

Town of North Hempstead Service Requests via 311

November 2005 through June 2022

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	57
		CommSvc - Bus Depot Informational	1,098
		CommSvc - Bus Pickup Cancel	2,927
		CommSvc - Bus Pickup Schedule	1,640
		CommSvc - Educational Program	49
		CommSvc - From Transfer	178
		CommSvc - Informational	2,544
		CommSvc - Misc SR	990
		CommSvc - Seasonal Programs Registration	8,267
		CommSvc - Senior Card Application	182
		CommSvc - Volunteering for General Programs	28
	Community Services		17,960
Community Services			17,960
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	854
		Animal Sh - Call Back	279
		Animal Sh - Dead Dog Pickup	70
		Animal Sh - Dog Abuse Info Only SR	1
		Animal Sh - Dog Adoption	7,526
		Animal Sh - Dog Bite	148
		Animal Sh - Dog Defecation	376
		Animal Sh - Found Animal	1,384
		Animal Sh - Found Dog Pickup	6
		Animal Sh - Informational Request	9,970
		Animal Sh - Injured Dog	26
		Animal Sh - Lost Animal	2,606
		Animal Sh - Menacing or Harrassing Dog	520
		Animal Sh - Misc	1,602
Animal Sh - Sign	169		
Animal Sh - Surrender a dog	585		

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Department Description	Group Description	Type Description	Count
Department of Public Safety	Animal Shelter	Animal Sh - Unattended Animal in Vehicle	8
		Animal Sh - Unleashed - Stray Dog	1,017
	Animal Shelter		27,197
	Cat Services	Cat Services - Call Back	1,510
		Cat Services - Feral Cats	4,049
		Cat Services - From Transfer	7
		Cat Shelter - Informational	367
	Cat Services		5,933
	Code Enforcement	Code - After Hours/Weekend Construction	945
		Code - Animal (except Dog / Cat / Wild life)	184
		Code - BZA Noncompliance	40
		Code - Bamboo	91
		Code - Basketball Stanchion	240
		Code - Boat	118
		Code - Building Permit	275
		Code - Call Back Request	8,412
		Code - Cash for Cars	16
		Code - Commercial Vehicle stored in Residential Property	554
		Code - Commercial Vehicle stored on Residential Property	1,224
		Code - Commerical Garbage Container	55
		Code - Court	4,059
		Code - Court Renew (deleted)	7
		Code - Dock Inspection	74
		Code - Drop Off Bin	153
		Code - Dumpster	359
		Code - Dust	18
		Code - Fence	1,364
		Code - From Transfer	389
		Code - Garbage	3,353
		Code - Gas Powered Leaf Blowers/Outside Allowed Hours	685
		Code - Graffiti	459
		Code - Handicap Parking	175
		Code - Heat / Air Conditioning	31
Code - Illicit Discharge		108	
Code - Informational		769	
Code - Leaves Accumulation		325	
Code - Licensing		174	
Code - Lights		232	
Code - Litter		724	
Code - Miscellaneous	5,314		
Code - No Plates / Inoperable Vehicle	2,096		
Code - Noise	1,894		

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Department Description	Group Description	Type Description	Count
Department of Public Safety	Code Enforcement	Code - Odor	453
		Code - Overgrown Vegetation	4,556
		Code - Property Maintenance	4,934
		Code - Property Violations Search	20,349
		Code - Reckless Boating	4
		Code - Sidewalk Obstruction	1,052
		Code - Signs	2,119
		Code - Smoke	58
		Code - Snow/Ice Removal	2,111
		Code - Storage and Display	311
		Code - Tobacco 21	21
		Code - Tree Removal	396
		Code - Unlawful Property Use	1,341
		Code - Unleashed Dog In A Park	36
		Code - Water Flow / Accumulation	445
	Code Enforcement		73,102
	Harbor Patrol	Harbor - Boating Miscellaneous	51
	Harbor Patrol		51
	Parking Enforcement	Parking District - Port Washington	102
		Parking District - Roslyn	13
		Prkg Enfrc - Call Back Request	506
		Prkg Enfrc - Commercial Parking	782
		Prkg Enfrc - From Transfer	154
		Prkg Enfrc - Informational	771
		Prkg Enfrc - Parking Violations Complaint	3,586
		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		997	
PWPD - Call Back Request		3,607	
PWPD - Lot Condition		127	
PWPD - Miscellaneous		184	
Port Washington Parking District		5,073	
Department of Public Safety			117,270
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	430

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Department Description	Group Description	Type Description	Count
Department of Public Works	Department of Public Works	DPW - Street Repaving Project	316
		DPW - Traffic Constituent Poll	17
	Department of Public Works		815
	Highway Department	Hwy - Abandoned Vehicle	457
		Hwy - Animal Sign - New Request	116
		Hwy - Basketball Stanchion	147
		Hwy - Bee's Nest Removal	329
		Hwy - Call Back Request	4,125
		Hwy - Catch Basin	2,592
		Hwy - Cemetery Maintenance	69
		Hwy - Complaint - Highway Employee / Vehicle	388
		Hwy - Curb Repair	2,977
		Hwy - Dead Animal Pickup	2,505
		Hwy - Dead End Guard Rail	51
		Hwy - From Transfer	296
		Hwy - Grass Cut / Mow	3,640
		Hwy - Informational	4,195
		Hwy - Manhole Repair	421
		Hwy - Miscellaneous	7,382
		Hwy - Permits / Road Opening Application Request	1,762
		Hwy - Plow Damage	303
		Hwy - Pothole	9,868
		Hwy - Pothole Filled Without Request	4,227
		Hwy - Shopping Cart	189
		Hwy - Snow and Ice Control	5,863
		Hwy - Speed Sign	41
		Hwy - Sprinkler Damage	102
		Hwy - Street Drainage / Flooding	2,739
		Hwy - Street Painting	2,644
		Hwy - Street Sign - New Request	1,608
		Hwy - Street Sign - Remove	232
		Hwy - Street Sign - Repair / Replace	17,172
		Hwy - Street Sweeping / Cleaning	3,660
		Hwy - Sump	71
		Hwy - Telephone/Utility Pole	236
		Hwy - Traffic Signal	1
		Hwy - Tree Branch / Debris Pickup	8,265
		Hwy - Tree Fallen - Emergency	3,681
		Hwy - Tree Planting	5,978
		Hwy - Tree Removal Objection	337
		Hwy - Tree Removal Permit on ROW	50

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Department Description	Group Description	Type Description	Count
Department of Public Works	Highway Department	Hwy - Tree Stump Removal	8,463
		Hwy - Tree Trimming / Removal Inspection	24,758
	Highway Department		131,940
	Sidewalk District	Sidewalk - Sidewalk Repair	5
	Sidewalk District		5
	Street Lighting District	Street Light - Cable Break	258
		Street Light - Cycles On / Off	4,242
		Street Light - Fixture Problem	1,392
		Street Light - From Transfer	35
		Street Light - Light Out (Single)	24,155
		Street Light - Lights Out (Multiple)	7,765
		Street Light - Mark Out	27,925
		Street Light - Misc Problems	1,345
		Street Light - New Light Request	142
		Street Light - On During Day	4,973
		Street Light - Pole Problem	1,243
		Street Light - Pole Transfer	11
		Street Light - Riser Transfer	6
	Street Light - Service Complaint	12	
	Street Lighting District		73,504
Department of Public Works		206,264	
Housing Authority	Housing Authority	Housing - Appliance	602
		Housing - Electrical	739
		Housing - High Priority SR	697
		Housing - Misc Carpentry	407
		Housing - Misc Construction	142
		Housing - Misc Exterior	148
		Housing - Misc SR	910
		Housing - Pest Control	225
		Housing - Plumbing	1,239
Housing Authority		5,109	
Housing Authority		5,109	
Human Resources and Finance	Human Resources and Finance	HR - Call Back Request	937
		HR - Informational	1
		HR - Medical and Insurance Benefits	416
		HR - Misc SR	162
		HR - Nova Time	135
		HR - Personnel and Employment	291
		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	31
		HR - Workman Compensation	1
	Human Resources and Finance		1,977
Human Resources and Finance			1,977
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	2,921
		OIC - Informational	1,636
		OIC - Inter Municipal SR	14,189
	Inter Municipal Affairs		18,746
Inter Municipal Affairs			18,746
Parks and Recreation Department	Parks and Recreation Department	Park - Call Back Request	3,101
		Park - Directions	615
		Park - Disabled Youth Recreation Program	87
		Park - Event	4,759
		Park - From Transfer	382
		Park - General Complaint	928
		Park - Hours	321
		Park - Informational	12,113
		Park - Informational - NC CommCenter	8
		Park - Informational - Tully Pool	5,495
		Park - Miscellaneous	1,274
		Park - Park Facilities Maintenance	2,695
		Park - Park Lights	117
		Park - Park Maintenance Projects	59
		Park - Park Permit Application Request	4,530
		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	558
		Park - Security - Park Issue	63
Parks and Recreation Department		37,476	
Parks and Recreation Department			37,476
Planning and Building Department	Board of Zoning Appeals	BZA - Board of Zoning and Appeals Informational	503
		BZA - Filing for an Appeal	27
		BZA - Questions needing Answers	909
		BZA - Request for a Zoning file	13
		BZA - Zoning Parcel	5
	Board of Zoning Appeals		1,457
Building Department	Bldg - ADA Compliance	52	

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Department Description	Group Description	Type Description	Count	
Planning and Building Department	Building Department	Bldg - Abandoned Property	169	
		Bldg - Applicant Advocate Request	1,211	
		Bldg - Application Escalation (Not in Use)	1	
		Bldg - Application Status	4,874	
		Bldg - Call Back	632	
		Bldg - Call Back Request (Not in Use)	80	
		Bldg - Certificate Status	818	
		Bldg - Construction Complaint	2,204	
		Bldg - Educational Series RSVP	111	
		Bldg - Employee Complaint	139	
		Bldg - Flood Plain Management	9	
		Bldg - From Transfer	923	
		Bldg - General Question Needs Answers	28,154	
		Bldg - Housing Complaint	361	
		Bldg - Illegal Housing	4,120	
		Bldg - Informational Request	46,895	
		Bldg - Inspection Request	674	
		Bldg - Inspection Request for Town Clerk	1	
		Bldg - Miscellaneous	747	
		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	2,878	
		Bldg - Retaining Wall	241	
		Bldg - Suspect Work Without a Permit	4,214	
		Bldg - Unable to Reach Inspector	397	
	Bldg - Unsafe Structure	37		
	Bldg - Zoning Question Needs Answers	739		
	Building Department			101,334
	Planning Department	Planning Department	Planning - Call Back Request	420
			Planning - Claims for Consultants/Vendors	2
Planning - From Transfer			13	
Planning - Informational			362	
Planning - Questions needing Answers			410	
Planning - Request for Flood Map			7	
Planning - Scheduling for a Planner			12	
Planning - Subdivision of Land			35	
Planning Department			1,261	
Planning and Building Department			104,052	
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	5,123
		PI - Cancellation	323
		PI - Caregiver Support	1,510
		PI - Disability Transportation Registration	118
		PI - Disabled Taxi Service	496
		PI - Exercise Program Registration	5,522
		PI - Financial Assistance	502
		PI - Flu Shot Registration	2,579
		PI - Food and Hunger	371
		PI - From Transfer	11
		PI - Health Chat/Event Registration	4,597
		PI - Health and Mental Health	30,433
		PI - Household Maintenance	2,806
		PI - Informational	2,537
		PI - Miscellaneous	9,791
		PI - NORC SR	843
		PI - No Heat emergency (Excl HA)	32
		PI - No Heat emergency (Excl Housing Authority)	32
		PI - Program Registration	2,926
		PI - Registration	66
		PI - SHARP Program	78
		PI - Senior Membership Registration	16,006
		PI - Snow Removal	23
		PI - Support Group Registration	561
		PI - Taxi / Transportation Informational	2,357
		PI - Taxi Service	186,698
		PI - Taxi Service Cancellation	12,869
		PI - Taxi Service Complaint	1,326
		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	3,107
PI - Veterans Services	345		
PI - Volunteer	386		
PI - Volunteering for Senior Programs	32		
zz location test	5		
Project Independence			308,485
Project Independence			308,485
Receiver of Taxes	Receiver of Taxes	Tax - Bank / Financial	6
		Tax - Call Back Request	490
		Tax - Duplicate Bill or Receipt	6,168

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Department Description	Group Description	Type Description	Count	
Receiver of Taxes	Receiver of Taxes	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	44,865	
Receiver of Taxes			44,865	
Solid Waste Management	Solid Waste Management	SWMA - Call Back	3,456	
		SWMA - Carting Complaints	2,054	
		SWMA - Container without License / Permit	357	
		SWMA - E-Waste	1,328	
		SWMA - Employee Complaint	2	
		SWMA - From Transfer	137	
		SWMA - Garbage Not Picked Up	2,998	
		SWMA - Informational	13,567	
		SWMA - Landfill on Fire	2	
		SWMA - Lost Property	14	
		SWMA - Recycling / STOP Call Back	787	
		SWMA - Recycling Decal Request	2,227	
		SWMA - Request for Public Trash Can	67	
		SWMA - Stop Program	3,168	
		SWMA - Strange Odor	5	
	Solid Waste Management			30,169
	Sustainability Department	Sustainability Department	Sust - Call Back	104
			Sust - Compost	1,878
			Sust - Environmental Education	18
			Sust - Long Island Green Homes	155
			Sust - Native Plant Gardening	162
			Sust - Rain Barrel	918
			Sust - Rain Gardens	131
Sust - Solarize Event Registration			29	
Sust - Solarize North Hempstead			21	
Sust - Sustainable Yard Care			88	
Sustainability Department			3,504	
Solid Waste Management			33,673	
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	253	
		311 - Parking District Permit Informational	435	
		311 - SR Constituent Follow-up	12,631	

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Department Description	Group Description	Type Description	Count	
Supervisor's Office	311 Call Center	311 - Street Repaving Schedule Inquiry	718	
		311 - Tree Removal Notification Request	161,228	
		Clerk - Information	16,828	
		Tax - Bill Question	4,820	
		Tax - Complaint	18	
	311 Call Center			284,522
	Supervisor's Office		SupV - Airplane	4,648
			SupV - Airplane Nassau	48
			SupV - Backpack Giveaway	336
			SupV - Bike Rodeo and Helmet Safety	58
			SupV - CGM Pool Renovation	228
			SupV - Complaint - Other Employee	422
			SupV - Coronavirus Information	3,527
			SupV - Damage Assessment	15
			SupV - Employee Complaint	266
			SupV - Employee Drive-In Movie	14
			SupV - Fire Department Recruitment	1
			SupV - Geese	176
			SupV - Helicopter	7,630
			SupV - Helicopter Nassau	2,009
			SupV - Not In Our Town	8
			SupV - Resident Advocate Request	3,149
			SupV - Thank You from Constituent	2,492
			SupV - Townstat Call Back	13
			SupV - Verizon FIOS Work Complaint	4
			SupV - Veterans Wellness Workshop	44
	Supervisor's Office			25,088
Supervisor's Office			309,610	
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	50	
		Town Clerk - Birth Certificate	15,754	
		Town Clerk - Block Party Application	285	
		Town Clerk - Certificate of Existence	8	
		Town Clerk - Codebook Supplement	35	
		Town Clerk - Contracts & Bids	140	
		Town Clerk - Dog License	4,202	
		Town Clerk - Domestic Partnership	401	
		Town Clerk - Events and Scheduling	15	
		Town Clerk - Filming Permit	234	

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Department Description	Group Description	Type Description	Count
Town Clerk	Town Clerk	Town Clerk - Fishing License	270
		Town Clerk - Going Out of Business	38
		Town Clerk - Hunting License	273
		Town Clerk - Kids Safety Day Car Seat RSVP	1
		Town Clerk - Landscaping License	146
		Town Clerk - Liquor License	123
		Town Clerk - Look Good Feel Better RSVP	8
		Town Clerk - Marriage Ceremony Request	179
		Town Clerk - Marriage Certificate	3,794
		Town Clerk - Marriage License	5,648
		Town Clerk - Miscellaneous	3,059
		Town Clerk - Parade Application	39
		Town Clerk - Parking (Mary Jane Davies Green)	39
		Town Clerk - Parking Restrictions Removal Request	1,033
		Town Clerk - Passports	343
		Town Clerk - Pawnbroker License	10
		Town Clerk - Peddler License	463
		Town Clerk - Secondhand Dealer License	164
		Town Clerk - Sidewalk Sale	17
		Town Clerk - Solid Waste Management License	667
		Town Clerk - Storage Bins	82
		Town Clerk - Taxi and Limousine License	606
		Town Clerk - Tow Truck License	399
		Town Clerk - Town Board Questions	51
		Town Clerk - Trucking License	1
Town Clerk - Underground Tank	2		
Town Clerk - Waterways	93		
	Town Clerk		38,673
Town Clerk			38,673
Summary			1,245,463