



City of Marco Island

Date: April 22, 2024
To: City Council
From: Casey Lucius, Ph.D., Assistant City Manager
Re: Internal Services Departmental Report for March 2024

City-Wide Initiatives:

- As part of our employee engagement, the City hosted a staff-Council kickball game and celebrated International Women's Day by recognizing our female employees
- The City hosted an Art@CityHall Open House for the public
- The City participated in a Career Day at Lely High School
- We provided Supervisory and Management training through Grand Canyon University on the topic of providing feedback
- The City participated in the NCH Urgent Care groundbreaking ceremony
- City Manager traveled to Washington DC to participate in the ICMA Senior Fellowship Program with the US Army
- We held a quarterly new employee orientation.
- City Manager's office sent 1 press release in March
- 6 MyMarco app notifications were sent in March
- 76 social media posts in March on City Hall Next Door and City Hall Facebook.

Leslie Sanford, IPMA-SCP – Human Resources Manager

- The city currently has 13 positions that are unfilled, this is one more than the previous month. 7 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. Attended the Collier County

Public Schools job fair on March 19, 2024. The city received 10 applications from attendees at the fair.

- 2024 Spring Fitness Challenge started on March 1, 2024.
- The city will hold an Onsite Biometric Screening and Health Fair on Thursday, May 2, 2024

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

1. Risk Management philosophy and strategies

- Risk Manager is working with internal partners to bring awareness around vehicle safety and professional vehicle conduct when operating city vehicles.

2. Efficiency in our Purchasing Program

- Purchasing & Risk Manager completed an auction of obsolete items on March 26, 2024. The auction net proceeds were \$39,714.56. Another auction will be conducted at the beginning of May 2024 prior to the start of hurricane season.
- Purchasing and Risk Manager is working with Fleet & Facilities to formalize a standardized set of guidelines for the optimal time to auction city vehicles. Part of this will address set standards on how to properly maintain vehicles for longevity.

3. Education

- Purchasing & Risk Manager is registered for training on May 2nd which will focus on Insurance trends in Florida and in public entities, claims reporting, safety committees, and legal considerations.
- Purchasing & Risk Manager is scheduled for a four-day procurement training May 19-21.
- Purchasing & Risk Manager is scheduled to attend FEMA training to review purchasing requirements for recipients and subrecipients
- Purchasing & Risk Manager is scheduled for a four-day Risk Management training from June 5-8.

Purchase orders:

49 purchase orders were issued in March 2024 in the amount of \$837,762.64 which is an 18% decrease in volume over the prior year and a 72% increase in dollars over the prior year.

- 26 for the amounts less than \$5,000
- 8 for the amounts between \$5,000 and \$9,999
- 15 for the amounts \$10,000 and above

P-Cards:

561 p-card transactions were made in the month of March 2024 in the total amount of \$128,846.02. This is a 8.10% increase in transaction volume over March 2023 and 9.56% increase in the total transaction dollar amount.

Active bid solicitations:

<u>Bid</u> number	<u>Date due</u>	Title	City Council approval
ITB 2024-005	03/07/2024	Marco Island Smokehouse Bay Bridge Replacement	TBD-Bid is Under Department Evaluation
ITB 2023-034	02/15/2024	RWP MBR Wind Retrofit Improvements (FEMA project)	TBD-Bid is Under FEMA evaluation
ITB 2024-021	4/22/2024	Marco Island South Barfield Drainage	
ITB 2024-019	05/09/2024	2024 Annual Street Resurfacing	
ITB 2024-020	05/17/2024	Tide Leveling -Canal Flushing	
RFP 2024-024	05/24/2024	Audio and Lighting Services	
ITB 2024-016	05/31/2024	Marco Island Alternate Bike Lanes	
RFP 2024-026	06/12/2024	Professional State Lobbying Srevicees	

Miguel Carballo, MBA, CFM, CPM – Manager, Fleet and Facilities

WORK & ASSET MANAGEMENT:

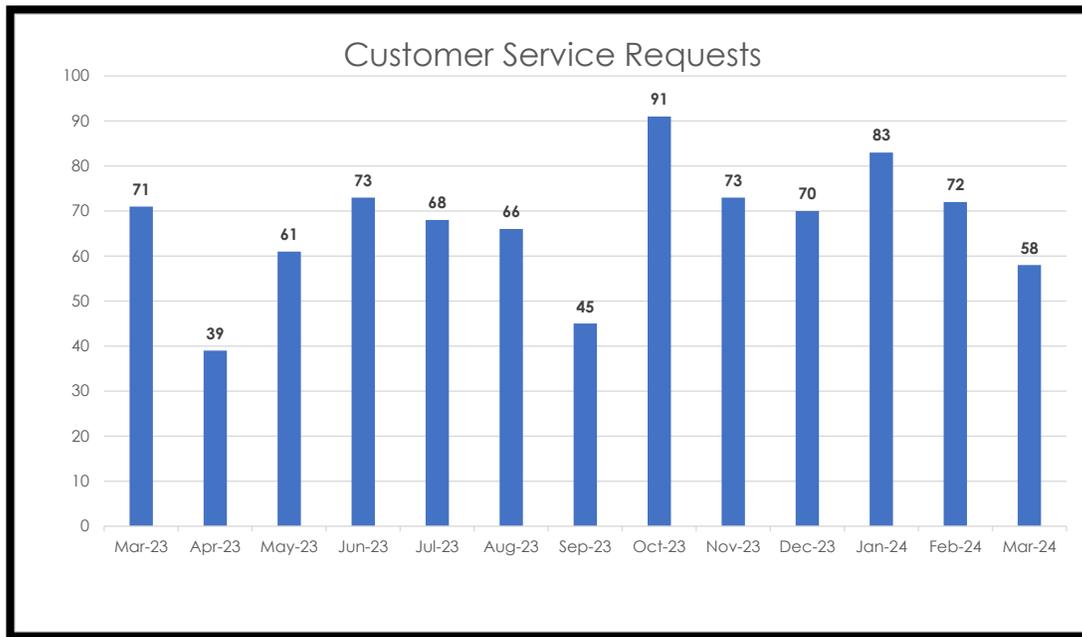
COLLECTED ASSET FOR FLEET & FACILITIES DEPARTMENT:

- Asset collection and tracking Fleet & Facilities Management and Parks & Recreation assets
 - **30** - Asset Types
 - **1,524** - Total Assets

- 1,372 Facilities and Parks Assets
- 190 Vehicle Assets (Includes passenger vehicles, utility vehicles, and other equipment).

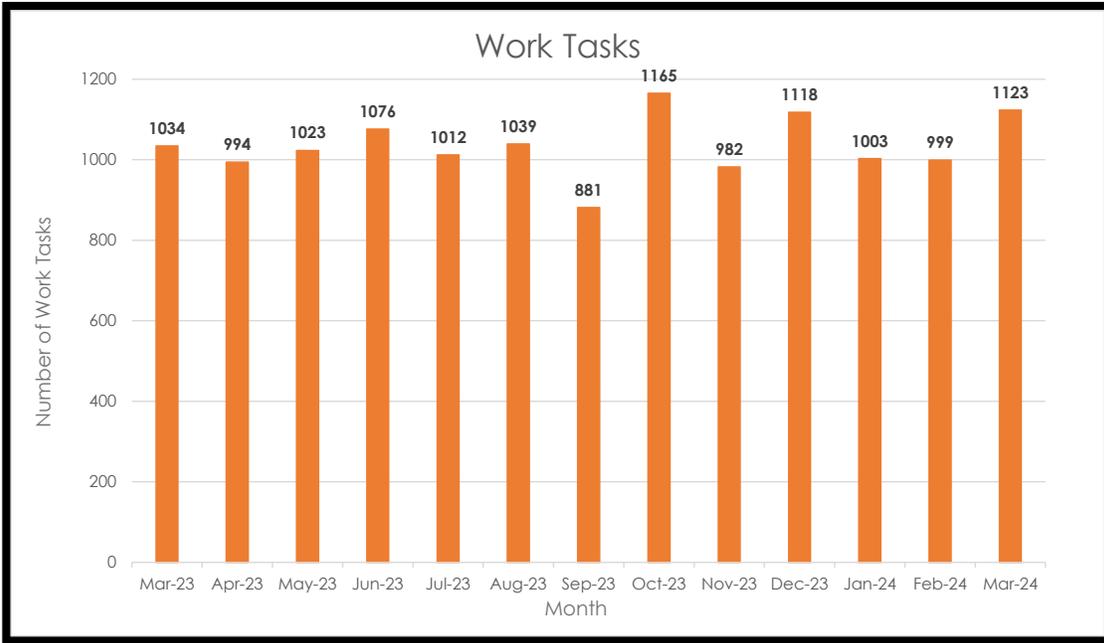
SERVICE REQUESTS:

- Service requests are requests for services made by customers (residents, city employees, etc.)

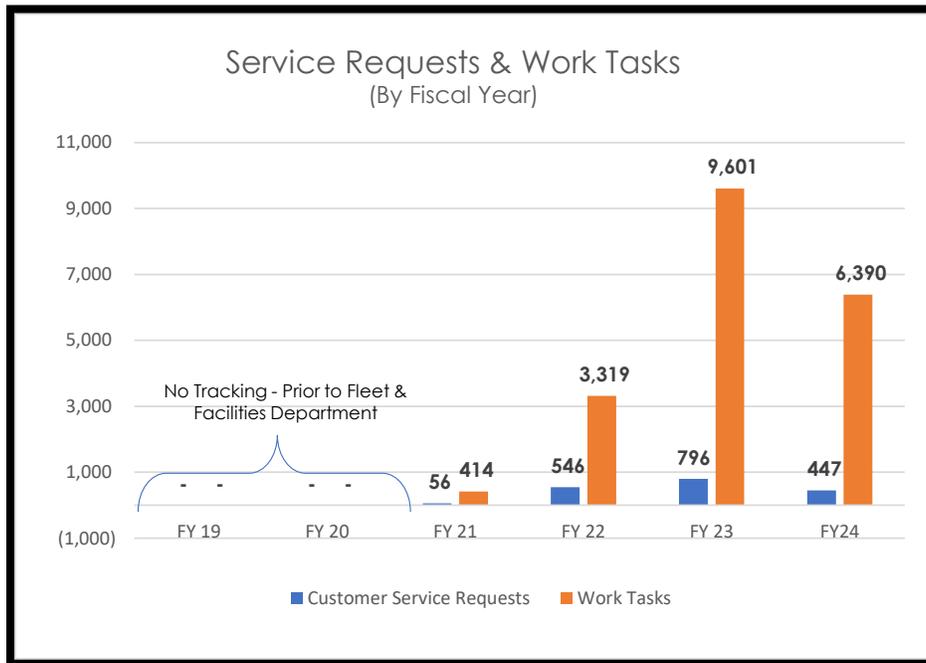


WORK TASKS:

- Work tasks are tasks performed by them Fleet & Facilities team on city assets. These tasks are created based on customer service requests, preventative maintenance schedules, or directly assigned by Fleet and Facilities management team.



SERVICE REQUESTS & WORK TASKS BY FISCAL YEAR:



FACILITIES CAPITAL PROJECTS PROGRESS:

City Hall:

Project Description	Facility	FFM Project Lead	Stakeholder	Notes	Budget	Status
City Hall - Roof Repair	City Hall	Lazaro Pomier	Casey Lucius	Project to replace the City Hall Roof which is leaking, beyond its useful life, and out of current code.	\$322,325.00	Working with Roofing Contractor on contract for a proposal. Doing a walkthrough with Advanced Roofing 4/3/2024, pending proposal.
City Hall - Flood Panels	City Hall	Lazaro Pomier	Casey Lucius	Project to purchase flood panels for City Hall to be used during storm events.	\$30,000.00	Scope of work for flood panel design under review of Manager.
Breakroom Improvements	City Hall	Lazaro Pomier	Casey Lucius	Improvement to the City Hall 1st & 2nd Floor breakrooms. Cabinetry it falling apart and beyond useful life.	TBD	Pending budget reappropriation from Fire Station 50 remaining budget funds.
City Hall - Sealing Parking Lot	City Hall	Martha Montgomery	Casey Lucius	Sealing the pavement parking lot at City Hall, sealing to be conducted one (1) after the install of new pavement.	TBD	Pending one (1) year anniversary of the new pavements installation (April 2024)
City Hall - 2nd Floor Chairs	City Hall	Miguel Carballo	Mike McNeese Casey Lucius	The purchase 5 side chairs for the City Hall 2nd Floor	TBD	Requested proposal for alternative chair options with CMO for approval.
City Hall - 1st Floor Customer Service Manager Carpet	City Hall	TBD	Guillermo Polanco	Replacement of water damaged carpeting in Customer Service Manager's office.	TBD	Project Complete

City Hall Annex:

Project Description	Facility	FFM Project Lead	Stakeholder	Notes	Budget	Status
Annex - HMGP Project (Wind Retrofit & Generator)	Annex	Lazaro Pomier	Jeff Poteet Raul Perez Justin Martin	The City of Marco Island proposes to provide wind protection, flood control, and backup power to the Annex Building located at 1310 San Marco Road, Marco Island, Florida 34984.	\$440,375.00	Design cost has been provided to Chief Byrne for a grant budget amendment. Developing solicitation package for the needed engineering.
Annex - Elevator Modernization	Annex	Lazaro Pomier	Jeff Poteet Raul Perez Justin Martin	The objective of this project is to make the elevator compliant with part 3.10.12 of ASME A17.3-2015, Safety Code for Existing Elevators and Escalators. The Florida Statutes added the requirements to all elevators covered by Chapter 399.	\$160,000.00	Received proposal from TKE for the elevator modernization. Pending updated proposal from TKE to include elevator pin repairs.
Annex - ADA Restroom Design & Construction	Annex	Lazaro Pomier	Raul Perez	The project comprises the renovation of an existing restroom located in the City of Marco Island, city hall annex. The intent of the renovation is to bring the toilet facility into ADA compliance. It is our understanding that, if needed, we can utilize adjacent space to increase the toilet room size.	\$99,883.00	Design complete and we are pending the lobby remodel design package to bid out project. Might be affected by 2nd Floor Renovation requiring the building to be brought up to code. New proposal for lobby reconfiguration was provided by ADG 2.6.24.
Annex - Adding New Workstations Design & Construction	Annex	Lazaro Pomier	Raul Perez	The Building Services Department wants to accommodate two-four new workstations on the first floor of the City Hall Annex. Project involves the design and renovation of the lobby area to accommodate the additional work stations.	\$52,720.00	Design is currently in development with ADG. Might be affected by 2nd Floor Renovation requiring the building to be brought up to code.
Annex - Water & Sewer 2nd Floor Renovation (Monitoring)	Annex	Lazaro Pomier Miguel Carballo	Jeff Poteet Sonia Isler Laura Ryan	Water & Sewer's project to renovate the 2nd Floor for their administrative office. Fleet & Facilities will monitor progress for impacts to 1st floor occupants and overall facility impacts.	N/A	Water & Sewer is working with their design firm to make necessary changes to the design.

Police Projects:

Project Description	Facility	FFM Project Lead	Stakeholder	Notes	Budget	Status
Police - Boat Dock	Police & Community Room	Lazaro Pomier	Tracy Frazzano John Wallace Angel Casabona	Project in collaboration with Collier County Government to construct a Boat Dock for the following vessels: One (1) – 32' Contender – Police Boat; One (1) – 25' Boat – Code Boat; Two (2) - PWC Jet Skies	\$350,000.00	Final design in progress. County is currently working on the bid package for this project.
Police - HVAC Fresh Air Unit Replacement	Police & Community Room	Lazaro Pomier	Tracy Frazzano John Wallace	The purpose of the HVAC fresh air unit replacement project is to replace/repair the fresh air unit at the PD building. The unit supplies air to the heating/cooling system to accomplish two primary indoor air quality goals. It pressurizes a building and increases indoor air quality by diluting polluted or stale indoor air.	\$107,000.00	Replacement scheduled for the week of April 8, 2024.
Police - HVAC Replacement	Police & Community Room	Lazaro Pomier	Tracy Frazzano John Wallace	Replacement of the Police and Community Room buildings twelve (12) HVAC units that are beyond their useful life. Allocated budget is not for the replacement of all twelve units.	\$60,000.00	Evaluating existing HVAC units. Replaced two (2) units that service the City Council Chambers.
Police - Carpet Replacement	Police & Community Room	Lazaro Pomier	Tracy Frazzano John Wallace	The Project objective is to paint the interior of the PD building second floor. We'll keep the current wall color.	\$24,800.00	Project Complete
Police - Duct Cleaning	Police & Community Room	Lazaro Pomier	Tracy Frazzano John Wallace	When neglected, the air ducts accumulate dust particles, pollen, mold, and other debris. Once you turn on the HVAC system, it recirculates the pollutants, which impact the comfort of the building and affects the occupants' health. Therefore, we need to clean the ductwork often to prevent pollutant buildup.	\$9,535.00	Purchase order has been issued, schuled to be performed prior to April 8, 2024.
Police - Evidence Storage Area	Police & Community Room	Lazaro Pomier	Tracy Frazzano John Wallace	Setting up a fenced in area at the Government Center to storage large evidence items for the Police Department.	\$32,850.00	Pending the award of RFQ# 2023-30. Working with Police Department on scope of work. Scope being reviewed by IT, Fire, Bldg. Services, and Growth Management.
Police - HVAC Controls	Police & Community Room	Heather Reed	Tracy Frazzano John Wallace	Replacement of the Police and Community Room building's HVAC controls system, which is out of date and causing system failures.	\$19,630.00	PO for ESSI been issued, pending the delivery of supplies to schedule.

Fire Rescue Projects:

Project Description	Facility	FFM Project Lead	Stakeholder	Notes	Budget	Status
FS50 Apparatus Bay Fans	Fire Rescue	Miguel Carballo	Chris Byrne Matt Marshal	Purchase and installation of two (2) large commercial fans in the FS50 apparatus bay. Make sure it includes the install of the switch for the fan.	\$33,820.00	Pending CMO approval. Developing scope of work to formally bid out project on Demand Star. Per Fire Rescue would like work schedule during spring time.
FS51 Door Hinge Issue	Fire Rescue	Lazaro Pomier	Chris Byrne Matt Marshal	Repair of fifteen (15) doors at FS51 that have hinge issues resulting in the doors not functioning properly.	\$17,500.00	Project Complete
FS50 Furniture	Fire Rescue	Lazaro Pomier	Chris Byrne Matt Marshal	Furniture for FS50, Wardrobes, bookshelves and copy room.	\$9,635.18	Working CDS on contract issues only current contract is Omnia. Vendor will not provide line by line matching to the contract. On Hold For State Contract, has been awarded but not uploaded for use.
FS50 Training Tower Alarm Boxes	Fire Rescue	Martha Montgomery	Chris Byrne Daniel Zunzunegui	Fire alarm equipment installed in the training tower is causing issues with the buildings fire and HVAC systems as they get wet during training exercise.	TBD	Working with Fire Marshall on obtaining a waiver for the removal of equipment in the training tower.
FS51 Sealing Parking Lot	Fire Rescue	Martha Montgomery	Chris Byrne Matt Marshal	Sealing the pavement parking lot at Fire Station 51	TBD	On-hold for Summer Per Monthly Meeting with Fire Rescue.
FS50 Sealing Parking Lot	Fire Rescue	Lazaro Pomier	Chris Byrne Matt Marshal	Sealing the pavement parking lot at Fire Station 50, sealing to be conducted one (1) after the install of new pavement. (summer)	TBD	Pending one (1) year anniversary of the new pavements installation (April 2024)
FS51 Interior Painting	Fire Rescue	Lazaro Pomier	Chris Byrne Matt Marshal	Painting the interior of Fire Station 51	TBD	On-hold for Summer Per Monthly Meeting with Fire Rescue.

Parks, Grounds, & Beach Access Projects:

Project Description	Facility	FFM Project Lead	Stakeholder	Notes	Budget	Status
Pickleball Center - Phase 1	Parks & Grounds	Lazaro Pomier	Chairman Folley Mike McNees Casey Lucius Samantha Malloy	Engineering consulting services for the Full Design of the Pickle Ball Center Phase I, followed by the construction of phase 1 of the project.	\$786,000.00	Currently at 80% design, working through items identified in Pre-application Project Impacts: - Variances (NIMs) - Stormwater Implications SDPA has been submitted to Growth Management, pending the completion of their review process.
Mackle Park - Arianism Repair/Replacement	Parks & Grounds	Lazaro Pomier	Samantha Malloy	Based on the engineers structural assessment this project is to repair/replace the Mackle Park Airnasium.	\$525,000.00	Working on bid package scope of work based on structural assessment report. Working with Hole Montes to obtain a detailed bid package for this project.
Hurricane Ian - Crystal Shores Beach Access Boardwalk (BAWB) Repair	Parks & Grounds	Lazaro Pomier	FEMA	Crystal Shores Beach Access Boardwalk (BAWB) is one of the few accesses to the public beaches in Marco Island. The boardwalk was damaged during Hurricane Ian. The BAWB damage was inspected and investigated by a qualified company -Hole Montes - and FFM will prepare a project to repair it to ensure structural safety and serviceability.	\$210,000.00	Hole Montes working on detailed bid package for this project. They have reinspected the boardwalk and determined that it can continued to be in use. Estimated Completion End of April.
Mackle Spray Park - Pump Replacement and resurfacing	Parks & Grounds	Lazaro Pomier	Samantha Malloy	The purpose of this project is to renew the water spray park at Frank E. Mackle Park, which was built in 2007, due to the deterioration of its physical condition and serviceability after fifteen (15) years of operation. The renovation will focus its attention on the replacement of the following structures, systems, and components of the system: 1. Spray pad (main and overspray pads); 2. Spray features and nozzles; 3. Drain collectors; 4. Water collection tank; 5. Distribution manifold; 6. Spray fixtures, nozzles, valves, and piping; 7. Pumping system; 8. Filtration & automatic controller; 9. Sand filter; 10. Control panel; 11. Water chemical treatment system and controller	\$177,000.00	Bid closed 11/8/2023 and we received no bidders for this project. We contacted vendor to determine why they did not submit a bid prior to reposting. Reposted bid January 28, 2024, Closed March 6. Bids rejected significantly over budget. Negotiating with contractors directly in coordination with Purchasing. Scheduling meeting with Quality Pools.
Leigh Plummer Park - Parking Lot Design	Parks & Grounds	Lazaro Pomier	Samantha Malloy	Design for the replacement of the Leigh Plummer Park parking lot.	\$30,000.00	Received email from ABB declining to provide a quote for the design. Recommend going directly with contractors for quotes Received proposal from QE in the amount of \$90K to repair the parking lot. Working on obtaining additional quotes.
VCP - Shade Structures	Parks & Grounds	Miguel Carballo	Mike McNees Casey Lucius	Mike and I spoke today about utilizing the donation money we received for the bandshell and he wants to get some figures for shade structures on the bandshell lawn. Could you work with Samantha and Dan to get some measurements and estimates? We don't need a formal proposal, and there's not a rush, but ideally we could get some shade structures up for next summer, and we would like to present a cost estimate to the donor.	TBD	Developing Budget estimates.

Jose Duran – IT Director

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

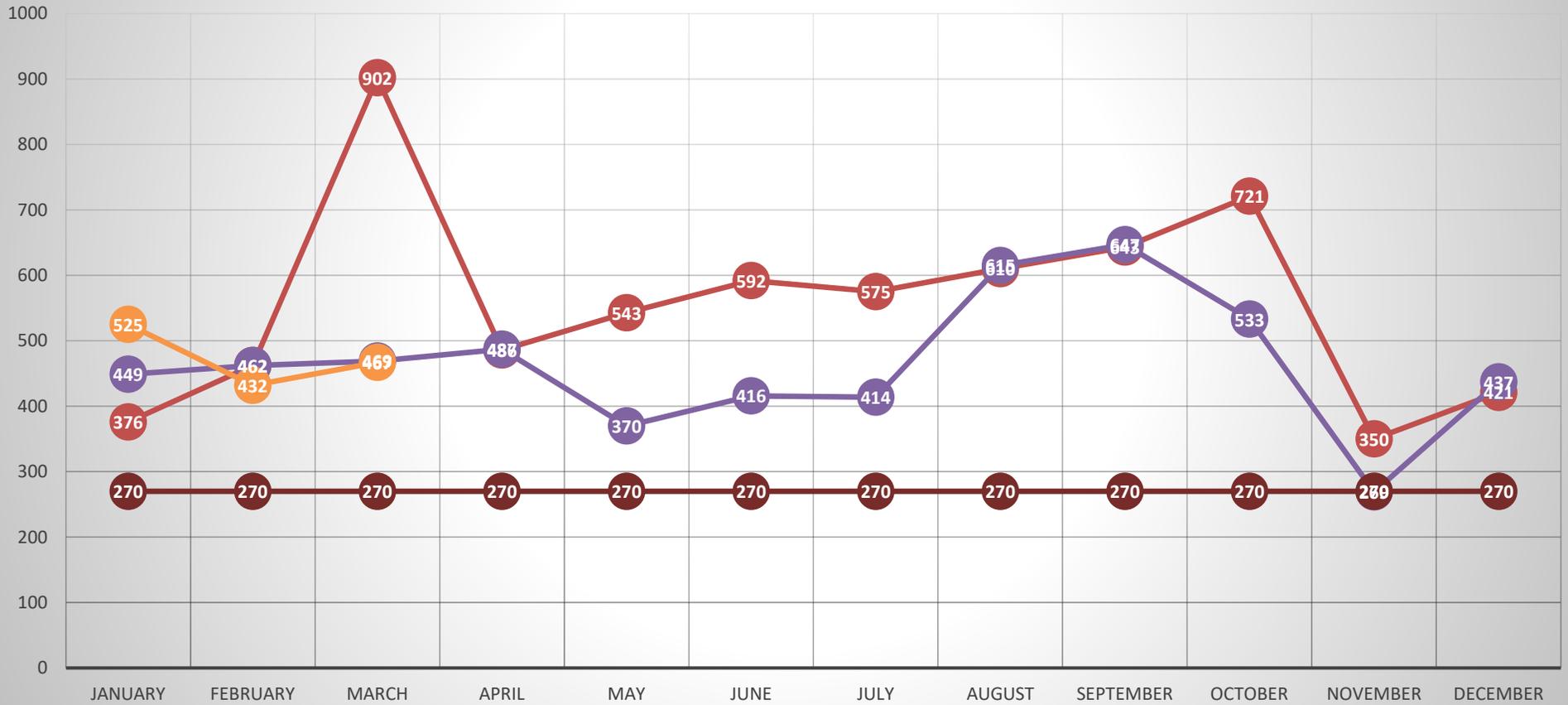
IT Projects, Goals, and Objectives	Start	Estimated End	Status
Support all networks, network devices, telecommunications, and software City wide.		Ongoing	<p>467 helpdesk tickets were submitted in March, 2024.</p> <p><i>5340 tickets (2021)</i> <i>5954 tickets (2022)</i> <i>5552 tickets (2023)</i> <i>1424 ticket (2024)</i></p>
Server, Storage, and Networks	Jan '21	Ongoing	<ul style="list-style-type: none"> • Work is ongoing with minor network changes as we continue to move network equipment to FS50. • Work is being done to complete our switch over to RingCentral, tentative launch date of 5/2/24. Several other tests are required to port numbers over and verify call routing, groups etc. • New server hardware will be 4/19/24. Three new server hosts for redundancy and a storage array.

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"> • FY24 Refresh 10 Laptops • FY23 Refresh 30 Laptops 15 Desktops • FY22 Refresh
City Facilities Fiber Mapping	11/21	Ongoing	<ul style="list-style-type: none"> • Mapping out existing fiber across all city campuses. • Adding additional routes for redundancy and new providers. • Work in progress with Hotwire and Dark Fiber Runs

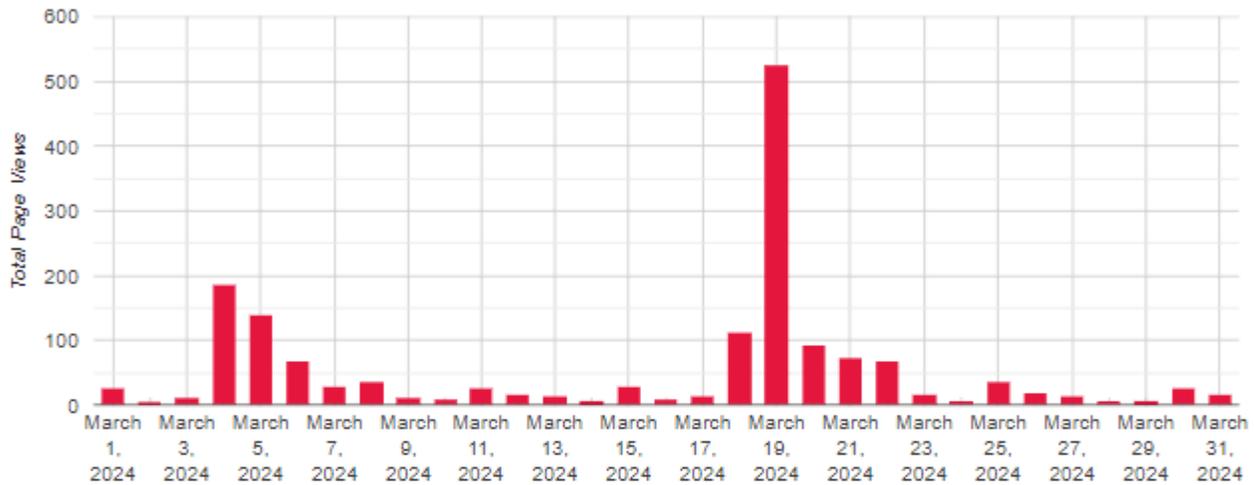
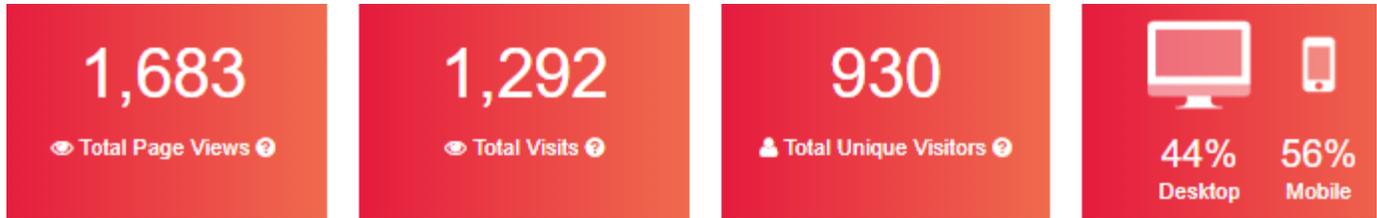
CMI Help Desk Ticket Trending – March, 2024

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: March, 2024

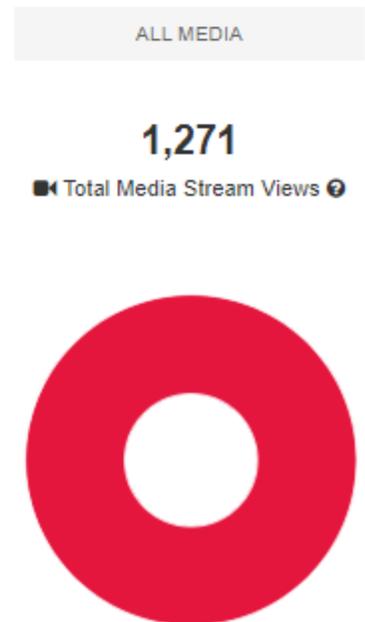


WHAT MEDIA YOUR CITIZENS ARE VIEWING

[All Media](#)
[Live Events](#)
[Encoder Streams](#)
[On Demand Media](#)

Filter by title

Media Title	Type	Total Views
City Council on 2024-03-18 5:30 PM	Archive	672
City Council on 2024-03-04 4:00 PM - WORKSHOP	Archive	119
Marco Island TV 24/7	Encoder	107
City Council on 2024-03-04 5:30 PM	Archive	101
Old Marco Forum 2024-02-29	Archive	48
Planning Board on 2024-03-01 9:00 AM	Archive	25
City Council on 2024-03-18 5:30 PM	Live event	20



CITYOFMARCOISLAND.COM
Internet Site Visitor Statistics – March, 2024

41,000 Unique Visitors for March, 2024

Users ?

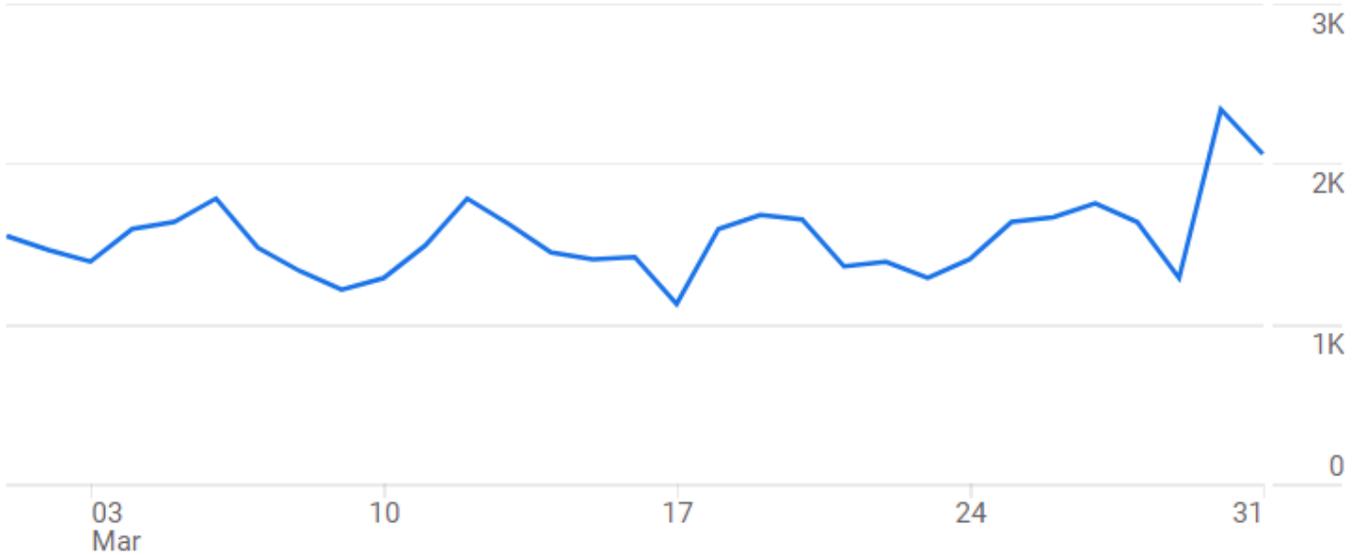
41K

New users ?

38K

Average engagement time ?

1m 00s



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

Users by Country



COUNTRY	USERS
United States	40K
Canada	412
United Kingdom	90
Poland	84
Germany	74
India	64
Philippines	46

Users by City

CITY	USERS
Ashburn	6.3K
Marco Island	5.1K
Miami	3.9K
Atlanta	3.1K
Tampa	1.7K
New York	845
Chicago	716

Users by Platform / device category

PLATFORM / DEVIC...	USERS
web / mobile	21K
web / desktop	19K
web / tablet	953
web / smart tv	1

Top Pages Users Visit – March, 2024

WHICH PAGES AND SCREENS GET THE MOST VIEWS?

Views by Page title and screen class



<u>PAGE TITLE AND SCREEN CLASS</u>	<u>VIEWS</u>
<u>Home Page City of Marco Island Fl...</u>	15K
<u>Calendar City of Marco Island Flori...</u>	8K
<u>Access Denied / User log in City of ...</u>	5.5K
<u>Beach Access City of Marco Island ...</u>	4.7K
<u>Farmers' Market City of Marco Isla...</u>	4.3K
<u>Citizen Self Service Portal - Instructi...</u>	3.9K
<u>Search City of Marco Island Florida</u>	3.3K