



# City of Marco Island

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Date: November 18, 2024  
To: City Council  
From: Casey Lucius, Ph.D., Assistant City Manager  
Re: Internal Services Departmental Report for October 2024

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## **City-Wide Initiatives:**

- Responded to Hurricane Milton; various planning cell meetings and public information regarding evacuation, emergency declaration, curfew and storm surge.
- Chief Byrne and Asst. City Manager met with FEMA representative.
- 8 Press Releases were sent in the month of October.
- 32 MyMarco app notifications were sent in October.
- 234 social media posts in October on City Hall Next Door and City Hall Facebook.
- Asst. City Manager and City Manager met with representatives from the Marco Patriots.
- Addressed personnel issues with MIPD and met with Fraternal Order of Police.
- Assistant City Manager serves on Florida City and County Management Association professional development committee; City Manager is leading a planning group for the Association's winter conference.
- Assistant City Manager serves on the International City and County Management Association Veterans Advisory Committee; currently developing a strategic plan

## **Leslie Sanford, IPMA-SCP – Human Resources Manager**

- The city currently has 10 positions that are unfilled, this is same as the previous month. 5 jobs have been posted for 45 days or more.
- Actively recruiting on the industry association websites, posting jobs to Lorenzo Walker job board, and posting open positions on City social media.
- Completed Insurance open enrollment meetings and updates to insurance on October 23, 2025.
- Flexible Spending open enrollment meetings will be held on November 21, 2024.
- Continue to work on Administrative Policies for the City, including emergency pay policy.

## Angela R. Johenning, C.F.E, CPPB – Purchasing & Risk Manager

1. Risk Management philosophy and strategies
  - Risk manager attended a meeting with our Worker’s Compensation Third Party Administrator to review the new Claims tracking system.
2. Efficiency in our Purchasing Program
  - Purchasing Manager conducted one-on-one training with new Parks Department employee
  - Purchasing Manager met with representative from DocuSign to see if there were efficiencies to be gained through electronic signatures on contract documents.
  - Purchasing Manager met with representative from OpenGov to hear about an alternative procurement platform that may be able to assist in generating more competition for our solicitations. Purchasing Manager will review data to understand if this may be a feasible option for the city.

### Purchase orders:

174 purchase orders were issued in October 2024 in the amount of \$9,425,379. This is a 2% decrease over last year in terms of the number of approved Purchase Orders and a 7% decrease in the total amount issued.

- 80 for the amounts less than \$5,000
- 30 for the amounts between \$5,000 and \$9,999
- 64 for the amounts \$10,000 and above

### P-Cards:

544 p-card transactions were made in the month of October 2024 in the total amount of \$120,951.00 This is a 7% decrease over the prior year in terms of pcard transaction volume, but a 4.2% increase in pcard expenditures.

### Active bid solicitations:

<u>Bid number</u>	<u>Date due</u>	Title	City Council approval
ITB 2023-034	02/15/2024	RWP MBR Wind Retrofit Improvements (FEMA project)	TBD

ITB 2024-016	05/31/2024	Collier Alternate Bike Path (LAP)	TBD
ITB 2024-043	10/21/2024	Winterberry Beach Access Boardwalk Repair (Rebid)	TBD
ITB 2024-041	11/4/2024	Pickleball Center Phase I Conversion	TBD
ITB 2025-001	11/21/2024	Purchase of Boom Truck	December 9, 2024
ITB 2025-005	12/3/2024	Pilot Channel Aeration System	TBD
RFP 2025-004	12/16/2024	Grant Writing or Fundraising Services	January 2025

**Joe Parrilli –Manager, Fleet and Facilities**

- Clean up from hurricane Milton went smoothly.
- All city structures were pressure washed to remove salt spray.
- Mackle Park fountains were replaced on 10/24 to maintain health of the pond.
- Mackle Park pole lighting was repaired from hurricane damage.
- Flagpole at Winterberry Park was installed
- Winterberry Park pole lighting was repaired and disconnect lowered for ease of use.
- Winterberry beach access proposals are in and under review.
- Pickle ball court modification proposals are in and under review.
- City hall campus pole lighting was repaired and put back on a schedule.
- FS50 printer room furniture was delivered and installed.
- Working with Collier County on Interlocal Agreement regarding PD boat dock
- Annex flood proofing design proposals

**Facilities Capital projects**

Project	Project Manager	Priority
Mackle Park fountain	Joe	1
Winterberry Park board walk	Joe	1

Annex elevator	Joe	1
Annex flood proofing	Joe	1
Splash Park	Joe	1
Pickle ball center phase 1	Joe	1
Pickle ball center sound baffles	Martha	1
Fire Station 50 training alarm boxes	Heather	1
City Hall roof replacement	Joe	1
ADA restroom design Annex	Joe	1
Annex building workstations	Joe	1
PD missing smoke and heat detector	Heather	1
PD boat dock	Joe	1
PD outdoor evidence storage	Joe	1
Handicap door opener PD	Martha	1
Flag pole at Winterberry	Martha	1
Winterberry pole light	Martha	1
Veterans stage light	Matha	1
PD HVAC survey issues	Joe	1
Pressure washing of city assets	Joe	1
Mackle Park generator repairs	Joe	1
Annex Roof	Martha	2
Mackle Park Airnasium	Joe	2
Monument Merchant Marine	Joe	2
City paking lot pole lights	Matha	2
Mackle park pole lights	Martha	2
Winterberry park flag pole	Martha	2
Repair FS50 epoxy on balcony door	Joe	2
Restore Power to Winterberry Park	Martha	2
Mini split AC units FS50	Joe	2
Leigh Plummer paving	Joe	3
Hurricane refrigerators	Joe	3
MP playground lighttower not working	Martha	3
PD blue light	Joe	3
FS 50 warranty work	Joe	4
Fire Station 51 sealcoat	Joe	4
Fire Station 50 sealcoat	Joe	4
City Hall flood proofing	Joe	4
City Hall sealcoating	Joe	4
City Hall 2nd floor breakroom	Joe	4
PD parking lot drainage	Joe	4
Deep clean and powerwash VCP fountain	Martha	4
PD make up air issue	Joe	5
Winterberry 2 Shade structures on the bleachers	Martha	5
Maple beach access shower is not working	Martha	5
FS50 furniture for printer room	Heather	5

Maple beach access	Joe	5
PD Air testing	Joe	5

**Jose Duran – IT Director**

**Information Technology Department Report  
October, 2024 Update**

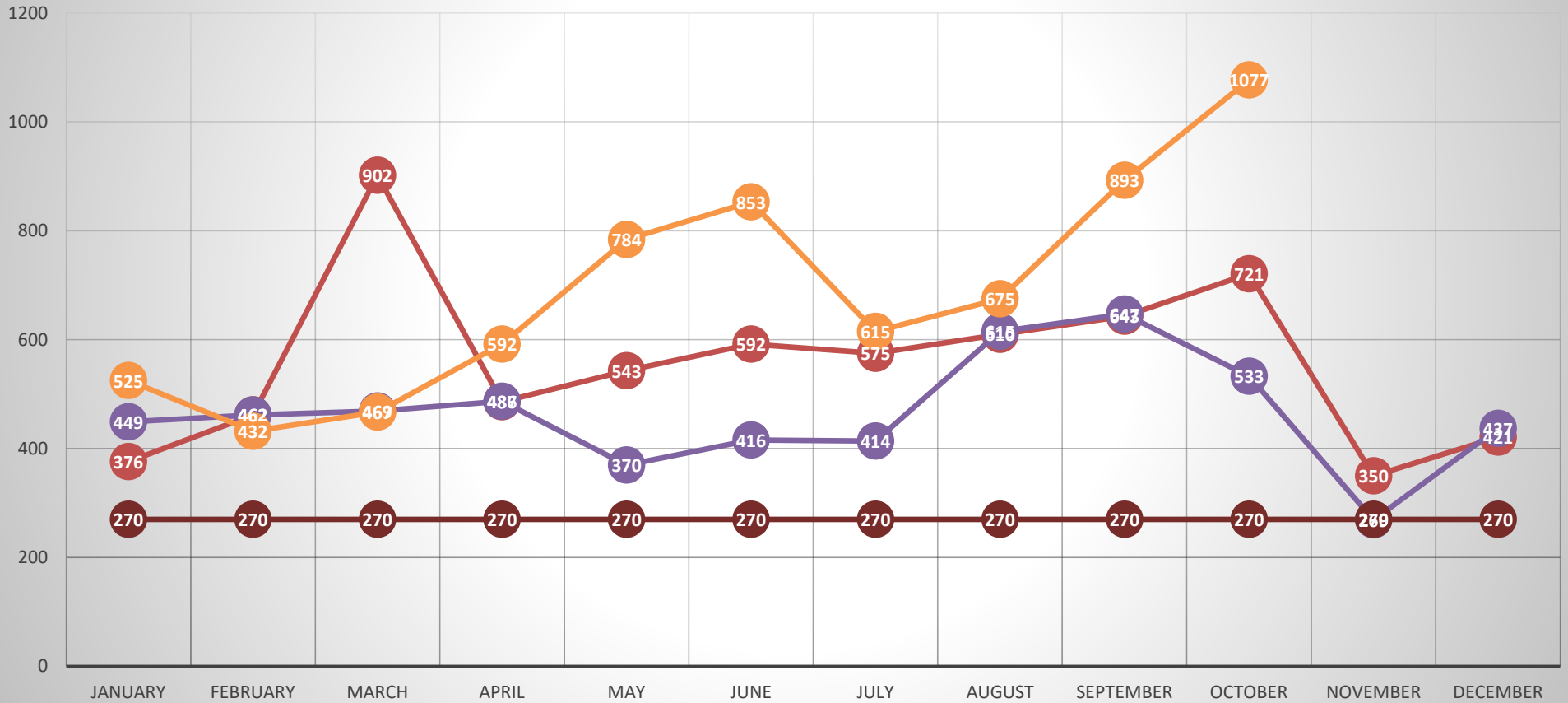
IT Projects, Goals, and Objectives	Start	Estimated End	Status
Support all networks, network devices, telecommunications, and software City wide.		Ongoing	<p><b>1077</b> helpdesk tickets were submitted in October, 2024.</p> <p><i>6898 tickets (2024)</i>  <i>5552 tickets (2023)</i>  <i>5954 tickets (2022)</i>  <i>5340 tickets (2021)</i></p>
Server, Storage, and Networks	Jan '21	Ongoing	<ul style="list-style-type: none"> <li>• Work is ongoing with minor network changes as we continue to move network equipment to FS50, 90% complete.</li> <li>• Fully completed three new server hosts and virtual machine migration giving us true hardware and battery backup redundancy at our FS50 Datacenter.</li> <li>• Swap network switching equipment at City Hall 2<sup>nd</sup> floor, adding resiliency and new routing features.</li> </ul>

Computer system refresh cycle	FY18	Ongoing	<p>Replace desktop systems every 4-5 years with new technologies as appropriate.</p> <ul style="list-style-type: none"> <li>• FY24 Refresh 35 Laptops 22 Desktops</li> <li>• FY23 Refresh 30 Laptops 15 Desktops</li> <li>• FY22 Refresh 60 Laptops</li> </ul>
City Facilities Fiber Mapping	11/21	Ongoing	<ul style="list-style-type: none"> <li>• Mapping out existing fiber across all city campuses.</li> <li>• Adding additional routes for redundancy and new providers.</li> <li>• Contract work with SummitBroadband on Dark Fiber Runs. Estimated completion for majority of work is end of December 2024 and March 2025 for final two runs requiring permits due to distance and additional equipment.</li> </ul>

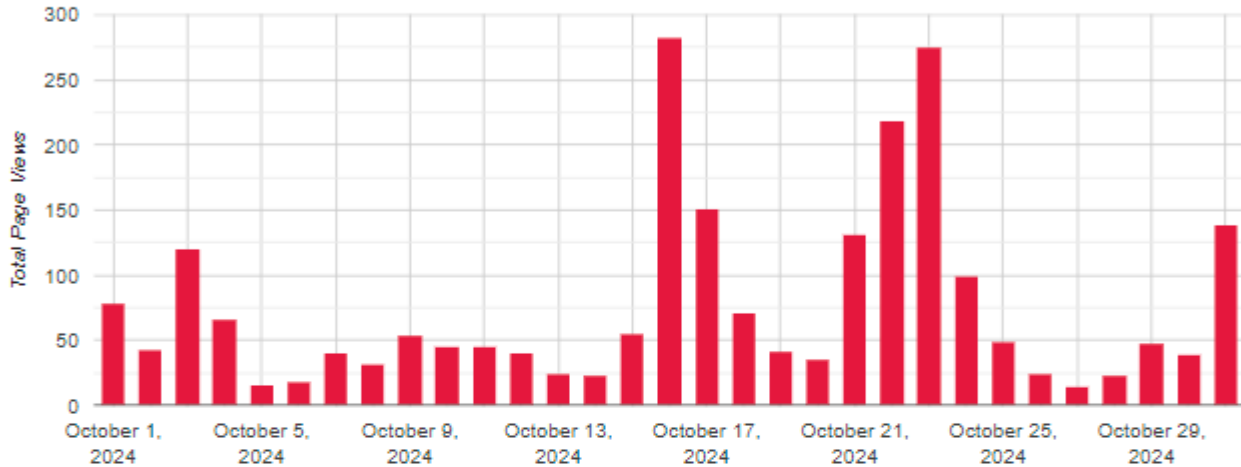
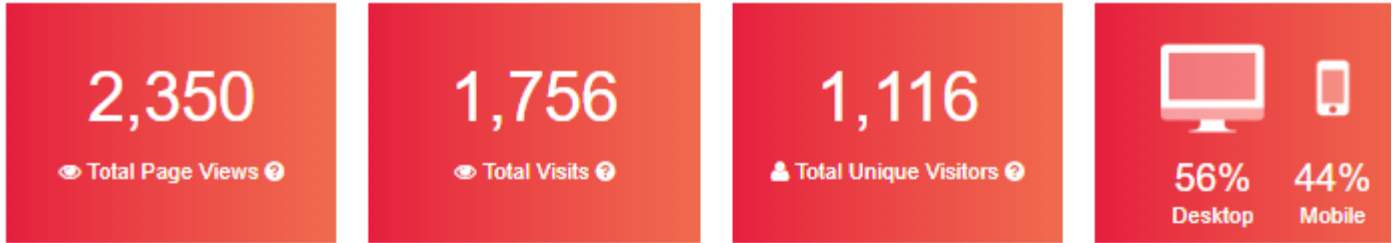
## CMI Help Desk Ticket Trending – October, 2024

### CMI Help Desk Ticket Trends Year over Year vs. Gartner Average

2022 2023 2024 Gartner Avg. (1.2x Userbase)



## Online Video Streaming Site Visitor Statistics – Period: October, 2024



## WHAT MEDIA YOUR CITIZENS ARE VIEWING

All Media
  Live Events
  Encoder Streams
  On Demand Media

Filter by title

Media Title	Type	Total Views
<a href="#">City Council Candidates Forum on 2024-10-22 6:30 PM</a>	Archive	494
<a href="#">Marco Island TV 24/7</a>	Encoder	391
<a href="#">City Council on 2023-09-05 5:30 PM</a>	Archive	155
<a href="#">City Council on 2024-10-16 5:30 PM - Meeting Rescheduled from October 7, 2024</a>	Archive	126
<a href="#">City Council on 2024-10-21 5:30 PM</a>	Archive	83
<a href="#">City Council on 2024-09-09 5:30 PM</a>	Archive	64

ALL MEDIA

1,652

Total Media View Sessions

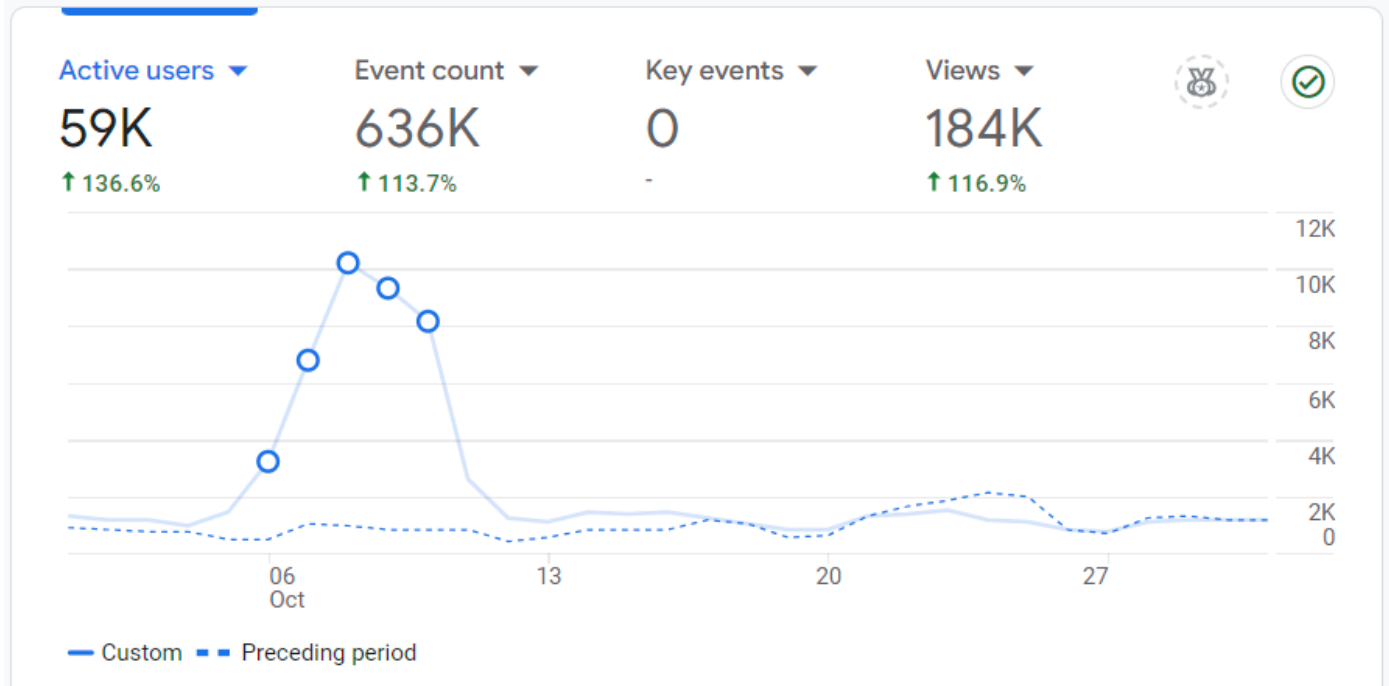




**CITYOFMARCOISLAND.COM**  
**Internet Site Visitor Statistics – October, 2024**

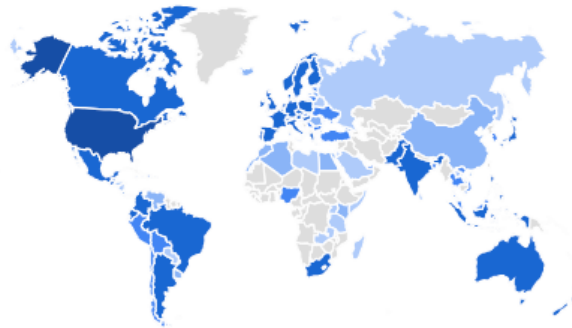
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**184,000 Page Views for October, 2024**



**Top 7 Countries, Cities Visiting and Device Type**  
**CITYOFMARCOISLAND.COM**  
**October, 2024**

Active users by Country ID



COUNTRY	ACTIVE USERS
United States	55K ↑131....
Canada	1.3K ↑291....
United Kingdom	832 ↑429....
Germany	492 ↑373....
Switzerland	139 ↑231....
Sweden	123 ↑339....
India	90 ↑45.2%

Active users by City



CITY	ACTIVE USERS
Miami	5K
Marco Island	3.8K
Chicago	2.9K
New York	2.7K
Ashburn	1.6K
Boston	1.5K
Tampa	1K

Active users by Platform / device category



PLATFORM / DEVICE CATEGORY	ACTIVE USERS
web / mobile	36K
web / desktop	20K
web / tablet	2.1K
web / smart tv	4

## Top Pages Users Visit – October, 2024

### WHICH PAGES AND SCREENS GET THE MOST VIEWS?

Views by Page title and screen class



<u>PAGE TITLE AND SCREEN ...</u>	<u>VIEWS</u>
<u>Home Page   Marco Island FL</u>	29K
<u>Hurricane Milton 2024   Mar...</u>	21K
<u>Emergency Management   M...</u>	15K
<u>Hurricane Information   Marc...</u>	8.6K
<u>Evacuation Zones   Marco Isl...</u>	7.7K
<u>News   Marco Island FL</u>	6.4K
<u>Storm Surge   Marco Island FL</u>	5.7K