



City of Marco Island

To: City Council
From: Joan Taylor, City Clerk
Through: Casey Lucius, Interim City Manager
Date: December 19, 2025
Re: December 2025: Monthly City Council Report from the **City Clerk's Office**

The City Clerk's Office provides a variety of services which include serving as official custodian of the city documents and records, administering City elections and to Political Action Committees, preparing agendas and minutes of Council meetings, coordinating ordinances and resolutions, notifying the public of meetings, managing operational needs of Advisory Committees, and responding to the needs and inquiries of walk-in visitors, and phone calls to City Hall. The City Clerk's Office is composed of 1 full time City Clerk, 1 full time Deputy Clerk, 1 part time Recording Clerk and 3 part time receptionists

Personnel Updates

- Theresa Swanson joined as the Deputy City Clerk and is participating in practical training. She is learning the role quickly and we're happy she joined the team!
- Sandy Schildhorn accepted a part-time receptionist position with City Hall, transitioning to her new role on December 15. We're extremely pleased that Sandy continued to stay with the City family.

General

- Answered various questions from residents (calls, walk-ins, emails). We are estimating by end of year, the receptionists will have received over 9,700 phone calls to the City's main number (389-5000).

Calls Inbound to Receptionists at City Hall (Data through Dec 18, 2025)													
	24-Dec *	25-Jan	25-Feb	25-Mar	25-Apr	25-May	25-Jun	25-Jul	25-Aug	25-Sep	25-Oct	25-Nov	25-Dec (est)
Inbound Calls	141	769	803	728	739	923	763	904	779	764	867	915	800

* Start date for RingCentral (analytics) Dec 4, 2024

- Posted public notices for 10 meetings in December.
- Fulfilled 4 legal noticing requirements in newspapers.
- Developed City Council minutes and agendas.
- Updated the City Website (Resolutions, Ordinances, Notification of County Grants to residents).
- Finalized Ordinance to amend the City Code for legal noticing on County website. Prepared for Ordinance appearance before the Planning Board and Council: legal notice for newspaper, Planning Board review packet. Based on Planning Board feedback, the City Clerk will schedule the first reading of the Ordinance for a City Council meeting.
- Attended a Florida League of Cities training class for ADA requirements with the City's Website and met with municipalities for learnings. A City Policy and training classes for City Staff will be developed.
- Wrote proclamation; policy and resolution for managing proclamation requests.
- Developed timelines for Referendum with upcoming August 18, 2026, ballot.
- Assisted public with various information requests.

Election/ Political Action Committee (PAC)

- The City Website has been updated with 2026 Election Information for Candidates and Political Action Committees. The City Clerk will begin assembling Candidate packets to assist potential 2026 candidates.

Committees

- Worked with the City Attorney to develop the Audit Committee's amended Resolution reflecting new responsibilities.
- Answered questions regarding Florida Sunshine Laws questions.
- Worked with Committees to schedule presentations and Committee updates for Council.

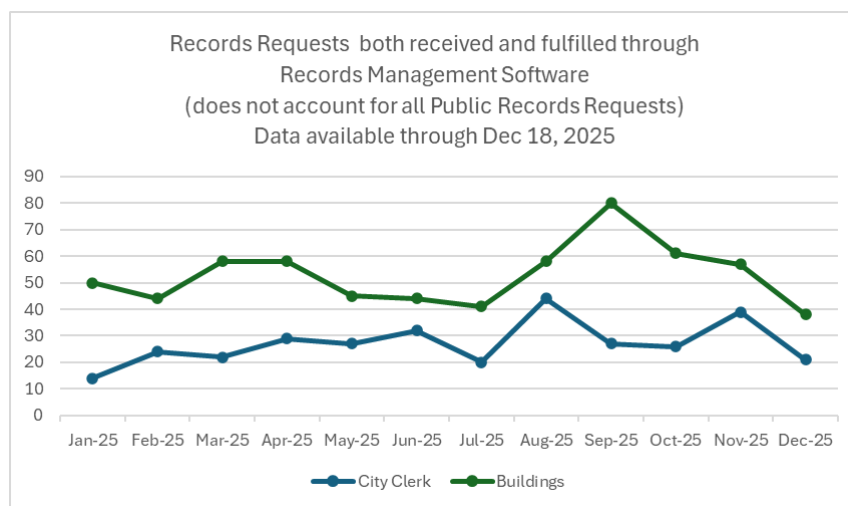
Pension Board

- The City Clerk is a trustee for the Police and Fire pension boards, meetings are quarterly.
- Attended 2 regular meetings and participated in an Alternative Investment Workshop conducted by Fire's new Investment Manager (NEPC).
- Sessions included elections of Chair and Secretary, investment review up to end of Q3 and November 2025 snapshot, discussion of investment reallocations, approval of warrants. Ms. Carol McDermott was also introduced to the Police Pension Board and its administrators.

Public Records Requests

The City accepts public records requests verbally, through email and through a software portal. The city started using a public records management software tool in January 2025, to help efficiently manage requests. Uptake of the software from the public has been strong for Building Services and the City Clerk. For Police records requests, requestors prefer to ask for records in person or via email and less likely to request through the software portal.

Over 1,000 records requests were managed through the software portal by the City Clerk and Building Services (combined) in 2025 (data available through December 15, 2025). The City Clerk managed 325 public records requests through the portal and Building Services managed 635 requests through the portal. The new software has proven valuable at assisting the Clerk's Office and Building Services records requests. The software provides inter-department collaboration within the system, assignment of tasks to individuals, and tracks progress of request fulfillment. Requesters can retrieve records in the portal that may be too large to retrieve through email. Files are secure with an assigned security key provided to the requestor for access.



Data through Dec 18, 2025

*Police processing most requests through walk-in, emails – Police data not reflected in graph