

# City of Marco Island

Meeting Date: November 17, 2025

To: City Council

From: Carol McDermott, Finance Director

Through: Dr. Casey Lucius, Interim City Manager

Re: Finance Department Monthly Report

The following is an update of the Finance activities and projects for the month of October 2025:

#### Year-end and Annual Audit:

The team is focused on closing FY25 and working on the documentation requested by the external Auditor, CLA.

This year-end closing schedule aligns with prior years' timelines. Preliminary results will be available in December. Next year's timeline will be adjusted.

#### Staffing:

The department is actively recruiting to fill the vacant Controller position.

#### Payroll:

A special payroll was run for back pay and holiday pay resulting from the Fire Department contract.

#### **Utility Billing:**

Two changes occurred in October.

- 1. Utility billing was converted to a new payment portal, Tyler Payments, to process all credit card, e-check, and IVR (phone) payments. The move to the new portal required auto pay customers to re-enroll on the new portal. Late fees will be waived for 60 days to allow autopay customers time to enroll on the new payment portal.
- 2. Convenience fees were implemented for Credit card and IVR payments. E-check payments will not incur a convenience fee.

Both events, the new portal and the convenience fee implementation, increased call volumes as residents and businesses sought help registering for autopay on the new portal and understanding the payment options offered with and without convenience fees.

Call volume is expected to remain higher than normal as customers continue to register on the new payment portal.

#### **Utility Customer Services:**

**Calls: 1,555** – of which approximately 60% occurred the last two weeks of the month due to the conversion to a new payment portal and the implementation of convenience fees.

Work orders: 157

Rolling 13-month trend of work orders:

Utility Dept. Work Orders:	10/24	11/24	12/24	1/25	2/25	3/25	4/25	5/25	6/25	7/25	8/25	9/25	10/25
ADDITONAL METER	6	16	5	18	13	4	7	10	5, 20	0	5, 20	J0	
BACKFLOW REPAIR	9			10	10	•	,	10	2	7	4	8	1
CUSTOMER LEAK				1									1
FINAL READ OWNER	62	51	61	50	61	72	89	78	115	67	52	72	47
HIGH WATER BILL	3	7	11	18	10	3	4	5	11	23	4	18	7
INTRNL MTR CHNGE OUT				-				2					
IR CHANGE OUT				1	1								
IRRIGATION METER	1												
LOW PRESSURE	2	3	3	1		6	2	1		1	1	1	3
METER BOX/LID REPLACEMENT		1		2	1								
METER DOWNSIZE		1											
NEW METER BOX		1					1						
NEW WATER METER		7	7	4	10	3	3	4	5	8	8	3	
OFF PER CUST REQUEST	2	2	2	1	1	2	4	15	1	4	1	3	1
PROBLEM/COMPLAINT	13	6	5	7	10	1	13	15	5	4	7		2
RC CHANGE OUT		3		1									
RED TAG NON-PAYMENT		6	3	3	2	10	1		1	1	7		5
RELOCATE METER						2							
REMOVE METER				1				2		1			
REMOVE RECLAIM METER									1	1			
REPAIRS	1	1	4					1	1		2		
RE-READ								1	1	1			
SERVICE LINE LEAK	1	1	1	2		1	4	7	7	3	1	3	4
SERVICE LINE REPAIR	3	1		4	2	1	4	3	1	9		2	7
SET UP TEMP METER	1		1	1	1				1	2			3
SEWER BACKUP/ISSUE			1				2						
STUCK METER	27	34	11	57	8	21	10	12	9	8	3		5
TEMP METER RETURNED		1		1	2		1			2	1	1	3
TURN WATER ON	14	29	37	19	17	16	29	14	12	13	23	23	36
TURN OFF		36	28	11	24	10	26	20	22	16	25	23	27
UNLOCK MTR/BCKFLW IN	3	3	4	3	4	4	4	4		7	1	6	5
UPSIZE METER			1	2			1	1	1			3	
WATER METER CHANGE OUT	18	81			32	75	35	37		5		1	
WATER MAIN BREAK								1	1	1			
WT CHANGEOUT WITH BACKFLOW			43	30					1				
YELLOW TAG							1		2			1	
TOTAL	157	291	228	238	199	231	241	233	200	184	140	168	157

#### **Accounts Payable:**

397 invoices were paid on 180 checks and 48 ACH totaling \$5,083,567

#### Rolling 13-month trend of accounts payable activity:

Accounts Payable	10/24	11/24	12/24	01/25	02/25	03/25	04/25	05/25	06/25	07/25	08/25	09/25	10/25
Amount Paid	\$5,045,999	\$4,055,291	\$5,693,142	\$3,384,741	\$3,566,443	\$2,820,843	\$2,894,173	\$3,136,066	\$2,799,779	\$3,615,700	\$2,055,897	\$4,460,443	\$5,083,567
Invoices Paid	447	541	232	431	479	550	498	508	505	424	506	691	397
Checks	177	171	218	149	212	228	240	210	222	190	201	234	180
ACH	50	51	50	49	48	63	48	46	49	46	59	62	48

#### **Code Monthly Financial Information:**

		Total							
	May - Sep 25			5/31/2025	6/30/2025	7/31/2025	8/30/2025	9/30/2	
Number of Liens satisfied with Collier County <sup>(1)</sup>		20		1	12	3	4		0
Fine a leave in a d	Ċ	711 200		Ć 121 24E	Ć 101 250	¢ 207.050	ć ac 000	ċ	140
Fines Invoiced	\$	711,360		\$ 121,345	\$ 181,250	\$ 307,950	\$ 86,000	\$	14,8
Less: Fines Mitigated		45,885		-	16,300	10,300	16,250		3,0
Fines Re-Invoiced	\$	665,475		\$ 121,345	\$ 164,950	\$ 297,650	\$ 69,750	\$	11,7
Fines collected <sup>(2)</sup>	\$	207,685		\$ 32,150	\$ 93,750	\$ 17,850	\$ 54,050	Ś	9,8
Fines outstanding	\$	584,025		\$ 63,445	\$ 136,100	\$ 303,200	\$ 69,500	\$	11,7
Fines recorded as liens	\$	222,985		\$ 48,585	\$ 51,985	\$ -	\$ 122,415	\$	-

<sup>(1)</sup>Liens satisfied can be prior to year 2021

#### Key points

The amount collected from fines is often less than originally invoiced due to the mitigation process, which allows property owners to request a reduction after a violation has been corrected.

Mitigation is reviewed by staff and the city attorney, and approved by the Special Magistrate during formal hearings.

Decisions are based on factors such as the severity and duration of the violation, and the owner's history of prior violations.

Mitigation helps balance accountability with fairness and encourages voluntary compliance while preserving

the City's ability to collect fines through liens and other means when necessary.

Fines recorded as liens are not always collected immediately. Liens remain active until satisfied and are most commonly resolved at the time of property sale, title transfer, or refinancing.

Some outstanding fines shown in this report may be collected in future years, and the timing

of lien recovery can vary significantly based on property activity.

#### **FY26 Finance and Financial Services Budget Detail:**

The Finance department is the City's central fiscal control and accounting agency, responsible for the daily finance and accounting activities including purchasing and accounts payables, payroll, preparation of operating and capital budgets, preparation of monthly financial reports, investment and debt management, assessment administration, cash-flow management, and water and sewer utility billing. The department provides financial information to the public, state agencies, grantors, auditors, City Council, the management staff, and provides customer service to the City's utility customers.

The FY26 budget detail for the finance and financial services teams follows below.

<sup>&</sup>lt;sup>(2)</sup>Code Compliance Fees includes Magistrate and citations





## City of Marco Island FY 2026 Adopted Budget

Accounts	counts Description		2023 Actuals	2024 Actuals	YTD Actuals	2025 Revised Budget	2026 Proposed Budget LvI 4	% Chng
5130 FINANCE								
0015130-501210	NON-BARGAINING UNIT WAGES	621,765	630,960	545,570	558,839	548,943	565,006	2.9%
0015130-501250	BENEFIT WAGES	681	724	729	566	720	720	0.0%
0015130-501400	OVERTIME	180	472	194	845	0	0	0.0%
0015130-512100	FICA TAXES	45,683	45,965	39,254	40,432	39,090	40,014	2.4%
0015130-512200	RETIREMENT CONTRIBUTIONS	39,869	41,043	35,509	36,379	35,031	36,203	3.3%
0015130-512300	LIFE & HEALTH	92,915	121,364	103,774	101,162	105,787	121,907	15.2%
0015130-512900	CAPITALIZED PERSONNEL COST	0	0	0	0	0	0	0.0%
0015130-523100	PROFESSIONAL SERVICES	10,697	3,139	19,980	9,576	12,248	12,236	-0.1%
0015130-523200	ACCOUNTING AUDITING	26,520	23,263	25,521	86,055	86,073	67,923	-21.1%
0015130-523400	OTHER CONTRACTUAL SERVICES	2,747	1,799	4,015	38,215	56,800	6,040	-89.4%
0015130-524000	TRAVEL & PER DIEM	8,078	8,630	8,492	2,268	2,210	5,700	157.9%
0015130-524100	COMMUNICATIONS	674	432	497	500	1,140	600	-47.4%
0015130-524200	FREIGHT & POSTAGE	0	0	10	0	0	0	0.0%
0015130-524400	RENTAL & LEASES	0	0	0	0	0	0	0.0%
0015130-524700	PRINTING AND BINDING	691	175	90	525	1,275	665	-47.8%
0015130-524900	OTHER CHGS & OBLIGATIONS	12,354	9,140	12,054	5,632	14,400	12,590	-12.6%
0015130-524935	OTHER CHGS - PAYMENT PROCESS	0	0	0	0	0	0	0.0%
0015130-524999	OTHER CHGS - PCARD	0	0	0	0	0	0	0.0%
0015130-525100	OFFICE SUPPLIES	1,105	3,520	1,505	3,249	2,500	2,525	1.0%
0015130-525225	OPERATING SUPP - IT	81,603	93,427	72,696	83,390	83,430	81,451	-2.4%
0015130-525400	MEMBERSHIPS AND PUBLICATIONS	2,775	1,519	1,660	775	3,600	2,985	-17.1%
0015130-525500	TRAINING	8,995	3,427	2,494	1,575	7,903	6,940	-12.2%
Department Total		957,332	988,999	874,042	969,984	1,001,150	963,505	-3.8%
Grand Total		957,332	988,999	874,042	969,984	1,001,150	963,505	-3.8%

FY26 Budget is flat to FY25 YTD actuals. The FY26 Budget is approximately \$38k lower than the FY25 Budget driven by a reduction in contract help engaged in FY25 for the budget process.





## City of Marco Island FY 2026 Adopted Budget

### Water and Sewer Utility Billing and Customer Service

Accounts	Description	2022 Actuals	2023 Actuals	2024 Actuals	YTD Actuals	2025 Revised Budget	2026 Proposed Budget Lvl 4	% Chng
5364 FINANCIAL SERVI	CES							
4005364-501210	NON-BARGAINING UNIT WAGES	487,371	441,704	525,851	537,439	525,833	558,890	6.3%
4005364-501250	BENEFIT WAGES	4,543	1,057	0	0	0	0	0.0%
4005364-501400	OVERTIME	20,442	24,595	20,060	18,971	20,000	20,000	0.0%
4005364-512100	FICA TAXES	37,478	34,003	39,724	40,556	40,267	42,317	5.1%
4005364-512200	RETIREMENT CONTRIBUTIONS	32,163	30,277	35,450	36,167	35,479	37,847	6.7%
4005364-512300	LIFE & HEALTH	106,910	102,242	111,537	109,331	114,055	112,449	-1.4%
4005364-512900	CAPITALIZED PERSONNEL COST	0	0	0	0	0	0	0.0%
4005364-523100	PROFESSIONAL SERVICES	1,500	1,500	1,500	1,500	2,250	2,250	0.0%
4005364-523200	ACCOUNTING AUDITING	0	0	0	0	0	0	0.0%
4005364-523400	OTHER CONTRACTUAL SERVICES	34,885	32,269	27,829	34,030	80,024	85,420	6.7%
4005364-524000	TRAVEL & PER DIEM	1,394	0	0	0	2,150	2,150	0.0%
4005364-524100	COMMUNICATIONS	2,782	2,696	2,645	2,924	3,390	3,390	0.0%
4005364-524200	FREIGHT & POSTAGE	51,803	51,942	56,701	61,436	61,796	56,400	-8.7%
4005364-524400	RENTAL & LEASES	0	0	602	602	0	30,800	0.0%
4005364-524600	REPAIR & MAINTENANCE	0	291	108	0	0	1,500	0.0%
4005364-524605	REPAIR & MAINT - VEHICLES	863	10,277	5,382	8,100	7,500	6,000	-20.0%
4005364-524615	REPAIR & MAINT - EQUIPMENT	0	0	0	0	0	0	0.0%
4005364-524700	PRINTING AND BINDING	0	549	662	700	2,900	2,900	0.0%
4005364-524900	OTHER CHGS & OBLIGATIONS	15,221	10,452	17,706	16,787	24,000	24,000	0.0%
4005364-524915	OTHER CHGS - SAFETY	650	561	271	61	840	840	0.0%
4005364-524925	OTHER CHGS-INTEREST	0	0	0	0	0	0	0.0%
4005364-524935	OTHER CHGS - PAYMENT PROCESS	42,135	38,483	45,006	49,221	55,200	55,200	0.0%
4005364-524940	MISCELLANEOUS EXPENSE	0	0	0	0	0	0	0.0%
4005364-525100	OFFICE SUPPLIES	2,109	1,441	2,139	2,689	4,000	4,000	0.0%
4005364-525200	OPERATING SUPPLIES	1,182	1,412	356	1,698	5,000	5,000	0.0%
4005364-525205	OPER SUPPLIES - FUEL	8,266	7,161	6,527	6,034	10,000	10,000	0.0%
4005364-525220	OPERATING SUPP - UNIFORMS	815	906	1,301	1,530	1,440	1,440	0.0%
4005364-525225	OPERATING SUPP - IT	11,220	22,934	24,081	25,293	25,580	25,580	0.0%
4005364-525400	MEMBERSHIPS AND PUBLICATIONS	92	0	0	0	550	550	0.0%
4005364-525500	TRAINING	2,172	325	0	710	5,000	5,000	0.0%
Department Total		865,996	817,079	925,437	955,779	1,027,254	1,093,923	6.5%
Grand Total		865,996	817,079	925,437	955,779	1,027,254	1,093,923	6.5%

The FY26 budget increase over the FY25 budget includes the City's shift from purchasing to leasing vehicles. The \$30.8k in rental and leases for FY26 is for one customer service vehicle.