



City of Marco Island

Date: June 16, 2025

To: City Council

From: Casey Lucius, Ph.D., Assistant City Manager

Re: Internal Services Departmental Report for May 2025

City Manager's Office:

- Launched new City website.
- Held capital budget meetings with each department.
- Met with American Legion representatives regarding the Vietnam Memorial in VCP.
- Met with representatives from the Police and Fire Foundations to seek support for general employees and an understanding of additional compensation.
- Met with Enterprise Fleet Management to evaluate purchase versus leasing City vehicles.
- Met with South Florida Water Management District regarding deployment of a new flood tracking tool.
- Attended Florida City and County Management Association Annual Conference in Orlando; presented on Artificial Intelligence in local government; attended by 130 participants.
- 3 press releases were sent from the City Manager's Office in May.
- 58 social media posts were posted from the City Manager's Office.
- 12 app notifications were sent using the new Marco Island App and Live Feed webpage.

Leslie Sanford, IPMA-SCP – Human Resources Manager

- The City currently has 8 positions that are unfilled, this is the same as the previous month. 1 position has been posted over 2 months: Floodplain Coordinator. The Water & Sewer Collections and Distribution team has 3 open positions for Utility Systems Technician. Police Officer is posted continuously.
- Conducted 4 New Employee Orientations, as well as a Group Orientation for 10 Summer Camp Counselors.
- Processed 1 new workers comp incident – Lost Time
- Attended 1 webinar presented by Empower
 - Webinar: The intersection of financial wellness and mental well-being

- Updated 2 Personnel Actions for employees that have gained certifications in the Fire Department
- Processed 1 Promotion – Building Inspector to Asst. Building Official
- Processed 3 employee terminations – 3 voluntary resignations: General Government, Water & Sewer, and IT.
- Recognized longevity for 3 employees with May anniversaries
- Conducted the Annual Biometric Screening and Health Fair for City Employees: 45 participants

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

1. Risk Management philosophy and strategies

- Risk Manager attended a Public Risk Management Conference June 1-4 which covered Risk Control strategies, General Liability/Auto, Basic Risk Management Administration, Advanced Risk Management Administration, and Worker's Compensation.
 - Risk Manager brought back information on Risk strategies around AI and Risk information regarding PFAS and reporting requirements.
 - Risk Manager will work on developing procurement and risk policies around AI usage and adding specific language in our contracts to protect our data usage.

2. Efficiency in our Purchasing Program

- Purchasing Manager conducted 8 hours of training with new hire in Fleet & Facilities Department. The training consisted of Procurement Policy, pcard policy, Tyler Munis training on entering Purchase Orders and reconciling pcard transactions. Additional training will be conducted in the month of June.
- Purchasing Manager attended quarterly procurement manager's meeting of Gulf Coast Association of Government Purchasing Officers.
 - The focus of this meeting was the use of AI in procurement, specifically solicitation creation, scope of work creation, proposal evaluation, Grant analysis and review, policy creation and review, and identifying conflicts between solicitations or policy and State Statute.

Purchase orders:

60 purchase orders were issued in May 2025 in the amount of \$952,911.90. Fiscal Year-to-date we have issued 600 Purchase Orders for \$17,561,442.59. Last fiscal year-to-date we issued 616 Purchase Orders for \$17,581,001.68. This is a decrease in volume of 2.6 percent and a decrease of about .11% in terms of encumbered dollars.

In April 2025 we issued purchase orders in the following thresholds:

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

P-Cards:

p-card transactions for the month of May have not yet been released by Finance.

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-Waiting on FEMA
ITB 2025-027	05/27/2025	Water Quality Treatment Exfiltration Swales-S. Collier	06/16/2025
ITB 2025-026	06/06/2025	Roadway Restriping	07/07/2025

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

- Annex roof replacement has begun, and completion scheduled for 6/27
- Airnasium project was approved by council on June 2nd
- City Hall RTU coil was replaced
- Filled vacant administrative coordinator position

Facilities Capital projects**1) High Priority**

- Winterberry beach access (FY26)
- Racquet center maintenance projects (approved June 2)
- Annex flood proofing
- Annex roof replacement (underway)
- Police dock (work is coordinated with Colier county)

2) In Progress Projects

- Annex elevator modernization project
- Replace bad temperature sensors in PD building controls (ongoing issues)
- Airnasium was approved by council on June 2nd
- Vandalism repairs around city property

3) Important Projects:

- City hall flood panels
- Building department ADA restrooms
- PD 2nd floor access (non-budgeted)
- Hurricane refrigerators

- PD heat sensors for fire alarm

Jose Duran – IT Director

Information Technology Department Report

May, 2025 Update

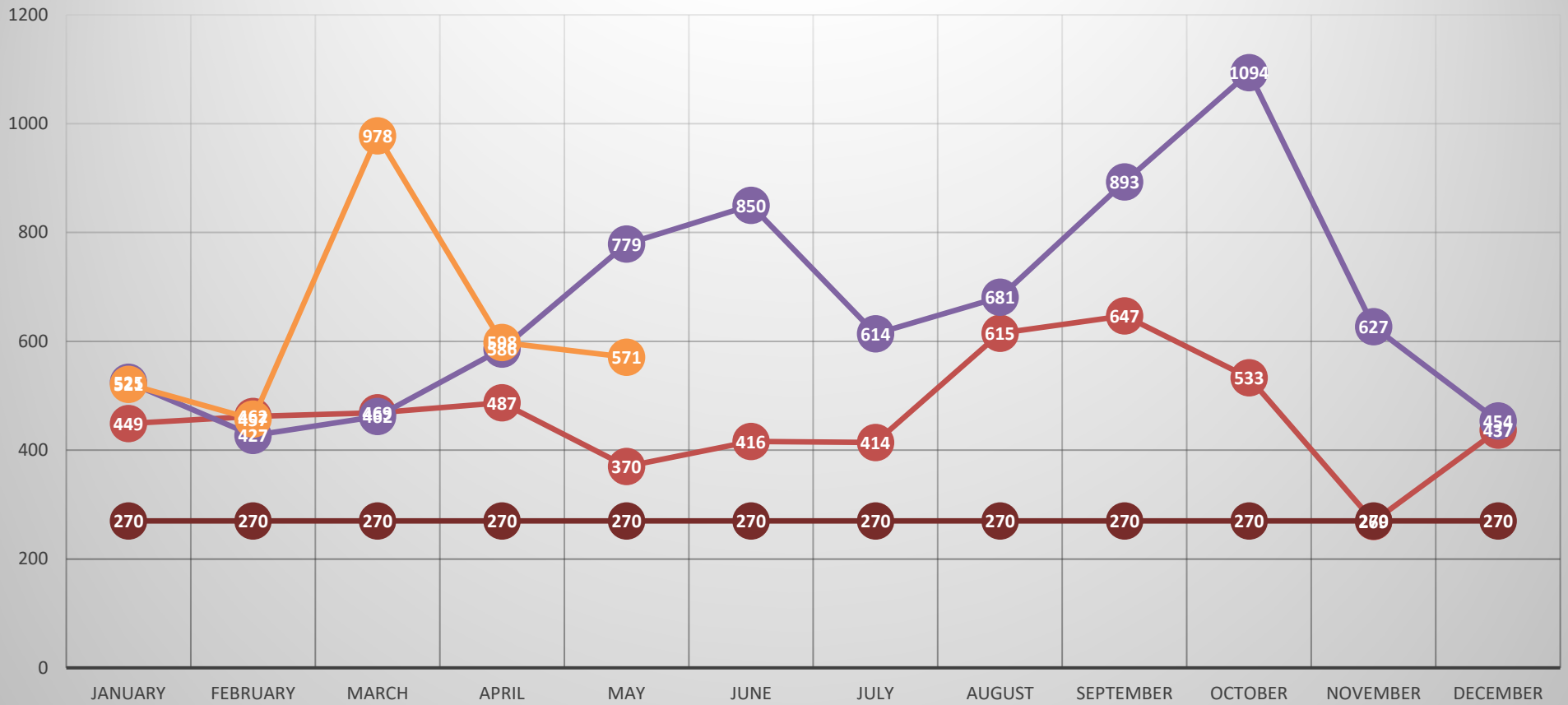
IT Projects, Goals, and Objectives	Start	Estimated End	Status
Support all networks, network devices, telecommunications, and software City wide.		Ongoing	<p>571 helpdesk tickets were submitted in May, 2025.</p> <p><i>3073 tickets (2025)</i> <i>7992 tickets (2024)</i> <i>5552 tickets (2023)</i> <i>5954 tickets (2022)</i></p>
Server, Storage, and Networks	Jan '21	Ongoing	<ul style="list-style-type: none"> • Completed fast storage array work. • Work is ongoing with minor network changes as we continue to move network equipment to FS50, 95% complete. • In the process of moving MIPD server equipment to our redundant server cluster.

Computer system refresh cycle	FY18	Ongoing	<p>Replace employee computer systems every 5 years with new technologies as appropriate.</p> <ul style="list-style-type: none"> • FY25 Refresh 25 Laptops 15 Desktops • FY24 Refresh 35 Laptops 22 Desktops • FY23 Refresh 30 Laptops 15 Desktops
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. • Contract work with Summit Broadband on Dark Fiber Runs. Estimated completion for majority of work is end of December 2024 and end of June 2025 for final two runs requiring permits due to distance and additional equipment. • Some delays on this project due to construction and permits.

CMI Help Desk Ticket Trending – May, 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: May, 2025

3,100

👁 Total Page Views ?

1,666

👁 Total Visits ?

913

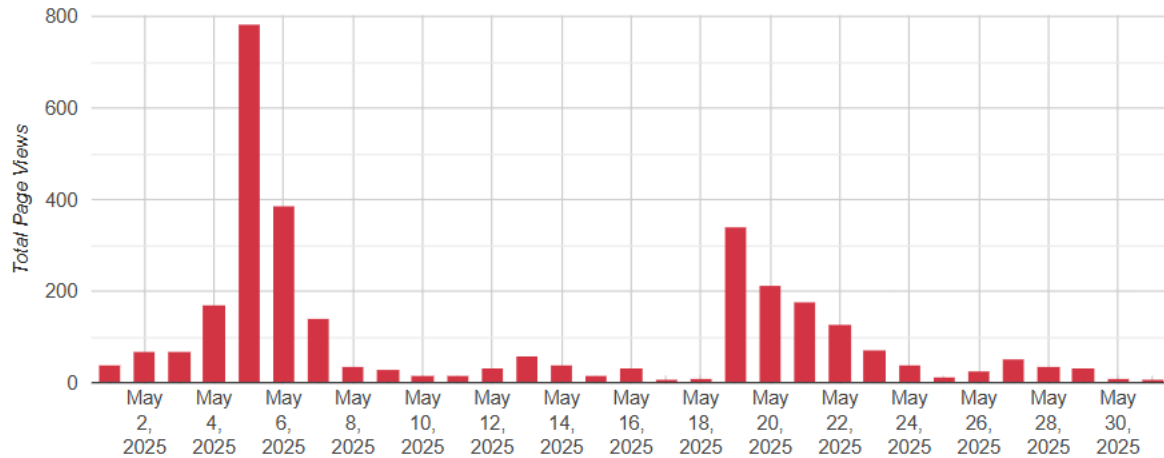
👤 Total Unique Visitors ?



72%
Desktop



28%
Mobile



WHAT MEDIA YOUR CITIZENS ARE VIEWING

All Media

Live Events

Encoder Streams

On Demand Media

Filter by title

Media Title ?	Type ?	Total Views ?
Marco Island TV 24/7	Encoder	387
City Council on 2025-05-19 5:30 PM	Archive	189
Planning Board on 2025-05-02 9:00 AM	Archive	157
City Council on 2025-05-05 5:30 PM	Archive	123
City Council on 2025-05-05 2:00 PM - Special-Called Meeting	Archive	114
Waterways Advisory Committee on 2025-05-22 8:30 AM	Archive	69

ALL MEDIA

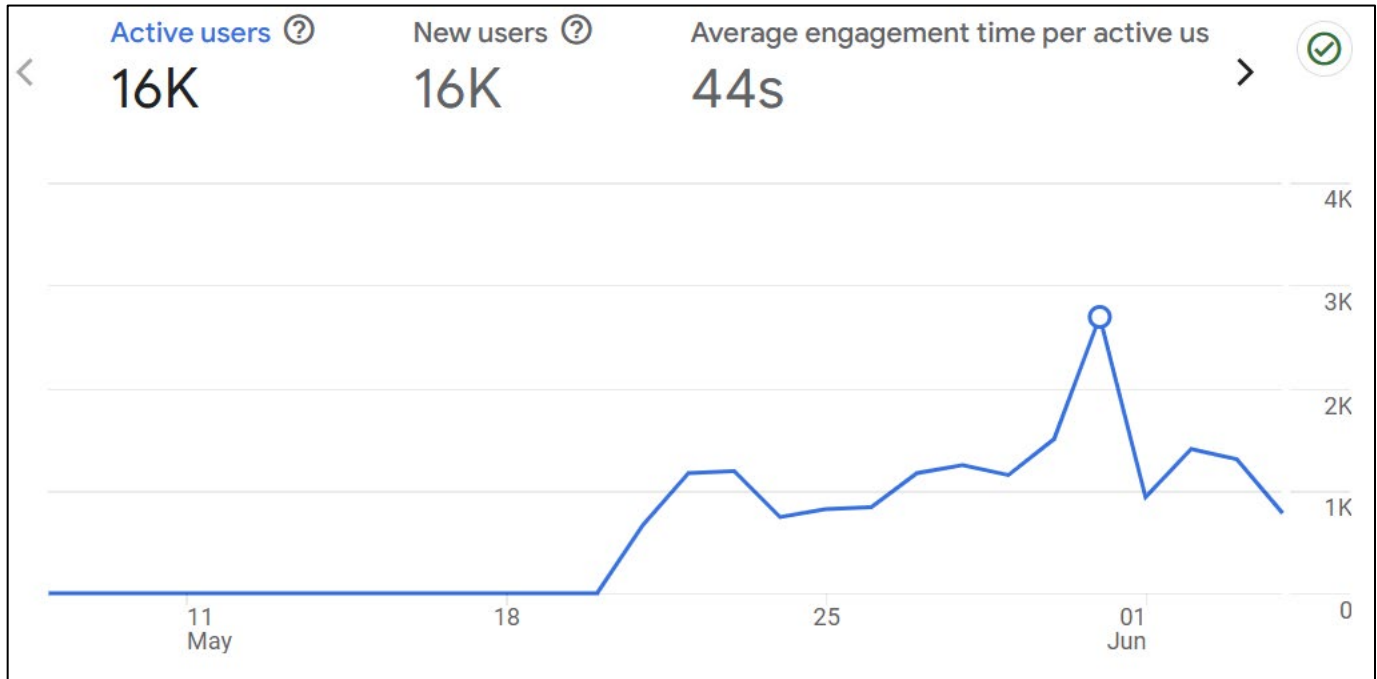
1,596

🎥 Total Media View Sessions ?



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Internet Site Visitor Statistics – May, 2025



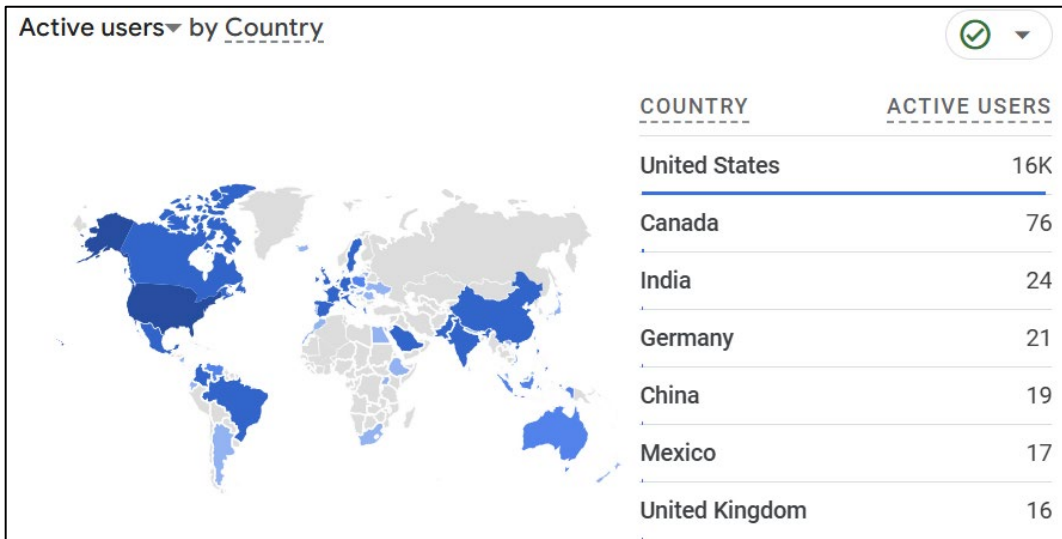
Top Pages Users Visit – May, 2025

PAGE TITLE AND SCREEN CLASS	VIEWS
Home City of Marco Island	8.6K
Documents City of Marco Island	6.5K
Page Not Found City of Marco Island	5.5K
Permitting Portal Information City ...	2.5K
Events City of Marco Island	1.2K
Online Payments City of Marco Isla...	907
Common Questions City of Marco I...	815

Top 7 Countries, Cities Visiting and Device Type and Operating System

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May, 2025



Active users▼ by City

CITY	ACTIVE USERS
Ashburn	3.5K
San Antonio	1.1K
Phoenix	1.1K
Marco Island	812
Miami	755
Naples	180
Moses Lake	145

Active users▼ by Operating system	Active users▼ by Platform / device category
OPERATING SYSTEM	PLATFORM / DEVICE CATEGORY
Windows	web / desktop
Linux	web / mobile
iOS	web / tablet
Macintosh	
Android	
Chrome OS	