



PAMA Membership Survey Results

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On behalf of the Board of Directors and Staff of the PA Municipal Administrators Association (PAMA), thank you for responding to our membership survey. Because of your feedback, we had a 40% response rate. We are pleased to present a footprint of the survey results.

Responses by County (24 Total Counties)

- 11 Responses – Erie
- 6 Responses – Chester
- 3 Responses – Centre, York
- 2 Responses – Allegheny, Beaver, Bradford, Butler, Cambria, Luzerne, Montgomery, Tioga, Westmoreland
- 1 Response – Berks, Bucks, Cameron, Clearfield, Crawford, Huntingdon, Lackawanna, Northampton, Union, Somerset, Washington

Type of Municipality

- 27 Boroughs
- 27 Townships
- 2 Cities
- 1 COG

Responses by Population

- Less than 1,000 – 9%
- Between 1,001 – 15%
- Between 2,501 and 5,000 – 32%
- Between 5,001 and 10,000 – 29%
- Over 10,000 – 15%

Primary Job Title

- Manager (or Assistant) – 12%
- Secretary (or Assistant) – 52%
- Manager & Secretary – 17%
- Administrator – 7%
- Other – 12%

Years in Current Position

- Less than 1 Year – 7%
- Between 1 and 5 Years – 27%
- Between 5 and 10 Years – 17%
- Between 10 and 15 Years – 12%
- Between 15 and 20 Years – 5%
- Between 20 and 25 Years – 20%
- More than 25 Years – 12%

Other Formal Roles

- Open Records Officer – 71%
- Treasurer – 54%
- Finance Director – 24%
- Zoning Officer – 17%
- Code Enforcement Officer – 15%
- Other – 45%
- None of the Above – 3%

**Other includes Supervisor, Tax Collector, Zoning Secretary, HR Director, Supervisor, Building Code Official, Emergency Management Coordinator, Planning Commission Secretary, Park and Playground, Pension Administrator, Zoning Secretary, Floodplain Manager, Recreation Director*

Full-Time Employees

1-10 Employees – 47%
11-25 Employees – 23%
26-40 Employees – 13%
40-50 Employees – 5%
Over 50 Employees – 7%
No Employees – 5%

Part-Time Employees

1-10 Employees – 69%
11-25 Employees – 19%
26-40 Employees – 2%
40-50 Employees – 5%
No Employees – 5%

Seasonal Employees

1-10 Employees – 45%
11-25 Employees – 11%
26-40 Employees – 5%
40-50 Employees – 2%
Varies – 2%
No Employees – 35%

Responsibilities of Your Position

- Municipal Budgeting – 86%
- Human Resource Management – 81%
- Website Management – 58%
- Social Media Management – 51%
- Police Department Oversight – 2%
- Other – 35%

** Other includes Park Rentals and Maintenance, Utility Management, Zoning Administration, Record Management, Pension Administrator, Newsletter, Grants, Phones, Complaints, Insurance, Oversee Water Garbage and Sewage Billing, Legal Research, Funds Management, State Report Filing*

Professional Development Topics to Assist Your Position – Top 16

- | | |
|---|--|
| <input type="checkbox"/> Records Management – 64% | <input type="checkbox"/> Grant Writing – 49% |
| <input type="checkbox"/> Communicating with Residents – 58% | <input type="checkbox"/> Dealing with Difficult People – 44% |
| <input type="checkbox"/> Human Resource Management – 54% | <input type="checkbox"/> Quickbooks – 42% |
| <input type="checkbox"/> Municipal Budgeting – 54% | <input type="checkbox"/> Cybersecurity – 36% |
| <input type="checkbox"/> Meeting Management – 53% | <input type="checkbox"/> Ordinance Writing – 34% |
| <input type="checkbox"/> Technology – 52% | <input type="checkbox"/> Blight Remediation – 31% |
| <input type="checkbox"/> Open Records Law – 49% | <input type="checkbox"/> Planning and Zoning – 29% |
| <input type="checkbox"/> Sunshine Act – 49% | <input type="checkbox"/> Stormwater |
| <input type="checkbox"/> Management – 29% | |

Municipalities Biggest Challenge During the Pandemic

- | | |
|---|---|
| <input type="checkbox"/> Safety of Employees/Staff Capacity | <input type="checkbox"/> Losing Revenue/Budgeting/Financing |
| <input type="checkbox"/> Virtual Meetings/No Internet Access | <input type="checkbox"/> Working Remotely |
| <input type="checkbox"/> Communication/Obtaining Accurate Information | <input type="checkbox"/> Cancellation of Events |
| <input type="checkbox"/> Keeping the Municipality Running | <input type="checkbox"/> Complaints |
| <input type="checkbox"/> Safe Place to Hold Meetings | <input type="checkbox"/> No Issues |

PAMA Membership

- 1-10 Years – 39%
- 11 -20 Years – 32%
- 21-30 Years – 7%
- Over 30 – 6%
- Not Sure – 16%

Number of Conferences Attended

- 1-10 Conferences – 43%
- 10-20 Conferences – 15%
- No Conferences – 39%
- Not Sure – 3%

Interest in Professional Development (Webinars/Online Meetings)

- Yes, Sign Me Up – 68%
- Yes, I Might Need Some Training – 19%
- No, I'm Not Interested – 11%
- No, I Don't Have Access to That Technology – 2%

During the Pandemic, Did Your Council or Board Meet Remotely?

- Yes – 71%
- No – 29%

Have You or Your Staff Worked Remotely?

- Yes – 68%
- No – 32%

Challenges Experienced from Working Remotely

- | | |
|---|---|
| <input type="checkbox"/> Access to Work Information and Files – 60% | <input type="checkbox"/> Anxiety or Stress – 20% |
| <input type="checkbox"/> Technology Issues – 48% | <input type="checkbox"/> Work-Life Balance – 20% |
| <input type="checkbox"/> Communication with Employees – 24% | <input type="checkbox"/> Childcare – 8% |
| <input type="checkbox"/> Communication with Your Board or Council – 22% | <input type="checkbox"/> Caring for a Relative – 2% |
| | <input type="checkbox"/> None of the Above – 20% |

Platforms Used

- Zoom - 78%
- GoToMeeting/Webinar – 43%
- WebEx – 22%
- None – 14%
- Other – 14%

* Other includes Microsoft Team, You Tube, TV Channel, TeamViewer, Conference Call, Citrix

Other Comments

- I will continue running virtual meeting even when we start to have in-person meetings again. I will need help with the tech aspect of running a zoom in a meeting room with in-person attendance.
- I love this group and think we an effective, experienced media blitz to other PA Municipal Administrators who are not affiliated with another professional organization and show them what PAMA offers in an effort to get our name out there. In an effort to the PAMA name out there and recruit as many members as possible.
- I feel online training is just as effective as in-person.
- I think short virtual training opportunities would be well attended.
- Didn't realize Lansdale Borough was a member of this organization, or that there was an annual conference.
- Very interested in more in depth Quickbooks education.
- The Conference needs speakers to inspire and embolden members in their capacity.

Questions or Feedback? Email Mary Weller, Executive Director, at mweller@boroughs.org.

PAMA Board of Directors

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