



# City of Marco Island

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Date: February 18, 2025  
To: City Council  
From: Casey Lucius, Ph.D., Assistant City Manager  
Re: Internal Services Departmental Report for January 2025

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## **City-Wide Initiatives:**

- Assistant City Manager presented the Council's legislative priorities to the Collier County legislative delegation.
- Finalized contract with Apptegy and began development of new website and app, to include an e-newsletter and social media updates.
- Hurricane planning meeting to update call center personnel
- Hosted an Art Open House for local artists
- Met with FEMA representatives regarding reimbursement for Winterberry boardwalk replacement.
- Started an employee AI Task Force to intentionally utilize artificial intelligence.
- Met with American Legion representatives regarding presentation of Vietnam Veterans Memorial.
- City Clerk hosted onboarding with new Advisory Committee members.
- Hosted Water Quality Town Hall in coordination with Councilor Goehler.
- Working with Risk Management on emergency response in the event of a red tide fish kill on Marco Island.
- 3 press releases were sent from the City Manager's Office in January
- 62 social media posts were posted from the City Manager's Office.
- 10 app notifications were sent using the My Marco App.

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

- The city currently has 10 positions that are unfilled, this is 2 more than the previous month. 5 jobs have been posted for 45 days or more.
- Conducting Compensation and Classification study for the City.
- Conducted a safety meeting to review workers' compensation and vehicle accidents including all departments.

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

### 1. Risk Management philosophy and strategies

- Risk manager attended the Emerging Tech and Risk Symposium January 28-30th
- Risk manager conducted training for City Safety Officers on City Vehicle Accidents and strategies to reduce overall risk-February 5<sup>th</sup>.
- Risk Manager is working with Police Department to develop vehicle safety training sessions for the entire City.

### 2. Efficiency in our Purchasing Program

- Purchasing Manager is working with city staff to develop a policy and procedures around procurement utilizing donated funds
- Purchasing manager conducted new hire training for Parks & Recreation Administrative Assistant-February 6<sup>th</sup>

### Purchase orders:

78 purchase orders were issued in January 2025 in the amount of \$916,412.37. This is a 1% decrease over last year in terms of the number of approved Purchase Orders and a 41% decrease in the total dollar amount issued.

- 46 for the amounts less than \$5,000
- 14 for the amounts between \$5,000 and \$9,999
- 18 for the amounts \$10,000 and above

### P-Cards:

502 p-card transactions were made in the month of January 2025 in the total amount of \$107,415.28. This is an 11.30% decrease over the prior year in terms of p-card transaction volume, and a 12.61% decrease in pcard dollar expenditures.

### Active bid solicitations:

Bid number	Date due	Title	City Council approval
ITB 2023-034	02/15/2024	RWP MBR Wind Retrofit Improvements (FEMA project)	TBD
ITB 2025-006	2/27/2025	North Marco Main Improvements	3/17/2025
ITB 2025-013	3/25/2025	N. Barfield & N. Collier Blvd Intersection Improvements	4/7/2025

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

### **Facilities Updates**

- Replaced damaged condenser coil on FS51 rooftop
- Installed donated bottle filler at Mackle Park
- Winterberry beach access repairs bid from Waypoint has been rejected due to lack of FEMA funding. Full replacement of walkway is now the direction from FEMA. We are waiting on a proposal from Bowman architectural to bid a full replacement.
- PD dock with Collier County project is waiting on interlocal agreement before we can proceed to bidding.
- Replaced damaged handrail at Maple beach access from vandalism.
- FS50 warranty issues are complete

### **Facilities Capital projects**

#### **1) High Priority**

- Annex flood panels
- Winterberry beach access
- Annex roof replacement
- Police dock (work is coordinated with Colier county)
- Leigh Plumber resurfacing of parking lot

#### **2) In Progress Projects**

- Annex elevator modernization project
- City hall roof replacement
- FS51 painting
- Airnasium design
- Spray Park (starts 2/10)
- Annex elevator heat and smoke detectors for fire alarm
- PD blue light

#### **3) Important But Wait 45 - 60 days**

- City hall flood panels
- Building department ADA restrooms
- PD 2<sup>nd</sup> floor access (non-budgeted)
- Parking lot sealcoat projects
- Hurricane refrigerators
- PD heat sensors for fire alarm

**Jose Duran – IT Director**

**Information Technology Department Report  
January, 2025 Update**

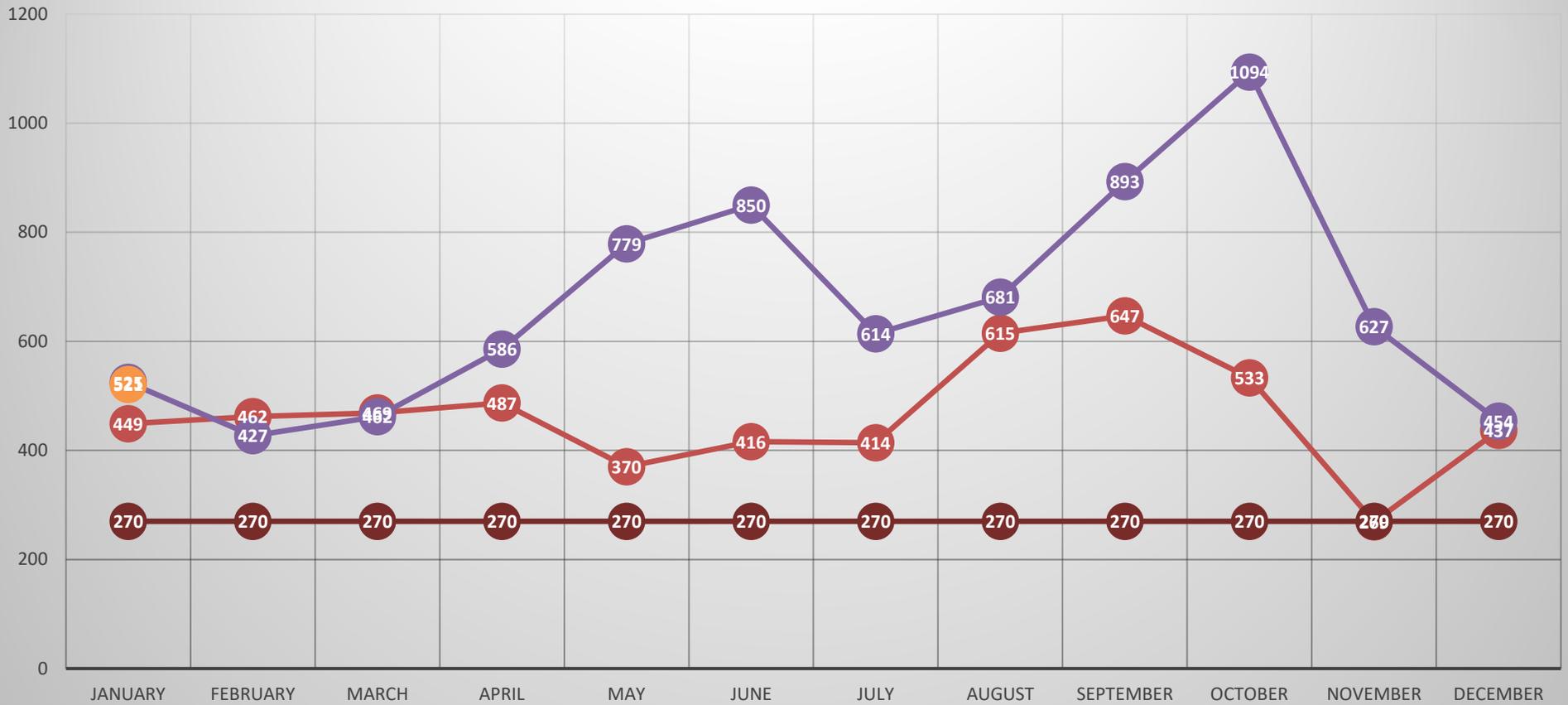
IT Projects, Goals, and Objectives	Start	Estimated End	Status
Support all networks, network devices, telecommunications, and software City wide.		Ongoing	<p><b>521</b> helpdesk tickets were submitted in January, 2025.</p> <p><i>521 tickets (2025)</i>  <i>7992 tickets (2024)</i>  <i>5552 tickets (2023)</i>  <i>5954 tickets (2022)</i></p>
Server, Storage, and Networks	Jan '21	Ongoing	<ul style="list-style-type: none"> <li>• Scheduled work for our new storage array this month adding fast storage and replacing several old storage arrays. This will increase application speeds.</li> <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.</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>
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# CMI Help Desk Ticket Trending – January, 2025

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

—●— 2023    —●— 2024    —●— 2025    —●— Gartner Avg. (1.2x Userbase)



# Online Video Streaming Site Visitor Statistics – Period: January, 2025

## 3,882

👁️ Total Page Views 📄

## 2,658

👁️ Total Visits 📄

## 1,482

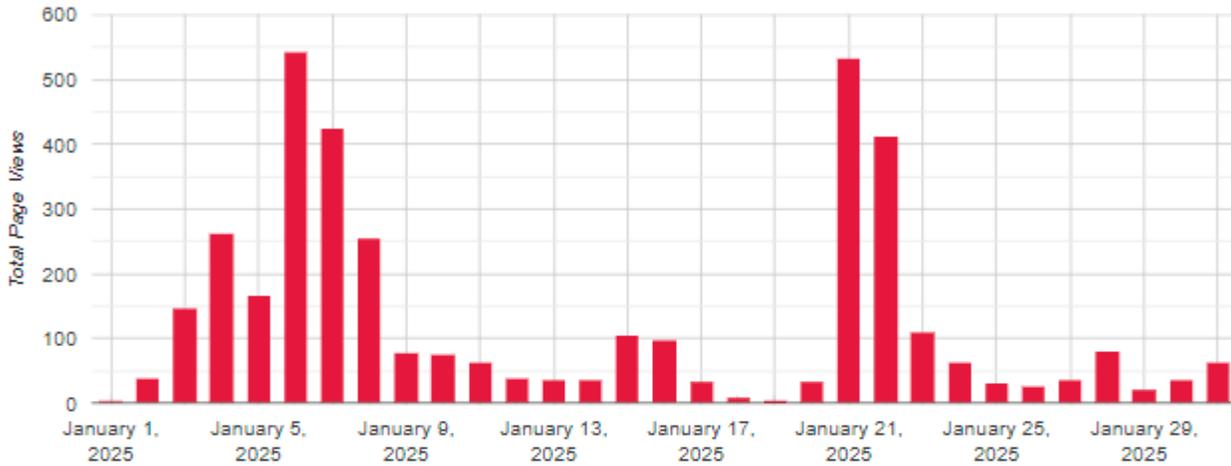
👤 Total Unique Visitors 📄

54%

Desktop

46%

Mobile



## WHAT MEDIA YOUR CITIZENS ARE VIEWING

All Media

Live Events

Encoder Streams

On Demand Media

Media Title 📄	Type 📄	Total Views 📄
<a href="#">Code Enforcement Magistrate on 2024-12-17 10:30 AM</a>	Archive	656
<a href="#">Marco Island TV 24/7</a>	Encoder	602
<a href="#">City Council on 2025-01-06 5:30 PM</a>	Archive	396
<a href="#">City Council on 2025-01-21 2:00 PM - Special-Called Meeting</a>	Archive	324
<a href="#">City Council on 2025-01-21 5:30 PM</a>	Archive	246
<a href="#">City Council on 2025-01-06 5:30 PM</a>	Live event	152

ALL MEDIA

## 2,577

📺 Total Media View Sessions 📄



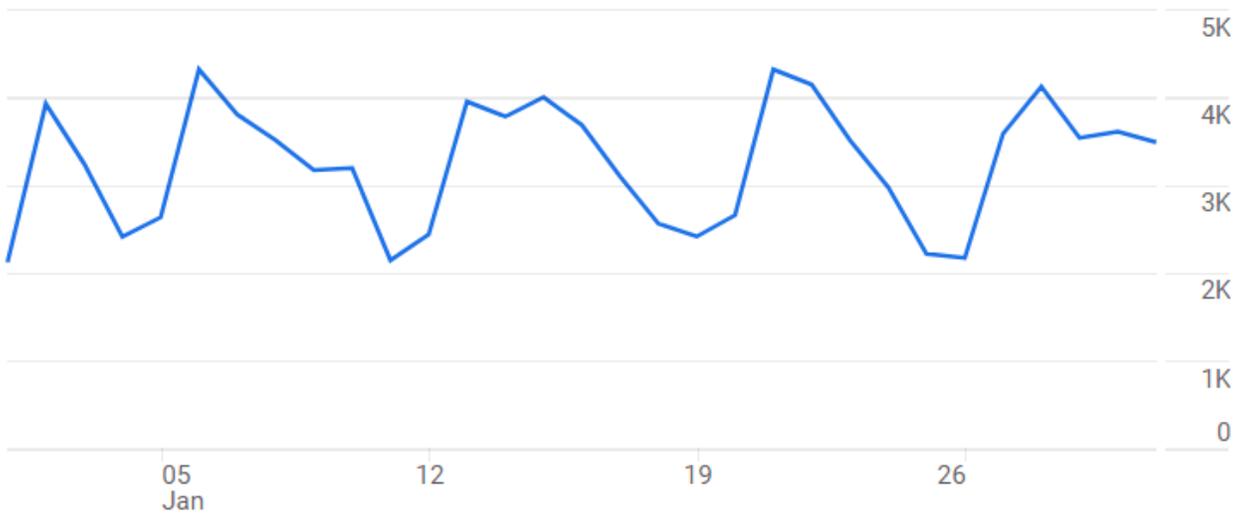
CITYOFMARCOISLAND.COM  
Internet Site Visitor Statistics – January, 2025

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272,000 Page Views for January, 2025

Views <sup>?</sup>  
101K

Event count <sup>?</sup>  
345K



Event count

EVENT NAME

page\_view

user\_engagem

session\_start

scroll

first\_visit

Click

click

# Top 7 Countries, Cities Visiting and Device Type

## CITYOFMARCOISLAND.COM

### January, 2025

Active users ▼ by Country



COUNTRY	ACTIVE USERS
United States	30K
Canada	404
United Kingdom	109
India	105
Germany	57
Philippines	34
Pakistan	28

Active users ▼ by City



CITY	ACTIVE USERS
Miami	5.4K
Marco Island	4.2K
Ashburn	2K
Chicago	882
New York	860
Tampa	769
Naples	537

Active users ▼ by



Platform / device category

PLATFORM / DEVICE CATE...	ACTIVE USERS
web / mobile	16K
web / desktop	15K
web / tablet	896
web / smart tv	4

## Top Pages Users Visit – January, 2025

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

Views by Page title and screen class



PAGE TITLE AND SCREEN ...	VIEWS
Home Page   Marco Island FL	14K
Calendar   Marco Island FL	6.4K
Permitting Portal Informatio...	5.9K
Search   Marco Island FL	3.5K
Beach Access   Marco Island...	2.9K
Page not found   Marco Islan...	2.3K
Marco Island Farmers Marke...	2.2K