

MEMORANDUM

Date: June 21, 2022
To: Mayor Pugh and Board of Trustees
From: Bryan Healy, Village Manager
RE: Quarterly Report – Manager's Office

For the fourth quarter period of FY 2021-22, the Manager's Office has been continuing to grow its online repository of records and forms, as well as the Village's social media presence.

As of March 1, the following were received during the fourth quarter via SeamlessDocs:

Form Name	New Submissions (March 1 - May 31)
Residential Alarm Permit Application	5
Bill Email Form	23
Change of Address Form	12
Community Event Form	36
Dog License Renewal Form	16
Dog Park Permit Form	6
DPW Metal Pickup Form	162
DPW Services Request Form	5
Employment Application	40
Freedom of Information Request Form	42
New Owner Information Form	7
Park Pass Form (Senior and Non-Senior)	25
Recycling Bin Request Form	47
Residential Parking Permits	6
Seasonal Parking Permits	2
Weekend Parking Permits	45
Spring/Summer Recreation Registration Form (Senior and Non-Senior)	178

657 online submissions were received for the above forms via SeamlessDocs in the fourth quarter of 2021-2022. Seamless Docs was, and continues to be, a common way for residents to quickly and easily complete a variety of tasks with the Village. Pushing the availability of these forms on social media has played a big part in increasing their usage.

During the fourth quarter, the Alarm Permit form was divided into two separate forms: a Residential Alarm Permit Form and a Business Alarm Permit Form.

The Village's social media engagement continues to grow. The following were our statistics at the beginning and end of the quarter:

	Users as of 2/28/21	Users as of 6/8/22	% Change
Facebook Follows	3850	3952	2.6%
Twitter Follows	845	869	2.8%
Instagram Follows	1576	1663	5.5%

The Village currently has 11 email subscriptions available to residents to keep abreast of village news and information. The total subscribers for each of these subscriptions is as follows:

	Subscribers YTD
Field Closings	1492
Village Newsletter	2970
Village News & Announcements	2992
Recreation News & Announcements	1430
Seniors News & Announcements	653
Snow Alerts	1235
Board of Trustees Agenda	966
Planning Board Agenda	926
Water Control Commission Agenda	396
Waterfront Advisory Committee Agenda	438
Zoning Board of Appeals Agenda	880

These increases can partially be ascribed to the Village's continuing efforts to subscribe residents, such as through flyers located at the counters of the Recreation Department, Engineering Department and the main office. Another factor is the use of social media in making people aware of these services.

The Village sent out about a total of 44 emails on the Village news list for the fourth Quarter. The Village Manager's office also compiled three newsletters during this period. The newsletter is now being delivered to over 2,900 individuals via email and approximately 100 via U.S. Mail for residents without Internet access. A limited supply of newsletters is printed and available at the office counter.

During the fourth quarter of the fiscal year, the Village Board held a total of three regular meetings, seven work sessions and one special meeting. A total of 65 resolutions were adopted by the board.

If there any questions regarding the information compiled in this report, or if you have a suggestion as to what other information can be included, please do not hesitate to ask. Thank you.

Prepared by: Emily Mancini, Assistant to the Village Manager