

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days
Roslyn	Project Independence	Project Independence	PI - Volunteer	1	0
		Project Independence		1	0
	Project Independence			1	0
Roslyn				1	0
great neck	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
great neck				1	0
roslyn heights	Department of Public Safety	Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	1.0
		Parking Enforcement		1	1.0
	Department of Public Safety			1	1.0
roslyn heights				1	1.0
westbury	Project Independence	Project Independence	PI - Flu Shot Registration	1	0
		Project Independence		1	0
	Project Independence			1	0
westbury				1	0
mineola	Project Independence	Project Independence	PI - Call Back Request	1	0
		Project Independence		1	0
	Project Independence			1	0
mineola				1	0
000	Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous	1	1.0
		Parks and Recreation Department		1	1.0
	Parks and Recreation Department			1	1.0
000				1	1.0
00000-0	Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous	1	1.0
		Parks and Recreation Department		1	1.0
	Parks and Recreation Department			1	1.0
00000-0				1	1.0
11040	Department of Public Works	Street Lighting District	Street Light - Light Out (Single)	1	7.0
		Street Lighting District		1	7.0
	Department of Public Works			1	7.0
11040				1	7.0
ALBERTSON	Community Services	Community Services	CommSvc - Bus Pickup Cancel	2	0
			CommSvc - Bus Pickup Schedule	1	0
			CommSvc - Seasonal Programs Registration	4	0
	Community Services			7	0
	Community Services			7	0
	Department of Public Safety	Animal Shelter	Animal Shelter	Animal Sh - Barking Dog	1
Animal Sh - Unleashed - Stray Dog				1	0
Animal Shelter			2	1.0	

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
ALBERTSON	Department of Public Safety	Code Enforcement	Code - Garbage	2	0	
			Code - Lights	1	0	
			Code - Miscellaneous	1	4.0	
			Code - No Plates / Inoperable Vehicle	1	0	
			Code - Signs	1	0	
		Code Enforcement	6	0.7		
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	0	
	Parking Enforcement		1	0		
	Department of Public Safety				9	0.7
	Department of Public Works	Highway Department		Hwy - Catch Basin	1	1.0
				Hwy - Dead Animal Pickup	3	4.7
				Hwy - Pothole Filled Without Request	1	0
				Hwy - Street Sign - Repair / Replace	2	0
				Hwy - Tree Branch / Debris Pickup	1	0
				Hwy - Tree Planting	1	0
				Hwy - Tree Stump Removal	1	0
				Hwy - Tree Trimming / Removal Inspection	7	0
		Highway Department		17	0.9	
		Street Lighting District		Street Light - Cycles On / Off	5	1.0
				Street Light - Light Out (Single)	10	4.8
				Street Light - Lights Out (Multiple)	1	0
				Street Light - Mark Out	6	5.8
				Street Light - On During Day	1	0
	Street Lighting District		23	3.8		
	Department of Public Works				40	2.6
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0	
		Inter Municipal Affairs		1	0	
	Inter Municipal Affairs				1	0
	Planning and Building Department	Building Department		Bldg - From Transfer	2	5.0
				Bldg - Illegal Housing	2	0
				Bldg - Suspect Work Without a Permit	1	8.0
		Building Department		5	3.6	
	Planning and Building Department				5	3.6
Project Independence	Project Independence		PI - Flu Shot Registration	1	0	
			PI - Health and Mental Health	1	1.0	
			PI - Household Maintenance	4	6.8	
			PI - Membership Registration	1	0	
			PI - Miscellaneous	2	0.5	
			PI - NORC SR	2	0	
			PI - Program Registration	2	1.5	
			PI - Taxi Service	62	0	

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days
ALBERTSON	Project Independence	Project Independence	PI - Taxi Service Cancellation	7	0
			PI - Transportation/Mobility Mgmt Info	3	0
	Project Independence			85	0.4
	Project Independence			85	0.4
	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	3	0
			Receiver of Taxes		
	Receiver of Taxes			3	0
	Solid Waste Management	Solid Waste Management	SWMA - Container without License / Permit	1	0
			SWMA - Garbage Not Picked Up	1	0
			Solid Waste Management		
	Solid Waste Management			2	0
	Supervisor's Office	Supervisor's Office	SupV - Airplane	1	0
			Supervisor's Office		
Supervisor's Office			1	0	
ALBERTSON				153	1.0
ALVERTSON	Department of Public Safety	Code Enforcement	Code - Tree Removal	1	4.0
		Code Enforcement			1
	Department of Public Safety			1	4.0
ALVERTSON				1	4.0
BAXTER ESTATES	Department of Public Works	Highway Department	Hwy - Catch Basin	1	0
			Hwy - Dead Animal Pickup	1	2.0
		Highway Department			2
	Department of Public Works			2	1.0
	Project Independence	Project Independence	PI - Flu Shot Registration	1	0
			PI - Taxi Service	13	0
			Project Independence		
Project Independence			14	0	
BAXTER ESTATES				16	0.1
BAYSHORE	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	0
		Animal Shelter			1
	Department of Public Safety			1	0
BAYSHORE				1	0
BETHPAGE	Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous	1	5.0
			Parks and Recreation Department		
	Parks and Recreation Department			1	5.0
BETHPAGE				1	5.0

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days		
BROOMSIELD	Community Services	Community Services	CommSvc - Misc SR	1	1.0		
		Community Services		1	1.0		
	Community Services			1	1.0		
BROOMSIELD				1	1.0		
CARLE PLACE	Community Services	Community Services	CommSvc - Seasonal Programs Registration	2	0		
		Community Services		2	0		
	Community Services			2	0		
	Department of Public Safety	Code Enforcement	Code - After Hours/Weekend Construction		1	2.0	
			Code - Graffiti		1	0	
			Code - Miscellaneous		2	5.0	
			Code - Overgrown Vegetation		1	0	
			Code - Property Maintenance		1	0	
			Code - Signs		5	3.0	
			Code - Unlawful Property Use		1	6.0	
			Code Enforcement			12	2.8
	Department of Public Safety			12	2.8		
	Department of Public Works	Highway Department	Hwy - Curb Repair		1	7.0	
			Hwy - Dead Animal Pickup		1	0	
			Hwy - Grass Cut / Mow		1	7.0	
			Hwy - Manhole Repair		1	1.0	
			Hwy - Miscellaneous		2	6.0	
			Hwy - Pothole		1	4.0	
			Hwy - Pothole Filled Without Request		1	0	
			Hwy - Street Sign - Repair / Replace		5	0	
			Hwy - Tree Branch / Debris Pickup		1	0	
			Hwy - Tree Stump Removal		3	0	
			Hwy - Tree Trimming / Removal Inspection		7	0	
Highway Department					24	1.3	
Street Lighting District			Street Lighting District	Street Light - Cycles On / Off		2	0.5
				Street Light - Fixture Problem		1	0
	Street Light - Light Out (Single)			3	0		
	Street Light - Lights Out (Multiple)			2	3.0		
	Street Light - Mark Out			6	6.3		
	Street Light - On During Day			1	4.0		
Street Lighting District			15	3.3			
Department of Public Works			39	2.1			
Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer		2	11.5		
		OIC - Inter Municipal SR		2	1.0		
	Inter Municipal Affairs			4	6.2		
Inter Municipal Affairs			4	6.2			

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
CARLE PLACE	Planning and Building Department	Board of Zoning Appeals	BZA - Filing for an Appeal	1	2.0	
		Board of Zoning Appeals		1	2.0	
		Building Department	Bldg - Application Status	1	8.0	
			Bldg - Employee Complaint	1	14.0	
			Bldg - Illegal Housing	3	12.0	
			Bldg - Suspect Work Without a Permit	2	0	
		Building Department		7	8.3	
		Planning and Building Department			8	7.5
		Project Independence	Project Independence	PI - Flu Shot Registration	1	0
				PI - Health and Mental Health	1	0
	PI - Membership Registration			3	0	
	PI - Miscellaneous			3	1.7	
	PI - Program Registration			4	0.8	
	PI - Taxi Service			17	0	
	PI - Taxi Service Cancellation			1	0	
	Project Independence		30	0.3		
	Project Independence			30	0.3	
	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	5	0	
		Receiver of Taxes		5	0	
	Receiver of Taxes			5	0	
	CARLE PLACE				100	2.1
DEER PARK	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	0	
		Animal Shelter		1	0	
	Department of Public Safety			1	0	
DEER PARK				1	0	
EAST HILLS	Project Independence	Project Independence	PI - Call Back Request	2	0	
			PI - Health and Mental Health	1	4.0	
			PI - Household Maintenance	1	3.0	
			PI - Membership Registration	1	0	
			PI - Program Registration	2	1.5	
			PI - Taxi Service	17	0	
	Project Independence		24	0.4		
	Project Independence			24	0.4	
	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	5	0	
		Receiver of Taxes		5	0	
Receiver of Taxes			5	0		
Supervisor's Office	Supervisor's Office	SupV - Helicopter	2	0		
	Supervisor's Office		2	0		
Supervisor's Office			2	0		
EAST HILLS				31	0.3	

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days
EAST MEADOW	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	1	0
			Animal Sh - Lost Animal	1	1.0
	Animal Shelter		2	0.5	
	Department of Public Safety		2	0.5	
EAST MEADOW				2	0.5
EAST WILLISTON	Project Independence	Project Independence	PI - Food and Hunger	1	1.0
			PI - Household Maintenance	1	0
			PI - Membership Registration	1	0
			PI - Miscellaneous	1	1.0
			PI - Taxi Service	5	0
			PI - Taxi Service Cancellation	1	0
	Project Independence		10	0.2	
	Project Independence		10	0.2	
	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	2	0
		Receiver of Taxes		2	0
Receiver of Taxes		2	0		
Solid Waste Management	Solid Waste Management	SWMA - Container without License / Permit	1	0	
		Solid Waste Management		1	0
Solid Waste Management		1	0		
EAST WILLISTON				13	0.2
FLORAL PARK	Community Services	Community Services	CommSvc - Seasonal Programs Registration	1	0
		Community Services		1	0
	Community Services		1	0	
	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	0
		Animal Shelter		1	0
	Department of Public Safety		1	0	
	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	0
		Highway Department		1	0
	Department of Public Works		1	0	
	Project Independence	Project Independence	PI - Health and Mental Health	1	1.0
			PI - Membership Registration	1	0
			PI - Miscellaneous	1	2.0
			PI - Taxi Service	19	0
			PI - Taxi Service Cancellation	5	0
Project Independence		27	0.1		
Project Independence		27	0.1		
Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	1	0	
	Receiver of Taxes		1	0	
Receiver of Taxes		1	0		

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
FLORAL PARK	Supervisor's Office	Supervisor's Office	SupV - Helicopter	1	0	
		Supervisor's Office		1	0	
	Supervisor's Office			1	0	
FLORAL PARK				32	0.1	
FLORAL PARK CEN	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	0	
		Highway Department		1	0	
	Department of Public Works			1	0	
FLORAL PARK CEN				1	0	
FLORAL PARK CENTRE	Department of Public Works	Highway Department	Hwy - Bee's Nest Removal	1	11.0	
			Hwy - Street Sign - Remove	1	0	
			Hwy - Street Sweeping / Cleaning	1	2.0	
			Hwy - Tree Planting	1	0	
			Hwy - Tree Trimming / Removal Inspection	1	25.0	
	Highway Department			5	7.6	
	Street Lighting District	Street Light - Cycles On / Off	Street Light - Cycles On / Off	1	13.0	
			Street Light - Mark Out	1	8.0	
			Street Light - On During Day	1	5.0	
	Street Lighting District			3	8.7	
	Department of Public Works				8	8.0
	Planning and Building Department	Building Department	Bldg - Application Status	1	5.0	
			Building Department		1	5.0
	Planning and Building Department			1	5.0	
	Project Independence	Project Independence	PI - Taxi Service	1	0	
Project Independence			1	0		
Project Independence			1	0		
Supervisor's Office	Supervisor's Office	SupV - Airplane	1	0		
		Supervisor's Office		1	0	
Supervisor's Office			1	0		
FLORAL PARK CENTRE				11	6.3	
FLOWER HILL	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	0	
		Animal Shelter		1	0	
		Code Enforcement	Code - Court	1	5.0	
	Code Enforcement			1	5.0	
	Department of Public Safety				2	2.5
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	3.0	
			Inter Municipal Affairs		1	3.0
	Inter Municipal Affairs			1	3.0	
Project Independence	Project Independence	PI - Call Back Request	1	1.0		
		PI - Household Maintenance	2	0.5		
		PI - Membership Registration	4	0		
		PI - Miscellaneous	1	0		

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days
FLOWER HILL	Project Independence	Project Independence	PI - Program Registration	1	1.0
			PI - Taxi Service	26	0
			PI - Taxi Service Cancellation	2	0
			PI - Taxi Service Complaint	1	8.0
			PI - Transportation/Mobility Mgmt Info	1	0
	Project Independence			39	0.3
	Project Independence			39	0.3
	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	5	0
		Receiver of Taxes		5	0
	Receiver of Taxes			5	0
	Solid Waste Management	Sustainability Department	SWMA - Compost	1	4.0
		Sustainability Department		1	4.0
Solid Waste Management			1	4.0	
FLOWER HILL				48	0.5
FLUSHING	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	0
		Animal Shelter		1	0
	Department of Public Safety			1	0
FLUSHING				1	0
FRANKLIN SQUARE	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	1	0
		Receiver of Taxes		1	0
	Receiver of Taxes			1	0
FRANKLIN SQUARE				1	0
FRESH MEADOWS	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	0
		Animal Shelter		1	0
	Department of Public Safety			1	0
FRESH MEADOWS				1	0
GAITHERSBURG	Project Independence	Project Independence	PI - Transportation/Mobility Mgmt Info	1	0
		Project Independence		1	0
	Project Independence			1	0
GAITHERSBURG				1	0
GARDEN CITY	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	2.0
		Inter Municipal Affairs		1	2.0
	Inter Municipal Affairs			1	2.0
	Project Independence	Project Independence	PI - Miscellaneous	1	23.0
			PI - Taxi Service	1	0
Project Independence			2	11.5	
Project Independence			2	11.5	
GARDEN CITY				3	8.3
GARDEN CITY PARK	Community Services	Community Services	CommSvc - Bus Pickup Cancel	2	0
			CommSvc - Bus Pickup Schedule	1	0

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days
GARDEN CITY PARK	Community Services	Community Services	CommSvc - Misc SR	1	1.0
			CommSvc - Seasonal Programs Registration	5	0
		Community Services			9
	Community Services			9	0.1
	Department of Public Safety	Animal Shelter	Animal Sh - Unleashed - Stray Dog	2	4.0
			Animal Shelter		2
		Cat Shelter	Cat Shelter - Feral Cats	1	0
			Cat Shelter		1
		Code Enforcement	Code - Fence	2	6.0
			Code - Garbage	1	1.0
			Code - Miscellaneous	2	1.0
			Code - Noise	1	4.0
			Code - Overgrown Vegetation	6	9.5
			Code - Property Maintenance	2	0.5
			Code - Storage and Display	1	1.0
	Code Enforcement		15	5.2	
	Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	2	0	
	Parking Enforcement		2	0	
	Department of Public Safety			20	4.3
	Department of Public Works	Highway Department	Hwy - Catch Basin	1	8.0
			Hwy - Curb Repair	2	0
			Hwy - Dead Animal Pickup	1	0
			Hwy - Grass Cut / Mow	1	0
			Hwy - Miscellaneous	1	4.0
			Hwy - Pothole	1	0
			Hwy - Street Sign - New Request	1	0
			Hwy - Street Sign - Repair / Replace	4	0
			Hwy - Tree Planting	2	0
			Hwy - Tree Stump Removal	4	3.2
			Hwy - Tree Trimming / Removal Inspection	9	0
		Highway Department		27	0.9
		Street Lighting District	Street Light - Cable Break	1	0
			Street Light - Cycles On / Off	5	4.6
			Street Light - Light Out (Single)	7	8.4
			Street Light - Lights Out (Multiple)	2	0
			Street Light - Mark Out	19	7.8
Street Light - On During Day	2	4.5			
Street Lighting District		36	6.7		
Department of Public Works			63	4.2	

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days
GARDEN CITY PARK	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	2	0.5
		Inter Municipal Affairs		2	0.5
	Inter Municipal Affairs			2	0.5
	Planning and Building Department	Building Department	Bldg - Illegal Housing	1	0
			Bldg - Suspect Work Without a Permit	2	4.0
		Building Department		3	2.7
	Planning and Building Department			3	2.7
	Project Independence	Project Independence	PI - Call Back Request	2	1.0
			PI - Flu Shot Registration	6	0
			PI - Health and Mental Health	5	3.2
			PI - Membership Registration	5	0
			PI - Miscellaneous	2	2.0
			PI - Program Registration	2	0
			PI - Taxi Service	62	0
			PI - Taxi Service Cancellation	2	0
			PI - Transportation/Mobility Mgmt Info	1	0
			Project Independence		87
	Project Independence			87	0.3
	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	5	0
		Receiver of Taxes		5	0
	Receiver of Taxes			5	0
	Solid Waste Management	Sustainability Department	SWMA - Compost	1	1.0
			SWMA - Rain Barrel	1	1.0
		Sustainability Department		2	1.0
	Solid Waste Management			2	1.0
	Supervisor's Office	Supervisor's Office	SupV - Helicopter	1	0
		Supervisor's Office		1	0
Supervisor's Office			1	0	
GARDEN CITY PARK				192	2.0
GARDEN CIY PARK	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
GARDEN CIY PARK				1	0
GLENWOOD LANDING	Department of Public Works	Street Lighting District	Street Light - Cycles On / Off	1	0
		Street Lighting District		1	0
Department of Public Works			1	0	
GLENWOOD LANDING				1	0
GREAT BNECK	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
GREAT BNECK				1	0

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
GREAT NECK	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	1	0	
			Animal Sh - Lost Animal	2	0.5	
			Animal Sh - Menacing or Harrassing Dog	1	7.0	
			Animal Sh - Misc	3	2.0	
			Animal Sh - Unleashed - Stray Dog	1	0	
		Animal Shelter			8	1.8
		Cat Shelter	Cat Shelter - Feral Cats	2	0	
		Cat Shelter			2	0
		Code Enforcement	Code - After Hours/Weekend Construction	3	0	
			Code - Commercial Vehicle stored on Residential Property	1	4.0	
			Code - Court	7	0	
			Code - Dumpster	2	0	
			Code - From Transfer	1	0	
			Code - Miscellaneous	4	0.5	
			Code - Overgrown Vegetation	2	12.5	
	Code - Property Maintenance		1	0		
	Code Enforcement			21	1.5	
	Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	1.0		
	Parking Enforcement			1	1.0	
	Department of Public Safety				32	1.4
	Department of Public Works	Highway Department	Hwy - Catch Basin	4	5.2	
			Hwy - Curb Repair	2	12.5	
			Hwy - Dead Animal Pickup	1	10.0	
			Hwy - Grass Cut / Mow	2	5.5	
			Hwy - Manhole Repair	3	2.3	
			Hwy - Miscellaneous	2	2.5	
			Hwy - Street Drainage / Flooding	2	2.0	
			Hwy - Street Sign - Repair / Replace	4	0	
			Hwy - Tree Branch / Debris Pickup	1	2.0	
			Hwy - Tree Planting	1	0	
			Hwy - Tree Stump Removal	5	0	
			Hwy - Tree Trimming / Removal Inspection	11	1.3	
Highway Department			38	2.6		
Street Lighting District		Street Light - Light Out (Single)	15	6.4		
		Street Light - Lights Out (Multiple)	2	0		
		Street Light - Mark Out	5	10.8		
		Street Light - Misc Problems	1	4.0		
	Street Light - On During Day	1	13.0			
Street Lighting District			24	7.0		

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days
GREAT NECK	Department of Public Works			62	4.3
	Human Resources and Finance	Human Resources and Finance	HR - ADA Compliance	1	0
		Human Resources and Finance		1	0
	Human Resources and Finance			1	0
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	0
			OIC - Inter Municipal SR	8	0.8
		Inter Municipal Affairs		9	0.7
	Inter Municipal Affairs			9	0.7
	Planning and Building Department	Building Department	Bldg - Construction Complaint	1	0
			Bldg - Illegal Housing	1	0
			Bldg - Inspection Request	1	0
		Building Department		3	0
		Planning Department	Planning - Questions needing Answers	1	1.0
	Planning Department		1	1.0	
	Planning and Building Department			4	0.2
	Project Independence	Project Independence	PI - Call Back Request	3	0.3
			PI - Caregiver Support	1	0
			PI - Flu Shot Registration	9	0
			PI - Health and Mental Health	11	0.5
			PI - Household Maintenance	2	3.5
			PI - Membership Registration	13	0
			PI - Miscellaneous	4	2.2
			PI - Program Registration	5	5.8
			PI - Taxi Service	185	0.0
			PI - Taxi Service Cancellation	7	0
			PI - Taxi Service Complaint	4	3.0
			PI - Transportation/Mobility Mgmt Info	4	0.2
			PI - Volunteer	1	1.0
			Project Independence		249
	Project Independence			249	0.3
	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	11	0
		Receiver of Taxes		11	0
Receiver of Taxes			11	0	
Supervisor's Office	Supervisor's Office	SupV - Airplane	1	0	
		SupV - Helicopter	5	0	
		SupV - Thank You from Constituent	2	0	
	Supervisor's Office		8	0	
Supervisor's Office			8	0	
GREAT NECK				376	1.0
GREAT NECK ESTATES	Project Independence	Project Independence	PI - Flu Shot Registration	2	0

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days
GREAT NECK ESTATES	Project Independence	Project Independence	PI - Health and Mental Health	1	2.0
			PI - Membership Registration	3	0
			PI - Program Registration	2	2.0
			PI - Taxi Service	13	0
			PI - Taxi Service Cancellation	1	0
	Project Independence			22	0.3
	Project Independence			22	0.3
	Solid Waste Management	Sustainability Department	SWMA - Rain Barrel	1	1.0
		Sustainability Department		1	1.0
	Solid Waste Management			1	1.0
GREAT NECK ESTATES				23	0.3
GREAT NECK PLAZA	Project Independence	Project Independence	PI - Call Back Request	8	1.4
			PI - Caregiver Support	1	1.0
			PI - Flu Shot Registration	2	0
			PI - Health and Mental Health	6	5.5
			PI - Membership Registration	3	0
			PI - Miscellaneous	2	2.0
			PI - Program Registration	3	0.3
			PI - Taxi Service	106	0.1
			PI - Taxi Service Cancellation	16	0
			PI - Taxi Service Complaint	2	0.5
			PI - Transportation/Mobility Mgmt Info	2	1.0
			PI - Volunteer	1	0
	Project Independence			152	0.4
	Project Independence			152	0.4
	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	2	0
Receiver of Taxes		2	0		
Receiver of Taxes			2	0	
Supervisor's Office	Supervisor's Office	SupV - Thank You from Constituent	1	0	
	Supervisor's Office		1	0	
Supervisor's Office			1	0	
GREAT NECK PLAZA				155	0.4
GREAT NECK RD	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
GREAT NECK RD				1	0
GREENVALE	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	1	1.0
			Animal Sh - Unleashed - Stray Dog	1	4.0
		Animal Shelter		2	2.5

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
GREENVALE	Department of Public Safety	Code Enforcement	Code - Garbage	1	5.0	
			Code - Signs	1	0	
		Code Enforcement			2	2.5
	Department of Public Safety				4	2.5
	Department of Public Works	Highway Department		Hwy - Miscellaneous	1	3.0
				Hwy - Street Painting	2	11.5
				Hwy - Street Sign - New Request	1	0
				Hwy - Tree Branch / Debris Pickup	1	0
				Hwy - Tree Fallen - Emergency	1	0
				Hwy - Tree Trimming / Removal Inspection	1	0
		Highway Department			7	3.7
		Street Lighting District		Street Light - Light Out (Single)	2	0
	Street Light - On During Day			1	19.0	
	Street Lighting District			3	6.3	
	Department of Public Works				10	4.5
	Project Independence	Project Independence		PI - Membership Registration	1	0
				PI - Program Registration	1	3.0
Project Independence				2	1.5	
Project Independence				2	1.5	
GREENVALE				16	3.6	
GREENVALE	Department of Public Works	Street Lighting District	Street Light - On During Day	1	6.0	
		Street Lighting District		1	6.0	
	Department of Public Works				1	6.0
GREENVALE				1	6.0	
HARBOR HILLS	Department of Public Works	Street Lighting District	Street Light - Mark Out	2	6.0	
		Street Lighting District		2	6.0	
	Department of Public Works				2	6.0
HARBOR HILLS				2	6.0	
HEMPSTEAD	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	0	
		Animal Shelter		1	0	
	Department of Public Safety				1	0
HEMPSTEAD				1	0	
HERRICKS	Community Services	Community Services	CommSvc - Seasonal Programs Registration	1	0	
			Community Services		1	0
	Community Services				1	0
	Department of Public Safety	Cat Shelter		Cat Shelter - Feral Cats	2	0
Cat Shelter				2	0	

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days		
HERRICKS	Department of Public Safety	Code Enforcement	Code - Graffiti	1	4.0		
			Code - Miscellaneous	1	1.0		
			Code - Property Maintenance	2	0.5		
		Code Enforcement			4	1.5	
	Department of Public Safety				6	1.0	
	Department of Public Works	Highway Department	Highway Department	Hwy - Catch Basin	1	0	
				Hwy - Dead Animal Pickup	1	3.0	
				Hwy - Miscellaneous	2	1.5	
				Hwy - Sprinkler Damage	1	0	
				Hwy - Street Sign - Repair / Replace	1	2.0	
				Hwy - Tree Branch / Debris Pickup	2	3.0	
				Hwy - Tree Planting	1	0	
				Hwy - Tree Removal Objection	1	3.0	
				Hwy - Tree Trimming / Removal Inspection	7	0	
		Highway Department			17	1.0	
		Street Lighting District	Street Lighting District	Street Lighting District	Street Light - Light Out (Single)	10	4.8
					Street Light - Lights Out (Multiple)	4	8.2
					Street Light - Mark Out	8	7.6
	Street Light - On During Day				7	4.6	
	Street Lighting District			29	6.0		
	Department of Public Works				46	4.2	
	Inter Municipal Affairs	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	1.0	
				Inter Municipal Affairs			1
	Inter Municipal Affairs				1	1.0	
	Planning and Building Department	Building Department	Building Department	Bldg - Application Status	1	5.0	
				Bldg - Construction Complaint	1	1.0	
				Bldg - Suspect Work Without a Permit	2	0	
		Building Department			4	1.5	
	Planning and Building Department				4	1.5	
	Project Independence	Project Independence	Project Independence	PI - Financial Assistance	1	10.0	
				PI - Flu Shot Registration	2	0	
				PI - Household Maintenance	1	3.0	
				PI - Membership Registration	3	0	
PI - NORC SR				2	0.5		
PI - Program Registration				2	1.0		
PI - Taxi Service				18	0		
PI - Taxi Service Cancellation				1	0		
Project Independence			30	0.5			
Project Independence				30	0.5		

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days
HERRICKS	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	4	0
		Receiver of Taxes		4	0
	Receiver of Taxes			4	0
HERRICKS				92	2.4
HERRICKS	Department of Public Works	Highway Department	Hwy - Pothole	1	10.0
		Highway Department		1	10.0
	Department of Public Works			1	10.0
HERRICKS				1	10.0
KENSINGTON	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	2.0
		Inter Municipal Affairs		1	2.0
	Inter Municipal Affairs			1	2.0
	Project Independence	Project Independence	PI - Call Back Request	2	1.5
			PI - Health and Mental Health	1	5.0
			PI - Taxi Service	4	0
	Project Independence			7	1.1
	Project Independence			7	1.1
	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	4	0
Receiver of Taxes		4	0		
Receiver of Taxes			4	0	
KENSINGTON				12	0.8
KINGS POINT	Department of Public Safety	Code Enforcement	Code - Boating Miscellaneous	1	1.0
		Code Enforcement		1	1.0
	Department of Public Safety			1	1.0
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	1.0
		Inter Municipal Affairs		1	1.0
	Inter Municipal Affairs			1	1.0
	Project Independence	Project Independence	PI - Flu Shot Registration	1	0
			PI - Household Maintenance	2	1.0
			PI - Membership Registration	2	0
			PI - Taxi Service	33	0
			PI - Taxi Service Cancellation	3	0
			PI - Taxi Service Complaint	1	0
			PI - Transportation/Mobility Mgmt Info	1	0
Project Independence			43	0.0	
Project Independence			43	0.0	
Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	5	0	
	Receiver of Taxes		5	0	
Receiver of Taxes			5	0	
KINGS POINT				50	0.1

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days
LAKE SUCCESS	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	1	5.0
		Cat Shelter		1	5.0
	Department of Public Safety			1	5.0
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	2.0
			OIC - Inter Municipal SR	1	4.0
		Inter Municipal Affairs		2	3.0
	Inter Municipal Affairs			2	3.0
	Project Independence	Project Independence	PI - Flu Shot Registration	2	0
			PI - Membership Registration	2	0
			PI - Miscellaneous	1	0
			PI - Taxi Service	21	0.0
			PI - Taxi Service Cancellation	1	0
			PI - Taxi Service Complaint	1	0
			Project Independence		28
	Project Independence			28	0.0
	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	1	0
		Receiver of Taxes		1	0
	Receiver of Taxes			1	0
	Supervisor's Office	Supervisor's Office	SupV - Thank You from Constituent	1	0
		Supervisor's Office		1	0
Supervisor's Office			1	0	
LAKE SUCCESS				33	0.4
MANHASEET	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	1.0
		Inter Municipal Affairs		1	1.0
	Inter Municipal Affairs			1	1.0
MANHASEET				1	1.0
MANHASSET	Adminstrative Services	Adminstrative Services	Adm Svc - Green Team	3	1.0
		Adminstrative Services		3	1.0
	Adminstrative Services			3	1.0
	Community Services	Community Services	CommSvc - Bus Pickup Cancel	1	1.0
		Community Services		1	1.0
	Community Services			1	1.0
	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	2	0
			Cat Shelter		2
		Code Enforcement	Code - Court	3	3.0
			Code - Dumpster	1	0
Code - Garbage			1	7.0	
Code - No Plates / Inoperable Vehicle			2	0	
Code - Noise	1	12.0			

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days		
MANHASSET	Department of Public Safety	Code Enforcement	Code - Overgrown Vegetation	1	17.0		
			Code - Signs	1	12.0		
		Code Enforcement			10	5.7	
		Parking Enforcement	Prkg Enfrc - Commercial Parking	1	2.0		
			Prkg Enfrc - Parking Violations Complaint	1	0		
		Parking Enforcement			2	1.0	
	Department of Public Safety				14	4.2	
	Department of Public Works	Highway Department		Hwy - Dead Animal Pickup	4	1.8	
				Hwy - Miscellaneous	4	4.5	
				Hwy - Pothole	4	2.0	
				Hwy - Street Painting	1	0	
				Hwy - Street Sign - New Request	2	1.0	
				Hwy - Street Sign - Repair / Replace	9	0.1	
				Hwy - Tree Planting	2	0	
				Hwy - Tree Stump Removal	5	0	
				Hwy - Tree Trimming / Removal Inspection	10	1.2	
		Highway Department			41	1.2	
		Street Lighting District			Street Light - Cycles On / Off	1	8.0
					Street Light - Fixture Problem	3	5.3
					Street Light - Light Out (Single)	16	4.4
					Street Light - Lights Out (Multiple)	4	6.5
					Street Light - Mark Out	22	6.3
					Street Light - Misc Problems	4	2.0
					Street Light - On During Day	5	5.8
	Street Light - Pole Problem				1	23.0	
	Street Lighting District			56	5.7		
	Department of Public Works				97	3.8	
	Housing Authority	Housing Authority		Housing - Appliance	2	3.0	
				Housing - High Priority SR	1	1.0	
				Housing - Misc Carpentry	1	0	
				Housing - Plumbing	4	2.5	
	Housing Authority			8	2.1		
	Housing Authority				8	2.1	
	Inter Municipal Affairs	Inter Municipal Affairs		OIC - From Transfer	2	1.0	
				OIC - Inter Municipal SR	5	1.8	
				Inter Municipal Affairs			7
	Inter Municipal Affairs				7	1.6	
	Parks and Recreation Department	Parks and Recreation Department		Park - Miscellaneous	1	6.0	
				Parks and Recreation Department			1
	Parks and Recreation Department				1	6.0	

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
MANHASSET	Planning and Building Department	Building Department	Bldg - Application Status	1	1.0	
			Bldg - Construction Complaint	1	6.0	
			Bldg - From Transfer	1	2.0	
			Bldg - Inspection Request	1	0	
			Bldg - Suspect Work Without a Permit	2	3.0	
	Building Department			6	2.5	
	Planning and Building Department			6	2.5	
	Project Independence	Project Independence		PI - Financial Assistance	1	0
				PI - Flu Shot Registration	2	0
				PI - Health and Mental Health	1	3.0
				PI - Household Maintenance	1	0
				PI - Membership Registration	6	0
				PI - Miscellaneous	1	7.0
				PI - Taxi Service	85	0
				PI - Taxi Service Cancellation	8	0
				PI - Taxi Service Complaint	1	1.0
	Project Independence			106	0.1	
	Project Independence			106	0.1	
	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	2	0	
		Receiver of Taxes		2	0	
	Receiver of Taxes			2	0	
	Solid Waste Management	Solid Waste Management	SWMA - Container without License / Permit	1	0	
				Solid Waste Management		1
		Sustainability Department	SWMA - Compost	1	4.0	
				SWMA - Long Island Green Homes	1	4.0
				SWMA - Rain Barrel	1	1.0
	Sustainability Department			3	3.0	
Solid Waste Management			4	2.2		
Supervisor's Office	Supervisor's Office	SupV - Helicopter	4	0		
			SupV - Thank You from Constituent	2	0	
		Supervisor's Office		6	0	
Supervisor's Office			6	0		
MANHASSET				255	2.0	
MANHASSET HILLS	Department of Public Works	Highway Department	Hwy - Tree Trimming / Removal Inspection	1	0	
		Highway Department		1	0	
		Street Lighting District	Street Light - Mark Out	5	10.2	
		Street Lighting District		5	10.2	
Department of Public Works			6	8.5		

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days
MANHASSET HILLS	Planning and Building Department	Building Department	Bldg - Application Status	1	4.0
		Building Department		1	4.0
	Planning and Building Department			1	4.0
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	1	0
		311 Call Center		1	0
		Supervisor's Office	SupV - Airplane	1	0
		Supervisor's Office		1	0
Supervisor's Office			2	0	
MANHASSET HILLS				9	6.1
MANORHAVEN	Community Services	Community Services	CommSvc - Bus Pickup Cancel	1	0
			CommSvc - Seasonal Programs Registration	1	0
		Community Services		2	0
	Community Services			2	0
	Department of Public Safety	Animal Shelter	Animal Sh - Surrender a dog	1	0
			Animal Sh - Unleashed - Stray Dog	1	27.0
		Animal Shelter		2	13.5
		Cat Shelter	Cat Shelter - Feral Cats	1	0
	Cat Shelter		1	0	
	Department of Public Safety			3	9.0
	Project Independence	Project Independence	PI - Flu Shot Registration	6	0
			PI - Health and Mental Health	1	0
			PI - Household Maintenance	3	0.3
			PI - Membership Registration	4	0
			PI - Program Registration	1	0
			PI - Taxi Service	65	0
PI - Taxi Service Cancellation			4	0	
PI - Transportation/Mobility Mgmt Info			1	1.0	
Project Independence			85	0.0	
Project Independence			85	0.0	
Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	1	0	
	Receiver of Taxes		1	0	
Receiver of Taxes			1	0	
Solid Waste Management	Sustainability Department	SWMA - Compost	1	7.0	
	Sustainability Department		1	7.0	
Solid Waste Management			1	7.0	
MANORHAVEN				92	0.4
MASSAPEQUA	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	0
		Animal Shelter		1	0
	Department of Public Safety			1	0
MASSAPEQUA				1	0
MINEOLA	Community Services	Community Services	CommSvc - Bus Pickup Cancel	14	0.6

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
MINEOLA	Community Services	Community Services	CommSvc - Bus Pickup Schedule	7	0.7	
			CommSvc - Misc SR	2	1.0	
			CommSvc - Seasonal Programs Registration	2	0	
	Community Services			25	0.6	
	Community Services			25	0.6	
	Department of Public Safety	Animal Shelter	Animal Shelter	Animal Sh - Misc	1	1.0
				Animal Sh - Unleashed - Stray Dog	2	1.5
		Animal Shelter		3	1.3	
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	7.0	
	Parking Enforcement		1	7.0		
	Department of Public Safety			4	2.8	
	Department of Public Works	Highway Department	Highway Department	Hwy - Dead Animal Pickup	1	0
				Hwy - Tree Branch / Debris Pickup	1	0
		Highway Department		2	0	
	Department of Public Works			2	0	
	Inter Municipal Affairs	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	3	0.3
				Inter Municipal Affairs		3
	Inter Municipal Affairs			3	0.3	
	Project Independence	Project Independence	Project Independence	PI - Call Back Request	3	2.0
				PI - Caregiver Support	1	3.0
				PI - Flu Shot Registration	1	0
				PI - Health and Mental Health	1	1.0
				PI - Household Maintenance	3	1.0
				PI - Membership Registration	10	0
				PI - Miscellaneous	4	6.2
				PI - NORC SR	1	0
				PI - Program Registration	6	2.3
				PI - Taxi Service	73	0
				PI - Taxi Service Cancellation	6	0
				PI - Taxi Service Complaint	2	1.5
				PI - Transportation/Mobility Mgmt Info	2	0
				PI - Volunteer	1	0
	Project Independence			114	0.5	
Project Independence			114	0.5		
Receiver of Taxes	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	8	0	
			Receiver of Taxes		8	0
Receiver of Taxes			8	0		

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days
MINEOLA	Solid Waste Management	Sustainability Department	SWMA - Compost	1	0
		Sustainability Department		1	0
	Solid Waste Management			1	0
MINEOLA				157	0.5
MUNSEY PARK	Department of Public Safety	Animal Shelter	Animal Sh - Barking Dog	2	5.0
		Animal Shelter		2	5.0
		Cat Shelter	Cat Shelter - Feral Cats	1	0
		Cat Shelter		1	0
	Department of Public Safety			3	3.3
	Project Independence	Project Independence	PI - Household Maintenance	1	0
			PI - Taxi Service	1	0
	Project Independence			2	0
	Project Independence			2	0
	Solid Waste Management	Solid Waste Management	SWMA - Container without License / Permit	1	0
Solid Waste Management			1	0	
Solid Waste Management			1	0	
MUNSEY PARK				6	1.7
NE WHYDE PARK	Community Services	Community Services	CommSvc - Bus Pickup Cancel	1	0
		Community Services		1	0
	Community Services			1	0
NE WHYDE PARK				1	0
NEW CASSEL	Community Services	Community Services	CommSvc - Seasonal Programs Registration	19	0
		Community Services		19	0
		Community Services		19	0
	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	1	1.0
			Animal Sh - Surrender a dog	2	0
			Animal Sh - Unleashed - Stray Dog	2	1.5
		Animal Shelter		5	0.8
		Code Enforcement	Code - Commercial Vehicle stored on Residential Property	3	1.0
			Code - Court	2	0
	Code - Fence		2	9.5	
	Code - Garbage		3	2.7	
	Code - Graffiti		1	20.0	
	Code - Miscellaneous		5	3.0	
	Code - No Plates / Inoperable Vehicle		11	0	
	Code - Odor		2	5.0	
	Code - Overgrown Vegetation		2	7.0	
	Code - Property Maintenance		7	0.6	
	Code - Sidewalk Obstruction	2	0		
	Code - Storage and Display	4	1.5		

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days		
NEW CASSEL	Department of Public Safety	Code Enforcement	Code - Tree Removal	1	18.0		
			Code - Unlawful Property Use	1	0		
		Code Enforcement			46	2.5	
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	2	3.5		
		Parking Enforcement			2	3.5	
	Department of Public Safety				53	2.4	
	Department of Public Works	Highway Department	Highway Department	Hwy - Catch Basin	1	6.0	
				Hwy - Curb Repair	1	4.0	
				Hwy - Dead Animal Pickup	2	1.0	
				Hwy - Grass Cut / Mow	1	6.0	
				Hwy - Miscellaneous	3	0.3	
				Hwy - Pothole	5	4.6	
				Hwy - Pothole Filled Without Request	3	0	
				Hwy - Street Sign - Repair / Replace	17	3.1	
				Hwy - Tree Fallen - Emergency	1	3.0	
				Hwy - Tree Stump Removal	2	0	
				Hwy - Tree Trimming / Removal Inspection	4	0	
		Highway Department			40	2.4	
		Street Lighting District	Street Lighting District	Street Lighting District	Street Light - Cycles On / Off	4	5.2
					Street Light - Light Out (Single)	17	4.8
					Street Light - Lights Out (Multiple)	2	5.0
					Street Light - Mark Out	3	4.7
					Street Light - Misc Problems	1	0
					Street Light - Pole Problem	1	9.0
		Street Lighting District			28	4.9	
		Department of Public Works				68	3.4
	Housing Authority	Housing Authority	Housing Authority	Housing - Appliance	3	0.7	
				Housing - Misc Carpentry	1	3.0	
				Housing - Misc Construction	1	1.0	
				Housing - Misc Exterior	2	1.5	
				Housing - Misc SR	2	2.0	
				Housing - Pest Control	2	3.0	
Housing - Plumbing				1	0		
Housing Authority			12	1.6			
Housing Authority				12	1.6		
Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0			
	Inter Municipal Affairs			1	0		
Inter Municipal Affairs				1	0		

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
NEW CASSEL	Planning and Building Department	Building Department	Bldg - Housing Complaint	1	0	
			Bldg - Illegal Housing	2	3.0	
	Building Department			3	2.0	
	Planning and Building Department			3	2.0	
	Project Independence	Project Independence		PI - Call Back Request	1	7.0
				PI - Flu Shot Registration	4	0
				PI - Health and Mental Health	9	3.3
				PI - Household Maintenance	1	14.0
				PI - Membership Registration	13	0
				PI - Program Registration	7	1.3
				PI - Taxi Service	43	0
				PI - Taxi Service Cancellation	7	0
				PI - Transportation/Mobility Mgmt Info	1	1.0
				Project Independence		
	Project Independence			86	0.7	
	Receiver of Taxes	Receiver of Taxes		Tax - Duplicate Bill or Receipt	3	0
				Receiver of Taxes		
	Receiver of Taxes			3	0	
	Supervisor's Office	Supervisor's Office		SupV - Complaint - Other Employee	1	21.0
				SupV - Thank You from Constituent	1	0
Supervisor's Office				2	10.5	
Supervisor's Office			2	10.5		
NEW CASSEL				247	1.9	
NEW CASSELL	Department of Public Works	Highway Department	Hwy - Tree Trimming / Removal Inspection	1	0	
		Highway Department			1	0
Department of Public Works			1	0		
NEW CASSELL				1	0	
NEW CASTLE	Department of Public Safety	Animal Shelter	Animal Sh - Unleashed - Stray Dog	1	1.0	
		Animal Shelter			1	1.0
Department of Public Safety			1	1.0		
NEW CASTLE				1	1.0	
NEW HYDE PAK	Project Independence	Project Independence	PI - Membership Registration	1	0	
		Project Independence			1	0
Project Independence			1	0		
NEW HYDE PAK				1	0	
NEW HYDE PARK	Community Services	Community Services	CommSvc - Bus Pickup Cancel	3	0	
			CommSvc - Bus Pickup Schedule	1	0	
			CommSvc - Seasonal Programs Registration	5	0	
			Community Services			9
Community Services			9	0		

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days		
NEW HYDE PARK	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	2	2.0		
			Cat Shelter - From Transfer	1	5.0		
		Cat Shelter			3	3.0	
		Code Enforcement	Code - After Hours/Weekend Construction	1	2.0		
			Code - Garbage	1	0		
			Code - No Plates / Inoperable Vehicle	1	3.0		
			Code - Overgrown Vegetation	1	1.0		
			Code - Property Maintenance	1	2.0		
		Code Enforcement			5	1.6	
		Department of Public Safety				8	2.1
	Department of Public Works	Highway Department		Hwy - Bee's Nest Removal	2	1.5	
				Hwy - Complaint - Highway Employee / Vehicle	1	8.0	
				Hwy - Dead Animal Pickup	1	1.0	
				Hwy - Miscellaneous	1	1.0	
				Hwy - Pothole	1	0	
				Hwy - Street Painting	1	0	
				Hwy - Street Sign - New Request	1	0	
				Hwy - Street Sign - Repair / Replace	21	0.9	
				Hwy - Tree Branch / Debris Pickup	1	0	
				Hwy - Tree Planting	2	0	
				Hwy - Tree Stump Removal	2	0	
				Hwy - Tree Trimming / Removal Inspection	8	1.9	
				Highway Department			42
		Street Lighting District			Street Light - Cable Break	1	1.0
					Street Light - Cycles On / Off	1	7.0
					Street Light - Light Out (Single)	6	3.7
					Street Light - Lights Out (Multiple)	5	3.4
					Street Light - Mark Out	30	7.7
					Street Light - On During Day	7	1.6
					Street Light - Pole Problem	1	17.0
	Street Lighting District			51	6.0		
	Department of Public Works				93	3.8	
	Inter Municipal Affairs	Inter Municipal Affairs		OIC - From Transfer	1	1.0	
OIC - Inter Municipal SR				8	2.2		
Inter Municipal Affairs			9	2.1			
Inter Municipal Affairs				9	2.1		

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
NEW HYDE PARK	Planning and Building Department	Building Department	Bldg - Construction Complaint	4	8.8	
			Bldg - Illegal Housing	3	0	
			Bldg - Suspect Work Without a Permit	1	0	
	Building Department			8	4.4	
	Planning and Building Department			8	4.4	
	Project Independence	Project Independence	Project Independence	PI - Call Back Request	3	2.0
				PI - Flu Shot Registration	4	0
				PI - Health and Mental Health	2	1.5
				PI - Household Maintenance	5	2.2
				PI - Membership Registration	9	0
				PI - Miscellaneous	1	2.0
				PI - NORC SR	1	0
				PI - Program Registration	6	1.8
				PI - Taxi Service	71	0.1
				PI - Taxi Service Cancellation	7	0
				PI - Transportation/Mobility Mgmt Info	3	0
	Project Independence			112	0.3	
	Project Independence			112	0.3	
	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	2	0	
		Receiver of Taxes		2	0	
	Receiver of Taxes			2	0	
	Solid Waste Management	Sustainability Department	SWMA - Compost	SWMA - Compost	1	6.0
				SWMA - Rain Barrel	1	6.0
			Sustainability Department		2	6.0
	Solid Waste Management			2	6.0	
	Supervisor's Office	Supervisor's Office	Supervisor's Office	SupV - Airplane	1	0
SupV - Helicopter				18	0	
SupV - Thank You from Constituent				1	0	
Supervisor's Office				20	0	
Supervisor's Office			20	0		
NEW HYDE PARK				263	1.8	
NO NEW HYDE PARK	Department of Public Safety	Code Enforcement	Code - From Transfer	1	2.0	
		Code Enforcement		1	2.0	
	Department of Public Safety			1	2.0	
	Department of Public Works	Highway Department	Highway Department	Hwy - Dead Animal Pickup	1	1.0
				Hwy - Grass Cut / Mow	1	0
				Hwy - Miscellaneous	2	1.5
				Hwy - Street Sweeping / Cleaning	1	2.0
Hwy - Tree Trimming / Removal Inspection				1	16.0	
Highway Department			6	3.7		
Street Lighting District	Street Light - Light Out (Single)	4	8.5			

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
NO NEW HYDE PARK	Department of Public Works	Street Lighting District	Street Light - Lights Out (Multiple)	2	4.0	
			Street Light - Misc Problems	1	0	
			Street Light - New Light Request	1	0	
	Street Lighting District			8	5.2	
	Department of Public Works			14	4.6	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR		2	0.5
				Inter Municipal Affairs	2	0.5
	Inter Municipal Affairs			2	0.5	
	Parks and Recreation Department	Parks and Recreation Department	Park - From Transfer		1	0
				Parks and Recreation Department	1	0
	Parks and Recreation Department			1	0	
NO NEW HYDE PARK				18	3.7	
NORTH HILLS	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	1	12.0	
		Cat Shelter		1	12.0	
	Department of Public Safety			1	12.0	
	Department of Public Works	Highway Department	Hwy - Dead Animal Pickup		1	1.0
				Highway Department	1	1.0
	Department of Public Works			1	1.0	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR		1	1.0
				Inter Municipal Affairs	1	1.0
	Inter Municipal Affairs			1	1.0	
	Project Independence	Project Independence		PI - Flu Shot Registration	1	0
				PI - Health and Mental Health	1	2.0
				PI - Membership Registration	8	0
				PI - Program Registration	2	12.0
				PI - Taxi Service	85	0.0
				PI - Taxi Service Cancellation	5	0
PI - Transportation/Mobility Mgmt Info				1	0	
Project Independence			103	0.3		
Project Independence			103	0.3		
Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt		3	0	
			Receiver of Taxes	3	0	
Receiver of Taxes			3	0		
NORTH HILLS				109	0.4	
NORTH NEW HYDE PARK	Community Services	Community Services	CommSvc - Misc SR	1	1.0	
			CommSvc - Seasonal Programs Registration	6	0	
			Community Services	7	0.1	
Community Services			7	0.1		

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
NORTH NEW HYDE PARK	Department of Public Safety	Animal Shelter	Animal Sh - Menacing or Harrassing Dog	1	1.0	
			Animal Sh - Sign	1	1.0	
		Animal Shelter			2	1.0
		Cat Shelter	Cat Shelter - Feral Cats	3	0.7	
		Cat Shelter			3	0.7
		Code Enforcement	Code - After Hours/Weekend Construction	2	1.0	
			Code - Commercial Vehicle stored on Residential Property	6	6.0	
			Code - Court	1	0	
			Code - Fence	1	1.0	
			Code - Garbage	1	1.0	
			Code - Handicap Parking	1	15.0	
			Code - Lights	1	6.0	
			Code - Miscellaneous	1	1.0	
			Code - No Plates / Inoperable Vehicle	1	0	
			Code - Overgrown Vegetation	2	1.5	
			Code - Property Maintenance	5	2.4	
			Code - Sidewalk Obstruction	2	0.5	
			Code - Signs	1	0	
			Code - Tree Removal	1	4.0	
			Code - Unlawful Property Use	1	1.0	
	Code - Water Flow / Accumulation	1	1.0			
	Code Enforcement			28	3.0	
	Parking Enforcement	Prkg Enfrc - Commercial Parking	1	3.0		
	Parking Enforcement			1	3.0	
	Department of Public Safety				34	2.7
	Department of Public Works	Highway Department	Hwy - Abandoned Vehicle	1	8.0	
			Hwy - Bee's Nest Removal	3	5.0	
			Hwy - Miscellaneous	5	1.4	
			Hwy - Pothole	1	7.0	
			Hwy - Sprinkler Damage	4	1.8	
			Hwy - Street Drainage / Flooding	1	0	
			Hwy - Street Sweeping / Cleaning	7	1.9	
			Hwy - Tree Branch / Debris Pickup	4	2.5	
			Hwy - Tree Fallen - Emergency	2	11.5	
Hwy - Tree Planting			22	0.4		
Hwy - Tree Stump Removal			10	6.0		
Hwy - Tree Trimming / Removal Inspection			41	0.7		
Highway Department			101	1.9		
Street Lighting District		Street Light - Cable Break	3	2.7		
	Street Light - Cycles On / Off	4	8.5			

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days
NORTH NEW HYDE PARK	Department of Public Works	Street Lighting District	Street Light - Fixture Problem	5	4.2
			Street Light - Light Out (Single)	17	4.3
			Street Light - Lights Out (Multiple)	10	3.7
			Street Light - Mark Out	40	7.6
			Street Light - Misc Problems	2	2.0
			Street Light - On During Day	2	5.0
			Street Light - Pole Problem	2	0
	Street Lighting District			85	5.8
	Department of Public Works			186	3.6
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	3	0.7
		Inter Municipal Affairs		3	0.7
	Inter Municipal Affairs			3	0.7
	Planning and Building Department	Building Department	Bldg - Application Status	2	3.0
			Bldg - Certificate Status	1	9.0
			Bldg - Construction Complaint	3	0
			Bldg - Illegal Housing	3	0
			Bldg - Inspection Request	1	7.0
			Bldg - Suspect Work Without a Permit	3	4.3
	Building Department		13	2.7	
	Planning and Building Department			13	2.7
	Project Independence	Project Independence	PI - Call Back Request	2	0.5
			PI - Caregiver Support	1	0
			PI - Flu Shot Registration	23	0
			PI - Health and Mental Health	4	1.5
			PI - Household Maintenance	3	2.3
			PI - Membership Registration	10	0
			PI - Miscellaneous	3	1.3
PI - NORC SR			3	0.7	
PI - Program Registration			10	4.3	
PI - Taxi Service			61	0	
PI - Taxi Service Cancellation			4	0	
PI - Taxi Service Complaint			2	0.5	
Project Independence		126	0.5		
Project Independence			126	0.5	
Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	6	0	
	Receiver of Taxes		6	0	
Receiver of Taxes			6	0	
Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	1	0	
		SWMA - Container without License / Permit	2	1.0	
	Solid Waste Management		3	0.7	

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days			
NORTH NEW HYDE PARK	Solid Waste Management	Sustainability Department	SWMA - Compost	2	0			
			SWMA - Long Island Green Homes	1	5.0			
	Sustainability Department			3	1.7			
	Solid Waste Management			6	1.2			
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage		2	0		
				311 Call Center			2	0
				Supervisor's Office	SupV - Airplane		3	0
						SupV - Thank You from Constituent	1	0
				Supervisor's Office			4	0
	Supervisor's Office			6	0			
NORTH NEW HYDE PARK				387	2.3			
OCEANSIDE	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	0			
		Animal Shelter			1	0		
	Department of Public Safety			1	0			
OCEANSIDE				1	0			
OLD WESTBURY	Project Independence	Project Independence	PI - Caregiver Support	1	0			
		Project Independence			1	0		
	Project Independence			1	0			
	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	2	0			
		Receiver of Taxes			2	0		
	Receiver of Taxes			2	0			
	Solid Waste Management	Sustainability Department	SWMA - Rain Barrel	1	1.0			
Sustainability Department			1	1.0				
Solid Waste Management			1	1.0				
OLD WESTBURY				4	0.2			
PAORT WASHINGTON	Project Independence	Project Independence	PI - Taxi Service	1	0			
		Project Independence			1	0		
	Project Independence			1	0			
PAORT WASHINGTON				1	0			
PLAINVIEW	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	1	0			
		Receiver of Taxes			1	0		
	Receiver of Taxes			1	0			
	Supervisor's Office	Supervisor's Office	SupV - Thank You from Constituent	1	0			
		Supervisor's Office			1	0		
Supervisor's Office			1	0				
PLAINVIEW				2	0			
PLANDOME	Project Independence	Project Independence	PI - Taxi Service	10	0			
		Project Independence			10	0		
	Project Independence			10	0			

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days
PLANDOME	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	1	0
		Receiver of Taxes		1	0
	Receiver of Taxes		1	0	
	Solid Waste Management	Sustainability Department	SWMA - Compost	1	5.0
		Sustainability Department		1	5.0
Solid Waste Management		1	5.0		
PLANDOME				12	0.4
PLANDOME HEIGHTS	Department of Public Works	Highway Department	Hwy - Dead Animal Pickup	2	2.0
		Highway Department		2	2.0
		Street Lighting District	Street Light - Mark Out	1	6.0
	Street Lighting District		1	6.0	
	Department of Public Works		3	3.3	
	Solid Waste Management	Sustainability Department	SWMA - Compost	1	3.0
		Sustainability Department		1	3.0
	Solid Waste Management		1	3.0	
Supervisor's Office	Supervisor's Office	SupV - Helicopter	5	0	
	Supervisor's Office		5	0	
	Supervisor's Office		5	0	
PLANDOME HEIGHTS				9	1.4
PLANDOME MANOR	Department of Public Safety	Animal Shelter	Animal Sh - Barking Dog	1	9.0
			Animal Sh - Unleashed - Stray Dog	1	2.0
		Animal Shelter		2	5.5
	Department of Public Safety		2	5.5	
	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence		1	0	
Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	1	0	
	Receiver of Taxes		1	0	
Receiver of Taxes		1	0		
PLANDOME MANOR				4	2.8
PORT WASHINGTON	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence		1	0	
PORT WASHINGTON				1	0
PORT WASHINGTON	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence		1	0	
PORT WASHINGTON				1	0

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
PORT WASHINGTON	Adminstrative Services	Adminstrative Services	Adm Svc - PW Parking - Broken Meter	1	1.0	
			Adm Svc - PW Parking - Lot Condition	1	0	
		Adminstrative Services		2	0.5	
	Adminstrative Services		2	0.5		
	Community Services	Community Services	CommSvc - Misc SR	1	2.0	
		Community Services		1	2.0	
	Community Services		1	2.0		
	Department of Public Safety	Animal Shelter	Animal Shelter	Animal Sh - Barking Dog	3	1.7
				Animal Sh - Found Animal	2	0
				Animal Sh - Lost Animal	2	1.0
				Animal Sh - Misc	1	4.0
		Animal Shelter		8	1.4	
		Cat Shelter	Cat Shelter - Feral Cats	2	14.0	
		Cat Shelter		2	14.0	
		Code Enforcement	Code Enforcement	Code - After Hours/Weekend Construction	1	0
				Code - Court	5	3.8
				Code - Fence	1	4.0
				Code - Lights	1	4.0
				Code - Litter	1	3.0
				Code - Miscellaneous	3	9.0
				Code - Noise	1	29.0
	Code - Odor			1	1.0	
	Code - Overgrown Vegetation			1	0	
	Code - Property Maintenance			3	2.0	
	Code - Signs			6	1.7	
	Code - Tree Removal			1	0	
	Code - Unlawful Property Use			1	0	
	Code Enforcement		26	4.0		
	Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	0		
	Parking Enforcement		1	0		
	Department of Public Safety		37	3.8		
	Department of Public Works	Highway Department	Highway Department	Hwy - Curb Repair	3	12.0
				Hwy - Dead Animal Pickup	5	2.8
				Hwy - Grass Cut / Mow	1	19.0
				Hwy - Miscellaneous	5	1.8
				Hwy - Pothole	2	12.0
				Hwy - Pothole Filled Without Request	4	0
Hwy - Street Drainage / Flooding				1	0	
Hwy - Street Painting				15	0	
Hwy - Street Sign - New Request				2	9.5	
Hwy - Street Sign - Repair / Replace				27	0.7	

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
PORT WASHINGTON	Department of Public Works	Highway Department	Hwy - Tree Branch / Debris Pickup	2	1.5	
			Hwy - Tree Planting	4	0	
			Hwy - Tree Removal Objection	1	3.0	
			Hwy - Tree Stump Removal	6	0	
			Hwy - Tree Trimming / Removal Inspection	28	0.9	
		Highway Department			106	1.6
		Street Lighting District	Street Light - Cycles On / Off	1	15.0	
			Street Light - Light Out (Single)	12	3.8	
			Street Light - Lights Out (Multiple)	6	4.7	
			Street Light - Mark Out	32	4.5	
			Street Light - Misc Problems	1	4.0	
			Street Light - On During Day	8	0	
	Street Lighting District			60	4.0	
	Department of Public Works				166	2.5
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	7	4.0	
		Inter Municipal Affairs			7	4.0
	Inter Municipal Affairs				7	4.0
	Planning and Building Department	Board of Zoning Appeals	BZA - Filing for an Appeal	1	1.0	
		Board of Zoning Appeals			1	1.0
		Building Department	Bldg - Certificate Status	1	17.0	
			Bldg - Construction Complaint	1	0	
			Bldg - Illegal Housing	3	0.7	
			Bldg - Suspect Work Without a Permit	8	7.1	
Building Department			13	5.8		
Planning and Building Department				14	5.5	
Project Independence	Project Independence	PI - Call Back Request	2	1.0		
		PI - Flu Shot Registration	18	0		
		PI - Food and Hunger	1	0		
		PI - Health and Mental Health	6	1.2		
		PI - Household Maintenance	4	2.0		
		PI - Membership Registration	23	0		
		PI - Miscellaneous	2	2.0		
		PI - Program Registration	7	1.1		
		PI - Taxi Service	235	0.0		
		PI - Taxi Service Cancellation	14	0		
	PI - Transportation/Mobility Mgmt Info	2	0.5			
Project Independence			314	0.1		
Project Independence				314	0.1	

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days
PORT WASHINGTON	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	6	0
		Receiver of Taxes		6	0
	Receiver of Taxes			6	0
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	1	0
		Solid Waste Management		1	0
	Solid Waste Management			1	0
	Supervisor's Office	311 Call Center	311 - Street Repaving Schedule Inquiry	1	0
			311 Call Center		1
		Supervisor's Office	SupV - Airplane	6	0
			SupV - Helicopter	1	0
		Supervisor's Office		7	0
Supervisor's Office			8	0	
PORT WASHINGTON				556	1.2
PORT WASHINGTON NORTH	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	2	0.5
		Animal Shelter		2	0.5
	Department of Public Safety			2	0.5
	Project Independence	Project Independence	PI - Flu Shot Registration	2	0
			PI - Health and Mental Health	1	0
			PI - Membership Registration	4	0
			PI - Program Registration	3	2.3
PI - Taxi Service			17	0	
Project Independence		27	0.3		
Project Independence			27	0.3	
PORT WASHINGTON NORTH				29	0.3
PORTWASHINGTON	Project Independence	Project Independence	PI - Miscellaneous	1	2.0
			PI - Taxi Service	1	0
			Project Independence		2
	Project Independence			2	1.0
PORTWASHINGTON				2	1.0
QUEENS	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	1.0
		Animal Shelter		1	1.0
	Department of Public Safety			1	1.0
QUEENS				1	1.0
RIDGE WOOD	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	0
		Animal Shelter		1	0
	Department of Public Safety			1	0
RIDGE WOOD				1	0

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
ROOSEVELT	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	2.0	
		Animal Shelter		1	2.0	
	Department of Public Safety			1	2.0	
ROOSEVELT				1	2.0	
ROSLY N	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0	
		Inter Municipal Affairs		1	0	
	Inter Municipal Affairs			1	0	
ROSLY N				1	0	
ROSLYN	Adminstrative Services	Adminstrative Services	Adm Svc - PW Parking - Lot Condition	1	0	
		Adminstrative Services		1	0	
	Adminstrative Services			1	0	
	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	2	1.5	
		Cat Shelter		2	1.5	
	Department of Public Safety			2	1.5	
	Department of Public Works	Highway Department	Hwy - Miscellaneous		1	15.0
			Hwy - Pothole Filled Without Request		1	0
			Hwy - Street Sign - Repair / Replace		8	0
			Hwy - Tree Fallen - Emergency		1	0
			Hwy - Tree Trimming / Removal Inspection		1	0
		Highway Department			12	1.2
		Street Lighting District	Street Light - Fixture Problem		1	6.0
			Street Light - Light Out (Single)		1	0
			Street Light - Lights Out (Multiple)		1	0
		Street Lighting District			3	2.0
	Department of Public Works			15	1.4	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	5	0	
		Inter Municipal Affairs		5	0	
	Inter Municipal Affairs			5	0	
	Planning and Building Department	Building Department	Bldg - Certificate Status		1	8.0
			Bldg - Illegal Housing		1	2.0
	Building Department			2	5.0	
Planning and Building Department			2	5.0		
Project Independence	Project Independence	PI - Flu Shot Registration		2	0	
		PI - Health and Mental Health		3	3.7	
		PI - Membership Registration		3	0	
		PI - Program Registration		2	2.5	
		PI - Taxi Service		40	0	
		PI - Taxi Service Cancellation		2	0	
	Project Independence			52	0.3	
Project Independence			52	0.3		

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
ROSLYN	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	3	0	
		Receiver of Taxes		3	0	
	Receiver of Taxes		3	0		
	Supervisor's Office	Supervisor's Office	SupV - Airplane	5	0	
		Supervisor's Office		5	0	
Supervisor's Office				5	0	
ROSLYN				85	0.6	
ROSLYN ESTATES	Project Independence	Project Independence	PI - Household Maintenance	1	0	
			PI - Taxi Service	19	0	
			PI - Taxi Service Cancellation	1	0	
	Project Independence		21	0		
Project Independence				21	0	
ROSLYN ESTATES				21	0	
ROSLYN HARBOR	Department of Public Safety	Animal Shelter	Animal Sh - Unleashed - Stray Dog	1	1.0	
		Animal Shelter		1	1.0	
	Department of Public Safety				1	1.0
ROSLYN HARBOR				1	1.0	
ROSLYN HEIGHTS	Community Services	Community Services	CommSvc - Bus Pickup Cancel	1	1.0	
			CommSvc - Seasonal Programs Registration	1	0	
		Community Services		2	0.5	
	Community Services				2	0.5
	Department of Public Safety	Animal Shelter	Animal Shelter	Animal Sh - Unleashed - Stray Dog	1	1.0
			Animal Shelter		1	1.0
		Cat Shelter	Cat Shelter	Cat Shelter - Feral Cats	1	0
			Cat Shelter		1	0
		Code Enforcement	Code Enforcement	Code - After Hours/Weekend Construction	1	2.0
				Code - Boat	1	5.0
				Code - Commercial Vehicle stored on Residential Property	2	9.0
				Code - Court	3	0
				Code - Fence	1	23.0
				Code - Graffiti	1	0
				Code - Lights	1	3.0
Code - Miscellaneous				2	0	
Code - No Plates / Inoperable Vehicle	2			0		
Code - Noise	1			0		
Code - Overgrown Vegetation	2	1.5				
Code - Property Maintenance	2	0				
Code - Unlawful Property Use	1	0				
Code Enforcement		20	2.7			
Department of Public Safety				22	2.5	

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
ROSLYN HEIGHTS	Department of Public Works	Highway Department	Hwy - Curb Repair	1	0	
			Hwy - Dead Animal Pickup	1	2.0	
			Hwy - From Transfer	1	20.0	
			Hwy - Miscellaneous	1	8.0	
			Hwy - Pothole	1	5.0	
			Hwy - Street Sign - New Request	1	0	
			Hwy - Street Sign - Repair / Replace	1	1.0	
			Hwy - Street Sweeping / Cleaning	1	0	
			Hwy - Tree Branch / Debris Pickup	2	2.5	
			Hwy - Tree Stump Removal	7	0	
			Hwy - Tree Trimming / Removal Inspection	8	1.8	
	Highway Department			25	2.2	
	Street Lighting District	Street Light - Cycles On / Off	Street Light - Cycles On / Off	1	5.0	
			Street Light - Fixture Problem	2	0	
			Street Light - Light Out (Single)	9	4.6	
			Street Light - Mark Out	34	5.8	
			Street Light - New Light Request	1	0	
	Street Lighting District			47	5.2	
	Department of Public Works				72	4.1
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	3	0	
			OIC - Inter Municipal SR	1	1.0	
			Inter Municipal Affairs		4	0.2
	Inter Municipal Affairs				4	0.2
	Planning and Building Department	Building Department	Bldg - Application Status	2	1.5	
			Bldg - Certificate Status	1	0	
			Bldg - Construction Complaint	1	0	
			Bldg - Illegal Housing	1	0	
			Bldg - Inspection Request	1	2.0	
			Bldg - Suspect Work Without a Permit	3	2.0	
		Building Department			9	1.2
	Planning Department	Planning - Questions needing Answers	2	2.0		
	Planning Department			2	2.0	
	Planning and Building Department				11	1.4
Project Independence	Project Independence	PI - Caregiver Support	1	0		
		PI - Flu Shot Registration	3	0		
		PI - Health and Mental Health	2	0.5		
		PI - Membership Registration	9	0		
		PI - Miscellaneous	1	0		
		PI - Program Registration	2	0		

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days
ROSLYN HEIGHTS	Project Independence	Project Independence	PI - Taxi Service	93	0
			PI - Taxi Service Cancellation	5	0
	Project Independence			116	0.0
	Project Independence			116	0.0
	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	8	0
			Receiver of Taxes		
	Receiver of Taxes			8	0
	Solid Waste Management	Solid Waste Management	SWMA - Garbage Not Picked Up	2	0.5
			Solid Waste Management		
	Solid Waste Management			2	0.5
	Supervisor's Office	Supervisor's Office	SupV - Airplane	1	0
Supervisor's Office			1	0	
Supervisor's Office			1	0	
ROSLYN HEIGHTS				238	1.6
RUSSELL DARDENS	Project Independence	Project Independence	PI - Taxi Service Cancellation	1	0
			Project Independence		
	Project Independence			1	0
RUSSELL DARDENS				1	0
RUSSELL GARDENS	Community Services	Community Services	CommSvc - Seasonal Programs Registration	1	0
			Community Services		
	Community Services			1	0
	Department of Public Safety	Animal Shelter	Animal Sh - Unleashed - Stray Dog	1	0
			Animal Shelter		
	Department of Public Safety			1	0
	Project Independence	Project Independence	PI - Program Registration	1	0
			PI - Taxi Service	9	0
			PI - Transportation/Mobility Mgmt Info	1	0
			Project Independence		
Project Independence			11	0	
Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	2	0	
		Receiver of Taxes			2
Receiver of Taxes			2	0	
RUSSELL GARDENS				15	0
RUSSELL GARDENS-	Project Independence	Project Independence	PI - Taxi Service	1	0
			Project Independence		
	Project Independence			1	0
RUSSELL GARDENS-				1	0
SADDLE ROCK	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	2.0
			Animal Shelter		
	Department of Public Safety			1	2.0

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
SADDLE ROCK	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0	
		Inter Municipal Affairs		1	0	
	Inter Municipal Affairs		1	0		
	Project Independence	Project Independence	PI - Taxi Service	7	0	
		Project Independence		7	0	
	Project Independence		7	0		
	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	2	0	
Receiver of Taxes		2	0			
Receiver of Taxes		2	0			
SADDLE ROCK				11	0.2	
SANDS POINT	Project Independence	Project Independence	PI - Flu Shot Registration	1	0	
			PI - Taxi Service	4	0	
		Project Independence		5	0	
	Project Independence		5	0		
	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	5	0	
Receiver of Taxes		5	0			
Receiver of Taxes		5	0			
SANDS POINT				10	0	
SEA CLIFF	Supervisor's Office	Supervisor's Office	SupV - Helicopter	1	0	
		Supervisor's Office		1	0	
	Supervisor's Office		1	0		
SEA CLIFF				1	0	
SEARINGTOWN	Community Services	Community Services	CommSvc - Seasonal Programs Registration	1	0	
		Community Services		1	0	
		Community Services		1	0	
	Department of Public Safety	Code Enforcement	Code - Garbage	4	2.0	
			Code - Miscellaneous	2	0	
			Code - Signs	1	6.0	
		Code Enforcement		7	2.0	
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	2	1.0	
	Parking Enforcement		2	1.0		
	Department of Public Safety				9	1.8
	Department of Public Works	Highway Department	Hwy - Miscellaneous	1	4.0	
Hwy - Sprinkler Damage			1	7.0		
Hwy - Street Drainage / Flooding			1	0		
Hwy - Street Sign - Repair / Replace			2	0		
Hwy - Street Sweeping / Cleaning			1	0		
Hwy - Tree Trimming / Removal Inspection			3	0.7		
Highway Department		9	1.4			
Street Lighting District	Street Light - Cycles On / Off	1	7.0			
	Street Light - Fixture Problem	1	3.0			

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days
SEARINGTOWN	Department of Public Works	Street Lighting District	Street Light - Light Out (Single)	2	0
			Street Light - Lights Out (Multiple)	3	5.7
			Street Light - Mark Out	11	5.5
			Street Light - Misc Problems	1	1.0
			Street Light - On During Day	2	1.5
			Street Light - Pole Problem	1	0
	Street Lighting District			22	4.2
	Department of Public Works			31	3.4
	Planning and Building Department	Building Department	Bldg - Suspect Work Without a Permit	1	0
		Building Department		1	0
	Planning and Building Department			1	0
	Project Independence	Project Independence	PI - Taxi Service	17	0
		Project Independence		17	0
	Project Independence			17	0
	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	2	0
		Receiver of Taxes		2	0
	Receiver of Taxes			2	0
Supervisor's Office	Supervisor's Office	SupV - Airplane	1	0	
	Supervisor's Office		1	0	
Supervisor's Office			1	0	
SEARINGTOWN				62	2.0
THOMASTON	Department of Public Safety	Animal Shelter	Animal Sh - Barking Dog	4	1.5
			Animal Sh - Unleashed - Stray Dog	1	0
		Animal Shelter		5	1.2
	Department of Public Safety			5	1.2
	Project Independence	Project Independence	PI - Flu Shot Registration	1	0
			PI - Health and Mental Health	1	0
			PI - Membership Registration	5	0
			PI - Miscellaneous	1	0
			PI - Taxi Service	9	0
			PI - Taxi Service Cancellation	2	0
PI - Taxi Service Complaint			1	0	
PI - Transportation/Mobility Mgmt Info			1	7.0	
Project Independence		21	0.3		
Project Independence			21	0.3	
THOMASTON				26	0.5
UNIONDALE	Department of Public Safety	Animal Shelter	Animal Sh - Surrender a dog	1	0
		Animal Shelter		1	0
	Department of Public Safety			1	0
UNIONDALE				1	0

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days
UNIVERSITY GARDENS	Department of Public Safety	Animal Shelter	Animal Sh - Barking Dog	1	2.0
		Animal Shelter		1	2.0
		Code Enforcement	Code - Garbage	3	9.3
			Code - Leaves Accumulation	1	0
		Code Enforcement		4	7.0
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	0
	Parking Enforcement		1	0	
	Department of Public Safety			6	5.0
	Department of Public Works	Highway Department	Hwy - Street Drainage / Flooding	2	14.0
			Hwy - Street Sign - Repair / Replace	2	4.5
			Hwy - Tree Trimming / Removal Inspection	2	7.5
		Highway Department		6	8.7
		Street Lighting District	Street Light - Pole Problem	2	12.5
	Street Lighting District		2	12.5	
	Department of Public Works			8	9.6
	Project Independence	Project Independence	PI - Taxi Service	1	0
			PI - Transportation/Mobility Mgmt Info	1	0
		Project Independence		2	0
	Project Independence			2	0
	Supervisor's Office	Supervisor's Office	SupV - Thank You from Constituent	1	0
Supervisor's Office		1	0		
Supervisor's Office			1	0	
UNIVERSITY GARDENS				17	6.3
WEST HEMPSTEAD	Department of Public Safety	Animal Shelter	Animal Sh - Surrender a dog	1	0
		Animal Shelter		1	0
Department of Public Safety			1	0	
WEST HEMPSTEAD				1	0
WESTBERY	Department of Public Safety	Code Enforcement	Code - Miscellaneous	1	1.0
		Code Enforcement		1	1.0
Department of Public Safety			1	1.0	
WESTBERY				1	1.0
WESTBURY	Community Services	Community Services	CommSvc - Bus Pickup Cancel	3	0
			CommSvc - Bus Pickup Schedule	1	1.0
			CommSvc - Seasonal Programs Registration	7	0
	Community Services		11	0.1	
	Community Services			11	0.1
	Department of Public Safety	Animal Shelter	Animal Sh - Barking Dog	1	2.0
			Animal Sh - Lost Animal	1	1.0
			Animal Sh - Misc	1	1.0
Animal Sh - Unleashed - Stray Dog			3	2.7	
Animal Shelter		6	2.0		

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
WESTBURY	Department of Public Safety	Code Enforcement	Code - No Plates / Inoperable Vehicle	2	10.0	
			Code - Overgrown Vegetation	1	28.0	
			Code - Property Maintenance	5	3.4	
			Code - Storage and Display	1	0	
			Code - Unlawful Property Use	1	0	
		Code Enforcement	10	6.5		
		Parking Enforcement	Prkg Enfrc - Commercial Parking	1	7.0	
		Parking Enforcement		1	7.0	
		Department of Public Safety				17
	Department of Public Works	Highway Department		Hwy - Curb Repair	1	0
				Hwy - Dead Animal Pickup	1	2.0
				Hwy - Miscellaneous	1	0
				Hwy - Pothole	2	1.5
				Hwy - Street Sign - Repair / Replace	1	0
				Hwy - Tree Branch / Debris Pickup	1	4.0
				Hwy - Tree Stump Removal	4	0
				Hwy - Tree Trimming / Removal Inspection	8	0
		Highway Department		19	0.5	
		Street Lighting District		Street Light - Light Out (Single)	4	3.8
				Street Light - Lights Out (Multiple)	1	0
				Street Light - Mark Out	1	4.0
		Street Lighting District		6	3.2	
		Department of Public Works				25
	Inter Municipal Affairs	Inter Municipal Affairs		OIC - From Transfer	1	0
				OIC - Inter Municipal SR	5	0.8
				Inter Municipal Affairs	6	0.7
	Inter Municipal Affairs				6	0.7
	Planning and Building Department	Building Department		Bldg - Application Status	1	0
				Bldg - Illegal Housing	1	0
				Bldg - Suspect Work Without a Permit	1	0
		Building Department		3	0	
	Planning and Building Department				3	0
	Project Independence	Project Independence		PI - Call Back Request	1	29.0
PI - Caregiver Support				1	3.0	
PI - Flu Shot Registration				6	0	
PI - Health and Mental Health				4	4.0	
PI - Household Maintenance				1	4.0	
PI - Membership Registration				12	0	
PI - Miscellaneous				2	1.0	
PI - Program Registration				6	0.5	

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
WESTBURY	Project Independence	Project Independence	PI - Taxi Service	54	0.1	
			PI - Taxi Service Cancellation	2	0	
	Project Independence			89	0.7	
	Project Independence			89	0.7	
	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	4	0	
			Receiver of Taxes			4
	Receiver of Taxes			4	0	
	Supervisor's Office	Supervisor's Office	SupV - Thank You from Constituent	1	0	
			Supervisor's Office			1
	Supervisor's Office			1	0	
WESTBURY				156	1.1	
WILISTON PARK	Project Independence	Project Independence	PI - Financial Assistance	1	4.0	
			PI - Taxi Service	1	0	
			PI - Taxi Service Cancellation	1	0	
	Project Independence			3	1.3	
	Project Independence			3	1.3	
WILISTON PARK				3	1.3	
WILLISTON	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	0	
		Highway Department			1	0
	Department of Public Works			1	0	
WILLISTON				1	0	
WILLISTON PARK	Community Services	Community Services	CommSvc - Seasonal Programs Registration	4	0	
			Community Services			4
	Community Services			4	0	
	Department of Public Safety	Animal Shelter	Animal Sh - Surrender a dog	1	0	
			Animal Shelter			1
	Department of Public Safety			1	0	
	Department of Public Works	Highway Department	Highway Department	Hwy - Street Sign - Repair / Replace	1	0
				Hwy - Tree Planting	1	0
				Hwy - Tree Trimming / Removal Inspection	1	0
		Highway Department			3	0
		Street Lighting District	Street Light - Mark Out	3	8.7	
	Street Lighting District			3	8.7	
	Department of Public Works			6	4.3	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	0	
			OIC - Inter Municipal SR	1	0	
Inter Municipal Affairs			2	0		
Inter Municipal Affairs			2	0		
Planning and Building Department	Building Department	Bldg - Housing Complaint	1	0		
		Building Department			1	0
Planning and Building Department			1	0		

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days
WILLISTON PARK	Project Independence	Project Independence	PI - Health and Mental Health	1	3.0
			PI - Household Maintenance	1	0
			PI - Membership Registration	6	0
			PI - Program Registration	1	0
			PI - Taxi Service	54	0
			PI - Taxi Service Cancellation	2	0
			PI - Taxi Service Complaint	1	0
	Project Independence			66	0.0
	Project Independence			66	0.0
	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	3	0
Receiver of Taxes		3	0		
Receiver of Taxes			3	0	
WILLISTON PARK				83	0.3
WILLISTON PARK	Community Services	Community Services	CommSvc - Seasonal Programs Registration	2	0
		Community Services		2	0
	Community Services			2	0
	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
Project Independence			1	0	
WILLISTON PARK				3	0
cCARLE PLACE	Planning and Building Department	Building Department	Bldg - Illegal Housing	1	20.0
		Building Department		1	20.0
	Planning and Building Department			1	20.0
cCARLE PLACE				1	20.0
garden city park	Department of Public Safety	Code Enforcement	Code - Commercial Vehicle stored on Residential Property	1	1.0
		Code Enforcement		1	1.0
	Department of Public Safety			1	1.0
	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	0
		Highway Department		1	0
Department of Public Works			1	0	
garden city park				2	0.5
garden city park	Department of Public Safety	Code Enforcement	Code - Fence	1	1.0
			Code - Overgrown Vegetation	1	1.0
		Code Enforcement		2	1.0
Department of Public Safety			2	1.0	
garden city park				2	1.0

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days
great neck	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	3	0
		Highway Department		3	0
	Department of Public Works			3	0
great neck				3	0
greenvale	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	0
		Street Lighting District		1	0
	Department of Public Works			1	0
greenvale				1	0
herricks	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	0
		Highway Department		1	0
	Department of Public Works			1	0
herricks				1	0
manhasset	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	3	0
		Highway Department		3	0
	Department of Public Works			3	0
manhasset				3	0
manhasset	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	1.0
		Inter Municipal Affairs		1	1.0
	Inter Municipal Affairs			1	1.0
manhasset				1	1.0
manorhaven	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0
		Inter Municipal Affairs		1	0
	Inter Municipal Affairs			1	0
manorhaven				1	0
mineola	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
mineola				1	0
new cassel	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	2	0
		Highway Department		2	0
	Department of Public Works			2	0
new cassel				2	0
new hyde park	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0
		Inter Municipal Affairs		1	0
	Inter Municipal Affairs			1	0
new hyde park				1	0
port washington	Department of Public Works	Highway Department	Hwy - Pothole Filled Without Request	3	0
			Hwy - Street Painting	7	0
	Highway Department			10	0

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
port washington	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	6.0	
		Street Lighting District		1	6.0	
	Department of Public Works			11	0.5	
port washington				11	0.5	
roslyn heights	Department of Public Works	Highway Department	Hwy - Pothole	1	0	
		Highway Department		1	0	
	Department of Public Works			1	0	
	Project Independence	Project Independence	PI - Taxi Service	2	0	
		Project Independence		2	0	
Project Independence			2	0		
roslyn heights				3	0	
roslyn heights	Department of Public Works	Highway Department	Hwy - Dead Animal Pickup	1	2.0	
		Highway Department		1	2.0	
	Department of Public Works			1	2.0	
roslyn heights				1	2.0	
	Community Services	Community Services	CommSvc - Educational Program	1	1.0	
		Community Services		1	1.0	
	Community Services			1	1.0	
	Department of Public Safety	Animal Shelter	Animal Shelter	Animal Sh - Dog Adoption	20	0
			Animal Shelter		20	0
		Cat Shelter	Cat Shelter	Cat Shelter - Call Back	10	5.2
			Cat Shelter		10	5.2
		Code Enforcement	Code Enforcement	Code - Call Back Request	49	1.7
	Code - Property Violations Search			126	2.4	
	Code Enforcement			175	2.2	
	Department of Public Safety			205	2.1	
	Department of Public Works	Highway Department		Hwy - Call Back Request	32	2.2
				Hwy - Informational	2	0
				Hwy - Permits / Road Opening Application Request	10	1.4
				Hwy - Street Painting	1	0
	Highway Department			45	1.9	
	Department of Public Works			45	1.9	
	Human Resources and Finance	Human Resources and Finance		HR - Call Back Request	6	0
				HR - Personnel and Employment	3	7.0
	Human Resources and Finance			9	2.3	
Human Resources and Finance			9	2.3		
Inter Municipal Affairs	Inter Municipal Affairs		OIC - Inter Municipal SR	4	0.2	
			Inter Municipal Affairs		4	0.2
Inter Municipal Affairs			4	0.2		
Parks and Recreation Department	Parks and Recreation Department		Park - Call Back Request	2	0	

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
	Parks and Recreation Department	Parks and Recreation Department	Park - General Complaint	2	5.5	
			Park - Park Facilities Maintenance	15	3.1	
			Park - Park Lights	2	5.5	
			Park - Park Permit Application Request	11	0	
			Park - School Principal RSVP	4	0	
	Parks and Recreation Department			36	1.9	
	Parks and Recreation Department			36	1.9	
	Planning and Building Department	Board of Zoning Appeals	BZA - Questions needing Answers		3	2.0
				Board of Zoning Appeals	3	2.0
		Building Department		Bldg - Call Back	9	0.3
				Bldg - Certificate Status	2	0
				Bldg - General Question Needs Answers	80	2.6
				Bldg - Permit Question Needs Answers	16	2.9
		Building Department			107	2.4
	Planning Department	Planning - Call Back Request	7	1.6		
	Planning Department			7	1.6	
	Planning and Building Department			117	2.3	
	Project Independence	Project Independence		PI - Call Back Request	2	2.0
				PI - Health and Mental Health	1	6.0
				PI - Miscellaneous	3	2.7
				Project Independence		
	Project Independence			6	3.0	
	Solid Waste Management	Solid Waste Management	SWMA - Call Back		15	0.9
				Solid Waste Management	15	0.9
		Sustainability Department	SWMA - Recycling / STOP Call Back	10	1.4	
	Sustainability Department			10	1.4	
	Solid Waste Management			25	1.1	
Supervisor's Office	311 Call Center	311 - SR Constituent Follow-up		123	0	
			311 Call Center	123	0	
	Supervisor's Office	SupV - Helicopter Nassau	1	0		
Supervisor's Office			1	0		
Supervisor's Office			124	0		
Town Clerk	Town Clerk		Town Clerk - Birth Certificate	181	0	
			Town Clerk - Block Party Application	1	0	
			Town Clerk - Death Certificate	115	0	
			Town Clerk - Dog License	67	0	
			Town Clerk - Domestic Partnership	2	0	
			Town Clerk - Filming Permit	4	0	
			Town Clerk - Fishing License	1	0	
			Town Clerk - Going Out of Business	2	0	
			Town Clerk - Hunting License	11	0	

Town of North Hempstead Service Requests via 311 - by Community

October 2013

City	Department Description	Group Description	Type Description	Count	Response Days
	Town Clerk	Town Clerk	Town Clerk - Landscaping License	1	0
			Town Clerk - Liquor License	2	0
			Town Clerk - Marriage Certificate	49	0
			Town Clerk - Marriage License	61	0
			Town Clerk - Miscellaneous	52	0
			Town Clerk - Parade Application	1	0
			Town Clerk - Parking Restrictions Removal Request	19	0
			Town Clerk - Peddler License	5	0
			Town Clerk - Secondhand Dealer License	6	0
			Town Clerk - Solid Waste Management License	5	0
			Town Clerk - Storage Bins	1	0
			Town Clerk - Taxi and Limousine License	12	0
			Town Clerk - Tow Truck License	5	0
			Town Clerk - Town Board Questions	3	0
		Town Clerk		606	0
	Town Clerk			606	0
				1,178	0.8
Summary				5,510	1.2