



City of Marco Island

Date: April 22, 2026
To: City Council
From: Casey Lucius, Ph.D., Interim City Manager
Re: Internal Services Departmental Report for April 2026

Diana Snover - Human Resources Director

The City currently has 14 positions that are unfilled

- Administrative Assistant – Exec & Admin Services
 - Open since 3/2026
 - New position
- City Manager
 - Open since 2/2026
 - Backfill
- Code Enforcement Officer – Marine
 - Open since 1/2026
 - Backfill
- Maintenance Worker II
 - Open since 3/2026
 - Backfill
- Park Attendant
 - Open since 01/2026
 - Backfill
- Permit Clerk I
 - Open since 4/2026
 - New position
- Permit Clerk II
 - Open since 4/2026
 - New position
- Police Officer
 - Pipeline remains open
- Sr. Building Inspector/Plans Examiner
 - Open since 4/2026
 - Backfill
- Sr. Park Attendant
 - Open since 2/2026
 - Backfill
- Sr. Project Manager
 - Open since 3/2026
 - Backfill
- Summer Camp Counselor
 - Open since 4/2026
 - Temporary/Summer position

- Summer Interns
 - Open since 4/2026
 - Temporary/Summer position
 - Utility Systems Supervisor Collections & Distribution
 - Open Since 10/2025
 - Backfill
- Offers have been extended and accepted for the Finance Director and Public Information Officer - with May start dates pending.
 - Offers are pending for Permit Clerk I and Maintenance Worker II.
 - Police Officer started on 4/13/2026, Firefighter started on 4/13/2026, Finance Manager started on 4/20/2026, PT Custodian started on 4/21/2026.
 - Recognized longevity for 4 employees.
 - 1 WC cases reported.

Stephen DiSantis – Purchasing & Risk Manager

- **Purchase orders:**
 - 56 purchase orders were issued in March FY 2026 in the amount of \$686,744.33. For March FY 2025, we issued 58 purchase orders.
- In March FY 2026 we issued purchase orders in the following thresholds:
 - 29 for the amounts less than \$5,000
 - 10 for the amounts between \$5,000 and \$9,999
 - 17 for the amounts \$10,000 and above
- **Purchasing Card Transactions:**
 - 558 Purchasing Card transactions were issued in March FY 2026 for \$102,086.11. For March FY 2025, we completed 491 Purchasing Card transactions.

Joe Parrilli – Fleet and Facilities Manager

Project Name	Project Manager	Complete	Completion Date
Install ne exhaust fan and controls in Mens first floor Restroom	Joe	x	3/30/2026
TK & AFA - key card access to Elevator	Jose	x	3/11/2026
Repair Outside Air Unit	Joe	x	3/18/2026
AHU 3B is not working	Joe	x	3/19/2026
PD missing smoke and heat detector	Jose	x	3/17/2026
PD Reverse Osmosis installation	Jose	x	3/12/2026
FS51 leak repair	Joe	x	3/31/2026
Mulch in the playground	Martha	X	3/5/2026
Add the mulch to the playground	Martha	x	3/6/2026
MP Women's restroom - leaking within the tank lid	Martha	x	3/31/2026
VCP - Bandshell stairway lights repair	Jose	x	3/13/2026

Updates

- 1,386 work orders completed in March.
- 468 self-initiated work orders completed through facilities staff rounding in March.
- Our part time cleaner Diana Rodriguez has left the organization, and applicants are going through interviews now.
- Airnasium steel and metal panels have been installed Electrical has been completed. Landscaping and court skim coating work remains.
- PD and City Council HVAC communication boards were repaired, and all units are operating as designed.
- Fire Station 51 water damage project is complete. All plumbing and damaged materials have been replaced. New shower pans and tiles were installed in all shower areas. Air testing was completed with acceptable levels reported.
- City Council outside air unit repaired. Unit was not cooling outside air coming in.
- VCP pole lights and stair lighting were repaired.
- Playground at Mackle Park received new play safe mulch.
- New PD reverse osmosis system was installed for fresh drinking water.

Facilities Capital projects

1) High Priority

- Winterberry beach access
- Racquet center maintenance projects
- Police dock (work is coordinated with Colier county)
- Replace Thor Guard with updated model so parts are more readily available

2) In Progress Projects

- Annex elevator modernization project
- Airnasium was approved and materials were ordered
- Beach beautification project
- Fire station 51 water damage repairs
- PD generator radiator repairs

3) Important But Wait 45 - 60 days

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

March 2026 Update

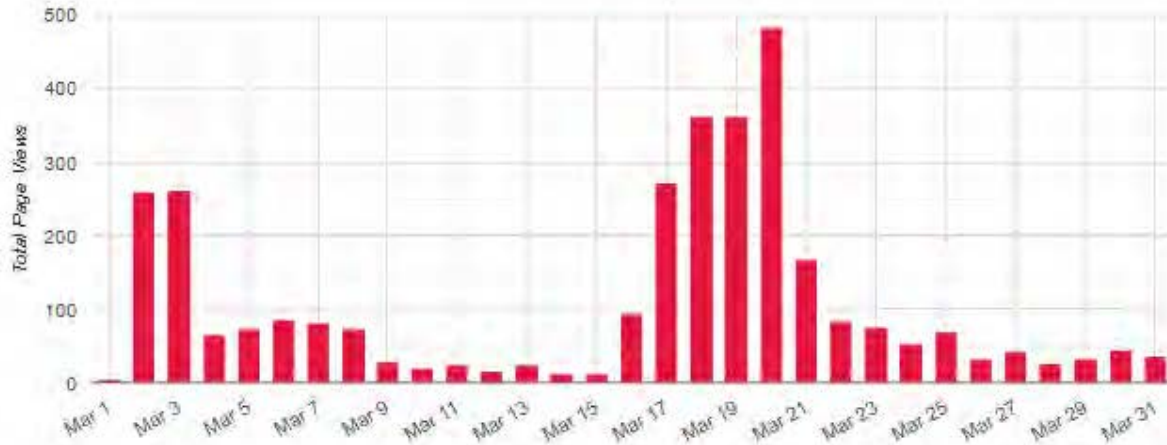
IT Projects, Goals, and Objectives	Start	Estimated End	Status	
Support all networks, network devices, telecommunications, and software City wide.		Ongoing	363 helpdesk tickets in March 2026	
			2026	1170 Tickets
			2025	6871 Tickets
			2024	7992 Tickets
			2023	5552 Tickets
Server, Storage, and Networks	Jan '21	Ongoing	<ul style="list-style-type: none"> • Work almost complete on replacing our older firewall units. (est. completion 5/26) • Disaster Recovery remote site prep work talks in progress. (Possible Lee County EOC) • Work in progress at RAW Water Facility Fiber and Network Revamp. (est. completion 6/26) 	
Computer system refresh cycle	FY18	Ongoing	<p>Replace employee computer systems every 5 years with new technologies as appropriate.</p> <p>FY26 Refresh</p> <ul style="list-style-type: none"> • 32 Laptops • 12 Desktops <p>FY25 Refresh</p> <ul style="list-style-type: none"> • 30 Laptops • 20 Desktops 	
City Facilities Fiber Mapping	11/21	Ongoing	<ul style="list-style-type: none"> • Adding additional routes for redundancy and new providers. • Adding redundancy to RAW Water, Well and Lift stations via PtMP (Point to MultiPoint Radio). Evaluation, testing phase. 	

CMI Help Desk Ticket Trending – March 2026

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



Online Video Streaming Site Visitor Statistics – Period: March 2026



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 2026-03-16 5:30 PM	Archive	291
Shore Based Shark Fishing Awareness on 2026-03-02	Archive	270
City Council on 2026-03-02 5:30 PM	Archive	265
Planning Board on 2026-03-06 9:00 AM	Archive	117
Marco Island TV 24/7	Encoder	73
Audil Advisory Committee on 2026-03-17 11:00 AM	Archive	69

ALL MEDIA

1,143

Total Media View Sessions



CITYOFMARCOISLAND.COM
Site Visitor Statistics – March 2026

Active users

51K

New users

49K

Average engagement tim...

44s

Event count

333K

Top Pages Users Visit – March 2026

Top pages/screens



<u>PAGE TITLE AND SCREEN CLASS</u>	<u>VIEWS</u>	<u>ACTIVE USERS</u>	<u>EVENT COUNT</u>	<u>BOUNCE RATE</u>
Documents City of Marco Island	39K	29K	141K	4.2%
Home City of Marco Island	14K	6.6K	43K	30.5%
Events City of Marco Island	8.8K	3.6K	20K	19.2%
Page Not Found City of Marco Isla...	5.8K	4.1K	19K	50.2%
Permitting Portal Information City ...	4.2K	1.6K	15K	39.3%
Online Payments City of Marco Isl...	2.6K	1.6K	8.3K	21.4%
Staff City of Marco Island	2K	530	3.4K	28.6%

Top 7 Countries, Cities Visiting, Device Type and Operating System CITYOFMARCOISLAND.COM March 2026

Active users by Country ID



COUNTRY	ACTIVE USERS
United States	50K ↑17.5%
Singapore	351 ↑33.0%
Canada	156 ↓7.1%
China	121 ↓71.3%
United Kingdom	70 ↓12.5%
Netherlands	66 ↑164...
Germany	61 ↓12.9%

Map Data ©2026 Terms

Active users by City

CITY	ACTIVE USERS
Ashburn	30K
Miami	3.5K
Marco Island	3K
Chicago	938
Phoenix	688
Des Moines	592
San Jose	573


Active users by Operating system

OPERATING SYSTEM	ACTIVE USERS
Linux	31K
iOS	8.7K
Windows	7.2K
Macintosh	4.2K
Android	1.7K
Chrome OS	107
Tizen	4

Active users by Platform / device category

PLATFORM / DEVICE CATE...	ACTIVE USERS
web / desktop	41K
web / mobile	10K
web / tablet	412
web / smart tv	2

How do users get to us:

Sessions by
Session primary ch... 

SESSION PRIMARY ...	SESSIONS	
Direct	39K	↑21.0%
Organic Search	25K	↑2.9%
Referral	1.8K	0.0%
Organic Social	348	↓66.1%
Unassigned	124	↓13.9%
Email	54	↓61.4%