



City of Marco Island

Date: December 9, 2024
To: City Council
From: Casey Lucius, Ph.D., Assistant City Manager
Re: Internal Services Departmental Report for November 2024

City-Wide Initiatives:

- Conducted an internal Red Tide strategy meeting with various departments
- Conducted orientation for newly elected council members
- City Manager participating in FCCMA Winter Institute
- Assistant City Manager and City Manager participated in FCCMA Fall Symposium (ethics seminar)
- City Manager spoke to Leadership Marco and Leadership Collier on Government Day
- Conducted an internal Hurricane Milton After Action meeting to review lessons learned with each department
- 11 Press Releases were sent in the month of November from the City Manager's office
- 16 MyMarco app notifications were sent in November
- 90 social media posts in November on City Hall Next Door and City Hall Facebook.

Leslie Sanford, IPMA-SCP – Human Resources Manager

- The city currently has 8 positions that are unfilled, this is 2 less than the previous month. 4 jobs have been posted for 45 days or more.
- Flexible Spending open enrollment meetings were held on November 21, 2024.
- Conducted “Wellness Bingo” for employee wellness.
- Began collecting comparable data for a FY25 compensation study
- Participated in webinar on succession planning and knowledge transfer
- Set up on-site dermatology clinic for employees
- Conducted orientation for new Council members and new employees

Joe Parrilli –Manager, Fleet and Facilities

- Lighting repaired at Winterberry Park, Band Shell at VCP, and City Hall parking lot
- Rejected Phase 1 Pickleball bids.
- Received bids for permanent repairs of Winterberry boardwalk; worked with FEMA to secure 90% reimbursement.
- Working with Collier County on Interlocal Agreement regarding PD boat dock
- Annex flood proofing design proposals
- Annex temporary roof repairs completed; roof replacement still needed
- City Hall roof replacement underway

Facilities Capital projects

Project	Project Manager	Priority
Mackle Park fountain	Joe	1
Winterberry Park board walk	Joe	1
Annex elevator	Joe	1
Annex flood proofing	Joe	1
Splash Park	Joe	1
Pickle ball center phase 1	Joe	1
Pickle ball center sound baffles	Martha	1
Fire Station 50 training alarm boxes	Heather	1
City Hall roof replacement	Joe	1
ADA restroom design Annex	Joe	1
Annex building workstations	Joe	1
PD missing smoke and heat detector	Heather	1
PD boat dock	Joe	1
PD outdoor evidence storage	Joe	3
Handicap door opener PD	Martha	1
Flag pole at Winterberry	Martha	1
Winterberry pole light	Martha	1
Veterans stage light	Matha	1
PD HVAC survey issues	Joe	1
Pressure washing of city assets	Joe	1
Mackle Park generator repairs	Joe	1
Annex Roof	Martha	2
Mackle Park Airnasium (#1 priority)	Joe	1
Monument Merchant Marine	Joe	2
City paking lot pole lights	Matha	2
Mackle park pole lights	Martha	2
Winterberry park flag pole	Martha	2
Repair FS50 epoxy on balcony door	Joe	2
Restore Power to Winterberry Park	Martha	2
Mini split AC units FS50	Joe	2
Leigh Plummer paving	Joe	3
Hurricane refrigerators	Joe	3

MP playground lighttower not working	Martha	3
PD blue light	Joe	3
FS 50 warranty work	Joe	4
Fire Station 51 sealcoat	Joe	4
Fire Station 50 sealcoat	Joe	4
City Hall flood proofing	Joe	4
City Hall sealcoating	Joe	4
City Hall 2nd floor breakroom	Joe	4
PD parking lot drainage	Joe	4
Deep clean and powerwash VCP fountain	Martha	4
PD make up air issue	Joe	5
Winterberry 2 Shade structures on the bleachers	Martha	5
Maple beach access shower is not working	Martha	5
FS50 furniture for printer room	Heather	5
Maple beach access	Joe	5
PD Air testing	Joe	5

Jose Duran – IT Director

Information Technology Department Report

November, 2024 Update

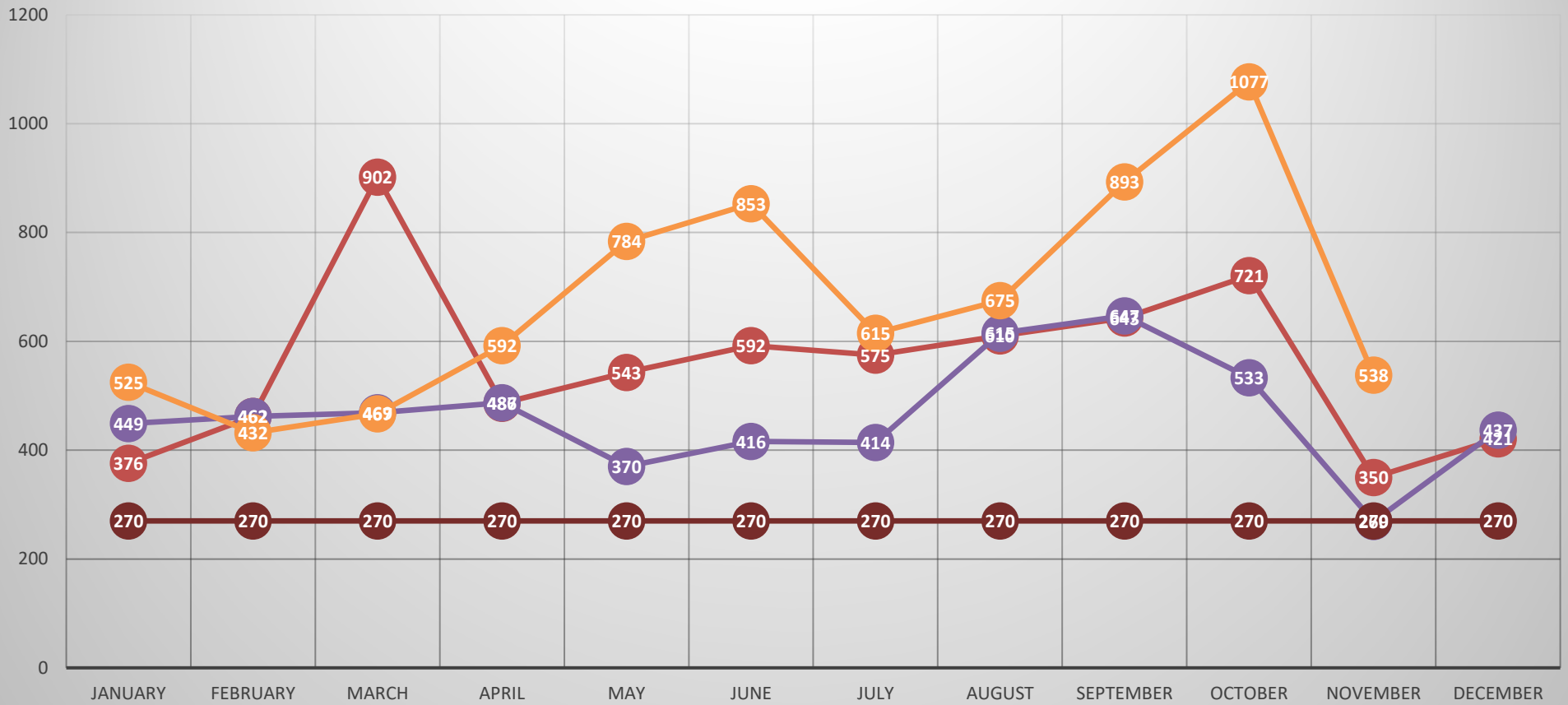
IT Projects, Goals, and Objectives	Start	Estimated End	Status
Support all networks, network devices, telecommunications, and software City wide.		Ongoing	<p>538 helpdesk tickets were submitted in November, 2024.</p> <p><i>7433 tickets (2024)</i> <i>5552 tickets (2023)</i> <i>5954 tickets (2022)</i> <i>5340 tickets (2021)</i></p>

Server, Storage, and Networks	Jan '21	Ongoing	<ul style="list-style-type: none"> • Work is ongoing with minor network changes as we continue to move network equipment to FS50, 90% complete. • Fully completed three new server hosts and virtual machine migration giving us true hardware and battery backup redundancy at our FS50 Datacenter. • Swap network switching equipment at City Hall 2nd floor, adding resiliency and new routing features
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"> • FY24 Refresh 35 Laptops 22 Desktops • FY23 Refresh 30 Laptops 15 Desktops • FY22 Refresh 60 Laptops
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 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.

CMI Help Desk Ticket Trending – November, 2024

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

—●— 2022 —●— 2023 —●— 2024 —●— Gartner Avg. (1.2x Userbase)



Online Video Streaming Site Visitor Statistics – Period: November, 2024

1,901

👁️ Total Page Views 📄

1,249

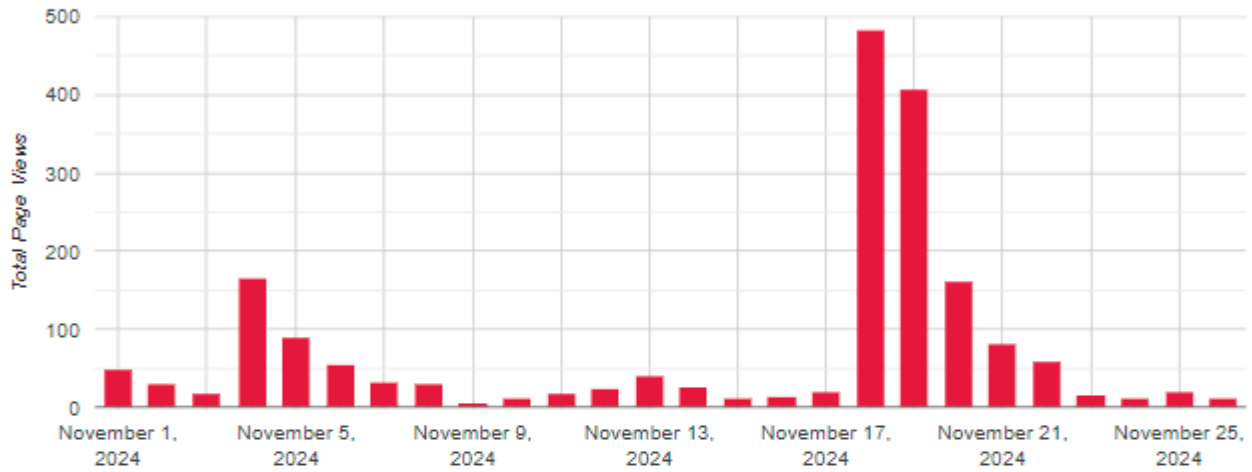
👁️ Total Visits 📄

689

👤 Total Unique Visitors 📄

59%
Desktop

41%
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	327
City Council on 2024-11-18 5:30 PM	Archive	318
City Council on 2024-11-04 5:30 PM	Archive	135
City Council Candidates Forum on 2024-10-22 6:30 PM	Archive	122
City Council on 2024-11-18 5:30 PM	Live event	104
Planning Board on 2024-11-01 9:00 AM	Archive	36
City Council on 2024-11-04 5:30 PM	Live event	30

ALL MEDIA

1,184

📺 Total Media View Sessions 📄

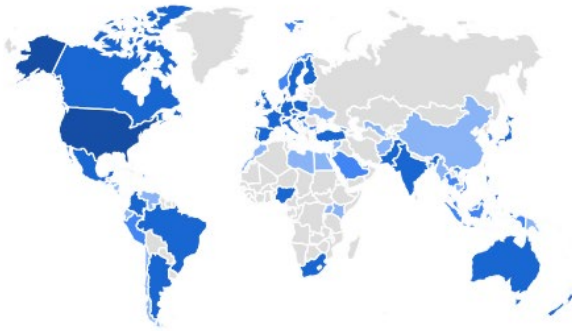
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Internet Site Visitor Statistics – November, 2024

247,000 Page Views for November, 2024



Top 7 Countries, Cities Visiting and Device Type
CITYOFMARCOISLAND.COM
November, 2024

Active users▼ by Country



COUNTRY	ACTIVE USERS
United States	22K
Canada	320
United Kingdom	101
India	69
Germany	43
Philippines	33
Sweden	25

Active users▼ by City



CITY	ACTIVE USERS
Miami	5K
Marco Island	3.8K
Chicago	2.9K
New York	2.7K
Ashburn	1.6K
Boston	1.5K
Tampa	1K

Active users▼ by Platform / device category



PLATFORM / DEVICE CATEGORY	ACTIVE USERS
web / mobile	36K
web / desktop	20K
web / tablet	2.1K
web / smart tv	4

Top Pages Users Visit – November, 2024

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	9.4K
Permitting Portal Informatio...	4.7K
Calendar Marco Island FL	3K
Search Marco Island FL	2.4K
Citizen Self Service Marco I...	2K
Marco Island Farmers Marke...	1.8K
Councilor Vacancy Marco I...	1.8K