

# Town of North Hempstead Service Requests Created via 311

November 2005 (311 program inception) through January 2025

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
	<b>Adminstrative Services</b>		<b>1,133</b>
<b>Adminstrative Services</b>			<b>1,133</b>
Community Services	Community Services	CommSvc - Bus Booking for Group	61
		CommSvc - Bus Depot Informational	1,098
		CommSvc - Bus Pickup Cancel	3,097
		CommSvc - Bus Pickup Schedule	1,716
		CommSvc - Educational Program	51
		CommSvc - From Transfer	197
		CommSvc - Informational	2,544
		CommSvc - Misc SR	1,341
		CommSvc - Seasonal Programs Registration	10,266
		CommSvc - Senior Card Application	182
		CommSvc - Volunteering for General Programs	36
	<b>Community Services</b>		<b>20,589</b>
<b>Community Services</b>			<b>20,589</b>
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	991
		Animal Sh - Call Back	587
		Animal Sh - Dead Dog Pickup	86
		Animal Sh - Dog Abuse Info Only SR	1
		Animal Sh - Dog Adoption	8,495
		Animal Sh - Dog Bite	190
		Animal Sh - Dog Defecation	412
		Animal Sh - Found Animal	1,631
		Animal Sh - Found Dog Pickup	6
		Animal Sh - Informational Request	9,970
		Animal Sh - Injured Dog	33
		Animal Sh - Lost Animal	2,953
		Animal Sh - Menacing or Harrassing Dog	607
		Animal Sh - Misc	2,460
		Animal Sh - Sign	180
Animal Sh - Surrender a dog	822		

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Department Description	Group Description	Type Description	Count
Department of Public Safety	Animal Shelter	Animal Sh - Unattended Animal in Vehicle	10
		Animal Sh - Unleashed - Stray Dog	1,124
	<b>Animal Shelter</b>		<b>30,608</b>
	Cat Services	Cat Services - Call Back	1,682
		Cat Services - Feral Cats	4,721
		Cat Services - From Transfer	7
		Cat Shelter - Informational	367
	<b>Cat Services</b>		<b>6,777</b>
	Code Enforcement	Code - After Hours/Weekend Construction	1,216
		Code - Animal (except Dog / Cat / Wild life )	228
		Code - BZA Noncompliance	42
		Code - Bamboo	117
		Code - Basketball Stanchion	266
		Code - Boat	128
		Code - Building Permit	275
		Code - Call Back Request	9,709
		Code - Cash for Cars	19
		Code - Commercial Vehicle stored in Residential Property	554
		Code - Commercial Vehicle stored on Residential Property	1,365
		Code - Commerical Garbage Container	62
		Code - Court	4,471
		Code - Court Renew (deleted)	7
		Code - Dock Inspection	74
		Code - Drop Off Bin	181
		Code - Dumpster	422
		Code - Dust	18
		Code - Fence	1,508
		Code - From Transfer	449
		Code - Garbage	3,814
		Code - Gas Powered Leaf Blowers/Ouside Allowed Hours	1,052
		Code - Graffiti	475
		Code - Handicap Parking	186
		Code - Heat / Air Conditioning	35
Code - Illicit Discharge		145	
Code - Informational		769	
Code - Leaves Accumulation		378	
Code - Licensing		174	
Code - Lights		292	
Code - Litter		758	
Code - Miscellaneous	6,283		
Code - No Plates / Inoperable Vehicle	2,235		
Code - Noise	2,150		

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Department Description	Group Description	Type Description	Count
Department of Public Safety	Code Enforcement	Code - Odor	610
		Code - Overgrown Vegetation	5,389
		Code - Property Maintenance	5,606
		Code - Property Violations Search	22,096
		Code - Reckless Boating	4
		Code - Sidewalk Obstruction	1,189
		Code - Signs	2,364
		Code - Smoke	65
		Code - Snow/Ice Removal	2,161
		Code - Storage and Display	320
		Code - Tobacco 21	33
		Code - Tree Removal	505
		Code - Unlawful Property Use	1,741
		Code - Unleashed Dog In A Park	36
		Code - Water Flow / Accumulation	488
	<b>Code Enforcement</b>		<b>82,464</b>
	Harbor Patrol	Harbor - Boating Miscellaneous	83
	<b>Harbor Patrol</b>		<b>83</b>
	Parking Enforcement	Parking District - Port Washington	102
		Parking District - Roslyn	13
		Prkg Enfrc - Call Back Request	667
		Prkg Enfrc - Commercial Parking	979
		Prkg Enfrc - From Transfer	177
		Prkg Enfrc - Informational	771
		Prkg Enfrc - Parking Violations Complaint	4,277
		<b>Parking Enforcement</b>	
	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		1,064	
PWPD - Call Back Request		4,419	
PWPD - Lot Condition		146	
PWPD - Miscellaneous		252	
<b>Port Washington Parking District</b>		<b>6,039</b>	
<b>Department of Public Safety</b>		<b>132,957</b>	
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	585

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Department Description	Group Description	Type Description	Count
Department of Public Works	Department of Public Works	DPW - Street Repaving Project	320
		DPW - Traffic Constituent Poll	17
<b>Department of Public Works</b>			<b>974</b>
Department of Public Works	Highway Department	Hwy - Abandoned Vehicle	596
		Hwy - Animal Sign - New Request	125
		Hwy - Basketball Stanchion	155
		Hwy - Bee's Nest Removal	451
		Hwy - Call Back Request	5,251
		Hwy - Catch Basin	3,040
		Hwy - Cemetery Maintenance	71
		Hwy - Complaint - Highway Employee / Vehicle	388
		Hwy - Curb Repair	3,303
		Hwy - Dead Animal Pickup	2,923
		Hwy - Dead End Guard Rail	60
		Hwy - From Transfer	453
		Hwy - Grass Cut / Mow	3,859
		Hwy - Informational	4,287
		Hwy - Manhole Repair	473
		Hwy - Miscellaneous	8,422
		Hwy - Permits / Road Opening Application Request	2,156
		Hwy - Plow Damage	308
		Hwy - Pothole	10,640
		Hwy - Pothole Filled Without Request	4,320
		Hwy - Shopping Cart	200
		Hwy - Snow and Ice Control	5,937
		Hwy - Speed Sign	52
		Hwy - Sprinkler Damage	104
		Hwy - Street Drainage / Flooding	2,973
		Hwy - Street Painting	2,705
		Hwy - Street Sign - New Request	1,821
		Hwy - Street Sign - Remove	271
		Hwy - Street Sign - Repair / Replace	18,341
		Hwy - Street Sweeping / Cleaning	4,290
		Hwy - Sump	86
		Hwy - Telephone/Utility Pole	257
		Hwy - Traffic Signal	1
Hwy - Tree Branch / Debris Pickup	9,239		
Hwy - Tree Fallen - Emergency	3,857		
Hwy - Tree Planting	6,931		
Hwy - Tree Removal Objection	419		
Hwy - Tree Removal Permit on ROW	72		

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Department Description	Group Description	Type Description	Count
Department of Public Works	Highway Department	Hwy - Tree Stump Removal	9,346
		Hwy - Tree Trimming / Removal Inspection	28,107
	<b>Highway Department</b>		<b>146,290</b>
	Sidewalk District	Sidewalk - Sidewalk Repair	5
	<b>Sidewalk District</b>		<b>5</b>
	Street Lighting District	Street Light - Cable Break	272
		Street Light - Cycles On / Off	5,180
		Street Light - Fixture Problem	1,526
		Street Light - From Transfer	50
		Street Light - Lamp Type Changed	2
		Street Light - Light Out (Single)	27,717
		Street Light - Lights Out (Multiple)	8,818
		Street Light - Mark Out	32,566
		Street Light - Misc Problems	1,641
		Street Light - New Light Request	147
		Street Light - On During Day	5,290
		Street Light - Pole Problem	1,435
		Street Light - Pole Transfer	16
		Street Light - Riser Transfer	12
	Street Light - Service Complaint	39	
<b>Street Lighting District</b>		<b>84,711</b>	
<b>Department of Public Works</b>		<b>231,980</b>	
Housing Authority	Housing Authority	Housing - Appliance	666
		Housing - Electrical	801
		Housing - High Priority SR	827
		Housing - Misc Carpentry	438
		Housing - Misc Construction	148
		Housing - Misc Exterior	156
		Housing - Misc SR	1,034
		Housing - Pest Control	251
		Housing - Plumbing	1,311
<b>Housing Authority</b>		<b>5,632</b>	
<b>Housing Authority</b>		<b>5,632</b>	
Human Resources and Finance	Human Resources and Finance	HR - Call Back Request	1,107
		HR - Informational	1
		HR - Medical and Insurance Benefits	485
		HR - Misc SR	210
		HR - Nova Time	135
		HR - Personnel and Employment	331
		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
	<b>Human Resources and Finance</b>		<b>2,306</b>
<b>Human Resources and Finance</b>			<b>2,306</b>
Information Technology	Information Technology	IT - Address Problem in CSR	168
	<b>Information Technology</b>		<b>168</b>
<b>Information Technology</b>			<b>168</b>
Inter Municipal Affairs	Inter Municipal Affairs	OIC - From Transfer	3,316
		OIC - Informational	1,636
		OIC - Inter Municipal SR	16,286
	<b>Inter Municipal Affairs</b>		<b>21,238</b>
<b>Inter Municipal Affairs</b>			<b>21,238</b>
Parks and Recreation Department	Parks and Recreation Department	Park - Call Back Request	4,532
		Park - Directions	615
		Park - Disabled Youth Recreation Program	88
		Park - Event	4,759
		Park - From Transfer	418
		Park - General Complaint	1,189
		Park - Hours	321
		Park - Informational	12,113
		Park - Informational - NC CommCenter	8
		Park - Informational - Tully Pool	5,495
		Park - Kids Holiday Pajama Party	639
		Park - Miscellaneous	1,500
		Park - Park Facilities Maintenance	3,110
		Park - Park Lights	117
		Park - Park Maintenance Projects	64
		Park - Park Permit Application Request	5,838
		Park - Park and Recreation Literature Request	228
		Park - Service Cancellation	16
		Park - Theater Ticket Purchase	51
		Park - Tobias Harris Basketball Camp	77
		Security - Park Issue	72
<b>Parks and Recreation Department</b>		<b>41,250</b>	
<b>Parks and Recreation Department</b>			<b>41,250</b>
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	1,089
		BZA - Request for a Zoning file	15
		BZA - Zoning Parcel	5
	<b>Board of Zoning Appeals</b>		<b>1,641</b>
Building Department	Bldg - ADA Compliance	56	

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Department Description	Group Description	Type Description	Count	
Planning and Building Department	Building Department	Bldg - Abandoned Property	210	
		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	853	
		Bldg - Construction Complaint	2,525	
		Bldg - Educational Series RSVP	111	
		Bldg - Employee Complaint	139	
		Bldg - Flood Plain Management	11	
		Bldg - From Transfer	1,059	
		Bldg - General Question Needs Answers	33,628	
		Bldg - Housing Complaint	410	
		Bldg - Illegal Housing	4,425	
		Bldg - Informational Request	46,895	
		Bldg - Inspection Request	860	
		Bldg - Inspection Request for Town Clerk	1	
		Bldg - Miscellaneous	1,005	
		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	3,517	
		Bldg - Retaining Wall	259	
		Bldg - Suspect Work Without a Permit	4,874	
		Bldg - Unable to Reach Inspector	543	
	Bldg - Unsafe Structure	42		
	Bldg - Zoning Question Needs Answers	1,091		
	<b>Building Department</b>			<b>110,135</b>
	Planning Department	Planning Department	Planning - Call Back Request	471
			Planning - Claims for Consultants/Vendors	2
Planning - From Transfer			14	
Planning - Informational			362	
Planning - Questions needing Answers			473	
Planning - Request for Flood Map			7	
Planning - Scheduling for a Planner			12	
	Planning - Subdivision of Land	37		
<b>Planning Department</b>			<b>1,378</b>	
<b>Planning and Building Department</b>			<b>113,154</b>	
Project Independence	Project Independence	PI - Aging In Place Conference RSVP	1,599	

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Department Description	Group Description	Type Description	Count
Project Independence	Project Independence	PI - Call Back Request	6,788
		PI - Cancellation	407
		PI - Caregiver Support	1,626
		PI - Disability Transportation Registration	143
		PI - Disabled Taxi Service	852
		PI - Exercise Program Registration	7,027
		PI - Financial Assistance	522
		PI - Flu Shot Registration	2,682
		PI - Food and Hunger	389
		PI - From Transfer	11
		PI - Health Chat/Event Registration	6,071
		PI - Health and Mental Health	46,555
		PI - Household Maintenance	3,705
		PI - Informational	2,537
		PI - Miscellaneous	11,370
		PI - NORC SR	843
		PI - No Heat emergency (Excl HA)	32
		PI - No Heat emergency (Excl Housing Authority)	39
		PI - Non TONH Resident	1
		PI - Program Registration	2,926
		PI - Registration	66
		PI - SHARP Program	78
		PI - Senior Membership Registration	17,564
		PI - Snow Removal	23
		PI - Support Group Registration	966
		PI - Taxi / Transportation Informational	2,357
		PI - Taxi Service	226,041
		PI - Taxi Service Cancellation	15,248
		PI - Taxi Service Complaint	1,429
		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	4,011		
PI - Veterans Services	471		
PI - Volunteer	401		
PI - Volunteering for Senior Programs	32		
zz location test	5		
<b>Project Independence</b>			<b>377,306</b>
<b>Project Independence</b>			<b>377,306</b>
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	573	
		Tax - Duplicate Bill or Receipt	8,178	
		Tax - Informational	37,482	
		Tax - Reduction to Assessment	4	
		Tax - Tax Assessment Challenge Workshops	441	
		Tax - Tax Bill Change	344	
		Tax - Title Company	16	
		<b>Receiver of Taxes</b>		
<b>Receiver of Taxes</b>			<b>47,044</b>	
Solid Waste Management	Solid Waste Management	SWMA - Call Back	4,002	
		SWMA - Carting Complaints	2,293	
		SWMA - Container without License / Permit	357	
		SWMA - E-Waste	1,328	
		SWMA - Employee Complaint	2	
		SWMA - From Transfer	139	
		SWMA - Garbage Not Picked Up	3,542	
		SWMA - Informational	13,567	
		SWMA - Landfill on Fire	2	
		SWMA - Lost Property	15	
		SWMA - Recycling / STOP Call Back	918	
		SWMA - Recycling Decal Request	2,717	
		SWMA - Request for Public Trash Can	74	
		SWMA - Stop Program	3,168	
	SWMA - Strange Odor	5		
	<b>Solid Waste Management</b>			<b>32,129</b>
	Sustainability Department	Sustainability Department	Sust - Call Back	144
			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			
<b>Sustainability Department</b>			<b>3,548</b>	
<b>Solid Waste Management</b>			<b>35,677</b>	
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	14,080	
		311 - Street Repaving Schedule Inquiry	825	
		311 - Tree Removal Notification Request	161,250	
		Clerk - Information	16,828	
		Tax - Bill Question	4,820	
		Tax - Complaint	18	
	<b>311 Call Center</b>			<b>286,102</b>
	Supervisor's Office	Supervisor's Office	SupV - Airplane	4,802
			SupV - Airplane Nassau	72
			SupV - Backpack Giveaway	336
			SupV - Bike Rodeo and Helmet Safety	65
			SupV - Complaint - Other Employee	422
			SupV - Coronavirus Information	3,527
			SupV - Damage Assessment	15
			SupV - Employee Complaint	331
			SupV - Employee Drive-In Movie	14
			SupV - Fire Department Recruitment	1
			SupV - Geese	178
			SupV - Helicopter	7,714
			SupV - Helicopter Nassau	2,010
			SupV - MWBE Seminar	128
			SupV - Not In Our Town	10
			SupV - Resident Advocate Request	3,152
			SupV - Stop The Bleed Training	104
			SupV - Thank You from Constituent	2,697
			SupV - Townstat Call Back	15
SupV - Verizon FIOS Work Complaint			4	
SupV - Veterans Engagement Event	244			
<b>Supervisor's Office</b>			<b>25,841</b>	
<b>Supervisor's Office</b>			<b>311,943</b>	
Template Group	Template Group	Bldg - Building SR Template	2	
	<b>Template Group</b>		<b>2</b>	
<b>Template Group</b>			<b>2</b>	
Town Clerk	Town Clerk	Town Clerk - Application Notification	1	
		Town Clerk - Bingo & Games of Chance	57	
		Town Clerk - Birth Certificate	16,009	
		Town Clerk - Block Party Application	315	
		Town Clerk - Certificate of Existence	10	
		Town Clerk - Codebook Supplement	37	
		Town Clerk - Contracts & Bids	143	
		Town Clerk - Death Certificate	7,645	

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Department Description	Group Description	Type Description	Count
Town Clerk	Town Clerk	Town Clerk - Dog License	4,582
		Town Clerk - Domestic Partnership	521
		Town Clerk - Events and Scheduling	15
		Town Clerk - Filming Permit	242
		Town Clerk - Fishing License	291
		Town Clerk - Going Out of Business	38
		Town Clerk - Hunting License	293
		Town Clerk - Kids Safety Day Car Seat RSVP	1
		Town Clerk - Landscaping License	184
		Town Clerk - Liquor License	144
		Town Clerk - Look Good Feel Better RSVP	8
		Town Clerk - Marriage Ceremony Request	398
		Town Clerk - Marriage Certificate	3,802
		Town Clerk - Marriage License	5,800
		Town Clerk - Miscellaneous	3,325
		Town Clerk - Parade Application	45
		Town Clerk - Parking (Mary Jane Davies Green)	44
		Town Clerk - Parking Restrictions Removal Request	1,151
		Town Clerk - Passports	993
		Town Clerk - Pawnbroker License	10
		Town Clerk - Peddler License	512
		Town Clerk - Secondhand Dealer License	176
		Town Clerk - Sidewalk Sale	17
		Town Clerk - Solid Waste Management License	771
		Town Clerk - Storage Bins	88
		Town Clerk - Taxi and Limousine License	636
		Town Clerk - Tow Truck License	464
		Town Clerk - Town Board Questions	68
		Town Clerk - Trucking License	1
		Town Clerk - Underground Tank	2
		Town Clerk - Valentine's Day Ceremony RSVP	31
		Town Clerk - Waterways	128
Town Clerk - Women's Roll of Honor Breakfast RSVP	53		
	<b>Town Clerk</b>		<b>49,051</b>
<b>Town Clerk</b>			<b>49,051</b>
<b>Summary</b>			<b>1,391,430</b>