

MEMORANDUM

Date: September 15, 2022
To: Mayor Pugh and Board of Trustees
From: Emily Mancini, Assistant to the Village Manager
RE: Quarterly Report – Manager's Office

For the first quarter period of FY 2022-23, 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.

The following were received during the first quarter of FY 2022-23 via SeamlessDocs:

Form Name	New Submissions (June 1 – August 31)
Residential/Business Alarm Permit Application	0
Bill Email Form	31
Change of Address Form	18
Community Event Form	34
Dog License Renewal Form	39
Dog Park Permit Form	8
DPW Metal Pickup Form	163
DPW Services Request Form	2
Employment Application	32
Freedom of Information Request Form	41
New Owner Information Form	10
Park Pass Form (Senior and Non-Senior)	143
Recycling Bin Request Form	46
Residential Parking Permits	6
Seasonal Parking Permits	0
Weekend Parking Permits	31
Spring/Summer Recreation Registration Form (Senior and Non-Senior)	206

810 online submissions were received for the above forms via SeamlessDocs in the first quarter period of FY 2022-23. 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 6/8/22	Users as of 9/2/22	% Change
Facebook Follows	3,952	4,049	2.5%
Twitter Follows	860	882	2.6%
Instagram Follows	1,663	1,735	4.3%

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	1515
Village Newsletter	2993
Village News & Announcements	3020
Recreation News & Announcements	1472
Seniors News & Announcements	716
Snow Alerts	1262
Board of Trustees Agenda	980
Planning Board Agenda	936
Water Control Commission Agenda	415
Waterfront Advisory Committee Agenda	453
Zoning Board of Appeals Agenda	890

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 **63** emails on the Village news list for the fourth Quarter. The Village Manager's office also compiled two 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 first quarter of the fiscal year, the Village Board held a total of 6 regular meetings, 3 work sessions and two executive sessions. A total of 51 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.