

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
ALBERTSON	Project Independence	Project Independence	PI - Taxi Service	1	0	
		Project Independence		1	0	
	Project Independence			1	0	
ALBERTSON				1	0	
great neck	Project Independence	Project Independence	PI - Taxi Service	3	0	
			PI - Taxi Service Cancellation	1	0	
	Project Independence			4	0	
Project Independence			4	0		
great neck				4	0	
port washington	Project Independence	Project Independence	PI - Taxi Service	1	0	
			PI - Taxi Service Cancellation	1	0	
	Project Independence			2	0	
Project Independence			2	0		
port washington				2	0	
roslyn heights	Department of Public Safety	Code Enforcement	Code - Noise	1	0	
		Code Enforcement		1	0	
	Department of Public Safety			1	0	
roslyn heights				1	0	
westbury	Department of Public Safety	Code Enforcement	Code - Overgrown Vegetation	1	0	
		Code Enforcement		1	0	
	Department of Public Safety			1	0	
westbury				1	0	
ALBERTSON	Community Services	Community Services	CommSvc - Bus Pickup Schedule	1	1.0	
		Community Services		1	1.0	
	Community Services			1	1.0	
	Department of Public Safety	Code Enforcement	Code - After Hours/Weekend Construction		1	0
			Code - Drop Off Bin		1	6.0
			Code - Noise		1	10.0
			Code - Overgrown Vegetation		4	0.8
			Code - Property Maintenance		2	11.5
	Code Enforcement			9	4.7	
	Parking Enforcement	Prkg Enfrc - Parking Violations Complaint		1	7.0	
	Parking Enforcement			1	7.0	
	Department of Public Safety			10	4.9	
	Department of Public Works	Highway Department	Hwy - Catch Basin		2	0
Hwy - Curb Repair				1	0	
Hwy - Dead Animal Pickup				1	0	
Hwy - Miscellaneous				2	5.5	
Hwy - Pothole				5	7.2	
Hwy - Street Sign - Repair / Replace				2	0	
Hwy - Street Sweeping / Cleaning				1	6.0	

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
ALBERTSON	Department of Public Works	Highway Department	Hwy - Tree Planting	5	0	
			Hwy - Tree Stump Removal	1	0	
			Hwy - Tree Trimming / Removal Inspection	4	1.5	
		Highway Department			24	2.5
		Street Lighting District	Street Light - Fixture Problem	1	4.0	
			Street Light - Light Out (Single)	6	1.8	
			Street Light - Mark Out	7	5.1	
			Street Light - On During Day	4	5.8	
		Street Lighting District			18	4.1
		Department of Public Works			42	3.2
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	1.0	
			OIC - Inter Municipal SR	3	1.0	
		Inter Municipal Affairs			4	1.0
	Inter Municipal Affairs			4	1.0	
	Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous	1	5.0	
			Park - Theater Ticket Purchase	1	0	
		Parks and Recreation Department			2	2.5
	Parks and Recreation Department			2	2.5	
	Planning and Building Department	Building Department	Bldg - Application Status	1	0	
			Bldg - Construction Complaint	1	28.0	
			Bldg - From Transfer	1	0	
			Bldg - Illegal Housing	1	0	
			Bldg - Suspect Work Without a Permit	1	0	
		Building Department			5	5.6
		Planning Department	Planning - Questions needing Answers	1	1.0	
	Planning Department			1	1.0	
	Planning and Building Department			6	4.8	
	Project Independence	Project Independence	PI - Call Back Request	1	0	
			PI - Health and Mental Health	1	3.0	
			PI - Household Maintenance	2	0	
			PI - Membership Registration	3	0	
			PI - Miscellaneous	1	6.0	
			PI - Program Registration	4	1.5	
PI - Taxi Service			28	0		
PI - Taxi Service Complaint			1	4.0		
Project Independence			41	0.5		
Project Independence			41	0.5		
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

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days
ALBERTSON	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	4	1.5
			SWMA - Garbage Not Picked Up	2	1.5
		Solid Waste Management		6	1.5
		Sustainability Department	SWMA - Compost	1	2.0
		Sustainability Department		1	2.0
Solid Waste Management				7	1.6
ALBERTSON				114	2.2
ANDERSON	Planning and Building Department	Planning Department	Planning - Questions needing Answers	1	5.0
		Planning Department		1	5.0
		Planning and Building Department		1	5.0
ANDERSON				1	5.0
ALBERTSON	Department of Public Safety	Animal Shelter	Animal Sh - Barking Dog	1	0
		Animal Shelter		1	0
		Department of Public Safety		1	0
ALBERTSON				1	0
BABYLON	Project Independence	Project Independence	PI - Call Back Request	1	1.0
		Project Independence		1	1.0
		Project Independence		1	1.0
BABYLON				1	1.0
BAXTER ESTATES	Administrative Services	Administrative Services	Adm Svc - PW Parking - Broken Meter	1	1.0
		Administrative Services		1	1.0
		Administrative Services		1	1.0
	Department of Public Works	Highway Department	Hwy - Miscellaneous	1	0
		Highway Department		1	0
	Department of Public Works		1	0	
	Project Independence	Project Independence	PI - Taxi Service	9	0
Project Independence		9	0		
Project Independence				9	0
BAXTER ESTATES				11	0.1
BAYSIDE	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	0
		Animal Shelter		1	0
		Department of Public Safety		1	0
BAYSIDE				1	0
CARL PLACE	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	6.0
		Highway Department		1	6.0
		Department of Public Works		1	6.0
	Project Independence	Project Independence	PI - Taxi Service Complaint	1	0
		Project Independence		1	0
Project Independence				1	0
CARL PLACE				2	3.0
CARLE PLACE	Department of Public	Code Enforcement	Code - After Hours/Weekend Construction	1	7.0

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
CARLE PLACE	Safety	Code Enforcement	Code - Commercial Vehicle stored on Residential Property	1	2.0	
			Code - Court	2	0	
			Code - From Transfer	1	5.0	
			Code - Miscellaneous	3	2.3	
			Code - Overgrown Vegetation	2	0	
			Code - Property Maintenance	1	0	
			Code - Sidewalk Obstruction	1	9.0	
	Code Enforcement			12	2.5	
	Department of Public Safety			12	2.5	
	Department of Public Works	Department of Public Works	Department of Public Works	DPW - Road Project	2	0
				Department of Public Works		
		Highway Department	Highway Department	Hwy - Curb Repair	1	0
				Hwy - From Transfer	1	0
				Hwy - Grass Cut / Mow	4	2.5
				Hwy - Manhole Repair	1	4.0
				Hwy - Miscellaneous	5	5.8
				Hwy - Pothole	1	0
				Hwy - Street Drainage / Flooding	1	0
				Hwy - Street Sign - New Request	1	0
				Hwy - Street Sign - Repair / Replace	4	2.2
				Hwy - Tree Branch / Debris Pickup	1	1.0
				Hwy - Tree Planting	9	0.1
				Hwy - Tree Stump Removal	2	0
				Hwy - Tree Trimming / Removal Inspection	9	2.1
		Highway Department			40	1.8
		Street Lighting District	Street Lighting District	Street Light - Cycles On / Off	1	9.0
				Street Light - Fixture Problem	1	0
Street Light - Light Out (Single)				8	6.0	
Street Light - Lights Out (Multiple)				1	2.0	
Street Light - Mark Out	12			4.1		
Street Light - On During Day	10			6.1		
Street Lighting District			33	5.1		
Department of Public Works			75	3.2		
Planning and Building Department	Building Department	Building Department	Bldg - Construction Complaint	2	0	
			Bldg - Housing Complaint	1	0	
			Bldg - Illegal Housing	1	0	
			Bldg - Suspect Work Without a Permit	2	1.5	
Building Department			6	0.5		
Planning and Building Department			6	0.5		
Project Independence	Project Independence	Project Independence	PI - Aging In Place Conference RSVP	2	1.0	

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days
CARLE PLACE	Project Independence	Project Independence	PI - Call Back Request	1	0
			PI - Health and Mental Health	1	0
			PI - Membership Registration	7	0
			PI - Program Registration	11	0.3
			PI - Taxi Service	20	0
			PI - Taxi Service Complaint	1	0
	Project Independence	43	0.1		
Project Independence	43	0.1			
CARLE PLACE				136	2.1
EAST GARDEN CITY	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	4.0
		Inter Municipal Affairs	1	4.0	
	Inter Municipal Affairs	1	4.0		
EAST GARDEN CITY				1	4.0
EAST HILLS	Community Services	Community Services	CommSvc - Misc SR	1	5.0
		Community Services	1	5.0	
	Community Services	1	5.0		
	Department of Public Safety	Code Enforcement	Code - Garbage	1	1.0
		Code Enforcement	1	1.0	
	Department of Public Safety	1	1.0		
	Department of Public Works	Street Lighting District	Street Light - Lights Out (Multiple)	1	0
		Street Lighting District	1	0	
	Department of Public Works	1	0		
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	4.0
			OIC - Inter Municipal SR	6	1.0
		Inter Municipal Affairs	7	1.4	
	Inter Municipal Affairs	7	1.4		
	Project Independence	Project Independence	PI - Aging In Place Conference RSVP	2	16.5
			PI - Health and Mental Health	2	3.0
			PI - Membership Registration	2	0
PI - Miscellaneous			1	0	
PI - Program Registration			1	0	
PI - Taxi Service			34	0	
PI - Taxi Service Cancellation			3	0	
PI - Transportation/Mobility Mgmt Info			2	0	
Project Independence	47	0.8			
Project Independence	47	0.8			
Solid Waste Management	Sustainability Department	SWMA - Compost	2	5.5	
	Sustainability Department	2	5.5		
Solid Waste Management	2	5.5			

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
EAST HILLS	Supervisor's Office	Supervisor's Office	SupV - Airplane	131	0	
			SupV - Helicopter	2	0	
	Supervisor's Office			133	0	
	Supervisor's Office			133	0	
EAST HILLS				192	0.3	
EAST MEADOW	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	0	
		Animal Shelter		1	0	
	Department of Public Safety			1	0	
EAST MEADOW				1	0	
EAST WILLISTON	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	2	4.0	
		Cat Shelter		2	4.0	
	Department of Public Safety			2	4.0	
	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 - Aging In Place Conference RSVP	1	0
				PI - Health and Mental Health	1	6.0
				PI - Membership Registration	2	0
				PI - Program Registration	4	2.0
PI - Taxi Service				3	0	
Project Independence			11	1.3		
Project Independence			11	1.3		
EAST WILLISTON				15	1.5	
EASTEAST HILLS	Project Independence	Project Independence	PI - Health and Mental Health	1	0	
		Project Independence		1	0	
	Project Independence			1	0	
EASTEAST HILLS				1	0	
ELMONT	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	
ELMONT				1	1.0	
FAR ROCKAWAY	Project Independence	Project Independence	PI - Call Back Request	1	0	
		Project Independence		1	0	
	Project Independence			1	0	
FAR ROCKAWAY				1	0	
FLORAL PARK	Community Services	Community Services	CommSvc - Misc SR	1	1.0	
		Community Services		1	1.0	
	Community Services			1	1.0	

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days
FLORAL PARK	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	2	2.0
		Animal Shelter		2	2.0
	Department of Public Safety			2	2.0
	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	1.0
			PI - Taxi Service	11	0
			PI - Taxi Service Cancellation	1	0
		Project Independence		13	0.1
	Project Independence			13	0.1
	Supervisor's Office	Supervisor's Office	SupV - Thank You from Constituent	2	0
		Supervisor's Office		2	0
Supervisor's Office			2	0	
FLORAL PARK				19	0.3
FLORAL PARK CENTRE	Department of Public Safety	Code Enforcement	Code - Overgrown Vegetation	2	1.0
			Code - Property Maintenance	2	10.0
		Code Enforcement		4	5.5
	Department of Public Safety			4	5.5
	Department of Public Works	Highway Department	Hwy - Catch Basin	1	0
			Hwy - Miscellaneous	1	8.0
			Hwy - Tree Trimming / Removal Inspection	3	0
		Highway Department		5	1.6
		Street Lighting District	Street Light - Light Out (Single)	Street Light - Light Out (Single)	1
	Street Light - On During Day			1	10.0
	Street Lighting District		2	8.0	
	Department of Public Works			7	3.4
	Project Independence	Project Independence	PI - Taxi Service	1	0
Project Independence		1	0		
Project Independence			1	0	
FLORAL PARK CENTRE				12	3.8
FLOWER HILL	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
	Department of Public Works	Highway Department	Hwy - Miscellaneous	1	6.0
		Highway Department		1	6.0
	Department of Public Works			1	6.0
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	2	0
Inter Municipal Affairs		2	0		
Inter Municipal Affairs			2	0	

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days
FLOWER HILL	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	
	Project Independence	Project Independence	PI - Health and Mental Health	1	0
			PI - Membership Registration	2	0
			PI - Taxi Service	15	0
			PI - Taxi Service Cancellation	3	0
	Project Independence		21	0	
	Project Independence		21	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 - Helicopter	2	0
Supervisor's Office		2	0		
Supervisor's Office		2	0		
FLOWER HILL				29	0.4
FRANKLIN SQUARE	Project Independence	Project Independence	PI - Membership Registration	1	0
		Project Independence		1	0
	Project Independence		1	0	
FRANKLIN SQUARE				1	0
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 - Aging In Place Conference RSVP	1	5.0
			PI - Call Back Request	1	0
			PI - Membership Registration	1	0
			PI - Taxi Service	2	0
Project Independence		5	1.0		
Project Independence		5	1.0		
GARDEN CITY				6	1.0
GARDEN CITY	Community Services	Community Services	CommSvc - Misc SR	1	2.0
		Community Services		1	2.0
	Community Services		1	2.0	
GARDEN CITY				1	2.0
GARDEN CITY PARK	Community Services	Community Services	CommSvc - Misc SR	1	1.0
		Community Services		1	1.0
	Community Services		1	1.0	

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
GARDEN CITY PARK	Department of Public Safety	Animal Shelter	Animal Sh - Barking Dog	1	2.0	
			Animal Sh - Menacing or Harrassing Dog	1	1.0	
		Animal Shelter			2	1.5
		Cat Shelter	Cat Shelter - Feral Cats	2	7.0	
		Cat Shelter			2	7.0
		Code Enforcement	Code - After Hours/Weekend Construction	1	0	
			Code - Animal (except Dog / Cat / Wild life)	1	1.0	
			Code - Court	3	0.3	
			Code - Drop Off Bin	1	11.0	
			Code - From Transfer	2	0.5	
			Code - Garbage	2	5.0	
			Code - Miscellaneous	2	0.5	
			Code - Signs	2	1.0	
		Code Enforcement			14	1.9
	Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	2	5.0		
	Parking Enforcement			2	5.0	
	Department of Public Safety				20	2.7
	Department of Public Works	Highway Department	Hwy - Catch Basin	1	10.0	
			Hwy - Grass Cut / Mow	1	2.0	
			Hwy - Miscellaneous	4	7.0	
			Hwy - Pothole	4	1.2	
			Hwy - Street Drainage / Flooding	1	0	
			Hwy - Street Sign - New Request	2	0	
			Hwy - Street Sign - Repair / Replace	8	3.5	
			Hwy - Street Sweeping / Cleaning	1	7.0	
			Hwy - Tree Branch / Debris Pickup	1	0	
			Hwy - Tree Planting	12	0.1	
Hwy - Tree Stump Removal			16	1.6		
Hwy - Tree Trimming / Removal Inspection			14	3.9		
Highway Department			65	2.5		
Street Lighting District		Street Light - Light Out (Single)	2	0		
		Street Light - Mark Out	22	5.7		
	Street Light - On During Day	2	0			
Street Lighting District			26	4.8		
Department of Public Works				91	3.2	
Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	5	1.0		
	Inter Municipal Affairs			5	1.0	
Inter Municipal Affairs				5	1.0	

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
GARDEN CITY PARK	Planning and Building Department	Building Department	Bldg - Construction Complaint	1	18.0	
			Bldg - Illegal Housing	2	3.0	
			Bldg - Suspect Work Without a Permit	1	0	
	Building Department			4	6.0	
	Planning and Building Department			4	6.0	
	Project Independence	Project Independence		PI - Aging In Place Conference RSVP	2	1.5
				PI - Financial Assistance	1	8.0
				PI - Health and Mental Health	3	1.3
				PI - Household Maintenance	2	6.5
				PI - Membership Registration	4	0
				PI - NORC SR	1	0
				PI - Program Registration	3	3.7
				PI - Taxi Service	68	0.0
				PI - Taxi Service Cancellation	4	0
	Project Independence			88	0.5	
	Project Independence			88	0.5	
	Receiver of Taxes	Receiver of Taxes		Tax - Duplicate Bill or Receipt	1	0
				Receiver of Taxes		
	Receiver of Taxes			1	0	
	Solid Waste Management	Solid Waste Management	Solid Waste Management	SWMA - Garbage Not Picked Up	1	1.0
				Solid Waste Management		
		Sustainability Department		SWMA - Compost	1	6.0
				SWMA - Rain Barrel	1	0
Sustainability Department			2	3.0		
Solid Waste Management			3	2.3		
Supervisor's Office	Supervisor's Office		SupV - Airplane	3	0	
			SupV - Helicopter	14	0	
			SupV - Thank You from Constituent	3	0	
			Supervisor's Office			20
Supervisor's Office			20	0		
GARDEN CITY PARK				233	1.8	
GLENWOOD LANDING	Department of Public Works	Highway Department	Hwy - Catch Basin	1	6.0	
			Hwy - Pothole	2	4.5	
		Highway Department			3	5.0
Department of Public Works			3	5.0		
GLENWOOD LANDING				3	5.0	
GREAT NECK	Adminstrative Services	Adminstrative Services	Adm Svc - Green Team	1	18.0	
			Adminstrative Services			1
	Adminstrative Services			1	18.0	

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
GREAT NECK	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 - Dog Defecation	1	1.0
			Animal Shelter	Animal Sh - Found Animal	1	1.0
		Animal Shelter		2	1.0	
		Cat Shelter	Cat Shelter - Feral Cats	4	3.2	
		Cat Shelter		4	3.2	
		Code Enforcement	Code - Commercial Vehicle stored on Residential Property	1	7.0	
			Code - Commerical Garbage Container	1	2.0	
			Code - Court	5	0.6	
			Code - Dumpster	4	0.8	
			Code - Fence	2	2.0	
			Code - From Transfer	2	0	
			Code - Garbage	2	5.5	
			Code - Miscellaneous	6	5.3	
			Code - Noise	2	9.0	
			Code - Overgrown Vegetation	2	2.0	
			Code - Property Maintenance	4	6.5	
			Code - Signs	1	0	
			Code - Unlawful Property Use	1	12.0	
		Code Enforcement		33	3.7	
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	5	1.4	
	Parking Enforcement		5	1.4		
	Department of Public Safety		44	3.3		
	Department of Public Works	Highway Department	Hwy - Manhole Repair	1	0	
			Hwy - Miscellaneous	6	7.2	
			Hwy - Pothole	7	2.7	
			Hwy - Shopping Cart	1	4.0	
			Hwy - Sprinkler Damage	1	4.0	
			Hwy - Street Sign - New Request	2	0	
			Hwy - Street Sign - Repair / Replace	8	3.4	
			Hwy - Street Sweeping / Cleaning	3	5.7	
			Hwy - Tree Branch / Debris Pickup	3	1.0	
			Hwy - Tree Fallen - Emergency	2	0.5	
			Hwy - Tree Planting	3	0	
			Hwy - Tree Stump Removal	4	0	
			Hwy - Tree Trimming / Removal Inspection	9	1.3	
		Highway Department		50	2.6	
	Street Lighting District	Street Light - Fixture Problem	1	0		

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days
GREAT NECK	Department of Public Works	Street Lighting District	Street Light - Light Out (Single)	7	2.1
			Street Light - Lights Out (Multiple)	1	0
			Street Light - Mark Out	9	2.0
			Street Light - New Light Request	1	15.0
			Street Light - On During Day	3	2.7
			Street Light - Pole Problem	2	2.5
	Street Lighting District			24	2.5
	Department of Public Works			74	2.6
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	2	4.0
			OIC - Inter Municipal SR	13	1.0
			Inter Municipal Affairs		15
	Inter Municipal Affairs			15	1.4
	Planning and Building Department	Building Department	Bldg - Construction Complaint	2	12.5
			Bldg - Suspect Work Without a Permit	2	4.5
			Building Department		4
	Planning and Building Department			4	8.5
	Project Independence	Project Independence	PI - Aging In Place Conference RSVP	6	4.5
			PI - Call Back Request	2	2.0
			PI - Caregiver Support	1	1.0
			PI - Health and Mental Health	8	3.0
			PI - Household Maintenance	4	2.2
			PI - Membership Registration	22	0
			PI - Miscellaneous	6	0.8
			PI - Program Registration	25	2.4
			PI - Taxi Service	150	0.0
			PI - Taxi Service Cancellation	8	0
			PI - Taxi Service Complaint	1	3.0
			PI - Transportation/Mobility Mgmt Info	2	0
	Project Independence			235	0.6
	Project Independence			235	0.6
	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	1	0
			Receiver of Taxes		1
	Receiver of Taxes			1	0
Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	2	0.5	
		SWMA - Garbage Not Picked Up	2	0	
	Solid Waste Management		4	0.2	
	Sustainability Department	SWMA - Compost	1	7.0	
		SWMA - Long Island Green Homes	2	0	
		SWMA - Rain Barrel	1	7.0	
Sustainability Department			4	3.5	
Solid Waste Management			8	1.9	

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days
GREAT NECK	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	3	0
			311 - Street Repaving Schedule Inquiry	1	0
		311 Call Center		4	0
		Supervisor's Office	SupV - Thank You from Constituent	1	0
		Supervisor's Office		1	0
Supervisor's Office				5	0
GREAT NECK				388	1.4
GREAT NECK ESTATES	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	1	0
		Cat Shelter		1	0
	Department of Public Safety		1	0	
	Department of Public Works	Street Lighting District	Street Light - Light Out (Single)	1	3.0
			Street Light - Mark Out	1	0
		Street Lighting District		2	1.5
	Department of Public Works		2	1.5	
	Parks and Recreation Department	Parks and Recreation Department	Park - Theater Ticket Purchase	1	0
			Parks and Recreation Department		1
	Parks and Recreation Department		1	0	
Project Independence	Project Independence	Project Independence	PI - Health and Mental Health	1	0
			PI - Membership Registration	3	0
			PI - Miscellaneous	1	2.0
			PI - Taxi Service	12	0.1
			PI - Taxi Service Cancellation	1	0
		Project Independence		18	0.2
Project Independence		18	0.2		
GREAT NECK ESTATES				22	0.3
GREAT NECK PLAZA	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	3	4.0
		Cat Shelter		3	4.0
	Department of Public Safety		3	4.0	
	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	0
		Street Lighting District		1	0
	Department of Public Works		1	0	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	4	1.2
		Inter Municipal Affairs		4	1.2
	Inter Municipal Affairs		4	1.2	
	Project Independence	Project Independence	Project Independence	PI - Aging In Place Conference RSVP	3
PI - Call Back Request				1	0
PI - Health and Mental Health				4	1.5
PI - Membership Registration				17	0
PI - Program Registration				9	0.2
PI - Taxi Service				92	0.0

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days
GREAT NECK PLAZA	Project Independence	Project Independence	PI - Taxi Service Cancellation	13	0.1
			PI - Transportation/Mobility Mgmt Info	7	0.4
			PI - Volunteer	1	1.0
	Project Independence			147	0.1
	Project Independence			147	0.1
	Solid Waste Management	Sustainability Department	SWMA - Long Island Green Homes	1	2.0
		Sustainability Department		1	2.0
	Solid Waste Management			1	2.0
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	1	0
		311 Call Center		1	0
Supervisor's Office			1	0	
GREAT NECK PLAZA				157	0.3
GREENVALE	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	1	0
		Cat Shelter		1	0
		Code Enforcement	Code - Overgrown Vegetation	1	0
		Code Enforcement		1	0
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	0
	Parking Enforcement		1	0	
	Department of Public Safety			3	0
	Department of Public Works	Highway Department	Hwy - Pothole	1	8.0
			Hwy - Street Sign - Repair / Replace	1	4.0
			Hwy - Tree Trimming / Removal Inspection	1	0
		Highway Department		3	4.0
		Street Lighting District	Street Light - Light Out (Single)	1	5.0
	Street Lighting District		1	5.0	
	Department of Public Works			4	4.2
	Planning and Building Department	Building Department	Bldg - Suspect Work Without a Permit	3	0
		Building Department		3	0
	Planning and Building Department			3	0
Project Independence	Project Independence	PI - Household Maintenance	1	1.0	
		PI - Membership Registration	1	0	
		PI - Taxi Service	1	0	
		PI - Volunteer	1	1.0	
		Project Independence		4	0.5
Project Independence			4	0.5	
GREENVALE				14	1.4
HARBOR HILLS	Department of Public Works	Street Lighting District	Street Light - Mark Out	3	1.3
		Street Lighting District		3	1.3
	Department of Public Works			3	1.3
HARBOR HILLS				3	1.3

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
HEMPSTEAD	Project Independence	Project Independence	PI - Aging In Place Conference RSVP	1	6.0	
		Project Independence		1	6.0	
	Project Independence			1	6.0	
HEMPSTEAD				1	6.0	
HERRICKS	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	1	0	
		Cat Shelter		1	0	
		Code Enforcement	Code - Court		1	0
			Code - Garbage		1	1.0
			Code - Overgrown Vegetation		2	1.5
			Code - Storage and Display		1	1.0
	Code Enforcement			5	1.0	
	Department of Public Safety			6	0.8	
	Department of Public Works	Highway Department	Hwy - Catch Basin		1	0
			Hwy - Miscellaneous		2	4.0
			Hwy - Sprinkler Damage		1	14.0
			Hwy - Street Sign - Repair / Replace		1	0
			Hwy - Street Sweeping / Cleaning		1	1.0
			Hwy - Tree Planting		3	0
			Hwy - Tree Stump Removal		1	0
			Hwy - Tree Trimming / Removal Inspection		4	0
		Highway Department			14	1.6
		Street Lighting District	Street Light - Fixture Problem		1	0
			Street Light - Light Out (Single)		4	8.5
			Street Light - Lights Out (Multiple)		1	0
			Street Light - Mark Out		14	4.4
			Street Light - On During Day		3	7.7
	Street Lighting District			23	5.1	
Department of Public Works			37	3.8		
Planning and Building Department	Building Department	Bldg - Construction Complaint	1	13.0		
	Building Department		1	13.0		
Planning and Building Department			1	13.0		
Project Independence	Project Independence	PI - Call Back Request		2	0	
		PI - Household Maintenance		1	0	
		PI - Program Registration		1	0	
		PI - Taxi Service		23	0	
		PI - Taxi Service Cancellation		2	0	
	Project Independence			29	0	
Project Independence			29	0		
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

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days
HERRICKS	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
	Solid Waste Management			2	0.5
	Supervisor's Office	Supervisor's Office	SupV - Airplane	1	0
			SupV - Thank You from Constituent	3	0
	Supervisor's Office			4	0
Supervisor's Office			4	0	
HERRICKS				80	2.0
HICKSVILLE	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
HICKSVILLE				2	0.5
HOLBROOK	Project Independence	Project Independence	PI - Aging In Place Conference RSVP	1	0
			Project Independence		1
	Project Independence			1	0
HOLBROOK				1	0
KENSINGTON	Department of Public Works	Highway Department	Hwy - Tree Fallen - Emergency	1	3.0
		Highway Department		1	3.0
	Department of Public Works			1	3.0
	Project Independence	Project Independence	PI - Taxi Service	3	0
			Project Independence		3
	Project Independence			3	0
	Supervisor's Office	311 Call Center	311 - LIPA Power Outage	3	0
311 Call Center		3	0		
Supervisor's Office			3	0	
KENSINGTON				7	0.4
KINGS POINT	Department of Public Safety	Code Enforcement	Code - Overgrown Vegetation	1	3.0
		Code Enforcement		1	3.0
	Department of Public Safety			1	3.0
	Project Independence	Project Independence	PI - Household Maintenance	2	3.0
			PI - Membership Registration	4	0
			PI - Program Registration	1	0
			PI - Taxi Service	23	0
			PI - Taxi Service Complaint	1	0
			PI - Transportation/Mobility Mgmt Info	1	1.0
	Project Independence			32	0.2
Project Independence			32	0.2	
KINGS POINT				33	0.3

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days
LAKE GROVE	Project Independence	Project Independence	PI - Miscellaneous	1	1.0
		Project Independence		1	1.0
	Project Independence			1	1.0
LAKE GROVE				1	1.0
LAKE SUCCESS	Community Services	Community Services	CommSvc - Misc SR	1	4.0
		Community Services		1	4.0
	Community Services			1	4.0
	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
	Project Independence	Project Independence	PI - Taxi Service	2	0
			PI - Taxi Service Complaint	1	0
Project Independence		3	0		
Project Independence			3	0	
LAKE SUCCESS				6	0.8
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 - Seasonal Programs Registration	1	0
		Community Services		1	0
	Community Services			1	0
	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	1	0
			Animal Sh - Lost Animal	1	1.0
		Animal Shelter		2	0.5
	Cat Shelter	Cat Shelter - Feral Cats	1	0	
	Cat Shelter		1	0	
	Code Enforcement	Code - Garbage	1	0	
		Code - Miscellaneous	5	5.4	
		Code - Overgrown Vegetation	4	3.0	
		Code - Property Maintenance	2	0	
		Code - Signs	6	4.8	
		Code - Storage and Display	1	0	
		Code - Tree Removal	1	6.0	
		Code Enforcement		20	3.7
	Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	1.0	
Parking Enforcement		1	1.0		
Security Division	Security - Park Noise	5	0.2		
Security Division		5	0.2		
Department of Public Safety				29	2.7
Department of Public	Highway Department	Hwy - Catch Basin	1	0	

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days		
MANHASSET	Works	Highway Department	Hwy - Dead Animal Pickup	2	2.0		
			Hwy - Grass Cut / Mow	2	0		
			Hwy - Miscellaneous	12	2.4		
			Hwy - Pothole	5	3.8		
			Hwy - Street Sign - Remove	2	0		
			Hwy - Street Sign - Repair / Replace	4	2.5		
			Hwy - Street Sweeping / Cleaning	2	1.5		
			Hwy - Tree Branch / Debris Pickup	3	1.7		
			Hwy - Tree Planting	11	0.6		
			Hwy - Tree Stump Removal	4	5.0		
			Hwy - Tree Trimming / Removal Inspection	10	0.1		
		Highway Department			58	1.7	
		Street Lighting District	Street Lighting District	Street Light - Cable Break	1	8.0	
				Street Light - Fixture Problem	1	5.0	
				Street Light - Light Out (Single)	6	3.3	
				Street Light - Lights Out (Multiple)	4	1.0	
				Street Light - Mark Out	18	3.7	
				Street Light - Misc Problems	1	8.0	
				Street Light - On During Day	3	3.7	
				Street Light - Pole Problem	1	4.0	
		Street Lighting District			35	3.6	
		Department of Public Works				93	2.4
		Housing Authority	Housing Authority	Housing Authority	Housing - Appliance	2	4.5
					Housing - Misc Carpentry	1	0
					Housing - Misc SR	1	8.0
					Housing - Pest Control	4	3.2
					Housing - Plumbing	5	1.2
		Housing Authority			13	2.8	
		Housing Authority				13	2.8
		Inter Municipal Affairs	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	9	0.7
					Inter Municipal Affairs		
		Inter Municipal Affairs				9	0.7
		Planning and Building Department	Building Department	Building Department	Bldg - Illegal Housing	2	0
					Bldg - Suspect Work Without a Permit	4	8.8
					Building Department		
Planning and Building Department				6	5.8		
Project Independence	Project Independence	Project Independence	PI - Call Back Request	1	4.0		
			PI - Membership Registration	5	0		
			PI - Miscellaneous	1	2.0		
			PI - Program Registration	1	1.0		
			PI - Taxi Service	58	0		

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days
MANHASSET	Project Independence	Project Independence	PI - Taxi Service Cancellation	3	0
			PI - Taxi Service Complaint	1	0
			PI - Transportation/Mobility Mgmt Info	2	0.5
	Project Independence			72	0.1
	Project Independence			72	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
	Solid Waste Management	Sustainability Department	SWMA - Compost	1	1.0
		Sustainability Department		1	1.0
	Solid Waste Management			1	1.0
	Supervisor's Office	Supervisor's Office	SupV - Airplane	1	0
			SupV - Thank You from Constituent	1	0
			Supervisor's Office		2
Supervisor's Office			2	0	
MANHASSET				227	1.7
MANHASSET HILLS	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	1	0
		Cat Shelter		1	0
	Department of Public Safety			1	0
	Department of Public Works	Highway Department	Hwy - Catch Basin	1	6.0
			Hwy - Miscellaneous	1	1.0
			Hwy - Tree Planting	1	0
			Hwy - Tree Stump Removal	1	0
	Highway Department			4	1.8
	Street Lighting District	Street Light - Mark Out	5	2.8	
	Street Lighting District			5	2.8
Department of Public Works			9	2.3	
Planning and Building Department	Building Department	Bldg - Construction Complaint	1	7.0	
	Building Department		1	7.0	
Planning and Building Department			1	7.0	
MANHASSET HILLS				11	2.5
MANORHAVEN	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	1	0
		Cat Shelter		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
Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous	1	2.0	
	Parks and Recreation Department		1	2.0	
Parks and Recreation Department			1	2.0	

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days
MANORHAVEN	Project Independence	Project Independence	PI - Caregiver Support	1	3.0
			PI - Household Maintenance	1	3.0
			PI - Membership Registration	1	0
			PI - Miscellaneous	2	0.5
			PI - Taxi Service	35	0
			PI - Taxi Service Cancellation	2	0
	Project Independence			42	0.2
	Project Independence			42	0.2
	Solid Waste Management	Sustainability Department	SWMA - Rain Barrel	1	0
		Sustainability Department		1	0
	Solid Waste Management			1	0
	Supervisor's Office	Supervisor's Office	SupV - Airplane	3	0
		Supervisor's Office		3	0
	Supervisor's Office			3	0
MANORHAVEN				49	0.2
MINEOLA	Department of Public Safety	Animal Shelter	Animal Sh - Dead Dog Pickup	1	1.0
			Animal Sh - Found Animal	1	0
		Animal Shelter		2	0.5
		Cat Shelter	Cat Shelter - Feral Cats	3	0
	Cat Shelter		3	0	
	Department of Public Safety			5	0.2
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	6	1.5
		Inter Municipal Affairs		6	1.5
	Inter Municipal Affairs			6	1.5
	Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous	2	3.0
			Parks and Recreation Department		2
	Parks and Recreation Department			2	3.0
	Planning and Building Department	Building Department	Bldg - Illegal Housing	1	2.0
		Building Department		1	2.0
Planning and Building Department			1	2.0	
Project Independence	Project Independence	PI - Aging In Place Conference RSVP	4	4.5	
		PI - Call Back Request	4	2.2	
		PI - Health and Mental Health	5	2.0	
		PI - Household Maintenance	5	2.4	
		PI - Membership Registration	9	0	
		PI - Miscellaneous	3	1.7	
		PI - Program Registration	6	1.3	

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
MINEOLA	Project Independence	Project Independence	PI - Taxi Service	83	0.0	
			PI - Taxi Service Cancellation	8	0	
	Project Independence			127	0.5	
	Project Independence			127	0.5	
	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	2	0	
			Receiver of Taxes			2
	Receiver of Taxes			2	0	
	Solid Waste Management	Sustainability Department	SWMA - Long Island Green Homes	1	1.0	
			Sustainability Department			1
	Solid Waste Management			1	1.0	
Supervisor's Office	Supervisor's Office	SupV - Thank You from Constituent	2	0		
		Supervisor's Office			2	0
Supervisor's Office			2	0		
MINEOLA				146	0.6	
MORTH HILLS	Project Independence	Project Independence	PI - Taxi Service	1	0	
			Project Independence			1
	Project Independence			1	0	
MORTH HILLS				1	0	
MUNSEY PARK	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	1	1.0	
			Animal Shelter			1
		Cat Shelter	Cat Shelter	Cat Shelter - Feral Cats	1	0
	Cat Shelter			1	0	
	Department of Public Safety			2	0.5	
	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	0	
			Street Lighting District			1
	Department of Public Works			1	0	
	Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous	1	2.0	
			Parks and Recreation Department			1
Parks and Recreation Department			1	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		
MUNSEY PARK				5	0.6	
N HEMPSTEAD	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	6.0	
			Street Lighting District			1
	Department of Public Works			1	6.0	
N HEMPSTEAD				1	6.0	
N NEW HYDE PARK	Department of Public Works	Highway Department	Hwy - Miscellaneous	1	0	
			Highway Department			1

Town of North Hempstead Service Requests via 311 - by Community

July 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	9	3.8
		Street Lighting District		9	3.8
	Department of Public Works			10	3.4
N NEW HYDE PARK				10	3.4
NEW CASSE	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	8.0
		Street Lighting District		1	8.0
	Department of Public Works			1	8.0
NEW CASSE				1	8.0
NEW CASSEL	Adminstrative Services	Adminstrative Services	Adm Svc - Green Team	1	4.0
		Adminstrative Services		1	4.0
	Adminstrative Services			1	4.0
	Community Services	Community Services	CommSvc - Bus Pickup Cancel	2	0
			CommSvc - Bus Pickup Schedule	3	0.3
			CommSvc - Misc SR	1	1.0
		Community Services		6	0.3
	Community Services			6	0.3
	Department of Public Safety	Animal Shelter	Animal Sh - Misc	1	0
			Animal Sh - Unleashed - Stray Dog	1	4.0
		Animal Shelter		2	2.0
		Cat Shelter	Cat Shelter - Feral Cats	1	0
		Cat Shelter		1	0
		Code Enforcement	Code - Commercial Vehicle stored on Residential Property	2	0
			Code - Court	3	0
			Code - Garbage	3	2.3
			Code - Graffiti	6	2.7
			Code - Miscellaneous	9	2.3
			Code - No Plates / Inoperable Vehicle	3	0
			Code - Overgrown Vegetation	8	0.2
			Code - Property Maintenance	9	2.0
			Code - Unlawful Property Use	2	0
	Code - Water Flow / Accumulation		1	0	
Code Enforcement		46	1.4		
Parking Enforcement	Prkg Enfrc - Commercial Parking	2	3.0		
	Prkg Enfrc - Parking Violations Complaint	1	6.0		
Parking Enforcement		3	4.0		
Department of Public Safety			52	1.5	
Department of Public Works	Highway Department	Hwy - Abandoned Vehicle	1	0	
		Hwy - Catch Basin	1	9.0	
		Hwy - Dead Animal Pickup	3	1.3	
		Hwy - From Transfer	2	1.0	

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
NEW CASSEL	Department of Public Works	Highway Department	Hwy - Grass Cut / Mow	4	5.0	
			Hwy - Miscellaneous	6	2.8	
			Hwy - Pothole	6	4.8	
			Hwy - Pothole Filled Without Request	2	0	
			Hwy - Street Drainage / Flooding	1	2.0	
			Hwy - Street Sign - Repair / Replace	3	0.7	
			Hwy - Street Sweeping / Cleaning	2	6.0	
			Hwy - Tree Planting	3	0	
			Hwy - Tree Stump Removal	1	14.0	
			Hwy - Tree Trimming / Removal Inspection	4	0.5	
	Highway Department				39	2.9
	Street Lighting District	Street Lighting District	Street Light - Cycles On / Off	1	0	
			Street Light - Light Out (Single)	15	3.4	
			Street Light - Lights Out (Multiple)	4	3.5	
			Street Light - Mark Out	1	8.0	
			Street Light - On During Day	11	5.8	
	Street Lighting District				32	4.3
	Department of Public Works				71	3.5
	Housing Authority	Housing Authority	Housing - Appliance	2	0.5	
			Housing - Electrical	2	3.0	
			Housing - Misc Exterior	1	5.0	
			Housing - Plumbing	3	2.0	
	Housing Authority				8	2.2
	Housing Authority				8	2.2
	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
	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 - Application Status	1	0	
			Bldg - From Transfer	1	0	
Bldg - Housing Complaint			3	0		
Bldg - Illegal Housing			7	3.3		
Bldg - Suspect Work Without a Permit			1	0		
Building Department				13	1.8	
Planning and Building Department				13	1.8	
Project Independence	Project Independence	PI - Aging In Place Conference RSVP	6	1.5		
		PI - Call Back Request	2	0		
		PI - Household Maintenance	3	2.0		

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
NEW CASSEL	Project Independence	Project Independence	PI - Membership Registration	5	0	
			PI - Miscellaneous	2	16.0	
			PI - Program Registration	9	1.7	
			PI - Taxi Service	38	0	
			PI - Taxi Service Cancellation	1	0	
			PI - Taxi Service Complaint	1	3.0	
			PI - Transportation/Mobility Mgmt Info	1	2.0	
			PI - Volunteer	1	0	
	Project Independence			69	1.0	
	Project Independence			69	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	
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	1	0	
			SWMA - Strange Odor	1	0	
			Solid Waste Management		2	0
	Solid Waste Management			2	0	
Supervisor's Office	Supervisor's Office	SupV - Complaint - Other Employee	1	1.0		
		SupV - Thank You from Constituent	3	0		
		Supervisor's Office		4	0.2	
Supervisor's Office			4	0.2		
NEW CASSEL				229	2.0	
NEW CASSELL	Department of Public Safety	Code Enforcement	Code - Garbage	1	3.0	
		Code Enforcement		1	3.0	
	Department of Public Safety			1	3.0	
	Department of Public Works	Highway Department	Hwy - Miscellaneous	1	1.0	
			Hwy - Street Sign - Repair / Replace	1	2.0	
Highway Department			2	1.5		
Department of Public Works			2	1.5		
NEW CASSELL				3	2.0	
NEW HYDE PAKR	Planning and Building Department	Building Department	Bldg - Suspect Work Without a Permit	1	0	
		Building Department		1	0	
	Planning and Building Department			1	0	
NEW HYDE PAKR				1	0	
NEW HYDE PARK	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	2	0	
			Animal Sh - Menacing or Harrassing Dog	1	0	
			Animal Sh - Surrender a dog	1	0	
		Animal Shelter			4	0
		Cat Shelter	Cat Shelter - Feral Cats	1	0	
		Cat Shelter		1	0	
Code Enforcement	Code - Commercial Vehicle stored on	1	0			

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
NEW HYDE PARK	Department of Public Safety	Code Enforcement	Residential Property			
			Code - Dumpster	1	4.0	
			Code - Garbage	1	1.0	
			Code - Miscellaneous	3	3.3	
			Code - No Plates / Inoperable Vehicle	1	5.0	
			Code - Noise	2	2.0	
			Code - Odor	1	1.0	
			Code - Overgrown Vegetation	1	0	
	Code Enforcement			11	2.3	
	Department of Public Safety				16	1.6
	Department of Public Works	Highway Department	Highway Department	Hwy - Abandoned Vehicle	1	0
				Hwy - Catch Basin	1	0
				Hwy - Dead Animal Pickup	1	2.0
				Hwy - Dead End Guard Rail	1	0
				Hwy - Grass Cut / Mow	2	2.0
				Hwy - Miscellaneous	4	4.5
				Hwy - Pothole	3	16.7
				Hwy - Sprinkler Damage	1	7.0
				Hwy - Street Sign - New Request	1	0
				Hwy - Street Sign - Repair / Replace	1	0
				Hwy - Street Sweeping / Cleaning	1	5.0
				Hwy - Tree Planting	6	0
				Hwy - Tree Stump Removal	5	0.2
				Hwy - Tree Trimming / Removal Inspection	6	0.8
				Highway Department		
	Street Lighting District	Street Lighting District	Street Lighting District	Street Light - Cycles On / Off	2	12.0
				Street Light - Fixture Problem	1	12.0
Street Light - Light Out (Single)				5	5.4	
Street Light - Lights Out (Multiple)				2	9.0	
Street Light - Mark Out				5	4.2	
Street Light - On During Day				9	6.1	
Street Lighting District			24	6.5		
Department of Public Works				58	4.3	
Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	6	1.8		
	Inter Municipal Affairs		6	1.8		
Inter Municipal Affairs				6	1.8	
Parks and Recreation Department	Parks and Recreation Department	Parks and Recreation Department	Park - From Transfer	2	3.0	
			Parks and Recreation Department		2	3.0
Parks and Recreation Department				2	3.0	
Planning and Building Department	Building Department	Bldg - Application Status	1	2.0		

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
NEW HYDE PARK	Planning and Building Department	Building Department	Bldg - Construction Complaint	2	2.5	
			Bldg - From Transfer	1	1.0	
			Bldg - Retaining Wall	1	0	
			Bldg - Suspect Work Without a Permit	3	6.7	
	Building Department			8	3.5	
	Planning and Building Department			8	3.5	
	Project Independence	Project Independence	Project Independence	PI - Aging In Place Conference RSVP	3	2.3
				PI - Call Back Request	3	4.7
				PI - Financial Assistance	1	3.0
				PI - Health and Mental Health	3	1.0
				PI - Household Maintenance	2	2.5
				PI - Membership Registration	6	0
				PI - Miscellaneous	1	1.0
				PI - NORC SR	2	0
				PI - Program Registration	6	1.2
				PI - Taxi Service	52	0
				PI - Taxi Service Cancellation	3	0
				PI - Transportation/Mobility Mgmt Info	2	0
				Project Independence		
	Project Independence			84	0.5	
	Receiver of Taxes	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	2	0
				Receiver of Taxes		
	Receiver of Taxes			2	0	
	Solid Waste Management	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	1	2.0
				Solid Waste Management		
		Sustainability Department	Sustainability Department	SWMA - Compost	1	5.0
				SWMA - Rain Barrel	3	4.7
	Sustainability Department			4	4.8	
	Solid Waste Management			5	4.2	
	Supervisor's Office	311 Call Center	311 Call Center	311 - LIPA Power Outage	1	0
				311 Call Center		
		Supervisor's Office	Supervisor's Office	SupV - Airplane	14	0
SupV - Helicopter				8	0	
SupV - Thank You from Constituent				1	0	
Supervisor's Office			23	0		
Supervisor's Office			24	0		
NEW HYDE PARK				205	1.9	
NNORTH NEW HYDE PARK	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	0	
		Street Lighting District			1	0
	Department of Public Works			1	0	
NNORTH NEW HYDE PARK				1	0	

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
NO NEW HYDE PARK	Department of Public Safety	Code Enforcement	Code - Noise	1	1.0	
			Code - Overgrown Vegetation	2	0.5	
		Code Enforcement		3	0.7	
		Parking Enforcement	Prkg Enfrc - Commercial Parking	1	2.0	
		Parking Enforcement		1	2.0	
	Department of Public Safety				4	1.0
	Department of Public Works	Highway Department		Hwy - Catch Basin	2	0
				Hwy - Miscellaneous	2	2.0
				Hwy - Street Sign - New Request	1	0
				Hwy - Street Sign - Repair / Replace	1	6.0
				Hwy - Street Sweeping / Cleaning	1	1.0
				Hwy - Tree Trimming / Removal Inspection	4	5.8
		Highway Department		11	3.1	
		Street Lighting District		Street Light - Cycles On / Off	1	0
				Street Light - Lights Out (Multiple)	1	0
		Street Lighting District		2	0	
	Department of Public Works				13	2.6
	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
NO NEW HYDE PARK				19	2.1	
NORT HILLS	Project Independence	Project Independence	PI - Taxi Service	1	0	
		Project Independence		1	0	
	Project Independence		1	0		
NORT HILLS				1	0	
NORTH HILLS	Community Services	Community Services	CommSvc - Bus Pickup Cancel	2	0.5	
		Community Services		2	0.5	
	Community Services		2	0.5		
	Project Independence	Project Independence	PI - Call Back Request	2	0.5	
			PI - Membership Registration	4	0	
			PI - Taxi Service	70	0	
			PI - Taxi Service Cancellation	5	0	
			PI - Transportation/Mobility Mgmt Info	2	0.5	
	Project Independence		83	0.0		
	Project Independence				83	0.0
NORTH HILLS				85	0.0	
NORTH NEW HYDE PARK	Department of Public Safety	Animal Shelter	Animal Sh - Barking Dog	1	0	
			Animal Sh - Found Animal	1	3.0	
	Animal Shelter		2	1.5		
	Cat Shelter	Cat Shelter - Feral Cats	1	0		
Cat Shelter		1	0			

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
NORTH NEW HYDE PARK	Department of Public Safety	Code Enforcement	Code - After Hours/Weekend Construction	1	3.0	
			Code - Basketball Stanchion	1	0	
			Code - Building Permit	1	1.0	
			Code - Court	4	0	
			Code - From Transfer	2	0	
			Code - Garbage	1	0	
			Code - Miscellaneous	2	4.0	
			Code - Overgrown Vegetation	13	1.6	
			Code - Property Maintenance	3	1.0	
			Code - Unlawful Property Use	2	10.5	
		Code Enforcement			30	1.9
		Parking Enforcement	Prkg Enfrc - Commercial Parking	1	0	
			Prkg Enfrc - Parking Violations Complaint	1	1.0	
		Parking Enforcement			2	0.5
	Department of Public Safety				35	1.7
	Department of Public Works	Highway Department	Highway Department	Hwy - Abandoned Vehicle	1	0
				Hwy - Bee's Nest Removal	1	8.0
				Hwy - Catch Basin	1	0
				Hwy - Curb Repair	3	0
				Hwy - Miscellaneous	5	1.8
				Hwy - Pothole	1	6.0
				Hwy - Sprinkler Damage	2	0
				Hwy - Street Drainage / Flooding	2	3.5
				Hwy - Street Sign - Remove	1	0
				Hwy - Street Sweeping / Cleaning	2	0.5
				Hwy - Tree Branch / Debris Pickup	1	0
				Hwy - Tree Fallen - Emergency	1	0
				Hwy - Tree Planting	17	0
				Hwy - Tree Stump Removal	16	0.8
		Hwy - Tree Trimming / Removal Inspection	36	1.8		
		Highway Department			90	1.2
		Street Lighting District	Street Lighting District	Street Light - Cycles On / Off	1	3.0
				Street Light - Fixture Problem	1	8.0
				Street Light - Light Out (Single)	17	4.1
				Street Light - Lights Out (Multiple)	5	3.6
Street Light - Mark Out	20			5.4		
Street Light - On During Day	15			5.3		
Street Light - Pole Problem	1			0		
Street Lighting District			60	4.8		
Department of Public Works				150	2.6	

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days
NORTH NEW HYDE PARK	Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous	2	3.0
		Parks and Recreation Department		2	3.0
	Parks and Recreation Department		2	3.0	
	Planning and Building Department	Building Department	Bldg - Application Status	2	2.5
			Bldg - Construction Complaint	2	6.0
			Bldg - Illegal Housing	1	0
			Bldg - Suspect Work Without a Permit	6	1.2
	Building Department		11	2.2	
	Planning and Building Department		11	2.2	
	Project Independence	Project Independence	PI - Aging In Place Conference RSVP	6	2.2
			PI - Call Back Request	4	1.5
			PI - Household Maintenance	2	18.0
			PI - Membership Registration	5	0
			PI - Miscellaneous	1	1.0
			PI - NORC SR	6	0.2
			PI - Program Registration	13	0.6
			PI - Taxi Service	52	0
			PI - Taxi Service Cancellation	3	0
			PI - Taxi Service Complaint	1	0
			PI - Transportation/Mobility Mgmt Info	2	2.5
	Project Independence		95	0.7	
	Project Independence		95	0.7	
	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	4	0
		Receiver of Taxes		4	0
	Receiver of Taxes		4	0	
	Solid Waste Management	Solid Waste Management	SWMA - Garbage Not Picked Up	1	2.0
			Solid Waste Management		1
		Sustainability Department	SWMA - Compost	1	0
			SWMA - Long Island Green Homes	1	2.0
	Sustainability Department		2	1.0	
	Solid Waste Management		3	1.3	
Supervisor's Office	Supervisor's Office	SupV - Airplane	6	0	
		SupV - Complaint - Other Employee	1	0	
		SupV - Thank You from Constituent	4	0	
	Supervisor's Office		11	0	
Supervisor's Office		11	0		
NORTH NEW HYDE PARK				311	1.8

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days
NY	Project Independence	Project Independence	PI - Call Back Request	1	1.0
		Project Independence		1	1.0
	Project Independence			1	1.0
NY				1	1.0
OLD WESTBURY	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	1	0
		Animal Shelter		1	0
		Cat Shelter	Cat Shelter - Feral Cats	1	0
		Cat Shelter		1	0
	Department of Public Safety			2	0
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	3	0.3
		Inter Municipal Affairs		3	0.3
	Inter Municipal Affairs			3	0.3
	Project Independence	Project Independence	PI - Health and Mental Health	1	2.0
		Project Independence		1	2.0
Project Independence			1	2.0	
Solid Waste Management	Sustainability Department	SWMA - Compost	1	0	
	Sustainability Department		1	0	
Solid Waste Management			1	0	
OLD WESTBURY				7	0.4
PIORT WASHINGTON	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
PIORT WASHINGTON				1	0
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	Project Independence	Project Independence	PI - Taxi Service	7	0
			PI - Taxi Service Cancellation	2	0
		Project Independence		9	0
	Project Independence			9	0
	Supervisor's Office	Supervisor's Office	SupV - Helicopter	1	0
Supervisor's Office		1	0		
Supervisor's Office			1	0	
PLANDOME				10	0
PLANDOME HEIGHTS	Department of Public Works	Street Lighting District	Street Light - Light Out (Single)	1	8.0
		Street Lighting District		1	8.0
	Department of Public Works			1	8.0

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days
PLANDOME HEIGHTS	Project Independence	Project Independence	PI - Membership Registration	1	0
		Project Independence		1	0
	Project Independence			1	0
	Solid Waste Management	Sustainability Department	SWMA - Compost	1	7.0
		Sustainability Department		1	7.0
Solid Waste Management			1	7.0	
PLANDOME HEIGHTS				3	5.0
PLANDOME MANOR	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
	Solid Waste Management	Sustainability Department	SWMA - Compost	1	1.0
		Sustainability Department		1	1.0
Solid Waste Management			1	1.0	
PLANDOME MANOR				2	1.0
POR TWASHINGTON	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
	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
Project Independence			1	0	
POR TWASHINGTON				2	1.5
PORT MWASHINGTON	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
PORT MWASHINGTON				1	0
PORT WASHINGTON	Adminstrative Services	Adminstrative Services	Adm Svc - Critter Corner - Pigeons	1	0
			Adm Svc - PW Parking - Broken Meter	4	0.5
		Adminstrative Services		5	0.4
	Adminstrative Services			5	0.4
	Community Services	Community Services	CommSvc - Bus Pickup Schedule	2	1.0
		Community Services		2	1.0
	Community Services			2	1.0
	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	2	0
			Animal Sh - Lost Animal	1	1.0
			Animal Sh - Menacing or Harrassing Dog	1	4.0
			Animal Sh - Misc	1	3.0
Animal Sh - Sign			1	20.0	
Animal Shelter		6	4.7		
Cat Shelter	Cat Shelter	Cat Shelter - Feral Cats	3	0	
Cat Shelter		3	0		

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
PORT WASHINGTON	Department of Public Safety	Code Enforcement	Code - After Hours/Weekend Construction	2	0	
			Code - Animal (except Dog / Cat / Wild life)	1	0	
			Code - Commercial Vehicle stored on Residential Property	2	0	
			Code - Court	2	0	
			Code - Garbage	2	0	
			Code - Litter	1	1.0	
			Code - Miscellaneous	7	2.3	
			Code - No Plates / Inoperable Vehicle	1	1.0	
			Code - Noise	2	0	
			Code - Odor	1	0	
			Code - Overgrown Vegetation	6	0	
			Code - Property Maintenance	6	0	
			Code - Sidewalk Obstruction	1	0	
			Code - Signs	5	0.6	
			Code - Unlawful Property Use	3	10.3	
			Code - Water Flow / Accumulation	1	0	
	Code Enforcement			43	1.2	
	Parking Enforcement	Prkg Enfrc - Commercial Parking		2	2.0	
			Prkg Enfrc - Parking Violations Complaint	1	1.0	
	Parking Enforcement			3	1.7	
	Department of Public Safety				55	1.5
	Department of Public Works	Highway Department	Hwy - Animal Sign - New Request		1	5.0
				Hwy - Catch Basin	2	1.0
				Hwy - Complaint - Highway Employee / Vehicle	1	0
				Hwy - Curb Repair	1	3.0
				Hwy - Dead Animal Pickup	1	4.0
				Hwy - Grass Cut / Mow	1	1.0
				Hwy - Manhole Repair	1	13.0
				Hwy - Miscellaneous	9	3.6
				Hwy - Pothole	9	2.1
				Hwy - Pothole Filled Without Request	24	0
				Hwy - Street Sign - New Request	2	0
				Hwy - Street Sign - Repair / Replace	6	1.5
Hwy - Street Sweeping / Cleaning				1	0	
Hwy - Tree Branch / Debris Pickup				2	2.5	
Hwy - Tree Fallen - Emergency				1	1.0	
Hwy - Tree Planting				4	0	
Hwy - Tree Stump Removal				3	0	
Hwy - Tree Trimming / Removal Inspection				22	0.4	
Highway Department			91	1.1		

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days
PORT WASHINGTON	Department of Public Works	Street Lighting District	Street Light - Cable Break	1	6.0
			Street Light - Cycles On / Off	3	8.0
			Street Light - Light Out (Single)	10	6.1
			Street Light - Lights Out (Multiple)	3	6.0
			Street Light - Mark Out	24	5.7
			Street Light - Misc Problems	1	3.0
			Street Light - On During Day	6	4.8
	Street Lighting District			48	5.8
	Department of Public Works			139	2.7
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	4	6.0
			OIC - Inter Municipal SR	8	1.0
			Inter Municipal Affairs		12
	Inter Municipal Affairs			12	2.7
	Parks and Recreation Department	Parks and Recreation Department	Park - From Transfer	1	3.0
			Park - Miscellaneous	7	2.3
			Park - Theater Ticket Purchase	1	0
			Parks and Recreation Department		9
	Parks and Recreation Department			9	2.1
	Planning and Building Department	Building Department	Bldg - Application Status	1	8.0
			Bldg - Construction Complaint	2	0
			Bldg - Illegal Housing	5	2.4
			Bldg - Suspect Work Without a Permit	5	4.4
			Building Department		13
	Planning and Building Department			13	3.2
	Project Independence	Project Independence	PI - Aging In Place Conference RSVP	3	4.7
			PI - Call Back Request	4	1.0
			PI - Financial Assistance	2	4.0
PI - Health and Mental Health			8	0.6	
PI - Household Maintenance			2	0.5	
PI - Membership Registration			15	0	
PI - Miscellaneous			2	0.5	
PI - Program Registration			6	2.8	
PI - Taxi Service			209	0	
PI - Taxi Service Cancellation			15	0	
PI - Transportation/Mobility Mgmt Info			1	3.0	
Project Independence			267	0.2	
Project Independence			267	0.2	
Solid Waste Management	Solid Waste Management	SWMA - Garbage Not Picked Up	1	1.0	
		Solid Waste Management		1	1.0

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days
PORT WASHINGTON	Solid Waste Management	Sustainability Department	SWMA - Compost	2	5.5
			SWMA - Rain Barrel	1	6.0
		Sustainability Department		3	5.7
	Solid Waste Management			4	4.5
	Supervisor's Office	Supervisor's Office	SupV - Airplane	3	0
			SupV - Complaint - Other Employee	2	0.5
			SupV - Helicopter	2	0
			SupV - Thank You from Constituent	1	0
			Supervisor's Office		8
	Supervisor's Office			8	0.1
PORT WASHINGTON				514	1.2
PORT WASHINGTON NORTH	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	2.0
		Animal Shelter		1	2.0
		Cat Shelter	Cat Shelter - Feral Cats	1	0
		Cat Shelter		1	0
	Department of Public Safety			2	1.0
	Department of Public Works	Street Lighting District	Street Light - Lights Out (Multiple)	1	0
		Street Lighting District		1	0
	Department of Public Works			1	0
	Planning and Building Department	Building Department	Bldg - Application Status	1	8.0
		Building Department		1	8.0
Planning and Building Department			1	8.0	
Project Independence	Project Independence	PI - Financial Assistance	1	7.0	
		PI - Health and Mental Health	2	0.5	
		PI - Household Maintenance	2	0	
		PI - Membership Registration	2	0	
		PI - Program Registration	1	1.0	
		PI - Taxi Service	21	0	
		PI - Taxi Service Cancellation	1	0	
		Project Independence		30	0.3
Project Independence			30	0.3	
PORT WASHINGTON NORTH				34	0.6
PORT WASHINTON	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
PORT WASHINTON				1	0

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days
PORT WASINGTON	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
PORT WASINGTON				1	0
PORT WSAHINGTON	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
PORT WSAHINGTON				1	0
PORTWASHINGTON	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 - Health and Mental Health	1	0
			PI - Taxi Service	1	0
	Project Independence			2	0
Project Independence			2	0	
PORTWASHINGTON				3	0.3
PT WASHINGTON	Department of Public Works	Street Lighting District	Street Light - Mark Out	3	1.3
		Street Lighting District		3	1.3
	Department of Public Works			3	1.3
PT WASHINGTON				3	1.3
QUEENS VILLAGE	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
QUEENS VILLAGE				1	1.0
RIVERHEAD	Project Independence	Project Independence	PI - Miscellaneous	1	23.0
		Project Independence		1	23.0
	Project Independence			1	23.0
RIVERHEAD				1	23.0
ROSLN HEIGHTS	Department of Public Works	Highway Department	Hwy - Tree Stump Removal	1	0
		Highway Department		1	0
	Department of Public Works			1	0
	Supervisor's Office	Supervisor's Office	SupV - Airplane	1	0
		Supervisor's Office		1	0
Supervisor's Office			1	0	
ROSLN HEIGHTS				2	0
ROSLTN HEIGHTS	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
ROSLTN HEIGHTS				1	0

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
ROSLYN	Department of Public Safety	Code Enforcement	Code - From Transfer	1	0	
			Code - Miscellaneous	1	11.0	
		Code Enforcement		2	5.5	
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	0	
		Parking Enforcement		1	0	
	Department of Public Safety				3	3.7
	Department of Public Works	Highway Department		Hwy - Manhole Repair	1	1.0
				Hwy - Street Drainage / Flooding	1	0
				Hwy - Street Sweeping / Cleaning	1	2.0
		Highway Department		3	1.0	
		Street Lighting District	Street Light - On During Day	1	5.0	
	Street Lighting District		1	5.0		
	Department of Public Works				4	2.0
	Human Resources and Finance	Human Resources and Finance		HR - ADA Compliance	1	3.0
				Human Resources and Finance		1
	Human Resources and Finance				1	3.0
	Inter Municipal Affairs	Inter Municipal Affairs		OIC - Inter Municipal SR	6	1.3
				Inter Municipal Affairs		6
	Inter Municipal Affairs				6	1.3
	Parks and Recreation Department	Parks and Recreation Department		Park - Miscellaneous	2	6.5
				Parks and Recreation Department		2
	Parks and Recreation Department				2	6.5
	Project Independence	Project Independence		PI - Health and Mental Health	1	4.0
				PI - Membership Registration	2	0
				PI - Miscellaneous	1	1.0
				PI - Taxi Service	21	0
				PI - Taxi Service Cancellation	1	0
				Project Independence		26
	Project Independence				26	0.2
	Solid Waste Management	Solid Waste Management		SWMA - Garbage Not Picked Up	1	0
Solid Waste Management				1	0	
Solid Waste Management				1	0	
Supervisor's Office	Supervisor's Office		SupV - Airplane	4	0	
			Supervisor's Office		4	0
Supervisor's Office				4	0	
ROSLYN				47	1.0	
ROSLYN ESTATES	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
Project Independence	Project Independence		PI - Aging In Place Conference RSVP	1	4.0	

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
ROSLYN ESTATES	Project Independence	Project Independence	PI - Membership Registration	1	0	
			PI - Taxi Service	17	0	
			PI - Taxi Service Cancellation	1	0	
	Project Independence			20	0.2	
	Project Independence			20	0.2	
ROSLYN ESTATES				22	0.4	
ROSLYN HARBOR	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	2	1.5	
		Inter Municipal Affairs		2	1.5	
	Inter Municipal Affairs			2	1.5	
	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	
	Project Independence	Project Independence	Project Independence	PI - Household Maintenance	1	0
				PI - Taxi Service	1	0
				PI - Taxi Service Cancellation	1	0
			Project Independence			3
	Project Independence			3	0	
Supervisor's Office	Supervisor's Office	SupV - Thank You from Constituent	2	0		
		Supervisor's Office		2	0	
Supervisor's Office			2	0		
ROSLYN HARBOR				8	0.5	
ROSLYN HEIGHT	Project Independence	Project Independence	PI - Call Back Request	1	1.0	
		Project Independence		1	1.0	
	Project Independence			1	1.0	
ROSLYN HEIGHT				1	1.0	
ROSLYN HEIGHTS	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	0	
		Animal Shelter		1	0	
		Cat Shelter	Cat Shelter - Feral Cats	4	3.5	
		Cat Shelter		4	3.5	
		Code Enforcement	Code Enforcement	Code - Court	2	0
				Code - Garbage	6	5.2
				Code - Overgrown Vegetation	7	1.4
				Code - Property Maintenance	7	5.1
				Code - Sidewalk Obstruction	1	0
				Code - Signs	1	2.0
	Code - Tree Removal			2	4.5	
	Code - Unlawful Property Use	1	2.0			
	Code Enforcement			27	3.3	
	Department of Public Safety			32	3.2	
Department of Public Works	Highway Department	Hwy - Bee's Nest Removal	1	4.0		

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
ROSLYN HEIGHTS	Department of Public Works	Highway Department	Hwy - Catch Basin	1	3.0	
			Hwy - Curb Repair	1	0	
			Hwy - Dead Animal Pickup	1	1.0	
			Hwy - Miscellaneous	5	4.2	
			Hwy - Pothole	8	3.4	
			Hwy - Street Sign - New Request	2	0	
			Hwy - Street Sign - Repair / Replace	5	0.6	
			Hwy - Street Sweeping / Cleaning	2	3.0	
			Hwy - Tree Planting	7	0	
			Hwy - Tree Stump Removal	4	0	
		Hwy - Tree Trimming / Removal Inspection	7	0		
		Highway Department			44	1.5
		Street Lighting District	Street Light - Light Out (Single)	6	4.0	
				Street Light - Mark Out	24	2.7
	Street Light - Misc Problems			1	2.0	
	Street Light - On During Day			2	2.5	
	Street Light - Pole Problem			3	3.7	
	Street Lighting District			36	2.9	
	Department of Public Works				80	2.1
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	0	
			OIC - Inter Municipal SR	5	1.2	
		Inter Municipal Affairs			6	1.0
	Inter Municipal Affairs				6	1.0
	Parks and Recreation Department	Parks and Recreation Department	Park - From Transfer	1	7.0	
			Park - Miscellaneous	2	3.5	
		Parks and Recreation Department			3	4.7
	Parks and Recreation Department				3	4.7
	Planning and Building Department	Building Department	Bldg - Application Status	1	6.0	
			Bldg - Construction Complaint	1	0	
			Bldg - Illegal Housing	1	0	
Bldg - Suspect Work Without a Permit			2	2.5		
Building Department			5	2.2		
Planning and Building Department				5	2.2	
Project Independence	Project Independence	PI - Aging In Place Conference RSVP	1	1.0		
		PI - Health and Mental Health	2	1.5		
		PI - Household Maintenance	2	4.0		
		PI - Membership Registration	7	0		
		PI - Miscellaneous	2	2.5		
		PI - Program Registration	10	2.3		

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days
ROSLYN HEIGHTS	Project Independence	Project Independence	PI - Taxi Service	96	0
			PI - Taxi Service Cancellation	3	0
	Project Independence			123	0.3
	Project Independence			123	0.3
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	1	0
			SWMA - Garbage Not Picked Up	1	4.0
	Solid Waste Management			2	2.0
	Solid Waste Management			2	2.0
	Supervisor's Office	Supervisor's Office	SupV - Airplane	16	0
			SupV - Thank You from Constituent	1	0
	Supervisor's Office			17	0
	Supervisor's Office			17	0
	ROSLYN HEIGHTS				268
RUSEEL AVE	Project Independence	Project Independence	PI - Taxi Service	1	0
			Project Independence		
	Project Independence			1	0
RUSEEL AVE				1	0
RUSSELL GARDENS	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	3.0
			Inter Municipal Affairs		
	Inter Municipal Affairs			1	3.0
	Project Independence	Project Independence	PI - Health and Mental Health	1	0
			PI - Membership Registration	2	0
			PI - Taxi Service	10	0
			PI - Taxi Service Cancellation	1	0
	Project Independence			14	0
	Project Independence			14	0
	Solid Waste Management	Sustainability Department	SWMA - Compost	1	6.0
Sustainability Department			1	6.0	
Solid Waste Management			1	6.0	
RUSSELL GARDENS				16	0.6
SADDLE ROCK	Department of Public Safety	Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	0
		Parking Enforcement			1
	Department of Public Safety			1	0
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	1.0
			Inter Municipal Affairs		
	Inter Municipal Affairs			1	1.0
	Project Independence	Project Independence	PI - Taxi Service	5	0
Project Independence			5	0	
Project Independence			5	0	
SADDLE ROCK				7	0.1

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days
SANDS POINT	Project Independence	Project Independence	PI - Taxi Service	7	0
			PI - Taxi Service Cancellation	1	0
	Project Independence			8	0
	Project Independence			8	0
	Solid Waste Management	Sustainability Department	SWMA - Compost	1	1.0
			Sustainability Department	1	1.0
Solid Waste Management			1	1.0	
SANDS POINT				9	0.1
SAYVILLE	Project Independence	Project Independence	PI - Miscellaneous	1	0
		Project Independence		1	0
	Project Independence			1	0
SAYVILLE				1	0
SEAFORD	Community Services	Community Services	CommSvc - Misc SR	1	0
		Community Services		1	0
	Community Services			1	0
SEAFORD				1	0
SEARINGTOWN	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	1	0
		Cat Shelter		1	0
		Code Enforcement	Code - Dumpster	1	13.0
			Code - Graffiti	1	14.0
			Code - Property Maintenance	1	15.0
			Code - Unlawful Property Use	1	1.0
	Code Enforcement		4	10.8	
	Department of Public Safety		5	8.6	
	Department of Public Works	Highway Department	Hwy - Catch Basin	1	0
			Hwy - Miscellaneous	2	3.5
			Hwy - Pothole	1	2.0
			Hwy - Tree Planting	6	0
			Hwy - Tree Stump Removal	4	0
			Hwy - Tree Trimming / Removal Inspection	6	0
Highway Department		20	0.4		
Street Lighting District		Street Light - Light Out (Single)	5	12.4	
	Street Light - Mark Out	11	2.5		
	Street Light - On During Day	3	11.3		
Street Lighting District		19	6.5		
Department of Public Works		39	3.4		
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	

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days
SEARINGTOWN	Planning and Building Department	Building Department	Bldg - Retaining Wall	1	0
		Building Department		1	0
	Planning and Building Department			1	0
	Project Independence	Project Independence	PI - Household Maintenance	1	1.0
			PI - Membership Registration	2	0
			PI - Program Registration	1	6.0
			PI - Taxi Service	10	0
	Project Independence			14	0.5
	Project Independence			14	0.5
	Supervisor's Office	Supervisor's Office	SupV - Airplane	15	0
Supervisor's Office		15	0		
Supervisor's Office			15	0	
SEARINGTOWN				75	2.4
SHELTER ISLAND	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	1	1.0
		Animal Shelter		1	1.0
	Department of Public Safety			1	1.0
SHELTER ISLAND				1	1.0
STATEN ISLAND	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	1	1.0
		Animal Shelter		1	1.0
	Department of Public Safety			1	1.0
STATEN ISLAND				1	1.0
THOMASTON	Department of Public Works	Highway Department	Hwy - Tree Branch / Debris Pickup	1	1.0
		Highway Department		1	1.0
		Street Lighting District	Street Light - Light Out (Single)	1	3.0
	Street Lighting District			1	3.0
	Department of Public Works			2	2.0
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	5	0.8
		Inter Municipal Affairs		5	0.8
	Inter Municipal Affairs			5	0.8
	Planning and Building Department	Building Department	Bldg - Construction Complaint	1	1.0
		Building Department		1	1.0
Planning and Building Department			1	1.0	
Project Independence	Project Independence	PI - Caregiver Support	1	2.0	
		PI - Membership Registration	1	0	
		PI - Taxi Service	11	0	
		Project Independence			13
Project Independence			13	0.2	
THOMASTON				21	0.5

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days		
UNIVERSITY GARDENS	Department of Public Safety	Code Enforcement	Code - Court	1	0		
			Code - Miscellaneous	1	0		
	Code Enforcement			2	0		
	Department of Public Safety			2	0		
	Department of Public Works	Highway Department		Hwy - Dead Animal Pickup	1	6.0	
				Hwy - Miscellaneous	1	2.0	
				Hwy - Tree Planting	2	0	
				Hwy - Tree Trimming / Removal Inspection	1	0	
		Highway Department			5	1.6	
		Street Lighting District			Street Light - Light Out (Single)	2	4.0
					Street Light - Mark Out	13	2.9
					Street Light - Misc Problems	1	15.0
	Street Light - On During Day				1	0	
	Street Lighting District			17	3.6		
	Department of Public Works			22	3.1		
	Project Independence	Project Independence		PI - Health and Mental Health	1	0	
				PI - Membership Registration	1	0	
				PI - Miscellaneous	2	0.5	
				PI - Taxi Service	3	0	
				Project Independence			7
	Project Independence			7	0.1		
	UNIVERSITY GARDENS				31	2.3	
	VALLEY STREAM	Community Services	Community Services	CommSvc - Misc SR	1	0	
Community Services			1	0			
Community Services			1	0			
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			
VALLEY STREAM				2	0.5		
WEST HEMPSTEAD	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	0		
		Animal Shelter			1	0	
	Department of Public Safety			1	0		
	Project Independence	Project Independence	PI - Program Registration	2	1.0		
		Project Independence			2	1.0	
Project Independence			2	1.0			
WEST HEMPSTEAD				3	0.7		
WESTBURY	Community Services	Community Services	CommSvc - Bus Pickup Cancel	2	0		
		Community Services			2	0	
	Community Services			2	0		
	Department of Public Safety	Animal Shelter	Animal Sh - Dead Dog Pickup	2	1.0		
Animal Sh - Found Animal			2	0.5			

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
WESTBURY	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	2	0.5	
			Animal Sh - Menacing or Harrassing Dog	1	17.0	
			Animal Sh - Unleashed - Stray Dog	1	0	
		Animal Shelter			8	2.6
		Cat Shelter	Cat Shelter - Feral Cats	2	0	
		Cat Shelter			2	0
		Code Enforcement	Code - Fence	3	0.7	
			Code - Miscellaneous	1	0	
			Code - No Plates / Inoperable Vehicle	4	0	
			Code - Odor	1	4.0	
			Code - Overgrown Vegetation	3	0	
			Code - Property Maintenance	1	0	
			Code Enforcement			13
		Parking Enforcement	Prkg Enfrc - Commercial Parking	1	6.0	
			Prkg Enfrc - Parking Violations Complaint	1	6.0	
	Parking Enforcement			2	6.0	
	Department of Public Safety				25	1.6
	Department of Public Works	Highway Department	Hwy - Basketball Stanchion	1	1.0	
			Hwy - Miscellaneous	2	1.0	
			Hwy - Pothole	2	2.5	
			Hwy - Street Sign - Repair / Replace	2	0	
			Hwy - Tree Trimming / Removal Inspection	4	1.5	
		Highway Department			11	1.3
		Street Lighting District	Street Light - Light Out (Single)	2	6.5	
			Street Light - Lights Out (Multiple)	1	0	
			Street Light - Mark Out	4	6.2	
		Street Lighting District			7	5.4
		Department of Public Works				18
	Housing Authority	Housing Authority	Housing - Misc SR	2	0.5	
			Housing - Plumbing	1	0	
		Housing Authority			3	0.3
	Housing Authority				3	0.3
	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
	Planning and Building Department	Building Department	Bldg - From Transfer	1	0	
			Bldg - Housing Complaint	1	0	
			Bldg - Suspect Work Without a Permit	3	0	
		Building Department			5	0
	Planning and Building Department				5	0
	Project Independence	Project Independence	PI - Aging In Place Conference RSVP	13	2.5	

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days
WESTBURY	Project Independence	Project Independence	PI - Call Back Request	2	5.5
			PI - Health and Mental Health	3	3.3
			PI - Household Maintenance	4	4.2
			PI - Membership Registration	9	0
			PI - Program Registration	10	0.5
			PI - Taxi Service	22	0
			PI - Taxi Service Cancellation	1	0
			PI - Taxi Service Complaint	1	0
			PI - Transportation/Mobility Mgmt Info	1	1.0
	Project Independence			66	1.2
	Project Independence			66	1.2
Supervisor's Office	Supervisor's Office	SupV - Thank You from Constituent	1	0	
	Supervisor's Office		1	0	
Supervisor's Office			1	0	
WESTBURY				124	1.4
WILLISTON PARK	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	3.0
		Animal Shelter		1	3.0
		Cat Shelter	Cat Shelter - Feral Cats	2	0
		Cat Shelter		2	0
	Department of Public Safety			3	1.0
	Department of Public Works	Highway Department	Hwy - Pothole	2	0.5
		Highway Department		2	0.5
		Street Lighting District	Street Light - Light Out (Single)	1	6.0
			Street Light - Mark Out	3	3.0
	Street Lighting District			4	3.8
	Department of Public Works			6	2.7
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	0
		Inter Municipal Affairs		1	0
	Inter Municipal Affairs			1	0
	Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous	1	0
		Parks and Recreation Department		1	0
	Parks and Recreation Department			1	0
Project Independence	Project Independence	PI - Aging In Place Conference RSVP	1	1.0	
		PI - Call Back Request	3	0.7	
		PI - Caregiver Support	1	1.0	
		PI - Health and Mental Health	6	3.7	
		PI - Household Maintenance	2	2.5	
		PI - Membership Registration	6	0	
		PI - Program Registration	1	0	
		PI - Taxi Service	55	0	

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days
WILLISTON PARK	Project Independence	Project Independence	PI - Taxi Service Cancellation	3	0
			PI - Transportation/Mobility Mgmt Info	1	0
	Project Independence			79	0.4
	Project Independence			79	0.4
	Receiver of Taxes	Receiver of Taxes	Tax - Duplicate Bill or Receipt	2	0
			Receiver of Taxes		
	Receiver of Taxes			2	0
	Solid Waste Management	Sustainability Department	SWMA - Compost	2	3.0
			SWMA - Rain Barrel	1	0
			Sustainability Department		
	Solid Waste Management			3	2.0
	Supervisor's Office	Supervisor's Office	SupV - Airplane	2	0
			SupV - Thank You from Constituent	3	0
Supervisor's Office			5	0	
Supervisor's Office			5	0	
WILLISTON PARK				100	0.6
albertson	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	0
		Highway Department			1
	Department of Public Works			1	0
albertson				1	0
east hills	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0
		Inter Municipal Affairs			1
	Inter Municipal Affairs			1	0
east hills				1	0
garden city park	Department of Public Safety	Code Enforcement	Code - Miscellaneous	1	0
		Code Enforcement			1
	Department of Public Safety			1	0
garden city park				1	0
great neck	Department of Public Works	Highway Department	Hwy - Street Sign - Remove	1	0
		Highway Department			1
	Department of Public Works			1	0
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	2.0
		Inter Municipal Affairs			1
Inter Municipal Affairs			1	2.0	
great neck				2	1.0
greatneck	Project Independence	Project Independence	PI - Caregiver Support	1	0
		Project Independence			1
	Project Independence			1	0
greatneck				1	0

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days
manhasset	Department of Public Works	Highway Department	Hwy - Pothole Filled Without Request	1	0
			Hwy - Street Sign - Repair / Replace	1	0
			Hwy - Tree Trimming / Removal Inspection	1	0
	Highway Department			3	0
	Department of Public Works			3	0
	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	
manhasset				4	0.8
mineola	Project Independence	Project Independence	PI - Taxi Service	2	0
		Project Independence		2	0
	Project Independence			2	0
mineola				2	0
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	Department of Public Works	Street Lighting District	Street Light - On During Day	1	5.0
		Street Lighting District		1	5.0
	Department of Public Works			1	5.0
new hyde park				1	5.0
north hills	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0
		Inter Municipal Affairs		1	0
	Inter Municipal Affairs			1	0
north hills				1	0
port washington	Department of Public Works	Highway Department	Hwy - Pothole	1	9.0
			Hwy - Pothole Filled Without Request	6	0
			Hwy - Tree Branch / Debris Pickup	1	0
	Highway Department			8	1.1
	Department of Public Works			8	1.1
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	1.0
		Inter Municipal Affairs		1	1.0
Inter Municipal Affairs			1	1.0	
port washington				9	1.1
port washington	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
port washington				1	2.0

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
roslyn	Department of Public Works	Highway Department	Hwy - Miscellaneous	1	0	
		Highway Department		1	0	
	Department of Public Works			1	0	
roslyn				1	0	
roslyn heights	Project Independence	Project Independence	PI - Taxi Service	3	0	
		Project Independence		3	0	
	Project Independence			3	0	
roslyn heights				3	0	
westbury	Planning and Building Department	Building Department	Bldg - Illegal Housing	1	4.0	
		Building Department		1	4.0	
	Planning and Building Department			1	4.0	
westbury				1	4.0	
	Community Services	Community Services	CommSvc - Misc SR	2	2.0	
		Community Services		2	2.0	
	Community Services			2	2.0	
	Department of Public Safety	Animal Shelter	Animal Shelter	Animal Sh - Call Back	1	1.0
				Animal Sh - Dog Adoption	45	0
				Animal Sh - Found Animal	1	0
		Animal Shelter			47	0.0
		Cat Shelter	Cat Shelter	Cat Shelter - Call Back	22	1.3
		Cat Shelter			22	1.3
		Code Enforcement	Code Enforcement	Code - Call Back Request	81	1.9
				Code - Miscellaneous	1	3.0
				Code - Property Violations Search	132	2.6
	Code Enforcement			214	2.3	
	Parking Enforcement	Parking Enforcement	Prkg Enfrc - Call Back Request	14	2.0	
	Parking Enforcement			14	2.0	
	Department of Public Safety				297	1.9
	Department of Public Works	Highway Department	Highway Department	Hwy - Call Back Request	28	9.1
				Hwy - Informational	1	0
				Hwy - Permits / Road Opening Application Request	5	0.6
				Hwy - Street Sign - New Request	2	0
Highway Department			36	7.2		
Department of Public Works				36	7.2	
Human Resources and Finance	Human Resources and Finance	Human Resources and Finance	HR - Call Back Request	2	0	
			HR - Medical and Insurance Benefits	3	5.7	
			HR - Misc SR	1	1.0	
			HR - Personnel and Employment	5	0.4	
	Human Resources and Finance			11	1.8	

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days
	Human Resources and Finance			11	1.8
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	6	1.0
		Inter Municipal Affairs		6	1.0
	Inter Municipal Affairs			6	1.0
	Parks and Recreation Department	Parks and Recreation Department	Park - Call Back Request	4	0
			Park - General Complaint	11	2.8
			Park - Miscellaneous	2	0.5
			Park - Park Facilities Maintenance	30	3.0
			Park - Park Permit Application Request	24	0.1
			Park - Park and Recreation Literature Request	5	0
	Parks and Recreation Department			76	1.6
	Parks and Recreation Department			76	1.6
	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	10	2.3
			Bldg - Certificate Status	2	0
			Bldg - From Transfer	1	0
			Bldg - General Question Needs Answers	97	3.5
			Bldg - Inspection Request	1	3.0
	Bldg - Permit Question Needs Answers	19	4.3		
	Building Department			130	3.4
	Planning and Building Department			133	3.4
	Project Independence	Project Independence	PI - Call Back Request	6	0.3
			PI - Membership Registration	1	0
			PI - Miscellaneous	2	6.0
			PI - Taxi Service	1	0
			PI - Taxi Service Cancellation	1	0
	Project Independence			11	1.3
	Project Independence			11	1.3
	Solid Waste Management	Solid Waste Management	SWMA - Call Back	16	0.6
		Solid Waste Management		16	0.6
		Sustainability Department	SWMA - Recycling / STOP Call Back	2	1.5
	Sustainability Department			2	1.5
	Solid Waste Management			18	0.7
	Supervisor's Office	311 Call Center	311 - SR Constituent Follow-up	112	0
		311 Call Center		112	0
		Supervisor's Office	SupV - Geese	3	0
	SupV - Helicopter Nassau		1	0	

Town of North Hempstead Service Requests via 311 - by Community

July 2013

City	Department Description	Group Description	Type Description	Count	Response Days
	Supervisor's Office	Supervisor's Office	SupV - Thank You from Constituent	3	0
			SupV - Townstat Call Back	1	0
		Supervisor's Office		8	0
	Supervisor's Office			120	0
	Town Clerk	Town Clerk	Town Clerk - Bingo & Games of Chance	1	0
			Town Clerk - Birth Certificate	246	0
			Town Clerk - Block Party Application	4	0
			Town Clerk - Contracts & Bids	1	0
			Town Clerk - Death Certificate	108	0
			Town Clerk - Dog License	59	0
			Town Clerk - Domestic Partnership	4	0
			Town Clerk - Filming Permit	3	0
			Town Clerk - Fishing License	2	0
			Town Clerk - Landscaping License	1	0
			Town Clerk - Liquor License	1	0
			Town Clerk - Marriage Certificate	91	0
			Town Clerk - Marriage License	126	0
			Town Clerk - Miscellaneous	59	0
			Town Clerk - Parking Restrictions Removal Request	13	0
			Town Clerk - Peddler License	1	0
			Town Clerk - Solid Waste Management License	4	0
			Town Clerk - Taxi and Limousine License	7	0
			Town Clerk - Tow Truck License	9	0
			Town Clerk - Waterways	1	0
		Town Clerk		741	0
	Town Clerk			741	0
				1,451	1.0
Summary				5,624	1.3