

Town of North Hempstead Service Requests Created via 311

November 2005 (311 program inception) through March 2024

Department Description	Group Description	Type Description	Count
Administrative Services	Administrative 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
	Administrative Services		1,133
Administrative Services			1,133
Community Services	Community Services	CommSvc - Bus Booking for Group	60
		CommSvc - Bus Depot Informational	1,098
		CommSvc - Bus Pickup Cancel	3,058
		CommSvc - Bus Pickup Schedule	1,696
		CommSvc - Educational Program	50
		CommSvc - From Transfer	191
		CommSvc - Informational	2,544
		CommSvc - Misc SR	1,214
		CommSvc - Seasonal Programs Registration	9,719
		CommSvc - Senior Card Application	182
		CommSvc - Volunteering for General Programs	33
		Community Services	
	Community Services		
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	950
		Animal Sh - Call Back	481
		Animal Sh - Dead Dog Pickup	80
		Animal Sh - Dog Abuse Info Only SR	1
		Animal Sh - Dog Adoption	8,152
		Animal Sh - Dog Bite	179
		Animal Sh - Dog Defecation	405
		Animal Sh - Found Animal	1,545
		Animal Sh - Found Dog Pickup	6
		Animal Sh - Informational Request	9,970
		Animal Sh - Injured Dog	31
		Animal Sh - Lost Animal	2,859
		Animal Sh - Menacing or Harrassing Dog	579
		Animal Sh - Misc	2,158
		Animal Sh - Sign	178
		Animal Sh - Surrender a dog	744

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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	1,087
	Animal Shelter		29,464
	Cat Services	Cat Services - Call Back	1,624
		Cat Services - Feral Cats	4,540
		Cat Services - From Transfer	7
		Cat Shelter - Informational	367
	Cat Services		6,538
	Code Enforcement	Code - After Hours/Weekend Construction	1,120
		Code - Animal (except Dog / Cat / Wild life)	213
		Code - BZA Noncompliance	42
		Code - Bamboo	105
		Code - Basketball Stanchion	259
		Code - Boat	127
		Code - Building Permit	275
		Code - Call Back Request	9,427
		Code - Cash for Cars	19
		Code - Commercial Vehicle stored in Residential Property	554
		Code - Commercial Vehicle stored on Residential Property	1,328
		Code - Commerical Garbage Container	60
		Code - Court	4,425
		Code - Court Renew (deleted)	7
		Code - Dock Inspection	74
		Code - Drop Off Bin	180
		Code - Dumpster	406
		Code - Dust	18
		Code - Fence	1,479
		Code - From Transfer	427
		Code - Garbage	3,704
		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		370	
Code - Licensing		174	
Code - Lights		282	
Code - Litter		751	
Code - Miscellaneous	6,042		
Code - No Plates / Inoperable Vehicle	2,194		
Code - Noise	2,086		

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Department Description	Group Description	Type Description	Count
Department of Public Safety	Code Enforcement	Code - Odor	590
		Code - Overgrown Vegetation	5,103
		Code - Property Maintenance	5,447
		Code - Property Violations Search	21,525
		Code - Reckless Boating	4
		Code - Sidewalk Obstruction	1,140
		Code - Signs	2,290
		Code - Smoke	62
		Code - Snow/Ice Removal	2,149
		Code - Storage and Display	318
		Code - Tobacco 21	32
		Code - Tree Removal	469
		Code - Unlawful Property Use	1,654
		Code - Unleashed Dog In A Park	36
		Code - Water Flow / Accumulation	478
	Code Enforcement		80,033
	Harbor Patrol	Harbor - Boating Miscellaneous	69
	Harbor Patrol		69
	Parking Enforcement	Parking District - Port Washington	102
		Parking District - Roslyn	13
		Prkg Enfrc - Call Back Request	607
		Prkg Enfrc - Commercial Parking	917
		Prkg Enfrc - From Transfer	167
		Prkg Enfrc - Informational	771
		Prkg Enfrc - Parking Violations Complaint	3,988
		Parking Enforcement	
	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		1,049	
PWPD - Call Back Request		4,205	
PWPD - Lot Condition		142	
PWPD - Miscellaneous		224	
Port Washington Parking District		5,778	
Department of Public Safety		128,447	
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	534

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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
Department of Public Works			922
Department of Public Works	Highway Department	Hwy - Abandoned Vehicle	560
		Hwy - Animal Sign - New Request	124
		Hwy - Basketball Stanchion	153
		Hwy - Bee's Nest Removal	396
		Hwy - Call Back Request	4,883
		Hwy - Catch Basin	2,912
		Hwy - Cemetery Maintenance	69
		Hwy - Complaint - Highway Employee / Vehicle	388
		Hwy - Curb Repair	3,177
		Hwy - Dead Animal Pickup	2,758
		Hwy - Dead End Guard Rail	57
		Hwy - From Transfer	399
		Hwy - Grass Cut / Mow	3,801
		Hwy - Informational	4,262
		Hwy - Manhole Repair	453
		Hwy - Miscellaneous	8,006
		Hwy - Permits / Road Opening Application Request	2,029
		Hwy - Plow Damage	305
		Hwy - Pothole	10,362
		Hwy - Pothole Filled Without Request	4,312
		Hwy - Shopping Cart	198
		Hwy - Snow and Ice Control	5,920
		Hwy - Speed Sign	45
		Hwy - Sprinkler Damage	103
		Hwy - Street Drainage / Flooding	2,911
		Hwy - Street Painting	2,690
		Hwy - Street Sign - New Request	1,762
		Hwy - Street Sign - Remove	261
		Hwy - Street Sign - Repair / Replace	18,122
		Hwy - Street Sweeping / Cleaning	4,078
		Hwy - Sump	81
		Hwy - Telephone/Utility Pole	250
		Hwy - Traffic Signal	1
Hwy - Tree Branch / Debris Pickup	8,876		
Hwy - Tree Fallen - Emergency	3,800		
Hwy - Tree Planting	6,665		
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	9,056
		Hwy - Tree Trimming / Removal Inspection	26,959
	Highway Department		141,620
	Sidewalk District	Sidewalk - Sidewalk Repair	5
	Sidewalk District		5
	Street Lighting District	Street Light - Cable Break	267
		Street Light - Cycles On / Off	4,800
		Street Light - Fixture Problem	1,497
		Street Light - From Transfer	48
		Street Light - Lamp Type Changed	2
		Street Light - Light Out (Single)	26,868
		Street Light - Lights Out (Multiple)	8,546
		Street Light - Mark Out	31,164
		Street Light - Misc Problems	1,536
		Street Light - New Light Request	145
		Street Light - On During Day	5,205
		Street Light - Pole Problem	1,381
		Street Light - Pole Transfer	14
		Street Light - Riser Transfer	10
	Street Light - Service Complaint	36	
Street Lighting District		81,519	
Department of Public Works		224,066	
Housing Authority	Housing Authority	Housing - Appliance	645
		Housing - Electrical	785
		Housing - High Priority SR	795
		Housing - Misc Carpentry	430
		Housing - Misc Construction	145
		Housing - Misc Exterior	154
		Housing - Misc SR	995
		Housing - Pest Control	248
		Housing - Plumbing	1,284
Housing Authority		5,481	
Housing Authority		5,481	
Human Resources and Finance	Human Resources and Finance	HR - Call Back Request	1,053
		HR - Informational	1
		HR - Medical and Insurance Benefits	464
		HR - Misc SR	196
		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		2,207
Human Resources and Finance			2,207
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	3,228
		OIC - Informational	1,636
		OIC - Inter Municipal SR	15,780
	Inter Municipal Affairs		20,644
Inter Municipal Affairs			20,644
Parks and Recreation Department	Parks and Recreation Department	Park - Call Back Request	4,074
		Park - Directions	615
		Park - Disabled Youth Recreation Program	87
		Park - Event	4,759
		Park - From Transfer	410
		Park - General Complaint	1,095
		Park - Hours	321
		Park - Informational	12,113
		Park - Informational - NC CommCenter	8
		Park - Informational - Tully Pool	5,495
		Park - Miscellaneous	1,425
		Park - Park Facilities Maintenance	2,991
		Park - Park Lights	117
		Park - Park Maintenance Projects	62
		Park - Park Permit Application Request	5,182
		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
Park - Security - Park Issue	70		
Parks and Recreation Department		39,790	
Parks and Recreation Department			39,790
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	1,048
		BZA - Request for a Zoning file	15
		BZA - Zoning Parcel	5
	Board of Zoning Appeals		1,599
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	5,036	
		Bldg - Call Back	632	
		Bldg - Call Back Request (Not in Use)	80	
		Bldg - Certificate Status	849	
		Bldg - Construction Complaint	2,460	
		Bldg - Educational Series RSVP	111	
		Bldg - Employee Complaint	139	
		Bldg - Flood Plain Management	10	
		Bldg - From Transfer	1,036	
		Bldg - General Question Needs Answers	32,735	
		Bldg - Housing Complaint	404	
		Bldg - Illegal Housing	4,367	
		Bldg - Informational Request	46,895	
		Bldg - Inspection Request	809	
		Bldg - Inspection Request for Town Clerk	1	
		Bldg - Miscellaneous	915	
		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	3,427	
		Bldg - Retaining Wall	257	
		Bldg - Suspect Work Without a Permit	4,745	
		Bldg - Unable to Reach Inspector	536	
	Bldg - Unsafe Structure	42		
	Bldg - Zoning Question Needs Answers	1,012		
	Building Department			108,618
	Planning Department	Planning Department	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			111,566	
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	6,354
		PI - Cancellation	393
		PI - Caregiver Support	1,624
		PI - Disability Transportation Registration	135
		PI - Disabled Taxi Service	713
		PI - Exercise Program Registration	6,700
		PI - Financial Assistance	516
		PI - Flu Shot Registration	2,682
		PI - Food and Hunger	386
		PI - From Transfer	11
		PI - Health Chat/Event Registration	5,592
		PI - Health and Mental Health	41,762
		PI - Household Maintenance	3,296
		PI - Informational	2,537
		PI - Miscellaneous	10,747
		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	17,038
		PI - Snow Removal	23
		PI - Support Group Registration	935
		PI - Taxi / Transportation Informational	2,357
		PI - Taxi Service	212,006
		PI - Taxi Service Cancellation	14,442
		PI - Taxi Service Complaint	1,417
		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	3,730		
PI - Veterans Services	465		
PI - Volunteer	398		
PI - Volunteering for Senior Programs	32		
zz location test	5		
Project Independence			354,365
Project Independence			354,365
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	559	
		Tax - Duplicate Bill or Receipt	7,742	
		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		
Receiver of Taxes			46,508	
Solid Waste Management	Solid Waste Management	SWMA - Call Back	3,834	
		SWMA - Carting Complaints	2,220	
		SWMA - Container without License / Permit	357	
		SWMA - E-Waste	1,328	
		SWMA - Employee Complaint	2	
		SWMA - From Transfer	139	
		SWMA - Garbage Not Picked Up	3,377	
		SWMA - Informational	13,567	
		SWMA - Landfill on Fire	2	
		SWMA - Lost Property	15	
		SWMA - Recycling / STOP Call Back	873	
		SWMA - Recycling Decal Request	2,575	
		SWMA - Request for Public Trash Can	71	
		SWMA - Stop Program	3,168	
	SWMA - Strange Odor	5		
	Solid Waste Management			31,533
	Sustainability Department	Sustainability Department	Sust - Call Back	134
			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			3,538	
Solid Waste Management			35,071	
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	13,660
		311 - Street Repaving Schedule Inquiry	803
		311 - Tree Removal Notification Request	161,247
		Clerk - Information	16,828
		Tax - Bill Question	4,820
		Tax - Complaint	18
	311 Call Center		285,657
	Supervisor's Office	SupV - Airplane	4,741
		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	314
		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	2,630
		SupV - Townstat Call Back	14
SupV - Verizon FIOS Work Complaint		4	
SupV - Veterans Engagement Event	244		
Supervisor's Office		25,607	
Supervisor's Office		311,264	
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	15,926
		Town Clerk - Block Party Application	297
		Town Clerk - Certificate of Existence	10
		Town Clerk - Codebook Supplement	37
		Town Clerk - Contracts & Bids	140
		Town Clerk - Death Certificate	7,637

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Department Description	Group Description	Type Description	Count
Town Clerk	Town Clerk	Town Clerk - Dog License	4,465
		Town Clerk - Domestic Partnership	476
		Town Clerk - Events and Scheduling	15
		Town Clerk - Filming Permit	242
		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	176
		Town Clerk - Liquor License	132
		Town Clerk - Look Good Feel Better RSVP	8
		Town Clerk - Marriage Ceremony Request	325
		Town Clerk - Marriage Certificate	3,798
		Town Clerk - Marriage License	5,754
		Town Clerk - Miscellaneous	3,219
		Town Clerk - Parade Application	41
		Town Clerk - Parking (Mary Jane Davies Green)	41
		Town Clerk - Parking Restrictions Removal Request	1,116
		Town Clerk - Passports	825
		Town Clerk - Pawnbroker License	10
		Town Clerk - Peddler License	501
		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	628
		Town Clerk - Tow Truck License	442
		Town Clerk - Town Board Questions	63
		Town Clerk - Trucking License	1
		Town Clerk - Underground Tank	2
		Town Clerk - Valentine's Day Ceremony RSVP	28
		Town Clerk - Waterways	118
Town Clerk - Women's Roll of Honor Breakfast RSVP	25		
	Town Clerk		48,182
Town Clerk			48,182
Summary			1,348,739