

Town of North Hempstead Service Requests Created via 311

November 2005 (311 program inception) through June 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	61
		CommSvc - Bus Depot Informational	1,098
		CommSvc - Bus Pickup Cancel	3,074
		CommSvc - Bus Pickup Schedule	1,705
		CommSvc - Educational Program	50
		CommSvc - From Transfer	194
		CommSvc - Informational	2,544
		CommSvc - Misc SR	1,254
		CommSvc - Seasonal Programs Registration	9,873
		CommSvc - Senior Card Application	182
		CommSvc - Volunteering for General Programs	35
		Community Services	20,070
	Community Services		20,070
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	968
		Animal Sh - Call Back	518
		Animal Sh - Dead Dog Pickup	84
		Animal Sh - Dog Abuse Info Only SR	1
		Animal Sh - Dog Adoption	8,237
		Animal Sh - Dog Bite	186
		Animal Sh - Dog Defecation	409
		Animal Sh - Found Animal	1,579
		Animal Sh - Found Dog Pickup	6
		Animal Sh - Informational Request	9,970
		Animal Sh - Injured Dog	33
		Animal Sh - Lost Animal	2,889
		Animal Sh - Menacing or Harrassing Dog	592
		Animal Sh - Misc	2,255
		Animal Sh - Sign	179
		Animal Sh - Surrender a dog	769

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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	1,103
	Animal Shelter		29,837
	Cat Services	Cat Services - Call Back	1,638
		Cat Services - Feral Cats	4,615
		Cat Services - From Transfer	7
		Cat Shelter - Informational	367
	Cat Services		6,627
	Code Enforcement	Code - After Hours/Weekend Construction	1,162
		Code - Animal (except Dog / Cat / Wild life)	217
		Code - BZA Noncompliance	42
		Code - Bamboo	114
		Code - Basketball Stanchion	263
		Code - Boat	127
		Code - Building Permit	275
		Code - Call Back Request	9,578
		Code - Cash for Cars	19
		Code - Commercial Vehicle stored in Residential Property	554
		Code - Commercial Vehicle stored on Residential Property	1,344
		Code - Commerical Garbage Container	61
		Code - Court	4,471
		Code - Court Renew (deleted)	7
		Code - Dock Inspection	74
		Code - Drop Off Bin	181
		Code - Dumpster	416
		Code - Dust	18
		Code - Fence	1,497
		Code - From Transfer	432
		Code - Garbage	3,762
		Code - Gas Powered Leaf Blowers/Ouside Allowed Hours	1,008
		Code - Graffiti	475
		Code - Handicap Parking	183
		Code - Heat / Air Conditioning	34
Code - Illicit Discharge		142	
Code - Informational		769	
Code - Leaves Accumulation		373	
Code - Licensing		174	
Code - Lights		286	
Code - Litter		756	
Code - Miscellaneous	6,154		
Code - No Plates / Inoperable Vehicle	2,212		
Code - Noise	2,114		

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Department Description	Group Description	Type Description	Count
Department of Public Safety	Code Enforcement	Code - Odor	598
		Code - Overgrown Vegetation	5,297
		Code - Property Maintenance	5,550
		Code - Property Violations Search	21,708
		Code - Reckless Boating	4
		Code - Sidewalk Obstruction	1,164
		Code - Signs	2,307
		Code - Smoke	63
		Code - Snow/Ice Removal	2,149
		Code - Storage and Display	319
		Code - Tobacco 21	33
		Code - Tree Removal	486
		Code - Unlawful Property Use	1,710
		Code - Unleashed Dog In A Park	36
		Code - Water Flow / Accumulation	482
	Code Enforcement		81,200
	Harbor Patrol	Harbor - Boating Miscellaneous	75
	Harbor Patrol		75
	Parking Enforcement	Parking District - Port Washington	102
		Parking District - Roslyn	13
		Prkg Enfrc - Call Back Request	624
		Prkg Enfrc - Commercial Parking	935
		Prkg Enfrc - From Transfer	169
		Prkg Enfrc - Informational	771
		Prkg Enfrc - Parking Violations Complaint	4,070
		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		1,052	
PWPD - Call Back Request		4,275	
PWPD - Lot Condition		142	
PWPD - Miscellaneous		229	
Port Washington Parking District		5,856	
Department of Public Safety		130,279	
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	542

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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			930
Highway Department	Highway Department	Hwy - Abandoned Vehicle	571
		Hwy - Animal Sign - New Request	124
		Hwy - Basketball Stanchion	153
		Hwy - Bee's Nest Removal	402
		Hwy - Call Back Request	5,016
		Hwy - Catch Basin	2,941
		Hwy - Cemetery Maintenance	69
		Hwy - Complaint - Highway Employee / Vehicle	388
		Hwy - Curb Repair	3,217
		Hwy - Dead Animal Pickup	2,810
		Hwy - Dead End Guard Rail	58
		Hwy - From Transfer	406
		Hwy - Grass Cut / Mow	3,827
		Hwy - Informational	4,265
		Hwy - Manhole Repair	462
		Hwy - Miscellaneous	8,118
		Hwy - Permits / Road Opening Application Request	2,065
		Hwy - Plow Damage	306
		Hwy - Pothole	10,472
		Hwy - Pothole Filled Without Request	4,320
		Hwy - Shopping Cart	198
		Hwy - Snow and Ice Control	5,920
		Hwy - Speed Sign	48
		Hwy - Sprinkler Damage	103
		Hwy - Street Drainage / Flooding	2,933
		Hwy - Street Painting	2,694
		Hwy - Street Sign - New Request	1,786
		Hwy - Street Sign - Remove	264
		Hwy - Street Sign - Repair / Replace	18,200
		Hwy - Street Sweeping / Cleaning	4,114
		Hwy - Sump	85
		Hwy - Telephone/Utility Pole	253
		Hwy - Traffic Signal	1
Hwy - Tree Branch / Debris Pickup	9,021		
Hwy - Tree Fallen - Emergency	3,824		
Hwy - Tree Planting	6,729		
Hwy - Tree Removal Objection	378		
Hwy - Tree Removal Permit on ROW	66		

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Department Description	Group Description	Type Description	Count
Department of Public Works	Highway Department	Hwy - Tree Stump Removal	9,154
		Hwy - Tree Trimming / Removal Inspection	27,392
	Highway Department		143,153
	Sidewalk District	Sidewalk - Sidewalk Repair	5
	Sidewalk District		5
	Street Lighting District	Street Light - Cable Break	268
		Street Light - Cycles On / Off	4,880
		Street Light - Fixture Problem	1,502
		Street Light - From Transfer	49
		Street Light - Lamp Type Changed	2
		Street Light - Light Out (Single)	27,071
		Street Light - Lights Out (Multiple)	8,602
		Street Light - Mark Out	31,593
		Street Light - Misc Problems	1,561
		Street Light - New Light Request	146
		Street Light - On During Day	5,235
		Street Light - Pole Problem	1,403
		Street Light - Pole Transfer	14
		Street Light - Riser Transfer	10
	Street Light - Service Complaint	36	
Street Lighting District		82,372	
Department of Public Works		226,460	
Housing Authority	Housing Authority	Housing - Appliance	651
		Housing - Electrical	786
		Housing - High Priority SR	800
		Housing - Misc Carpentry	432
		Housing - Misc Construction	146
		Housing - Misc Exterior	154
		Housing - Misc SR	1,005
		Housing - Pest Control	248
		Housing - Plumbing	1,292
Housing Authority		5,514	
Housing Authority		5,514	
Human Resources and Finance	Human Resources and Finance	HR - Call Back Request	1,072
		HR - Informational	1
		HR - Medical and Insurance Benefits	467
		HR - Misc SR	200
		HR - Nova Time	135
		HR - Personnel and Employment	325
		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		2,237
Human Resources and Finance			2,237
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	3,264
		OIC - Informational	1,636
		OIC - Inter Municipal SR	15,976
	Inter Municipal Affairs		20,876
Inter Municipal Affairs			20,876
Parks and Recreation Department	Parks and Recreation Department	Park - Art at Clark	602
		Park - Call Back Request	4,299
		Park - Directions	615
		Park - Disabled Youth Recreation Program	88
		Park - Event	4,759
		Park - From Transfer	412
		Park - General Complaint	1,134
		Park - Hours	321
		Park - Informational	12,113
		Park - Informational - NC CommCenter	8
		Park - Informational - Tully Pool	5,495
		Park - Miscellaneous	1,447
		Park - Park Facilities Maintenance	3,023
		Park - Park Lights	117
		Park - Park Maintenance Projects	64
		Park - Park Permit Application Request	5,388
		Park - Park and Recreation Literature Request	228
		Park - Service Cancellation	15
		Park - Theater Ticket Purchase	51
		Park - Tobias Harris Basketball Camp	77
		Security - Park Issue	71
Parks and Recreation Department		40,327	
Parks and Recreation Department			40,327
Planning and Building Department	Board of Zoning Appeals	BZA - Board of Zoning and Appeals Informational	503
		BZA - Filing for an Appeal	29
		BZA - Questions needing Answers	1,059
		BZA - Request for a Zoning file	15
		BZA - Zoning Parcel	5
	Board of Zoning Appeals		1,611
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	207	
		Bldg - Applicant Advocate Request	1,211	
		Bldg - Application Escalation (Not in Use)	1	
		Bldg - Application Status	5,044	
		Bldg - Call Back	632	
		Bldg - Call Back Request (Not in Use)	80	
		Bldg - Certificate Status	852	
		Bldg - Construction Complaint	2,500	
		Bldg - Educational Series RSVP	111	
		Bldg - Employee Complaint	139	
		Bldg - Flood Plain Management	10	
		Bldg - From Transfer	1,043	
		Bldg - General Question Needs Answers	33,340	
		Bldg - Housing Complaint	407	
		Bldg - Illegal Housing	4,407	
		Bldg - Informational Request	46,895	
		Bldg - Inspection Request	831	
		Bldg - Inspection Request for Town Clerk	1	
		Bldg - Miscellaneous	969	
		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	3,493	
		Bldg - Retaining Wall	259	
		Bldg - Suspect Work Without a Permit	4,828	
		Bldg - Unable to Reach Inspector	541	
	Bldg - Unsafe Structure	42		
	Bldg - Zoning Question Needs Answers	1,072		
	Building Department			109,623
	Planning Department	Planning Department	Planning - Call Back Request	468
			Planning - Claims for Consultants/Vendors	2
Planning - From Transfer			13	
Planning - Informational			362	
Planning - Questions needing Answers			459	
Planning - Request for Flood Map			7	
Planning - Scheduling for a Planner			12	
Planning - Subdivision of Land			37	
Planning Department			1,360	
Planning and Building Department			112,594	
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	6,484
		PI - Cancellation	395
		PI - Caregiver Support	1,625
		PI - Disability Transportation Registration	139
		PI - Disabled Taxi Service	757
		PI - Exercise Program Registration	6,704
		PI - Financial Assistance	516
		PI - Flu Shot Registration	2,682
		PI - Food and Hunger	387
		PI - From Transfer	11
		PI - Health Chat/Event Registration	5,650
		PI - Health and Mental Health	43,343
		PI - Household Maintenance	3,435
		PI - Informational	2,537
		PI - Miscellaneous	10,913
		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	17,174
		PI - Snow Removal	23
		PI - Support Group Registration	951
		PI - Taxi / Transportation Informational	2,357
		PI - Taxi Service	215,996
		PI - Taxi Service Cancellation	14,677
		PI - Taxi Service Complaint	1,423
		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	3,826		
PI - Veterans Services	467		
PI - Volunteer	399		
PI - Volunteering for Senior Programs	32		
	zz location test	5	
	Project Independence		360,977
Project Independence			360,977
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	567	
		Tax - Duplicate Bill or Receipt	7,979	
		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			46,753	
Solid Waste Management	Solid Waste Management	SWMA - Call Back	3,893	
		SWMA - Carting Complaints	2,246	
		SWMA - Container without License / Permit	357	
		SWMA - E-Waste	1,328	
		SWMA - Employee Complaint	2	
		SWMA - From Transfer	139	
		SWMA - Garbage Not Picked Up	3,416	
		SWMA - Informational	13,567	
		SWMA - Landfill on Fire	2	
		SWMA - Lost Property	15	
		SWMA - Recycling / STOP Call Back	892	
		SWMA - Recycling Decal Request	2,636	
		SWMA - Request for Public Trash Can	71	
		SWMA - Stop Program	3,168	
	SWMA - Strange Odor	5		
	Solid Waste Management			31,737
	Sustainability Department	Sustainability Department	Sust - Call Back	138
			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	
Sustainability Department			3,542	
Solid Waste Management			35,279	
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	13,794	
		311 - Street Repaving Schedule Inquiry	813	
		311 - Tree Removal Notification Request	161,248	
		Clerk - Information	16,828	
		Tax - Bill Question	4,820	
		Tax - Complaint	18	
	311 Call Center			285,802
	Supervisor's Office	Supervisor's Office	SupV - Airplane	4,759
			SupV - Airplane Nassau	71
			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	320
			SupV - Employee Drive-In Movie	14
			SupV - Fire Department Recruitment	1
			SupV - Geese	178
			SupV - Helicopter	7,668
			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	2,651
			SupV - Townstat Call Back	14
SupV - Verizon FIOS Work Complaint			4	
SupV - Veterans Engagement Event	244			
Supervisor's Office			25,664	
Supervisor's Office			311,466	
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	15,943	
		Town Clerk - Block Party Application	303	
		Town Clerk - Certificate of Existence	10	
		Town Clerk - Codebook Supplement	37	
		Town Clerk - Contracts & Bids	141	
		Town Clerk - Death Certificate	7,638	

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Department Description	Group Description	Type Description	Count
Town Clerk	Town Clerk	Town Clerk - Dog License	4,510
		Town Clerk - Domestic Partnership	486
		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	286
		Town Clerk - Kids Safety Day Car Seat RSVP	1
		Town Clerk - Landscaping License	179
		Town Clerk - Liquor License	136
		Town Clerk - Look Good Feel Better RSVP	8
		Town Clerk - Marriage Ceremony Request	347
		Town Clerk - Marriage Certificate	3,800
		Town Clerk - Marriage License	5,766
		Town Clerk - Miscellaneous	3,259
		Town Clerk - Parade Application	43
		Town Clerk - Parking (Mary Jane Davies Green)	42
		Town Clerk - Parking Restrictions Removal Request	1,132
		Town Clerk - Passports	867
		Town Clerk - Pawnbroker License	10
		Town Clerk - Peddler License	503
		Town Clerk - Secondhand Dealer License	175
		Town Clerk - Sidewalk Sale	17
		Town Clerk - Solid Waste Management License	754
		Town Clerk - Storage Bins	87
		Town Clerk - Taxi and Limousine License	632
		Town Clerk - Tow Truck License	449
		Town Clerk - Town Board Questions	65
		Town Clerk - Trucking License	1
		Town Clerk - Underground Tank	2
		Town Clerk - Valentine's Day Ceremony RSVP	28
		Town Clerk - Waterways	125
		Town Clerk - Women's Roll of Honor Breakfast RSVP	53
	Town Clerk		48,466
Town Clerk			48,466
Summary			1,362,601