



# City of Marco Island

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Date: October 6, 2025  
To: City Council  
From: Casey Lucius, Ph.D., Assistant City Manager  
Re: Internal Services Departmental Report for August and September

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## **Assistant City Manager's Office:**

- Assistant City Manager hired a new HR Director and Purchasing and Risk Manager. Both started on 9/22/25 and are conducting training.
- Assistant City Manager conducted several sessions of Fire Union negotiations with the Fire Chief and representatives from IAFF Local 2887.
- Assistant City Manager led several new employee orientations.
- Distributed September Newsletter to 10,070 residents via new website; newsletter was opened by 2,737 residents.
- 7 press releases were sent from the City Manager's Office in August; 1 in September.
- 82 social media posts were posted from the City Manager's Office in August, 42 were posted in September.
- 8 app notifications were sent using the new Marco Island App and Live Feed webpage in August and 9 in September.
- Coordinated with the City's labor attorney on personnel issues.
- Completed annual performance evaluations.
- Took part in FCCMA Professional Development committee meetings (Serve as chair); and ICMA strategic planning for the assistant city managers advisory committee.

## **Casey Lucius – Temporary HR Manager**

### **Human Resources – August/September 2025**

- The city currently has 6 positions that are unfilled.
- Conducted 5 New Employee Orientations.
- Processed 2 new workers comp incidents.
- Processed 4 employee terminations

- Coordinating the annual employee Flu Shot Clinic to be held October 1, 2025
- Coordinating Benefits Open Enrollment to be held in mid-Oct.
- Training with new HR Director, Diana Snover.

## Joe Parrilli –Manager, Fleet and Facilities

Fire Rescue					
FS50 equipment shutter door reinforcement	Jose	2		x	8/1/2025
FS50 ceiling pipe Leak in loft in the staircase by the IT hallway	Jose	1		x	8/7/2025
FS51 Fire Alarm Deficiency Repairs	Jose	2		x	8/27/2025
Active Project Total		3			
Parks & Recreation/ Public Access					
Repair dog park fencing at multiple locations	Martha	2		x	8/1/2525
Pier 81 seawall repair	Martha	2		x	8/5/2025
VCP drain fountain and deep clean	Martha	3		x	8/15/2025
Winterberry score board has no power	Martha	3		x	8/7/2025
Install new light at Leigh Plummer park for the flag pole	Martha	3		x	8/12/2025
Fix the damaged sink at VCP	Martha	3		x	8/7/2025
MP Fire Alarm Deficiency Repairs	Jose	2		x	8/27/2025
Active Project Total		7			

### Updates

- 227 self-initiated work orders assigned through facilities staff rounding
- Annex roof replacement has begun, and completion scheduled for end of September
- Airnasium materials have been ordered
- FS50 shutter doors have been repaired, and motor mounts resecured to building
- VCP fountain annual drain down and deep clean

### Facilities Capital projects

#### 1) High Priority

- Winterberry beach access; FY26
- Racquet center maintenance projects
- Annex roof replacement
- Police dock (work is coordinated with Colier county)
  - Replace Thor Guard with updated model so parts are more readily available; not in FY26 budget
- Add phone lines to Police department fire alarm to communicate with monitoring service

#### 2) In Progress Projects

- Annex elevator modernization project
- Replace bad temperature sensors in PD building controls
- Vandalism repairs around city property
- Beach beautification project
- City hall elevator motor for hydraulic pump replacement; completed in Sept.

- Repairing Fire station 50 bay doors that are inoperable
- New picnic tables and stone garbage containers have been ordered for all parks.

**3) Important:**

- City hall flood panels (waiting on grant approval for design)
- Building department ADA restrooms
- PD 2<sup>nd</sup> floor access
- PD heat sensors for fire alarm
- PD blue light replacement
- Power bollard upgrade at VCP

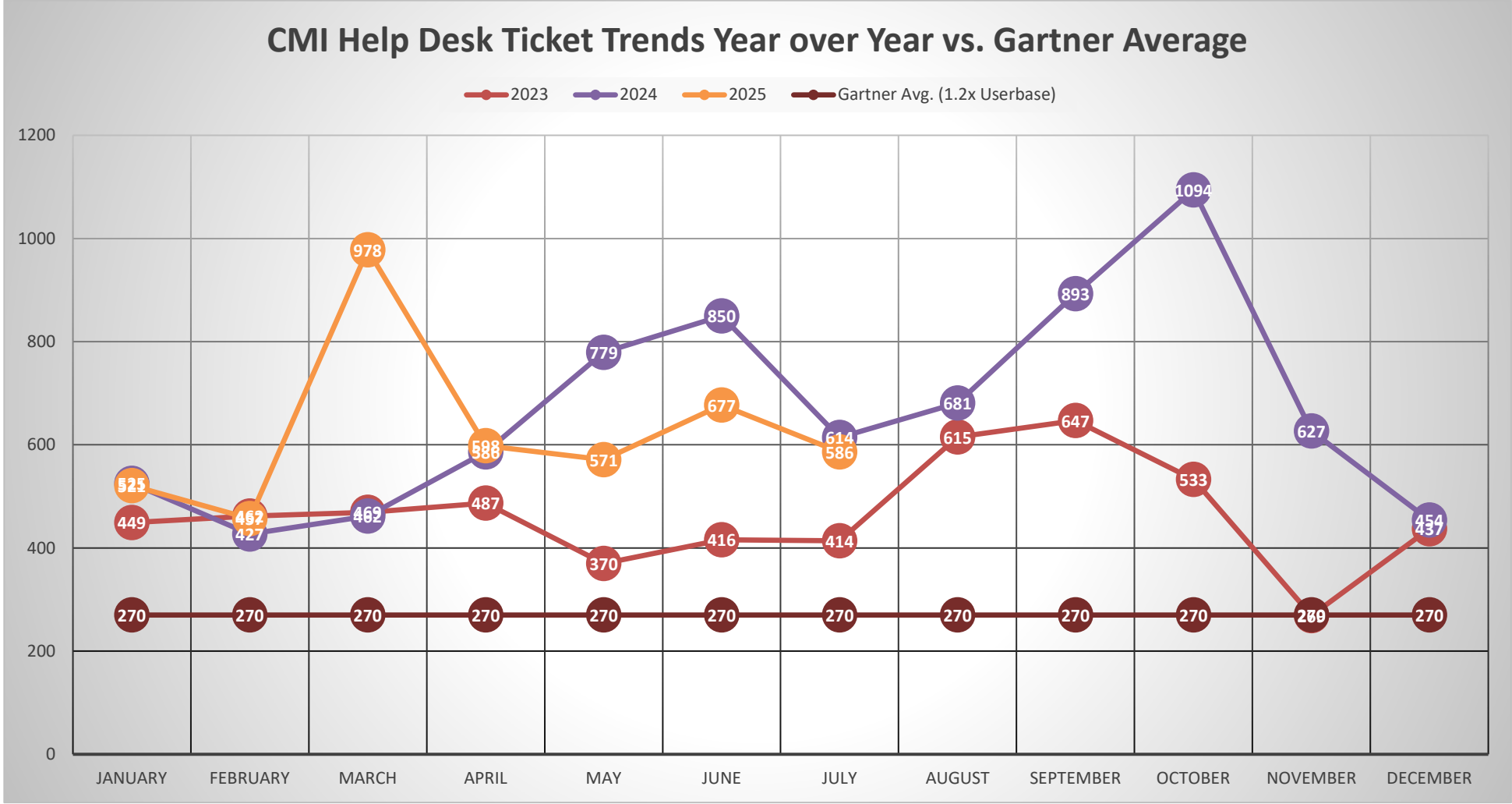
## Information Technology Department Report

### August, 2025 Update

IT Projects, Goals, and Objectives	Start	Estimated End	Status
Support all networks, network devices, telecommunications, and software City wide.		Ongoing	<p><b>487</b> helpdesk tickets were submitted in August, 2025.</p> <p><i>4929 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>• Completed fast storage array work.</li> <li>• Work is ongoing with minor network changes as we continue to move network equipment to FS50, 95% complete.</li> <li>• In the process of moving MIPD server equipment to our redundant server cluster. 90% complete.</li> <li>• Completed network and access control standup for new North Plant C&amp;D Building.</li> </ul>

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"> <li>• FY25 Refresh 25 Laptops 15 Desktops</li> <li>• FY24 Refresh 35 Laptops 22 Desktops</li> <li>• FY23 Refresh 30 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 Summit Broadband on Dark Fiber Runs. Estimated completion for majority of work is end of December 2024 and end of August 2025 for final two runs requiring permits due to distance and additional equipment.</li> <li>• Summit Broadband delays have extended this to end of August 2025.</li> </ul>

CMI Help Desk Ticket Trending – August, 2025



Online Video Streaming Site Visitor Statistics – Period: August, 2025

6,031

👁️ Total Page Views ?

2,086

👁️ Total Visits ?

988

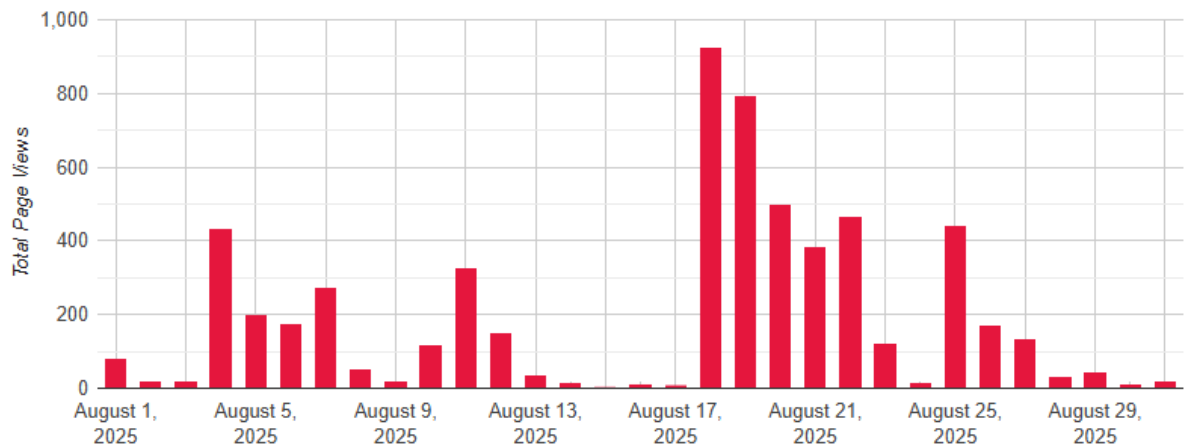
👤 Total Unique Visitors ?

🖥️

81%  
Desktop

📱

19%  
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	855
City Council on 2025-08-04 5:30 PM	Archive	273
City Council on 2025-08-18 5:30 PM	Archive	160
City Council on 2025-08-25 2:00 PM - Special-Called Meeting	Archive	116
City Council on 2025-08-18 5:30 PM	Live event	107
City Council on 2025-08-18 1:00 PM - Special-Called Meeting	Archive	104
City Council on 2025-08-25 2:00 PM - Special-Called Meeting	Live event	68

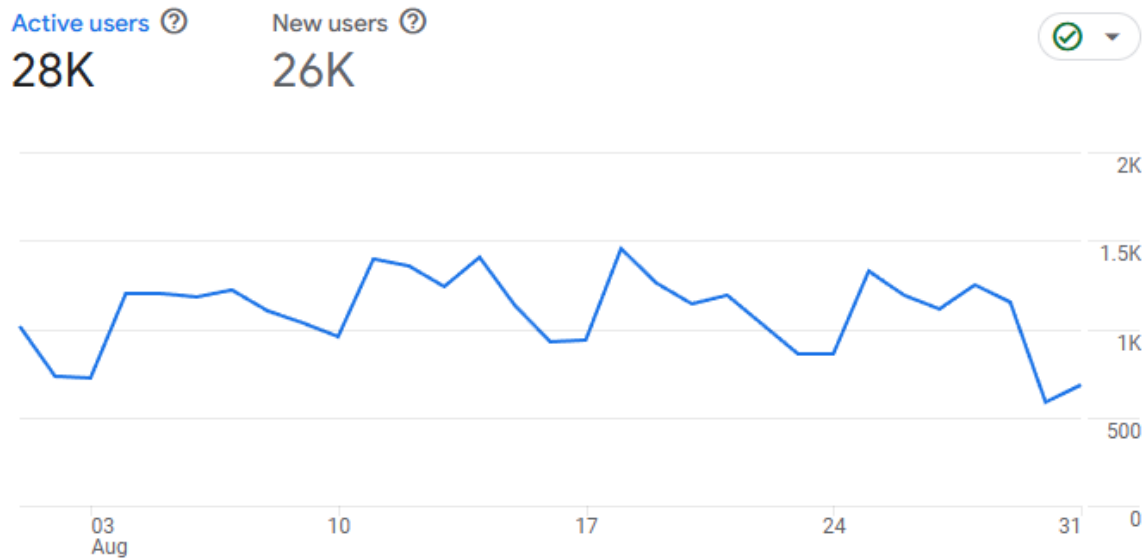
ALL MEDIA

1,959

📺 Total Media View Sessions ?

## CITYOFMARCOISLAND.COM

### Internet Site Visitor Statistics – August, 2025



### Top Pages Users Visit – August, 2025

Top pages/screens

PAGE TITLE AND SCREEN CLASS	VIEWS	ACTIVE USERS	EVENT COUNT
Documents   City of Marco Island	18K	12K	62K
Home   City of Marco Island	14K	6.1K	42K
Permitting Portal Information   City of Ma...	5.3K	1.8K	18K
Page Not Found   City of Marco Island	3.8K	2.7K	12K
Events   City of Marco Island	2.7K	770	5.3K
Online Payments   City of Marco Island	2.2K	1.4K	7.2K
Staff   City of Marco Island	2K	609	3.7K

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

## CITYOFMARCOISLAND.COM

### August, 2025

Active users by Country



COUNTRY	ACTIVE USERS
United States	28K
Canada	145
Germany	97
United Kingdom	74
India	47
France	39
Netherlands	27

Active users by City

CITY
Ashburn
Marco Island
Miami
Naples
New York
Fort Myers
Tampa

Active users by Operating system



OPERATING SYSTEM	ACTIVE USERS
Linux	13K
Windows	6.1K
iOS	5.5K
Macintosh	2.3K
Android	1.4K
Chrome OS	65
Tizen	2

Active users by Platform / device category



PLATFORM / DEVICE CATEGORY	ACTIVE USERS
web / desktop	22K
web / mobile	6.7K
web / tablet	299
web / smart tv	4