



HEMPSTEAD VISIONS

September 2013

**See a Problem?
Call the Village Line! (516) 478-6333**

A Message From Mayor Hall

Dear Residents:

The upkeep of our Village is a collaborative effort. Our Department of Public Works, our public and private contractors, our police and fire services, and our conscientious citizens and community groups all work together to keep the Village running smoothly and looking good. But we can't be everywhere at all times; despite our hardest efforts, problems still slip through the cracks.

In an effort to increase awareness of maintenance issues and provide an easy method for fixing them, the Village launched the new Village Line in March of this year. Residents can now call 516-478-6333 from 8:30 a.m. to 4:15 p.m. on weekdays to access a trained operator who will direct calls and enter requests and complaints into the internet-based system, QAlert. Any resident who registers a service request will receive a ticket number, and can check in on the status of his or her request without having to restart the whole process.

The Village Line is a complete platform for reporting service needs. Residents can submit requests to Village departments using a phone line, the Village of Hempstead website, or a smart phone application on an iPhone or Android device. This system provides direct communication between the Village and community members, and functions with automated routing to ensure that a request for action is quickly forwarded to the right person in the right department.



As more and more people begin to take advantage of the Village Line, we'll be able to make the service even more efficient and useful. The Village Line won't fix any problems if you don't take advantage of it, however. If you see a problem, call. It won't cost you anything but a few seconds of your time, and in return you'll be making life in the Village easier for yourself and your fellow residents. With your help, we continue to improve the quality of life for all residents of the Village of Hempstead.

Sincerely,

Wayne J. Hall Sr.
Mayor of the Incorporated Village of Hempstead

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Hempstead Village, NY 11550
www.villageofhempstead.org



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Village Line Frequently Asked Questions

What kinds of things can I call the Village Line for?

Just about anything! In the past, residents of Hempstead Village have used the Village Line to make service requests on tree-stump removal, curb repair, street sweeping and cleaning, extreme litter, damaged or missing signage, fire hydrant malfunctions and more. The Village Line works in a similar fashion to the 311 line that is used daily in New York City. If you notice a non-emergency problem in the Village, call the Village Line.

How long will it take a service request to be completed?

The Village Line program is still in its infancy; therefore, exact data on the length of time it takes service requests to be completed is unavailable. But rest assured that the requests will be taken care of as soon as possible. A good rule of thumb is the larger the project, the longer the time it will take to complete.



The Department of Public Works takes proactive measures to service the Village sewer system.

Do I have to deal with an annoying Touch-Tone menu?

Not if you call between 8:30 a.m. and 4:15 p.m.! If you call during that time, you will be greeted by a human operator who is ready to help. We know how much people hate Touch-Tone programs, and we made it a point to eliminate them from the Village Line as much as possible.

Can I check the status of my service request?

Yes. Every time you make a service request, you are given a specific identification number that you can use to check the status of your project.

What is the most common service request?

While we receive a variety of service requests on the Village Line, the most frequent is street light outages. Operational street lights help ensure the safety of both motorists and pedestrians, and the Village Line is one of the best resources to ensure street lights are working.

How many people have used the Village Line?

Since the program began in March, over 600 people have used the Village Line. That's an average of over 100 a month. Each service request has directly improved the quality of life for Village residents.