



City of Marco Island

Date: December 18, 2025

To: City Council

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

Re: Internal Services Departmental Report for December 2025

Diana Snover - Human Resources Director

- The City currently has 9 positions that are unfilled
 - Administrative Assistant – Code Compliance
 - Open since
 - Interviewing in process
 - Chief Building Official
 - Open since 10/02/2025
 - 1 Opening Backfill
 - Offer Pending
 - Controller
 - Open since 10/08/2025
 - 1 Opening – Backfill
 - Interviewing in process
 - Park Attendant
 - Open since
 - Offer Pending
 - Police Officer – pipeline remains open
 - Code Enforcement Officer Part Time
 - Open since 10/02/2025
 - 1 Opening - Backfill
 - Collections and Distribution Supervisor
 - Open since 10/02/2025
 - 1 Opening - Backfill
 - Records Clerk 10/14/2025
 - Open since
 - 1 Opening - Backfill
 - Recreation Leader
 - Open since 10/20/2025
 - 1 Opening – Backfill
- Construction manager started 12/2/2025
- Deputy City Clerk started 12/3/2025
- PT Park Attendant started 12/10/2025

- Offers extended for IT Technician, Administrative Project Coord – Public Works, and Maintenance Worker I – Public Works
- Offers pending for Chief Building Official, Park Attendant, and Recreational Leader
- Processed 1 new workers comp incidents – No lost time
- Processed 1 employee termination –voluntary resignation: Community Affairs
- Recognized longevity for 1 employee

Stephen DiSantis – Purchasing & Risk Manager

- Efficiency in our Purchasing Program
Purchasing Manager is working with departments to close out FY 25 Purchase Orders that have been fully invoiced.
- **Purchase orders:**
 - 58 purchase orders were issued in November FY 2026 in the amount of \$1,986,865.58. For November FY 2025, we issued 57 purchase orders.
- In November FY 2026 we issued purchase orders in the following thresholds:
 - 28 for the amounts less than \$5,000
 - 6 for the amounts between \$5,000 and \$9,999
 - 24 for the amounts \$10,000 and above
- **Purchasing Card Transactions:**
 - 412 Purchasing Card transactions were issued in November FY 2026 for \$85,693.03. For November FY 2025, we completed 504 Purchasing Card transactions.

Joe Parrilli – Fleet and Facilities Manager

City Hall					
CH Elevator loose belt	Jose/Joe	3		x	12/3/2025
CH Elevator Repairs	Jose	1		x	12/5/2025
Active Project Total	2				
Police					
Sally Port Access hardware	Joe	2		x	12/3/2025
Active Project Total	1				
Fire Rescue					
FS51 generator repair	Joe	2		x	12/4/2025
Active Project Total	1				
Parks & Recreation/ Public Access					
Install 17 new Garbage cans and 4 new picnic tables	Joe	3		x	12/11/2025
MP leak from backflow preventer	Jose/Joe	1		x	11/21/2025

Updates

- 829 work orders completed in December
- 282 self-initiated work orders completed through facilities staff rounding in December
- New picnic tables and garbage cans were purchased and delivered to all the parks
- Airnasium construction fence was installed, and electrical has been removed. Demo will start December 29, 2025
- PD fire annunciator is repaired. Communication with the new monitoring system is now in place, making all city owned properties monitored by one company.
- Fire Station 51 water damage project has started and repairs are being made.

- Fire station 51 generator charging station was replaced
- Mackle Park backflow preventer was leaking and had to be repaired.

Facilities Capital projects

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

Jose Duran – IT Director

November 2025 Update

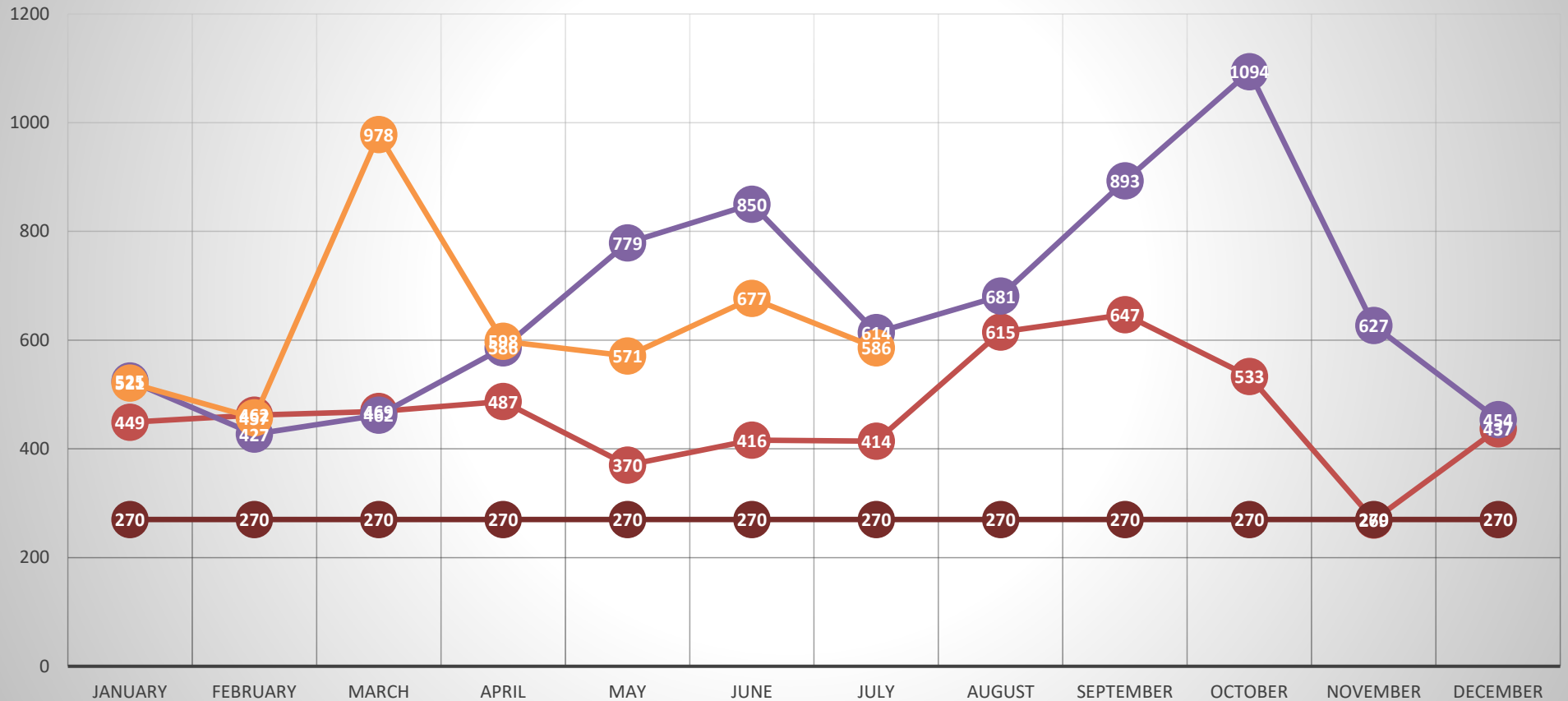
IT Projects, Goals, and Objectives	Start	Estimated End	Status
Support all networks, network devices, telecommunications, and software City wide.		Ongoing	569 helpdesk tickets were submitted in November, 2025. <i>6504 tickets (2025)</i> <i>7992 tickets (2024)</i> <i>5552 tickets (2023)</i> <i>5954 tickets (2022)</i>

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. Moving MIPD VM servers to our redundant server cluster. 100% complete. Completed work on new fiber run and systems integration to new high service pump at our South Water Treatment Plant.
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 30 Laptops 20 Desktops FY24 Refresh 35 Laptops 22 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. Completed Contract work with Summit Broadband on Dark Fiber Runs. Runs have been completed, we are now working on placing equipment, cameras and wifi at said locations. Est completion end of November. Veterans Park and Winterberry Park.

CMI Help Desk Ticket Trending – November 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: November 2025

2,713

Total Page Views

1,675

Total Visits

754

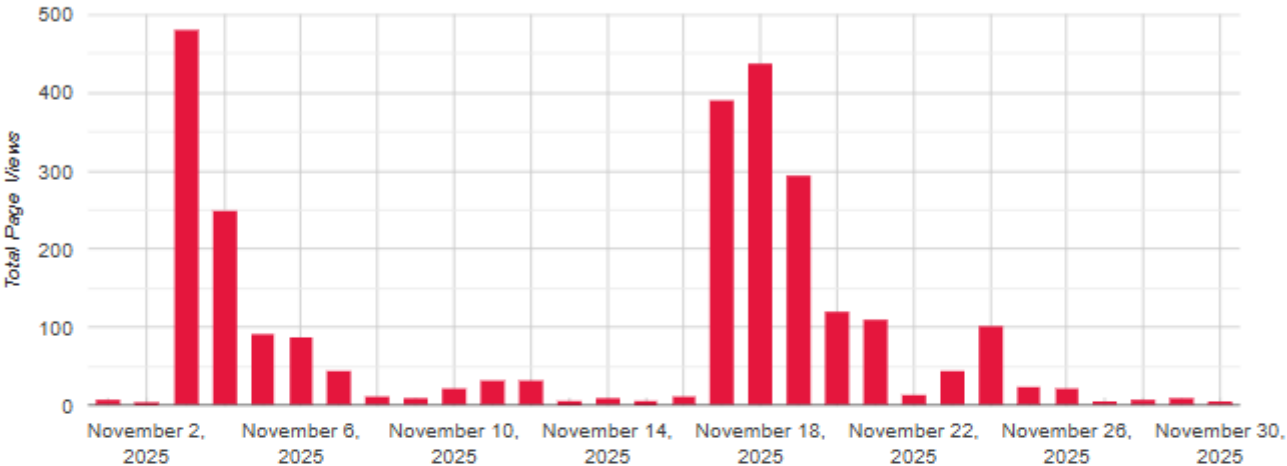
Total Unique Visitors

62%

Desktop

38%

Mobile



WHAT MEDIA YOUR CITIZENS ARE VIEWING

All MediaLive EventsEncoder StreamsOn Demand Media

Filter by title

Media Title	Type	Total Views
Marco Island TV 24/7	Encoder	639
City Council on 2025-11-03 5:30 PM	Archive	278
City Council on 2025-11-17 5:30 PM	Archive	277
City Council on 2025-11-17 5:30 PM	Live event	100
City Council on 2025-11-03 5:30 PM	Live event	92
Code Enforcement Magistrate on 2025-11-18 10:00 AM	Archive	63
Beach and Coastal Resources Advisory Committee on 2025-11-19 9:00 AM - Special-Called Workshop	Archive	43

ALL MEDIA

1,611

Total Media View Sessions

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Site Visitor Statistics – November 2025

Active users	New users	Average engagement tim...	Event count
47K	45K	41s	319K

Top Pages Users Visit – November 2025

Top pages/screens

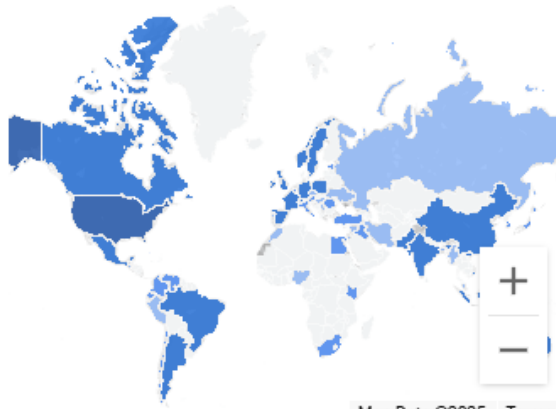
PAGE TITLE AND SCREEN CLASS	VIEWS	ACTIVE USERS
Home City of Marco Island	29K	19K
Events City of Marco Island	23K	10K
Documents City of Marco Island	19K	14K
Page Not Found City of Marco Isla...	4.8K	3.4K
Online Payments City of Marco Isl...	4K	2.3K
Permitting Portal Information City ...	3.8K	1.4K
Farmers' Market City of Marco Isla...	2.5K	1.8K

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

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November 2025

Active users▼ by Country ID▼



COUNTRY	ACTIVE USERS
United States	42K ↑ 65.8%
Indonesia	3.9K ↑ 1,22...
Germany	234 ↑ 20.0%
Canada	191 ↑ 9.1%
United Kingdom	81 ↓ 32.5%
China	74 ↑ 42.3%
Brazil	64 ↓ 39.6%

Active users▼ by City▼

CITY	ACTIVE USERS
Ashburn	16K
Columbus	9.2K
Jakarta	3.9K
Marco Island	3K
Miami	2.4K
Atlanta	517
Naples	493

Active users▼ by Operating system

OPERATING SYSTEM	ACTIVE USERS
Macintosh	16K
Linux	15K
iOS	8.2K
Windows	6K
Android	1.7K
Chrome OS	112
Firefox OS	1

Active users▼ by
Platform / device category

PLATFORM / DEVICE CATE...	ACTIVE USERS
web / desktop	38K
web / mobile	9.2K
web / tablet	624
web / smart tv	5


TOP 7 PAGES, CITYOFMARCOISLAND.COM - November 2025

Top pages/screens

PAGE TITLE AND SCREEN CLASS	VIEWS
Home City of Marco Island	29K
Events City of Marco Island	23K
Documents City of Marco Island	19K
Page Not Found City of Marco Isla...	4.8K
Online Payments City of Marco Isl...	4K
Permitting Portal Information City ...	3.8K
Farmers' Market City of Marco Isla...	2.5K

How do users get to us:

Active users by
First user source / medium

 ▼

FIRST USER SOURCE / ME...	ACTIVE USERS
(direct) / (none)	34K
google / organic	9.2K
m.facebook.com / referral	1.9K
bing / organic	850
yahoo / organic	371
l.facebook.com / referral	199
duckduckgo / organic	189