



# City of Marco Island

---

Date: July 22, 2024  
To: City Council  
From: Casey Lucius, Ph.D., Assistant City Manager  
Re: Internal Services Departmental Report for June 2024

---

## **City-Wide Initiatives:**

- City Leadership led Hurricane Preparedness Town Hall.
- City Manager successfully completed Fraternal Order of Police contract negotiations.
- City leadership presented to the Tourist Development Council for grant funding for beach access improvements.
- Assistant City Manager met with County staff to develop a trash pick-up plan over the holiday weekend and future MOU for trash pick-up coordination.
- 3 Press Releases were sent in the month of June.
- 13 MyMarco app notifications were sent in June.
- 56 social media posts in June on City Hall Next Door and City Hall Facebook.

## **Leslie Sanford, IPMA-SCP – Human Resources Manager**

- The city currently has 13 positions that are unfilled, this is the same as the previous month; 8 jobs have been posted for 45 days or more.
- Attended Job Fair at St. Matthews House Career Development Center on June 28, 2024.
- Actively recruiting on the industry association websites, posting jobs to Lorenzo Walker job board, and posting open positions on City social media.
- Continue to work on Administrative Policies for the City.

## Angela R. Johenning, C.F.E, CPPB – Purchasing & Risk Manager

### 1. Risk Management philosophy and strategies

- Risk Manager coordinated the appraisal of all city assets with a value above \$250,000. This service is included in the premiums we pay for our property and casualty policy. We are waiting for the report back on appraised values.
- Risk Manager has put out a solicitation for proposals for our Property & Casualty Insurance and our Third Party Administrative Services for Workers' Compensation with the goal of reducing cost while maintaining appropriate coverage limits.

### 2. Efficiency in our Purchasing Program

- Purchasing and Risk Manager is evaluating Royal Auction Group as an alternative auction company that can be utilized for obsolete assets. The benefit would be a wider reach to potential buyers and the buyer pays the auction premium vs the city. This has a potential savings of approximately \$8-10,000 per auction. The city currently pays an 8% commission on all sales.

### Purchase orders:

44 purchase orders were issued in June 2024 in the amount of \$866,406.46

- 25 for the amounts less than \$5,000
- 8 for the amounts between \$5,000 and \$9,999
- 11 for the amounts \$10,000 and above

### Active bid solicitations:

<u>Bid number</u>	<u>Date due</u>	<u>Title</u>	<u>City Council approval</u>
ITB 2023-034	02/15/2024	RWP MBR Wind Retrofit Improvements (FEMA project)	August 19, 2024
ITB 2024-016	05/31/2024	Collier Alternate Bike Path (LAP)	TBD
RFQ 2024-015	07/09/2027	Sanitary Sewer Manhole Lining Service	July 22, 2024

LOI 2024-034	07/12/2024	Letter of Interest City of Marco Island Code Enforcement Special Magistrate	August 19, 2024
ITB 2024-020	08/05/2024	Tide Leveling -Canal Flushing	August 19, 2024
RFP 2024-026	06/12/2024	Professional State Lobbying Services	August 19, 2024
RFP 2024-030	07/19/2024	Third Party Administrative Services for Workers' Compensation Claims	August 19, 2024
RFP 2024-027	08/02/2024	Property & Casualty Insurance Coverage	September 9, 2024
ITB 2024-033	08/02/2024	San Marco Drainage Improvement Project	August 19, 2024
ITB 2024-038	08/22/2024	Marco Island-Bridge Repair (W. Winterberry Dr.)	September 23, 2024

**Heather Reed – Acting Manager, Fleet and Facilities**

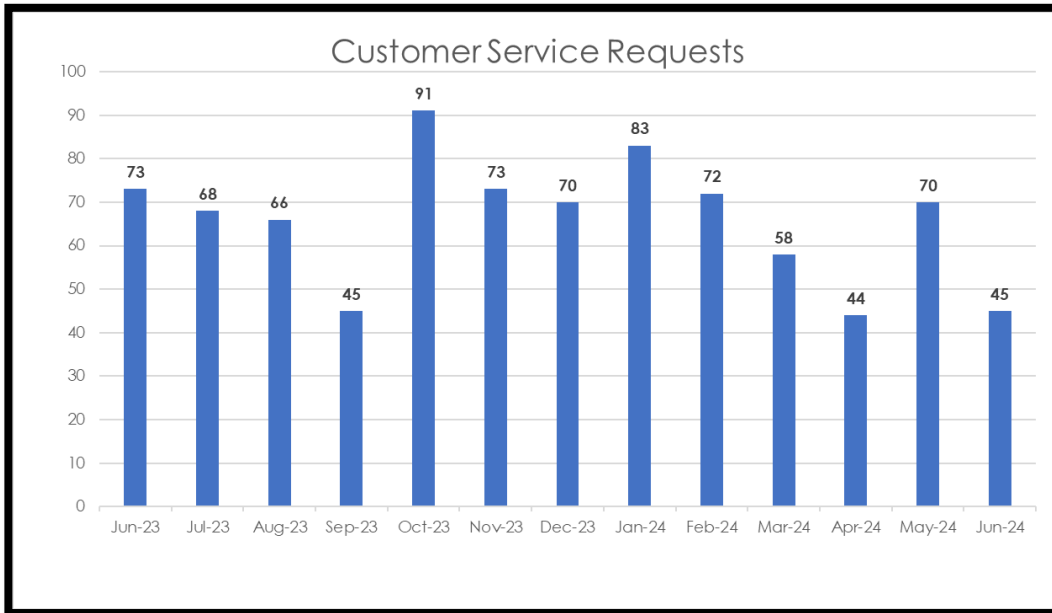
**WORK & ASSET MANAGEMENT:**

**COLLECTED ASSETS FOR FLEET & FACILITIES DEPARTMENT:**

- Asset collection and tracking Fleet & Facilities Management and Parks & Recreation assets
  - **30** - Asset Types
  - **1,524** - Total Assets
    - 1,372 Facilities and Parks Assets
    - 190 Vehicle Assets (Includes passenger vehicles, utility vehicles, and other equipment).

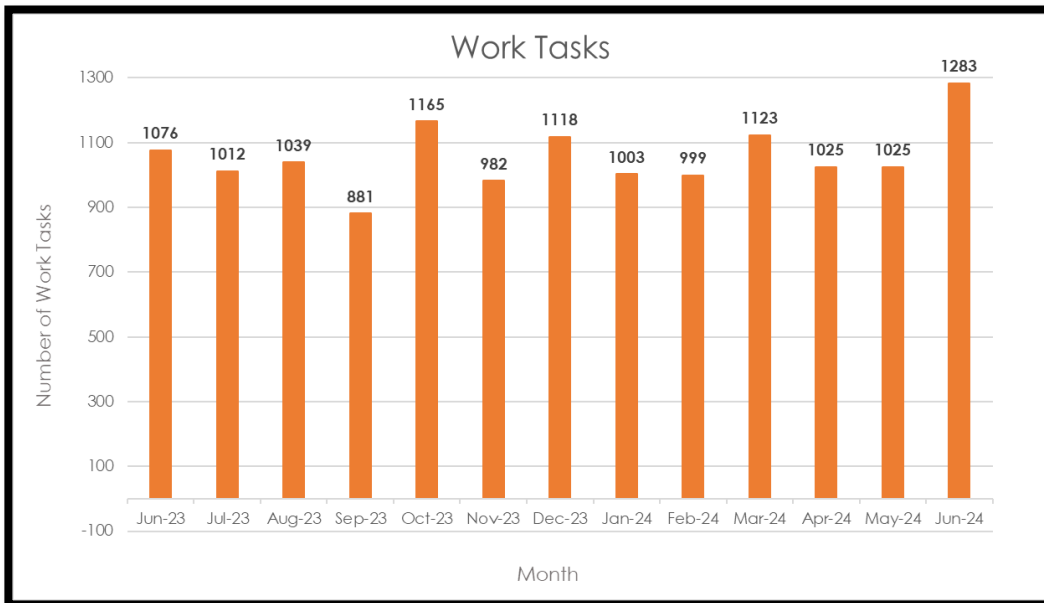
**SERVICE REQUESTS:**

- Service requests are requests for services made by customers (residents, city employees, etc.)



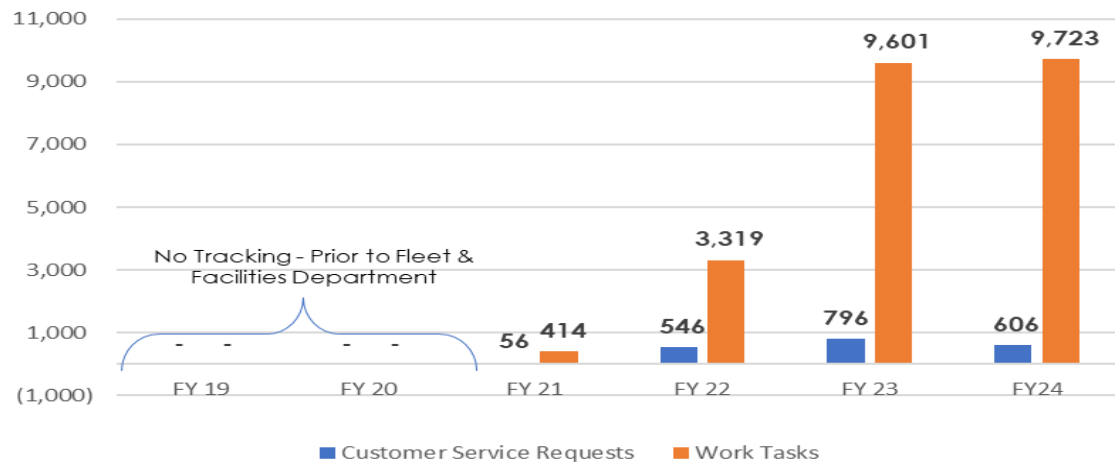
**WORK TASKS:**

- Work tasks are tasks performed by the Fleet & Facilities team on city assets. These tasks are created based on customer service requests, preventative maintenance schedules or directly assigned by the Fleet and Facilities management team.



**SERVICE REQUESTS & WORK TASKS BY FISCAL YEAR:**

### Service Requests & Work Tasks (By Fiscal Year)



## FACILITIES CAPITAL PROJECTS PROGRESS:

### City Hall:

Project Description	Facility	FFM Project Lead	Stakeholder	Notes	Budget	Status
City Hall - Roof Repair	City Hall	Lazaro Pomier	Casey Lucius	Project to replace the City Hall Roof which is leaking, beyond its useful life, and out of current code.	\$322,325.00	Working with Roofing Contractor for an updated proposal. Proposal received, reviewed by FFM and is back with Contractor for corrections. Proposal awarded by City Council on 6/17/24. Purchase order request submitted.
City Hall - Flood Panels	City Hall	Lazaro Pomier	Casey Lucius	Project to purchase flood panels for City Hall to be used during storm events.	\$30,000.00	Scope of work for flood panel design received. Requesting information regarding permitting and analysis of alternatives.
Breakroom Improvements	City Hall	Lazaro Pomier	Casey Lucius	Improvement to the City Hall 1st & 2nd Floor breakrooms. Cabinetry if falling apart and beyond useful life.	\$85,000.00	Pending budget reappropriation from Fire Station 50 remaining budget funds. Need scope from CMO.
City Hall - Sealing Parking Lot	City Hall	Lazaro Pomier	Casey Lucius	Sealing the pavement parking lot at City Hall, sealing to be conducted one (1) after the install of new pavement.	\$5,000.00	Pending one (1) year anniversary of the new pavements installation (Summer 2024) Working on scope development. Requesting quotes from vendors.
City Hall - 2nd Floor Chairs	City Hall	Miguel Carballo	Mike McNeese Casey Lucius	The purchase 5 side chairs for the City Hall 2nd Floor	\$3,000.00	Proposal received and color selection sent to CDS (furniture supplier). Items ordered through PO, tentatively scheduled to arrive week of 8/2/24
City Hall - 2nd Floor LVT Warranty Repair	City Hall	Lazaro Pomier	Miguel Carballo	Warranty repaint of chip LVT tile on the 2nd floor City Hall Lobby	N/A	Coordinating with Vendor.

### City Hall Annex:

Project Description	Facility	FFM Project Lead	Stakeholder	Notes	Budget	Status
Annex - HMGP Project (Wind Retrofit & Generator)	Annex	Lazaro Pomier	Jeff Poteet Raul Perez Justin Martin	The City of Marco Island proposes to provide wind protection, flood control, and backup power to the Annex Building located at 1310 San Marco Road, Marco Island, Florida 34984.	\$440,375.00	Design cost has been provided to Chief Byrne for a grant budget amendment.  Developing solicitation package for the needed engineering.
Annex - Elevator Modernization	Annex	Lazaro Pomier	Jeff Poteet Raul Perez Justin Martin	The objective of this project is to make the elevator compliant with part 3.10.12 of ASME A17.3-2015, Safety Code for Existing Elevators and Escalators. The Florida Statutes added the requirements to all elevators covered by Chapter 399.	\$160,000.00	Received proposal from TKE for the elevator modernization. TKE resubmitted update proposal and sourcwell contract approved. Item to be sent to City Council for approval.
Annex - ADA Restroom Design & Construction	Annex	Lazaro Pomier	Raul Perez	The project comprises the renovation of an existing restroom located in the City of Marco Island, city hall annex. The intent of the renovation is to bring the toilet facility into ADA compliance. It is our understanding that, if needed, we can utilize adjacent space to increase the toilet room size.	\$99,883.00	Design complete and we are pending the lobby remodel design package to bid out project.
Annex - Adding New Workstations Design & Construction	Annex	Lazaro Pomier	Raul Perez	The Building Services Department wants to accommodate two-four new workstations on the first floor of the City Hall Annex. Project involves the design and renovation of the lobby area to accommodate the additional work stations.	\$52,720.00	Design is currently in development with ADG. 100% plans received and currently being reviewed by stakeholders.
Annex - Water & Sewer 2nd Floor Renovation (Monitoring)	Annex	Lazaro Pomier Miguel Carballo	Jeff Poteet Sonia Isler Laura Ryan	Water & Sewer's project to renovate the 2nd Floor for their administrative office. Fleet & Facilities will monitor progress for impacts to 1st floor occupants and overall facility impacts.	N/A	Water & Sewer is working with their design firm to make necessary changes to the design.

### Police Projects:

Project Description	Facility	FFM Project Lead	Stakeholder	Notes	Budget	Status
Police - Boat Dock	Police & Community Room	Lazaro Pomier	Tracy Frazzano John Wallace Angel Casabona	Project in collaboration with Collier County Government to construct a Boat Dock for the following vessels: One (1) - 32' Contender - Police Boat; One (1) - 25' Boat - Code Boat; Two (2) - PWC Jet Skies	\$350,000.00	Final design in progress. County is currently working on the bid package for this project. Also working with EPA regarding grant requirements. Need to follow-up with Collier County on status of the bidding process.
Police - HVAC Replacement	Police & Community Room	Lazaro Pomier	Tracy Frazzano John Wallace	Replacement of the Police and Community Room buildings twelve (12) HVAC units that are beyond their useful life. Allocated budget is not for the replacement of all twelve units.	\$60,000.00	Two (2) units have been replaced this fiscal year. Evaluating units and remaining budget to schedule next replacement.
Police - Evidence Storage Area	Police & Community Room	Lazaro Pomier	Tracy Frazzano John Wallace	Setting up a fenced in area at the Government Center to storage large evidence items for the Police Department.	\$32,850.00	Working with Police Department on scope of work. Growth Management review determined location is not feasible due to zoning issues. Look for alternative location for project.
Police - HVAC Controls	Police & Community Room	Heather Reed	Tracy Frazzano John Wallace	Replacement of the Police and Community Room building's HVAC controls system, which is out of date and causing system failures.	\$19,630.00	Control upgrades are currently in progress.
Police - 2nd Floor Sergeants Office Furniture	Police & Community Room	TBD	Tracy Frazzano John Wallace	Police Department has requested new furniture for the sergeants office.	TBD	CMO Approval Required.
Police - 2nd Floor Back Door Access Control	Police & Community Room	TBD	Tracy Frazzano John Wallace	Police Department has requested that proposal be obtained to install an access control reader and door strike to the back door of the Police Facility.	TBD	CMO Approval Required.

### Fire Rescue Projects:

Project Description	Facility	FFM Project Lead	Stakeholder	Notes	Budget	Status
FS50 Apparatus Bay Fans	Fire Rescue	Miguel Carballo	Chris Byrne Matt Marshal	Purchase and installation of two (2) large commercial fans in the FS50 apparatus bay. Make sure it includes the install of the switch for the fan.	\$33,820.00	<b>CMO Approval Required.</b> Developing scope of work to formally bid out project on Demand Star. Per Fire Rescue would like work schedule during spring time.
FS50 Furniture	Fire Rescue	Lazaro Pomier	Chris Byrne Matt Marshal	Furniture for FS50, Wardrobes, bookshelves and copy room.	\$9,635.18	State Contract has been awarded, pending updated proposal from CDS. Followed up with CDS 7/2024.
FS50 Training Tower Alarm Boxes	Fire Rescue	Heather Reed	Chris Byrne Daniel Zunzunegui	Fire alarm equipment installed in the training tower is causing issues with the buildings fire and HVAC systems as they get wet during training exercise. Additionally, system needs to be reprogram so that the HVAC system does not shut off.	\$1,500.00	Purchase order has been issued for necessary adjustments to the Fire Alarm System. Item is in the permitting process.
FS51 Sealing Parking Lot	Fire Rescue	Lazaro Pomier	Chris Byrne Matt Marshal	Sealing the pavement parking lot at Fire Station 51	TBD	On-hold for Summer Per Monthly Meeting with Fire Rescue. Working on scope development. Reaching out to vendors for quotes.
FS50 Sealing Parking Lot	Fire Rescue	Lazaro Pomier	Chris Byrne Matt Marshal	Sealing the pavement parking lot at Fire Station 50, sealing to be conducted one (1) after the install of new pavement. (summer)	\$5,000.00	Pending one (1) year anniversary of the new pavements installation (Summer 2024) Working on scope development. Reaching out to vendors for quotes.
FS51 Interior Painting	Fire Rescue	Lazaro Pomier	Chris Byrne Matt Marshal	Painting the interior of Fire Station 51	TBD	On-hold for Summer Per Monthly Meeting with Fire Rescue. Working with Fire on scope development. Contacting vendor on contract for quote.
FS50 Kitchen Improvements (Disposals)	Fire Rescue	Lazaro Pomier	Chris Byrne Matt Marshal	Installation of sink disposals with power buttons	TBD	Working with maintenance team to coordinate install.
FS50 Kitchen Improvements (Sink Replacement)	Fire Rescue	Lazaro Pomier	Chris Byrne Matt Marshal	Replacement of main sink for a larger one.	TBD	<b>CMO Approval Required.</b>
Hurricane Refrigerators	Fire Rescue	Heather Reed	Chris Byrne Matt Marshal	Purchase of four (4) large food storage refrigerators for FS50 and Mackle Park, which will be used to store food during an emergency activation.	\$4,800.00	Because we decided to use Fire Impact Fees to purchase the hurricane refrigerators I believe we can proceed with that purchase now as the funds are available. Locations determined. Items being cost for purchase.

### Parks, Grounds, & Beach Access Projects:

Project Description	Facility	FFM Project Lead	Stakeholder	Notes	Budget	Status
Pickleball Center - Phase 1	Parks & Grounds	Lazaro Pomier	Chairman Folley Mike McNeese Casey Lucius Samantha Malloy	Engineering consulting services for the Full Design of the Pickle Ball Center Phase 1, followed by the construction of phase 1 of the project.	\$786,000.00	Site Development Plan Amendment and Variance Review in Progress: NIMs Scheduled for May 31, 2024 Planning Board Scheduled for June 7, 2024 City Council Scheduled for June 17, 2024
Racquet Center - Sound Barriers Pilot	Parks & Grounds	Lazaro Pomier	Chairman Folley Mike McNeese Casey Lucius Samantha Malloy	Project to install sound barriers on the existing fencing on the east side of the Racquet Center. City Manager will provide funding from his contingency budget.	\$10k - \$40K	We have obtained proposals from Acoustiblock and Fencescreens. Working with CMO on area of implementations.
Mackle Park - Arianism Repair/Replacement	Parks & Grounds	Lazaro Pomier	Samantha Malloy	Based on the engineers structural assessment this project is to repair/replace the Mackle Park Arianism.	\$525,000.00	Working on bid package scope of work based on structural assessment report. Hole Montes proposal for detailed bid package for this project to go to council for approval.
Hurricane Ian - Crystal Shores Beach Access Boardwalk (BAWB) Repair	Parks & Grounds	Lazaro Pomier	FEMA	Crystal Shores Beach Access Boardwalk (BAWB) is one of the few accesses to the public beaches in Marco Island. The boardwalk was damaged during Hurricane Ian. The BAWB damage was inspected and investigated by a qualified company -Hole Montes - and FFM will prepare a project to repair it to ensure structural safety and serviceability.	\$210,000.00	Hole Montes has completed the detailed bid package for this project. Working with vendor and procurement to put out to bid. Emergency repairs completed 7/1/24
Mackle Spray Park - Pump Replacement and resurfacing	Parks & Grounds	Lazaro Pomier	Samantha Malloy	The purpose of this project is to renew the water spray park at Frank E. Mackle Park, which was built in 2007, due to the deterioration of its physical condition and serviceability after fifteen (15) years of operation. The renovation will focus its attention on the replacement of the following structures, systems, and components of the system: 1. Spray pad (main and overspray pads); 2. Spray features and nozzles; 3. Drain collectors; 4. Water collection tank; 5. Distribution manifold; 6. Spray fixtures, nozzles, valves, and piping; 7. Pumping system; 8. Filtration & automatic controller; 9. Sand filter; 10. Control panel; 11. Water chemical treatment system and controller	\$177,000.00	Bid closed 11/8/2023 and we received no bidders for this project. We contacted vendor to determine why they did not submit a bid prior to reposting. Reposted bid January 28, 2024. Closed March 6. Bids rejected significantly over budget. Negotiating with contractors directly in coordination with Purchasing. Lowest responsive proposal is currently from Quality Pools/Splash Construction. Approved May 20, 2024 City Council Meeting. Contract developed, working on Direct Material Purchase.
Leigh Plummer Park - Parking Lot Design	Parks & Grounds	Lazaro Pomier	Samantha Malloy	Design for the replacement of the Leigh Plummer Park parking lot.	\$30,000.00	Received proposal from QE in the amount of \$90K to repair the parking lot. Working on obtaining additional quote from Preferred Materials (Street Resurfacing Contract)
Canine Cove Dog Park - Annual Resodding	Parks & Grounds	Martha Montgomery	Samantha Malloy	Annual Resodding of the Canine Cove Dog Park	TBD	Working on obtaining Three (3) quotes for resodding. Quote from Affordable Landscaping (under contract) received and processing for a purchase order.

**Jose Duran – IT Director**

## Information Technology Department Report June, 2024 Update

IT Projects, Goals, and Objectives	Start	Estimated End	Status
------------------------------------	-------	---------------	--------

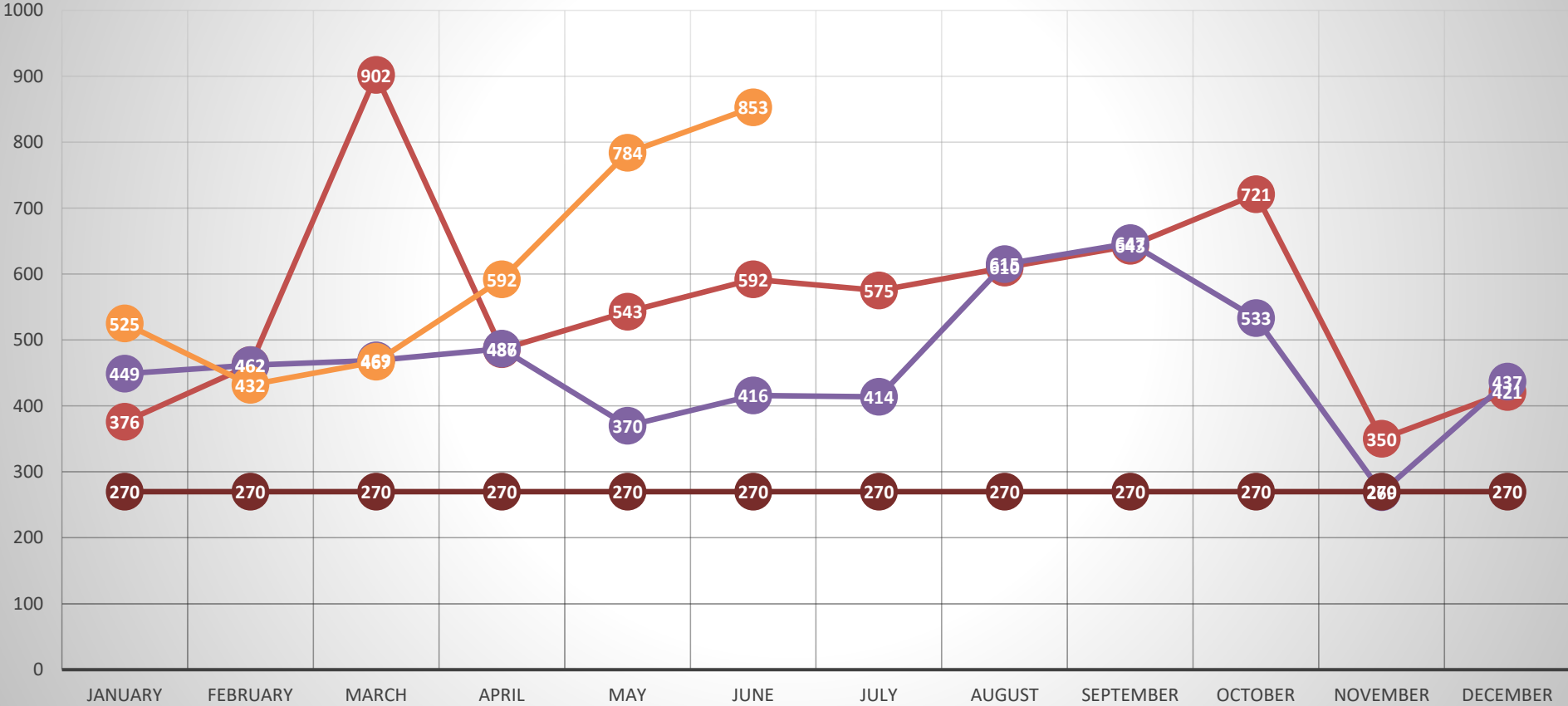
<p>Support all networks, network devices, telecommunications, and software City wide.</p>		<p>Ongoing</p>	<p><b>853</b> helpdesk tickets were submitted in June, 2024.</p> <p><i>3640 tickets (2024)</i>  <i>5552 tickets (2023)</i>  <i>5954 tickets (2022)</i>  <i>5340 tickets (2021)</i></p>
<p>Server, Storage, and Networks</p>	<p>Jan '21</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> <li>• Work is ongoing with minor network changes as we continue to move network equipment to FS50, 90% complete.</li> <li>• RingCentral phone system switch over is complete, we are working on minor routing and individual user training.</li> <li>• Fully completed three new server hosts and virtual machine migration giving us true hardware and battery backup redundancy at FS50 Datacenter.</li> </ul>
<p>Computer system refresh cycle</p>	<p>FY18</p>	<p>Ongoing</p>	<p>Replace desktop systems every 4-5 years with new technologies as appropriate.</p> <ul style="list-style-type: none"> <li>• FY24 Refresh 20 Laptops 9 Desktops</li> <li>• FY23 Refresh 30 Laptops 15 Desktops</li> <li>• FY22 Refresh 60 Laptops</li> </ul>
<p>City Facilities Fiber Mapping</p>	<p>11/21</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> <li>• Mapping out existing fiber across all city campuses.</li> <li>• Adding additional routes for redundancy and new providers.</li> <li>• Contract work with Summit/Hotwire on Dark Fiber Runs.</li> </ul>



# CMI Help Desk Ticket Trending – June, 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: June, 2024

## 1,352

👁️ Total Page Views 📄

## 833

👁️ Total Visits 📄

## 522

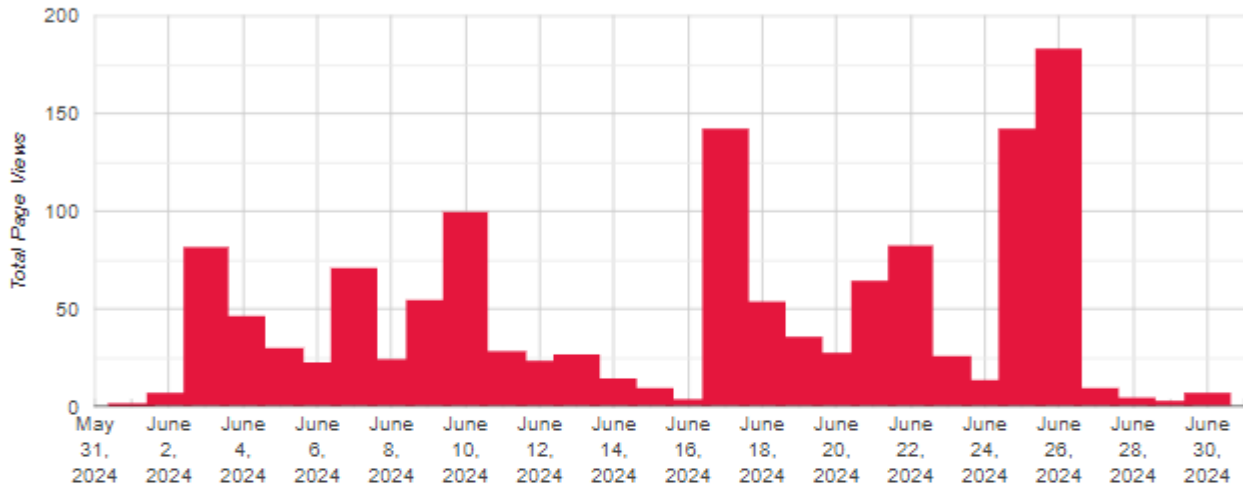
👤 Total Unique Visitors 📄

64%

Desktop

36%

Mobile



## WHAT MEDIA YOUR CITIZENS ARE VIEWING

All Media

Live Events

Encoder Streams

On Demand Media

Filter by title

Media Title 📄	Type 📄	Total Views 📄
<a href="#">Marco Island TV 24/7</a>	Encoder	222
<a href="#">Beach and Coastal Resources Advisory Committee on 2024-06-19 9:00 AM</a>	Archive	123
<a href="#">Planning Board on 2024-06-07 9:00 AM</a>	Archive	99
<a href="#">City Council on 2024-06-17 1:00 PM - Capital Budget Workshop</a>	Archive	75
<a href="#">City Council on 2024-06-17 5:30 PM</a>	Archive	64
<a href="#">City Council on 2024-06-03 5:30 PM</a>	Archive	39

ALL MEDIA

## 812

📺 Total Media Stream Views 📄

**CITYOFMARCOISLAND.COM**  
**Internet Site Visitor Statistics – June, 2024**

-----  
**32,000 Unique Visitors for June, 2024**

Users [?](#)

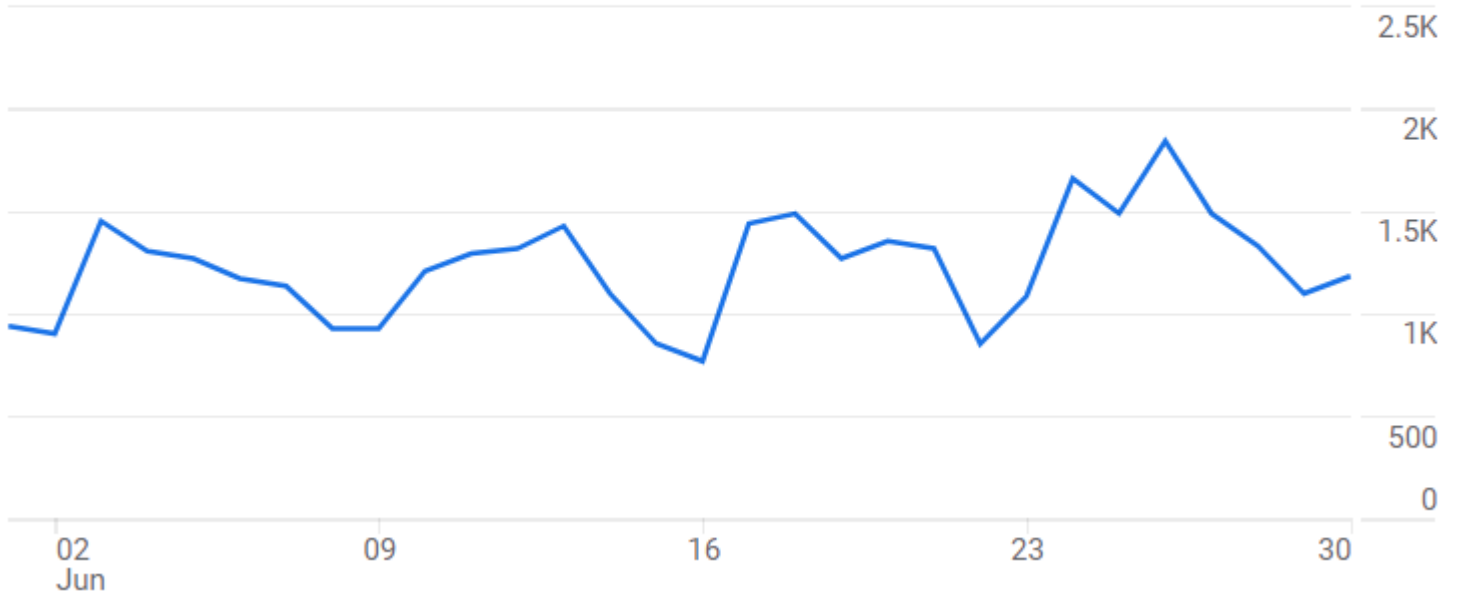
**32K**

New users [?](#)

**29K**

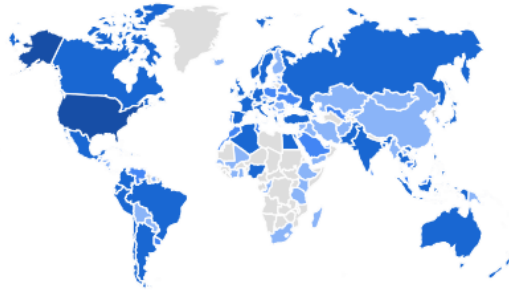
Average engagement time [?](#)

**55s**



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

Users▼ by Country



<u>COUNTRY</u>	<u>USERS</u>
United States	28K
Canada	598
United Kingdom	480
Australia	429
Ireland	371
New Zealand	363
Hong Kong	201

Users▼ by City



<u>CITY</u>	<u>USERS</u>
Ashburn	6.2K
Miami	3K
Marco Island	2.3K
Tampa	702
New York	678
Chicago	621
Atlanta	520

Users▼ by Platform / device ca...



<u>PLATFORM / DEVIC...</u>	<u>USERS</u>
web / desktop	16K
web / mobile	15K
web / tablet	464

## Top Pages Users Visit – June, 2024

### WHICH PAGES AND SCREENS GET THE MOST VIEWS?

Views by Page title and screen class



PAGE TITLE AND SCREEN CLASS

VIEWS

<u>Home Page   City of Marco Island Florida</u>	13K
<u>Access Denied / User log in   City of Marco Island Fl...</u>	5.7K
<u>Citizen Self Service Portal - Instructions page   City ...</u>	4.5K
<u>Calendar   City of Marco Island Florida</u>	3.3K
<u>Forms, Permits, and Applications   City of Marco Isl...</u>	3.2K
<u>Beach Access   City of Marco Island Florida</u>	2.7K
<u>Search   City of Marco Island Florida</u>	2.7K