

# MEMORANDUM

**Date:** December 15, 2022  
**To:** Mayor Pugh and Board of Trustees  
**From:** Bryan Healy, Village Manager  
**RE:** Quarterly Report – Manager’s Office

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For the second 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 second quarter of FY 2022-23 via SeamlessDocs, compared to the second quarter of FY 2021-2022:

New Submissions (September 1 – November 30)	Q2 FY 2022	Q2 FY 2023	Growth from FY 22 to FY 23
Residential/Business Alarm Permit Application		0	
Bill Email Form	31	25	-19%
Change of Address Form	15	9	-40%
<b>Community Event Form</b>	<b>33</b>	<b>53</b>	<b>61%</b>
<b>Dog License Renewal Form</b>	<b>24</b>	<b>30</b>	<b>25%</b>
Dog Park Permit Form		7	
DPW Metal Pickup Form	146	141	-3%
DPW Services Request Form		3	
Employment Application	15	12	-20%
<b>Freedom of Information Request Form</b>	<b>32</b>	<b>39</b>	<b>22%</b>
New Owner Information Form	10	8	-20%
<b>Park Pass Form (Senior and Non-Senior)</b>	<b>3</b>	<b>7</b>	<b>133%</b>
Recycling Bin Request Form	45	32	-29%
Residential Parking Permits		3	
Seasonal Parking Permits	34	27	-21%
Weekend Parking Permits	37	32	-14%
<b>Recreation Program Registration Form (Senior and Non-Senior)</b>	<b>89</b>	<b>203</b>	<b>128%</b>

**631** online submissions were received for the above forms via SeamlessDocs in the second 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 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 9/2/22	Users as of 12/15/22	% Change
Facebook Follows	4,049	4,112	1.6%
Twitter Follows	882	880	-0.2%
Instagram Follows	1,735	1,841	6.11%

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	1,530
Village Newsletter	3,037
Village News & Announcements	3,067
Recreation News & Announcements	1,503
Seniors News & Announcements	740
Snow Alerts	1,294
Board of Trustees Agenda	988
Planning Board Agenda	942
Water Control Commission Agenda	425
Waterfront Advisory Committee Agenda	464
Zoning Board of Appeals Agenda	896

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 **64** emails on the Village news list for the fourth 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 second quarter of the fiscal year, the Village Board held a total of 6 regular meetings and 3 work 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.

*Prepared by: Emily Mancini, Assistant to the Village Manager*