

Town of North Hempstead Service Requests via 311

November 2005 through December 2015

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	30
		Adm Svc - Green Team	639
		Adm Svc - PW Parking - Broken Meter	135
		Adm Svc - PW Parking - Lot Condition	15
		Adminstrative Services	864
Adminstrative Services			864
Community Services	Community Services	CommSvc - Bus Booking for Group	48
		CommSvc - Bus Depot Informational	1,098
		CommSvc - Bus Pickup Cancel	2,533
		CommSvc - Bus Pickup Schedule	1,382
		CommSvc - Educational Program	42
		CommSvc - From Transfer	39
		CommSvc - Informational	2,544
		CommSvc - Misc SR	421
		CommSvc - Seasonal Programs Registration	3,693
		CommSvc - Senior Card Application	182
		CommSvc - Volunteering for General Programs	17
Community Services			11,999
Community Services			11,999
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	39
		Animal Sh - Barking Dog	503
		Animal Sh - Call Back	69
		Animal Sh - Dead Dog Pickup	40
		Animal Sh - Dog Abuse Info Only SR	1
		Animal Sh - Dog Adoption	5,188
		Animal Sh - Dog Bite	23
		Animal Sh - Dog Defecation	256
		Animal Sh - Found Animal	811
		Animal Sh - Found Dog Pickup	6
		Animal Sh - Informational Request	9,970
		Animal Sh - Injured Dog	17
		Animal Sh - Lost Animal	1,538
		Animal Sh - Menacing or Harrassing Dog	329
		Animal Sh - Misc	409

Town of North Hempstead Service Requests via 311

November 2005 through December 2015

Department Description	Group Description	Type Description	Count	
Department of Public Safety	Animal Shelter	Animal Sh - Sign	107	
		Animal Sh - Surrender a dog	290	
		Animal Sh - Unleashed - Stray Dog	669	
	Animal Shelter			20,274
	Cat Shelter	Cat Shelter - Call Back	883	
		Cat Shelter - Feral Cats	2,176	
		Cat Shelter - From Transfer	3	
		Cat Shelter - Informational	367	
	Cat Shelter			3,429
	Code Enforcement	Code - After Hours/Weekend Construction	397	
		Code - Animal (except Dog / Cat / Wild life)	93	
		Code - BZA Noncompliance	19	
		Code - Bamboo	3	
		Code - Basketball Stanchion	161	
		Code - Boat	85	
		Code - Boating Miscellaneous	10	
		Code - Building Permit	275	
		Code - Call Back Request	4,639	
		Code - Commercial Vehicle stored in Residential Property	554	
		Code - Commercial Vehicle stored on Residential Property	512	
		Code - Commerical Garbage Container	32	
		Code - Court	2,770	
		Code - Court Renew (deleted)	7	
		Code - Dock Inspection	53	
		Code - Drop Off Bin	109	
		Code - Dumpster	239	
		Code - Dust	18	
		Code - Fence	954	
		Code - From Transfer	166	
		Code - Garbage	1,967	
		Code - Graffiti	311	
		Code - Handicap Parking	39	
		Code - Heat / Air Conditioning	20	
Code - Informational		769		
Code - Leaves Accumulation		187		
Code - Licensing		167		
Code - Lights		111		
Code - Liquid Discharge Into Street		12		
Code - Litter		547		
Code - Miscellaneous		2,970		
Code - No Plates / Inoperable Vehicle	1,491			
Code - Noise	953			

Town of North Hempstead Service Requests via 311

November 2005 through December 2015

Department Description	Group Description	Type Description	Count
Department of Public Safety	Code Enforcement	Code - Odor	270
		Code - Overgrown Vegetation	2,624
		Code - PW Parking - Broken Meter	2
		Code - PW Parking - Lot Condition	1
		Code - Property Maintenance	2,919
		Code - Property Violations Search	13,256
		Code - Reckless Boating	4
		Code - Sidewalk Obstruction	623
		Code - Signs	1,517
		Code - Smoke	32
		Code - Snow/Ice Removal	1,347
		Code - Storage and Display	239
		Code - Tree Removal	238
		Code - Unlawful Property Use	815
		Code - Water Flow / Accumulation	299
	Code Enforcement		44,826
	Parking Enforcement	Parking District - Port Washington	102
		Parking District - Roslyn	13
		Prkg Enfrc - Call Back Request	232
		Prkg Enfrc - Commercial Parking	409
		Prkg Enfrc - From Transfer	64
		Prkg Enfrc - Informational	771
		Prkg Enfrc - Parking Violations Complaint	1,922
	Parking Enforcement		3,513
	Port Washington Parking District	Adm Svc - PW Parking - Broken Meter	4
		Code - PW Parking - Broken Meter	1
		PWPD - Broken Meter	126
PWPD - Call Back Request		56	
PWPD - Lot Condition		17	
PWPD - Miscellaneous		42	
Port Washington Parking District		246	
Security Division	Security - Park Noise	6	
Security Division		6	
Department of Public Safety			72,294
Department of Public Works	Department of Public Works	DPW - Mill Pond Project	36
		DPW - Prospect Ave Project	12
		DPW - Road Project	146
	Department of Public Works		194
	Highway Department	Hwy - Abandoned Vehicle	273
		Hwy - Animal Sign - New Request	72
		Hwy - Basketball Stanchion	113
Hwy - Bee's Nest Removal		206	

Town of North Hempstead Service Requests via 311

November 2005 through December 2015

Department Description	Group Description	Type Description	Count
Department of Public Works	Highway Department	Hwy - Call Back Request	1,748
		Hwy - Catch Basin	1,382
		Hwy - Cemetery Maintenance	45
		Hwy - Complaint - Highway Employee / Vehicle	388
		Hwy - Curb Repair	1,753
		Hwy - Dead Animal Pickup	1,513
		Hwy - Dead End Guard Rail	27
		Hwy - From Transfer	177
		Hwy - Grass Cut / Mow	1,856
		Hwy - Informational	3,744
		Hwy - Manhole Repair	231
		Hwy - Miscellaneous	4,903
		Hwy - Permits / Road Opening Application Request	701
		Hwy - Plow Damage	152
		Hwy - Pothole	5,811
		Hwy - Pothole Filled Without Request	3,069
		Hwy - Shopping Cart	141
		Hwy - Snow and Ice Control	3,634
		Hwy - Sprinkler Damage	91
		Hwy - Street Drainage / Flooding	2,096
		Hwy - Street Painting	2,112
		Hwy - Street Repaving Project	49
		Hwy - Street Sign - New Request	890
		Hwy - Street Sign - Remove	150
		Hwy - Street Sign - Repair / Replace	10,003
		Hwy - Street Sweeping / Cleaning	2,243
		Hwy - Sump	41
		Hwy - Telephone/Utility Pole	81
		Hwy - Traffic Signal	1
		Hwy - Tree Branch / Debris Pickup	4,909
		Hwy - Tree Fallen - Emergency	2,854
		Hwy - Tree Planting	4,017
		Hwy - Tree Removal Objection	143
		Hwy - Tree Stump Removal	5,695
Hwy - Tree Trimming / Removal Inspection	15,319		
Highway Department			82,633
Sidewalk District	Sidewalk - Sidewalk Repair		5
Sidewalk District			5
Street Lighting District	Street Light - Cable Break		189
	Street Light - Cycles On / Off		2,169
	Street Light - Fixture Problem		1,061
	Street Light - From Transfer		15

Town of North Hempstead Service Requests via 311

November 2005 through December 2015

Department Description	Group Description	Type Description	Count
Department of Public Works	Street Lighting District	Street Light - Light Out (Single)	13,946
		Street Light - Lights Out (Multiple)	4,691
		Street Light - Mark Out	12,626
		Street Light - Misc Problems	773
		Street Light - New Light Request	67
		Street Light - On During Day	3,573
		Street Light - Pole Problem	796
		Street Light - Pole Transfer	2
		Street Light - Riser Transfer	5
		Street Light - Service Complaint	1
Street Lighting District			39,914
Department of Public Works			122,746
Housing Authority	Housing Authority	Housing - Appliance	330
		Housing - Electrical	402
		Housing - High Priority SR	315
		Housing - Misc Carpentry	263
		Housing - Misc Construction	107
		Housing - Misc Exterior	102
		Housing - Misc SR	523
		Housing - Pest Control	122
		Housing - Plumbing	845
Housing Authority			3,009
Housing Authority			3,009
Human Resources and Finance	Human Resources and Finance	HR - ADA Compliance	13
		HR - Call Back Request	349
		HR - Informatiional	1
		HR - Medical and Insurance Benefits	166
		HR - Misc SR	69
		HR - Nova Time	135
		HR - Personnel and Employment	151
		HR - Training	1
		HR - Worker Compensation	2
		HR - Worker's Compensation	19
		HR - Workman Compensation	1
Human Resources and Finance			907
Human Resources and Finance			907
Information Technology	Information Technology	IT - Address Problem in CSR	168
	Information Technology		168
Information Technology			168

Town of North Hempstead Service Requests via 311

November 2005 through December 2015

Department Description	Group Description	Type Description	Count	
Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	1,252	
		OIC - Informational	1,636	
		OIC - Inter Municipal SR	6,552	
	Inter Municipal Affairs	9,440		
Inter Municipal Affairs			9,440	
Parks and Recreation Department	Parks and Recreation Department	Park - Call Back Request	504	
		Park - Directions	615	
		Park - Disabled Youth Recreation Program	47	
		Park - Event	4,759	
		Park - From Transfer	197	
		Park - General Complaint	175	
		Park - Hours	321	
		Park - Informational	12,113	
		Park - Informational - NC CommCenter	8	
		Park - Informational - Tully Pool	5,495	
		Park - Miscellaneous	611	
		Park - Park Facilities Maintenance	1,426	
		Park - Park Lights	117	
		Park - Park Maintenance Projects	33	
		Park - Park Permit Application Request	2,063	
		Park - Park and Recreation Literature Request	196	
		Park - School Principal RSVP	4	
		Park - Service Cancellation	8	
		Park - Theater Ticket Purchase	51	
		Parks and Recreation Department		
Parks and Recreation Department			28,743	
Planning and Building Department	Board of Zoning Appeals	BZA - Board of Zoning and Appeals Informational	503	
		BZA - Filing for an Appeal	17	
		BZA - Questions needing Answers	356	
		BZA - Request for a Zoning file	7	
		BZA - Zoning Parcel	5	
	Board of Zoning Appeals			888
	Building Department	Bldg - Abandoned Property	7	
		Bldg - Applicant Advocate Request	128	
		Bldg - Application Escalation (Not in Use)	1	
		Bldg - Application Status	3,714	
		Bldg - Call Back	632	
		Bldg - Call Back Request (Not in Use)	80	
		Bldg - Certificate Status	718	
Bldg - Construction Complaint		1,207		
Bldg - Employee Complaint	139			
Bldg - Flood Plain Management	1			

Town of North Hempstead Service Requests via 311

November 2005 through December 2015

Department Description	Group Description	Type Description	Count	
Planning and Building Department	Building Department	Bldg - From Transfer	261	
		Bldg - General Question Needs Answers	8,103	
		Bldg - Housing Complaint	156	
		Bldg - Illegal Housing	2,509	
		Bldg - Informational Request	46,895	
		Bldg - Inspection Request	457	
		Bldg - Inspection Request for Town Clerk	1	
		Bldg - Miscellaneous	70	
		Bldg - Miscellaneous (Not in Use)	286	
		Bldg - New/Change of Address	5	
		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	1,501	
		Bldg - Retaining Wall	144	
		Bldg - Suspect Work Without a Permit	2,312	
		Bldg - Unable to Reach Inspector	45	
		Building Department		69,726
		Planning Department	Planning Department	Planning - Call Back Request
	Planning - Claims for Consultants/Vendors			2
	Planning - From Transfer			6
	Planning - Informational			362
	Planning - Questions needing Answers			211
	Planning - Request for Flood Map			4
	Planning - Scheduling for a Planner			11
	Planning - Subdivision of Land			10
	Planning Department		823	
Planning and Building Department		71,437		
Project Independence	Project Independence	311 - Nassau Helicopter	3	
		PI - Aging In Place Conference RSVP	751	
		PI - Call Back Request	1,641	
		PI - Cancellation	46	
		PI - Caregiver Support	676	
		PI - Exercise Program Registration	1,047	
		PI - Financial Assistance	336	
		PI - Flu Shot Registration	1,088	
		PI - Food and Hunger	160	
		PI - From Transfer	6	
		PI - Health Chat/Event Registration	1,096	
		PI - Health and Mental Health	8,406	
		PI - Household Maintenance	1,493	
		PI - Informational	2,537	

Town of North Hempstead Service Requests via 311

November 2005 through December 2015

Department Description	Group Description	Type Description	Count
Project Independence	Project Independence	PI - Membership Registration	10,807
		PI - Miscellaneous	4,971
		PI - NORC SR	843
		PI - No Heat emergency (Excl HA)	32
		PI - No Heat emergency (Excl Housing Authority)	17
		PI - Program Registration	2,926
		PI - Registration	66
		PI - SHARP Program	78
		PI - Snow Removal	23
		PI - Support Group Registration	75
		PI - Taxi / Transportation Informational	2,357
		PI - Taxi Service	82,527
		PI - Taxi Service Cancellation	6,026
		PI - Taxi Service Complaint	760
		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	1,222
		PI - Veterans Services	9
		PI - Volunteer	173
PI - Volunteering for Senior Programs	32		
Project Independence			144,707
Project Independence			144,707
Receiver of Taxes	Receiver of Taxes	Tax - Bank / Financial	4
		Tax - Call Back Request	114
		Tax - Duplicate Bill or Receipt	1,317
		Tax - Informational	37,482
		Tax - Property Assessment Workshop	355
		Tax - Reduction to Assessment	3
		Tax - Tax Bill Change	343
		Tax - Title Company	15
		Receiver of Taxes	
Receiver of Taxes			39,633
Solid Waste Management	Solid Waste Management	SWMA - Call Back	1,467
		SWMA - Carting Complaints	953
		SWMA - Compost SR	722
		SWMA - Container without License / Permit	208
		SWMA - E-Waste	1,328
		SWMA - Employee Complaint	2
		SWMA - From Transfer	69
		SWMA - Garbage Not Picked Up	1,101

Town of North Hempstead Service Requests via 311

November 2005 through December 2015

Department Description	Group Description	Type Description	Count	
Solid Waste Management	Solid Waste Management	SWMA - Informational	13,567	
		SWMA - Landfill on Fire	2	
		SWMA - Long Island Green Homes	46	
		SWMA - Lost Property	7	
		SWMA - Recycling Informational	790	
		SWMA - Request for Public Trash Can	19	
		SWMA - Stop Program	3,168	
		SWMA - Strange Odor	5	
	Solid Waste Management		23,454	
	Sustainability Department	SWMA - Compost	725	
		SWMA - Compost SR	105	
		SWMA - Environmental Education	7	
		SWMA - Long Island Green Homes	99	
		SWMA - Rain Barrel	735	
		SWMA - Rain Garden	8	
		SWMA - Recycling / STOP Call Back	80	
	Sustainability Department		1,759	
	Solid Waste Management		25,213	
	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	1,192
			311 - NYC 311	58,638
311 - PSEG Power Outage			105	
311 - Parking District Permit Informational			435	
311 - SR Constituent Follow-up			8,026	
311 - Street Repaving Schedule Inquiry			220	
Clerk - Information			16,828	
Tax - Bill Question			4,820	
Tax - Complaint			18	
311 Call Center			279,271	
Supervisor's Office		HR - ADA Compliance	2	
		SupV - ADA Compliance	33	
		SupV - Airplane	3,669	
		SupV - Airplane Nassau	7	
		SupV - Complaint - Other Employee	422	
		SupV - Damage Assessment	15	
		SupV - Employee Complaint	32	
		SupV - Fire Department Recruitment	1	
	SupV - Geese	173		
	SupV - Helicopter	7,420		
SupV - Helicopter Nassau	1,931			

Town of North Hempstead Service Requests via 311

November 2005 through December 2015

Department Description	Group Description	Type Description	Count
Supervisor's Office	Supervisor's Office	SupV - Roslyn LIRR Parking Lot	207
		SupV - Thank You from Constituent	1,598
		SupV - Townstat Call Back	8
		SupV - Verizon FIOS Work Complaint	4
	Supervisor's Office	15,522	
Supervisor's Office			294,793
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	25
		Town Clerk - Birth Certificate	7,989
		Town Clerk - Block Party Application	154
		Town Clerk - Certificate of Existence	2
		Town Clerk - Codebook Supplement	24
		Town Clerk - Contracts & Bids	77
		Town Clerk - Death Certificate	3,983
		Town Clerk - Dog License	2,249
		Town Clerk - Domestic Partnership	148
		Town Clerk - Events and Scheduling	15
		Town Clerk - Filming Permit	130
		Town Clerk - Fishing License	153
		Town Clerk - Going Out of Business	23
		Town Clerk - Hunting License	149
		Town Clerk - Kids Safety Day Car Seat RSVP	1
		Town Clerk - Landscaping License	52
		Town Clerk - Liquor License	62
		Town Clerk - Look Good Feel Better RSVP	8
		Town Clerk - Marriage Certificate	1,802
		Town Clerk - Marriage License	2,622
		Town Clerk - Miscellaneous	1,462
		Town Clerk - Parade Application	22
		Town Clerk - Parking (Mary Jane Davies Green)	12
		Town Clerk - Parking Restrictions Removal Request	456
		Town Clerk - Pawnbroker License	9
		Town Clerk - Peddler License	236
		Town Clerk - Secondhand Dealer License	101
		Town Clerk - Sidewalk Sale	10
		Town Clerk - Solid Waste Management License	272
		Town Clerk - Storage Bins	20
		Town Clerk - Taxi and Limousine License	316
Town Clerk - Tow Truck License	214		

Town of North Hempstead Service Requests via 311

November 2005 through December 2015

Department Description	Group Description	Type Description	Count
Town Clerk	Town Clerk	Town Clerk - Town Board Questions	21
		Town Clerk - Trucking License	1
		Town Clerk - Underground Tank	2
		Town Clerk - Waterways	36
	Town Clerk		22,859
Town Clerk			22,859
Summary			848,814