



Week of August 27, 2018

## From The Desk of Mayor Don Ryan

As a way to further improve the lines of communication between residents and Village government, our new and improved App is now available and at your service. Renamed **My Hempstead**, the new Village Services App replaces the former Village Line and now offers many more features for Village residents to tap into, including Village News, Sanitation Schedule, Employment Opportunities, Village Events, Service Requests, Social Media and Website links and more.

For those unable to utilize the new My Hempstead App, service requests can also be placed by calling 516-478-6333 or by visiting the Village's website at [www.villageofhempstead.org](http://www.villageofhempstead.org). The phone line operates 24 hours a day, seven days a week. Once a service request is made, residents will receive a ticket number and can check in at any time to check on the status of their request without having to restart the entire process. Service requests can be made for just about anything that is non-emergency, much like the 311 systems that operate in other municipalities. Examples of the types of service requests we've seen include tree-stump removal, curb repair, street sweeping, litter issues, damaged or missing street signage, fire hydrant malfunctions and more.

Since the old Village Line was launched in 2013, more than 3,300 service requests have been reported and addressed. We expect the revamped My Hempstead will operate even more efficiently and further improve our ability to respond to the service needs of our residents. Please note that for any emergency situations, 911 remains the best avenue for assistance.

With the newly revamped My Hempstead App, residents can make service requests along with the other features mentioned above allowing you to stay in touch with what's happening in Hempstead Village in so many meaningful ways all from the quick convenience of your smartphone. The My Hempstead App can be easily downloaded at no cost on Google Play or the App Store. I hope you'll take advantage of utilizing My Hempstead and will enjoy all of the benefits it now offers.

### This Week's Best of Hempstead



Best of Hempstead honors this week go to Edwin Monteverde. A native of Puerto Rico, Edwin grew up in Spanish Harlem on New York City's Upper East Side, eventually settling in Hempstead Village where he has resided with his wife Joan for the past 49 years. Espousing a belief of always wanting to help improve the quality of life for everyone in the community, Edwin has forged a long record of public service above and beyond his 42-year work career with the Port Authority of NY and NJ. For 10 years he has served on the Village's Board of Zoning Appeals, the past five as Chairman. He was also Chairman of the Hempstead Hispanic Civic Association for 10 years and for 12 years served as Treasurer for NYS Assembly Deputy Speaker Earlene Hooper.

However, perhaps Edwin's greatest achievement is the role he's played for the past 35 years as a member of Alpha Phi Alpha (APA), the oldest African-American fraternity in the United States. Each year, through APA's Eta Theta Lambda Chapter, Edwin participates on a college tour that brings 100 high school students on a week-long visit to Historically Black Colleges and Universities (HBCU), primarily in the southeast portion of the U.S. The annual trip during the third week of October allows students to observe and participate in aspects of college life and interact with admissions personnel at some of the finest higher educational institutions in the country. Over the years, this effort has involved many local students, many of whom are offered scholarships to attend one or more of the various colleges and universities they visit. In fact, most of the young men and women who go on the tour end up attending one of the schools they visit.

Edwin, your contributions for the betterment of Hempstead Village are greatly appreciated and it gives me great pleasure to recognize you as one of Hempstead's best. Congratulations.

Sincerely,

*Don*

Don Ryan  
Mayor of the Incorporated Village of Hempstead