



TOWN OF North Hempstead

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Doing More... Doing It Better!



Best Practices

Town Reducing Garbage Costs



Protecting Our Environment

School Recycling Partnership Program



Quality of Life

Project Independence



Accessibility

311 Call Center

New Project Independence Program: Medical Transportation for Seniors



With the success of the Project Independence Shopping Transportation Initiative, the Town of North Hempstead will phase in a new non-emergency medical transportation pilot program, beginning April 1, 2010. Through the Town's 311 Call Center, the program will arrange the transport of Town residents, age 60 and older, to their medical, dental and health appointments. Participating seniors can travel anywhere within the Town of North Hempstead and to several destinations outside the Town. Funding for the pilot program will be provided

by a legislative grant from Senator Craig Johnson. Seniors will be charged a small fee for each trip taken.

For more information on the Project Independence Transportation Initiative, please call the Town's 311 Call Center. The Town of North Hempstead is working hard to create innovative programs to better serve our seniors. Please see page 3 for more exciting Project Independence news!

Supervisor Jon Kaiman on State of the Town: Solid Finances, Planning for the Future



Printed below is an excerpt from Supervisor Jon Kaiman's 2010 State of the Town Address. For the entire speech, go to www.northhempsteadny.gov.

The Town of North Hempstead is an American town with people from diverse backgrounds, varied degrees of wealth, different work experiences, old and young, a highly educated and well-informed population.

It is many communities in one: a waterfront community; a region of wealth and prestige; a cosmopolitan neighbor of New York City; a melting pot of vibrant cultures; a haven for the middle class; a wonderful place for seniors to live or retire; a Long Island suburban town filled with people of faith, people with needs, people with hope for the future. And so, today I stand before you recognizing that there are issues of national concern that give perspective to our local existence. The question then is what have we been doing to meet our responsibilities? What are we doing locally to meet the challenges of the day?

In the Town of North Hempstead our finances are solid, even during the hardest of times.

We have maintained our current credit rating, the highest in Town history, and we have avoided layoffs while reducing our work force through attrition. We launched new programs last year, like our pharmaceutical return program, where in two days we collected over nine hundred pounds of unwanted pharmaceuticals that may otherwise have been disposed of improperly or used inappropriately.

We've expanded Project Independence, adding medical and grocery taxi rides portal-to-portal for little or no cost. We are working with the arts community to foster economic development while respecting the power of the arts in helping us on a personal and community level. Our New Cassel revitalization continues to move to conclusion with Prospect Avenue reconstruction beginning and our Platinum LEED Certified Community Center on the verge of going out to bid. Mill Pond, Hempstead Harbor, Manhasset Bay and Manhasset Valley Park will all see improvements. Exciting things lie ahead.

I stand at the helm of an American town. I tell you that this is the moment that we must stand firm and believe that with the morning sun comes a better day. We will succeed; there are better days ahead.

East Williston School District Joins Town's Award-Winning Recycling Program



East Williston is the ninth school district to participate in North Hempstead's School Recycling Partnership Program. With this addition, more than 30,000 students in 47 buildings are now involved. Since the program's inception, participating students have recycled over 456 tons of paper, saving more than 7,752 trees – equal to a small forest!

In December 2009, North Hempstead's School Recycling Partnership Program was awarded the prestigious New York State Environmental Excellence Award. We are proud of our Town's schools and the students and staff who have all pitched in to make North Hempstead's recycling program a great success.



Supervisor
Jon Kaiman



Councilwoman, Dist. 1
Viviana L. Russell



Councilman, Dist. 2
Thomas K. Dwyer



Councilman, Dist. 3
Angelo P. Ferrara



Councilwoman, Dist. 4
Maria C. Poons



Councilwoman, Dist. 5
Lee R. Seeman



Councilman, Dist. 6
Fred L. Pollack



Town Clerk
Leslie Gross

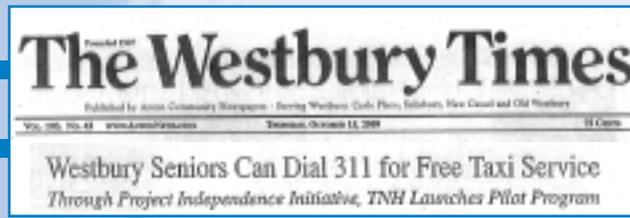


Receiver of Taxes
Charles Berman

Project Independence Expands!



Project Independence, North Hempstead's groundbreaking aging-in-place program, continues to take root across the Town with the recent opening of a satellite office in the Port Washington Senior Center. It's the third such site in a planned network of Townwide locations. With offices in New Hyde Park, Great Neck and now Port Washington, Project Independence plans to expand with new locations in Roslyn and New Cassel. Residents throughout the Town can still access the range of services offered through Project Independence by simply calling 311.



P.I. Senior Shopping Program Goes Townwide!

Following the successful pilot program, free taxi ride services to grocery shopping destinations have been expanded to seniors throughout North Hempstead! Seniors can access the free taxi service on the following days:

- Albertson/Herricks/Manhasset Hills/
Searingtown: **Thursday**
- Great Neck: **Monday and Wednesday**
- Manhasset: **Friday**
- Mineola/Willistons: **Monday**
- New Hyde Park: **Wednesday and Thursday**
- Port Washington: **Monday and Wednesday**
- Roslyn: **Thursday**
- Westbury/Carle Place/
New Cassel: **Wednesday and Friday**

For shopping locations or to schedule your free taxi ride, please dial 311 and connect with a service representative today!

The Buzz: What Seniors Are Saying About P.I.

All of the excerpts below are of non-solicited calls and emails to North Hempstead's 311 Call Center

Jerome Schwartz of Great Neck: *"Through Project Independence, the Town of North Hempstead is not only focusing on senior citizens, but is also touching the lives of their families as well. People around Town are saying North Hempstead has a heart."*

Joan Hubbard of New Hyde Park: *"As you get older you get more limited. The Transportation Initiative is a marvelous idea. I used the service to go to my local shopping center. The drivers are courteous, they help with my groceries and they come on time."*

Henny Fradkin of Port Washington: *"I am very happy with Project Independence services that the Town of North Hempstead is providing to the seniors. I am so lucky to have a chance to be able to speak to Project Independence's social workers and develop a relationship with them."*

Senator Craig Johnson Delivers \$2.4 Million for Mineola and Carle Place Decades of Flooding to be Remediated

Senator Craig Johnson has obtained \$2.4 million for North Hempstead to remediate flood-related problems in Carle Place and Mineola. Nassau County, the Town of North Hempstead and the Village of Mineola will join together in an intermunicipal agreement to utilize the Johnson funding in a unique effort to resolve this community issue.



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Annual WinterFest/Polar Plunge 2010

Join us at North Hempstead Beach Park on March 13 for the annual Polar Plunge. Registration starts at 9:00 a.m. and the Plunge will be at 12:00 noon. The annual Polar Plunge, hosted by the Special Olympics Foundation, is a unique and enjoyable event with fun for all.

- Enjoy the refreshing waters of Hempstead Harbor!
- Swimmers include Supervisor Jon Kaiman, State Senator Craig Johnson and State Assemblywoman Michelle Schimel
- WinterFest features entertainment from radio stations WBAB and WBLL, a Nassau County Police Department static display, a breakfast donated by Panera Bread, children's activities including professional face painting and much more!



Charles Berman Named Interim Receiver of Taxes



Following former Receiver of Taxes Rocco Iannarelli's acceptance of a position with the New York Power Authority, the Town Board appointed Charles Berman as interim receiver of taxes. This marks Mr. Berman's second appointment as interim receiver; the Board appointed him in 2003 to fill in for tax receiver Ann Galante. Berman recently worked in the Nassau County Department of Assessment and had also served as deputy Town Clerk in the Town of Oyster Bay. Mr. Berman brings solid experience and innovative ideas – including the connection of the Receiver's Office to the 311 Call Center.

TownStat

In 2007, the Town of North Hempstead implemented TownStat, a performance measurement system that allows the Town to document all constituent calls coming in and the resulting work performed by Town employees.

Did you know that in 2009:

- 900 pounds of unwanted medication, 98 tons of electronic waste and 456 tons of comingled plastic, glass and paper was collected
- 1500 requests for Project Independence services were made, including free taxi ride inquiries and social worker/nurse appointments
- 1022 potholes were filled 1.2 days faster than in 2008, and 28 miles of road were paved
- 251 tree stumps were removed, 456 curbside trees were planted and 955 curbside trees were trimmed
- 1457 new street signs were installed
- 106 lost dogs were reunited with their owners
- 1020 marriage certificates were issued
- 6099 birth certificates were issued
- 31,044 pounds of litter was collected off our sidewalks

311 Call Center

In 2009, North Hempstead's 311 Call Center received 117,406 service requests, up from 114,256 in 2008. Through 311, each call is logged, tracked to resolution and documented. North Hempstead residents can call 311 to:

- **New!** Connect to Project Independence to schedule free taxi rides to designated locations
- **New!** Quickly obtain tax information from the Receiver of Taxes' Office
- Report a pothole on a Town street
- Have a tree planted on your street
- Report a commercial sign illegally posted on a utility pole
- Report litter on a sidewalk or along a street
- Find out how to sign up for a parks department program
- Find out what time a Town concert starts
- Report a code violation
- Inquire about a building permit
- Report a lost dog
- Report an unshoveled sidewalk
- Find out where to go for a flu shot
- Track down a Town snow plow or street sweeper
- Compliment or complain about a Town employee

