

**Service Request Statistical Report
All Srs 2008**

From JAN 01, 2008 to DEC 31, 2008

Sorted Alphabetically

Criteria: North Hempstead

Service Requests	Total Count	Total Open	% Open	Total Closed	% Closed	Total Overdue	% Overdue	Avg Resp	Set Duration
Adminstrative Services	88	15	17.0%	73	83.0%	15	17.0%	39.3	
Adm Svc - Critter Corner - Geese Nest	7	1	14.3%	6	85.7%	1	14.3%	9	10
Adm Svc - Critter Corner - Pigeons	5	5	100.0%	0	0.0%	5	100.0%	0	30
Adm Svc - Green Team	58	3	5.2%	55	94.8%	3	5.2%	6.1	3
Cat Shelter - Feral Cats	18	6	33.3%	12	66.7%	6	33.3%	206.9	60
Community Services	420	0	0.0%	420	100.0%	0	0.0%	1	
Comm Svc - Informational	420	0	0.0%	420	100.0%	0	0.0%	1	0
Department of Public Safety	8133	330	4.1%	7803	95.9%	235	2.9%	4.3	
Animal Shelter	4046	16	0.4%	4030	99.6%	16	0.4%	1.1	
Animal Sh - Appearance Ticket	13	0	0.0%	13	100.0%	0	0.0%	.9	5
Animal Sh - Barking Dog	45	0	0.0%	45	100.0%	0	0.0%	6.6	5
Animal Sh - Call Back	1	0	0.0%	1	100.0%	0	0.0%	2.8	2
Animal Sh - Dead Dog Pickup	3	0	0.0%	3	100.0%	0	0.0%	1.4	5
Animal Sh - Dog Adoption	345	1	0.3%	344	99.7%	1	0.3%	1	0
Animal Sh - Dog Defecation	45	13	28.9%	32	71.1%	13	28.9%	4.5	5
Animal Sh - Found Animal	64	1	1.6%	63	98.4%	1	1.6%	1.9	5
Animal Sh - Informational Request	3296	0	0.0%	3296	100.0%	0	0.0%	1	0
Animal Sh - Injured Dog	2	0	0.0%	2	100.0%	0	0.0%	1	5
Animal Sh - Lost Animal	120	0	0.0%	120	100.0%	0	0.0%	1.1	5
Animal Sh - Menacing or Harrassing Dog	8	0	0.0%	8	100.0%	0	0.0%	5.9	5
Animal Sh - Misc	18	0	0.0%	18	100.0%	0	0.0%	.8	5
Animal Sh - Sign	2	0	0.0%	2	100.0%	0	0.0%	2	10
Animal Sh - Surrender a dog	17	0	0.0%	17	100.0%	0	0.0%	1.3	0
Animal Sh - Unleashed - Stray Dog	67	1	1.5%	66	98.5%	1	1.5%	2.4	5
Cat Shelter	203	131	64.5%	72	35.5%	117	57.6%	89.4	
Cat Shelter - Call Back	17	2	11.8%	15	88.2%	1	5.9%	5	10
Cat Shelter - Feral Cats	186	129	69.4%	57	30.6%	116	62.4%	111.6	60
Code Enforcement	3638	183	5.0%	3455	95.0%	102	2.8%	6.3	
Code - Animal (except Dog / Cat / Wild life)	6	0	0.0%	6	100.0%	0	0.0%	30.5	28
Code - Basketball Stanchion	12	0	0.0%	12	100.0%	0	0.0%	3.6	30
Code - Boat	9	0	0.0%	9	100.0%	0	0.0%	8.5	30
Code - Building Permit	16	5	31.3%	11	68.8%	5	31.3%	4.6	30
Code - Call Back Request	308	32	10.4%	276	89.6%	32	10.4%	3.5	1
Code - Commercial Vehicle stored in Residential Property	92	3	3.3%	89	96.7%	1	1.1%	14.1	30
Code - Court	148	121	81.8%	27	18.2%	51	34.5%	42.1	180
Code - Dumpster	12	0	0.0%	12	100.0%	0	0.0%	5.6	30
Code - Dust	2	0	0.0%	2	100.0%	0	0.0%	2.8	30

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Code - Fence	70	1	1.4%	69	98.6%	0	0.0%	23.9	30
Code - Garbage	197	0	0.0%	197	100.0%	0	0.0%	6.9	30
Code - Graffiti	32	0	0.0%	32	100.0%	0	0.0%	13.2	30
Code - Leaves Accumulation	28	0	0.0%	28	100.0%	0	0.0%	14.2	30
Code - Lights	1	0	0.0%	1	100.0%	0	0.0%	4	30
Code - Litter	49	1	2.0%	48	98.0%	0	0.0%	8.4	30
Code - Miscellaneous	158	3	1.9%	155	98.1%	1	0.6%	7.3	30
Code - No Plates / Inoperable Vehicle	102	0	0.0%	102	100.0%	0	0.0%	14.5	30
Code - Noise	105	2	1.9%	103	98.1%	0	0.0%	6.4	30
Code - Odor	16	0	0.0%	16	100.0%	0	0.0%	3.3	30
Code - Overgrown Vegetation	303	6	2.0%	297	98.0%	5	1.7%	10.3	30
Code - Property Maintenance	241	6	2.5%	235	97.5%	6	2.5%	11.5	30
Code - Property Violations Search	1351	0	0.0%	1351	100.0%	0	0.0%	1	1
Code - Sidewalk Obstruction	71	0	0.0%	71	100.0%	0	0.0%	9.9	30
Code - Signs	104	0	0.0%	104	100.0%	0	0.0%	10.9	30
Code - Smoke	3	0	0.0%	3	100.0%	0	0.0%	8	30
Code - Snow/Ice Removal	22	0	0.0%	22	100.0%	0	0.0%	5.8	10
Code - Storage and Display	20	0	0.0%	20	100.0%	0	0.0%	8.4	30
Code - Tree Removal	18	0	0.0%	18	100.0%	0	0.0%	5.2	30
Code - Unlawful Property Use	102	2	2.0%	100	98.0%	1	1.0%	8.7	30
Code - Water Flow / Accumulation	40	1	2.5%	39	97.5%	0	0.0%	9.3	30
Emergency Management Services	3	0	0.0%	3	100.0%	0	0.0%	1	
SupV - Damage Assessment	3	0	0.0%	3	100.0%	0	0.0%	1	30
Parking Enforcement	243	0	0.0%	243	100.0%	0	0.0%	.9	
311 - Parking District Permit Informational	68	0	0.0%	68	100.0%	0	0.0%	1	0
Parking District - Port Washington	41	0	0.0%	41	100.0%	0	0.0%	1	0
Parking District - Roslyn	6	0	0.0%	6	100.0%	0	0.0%	1	0
Prkg Enfrc - Commercial Parking	6	0	0.0%	6	100.0%	0	0.0%	1.6	5
Prkg Enfrc - Informational	58	0	0.0%	58	100.0%	0	0.0%	1	0
Prkg Enfrc - Parking Violations Complaint	64	0	0.0%	64	100.0%	0	0.0%	.6	5
Department of Public Works	9878	943	9.5%	8935	90.5%	313	3.2%	16.7	
DPW - Mill Pond Project	18	1	5.6%	17	94.4%	1	5.6%	15.7	30
DPW - Road Project	10	3	30.0%	7	70.0%	3	30.0%	24.8	30
Highway Department	6514	876	13.4%	5638	86.6%	251	3.9%	22.3	
Highway - Abandoned Vehicle	18	6	33.3%	12	66.7%	2	11.1%	16.1	90
Highway - Animal Sign - New Request	1	0	0.0%	1	100.0%	0	0.0%	.2	5
Highway - Basketball Stanchion	9	0	0.0%	9	100.0%	0	0.0%	23.4	25
Highway - Bee's Nest Removal	10	0	0.0%	10	100.0%	0	0.0%	16.2	4
Highway - Cemetery Maintenance	3	0	0.0%	3	100.0%	0	0.0%	11	15

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Hwy - Complaint - Highway Employee / Vehicle	23	1	4.3%	22	95.7%	1	4.3%	2.4	10
Hwy - Curb Repair	152	19	12.5%	133	87.5%	14	9.2%	40.8	60
Hwy - Dead Animal Pickup	197	0	0.0%	197	100.0%	0	0.0%	2	3
Hwy - Dead End Guard Rail	4	1	25.0%	3	75.0%	0	0.0%	22.9	30
Hwy - From Transfer	6	0	0.0%	6	100.0%	0	0.0%	8.4	10
Hwy - Grass Cut / Mow	165	0	0.0%	165	100.0%	0	0.0%	10.9	7
Hwy - Manhole Repair	21	0	0.0%	21	100.0%	0	0.0%	5.6	7
Hwy - Miscellaneous	378	3	0.8%	375	99.2%	3	0.8%	11.2	5
Hwy - Permits / Road Opening Application Request	56	1	1.8%	55	98.2%	1	1.8%	1.4	5
Hwy - Pothole	313	1	0.3%	312	99.7%	1	0.3%	6.5	4
Hwy - Pothole Filled Without Request	486	0	0.0%	486	100.0%	0	0.0%	2.3	0
Hwy - Shopping Cart	61	34	55.7%	27	44.3%	33	54.1%	7.5	30
Hwy - Snow and Ice Control	100	0	0.0%	100	100.0%	0	0.0%	.4	4
Hwy - Street Drainage / Catch Basin / Sump	337	19	5.6%	318	94.4%	11	3.3%	15.5	90
Hwy - Street Painting	353	5	1.4%	348	98.6%	1	0.3%	7.9	120
Hwy - Street Repaving	7	4	57.1%	3	42.9%	4	57.1%	150	0
Hwy - Street Sign - New Request	51	25	49.0%	26	51.0%	11	21.6%	109.5	180
Hwy - Street Sign - Remove	12	2	16.7%	10	83.3%	1	8.3%	93.2	180
Hwy - Street Sign - Repair / Replace	1089	2	0.2%	1087	99.8%	2	0.2%	5.5	7
Hwy - Street Sweeping / Cleaning	216	2	0.9%	214	99.1%	1	0.5%	4.9	23
Hwy - Tree Branch / Debris Pickup	393	0	0.0%	393	100.0%	0	0.0%	2.8	7
Hwy - Tree Fallen - Emergency	76	0	0.0%	76	100.0%	0	0.0%	2.1	3
Hwy - Tree Planting	350	151	43.1%	199	56.9%	0	0.0%	96.9	365
Hwy - Tree Removal Objection	11	2	18.2%	9	81.8%	2	18.2%	.3	0
Hwy - Tree Stump Removal	277	1	0.4%	276	99.6%	0	0.0%	82.3	180
Hwy - Tree Trimming / Removal Inspection	1339	597	44.6%	742	55.4%	163	12.2%	63.9	220
Street Lighting District	3336	63	1.9%	3273	98.1%	58	1.7%	7	
Street Light - Cable Break	27	0	0.0%	27	100.0%	0	0.0%	4.8	4
Street Light - Cycles On / Off	207	3	1.4%	204	98.6%	3	1.4%	6	7
Street Light - Fixture Problem	66	4	6.1%	62	93.9%	4	6.1%	12.6	7
Street Light - Light Out (Single)	1308	21	1.6%	1287	98.4%	21	1.6%	7.2	7
Street Light - Lights Out (Multiple)	382	16	4.2%	366	95.8%	16	4.2%	9.3	7
Street Light - Mark Out	1031	8	0.8%	1023	99.2%	4	0.4%	4.8	7
Street Light - Misc Problems	56	6	10.7%	50	89.3%	6	10.7%	16.3	7
Street Light - New Light Request	11	2	18.2%	9	81.8%	1	9.1%	20.3	21
Street Light - On During Day	186	0	0.0%	186	100.0%	0	0.0%	6.9	7
Street Light - Pole Problem	62	3	4.8%	59	95.2%	3	4.8%	15.6	7

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Housing Authority	363	23	6.3%	340	93.7%	23	6.3%	9.3	
Housing - Appliance	38	2	5.3%	36	94.7%	2	5.3%	8.1	10
Housing - Electrical	48	3	6.3%	45	93.8%	3	6.3%	7.7	4
Housing - High Priority SR	28	1	3.6%	27	96.4%	1	3.6%	4.9	1
Housing - Misc Carpentry	35	3	8.6%	32	91.4%	3	8.6%	13.8	10
Housing - Misc Construction	13	1	7.7%	12	92.3%	1	7.7%	14.8	10
Housing - Misc Exterior	26	0	0.0%	26	100.0%	0	0.0%	5.9	15
Housing - Misc SR	49	1	2.0%	48	98.0%	1	2.0%	5	10
Housing - Pest Control	17	1	5.9%	16	94.1%	1	5.9%	8.3	15
Housing - Plumbing	109	11	10.1%	98	89.9%	11	10.1%	12.8	10
Information Technology	10	7	70.0%	3	30.0%	7	70.0%	.4	
IT - Address Problem in CSR	10	7	70.0%	3	30.0%	7	70.0%	.4	0
Inter Municipal Affairs	624	0	0.0%	624	100.0%	0	0.0%	1.8	
OIC - From Transfer	33	0	0.0%	33	100.0%	0	0.0%	6.1	3
OIC - Informational	502	0	0.0%	502	100.0%	0	0.0%	1	0
OIC - Inter Municipal SR	89	0	0.0%	89	100.0%	0	0.0%	4.4	4
Parks and Recreation Department	4393	3	0.1%	4390	99.9%	3	0.1%	1	
Park - Call Back Request	19	1	5.3%	18	94.7%	1	5.3%	1	1
Park - Directions	134	0	0.0%	134	100.0%	0	0.0%	1	0
Park - Disable Youth Recreation Program	2	0	0.0%	2	100.0%	0	0.0%	.5	5
Park - Event	1384	0	0.0%	1384	100.0%	0	0.0%	1	0
Park - From Transfer	20	1	5.0%	19	95.0%	1	5.0%	6.1	5
Park - Hours	51	0	0.0%	51	100.0%	0	0.0%	1	0
Park - Informational	2517	0	0.0%	2517	100.0%	0	0.0%	1	0
Park - Miscellaneous	30	1	3.3%	29	96.7%	1	3.3%	1.2	5
Park - Park Facilities Maintenance	89	0	0.0%	89	100.0%	0	0.0%	1.1	5
Park - Park Lights	2	0	0.0%	2	100.0%	0	0.0%	1.4	5
Park - Park Permit Application Request	140	0	0.0%	140	100.0%	0	0.0%	.1	7
Park - Park and Recreation Literature Request	4	0	0.0%	4	100.0%	0	0.0%	0	7
Park - Theatre Ticket Purchase	1	0	0.0%	1	100.0%	0	0.0%	0	0
Planning and Building Department	16930	380	2.2%	16550	97.8%	349	2.1%	3.9	
Board of Zoning Appeals	70	0	0.0%	70	100.0%	0	0.0%	2.5	
BZA - Board of Zoning and Appeals Informational	41	0	0.0%	41	100.0%	0	0.0%	1	3
BZA - Filing for an Appeals	1	0	0.0%	1	100.0%	0	0.0%	.2	3
BZA - Questions needing Answers	24	0	0.0%	24	100.0%	0	0.0%	4.8	4
BZA - Request for a Zoning file	1	0	0.0%	1	100.0%	0	0.0%	7	3
BZA - Zoning Parcel	3	0	0.0%	3	100.0%	0	0.0%	4.1	3

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Building Department	16735	380	2.3%	16355	97.7%	349	2.1%	3.9	
Bldg - Application Escalation	1	0	0.0%	1	100.0%	0	0.0%	37.8	0
Bldg - Application Status	521	41	7.9%	480	92.1%	35	6.7%	16.8	25
Bldg - Certificate Status	62	55	88.7%	7	11.3%	45	72.6%	45.3	25
Bldg - Construction Complaint	141	31	22.0%	110	78.0%	27	19.1%	36.6	45
Bldg - Employee Complaint	17	7	41.2%	10	58.8%	7	41.2%	20.9	10
Bldg - From Transfer	25	5	20.0%	20	80.0%	5	20.0%	32.2	5
Bldg - Illegal Housing	296	98	33.1%	198	66.9%	87	29.4%	63.3	60
Bldg - Informational Request	14579	2	0.0%	14577	100.0%	2	0.0%	1	0
Bldg - Inspection Request	39	9	23.1%	30	76.9%	9	23.1%	14.4	5
Bldg - Miscellaneous	38	15	39.5%	23	60.5%	15	39.5%	42.9	5
Bldg - Permit Info Request	130	1	0.8%	129	99.2%	1	0.8%	1	1
Bldg - Question Needs Answers	652	37	5.7%	615	94.3%	37	5.7%	22.6	2
Bldg - Suspect Work Without a Permit	234	79	33.8%	155	66.2%	79	33.8%	51.6	5
Planning Department	125	0	0.0%	125	100.0%	0	0.0%	1.2	
Planning - Informational	87	0	0.0%	87	100.0%	0	0.0%	1	3
Planning - Questions needing Answers	33	0	0.0%	33	100.0%	0	0.0%	1.7	3
Planning - Request for Flood Map	2	0	0.0%	2	100.0%	0	0.0%	0	3
Planning - Scheduling for a Planner	1	0	0.0%	1	100.0%	0	0.0%	2.8	4
Planning - Subdivision of Land	2	0	0.0%	2	100.0%	0	0.0%	0	3
Project Independence	14	4	28.6%	10	71.4%	4	28.6%	37	
311 - Nassau Helicopter	3	3	100.0%	0	0.0%	3	100.0%	0	0
PI - Caregiver Support	1	1	100.0%	0	0.0%	1	100.0%	0	5
PI - Informational	1	0	0.0%	1	100.0%	0	0.0%	1	0
SupV - Helicopter Nassau	9	0	0.0%	9	100.0%	0	0.0%	41	0
Solid Waste Management	5255	0	0.0%	5255	100.0%	0	0.0%	1.9	
SWMA - Call Back	42	0	0.0%	42	100.0%	0	0.0%	20.9	2
SWMA - Carting Complaints	43	0	0.0%	43	100.0%	0	0.0%	15.1	3
SWMA - E-Waste	130	0	0.0%	130	100.0%	0	0.0%	1	0
SWMA - Employee Complaint	2	0	0.0%	2	100.0%	0	0.0%	80	2
SWMA - Garbage Not Picked Up	104	0	0.0%	104	100.0%	0	0.0%	25.5	2
SWMA - Informational	4259	0	0.0%	4259	100.0%	0	0.0%	1	0
SWMA - Landfill on Fire	2	0	0.0%	2	100.0%	0	0.0%	220.4	1
SWMA - Lost Property	1	0	0.0%	1	100.0%	0	0.0%	.3	1
SWMA - Stop Program	672	0	0.0%	672	100.0%	0	0.0%	1	0
Supervisor`s Office	67961	4505	6.6%	63456	93.4%	4505	6.6%	1.2	
311 Call Center	61258	1	0.0%	61257	100.0%	1	0.0%	1	
311 - Dropped Call	3403	0	0.0%	3403	100.0%	0	0.0%	1	0
311 - Hang Up Call	2773	0	0.0%	2773	100.0%	0	0.0%	1	0

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311 - Informational Request	31753	0	0.0%	31753	100.0%	0	0.0%	1	0
311 - LIPA Power Outage	54	1	1.9%	53	98.1%	1	1.9%	.9	1
311 - NYC 311	14432	0	0.0%	14432	100.0%	0	0.0%	1	0
311 - Parking District Permit Informational	48	0	0.0%	48	100.0%	0	0.0%	1	0
311 - SR Constituent Follow -up	736	0	0.0%	736	100.0%	0	0.0%	1	1
Clerk - Information	2939	0	0.0%	2939	100.0%	0	0.0%	1	0
SupV - Helicopter	105	0	0.0%	105	100.0%	0	0.0%	17.4	0
SupV - Thank You from Constituent	55	0	0.0%	55	100.0%	0	0.0%	.8	5
Tax - Bill Question	1425	0	0.0%	1425	100.0%	0	0.0%	1	0
Tax - Complaint	2	0	0.0%	2	100.0%	0	0.0%	1	0
Tax - Information	3533	0	0.0%	3533	100.0%	0	0.0%	1	0
Cat Shelter - Call Back	11	0	0.0%	11	100.0%	0	0.0%	21.1	10
Clerk - Information	1637	0	0.0%	1637	100.0%	0	0.0%	1	0
SupV - ADA Compliance	4	4	100.0%	0	0.0%	4	100.0%	0	30
SupV - Complaint - Other Employee	16	9	56.3%	7	43.8%	9	56.3%	36.1	10
SupV - Helicopter	3874	3484	89.9%	390	10.1%	3484	89.9%	21.5	0
SupV - Helicopter Nassau	1153	1007	87.3%	146	12.7%	1007	87.3%	19	0
SupV - Thank You from Constituent	6	0	0.0%	6	100.0%	0	0.0%	1	5
Tax - Complaint	2	0	0.0%	2	100.0%	0	0.0%	1	0