



City of Marco Island

Date: August 19, 2024

To: City Council

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

Re: Internal Services Departmental Report for July 2024

City-Wide Initiatives:

- Conducted interviews and hired a new Fleet and Facilities Manager.
- Hosted ICMA Senior Fellow, Colonel Glenn Waters
- Participated in FCCMA Professional Development Committee and ICMA Veterans Advisory Committee
- Participated in Florida League of Cities Municipal Practitioners Meeting
- Participated in Parks and Recreation Visioning Session as part of the Parks Master Plan
- Held various hurricane preparation meetings with different departments
- 2 Press Releases were sent in the month of July.
- 17 MyMarco app notifications were sent in July.
- 46 social media posts in July on City Hall Next Door and City Hall Facebook.

Leslie Sanford, IPMA-SCP – Human Resources Manager

- The city currently has 10 open positions; 3 less than the previous month. 4 jobs have been posted for 45 days or more.
- Actively recruiting on the industry association websites, posting jobs to Lorenzo Walker job board, and posting open positions on City social media.
- Met with Career Source to extend our recruitment efforts out of state.
- Attended Career Fair at Lely High School
- Updated City policy for On-Call pay; not updated since 2011.
- Updated employee contact information for Code Red and emergency recall.

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

Risk Management philosophy and strategies:

- Risk Manager 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. Both proposals have been received. The City has contracted with a new Third Party Administrator for Worker's compensation which saves the city \$2,000 annually. The City only received one proposal for Property & Casualty Insurance, and it came from our current carrier. The Risk Manager is reviewing this proposal. This will be presented to City Council at the September 9th City Council meeting.
- Risk Manager is training the week of August 4 on Fighting Fraud in the Government. This course is offered through the Association of Certified Fraud Examiners (ACFE).

2. Efficiency in our Purchasing Program

- Purchasing Manager has upgraded our relationship with Amazon Business Prime to allow departments to set up Purchase Orders for bulk purchases vs paying with a pcard. This will add efficiency to the process by reducing the number of pcard transactions. This upgrade will also allow the city to receive a rebate for the purchases that we make. Our account manager from Amazon is scheduled to come on September 5th to train staff on how to quickly find items and compare prices for the same item along with how to use their platform to identify local vendors.
- Purchasing Manager will be scheduling training for all staff in preparation for the upcoming fiscal year in order to address inefficiencies in our procurement process from FY 2024 and to highlight areas where we did well in finding efficiencies.

Purchase orders:

63 purchase orders were issued in July 2024 in the amount of \$1,541,344.

- 27 for the amounts less than \$5,000
- 15 for the amounts between \$5,000 and \$9,999
- 21 for the amounts \$10,000 and above

P-Cards:

- 517 p-card transactions were made in the month of June 2024 in the total amount of \$115,527.18.

Active bid solicitations:

| Bid number | Date due | Title | City Council approval |
|--------------|------------|---------------------------------------------------|-----------------------|
| ITB 2023-034 | 02/15/2024 | RWP MBR Wind Retrofit Improvements (FEMA project) | TBD |

| | | | |
|--------------|------------|-------------------------------------------------|--------------------|
| ITB 2024-016 | 05/31/2024 | Collier Alternate Bike Path (LAP) | TBD |
| RFP 2024-026 | 06/12/2024 | Professional State Lobbying Services | August 19, 2024 |
| RFP 2024-027 | 08/02/2024 | Property & Casualty Insurance Coverage | September 9, 2024 |
| ITB 2024-038 | 08/22/2024 | Marco Island-Bridge Repair (W. Winterberry Dr.) | September 23, 2024 |
| ITB 2024-037 | 9/6/2024 | Winterberry Beach Access Boardwalk Repair | September 23, 2024 |
| | | | |

Heather Reed – Acting Manager, Fleet and Facilities

- The City has selected and hired a new Fleet and facilities Manager. He starts on August 13th. We had 23 people apply for the position and interviewed 9 candidates. Mr. Joseph Parrilli was selected due to his 22 years of experience as a Facilities Manager and Assistant Facilities Manager at Delnor Hospital of Northwestern Medicine.
- The Facilities team is getting quotes to wash and seal the pavers at Veterans Community Park.
- The aerator and fountain at Mackle Park Lake have experienced electrical issues. The team is fixing these issues, cleaning and replacing the aerator. We have also purchased a back-up aerator to eliminate down time and improve water quality in the lake.
- Sound barriers for the pickleball court at the Racquet Center have been ordered. There is a long lead time to receive the sound barriers. Once received our team will install them on the East side of the courts.
- The Winterberry beach boardwalk was repaired in advance of July 4th fireworks. This was a temporary repair, but the boardwalk was inspected and deemed safe for residents and visitors.
- The fresh air unit in Council Chambers has required repairs since being installed. City staff is working with the vendor to apply the warranty for new parts.

FACILITIES CAPITAL PROJECTS:

High priority projects (focus for next 45 days):

- Annex Flood panels
- Annex Roof - Lazaro
- Police Dock - Katie/Angel (follow up w/EPA)
- Pickle ball redesign/bid - Lazaro/Angela
- Pickle ball sound barriers - Heather
- PD elevator heat sensors - Heather

In Progress Projects:

- Annex Elevator - Heather
- City Hall Roof - Lazaro
- FS50 copy room furniture - Heather
- FS50 tower alarms - Heather
- FS51 painting - Lazaro
- Airnasium design - Casey/Heather
- Permanent repair of winterberry boardwalk - Lazaro/Angela
- Spray park - Heather
- Resod dog park - Martha
- FS50 warranty issues - Lazaro/Heather

Important/But Wait 45-60 days:

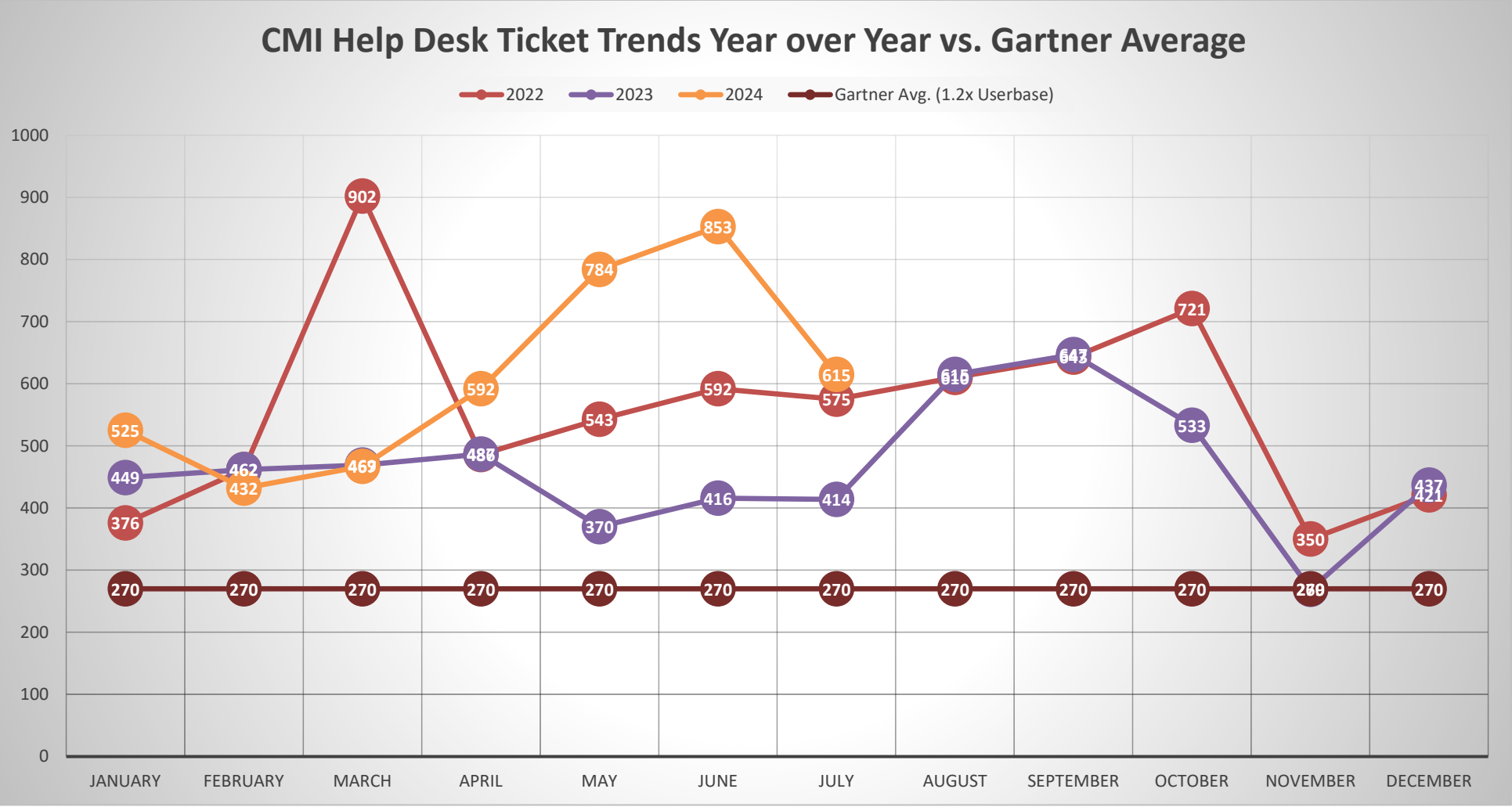
- City Hall flood panels
- Building dept ADA bathroom, workstation
- PD HVAC evaluation/replace
- PD 2nd floor access (no budget)
- Parking lot sealing (various locations)
- FS50 sink (no budget)
- Hurricane refrigerators

Jose Duran – IT Director

| IT Projects, Goals, and Objectives | Start | Estimated End | Status |
|------------------------------------------------------------------------------------|--------------|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Support all networks, network devices, telecommunications, and software City wide. | | Ongoing | 615 helpdesk tickets were submitted in July, 2024. <i>4253 tickets (2024)</i> <i>5552 tickets (2023)</i> <i>5954 tickets (2022)</i> <i>5340 tickets (2021)</i> |

| | | | |
|-------------------------------|---------|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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. • RingCentral phone system switch over is complete, we continue working on minor routing and individual user training. • Fully completed three new server hosts and virtual machine migration giving us true hardware and battery backup redundancy at our FS50 Datacenter |
| 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 30 Laptops 19 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 Summit/Hotwire on Dark Fiber |

CMI Help Desk Ticket Trending – July, 2024



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

1,057

👁 Total Page Views ?

778

👁 Total Visits ?

426

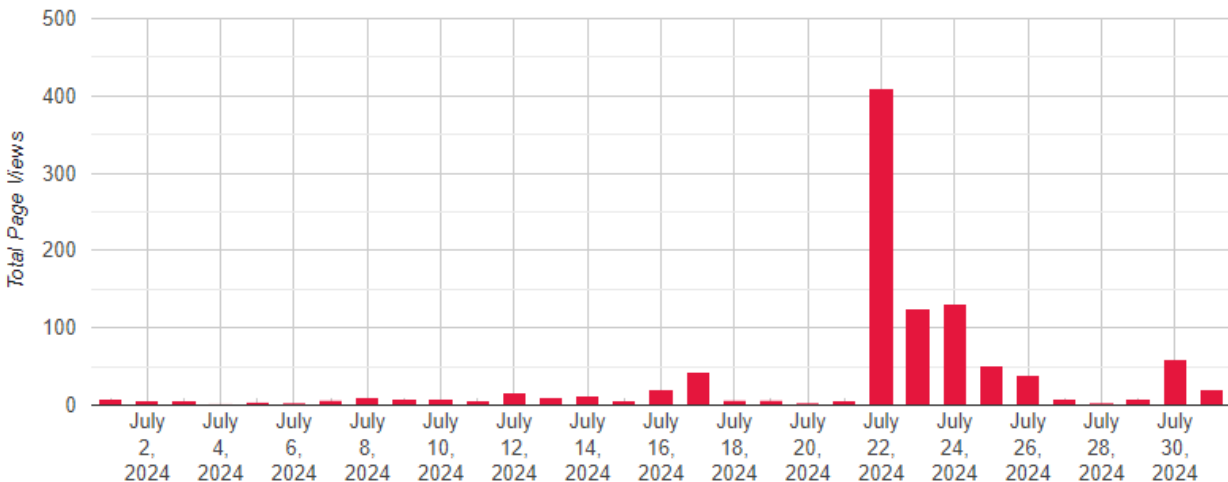
👤 Total Unique Visitors ?



52%
Desktop



48%
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 | 215 |
| City Council on 2024-07-22 5:30 PM | Archive | 197 |
| City Council on 2024-07-22 5:30 PM | Live event | 97 |
| City Council on 2024-07-22 1:00 PM - Operating Budget Workshop | Live event | 60 |
| City Council on 2024-07-22 1:00 PM - Operating Budget Workshop | Archive | 53 |
| Planning Board on 2024-07-12 9:00 AM | Archive | 40 |
| Planning Board on 2024-06-07 9:00 AM | Archive | 29 |

ALL MEDIA

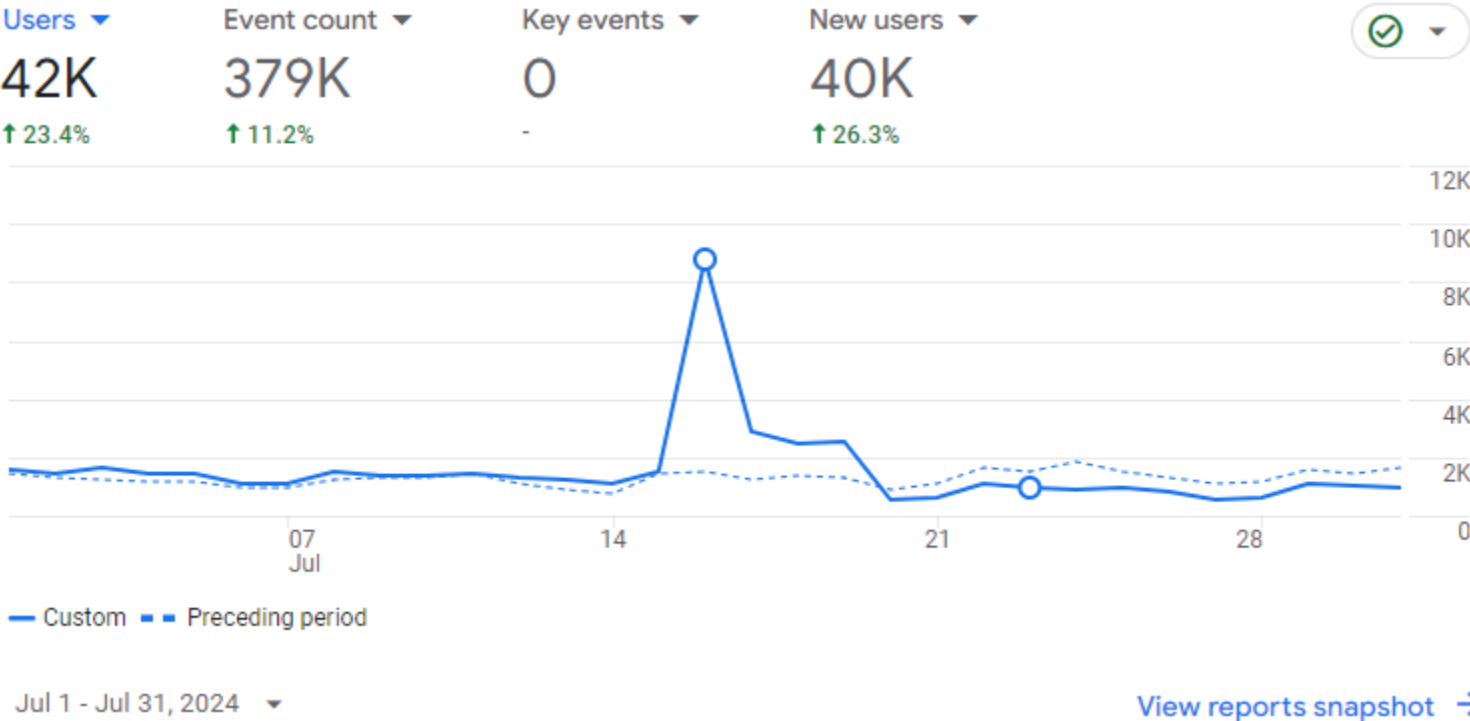
760

🎥 Total Media View Sessions ?



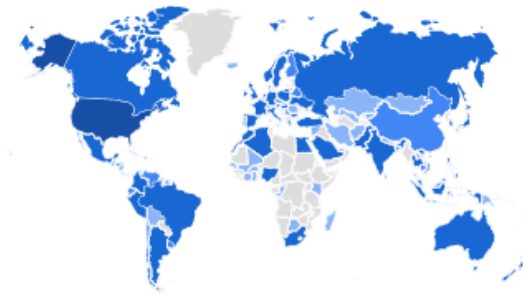
CITYOFMARCOISLAND.COM
Internet Site Visitor Statistics – July, 2024

32,000 Unique Visitors for July, 2024



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

Users▼ by Country ID▼



| COUNTRY | USERS | |
|----------------|-------|--------|
| United States | 37K | ↑23.6% |
| Canada | 880 | ↑24.3% |
| United Kingdom | 738 | ↑28.3% |
| Australia | 693 | ↑33.8% |
| Ireland | 675 | ↑49.3% |
| New Zealand | 619 | ↑41.3% |
| Hong Kong | 238 | ↓4.0% |

Users▼ by City



| CITY | USERS |
|--------------|-------|
| Ashburn | 14K |
| Miami | 2.6K |
| Marco Island | 2.2K |
| Orlando | 650 |
| New York | 567 |
| Tampa | 528 |
| Chicago | 473 |

[View cities →](#)

Users▼ by Platform / device category



| PLATFORM / DEVICE CATE... | USERS |
|---------------------------|-------|
| web / desktop | 22K |
| web / mobile | 12K |
| web / tablet | 376 |
| web / smart tv | 1 |

[View platform devices →](#)

Top Pages Users Visit – July, 2024

WHICH PAGES AND SCREENS GET THE MOST VIEWS?

Views by Page title and screen class



| PAGE TITLE AND SCREEN CLASS | VIEWS |
|------------------------------------------|-------|
| Home Page Marco Island FL | 9.2K |
| Entity Browser File (modal) Marco I... | 4.5K |
| Home Page City of Marco Island FL... | 2.6K |
| Citizen Self Service Marco Island FL | 2.4K |
| Search Marco Island FL | 2.3K |
| Beach Access Marco Island FL | 2K |
| Permitting Portal Marco Island FL | 2K |