

# **Town of North Hempstead Service Requests Created via 311**

November 2005 (311 program inception) through February 2024

Department Description	Group Description	Type Description	Count
Adminstrative Services	Adminstrative Services	Adm Svc - Critter Corner - Geese Nest	38
		Adm Svc - Critter Corner - Pigeons	14
		Adm Svc - From Transfer	50
		Adm Svc - Green Team	1,031
	Adminstrative Services		1,133
Adminstrative Services			1,133
Community Services	Community Services	CommSvc - Bus Booking for Group	60
		CommSvc - Bus Depot Informational	1,098
		CommSvc - Bus Pickup Cancel	3,051
		CommSvc - Bus Pickup Schedule	1,696
		CommSvc - Educational Program	50
		CommSvc - From Transfer	191
		CommSvc - Informational	2,544
		CommSvc - Misc SR	1,199
		CommSvc - Seasonal Programs Registration	9,650
		CommSvc - Senior Card Application	182
		CommSvc - Volunteering for General Programs	32
	Community Services		19,753
Community Services			19,753
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	41
		Animal Sh - Barking Dog	948
		Animal Sh - Call Back	471
		Animal Sh - Dead Dog Pickup	79
		Animal Sh - Dog Abuse Info Only SR	1
		Animal Sh - Dog Adoption	8,130
		Animal Sh - Dog Bite	175
		Animal Sh - Dog Defecation	403
		Animal Sh - Found Animal	1,537
		Animal Sh - Found Dog Pickup	6
		Animal Sh - Informational Request	9,970
		Animal Sh - Injured Dog	31
		Animal Sh - Lost Animal	2,849
		Animal Sh - Menacing or Harrassing Dog	575
		Animal Sh - Misc	2,130
		Animal Sh - Sign	178
		Animal Sh - Surrender a dog	737

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Department Description	Group Description	Type Description	Count
Department of Public Safety	Animal Shelter	Animal Sh - Unattended Animal in Vehicle	9
		Animal Sh - Unleashed - Stray Dog	1,080
	<b>Animal Shelter</b>		<b>29,359</b>
	Cat Services	Cat Services - Call Back	1,618
		Cat Services - Feral Cats	4,524
		Cat Services - From Transfer	7
		Cat Shelter - Informational	367
	<b>Cat Services</b>		<b>6,516</b>
	Code Enforcement	Code - After Hours/Weekend Construction	1,114
		Code - Animal (except Dog / Cat / Wild life )	210
		Code - BZA Noncompliance	42
		Code - Bamboo	105
		Code - Basketball Stanchion	259
		Code - Boat	126
		Code - Building Permit	275
		Code - Call Back Request	9,368
		Code - Cash for Cars	18
		Code - Commercial Vehicle stored in Residential Property	554
		Code - Commercial Vehicle stored on Residential Property	1,322
		Code - Commerical Garbage Container	60
		Code - Court	4,406
		Code - Court Renew (deleted)	7
		Code - Dock Inspection	74
		Code - Drop Off Bin	179
		Code - Dumpster	401
		Code - Dust	18
		Code - Fence	1,477
		Code - From Transfer	424
		Code - Garbage	3,682
		Code - Gas Powered Leaf Blowers/Outside Allowed Hours	989
		Code - Graffiti	473
		Code - Handicap Parking	183
		Code - Heat / Air Conditioning	34
		Code - Illicit Discharge	140
		Code - Informational	769
		Code - Leaves Accumulation	369
		Code - Licensing	174
		Code - Lights	280
		Code - Litter	749
		Code - Miscellaneous	6,003
		Code - No Plates / Inoperable Vehicle	2,185
		Code - Noise	2,082

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Department Description	Group Description	Type Description	Count	
Department of Public Safety	Code Enforcement	Code - Odor	590	
		Code - Overgrown Vegetation	5,093	
		Code - Property Maintenance	5,422	
		Code - Property Violations Search	21,466	
		Code - Reckless Boating	4	
		Code - Sidewalk Obstruction	1,138	
		Code - Signs	2,292	
		Code - Smoke	61	
		Code - Snow/Ice Removal	2,149	
		Code - Storage and Display	317	
		Code - Tobacco 21	32	
		Code - Tree Removal	467	
		Code - Unlawful Property Use	1,638	
		Code - Unleashed Dog In A Park	36	
		Code - Water Flow / Accumulation	474	
		Code Enforcement		79,730
		Harbor Patrol	Harbor - Boating Miscellaneous	68
	Harbor Patrol		68	
	Parking Enforcement	Parking District - Port Washington	102	
		Parking District - Roslyn	13	
		Prkg Enfrc - Call Back Request	605	
		Prkg Enfrc - Commercial Parking	907	
		Prkg Enfrc - From Transfer	167	
		Prkg Enfrc - Informational	771	
		Prkg Enfrc - Parking Violations Complaint	3,971	
	Parking Enforcement		6,536	
	Port Washington Parking District	Adm Svc - PW Parking - Broken Meter	139	
		Adm Svc - PW Parking - Lot Condition	15	
		Code - PW Parking - Broken Meter	3	
		Code - PW Parking - Lot Condition	1	
		PWPD - Broken Meter	1,048	
		PWPD - Call Back Request	4,182	
		PWPD - Lot Condition	139	
	PWPD - Miscellaneous	221		
	Port Washington Parking District		5,748	
Department of Public Safety			127,957	
Department of Public Works	Department of Public Works	DPW - Capital Projects	4	
		DPW - Mill Pond Project	36	
		DPW - Prospect Ave Project	12	
		DPW - Road Project	533	

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Department Description	Group Description	Type Description	Count
Department of Public Works	Department of Public Works	DPW - Street Repaving Project	319
		DPW - Traffic Constituent Poll	17
	<b>Department of Public Works</b>		<b>921</b>
	Highway Department	Hwy - Abandoned Vehicle	553
		Hwy - Animal Sign - New Request	123
		Hwy - Basketball Stanchion	153
		Hwy - Bee's Nest Removal	396
		Hwy - Call Back Request	4,851
		Hwy - Catch Basin	2,893
		Hwy - Cemetery Maintenance	69
		Hwy - Complaint - Highway Employee / Vehicle	388
		Hwy - Curb Repair	3,162
		Hwy - Dead Animal Pickup	2,741
		Hwy - Dead End Guard Rail	57
		Hwy - From Transfer	390
		Hwy - Grass Cut / Mow	3,801
		Hwy - Informational	4,260
		Hwy - Manhole Repair	452
		Hwy - Miscellaneous	7,980
		Hwy - Permits / Road Opening Application Request	2,023
		Hwy - Plow Damage	305
		Hwy - Pothole	10,318
		Hwy - Pothole Filled Without Request	4,304
		Hwy - Shopping Cart	198
		Hwy - Snow and Ice Control	5,920
		Hwy - Speed Sign	45
		Hwy - Sprinkler Damage	103
		Hwy - Street Drainage / Flooding	2,902
		Hwy - Street Painting	2,689
		Hwy - Street Sign - New Request	1,755
		Hwy - Street Sign - Remove	260
		Hwy - Street Sign - Repair / Replace	18,103
		Hwy - Street Sweeping / Cleaning	4,059
		Hwy - Sump	78
		Hwy - Telephone/Utility Pole	250
		Hwy - Traffic Signal	1
		Hwy - Tree Branch / Debris Pickup	8,859
		Hwy - Tree Fallen - Emergency	3,800
		Hwy - Tree Planting	6,657
		Hwy - Tree Removal Objection	373
		Hwy - Tree Removal Permit on ROW	63

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Department Description	Group Description	Type Description	Count	
Department of Public Works	Highway Department	Hwy - Tree Stump Removal	9,027	
		Hwy - Tree Trimming / Removal Inspection	26,883	
	Highway Department		141,244	
	Sidewalk District	Sidewalk - Sidewalk Repair	5	
	Sidewalk District		5	
	Street Lighting District	Street Light - Cable Break	266	
		Street Light - Cycles On / Off	4,772	
		Street Light - Fixture Problem	1,490	
		Street Light - From Transfer	47	
		Street Light - Lamp Type Changed	2	
		Street Light - Light Out (Single)	26,753	
		Street Light - Lights Out (Multiple)	8,498	
		Street Light - Mark Out	31,058	
		Street Light - Misc Problems	1,527	
		Street Light - New Light Request	145	
		Street Light - On During Day	5,202	
		Street Light - Pole Problem	1,378	
		Street Light - Pole Transfer	14	
		Street Light - Riser Transfer	10	
		Street Light - Service Complaint	33	
		Street Lighting District		81,195
		Department of Public Works		
	Housing Authority	Housing Authority	Housing - Appliance	645
Housing - Electrical			782	
Housing - High Priority SR			790	
Housing - Misc Carpentry			430	
Housing - Misc Construction			145	
Housing - Misc Exterior			154	
Housing - Misc SR			988	
Housing - Pest Control			248	
Housing - Plumbing			1,283	
Housing Authority		5,465		
Housing Authority			5,465	
Human Resources and Finance	Human Resources and Finance	HR - Call Back Request	1,049	
		HR - Informatiional	1	
		HR - Medical and Insurance Benefits	462	
		HR - Misc SR	194	
		HR - Nova Time	135	
		HR - Personnel and Employment	321	
		HR - Training	1	
		HR - Worker Compensation	2	

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Department Description	Group Description	Type Description	Count
Human Resources and Finance	Human Resources and Finance	HR - Worker's Compensation	33
		HR - Workman Compensation	1
	Human Resources and Finance		2,199
Human Resources and Finance			2,199
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	3,204
		OIC - Informational	1,636
		OIC - Inter Municipal SR	15,707
	Inter Municipal Affairs		20,547
Inter Municipal Affairs			20,547
Parks and Recreation Department	Parks and Recreation Department	Park - Call Back Request	4,014
		Park - Directions	615
		Park - Disabled Youth Recreation Program	87
		Park - Event	4,759
		Park - From Transfer	409
		Park - General Complaint	1,092
		Park - Hours	321
		Park - Informational	12,113
		Park - Informational - NC CommCenter	8
		Park - Informational - Tully Pool	5,495
		Park - Miscellaneous	1,417
		Park - Park Facilities Maintenance	2,979
		Park - Park Lights	117
		Park - Park Maintenance Projects	62
		Park - Park Permit Application Request	5,130
		Park - Park and Recreation Literature Request	228
		Park - Service Cancellation	15
		Park - Theater Ticket Purchase	51
		Park - Tobias Harris Basketball Camp	77
		Park - Upcycled Kids Crafts	595
		Security - Park Issue	70
	Parks and Recreation Department		39,654
Parks and Recreation Department			39,654
Planning and Building Department	Board of Zoning Appeals	BZA - Board of Zoning and Appeals Informational	503
		BZA - Filing for an Appeal	28
		BZA - Questions needing Answers	1,039
		BZA - Request for a Zoning file	15
		BZA - Zoning Parcel	5
	Board of Zoning Appeals		1,590
Building Department	Bldg - ADA Compliance	55	

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Department Description	Group Description	Type Description	Count		
Planning and Building Department	Building Department	Bldg - Abandoned Property	200		
		Bldg - Applicant Advocate Request	1,211		
		Bldg - Application Escalation (Not in Use)	1		
		Bldg - Application Status	5,032		
		Bldg - Call Back	632		
		Bldg - Call Back Request (Not in Use)	80		
		Bldg - Certificate Status	848		
		Bldg - Construction Complaint	2,449		
		Bldg - Educational Series RSVP	111		
		Bldg - Employee Complaint	139		
		Bldg - Flood Plain Management	10		
		Bldg - From Transfer	1,031		
		Bldg - General Question Needs Answers	32,487		
		Bldg - Housing Complaint	403		
		Bldg - Illegal Housing	4,358		
		Bldg - Informational Request	46,895		
		Bldg - Inspection Request	800		
		Bldg - Inspection Request for Town Clerk	1		
		Bldg - Miscellaneous	903		
		Bldg - Miscellaneous (Not in Use)	286		
		Bldg - New/Change of Address	13		
		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	3,411		
		Bldg - Retaining Wall	255		
		Bldg - Suspect Work Without a Permit	4,724		
		Bldg - Unable to Reach Inspector	530		
		Bldg - Unsafe Structure	42		
		Bldg - Zoning Question Needs Answers	989		
		Building Department		108,250	
		Planning Department	Planning - Call Back Request	Planning - Call Back Request	461
				Planning - Claims for Consultants/Vendors	2
	Planning - From Transfer			13	
	Planning - Informational			362	
	Planning - Questions needing Answers			455	
	Planning - Request for Flood Map			7	
	Planning - Scheduling for a Planner			12	
	Planning - Subdivision of Land			37	
	Planning Department		1,349		
Planning and Building Department			111,189		
Project Independence	Project Independence	PI - Aging In Place Conference RSVP	1,597		

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Department Description	Group Description	Type Description	Count
Project Independence	Project Independence	PI - Call Back Request	6,310
		PI - Cancellation	391
		PI - Caregiver Support	1,622
		PI - Disability Transportation Registration	134
		PI - Disabled Taxi Service	701
		PI - Exercise Program Registration	6,697
		PI - Financial Assistance	516
		PI - Flu Shot Registration	2,682
		PI - Food and Hunger	385
		PI - From Transfer	11
		PI - Health Chat/Event Registration	5,568
		PI - Health and Mental Health	41,127
		PI - Household Maintenance	3,267
		PI - Informational	2,537
		PI - Miscellaneous	10,671
		PI - NORC SR	843
		PI - No Heat emergency (Excl HA)	32
		PI - No Heat emergency (Excl Housing Authority)	37
		PI - Non TONH Resident	1
		PI - Program Registration	2,926
		PI - Registration	66
		PI - SHARP Program	78
		PI - Senior Membership Registration	17,000
		PI - Snow Removal	23
		PI - Support Group Registration	929
		PI - Taxi / Transportation Informational	2,357
		PI - Taxi Service	210,759
		PI - Taxi Service Cancellation	14,380
		PI - Taxi Service Complaint	1,414
		PI - Taxi Service No Show	12
		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	3,699
		PI - Veterans Services	462
		PI - Volunteer	398
		PI - Volunteering for Senior Programs	32
		zz location test	5
	Project Independence		352,146
Project Independence		352,146	
Receiver of Taxes	Receiver of Taxes	Tax - Bank / Financial	6



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Department Description	Group Description	Type Description	Count
Receiver of Taxes	Receiver of Taxes	Tax - Call Back Request	558
		Tax - Duplicate Bill or Receipt	7,673
		Tax - Informational	37,482
		Tax - Property Assessment Workshop	355
		Tax - Reduction to Assessment	4
		Tax - Tax Bill Change	344
		Tax - Title Company	16
	Receiver of Taxes		46,438
Receiver of Taxes			46,438
Solid Waste Management	Solid Waste Management	SWMA - Call Back	3,825
		SWMA - Carting Complaints	2,218
		SWMA - Container without License / Permit	357
		SWMA - E-Waste	1,328
		SWMA - Employee Complaint	2
		SWMA - From Transfer	139
		SWMA - Garbage Not Picked Up	3,363
		SWMA - Informational	13,567
		SWMA - Landfill on Fire	2
		SWMA - Lost Property	15
		SWMA - Recycling / STOP Call Back	866
		SWMA - Recycling Decal Request	2,564
		SWMA - Request for Public Trash Can	71
		SWMA - Stop Program	3,168
		SWMA - Strange Odor	5
		Solid Waste Management	
	Sustainability Department	Sust - Call Back	132
		Sust - Compost	1,878
		Sust - Environmental Education	18
		Sust - Home Sustainability Workshops	135
		Sust - Long Island Green Homes	155
		Sust - Native Plant Gardening	162
		Sust - Rain Barrel	918
		Sust - Solarize Event Registration	29
		Sust - Solarize North Hempstead	21
		Sust - Sustainable Yard Care	88
	Sustainability Department		3,536
Solid Waste Management			35,026
Supervisor's Office	311 Call Center	311 - Dropped Call	17,025
		311 - Hang Up Call	10,736
		311 - LIPA Power Outage	1,192
		311 - NYC 311	58,638
		311 - PSEG Power Outage	255

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Department Description	Group Description	Type Description	Count
Supervisor's Office	311 Call Center	311 - Parking District Permit Informational	435
		311 - SR Constituent Follow-up	13,620
		311 - Street Repaving Schedule Inquiry	801
		311 - Tree Removal Notification Request	161,246
		Clerk - Information	16,828
		Tax - Bill Question	4,820
		Tax - Complaint	18
	311 Call Center		285,614
	Supervisor's Office	SupV - Airplane	4,740
		SupV - Airplane Nassau	65
		SupV - Backpack Giveaway	336
		SupV - Bike Rodeo and Helmet Safety	65
		SupV - Catalytic Converter Kit	75
		SupV - Complaint - Other Employee	422
		SupV - Coronavirus Information	3,527
		SupV - Damage Assessment	15
		SupV - Employee Complaint	310
		SupV - Employee Drive-In Movie	14
		SupV - Fire Department Recruitment	1
		SupV - Geese	178
		SupV - Helicopter	7,662
		SupV - Helicopter Nassau	2,010
		SupV - MWBE Seminar	128
		SupV - Not In Our Town	10
		SupV - Resident Advocate Request	3,152
		SupV - Thank You from Constituent	2,625
		SupV - Townstat Call Back	14
		SupV - Verizon FIOS Work Complaint	4
		SupV - Veterans Engagement Event	244
		Supervisor's Office	
Supervisor's Office			311,211
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	54
		Town Clerk - Birth Certificate	15,922
		Town Clerk - Block Party Application	296
		Town Clerk - Certificate of Existence	10
		Town Clerk - Codebook Supplement	37
		Town Clerk - Contracts & Bids	140
		Town Clerk - Death Certificate	7,637

# **Town of North Hempstead Service Requests Created via 311**

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Department Description	Group Description	Type Description	Count
Town Clerk	Town Clerk	Town Clerk - Dog License	4,455
		Town Clerk - Domestic Partnership	467
		Town Clerk - Events and Scheduling	15
		Town Clerk - Filming Permit	241
		Town Clerk - Fishing License	281
		Town Clerk - Going Out of Business	38
		Town Clerk - Hunting License	285
		Town Clerk - Kids Safety Day Car Seat RSVP	1
		Town Clerk - Landscaping License	174
		Town Clerk - Liquor License	132
		Town Clerk - Look Good Feel Better RSVP	8
		Town Clerk - Marriage Ceremony Request	321
		Town Clerk - Marriage Certificate	3,798
		Town Clerk - Marriage License	5,749
		Town Clerk - Miscellaneous	3,207
		Town Clerk - Parade Application	41
		Town Clerk - Parking (Mary Jane Davies Green)	41
		Town Clerk - Parking Restrictions Removal Request	1,112
		Town Clerk - Passports	798
		Town Clerk - Pawnbroker License	10
		Town Clerk - Peddler License	500
		Town Clerk - Secondhand Dealer License	172
		Town Clerk - Sidewalk Sale	17
		Town Clerk - Solid Waste Management License	748
		Town Clerk - Storage Bins	87
		Town Clerk - Taxi and Limousine License	626
		Town Clerk - Tow Truck License	438
		Town Clerk - Town Board Questions	62
		Town Clerk - Trucking License	1
		Town Clerk - Underground Tank	2
		Town Clerk - Valentine's Day Ceremony RSVP	28
		Town Clerk - Waterways	113
		Town Clerk - Women's Roll of Honor Breakfast RSVP	25
	<b>Town Clerk</b>		<b>48,090</b>
<b>Town Clerk</b>			<b>48,090</b>
<b>Summary</b>			<b>1,344,343</b>