

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
great neck	Project Independence	Project Independence	PI - Taxi Service	1	0	
		Project Independence		1	0	
	Project Independence			1	0	
great neck				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	
Unknown	Project Independence	Project Independence	PI - Miscellaneous	1	0	
		Project Independence		1	0	
	Project Independence			1	0	
Unknown				1	0	
ALBERTSON	Community Services	Community Services	CommSvc - Bus Pickup Cancel	1	1.0	
			CommSvc - Misc SR	2	2.0	
			CommSvc - Seasonal Programs Registration	8	0	
		Community Services			11	0.5
	Community Services			11	0.5	
	Department of Public Safety	Animal Shelter	Animal Shelter	Animal Sh - Misc	1	2.0
			Animal Shelter		1	2.0
		Code Enforcement	Code Enforcement	Code - After Hours/Weekend Construction	1	0
			Code - Garbage		2	10.0
			Code - Miscellaneous		1	0
		Code Enforcement			4	5.0
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	3	3.0	
	Parking Enforcement			3	3.0	
	Department of Public Safety				8	3.9
	Department of Public Works	Highway Department	Highway Department	Hwy - Dead Animal Pickup	1	1.0
				Hwy - Miscellaneous	1	20.0
				Hwy - Pothole	2	2.5
				Hwy - Street Painting	2	0
				Hwy - Street Sign - Repair / Replace	2	0
				Hwy - Tree Stump Removal	1	0
				Hwy - Tree Trimming / Removal Inspection	9	0
		Highway Department			18	1.4
		Street Lighting District	Street Lighting District	Street Light - Fixture Problem	1	15.0
Street Light - Light Out (Single)				5	5.2	
Street Light - Lights Out (Multiple)	4			0		
Street Light - Mark Out	5			3.8		

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
ALBERTSON	Department of Public Works	Street Lighting District	Street Light - Misc Problems	1	3.0	
			Street Light - On During Day	2	7.5	
		Street Lighting District			18	4.3
	Department of Public Works			36	2.9	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	0	
			OIC - Inter Municipal SR	2	1.0	
		Inter Municipal Affairs			3	0.7
	Inter Municipal Affairs			3	0.7	
	Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous	1	4.0	
			Parks and Recreation Department		1	4.0
	Parks and Recreation Department			1	4.0	
	Planning and Building Department	Building Department	Bldg - Application Status	1	8.0	
			Bldg - Illegal Housing	2	7.0	
			Bldg - Inspection Request	1	17.0	
			Bldg - Suspect Work Without a Permit	1	0	
			Building Department			5
	Planning and Building Department			5	7.8	
	Project Independence	Project Independence	PI - Health and Mental Health	3	3.0	
			PI - Household Maintenance	2	2.0	
			PI - Membership Registration	1	0	
			PI - Program Registration	1	2.0	
			PI - Taxi Service	44	0	
			PI - Taxi Service Cancellation	4	0	
			PI - Taxi Service Complaint	1	0	
			Project Independence			56
	Project Independence			56	0.3	
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	1	0	
			SWMA - Garbage Not Picked Up	2	1.0	
		Solid Waste Management			3	0.7
		Sustainability Department	Sustainability Department	SWMA - Compost	1	0
SWMA - Rain Barrel				1	7.0	
Sustainability Department			2	3.5		
Solid Waste Management			5	1.8		
Supervisor's Office	Supervisor's Office	SupV - Airplane	7	0		
		SupV - Thank You from Constituent	1	0		
	Supervisor's Office			8	0	
Supervisor's Office			8	0		
ALBERTSON				133	1.6	

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
BALDWIN	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	1	0	
			Animal Sh - Misc	1	2.0	
	Animal Shelter		2	1.0		
	Department of Public Safety		2	1.0		
BALDWIN				2	1.0	
BAXTER ESTATES	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	0	
			OIC - Inter Municipal SR	1	2.0	
	Inter Municipal Affairs		2	1.0		
	Inter Municipal Affairs		2	1.0		
	Project Independence	Project Independence	PI - Health and Mental Health	2	0	
			PI - Membership Registration	2	0	
			PI - Program Registration	2	0	
PI - Taxi Service			6	0		
Project Independence		12	0			
Project Independence		12	0			
BAXTER ESTATES				14	0.1	
BAYSHORE	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	2	1.0	
		Animal Shelter		2	1.0	
	Department of Public Safety		2	1.0		
BAYSHORE				2	1.0	
BELLEROSE	Community Services	Community Services	CommSvc - Misc SR	1	0	
		Community Services		1	0	
	Community Services		1	0		
BELLEROSE				1	0	
CARLE PLACE	Community Services	Community Services	CommSvc - Bus Pickup Cancel	1	0	
			CommSvc - Seasonal Programs Registration	4	0	
		Community Services		5	0	
	Community Services		5	0		
	Department of Public Safety	Animal Shelter	Animal Shelter	Animal Sh - Barking Dog	1	13.0
				Animal Sh - Dog Defecation	1	0
		Animal Shelter		2	6.5	
		Code Enforcement	Code Enforcement	Code - Commercial Vehicle stored on Residential Property	1	0
				Code - From Transfer	2	0.5
				Code - Miscellaneous	3	2.0
Code - Overgrown Vegetation	1			21.0		
Code Enforcement		8	3.5			
Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	4.0			
Parking Enforcement		1	4.0			
Department of Public Safety		11	4.1			

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
CARLE PLACE	Department of Public Works	Highway Department	Hwy - Curb Repair	3	6.7	
			Hwy - Grass Cut / Mow	1	8.0	
			Hwy - Street Sign - Repair / Replace	3	0.7	
			Hwy - Street Sweeping / Cleaning	1	5.0	
			Hwy - Tree Planting	2	1.5	
			Hwy - Tree Trimming / Removal Inspection	5	0	
		Highway Department			15	2.5
		Street Lighting District	Street Light - Cycles On / Off	1	6.0	
			Street Light - Light Out (Single)	11	3.6	
			Street Light - Lights Out (Multiple)	6	2.3	
			Street Light - Mark Out	4	3.0	
			Street Light - Misc Problems	2	0	
			Street Light - New Light Request	1	0	
		Street Lighting District			25	2.9
		Department of Public Works				40
	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 - Suspect Work Without a Permit	1	6.0	
		Building Department			1	6.0
	Planning and Building Department				1	6.0
	Project Independence	Project Independence	PI - Call Back Request	1	1.0	
			PI - Health and Mental Health	1	4.0	
			PI - Membership Registration	5	0	
			PI - Miscellaneous	2	11.5	
			PI - Program Registration	11	1.3	
			PI - Taxi Service	16	0	
			PI - Taxi Service Cancellation	1	0	
	Project Independence			37	1.1	
	Project Independence				37	1.1
	Solid Waste Management	Sustainability Department	SWMA - Compost	1	6.0	
			SWMA - Long Island Green Homes	1	5.0	
		Sustainability Department			2	5.5
Solid Waste Management				2	5.5	
Supervisor's Office	311 Call Center	311 - Street Repaving Schedule Inquiry	1	0		
	311 Call Center			1	0	
	Supervisor's Office	SupV - Airplane	1	0		
	Supervisor's Office			1	0	
Supervisor's Office				2	0	
CARLE PLACE				99	2.2	

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days
DOUGLASTON	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
DOUGLASTON				1	2.0
EAST GARDEN CITY	Department of Public Safety	Code Enforcement	Code - Noise	2	0
		Code Enforcement		2	0
	Department of Public Safety			2	0
EAST GARDEN CITY				2	0
EAST HILLS	Department of Public Safety	Code Enforcement	Code - From Transfer	1	0
		Code Enforcement		1	0
	Department of Public Safety			1	0
	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 - Health and Mental Health	1	0
			PI - Household Maintenance	1	0
			PI - Membership Registration	3	0
			PI - Miscellaneous	2	0
			PI - Program Registration	2	3.0
			PI - Taxi Service	10	0
			PI - Taxi Service Cancellation	1	0
	Project Independence			20	0.3
Project Independence			20	0.3	
Supervisor's Office	Supervisor's Office	SupV - Airplane	23	0	
	Supervisor's Office		23	0	
Supervisor's Office			23	0	
EAST HILLS				45	0.1
EAST WILLISTON	Community Services	Community Services	CommSvc - Seasonal Programs Registration	2	0
		Community Services		2	0
	Community Services			2	0
	Department of Public Works	Street Lighting District	Street Light - Light Out (Single)	3	1.7
		Street Lighting District		3	1.7
	Department of Public Works			3	1.7
	Project Independence	Project Independence	PI - Call Back Request	1	0
			PI - Health and Mental Health	1	13.0
PI - Membership Registration			2	0	
PI - Taxi Service			1	0	
Project Independence			5	2.6	
Project Independence			5	2.6	

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days
EAST WILLISTON	Solid Waste Management	Sustainability Department	SWMA - Compost	1	1.0
		Sustainability Department		1	1.0
	Solid Waste Management			1	1.0
EAST WILLISTON				11	1.7
EW HYDE PARK	Planning and Building Department	Building Department	Bldg - Illegal Housing	1	0
		Building Department		1	0
	Planning and Building Department			1	0
EW HYDE PARK				1	0
FLORAL PARK	Community Services	Community Services	CommSvc - Seasonal Programs Registration	2	0
		Community Services		2	0
	Community Services			2	0
	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 - Household Maintenance	1	5.0
			PI - Membership Registration	2	0
			PI - Miscellaneous	1	3.0
			PI - Program Registration	1	0
			PI - Taxi Service	22	0
			PI - Taxi Service Cancellation	1	0
			PI - Transportation/Mobility Mgmt Info	1	0
Project Independence			29	0.3	
Project Independence			29	0.3	
Supervisor's Office	Supervisor's Office	SupV - Helicopter	1	0	
	Supervisor's Office		1	0	
Supervisor's Office			1	0	
FLORAL PARK				33	0.3
FLORAL PARK CEN	Adminstrative Services	Adminstrative Services	Adm Svc - Green Team	1	7.0
		Adminstrative Services		1	7.0
	Adminstrative Services			1	7.0
	Department of Public Safety	Code Enforcement	Code - Sidewalk Obstruction	1	3.0
		Code Enforcement		1	3.0
	Department of Public Safety			1	3.0
Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	2.0	
	Highway Department		1	2.0	
Department of Public Works			1	2.0	
FLORAL PARK CEN				3	4.0
FLORAL PARK CENTER	Department of Public Safety	Animal Shelter	Animal Sh - Barking Dog	1	5.0
		Animal Shelter		1	5.0
	Department of Public Safety			1	5.0
FLORAL PARK CENTER				1	5.0

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
FLORAL PARK CENTRE	Department of Public Safety	Code Enforcement	Code - Miscellaneous	1	1.0	
			Code - Overgrown Vegetation	3	1.7	
			Code - Property Maintenance	1	0	
		Code Enforcement			5	1.2
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	0	
		Parking Enforcement			1	0
	Department of Public Safety				6	1.0
	Department of Public Works	Highway Department	Hwy - Bee's Nest Removal	2	9.5	
			Hwy - Street Sign - Remove	1	0	
			Hwy - Tree Trimming / Removal Inspection	1	0	
		Highway Department			4	4.8
	Department of Public Works				4	4.8
	Project Independence	Project Independence	PI - Taxi Service	2	0	
			PI - Volunteer	1	0	
			Project Independence			3
Project Independence				3	0	
FLORAL PARK CENTRE				13	1.9	
FLOWER HILL	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	1	0	
		Cat Shelter			1	0
	Department of Public Safety				1	0
	Project Independence	Project Independence	PI - Membership Registration	3	0	
			PI - Miscellaneous	1	0	
			PI - Taxi Service	15	0	
			PI - Taxi Service Cancellation	3	0	
Project Independence			22	0		
Project Independence				22	0	
FLOWER HILL				23	0	
FLUSHING	Department of Public Safety	Code Enforcement	Code - After Hours/Weekend Construction	1	11.0	
		Code Enforcement			1	11.0
	Department of Public Safety				1	11.0
FLUSHING				1	11.0	
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	
GARDEN CITY	Community Services	Community Services	CommSvc - From Transfer	1	3.0	
			CommSvc - Misc SR	1	3.0	
		Community Services			2	3.0
	Community Services				2	3.0

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
GARDEN CITY	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 - Taxi Service	2	0	
		Project Independence		2	0	
Project Independence		2	0			
GARDEN CITY				5	1.4	
GARDEN CITY PARK	Community Services	Community Services	CommSvc - Bus Pickup Cancel	1	1.0	
			CommSvc - Bus Pickup Schedule	1	0	
			CommSvc - Seasonal Programs Registration	9	0	
		Community Services		11	0.1	
	Community Services		11	0.1		
	Department of Public Safety	Animal Shelter	Animal Shelter	Animal Sh - Found Animal	1	0
			Animal Shelter		1	0
		Cat Shelter	Cat Shelter	Cat Shelter - Feral Cats	1	0
			Cat Shelter		1	0
		Code Enforcement	Code Enforcement	Code - Court	6	0
				Code - Fence	1	4.0
				Code - Garbage	2	1.0
				Code - Graffiti	1	0
				Code - Miscellaneous	2	2.0
				Code - Overgrown Vegetation	3	0.3
	Code - Sidewalk Obstruction			1	1.0	
	Code - Storage and Display	2	0.5			
	Code Enforcement		18	0.7		
	Department of Public Safety		20	0.6		
	Department of Public Works	Highway Department	Highway Department	Hwy - Abandoned Vehicle	1	0
				Hwy - Grass Cut / Mow	2	0
				Hwy - Miscellaneous	1	0
				Hwy - Street Drainage / Flooding	1	6.0
Hwy - Street Sign - New Request				2	0	
Hwy - Street Sign - Repair / Replace				2	5.5	
Hwy - Street Sweeping / Cleaning				1	1.0	
Hwy - Tree Branch / Debris Pickup				1	5.0	
Hwy - Tree Planting				3	0	
Hwy - Tree Stump Removal				1	0	
Hwy - Tree Trimming / Removal Inspection				11	0	
Highway Department		26	0.9			
Street Lighting District	Street Lighting District	Street Light - Cable Break	1	1.0		
		Street Light - Fixture Problem	1	4.0		
		Street Light - Light Out (Single)	15	1.9		

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days
GARDEN CITY PARK	Department of Public Works	Street Lighting District	Street Light - Lights Out (Multiple)	1	12.0
			Street Light - Mark Out	14	4.9
			Street Light - Misc Problems	1	1.0
			Street Light - On During Day	3	0
	Street Lighting District			36	3.2
	Department of Public Works			62	2.2
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	4	0
		Inter Municipal Affairs		4	0
	Inter Municipal Affairs			4	0
	Parks and Recreation Department	Parks and Recreation Department	Park - Theater Ticket Purchase	1	0
		Parks and Recreation Department		1	0
	Parks and Recreation Department			1	0
	Planning and Building Department	Building Department	Bldg - Illegal Housing	5	0
			Bldg - Suspect Work Without a Permit	3	2.7
		Building Department		8	1.0
		Planning Department	Planning - Questions needing Answers	1	1.0
	Planning Department		1	1.0	
	Planning and Building Department			9	1.0
	Project Independence	Project Independence	PI - Call Back Request	1	1.0
			PI - Food and Hunger	1	4.0
			PI - Health and Mental Health	1	0
			PI - Household Maintenance	3	1.7
			PI - Membership Registration	6	0
			PI - Miscellaneous	2	0.5
			PI - Program Registration	5	1.0
			PI - Taxi Service	64	0
			PI - Taxi Service Cancellation	1	0
Project Independence			84	0.2	
Project Independence			84	0.2	
Solid Waste Management	Solid Waste Management	SWMA - From Transfer	1	1.0	
		SWMA - Garbage Not Picked Up	1	0	
	Solid Waste Management		2	0.5	
Solid Waste Management			2	0.5	
Supervisor's Office	Supervisor's Office	SupV - Airplane	1	0	
		SupV - Helicopter	54	0	
		SupV - Thank You from Constituent	1	0	
	Supervisor's Office		56	0	
Supervisor's Office			56	0	
GARDEN CITY PARK				249	0.7

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days
GLENWOOD LANDING	Department of Public Safety	Animal Shelter	Animal Sh - Surrender a dog	1	0
		Animal Shelter		1	0
	Department of Public Safety			1	0
	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	2.0
		Street Lighting District		1	2.0
Department of Public Works			1	2.0	
GLENWOOD LANDING				2	1.0
GREAT GREAT	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
GREAT GREAT				1	0
GREAT NECK	Community Services	Community Services	CommSvc - Seasonal Programs Registration	2	0
		Community Services		2	0
	Community Services			2	0
	Department of Public Safety	Animal Shelter	Animal Sh - Barking Dog	1	0
			Animal Sh - Lost Animal	2	1.5
			Animal Sh - Misc	1	1.0
			Animal Sh - Unleashed - Stray Dog	2	0.5
	Animal Shelter		6	0.8	
	Cat Shelter	Cat Shelter - Feral Cats	5	0	
	Cat Shelter		5	0	
	Code Enforcement	Code - After Hours/Weekend Construction	1	0	
		Code - Building Permit	1	2.0	
		Code - Court	5	0	
		Code - Miscellaneous	4	0	
		Code - No Plates / Inoperable Vehicle	1	0	
		Code - Odor	1	0	
		Code - Overgrown Vegetation	1	0	
		Code - Property Maintenance	4	0.2	
	Code Enforcement		18	0.2	
Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	0		
Parking Enforcement		1	0		
Department of Public Safety			30	0.3	
Department of Public Works	Highway Department	Hwy - Catch Basin	1	6.0	
		Hwy - Complaint - Highway Employee / Vehicle	1	0	
		Hwy - Miscellaneous	2	1.5	
		Hwy - Pothole	1	6.0	
		Hwy - Shopping Cart	1	0	
		Hwy - Sprinkler Damage	1	6.0	
Hwy - Street Drainage / Flooding	1	0			

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
GREAT NECK	Department of Public Works	Highway Department	Hwy - Street Painting	13	0.2	
			Hwy - Street Sign - Repair / Replace	6	0	
			Hwy - Street Sweeping / Cleaning	1	2.0	
			Hwy - Tree Trimming / Removal Inspection	8	0	
		Highway Department			36	0.7
		Street Lighting District	Street Light - Cycles On / Off	1	5.0	
			Street Light - Light Out (Single)	5	0.2	
			Street Light - Lights Out (Multiple)	1	0	
			Street Light - Mark Out	8	2.0	
			Street Light - New Light Request	1	0	
		Street Lighting District			16	1.4
		Department of Public Works			52	0.9
		Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	7	1.3
			Inter Municipal Affairs		7	1.3
		Inter Municipal Affairs			7	1.3
	Planning and Building Department	Building Department	Bldg - Certificate Status	1	0	
			Bldg - Illegal Housing	1	0	
			Bldg - Inspection Request	1	8.0	
			Bldg - Suspect Work Without a Permit	2	10.5	
	Building Department			5	5.8	
	Planning and Building Department			5	5.8	
	Project Independence	Project Independence	PI - Call Back Request	4	0.5	
			PI - Caregiver Support	2	3.5	
			PI - Health and Mental Health	27	0.7	
			PI - Household Maintenance	2	2.5	
			PI - Membership Registration	6	0	
			PI - Miscellaneous	3	3.7	
PI - Program Registration			3	2.7		
PI - Taxi Service			167	0.1		
PI - Taxi Service Cancellation			15	0		
PI - Taxi Service Complaint			3	0.3		
PI - Transportation/Mobility Mgmt Info			3	0.7		
Project Independence			235	0.3		
Project Independence			235	0.3		
Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	1	0		
		SWMA - From Transfer	1	1.0		
	Solid Waste Management		2	0.5		
	Sustainability Department	SWMA - Compost	3	0.7		
Sustainability Department			3	0.7		
Solid Waste Management			5	0.6		

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days
GREAT NECK	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	1	0
		311 Call Center		1	0
		Supervisor's Office	SupV - Complaint - Other Employee	1	0
			SupV - Helicopter	3	0
			SupV - Thank You from Constituent	1	0
	Supervisor's Office		5	0	
Supervisor's Office		6	0		
GREAT NECK				342	0.5
GREAT NECK	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence		1	0	
GREAT NECK				1	0
GREAT NECK ESTATES	Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous	1	7.0
		Parks and Recreation Department		1	7.0
	Parks and Recreation Department		1	7.0	
	Project Independence	Project Independence	PI - Call Back Request	1	0
			PI - Health and Mental Health	10	0.6
			PI - Membership Registration	2	0
			PI - Taxi Service	8	0
			PI - Taxi Service Cancellation	1	0
	Project Independence		22	0.3	
	Project Independence		22	0.3	
	Supervisor's Office	Supervisor's Office	SupV - Complaint - Other Employee	1	3.0
Supervisor's Office		1	3.0		
Supervisor's Office		1	3.0		
GREAT NECK ESTATES				24	0.7
GREAT NECK PLAZA	Community Services	Community Services	CommSvc - Seasonal Programs Registration	1	0
		Community Services		1	0
	Community Services		1	0	
	Project Independence	Project Independence	PI - Call Back Request	2	0
			PI - Caregiver Support	1	0
			PI - Financial Assistance	1	1.0
			PI - Flu Shot Registration	1	0
			PI - Health and Mental Health	33	0.1
			PI - Household Maintenance	1	1.0
			PI - Membership Registration	4	0
			PI - Miscellaneous	2	3.5
			PI - Program Registration	3	0
			PI - Taxi Service	79	0
PI - Taxi Service Cancellation			5	0	

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
GREAT NECK PLAZA	Project Independence	Project Independence	PI - Taxi Service Complaint	2	0.5	
			PI - Transportation/Mobility Mgmt Info	3	0	
	Project Independence			137	0.1	
	Project Independence			137	0.1	
	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		3	0
			Supervisor's Office		3	0
	Supervisor's Office			3	0	
GREAT NECK PLAZA				142	0.1	
GREAT NECK, LAKE SUCCESS	Project Independence	Project Independence	PI - Taxi Service	1	0	
			Project Independence		1	0
	Project Independence			1	0	
GREAT NECK, LAKE SUCCESS				1	0	
GREAT NECL	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	1	0	
			Cat Shelter		1	0
	Department of Public Safety			1	0	
GREAT NECL				1	0	
GREATNECK	Project Independence	Project Independence	PI - Caregiver Support	1	0	
			Project Independence		1	0
	Project Independence			1	0	
GREATNECK				1	0	
GREENVALE	Community Services	Community Services	CommSvc - Misc SR	1	1.0	
			CommSvc - Seasonal Programs Registration		1	0
			Community Services		2	0.5
	Community Services			2	0.5	
	Department of Public Safety	Code Enforcement	Code - After Hours/Weekend Construction		1	0
			Code - Court		2	0
			Code - Overgrown Vegetation		2	5.0
			Code Enforcement		5	2.0
	Department of Public Safety			5	2.0	
	Department of Public Works	Highway Department	Hwy - Miscellaneous		3	2.3
			Hwy - Tree Branch / Debris Pickup		2	2.0
			Hwy - Tree Trimming / Removal Inspection		2	0
		Highway Department			7	1.6
Street Lighting District		Street Light - Cycles On / Off		1	5.0	
		Street Light - Light Out (Single)		1	0	
Street Lighting District			2	2.5		
Department of Public Works			9	1.8		

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
GREENVALE	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	5.0	
		Inter Municipal Affairs		1	5.0	
	Inter Municipal Affairs		1	5.0		
	Supervisor's Office	311 Call Center	311 - Street Repaving Schedule Inquiry	4	0	
		311 Call Center		4	0	
Supervisor's Office		4	0			
GREENVALE				21	1.5	
HARBOR HILLS	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	0	
		Street Lighting District		1	0	
	Department of Public Works		1	0		
HARBOR HILLS				1	0	
HERRICKS	Community Services	Community Services	CommSvc - Bus Pickup Cancel	1	0	
			CommSvc - Seasonal Programs Registration	2	0	
		Community Services		3	0	
	Community Services		3	0		
	Department of Public Safety	Animal Shelter	Animal Shelter	Animal Sh - Lost Animal	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 - After Hours/Weekend Construction		2	1.0
			Code - Court		2	0
			Code - Miscellaneous		1	2.0
			Code - Overgrown Vegetation		1	12.0
	Code - Property Maintenance		1	3.0		
	Code Enforcement		7	2.7		
	Parking Enforcement	Prkg Enfrc - Parking Violations Complaint		1	4.0	
Parking Enforcement		1	4.0			
Department of Public Safety				10	2.4	
Department of Public Works	Highway Department	Hwy - Catch Basin		1	0	
		Hwy - Grass Cut / Mow		1	0	
		Hwy - Miscellaneous		1	1.0	
		Hwy - Pothole		1	4.0	
		Hwy - Street Drainage / Flooding		2	0	
		Hwy - Street Sign - Repair / Replace		2	1.0	
		Hwy - Street Sweeping / Cleaning		1	0	
		Hwy - Tree Branch / Debris Pickup		1	0	
		Hwy - Tree Planting		1	0	
		Hwy - Tree Stump Removal		8	0	
		Hwy - Tree Trimming / Removal Inspection		5	0	
	Highway Department		24	0.3		
Street Lighting District	Street Light - Cycles On / Off		2	3.0		

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days
HERRICKS	Department of Public Works	Street Lighting District	Street Light - Light Out (Single)	1	0
			Street Light - Lights Out (Multiple)	4	5.0
			Street Light - Mark Out	13	3.5
			Street Light - Pole Problem	2	0
	Street Lighting District			22	3.3
	Department of Public Works			46	1.7
	Planning and Building Department	Building Department	Bldg - Illegal Housing	3	5.0
			Bldg - Suspect Work Without a Permit	2	7.5
	Building Department			5	6.0
	Planning and Building Department			5	6.0
	Project Independence	Project Independence	PI - Call Back Request	1	0
			PI - Flu Shot Registration	1	0
			PI - Miscellaneous	1	1.0
			PI - Program Registration	2	0
			PI - Taxi Service	23	0
			PI - Taxi Service Cancellation	2	0
	Project Independence			30	0.0
Project Independence			30	0.0	
Solid Waste Management	Solid Waste Management	SWMA - From Transfer	1	2.0	
		Solid Waste Management			1
Solid Waste Management			1	2.0	
HERRICKS				95	1.4
KENSINGTON	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	1.0
		Street Lighting District			1
	Department of Public Works			1	1.0
	Project Independence	Project Independence	PI - Membership Registration	1	0
			PI - Taxi Service	9	0
Project Independence			10	0	
Project Independence			10	0	
KENSINGTON				11	0.1
KINGS POINT	Project Independence	Project Independence	PI - Health and Mental Health	2	0
			PI - Membership Registration	1	0
			PI - Taxi Service	14	0
			PI - Taxi Service Cancellation	2	0
	Project Independence			19	0
	Project Independence			19	0
Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	1	1.0	
		Solid Waste Management			1
Solid Waste Management			1	1.0	
KINGS POINT				20	0.0

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days
LAKE SUCCESS	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	2	1.0
		Highway Department		2	1.0
	Department of Public Works			2	1.0
	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 - Membership Registration	2	0
			PI - Taxi Service	7	0
		Project Independence		9	0
	Project Independence			9	0
LAKE SUCCESS				12	0.2
LITTLE NECK	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	0
		Animal Shelter		1	0
	Department of Public Safety			1	0
LITTLE NECK				1	0
MANHASSET	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 Sh - Lost Animal	2	0.5
			Animal Sh - Surrender a dog	1	0
		Animal Shelter		3	0.3
		Code Enforcement	Code - After Hours/Weekend Construction	2	3.0
			Code - Court	4	1.8
			Code - Fence	1	0
			Code - Graffiti	1	0
			Code - Litter	1	4.0
			Code - Miscellaneous	3	10.0
			Code - Noise	1	0
			Code - Overgrown Vegetation	2	13.5
			Code - Property Maintenance	3	0
			Code - Signs	3	4.3
			Code - Tree Removal	2	2.0
	Code - Unlawful Property Use		1	1.0	
	Code Enforcement		24	3.8	
	Parking Enforcement	Prkg Enfrc - From Transfer	1	3.0	
		Prkg Enfrc - Parking Violations Complaint	5	1.8	
	Parking Enforcement		6	2.0	
	Department of Public Safety			33	3.2
	Department of Public Works	Highway Department	Hwy - Bee's Nest Removal	1	0
			Hwy - Curb Repair	1	3.0

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days		
MANHASSET	Department of Public Works	Highway Department	Hwy - From Transfer	1	1.0		
			Hwy - Grass Cut / Mow	1	0		
			Hwy - Miscellaneous	3	0.7		
			Hwy - Pothole	3	3.0		
			Hwy - Street Sign - New Request	3	0		
			Hwy - Street Sign - Remove	1	0		
			Hwy - Street Sign - Repair / Replace	9	0.2		
			Hwy - Tree Branch / Debris Pickup	3	3.3		
			Hwy - Tree Fallen - Emergency	1	3.0		
			Hwy - Tree Planting	7	0.4		
			Hwy - Tree Stump Removal	10	4.7		
			Hwy - Tree Trimming / Removal Inspection	24	0.1		
			Highway Department			68	1.2
			Street Lighting District	Street Lighting District	Street Light - Cycles On / Off	1	2.0
	Street Light - Light Out (Single)	17			3.4		
	Street Light - Lights Out (Multiple)	9			5.0		
	Street Light - Mark Out	18			3.8		
	Street Light - Misc Problems	3			0.3		
	Street Light - On During Day	1			11.0		
	Street Lighting District			49	3.8		
	Department of Public Works			117	2.3		
	Housing Authority	Housing Authority	Housing - Appliance	4	2.2		
			Housing - Misc Carpentry	1	4.0		
			Housing - Misc SR	2	2.5		
			Housing - Plumbing	2	2.0		
	Housing Authority			9	2.4		
	Housing Authority			9	2.4		
	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 - Miscellaneous	1	5.0		
			Parks and Recreation Department		1	5.0	
Parks and Recreation Department			1	5.0			
Planning and Building Department	Building Department	Bldg - Construction Complaint	1	0			
		Bldg - Employee Complaint	1	5.0			
		Bldg - Suspect Work Without a Permit	4	1.5			
Building Department			6	1.8			
Planning and Building Department			6	1.8			
Project Independence	Project Independence	PI - Caregiver Support	1	8.0			
		PI - Health and Mental Health	10	0.8			

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days
MANHASSET	Project Independence	Project Independence	PI - Household Maintenance	1	0
			PI - Membership Registration	3	0
			PI - Miscellaneous	3	0
			PI - Program Registration	7	1.0
			PI - Taxi Service	65	0
			PI - Taxi Service Cancellation	2	0
	Project Independence			92	0.2
	Project Independence			92	0.2
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	1	0
				Solid Waste Management	1
		Sustainability Department	SWMA - Compost	2	3.0
	Sustainability Department			2	3.0
	Solid Waste Management			3	2.0
	Supervisor's Office	311 Call Center	311 - Street Repaving Schedule Inquiry	2	0
				311 Call Center	2
		Supervisor's Office	SupV - Helicopter	2	0
				SupV - Thank You from Constituent	1
Supervisor's Office			3	0	
Supervisor's Office			5	0	
MANHASSET				270	1.6
MANHASSET HILLS	Department of Public Safety	Animal Shelter	Animal Sh - Dog Defecation	1	2.0
		Animal Shelter			1
	Department of Public Safety			1	2.0
	Department of Public Works	Street Lighting District	Street Light - Mark Out	6	5.7
Street Lighting District			6	5.7	
Department of Public Works			6	5.7	
MANHASSET HILLS				7	5.1
MANHASSET VALLEY	Housing Authority	Housing Authority	Housing - Misc SR	1	5.0
		Housing Authority			1
Housing Authority			1	5.0	
MANHASSET VALLEY				1	5.0
MANHASSET	Department of Public Safety	Code Enforcement	Code - Court	1	1.0
			Code - Signs	1	7.0
		Code Enforcement			2
	Department of Public Safety			2	4.0
Department of Public Works	Highway Department	Hwy - Dead Animal Pickup	1	0	
	Highway Department			1	0
Department of Public Works			1	0	
MANHASSET				3	2.7

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
MANORHAVEN	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	1	0	
		Cat Shelter		1	0	
	Department of Public Safety			1	0	
	Project Independence	Project Independence	PI - Call Back Request	1	1.0	
			PI - Flu Shot Registration	1	0	
			PI - Health and Mental Health	1	1.0	
			PI - Household Maintenance	1	4.0	
			PI - Membership Registration	4	0	
			PI - Program Registration	6	1.3	
			PI - Taxi Service	42	0.0	
			PI - Taxi Service Cancellation	1	0	
	Project Independence			57	0.3	
	Project Independence			57	0.3	
	Supervisor's Office	Supervisor's Office	SupV - Complaint - Other Employee	1	0	
		Supervisor's Office		1	0	
	Supervisor's Office			1	0	
MANORHAVEN				60	0.3	
MINEOLA	Community Services	Community Services	CommSvc - Bus Pickup Cancel	8	0.5	
			CommSvc - Bus Pickup Schedule	4	0.5	
			CommSvc - Misc SR	2	1.0	
			CommSvc - Seasonal Programs Registration	7	0	
	Community Services			21	0.4	
	Community Services			21	0.4	
	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	1	1.0	
			Animal Sh - Lost Animal	1	0	
			Animal Sh - Menacing or Harrassing Dog	1	8.0	
			Animal Sh - Unleashed - Stray Dog	1	0	
	Animal Shelter			4	2.2	
	Department of Public Safety			4	2.2	
	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	2.0	
			Hwy - Tree Trimming / Removal Inspection	2	0	
		Highway Department			3	0.7
		Street Lighting District	Street Light - Cycles On / Off	1	0	
	Street Lighting District			1	0	
	Department of Public Works			4	0.5	
	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		

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days
MINEOLA	Project Independence	Project Independence	PI - Call Back Request	4	0.2
			PI - Flu Shot Registration	3	0
			PI - Health and Mental Health	4	2.0
			PI - Household Maintenance	3	1.7
			PI - Membership Registration	4	0
			PI - Miscellaneous	4	0.2
			PI - Program Registration	12	1.1
			PI - Taxi Service	59	0
			PI - Taxi Service Cancellation	6	0
			PI - Taxi Service Complaint	1	1.0
	Project Independence			100	0.3
	Project Independence			100	0.3
	Solid Waste Management	Sustainability Department	SWMA - Compost	3	2.0
			SWMA - Rain Barrel	2	1.0
Sustainability Department		5	1.6		
Solid Waste Management			5	1.6	
MINEOLA				137	0.4
MINOLEA	Project Independence	Project Independence	PI - Health and Mental Health	1	2.0
		Project Independence		1	2.0
	Project Independence			1	2.0
MINOLEA				1	2.0
MNAHASSET	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
MNAHASSET				1	1.0
MUNSEY PARK	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	5.0
		Inter Municipal Affairs		1	5.0
	Inter Municipal Affairs			1	5.0
	Project Independence	Project Independence	PI - Flu Shot Registration	1	0
			PI - Household Maintenance	1	0
			PI - Taxi Service	1	0
Project Independence			3	0	
Project Independence			3	0	
MUNSEY PARK				4	1.2
N HEM;STEAD	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	9.0
		Street Lighting District		1	9.0
	Department of Public Works			1	9.0
N HEM;STEAD				1	9.0

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days				
N NEW HYDE PARK	Department of Public Works	Street Lighting District	Street Light - Mark Out	3	9.0				
		Street Lighting District		3	9.0				
	Department of Public Works			3	9.0				
N NEW HYDE PARK				3	9.0				
NEW CASSEL	Community Services	Community Services	CommSvc - Bus Pickup Cancel	3	0.3				
			CommSvc - Bus Pickup Schedule	2	0				
			CommSvc - Seasonal Programs Registration	1	0				
	Community Services			6	0.2				
	Community Services			6	0.2				
	Department of Public Safety	Animal Shelter	Animal Shelter	Animal Sh - Dead Dog Pickup	1	1.0			
				Animal Sh - Found Animal	1	0			
				Animal Sh - Lost Animal	1	1.0			
				Animal Sh - Menacing or Harrassing Dog	1	1.0			
				Animal Sh - Surrender a dog	1	0			
				Animal Sh - Unleashed - Stray Dog	3	1.3			
				Animal Shelter			8	0.9	
				Code Enforcement	Code Enforcement	Code Enforcement	Code - Commercial Vehicle stored on Residential Property	1	11.0
							Code - Dumpster	1	0
							Code - Garbage	6	4.3
							Code - Graffiti	1	0
	Code - Miscellaneous	1	0						
	Code - No Plates / Inoperable Vehicle	9	1.1						
	Code - Odor	1	0						
	Code - Overgrown Vegetation	1	6.0						
	Code - Property Maintenance	10	5.3						
	Code - Signs	1	0						
	Code - Storage and Display	1	0						
Code - Unlawful Property Use	2	0							
Code Enforcement			35	3.0					
Parking Enforcement	Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	2	1.5					
Parking Enforcement			2	1.5					
Department of Public Safety				45	2.6				
Department of Public Works	Highway Department	Highway Department	Hwy - Catch Basin	1	10.0				
			Hwy - Dead Animal Pickup	2	2.0				
			Hwy - From Transfer	1	13.0				
			Hwy - Pothole	4	5.8				
			Hwy - Pothole Filled Without Request	1	0				
			Hwy - Street Sign - Repair / Replace	7	1.3				

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
NEW CASSEL	Department of Public Works	Highway Department	Hwy - Street Sweeping / Cleaning	2	4.0	
			Hwy - Tree Trimming / Removal Inspection	7	1.3	
		Highway Department			25	3.0
		Street Lighting District	Street Light - Light Out (Single)	9	3.1	
			Street Light - Lights Out (Multiple)	2	0	
			Street Light - Mark Out	1	0	
			Street Light - On During Day	6	4.2	
		Street Lighting District			18	2.9
		Department of Public Works			43	3.0
		Housing Authority	Housing Authority	Housing - Appliance	1	2.0
	Housing - Electrical			2	1.5	
	Housing - Misc Carpentry			3	3.0	
	Housing - Misc SR			1	5.0	
	Housing - Plumbing			4	1.8	
	Housing Authority			11	2.4	
	Housing Authority			11	2.4	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	5	1.6	
		Inter Municipal Affairs			5	1.6
	Inter Municipal Affairs			5	1.6	
	Parks and Recreation Department	Parks and Recreation Department	Park - From Transfer	1	3.0	
			Parks and Recreation Department			1
	Parks and Recreation Department			1	3.0	
	Planning and Building Department	Building Department	Bldg - Construction Complaint	1	4.0	
			Bldg - Illegal Housing	5	0	
			Bldg - Suspect Work Without a Permit	1	0	
		Building Department			7	0.6
	Planning and Building Department			7	0.6	
	Project Independence	Project Independence	PI - Call Back Request	2	0.5	
			PI - Caregiver Support	1	6.0	
			PI - Food and Hunger	1	0	
			PI - Health and Mental Health	11	0	
			PI - Household Maintenance	1	0	
PI - Membership Registration			4	0		
PI - Miscellaneous			9	0		
PI - Program Registration			7	3.1		
PI - Taxi Service			28	0		
PI - Taxi Service Cancellation			2	0		
Project Independence			66	0.4		
Project Independence			66	0.4		
Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	2	1.0		

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
NEW CASSEL	Solid Waste Management	Solid Waste Management	SWMA - From Transfer	1	0	
			SWMA - Garbage Not Picked Up	1	3.0	
		Solid Waste Management			4	1.2
		Sustainability Department	SWMA - Compost	1	2.0	
			SWMA - Rain Barrel	1	2.0	
		Sustainability Department			2	2.0
	Solid Waste Management			6	1.5	
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	1	0	
			311 Call Center			1
		Supervisor's Office	SupV - Complaint - Other Employee	1	0	
		Supervisor's Office			1	0
	Supervisor's Office			2	0	
	NEW CASSEL				192	1.7
NEW CASSELL	Department of Public Safety	Parking Enforcement	Prkg Enfrc - From Transfer	1	6.0	
		Parking Enforcement			1	6.0
	Department of Public Safety			1	6.0	
NEW CASSELL				1	6.0	
NEW CASTLE	Department of Public Works	Highway Department	Hwy - Miscellaneous	1	0	
		Highway Department			1	0
	Department of Public Works			1	0	
NEW CASTLE				1	0	
NEW HYDE PARK	Community Services	Community Services	CommSvc - Seasonal Programs Registration	8	0	
		Community Services			8	0
		Community Services			8	0
	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	1	0	
			Animal Shelter			1
		Code Enforcement	Code - After Hours/Weekend Construction	1	1.0	
			Code - Noise	1	0	
			Code - Overgrown Vegetation	2	4.0	
			Code - Property Maintenance	1	6.0	
		Code Enforcement			5	3.0
	Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	2	1.5		
	Parking Enforcement			2	1.5	
	Department of Public Safety			8	2.2	
Department of Public Works	Highway Department	Hwy - Bee's Nest Removal	1	15.0		
		Hwy - Catch Basin	1	6.0		
		Hwy - Curb Repair	1	2.0		
		Hwy - Dead Animal Pickup	1	2.0		
		Hwy - Grass Cut / Mow	1	0		
		Hwy - Miscellaneous	5	0.4		
		Hwy - Pothole	3	2.3		

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
NEW HYDE PARK	Department of Public Works	Highway Department	Hwy - Street Sign - New Request	2	0	
			Hwy - Street Sign - Repair / Replace	6	0.8	
			Hwy - Tree Planting	4	0	
			Hwy - Tree Stump Removal	5	0	
			Hwy - Tree Trimming / Removal Inspection	13	0.1	
		Highway Department			43	0.9
		Street Lighting District	Street Light - Light Out (Single)	7	2.6	
			Street Light - Lights Out (Multiple)	1	3.0	
			Street Light - Mark Out	6	3.2	
		Street Lighting District			14	2.9
		Department of Public Works			57	1.4
		Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	5	1.2
			Inter Municipal Affairs		5	1.2
		Inter Municipal Affairs			5	1.2
	Parks and Recreation Department	Parks and Recreation Department	Park - From Transfer	1	2.0	
			Park - Miscellaneous	2	0.5	
		Parks and Recreation Department		3	1.0	
	Parks and Recreation Department			3	1.0	
	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 - Call Back Request	4	3.2	
			PI - Flu Shot Registration	7	0	
			PI - Health and Mental Health	7	1.3	
			PI - Household Maintenance	5	2.2	
			PI - Membership Registration	7	0	
			PI - Miscellaneous	1	0	
			PI - Program Registration	15	3.2	
			PI - Taxi Service	45	0	
			PI - Taxi Service Cancellation	3	0	
			PI - Taxi Service Complaint	1	5.0	
PI - Transportation/Mobility Mgmt Info			1	3.0		
PI - Volunteer			1	0		
Project Independence			97	0.9		
Project Independence			97	0.9		
Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	1	1.0		
		SWMA - Garbage Not Picked Up	1	0		
	Solid Waste Management		2	0.5		
	Sustainability Department	SWMA - Compost	2	0		
Sustainability Department		2	0			
Solid Waste Management			4	0.2		

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
NEW HYDE PARK	Supervisor's Office	Supervisor's Office	SupV - Helicopter	2	0	
			SupV - Thank You from Constituent	2	0	
	Supervisor's Office			4	0	
	Supervisor's Office			4	0	
NEW HYDE PARK				187	1.1	
NEWHYDEPARK	Department of Public Safety	Code Enforcement	Code - Signs	1	0	
		Code Enforcement		1	0	
	Department of Public Safety			1	0	
NEWHYDEPARK				1	0	
NO HEMPSTEAD	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	9.0	
		Street Lighting District		1	9.0	
	Department of Public Works			1	9.0	
NO HEMPSTEAD				1	9.0	
NO NEW HYDE PARK	Department of Public Safety	Code Enforcement	Code - Miscellaneous	1	1.0	
			Code - Overgrown Vegetation	1	2.0	
		Code Enforcement			2	1.5
		Parking Enforcement	Prkg Enfrc - Commercial Parking	1	4.0	
			Prkg Enfrc - Parking Violations Complaint	1	2.0	
		Parking Enforcement			2	3.0
	Department of Public Safety			4	2.2	
	Department of Public Works	Highway Department		Hwy - Miscellaneous	1	4.0
				Hwy - Street Drainage / Flooding	1	0
				Hwy - Street Sign - Repair / Replace	2	2.5
				Hwy - Tree Trimming / Removal Inspection	1	8.0
		Highway Department			5	3.4
		Street Lighting District		Street Light - Light Out (Single)	4	0
				Street Light - Lights Out (Multiple)	2	0
Street Light - On During Day	1			0		
Street Lighting District			7	0		
Department of Public Works			12	1.4		
Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	2	3.0		
	Inter Municipal Affairs			2	3.0	
Inter Municipal Affairs			2	3.0		
Supervisor's Office	Supervisor's Office	SupV - Airplane	1	0		
	Supervisor's Office			1	0	
Supervisor's Office			1	0		
NO NEW HYDE PARK				19	1.7	

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days
NORTH HILLS	Community Services	Community Services	CommSvc - Bus Pickup Cancel	1	0
			CommSvc - Seasonal Programs Registration	2	0
	Community Services			3	0
	Community Services			3	0
	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	1	2.0
		Animal Shelter		1	2.0
	Department of Public Safety			1	2.0
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	2	0
		Inter Municipal Affairs		2	0
	Inter Municipal Affairs			2	0
	Project Independence	Project Independence	PI - Caregiver Support	1	2.0
			PI - Membership Registration	3	0
			PI - Taxi Service	82	0
			PI - Taxi Service Cancellation	3	0
			PI - Transportation/Mobility Mgmt Info	1	0
	Project Independence			90	0.0
	Project Independence			90	0.0
	Supervisor's Office	Supervisor's Office	SupV - Thank You from Constituent	1	0
		Supervisor's Office		1	0
	Supervisor's Office			1	0
NORTH HILLS				97	0.0
NORTH NEW HYDE PARK	Community Services	Community Services	CommSvc - Bus Pickup Cancel	2	0.5
			CommSvc - Seasonal Programs Registration	8	0
	Community Services			10	0.1
	Community Services			10	0.1
	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	1	1.0
		Animal Shelter		1	1.0
		Cat Shelter	Cat Shelter - Feral Cats	4	3.8
		Cat Shelter		4	3.8
	Code Enforcement	Code Enforcement	Code - After Hours/Weekend Construction	6	0.7
			Code - Animal (except Dog / Cat / Wild life)	1	2.0
			Code - Basketball Stanchion	2	2.5
			Code - Boat	2	2.5
			Code - Commercial Vehicle stored on Residential Property	1	3.0
			Code - Court	3	0
			Code - Dumpster	1	12.0
			Code - Fence	1	1.0
			Code - Garbage	1	1.0
			Code - Lights	1	0
			Code - Miscellaneous	2	3.5

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days		
NORTH NEW HYDE PARK	Department of Public Safety	Code Enforcement	Code - Noise	1	0		
			Code - Overgrown Vegetation	3	7.7		
			Code - Property Maintenance	2	3.0		
			Code - Sidewalk Obstruction	3	0		
		Code Enforcement			30	2.3	
		Parking Enforcement	Prkg Enfrc - Commercial Parking	1	5.0		
			Prkg Enfrc - Parking Violations Complaint	1	4.0		
		Parking Enforcement			2	4.5	
		Department of Public Safety				37	2.5
		Department of Public Works	Highway Department	Highway Department	Hwy - Basketball Stanchion	1	1.0
	Hwy - Bee's Nest Removal				1	8.0	
	Hwy - Catch Basin				2	11.0	
	Hwy - Curb Repair				2	0	
	Hwy - Dead Animal Pickup				1	0	
	Hwy - Miscellaneous				4	4.0	
	Hwy - Pothole				3	5.3	
	Hwy - Street Drainage / Flooding				2	3.5	
	Hwy - Street Sign - Repair / Replace				1	0	
	Hwy - Street Sweeping / Cleaning				3	0.7	
	Hwy - Tree Planting				5	1.0	
	Hwy - Tree Stump Removal				13	0	
	Hwy - Tree Trimming / Removal Inspection				41	1.4	
	Highway Department				79	1.7	
	Street Lighting District		Street Lighting District	Street Lighting District	Street Light - Cycles On / Off	2	0
					Street Light - Light Out (Single)	13	2.8
					Street Light - Lights Out (Multiple)	8	3.0
					Street Light - Mark Out	22	3.7
					Street Light - Misc Problems	2	4.0
					Street Light - On During Day	4	0
					Street Light - Pole Problem	1	0
	Street Lighting District			52	2.9		
	Department of Public Works				131	2.2	
	Human Resources and Finance	Human Resources and Finance	Human Resources and Finance	HR - ADA Compliance	1	12.0	
				Human Resources and Finance			1
	Human Resources and Finance				1	12.0	
	Inter Municipal Affairs	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	6.0	
				OIC - Inter Municipal SR	2	1.5	
Inter Municipal Affairs				3	3.0		
Inter Municipal Affairs				3	3.0		
Planning and Building Department	Building Department	Building Department	Bldg - Construction Complaint	3	3.0		

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
NORTH NEW HYDE PARK	Planning and Building Department	Building Department	Bldg - Illegal Housing	3	0	
			Bldg - Suspect Work Without a Permit	6	0.7	
	Building Department			12	1.1	
	Planning and Building Department			12	1.1	
	Project Independence	Project Independence		PI - Call Back Request	3	1.3
				PI - Flu Shot Registration	5	0
				PI - Health and Mental Health	1	1.0
				PI - Household Maintenance	4	0.8
				PI - Membership Registration	9	0
				PI - Miscellaneous	3	2.0
				PI - NORC SR	9	0.1
				PI - Program Registration	18	2.3
				PI - Taxi Service	58	0
				PI - Taxi Service Cancellation	2	0
				Project Independence		
	Project Independence			112	0.5	
	Solid Waste Management	Sustainability Department		SWMA - Compost	3	1.7
				SWMA - Rain Barrel	1	1.0
	Sustainability Department			4	1.5	
	Solid Waste Management			4	1.5	
	Supervisor's Office	Supervisor's Office		SupV - Airplane	1	0
				Supervisor's Office		
	Supervisor's Office			1	0	
	NORTH NEW HYDE PARK				311	1.5
	NORTH NEW PARK	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	1	0
			Cat Shelter			1
		Department of Public Safety			1	0
NORTH NEW PARK				1	0	
OLD WESTBURY	Community Services	Community Services	CommSvc - Misc SR	1	1.0	
			Community Services			1
	Community Services			1	1.0	
	Department of Public Safety	Animal Shelter		Animal Sh - Unleashed - Stray Dog	1	1.0
				Animal Shelter		
	Department of Public Safety			1	1.0	
	Project Independence	Project Independence		PI - Membership Registration	1	0
				PI - Miscellaneous	2	2.0
				Project Independence		
	Project Independence			3	1.3	
OLD WESTBURY				5	1.2	

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days
PLAINVIEW	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	0
		Animal Shelter		1	0
	Department of Public Safety			1	0
PLAINVIEW				1	0
PLANDOME	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	1	0
		Cat Shelter		1	0
	Department of Public Safety			1	0
	Project Independence	Project Independence	PI - Membership Registration	2	0
			PI - Taxi Service	7	0
	Project Independence			9	0
	Project Independence			9	0
	Solid Waste Management	Sustainability Department	SWMA - Compost	2	0.5
Sustainability Department		2	0.5		
Solid Waste Management			2	0.5	
PLANDOME				12	0.1
PLANDOME HEIGHTS	Community Services	Community Services	CommSvc - Seasonal Programs Registration	1	0
		Community Services		1	0
	Community Services			1	0
	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	0
		Street Lighting District		1	0
Department of Public Works			1	0	
PLANDOME HEIGHTS				2	0
PLANDOME MANOR	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
PLANDOME MANOR				1	0
PORT WASHIMNGTON	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
PORT WASHIMNGTON				1	0
PORT WASHINGTON	Adminstrative Services	Adminstrative Services	Adm Svc - Green Team	2	1.5
		Adminstrative Services		2	1.5
		Adminstrative Services			2
	Community Services	Community Services	CommSvc - Seasonal Programs Registration	5	0
		Community Services		5	0
	Community Services			5	0
	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	2	2.5
			Animal Sh - Lost Animal	1	3.0
Animal Sh - Surrender a dog			1	0	
Animal Shelter			4	2.0	

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
PORT WASHINGTON	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	1	0	
		Cat Shelter		1	0	
		Code Enforcement	Code - After Hours/Weekend Construction	3	4.3	
			Code - BZA Noncompliance	1	0	
			Code - Court	2	0	
			Code - Fence	1	0	
			Code - Garbage	3	0	
			Code - Miscellaneous	5	6.6	
			Code - No Plates / Inoperable Vehicle	1	0	
			Code - Noise	5	2.0	
			Code - Overgrown Vegetation	2	0	
			Code - Property Maintenance	5	0	
			Code - Signs	8	3.5	
			Code - Storage and Display	1	0	
			Code - Unlawful Property Use	4	7.5	
		Code Enforcement		41	2.8	
		Parking Enforcement	Prkg Enfrc - Commercial Parking	1	5.0	
			Prkg Enfrc - Parking Violations Complaint	5	2.6	
		Parking Enforcement		6	3.0	
	Department of Public Safety				52	2.7
	Department of Public Works	Highway Department	Highway Department	Hwy - Abandoned Vehicle	1	0
				Hwy - Complaint - Highway Employee / Vehicle	2	2.5
				Hwy - Curb Repair	4	3.2
				Hwy - Dead Animal Pickup	3	2.7
				Hwy - Grass Cut / Mow	10	0
				Hwy - Miscellaneous	3	2.3
				Hwy - Pothole	2	11.0
Hwy - Pothole Filled Without Request				4	0	
Hwy - Street Painting				13	0	
Hwy - Street Sign - Repair / Replace				22	0.9	
Hwy - Tree Branch / Debris Pickup				2	4.5	
Hwy - Tree Planting				4	0	
Hwy - Tree Removal Objection				1	3.0	
Hwy - Tree Stump Removal				9	0	
Hwy - Tree Trimming / Removal Inspection				28	1.0	
Highway Department				108	1.1	
Street Lighting District				Street Lighting District	Street Light - Cycles On / Off	1
		Street Light - Fixture Problem	2		7.5	
		Street Light - Light Out (Single)	13		3.0	
		Street Light - Lights Out (Multiple)	4		1.0	

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
PORT WASHINGTON	Department of Public Works	Street Lighting District	Street Light - Mark Out	29	4.0	
			Street Light - On During Day	3	1.3	
			Street Light - Pole Problem	1	0	
		Street Lighting District			53	3.5
	Department of Public Works			161	1.9	
	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 - Miscellaneous	1	3.0	
			Parks and Recreation Department		1	3.0
	Parks and Recreation Department			1	3.0	
	Planning and Building Department	Building Department	Bldg - Application Status	2	3.5	
			Bldg - Employee Complaint	1	0	
			Bldg - Illegal Housing	3	0.7	
			Bldg - Suspect Work Without a Permit	9	2.1	
		Building Department			15	1.9
		Planning Department	Planning - Questions needing Answers	1	4.0	
	Planning Department			1	4.0	
	Planning and Building Department			16	2.0	
	Project Independence	Project Independence	PI - Call Back Request	4	1.2	
			PI - Financial Assistance	1	4.0	
			PI - Flu Shot Registration	9	0	
			PI - Health and Mental Health	4	2.8	
			PI - Household Maintenance	1	0	
			PI - Membership Registration	11	0	
			PI - Miscellaneous	2	0.5	
			PI - Program Registration	13	1.5	
PI - Taxi Service			257	0.0		
PI - Taxi Service Cancellation			8	0		
Project Independence			310	0.1		
Project Independence			310	0.1		
Solid Waste Management	Sustainability Department	SWMA - Compost	3	3.3		
	Sustainability Department		3	3.3		
Solid Waste Management			3	3.3		
Supervisor's Office	311 Call Center	311 - Street Repaving Schedule Inquiry	1	0		
	311 Call Center		1	0		

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
PORT WASHINGTON	Supervisor's Office	Supervisor's Office	SupV - Airplane	10	0	
			SupV - Complaint - Other Employee	2	2.5	
	Supervisor's Office			12	0.4	
	Supervisor's Office			13	0.4	
PORT WASHINGTON				565	0.9	
PORT WASHINGTON NORTH	Department of Public Works	Highway Department	Hwy - Tree Trimming / Removal Inspection	1	0	
		Highway Department		1	0	
		Street Lighting District	Street Light - Mark Out	3	2.7	
	Street Lighting District			3	2.7	
	Department of Public Works			4	2.0	
	Project Independence	Project Independence	PI - Call Back Request		1	0
			PI - Flu Shot Registration		1	0
			PI - Membership Registration		5	0
			PI - Program Registration		2	0
			PI - Taxi Service		20	0
PI - Taxi Service Cancellation				1	0	
Project Independence			30	0		
Project Independence			30	0		
PORT WASHINGTON NORTH				34	0.2	
PORT WASHINGTON,	Project Independence	Project Independence	PI - Taxi Service	1	0	
		Project Independence		1	0	
	Project Independence			1	0	
PORT WASHINGTON,				1	0	
PORT WASHINTON	Project Independence	Project Independence	PI - Taxi Service	1	0	
		Project Independence		1	0	
	Project Independence			1	0	
PORT WASHINTON				1	0	
PORT WSAHINGTON	Department of Public Works	Highway Department	Hwy - Tree Trimming / Removal Inspection	1	1.0	
		Highway Department		1	1.0	
	Department of Public Works			1	1.0	
	Project Independence	Project Independence	PI - Taxi Service	1	0	
		Project Independence		1	0	
Project Independence			1	0		
PORT WSAHINGTON				2	0.5	
PORTR WASHINGTON	Project Independence	Project Independence	PI - Taxi Service	1	0	
		Project Independence		1	0	
	Project Independence			1	0	
PORTR WASHINGTON				1	0	

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days
PORTWASHINGTON	Department of Public Works	Highway Department	Hwy - Street Sweeping / Cleaning	1	0
		Highway Department		1	0
	Department of Public Works			1	0
	Project Independence	Project Independence	PI - Program Registration	1	0
		Project Independence		1	0
Project Independence			1	0	
PORTWASHINGTON				2	0
Port washington	Department of Public Safety	Code Enforcement	Code - Odor	1	0
		Code Enforcement		1	0
	Department of Public Safety			1	0
Port washington				1	0
ROSLYN	Community Services	Community Services	CommSvc - Seasonal Programs Registration	2	0
		Community Services		2	0
	Community Services			2	0
	Department of Public Safety	Animal Shelter	Animal Sh - Misc	1	1.0
		Animal Shelter		1	1.0
		Cat Shelter	Cat Shelter - Feral Cats	2	0
		Cat Shelter		2	0
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	0
	Parking Enforcement		1	0	
	Department of Public Safety			4	0.2
	Department of Public Works	Highway Department	Hwy - Complaint - Highway Employee / Vehicle	1	3.0
			Hwy - Dead Animal Pickup	1	0
			Hwy - Pothole Filled Without Request	1	0
			Hwy - Street Sign - Repair / Replace	2	0
			Hwy - Tree Planting	2	0
		Highway Department		7	0.4
		Street Lighting District	Street Light - Lights Out (Multiple)	1	0
			Street Light - Mark Out	1	7.0
	Street Lighting District		2	3.5	
	Department of Public Works			9	1.1
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	0
			OIC - Inter Municipal SR	6	0.3
Inter Municipal Affairs		7	0.3		
Inter Municipal Affairs			7	0.3	
Project Independence	Project Independence	PI - Caregiver Support	1	0	
		PI - Household Maintenance	2	4.0	
		PI - Membership Registration	2	0	
		PI - Miscellaneous	1	1.0	
		PI - Program Registration	1	1.0	

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
ROSLYN	Project Independence	Project Independence	PI - Taxi Service	30	0	
			PI - Taxi Service Cancellation	3	0	
	Project Independence			40	0.2	
	Project Independence			40	0.2	
	Supervisor's Office	Supervisor's Office	SupV - Airplane	10	0	
			Supervisor's Office	10	0	
Supervisor's Office			10	0		
ROSLYN				72	0.3	
ROSLYN ESTATES	Project Independence	Project Independence	PI - Health and Mental Health	1	13.0	
			PI - Membership Registration	1	0	
			PI - Program Registration	1	0	
			PI - Taxi Service	15	0	
	Project Independence			18	0.7	
Project Independence			18	0.7		
ROSLYN ESTATES				18	0.7	
ROSLYN HARBOR	Supervisor's Office	Supervisor's Office	SupV - Airplane	2	0	
			Supervisor's Office	2	0	
	Supervisor's Office			2	0	
ROSLYN HARBOR				2	0	
ROSLYN HEIGHTS	Administrative Services	Administrative Services	Adm Svc - Green Team	1	2.0	
			Administrative Services	1	2.0	
	Administrative Services			1	2.0	
	Department of Public Safety	Animal Shelter	Animal Shelter	Animal Sh - Barking Dog	2	1.0
				Animal Sh - Lost Animal	1	3.0
		Animal Shelter			3	1.7
	Cat Shelter	Cat Shelter	Cat Shelter - Feral Cats		3	0.7
				Cat Shelter	3	0.7
	Code Enforcement	Code Enforcement	Code Enforcement	Code - Commercial Vehicle stored on Residential Property	1	0
				Code - Court	1	0
				Code - Fence	1	0
				Code - Garbage	1	2.0
				Code - Graffiti	2	11.5
				Code - Lights	1	12.0
				Code - Litter	1	0
Code - Miscellaneous				3	0.7	
Code - Noise				1	0	
Code - Overgrown Vegetation				3	5.0	
Code - Property Maintenance				2	0	
Code - Water Flow / Accumulation				1	6.0	

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
ROSLYN HEIGHTS	Department of Public Safety	Code Enforcement		18	3.3	
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	1.0	
		Parking Enforcement		1	1.0	
	Department of Public Safety				25	2.7
	Department of Public Works	Highway Department	Hwy - Abandoned Vehicle		1	0
			Hwy - Catch Basin		1	10.0
			Hwy - Curb Repair		1	6.0
			Hwy - Miscellaneous		5	2.2
			Hwy - Pothole		2	4.0
			Hwy - Street Sweeping / Cleaning		1	3.0
			Hwy - Tree Branch / Debris Pickup		2	2.5
			Hwy - Tree Planting		1	1.0
			Hwy - Tree Trimming / Removal Inspection		10	0
			Highway Department		24	1.8
	Street Lighting District	Street Lighting District	Street Light - Cycles On / Off		1	0
			Street Light - Fixture Problem		1	8.0
			Street Light - From Transfer		1	0
			Street Light - Light Out (Single)		12	2.1
			Street Light - Lights Out (Multiple)		1	8.0
			Street Light - Mark Out		30	2.8
			Street Light - Misc Problems		1	0
			Street Lighting District		47	2.7
	Department of Public Works				71	2.4
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer		2	5.0
			OIC - Inter Municipal SR		3	0.7
			Inter Municipal Affairs		5	2.4
	Inter Municipal Affairs				5	2.4
	Parks and Recreation Department	Parks and Recreation Department	Park - From Transfer		1	7.0
			Parks and Recreation Department		1	7.0
	Parks and Recreation Department				1	7.0
	Planning and Building Department	Building Department	Bldg - Illegal Housing		2	0
			Bldg - Inspection Request		1	5.0
			Bldg - Suspect Work Without a Permit		5	0
Building Department			8	0.6		
Planning and Building Department				8	0.6	
Project Independence	Project Independence	PI - Caregiver Support		2	3.0	
		PI - Health and Mental Health		2	0	
		PI - Household Maintenance		1	0	
		PI - Membership Registration		6	0	
		PI - Miscellaneous		2	3.5	

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
ROSLYN HEIGHTS	Project Independence	Project Independence	PI - Program Registration	5	0.6	
			PI - Taxi Service	89	0	
			PI - Taxi Service Cancellation	7	0	
			PI - Transportation/Mobility Mgmt Info	1	7.0	
	Project Independence			115	0.2	
	Project Independence			115	0.2	
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	1	0	
			Solid Waste Management		1	0
			Sustainability Department	SWMA - Long Island Green Homes	1	1.0
	Sustainability Department			1	1.0	
	Solid Waste Management			2	0.5	
	Supervisor's Office	Supervisor's Office	SupV - Airplane	2	0	
			Supervisor's Office		2	0
Supervisor's Office			2	0		
ROSLYN HEIGHTS				230	1.3	
ROSLYN HIGHTS	Project Independence	Project Independence	PI - Taxi Service	2	0	
			Project Independence		2	0
	Project Independence			2	0	
ROSLYN HIGHTS				2	0	
RUSSEL GARDENS	Project Independence	Project Independence	PI - Taxi Service	1	0	
			Project Independence		1	0
	Project Independence			1	0	
RUSSEL GARDENS				1	0	
RUSSELL GARDENS	Project Independence	Project Independence	PI - Caregiver Support	1	3.0	
			PI - Health and Mental Health	3	1.7	
			PI - Taxi Service	8	0	
			PI - Transportation/Mobility Mgmt Info	1	0	
	Project Independence			13	0.6	
Project Independence			13	0.6		
RUSSELL GARDENS				13	0.6	
SADDLE ROCK	Project Independence	Project Independence	PI - Taxi Service	4	0	
			Project Independence		4	0
	Project Independence			4	0	
SADDLE ROCK				4	0	
SANDS POINT	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	
	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	Project Independence	PI - Membership Registration	1	0	

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
SANDS POINT	Project Independence	Project Independence	PI - Taxi Service	9	0	
			PI - Taxi Service Cancellation	1	0	
	Project Independence		11	0		
	Project Independence		11	0		
SANDS POINT				13	0.1	
SANDSPOINT	Project Independence	Project Independence	PI - Program Registration	1	0	
		Project Independence		1	0	
	Project Independence		1	0		
SANDSPOINT				1	0	
SEARINGTOWN	Department of Public Safety	Animal Shelter	Animal Sh - Menacing or Harrassing Dog	1	2.0	
			Animal Sh - Misc	2	4.0	
		Animal Shelter		3	3.3	
		Code Enforcement	Code - Court	1	0	
			Code - Dumpster	1	0	
			Code - Water Flow / Accumulation	2	0	
	Code Enforcement		4	0		
	Department of Public Safety				7	1.4
	Department of Public Works	Highway Department		Hwy - Bee's Nest Removal	1	0
				Hwy - Miscellaneous	3	1.7
				Hwy - Street Sign - Remove	1	0
				Hwy - Street Sign - Repair / Replace	3	2.7
				Hwy - Tree Branch / Debris Pickup	2	3.5
				Hwy - Tree Stump Removal	1	0
Hwy - Tree Trimming / Removal Inspection				2	0	
Highway Department		13	1.5			
Street Lighting District			Street Light - Light Out (Single)	4	3.5	
			Street Light - Lights Out (Multiple)	2	4.5	
			Street Light - Mark Out	8	3.8	
			Street Light - New Light Request	1	10.0	
			Street Light - On During Day	1	0	
	Street Light - Pole Problem		1	6.0		
Street Lighting District		17	4.1			
Department of Public Works				30	3.0	
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	
Planning and Building Department	Building Department		Bldg - Illegal Housing	2	0	
			Bldg - Suspect Work Without a Permit	1	4.0	
	Building Department		3	1.3		
Planning and Building Department				3	1.3	
Project Independence	Project Independence	Project Independence	PI - Membership Registration	1	0	

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days
SEARINGTOWN	Project Independence	Project Independence	PI - Taxi Service	12	0
			PI - Taxi Service Cancellation	2	0
			Project Independence	15	0
			Project Independence	15	0
	Solid Waste Management	Solid Waste Management	SWMA - From Transfer	1	1.0
			Solid Waste Management	1	1.0
			Solid Waste Management	1	1.0
	Supervisor's Office	Supervisor's Office	SupV - Airplane	4	0
			Supervisor's Office	4	0
			Supervisor's Office	4	0
SEARINGTOWN				61	1.7
ST JAMES	Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous	1	4.0
			Parks and Recreation Department	1	4.0
			Parks and Recreation Department	1	4.0
ST JAMES				1	4.0
STRATHMORE VANDERBILT	Department of Public Works	Highway Department	Hwy - Tree Stump Removal	1	0
		Highway Department		1	0
			Department of Public Works	1	0
STRATHMORE VANDERBILT				1	0
THOMASTON	Community Services	Community Services	CommSvc - Seasonal Programs Registration	1	0
			Community Services	1	0
			Community Services	1	0
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	2	0
			Inter Municipal Affairs	2	0
			Inter Municipal Affairs	2	0
	Project Independence	Project Independence	PI - Caregiver Support	1	0
			PI - Health and Mental Health	1	0
			PI - Membership Registration	3	0
			PI - Program Registration	1	3.0
			PI - Taxi Service	8	0
			PI - Taxi Service Cancellation	1	0
			Project Independence	15	0.2
		Project Independence	15	0.2	
Solid Waste Management	Sustainability Department	SWMA - Compost	1	5.0	
		Sustainability Department	1	5.0	
		Solid Waste Management	1	5.0	
THOMASTON				19	0.4

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days		
UNIVERSITY GARDENS	Department of Public Works	Highway Department	Hwy - Bee's Nest Removal	1	0		
			Hwy - Street Sign - Repair / Replace	1	1.0		
			Hwy - Tree Trimming / Removal Inspection	1	0		
		Highway Department			3	0.3	
		Street Lighting District	Street Light - Lights Out (Multiple)	1	12.0		
			Street Light - Mark Out	9	3.0		
	Street Lighting District			10	3.9		
	Department of Public Works			13	3.1		
	Project Independence	Project Independence	PI - Taxi Service	3	0		
			Project Independence			3	0
	Project Independence			3	0		
UNIVERSITY GARDENS				16	2.5		
WEST HEMPSTEAD	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	0		
		Animal Shelter			1	0	
	Department of Public Safety			1	0		
WEST HEMPSTEAD				1	0		
WESTBURY	Community Services	Community Services	CommSvc - Bus Pickup Cancel	2	0.5		
			CommSvc - From Transfer	1	6.0		
			CommSvc - Seasonal Programs Registration	8	0		
		Community Services			11	0.6	
	Community Services			11	0.6		
	Department of Public Safety	Animal Shelter	Animal Shelter	Animal Sh - Found Animal	2	0.5	
				Animal Sh - Lost Animal	2	1.5	
				Animal Sh - Unleashed - Stray Dog	2	1.0	
		Animal Shelter			6	1.0	
		Cat Shelter	Cat Shelter	Cat Shelter - Feral Cats	2	0	
		Cat Shelter			2	0	
		Code Enforcement	Code Enforcement	Code Enforcement	Code - Commercial Vehicle stored on Residential Property	1	0
					Code - Court	2	0
					Code - From Transfer	1	1.0
					Code - Graffiti	3	3.7
	Code - Miscellaneous				1	0	
	Code - No Plates / Inoperable Vehicle				3	3.0	
	Code - Overgrown Vegetation				1	0	
	Code - Property Maintenance				1	0	
	Code Enforcement			13	1.6		
	Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	3.0			
	Parking Enforcement			1	3.0		
	Department of Public Safety			22	1.4		
Department of Public Works	Highway Department	Hwy - Miscellaneous	1	0			

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days
WESTBURY	Department of Public Works	Highway Department	Hwy - Pothole	1	3.0
			Hwy - Street Sign - Repair / Replace	2	0
			Hwy - Street Sweeping / Cleaning	2	1.0
			Hwy - Tree Trimming / Removal Inspection	2	0
	Highway Department			8	0.6
	Department of Public Works			8	0.6
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	6	0.7
		Inter Municipal Affairs		6	0.7
	Inter Municipal Affairs			6	0.7
	Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous	1	0
		Parks and Recreation Department		1	0
	Parks and Recreation Department			1	0
	Planning and Building Department	Building Department	Bldg - Illegal Housing	4	0
		Building Department		4	0
	Planning and Building Department			4	0
	Project Independence	Project Independence	PI - Call Back Request	2	2.0
			PI - Financial Assistance	1	23.0
			PI - Health and Mental Health	7	2.0
			PI - Household Maintenance	3	1.7
			PI - Membership Registration	9	0
			PI - Program Registration	19	1.6
			PI - Taxi Service	37	0
			PI - Taxi Service Cancellation	2	0
Project Independence			80	1.0	
Project Independence			80	1.0	
Solid Waste Management	Sustainability Department	SWMA - Compost	2	0.5	
		SWMA - Rain Barrel	1	0	
	Sustainability Department		3	0.3	
Solid Waste Management			3	0.3	
WESTBURY				135	0.9
WILISTON PARK	Project Independence	Project Independence	PI - Taxi Service	2	0
		Project Independence		2	0
	Project Independence			2	0
WILISTON PARK				2	0
WILLISTON PARK	Community Services	Community Services	CommSvc - Seasonal Programs Registration	3	0
		Community Services		3	0
	Community Services			3	0
	Department of Public Works	Highway Department	Hwy - Miscellaneous	1	4.0
Highway Department		1	4.0		
Department of Public Works			1	4.0	

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days
WILLISTON PARK	Project Independence	Project Independence	PI - Call Back Request	1	0
			PI - Flu Shot Registration	1	0
			PI - Health and Mental Health	1	1.0
			PI - Household Maintenance	2	4.0
			PI - Membership Registration	2	0
			PI - Miscellaneous	2	2.0
			PI - Taxi Service	43	0
			PI - Taxi Service Cancellation	1	0
			PI - Transportation/Mobility Mgmt Info	1	3.0
	Project Independence			54	0.3
Project Independence			54	0.3	
WILLISTON PARK				58	0.3
WILLISTON PK	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	3.0
		Street Lighting District		1	3.0
	Department of Public Works			1	3.0
WILLISTON PK				1	3.0
WOODSIDE	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
WOODSIDE				1	1.0
carle place	Department of Public Works	Highway Department	Hwy - Miscellaneous	1	0
		Highway Department		1	0
	Department of Public Works			1	0
carle place				1	0
garden city park	Department of Public Works	Street Lighting District	Street Light - Light Out (Single)	2	4.5
		Street Lighting District		2	4.5
	Department of Public Works			2	4.5
garden city park				2	4.5
great neck	Department of Public Works	Highway Department	Hwy - Manhole Repair	1	1.0
			Hwy - Street Painting	16	0
			Hwy - Street Sign - Repair / Replace	2	0
			Highway Department		19
	Department of Public Works			19	0.1
great neck				19	0.1
manhasset	Department of Public Works	Highway Department	Hwy - Dead Animal Pickup	1	4.0
			Hwy - Miscellaneous	1	8.0
			Hwy - Street Sign - Repair / Replace	2	0
	Highway Department		4	3.0	

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
manhasset	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	0	
		Street Lighting District		1	0	
	Department of Public Works			5	2.4	
manhasset				5	2.4	
new cassel	Department of Public Works	Highway Department	Hwy - Pothole Filled Without Request	1	0	
		Highway Department		1	0	
	Department of Public Works			1	0	
new cassel				1	0	
new hyde park	Community Services	Community Services	CommSvc - Seasonal Programs Registration	1	0	
		Community Services		1	0	
	Community Services			1	0	
	Project Independence	Project Independence	PI - Program Registration	1	22.0	
		Project Independence		1	22.0	
Project Independence			1	22.0		
new hyde park				2	11.0	
port washington	Department of Public Works	Highway Department	Hwy - Grass Cut / Mow	16	0	
			Hwy - Pothole Filled Without Request	2	0	
			Hwy - Street Painting	4	0	
			Hwy - Street Sign - Repair / Replace	2	0	
		Highway Department			24	0
		Street Lighting District	Street Light - Light Out (Single)	1	13.0	
			Street Light - Mark Out	1	6.0	
		Street Lighting District			2	9.5
Department of Public Works			26	0.7		
port washington				26	0.7	
port washington	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0	
		Inter Municipal Affairs		1	0	
	Inter Municipal Affairs			1	0	
port washington				1	0	
prt washington	Project Independence	Project Independence	PI - Taxi Service	1	0	
		Project Independence		1	0	
	Project Independence			1	0	
prt washington				1	0	
roslyn heights	Department of Public Works	Highway Department	Hwy - Tree Trimming / Removal Inspection	2	0	
		Highway Department		2	0	
		Street Lighting District	Street Light - Mark Out	1	0	
	Street Lighting District		1	0		
Department of Public Works			3	0		

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
roslyn heights	Project Independence	Project Independence	PI - Taxi Service	2	0	
		Project Independence		2	0	
	Project Independence			2	0	
roslyn heights				5	0	
roslyn heights	Department of Public Works	Street Lighting District	Street Light - Lights Out (Multiple)	1	5.0	
		Street Lighting District		1	5.0	
	Department of Public Works			1	5.0	
roslyn heights				1	5.0	
searingtown	Department of Public Works	Highway Department	Hwy - Grass Cut / Mow	2	0	
		Highway Department		2	0	
	Department of Public Works			2	0	
searingtown				2	0	
westbury	Project Independence	Project Independence	PI - Program Registration	2	1.0	
		Project Independence		2	1.0	
	Project Independence			2	1.0	
	Supervisor's Office	311 Call Center	311 - Street Repaving Schedule Inquiry	1	0	
		311 Call Center		1	0	
Supervisor's Office			1	0		
westbury				3	0.7	
	Department of Public Safety	Animal Shelter	Animal Sh - Dog Adoption	32	0	
		Animal Shelter		32	0	
		Cat Shelter	Cat Shelter - Call Back	7	3.3	
		Cat Shelter		7	3.3	
		Code Enforcement	Code - Call Back Request	48	1.2	
			Code - Property Violations Search	92	2.3	
		Code Enforcement		140	1.9	
	Parking Enforcement	Prkg Enfrc - Call Back Request	5	3.4		
	Parking Enforcement		5	3.4		
	Department of Public Safety				184	1.7
	Department of Public Works	Highway Department	Hwy - Call Back Request	19	3.4	
Hwy - Informational			4	0		
Hwy - Permits / Road Opening Application Request			5	0.2		
Hwy - Street Sign - Remove			1	0		
Highway Department		29	2.2			
Department of Public Works				29	2.2	
Human Resources and Finance	Human Resources and Finance	HR - Call Back Request	2	0		
		HR - Medical and Insurance Benefits	1	0		

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
	Human Resources and Finance	Human Resources and Finance	HR - Misc SR	1	8.0	
			HR - Personnel and Employment	1	0	
	Human Resources and Finance			5	1.6	
	Human Resources and Finance			5	1.6	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	2	2.0	
			Inter Municipal Affairs	2	2.0	
	Inter Municipal Affairs			2	2.0	
	Parks and Recreation Department	Parks and Recreation Department	Park - Call Back Request	4	0	
			Park - General Complaint	6	4.7	
			Park - Park Facilities Maintenance	28	2.1	
			Park - Park Permit Application Request	9	0.1	
			Park - Park and Recreation Literature Request	1	0	
			Parks and Recreation Department	48	1.9	
	Parks and Recreation Department			48	1.9	
	Planning and Building Department	Board of Zoning Appeals	BZA - Questions needing Answers	5	1.4	
			Board of Zoning Appeals	5	1.4	
		Building Department	Bldg - Application Status	1	10.0	
			Bldg - Call Back	5	5.6	
			Bldg - Certificate Status	3	0	
			Bldg - General Question Needs Answers	54	2.9	
			Bldg - Permit Question Needs Answers	18	3.9	
		Building Department			81	3.3
		Planning Department	Planning Department	Planning - Call Back Request	3	1.3
				Planning - From Transfer	1	3.0
	Planning Department			4	1.8	
	Planning and Building Department			90	3.1	
	Project Independence	Project Independence	PI - Call Back Request	1	0	
PI - Health and Mental Health			1	5.0		
PI - Taxi Service			1	0		
Project Independence			3	1.7		
Project Independence			3	1.7		
Solid Waste Management	Solid Waste Management	SWMA - Call Back	13	0.2		
		Solid Waste Management	13	0.2		
	Sustainability Department	Sustainability Department	SWMA - Recycling / STOP Call Back	2	2.5	
			Sustainability Department	2	2.5	
Solid Waste Management			15	0.5		
Supervisor's Office	311 Call Center	311 - SR Constituent Follow-up	96	0		
		311 Call Center	96	0		

Town of North Hempstead Service Requests via 311 - by Community

September 2013

City	Department Description	Group Description	Type Description	Count	Response Days
	Supervisor's Office	Supervisor's Office	SupV - Thank You from Constituent	1	0
		Supervisor's Office		1	0
	Supervisor's Office			97	0
	Town Clerk	Town Clerk	Town Clerk - Bingo & Games of Chance	1	0
			Town Clerk - Birth Certificate	196	0
			Town Clerk - Block Party Application	10	0
			Town Clerk - Codebook Supplement	1	0
			Town Clerk - Contracts & Bids	3	0
			Town Clerk - Death Certificate	89	0
			Town Clerk - Dog License	76	0
			Town Clerk - Domestic Partnership	2	0
			Town Clerk - Events and Scheduling	1	0
			Town Clerk - Fishing License	1	0
			Town Clerk - Hunting License	4	0
			Town Clerk - Landscaping License	1	0
			Town Clerk - Liquor License	1	0
			Town Clerk - Marriage Certificate	57	0
			Town Clerk - Marriage License	66	0
			Town Clerk - Miscellaneous	43	0
			Town Clerk - Parade Application	2	0
			Town Clerk - Parking Restrictions Removal Request	8	0
			Town Clerk - Peddler License	7	0
			Town Clerk - Secondhand Dealer License	1	0
			Town Clerk - Sidewalk Sale	1	0
			Town Clerk - Solid Waste Management License	3	0
			Town Clerk - Taxi and Limousine License	4	0
			Town Clerk - Tow Truck License	1	0
		Town Clerk		579	0
	Town Clerk			579	0
				1,052	0.7
Summary				5,020	0.9