

MEMORANDUM

Date: September 26, 2023
To: Mayor Pugh and Board of Trustees
From: Bryan Healy, Village Manager
RE: Quarterly Report – Manager’s Office

The Village Manager’s Office oversees the day-to-day administration of municipal government and implements policies established by the Board of Trustees. In addition to preparing and presenting annual operating budgets to the Board of Trustees, the Village Manager appoints most Village employees. The Village Manager is also assigned other responsibilities, such as the promulgation of parking and traffic control regulations and the release of village communications through multiple forms of media.

The following were received during the first quarter of FY 2023-24 via SeamlessDocs:

Form Name	New Submissions (June 1 – August 31)
Residential/Business Alarm Permit Application	2
Bill Email Form	78
Change of Address Form	12
Community Event Form	36
Dog License Renewal Form	44
Dog Park Permit Form	4
DPW Metal Pickup Form	133
DPW Services Request Form	0
Employment Application	41
New Owner Information Form	21
Park Pass Form (Senior and Non-Senior)	123
Recycling Bin Request Form	50
Residential Parking Permits	3
Seasonal Parking Permits	0
Weekend Parking Permits	34
Spring/Summer Recreation Registration Form (Senior and Non-Senior)	47

A total of **628** online submissions were received for the above forms via SeamlessDocs in the first quarter period of FY 2023-24. 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.

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 6/21/23	Users as of 9/8/23
Facebook Follows	4,282	4,478
'X' Follows	910	933
Instagram Follows	2,047	2,168

The Village currently has 11 email subscriptions available for residents to keep informed. The total subscribers for each of these subscriptions is as follows:

	Subscribers YTD
Field Closings	1,646
Village Newsletter	4,655
Village News & Announcements	4,591
Recreation News & Announcements	1,711
Seniors News & Announcements	953
Snow Alerts	1,472
Mayor's E-Blast	701
Board of Trustees Agenda	1,070
Planning Board Agenda	1,018
Water Control Commission Agenda	499
Waterfront Advisory Committee Agenda	545
Zoning Board of Appeals Agenda	959

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 **65** emails on the Village news list for the first Quarter. The Village Manager's office also compiled two newsletters during this period. The newsletter is now being delivered to over 4,655 individuals via email and approximately 100 via U.S. Mail for residents without Internet access. A limited supply of newsletters are printed and available at the office counter.

During the first quarter of the fiscal year, the Village Board held a total of 6 regular meetings and 3 work sessions. A total of 72 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