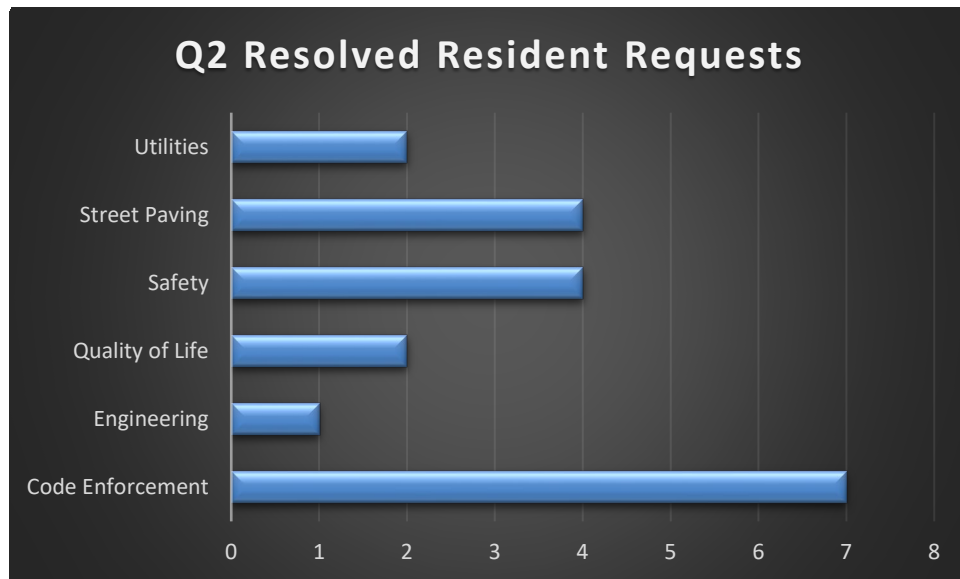


MEMORANDUM

Date: December 15, 2023
To: Mayor Pugh and Board of Trustees
From: Emily Mancini, Assistant to the Village Manager
RE: Quarterly Report – Manager’s Office

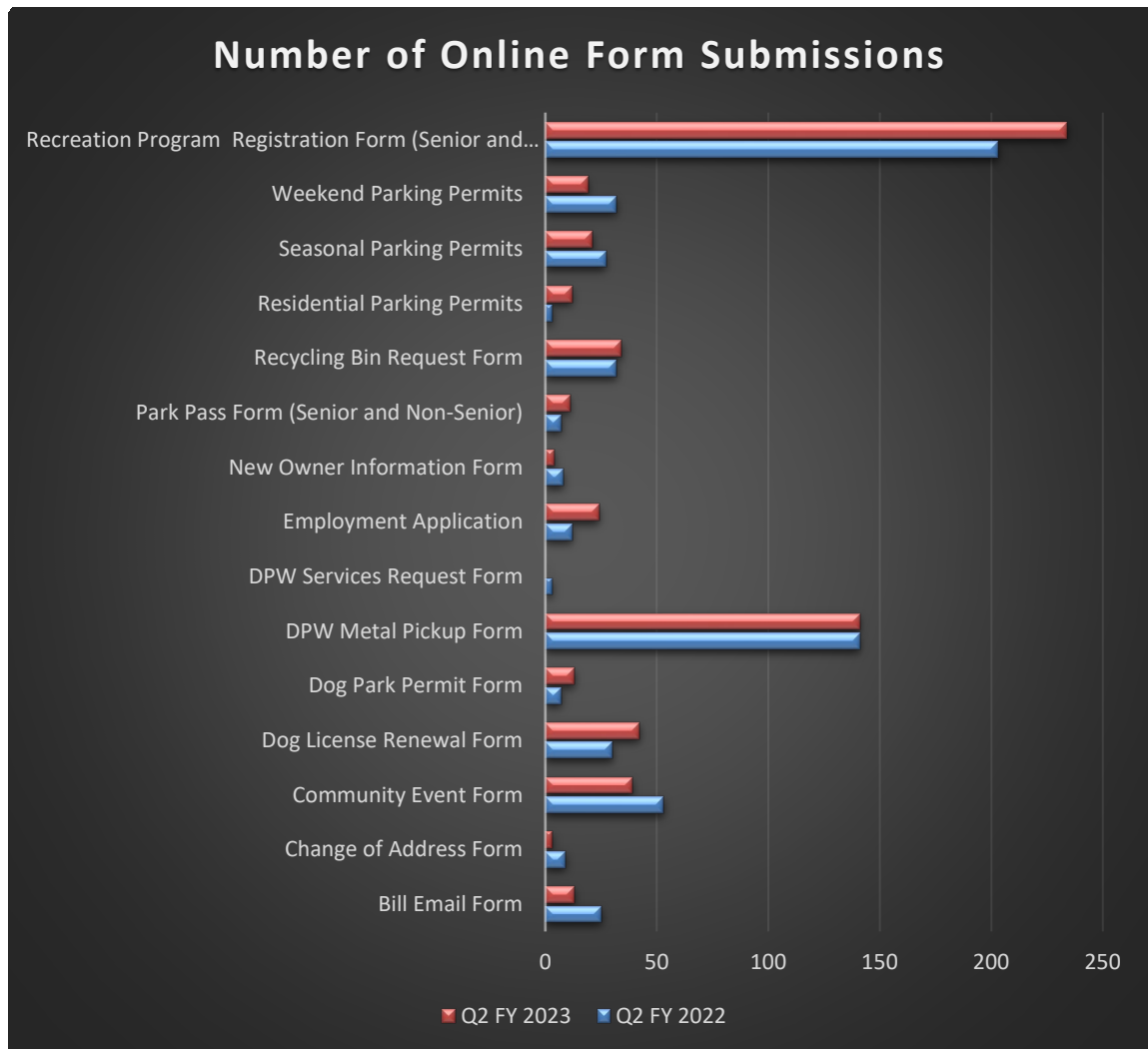
In July of 2023, the Manager’s Office created a **Resident Request Tracker** for the purpose of detailing and following up with requests from Village residents. Through this Tracker, the Manager’s Office has directly assisted in the resolution of 7 Code Enforcement issues, 1 Engineering issue, 2 Quality of Life issues, 4 safety issues, 4 street paving requests, and 2 utility issues (see chart below).



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

Form Name	Online Forms Q2 FY 2023
Community Event Form	39
Dog License Renewal Form	42
Dog Park Permit Form	13
DPW Metal Pickup Form	141
DPW Services Request Form	0
Employment Application	24
Online Billing, Change of Address, New Owner Form	20
Park Pass Form (Senior and Non-Senior)	11
Recreation Program Registration Form (Senior and Non-Senior)	234
Recycling Bin Request Form	34
Residential Parking Permits	12
Seasonal Parking Permits	21
Weekend Parking Permits	19

Compared to Q2 of FY 2022-2023, there has been a significant increase in online submissions for Recreation Programming, Employment, and Dog License Renewals.



610 online submissions were received for the above forms via SeamlessDocs in the second quarter period of FY 2023-24.

The Village's social media engagement and follower count continues to grow, with a significant follower growth for Instagram this Quarter. The following were our statistics at the beginning and end of the quarter:

	Users as of 9/2/23	Users as of 12/15/23
Facebook Follows	4,445	4,575
"X" Follows	915	941
Instagram Follows	2,135	2,227

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

	Subscribers YTD
Field Closings	1,530
Village Newsletter	4,966
Village News & Announcements	3,271
Recreation News & Announcements	1,741
Seniors News & Announcements	973
Snow Alerts	1,345
Board of Trustees Agenda	1,085
Planning Board Agenda	1,026
Water Control Commission Agenda	507
Waterfront Advisory Committee Agenda	553
Zoning Board of Appeals Agenda	966

The Village sent out about a total of **82** emails on the Village news list for the second Quarter. The Village Manager's office also compiled three newsletters during this period. The newsletter is delivered to 4,966 individuals via Constant Contact and approximately 100 via U.S. Mail for residents without Internet access.

During the second Quarter of the fiscal year, the Village Board held a total of 6 regular meetings, 1 special meeting, and 3 work sessions. A total of 53 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