

Town of North Hempstead Service Requests via 311

November 2005 thru December 2013

Department Description	Group Description	Type Description	Count
Adminstrative Services	Adminstrative Services	Adm Svc - Critter Corner - Geese Nest	31
		Adm Svc - Critter Corner - Pigeons	14
		Adm Svc - From Transfer	20
		Adm Svc - Green Team	551
		Adm Svc - PW Parking - Broken Meter	108
		Adm Svc - PW Parking - Lot Condition	8
		Adminstrative Services	732
Adminstrative Services			732
Community Services	Community Services	CommSvc - Bus Booking for Group	41
		CommSvc - Bus Depot Informational	1,098
		CommSvc - Bus Pickup Cancel	2,258
		CommSvc - Bus Pickup Schedule	1,243
		CommSvc - Educational Program	37
		CommSvc - From Transfer	18
		CommSvc - Informational	2,544
		CommSvc - Misc SR	267
		CommSvc - Seasonal Programs Registration	2,308
		CommSvc - Senior Card Application	182
		CommSvc - Volunteering for General Programs	7
Community Services			10,003
Community Services			10,003
Department of Public Safety	Animal Shelter	AS - Barking Dog (Del)	1
		AS - Dead or Injured Dog Pickup (Del)	1
		AS - Dog Nuisance (Del)	1
		AS - Found Dog Info Only SR	1
		AS - Found Dog Pickup (Del)	1
		AS - Lost Animal Info SR (Del)	4
		Animal Sh - Appearance Ticket	34
		Animal Sh - Barking Dog	364
		Animal Sh - Call Back	57
		Animal Sh - Dead Dog Pickup	32
		Animal Sh - Dog Abuse Info Only SR	1
		Animal Sh - Dog Adoption	4,743
		Animal Sh - Dog Defecation	192
		Animal Sh - Found Animal	645
		Animal Sh - Found Dog Pickup	6
		Animal Sh - Informational Request	9,970
		Animal Sh - Injured Dog	15
		Animal Sh - Lost Animal	1,253
		Animal Sh - Menacing or Harrassing Dog	258
		Animal Sh - Misc	224
		Animal Sh - Sign	82

Town of North Hempstead Service Requests via 311

November 2005 thru December 2013

Department Description	Group Description	Type Description	Count
Department of Public Safety	Animal Shelter	Animal Sh - Surrender a dog	227
		Animal Sh - Unleashed - Stray Dog	509
	Animal Shelter		18,621
	Cat Shelter	Cat Shelter - Call Back	680
		Cat Shelter - Feral Cats	1,581
		Cat Shelter - From Transfer	3
		Cat Shelter - Informational	367
	Cat Shelter		2,631
	Code Enforcement	Code - After Hours/Weekend Construction	179
		Code - Animal (except Dog / Cat / Wild life)	66
		Code - BZA Noncompliance	8
		Code - Basketball Stanchion	115
		Code - Boat	76
		Code - Boating Miscellaneous	5
		Code - Building Permit	227
		Code - Call Back Request	3,439
		Code - Commercial Vehicle stored in Residential Property	554
		Code - Commercial Vehicle stored on Residential Property	267
		Code - Commerical Garbage Container	23
		Code - Court	2,215
		Code - Court Renew (deleted)	7
		Code - Dock Inspection	20
		Code - Drop Off Bin	80
		Code - Dumpster	175
		Code - Dust	18
		Code - Fence	776
		Code - From Transfer	91
		Code - Garbage	1,452
		Code - Graffiti	260
		Code - Handicap Parking	28
		Code - Heat / Air Conditioning	18
		Code - Informational	769
		Code - Leaves Accumulation	137
Code - Licensing		166	
Code - Lights		78	
Code - Litter		473	
Code - Miscellaneous		2,265	
Code - No Plates / Inoperable Vehicle		1,145	
Code - Noise		704	
Code - Odor	205		
Code - Overgrown Vegetation	2,115		
Code - Property Maintenance	2,254		

Town of North Hempstead Service Requests via 311

November 2005 thru December 2013

Department Description	Group Description	Type Description	Count
Department of Public Safety	Code Enforcement	Code - Property Violations Search	10,956
		Code - Reckless Boating	4
		Code - Sidewalk Obstruction	519
		Code - Signs	1,310
		Code - Smoke	18
		Code - Snow/Ice Removal	778
		Code - Storage and Display	167
		Code - Tree Removal	176
		Code - Unlawful Property Use	650
		Code - Water Flow / Accumulation	251
	Code Enforcement		35,239
	Parking Enforcement	Parking District - Port Washington	102
		Parking District - Roslyn	13
		Prkg Enfrc - Call Back Request	129
		Prkg Enfrc - Commercial Parking	246
		Prkg Enfrc - From Transfer	34
		Prkg Enfrc - Informational	771
		Prkg Enfrc - Parking Violations Complaint	1,332
	Parking Enforcement		2,627
	Security Division	Security - Park Noise	6
	Security Division		6
	Department of Public Safety		
Department of Public Works	Department of Public Works	DPW - Mill Pond Project	36
		DPW - Prospect Ave Project	12
		DPW - Road Project	137
	Department of Public Works		185
	Highway Department	Hwy - Abandoned Vehicle	221
		Hwy - Animal Sign - New Request	55
		Hwy - Basketball Stanchion	87
		Hwy - Bee's Nest Removal	136
		Hwy - Call Back Request	1,282
		Hwy - Catch Basin	991
		Hwy - Cemetery Maintenance	40
		Hwy - Complaint - Highway Employee / Vehicle	342
		Hwy - Curb Repair	1,359
		Hwy - Dead Animal Pickup	1,196
		Hwy - Dead End Guard Rail	24
		Hwy - From Transfer	104
		Hwy - Grass Cut / Mow	1,425
		Hwy - Informational	3,678
		Hwy - Manhole Repair	179
		Hwy - Miscellaneous	3,813

Town of North Hempstead Service Requests via 311

November 2005 thru December 2013

Department Description	Group Description	Type Description	Count	
Department of Public Works	Highway Department	Hwy - Permits / Road Opening Application Request	519	
		Hwy - Plow Damage	110	
		Hwy - Pothole	3,898	
		Hwy - Pothole Filled Without Request	2,414	
		Hwy - Shopping Cart	124	
		Hwy - Snow and Ice Control	2,302	
		Hwy - Sprinkler Damage	67	
		Hwy - Street Drainage / Flooding	1,889	
		Hwy - Street Painting	1,849	
		Hwy - Street Repaving Project	45	
		Hwy - Street Sign - New Request	631	
		Hwy - Street Sign - Remove	114	
		Hwy - Street Sign - Repair / Replace	7,799	
		Hwy - Street Sweeping / Cleaning	1,783	
		Hwy - Sump	32	
		Hwy - Traffic Signal	1	
		Hwy - Tree Branch / Debris Pickup	4,345	
		Hwy - Tree Fallen - Emergency	2,766	
		Hwy - Tree Planting	3,354	
		Hwy - Tree Removal Objection	124	
		Hwy - Tree Stump Removal	4,547	
	Hwy - Tree Trimming / Removal Inspection	12,775		
	Highway Department			66,420
	Street Lighting District	Street Light - Cable Break	Street Light - Cable Break	113
			Street Light - Cycles On / Off	1,428
			Street Light - Fixture Problem	905
			Street Light - From Transfer	14
			Street Light - Light Out (Single)	10,777
			Street Light - Lights Out (Multiple)	3,678
			Street Light - Mark Out	9,441
			Street Light - Misc Problems	533
			Street Light - New Light Request	48
			Street Light - On During Day	3,103
Street Light - Pole Problem			627	
Street Light - Service Complaint			1	
Street Lighting District			30,668	
Department of Public Works			97,273	
Housing Authority	Housing Authority	Housing - Appliance	260	
		Housing - Electrical	307	
		Housing - High Priority SR	227	
		Housing - Misc Carpentry	236	
		Housing - Misc Construction	97	

Town of North Hempstead Service Requests via 311

November 2005 thru December 2013

Department Description	Group Description	Type Description	Count
Housing Authority	Housing Authority	Housing - Misc Exterior	92
		Housing - Misc SR	401
		Housing - Pest Control	84
		Housing - Plumbing	668
	Housing Authority		2,372
Housing Authority			2,372
Human Resources and Finance	Human Resources and Finance	HR - ADA Compliance	15
		HR - Call Back Request	287
		HR - Informatiional	1
		HR - Medical and Insurance Benefits	143
		HR - Misc SR	58
		HR - Nova Time	135
		HR - Personnel and Employment	101
		HR - Training	1
		HR - Worker Compensation	2
		HR - Worker's Compensation	17
		HR - Workman Compensation	1
	Human Resources and Finance		761
Human Resources and Finance			761
Information Technology	Information Technology	IT - Address Problem in CSR	168
	Information Technology		168
Information Technology			168
Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	722
		OIC - Informational	1,636
		OIC - Inter Municipal SR	3,679
	Inter Municipal Affairs		6,037
Inter Municipal Affairs			6,037
Parks and Recreation Department	Parks and Recreation Department	Park - Call Back Request	398
		Park - Directions	615
		Park - Disabled Youth Recreation Program	26
		Park - Event	4,759
		Park - From Transfer	157
		Park - General Complaint	43
		Park - Hours	321
		Park - Informational	12,113
		Park - Informational - NC CommCenter	8
		Park - Informational - Tully Pool	5,495
		Park - Miscellaneous	471
		Park - Park Facilities Maintenance	1,047
		Park - Park Lights	29
		Park - Park Permit Application Request	1,665
		Park - Park and Recreation Literature Request	150

Town of North Hempstead Service Requests via 311

November 2005 thru December 2013

Department Description	Group Description	Type Description	Count
Parks and Recreation Department	Parks and Recreation Department	Park - School Principal RSVP	4
		Park - Service Cancellation	6
		Park - Theater Ticket Purchase	37
	Parks and Recreation Department		27,344
Parks and Recreation Department			27,344
Planning and Building Department	Board of Zoning Appeals	BZA - Board of Zoning and Appeals Informational	503
		BZA - Filing for an Appeal	11
		BZA - Questions needing Answers	170
		BZA - Request for a Zoning file	6
		BZA - Zoning Parcel	4
	Board of Zoning Appeals		694
	Building Department	Bldg - Application Escalation (Not in Use)	1
		Bldg - Application Status	3,647
		Bldg - Call Back	268
		Bldg - Call Back Request (Not in Use)	80
		Bldg - Certificate Status	659
		Bldg - Construction Complaint	967
		Bldg - Employee Complaint	123
		Bldg - From Transfer	158
		Bldg - General Question Needs Answers	5,560
		Bldg - Housing Complaint	64
		Bldg - Illegal Housing	1,970
		Bldg - Informational Request	46,895
		Bldg - Inspection Request	383
		Bldg - Inspection Request for Town Clerk	1
		Bldg - Miscellaneous (Not in Use)	286
		Bldg - New/Change of Address	4
		Bldg - News Informational (Not in Use)	1
		Bldg - Oversize Building (Not in Use)	14
		Bldg - Permit Info Request (Not in Use)	339
Bldg - Permit Question Needs Answers	1,112		
Bldg - Retaining Wall	101		
Bldg - Suspect Work Without a Permit	1,688		
Building Department		64,321	
Planning Department	Planning - Call Back Request	156	
	Planning - Claims for Consultants/Vendors	1	
	Planning - From Transfer	6	
	Planning - Informational	362	
	Planning - Questions needing Answers	159	
	Planning - Request for Flood Map	4	

Town of North Hempstead Service Requests via 311

November 2005 thru December 2013

Department Description	Group Description	Type Description	Count
Planning and Building Department	Planning Department	Planning - Scheduling for a Planner	9
		Planning - Subdivision of Land	6
	Planning Department		703
Planning and Building Department			65,718
Project Independence	Project Independence	311 - Nassau Helicopter	3
		PI - Aging In Place Conference RSVP	455
		PI - Call Back Request	850
		PI - Caregiver Support	485
		PI - Financial Assistance	230
		PI - Flu Shot Registration	871
		PI - Food and Hunger	122
		PI - From Transfer	6
		PI - Health and Mental Health	5,400
		PI - Household Maintenance	914
		PI - Informational	2,537
		PI - Membership Registration	7,402
		PI - Miscellaneous	4,104
		PI - NORC SR	701
		PI - No Heat emergency (Excl HA)	32
		PI - No Heat emergency (Excl Housing Authority)	1
		PI - Program Registration	1,994
		PI - Registration	66
		PI - SHARP Program	78
		PI - Snow Removal	23
		PI - Taxi / Transportation Informational	2,357
		PI - Taxi Service	44,123
		PI - Taxi Service Cancellation	3,231
		PI - Taxi Service Complaint	511
		PI - Taxi for Food Shopping	5,940
		PI - Taxi for Food Shopping Cancellation	420
		PI - Taxi for Medical Appointment	5,554
		PI - Taxi for Medical Cancellation	563
		PI - Transportation/Mobility Mgmt Info	672
		PI - Volunteer	73
PI - Volunteering for Senior Programs	32		
Project Independence		89,750	
Project Independence			89,750
Receiver of Taxes	Receiver of Taxes	Tax - Bank / Financial	4
		Tax - Call Back Request	108
		Tax - Duplicate Bill or Receipt	198
		Tax - Informational	37,482
		Tax - Property Assessment Workshop	355

Town of North Hempstead Service Requests via 311

November 2005 thru December 2013

Department Description	Group Description	Type Description	Count	
Receiver of Taxes	Receiver of Taxes	Tax - Reduction to Assessment	3	
		Tax - Tax Bill Change	341	
		Tax - Title Company	15	
	Receiver of Taxes		38,506	
Receiver of Taxes			38,506	
Solid Waste Management	Solid Waste Management	SWMA - Call Back	1,132	
		SWMA - Carting Complaints	683	
		SWMA - Compost SR	722	
		SWMA - Container without License / Permit	28	
		SWMA - E-Waste	1,328	
		SWMA - Employee Complaint	2	
		SWMA - From Transfer	44	
		SWMA - Garbage Not Picked Up	768	
		SWMA - Informational	13,567	
		SWMA - Landfill on Fire	2	
		SWMA - Long Island Green Homes	46	
		SWMA - Lost Property	4	
		SWMA - Recycling Informational	790	
		SWMA - Stop Program	3,168	
		SWMA - Strange Odor	5	
	Solid Waste Management		22,289	
	Sustainability Department		SWMA - Compost	478
			SWMA - Compost SR	105
			SWMA - Long Island Green Homes	58
			SWMA - Rain Barrel	558
			SWMA - Recycling / STOP Call Back	47
	Sustainability Department		1,246	
Solid Waste Management			23,535	
Supervisor's Office	311 Call Center	311 - Dropped Call	17,025	
		311 - Hang Up Call	10,736	
		311 - Informational Request	161,228	
		311 - LIPA Power Outage	1,183	
		311 - NYC 311	58,638	
		311 - Parking District Permit Informational	435	
		311 - SR Constituent Follow-up	5,966	
		311 - Street Repaving Schedule Inquiry	109	
		Clerk - Information	16,828	
		Tax - Bill Question	4,820	
		Tax - Complaint	18	
		311 Call Center		276,986
	Supervisor's Office		SupV - ADA Compliance	16
SupV - Airplane			3,212	

Town of North Hempstead Service Requests via 311

November 2005 thru December 2013

Department Description	Group Description	Type Description	Count
Supervisor's Office	Supervisor's Office	SupV - Building Conference RSVP	126
		SupV - Complaint - Other Employee	383
		SupV - Damage Assessment	15
		SupV - Domestic Violence RSVP	10
		SupV - Geese	170
		SupV - Helicopter	7,156
		SupV - Helicopter Nassau	1,694
		SupV - Thank You from Constituent	1,207
		SupV - Townstat Call Back	5
		SupV - Verizon FIOS Work Complaint	4
Supervisor's Office			13,998
Supervisor's Office			290,984
Template Group	Template Group	Bldg - Building SR Template	2
	Template Group		2
Template Group			2
Town Clerk	Town Clerk	Town Clerk - Application Notification	1
		Town Clerk - Bingo & Games of Chance	15
		Town Clerk - Birth Certificate	4,369
		Town Clerk - Block Party Application	68
		Town Clerk - Certificate of Existence	2
		Town Clerk - Codebook Supplement	16
		Town Clerk - Contracts & Bids	53
		Town Clerk - Death Certificate	2,169
		Town Clerk - Dog License	1,242
		Town Clerk - Domestic Partnership	81
		Town Clerk - Events and Scheduling	15
		Town Clerk - Filming Permit	56
		Town Clerk - Fishing License	62
		Town Clerk - Going Out of Business	18
		Town Clerk - Hunting License	61
		Town Clerk - Landscaping License	27
		Town Clerk - Liquor License	35
		Town Clerk - Look Good Feel Better RSVP	8
		Town Clerk - Marriage Certificate	1,139
		Town Clerk - Marriage License	1,721
		Town Clerk - Miscellaneous	1,105
		Town Clerk - Parade Application	13
		Town Clerk - Parking (Mary Jane Davies Green)	8
		Town Clerk - Parking Restrictions Removal Request	240
		Town Clerk - Pawnbroker License	6
		Town Clerk - Peddler License	110
		Town Clerk - Secondhand Dealer License	62

Town of North Hempstead Service Requests via 311

November 2005 thru December 2013

Department Description	Group Description	Type Description	Count
Town Clerk	Town Clerk	Town Clerk - Sidewalk Sale	5
		Town Clerk - Solid Waste Management License	116
		Town Clerk - Storage Bins	5
		Town Clerk - Taxi and Limousine License	145
		Town Clerk - Tow Truck License	130
		Town Clerk - Town Board Questions	13
		Town Clerk - Trucking License	1
		Town Clerk - Underground Tank	2
		Town Clerk - Waterways	29
		Town Clerk	
Town Clerk			13,148
Summary			725,457