

RESPONSE TO COVID-19 REMOTE WORK:
CONDUCTED APRIL 2020



SURVEY INTRODUCTION

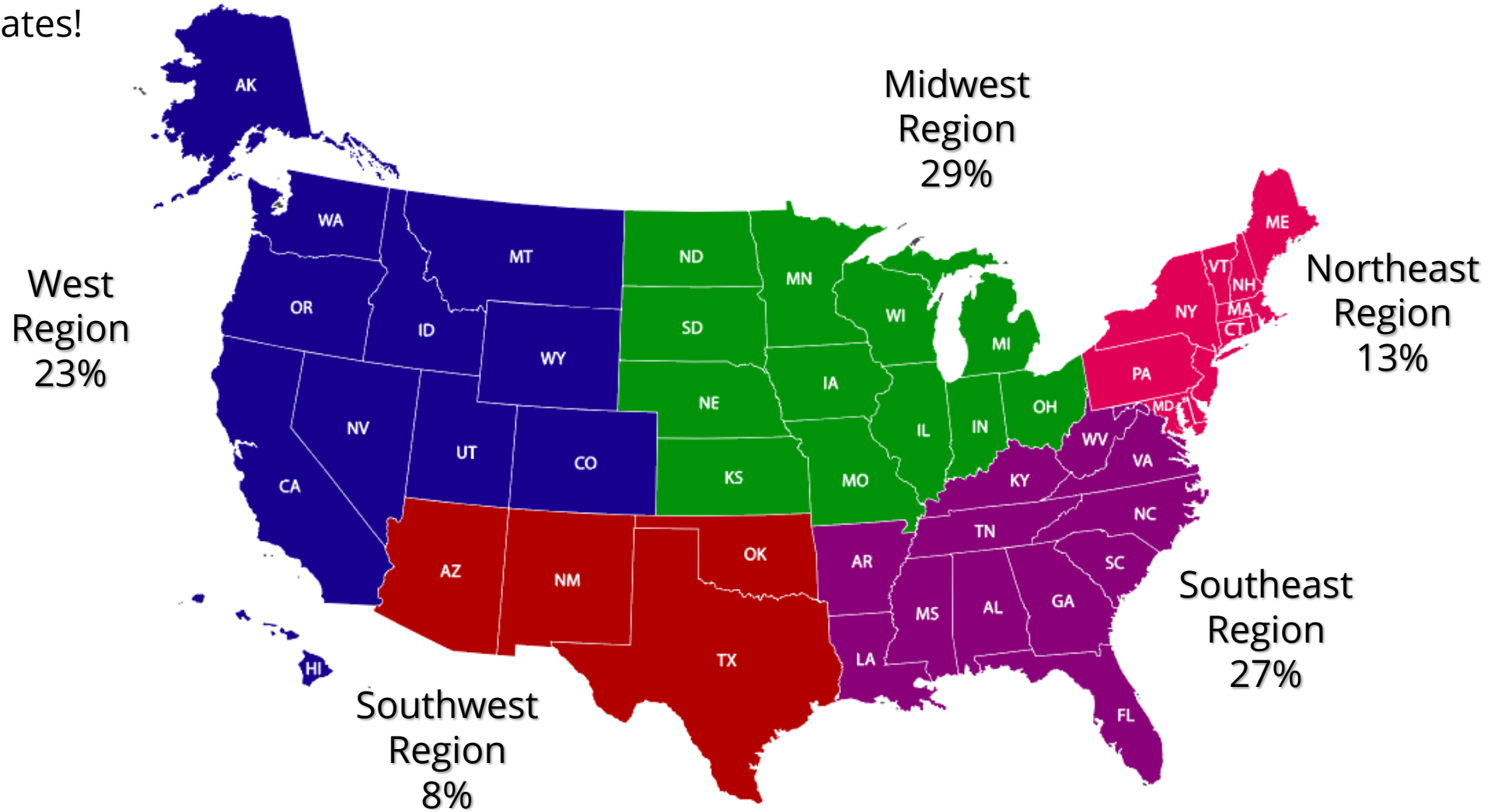
The MCCi and JustFOIA teams attend IIMC each year to personally connect with each municipal clerk. There is no doubt that we miss the conversations and nights out on the town. MCCi has a long-standing relationship with so many clerks. What started as a small survey to our existing clients, quickly expanded to a partnership with IIMC to check-in with all the municipal clerks! Through remote work and adjusting to the "new normal," MCCi remains strong and available to support clerks across the country. The absence at the IIMC conference will be missed, but no doubt we will talk to you soon. We are stronger together.

So, why a survey to clerks? Simply, we want to know how you are doing and learn from each other. For one week in April 2020, MCCi and JustFOIA captured critical statistics from municipal clerks as it relates to your COVID-19 response and current work environment. More than 1,100 people responded from all 50 states.

Municipal clerks are family to us! We will continue to support you by facilitating this information to learn from each other, pivot to the "new normal," and prepare for the future - together.

WHO PARTICIPATED? 1,182 MUNICIPAL CLERKS

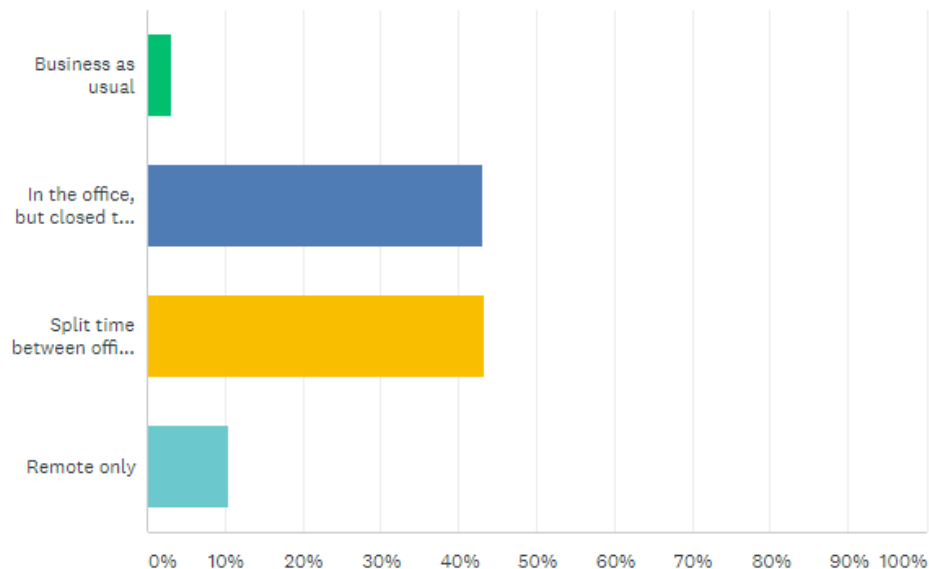
Clerks from all 50 states!



CURRENT WORK ENVIRONMENT

What is the status of your current working environment?

Answered: 1,176 Skipped: 5



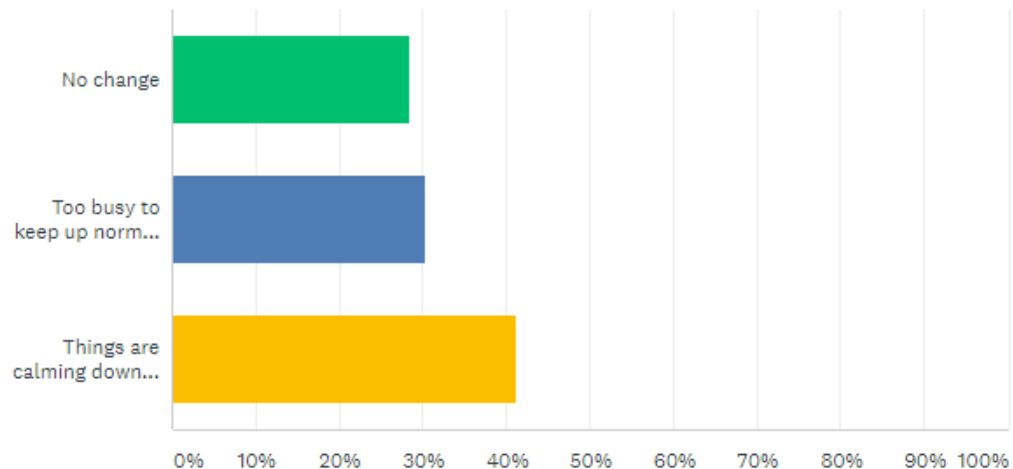
90% are still in the office at some capacity.

ANSWER CHOICES	RESPONSES
Business as usual	3.23% 38
In the office, but closed to the public	43.03% 506
Split time between office and remote	43.37% 510
Remote only	10.37% 122
TOTAL	1,176

CURRENT WORKLOAD

What is your current workload?

Answered: 1,174 Skipped: 7



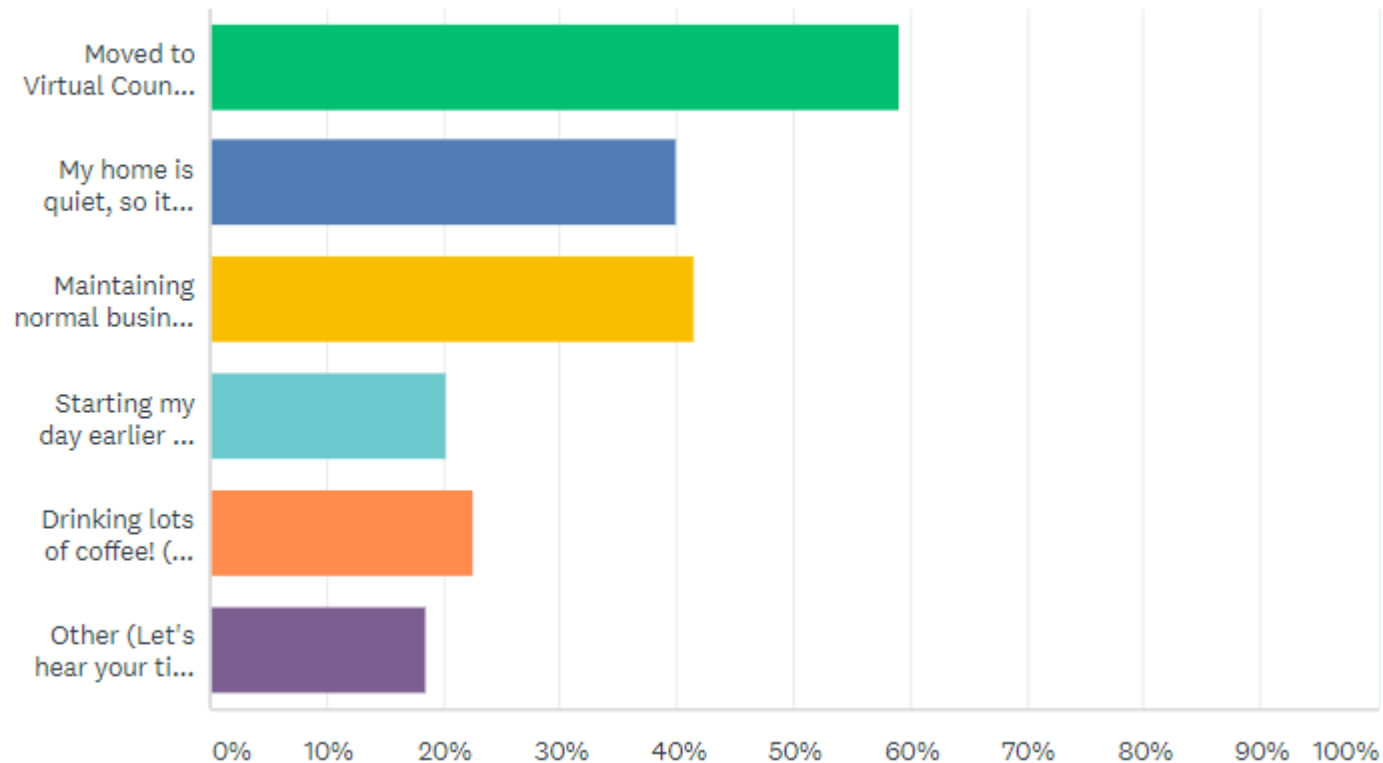
70% maintain the same workload or things have calmed down.

ANSWER CHOICES	RESPONSES
▼ No change	28.36% 333
▼ Too busy to keep up normal work or start new projects	30.41% 357
▼ Things are calming down; a little extra time to focus on projects	41.23% 484
TOTAL	1,174

REMOTE WORK DISTRACTIONS

If working remotely, how are you juggling the additional distractions?

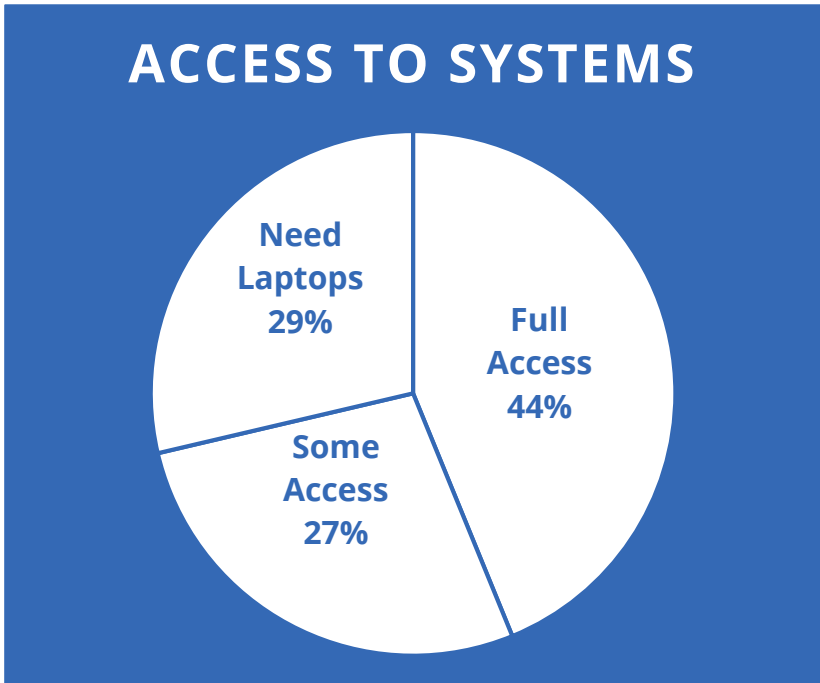
Answered: 808 Skipped: 373



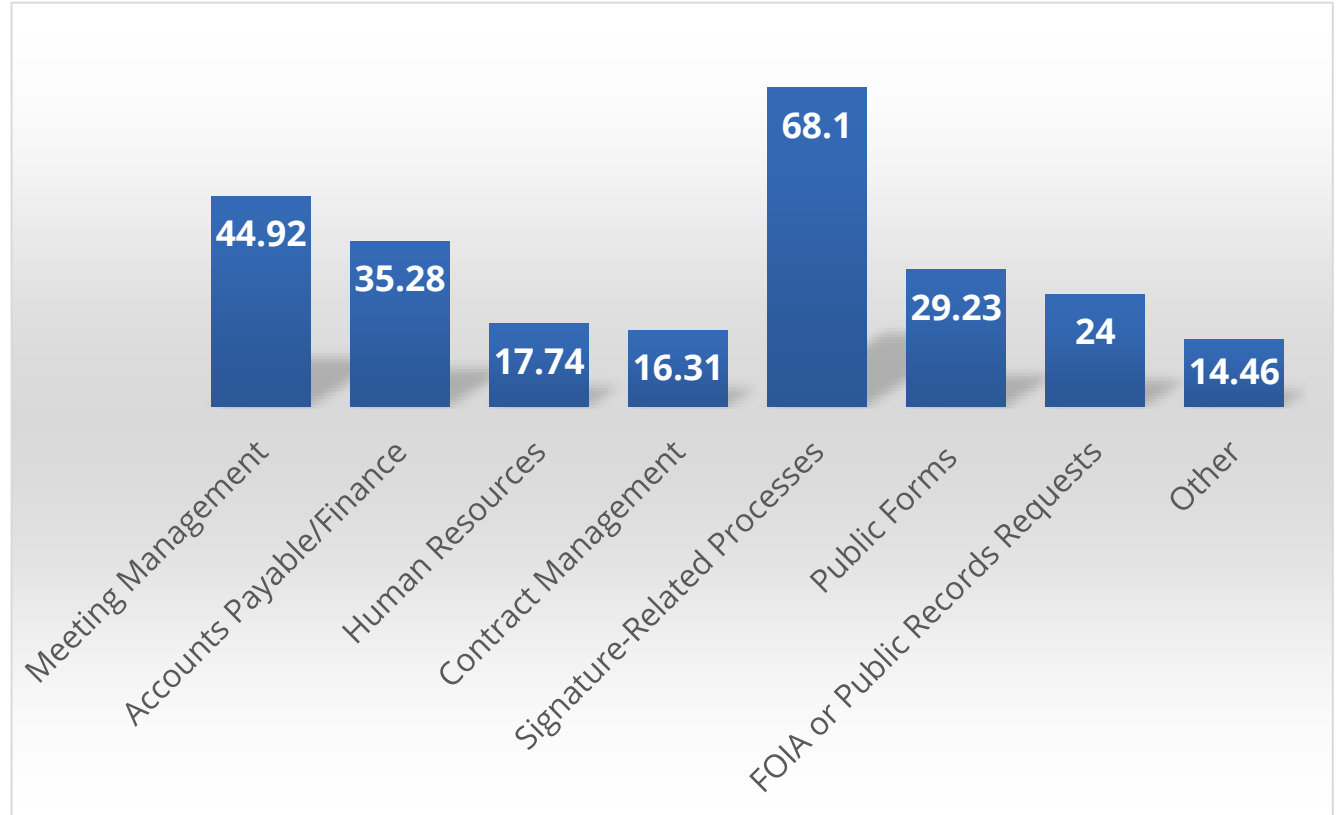
60% moved to virtual council meetings.

REMOTE WORK TECHNOLOGIES

Is your municipality's technology set up for remote work?



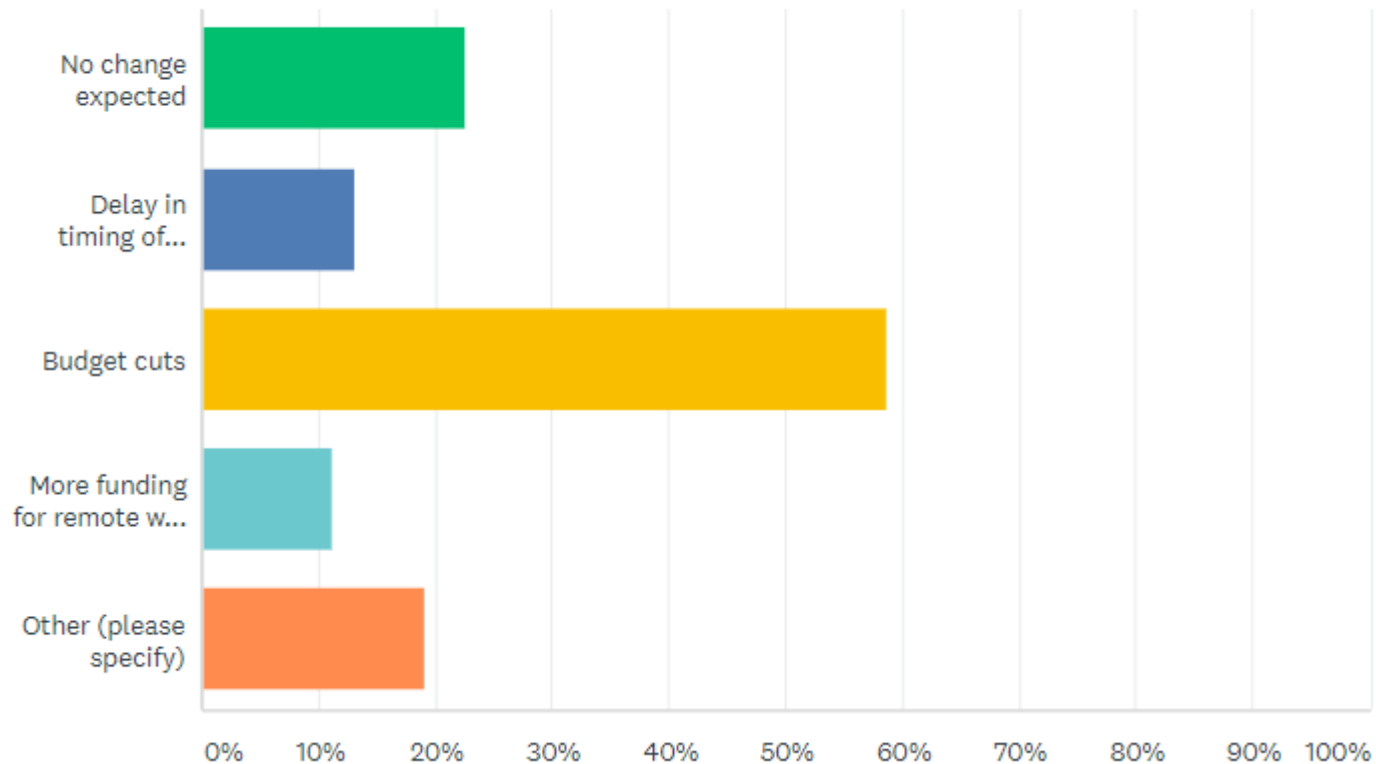
What core processes need improvement to support remote work in the future?



COVID-19 BUDGET PREDICTIONS

What impact do you expect in your budget process for your upcoming fiscal year?

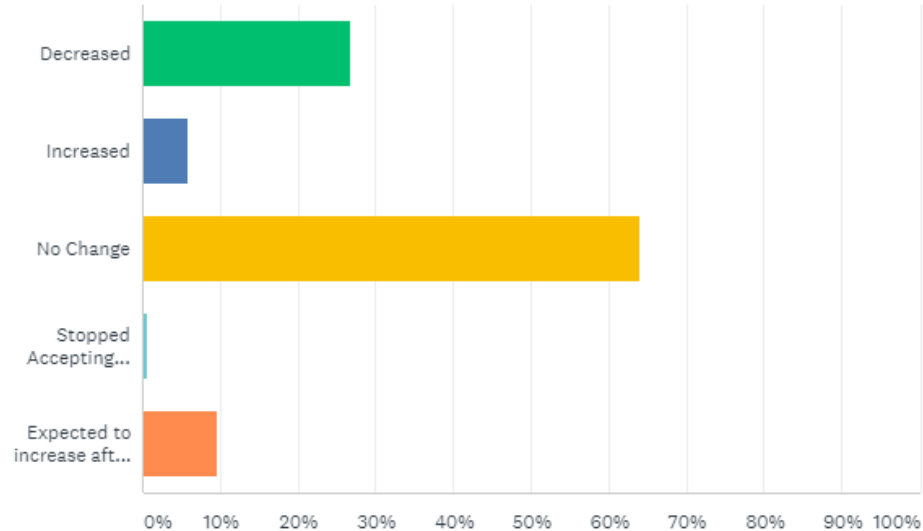
Answered: 1,117 Skipped: 64



70% Majority of Clerks expect budget cuts, delayed new hires, and need to leverage technology.

COVID-19 RESPONSE: FOIA REQUESTS

What is the trend with your FOIA requests?



FOIA REQUESTS:
70% of clerks are receiving the same or larger number of requests.

ANSWER CHOICES	RESPONSES
Decreased	26.70% 283
Increased	5.75% 61
No Change	64.06% 679
Stopped Accepting Requests	0.66% 7
Expected to increase after COVID-19	9.62% 102
Total Respondents: 1,060	

COVID-19 RESPONSE AND BUSINESS TRENDS

Most Common or Interesting Responses to Open Ended (“Other”) Responses

Juggling Remote Work:

- Challenge of young children with distant learning environment
- Created a space at home for a specific work area
- Increased internal meetings and went virtual
- Early, Late, and Weekends hours
- A and B Teams rotating in and out of office

Keeping Employees Motivated in a Remote Work Environment:

- Further education and prepare for projects that may help streamline operations during free time
- Daily staff calls/Zoom meetings
- Insisting on a can-do attitude, while being kind and compassionate
- Using MS TEAMS or other chat tools

Supporting Board/Council:

- Zoom Meetings; Writing Scripts for Meeting Leaders; Giving Tutorials on Video Conferencing
- Social Distancing

Budget:

- May have delay and cuts in areas; would like to fund technology for remote access for future problems
- Even though there will be less funding, there is the general fund/reserves
- Capital Projects on Hold – More adoption of software as a service if it helps with automation/offsets cuts elsewhere
- Possible furloughs/staffing cuts

Business Processes Impacted:

- Need to digitize more archived records for responses to PRRs
- In good shape – already have meeting management, PRR system, etc.
- Lack of access to digital systems has not allowed for remote work
- Elections