



City of Marco Island

Date: March 24, 2026
To: City Council
From: Casey Lucius, Ph.D., Interim City Manager
Re: Internal Services Departmental Report for March 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
- Director of Finance
 - Open since 3/2026
 - Backfill
- Drinking Water Plant Operator Trainee
 - Open since 1/2026
 - Backfill
- Facilities Custodian - PT
 - Open since 3/2026
 - Backfill
- Maintenance Worker II
 - Open since 3/2026
 - Backfill
- Park Attendant
 - Open since 01/2026
 - Backfill
- Police Officer
 - Pipeline remains open
- Public Information Officer
 - Open since 1/2026
 - New position
- Sr. Accountant
 - Open since 2/2026
 - New position

- Sr. Park Attendant
 - Open since 2/2026
 - Backfill
 - Sr. Project Manager
 - Open since 3/2026
 - Backfill
 - Utility Systems Supervisor Collections & Distribution
 - Open Since 10/2025
 - Backfill
- Police Officer started 2/23/2026.
 - Processed 2 employee termination – 1 voluntary resignation and 1 retirement: Public Works and Fleet & Facilities
 - Recognized longevity for 1 employee
 - Fleet & Facilities Manager promoted to Fleet & Facilities Director
 - 4 WC cases reported and 1 with lost time
 - Employee Engagement Committee Created

Stephen DiSantis – Purchasing & Risk Manager

- **Purchase orders:**
 - 56 purchase orders were issued in February FY 2026 in the amount of \$1,703,553.59. For February FY 2025, we issued 60 purchase orders.
- In February FY 2026 we issued purchase orders in the following thresholds:
 - 35 for the amounts less than \$5,000
 - 4 for the amounts between \$5,000 and \$9,999
 - 17 for the amounts \$10,000 and above
- **Purchasing Card Transactions:**
 - 500 Purchasing Card transactions were issued in February FY 2026 for \$88,834.18. For February FY 2025, we completed 434 Purchasing Card transactions.

Joe Parrilli – Fleet and Facilities Manager

Project Name	Project Manager	Priority	Schedule	Complete	Completion Date
CH Air Handler Circuit Board Replacement	Jose	1		x	2/27/2026
PD Faulty Smoke Detector	Joe	2		x	2/11/2026
PD Sink repair - community room kitchen	Joe	3		x	2/4/2026
FD 50 Replace the electrical on the bay ceiling	Martha	2		x	
FS50 HVAC Repair	Joe	4		x	2/23/2026
FS50 Drinking fountain repair	Jose	1		x	2/27/2026
Dog park fence needs replaced	Martha	3		X	2/20/2026
Replace the rusted drinking fountain at Winterberry Park	Martha	2		X	2/27/2026
Broken playground at Veterans	Martha	4		X	2/3/2026
Fix the fencing at the racquet center	Martha	3		X	2/11/2026
Have the trees trimmed in the parks the coconuts are a problem	Martha	2		X	2/1/2026
Repair the walking baths in the dog park	Martha	3		X	
Replace the fencing at the dog park	Martha	3		X	2/3/2025
MP Valve delivery	Martha	3		x	2/10/2026
Title Collection for Replacements in January	Jose	1		x	2/13/2026 (This is the reported date)

Updates

- 1,195 work orders completed in February
- 457 self-initiated work orders completed through facilities staff rounding in February
- Sharon Crabtree has retired from the City of Marco Island after 19 years and 4 months of service
- Airnasium steel and metal panels have been installed Electrical work starts in early March
- City Hall HVAC communication boards were replaced for second floor cooling to be restored
- Fire Station 51 water damage project is nearing completion
- Fencing bottom rail was replaced at Racquet center
- Annex building plumbing work completed to remove waste smell from building. Smoke test on building to locate sources of damaged waste vent line
- New drinking fountain installed in Winterberry Park
- Beach shower was repaired and back in service
- Fencing repairs at Canine Cove

Facilities Capital projects

1) 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

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

February 2026 Update

IT Projects, Goals, and Objectives	Start	Estimated End	Status	
Support all networks, network devices, telecommunications, and software City wide.		Ongoing	337 helpdesk tickets in February 2026	
			2026	807 Tickets
			2025	6871 Tickets
			2024	7992 Tickets
			2023	5552 Tickets
Server, Storage, and Networks	Jan '21	Ongoing	<ul style="list-style-type: none"> • Work started on replacing older our older firewall units. (est. completion 5/26) • Network equipment move to FS50, 100% complete. • New Disaster Recovery Hardware Storage Array work complete. • Work in progress at RAW Water Facility Fiber and Network Revamp. (est. completion 6/26) 	
Computer system refresh cycle	FY18	Ongoing	Replace employee computer systems every 5 years with new technologies as appropriate. FY26 Refresh <ul style="list-style-type: none"> • 22 Laptops • 2 Desktops FY25 Refresh <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.
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CMI Help Desk Ticket Trending – February 2026

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



Online Video Streaming Site Visitor Statistics – Period: February 2026

1,678

👁️ Total Page Views 📄

1,047

👁️ Total Visits 📄

512

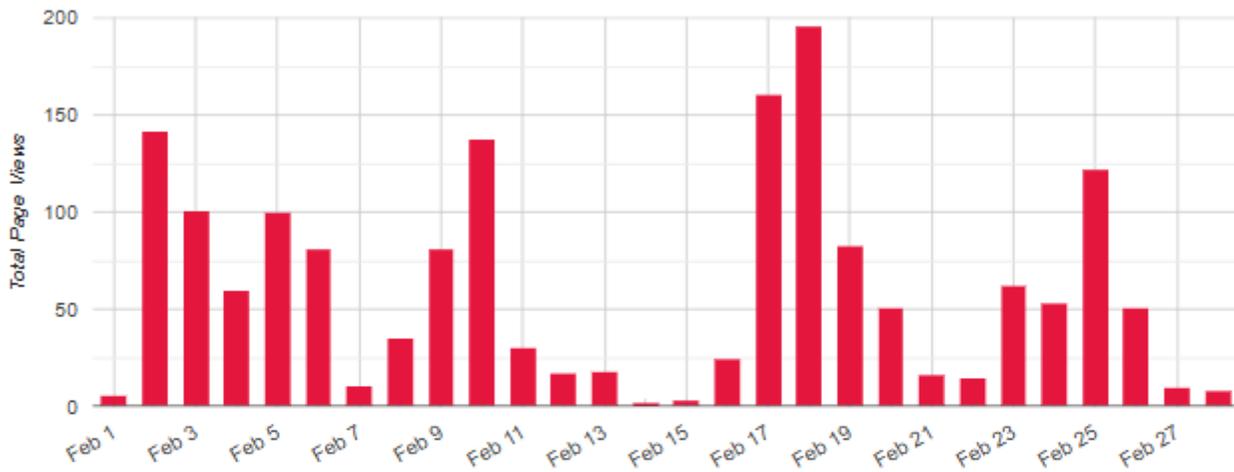
👤 Total Unique Visitors 📄

71%

Desktop

29%

Mobile



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 2026-02-17 5:30 PM	Archive	169
City Council on 2026-02-02 5:30 PM	Archive	149
City Council on 2026-02-17 5:30 PM	Live event	76
City Council on 2026-02-09 1:00 PM - Parks Master Plan & Capital Infrastructure Bond Workshop	Archive	74
City Council on 2026-02-02 5:30 PM	Live event	60
Planning Board on 2026-02-06 9:00 AM	Archive	52
Marco Island TV 24/7	Encoder	45

ALL MEDIA

959

📺 Total Media View Sessions 📄



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Site Visitor Statistics – February 2026

Active users

39K

New users

37K

Average engagement tim...

46s

Event count

263K

Top Pages Users Visit – February 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	26K	20K	89K	6.4%
Home City of Marco Island	13K	6.2K	41K	27.9%
Events City of Marco Island	6.5K	1.9K	13K	19.4%
Page Not Found City of Marco Isla...	6.3K	4.4K	20K	54.2%
Permitting Portal Information City ...	3.6K	1.4K	12K	37.0%
Online Payments City of Marco Isl...	2.6K	1.7K	8.5K	21.7%
Staff City of Marco Island	1.9K	535	3.4K	23.3%

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

Active users by Country ID



Map Data ©2026 Terms

COUNTRY	ACTIVE USERS
United States	38K ↓ 8.8%
China	402 ↓ 30.8%
Singapore	233 ↑ 2,81...
Canada	153 ↓ 1.3%
United Kingdom	74 ↓ 33.3%
Germany	63 ↓ 72.7%
India	55 ↑ 27.9%

Active users by City

CITY	ACTIVE USERS
Ashburn	19K
Miami	3K
Marco Island	2.9K
Chicago	817
Phoenix	635
Des Moines	515
Naples	456

Active users by Operating system

OPERATING SYSTEM	ACTIVE USERS
Linux	19K
iOS	7.8K
Windows	7K
Macintosh	4.7K
Android	1.7K
Chrome OS	124
Tizen	2

Active users by Platform / device category

PLATFORM / DEVICE CATE...	ACTIVE USERS
web / desktop	29K
web / mobile	9.1K
web / tablet	474
web / smart tv	3

How do users get to us:

Sessions▼ by 🟢 ▼
Session primary ch... ▼

SESSION PRIMARY ...	SESSIONS	
Direct	27K	↓ 8.1%
Organic Search	21K	↓ 6.3%
Referral	1.6K	↓ 0.4%
Organic Social	1K	↑ 19.5%
Unassigned	119	↓ 22.2%
Email	92	↑ 1,050....