

# MEMORANDUM

**Date:** September 1, 2019  
**To:** Mayor Pugh and Board of Trustees  
**From:** Bryan Healy, Secretary to the Village Manager  
**RE:** Quarterly Report – Manager's Office

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For the first quarter period of FY 2019-20, 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 August 31, the following were received during the first quarter via SeamlessDocs:

- Freedom of Information Law: 25 submissions
- Community Event Form: 24 submissions
- Block Party Request Form: 3 submissions
- Employment Application: 7 submissions
- Park Use Vendor Form: 2 submissions
- Dog License Renewal Form: 7 submissions
- Security Camera Registration Form: 1 submission
- Spring 2019 Recreation Registration Form: 27 submissions
- 2019 Senior Park Pass Renewal Form: 13 submissions
- 2019 Park Pass Renewal Form: 64 submissions
- Tenant Information Form: 3 submission
- New Owner Information Form: 14 submissions
- Change of Address Form: 13 submissions
- Bill Email Form: 19 submissions
- Budget Transfer Form: 1 submission
- Special Needs Database Registration Form: 2 submissions
- Village Tree Application: 1 submission
- Weekend Parking Permits: 14 submissions
- Village Tag Sale Registration Form: 19 submissions
- Recycling Bin Request Form: 16 submissions
- DPW Metal Pickup Form: 127 submissions
- Oktoberfest Registration Form: 16 submissions

All total, the Village received a total of 418 online submissions via SeamlessDocs in the first quarter of 2019-2020, a 186% increase over the first quarter of 2018-2019. This substantial increase can be attributed to the Village's increased use of the online platform for registration needs. In July, the Village launched forms for residents to be able to request new recycling bins, as well as schedule metal pickups. As a result of these new forms, which used to constitute a substantial number of phone calls to the DPW office, savings in the form of personnel hours has been achieved. During the new fiscal year, we will be looking to add more internal forms to SeamlessDocs, such as the leave request forms.

On our social media and communication front, the Village resumed its regular gains this quarter. The following were our statistics at the beginning and end of the quarter:

	Users as of 6/1/19	Users as of 8/31/19	% Change
Facebook Likes	1764	2266	22.2%
Facebook Follows	1876	2401	21.9%
Twitter	223	272	18.0%

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 as of 8/31/19
Field Closings	992
Village Newsletter	2557
Village News & Announcements	2236
Recreation News & Announcements	721
Seniors News & Announcements	232
Snow Alerts	463
Board of Trustees Agenda	711
Planning Board Agenda	688
Water Control Commission Agenda	153
Waterfront Advisory Committee Agenda	175
Zoning Board of Appeals Agenda	679

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. The Manager's Office will be continuing its efforts to increase subscribers to the E-Alerts system throughout the year.

The Village sent out a total of 44 emails on the village news list, 21 emails on the agenda lists, 18 emails on the recreation list, 4 emails on the seniors list and 2 newsletter emails during the period between June and August 2019. This averages out to slightly less than one email a day, which is part of our goal to not overcrowd subscriber's email inboxes.

The Village Manager's office also compiled two newsletters during this period, which went out in June and July. The newsletter is now being delivered to over 2500 individuals via email and about 550 via U.S. Mail. A limited supply of newsletters are printed and available at the office counter and library, as well.

During the first quarter of the fiscal year, the Village Board held a total of five regular meetings and four work sessions. A total of 60 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.