer</b>              |                 |            | <b>2</b>      | <b>9.5</b>  |
|  |                         | Adm Svc - Green Team                        | MANHASSET       | 1          | 1.0           |             |
|  |                         |   | NEW HYDE PARK   | 1          | 1.0           |             |
|  |                         |   | ROSLYN HEIGHTS  | 1          | 8.0           |             |
|  |                         | <b>Adm Svc - Green Team</b>                 |                 |            | <b>3</b>      | <b>3.3</b>  |
|  |                         | Adm Svc - PW Parking - Broken Meter         | MANHASSET       | 1          | 0             |             |
|  |                         |   | PORT WASHINGTON | 2          | 1.0           |             |
|  |                         |   |                 | 1          | 0             |             |
|  |                         | <b>Adm Svc - PW Parking - Broken Meter</b>  |                 |            | <b>4</b>      | <b>0.5</b>  |
|  |                         | Adm Svc - PW Parking - Lot Condition        | PORT WASHINGTON | 1          | 13.0          |             |
|  |                         | <b>Adm Svc - PW Parking - Lot Condition</b> |                 |            | <b>1</b>      | <b>13.0</b> |
|  |                         | <b>Administrative Services</b>              |                 |            |               | <b>10</b>   |
| <b>Administrative Services</b>           |                         |   |                 | <b>10</b>  | <b>4.4</b>    |             |
| Community Services                       | Community Services      | CommSvc - Bus Pickup Cancel                 | GREAT NECK      | 2          | 0             |             |
|  |                         |   | MINEOLA         | 1          | 0             |             |
|  |                         |   | NEW HYDE PARK   | 2          | 0             |             |
|  |                         |   | PORT WASHINGTON | 1          | 0             |             |
|  |                         |   | WESTBURY        | 2          | 0             |             |
|  |                         |   | WILLISTON PARK  | 1          | 0             |             |
|  |                         | <b>CommSvc - Bus Pickup Cancel</b>          |                 |            | <b>9</b>      | <b>0</b>    |
|  |                         | CommSvc - Bus Pickup Schedule               | MANORHAVEN      | 1          | 0             |             |
|  |                         |   | MINEOLA         | 1          | 0             |             |
|  |                         |   | PORT WASHINGTON | 6          | 0.7           |             |
|  |                         |   | ROSLYN          | 1          | 1.0           |             |
|  |                         |   | WESTBURY        | 1          | 0             |             |
|  |                         | <b>CommSvc - Bus Pickup Schedule</b>        |                 |            | <b>10</b>     | <b>0.5</b>  |
|  |                         | CommSvc - From Transfer                     | MINEOLA         | 1          | 1.0           |             |
|  |                         | <b>CommSvc - From Transfer</b>              |                 |            | <b>1</b>      | <b>1.0</b>  |
|  |                         | CommSvc - Misc SR                           | CARLE PLACE     | 1          | 1.0           |             |
|  |                         |   | GREAT NECK      | 1          | 1.0           |             |
|  |                         |   | MANHASSET       | 1          | 1.0           |             |
|  |                         |   | MINEOLA         | 1          | 1.0           |             |
|  |                         |   | NEW HYDE PARK   | 1          | 1.0           |             |
| <b>CommSvc - Misc SR</b>                 |                         |   | <b>5</b>        | <b>1.0</b> |               |             |
| CommSvc - Seasonal Programs Registration | ALBERTSON               | 1   | 0               |            |               |             |
|  | EAST HILLS              | 1   | 0               |            |               |             |

# Town of North Hempstead Service Requests via 311 - by Department

June 2014

| Department Description          | Group Description  | Type Description                                | City             | Count     | Response Days |
|---------------------------------|--------------------|---|------------------|-----------|---------------|
| Community Services              | Community Services | CommSvc - Seasonal Programs Registration        | GREENVALE        | 2         | 0             |
|                                 |                    |   | MANHASSET        | 1         | 0             |
|                                 |                    |   | MINEOLA          | 2         | 0             |
|                                 |                    |   | NEW HYDE PARK    | 1         | 0             |
|                                 |                    |   | ROSLYN           | 24        | 0             |
|                                 |                    |   | WESTBURY         | 1         | 0             |
|                                 |                    | <b>CommSvc - Seasonal Programs Registration</b> | <b>33</b>        | <b>0</b>  |               |
| <b>Community Services</b>       |                    |   |                  | <b>58</b> | <b>0.2</b>    |
| <b>Community Services</b>       |                    |   |                  | <b>58</b> | <b>0.2</b>    |
| Department of Public Safety     | Animal Shelter     | Animal Sh - Appearance Ticket                   |                  | 1         | 1.0           |
|                                 |                    | <b>Animal Sh - Appearance Ticket</b>            |                  | <b>1</b>  | <b>1.0</b>    |
|                                 |                    | Animal Sh - Barking Dog                         | FLORAL PARK      | 1         | 32.0          |
|                                 |                    |   | PORT WASHINGTON  | 1         | 24.0          |
|                                 |                    | <b>Animal Sh - Barking Dog</b>                  |                  | <b>2</b>  | <b>28.0</b>   |
|                                 |                    | Animal Sh - Call Back                           |                  | 1         | 1.0           |
|                                 |                    | <b>Animal Sh - Call Back</b>                    |                  | <b>1</b>  | <b>1.0</b>    |
|                                 |                    | Animal Sh - Dog Adoption                        |                  | 15        | 0             |
|                                 |                    | <b>Animal Sh - Dog Adoption</b>                 |                  | <b>15</b> | <b>0</b>      |
|                                 |                    | Animal Sh - Dog Defecation                      | PORT WASHINGTON  | 1         | 21.0          |
|                                 |                    |   | garden city park | 1         | 6.0           |
|                                 |                    | <b>Animal Sh - Dog Defecation</b>               |                  | <b>2</b>  | <b>13.5</b>   |
|                                 |                    | Animal Sh - Found Animal                        | FLUSHING         | 1         | 2.0           |
|                                 |                    |   | MINEOLA          | 1         | 3.0           |
|                                 |                    |   | NEW HYDE PARK    | 1         | 0             |
|                                 |                    |   | PORT WASHINGTON  | 3         | 0.7           |
|                                 |                    |   | ROSEDALE         | 1         | 1.0           |
|                                 |                    |   | ROSLYN HEIGHTS   | 1         | 3.0           |
|                                 |                    |   | WESTBURY         | 2         | 0             |
|                                 |                    |   | WILLISTON PARK   | 1         | 1.0           |
| <b>Animal Sh - Found Animal</b> |                    | <b>11</b>                                       | <b>1.1</b>       |           |               |
| Animal Sh - Injured Dog         | SEARINGTOWN        | 1   | 1.0              |           |               |
| <b>Animal Sh - Injured Dog</b>  |                    | <b>1</b>  | <b>1.0</b>       |           |               |
| Animal Sh - Lost Animal         | BAYSIDE            | 1   | 0                |           |               |
|                                 | BLADWIN            | 1   | 1.0              |           |               |
|                                 | BLUE POINT         | 1   | 0                |           |               |
|                                 | ELMONT             | 1   | 0                |           |               |
|                                 | FLORAL PARK        | 1   | 1.0              |           |               |
|                                 | GREAT NECK         | 1   | 0                |           |               |
|                                 | HEMPSTEAD          | 1   | 0                |           |               |

# Town of North Hempstead Service Requests via 311 - by Department

June 2014

| Department Description      | Group Description              | Type Description                              | City                           | Count     | Response Days |            |
|-----------------------------|--------------------------------|---|--------------------------------|-----------|---------------|------------|
| Department of Public Safety | Animal Shelter                 | Animal Sh - Lost Animal                       | HICKSVILLE                     | 1         | 0             |            |
|                             |                                |   | JAMACIA                        | 1         | 1.0           |            |
|                             |                                |   | MANHASSET                      | 1         | 0             |            |
|                             |                                |   | MINEOLA                        | 2         | 0.5           |            |
|                             |                                |   | NEW HYDE PARK                  | 1         | 0             |            |
|                             |                                |   | OLD WESTBURY                   | 1         | 4.0           |            |
|                             |                                |   | OZONE PARK                     | 1         | 1.0           |            |
|                             |                                |   | PORT WASHINGTON                | 3         | 0.3           |            |
|                             |                                |   | SEARINGTOWN                    | 1         | 1.0           |            |
|                             |                                |   | WESTBURY                       | 3         | 0.3           |            |
|                             |                                |   | <b>Animal Sh - Lost Animal</b> |           |               | <b>22</b>  |
|                             |                                | Animal Sh - Menacing or Harrassing Dog        | NEW HYDE PARK                  | 2         | 4.0           |            |
|                             |                                | <b>Animal Sh - Menacing or Harrassing Dog</b> |                                |           | <b>2</b>      | <b>4.0</b> |
|                             |                                | Animal Sh - Misc                              | GREAT NECK                     | 2         | 4.0           |            |
|                             |                                |   | NEW CASSEL                     | 1         | 5.0           |            |
|                             |                                |   | PORT WASHINGTON                | 3         | 8.3           |            |
|                             |                                |   | SEARINGTON                     | 1         | 2.0           |            |
|                             |                                | <b>Animal Sh - Misc</b>                       |                                |           | <b>7</b>      | <b>5.7</b> |
|                             |                                | Animal Sh - Surrender a dog                   | GREAT NECK                     | 1         | 0             |            |
|                             |                                |   | PORT WASHINGTON                | 1         | 0             |            |
|                             |                                |   | UNIONDALE                      | 1         | 0             |            |
|                             |                                |   | WESTBURY                       | 2         | 0             |            |
|                             |                                |   | WILLISTON PARK                 | 1         | 0             |            |
|                             |                                |   |                                | 1         | 0             |            |
|                             |                                | <b>Animal Sh - Surrender a dog</b>            |                                |           | <b>7</b>      | <b>0</b>   |
|                             |                                | Animal Sh - Unleashed - Stray Dog             | CARLE PLACE                    | 2         | 1.5           |            |
|                             |                                |   | GREAT NECK                     | 1         | 0             |            |
|                             |                                |   | MANHASSET                      | 1         | 1.0           |            |
|                             |                                |   | MUNSEY PARK                    | 1         | 3.0           |            |
|                             |                                |   | NEW HYDE PARK                  | 1         | 8.0           |            |
|                             |                                |   | PORT WASHINGTON                | 1         | 1.0           |            |
|                             |                                |   | WESTBURY                       | 2         | 2.5           |            |
|                             |                                | <b>Animal Sh - Unleashed - Stray Dog</b>      |                                |           | <b>9</b>      | <b>2.3</b> |
| <b>Animal Shelter</b>       |                                |   |                                | <b>80</b> | <b>2.2</b>    |            |
| Cat Shelter                 | Cat Shelter - Call Back        |   | 13                             | 2.4       |               |            |
|                             | <b>Cat Shelter - Call Back</b> |   |                                | <b>13</b> | <b>2.4</b>    |            |
|                             | Cat Shelter - Feral Cats       | ALBERTSON                                     | 2                              | 11.5      |               |            |
| GREAT NECK                  |                                | 8   | 7.1                            |           |               |            |

# Town of North Hempstead Service Requests via 311 - by Department

June 2014

| Department Description  | Group Description  | Type Description                           | City   | Count           | Response Days  |            |            |
|---|--------------------|--|--|-----------------|--|------------|------------|
| Department of Public Safety                                     | Cat Shelter        | Cat Shelter - Feral Cats                   | MANHASSET  | 3               | 1.7  |            |            |
|   |                    |  | MANORHAVEN   | 1               | 0  |            |            |
|   |                    |  | MINEOLA  | 1               | 0  |            |            |
|   |                    |  | NEW HYDE PARK  | 3               | 0  |            |            |
|   |                    |  | ROSLYN   | 1               | 22.0   |            |            |
|   |                    |  | ROSLYN HEIGHTS   | 8               | 9.8  |            |            |
|   |                    |  | WESTBURY   | 3               | 0  |            |            |
|   |                    |  | WILLISTON PARK   | 1               | 0  |            |            |
|   |                    |  | <b>Cat Shelter - Feral Cats</b>                          |                 |  | <b>31</b>  | <b>6.0</b> |
|   | <b>Cat Shelter</b> |  |  |                 | <b>44</b>  | <b>4.9</b> |            |
|   | Code Enforcement   | Code - After Hours/Weekend Construction    | ALBERTSON  | NEW HYDE PARK   | 1  | 0          |            |
|   |                    |  |  | PORT WASHINGTON | 1  | 0          |            |
|   |                    |  |  | ROSLYN HEIGHTS  | 3  | 1.3        |            |
|   |                    |  |  | ROSLYN HEIGHTS  | 2  | 2.5        |            |
|   |                    |  | <b>Code - After Hours/Weekend Construction</b>           |                 |  | <b>7</b>   | <b>1.3</b> |
|   |                    |  | Code - Animal (except Dog / Cat / Wild life )            | NEW HYDE PARK   | NEW HYDE PARK  | 1          | 2.0        |
|   |                    |  |  |                 | <b>Code - Animal (except Dog / Cat / Wild life )</b> | <b>1</b>   | <b>2.0</b> |
|   |                    |  | Code - Basketball Stanchion                              | albertson       | albertson  | 1          | 9.0        |
|   |                    |  |  |                 | NO NEW HYDE PARK                                     | 3          | 1.7        |
|   |                    |  |  |                 | <b>Code - Basketball Stanchion</b>                   | <b>4</b>   | <b>3.5</b> |
|   |                    |  | Code - Building Permit                                   | ALBERTSON       | GREAT NECK   | 2          | 0          |
|   |                    |  |  |                 | GREENVALE  | 1          | 12.0       |
|   |                    |  |  |                 | MANHASSET  | 2          | 0.5        |
|   |                    |  |  |                 | MANHASSET  | 1          | 1.0        |
|   |                    |  | <b>Code - Building Permit</b>                            |                 |  | <b>6</b>   | <b>2.3</b> |
|   |                    |  | Code - Call Back Request                                 |                 |  | 48         | 7.4        |
|   |                    |  | <b>Code - Call Back Request</b>                          |                 |  | <b>48</b>  | <b>7.4</b> |
|   |                    |  | Code - Commercial Vehicle stored on Residential Property | ALBERTSON       | ALBERTSON  | 1          | 7.0        |
|   |                    |  |  |                 | MANHASSET  | 1          | 42.0       |
|   |                    |  |  |                 | NEW HYDE PARK  | 2          | 4.0        |
|   |                    |  |  |                 | PORT WASHINGTON                                      | 3          | 1.3        |
| WESTBURY  |                    |  |  |                 | 3  | 0          |            |
| <b>Code - Commercial Vehicle stored on Residential Property</b> |                    |  | <b>10</b>  | <b>6.1</b>      |  |            |            |
| Code - Commerical Garbage Container                             | NEW HYDE PARK      | NEW HYDE PARK                              | 1  | 1.0             |  |            |            |
|   |                    | PORT WASHINGTON                            | 1  | 2.0             |  |            |            |
|   |                    | <b>Code - Commerical Garbage Container</b> | <b>2</b>   | <b>1.5</b>      |  |            |            |
| Code - Court  | ALBERTSON          | ALBERTSON                                  | 5  | 0               |  |            |            |
|   |                    | CARLE PLACE                                | 1  | 0               |  |            |            |

# Town of North Hempstead Service Requests via 311 - by Department

June 2014

| Department Description            | Group Description | Type Description           | City             | Count       | Response Days |             |
|-----------------------------------|-------------------|----------------------------|------------------|-------------|---------------|-------------|
| Department of Public Safety       | Code Enforcement  | Code - Court               | GREAT NECK       | 1           | 0             |             |
|                                   |                   |                            | GREENVALE        | 2           | 0             |             |
|                                   |                   |                            | MANHASSET        | 1           | 0             |             |
|                                   |                   |                            | NEW HYDE PARK    | 8           | 0             |             |
|                                   |                   |                            | PORT WASHINGTON  | 7           | 0.6           |             |
|                                   |                   |                            | ROSLYN HEIGHTS   | 1           | 0             |             |
|                                   |                   |                            | WESTBURY         | 9           | 0             |             |
|                                   |                   |                            | WILLISTON PARK   | 1           | 0             |             |
|                                   |                   | <b>Code - Court</b>        |                  |             | <b>36</b>     | <b>0.1</b>  |
|                                   |                   | Code - Drop Off Bin        | WESTBURY         | 1           | 33.0          |             |
|                                   |                   | <b>Code - Drop Off Bin</b> |                  |             | <b>1</b>      | <b>33.0</b> |
|                                   |                   | Code - Dumpster            | MANHASSET        | 4           | 1.5           |             |
|                                   |                   | <b>Code - Dumpster</b>     |                  |             | <b>4</b>      | <b>1.5</b>  |
|                                   |                   | Code - Fence               | ALBERTSON        | 1           | 4.0           |             |
|                                   |                   |                            | NEW HYDE PARK    | 2           | 11.5          |             |
|                                   |                   |                            | PORT WASHINGTON  | 1           | 0             |             |
|                                   |                   |                            | ROSLYN           | 1           | 0             |             |
|                                   |                   |                            | ROSLYN HEIGHTS   | 1           | 7.0           |             |
|                                   |                   |                            | WESTBURY         | 1           | 0             |             |
|                                   |                   | <b>Code - Fence</b>        |                  |             | <b>7</b>      | <b>4.9</b>  |
|                                   |                   | Code - Garbage             | ALBERTSON        | 1           | 21.0          |             |
|                                   |                   |                            | FLORAL PARK      | 1           | 1.0           |             |
|                                   |                   |                            | GARDEN CITY PARK | 2           | 2.0           |             |
|                                   |                   |                            | NEW HYDE PARK    | 8           | 2.6           |             |
|                                   |                   |                            | PORT WASHINGTON  | 9           | 3.4           |             |
|                                   |                   |                            | ROSLYN HEIGHTS   | 1           | 12.0          |             |
|                                   |                   |                            | WESTBURY         | 5           | 11.2          |             |
|                                   |                   | <b>Code - Garbage</b>      |                  |             | <b>27</b>     | <b>5.4</b>  |
|                                   |                   | Code - Graffiti            | CARLE PLACE      | 1           | 0             |             |
|                                   |                   |                            | GARDEN CITY PARK | 1           | 2.0           |             |
| WESTBURY                          | 1                 |                            | 20.0             |             |               |             |
| <b>Code - Graffiti</b>            |                   |                            | <b>3</b>         | <b>7.3</b>  |               |             |
| Code - Leaves Accumulation        | ROSLYN HEIGHTS    | 1                          | 15.0             |             |               |             |
| <b>Code - Leaves Accumulation</b> |                   |                            | <b>1</b>         | <b>15.0</b> |               |             |
| Code - Litter                     | PORT WASHINGTON   | 1                          | 2.0              |             |               |             |
| <b>Code - Litter</b>              |                   |                            | <b>1</b>         | <b>2.0</b>  |               |             |
| Code - Miscellaneous              | ALBERTSON         | 2                          | 3.0              |             |               |             |

# Town of North Hempstead Service Requests via 311 - by Department

June 2014

| Department Description      | Group Description | Type Description                             | City                        | Count | Response Days |             |
|-----------------------------|-------------------|--|-----------------------------|-------|---------------|-------------|
| Department of Public Safety | Code Enforcement  | Code - Miscellaneous                         | CARLE PLACE                 | 4     | 7.5           |             |
|                             |                   |  | FLORAL PARK                 | 1     | 3.0           |             |
|                             |                   |  | GARDEN CITY PARK            | 1     | 0             |             |
|                             |                   |  | GLENWOOD LANDING            | 1     | 0             |             |
|                             |                   |  | GREAT NECK                  | 6     | 8.2           |             |
|                             |                   |  | GREENVALE                   | 1     | 0             |             |
|                             |                   |  | MANHASSET                   | 1     | 9.0           |             |
|                             |                   |  | NEW HYDE PARK               | 10    | 3.3           |             |
|                             |                   |  | PORT WASHINGTON             | 1     | 0             |             |
|                             |                   |  | ROSLYN                      | 1     | 5.0           |             |
|                             |                   |  | ROSLYN HEIGHTS              | 1     | 0             |             |
|                             |                   |  | WESTBURY                    | 8     | 8.8           |             |
|                             |                   |  | <b>Code - Miscellaneous</b> |       |               | <b>38</b>   |
|                             |                   | Code - No Plates / Inoperable Vehicle        | ALBERTSON                   | 2     | 9.5           |             |
|                             |                   |  | CARLE PLACE                 | 1     | 26.0          |             |
|                             |                   |  | PORT WASHINGTON             | 1     | 0             |             |
|                             |                   |  | WESTBURY                    | 12    | 10.6          |             |
|                             |                   | <b>Code - No Plates / Inoperable Vehicle</b> |                             |       | <b>16</b>     | <b>10.8</b> |
|                             |                   | Code - Noise                                 | ALBERTSON                   | 1     | 0             |             |
|                             |                   |  | CARLE PLACE                 | 1     | 5.0           |             |
|                             |                   |  | MANHASSET                   | 2     | 1.0           |             |
|                             |                   |  | MINEOLA                     | 1     | 1.0           |             |
|                             |                   |  | NEW HYDE PARK               | 4     | 1.8           |             |
|                             |                   |  | PORT WASHINGTON             | 2     | 0.5           |             |
|                             |                   |  | ROSLYN HEIGHTS              | 2     | 0.5           |             |
|                             |                   |  | roslyn heights              | 1     | 0             |             |
|                             |                   | <b>Code - Noise</b>                          |                             |       | <b>14</b>     | <b>1.2</b>  |
|                             |                   | Code - Odor                                  | MANHASSET                   | 1     | 0             |             |
|                             |                   |  | NEW HYDE PARK               | 3     | 2.0           |             |
|                             |                   |  | PORT WASHINGTON             | 2     | 4.5           |             |
|                             |                   | <b>Code - Odor</b>                           |                             |       | <b>6</b>      | <b>2.5</b>  |
|                             |                   | Code - Overgrown Vegetation                  | ALBERTSON                   | 7     | 2.9           |             |
| CARLE PLACE                 | 5                 |  | 8.8                         |       |               |             |
| GREAT NECK                  | 4                 |  | 11.2                        |       |               |             |
| MANHASSET                   | 1                 |  | 3.0                         |       |               |             |
| NEW CASSEL                  | 1                 |  | 0                           |       |               |             |
| NEW HYDE PARK               | 6                 |  | 8.7                         |       |               |             |

# Town of North Hempstead Service Requests via 311 - by Department

June 2014

| Department Description              | Group Description | Type Description                         | City            | Count       | Response Days |             |
|-------------------------------------|-------------------|--|-----------------|-------------|---------------|-------------|
| Department of Public Safety         | Code Enforcement  | Code - Overgrown Vegetation              | PORT WASHINGTON | 2           | 0             |             |
|                                     |                   |  | ROSLYN HEIGHTS  | 10          | 7.4           |             |
|                                     |                   |  | WESTBURY        | 12          | 1.9           |             |
|                                     |                   | <b>Code - Overgrown Vegetation</b>       |                 |             | <b>48</b>     | <b>5.4</b>  |
|                                     |                   | Code - Property Maintenance              | ALBERTSON       | 6           | 11.0          |             |
|                                     |                   |  | CARLE PLACE     | 2           | 15.0          |             |
|                                     |                   |  | GREAT NECK      | 5           | 14.8          |             |
|                                     |                   |  | GREENVALE       | 1           | 19.0          |             |
|                                     |                   |  | NEW HYDE PARK   | 13          | 9.1           |             |
|                                     |                   |  | PORT WASHINGTON | 5           | 3.2           |             |
|                                     |                   |  | ROSLYN          | 2           | 3.5           |             |
|                                     |                   |  | ROSLYN HEIGHTS  | 4           | 13.0          |             |
|                                     |                   |  | WESTBURY        | 10          | 2.3           |             |
|                                     |                   | <b>Code - Property Maintenance</b>       |                 |             | <b>48</b>     | <b>8.4</b>  |
|                                     |                   | Code - Property Violations Search        |                 | 93          | 5.4           |             |
|                                     |                   | <b>Code - Property Violations Search</b> |                 |             | <b>93</b>     | <b>5.4</b>  |
|                                     |                   | Code - Sidewalk Obstruction              | great neck      | 1           | 0             |             |
|                                     |                   |  | NEW HYDE PARK   | 2           | 7.0           |             |
|                                     |                   |  | WESTBURY        | 1           | 0             |             |
|                                     |                   | <b>Code - Sidewalk Obstruction</b>       |                 |             | <b>4</b>      | <b>3.5</b>  |
|                                     |                   | Code - Signs                             | ALBERTSON       | 1           | 22.0          |             |
|                                     |                   |  | MANHASSET       | 1           | 0             |             |
|                                     |                   |  | NEW HYDE PARK   | 1           | 2.0           |             |
|                                     |                   |  | PORT WASHINGTON | 2           | 1.0           |             |
|                                     |                   |  |                 | 1           | 9.0           |             |
|                                     |                   | <b>Code - Signs</b>                      |                 |             | <b>6</b>      | <b>5.8</b>  |
|                                     |                   | Code - Storage and Display               | WESTBURY        | 5           | 3.6           |             |
|                                     |                   | <b>Code - Storage and Display</b>        |                 |             | <b>5</b>      | <b>3.6</b>  |
|                                     |                   | Code - Tree Removal                      | GREAT NECK      | 2           | 11.5          |             |
|                                     |                   | <b>Code - Tree Removal</b>               |                 |             | <b>2</b>      | <b>11.5</b> |
| Code - Unlawful Property Use        | NEW HYDE PARK     | 1  | 27.0            |             |               |             |
|                                     | PORT WASHINGTON   | 1  | 7.0             |             |               |             |
|                                     | WESTBURY          | 3  | 6.0             |             |               |             |
| <b>Code - Unlawful Property Use</b> |                   |  | <b>5</b>        | <b>10.4</b> |               |             |

# Town of North Hempstead Service Requests via 311 - by Department

June 2014

| Department Description             | Group Description                                | Type Description                          | City                                  | Count      | Response Days |            |
|------------------------------------|--|---|---------------------------------------|------------|---------------|------------|
| Department of Public Safety        | Code Enforcement                                 | Code - Water Flow / Accumulation          | ALBERTSON                             | 1          | 0             |            |
|                                    |  |   | MANHASSET                             | 2          | 12.5          |            |
|                                    |  |   | WESTBURY                              | 2          | 0             |            |
|                                    |  | <b>Code - Water Flow / Accumulation</b>   |                                       |            | <b>5</b>      | <b>5.0</b> |
|                                    | <b>Code Enforcement</b>                          |   |                                       | <b>448</b> | <b>5.5</b>    |            |
|                                    | Parking Enforcement                              | Prkg Enfrc - Call Back Request            |                                       |            | 3             | 4.3        |
|                                    |  |   | <b>Prkg Enfrc - Call Back Request</b> |            |               | <b>3</b>   |
|                                    |  | Prkg Enfrc - Commercial Parking           | GREAT NECK                            |            | 1             | 6.0        |
|                                    |  |   | NEW CASSEL                            |            | 1             | 7.0        |
|                                    |  |   | NEW HYDE PARK                         |            | 1             | 7.0        |
|                                    |  |   | NO NEW HYDE PARK                      |            | 1             | 7.0        |
|                                    |  |   | PORT WASHINGTON                       |            | 1             | 13.0       |
|                                    |  | <b>Prkg Enfrc - Commercial Parking</b>    |                                       |            | <b>5</b>      | <b>8.0</b> |
|                                    |  | Prkg Enfrc - Parking Violations Complaint | ALBERTSON                             |            | 2             | 4.0        |
|                                    |  |   | CARLE PLACE                           |            | 1             | 4.0        |
|                                    |  |   | GARDEN CITY PARK                      |            | 2             | 5.5        |
|                                    |  |   | GREAT NECK                            |            | 2             | 2.5        |
|                                    |  |   | HERRICKS                              |            | 1             | 13.0       |
|                                    |  |   | MANHASSET                             |            | 1             | 11.0       |
|                                    |  |   | NEW HYDE PARK                         |            | 4             | 6.2        |
|                                    |  |   | PORT WASHINGTON                       |            | 1             | 16.0       |
|                                    |  |   | greenvale                             |            | 1             | 3.0        |
|                                    |  |   |                                       | 1          | 12.0          |            |
|                                    | <b>Prkg Enfrc - Parking Violations Complaint</b> |   |                                       | <b>16</b>  | <b>6.8</b>    |            |
| <b>Parking Enforcement</b>         |  |   | <b>24</b>                             | <b>6.7</b> |               |            |
| <b>Department of Public Safety</b> |  |   |                                       | <b>596</b> | <b>5.1</b>    |            |
| Department of Public Works         | Highway Department                               | Hwy - Abandoned Vehicle                   | MANHASSET                             | 9          | 0.3           |            |
|                                    |  |   | NEW CASSEL                            | 1          | 0             |            |
|                                    |  |   | NEW HYDE PARK                         | 1          | 1.0           |            |
|                                    |  |   | NO NEW HYDE PARK                      | 1          | 0             |            |
|                                    | <b>Hwy - Abandoned Vehicle</b>                   |   |                                       | <b>12</b>  | <b>0.3</b>    |            |
|                                    | Hwy - Basketball Stanchion                       | NO NEW HYDE PARK                          | 2                                     | 19.0       |               |            |
|                                    | <b>Hwy - Basketball Stanchion</b>                |   |                                       | <b>2</b>   | <b>19.0</b>   |            |
|                                    | Hwy - Call Back Request                          |   | 21                                    | 4.6        |               |            |
|                                    | <b>Hwy - Call Back Request</b>                   |   |                                       | <b>21</b>  | <b>4.6</b>    |            |
|                                    | Hwy - Catch Basin                                | ALBERTSON                                 | 1                                     | 0          |               |            |
| GARDEN CITY                        |  | 1   | 0                                     |            |               |            |

# Town of North Hempstead Service Requests via 311 - by Department

June 2014

| Department Description     | Group Description  | Type Description                | City                     | Count | Response Days |            |
|----------------------------|--------------------|---------------------------------|--------------------------|-------|---------------|------------|
| Department of Public Works | Highway Department | Hwy - Catch Basin               | PARK                     |       |               |            |
|                            |                    |                                 | GLENWOOD LANDING         | 1     | 7.0           |            |
|                            |                    |                                 | GREAT NECK               | 1     | 6.0           |            |
|                            |                    |                                 | NEW HYDE PARK            | 8     | 3.9           |            |
|                            |                    |                                 | PORT WASHINGTON          | 3     | 1.0           |            |
|                            |                    |                                 | ROSLYN                   | 1     | 0             |            |
|                            |                    |                                 | ROSLYN HEIGHTS           | 1     | 0             |            |
|                            |                    |                                 | WESTBURY                 | 2     | 5.5           |            |
|                            |                    | <b>Hwy - Catch Basin</b>        |                          |       | <b>19</b>     | <b>3.1</b> |
|                            |                    | Hwy - Curb Repair               | ALBERTSON                | 3     | 5.0           |            |
|                            |                    |                                 | CARLE PLACE              | 2     | 7.5           |            |
|                            |                    |                                 | FLORAL PARK              | 1     | 0             |            |
|                            |                    |                                 | GARDEN CITY PARK         | 2     | 2.0           |            |
|                            |                    |                                 | GREAT NECK               | 4     | 5.2           |            |
|                            |                    |                                 | GREENVALE                | 1     | 4.0           |            |
|                            |                    |                                 | MANHASSET                | 4     | 8.8           |            |
|                            |                    |                                 | NEW HYDE PARK            | 7     | 0             |            |
|                            |                    |                                 | NO NEW HYDE PARK         | 1     | 0             |            |
|                            |                    |                                 | PORT WASHINGTON          | 5     | 11.6          |            |
|                            |                    |                                 | ROSLYN                   | 2     | 0             |            |
|                            |                    |                                 | ROSLYN HEIGHTS           | 1     | 15.0          |            |
|                            |                    |                                 | <b>Hwy - Curb Repair</b> |       |               | <b>33</b>  |
|                            |                    | Hwy - Dead Animal Pickup        | ALBERTSON                | 2     | 0.5           |            |
|                            |                    |                                 | GREAT NECK               | 1     | 4.0           |            |
|                            |                    |                                 | MANHASSET                | 1     | 39.0          |            |
|                            |                    |                                 | PORT WASHINGTON          | 2     | 1.5           |            |
|                            |                    |                                 | ROSLYN HEIGHTS           | 4     | 2.5           |            |
|                            |                    | <b>Hwy - Dead Animal Pickup</b> |                          |       | <b>10</b>     | <b>5.7</b> |
|                            |                    | Hwy - From Transfer             | GREAT NECK               | 1     | 9.0           |            |
|                            |                    |                                 | HERRICKS                 | 1     | 0             |            |
|                            |                    |                                 | NEW CASSEL               | 1     | 1.0           |            |
|                            |                    |                                 | ROSLYN                   | 1     | 0             |            |
|                            |                    | <b>Hwy - From Transfer</b>      |                          |       | <b>4</b>      | <b>2.5</b> |
| Hwy - Grass Cut / Mow      | CARLE PLACE        | 1                               | 5.0                      |       |               |            |
|                            | GREAT NECK         | 1                               | 3.0                      |       |               |            |
|                            | MANHASSET          | 4                               | 4.8                      |       |               |            |
|                            | MANHASSET HILLS    | 1                               | 3.0                      |       |               |            |

# Town of North Hempstead Service Requests via 311 - by Department

June 2014

| Department Description     | Group Description  | Type Description  | City            | Count            | Response Days |            |      |
|----------------------------|--------------------|---|-----------------|------------------|---------------|------------|------|
| Department of Public Works | Highway Department | Hwy - Grass Cut / Mow                                   | NEW CASSEL      | 1                | 1.0           |            |      |
|                            |                    |   | NEW HYDE PARK   | 2                | 4.5           |            |      |
|                            |                    |   | PORT WASHINGTON | 40               | 0.1           |            |      |
|                            |                    |   | Port washington | 1                | 0             |            |      |
|                            |                    |   | ROSLYN HEIGHTS  | 1                | 3.0           |            |      |
|                            |                    |   | SEARINGTOWN     | 3                | 0.3           |            |      |
|                            |                    |   | WESTBURY        | 2                | 5.5           |            |      |
|                            |                    |   | port washington | 23               | 0             |            |      |
|                            |                    | <b>Hwy - Grass Cut / Mow</b>                            |                 |                  | <b>80</b>     | <b>0.8</b> |      |
|                            |                    | Hwy - Informational                                     |                 |                  |               | 2          | 0    |
|                            |                    | <b>Hwy - Informational</b>                              |                 |                  | <b>2</b>      | <b>0</b>   |      |
|                            |                    | Hwy - Manhole Repair                                    |                 | WESTBURY         |               | 1          | 1.0  |
|                            |                    | <b>Hwy - Manhole Repair</b>                             |                 |                  | <b>1</b>      | <b>1.0</b> |      |
|                            |                    | Hwy - Miscellaneous                                     |                 | ALBERTSON        |               | 3          | 0.7  |
|                            |                    |   |                 | CARLE PLACE      |               | 1          | 10.0 |
|                            |                    |   |                 | FLORAL PARK      |               | 1          | 4.0  |
|                            |                    |   |                 | FLORAL PARK CEN  |               | 2          | 2.0  |
|                            |                    |   |                 | GARDEN CITY PARK |               | 1          | 12.0 |
|                            |                    |   |                 | GREAT NECK       |               | 2          | 3.5  |
|                            |                    |   |                 | MANHASSET        |               | 6          | 1.7  |
|                            |                    |   |                 | MANHASSET HILLS  |               | 1          | 0    |
|                            |                    |   |                 | NEW CASSEL       |               | 1          | 0    |
|                            |                    |   |                 | NEW HYDE PARK    |               | 10         | 1.1  |
|                            |                    |   |                 | PORT WASHINGTON  |               | 5          | 6.4  |
|                            |                    |   |                 | PORTWASHINGTON   |               | 1          | 4.0  |
|                            |                    |   |                 | ROSLYN           |               | 1          | 1.0  |
|                            |                    |   |                 | ROSLYN HEIGHTS   |               | 4          | 1.2  |
|                            |                    |   |                 | WESTBURY         |               | 2          | 2.5  |
|                            |                    |   |                 |                  |               | 1          | 1.0  |
|                            |                    | <b>Hwy - Miscellaneous</b>                              |                 |                  | <b>42</b>     | <b>2.6</b> |      |
|                            |                    | Hwy - Permits / Road Opening Application Request        |                 |                  |               | 6          | 1.0  |
|                            |                    | <b>Hwy - Permits / Road Opening Application Request</b> |                 |                  | <b>6</b>      | <b>1.0</b> |      |
|                            |                    | Hwy - Pothole   |                 | ALBERTSON        |               | 1          | 7.0  |
|                            |                    | CARLE PLACE   |                 | 1                | 3.0           |            |      |
|                            |                    | GARDEN CITY PARK  |                 | 3                | 3.3           |            |      |
|                            |                    | GLENWOOD LANDING  |                 | 1                | 2.0           |            |      |
|                            |                    | GREAT NECK  |                 | 5                | 5.6           |            |      |

# Town of North Hempstead Service Requests via 311 - by Department

June 2014

| Department Description                  | Group Description  | Type Description                            | City             | Count      | Response Days |            |
|---|--------------------|---|------------------|------------|---------------|------------|
| Department of Public Works              | Highway Department | Hwy - Pothole                               | HERRICKS         | 1          | 7.0           |            |
|   |                    |   | MANHASSET        | 3          | 3.3           |            |
|   |                    |   | NEW CASSEL       | 3          | 3.3           |            |
|   |                    |   | NEW HYDE PARK    | 10         | 5.0           |            |
|   |                    |   | NO NEW HYDE PARK | 1          | 0             |            |
|   |                    |   | PORT WASHINGTON  | 7          | 6.6           |            |
|   |                    |   | ROSLYN           | 2          | 3.0           |            |
|   |                    |   | ROSLYN HEIGHTS   | 10         | 4.1           |            |
|   |                    |   | SEARINGTOWN      | 1          | 5.0           |            |
|   |                    |   | WESTBURY         | 7          | 3.7           |            |
|   |                    |   | WILLISTON PARK   | 1          | 2.0           |            |
|   |                    |   | manhasset        | 1          | 3.0           |            |
|   |                    |   | port washington  | 2          | 3.5           |            |
|   |                    |   |                  | 1          | 2.0           |            |
|   |                    | <b>Hwy - Pothole</b>                        |                  |            | <b>61</b>     | <b>4.3</b> |
|   |                    | Hwy - Pothole Filled Without Request        | GREAT NECK       | 12         | 0             |            |
|   |                    |   | MANHASSET        | 8          | 0             |            |
|   |                    |   | PORT WASHINGTON  | 18         | 0             |            |
|   |                    |   | ROSLYN HEIGHTS   | 1          | 0             |            |
|   |                    |   | great neck       | 2          | 0             |            |
|   |                    |   | manhasset        | 2          | 0             |            |
|   |                    |   | port washington  | 2          | 0             |            |
|   |                    | <b>Hwy - Pothole Filled Without Request</b> |                  |            | <b>45</b>     | <b>0</b>   |
|   |                    | Hwy - Shopping Cart                         | MANHASSET        | 1          | 0             |            |
|   |                    | <b>Hwy - Shopping Cart</b>                  |                  |            | <b>1</b>      | <b>0</b>   |
|   |                    | Hwy - Sprinkler Damage                      | ALBERTSON        | 1          | 1.0           |            |
|   |                    |   | NEW HYDE PARK    | 1          | 8.0           |            |
|   |                    |   | WESTBURY         | 1          | 3.0           |            |
|   |                    | <b>Hwy - Sprinkler Damage</b>               |                  |            | <b>3</b>      | <b>4.0</b> |
|   |                    | Hwy - Street Drainage / Flooding            | GREAT NECK       | 1          | 0             |            |
|   |                    |   | NEW HYDE PARK    | 5          | 1.0           |            |
|   |                    |   | PORT WASHINGTON  | 1          | 2.0           |            |
| ROSLYN HEIGHTS                          | 1                  |   | 1.0              |            |               |            |
| WESTBURY                                | 1                  |   | 0                |            |               |            |
| <b>Hwy - Street Drainage / Flooding</b> |                    |   | <b>9</b>         | <b>0.9</b> |               |            |
| Hwy - Street Painting                   | CARLE PLACE        | 1   | 1.0              |            |               |            |
|   | FLORAL PARK CENTER | 1   | 0                |            |               |            |
|   | GREAT NECK         | 1   | 0                |            |               |            |

# Town of North Hempstead Service Requests via 311 - by Department

June 2014

| Department Description     | Group Description  | Type Description                     | City                                   | Count | Response Days |            |
|----------------------------|--------------------|--------------------------------------|--|-------|---------------|------------|
| Department of Public Works | Highway Department | Hwy - Street Painting                | MANHASSET                              | 1     | 0             |            |
|                            |                    |                                      | MANHASSET                              | 7     | 0             |            |
|                            |                    |                                      | NEW CASSEL                             | 1     | 0             |            |
|                            |                    |                                      | PORT WASHINGTON                        | 2     | 0.5           |            |
|                            |                    |                                      | manhasset                              | 2     | 0             |            |
|                            |                    | <b>Hwy - Street Painting</b>         |  |       | <b>16</b>     | <b>0.1</b> |
|                            |                    | Hwy - Street Repaving Project        | NEW HYDE PARK                          | 1     | 9.0           |            |
|                            |                    | <b>Hwy - Street Repaving Project</b> |  |       | <b>1</b>      | <b>9.0</b> |
|                            |                    | Hwy - Street Sign - New Request      | ALBERTSON                              | 2     | 0             |            |
|                            |                    |                                      | FLORAL PARK                            | 1     | 0             |            |
|                            |                    |                                      | NEW CASSEL                             | 1     | 0             |            |
|                            |                    |                                      | NEW HYDE PARK                          | 3     | 13.0          |            |
|                            |                    |                                      | NO NEW HYDE PARK                       | 1     | 0             |            |
|                            |                    |                                      | PORT WASHINGTON                        | 2     | 2.0           |            |
|                            |                    |                                      | ROSLYN HEIGHTS                         | 4     | 0             |            |
|                            |                    |                                      | WESTBURY                               | 1     | 0             |            |
|                            |                    |                                      | port washington                        | 1     | 0             |            |
|                            |                    |                                      | <b>Hwy - Street Sign - New Request</b> |       |               | <b>16</b>  |
|                            |                    | Hwy - Street Sign - Remove           | PORT WASHINGTON                        | 1     | 0             |            |
|                            |                    | <b>Hwy - Street Sign - Remove</b>    |  |       | <b>1</b>      | <b>0</b>   |
|                            |                    | Hwy - Street Sign - Repair / Replace | PORT WASHINGTON                        | 1     | 0             |            |
|                            |                    |                                      | ALBERTSON                              | 6     | 1.0           |            |
|                            |                    |                                      | CARLE PLACE                            | 6     | 0             |            |
|                            |                    |                                      | GARDEN CITY PARK                       | 4     | 0.5           |            |
|                            |                    |                                      | GREAT NECK                             | 10    | 2.4           |            |
|                            |                    |                                      | GREENVALE                              | 1     | 0             |            |
|                            |                    |                                      | HERRICKS                               | 8     | 0             |            |
|                            |                    |                                      | MANHASSET                              | 3     | 10.7          |            |
|                            |                    |                                      | MANHASSET HILLS                        | 4     | 0             |            |
|                            |                    |                                      | NEW CASSEL                             | 10    | 3.8           |            |
|                            |                    |                                      | NEW HYDE PARK                          | 10    | 1.1           |            |
|                            |                    |                                      | NO NEW HYDE PARK                       | 2     | 2.0           |            |
|                            |                    |                                      | PORT WASHINGTON                        | 18    | 2.6           |            |
| Port Washington            | 1                  |                                      | 0                                      |       |               |            |
| ROSLYN                     | 5                  |                                      | 0                                      |       |               |            |
| ROSLYN HEIGHTS             | 1                  | 0                                    |  |       |               |            |

# Town of North Hempstead Service Requests via 311 - by Department

June 2014

| Department Description     | Group Description  | Type Description                            | City                                    | Count | Response Days |            |
|----------------------------|--------------------|---|---|-------|---------------|------------|
| Department of Public Works | Highway Department | Hwy - Street Sign - Repair / Replace        | SEARINGTOWN                             | 2     | 0             |            |
|                            |                    |   | W WILLISTON                             | 1     | 0             |            |
|                            |                    |   | WESTBURY                                | 5     | 2.2           |            |
|                            |                    |   | WILLISTON PARK                          | 1     | 14.0          |            |
|                            |                    |   | albertson                               | 1     | 0             |            |
|                            |                    |   | albertson                               | 1     | 0             |            |
|                            |                    |   | carle place                             | 1     | 0             |            |
|                            |                    |   | great neck                              | 2     | 0             |            |
|                            |                    |   | manhasset                               | 3     | 0             |            |
|                            |                    |   | port washington                         | 2     | 0             |            |
|                            |                    |   | roslyn heights                          | 1     | 0             |            |
|                            |                    | <b>Hwy - Street Sign - Repair / Replace</b> |   |       | <b>110</b>    | <b>1.7</b> |
|                            |                    | Hwy - Street Sweeping / Cleaning            | CARLE PLACE                             | 1     | 5.0           |            |
|                            |                    |   | GREAT NECK                              | 1     | 5.0           |            |
|                            |                    |   | NEW CASSEL                              | 1     | 1.0           |            |
|                            |                    |   | NEW HYDE PARK                           | 5     | 3.4           |            |
|                            |                    |   | PORT WASHINGTON                         | 1     | 0             |            |
|                            |                    |   | ROSLYN HEIGHTS                          | 1     | 3.0           |            |
|                            |                    |   | WESTBURY                                | 1     | 3.0           |            |
|                            |                    |   | <b>Hwy - Street Sweeping / Cleaning</b> |       |               | <b>11</b>  |
|                            |                    | Hwy - Tree Branch / Debris Pickup           | GARDEN CITY PARK                        | 1     | 0             |            |
|                            |                    |   | GREAT NECK                              | 4     | 2.5           |            |
|                            |                    |   | MANHASSET                               | 2     | 14.0          |            |
|                            |                    |   | NEW HYDE PARK                           | 6     | 3.2           |            |
|                            |                    |   | PORT WASHINGTON                         | 4     | 2.0           |            |
|                            |                    | <b>Hwy - Tree Branch / Debris Pickup</b>    |   |       | <b>17</b>     | <b>3.8</b> |
|                            |                    | Hwy - Tree Planting                         | ALBERTSON                               | 1     | 0             |            |
|                            |                    |   | CARLE PLACE                             | 1     | 0             |            |
|                            |                    |   | GARDEN CITY PARK                        | 1     | 0             |            |
|                            |                    |   | GREAT NECK                              | 3     | 1.3           |            |
|                            |                    |   | MANHASSET                               | 1     | 0             |            |
|                            |                    |   | NEW HYDE PARK                           | 10    | 0             |            |
|                            |                    |   | NORTH NEW HYDE PARK                     | 1     | 0             |            |
|                            |                    |   | OLD WESTBURY                            | 1     | 0             |            |
| PORT WASHINGTON            | 23                 |   | 0                                       |       |               |            |
| ROSLYN                     | 1                  |   | 0                                       |       |               |            |

# Town of North Hempstead Service Requests via 311 - by Department

June 2014

| Department Description         | Group Description                               | Type Description                         | City                              | Count      | Response Days |            |
|--------------------------------|---|--|-----------------------------------|------------|---------------|------------|
| Department of Public Works     | Highway Department                              | Hwy - Tree Planting                      | ROSLYN HEIGHTS                    | 4          | 0             |            |
|                                |   |  | WESTBURY                          | 1          | 7.0           |            |
|                                |   | <b>Hwy - Tree Planting</b>               |                                   |            | <b>48</b>     | <b>0.2</b> |
|                                |   | Hwy - Tree Removal Objection             | GREAT NECK                        | 1          | 0             |            |
|                                |   | <b>Hwy - Tree Removal Objection</b>      |                                   |            | <b>1</b>      | <b>0</b>   |
|                                |   | Hwy - Tree Stump Removal                 | ALBERTSON                         | 2          | 0             |            |
|                                |   |  | CARLE PLACE                       | 1          | 0             |            |
|                                |   |  | GREENVALE                         | 1          | 0             |            |
|                                |   |  | MANHASSET                         | 3          | 0             |            |
|                                |   |  | NEW HYDE PARK                     | 10         | 0             |            |
|                                |   |  | NORTH NEW HYDE PARK               | 6          | 0             |            |
|                                |   |  | PORT WASHINGTON                   | 5          | 0             |            |
|                                |   |  | ROSLYN HEIGHTS                    | 2          | 0             |            |
|                                |   |  | UNIVERSITY GARDENS                | 1          | 0             |            |
|                                |   |  | WESTBURY                          | 2          | 0             |            |
|                                |   | <b>Hwy - Tree Stump Removal</b>          |                                   |            | <b>33</b>     | <b>0</b>   |
|                                |   | Hwy - Tree Trimming / Removal Inspection | ALBERTSON                         | 9          | 0             |            |
|                                |   |  | CARLE PLACE                       | 3          | 0             |            |
|                                |   |  | FLORAL PARK                       | 2          | 0.5           |            |
|                                |   |  | GARDEN CITY PARK                  | 1          | 0             |            |
|                                |   |  | GREAT NECK                        | 10         | 0.8           |            |
|                                |   |  | MANHASSET                         | 9          | 0.3           |            |
|                                |   |  | NEW HYDE PARK                     | 63         | 0.2           |            |
|                                | PORT WASHINGTON                                 |  | 17                                | 6.1        |               |            |
|                                | ROSLYN  |  | 4                                 | 0          |               |            |
|                                | ROSLYN HEIGHTS                                  |  | 6                                 | 0          |               |            |
|                                | SEARINGTOWN                                     |  | 1                                 | 0          |               |            |
|                                | WESTBURY  |  | 7                                 | 0.9        |               |            |
|                                | manhasset                                       |  | 2                                 | 2.0        |               |            |
|                                | <b>Hwy - Tree Trimming / Removal Inspection</b> |  |                                   | <b>134</b> | <b>1.0</b>    |            |
|                                | <b>Highway Department</b>                       |  |                                   |            | <b>739</b>    | <b>1.9</b> |
|                                | Street Lighting District                        | Street Light - Cable Break               | MANHASSET                         | 2          | 0             |            |
|                                |   |  | <b>Street Light - Cable Break</b> |            |               | <b>2</b>   |
| Street Light - Cycles On / Off |   | ALBERTSON                                | 3                                 | 4.3        |               |            |
|                                |   | CARLE PLACE                              | 3                                 | 0          |               |            |
|                                |   | MANHASSET                                | 5                                 | 4.6        |               |            |
|                                |   | NEW HYDE PARK                            | 8                                 | 4.9        |               |            |
| ROSLYN                         | 2   | 0  |                                   |            |               |            |

# Town of North Hempstead Service Requests via 311 - by Department

June 2014

| Department Description                      | Group Description        | Type Description                      | City                                     | Count     | Response Days |           |            |
|---|--------------------------|---------------------------------------|--|-----------|---------------|-----------|------------|
| Department of Public Works                  | Street Lighting District | Street Light - Cycles On / Off        | WESTBURY                                 | 1         | 6.0           |           |            |
|   |                          |                                       | WILLISTON PARK                           | 1         | 7.0           |           |            |
|   |                          |                                       | albertson                                | 2         | 0             |           |            |
|   |                          | <b>Street Light - Cycles On / Off</b> |  |           |               | <b>25</b> | <b>3.5</b> |
|   |                          | Street Light - Fixture Problem        | GREAT NECK                               | 1         | 4.0           |           |            |
|   |                          |                                       | LAKE SUCCESS                             | 1         | 4.0           |           |            |
|   |                          |                                       | NEW HYDE PARK                            | 2         | 5.5           |           |            |
|   |                          | <b>Street Light - Fixture Problem</b> |  |           |               | <b>4</b>  | <b>4.8</b> |
|   |                          | Street Light - Light Out (Single)     | ALBERTSON                                | 10        | 7.3           |           |            |
|   |                          |                                       | CARLE PLACE                              | 4         | 9.0           |           |            |
|   |                          |                                       | GARDEN CITY PARK                         | 1         | 3.0           |           |            |
|   |                          |                                       | GREAT NECK                               | 4         | 10.5          |           |            |
|   |                          |                                       | MANHASSET                                | 5         | 5.8           |           |            |
|   |                          |                                       | NEW CASSEL                               | 1         | 8.0           |           |            |
|   |                          |                                       | NEW HYDE PARK                            | 26        | 7.7           |           |            |
|   |                          |                                       | NO NEW HYDE PARK                         | 3         | 11.0          |           |            |
|   |                          |                                       | PORT WASHINGTON                          | 6         | 9.0           |           |            |
|   |                          |                                       | PORT WASHINGTON                          | 1         | 3.0           |           |            |
|   |                          |                                       | ROSLYN                                   | 4         | 1.0           |           |            |
|   |                          |                                       | ROSLYN HEIGHTS                           | 4         | 3.5           |           |            |
|   |                          |                                       | SEARINGTOWN                              | 1         | 6.0           |           |            |
|   |                          |                                       | WESTBURY                                 | 8         | 7.8           |           |            |
|   |                          |                                       | WILLISTON PARK                           | 1         | 2.0           |           |            |
|   |                          |                                       | <b>Street Light - Light Out (Single)</b> |           |               |           | <b>79</b>  |
|   |                          | Street Light - Lights Out (Multiple)  | ALBERTSON                                | 2         | 7.5           |           |            |
|   |                          |                                       | GREAT NECK                               | 1         | 18.0          |           |            |
|   |                          |                                       | HERRICKS                                 | 1         | 9.0           |           |            |
|   |                          |                                       | MANHASSET                                | 1         | 32.0          |           |            |
|   |                          |                                       | MANHASSET HILLS                          | 1         | 8.0           |           |            |
|   |                          |                                       | NEW HYDE PARK                            | 8         | 5.8           |           |            |
|   |                          |                                       | PORT WASHINGTON                          | 1         | 8.0           |           |            |
| ROSLYN                                      | 2                        |                                       | 5.5                                      |           |               |           |            |
| ROSLYN HEIGHTS                              | 1                        |                                       | 8.0                                      |           |               |           |            |
| SEARINGTOWN                                 | 2                        |                                       | 3.0                                      |           |               |           |            |
|   |                          | 1                                     | 13.0                                     |           |               |           |            |
| <b>Street Light - Lights Out (Multiple)</b> |                          |                                       |  | <b>21</b> | <b>8.3</b>    |           |            |
| Street Light - Mark Out                     | manhasset                | 1                                     | 6.0                                      |           |               |           |            |
|   | ALBERTSON                | 5                                     | 6.4                                      |           |               |           |            |

# Town of North Hempstead Service Requests via 311 - by Department

June 2014

| Department Description              | Group Description        | Type Description               | City                | Count      | Response Days |            |
|-------------------------------------|--------------------------|--------------------------------|---------------------|------------|---------------|------------|
| Department of Public Works          | Street Lighting District | Street Light - Mark Out        | CARLE PLACE         | 5          | 5.0           |            |
|                                     |                          |                                | GARDEN CITY PARK    | 2          | 5.5           |            |
|                                     |                          |                                | GREAT NECK          | 14         | 5.3           |            |
|                                     |                          |                                | MANHASSET           | 22         | 4.1           |            |
|                                     |                          |                                | MANHASSET HILLS     | 2          | 2.0           |            |
|                                     |                          |                                | N NEW HYDE PARK     | 1          | 10.0          |            |
|                                     |                          |                                | NEW HYDE PARK       | 31         | 5.8           |            |
|                                     |                          |                                | NORTH HEMPSTEAD NY  | 1          | 15.0          |            |
|                                     |                          |                                | NORTH NEW HYDE PARK | 1          | 3.0           |            |
|                                     |                          |                                | PORT WASHINGTON     | 24         | 4.9           |            |
|                                     |                          |                                | PT WASHINGTON       | 5          | 3.2           |            |
|                                     |                          |                                | ROSLYN              | 5          | 3.4           |            |
|                                     |                          |                                | ROSLYN HEIGHTS      | 10         | 4.1           |            |
|                                     |                          |                                | UNIVERSITY GARDENS  | 2          | 6.0           |            |
|                                     |                          |                                | WILLISTON PARK      | 1          | 3.0           |            |
|                                     |                          |                                | manhasset           | 4          | 5.5           |            |
|                                     |                          | <b>Street Light - Mark Out</b> |                     |            | <b>136</b>    | <b>5.0</b> |
|                                     |                          | Street Light - Misc Problems   | greenvale           | 1          | 0             |            |
|                                     |                          |                                | port washington     | 1          | 0             |            |
|                                     |                          |                                | ALBERTSON           | 3          | 0             |            |
|                                     |                          |                                | CARLE PLACE         | 4          | 0             |            |
|                                     |                          |                                | GREAT NECK          | 1          | 6.0           |            |
|                                     |                          |                                | HARBOR HILLS        | 1          | 1.0           |            |
|                                     |                          |                                | MANHASSET           | 3          | 13.7          |            |
|                                     |                          |                                | NEW HYDE PARK       | 3          | 7.0           |            |
|                                     |                          |                                | PORT WASHINGTON     | 3          | 0.7           |            |
|                                     |                          |                                | albertson           | 1          | 0             |            |
|                                     |                          |                                | greenvale           | 1          | 0             |            |
| <b>Street Light - Misc Problems</b> |                          |                                | <b>22</b>           | <b>3.2</b> |               |            |
| Street Light - On During Day        | ALBERTSON                | 4                              | 7.2                 |            |               |            |
|                                     | CARLE PLACE              | 1                              | 7.0                 |            |               |            |
|                                     | GARDEN CITY PARK         | 1                              | 3.0                 |            |               |            |
|                                     | GREAT NECK               | 3                              | 6.3                 |            |               |            |
|                                     | MANHASSET                | 2                              | 4.5                 |            |               |            |
|                                     | NEW CASSEL               | 1                              | 4.0                 |            |               |            |
|                                     | NEW HYDE PARK            | 15                             | 11.6                |            |               |            |

# Town of North Hempstead Service Requests via 311 - by Department

June 2014

| Department Description      | Group Description           | Type Description                           | City                               | Count     | Response Days |              |             |
|-----------------------------|-----------------------------|--|------------------------------------|-----------|---------------|--------------|-------------|
| Department of Public Works  | Street Lighting District    | Street Light - On During Day               | ROSLYN                             | 1         | 3.0           |              |             |
|                             |                             |  | SEARINGTOWN                        | 1         | 23.0          |              |             |
|                             |                             |  | WESTBURY                           | 2         | 3.0           |              |             |
|                             |                             | <b>Street Light - On During Day</b>        |                                    |           |               | <b>31</b>    | <b>8.9</b>  |
|                             |                             | Street Light - Pole Problem                | MANHASSET                          | 2         | 4.0           |              |             |
|                             |                             |  | NEW HYDE PARK                      | 2         | 10.0          |              |             |
|                             |                             |  | PORT WASHINGTON                    | 1         | 0             |              |             |
|                             |                             |  | ROSLYN                             | 1         | 1.0           |              |             |
|                             |                             |  | SADDLE ROCK                        | 1         | 4.0           |              |             |
|                             |                             |  | WESTBURY                           | 1         | 0             |              |             |
|                             |                             |  | <b>Street Light - Pole Problem</b> |           |               |              | <b>8</b>    |
|                             |                             | <b>Street Lighting District</b>            |                                    |           |               | <b>328</b>   | <b>5.8</b>  |
|                             |                             | <b>Department of Public Works</b>          |                                    |           |               | <b>1,067</b> | <b>3.1</b>  |
| Housing Authority           | Housing Authority           | Housing - Appliance                        | GREAT NECK                         | 1         | 3.0           |              |             |
|                             |                             |  | MANHASSET                          | 1         | 2.0           |              |             |
|                             |                             |  | WESTBURY                           | 1         | 2.0           |              |             |
|                             |                             | <b>Housing - Appliance</b>                 |                                    |           |               | <b>3</b>     | <b>2.3</b>  |
|                             |                             | Housing - Electrical                       | WESTBURY                           | 3         | 1.3           |              |             |
|                             |                             | <b>Housing - Electrical</b>                |                                    |           |               | <b>3</b>     | <b>1.3</b>  |
|                             |                             | Housing - High Priority SR                 | WESTBURY                           | 1         | 0             |              |             |
|                             |                             | <b>Housing - High Priority SR</b>          |                                    |           |               | <b>1</b>     | <b>0</b>    |
|                             |                             | Housing - Misc Carpentry                   | MANHASSET                          | 1         | 1.0           |              |             |
|                             |                             | <b>Housing - Misc Carpentry</b>            |                                    |           |               | <b>1</b>     | <b>1.0</b>  |
|                             |                             | Housing - Misc Construction                | NEW CASTLE                         | 1         | 0             |              |             |
|                             |                             |  | WESTBURY                           | 1         | 4.0           |              |             |
|                             |                             | <b>Housing - Misc Construction</b>         |                                    |           |               | <b>2</b>     | <b>2.0</b>  |
|                             |                             | Housing - Misc SR                          | MANHASSET                          | 4         | 0.8           |              |             |
|                             |                             |  | WESTBURY                           | 2         | 0.5           |              |             |
|                             |                             | <b>Housing - Misc SR</b>                   |                                    |           |               | <b>6</b>     | <b>0.7</b>  |
|                             |                             | Housing - Plumbing                         | MANHASSET                          | 8         | 3.0           |              |             |
|                             |                             |  | NEW CASTLE                         | 1         | 4.0           |              |             |
|                             |                             |  | WESTBURY                           | 3         | 1.0           |              |             |
| <b>Housing - Plumbing</b>   |                             |  |                                    | <b>12</b> | <b>2.6</b>    |              |             |
| <b>Housing Authority</b>    |                             |  |                                    | <b>28</b> | <b>1.8</b>    |              |             |
| <b>Housing Authority</b>    |                             |  |                                    | <b>28</b> | <b>1.8</b>    |              |             |
| Human Resources and Finance | Human Resources and Finance | HR - Call Back Request                     |                                    | 2         | 0             |              |             |
|                             |                             | <b>HR - Call Back Request</b>              |                                    |           |               | <b>2</b>     | <b>0</b>    |
|                             |                             | HR - Medical and Insurance Benefits        |                                    | 1         | 16.0          |              |             |
|                             |                             | <b>HR - Medical and Insurance Benefits</b> |                                    |           |               | <b>1</b>     | <b>16.0</b> |

# Town of North Hempstead Service Requests via 311 - by Department

June 2014

| Department Description             | Group Description                  | Type Description                     | City                       | Count    | Response Days    |           |            |
|------------------------------------|------------------------------------|--------------------------------------|----------------------------|----------|------------------|-----------|------------|
| Human Resources and Finance        | Human Resources and Finance        | HR - Personnel and Employment        |                            | 4        | 4.8              |           |            |
|                                    |                                    | <b>HR - Personnel and Employment</b> |                            | <b>4</b> | <b>4.8</b>       |           |            |
|                                    | <b>Human Resources and Finance</b> |                                      |                            | <b>7</b> | <b>5.0</b>       |           |            |
| <b>Human Resources and Finance</b> |                                    |                                      |                            | <b>7</b> | <b>5.0</b>       |           |            |
| Inter Municipal Affairs            | Inter Municipal Affairs            | OIC - From Transfer                  | CARLE PLACE                | 3        | 14.3             |           |            |
|                                    |                                    |                                      | FLOWER HILL                | 1        | 8.0              |           |            |
|                                    |                                    |                                      | GREAT NECK                 | 2        | 5.5              |           |            |
|                                    |                                    |                                      | GREENVALE                  | 1        | 0                |           |            |
|                                    |                                    |                                      | KINGS POINT                | 1        | 4.0              |           |            |
|                                    |                                    |                                      | MANHASSET                  | 2        | 9.5              |           |            |
|                                    |                                    |                                      | MANHASSET HILLS            | 1        | 1.0              |           |            |
|                                    |                                    |                                      | MINEOLA                    | 1        | 19.0             |           |            |
|                                    |                                    |                                      | NEW CASSEL                 | 1        | 0                |           |            |
|                                    |                                    |                                      | NEW HYDE PARK              | 3        | 9.3              |           |            |
|                                    |                                    |                                      | PORT WASHINGTON            | 2        | 12.0             |           |            |
|                                    |                                    |                                      | ROSLYN                     | 1        | 7.0              |           |            |
|                                    |                                    |                                      | roslyn heights             | 1        | 6.0              |           |            |
|                                    |                                    |                                      |                            | 1        | 3.0              |           |            |
|                                    |                                    |                                      | <b>OIC - From Transfer</b> |          |                  | <b>21</b> | <b>8.2</b> |
|                                    |                                    | OIC - Inter Municipal SR             |                            |          | GREAT NECK       | 1         | 7.0        |
|                                    |                                    |                                      |                            |          | albertson        | 1         | 1.0        |
|                                    |                                    |                                      |                            |          | ALBERSTON        | 1         | 8.0        |
|                                    |                                    |                                      |                            |          | ALBERTSON        | 1         | 7.0        |
|                                    |                                    |                                      |                            |          | BAYSHORE         | 1         | 6.0        |
|                                    |                                    |                                      |                            |          | CARLE PLACE      | 3         | 0          |
|                                    |                                    |                                      |                            |          | EAST WILLISTON   | 2         | 6.5        |
|                                    |                                    |                                      |                            |          | FLORAL PARK      | 2         | 3.0        |
|                                    |                                    |                                      |                            |          | FLOWER HILL      | 3         | 4.7        |
|                                    |                                    |                                      |                            |          | GARDEN CITY PARK | 3         | 5.0        |
|                                    |                                    |                                      |                            |          | GLEN HEAD        | 1         | 0          |
|                                    |                                    |                                      |                            |          | GREAT NECK       | 14        | 2.9        |
| GREAT NECK PLAZA                   | 1                                  | 2.0                                  |                            |          |                  |           |            |
| HERRICKS                           | 1                                  | 6.0                                  |                            |          |                  |           |            |
| MANHASSET                          | 10                                 | 4.8                                  |                            |          |                  |           |            |
| MANHASSET                          | 1                                  | 2.0                                  |                            |          |                  |           |            |
| MANHASSET HILLS                    | 1                                  | 6.0                                  |                            |          |                  |           |            |
| MINEOLA                            | 7                                  | 6.7                                  |                            |          |                  |           |            |
| MUNSEY PARK                        | 1                                  | 5.0                                  |                            |          |                  |           |            |
| NEW HYDE PARK                      | 10                                 | 5.1                                  |                            |          |                  |           |            |

# Town of North Hempstead Service Requests via 311 - by Department

June 2014

| Department Description                        | Group Description               | Type Description                                | City               | Count      | Response Days |
|---|---------------------------------|---|--------------------|------------|---------------|
| Inter Municipal Affairs                       | Inter Municipal Affairs         | OIC - Inter Municipal SR                        | NO NEW HYDE PARK   | 2          | 7.0           |
|   |                                 |   | NORTH HILLS        | 3          | 3.3           |
|   |                                 |   | PORT WASHINGTON    | 12         | 6.6           |
|   |                                 |   | PORT WASHINGTON NO | 1          | 2.0           |
|   |                                 |   | ROSLYN             | 6          | 7.8           |
|   |                                 |   | ROSLYN ESTATES     | 2          | 6.0           |
|   |                                 |   | ROSLYN HARBOR      | 1          | 5.0           |
|   |                                 |   | ROSLYN HEIGHTS     | 11         | 3.7           |
|   |                                 |   | SADDLE ROCK        | 1          | 12.0          |
|   |                                 |   | SEARINGTOWN        | 2          | 0             |
|   |                                 |   | UNIVERSITY GARDENS | 1          | 0             |
|   |                                 |   | WESTBURY           | 5          | 3.4           |
|   |                                 |   | WILLISTON PARK     | 2          | 6.0           |
|   |                                 |   | herricks           | 1          | 4.0           |
|   |                                 |   | new hyde park      | 2          | 0             |
|   |                                 |   |                    | 7          | 3.6           |
|   | <b>OIC - Inter Municipal SR</b> |   | <b>124</b>         | <b>4.5</b> |               |
|   | <b>Inter Municipal Affairs</b>  |   | <b>145</b>         | <b>5.1</b> |               |
| <b>Inter Municipal Affairs</b>                |                                 |   |                    | <b>145</b> | <b>5.1</b>    |
| Parks and Recreation Department               | Parks and Recreation Department | Park - Call Back Request                        |                    | 6          | 2.3           |
|   |                                 | <b>Park - Call Back Request</b>                 |                    | <b>6</b>   | <b>2.3</b>    |
|   |                                 | Park - Disabled Youth Recreation Program        |                    | 4          | 0.2           |
|   |                                 | <b>Park - Disabled Youth Recreation Program</b> |                    | <b>4</b>   | <b>0.2</b>    |
|   |                                 | Park - General Complaint                        |                    | 15         | 6.8           |
|   |                                 | <b>Park - General Complaint</b>                 |                    | <b>15</b>  | <b>6.8</b>    |
|   |                                 | Park - Miscellaneous                            | ALBERTSON          | 1          | 2.0           |
|   |                                 |   | MANHASSET          | 1          | 3.0           |
|   |                                 |   | PORT WASHINGTON    | 3          | 1.0           |
|   |                                 |   | ROSLYN             | 1          | 6.0           |
|   |                                 |   | ROSLYN HEIGHTS     | 3          | 4.3           |
|   |                                 | <b>Park - Miscellaneous</b>                     |                    | <b>9</b>   | <b>3.0</b>    |
|   |                                 | Park - Park Facilities Maintenance              |                    | 38         | 5.0           |
|   |                                 | <b>Park - Park Facilities Maintenance</b>       |                    | <b>38</b>  | <b>5.0</b>    |
| Park - Park Lights                            |                                 | 81  | 11.2               |            |               |
| <b>Park - Park Lights</b>                     |                                 | <b>81</b>                                       | <b>11.2</b>        |            |               |
| Park - Park Permit Application Request        |                                 | 29  | 0                  |            |               |
| <b>Park - Park Permit Application Request</b> |                                 | <b>29</b>                                       | <b>0</b>           |            |               |

# Town of North Hempstead Service Requests via 311 - by Department

June 2014

| Department Description                 | Group Description                | Type Description                                     | City                             | Count      | Response Days |            |
|--|----------------------------------|--|----------------------------------|------------|---------------|------------|
| Parks and Recreation Department        | Parks and Recreation Department  | Park - Park and Recreation Literature Request        |                                  | 14         | 0             |            |
|  |                                  | <b>Park - Park and Recreation Literature Request</b> |                                  | <b>14</b>  | <b>0</b>      |            |
|  |                                  | Park - Theater Ticket Purchase                       | PORT WASHINGTON                  | 1          | 0             |            |
|  |                                  | <b>Park - Theater Ticket Purchase</b>                |                                  | <b>1</b>   | <b>0</b>      |            |
| <b>Parks and Recreation Department</b> |                                  |  |                                  | <b>197</b> | <b>6.3</b>    |            |
| <b>Parks and Recreation Department</b> |                                  |  |                                  | <b>197</b> | <b>6.3</b>    |            |
| Planning and Building Department       | Board of Zoning Appeals          | BZA - Questions needing Answers                      |                                  | 6          | 2.5           |            |
|  |                                  | <b>BZA - Questions needing Answers</b>               |                                  | <b>6</b>   | <b>2.5</b>    |            |
|  | <b>Board of Zoning Appeals</b>   |  |                                  |            | <b>6</b>      | <b>2.5</b> |
|  | Building Department              | Bldg - Application Status                            | CARLE PLACE                      |            | 1             | 10.0       |
|  |                                  |  | MANHASSET                        |            | 1             | 7.0        |
|  |                                  |  | ROSLYN HEIGHTS                   |            | 1             | 6.0        |
|  |                                  |  | <b>Bldg - Application Status</b> |            | <b>3</b>      | <b>7.7</b> |
|  |                                  | Bldg - Call Back                                     |                                  |            | 35            | 10.6       |
|  |                                  | <b>Bldg - Call Back</b>                              |                                  | <b>35</b>  | <b>10.6</b>   |            |
|  |                                  | Bldg - Certificate Status                            | MANHASSET                        |            | 1             | 0          |
|  |                                  |  | NEW HYDE PARK                    |            | 1             | 0          |
|  |                                  |  |                                  |            | 3             | 0          |
|  |                                  | <b>Bldg - Certificate Status</b>                     |                                  | <b>5</b>   | <b>0</b>      |            |
|  |                                  | Bldg - Construction Complaint                        | GREAT NECK                       |            | 1             | 3.0        |
|  |                                  |  | NEW HYDE PARK                    |            | 4             | 17.0       |
|  |                                  |  | PORT WASHINGTON                  |            | 1             | 0          |
|  |                                  |  | THOMASTON                        |            | 1             | 3.0        |
|  |                                  |  | WESTBURY                         |            | 1             | 0          |
|  |                                  | <b>Bldg - Construction Complaint</b>                 |                                  | <b>8</b>   | <b>9.2</b>    |            |
|  | Bldg - Employee Complaint        | NEW HYDE PARK  |                                  | 2          | 0             |            |
|  |                                  | PORT WASHINGTON                                      |                                  | 1          | 0             |            |
|  |                                  | ROSLYN HEIGHTS                                       |                                  | 1          | 7.0           |            |
|  | <b>Bldg - Employee Complaint</b> |  | <b>4</b>                         | <b>1.8</b> |               |            |
| Bldg - From Transfer                   | albertson                        |  | 1                                | 0          |               |            |
|  | ALBERTSON                        |  | 2                                | 0          |               |            |
|  | CARLE PLACE                      |  | 1                                | 2.0        |               |            |
|  | FLORAL PARK                      |  | 1                                | 0          |               |            |
|  | HERRICKS                         |  | 1                                | 2.0        |               |            |
|  | MANHASSET                        |  | 1                                | 0          |               |            |
|  | NEW HYDE PARK                    |  | 1                                | 3.0        |               |            |
|  | WESTBURY                         |  | 1                                | 0          |               |            |

# Town of North Hempstead Service Requests via 311 - by Department

June 2014

| Department Description                      | Group Description   | Type Description                             | City             | Count      | Response Days |
|---|---------------------|--|------------------|------------|---------------|
| Planning and Building Department            | Building Department | <b>Bldg - From Transfer</b>                  |                  | <b>9</b>   | <b>0.8</b>    |
|   |                     | Bldg - General Question Needs Answers        |                  | 109        | 9.4           |
|   |                     | <b>Bldg - General Question Needs Answers</b> |                  | <b>109</b> | <b>9.4</b>    |
|   |                     | Bldg - Housing Complaint                     | GREAT NECK       | 1          | 30.0          |
|   |                     |  | PORT WASHINGTON  | 3          | 13.3          |
|   |                     |  | WESTBURY         | 2          | 0             |
|   |                     | <b>Bldg - Housing Complaint</b>              |                  | <b>6</b>   | <b>11.7</b>   |
|   |                     | Bldg - Illegal Housing                       | CARLE PLACE      | 2          | 7.5           |
|   |                     |  | GREAT NECK       | 1          | 22.0          |
|   |                     |  | NEW HYDE PARK    | 6          | 5.2           |
|   |                     |  | PORT WASHINGTON  | 1          | 0             |
|   |                     |  | ROSLYN HEIGHTS   | 1          | 21.0          |
|   |                     |  | WESTBURY         | 3          | 0             |
|   |                     | <b>Bldg - Illegal Housing</b>                |                  | <b>14</b>  | <b>6.4</b>    |
|   |                     | Bldg - Inspection Request                    | MANHASSET        | 1          | 0             |
|   |                     |  | NEW HYDE PARK    | 3          | 0.3           |
|   |                     |  | PORT WASHINGTON  | 1          | 17.0          |
|   |                     |  | ROSLYN           | 1          | 15.0          |
|   |                     | <b>Bldg - Inspection Request</b>             |                  | <b>6</b>   | <b>5.5</b>    |
|   |                     | Bldg - Permit Question Needs Answers         |                  | 20         | 15.9          |
|   |                     | <b>Bldg - Permit Question Needs Answers</b>  |                  | <b>20</b>  | <b>15.9</b>   |
|   |                     | Bldg - Retaining Wall                        | ALBERTSON        | 1          | 7.0           |
|   |                     |  | PORT WASHINGTON  | 1          | 48.0          |
|   |                     | <b>Bldg - Retaining Wall</b>                 |                  | <b>2</b>   | <b>27.5</b>   |
|   |                     | Bldg - Suspect Work Without a Permit         | ALBERTSON        | 1          | 20.0          |
|   |                     |  | CARLE PLACE      | 3          | 15.0          |
|   |                     |  | GLENWOOD LANDING | 1          | 20.0          |
|   |                     |  | GREAT NECK       | 1          | 22.0          |
|   |                     |  | GREENVALE        | 3          | 4.0           |
|   |                     |  | MANHASSET        | 1          | 0             |
| NEW HYDE PARK                               | 4                   |  | 2.0              |            |               |
| PORT WASHINGTON                             | 6                   |  | 13.7             |            |               |
| ROSLYN                                      | 1                   |  | 20.0             |            |               |
| ROSLYN HEIGHTS                              | 2                   |  | 0                |            |               |
| WESTBURY                                    | 2                   |  | 4.0              |            |               |
| <b>Bldg - Suspect Work Without a Permit</b> |                     |  | <b>25</b>        | <b>9.5</b> |               |

# Town of North Hempstead Service Requests via 311 - by Department

June 2014

| Department Description                  | Group Description                     | Type Description                            | City               | Count      | Response Days |            |
|---|---------------------------------------|---|--------------------|------------|---------------|------------|
| Planning and Building Department        | <b>Building Department</b>            |   |                    | <b>246</b> | <b>9.4</b>    |            |
|   | Planning Department                   | Planning - Call Back Request                |                    | 5          | 5.2           |            |
|   |                                       | <b>Planning - Call Back Request</b>         |                    | <b>5</b>   | <b>5.2</b>    |            |
|   |                                       | Planning - Questions needing Answers        | ROSLYN HEIGHTS     | 1          | 3.0           |            |
|   |                                       |   |                    | 1          | 5.0           |            |
|   |                                       | <b>Planning - Questions needing Answers</b> |                    | <b>2</b>   | <b>4.0</b>    |            |
|   |                                       | Planning - Subdivision of Land              | 00                 | 1          | 0             |            |
|   | <b>Planning - Subdivision of Land</b> |   | <b>1</b>           | <b>0</b>   |               |            |
| <b>Planning Department</b>              |                                       |   | <b>8</b>           | <b>4.2</b> |               |            |
| <b>Planning and Building Department</b> |                                       |   |                    | <b>260</b> | <b>9.1</b>    |            |
| Project Independence                    | Project Independence                  | PI - Call Back Request                      | FLORAL PARK        | 1          | 2.0           |            |
|   |                                       |   | GREAT NECK         | 4          | 0.8           |            |
|   |                                       |   | GREAT NECK ESTATES | 1          | 1.0           |            |
|   |                                       |   | GREAT NECK PLAZA   | 1          | 4.0           |            |
|   |                                       |   | MANHASSET          | 2          | 3.5           |            |
|   |                                       |   | MINEOLA            | 3          | 1.7           |            |
|   |                                       |   | NEW CITY           | 1          | 0             |            |
|   |                                       |   | NEW HYDE PARK      | 9          | 3.0           |            |
|   |                                       |   | PORT WASHINGTON    | 4          | 3.8           |            |
|   |                                       |   | ROSLYN             | 2          | 1.5           |            |
|   |                                       |   | ROSLYN HEIGHTS     | 2          | 0             |            |
|   |                                       |   | WESTBURY           | 3          | 1.3           |            |
|   |                                       |   | WILLISTON PARK     | 4          | 0.2           |            |
|   |                                       |   | 1                  | 0          |               |            |
|   |                                       | <b>PI - Call Back Request</b>               |                    |            | <b>38</b>     | <b>1.9</b> |
|   |                                       | PI - Caregiver Support                      | GREAT NECK         | 2          | 11.5          |            |
|   |                                       |   | NEW HYDE PARK      | 3          | 2.3           |            |
|   |                                       |   | ROSLYN             | 1          | 3.0           |            |
|   |                                       |   | WILLISTON PARK     | 1          | 1.0           |            |
|   |                                       | <b>PI - Caregiver Support</b>               |                    |            | <b>7</b>      | <b>4.9</b> |
|   |                                       | PI - Financial Assistance                   | GREAT NECK         | 1          | 0             |            |
|   |                                       | <b>PI - Financial Assistance</b>            |                    |            | <b>1</b>      | <b>0</b>   |
|   |                                       | PI - Food and Hunger                        | GREAT NECK         | 1          | 0             |            |
| <b>PI - Food and Hunger</b>             |                                       |   | <b>1</b>           | <b>0</b>   |               |            |
| PI - Health and Mental Health           | ALBERTSON                             | 3   | 1.7                |            |               |            |
|   | GREAT NECK                            | 13  | 2.0                |            |               |            |
|   | MANHASSET                             | 2   | 1.5                |            |               |            |
|   | MINEOLA                               | 4   | 0                  |            |               |            |
|   | NEW HYDE PARK                         | 6   | 2.7                |            |               |            |

# Town of North Hempstead Service Requests via 311 - by Department

June 2014

| Department Description              | Group Description    | Type Description                     | City            | Count | Response Days                     |            |     |
|-------------------------------------|----------------------|--------------------------------------|-----------------|-------|-----------------------------------|------------|-----|
| Project Independence                | Project Independence | PI - Health and Mental Health        | PORT WASHINGTON | 1     | 2.0                               |            |     |
|                                     |                      |                                      | ROSLYN          | 3     | 1.3                               |            |     |
|                                     |                      |                                      | ROSLYN HEIGHTS  | 1     | 0                                 |            |     |
|                                     |                      |                                      | WESTBURY        | 5     | 6.2                               |            |     |
|                                     |                      |                                      | WILLISTON PARK  | 4     | 2.2                               |            |     |
|                                     |                      |                                      |                 | 1     | 4.0                               |            |     |
|                                     |                      | <b>PI - Health and Mental Health</b> |                 |       | <b>43</b>                         | <b>2.3</b> |     |
|                                     |                      | PI - Household Maintenance           |                 |       | ALBERTSON                         | 3          | 1.7 |
|                                     |                      |                                      |                 |       | CARLE PLACE                       | 2          | 2.0 |
|                                     |                      |                                      |                 |       | GREAT NECK                        | 5          | 3.0 |
|                                     |                      |                                      |                 |       | MANHASSET                         | 1          | 0   |
|                                     |                      |                                      |                 |       | MINEOLA                           | 8          | 1.1 |
|                                     |                      |                                      |                 |       | NEW HYDE PARK                     | 6          | 4.8 |
|                                     |                      |                                      |                 |       | PORT WASHINGTON                   | 3          | 5.7 |
|                                     |                      |                                      |                 |       | ROSLYN                            | 4          | 1.5 |
|                                     |                      |                                      |                 |       | ROSLYN HEIGHTS                    | 1          | 0   |
|                                     |                      |                                      |                 |       | WESTBURY                          | 3          | 3.7 |
|                                     |                      |                                      |                 |       | WILLISTON PARK                    | 4          | 0.5 |
|                                     |                      |                                      |                 |       | <b>PI - Household Maintenance</b> |            |     |
|                                     |                      | PI - Membership Registration         |                 |       | ALBERTSON                         | 3          | 0   |
|                                     |                      |                                      |                 |       | CARLE PLACE                       | 4          | 0   |
|                                     |                      |                                      |                 |       | EAST WILLISTON                    | 2          | 0   |
|                                     |                      |                                      |                 |       | GREAT NECK                        | 24         | 0   |
|                                     |                      |                                      |                 |       | GREAT NECK PLAZA                  | 3          | 0   |
|                                     |                      |                                      |                 |       | MANHASSET                         | 5          | 0   |
|                                     |                      |                                      |                 |       | MINEOLA                           | 11         | 0   |
|                                     |                      |                                      |                 |       | NEW HYDE PARK                     | 26         | 0   |
|                                     |                      |                                      |                 |       | NORTH HILLS                       | 1          | 0   |
|                                     |                      |                                      |                 |       | OLD WESTBURY                      | 1          | 0   |
|                                     |                      |                                      |                 |       | PORT WASHINGTON                   | 16         | 0   |
|                                     |                      |                                      |                 |       | PORTWASHINGTON                    | 1          | 0   |
|                                     |                      |                                      |                 |       | ROSLYN                            | 7          | 0   |
|                                     |                      |                                      |                 |       | ROSLYN HEIGHTS                    | 1          | 0   |
| WESTBURY                            | 27                   |                                      |                 |       | 0                                 |            |     |
| WILLISTON PARK                      | 7                    |                                      |                 |       | 0                                 |            |     |
| <b>PI - Membership Registration</b> |                      |                                      |                 |       | <b>139</b>                        | <b>0</b>   |     |
| PI - Miscellaneous                  |                      |                                      | ALBERTSON       | 4     | 0.5                               |            |     |
|                                     |                      |                                      | GREAT NECK      | 11    | 4.3                               |            |     |

# Town of North Hempstead Service Requests via 311 - by Department

June 2014

| Department Description | Group Description    | Type Description                 | City                | Count            | Response Days |            |
|------------------------|----------------------|----------------------------------|---------------------|------------------|---------------|------------|
| Project Independence   | Project Independence | PI - Miscellaneous               | GREAT NECK NY.11020 | 1                | 0             |            |
|                        |                      |                                  | JERICO              | 1                | 0             |            |
|                        |                      |                                  | LYNBROOK            | 1                | 0             |            |
|                        |                      |                                  | MINEOLA             | 4                | 1.0           |            |
|                        |                      |                                  | NEW HYDE PARK       | 4                | 1.2           |            |
|                        |                      |                                  | PORT WASHINGTON     | 6                | 0.7           |            |
|                        |                      |                                  | ROSLYN              | 4                | 0.5           |            |
|                        |                      |                                  | ROSLYN HEIGHTS      | 1                | 0             |            |
|                        |                      |                                  | WESTBURY            | 3                | 8.7           |            |
|                        |                      |                                  | WILLISTON PARK      | 1                | 5.0           |            |
|                        |                      |                                  |                     | 1                | 0             |            |
|                        |                      | <b>PI - Miscellaneous</b>        |                     |                  | <b>42</b>     | <b>2.3</b> |
|                        |                      | PI - NORC SR                     |                     | NEW HYDE PARK    | 12            | 0          |
|                        |                      | <b>PI - NORC SR</b>              |                     |                  | <b>12</b>     | <b>0</b>   |
|                        |                      | PI - Program Registration        |                     | new hyde park    | 1             | 1.0        |
|                        |                      |                                  |                     | ALBERTSON        | 2             | 0          |
|                        |                      |                                  |                     | CARLE PLACE      | 12            | 1.0        |
|                        |                      |                                  |                     | EAST HILLS       | 1             | 1.0        |
|                        |                      |                                  |                     | GARDEN CITY PARK | 1             | 23.0       |
|                        |                      |                                  |                     | GREAT NECK       | 9             | 0.3        |
|                        |                      |                                  |                     | KINGS POINT      | 1             | 0          |
|                        |                      |                                  |                     | MANHASSET        | 6             | 1.3        |
|                        |                      |                                  |                     | MANORHAVEN       | 2             | 3.0        |
|                        |                      |                                  |                     | MINEOLA          | 10            | 1.1        |
|                        |                      |                                  |                     | NEW HYDE PARK    | 19            | 1.9        |
|                        |                      |                                  |                     | PORT WASHINGTON  | 23            | 2.0        |
|                        |                      |                                  |                     | PORTWASHINGTON   | 1             | 6.0        |
|                        |                      |                                  |                     | ROSLYN           | 1             | 0          |
|                        |                      |                                  |                     | ROSLYN ESTATES   | 1             | 1.0        |
|                        |                      |                                  |                     | ROSLYN HEIGHTS   | 7             | 0.6        |
|                        |                      |                                  |                     | WESTBURY         | 47            | 3.5        |
|                        |                      |                                  |                     | WILLISTON PARK   | 12            | 1.7        |
|                        |                      | <b>PI - Program Registration</b> |                     |                  | <b>156</b>    | <b>2.2</b> |
| PI - Taxi Service      |                      | ALBERTSON                        | 37                  | 0                |               |            |
|                        |                      | BAXTER ESTATES                   | 2                   | 0                |               |            |
|                        |                      | CARLE PLACE                      | 10                  | 0                |               |            |
|                        |                      | EAST HILLS                       | 5                   | 0                |               |            |
|                        |                      | EAST WILLISTON                   | 1                   | 1.0              |               |            |

# Town of North Hempstead Service Requests via 311 - by Department

June 2014

| Department Description | Group Description    | Type Description  | City                | Count | Response Days |
|------------------------|----------------------|-------------------|---------------------|-------|---------------|
| Project Independence   | Project Independence | PI - Taxi Service | FLORAL PARK         | 4     | 0             |
|                        |                      |                   | FLOWER HILL         | 3     | 0             |
|                        |                      |                   | GARDEN CITY         | 3     | 0             |
|                        |                      |                   | GARDEN CITY PARK    | 6     | 0             |
|                        |                      |                   | GREAT NECK          | 392   | 0.0           |
|                        |                      |                   | GREAT NECK ESTATES  | 4     | 0             |
|                        |                      |                   | GREAT NECK PLAZA    | 11    | 0             |
|                        |                      |                   | GREATE NECK         | 1     | 0             |
|                        |                      |                   | GREENVALE           | 1     | 0             |
|                        |                      |                   | KENSINGTON          | 2     | 0             |
|                        |                      |                   | KENSINTON           | 1     | 0             |
|                        |                      |                   | LAKE SUCCESS        | 1     | 0             |
|                        |                      |                   | LITTLE NECK         | 5     | 0             |
|                        |                      |                   | MANHASSET           | 82    | 0.0           |
|                        |                      |                   | MANORHAVEN          | 7     | 0             |
|                        |                      |                   | MINEOLA             | 76    | 0             |
|                        |                      |                   | NEW CASTLE          | 5     | 0             |
|                        |                      |                   | NEW HYDE PARK       | 181   | 0.0           |
|                        |                      |                   | NORTH HILLS         | 13    | 0             |
|                        |                      |                   | NORTH NEW HYDE PARK | 1     | 0             |
|                        |                      |                   | NRE HYDE PARK       | 1     | 0             |
|                        |                      |                   | OLD WESTBURY        | 2     | 0             |
|                        |                      |                   | PORT WASHINGTON     | 339   | 0             |
|                        |                      |                   | PORT WSAHINGTON     | 2     | 0             |
|                        |                      |                   | ROSLYN              | 98    | 0.0           |
|                        |                      |                   | ROSLYN              | 1     | 0             |
|                        |                      |                   | ROSLYN HARBOR       | 2     | 0             |
|                        |                      |                   | ROSLYN HEIGHTS      | 125   | 0.0           |
|                        |                      |                   | RUSSEL GARDENS      | 2     | 0             |
|                        |                      |                   | RUSSELL GARDENS     | 2     | 0             |
|                        |                      |                   | SADDLE ROCK         | 2     | 0             |
|                        |                      |                   | SEARINGTON          | 1     | 0             |
|                        |                      |                   | SEARINGTOWN         | 4     | 0             |
|                        |                      |                   | THOMASTON           | 1     | 0             |
| WESTBURY               | 88                   | 0                 |                     |       |               |
| WILLISTON PARK         | 54                   | 0                 |                     |       |               |

# Town of North Hempstead Service Requests via 311 - by Department

June 2014

| Department Description                        | Group Description    | Type Description                       | City                                  | Count      | Response Days |            |
|---|----------------------|--|---------------------------------------|------------|---------------|------------|
| Project Independence                          | Project Independence | PI - Taxi Service                      | williston park                        | 1          | 0             |            |
|   |                      |  |                                       | 1          | 0             |            |
|   |                      | <b>PI - Taxi Service</b>               |                                       |            | <b>1,580</b>  | <b>0.0</b> |
|   |                      | PI - Taxi Service Cancellation         | ALBERTSON                             | 2          | 0             |            |
|   |                      |  | FLORAL PARK                           | 1          | 0             |            |
|   |                      |  | GARDEN CITY                           | 1          | 0             |            |
|   |                      |  | GREAT NECK                            | 36         | 0             |            |
|   |                      |  | KENSINGTON                            | 1          | 0             |            |
|   |                      |  | MANHASSET                             | 7          | 0             |            |
|   |                      |  | MINEOLA                               | 2          | 0             |            |
|   |                      |  | NEW HYDE PARK                         | 12         | 0             |            |
|   |                      |  | NRE HYDE PARK                         | 1          | 0             |            |
|   |                      |  | PORT WASHINGTON                       | 18         | 0             |            |
|   |                      |  | ROSLYN                                | 10         | 0             |            |
|   |                      |  | ROSLYN HEIGHTS                        | 9          | 0             |            |
|   |                      |  | WESTBURY                              | 2          | 0             |            |
|   |                      |  | WILLISTON PARK                        | 7          | 0             |            |
|   |                      |  | <b>PI - Taxi Service Cancellation</b> |            |               | <b>109</b> |
|   |                      | PI - Taxi Service Complaint            | GREAT NECK                            | 5          | 0.2           |            |
|   |                      |  | GREAT NECK PLAZA                      | 3          | 0             |            |
|   |                      |  | LITTLE NECK                           | 1          | 0             |            |
|   |                      |  | NEW HYDE PARK                         | 6          | 1.0           |            |
|   |                      |  | PORT WASHINGTON                       | 1          | 0             |            |
|   |                      |  | WILLISTON PARK                        | 2          | 0.5           |            |
|   |                      |  |                                       | 1          | 2.0           |            |
|   |                      | <b>PI - Taxi Service Complaint</b>     |                                       |            | <b>19</b>     | <b>0.5</b> |
|   |                      | PI - Transportation/Mobility Mgmt Info | ALBERTSON                             | 1          | 2.0           |            |
|   |                      |  | GARDEN CITY                           | 1          | 1.0           |            |
|   |                      |  | GREAT NECK                            | 5          | 1.2           |            |
|   |                      |  | MINEOLA                               | 2          | 0             |            |
|   |                      |  | PORT WASHINGTON                       | 4          | 1.2           |            |
|   |                      |  | ROSLYN                                | 2          | 4.0           |            |
|   |                      |  | ROSLYN HEIGHTS                        | 1          | 0             |            |
| WESTBURY                                      | 5                    |  | 0.2                                   |            |               |            |
| WILLISTON PARK                                | 1                    |  | 1.0                                   |            |               |            |
| <b>PI - Transportation/Mobility Mgmt Info</b> |                      |  | <b>22</b>                             | <b>1.1</b> |               |            |

# Town of North Hempstead Service Requests via 311 - by Department

June 2014

| Department Description              | Group Description      | Type Description                                 | City                                   | Count        | Response Days |             |
|-------------------------------------|------------------------|--|--|--------------|---------------|-------------|
| Project Independence                | Project Independence   | PI - Volunteer                                   | GREAT NECK                             | 1            | 0             |             |
|                                     |                        |  | MANHASSET                              | 2            | 0             |             |
|                                     |                        |  | ROSLYN                                 | 1            | 1.0           |             |
|                                     |                        | <b>PI - Volunteer</b>                            |  |              | <b>4</b>      | <b>0.2</b>  |
|                                     |                        | <b>Project Independence</b>                      |  |              | <b>2,213</b>  | <b>0.4</b>  |
| <b>Project Independence</b>         |                        |  |  | <b>2,213</b> | <b>0.4</b>    |             |
| Receiver of Taxes                   | Receiver of Taxes      | Tax - Duplicate Bill or Receipt                  | CARLE PLACE                            | 1            | 0             |             |
|                                     |                        |  | GREAT NECK                             | 4            | 0             |             |
|                                     |                        |  | GREENVALE                              | 1            | 0             |             |
|                                     |                        |  | MINEOLA                                | 1            | 0             |             |
|                                     |                        |  | NEW HYDE PARK                          | 4            | 0             |             |
|                                     |                        |  | PORT WASHINGTON                        | 5            | 0             |             |
|                                     |                        |  | WESTBURY                               | 1            | 0             |             |
|                                     |                        |  | WILLISTON PARK                         | 2            | 0             |             |
|                                     |                        |  | <b>Tax - Duplicate Bill or Receipt</b> |              |               | <b>19</b>   |
|                                     |                        | <b>Receiver of Taxes</b>                         |  |              | <b>19</b>     | <b>0</b>    |
| <b>Receiver of Taxes</b>            |                        |  |  | <b>19</b>    | <b>0</b>      |             |
| Solid Waste Management              | Solid Waste Management | SWMA - Call Back                                 |  | 16           | 2.1           |             |
|                                     |                        | <b>SWMA - Call Back</b>                          |  |              | <b>16</b>     | <b>2.1</b>  |
|                                     |                        | SWMA - Carting Complaints                        | ALBERTSON                              | 2            | 1.5           |             |
|                                     |                        |  | NEW HYDE PARK                          | 3            | 1.7           |             |
|                                     |                        |  | ROSLYN HEIGHTS                         | 2            | 2.5           |             |
|                                     |                        | <b>SWMA - Carting Complaints</b>                 |  |              | <b>7</b>      | <b>1.9</b>  |
|                                     |                        | SWMA - Container without License / Permit        | ALBERTSON                              | 2            | 18.0          |             |
|                                     |                        |  | NEW HYDE PARK                          | 8            | 16.0          |             |
|                                     |                        |  | PORT WASHINGTON                        | 1            | 0             |             |
|                                     |                        |  | ROSLYN HEIGHTS                         | 3            | 13.0          |             |
|                                     |                        |  |  | 1            | 2.0           |             |
|                                     |                        | <b>SWMA - Container without License / Permit</b> |  |              | <b>15</b>     | <b>13.7</b> |
|                                     |                        | SWMA - Garbage Not Picked Up                     | ALBERTSON                              | 4            | 1.8           |             |
|                                     |                        |  | Albertson                              | 1            | 0             |             |
|                                     |                        |  | NEW HYDE PARK                          | 2            | 6.5           |             |
| PORT WASHINGTON                     | 4                      |  | 2.2                                    |              |               |             |
| <b>SWMA - Garbage Not Picked Up</b> |                        |  | <b>11</b>                              | <b>2.6</b>   |               |             |
| <b>Solid Waste Management</b>       |                        |  | <b>49</b>                              | <b>5.7</b>   |               |             |
| Sustainability Department           | SWMA - Compost         | ALBERTSON  | 1                                      | 0            |               |             |
|                                     |                        | GREAT NECK                                       | 3                                      | 5.0          |               |             |
|                                     |                        | MANHASSET  | 1                                      | 1.0          |               |             |
|                                     |                        | MINEOLA  | 3                                      | 1.0          |               |             |

# Town of North Hempstead Service Requests via 311 - by Department

June 2014

| Department Description                   | Group Description                             | Type Description                       | City            | Count     | Response Days |           |            |
|--|---|--|-----------------|-----------|---------------|-----------|------------|
| Solid Waste Management                   | Sustainability Department                     | SWMA - Compost                         | NEW HYDE PARK   | 6         | 1.5           |           |            |
|  |   |  | PORT WASHINGTON | 1         | 0             |           |            |
|  |   |  | WILLISTON PARK  | 1         | 0             |           |            |
|  |   | <b>SWMA - Compost</b>                  |                 |           |               | <b>16</b> | <b>1.8</b> |
|  |   | SWMA - Rain Barrel                     | ALBERTSON       | 1         | 0             |           |            |
|  |   |  | GREAT NECK      | 1         | 1.0           |           |            |
|  |   |  | MANHASSET       | 1         | 1.0           |           |            |
|  |   |  | MINEOLA         | 2         | 2.5           |           |            |
|  |   |  | NEW HYDE PARK   | 3         | 2.0           |           |            |
|  |   |  | PORT WASHINGTON | 1         | 3.0           |           |            |
|  |   |  | ROSLYN          | 1         | 6.0           |           |            |
|  |   |  | WESTBURY        | 1         | 2.0           |           |            |
|  |   |  | WILLISTON PARK  | 1         | 0             |           |            |
|  |   | <b>SWMA - Rain Barrel</b>              |                 |           |               | <b>12</b> | <b>2.0</b> |
|  |   | SWMA - Recycling / STOP Call Back      |                 |           | 2             | 0         |            |
| <b>SWMA - Recycling / STOP Call Back</b> |   |  |                 | <b>2</b>  | <b>0</b>      |           |            |
| <b>Sustainability Department</b>         |   |  |                 | <b>30</b> | <b>1.7</b>    |           |            |
| <b>Solid Waste Management</b>            |   |  |                 | <b>79</b> | <b>4.2</b>    |           |            |
| Supervisor's Office                      | 311 Call Center                               | 311 - PSEG Power Outage                | OLD WESTBURY    | 1         | 0             |           |            |
|  |   | <b>311 - PSEG Power Outage</b>         |                 |           | <b>1</b>      | <b>0</b>  |            |
|  |   | 311 - SR Constituent Follow-up         |                 |           | 85            | 0         |            |
|  |   | <b>311 - SR Constituent Follow-up</b>  |                 |           | <b>85</b>     | <b>0</b>  |            |
|  |   | 311 - Street Repaving Schedule Inquiry | MANHASSET       | 1         | 0             |           |            |
|  | ROSLYN HEIGHTS                                |  | 1               | 0         |               |           |            |
|  |   |  | 1               | 0         |               |           |            |
|  | <b>311 - Street Repaving Schedule Inquiry</b> |  |                 | <b>3</b>  | <b>0</b>      |           |            |
|  | <b>311 Call Center</b>                        |  |                 |           | <b>89</b>     | <b>0</b>  |            |
|  | Supervisor's Office                           | SupV - Airplane                        |                 | ALBERTSON | 1             | 0         |            |
| MANHASSET                                |   |  |                 | 3         | 0             |           |            |
| MANHASSET HILLS                          |   |  |                 | 1         | 0             |           |            |
| MANORHAVEN                               |   |  |                 | 2         | 0             |           |            |
| NEW HYDE PARK                            |   |  |                 | 9         | 0             |           |            |
| PORT WASHINGTON                          |   |  |                 | 3         | 0             |           |            |
| ROSLYN                                   |   |  |                 | 14        | 0.7           |           |            |
| ROSLYN HARBOR                            |   |  |                 | 4         | 0             |           |            |
| ROSLYN HEIGHTS                           |   |  |                 | 3         | 0             |           |            |
| <b>SupV - Airplane</b>                   |   |  |                 | <b>40</b> | <b>0.2</b>    |           |            |

# Town of North Hempstead Service Requests via 311 - by Department

June 2014

| Department Description                   | Group Description   | Type Description                            | City            | Count      | Response Days |            |
|--|---------------------|---|-----------------|------------|---------------|------------|
| Supervisor's Office                      | Supervisor's Office | SupV - Complaint - Other Employee           | GREAT NECK      | 1          | 4.0           |            |
|  |                     |   | NEW HYDE PARK   | 1          | 7.0           |            |
|  |                     |   | ROSLYN HEIGHTS  | 1          | 3.0           |            |
|  |                     | <b>SupV - Complaint - Other Employee</b>    |                 |            | <b>3</b>      | <b>4.7</b> |
|  |                     | SupV - Grand Street School RSVP             |                 | 1          | 0             |            |
|  |                     | <b>SupV - Grand Street School RSVP</b>      |                 |            | <b>1</b>      | <b>0</b>   |
|  |                     | SupV - Helicopter                           | CARLE PLACE     | 1          | 0             |            |
|  |                     |   | GREAT NECK      | 1          | 0             |            |
|  |                     |   | MANHASSET       | 1          | 0             |            |
|  |                     |   | MINEOLA         | 15         | 0             |            |
|  |                     |   | NEW HYDE PARK   | 3          | 0             |            |
|  |                     |   | PORT WASHINGTON | 2          | 0             |            |
|  |                     |   | SANDS POINT     | 1          | 0             |            |
|  |                     |   |                 | 1          | 0             |            |
|  |                     | <b>SupV - Helicopter</b>                    |                 |            | <b>25</b>     | <b>0</b>   |
|  |                     | SupV - Helicopter Nassau                    |                 | 2          | 0             |            |
|  |                     | <b>SupV - Helicopter Nassau</b>             |                 |            | <b>2</b>      | <b>0</b>   |
|  |                     | SupV - Thank You from Constituent           | ALBERTSON       | 2          | 0             |            |
|  |                     |   | CARLE PLACE     | 1          | 0             |            |
|  |                     |   | GREAT NECK      | 2          | 0             |            |
|  |                     |   | MANHASSET       | 1          | 0             |            |
|  |                     |   | NEW HYDE PARK   | 3          | 0             |            |
|  |                     |   | PORT WASHINGTON | 4          | 0             |            |
|  |                     |   | ROSLYN HEIGHTS  | 1          | 0             |            |
|  |                     |   | WESTBURY        | 2          | 0             |            |
|  |                     |   | WILLISTON PARK  | 1          | 0             |            |
|  |                     | <b>SupV - Thank You from Constituent</b>    |                 |            | <b>17</b>     | <b>0</b>   |
| <b>Supervisor's Office</b>               |                     |   | <b>88</b>       | <b>0.3</b> |               |            |
| <b>Supervisor's Office</b>               |                     |   |                 | <b>177</b> | <b>0.1</b>    |            |
| Town Clerk                               | Town Clerk          | Town Clerk - Birth Certificate              |                 | 181        | 0             |            |
|  |                     | <b>Town Clerk - Birth Certificate</b>       |                 |            | <b>181</b>    | <b>0</b>   |
|  |                     | Town Clerk - Block Party Application        |                 | 15         | 0             |            |
|  |                     | <b>Town Clerk - Block Party Application</b> |                 |            | <b>15</b>     | <b>0</b>   |
|  |                     | Town Clerk - Death Certificate              |                 | 65         | 0             |            |
|  |                     | <b>Town Clerk - Death Certificate</b>       |                 |            | <b>65</b>     | <b>0</b>   |
|  |                     | Town Clerk - Dog License                    |                 | 35         | 0             |            |
|  |                     | <b>Town Clerk - Dog License</b>             |                 |            | <b>35</b>     | <b>0</b>   |
|  |                     | Town Clerk - Domestic Partnership           |                 | 5          | 0             |            |
| <b>Town Clerk - Domestic Partnership</b> |                     |   | <b>5</b>        | <b>0</b>   |               |            |

# Town of North Hempstead Service Requests via 311 - by Department

June 2014

| Department Description                             | Group Description | Type Description   | City     | Count        | Response Days |
|--|-------------------|--|----------|--------------|---------------|
| Town Clerk   | Town Clerk        | Town Clerk - Filming Permit                              |          | 1            | 0             |
|  |                   | <b>Town Clerk - Filming Permit</b>                       |          | <b>1</b>     | <b>0</b>      |
|  |                   | Town Clerk - Fishing License                             |          | 11           | 0             |
|  |                   | <b>Town Clerk - Fishing License</b>                      |          | <b>11</b>    | <b>0</b>      |
|  |                   | Town Clerk - Landscaping License                         |          | 1            | 0             |
|  |                   | <b>Town Clerk - Landscaping License</b>                  |          | <b>1</b>     | <b>0</b>      |
|  |                   | Town Clerk - Liquor License                              |          | 1            | 0             |
|  |                   | <b>Town Clerk - Liquor License</b>                       |          | <b>1</b>     | <b>0</b>      |
|  |                   | Town Clerk - Marriage Certificate                        |          | 23           | 0             |
|  |                   | <b>Town Clerk - Marriage Certificate</b>                 |          | <b>23</b>    | <b>0</b>      |
|  |                   | Town Clerk - Marriage License                            |          | 54           | 0             |
|  |                   | <b>Town Clerk - Marriage License</b>                     |          | <b>54</b>    | <b>0</b>      |
|  |                   | Town Clerk - Miscellaneous                               |          | 17           | 0             |
|  |                   | <b>Town Clerk - Miscellaneous</b>                        |          | <b>17</b>    | <b>0</b>      |
|  |                   | Town Clerk - Parking Restrictions Removal Request        |          | 8            | 0             |
|  |                   | <b>Town Clerk - Parking Restrictions Removal Request</b> |          | <b>8</b>     | <b>0</b>      |
|  |                   | Town Clerk - Peddler License                             |          | 2            | 0             |
|  |                   | <b>Town Clerk - Peddler License</b>                      |          | <b>2</b>     | <b>0</b>      |
|  |                   | Town Clerk - Secondhand Dealer License                   |          | 3            | 0             |
|  |                   | <b>Town Clerk - Secondhand Dealer License</b>            |          | <b>3</b>     | <b>0</b>      |
|  |                   | Town Clerk - Sidewalk Sale                               |          | 2            | 0             |
| <b>Town Clerk - Sidewalk Sale</b>                  |                   | <b>2</b>   | <b>0</b> |              |               |
| Town Clerk - Solid Waste Management License        |                   | 4  | 0        |              |               |
| <b>Town Clerk - Solid Waste Management License</b> |                   | <b>4</b>   | <b>0</b> |              |               |
| Town Clerk - Taxi and Limousine License            |                   | 5  | 0        |              |               |
| <b>Town Clerk - Taxi and Limousine License</b>     |                   | <b>5</b>   | <b>0</b> |              |               |
| Town Clerk - Tow Truck License                     |                   | 12   | 0        |              |               |
| <b>Town Clerk - Tow Truck License</b>              |                   | <b>12</b>  | <b>0</b> |              |               |
|  | <b>Town Clerk</b> |  |          | <b>445</b>   | <b>0</b>      |
| <b>Town Clerk</b>                                  |                   |  |          | <b>445</b>   | <b>0</b>      |
| <b>Summary</b>                                     |                   |  |          | <b>5,301</b> | <b>2.2</b>    |