

MEMORANDUM

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

For the third 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 third quarter of FY 2022-23 via SeamlessDocs:

Form Name	New Submissions (December 1 – February 28)
Residential/Business Alarm Permit Application	2
Bill Email Form	17
Change of Address Form	10
Community Event Form	28
Dog License Renewal Form	19
Dog Park Permit Form	31
DPW Metal Pickup Form	99
DPW Services Request Form	0
Employment Application	23
Freedom of Information Request Form	43
New Owner Information Form	10
Recycling Bin Request Form	36
Residential Parking Permits	2
Seasonal Parking Permits	19
Weekend Parking Permits	234
Winter Recreation Registration Form (Senior and Non-Senior)	280

853 online submissions were received for the above forms via SeamlessDocs in the third 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 12/15/22	Users as of 3/5/23	% Change
Facebook Follows	4,112	4,172	1.5%
Twitter Follows	880	882	0.2%
Instagram Follows	1,841	1,889	2.6%

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	1565
Village News & Announcements	3129
Recreation News & Announcements	1560
Seniors News & Announcements	858
Snow Alerts	1339
Board of Trustees Agenda	1020
Planning Board Agenda	970
Water Control Commission Agenda	497
Waterfront Advisory Committee Agenda	454
Zoning Board of Appeals Agenda	923

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 **55** emails on the Village news list for the third 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 third 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 66 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