

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

February 2013

Department Description	Group Description	Type Description	City	Count	Response Days	
Administrative Services	Administrative Services	Adm Svc - From Transfer	PORT WASHINGTON	2	0	
		<b>Adm Svc - From Transfer</b>			<b>2</b>	<b>0</b>
		Adm Svc - Green Team	GREAT NECK	2	0.5	
			LAKE SUCCESS	1	5.0	
			MANHASSET	2	10.0	
			NEW CASSEL	3	3.0	
			NEW HYDE PARK	2	10.0	
			NORTH NEW HYDE PARK	1	4.0	
			PORT WASHINGTON	1	14.0	
			SEARINGTOWN	1	3.0	
		<b>Adm Svc - Green Team</b>			<b>13</b>	<b>5.8</b>
		Adm Svc - PW Parking - Broken Meter	PORT WASHINGTON	6	12.2	
		<b>Adm Svc - PW Parking - Broken Meter</b>			<b>6</b>	<b>12.2</b>
		Adm Svc - PW Parking - Lot Condition	PORT WASHINGTON	2	0.5	
<b>Adm Svc - PW Parking - Lot Condition</b>			<b>2</b>	<b>0.5</b>		
<b>Administrative Services</b>				<b>23</b>	<b>6.5</b>	
<b>Administrative Services</b>				<b>23</b>	<b>6.5</b>	
Community Services	Community Services	CommSvc - Bus Pickup Cancel	ALBERTSON	2	3.5	
			GARDEN CITY PARK	2	0	
			HERRICKS	3	0	
			MANORHAVEN	1	0	
			MINEOLA	9	0.7	
			NEW CASSEL	6	1.8	
			NEW HYDE PARK	3	2.3	
			NORTH NEW HYDE PARK	1	0	
			PORT WASHINGTON	2	0	
			WESTBURY	4	1.5	
		<b>CommSvc - Bus Pickup Cancel</b>			<b>33</b>	<b>1.1</b>
		CommSvc - Bus Pickup Schedule	ALBERTSON	2	3.0	
			MANORHAVEN	1	1.0	
			MINEOLA	3	1.7	
			NEW CASSEL	1	0	
<b>CommSvc - Bus Pickup Schedule</b>			<b>7</b>	<b>1.7</b>		
CommSvc - Educational Program	MUNSEY PARK	1	26.0			
	PORT WASHINGTON	1	21.0			
<b>CommSvc - Educational Program</b>			<b>2</b>	<b>23.5</b>		

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Community Services	Community Services	CommSvc - Misc SR	EAST HILLS	1	6.0		
			NORTH NEW HYDE PARK	1	16.0		
			WESTBURY	1	1.0		
		<b>CommSvc - Misc SR</b>				<b>3</b>	<b>7.7</b>
		CommSvc - Seasonal Programs Registration	EAST HILLS	1	0		
			NORTH NEW HYDE PARK	1	0		
			PORT WASHINGTON	2	0		
			PORT WASHINGTON NORTH	1	0		
			ROSLYN	1	0		
			SEARINGTOWN	1	0		
			WESTBURY	1	0		
			WILLISTON PARK	1	2.0		
		<b>CommSvc - Seasonal Programs Registration</b>				<b>9</b>	<b>0.2</b>
		<b>Community Services</b>				<b>54</b>	<b>2.2</b>
		<b>Community Services</b>				<b>54</b>	<b>2.2</b>
Department of Public Safety	Animal Shelter	Animal Sh - Barking Dog	GARDEN CITY PARK	1	1.0		
			NORTH NEW HYDE PARK	1	4.0		
			PORT WASHINGTON	1	2.0		
		<b>Animal Sh - Barking Dog</b>				<b>3</b>	<b>2.3</b>
		Animal Sh - Dead Dog Pickup	NEW CASSEL	1	1.0		
		<b>Animal Sh - Dead Dog Pickup</b>				<b>1</b>	<b>1.0</b>
		Animal Sh - Dog Adoption		18	0		
		<b>Animal Sh - Dog Adoption</b>				<b>18</b>	<b>0</b>
		Animal Sh - Dog Defecation	MANHASSET	2	9.5		
			PORT WASHINGTON	1	7.0		
		<b>Animal Sh - Dog Defecation</b>				<b>3</b>	<b>8.7</b>
		Animal Sh - Found Animal	GREAT NECK ESTATES	1	1.0		
			MINEOLA	1	1.0		
			NEW CASSEL	1	2.0		
			WESTBURY	1	1.0		
			WILLISTON PARK	1	1.0		
		<b>Animal Sh - Found Animal</b>				<b>5</b>	<b>1.2</b>
		Animal Sh - Injured Dog	OLD WESTBURY	1	0		
		<b>Animal Sh - Injured Dog</b>				<b>1</b>	<b>0</b>
Animal Sh - Lost Animal	BAYSHORE	2	1.0				
	EAST WILLISTON	1	1.0				
	GARDEN CITY	1	1.0				
	GLEN COVE	1	0				

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Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	GREAT NECK	1	1.0	
			NEW CASSEL	2	0.5	
			NORTHPORT	1	0	
			PORT WASHINGTON	3	1.3	
			ROSEDALE	1	0	
			THOMASTON	2	0	
			VALLEY STREAM	1	1.0	
			WESTBURY	6	0.8	
		<b>Animal Sh - Lost Animal</b>			<b>22</b>	<b>0.7</b>
		Animal Sh - Menacing or Harrassing Dog	GREAT NECK	1	3.0	
			NEW CASSEL	1	7.0	
			PORT WASHINGTON	1	10.0	
		<b>Animal Sh - Menacing or Harrassing Dog</b>			<b>3</b>	<b>6.7</b>
		Animal Sh - Misc	GREAT NECK	1	2.0	
			UNIVERSITY GARDENS	1	0	
		<b>Animal Sh - Misc</b>			<b>2</b>	<b>1.0</b>
		Animal Sh - Sign	NORTH NEW HYDE PARK	1	13.0	
			PORT WASHINGTON	2	4.0	
		<b>Animal Sh - Sign</b>			<b>3</b>	<b>7.0</b>
		Animal Sh - Surrender a dog	WESTBURY	1	0	
		<b>Animal Sh - Surrender a dog</b>			<b>1</b>	<b>0</b>
		Animal Sh - Unleashed - Stray Dog	MANHASSET	1	2.0	
			NEW CASSEL	2	6.0	
			OLD WESTBURY	1	1.0	
			PORT WASHINGTON	2	1.0	
			WESTBURY	3	7.3	
		<b>Animal Sh - Unleashed - Stray Dog</b>			<b>9</b>	<b>4.3</b>
		<b>Animal Shelter</b>			<b>71</b>	<b>1.9</b>
	Cat Shelter	Cat Shelter - Call Back			9	2.3
			<b>Cat Shelter - Call Back</b>			<b>9</b>
		Cat Shelter - Feral Cats	CARLE PLACE	1	0	
			EAST HILLS	1	0	
GARDEN CITY PARK			1	0		
GREAT NECK			2	7.0		
GREAT NECK PLAZA			1	0		
HERRICKS			1	0		
MANORHAVEN			1	0		
MINEOLA			1	2.0		
NEW HYDE PARK			2	6.5		
PORT WASHINGTON			2	0		

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Department Description	Group Description	Type Description	City	Count	Response Days	
Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	ROSLYN	2	1.5	
			ROSLYN HEIGHTS	1	0	
			SEARINGTOWN	3	7.0	
		<b>Cat Shelter - Feral Cats</b>			<b>19</b>	<b>2.8</b>
	<b>Cat Shelter</b>			<b>28</b>	<b>2.6</b>	
	Code Enforcement	Code - After Hours/Weekend Construction	NEW HYDE PARK	1	1.0	
			<b>Code - After Hours/Weekend Construction</b>			<b>1</b>
		Code - Animal (except Dog / Cat / Wild life )	NEW CASSEL	1	7.0	
			<b>Code - Animal (except Dog / Cat / Wild life )</b>			<b>1</b>
		Code - Building Permit	PORT WASHINGTON	3	0	
			<b>Code - Building Permit</b>			<b>3</b>
		Code - Call Back Request		39	3.5	
			<b>Code - Call Back Request</b>			<b>39</b>
		Code - Commercial Vehicle stored on Residential Property	MANHASSET	1	0	
			NEW CASSEL	3	8.3	
			NORTH NEW HYDE PARK	2	22.5	
			PORT WASHINGTON	1	8.0	
		<b>Code - Commercial Vehicle stored on Residential Property</b>			<b>7</b>	<b>11.1</b>
		Code - Court	ALBERTSON	1	0	
			CARLE PLACE	2	0	
			FLOWER HILL	1	0	
			GARDEN CITY PARK	1	0	
			GREAT NECK	2	0	
			MANHASSET	4	0.5	
			NEW CASSEL	4	0.2	
			NEW HYDE PARK	1	7.0	
			NORTH NEW HYDE PARK	2	7.0	
	PORT WASHINGTON		2	0		
ROSLYN HEIGHTS	1		0			
WESTBURY	1		0			
<b>Code - Court</b>			<b>22</b>	<b>1.1</b>		
Code - Dock Inspection	MANHASSET	1	0			
	<b>Code - Dock Inspection</b>			<b>1</b>	<b>0</b>	
Code - Dumpster	HERRICKS	1	4.0			
	MANHASSET	2	0			
<b>Code - Dumpster</b>			<b>3</b>	<b>1.3</b>		
Code - Fence	CARLE PLACE	1	0			
	GREENVALE	2	0			
	MANHASSET	4	1.8			
	NEW CASSEL	8	0.5			

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Department of Public Safety	Code Enforcement	Code - Fence	PORT WASHINGTON	1	0	
			ROSLYN HEIGHTS	1	0	
			WESTBURY	1	11.0	
		<b>Code - Fence</b>			<b>18</b>	<b>1.2</b>
		Code - From Transfer	CARLE PLACE	1	0	
			GREAT NECK	1	19.0	
			MANORHAVEN	1	0	
			PORT WASHINGTON	1	0	
		<b>Code - From Transfer</b>			<b>4</b>	<b>4.8</b>
		Code - Garbage	CARLE PLACE	1	0	
			GARDEN CITY PARK	2	4.5	
			NEW CASSEL	2	11.0	
			NO NEW HYDE PARK	1	4.0	
			NORTH NEW HYDE PARK	1	1.0	
			PORT WASHINGTON	3	0	
			ROSLYN HEIGHTS	1	13.0	
			SEARINGTOWN	1	8.0	
			carle place	1	5.0	
		<b>Code - Garbage</b>			<b>13</b>	<b>4.8</b>
		Code - Handicap Parking	NEW CASSEL	1	0	
		<b>Code - Handicap Parking</b>			<b>1</b>	<b>0</b>
		Code - Licensing	CARLE PLACE	1	0	
			GARDEN CITY PARK	1	1.0	
			ROSLYN ESTATES	1	9.0	
		<b>Code - Licensing</b>			<b>3</b>	<b>3.3</b>
		Code - Litter	ALBERTSON	1	7.0	
			NEW CASSEL	1	12.0	
		<b>Code - Litter</b>			<b>2</b>	<b>9.5</b>
		Code - Miscellaneous	port washington	1	27.0	
			ALBERTSON	1	1.0	
FLOWER HILL	1		2.0			
GARDEN CITY PARK	2		2.5			
GREENVALE	1		8.0			
MANHASSET	6		3.0			
NEW CASSEL	5		1.4			
NEW HYDE PARK	1		0			
NORTH NEW HYDE PARK	1		5.0			
PORT WASHINGTON	9		1.2			
ROSLYN HEIGHTS	2		5.5			
<b>Code - Miscellaneous</b>			<b>30</b>	<b>3.2</b>		

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Department of Public Safety	Code Enforcement	Code - No Plates / Inoperable Vehicle	ALBERTSON	1	11.0	
			NEW CASSEL	15	0.2	
			PORT WASHINGTON	1	24.0	
			WESTBURY	3	0	
		<b>Code - No Plates / Inoperable Vehicle</b>			<b>20</b>	<b>1.9</b>
		Code - Noise	GREAT NECK	1	3.0	
			PORT WASHINGTON	1	5.0	
			ROSLYN HEIGHTS	1	2.0	
		<b>Code - Noise</b>			<b>3</b>	<b>3.3</b>
		Code - Property Maintenance	FLORAL PARK CENTRE	1	3.0	
			GARDEN CITY PARK	2	0.5	
			HERRICKS	1	2.0	
			MANHASSET	2	15.0	
			NEW CASSEL	4	4.5	
			NEW HYDE PARK	2	4.0	
			NORTH NEW HYDE PARK	2	2.5	
			PORT WASHINGTON	4	0	
			ROSLYN HEIGHTS	1	0	
			SEARINGTOWN	1	0	
			WESTBURY	2	5.5	
			port washington	1	0	
		<b>Code - Property Maintenance</b>			<b>23</b>	<b>3.4</b>
		Code - Property Violations Search		120	3.9	
		<b>Code - Property Violations Search</b>			<b>120</b>	<b>3.9</b>
		Code - Sidewalk Obstruction	NEW CASSEL	1	0	
			ROSLYN	1	9.0	
		<b>Code - Sidewalk Obstruction</b>			<b>2</b>	<b>4.5</b>
		Code - Signs	CARLE PLACE	2	0	
			GARDEN CITY PARK	1	5.0	
			MANHASSET	3	0	
			NEW CASSEL	1	1.0	
			NEW HYDE PARK	1	5.0	
			NORTH NEW HYDE PARK	1	6.0	
PORT WASHINGTON	1		6.0			
<b>Code - Signs</b>			<b>10</b>	<b>2.3</b>		
Code - Snow/Ice Removal	albertson	1	8.0			
	ALBERTSON	2	6.0			
	FLORAL PARK CENTRE	1	2.0			

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Department of Public Safety	Code Enforcement	Code - Snow/Ice Removal	GARDEN CITY PARK	3	1.7	
			HERRICKS	1	2.0	
			MANHASSET	9	5.9	
			NEW HYDE PARK	1	4.0	
			NO NEW HYDE PARK	2	0.5	
			NORTH NEW HYDE PARK	5	1.4	
			PORT WASHINGTON	11	5.5	
			ROSLYN HEIGHTS	3	14.0	
		<b>Code - Snow/Ice Removal</b>			<b>39</b>	<b>5.1</b>
		Code - Storage and Display	NEW CASSEL	1	0	
		<b>Code - Storage and Display</b>			<b>1</b>	<b>0</b>
		Code - Tree Removal	NORTH NEW HYDE PARK	1	8.0	
			WESTBURY	1	4.0	
		<b>Code - Tree Removal</b>			<b>2</b>	<b>6.0</b>
	Code - Unlawful Property Use	PORT WASHINGTON	1	0		
	<b>Code - Unlawful Property Use</b>			<b>1</b>	<b>0</b>	
	<b>Code Enforcement</b>			<b>369</b>	<b>3.5</b>	
	Parking Enforcement	Prkg Enfrc - Call Back Request			2	7.0
			<b>Prkg Enfrc - Call Back Request</b>			<b>2</b>
		Prkg Enfrc - Parking Violations Complaint	CARLE PLACE	1	6.0	
FLORAL PARK CEN			1	12.0		
GARDEN CITY PARK			1	5.0		
GREAT NECK			2	10.5		
KENSINGTON			1	1.0		
MANHASSET			8	7.1		
NEW CASSEL			1	3.0		
<b>Prkg Enfrc - Parking Violations Complaint</b>			<b>15</b>	<b>7.0</b>		
<b>Parking Enforcement</b>			<b>17</b>	<b>7.0</b>		
<b>Department of Public Safety</b>				<b>485</b>	<b>3.4</b>	
Department of Public Works	Department of Public Works	DPW - Road Project	CARLE PLACE	1	0	
		<b>DPW - Road Project</b>			<b>1</b>	<b>0</b>
	<b>Department of Public Works</b>			<b>1</b>	<b>0</b>	
	Highway Department	Hwy - Animal Sign - New Request	NORTH NEW HYDE PARK	1	4.0	
			PORT WASHINGTON	1	12.0	
		<b>Hwy - Animal Sign - New Request</b>			<b>2</b>	<b>8.0</b>
		Hwy - Call Back Request		13	0.8	
		<b>Hwy - Call Back Request</b>			<b>13</b>	<b>0.8</b>
Hwy - Catch Basin	ALBERTSON	1	0			
	CARLE PLACE	3	1.3			

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Department of Public Works	Highway Department	Hwy - Catch Basin	HERRICKS	2	0.5	
			MANHASSET	2	0	
			NEW CASSEL	3	2.0	
			NEW HYDE PARK	2	0.5	
			NORTH NEW HYDE PARK	2	0	
			ROSLYN	1	2.0	
			WESTBURY	1	2.0	
		<b>Hwy - Catch Basin</b>			<b>17</b>	<b>0.9</b>
		Hwy - Complaint - Highway Employee / Vehicle	CARLE PLACE	1	2.0	
			GARDEN CITY PARK	1	0	
			PORT WASHINGTON	1	0	
			ROSLYN HEIGHTS	1	0	
		<b>Hwy - Complaint - Highway Employee / Vehicle</b>			<b>4</b>	<b>0.5</b>
		Hwy - Curb Repair	CARLE PLACE	1	0	
			GARDEN CITY PARK	2	0	
			HERRICKS	1	0	
			NORTH NEW HYDE PARK	2	0	
			PLANDOME HEIGHTS	1	0	
			PORT WASHINGTON	2	0	
		<b>Hwy - Curb Repair</b>			<b>9</b>	<b>0</b>
		Hwy - Dead Animal Pickup	MANHASSET	1	10.0	
			NEW HYDE PARK	2	4.0	
		<b>Hwy - Dead Animal Pickup</b>			<b>3</b>	<b>6.0</b>
		Hwy - Informational		2	0	
		<b>Hwy - Informational</b>			<b>2</b>	<b>0</b>
		Hwy - Manhole Repair	GARDEN CITY PARK	1	0	
			PORT WASHINGTON	3	1.3	
			ROSLYN HEIGHTS	1	3.0	
		<b>Hwy - Manhole Repair</b>			<b>5</b>	<b>1.4</b>
		Hwy - Miscellaneous	ALBERTSON	2	0.5	
			CARLE PLACE	2	1.5	
			GARDEN CITY PARK	3	0.3	
GREAT NECK	4		3.2			
GREENVALE	1		12.0			
MANHASSET	5		2.6			
NEW CASSEL	1		0			
NEW HYDE PARK	4		0			
NORTH NEW HYDE PARK	3		3.0			
PORT WASHINGTON	4		3.8			

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Department of Public Works	Highway Department	Hwy - Miscellaneous	ROSLYN	1	1.0	
			ROSLYN HEIGHTS	3	7.0	
			WESTBURY	2	2.0	
			WILLISTON PARK	2	5.0	
			manhasset	1	14.0	
			port washington	1	1.0	
		<b>Hwy - Miscellaneous</b>			<b>39</b>	<b>3.0</b>
		Hwy - Plow Damage	GARDEN CITY PARK	1	0	
			GREAT NECK	1	5.0	
			MANHASSET	1	0	
			NEW CASSEL	1	0	
			PORT WASHINGTON	2	0	
			ROSLYN HEIGHTS	1	5.0	
		<b>Hwy - Plow Damage</b>			<b>7</b>	<b>1.4</b>
		Hwy - Pothole	CARLE PLACE	1	4.0	
			FLORAL PARK CEN	1	3.0	
			GARDEN CITY PARK	2	0	
			GREAT NECK	3	3.3	
			GREENVALE	1	1.0	
			HERRICKS	1	2.0	
			MANHASSET	4	7.8	
			MANORHAVEN	1	3.0	
			NEW CASSEL	7	4.1	
			NEW HYDE PARK	3	1.0	
			NO NEW HYDE PARK	3	2.7	
			NORTH NEW HYDE PARK	3	3.3	
			PORT WAHINGTON	1	6.0	
			PORT WASHINGTON	17	2.4	
			ROSLYN	1	1.0	
			ROSLYN HEIGHTS	6	3.0	
			manhasset	2	4.0	
		<b>Hwy - Pothole</b>			<b>57</b>	<b>3.1</b>
		Hwy - Pothole Filled Without Request	PORT WASHINGTON	15	0	
ROSLYN	2		0			
port washington	11		0			
<b>Hwy - Pothole Filled Without Request</b>			<b>28</b>	<b>0</b>		
Hwy - Snow and Ice Control	WESTBURY	1	1.0			
	ALBERTSON	23	0.7			
	CARL PLACE	1	2.0			
	CARLE PLACE	15	0.5			

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Department of Public Works	Highway Department	Hwy - Snow and Ice Control	EAST HILLS	1	1.0		
			FLORAL PARK CENTRE	1	0		
			GARDEN CITY PARK	5	0		
			GLENWOOD LANDING	4	0.5		
			GREAT NECK	7	1.6		
			GREENVALE	4	1.0		
			Garden City Park	1	1.0		
			HERRICKS	8	0.6		
			MANHASSET	7	1.6		
			MINEOLA	1	0		
			NEW CASSEL	18	0.9		
			NEW CASTLE	2	1.5		
			NEW HYDE PARK	1	1.0		
			NEW HYPE PARK	1	0		
			NORTH NEW HYDE PARK	4	1.0		
			PORT WASHINGTON	18	0.4		
			PORT WASHINGTON NORTH	2	0		
			PORT WASINGTON	1	0		
			PORTWASHINGTON	1	0		
			ROSLYN HEIGHTS	11	0.5		
		SEARINGTOWN	4	0.8			
		WESTBURY	2	1.0			
		<b>Hwy - Snow and Ice Control</b>			<b>144</b>	<b>0.7</b>	
		Hwy - Street Drainage / Flooding			NEW HYDE PARK	1	0
					NORTH NEW HYDE PARK	1	0
					WESTBURY	1	0
		<b>Hwy - Street Drainage / Flooding</b>			<b>3</b>	<b>0</b>	
		Hwy - Street Painting			PORT WASHINGTON	1	0
		<b>Hwy - Street Painting</b>			<b>1</b>	<b>0</b>	
		Hwy - Street Sign - New Request			CARLE PLACE	1	0
					GREAT NECK	2	0
					PORT WASHINGTON	1	0
<b>Hwy - Street Sign - New Request</b>			<b>4</b>	<b>0</b>			
Hwy - Street Sign - Repair / Replace			ALBERTSON	3	0.3		
			CARLE PLACE	14	0.8		
			GARDEN CITY PARK	8	3.0		
			GREAT NECK	5	2.4		
			HERRICKS	1	3.0		

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

February 2013

Department Description	Group Description	Type Description	City	Count	Response Days	
Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	MANHASSET	14	2.1	
			NEW CASSEL	10	0.2	
			NEW HYDE PARK	14	0.2	
			NORTH NEW HYDE PARK	1	4.0	
			PORT WASHINGTON	14	1.6	
			ROSLYN HEIGHTS	2	3.5	
			SEARINGTOWN	2	0	
			WESTBURY	20	0.0	
			albertson	1	0	
			great neck	1	0	
			manhasset	1	0	
			new cassel	1	0	
			port washington	8	0.1	
			port washington	1	0	
		<b>Hwy - Street Sign - Repair / Replace</b>			<b>121</b>	<b>1.0</b>
		Hwy - Street Sweeping / Cleaning	GARDEN CITY PARK	1	0	
			GREAT NECK	2	6.0	
			PLANDOME HEIGHTS	1	4.0	
		<b>Hwy - Street Sweeping / Cleaning</b>			<b>4</b>	<b>4.0</b>
		Hwy - Tree Branch / Debris Pickup	CARLE PLACE	1	0	
			GARDEN CITY PARK	1	1.0	
			GREAT NECK	2	11.0	
			MANHASSET	4	5.2	
			NEW CASSEL	1	4.0	
			NEW HYDE PARK	2	11.5	
			NORTH NEW HYDE PARK	3	5.0	
			PORT WASHINGTON	2	1.0	
			ROSLYN HEIGHTS	2	2.0	
		<b>Hwy - Tree Branch / Debris Pickup</b>			<b>18</b>	<b>5.1</b>
		Hwy - Tree Fallen - Emergency	ALBRTSON	1	0	
		<b>Hwy - Tree Fallen - Emergency</b>			<b>1</b>	<b>0</b>
		Hwy - Tree Planting	GREAT NECK	2	0	
			NEW HYDE PARK	1	0	
NORTH NEW HYDE PARK	2		3.0			
PORT WASHINGTON	2		0.5			
ROSLYN HEIGHTS	1		0			
SEARINGTOWN	1		0			

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

February 2013

Department Description	Group Description	Type Description	City	Count	Response Days		
Department of Public Works	Highway Department	Hwy - Tree Planting	WESTBURY	1	0		
				1	0		
		<b>Hwy - Tree Planting</b>			<b>11</b>	<b>0.6</b>	
		Hwy - Tree Stump Removal	ALBERTSON	1	0		
			CARLE PLACE	8	0		
			GARDEN CITY PARK	4	0		
			GLENWOOD LANDING	1	0		
			GREAT NECK	2	0		
			MANHASSET	4	0		
			NEW CASSEL	6	0		
			NEW HYDE PARK	1	0		
			NORTH NEW HYDE PARK	6	0		
			PORT WASHINGTON	7	0.1		
			ROSLYN HEIGHTS	4	0		
			SEARINGTOWN	2	0		
			WESTBURY	1	0		
			<b>Hwy - Tree Stump Removal</b>			<b>47</b>	<b>0.0</b>
		Hwy - Tree Trimming / Removal Inspection	ALBERTSON	3	0		
			CARLE PLACE	10	0.2		
			FLORAL PARK CENTRE	1	0		
			GARDEN CITY PARK	5	0		
			GREAT NECK	4	0		
			HERRICKS	1	0		
			MANHASSET	6	0		
			MINEOLA	1	0		
			NEW CASSEL	6	0		
			NEW HYDE PARK	2	0		
			NORTH NEW HYDE PARK	17	0.2		
			PORT WASHINGTON	16	0		
			ROSLYN HEIGHTS	5	4.8		
			SEARINGTOWN	2	0		
			WESTBURY	2	0		
		<b>Hwy - Tree Trimming / Removal Inspection</b>			<b>81</b>	<b>0.4</b>	
		<b>Highway Department</b>				<b>621</b>	<b>1.2</b>
		Street Lighting District	Street Light - Cable Break	SEARINGTOWN	1	0	
				<b>Street Light - Cable Break</b>			<b>1</b>
			Street Light - Cycles On / Off	ALBERTSON	2	8.0	
				GARDEN CITY	1	8.0	

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

February 2013

Department Description	Group Description	Type Description	City	Count	Response Days	
Department of Public Works	Street Lighting District	Street Light - Cycles On / Off	MANHASSET	2	3.5	
			NEW HYDE PARK	2	7.0	
			NORTH NEW HYDE PARK	3	2.7	
			PORT WASHINGTON	1	8.0	
			ROSLYN HEIGHTS	1	2.0	
			WESTBURY	1	3.0	
		<b>Street Light - Cycles On / Off</b>			<b>13</b>	<b>5.1</b>
		Street Light - Fixture Problem	GARDEN CITY PARK	1	5.0	
			NEW CASSEL	1	1.0	
			NEW HYDE PARK	1	1.0	
			PORT WASHINGTON	2	6.0	
			ROSLYN	1	2.0	
			ROSLYN HEIGHTS	1	4.0	
		<b>Street Light - Fixture Problem</b>			<b>7</b>	<b>3.6</b>
		Street Light - Light Out (Single)	ALBERTSON	6	3.5	
			CARLE PLACE	8	2.8	
			EAST WILLISTON	1	0	
			GARDEN CITY PARK	4	6.5	
			GLEN HEAD	1	0	
			GREAT NECK	1	0	
			GREENVALE	1	2.0	
			HERRICKS	4	5.5	
			MANHASSET	7	2.3	
			N NEW HYDE PARK	1	10.0	
			NEW CASSEL	4	5.5	
			NEW HYDE PARK	3	3.7	
			NO NEW HYDE PARK	2	2.5	
			NORTH NEW HYDE PARK	10	4.3	
			PORT WASHINGTON	7	5.6	
			ROSLYN	2	6.5	
			ROSLYN HEIGHTS	9	4.9	
			SEARINGTOWN	11	2.4	
WESTBURY	3		0			
albertson	1		4.0			
<b>Street Light - Light Out (Single)</b>			<b>86</b>	<b>3.8</b>		
Street Light - Lights Out (Multiple)	ALBERTSON	5	0			
	CARLE PLACE	2	0			
	GARDEN CITY PARK	4	3.8			
	GREAT NECK	3	6.3			
	HERRICKS	2	0			

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

February 2013

Department Description	Group Description	Type Description	City	Count	Response Days	
Department of Public Works	Street Lighting District	Street Light - Lights Out (Multiple)	MANHASSET	8	5.5	
			MANHASSET HILLS	1	6.0	
			NEW CASSEL	2	4.0	
			NEW HYDE PARK	5	10.0	
			NO NEW HYDE PARK	1	0	
			NORTH NEW HYDE PARK	2	0	
			PORT WASHINGTON	6	1.5	
			ROSLYN HEIGHTS	2	2.0	
			SEARINGTOWN	8	0.6	
			UNIVERSITY GARDENS	4	0	
			WESTBURY	1	0	
		<b>Street Light - Lights Out (Multiple)</b>			<b>56</b>	<b>2.9</b>
		Street Light - Mark Out	ALBERTSON	6	4.8	
			BAXTER ESTATES	1	8.0	
			CARLE PLACE	1	17.0	
			GARDEN CITY PARK	3	19.3	
			GREAT NECK	2	3.5	
			HERRICKS	2	14.5	
			MANHASSET	3	21.7	
			MANHASSET HILLS	4	6.5	
			N NEW HYDE PARK	2	5.0	
			NEW HYDE PARK	3	6.3	
			NORTH NEW HYDE PARK	2	11.0	
			PORT WASHINGTON	8	11.6	
			PT WASHINGTON	2	16.5	
			ROSLYN HEIGHTS	11	6.3	
			SEARINGTOWN	5	6.0	
			great neck	1	17.0	
			<b>Street Light - Mark Out</b>			<b>56</b>
		Street Light - Misc Problems	MANHASSET	1	1.0	
			PORT WASHINGTON	1	0	
			ROSLYN HEIGHTS	2	4.5	
			SEARINGTOWN	1	0	
<b>Street Light - Misc Problems</b>			<b>5</b>	<b>2.0</b>		
Street Light - New Light Request	MANHASSET	1	0			
<b>Street Light - New Light Request</b>			<b>1</b>	<b>0</b>		
Street Light - On During Day	ALBERTSON	3	2.3			
	ALBERTSON	1	1.0			
	CARLE PLACE	2	3.0			

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

February 2013

Department Description	Group Description	Type Description	City	Count	Response Days	
Department of Public Works	Street Lighting District	Street Light - On During Day	GARDEN CITY PARK	9	4.9	
			GREENVALE	1	0	
			MANHASSET	3	4.7	
			NEW CASSEL	13	3.2	
			NEW HYDE PARK	1	5.0	
			NORTH NEW HYDE PARK	4	4.0	
			PORT WASHINGTON	3	2.0	
			ROSLYN	1	9.0	
			ROSLYN HEIGHTS	3	3.7	
		<b>Street Light - On During Day</b>			<b>44</b>	<b>3.7</b>
		Street Light - Pole Problem	CARLE PLACE	1	0	
			NEW CASSEL	1	0	
			NEW HYDE PARK	1	0	
			NORTH NEW HYDE PARK	2	5.0	
			ROSLYN HEIGHTS	1	0	
WESTBURY	1		0			
<b>Street Light - Pole Problem</b>			<b>7</b>	<b>1.4</b>		
<b>Street Lighting District</b>				<b>276</b>	<b>4.7</b>	
<b>Department of Public Works</b>				<b>898</b>	<b>2.3</b>	
Housing Authority	Housing Authority	Housing - Appliance	NEW CASSEL	1	0	
		<b>Housing - Appliance</b>			<b>1</b>	<b>0</b>
		Housing - Electrical	NEW CASSEL	3	1.7	
		<b>Housing - Electrical</b>			<b>3</b>	<b>1.7</b>
		Housing - High Priority SR	MANHASSET	2	3.0	
			NEW CASSEL	1	2.0	
		<b>Housing - High Priority SR</b>			<b>3</b>	<b>2.7</b>
		Housing - Misc SR	NEW CASSEL	2	0	
		<b>Housing - Misc SR</b>			<b>2</b>	<b>0</b>
		Housing - Pest Control	NEW CASSEL	1	2.0	
		<b>Housing - Pest Control</b>			<b>1</b>	<b>2.0</b>
		Housing - Plumbing	MANHASSET	5	3.2	
			MNAHASSET	1	0	
NEW CASSEL	3		1.7			
<b>Housing - Plumbing</b>			<b>9</b>	<b>2.3</b>		
<b>Housing Authority</b>				<b>19</b>	<b>1.9</b>	
<b>Housing Authority</b>				<b>19</b>	<b>1.9</b>	
Human Resources and Finance	Human Resources and Finance	HR - Call Back Request		4	0	
		<b>HR - Call Back Request</b>			<b>4</b>	<b>0</b>

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

February 2013

Department Description	Group Description	Type Description	City	Count	Response Days	
Human Resources and Finance	Human Resources and Finance	HR - Medical and Insurance Benefits		7	0.6	
		<b>HR - Medical and Insurance Benefits</b>			<b>7</b>	<b>0.6</b>
		HR - Misc SR		1	4.0	
		<b>HR - Misc SR</b>			<b>1</b>	<b>4.0</b>
		HR - Personnel and Employment		6	1.0	
		<b>HR - Personnel and Employment</b>			<b>6</b>	<b>1.0</b>
		HR - Worker's Compensation	ROCKY POINT	1	1.0	
		<b>HR - Worker's Compensation</b>			<b>1</b>	<b>1.0</b>
<b>Human Resources and Finance</b>				<b>19</b>	<b>0.8</b>	
<b>Human Resources and Finance</b>				<b>19</b>	<b>0.8</b>	
Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	FLOWER HILL	1	0	
			GARDEN CITY PARK	1	0	
			GREAT NECK	2	3.0	
			HERRICKS	1	3.0	
			PORT WASHINGTON	4	1.0	
			ROSLYN	1	2.0	
			ROSLYN HEIGHTS	6	1.7	
			WESTBURY	1	3.0	
			roslyn	1	0	
		<b>OIC - From Transfer</b>			<b>18</b>	<b>1.6</b>
		OIC - Inter Municipal SR	ALBERSTON	1	2.0	
			ALBERTSON	1	0	
			CARLE PLACE	5	0.6	
			FLOWER HILL	1	5.0	
			GARDEN CITY PARK	1	0	
			GLEN HEAD	1	0	
			GREAT NECK	6	0.3	
			GREAT NECK PLAZA	1	9.0	
			GREAT NECKK	1	0	
			GREENVALE	1	0	
			HERRICKS	1	3.0	
			MANHASSET	6	0.2	
			MANORHAVEN	1	0	
			MINEOLA	1	3.0	
			MUNSEY PARK	1	2.0	
			NEW HYDE PARK	9	0.8	
			NO NEW HYDE PARK	3	0.3	
			NORTH HILLS	1	1.0	
			NORTH NEW HYDE PARK	3	0.3	
			PLANDOME MANOR	1	2.0	

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

February 2013

Department Description	Group Description	Type Description	City	Count	Response Days	
Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	PORT WASHINGTON	5	0.4	
			ROSLYN	6	0.5	
			ROSLYN ESTATES	1	0	
			ROSLYN HEIGHT	1	0	
			ROSLYN HEIGHTS	8	0.4	
			SADDLE ROCK	1	0	
			SEARINGTON	1	3.0	
			SEARINGTOWN	2	0.5	
			THOMASTON	1	2.0	
			WESTBURY	4	0	
			manorhaven	1	0	
				4	0.5	
			<b>OIC - Inter Municipal SR</b>			
<b>Inter Municipal Affairs</b>				<b>99</b>	<b>0.9</b>	
<b>Inter Municipal Affairs</b>				<b>99</b>	<b>0.9</b>	
Parks and Recreation Department	Parks and Recreation Department	Park - Disabled Youth Recreation Program		1	3.0	
		<b>Park - Disabled Youth Recreation Program</b>		<b>1</b>	<b>3.0</b>	
		Park - From Transfer	ROSLYN	2	1.5	
			WESTBURY	1	1.0	
		<b>Park - From Transfer</b>		<b>3</b>	<b>1.3</b>	
		Park - Miscellaneous	port washinton	1	0	
			GREAT NECK ESTATES	1	1.0	
			NEW HYDE PARK	1	0	
			PORT WASHINGTON	1	1.0	
			S HUNTINGTON	1	1.0	
			port washington	1	0	
		<b>Park - Miscellaneous</b>		<b>6</b>	<b>0.5</b>	
		Park - Park Facilities Maintenance		10	1.7	
		<b>Park - Park Facilities Maintenance</b>		<b>10</b>	<b>1.7</b>	
Park - Park Permit Application Request		12	0			
<b>Park - Park Permit Application Request</b>		<b>12</b>	<b>0</b>			
<b>Parks and Recreation Department</b>				<b>32</b>	<b>0.8</b>	
<b>Parks and Recreation Department</b>				<b>32</b>	<b>0.8</b>	
Planning and Building Department	Board of Zoning Appeals	BZA - Questions needing Answers		9	4.8	
		<b>BZA - Questions needing Answers</b>		<b>9</b>	<b>4.8</b>	
	<b>Board of Zoning Appeals</b>				<b>9</b>	<b>4.8</b>
	Building Department	Bldg - Application Status	FLORAL PARK CENTRE	1	1.0	
			GREAT NECK	4	3.2	
			LAKE SUCCESS	1	1.0	
NEW HYDE PARK			1	1.0		

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

February 2013

Department Description	Group Description	Type Description	City	Count	Response Days	
Planning and Building Department	Building Department	Bldg - Application Status	NORTH NEW HYDE PARK	1	0	
			ROSLYN HEIGHTS	1	6.0	
			WESTBURY	2	0.5	
		<b>Bldg - Application Status</b>			<b>11</b>	<b>2.1</b>
		Bldg - Call Back		1	9.0	
		<b>Bldg - Call Back</b>			<b>1</b>	<b>9.0</b>
		Bldg - Certificate Status	ALBERTSON	1	0	
			CARLE PLACE	1	0	
			GLENWOOD LANDING	1	0	
			GREENVALE	1	0	
			NORTH NEW HYDE PARK	1	0	
			SEARINGTOWN	1	0	
				1	0	
		<b>Bldg - Certificate Status</b>			<b>7</b>	<b>0</b>
		Bldg - Construction Complaint	CARLE PLACE	1	11.0	
			GARDEN CITY PARK	1	0	
			GREAT NECK	1	0	
			MANHASSET HILLS	1	2.0	
			NORTH NEW HYDE PARK	1	0	
		<b>Bldg - Construction Complaint</b>			<b>5</b>	<b>2.6</b>
		Bldg - Employee Complaint	WESTBURY	1	12.0	
		<b>Bldg - Employee Complaint</b>			<b>1</b>	<b>12.0</b>
		Bldg - From Transfer	ALBERTSON	1	0	
			GREENVALE	1	8.0	
			NEW CASSEL	1	0	
				1	0	
		<b>Bldg - From Transfer</b>			<b>4</b>	<b>2.0</b>
		Bldg - General Question Needs Answers		73	8.6	
		<b>Bldg - General Question Needs Answers</b>			<b>73</b>	<b>8.6</b>
		Bldg - Housing Complaint	CARLE PLACE	1	1.0	
GREAT NECK	3		0.3			
GREAT NECK ESTATES	1		0			
ROSLYN HEIGHTS	1		21.0			
<b>Bldg - Housing Complaint</b>			<b>6</b>	<b>3.8</b>		
Bldg - Illegal Housing	CARLE PLACE	2	5.5			
	FLORAL PARK	2	12.0			
	HERRICKS	1	0			
	NEW CASSEL	10	3.1			

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

February 2013

Department Description	Group Description	Type Description	City	Count	Response Days	
Planning and Building Department	Building Department	Bldg - Illegal Housing	NORTH NEW HYDE PARK	1	0	
			PORT WASHINGTON	1	0	
		<b>Bldg - Illegal Housing</b>			<b>17</b>	<b>3.9</b>
		Bldg - Inspection Request	CARLE PLACE	1	19.0	
			NORTH NEW HYDE PARK	1	1.0	
		<b>Bldg - Inspection Request</b>			<b>2</b>	<b>10.0</b>
		Bldg - Permit Question Needs Answers		14	6.3	
		<b>Bldg - Permit Question Needs Answers</b>			<b>14</b>	<b>6.3</b>
		Bldg - Suspect Work Without a Permit	GARDEN CITY PARK	1	0	
			GREAT NECK	2	0	
			HERRICKS	1	8.0	
			MANHASSET	3	6.7	
			MANHASSET HILLS	1	0	
	NORTH NEW HYDE PARK		1	0		
	PORT WASHINGTON		1	0		
	<b>Bldg - Suspect Work Without a Permit</b>			<b>10</b>	<b>2.8</b>	
	<b>Building Department</b>			<b>151</b>	<b>6.1</b>	
	Planning Department	Planning - Call Back Request		2	4.5	
			<b>Planning - Call Back Request</b>			<b>2</b>
		Planning - Questions needing Answers	NEW HYDE PARK	1	3.0	
<b>Planning - Questions needing Answers</b>			<b>1</b>	<b>3.0</b>		
<b>Planning Department</b>			<b>3</b>	<b>4.0</b>		
<b>Planning and Building Department</b>				<b>163</b>	<b>6.0</b>	
Project Independence	Project Independence	PI - Call Back Request	bayville	1	0	
			great neck	1	2.0	
			ALBERTSON	1	3.0	
			EAST HILLS	1	0	
			GREAT NECK	1	0	
			GREAT NECK PLAZA	1	1.0	
			HERRICKS	1	0	
			MINEOLA	3	1.3	
			NEW CASSEL	1	0	
			NEW HYDE PARK	3	0.3	
			NORTH NEW HYDE PARK	3	4.7	
			PORT WASHINGTON	3	0	
			ROSLYN	1	2.0	
			ROSLYN HEIGHTS	1	0	
SEARINGTOWN	1	1.0				

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

February 2013

Department Description	Group Description	Type Description	City	Count	Response Days		
Project Independence	Project Independence	PI - Call Back Request	WESTBURY	1	1.0		
			WILLISTON PARK	1	0		
				1	1.0		
		<b>PI - Call Back Request</b>				<b>26</b>	<b>1.2</b>
		PI - Caregiver Support	ALBERTSON	1	7.0		
			GREAT NECK	1	6.0		
			GREAT NECK PLAZA	1	0		
			MINEOLA	1	1.0		
		<b>PI - Caregiver Support</b>				<b>4</b>	<b>3.5</b>
		PI - Financial Assistance	CARLE PLACE	1	6.0		
			GREAT NECK	1	0		
			GREAT NECK PLAZA	1	3.0		
			NEW CASSEL	2	3.5		
			NEW HYDE PARK	1	1.0		
			PORT WASHINGTON NORTH	1	2.0		
			WILLISTON PARK	1	1.0		
		<b>PI - Financial Assistance</b>				<b>8</b>	<b>2.5</b>
		PI - Food and Hunger	MANORHAVEN	1	0		
			PORT WASHINGTON	1	0		
		<b>PI - Food and Hunger</b>				<b>2</b>	<b>0</b>
		PI - Health and Mental Health	CARLE PLACE	1	2.0		
			GREAT NECK	39	0.2		
			GREAT NECK	1	3.0		
			GREAT NECK ESTATES	2	4.5		
			GREAT NECK PLAZA	20	0.2		
			KENSINGTON	1	0		
			KINGS POINT	5	0.2		
			MANHASSET	2	0		
			MINEOLA	1	0		
			NEW CASSEL	1	0		
			NORTH HILLS	1	0		
			NORTH NEW HYDE PARK	3	0		
			PORT WASHINGTON	4	0.5		
ROSLYN HARBOR	2		0				
ROSLYN HEIGHTS	4		6.2				
RUSSELL GARDENS	1		0				
THOMASTON	7	0					

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

February 2013

Department Description	Group Description	Type Description	City	Count	Response Days			
Project Independence	Project Independence	PI - Health and Mental Health	WESTBURY	2	0			
			WILLISTON PARK	1	6.0			
		<b>PI - Health and Mental Health</b>			<b>98</b>	<b>0.6</b>		
		PI - Household Maintenance	CARLE PLACE	EAST WILLISTON	1	1.0		
				GARDEN CITY PARK	2	3.5		
				GREAT NECK	3	3.3		
				GREAT NECK PLAZA	1	1.0		
				MINEOLA	5	0.4		
				NEW CASSEL	2	8.0		
				PORT WASHINGTON	1	2.0		
				PORTWASHINGTON	1	0		
				ROSLYN HARBOR	1	3.0		
				WESTBERY	1	15.0		
				WESTBURY	2	3.0		
				<b>PI - Household Maintenance</b>			<b>23</b>	<b>3.1</b>
				PI - Membership Registration	ALBERTSON	CARLE PLACE	7	0
		EAST HILLS	1			0		
		EAST WILLISTON	2			0		
		GARDEN CITY PARK	7			0		
		GREAT NECK	11			0		
		GREAT NECK PLAZA	13			0		
		KENSINGTON	1			0		
		LAKE SUCCESS	2			0		
		MANHASSET	2			0		
		MANORHAVEN	1			0		
		MINEOLA	5			0		
		MUNSEY PARK	1			0		
		NEW CASSEL	9			0		
		NEW HYDE PARK	8			0		
		NORTH HILLS	1			0		
		NORTH NEW HYDE PARK	15			0		
		PLANDOME	2			0		
		PORT WASHINGTON	3			0		
PORT WASHINGTON NORTH	1	0						
ROSLYN	1	0						
ROSLYN HEIGHTS	5	0						
SANDS POINT	1	0						
UNIVERSITY	1	0						

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

February 2013

Department Description	Group Description	Type Description	City	Count	Response Days		
Project Independence	Project Independence	PI - Membership Registration	GARDENS				
			WESTBURY	8	0		
			WILLISTON PARK	5	0		
		<b>PI - Membership Registration</b>			<b>128</b>	<b>0</b>	
		PI - Miscellaneous	great neck	1	0		
			ALBERTSON	2	14.5		
			EAST HILLS	2	0		
			EAST WILLISTON	1	1.0		
			GARDEN CITY PARK	5	2.2		
			GREAT NECK	4	1.5		
			GREAT NECK PLAZA	2	0.5		
			KINGS POINT	2	4.0		
			MANHASSET	4	0.2		
			MANORHAVEN	1	0		
			MINEOLA	5	5.0		
			NEW CASSEL	6	2.3		
			NEW YORK	1	0		
			NORTH NEW HYDE PARK	1	1.0		
			PORT WASHINGTON	1	1.0		
			ROSLYN	2	1.5		
			ROSLYN HEIGHTS	2	0.5		
			SEARINGTOWN	2	1.5		
			THOMASTON	2	1.5		
			WESTBURY	4	7.2		
			WILLISTON PARK	1	0		
			<b>PI - Miscellaneous</b>			<b>51</b>	<b>2.7</b>
			PI - NORC SR	NEW HYDE PARK	2	0	
		NORTH NEW HYDE PARK		12	0.1		
		<b>PI - NORC SR</b>			<b>14</b>	<b>0.1</b>	
		PI - No Heat emergency (Excl HA)	FLOWER HILL	1	1.0		
		<b>PI - No Heat emergency (Excl HA)</b>			<b>1</b>	<b>1.0</b>	
		PI - Program Registration	ALBERTSON	7	8.0		
			CARLE PLACE	8	5.2		
			FLOWER HILL	1	0		
GARDEN CITY PARK	2		1.5				
GREAT NECK	2		0				
GREAT NECK PLAZA	3		0.3				
HERRICKS	2		0				
MANHASSET	1		1.0				
MANORHAVEN	1		0				

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

February 2013

Department Description	Group Description	Type Description	City	Count	Response Days		
Project Independence	Project Independence	PI - Program Registration	NEW CASSEL	5	0.2		
			NEW HYDE PARK	2	3.0		
			NORTH NEW HYDE PARK	9	1.3		
			PORT WASHINGTON	5	0.8		
			PORT WASHINGTON NORTH	1	17.0		
			ROSLYN HEIGHTS	1	0		
			UNIVERSITY GARDENS	1	1.0		
			WESTBURY	2	0		
		<b>PI - Program Registration</b>			<b>53</b>	<b>2.7</b>	
		PI - Taxi Service			great neck	1	0
					ALBERTSON	22	0
					BAXTER ESTATES	19	0
					CARLE PLACE	5	0
					EAS HILLS	1	0
					EAST HILLS	1	0
					EAST HILLS	63	0
					EAST WILLISTON	5	0
					FLORAL PARK	21	0
					FLORAL PARK CENTRE	1	0
					FLOWER HILL	29	0
					GARDEN CITY	4	0
					GARDEN CITY PARK	77	0.4
					GREAT NECK	146	0.0
					GREAT NECK	4	0
					GREAT NECK ESTATES	10	0
					GREAT NECK PLAZA	105	0
					GREENVALE	2	0
					HERRICKS	19	0.3
					KENSINGTON	17	0.2
					KINGS POINT	13	0
					LAKE SUCCESS	4	0
					MANHASSET	63	0
					MANHASSETT	1	0
MANORHAVEN	35				0		
MINEOLA	110	0					
MUNSEY PARK	3	0					
NEW CASSEL	33	0					
NEW HYDE PARK	43	0.0					

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

February 2013

Department Description	Group Description	Type Description	City	Count	Response Days		
Project Independence	Project Independence	PI - Taxi Service	NORTH HILLS	62	0		
			NORTH NEW HYDE PARK	60	0		
			PORT WASHINGRTON	1	0		
			PORT WASHINGTON	176	0		
			PORT WASHINGTON NORTH	24	0		
			PORT WASHINTON	1	0		
			PORTWASHINGTON	4	0		
			ROSLYN	15	0		
			ROSLYN HEIGHTS	59	0		
			ROSLYN HEIHGTS	1	0		
			RUSSELL GARDENS	4	0		
			SADDLE ROCK	4	0		
			SANDS POINT	7	0		
			SEARINGTOWN	10	0		
			THOMASTON	15	0		
			UNIVERSITY GARDENS	6	0		
			WESTBERY	1	0		
			WESTBURY	36	0		
			WILLISTON PARK	42	0		
			north hills	1	0		
			roslyn heights	1	0		
		thomaston	1	0			
			1	0			
		<b>PI - Taxi Service</b>				<b>1,389</b>	<b>0.0</b>
				PI - Taxi Service Cancellation	ALBERTSON	1	0
					EAST HILLS	9	0
					EAST WILLISTON	2	0
					FLORAL PARK	1	0
					FLOWER HILL	3	0
					GARDEN CITY	1	0
					GARDEN CITY PARK	4	0
					GREAT NECK	9	0
					GREAT NECK	2	0
		GREAT NECK PLAZA	18		0		
		HERRICKS	3		0		
		KINGS POINT	4		0		
		LAKE SUCCESS	2		0		
		MANHASSET	6		0		

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

February 2013

Department Description	Group Description	Type Description	City	Count	Response Days		
Project Independence	Project Independence	PI - Taxi Service Cancellation	MINEOLA	10	0		
			NEW CASSEL	1	0		
			NEW HYDE PARK	3	0		
			NORTH HILLS	10	0		
			NORTH NEW HYDE PARK	9	0		
			PORT WASHINGTON	13	0		
			PORT WASHINGTON NORTH	5	0		
			PORTWASHINGTON	1	0		
			ROSLYN	1	0		
			ROSLYN HEIGHTS	5	0		
			RUSSELL GARDENS	1	0		
			SEARINGTOWN	2	0		
			THOMASTON	6	0		
			WESTBURY	2	0		
			WILLISTON PARK	7	0		
		<b>PI - Taxi Service Cancellation</b>			<b>141</b>	<b>0</b>	
		PI - Taxi Service Complaint			GREAT NECK	2	1.0
					GREAT NECK ESTATES	1	1.0
					GREAT NECK PLAZA	1	0
					MINEOLA	1	9.0
					NEW CASSEL	1	0
					NEW HYDE PARK	1	1.0
					RUSSELL GARDENS	1	0
		<b>PI - Taxi Service Complaint</b>			<b>8</b>	<b>1.6</b>	
		PI - Transportation/Mobility Mgmt Info			ALBERTSON	1	0
					EAST WILLISTON	1	0
					GREAT NECK	1	0
					GREAT NECK ESTATES	1	0
					KINGS POINT	1	0
					MANORHAVEN	1	10.0
					NEW HYDE PARK	1	0
					PORT WASHINGTON	1	3.0
ROSLYN HEIGHTS	1				0		
SEARINGTOWN	1				0		

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

February 2013

Department Description	Group Description	Type Description	City	Count	Response Days	
Project Independence	Project Independence	PI - Transportation/Mobility Mgmt Info	THOMASTON	1	2.0	
				1	0	
	<b>PI - Transportation/Mobility Mgmt Info</b>			<b>12</b>	<b>1.2</b>	
	<b>Project Independence</b>			<b>1,958</b>	<b>0.3</b>	
<b>Project Independence</b>				<b>1,958</b>	<b>0.3</b>	
Solid Waste Management	Solid Waste Management	SWMA - Call Back		10	0.7	
		<b>SWMA - Call Back</b>			<b>10</b>	<b>0.7</b>
		SWMA - Carting Complaints	ALBERTSON	1	0	
			HERRICKS	1	3.0	
			NEW CASSEL	1	0	
			ROSLYN HEIGHTS	1	0	
		<b>SWMA - Carting Complaints</b>			<b>4</b>	<b>0.8</b>
		SWMA - From Transfer	ROSLYN HEIGHTS	1	4.0	
		<b>SWMA - From Transfer</b>			<b>1</b>	<b>4.0</b>
		SWMA - Garbage Not Picked Up	ALBERTSON	1	1.0	
			GREAT NECK	1	4.0	
			HERRICKS	2	2.0	
			MANHASSET	1	1.0	
	PORT WASHINGTON		1	0		
	ROSLYN HEIGHTS		1	0		
	UNIVERSITY GARDENS		1	0		
	<b>SWMA - Garbage Not Picked Up</b>			<b>8</b>	<b>1.2</b>	
	<b>Solid Waste Management</b>				<b>23</b>	<b>1.0</b>
	Sustainability Department	SWMA - Compost	ALBERTSON	1	6.0	
			GREAT NECK	1	2.0	
			MINEOLA	1	6.0	
			NEW HYDE PARK	1	5.0	
			NORTH NEW HYDE PARK	1	5.0	
PORT WASHINGTON			1	6.0		
PORT WASHINGTON NORTH			1	6.0		
<b>SWMA - Compost</b>			<b>7</b>	<b>5.1</b>		
SWMA - Long Island Green Homes		CARLE PLACE	1	1.0		
		EAST HILLS	1	9.0		
		GREAT NECK	2	3.5		
		MANHASSET	1	6.0		
	ROSLYN HARBOR	1	2.0			
<b>SWMA - Long Island Green Homes</b>			<b>6</b>	<b>4.2</b>		

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

February 2013

Department Description	Group Description	Type Description	City	Count	Response Days	
Solid Waste Management	Sustainability Department	SWMA - Rain Barrel	MINEOLA	1	6.0	
			NEW HYDE PARK	1	1.0	
		<b>SWMA - Rain Barrel</b>		<b>2</b>	<b>3.5</b>	
		SWMA - Recycling / STOP Call Back		1	3.0	
		<b>SWMA - Recycling / STOP Call Back</b>		<b>1</b>	<b>3.0</b>	
	<b>Sustainability Department</b>			<b>16</b>	<b>4.4</b>	
<b>Solid Waste Management</b>				<b>39</b>	<b>2.4</b>	
Supervisor's Office	311 Call Center	311 - LIPA Power Outage	EAST WILLISTON	1	0	
			MANHASSET	2	0	
			NORTH NEW HYDE PARK	1	0	
			PORT WASHINGTON	13	0	
			ROSLYN HEIGHTS	2	0	
			<b>311 - LIPA Power Outage</b>		<b>19</b>	<b>0</b>
		311 - SR Constituent Follow-up		56	0	
	<b>311 - SR Constituent Follow-up</b>		<b>56</b>	<b>0</b>		
	<b>311 Call Center</b>			<b>75</b>	<b>0</b>	
	Supervisor's Office	SupV - Airplane		FLORAL PARK	1	0
FLORAL PARK CENTRE				1	0	
PORT WASHINGTON				18	0	
ROSLYN HEIGHTS				2	0	
SEARINGTOWN				21	0	
WILLISTON PARK				3	0	
<b>SupV - Airplane</b>				<b>46</b>	<b>0</b>	
SupV - Complaint - Other Employee				NEW CASSEL	1	0
<b>SupV - Complaint - Other Employee</b>				<b>1</b>	<b>0</b>	
SupV - Helicopter						EAST HILLS
		GARDEN CITY PARK	3			0
		GREAT NECK PLAZA	1			0
		MANHASSET	2			0
		ROSLYN ESTATES	1			0
		WESTBURY	1			0
		WILLISTON PARK	2			0
	williston park	1	0			
<b>SupV - Helicopter</b>		<b>12</b>	<b>0</b>			
SupV - Thank You from Constituent			CARLE PLACE	1	0	
			GARDEN CITY PARK	1	0	
			GREAT NECK	2	0	
			HERRICKS	2	0	
			MANHASSET	1	0	
			MUNSEY PARK	1	0	

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

February 2013

Department Description	Group Description	Type Description	City	Count	Response Days	
Supervisor's Office	Supervisor's Office	SupV - Thank You from Constituent	NEW HYDE PARK	1	0	
			NORTH NEW HYDE PARK	1	0	
			ROSLYN HEIGHTS	2	0	
			WESTBURY	1	0	
		<b>SupV - Thank You from Constituent</b>			<b>13</b>	<b>0</b>
<b>Supervisor's Office</b>				<b>72</b>	<b>0</b>	
<b>Supervisor's Office</b>				<b>147</b>	<b>0</b>	
Town Clerk	Town Clerk	Town Clerk - Bingo & Games of Chance		2	0	
		<b>Town Clerk - Bingo &amp; Games of Chance</b>			<b>2</b>	<b>0</b>
		Town Clerk - Birth Certificate		168	0	
		<b>Town Clerk - Birth Certificate</b>			<b>168</b>	<b>0</b>
		Town Clerk - Contracts & Bids		5	0	
		<b>Town Clerk - Contracts &amp; Bids</b>			<b>5</b>	<b>0</b>
		Town Clerk - Death Certificate		104	0	
		<b>Town Clerk - Death Certificate</b>			<b>104</b>	<b>0</b>
		Town Clerk - Dog License		39	0	
		<b>Town Clerk - Dog License</b>			<b>39</b>	<b>0</b>
		Town Clerk - Domestic Partnership		1	0	
		<b>Town Clerk - Domestic Partnership</b>			<b>1</b>	<b>0</b>
		Town Clerk - Events and Scheduling		1	0	
		<b>Town Clerk - Events and Scheduling</b>			<b>1</b>	<b>0</b>
		Town Clerk - Filming Permit		3	0	
		<b>Town Clerk - Filming Permit</b>			<b>3</b>	<b>0</b>
		Town Clerk - Fishing License		1	0	
		<b>Town Clerk - Fishing License</b>			<b>1</b>	<b>0</b>
		Town Clerk - Landscaping License		2	0	
		<b>Town Clerk - Landscaping License</b>			<b>2</b>	<b>0</b>
		Town Clerk - Liquor License		2	0	
		<b>Town Clerk - Liquor License</b>			<b>2</b>	<b>0</b>
		Town Clerk - Marriage Certificate		39	0	
<b>Town Clerk - Marriage Certificate</b>			<b>39</b>	<b>0</b>		
Town Clerk - Marriage License		41	0			
<b>Town Clerk - Marriage License</b>			<b>41</b>	<b>0</b>		
Town Clerk - Miscellaneous		66	0			
<b>Town Clerk - Miscellaneous</b>			<b>66</b>	<b>0</b>		
Town Clerk - Parade Application		2	0			
<b>Town Clerk - Parade Application</b>			<b>2</b>	<b>0</b>		
Town Clerk - Parking Restrictions Removal Request		6	0			
<b>Town Clerk - Parking Restrictions Removal Request</b>			<b>6</b>	<b>0</b>		

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

February 2013

Department Description	Group Description	Type Description	City	Count	Response Days	
Town Clerk	Town Clerk	Town Clerk - Peddler License		3	0	
		<b>Town Clerk - Peddler License</b>			<b>3</b>	<b>0</b>
		Town Clerk - Solid Waste Management License		8	0	
		<b>Town Clerk - Solid Waste Management License</b>			<b>8</b>	<b>0</b>
		Town Clerk - Taxi and Limousine License		5	0	
		<b>Town Clerk - Taxi and Limousine License</b>			<b>5</b>	<b>0</b>
		Town Clerk - Tow Truck License		7	0	
		<b>Town Clerk - Tow Truck License</b>			<b>7</b>	<b>0</b>
		Town Clerk - Town Board Questions		2	0	
		<b>Town Clerk - Town Board Questions</b>			<b>2</b>	<b>0</b>
		Town Clerk - Waterways		1	0	
		<b>Town Clerk - Waterways</b>			<b>1</b>	<b>0</b>
<b>Town Clerk</b>				<b>508</b>	<b>0</b>	
<b>Town Clerk</b>				<b>508</b>	<b>0</b>	
<b>Summary</b>				<b>4,444</b>	<b>1.3</b>	