

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
albertson	Department of Public Works	Highway Department	Hwy - Street Sweeping / Cleaning	1	0	
		Highway Department		1	0	
	Department of Public Works			1	0	
albertson				1	0	
manhasset	Department of Public Works	Highway Department	Hwy - Tree Trimming / Removal Inspection	1	0	
		Highway Department		1	0	
	Department of Public Works			1	0	
manhasset				1	0	
williston park	Supervisor's Office	Supervisor's Office	SupV - Helicopter	1	0	
		Supervisor's Office		1	0	
	Supervisor's Office			1	0	
williston park				1	0	
port washington	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	0	
		Highway Department		1	0	
	Department of Public Works			1	0	
port washington				1	0	
ABERTSON	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	0	
		Animal Shelter		1	0	
	Department of Public Safety			1	0	
ABERTSON				1	0	
ALBERTSON	Community Services	Community Services	CommSvc - Bus Pickup Cancel	1	1.0	
			CommSvc - Bus Pickup Schedule	1	1.0	
			CommSvc - Seasonal Programs Registration	4	0	
		Community Services		6	0.3	
		Community Services			6	0.3
		Department of Public Safety	Animal Shelter	Animal Shelter	Animal Sh - Barking Dog	1
	Animal Sh - Lost Animal				1	0
	Animal Shelter		2	2.5		
	Cat Shelter		Cat Shelter - Feral Cats	1	0	
	Cat Shelter		1	0		
	Code Enforcement		Code Enforcement	Code - Court	1	16.0
				Code - Garbage	1	0
				Code - Property Maintenance	2	25.5
		Code - Tree Removal		1	13.0	
	Code Enforcement		5	16.0		
	Parking Enforcement	Prkg Enfrc - Commercial Parking	2	1.5		
	Parking Enforcement		2	1.5		
	Department of Public Safety			10	8.8	
	Department of Public Works	Highway Department	Hwy - Catch Basin	1	49.0	
			Hwy - Miscellaneous	2	4.0	
Hwy - Street Sign - Repair / Replace			10	7.4		

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
ALBERTSON	Department of Public Works	Highway Department	Hwy - Street Sweeping / Cleaning	1	6.0	
			Hwy - Tree Branch / Debris Pickup	6	1.0	
			Hwy - Tree Stump Removal	14	0	
			Hwy - Tree Trimming / Removal Inspection	5	12.6	
		Highway Department			39	5.3
		Street Lighting District	Street Light - Cycles On / Off	2	3.0	
			Street Light - Light Out (Single)	10	9.1	
			Street Light - Lights Out (Multiple)	2	4.0	
			Street Light - Mark Out	6	11.5	
			Street Light - Misc Problems	1	5.0	
	Street Light - On During Day	2	20.5			
	Street Lighting District			23	9.6	
	Department of Public Works			62	6.9	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	1.0	
		Inter Municipal Affairs		1	1.0	
	Inter Municipal Affairs			1	1.0	
	Planning and Building Department	Building Department	Bldg - Application Status	1	1.0	
			Bldg - Inspection Request	2	2.5	
			Bldg - Suspect Work Without a Permit	1	25.0	
	Building Department			4	7.8	
	Planning and Building Department			4	7.8	
	Project Independence	Project Independence	PI - Household Maintenance	1	4.0	
			PI - Membership Registration	3	0	
PI - Program Registration			2	3.0		
PI - Taxi Service			27	0		
Project Independence			33	0.3		
Project Independence			33	0.3		
Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	3	0		
		SWMA - Garbage Not Picked Up	2	0		
	Solid Waste Management			5	0	
Solid Waste Management			5	0		
ALBERTSON				121	4.6	
BABYLON	Project Independence	Project Independence	PI - Miscellaneous	1	0	
		Project Independence		1	0	
	Project Independence			1	0	
BABYLON				1	0	
BAXTER ESTATES	Department of Public Works	Highway Department	Hwy - Pothole Filled Without Request	1	0	
		Highway Department		1	0	
	Department of Public Works			1	0	

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days
BAXTER ESTATES	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	2	3.0
		Inter Municipal Affairs		2	3.0
	Inter Municipal Affairs		2	3.0	
	Project Independence	Project Independence	PI - Health and Mental Health	1	4.0
			PI - Membership Registration	2	0
			PI - Taxi Service	8	0
			PI - Taxi Service Cancellation	1	0
	Project Independence		12	0.3	
	Project Independence		12	0.3	
	Solid Waste Management	Sustainability Department	SWMA - Rain Barrel	1	8.0
Sustainability Department		1	8.0		
Solid Waste Management		1	8.0		
BAXTER ESTATES				16	1.1
BELLMORE	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	
BELLMORE				1	1.0
BELROSE	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	1	0
		Animal Shelter		1	0
	Department of Public Safety		1	0	
BELROSE				1	0
CARL PLACE	Department of Public Works	Highway Department	Hwy - Tree Branch / Debris Pickup	1	0
		Highway Department		1	0
		Street Lighting District	Street Light - Light Out (Single)	1	22.0
	Street Lighting District		1	22.0	
	Department of Public Works		2	11.0	
	Project Independence	Project Independence	PI - Program Registration	1	1.0
Project Independence		1	1.0		
Project Independence		1	1.0		
CARL PLACE				3	7.7
CARLE PALCE	Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous	1	0
		Parks and Recreation Department		1	0
	Parks and Recreation Department		1	0	
CARLE PALCE				1	0
CARLE PLACE	Adminstrative Services	Adminstrative Services	Adm Svc - Green Team	1	2.0
		Adminstrative Services		1	2.0
	Adminstrative Services		1	2.0	

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days		
CARLE PLACE	Community Services	Community Services	CommSvc - Seasonal Programs Registration	3	0		
		Community Services		3	0		
	Community Services			3	0		
	Department of Public Safety	Animal Shelter	Animal Shelter	Animal Sh - Lost Animal	3	1.7	
			Animal Shelter		3	1.7	
		Code Enforcement	Code - Garbage		1	8.0	
			Code - Overgrown Vegetation		1	0	
			Code - Property Maintenance		2	3.5	
			Code - Signs		4	19.2	
		Code Enforcement		8	11.5		
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	5.0		
	Parking Enforcement		1	5.0			
	Department of Public Safety			12	8.5		
	Department of Public Works	Department of Public Works	Department of Public Works	DPW - Road Project	2	0	
			Department of Public Works		2	0	
		Highway Department	Highway Department	Hwy - Dead Animal Pickup		1	6.0
				Hwy - Miscellaneous		3	13.3
				Hwy - Snow and Ice Control		1	0
				Hwy - Street Sign - Repair / Replace		19	0.6
				Hwy - Tree Branch / Debris Pickup		6	4.7
				Hwy - Tree Stump Removal		18	0
				Hwy - Tree Trimming / Removal Inspection		3	10.7
		Highway Department		51	2.3		
		Street Lighting District	Street Lighting District	Street Light - Fixture Problem		5	4.4
				Street Light - Light Out (Single)		11	13.8
				Street Light - Lights Out (Multiple)		1	37.0
				Street Light - Mark Out		9	6.8
Street Light - Misc Problems					1	0	
Street Light - On During Day				7	7.1		
Street Light - Pole Problem				1	0		
Street Lighting District		35	9.2				
Department of Public Works			88	5.0			
Planning and Building Department	Building Department	Bldg - Construction Complaint		1	32.0		
		Bldg - Employee Complaint		1	2.0		
		Bldg - Illegal Housing		2	0		
	Building Department		4	8.5			
Planning and Building Department			4	8.5			
Project Independence	Project Independence	PI - Membership Registration		3	0		
		PI - Miscellaneous		2	1.5		

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days
CARLE PLACE	Project Independence	Project Independence	PI - Program Registration	4	0.8
			PI - Taxi Service	3	0
	Project Independence			12	0.5
	Project Independence			12	0.5
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	1	0
			Solid Waste Management	1	0
	Solid Waste Management			1	0
CARLE PLACE				121	4.8
EAST HILLS	Department of Public Works	Street Lighting District	Street Light - Mark Out	2	8.0
		Street Lighting District		2	8.0
	Department of Public Works			2	8.0
	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 - Health and Mental Health	1	25.0
			PI - Miscellaneous	1	23.0
			PI - Taxi Service	55	0
			PI - Taxi Service Cancellation	5	0
			PI - Transportation/Mobility Mgmt Info	1	0
	Project Independence			63	0.8
Project Independence			63	0.8	
Solid Waste Management	Sustainability Department	SWMA - Rain Barrel	1	13.0	
		Sustainability Department	1	13.0	
Solid Waste Management			1	13.0	
EAST HILLS				68	1.1
EAST MEADOW	Community Services	Community Services	CommSvc - Seasonal Programs Registration	1	0
			Community Services		1
	Community Services			1	0
EAST MEADOW				1	0
EAST WILLISTON	Community Services	Community Services	CommSvc - Seasonal Programs Registration	4	0
			Community Services		4
	Community Services			4	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 - Household Maintenance	1	3.0
PI - Membership Registration			1	0	
PI - Miscellaneous			1	1.0	

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days
EAST WILLISTON	Project Independence	Project Independence	PI - Taxi Service	2	0
			PI - Transportation/Mobility Mgmt Info	1	1.0
	Project Independence		6	0.8	
	Project Independence		6	0.8	
EAST WILLISTON				11	0.5
ELMONT	Department of Public Safety	Animal Shelter	Animal Sh - Surrender a dog	1	0
		Animal Shelter		1	0
	Department of Public Safety		1	0	
ELMONT				1	0
FLORAL PARK	Community Services	Community Services	CommSvc - Seasonal Programs Registration	1	0
		Community Services		1	0
	Community Services		1	0	
	Department of Public Works	Highway Department	Hwy - Manhole Repair	1	0
		Highway Department		1	0
	Department of Public Works		1	0	
	Project Independence	Project Independence	PI - Call Back Request	1	0
			PI - Membership Registration	6	0
			PI - Miscellaneous	1	0
			PI - Program Registration	4	1.5
PI - Taxi Service			28	0	
PI - Taxi Service Cancellation			2	0	
Project Independence		42	0.1		
Project Independence		42	0.1		
FLORAL PARK				44	0.1
FLORAL PARK CENTRE	Community Services	Community Services	CommSvc - Seasonal Programs Registration	1	0
		Community Services		1	0
	Community Services		1	0	
	Department of Public Safety	Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	7.0
		Parking Enforcement		1	7.0
	Department of Public Safety		1	7.0	
	Department of Public Works	Highway Department	Hwy - Pothole	1	2.0
			Hwy - Street Sign - Repair / Replace	1	0
			Hwy - Tree Stump Removal	2	0
			Hwy - Tree Trimming / Removal Inspection	1	0
Highway Department		5	0.4		
Street Lighting District	Street Light - Cycles On / Off	1	19.0		
Street Lighting District		1	19.0		
Department of Public Works		6	3.5		

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days
FLORAL PARK CENTRE	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
FLORAL PARK CENTRE				9	3.1
FLOWER HILL	Department of Public Safety	Animal Shelter	Animal Sh - Barking Dog	1	4.0
		Animal Shelter		1	4.0
	Department of Public Safety			1	4.0
	Department of Public Works	Highway Department	Hwy - Tree Stump Removal	1	0
		Highway Department		1	0
		Street Lighting District	Street Light - Mark Out	1	28.0
	Street Lighting District			1	28.0
	Department of Public Works			2	14.0
	Project Independence	Project Independence	PI - Household Maintenance	1	2.0
			PI - Taxi Service	20	0
			PI - Transportation/Mobility Mgmt Info	1	1.0
		Project Independence		22	0.1
	Project Independence			22	0.1
	Solid Waste Management	Sustainability Department	SWMA - Compost	1	2.0
			SWMA - Long Island Green Homes	1	17.0
SWMA - Rain Barrel			2	2.0	
Sustainability Department		4	5.8		
Solid Waste Management			4	5.8	
Supervisor's Office	Supervisor's Office	SupV - Helicopter	1	0	
	Supervisor's Office		1	0	
Supervisor's Office			1	0	
FLOWER HILL				30	1.9
FLUSHING	Community Services	Community Services	CommSvc - Seasonal Programs Registration	2	0
		Community Services		2	0
	Community Services			2	0
FLUSHING				2	0
FRANKLIN SQUARE	Community Services	Community Services	CommSvc - Seasonal Programs Registration	1	0
		Community Services		1	0
	Community Services			1	0
FRANKLIN SQUARE				1	0
GARDEN CITY	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

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
GARDEN CITY	Project Independence	Project Independence	PI - Taxi Service	5	0	
			PI - Taxi Service Cancellation	1	0	
	Project Independence		6	0		
	Project Independence		6	0		
GARDEN CITY				7	0.1	
GARDEN CITY PARK	Community Services	Community Services	CommSvc - Bus Pickup Cancel	3	0.7	
			CommSvc - Misc SR	1	0	
			CommSvc - Seasonal Programs Registration	24	0	
		Community Services		28	0.1	
	Community Services		28	0.1		
	Department of Public Safety	Animal Shelter	Animal Shelter	Animal Sh - Misc	1	9.0
				Animal Sh - Surrender a dog	1	0
		Animal Shelter		2	4.5	
		Cat Shelter	Cat Shelter - Feral Cats	1	0	
		Cat Shelter		1	0	
		Code Enforcement	Code Enforcement	Code - Garbage	2	4.5
				Code - Property Maintenance	2	3.5
		Code Enforcement		4	4.0	
	Parking Enforcement	Parking Enforcement	Prkg Enfrc - Commercial Parking	1	20.0	
	Parking Enforcement		1	20.0		
	Department of Public Safety				8	5.6
	Department of Public Works	Highway Department	Highway Department	Hwy - Abandoned Vehicle	1	6.0
				Hwy - Miscellaneous	1	0
				Hwy - Pothole	4	12.2
				Hwy - Pothole Filled Without Request	2	0
				Hwy - Street Sign - Repair / Replace	10	0.3
				Hwy - Tree Branch / Debris Pickup	20	0.2
				Hwy - Tree Fallen - Emergency	1	0
Hwy - Tree Stump Removal				47	0.8	
Hwy - Tree Trimming / Removal Inspection				4	0	
Highway Department		90	1.1			
Street Lighting District		Street Lighting District	Street Light - Light Out (Single)	11	9.5	
			Street Light - Lights Out (Multiple)	2	0	
			Street Light - Mark Out	4	8.8	
			Street Light - On During Day	10	14.3	
Street Lighting District		27	10.4			
Department of Public Works				117	3.3	
Inter Municipal Affairs	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	3.0	
			Inter Municipal Affairs		1	3.0
Inter Municipal Affairs				1	3.0	

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days
GARDEN CITY PARK	Planning and Building Department	Building Department	Bldg - Inspection Request	1	6.0
		Building Department		1	6.0
	Planning and Building Department			1	6.0
	Project Independence	Project Independence	PI - Health and Mental Health	1	1.0
			PI - Household Maintenance	2	5.5
			PI - Membership Registration	2	0
			PI - Miscellaneous	3	0.7
			PI - No Heat emergency (Excl HA)	2	14.0
			PI - Program Registration	4	0.5
			PI - Taxi Service	68	0.2
			PI - Taxi Service Cancellation	6	0
	Project Independence			88	0.7
	Project Independence			88	0.7
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	1	0
		Solid Waste Management		1	0
	Solid Waste Management			1	0
	Supervisor's Office	Supervisor's Office	SupV - Airplane	1	0
SupV - Helicopter			1	0	
Supervisor's Office			2	0	
Supervisor's Office			2	0	
GARDEN CITY PARK				246	2.0
GLEN COVE	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	2	0
		Animal Shelter		2	0
	Department of Public Safety			2	0
GLEN COVE				2	0
GLEN HEAD	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	0
		Animal Shelter		1	0
	Department of Public Safety			1	0
GLEN HEAD				1	0
GLENWOOD LANDING	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	0
		Animal Shelter		1	0
	Department of Public Safety			1	0
	Department of Public Works	Highway Department	Hwy - Tree Trimming / Removal Inspection	1	34.0
Highway Department		1	34.0		
Department of Public Works			1	34.0	
GLENWOOD LANDING				2	17.0
GREAET NECK	Project Independence	Project Independence	PI - Health and Mental Health	1	0
		Project Independence		1	0
	Project Independence			1	0
GREAET NECK				1	0

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days
GREAT NECK	Adminstrative Services	Adminstrative Services	Adm Svc - Green Team	2	1.5
		Adminstrative Services		2	1.5
	Adminstrative Services			2	1.5
	Community Services	Community Services	CommSvc - Bus Pickup Cancel	1	1.0
			CommSvc - Misc SR	1	0
			CommSvc - Seasonal Programs Registration	2	0
		Community Services		4	0.2
	Community Services			4	0.2
	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	2	0
			Animal Sh - Lost Animal	1	2.0
			Animal Sh - Surrender a dog	2	0
			Animal Sh - Unleashed - Stray Dog	1	2.0
		Animal Shelter		6	0.7
		Cat Shelter	Cat Shelter - Feral Cats	3	41.7
		Cat Shelter		3	41.7
		Code Enforcement	Code - After Hours/Weekend Construction	1	0
			Code - Building Permit	1	6.0
			Code - Commercial Vehicle stored on Residential Property	1	36.0
			Code - Court	2	0.5
			Code - Leaves Accumulation	1	35.0
			Code - Miscellaneous	3	2.0
			Code - No Plates / Inoperable Vehicle	1	19.0
	Code - Noise		1	5.0	
	Code - Signs		1	0	
	Code - Tree Removal		1	6.0	
	Code - Unlawful Property Use		3	23.0	
	Code Enforcement		16	11.4	
	Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	2	20.0	
	Parking Enforcement		2	20.0	
	Department of Public Safety			27	13.0
	Department of Public Works	Highway Department	Hwy - Miscellaneous	4	1.2
			Hwy - Street Sign - New Request	2	0
			Hwy - Street Sign - Remove	1	32.0
			Hwy - Street Sign - Repair / Replace	16	1.2
			Hwy - Street Sweeping / Cleaning	2	3.5
			Hwy - Tree Branch / Debris Pickup	4	6.2
Hwy - Tree Planting			2	21.5	
Hwy - Tree Stump Removal			3	0	
Hwy - Tree Trimming / Removal Inspection		2	0		
Highway Department		36	3.7		

Town of North Hempstead Service Requests via 311 - by Community

January 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)	8	4.5	
			Street Light - Lights Out (Multiple)	3	5.0	
			Street Light - Mark Out	2	11.0	
			Street Light - On During Day	1	8.0	
			Street Light - Pole Problem	1	10.0	
		Street Lighting District	15	6.1		
	Department of Public Works				51	4.4
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	2.0	
			OIC - Inter Municipal SR	7	1.3	
		Inter Municipal Affairs	8	1.4		
	Inter Municipal Affairs				8	1.4
	Planning and Building Department	Building Department	Bldg - Application Status	1	0	
			Bldg - Construction Complaint	1	6.0	
			Bldg - From Transfer	1	0	
			Bldg - Inspection Request	1	5.0	
			Bldg - Suspect Work Without a Permit	2	0	
		Building Department	6	1.8		
	Planning and Building Department				6	1.8
	Project Independence	Project Independence	PI - Call Back Request	3	1.0	
			PI - Caregiver Support	3	0.3	
			PI - Financial Assistance	1	1.0	
			PI - Health and Mental Health	59	0.2	
			PI - Household Maintenance	3	11.3	
			PI - Membership Registration	12	0	
			PI - Miscellaneous	7	1.7	
			PI - No Heat emergency (Excl HA)	1	0	
			PI - Program Registration	4	0.2	
			PI - Taxi Service	173	0.0	
			PI - Taxi Service Cancellation	10	0	
			PI - Transportation/Mobility Mgmt Info	1	4.0	
			Project Independence	277	0.3	
		Project Independence				277
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	2	0	
SWMA - Garbage Not Picked Up			2	0.5		
Solid Waste Management		4	0.2			
Sustainability Department		SWMA - Rain Barrel	2	9.5		
Sustainability Department		2	9.5			
Solid Waste Management				6	3.3	
Supervisor's Office	311 Call Center	311 - Street Repaving Schedule Inquiry	1	0		
	311 Call Center		1	0		

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days
GREAT NECK	Supervisor's Office	Supervisor's Office	SupV - Thank You from Constituent	1	0
		Supervisor's Office		1	0
	Supervisor's Office			2	0
GREAT NECK				383	1.8
GREAT NECK ESTATES	Community Services	Community Services	CommSvc - Bus Booking for Group	1	0
		Community Services		1	0
	Community Services			1	0
	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	4.0
		Street Lighting District		1	4.0
	Department of Public Works			1	4.0
	Project Independence	Project Independence	PI - Taxi Service	15	0.1
Project Independence		15	0.1		
Project Independence			15	0.1	
GREAT NECK ESTATES				17	0.3
GREAT NECK PLAZA	Community Services	Community Services	CommSvc - Seasonal Programs Registration	1	0
		Community Services		1	0
	Community Services			1	0
	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	2	36.5
		Cat Shelter		2	36.5
	Department of Public Safety			2	36.5
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	0
			OIC - Inter Municipal SR	1	1.0
		Inter Municipal Affairs		2	0.5
	Inter Municipal Affairs			2	0.5
	Planning and Building Department	Building Department	Bldg - Housing Complaint	1	4.0
		Building Department		1	4.0
	Planning and Building Department			1	4.0
	Project Independence	Project Independence	PI - Call Back Request	4	12.0
PI - Caregiver Support			2	1.0	
PI - Health and Mental Health			88	0.3	
PI - Membership Registration			5	0	
PI - Miscellaneous			2	0.5	
PI - Program Registration			2	2.5	
PI - Taxi Service			140	0.0	
PI - Taxi Service Cancellation			22	0	
Project Independence		265	0.3		
Project Independence			265	0.3	

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
GREAT NECK PLAZA	Solid Waste Management	Sustainability Department	SWMA - Rain Barrel	1	5.0	
		Sustainability Department		1	5.0	
	Solid Waste Management			1	5.0	
GREAT NECK PLAZA				272	0.6	
GREATNECK	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	3.0	
		Inter Municipal Affairs		1	3.0	
	Inter Municipal Affairs			1	3.0	
	Project Independence	Project Independence	PI - Taxi Service	2	0.5	
		Project Independence		2	0.5	
Project Independence			2	0.5		
GREATNECK				3	1.3	
GREENVALE	Department of Public Safety	Code Enforcement	Code - No Plates / Inoperable Vehicle	1	6.0	
		Code Enforcement		1	6.0	
	Department of Public Safety			1	6.0	
	Department of Public Works	Highway Department	Hwy - Abandoned Vehicle		1	7.0
			Hwy - Curb Repair		1	0
			Hwy - Pothole		1	6.0
			Hwy - Street Sign - Repair / Replace		3	0.3
		Highway Department			6	2.3
	Street Lighting District	Street Light - Light Out (Single)		3	8.7	
	Street Lighting District			3	8.7	
	Department of Public Works			9	4.4	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0	
		Inter Municipal Affairs		1	0	
Inter Municipal Affairs			1	0		
Project Independence	Project Independence	PI - Membership Registration	3	0		
		PI - Taxi Service	1	0		
	Project Independence		4	0		
Project Independence			4	0		
GREENVALE				15	3.1	
GREENVALE	Department of Public Works	Street Lighting District	Street Light - Light Out (Single)	1	2.0	
		Street Lighting District		1	2.0	
	Department of Public Works			1	2.0	
GREENVALE				1	2.0	
HEMPSTEAD	Project Independence	Project Independence	PI - Call Back Request	1	0	
		Project Independence		1	0	
	Project Independence			1	0	
HEMPSTEAD				1	0	

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
HERRICKS	Community Services	Community Services	CommSvc - Bus Pickup Cancel	2	0.5	
			CommSvc - Misc SR	1	0	
			CommSvc - Seasonal Programs Registration	5	0	
		Community Services			8	0.1
	Community Services			8	0.1	
	Department of Public Safety	Code Enforcement	Code - After Hours/Weekend Construction	1	1.0	
			Code - Court	2	7.0	
			Code - Signs	1	0	
		Code Enforcement			4	3.8
	Department of Public Safety			4	3.8	
	Department of Public Works	Highway Department	Hwy - Pothole	1	2.0	
			Hwy - Street Drainage / Flooding	1	17.0	
			Hwy - Street Sign - Repair / Replace	3	3.0	
			Hwy - Tree Branch / Debris Pickup	1	6.0	
			Hwy - Tree Planting	1	29.0	
			Hwy - Tree Stump Removal	10	0	
			Hwy - Tree Trimming / Removal Inspection	2	0	
		Highway Department			19	3.3
		Street Lighting District	Street Light - Cycles On / Off	1	11.0	
			Street Light - Light Out (Single)	8	6.8	
			Street Light - Lights Out (Multiple)	2	9.5	
			Street Light - Mark Out	5	9.8	
			Street Light - On During Day	2	12.5	
	Street Light - Pole Problem		1	0		
	Street Lighting District			19	8.3	
	Department of Public Works			38	5.8	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	6.0	
Inter Municipal Affairs			1	6.0		
Inter Municipal Affairs			1	6.0		
Planning and Building Department	Building Department	Bldg - Application Status	1	1.0		
		Bldg - Illegal Housing	1	50.0		
	Building Department			2	25.5	
Planning and Building Department			2	25.5		
Project Independence	Project Independence	PI - Call Back Request	1	5.0		
		PI - Membership Registration	1	0		
		PI - Program Registration	1	0		
		PI - Taxi Service	14	0		
		PI - Taxi Service Cancellation	1	0		
	Project Independence			18	0.3	
Project Independence			18	0.3		

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days
HERRICKS	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	3	1.0
			SWMA - Garbage Not Picked Up	3	0.3
	Solid Waste Management		6	0.7	
	Solid Waste Management		6	0.7	
HERRICKS				77	3.9
HILLSIDE AVE	Department of Public Works	Highway Department	Hwy - Pothole	1	0
		Highway Department		1	0
	Department of Public Works		1	0	
HILLSIDE AVE				1	0
HNORTH HILLS	Project Independence	Project Independence	PI - Taxi Service	1	0
			Project Independence		1
	Project Independence		1	0	
HNORTH HILLS				1	0
HOLLIS	Community Services	Community Services	CommSvc - Seasonal Programs Registration	1	0
			Community Services		1
	Community Services		1	0	
HOLLIS				1	0
KENSINGTON	Community Services	Community Services	CommSvc - Seasonal Programs Registration	1	0
			Community Services		1
	Community Services		1	0	
	Project Independence	Project Independence	PI - Health and Mental Health	1	0
			PI - Membership Registration	2	0
			PI - Taxi Service	18	0
			PI - Taxi Service Cancellation	1	0
Project Independence		22	0		
Project Independence		22	0		
KENSINGTON				23	0
KINGS POINT	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 - Health and Mental Health	3	0
			PI - Taxi Service	11	0.3
			PI - Taxi Service Cancellation	1	0
Project Independence		15	0.2		
Project Independence		15	0.2		
KINGS POINT				16	0.2
LAKE SUCCESS	Adminstrative Services	Adminstrative Services	Adm Svc - Green Team	1	15.0
			Adminstrative Services		1
	Adminstrative Services		1	15.0	

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
LAKE SUCCESS	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	1	8.0	
		Cat Shelter		1	8.0	
	Department of Public Safety			1	8.0	
	Project Independence	Project Independence	PI - Health and Mental Health	1	0	
			PI - Taxi Service	3	0	
			PI - Taxi Service Cancellation	1	0	
	Project Independence		5	0		
Project Independence			5	0		
LAKE SUCCESS				7	3.3	
LEVITTOWN	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	2.0	
		Animal Shelter		1	2.0	
	Department of Public Safety			1	2.0	
LEVITTOWN				1	2.0	
LINDENHURST	Department of Public Safety	Animal Shelter	Animal Sh - Surrender a dog	1	0	
		Animal Shelter		1	0	
	Department of Public Safety			1	0	
LINDENHURST				1	0	
MANHASSET	Administrative Services	Administrative Services	Adm Svc - From Transfer	2	47.0	
			Adm Svc - Green Team	1	9.0	
		Administrative Services		3	34.3	
	Administrative Services			3	34.3	
	Community Services	Community Services	CommSvc - Seasonal Programs Registration	2	0	
			Community Services		2	0
	Community Services			2	0	
	Department of Public Safety	Animal Shelter	Animal Shelter	Animal Sh - Dog Defecation	2	1.0
				Animal Sh - Sign	1	1.0
		Animal Shelter		3	1.0	
		Cat Shelter	Cat Shelter - Feral Cats	1	0	
		Cat Shelter		1	0	
		Code Enforcement	Code Enforcement	Code - Court	3	5.0
				Code - Garbage	3	9.7
	Code - Miscellaneous			3	28.7	
	Code - Property Maintenance			4	4.8	
	Code - Signs			2	29.0	
Code - Storage and Display	1			8.0		
Code - Tree Removal	1			1.0		
Code Enforcement		17	12.7			
Parking Enforcement	Parking Enforcement	Prkg Enfrc - Commercial Parking	2	8.0		
		Prkg Enfrc - Parking Violations Complaint	6	7.5		
Parking Enforcement		8	7.6			
Department of Public Safety			29	9.7		

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
MANHASSET	Department of Public Works	Highway Department	Hwy - Animal Sign - New Request	1	9.0	
			Hwy - Complaint - Highway Employee / Vehicle	1	0	
			Hwy - Curb Repair	1	0	
			Hwy - From Transfer	1	1.0	
			Hwy - Miscellaneous	3	2.7	
			Hwy - Snow and Ice Control	1	1.0	
			Hwy - Street Sign - Repair / Replace	42	0.6	
			Hwy - Tree Branch / Debris Pickup	2	5.5	
			Hwy - Tree Fallen - Emergency	3	0.3	
			Hwy - Tree Stump Removal	23	0	
		Hwy - Tree Trimming / Removal Inspection	11	2.6		
		Highway Department			89	0.9
		Street Lighting District	Street Lighting District	Street Light - Cycles On / Off	2	8.5
				Street Light - Fixture Problem	4	24.8
				Street Light - Light Out (Single)	20	10.2
	Street Light - Lights Out (Multiple)			5	12.0	
	Street Light - Mark Out			5	6.4	
	Street Light - Misc Problems			1	0	
	Street Light - New Light Request			2	16.5	
	Street Light - On During Day			1	3.0	
	Street Light - Pole Problem	3	9.7			
	Street Lighting District			43	11.1	
	Department of Public Works				132	4.2
	Housing Authority	Housing Authority	Housing Authority	Housing - Appliance	1	7.0
				Housing - Electrical	1	4.0
				Housing - Misc Carpentry	1	3.0
				Housing - Misc SR	1	1.0
				Housing - Plumbing	4	3.5
	Housing Authority			8	3.6	
	Housing Authority				8	3.6
	Parks and Recreation Department	Parks and Recreation Department	Parks and Recreation Department	Park - Miscellaneous	1	0
Parks and Recreation Department				1	0	
Parks and Recreation Department				1	0	
Planning and Building Department	Building Department	Building Department	Bldg - Application Status	1	1.0	
			Bldg - Illegal Housing	1	0	
		Building Department			2	0.5
Planning and Building Department				2	0.5	
Project Independence	Project Independence	Project Independence	PI - Caregiver Support	1	2.0	
			PI - Financial Assistance	4	0	
			PI - Food and Hunger	1	2.0	

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
MANHASSET	Project Independence	Project Independence	PI - Health and Mental Health	8	0	
			PI - Membership Registration	4	0	
			PI - Miscellaneous	7	1.3	
			PI - Taxi Service	87	0.0	
			PI - Taxi Service Cancellation	5	0	
			PI - Transportation/Mobility Mgmt Info	1	0	
	Project Independence			118	0.1	
	Project Independence			118	0.1	
	Solid Waste Management	Sustainability Department	SWMA - Compost	2	1.0	
			SWMA - Rain Barrel	3	3.7	
	Sustainability Department			5	2.6	
	Solid Waste Management			5	2.6	
	Supervisor's Office	Supervisor's Office	SupV - Airplane	2	0	
			SupV - Helicopter	2	0	
			Supervisor's Office			4
Supervisor's Office			4	0		
MANHASSET				304	3.3	
MANHASSET HILLS	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	0	
			Hwy - Tree Stump Removal	2	0	
		Highway Department			3	0
		Street Lighting District	Street Light - Light Out (Single)	2	9.5	
	Street Light - Mark Out		3	15.0		
	Street Light - On During Day		2	2.5		
	Street Lighting District			7	9.9	
Department of Public Works			10	6.9		
MANHASSET HILLS				10	6.9	
MANHASSET HILLS	Department of Public Works	Street Lighting District	Street Light - Light Out (Single)	1	12.0	
		Street Lighting District			1	12.0
Department of Public Works			1	12.0		
MANHASSET HILLS				1	12.0	
MANHASSET	Project Independence	Project Independence	PI - Taxi Service	1	0	
		Project Independence			1	0
	Project Independence			1	0	
MANHASSET				1	0	
MANORHAVEN	Community Services	Community Services	CommSvc - Bus Pickup Cancel	2	0	
			CommSvc - Bus Pickup Schedule	1	1.0	
			CommSvc - Misc SR	1	2.0	
	Community Services			4	0.8	
Community Services			4	0.8		

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
MANORHAVEN	Department of Public Safety	Cat Shelter	Cat Shelter - Feral Cats	1	0	
		Cat Shelter		1	0	
	Department of Public Safety			1	0	
	Project Independence	Project Independence	PI - Call Back Request		1	0
			PI - Health and Mental Health		24	0
			PI - Membership Registration		1	0
			PI - Program Registration		3	0.7
			PI - Taxi Service		22	0
			Project Independence		51	0.0
	Project Independence			51	0.0	
	MANORHAVEN				56	0.1
MANORHAVEN BLVD	Project Independence	Project Independence	PI - Taxi Service	1	0	
		Project Independence		1	0	
	Project Independence			1	0	
MANORHAVEN BLVD				1	0	
MINEOLA	Community Services	Community Services	CommSvc - Bus Pickup Cancel	10	3.3	
			CommSvc - Bus Pickup Schedule	2	0.5	
			CommSvc - Misc SR	1	1.0	
			CommSvc - Seasonal Programs Registration	15	0	
			Community Services		28	1.2
	Community Services			28	1.2	
	Department of Public Safety	Animal Shelter	Animal Sh - Barking Dog	1	7.0	
			Animal Sh - Lost Animal	2	0.5	
			Animal Shelter		3	2.7
	Department of Public Safety			3	2.7	
	Department of Public Works	Highway Department	Hwy - Pothole	1	1.0	
			Highway Department		1	1.0
		Street Lighting District	Street Light - Light Out (Single)	1	0	
			Street Lighting District		1	0
	Department of Public Works			2	0.5	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	2	4.5	
			Inter Municipal Affairs		2	4.5
Inter Municipal Affairs			2	4.5		
Project Independence	Project Independence	PI - Health and Mental Health	3	2.0		
		PI - Household Maintenance	7	1.9		
		PI - Membership Registration	10	0		
		PI - Miscellaneous	3	0.3		
		PI - Program Registration	3	0		
		PI - Taxi Service	94	0		
		PI - Taxi Service Cancellation	3	0		
		PI - Taxi Service Complaint	2	5.0		

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days
MINEOLA	Project Independence	Project Independence	PI - Transportation/Mobility Mgmt Info	2	0
			PI - Volunteer	1	3.0
	Project Independence			128	0.3
	Project Independence			128	0.3
	Supervisor's Office	Supervisor's Office	SupV - Thank You from Constituent	1	0
			Supervisor's Office	1	0
Supervisor's Office			1	0	
MINEOLA				164	0.5
MUNSEY PARK	Department of Public Works	Highway Department	Hwy - Miscellaneous	1	1.0
		Highway Department		1	1.0
		Street Lighting District	Street Light - Light Out (Single)	1	0
	Street Lighting District			1	0
	Department of Public Works			2	0.5
	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
	Planning and Building Department	Building Department	Bldg - From Transfer	1	2.0
			Building Department	1	2.0
Planning and Building Department			1	2.0	
Supervisor's Office	Supervisor's Office	SupV - Helicopter	1	0	
		Supervisor's Office	1	0	
Supervisor's Office			1	0	
MUNSEY PARK				5	1.4
N NEW HYDE PARK	Department of Public Works	Street Lighting District	Street Light - Light Out (Single)	1	38.0
			Street Light - Mark Out	3	6.0
	Street Lighting District			4	14.0
Department of Public Works			4	14.0	
N NEW HYDE PARK				4	14.0
NAYSHORE	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
NAYSHORE				1	1.0
NEW CASSEL	Community Services	Community Services	CommSvc - Bus Pickup Cancel	2	1.5
			CommSvc - Bus Pickup Schedule	1	0
			CommSvc - Seasonal Programs Registration	17	0
	Community Services			20	0.2
	Community Services			20	0.2
	Department of Public Safety	Animal Shelter	Animal Shelter	Animal Sh - Lost Animal	1
Animal Sh - Unleashed - Stray Dog				2	9.5
Animal Shelter			3	6.3	
	Code Enforcement	Code - Commercial Vehicle stored on	6	5.2	

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
NEW CASSEL	Department of Public Safety	Code Enforcement	Residential Property			
			Code - Court	6	1.3	
			Code - Fence	4	13.5	
			Code - Garbage	5	3.6	
			Code - Handicap Parking	1	0	
			Code - Miscellaneous	4	4.2	
			Code - No Plates / Inoperable Vehicle	9	14.7	
			Code - Overgrown Vegetation	1	40.0	
			Code - Property Maintenance	11	11.0	
			Code - Sidewalk Obstruction	1	12.0	
			Code - Signs	1	0	
			Code - Storage and Display	1	5.0	
			Code Enforcement			50
	Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	7.0		
	Parking Enforcement			1	7.0	
	Department of Public Safety			54	8.6	
	Department of Public Works	Highway Department	Highway Department	Hwy - Curb Repair	1	0
				Hwy - Miscellaneous	4	6.8
				Hwy - Pothole	2	2.0
				Hwy - Street Drainage / Flooding	1	0
				Hwy - Street Sign - Repair / Replace	16	0.2
				Hwy - Street Sweeping / Cleaning	3	3.0
				Hwy - Tree Branch / Debris Pickup	5	7.8
				Hwy - Tree Stump Removal	14	0
				Hwy - Tree Trimming / Removal Inspection	3	1.7
		Highway Department			49	1.8
		Street Lighting District	Street Lighting District	Street Lighting District	Street Light - Cycles On / Off	2
Street Light - Light Out (Single)					9	8.6
Street Light - Lights Out (Multiple)					2	9.0
Street Light - On During Day					4	5.5
Street Light - Pole Problem					2	8.0
Street Lighting District			19	8.3		
Department of Public Works			68	3.6		
Housing Authority	Housing Authority	Housing Authority	Housing - Appliance	2	0	
			Housing - High Priority SR	1	0	
			Housing - Misc Carpentry	1	1.0	
			Housing - Misc Construction	1	2.0	
			Housing - Misc SR	1	2.0	
			Housing - Plumbing	3	2.7	
Housing Authority			9	1.4		
Housing Authority			9	1.4		

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
NEW CASSEL	Planning and Building Department	Building Department	Bldg - Application Status	1	1.0	
			Bldg - Certificate Status	1	0	
			Bldg - Illegal Housing	5	0	
	Building Department			7	0.1	
	Planning and Building Department			7	0.1	
	Project Independence	Project Independence	Project Independence	PI - Call Back Request	3	10.3
				PI - Financial Assistance	2	0
				PI - Health and Mental Health	2	9.5
				PI - Household Maintenance	2	21.5
				PI - Membership Registration	1	0
				PI - Miscellaneous	13	1.2
				PI - No Heat emergency (Excl HA)	1	3.0
				PI - Program Registration	11	5.7
				PI - Taxi Service	28	0
				PI - Taxi Service Cancellation	1	0
	Project Independence			64	2.7	
	Project Independence			64	2.7	
	Solid Waste Management	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	3	1.7
				SWMA - Garbage Not Picked Up	1	0
	Solid Waste Management			4	1.2	
	Solid Waste Management			4	1.2	
	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 - Thank You from Constituent	1	0	
			Supervisor's Office			1
Supervisor's Office			2	0		
NEW CASSEL				228	4.0	
NEW CASSELL	Department of Public Works	Highway Department	Hwy - Street Sweeping / Cleaning	1	1.0	
		Highway Department			1	1.0
Department of Public Works			1	1.0		
NEW CASSELL				1	1.0	
NEW CASSEL	Project Independence	Project Independence	PI - Miscellaneous	1	0	
		Project Independence			1	0
Project Independence			1	0		
NEW CASSEL				1	0	
NEW HYDE PARK	Adminstrative Services	Adminstrative Services	Adm Svc - Green Team	1	1.0	
		Adminstrative Services			1	1.0
Adminstrative Services			1	1.0		

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days
NEW HYDE PARK	Community Services	Community Services	CommSvc - Bus Pickup Cancel	3	2.7
			CommSvc - Misc SR	3	2.7
			CommSvc - Seasonal Programs Registration	35	0
		Community Services			41
	Community Services			41	0.4
	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	1	0
			Animal Shelter		1
		Cat Shelter	Cat Shelter - Feral Cats	2	8.0
			Cat Shelter		2
		Code Enforcement	Code - After Hours/Weekend Construction	1	0
			Code - Licensing	1	1.0
			Code - Miscellaneous	1	5.0
			Code - Property Maintenance	1	1.0
			Code - Unlawful Property Use	1	1.0
		Code Enforcement			5
	Department of Public Safety			8	3.0
	Department of Public Works	Highway Department	Hwy - Dead Animal Pickup	1	0
			Hwy - Pothole	2	0
			Hwy - Pothole Filled Without Request	2	0
			Hwy - Street Sign - New Request	1	0
			Hwy - Street Sign - Repair / Replace	23	0
			Hwy - Street Sweeping / Cleaning	1	0
			Hwy - Tree Branch / Debris Pickup	1	1.0
			Hwy - Tree Planting	1	0
			Hwy - Tree Stump Removal	19	0
			Hwy - Tree Trimming / Removal Inspection	3	0
		Highway Department			54
Street Lighting District		Street Light - Cycles On / Off	1	13.0	
		Street Light - Fixture Problem	1	1.0	
		Street Light - Light Out (Single)	9	10.1	
	Street Light - Lights Out (Multiple)	4	8.5		
	Street Light - Mark Out	4	12.0		
	Street Light - Misc Problems	1	0		
Street Lighting District			22	9.0	
Department of Public Works			76	2.6	
Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	6	10.2	
	Inter Municipal Affairs		6	10.2	
Inter Municipal Affairs			6	10.2	

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days
NEW HYDE PARK	Parks and Recreation Department	Parks and Recreation Department	Park - From Transfer	1	1.0
		Parks and Recreation Department		1	1.0
	Parks and Recreation Department			1	1.0
	Planning and Building Department	Building Department	Bldg - Suspect Work Without a Permit	2	17.0
		Building Department		2	17.0
	Planning and Building Department			2	17.0
	Project Independence	Project Independence	PI - Call Back Request	2	0.5
			PI - Caregiver Support	1	8.0
			PI - Health and Mental Health	3	0
			PI - Household Maintenance	2	1.0
			PI - Membership Registration	1	0
			PI - Miscellaneous	2	6.5
			PI - NORC SR	1	0
			PI - No Heat emergency (Excl HA)	1	2.0
			PI - Program Registration	14	1.0
			PI - Taxi Service	44	0
			PI - Taxi Service Cancellation	2	0
	Project Independence			73	0.5
	Project Independence			73	0.5
	Supervisor's Office	Supervisor's Office	SupV - Airplane	2	0
		Supervisor's Office		2	0
Supervisor's Office			2	0	
NEW HYDE PARK				210	1.8
NEW HYDE PRAK	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
NEW HYDE PRAK				1	0
NEW YDE PARK	Department of Public Works	Street Lighting District	Street Light - Light Out (Single)	1	41.0
		Street Lighting District		1	41.0
	Department of Public Works			1	41.0
NEW YDE PARK				1	41.0
NEWHYDE PARK	Department of Public Works	Street Lighting District	Street Light - Lights Out (Multiple)	1	13.0
		Street Lighting District		1	13.0
	Department of Public Works			1	13.0
NEWHYDE PARK				1	13.0
NO NEW HYDE PARK	Adminstrative Services	Adminstrative Services	Adm Svc - Green Team	1	7.0
		Adminstrative Services		1	7.0
	Adminstrative Services			1	7.0

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days		
NO NEW HYDE PARK	Department of Public Safety	Code Enforcement	Code - Court	1	0		
			Code - Sidewalk Obstruction	1	4.0		
			Code - Snow/Ice Removal	1	3.0		
	Code Enforcement			3	2.3		
	Department of Public Safety			3	2.3		
	Department of Public Works	Highway Department	Hwy - Pothole	Hwy - Pothole	1	1.0	
				Hwy - Street Sign - Repair / Replace	1	7.0	
				Hwy - Tree Branch / Debris Pickup	1	3.0	
				Hwy - Tree Stump Removal	3	0	
				Hwy - Tree Trimming / Removal Inspection	1	0	
			Highway Department			7	1.6
			Street Lighting District	Street Light - Light Out (Single)	Street Light - Light Out (Single)	3	8.3
					Street Light - Lights Out (Multiple)	1	35.0
					Street Light - Pole Problem	1	16.0
	Street Lighting District			5	15.2		
	Department of Public Works			12	7.2		
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	OIC - Inter Municipal SR	1	0	
				Inter Municipal Affairs			1
	Inter Municipal Affairs			1	0		
NO NEW HYDE PARK				17	5.9		
NORHT NEW HYDE PARK	Project Independence	Project Independence	PI - Taxi Service	1	0		
			Project Independence			1	0
			Project Independence			1	0
NORHT NEW HYDE PARK				1	0		
NORTH HILLS	Community Services	Community Services	CommSvc - Seasonal Programs Registration	1	0		
			Community Services			1	0
	Community Services			1	0		
	Project Independence	Project Independence	PI - Membership Registration	PI - Membership Registration	2	0	
				PI - Taxi Service	60	0	
				PI - Taxi Service Cancellation	3	0	
			Project Independence			65	0
	Project Independence			65	0		
	Supervisor's Office	Supervisor's Office	SupV - Airplane	SupV - Airplane	1	0	
				Supervisor's Office			1
Supervisor's Office			1	0			
NORTH HILLS				67	0		
NORTH HILLS`	Project Independence	Project Independence	PI - Taxi Service	1	0		
			Project Independence			1	0
			Project Independence			1	0
NORTH HILLS`				1	0		

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
NORTH NEW HYDE PARK	Community Services	Community Services	CommSvc - Bus Pickup Cancel	4	2.5	
			CommSvc - Seasonal Programs Registration	35	0	
		Community Services			39	0.3
	Community Services			39	0.3	
	Department of Public Safety	Animal Shelter	Animal Shelter	Animal Sh - Barking Dog	1	4.0
				Animal Sh - Lost Animal	3	0.7
		Animal Shelter			4	1.5
		Cat Shelter	Cat Shelter	Cat Shelter - Feral Cats	4	2.0
		Cat Shelter			4	2.0
		Code Enforcement	Code Enforcement	Code - After Hours/Weekend Construction	1	0
				Code - Commercial Vehicle stored on Residential Property	2	4.0
				Code - Court	1	3.0
				Code - Garbage	3	11.3
				Code - Licensing	1	1.0
				Code - Miscellaneous	2	2.5
				Code - Property Maintenance	3	2.3
				Code - Signs	1	0
		Code Enforcement			14	4.1
	Parking Enforcement	Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	2.0	
	Parking Enforcement			1	2.0	
	Department of Public Safety			23	3.2	
	Department of Public Works	Highway Department	Highway Department	Hwy - Dead Animal Pickup	3	1.0
				Hwy - Miscellaneous	1	3.0
				Hwy - Pothole	1	0
				Hwy - Street Sign - Repair / Replace	2	1.0
				Hwy - Tree Branch / Debris Pickup	5	1.8
				Hwy - Tree Planting	2	0
Hwy - Tree Stump Removal				72	0	
Hwy - Tree Trimming / Removal Inspection				16	0.9	
Highway Department			102	0.3		
Street Lighting District		Street Lighting District	Street Light - Cycles On / Off	2	8.0	
			Street Light - Fixture Problem	1	2.0	
			Street Light - Light Out (Single)	26	8.8	
			Street Light - Lights Out (Multiple)	7	6.7	
			Street Light - Mark Out	10	10.2	
			Street Light - Misc Problems	2	8.0	
	Street Light - On During Day		2	7.5		
Street Lighting District			50	8.6		
Department of Public Works			152	3.0		

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
NORTH NEW HYDE PARK	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	
	Planning and Building Department	Building Department	Bldg - Application Status		2	1.5
			Bldg - Certificate Status		1	0
			Bldg - Construction Complaint		1	7.0
			Bldg - Suspect Work Without a Permit		3	0
	Building Department			7	1.4	
	Planning and Building Department			7	1.4	
	Project Independence	Project Independence	PI - Caregiver Support		1	5.0
			PI - Health and Mental Health		17	0
			PI - Household Maintenance		2	3.0
			PI - Membership Registration		7	0
			PI - Miscellaneous		1	4.0
			PI - NORC SR		5	0
			PI - Program Registration		12	2.6
			PI - Taxi Service		61	0.0
			PI - Taxi Service Cancellation		3	0
			Project Independence			109
	Project Independence			109	0.4	
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints		1	0
			SWMA - Garbage Not Picked Up		2	0
			Solid Waste Management		3	0
Solid Waste Management			3	0		
Supervisor's Office	311 Call Center	311 - LIPA Power Outage		1	0	
	311 Call Center			1	0	
	Supervisor's Office	SupV - Airplane		1	0	
		SupV - Thank You from Constituent		2	0	
	Supervisor's Office			3	0	
Supervisor's Office			4	0		
NORTH NEW HYDE PARK				339	1.8	
OLD WESTBURY	Project Independence	Project Independence	PI - Membership Registration	1	0	
			PI - Miscellaneous	1	1.0	
		Project Independence		2	0.5	
	Project Independence		2	0.5		
	Solid Waste Management	Sustainability Department	SWMA - Rain Barrel		1	1.0
Sustainability Department		1	1.0			
Solid Waste Management			1	1.0		
OLD WESTBURY				3	0.7	

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days
PLANDOME	Project Independence	Project Independence	PI - Call Back Request	1	14.0
			PI - Taxi Service	1	0
	Project Independence			2	7.0
	Project Independence			2	7.0
PLANDOME				2	7.0
PLANDOME HEIGHT	Department of Public Works	Highway Department	Hwy - Pothole Filled Without Request	1	0
		Highway Department		1	0
	Department of Public Works			1	0
PLANDOME HEIGHT				1	0
PLANDOME HEIGHTS	Department of Public Works	Highway Department	Hwy - Tree Trimming / Removal Inspection	1	0
		Highway Department		1	0
	Department of Public Works			1	0
PLANDOME HEIGHTS				1	0
PLANDOME MANOR	Project Independence	Project Independence	PI - Taxi Service	2	0
			PI - Taxi Service Cancellation	1	0
	Project Independence			3	0
	Project Independence			3	0
PLANDOME MANOR				3	0
PORT NWSHINGTON	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
PORT NWSHINGTON				1	0
PORT WAHINGTON	Community Services	Community Services	CommSvc - Bus Pickup Cancel	1	6.0
		Community Services		1	6.0
	Community Services			1	6.0
PORT WAHINGTON				1	6.0
PORT WASHINGTON	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence			1	0
PORT WASHINGTON				1	0
PORT WASHINGTON	Adminstrative Services	Adminstrative Services	Adm Svc - PW Parking - Broken Meter	4	11.0
		Adminstrative Services		4	11.0
		Adminstrative Services		4	11.0
	Community Services	Community Services	CommSvc - Bus Pickup Cancel	4	1.8
			CommSvc - Bus Pickup Schedule	2	1.0
			CommSvc - From Transfer	1	0
			CommSvc - Misc SR	1	1.0
			CommSvc - Seasonal Programs Registration	2	0
	Community Services			10	1.0
	Community Services			10	1.0
Department of Public	Animal Shelter	Animal Sh - Found Animal	2	0	

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
PORT WASHINGTON	Safety	Animal Shelter	Animal Sh - Menacing or Harrassing Dog	3	3.3	
			Animal Sh - Misc	3	1.3	
			Animal Sh - Sign	1	16.0	
			Animal Sh - Unleashed - Stray Dog	2	0	
		Animal Shelter			11	2.7
		Cat Shelter	Cat Shelter - Feral Cats	5	11.6	
		Cat Shelter			5	11.6
		Code Enforcement	Code - Commercial Vehicle stored on Residential Property	1	15.0	
			Code - Court	1	0	
			Code - Fence	2	2.0	
			Code - Garbage	1	4.0	
			Code - Licensing	2	23.0	
			Code - Miscellaneous	6	15.0	
			Code - Noise	3	2.3	
			Code - Property Maintenance	1	0	
			Code - Sidewalk Obstruction	1	11.0	
			Code - Storage and Display	2	4.5	
			Code - Unlawful Property Use	1	2.0	
	Code - Water Flow / Accumulation		1	0		
	Code Enforcement			22	8.5	
	Parking Enforcement	Prkg Enfrc - Commercial Parking	1	0		
		Prkg Enfrc - Parking Violations Complaint	1	20.0		
	Parking Enforcement			2	10.0	
	Department of Public Safety				40	7.4
	Department of Public Works	Highway Department	Hwy - Abandoned Vehicle	1	14.0	
			Hwy - Catch Basin	2	0	
			Hwy - Complaint - Highway Employee / Vehicle	2	0.5	
			Hwy - Miscellaneous	5	3.4	
			Hwy - Pothole	1	2.0	
			Hwy - Pothole Filled Without Request	11	0	
			Hwy - Street Painting	1	1.0	
			Hwy - Street Sign - New Request	1	0	
			Hwy - Street Sign - Repair / Replace	30	0.8	
			Hwy - Street Sweeping / Cleaning	1	5.0	
			Hwy - Tree Branch / Debris Pickup	2	2.0	
			Hwy - Tree Fallen - Emergency	1	0	
			Hwy - Tree Planting	2	0	
			Hwy - Tree Stump Removal	12	3.0	
			Hwy - Tree Trimming / Removal Inspection	10	14.4	
	Highway Department			82	3.0	

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days
PORT WASHINGTON	Department of Public Works	Street Lighting District	Street Light - Cycles On / Off	1	14.0
			Street Light - Fixture Problem	7	23.3
			Street Light - Light Out (Single)	4	16.8
			Street Light - Lights Out (Multiple)	8	9.5
			Street Light - Mark Out	14	10.9
			Street Light - Misc Problems	2	14.0
			Street Light - On During Day	7	9.4
			Street Light - Pole Problem	1	16.0
	Street Lighting District			44	13.2
	Department of Public Works			126	6.6
	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 - From Transfer	1	6.0
			Park - Miscellaneous	1	1.0
			Parks and Recreation Department		2
	Parks and Recreation Department			2	3.5
	Planning and Building Department	Building Department	Bldg - Construction Complaint	1	0
			Bldg - Retaining Wall	1	4.0
			Bldg - Suspect Work Without a Permit	5	11.0
			Building Department		7
	Planning and Building Department			7	8.4
	Project Independence	Project Independence	PI - Caregiver Support	1	0
			PI - Health and Mental Health	54	0.1
			PI - Household Maintenance	1	0
			PI - Membership Registration	15	0
			PI - Miscellaneous	4	2.8
			PI - Program Registration	4	0.8
			PI - Taxi Service	211	0.0
PI - Taxi Service Cancellation			14	0	
PI - Taxi Service Complaint			1	0	
PI - Transportation/Mobility Mgmt Info			3	1.7	
Project Independence			308	0.1	
Project Independence			308	0.1	
Solid Waste Management	Solid Waste Management	SWMA - From Transfer	1	0	
		Solid Waste Management		1	0
	Sustainability Department	SWMA - Compost	1	1.0	
		SWMA - Rain Barrel	4	5.0	
	Sustainability Department		5	4.2	
Solid Waste Management			6	3.5	

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
PORT WASHINGTON	Supervisor's Office	Supervisor's Office	SupV - Airplane	8	0	
			SupV - Thank You from Constituent	2	0	
	Supervisor's Office			10	0	
	Supervisor's Office			10	0	
PORT WASHINGTON				514	2.5	
PORT WASHINGTON NO	Department of Public Safety	Code Enforcement	Code - Garbage	1	0	
		Code Enforcement		1	0	
	Department of Public Safety			1	0	
PORT WASHINGTON NO				1	0	
PORT WASHINGTON NORTH	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	1	0	
		Animal Shelter		1	0	
	Department of Public Safety			1	0	
	Project Independence	Project Independence	PI - Caregiver Support		1	6.0
			PI - Health and Mental Health		8	0.1
			PI - Membership Registration		1	0
			PI - Program Registration		1	1.0
PI - Taxi Service				26	0	
Project Independence			37	0.2		
Project Independence			37	0.2		
PORT WASHINGTON NORTH				38	0.2	
PORT WASHINGTRON	Project Independence	Project Independence	PI - Program Registration	1	0	
		Project Independence		1	0	
	Project Independence			1	0	
PORT WASHINGTRON				1	0	
PORT WASHINHTON	Project Independence	Project Independence	PI - Taxi Service	1	0	
		Project Independence		1	0	
	Project Independence			1	0	
PORT WASHINHTON				1	0	
PORT WASINGTON	Project Independence	Project Independence	PI - Taxi Service	1	0	
		Project Independence		1	0	
	Project Independence			1	0	
PORT WASINGTON				1	0	
PORTWASHINGTON	Project Independence	Project Independence	PI - Taxi Service	1	0	
		Project Independence		1	0	
	Project Independence			1	0	
PORTWASHINGTON				1	0	

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
PT WASHINGTON	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	6.0	
			Street Light - Pole Problem	1	25.0	
	Street Lighting District		2	15.5		
	Department of Public Works		2	15.5		
PT WASHINGTON				2	15.5	
ROCKY POINT	Human Resources and Finance	Human Resources and Finance	HR - Worker's Compensation	1	1.0	
			Human Resources and Finance		1	1.0
	Human Resources and Finance		1	1.0		
ROCKY POINT				1	1.0	
ROSLYH HEIGHTS	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0	
			Inter Municipal Affairs		1	0
	Inter Municipal Affairs		1	0		
ROSLYH HEIGHTS				1	0	
ROSLYN	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 Shelter	Animal Sh - Barking Dog	1	0
				Animal Sh - Found Animal	1	0
				Animal Shelter		2
	Department of Public Safety		2	0		
	Department of Public Works	Highway Department	Highway Department	Hwy - Manhole Repair	1	2.0
				Hwy - Tree Fallen - Emergency	1	1.0
				Hwy - Tree Stump Removal	1	0
		Highway Department		3	1.0	
		Street Lighting District	Street Lighting District	Street Light - Light Out (Single)	1	2.0
				Street Light - Lights Out (Multiple)	1	40.0
		Street Lighting District		2	21.0	
	Department of Public Works		5	9.0		
	Inter Municipal Affairs	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	2	0
				Inter Municipal Affairs		2
	Inter Municipal Affairs		2	0		
	Parks and Recreation Department	Parks and Recreation Department	Parks and Recreation Department	Park - From Transfer	1	20.0
Parks and Recreation Department				1	20.0	
Parks and Recreation Department		1	20.0			
Planning and Building Department	Planning Department	Planning Department	Planning - Questions needing Answers	1	3.0	
			Planning Department		1	3.0
Planning and Building Department		1	3.0			
Project Independence	Project Independence	Project Independence	PI - Membership Registration	2	0	
			PI - Program Registration	1	0	

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days
ROSLYN	Project Independence	Project Independence	PI - Taxi Service	25	0
			PI - Taxi Service Cancellation	4	0
	Project Independence		32	0	
	Project Independence		32	0	
ROSLYN				44	1.5
ROSLYN ESTATES	Community Services	Community Services	CommSvc - Seasonal Programs Registration	1	0
		Community Services		1	0
	Community Services		1	0	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0
Inter Municipal Affairs		1	0		
Inter Municipal Affairs		1	0		
ROSLYN ESTATES				2	0
ROSLYN HARBOR	Project Independence	Project Independence	PI - Health and Mental Health	2	1.0
			PI - Taxi Service	3	0
			PI - Taxi Service Cancellation	1	0
			PI - Volunteer	1	1.0
	Project Independence		7	0.4	
Project Independence		7	0.4		
ROSLYN HARBOR				7	0.4
ROSLYN HEIGHT	Project Independence	Project Independence	PI - Taxi Service	1	0
		Project Independence		1	0
	Project Independence		1	0	
ROSLYN HEIGHT				1	0
ROSLYN HEIGHTS	Adminstrative Services	Adminstrative Services	Adm Svc - Green Team	2	4.5
		Adminstrative Services		2	4.5
	Adminstrative Services		2	4.5	
	Community Services	Community Services	CommSvc - Seasonal Programs Registration	5	0
		Community Services		5	0
	Community Services		5	0	
	Department of Public Safety	Animal Shelter	Animal Sh - Barking Dog	2	2.0
			Animal Sh - Menacing or Harrassing Dog	1	13.0
	Animal Shelter		3	5.7	
	Cat Shelter	Cat Shelter	Cat Shelter - Feral Cats	4	9.8
		Cat Shelter		4	9.8
Code Enforcement	Code - Court		3	6.7	
	Code - Fence		2	4.5	
	Code - Garbage		2	14.0	
	Code - Litter		2	12.5	
	Code - Miscellaneous		1	20.0	
Code - No Plates / Inoperable Vehicle		1	0		

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
ROSLYN HEIGHTS	Department of Public Safety	Code Enforcement	Code - Property Maintenance	6	3.5	
			Code - Tree Removal	1	12.0	
		Code Enforcement			18	7.5
		Parking Enforcement	Prkg Enfrc - Parking Violations Complaint	1	3.0	
		Parking Enforcement			1	3.0
	Department of Public Safety				26	7.5
	Department of Public Works	Highway Department		Hwy - Miscellaneous	1	0
				Hwy - Pothole	1	0
				Hwy - Sprinkler Damage	1	14.0
				Hwy - Street Sign - Repair / Replace	6	1.0
				Hwy - Street Sweeping / Cleaning	1	5.0
				Hwy - Tree Branch / Debris Pickup	11	4.8
				Hwy - Tree Fallen - Emergency	1	8.0
				Hwy - Tree Planting	2	0
				Hwy - Tree Stump Removal	16	0.4
				Hwy - Tree Trimming / Removal Inspection	4	0
		Highway Department			44	2.1
		Street Lighting District		Street Light - Cable Break	1	35.0
				Street Light - Cycles On / Off	1	1.0
				Street Light - Fixture Problem	2	6.5
				Street Light - Light Out (Single)	8	8.6
				Street Light - Lights Out (Multiple)	5	9.4
				Street Light - Mark Out	18	6.4
				Street Light - On During Day	2	16.0
	Street Light - Pole Problem			1	12.0	
	Street Lighting District			38	8.5	
	Department of Public Works				82	5.1
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	0	
			OIC - Inter Municipal SR	3	3.3	
		Inter Municipal Affairs			4	2.5
	Inter Municipal Affairs				4	2.5
	Planning and Building Department	Building Department		Bldg - Illegal Housing	3	0.7
				Bldg - Inspection Request	1	16.0
				Bldg - Suspect Work Without a Permit	1	0
		Building Department			5	3.6
	Planning and Building Department				5	3.6
	Project Independence	Project Independence		PI - Health and Mental Health	3	0
				PI - Household Maintenance	1	6.0
PI - Membership Registration				5	0	
PI - Miscellaneous				2	0.5	
PI - Program Registration				3	0.3	

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days		
ROSLYN HEIGHTS	Project Independence	Project Independence	PI - Taxi Service	58	0		
			PI - Taxi Service Cancellation	2	0		
			PI - Transportation/Mobility Mgmt Info	2	1.5		
	Project Independence			76	0.1		
	Project Independence			76	0.1		
	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	1	0		
			Solid Waste Management			1	0
			Sustainability Department	SWMA - Long Island Green Homes	1	17.0	
	Sustainability Department			1	17.0		
	Solid Waste Management			2	8.5		
	Supervisor's Office	Supervisor's Office	SupV - Airplane	1	0		
Supervisor's Office			1	0			
Supervisor's Office			1	0			
ROSLYN HEIGHTS				203	3.3		
ROSYN HEIGHTS	Department of Public Works	Street Lighting District	Street Light - Mark Out	1	6.0		
		Street Lighting District			1	6.0	
		Department of Public Works			1	6.0	
ROSYN HEIGHTS				1	6.0		
RUSSELL GARDENS	Project Independence	Project Independence	PI - Taxi Service	2	0		
			PI - Taxi Service Cancellation	2	0		
			Project Independence			4	0
	Project Independence			4	0		
RUSSELL GARDENS				4	0		
SADDLE ROCK	Project Independence	Project Independence	PI - Membership Registration	1	0		
			PI - Taxi Service	4	0		
			Project Independence			5	0
	Project Independence			5	0		
SADDLE ROCK				5	0		
SANDS POINT	Project Independence	Project Independence	PI - Membership Registration	1	0		
			PI - Miscellaneous	1	0		
			PI - Taxi Service	1	0		
	Project Independence			3	0		
Project Independence			3	0			
SANDS POINT				3	0		
SEACLIFF	Community Services	Community Services	CommSvc - Seasonal Programs Registration	1	0		
		Community Services			1	0	
		Community Services			1	0	
SEACLIFF				1	0		

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
SEARINGTOWN	Community Services	Community Services	CommSvc - Seasonal Programs Registration	2	0	
		Community Services		2	0	
	Community Services			2	0	
	Department of Public Safety	Cat Shelter	Cat Shelter	Cat Shelter - Feral Cats	1	0
			Cat Shelter		1	0
		Code Enforcement	Code - Court		1	0
			Code - Garbage		1	7.0
			Code - Litter		1	8.0
			Code - Tree Removal		1	0
	Code Enforcement			4	3.8	
	Department of Public Safety			5	3.0	
	Department of Public Works	Highway Department	Hwy - Miscellaneous		1	0
			Hwy - Pothole		1	2.0
			Hwy - Street Sign - Remove		1	0
			Hwy - Street Sign - Repair / Replace		4	1.8
			Hwy - Street Sweeping / Cleaning		1	6.0
			Hwy - Tree Branch / Debris Pickup		1	2.0
			Hwy - Tree Stump Removal		16	0
			Hwy - Tree Trimming / Removal Inspection		2	7.5
		Highway Department			27	1.2
		Street Lighting District	Street Light - Cycles On / Off		1	18.0
			Street Light - Light Out (Single)		3	9.3
			Street Light - Lights Out (Multiple)		4	4.0
			Street Light - Mark Out		5	5.8
			Street Light - On During Day		2	18.0
	Street Light - Pole Problem			1	0	
	Street Lighting District			16	7.9	
	Department of Public Works			43	3.7	
	Project Independence	Project Independence	PI - Household Maintenance		1	1.0
			PI - Taxi Service		18	0
			PI - Taxi Service Cancellation		4	0
		Project Independence			23	0.0
	Project Independence			23	0.0	
Supervisor's Office	Supervisor's Office	SupV - Airplane		19	0	
		SupV - Thank You from Constituent		1	0	
	Supervisor's Office			20	0	
Supervisor's Office			20	0		
SEARINGTOWN				93	1.9	

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
SEARRINGTOWN	Project Independence	Project Independence	PI - Transportation/Mobility Mgmt Info	1	4.0	
		Project Independence		1	4.0	
	Project Independence			1	4.0	
SEARRINGTOWN				1	4.0	
THOMASTON	Department of Public Works	Highway Department	Hwy - Tree Fallen - Emergency	1	0	
		Highway Department		1	0	
	Department of Public Works			1	0	
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	1.0	
		Inter Municipal Affairs		1	1.0	
	Inter Municipal Affairs			1	1.0	
	Project Independence	Project Independence	PI - Health and Mental Health	8	0	
			PI - Membership Registration	2	0	
			PI - Taxi Service	8	0.1	
			PI - Taxi Service Cancellation	1	0	
PI - Transportation/Mobility Mgmt Info			1	1.0		
Project Independence			20	0.1		
Project Independence			20	0.1		
THOMASTON				22	0.1	
UNIVERSITY GARDENS	Department of Public Works	Highway Department	Hwy - Complaint - Highway Employee / Vehicle	1	4.0	
			Hwy - Street Sign - Repair / Replace	3	2.3	
			Hwy - Street Sweeping / Cleaning	1	1.0	
			Hwy - Tree Branch / Debris Pickup	1	0	
			Hwy - Tree Planting	1	0	
			Hwy - Tree Stump Removal	5	0	
		Highway Department			12	1.0
		Street Lighting District	Street Light - Light Out (Single)	1	0	
			Street Light - Lights Out (Multiple)	4	2.8	
			Street Light - Mark Out	2	5.5	
	Street Light - Misc Problems		1	1.0		
	Street Light - Pole Problem		1	0		
	Street Lighting District			9	2.6	
	Department of Public Works			21	1.7	
	Project Independence	Project Independence	PI - Call Back Request	2	13.0	
PI - Membership Registration			2	0		
PI - Taxi Service			7	0		
PI - Taxi Service Complaint			1	3.0		
Project Independence			12	2.4		
Project Independence			12	2.4		

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days		
UNIVERSITY GARDENS	Solid Waste Management	Solid Waste Management	SWMA - Carting Complaints	1	0		
		Solid Waste Management		1	0		
	Solid Waste Management			1	0		
UNIVERSITY GARDENS				34	1.9		
VALLEY STREAM	Department of Public Safety	Animal Shelter	Animal Sh - Found Animal	1	0		
		Animal Shelter		1	0		
	Department of Public Safety			1	0		
VALLEY STREAM				1	0		
WEST HEMPSTEAD	Project Independence	Project Independence	PI - Miscellaneous	1	0		
		Project Independence		1	0		
	Project Independence			1	0		
WEST HEMPSTEAD				1	0		
WESTBURY	Community Services	Community Services	CommSvc - Bus Pickup Cancel	4	3.8		
			CommSvc - Seasonal Programs Registration	9	0		
		Community Services		13	1.2		
	Community Services		13	1.2			
	Department of Public Safety	Animal Shelter	Animal Shelter	Animal Sh - Found Animal	1	0	
				Animal Sh - Lost Animal	1	0	
				Animal Sh - Surrender a dog	3	0	
				Animal Sh - Unleashed - Stray Dog	2	1.0	
		Animal Shelter		7	0.3		
		Code Enforcement	Code Enforcement	Code Enforcement	Code - Commercial Vehicle stored on Residential Property	1	0
					Code - Garbage	1	0
					Code - Handicap Parking	1	20.0
					Code - Miscellaneous	1	3.0
					Code - Noise	1	2.0
	Code - Property Maintenance				1	47.0	
	Code Enforcement				6	12.0	
	Parking Enforcement	Parking Enforcement	Parking Enforcement	Prkg Enfrc - Commercial Parking	1	1.0	
				Prkg Enfrc - Parking Violations Complaint	1	1.0	
	Parking Enforcement		2	1.0			
	Department of Public Safety				15	5.1	
	Department of Public Works	Highway Department	Highway Department	Hwy - Miscellaneous	2	4.0	
				Hwy - Pothole	3	3.3	
				Hwy - Street Painting	1	1.0	
Hwy - Street Sign - Repair / Replace				18	1.3		
Hwy - Tree Branch / Debris Pickup				2	4.5		
Hwy - Tree Stump Removal				12	10.0		
Hwy - Tree Trimming / Removal Inspection				2	3.0		
Highway Department				40	4.4		

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days
WESTBURY	Department of Public Works	Street Lighting District	Street Light - Light Out (Single)	6	6.2
			Street Light - Lights Out (Multiple)	1	5.0
			Street Light - Mark Out	1	11.0
			Street Light - Pole Problem	1	5.0
	Street Lighting District			9	6.4
	Department of Public Works			49	4.8
	Human Resources and Finance	Human Resources and Finance	HR - Worker's Compensation	1	2.0
			Human Resources and Finance		1
	Human Resources and Finance			1	2.0
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1	1.0
			OIC - Inter Municipal SR	3	0.3
			Inter Municipal Affairs		4
	Inter Municipal Affairs			4	0.5
	Planning and Building Department	Building Department	Bldg - Construction Complaint	1	11.0
			Bldg - Housing Complaint	2	1.0
			Bldg - Illegal Housing	1	0
			Building Department		4
	Planning and Building Department			4	3.2
	Project Independence	Project Independence	PI - Call Back Request	3	0.3
			PI - Caregiver Support	2	11.0
			PI - Health and Mental Health	5	4.4
			PI - Household Maintenance	2	2.5
			PI - Membership Registration	5	0
			PI - Miscellaneous	3	5.0
			PI - No Heat emergency (Excl HA)	1	1.0
			PI - Program Registration	8	3.9
			PI - Taxi Service	39	0
			PI - Taxi Service Cancellation	5	0
	Project Independence			73	1.3
	Project Independence			73	1.3
	Solid Waste Management	Sustainability Department	SWMA - Compost	1	5.0
Sustainability Department			1	5.0	
Solid Waste Management			1	5.0	
Supervisor's Office	Supervisor's Office	SupV - Thank You from Constituent	2	0	
		Supervisor's Office		2	0
Supervisor's Office			2	0	
WESTBURY				162	2.8

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
WILLISTON PARK	Community Services	Community Services	CommSvc - Bus Pickup Cancel	3	1.3	
			CommSvc - Misc SR	1	8.0	
			CommSvc - Seasonal Programs Registration	14	0	
		Community Services			18	0.7
	Community Services			18	0.7	
	Department of Public Safety	Animal Shelter	Animal Shelter	Animal Sh - Lost Animal	1	0
				Animal Shelter		
		Cat Shelter	Cat Shelter	Cat Shelter - Feral Cats	1	25.0
				Cat Shelter		
		Code Enforcement	Code Enforcement	Code - Court	2	8.0
				Code - Heat / Air Conditioning	1	3.0
				Code - No Plates / Inoperable Vehicle	1	0
				Code - Property Maintenance	1	0
		Code Enforcement			5	3.8
		Department of Public Safety			7	6.3
	Department of Public Works	Highway Department	Highway Department	Hwy - Tree Branch / Debris Pickup	1	16.0
				Hwy - Tree Stump Removal	5	0
		Highway Department			6	2.7
		Street Lighting District	Street Lighting District	Street Light - Mark Out	2	12.5
	Street Lighting District			2	12.5	
	Department of Public Works			8	5.1	
	Inter Municipal Affairs	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0
				Inter Municipal Affairs		
	Inter Municipal Affairs			1	0	
	Planning and Building Department	Building Department	Building Department	Bldg - Housing Complaint	3	2.0
				Building Department		
	Planning and Building Department			3	2.0	
Project Independence	Project Independence	Project Independence	PI - Call Back Request	1	2.0	
			PI - Caregiver Support	1	3.0	
			PI - Household Maintenance	2	1.5	
			PI - Membership Registration	6	0	
			PI - Miscellaneous	2	1.0	
			PI - Program Registration	3	1.3	
			PI - Taxi Service	42	0.0	
			PI - Taxi Service Cancellation	1	0	
			PI - Taxi Service Complaint	1	0	
			PI - Transportation/Mobility Mgmt Info	1	1.0	
Project Independence			60	0.3		
Project Independence			60	0.3		

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days
WILLISTON PARK	Supervisor's Office	Supervisor's Office	SupV - Airplane	1	0
			SupV - Helicopter	2	0
	Supervisor's Office			3	0
	Supervisor's Office			3	0
WILLISTON PARK				100	1.2
albertson	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	6	0
		Highway Department		6	0
	Department of Public Works			6	0
albertson				6	0
carle place	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	6	0
		Highway Department		6	0
	Street Lighting District	Street Light - Light Out (Single)	1	20.0	
		Street Lighting District		1	20.0
Department of Public Works			7	2.9	
carle place				7	2.9
garden city park	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	3	0
			Hwy - Tree Stump Removal	1	0
	Highway Department			4	0
	Department of Public Works			4	0
garden city park				4	0
great neck	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	3	0
		Highway Department		3	0
	Department of Public Works			3	0
	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0
		Inter Municipal Affairs		1	0
Inter Municipal Affairs			1	0	
great neck				4	0
hempstead	Department of Public Safety	Animal Shelter	Animal Sh - Lost Animal	1	0
		Animal Shelter		1	0
	Department of Public Safety			1	0
hempstead				1	0
herricks	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	2	0
		Highway Department		2	0
	Department of Public Works			2	0
herricks				2	0
manhasset	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	15	1.3
			Hwy - Tree Fallen - Emergency	1	1.0
	Highway Department			16	1.3
	Department of Public Works			16	1.3

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days
manhasset	Project Independence	Project Independence	PI - Membership Registration	1	0
			PI - Taxi Service	1	0
	Project Independence		2	0	
	Project Independence		2	0	
manhasset				18	1.2
mineola	Project Independence	Project Independence	PI - Taxi Service	1	0
			Project Independence		1
	Project Independence		1	0	
mineola				1	0
new cassel	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	3	0
		Highway Department		3	0
	Department of Public Works		3	0	
new cassel				3	0
new cassel	Department of Public Works	Highway Department	Hwy - Tree Stump Removal	1	0
			Hwy - Tree Trimming / Removal Inspection	1	0
	Highway Department		2	0	
	Department of Public Works		2	0	
new cassel				2	0
new cassel	Department of Public Works	Highway Department	Hwy - Tree Stump Removal	1	0
			Highway Department		1
	Department of Public Works		1	0	
new cassel				1	0
port washington	Department of Public Safety	Animal Shelter	Animal Sh - Menacing or Harrassing Dog	1	6.0
		Animal Shelter		1	6.0
	Department of Public Safety		1	6.0	
	Department of Public Works	Highway Department	Hwy - Pothole	2	12.0
			Hwy - Pothole Filled Without Request	4	0
Hwy - Street Sign - Repair / Replace			15	0.1	
Highway Department		21	1.2		
Department of Public Works		21	1.2		
port washington				22	1.4
port washington	Department of Public Works	Highway Department	Hwy - Pothole Filled Without Request	1	0
			Highway Department		1
	Department of Public Works		1	0	
port washington				1	0
roslyn	Inter Municipal Affairs	Inter Municipal Affairs	OIC - Inter Municipal SR	1	0
			Inter Municipal Affairs		1
	Inter Municipal Affairs		1	0	
roslyn				1	0

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
roslyn heights	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	0	
		Highway Department		1	0	
		Street Lighting District	Street Light - Cycles On / Off	1	6.0	
		Street Lighting District		1	6.0	
Department of Public Works				2	3.0	
roslyn heights				2	3.0	
westbury	Department of Public Works	Highway Department	Hwy - Street Sign - Repair / Replace	1	0	
		Highway Department		1	0	
		Department of Public Works		1	0	
westbury				1	0	
	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 - Call Back		3	0.7
			Animal Sh - Dog Adoption		24	0
			Animal Sh - Found Animal		1	1.0
			Animal Sh - Lost Animal		1	1.0
			Animal Sh - Misc		1	0
		Animal Shelter		30	0.1	
		Cat Shelter	Cat Shelter - Call Back	17	5.3	
		Cat Shelter		17	5.3	
		Code Enforcement	Code - Call Back Request		56	2.1
			Code - From Transfer		1	0
	Code - Property Violations Search			165	7.6	
	Code Enforcement		222	6.1		
	Parking Enforcement	Prkg Enfrc - Call Back Request	4	3.2		
	Parking Enforcement		4	3.2		
	Department of Public Safety				273	5.4
	Department of Public Works	Highway Department	Hwy - Call Back Request		19	3.5
			Hwy - Informational		1	0
			Hwy - Miscellaneous		2	1.0
			Hwy - Permits / Road Opening Application Request		3	0
Hwy - Street Sweeping / Cleaning				1	1.0	
Hwy - Sump				1	1.0	
Hwy - Tree Stump Removal				1	0	
Highway Department			28	2.5		

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days	
	Department of Public Works	Street Lighting District	Street Light - Light Out (Single)	2	5.5	
			Street Light - Lights Out (Multiple)	1	11.0	
			Street Light - Mark Out	1	8.0	
		Street Lighting District			4	7.5
	Department of Public Works				32	3.1
	Human Resources and Finance	Human Resources and Finance	HR - Call Back Request	8	0	
			HR - Medical and Insurance Benefits	4	1.0	
			HR - Personnel and Employment	1	1.0	
		Human Resources and Finance			13	0.4
	Human Resources and Finance				13	0.4
	Parks and Recreation Department	Parks and Recreation Department	Park - Call Back Request	2	0	
			Park - Park Facilities Maintenance	7	1.7	
			Park - Park Permit Application Request	7	0	
		Parks and Recreation Department			16	0.8
	Parks and Recreation Department				16	0.8
	Planning and Building Department	Board of Zoning Appeals	BZA - Questions needing Answers	3	3.3	
			Board of Zoning Appeals			3
		Building Department	Bldg - Call Back	15	2.3	
			Bldg - General Question Needs Answers	87	16.4	
			Bldg - Permit Question Needs Answers	5	2.8	
			Bldg - Suspect Work Without a Permit	1	0	
		Building Department			108	13.6
		Planning Department	Planning - Call Back Request	1	8.0	
	Planning Department			1	8.0	
	Planning and Building Department				112	13.3
	Project Independence	Project Independence	PI - Call Back Request	2	0	
			PI - Miscellaneous	1	0	
PI - Taxi Service			4	0		
Project Independence			7	0		
Project Independence				7	0	
Receiver of Taxes	Receiver of Taxes	Tax - Call Back Request	1	0		
	Receiver of Taxes			1	0	
Receiver of Taxes				1	0	
Solid Waste Management	Solid Waste Management	SWMA - Call Back	14	1.6		
		Solid Waste Management			14	1.6
Solid Waste Management				14	1.6	
Supervisor's Office	311 Call Center	311 - SR Constituent Follow-up	73	0		
	311 Call Center			73	0	
Supervisor's Office				73	0	
Town Clerk	Town Clerk	Town Clerk - Birth Certificate	219	0		
		Town Clerk - Contracts & Bids	3	0		

Town of North Hempstead Service Requests via 311 - by Community

January 2013

City	Department Description	Group Description	Type Description	Count	Response Days
	Town Clerk	Town Clerk	Town Clerk - Death Certificate	105	0
			Town Clerk - Dog License	44	0
			Town Clerk - Domestic Partnership	2	0
			Town Clerk - Filming Permit	3	0
			Town Clerk - Fishing License	1	0
			Town Clerk - Hunting License	1	0
			Town Clerk - Landscaping License	3	0
			Town Clerk - Liquor License	2	0
			Town Clerk - Marriage Certificate	47	0
			Town Clerk - Marriage License	55	0
			Town Clerk - Miscellaneous	49	0
			Town Clerk - Parking Restrictions Removal Request	3	0
			Town Clerk - Peddler License	3	0
			Town Clerk - Secondhand Dealer License	2	0
			Town Clerk - Solid Waste Management License	10	0
			Town Clerk - Taxi and Limousine License	11	0
			Town Clerk - Tow Truck License	4	0
			Town Clerk - Waterways	1	0
		Town Clerk		568	0
	Town Clerk			568	0
				1,110	2.8
Summary				5,376	2.3