



City of Marco Island

Date: June 26, 2026
To: City Council
From: Casey Lucius, Ph.D., City Manager
Re: Internal Services Departmental Report for May 2026

Diana Snover - Human Resources Director

The City currently has 8 positions that are unfilled

- Administrative Assistant – Exec & Admin Services
 - Open since 3/2026
 - New position
 - Code Enforcement Officer – Marine
 - Open since 1/2026
 - Backfill
 - Facilities Custodian PT
 - Open since 5/2026
 - Backfill
 - Park Attendant
 - Open since 1/2026
 - Backfill
 - Police Chief
 - Open since 5/2026
 - Backfill
 - Police Officer
 - Pipeline remains open
 - Sr. Building Inspector/Plans Examiner
 - Open since 4/2026
 - Backfill
 - Utility Systems Supervisor Collections & Distribution
 - Open Since 10/2025
 - Backfill
-
- Offers have been extended and accepted for the Fleet & Facilities Coordinator, Sr. Park Attendant, Project Manager, and Sr. Project Manager - with pending June & July start dates.
 - 1 involuntary resignation – Parks & Recreation.
 - Recognized longevity for 2 employees.
 - 1 WC cases reported, no lost time.

- Successfully implemented a paperless benefits enrollment process through the BenTek self-service platform, empowering employees to independently enroll in and manage their benefits while improving efficiency and reducing administrative processing.

Stephen DiSantis – Purchasing & Risk Manager

- **Purchase orders:**
 - 37 purchase orders were issued in May FY 2026 in the amount of \$450,039.85. For May FY 2025, we issued 55 purchase orders.
- In May FY 2026 we issued purchase orders in the following thresholds:
 - 19 for the amounts less than \$5,000
 - 6 for the amounts between \$5,000 and \$9,999
 - 12 for the amounts \$10,000 and above
- **Purchasing Card Transactions:**
 - 534 Purchasing Card transactions were issued in May FY 2026 for \$91,640.58. For May FY 2025, we completed 429 Purchasing Card transactions.

Bid number	Bid Opening Date	Title	City Council approval
RFQ 2026-008	04/12/2026	Professional Services Library Water Engineering Services	TBD
ITB 2026-004	04/19/2026	SWTP Open Storage Structure Project	TBD
ITB 2026-010	05/15/2026	Public Works Facility	TBD

Joe Parrilli – Fleet and Facilities Manager

Project Name	Project Manager	Complete	Completion Date
Replace all soffit venting	Joe	X	5/30/2026
paint council lobby	Joe	X	5/18/2026
Replace basketball rims at MP	Martha	X	5/10/2026
Replace all flags at city property	Martha	X	5/22/2026
Resurface Airnasium court	Joe	x	5/15/2026
Repair the walking paths in the dog park	Martha	X	5/8/2026
Resurface basketball court at MP	Joe	X	5/11/2026
MP dog park new sod install	Martha	x	5/1/2026
RC Demolish	Joe	x	5/15/2026

Updates

- 722 work orders completed in May.
- 362 self-initiated work orders completed through facilities staff rounding in May.
- Our Maintenance technician Bob Vanells has retired, and the position will be filled with our current part time custodian Harold Jurgensen.
- Airnasium construction was completed. Only a minimal amount of electrical work remains for full completion.
- PD and City Council HVAC issues continue with outside air unit. Most of the repairs were made. Cooling leak on compressor will be addressed in beginning of July.
- Airnasium court resurfacing was completed.

- Under direction from BAC new trees have been ordered and installed for multiple city locations.
- Purchase order was issued to resurface 2 tennis courts at the Racquet Center.
- Replaced all soffit material at Annex to prevent infestation. Old soffit venting was filled with holes.
- Walking path at dog park was repaired.
- New sod at Dog park was installed.
- Racquet Center was demolished and green space installed.

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
- PD Generator replacement

2) In Progress Projects

- Annex elevator modernization project
- Airnasium was approved and materials were ordered
- Beach beautification project
- Resurface 2 tennis courts at Racquet center
- MP shade replacement
- City Hall parking lot seal coating
- Leigh Plummer Park walking path repairs
- City Hall Thor Guard replacement

3) Important But Wait 45 - 60 days

- City hall flood panels (in 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

May 2026 Update

IT Projects, Goals, and Objectives	Start	Estimated End	Status	
Support all networks, network devices, telecommunications, and software City wide.		Ongoing	649 helpdesk tickets in May, 2026	
			2026	2187 Tickets
			2025	6871 Tickets
			2024	7992 Tickets
			2023	5552 Tickets

Server, Storage, and Networks	Jan '21	Ongoing	<ul style="list-style-type: none"> • Work complete on replacing our older firewall units. • Disaster Recovery remote site prep work, talks in progress. (Possible Lee County EOC) Connectivity Talks with two providers to provide dark fiber, private point to point or basic internet. • Work in progress at RAW Water Facility Fiber and Network Revamp. Cabinet installation and wiring in progress. (est. completion 7/26)
Computer system refresh cycle	FY18	Ongoing	<p>Replace employee computer systems every 5 years with new technologies as appropriate.</p> <p>FY26 Refresh</p> <ul style="list-style-type: none"> • 32 Laptops • 12 Desktops <p>FY25 Refresh</p> <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 via PtMP (Point to MultiPoint Radio). Evaluation, testing phase.

CMI Help Desk Ticket Trending – May 2026

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



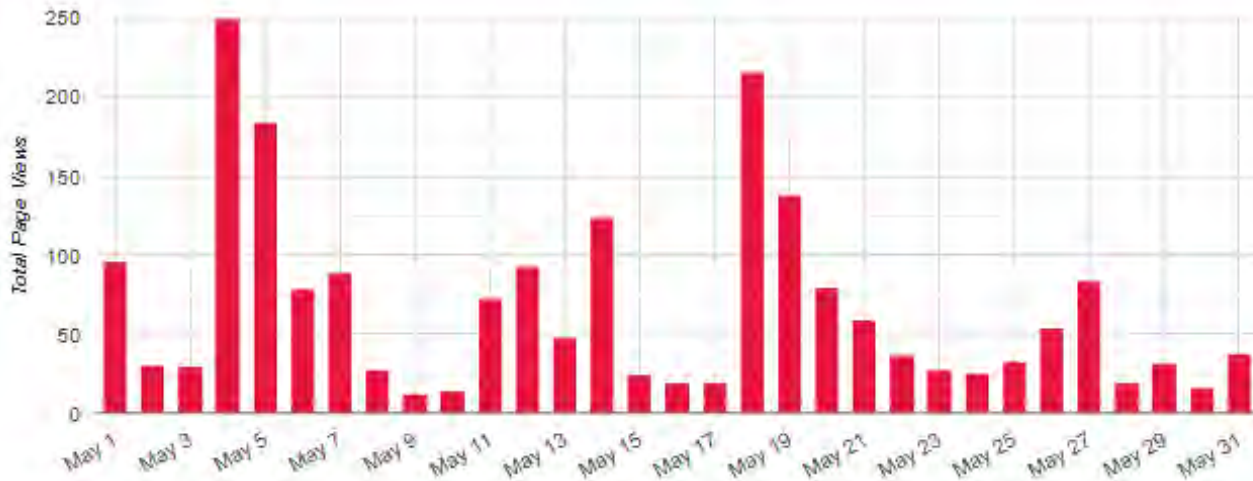
Online Video Streaming Site Visitor Statistics – Period: May 2026

2,074
Total Page Views

1,207
Total Visits

664
Total Unique Visitors

70% Desktop
30% 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 2026-05-04 5:30 PM	Archive	338
City Council on 2026-05-18 5:30 PM	Archive	202
City Council on 2026-05-11 11:00 AM - City Manager Candidate Interview Workshop	Archive	185
City Council on 2026-05-04 5:30 PM	Live event	121
City Council on 2026-05-18 5:30 PM	Live event	119
Planning Board on 2026-05-01 9:00 AM	Archive	101
Beautification Advisory Committee on 2026-05-06	Archive	95

ALL MEDIA

1,126

Total Media View Sessions



CITYOFMARCOISLAND.COM
Site Visitor Statistics – May 2026

Active users

48K

New users

46K

Average engagement time p...

49s

Event count

320K

Top Pages Users Visit – May 2026

Top pages/screens



PAGE TITLE AND SCREEN CLASS	VIEWS	ACTIVE USERS	EVENT COUNT	BOUNCE RATE
Documents City of Marco Island	43K	32K	146K	6.1%
Home City of Marco Island	13K	5.4K	42K	28.8%
Permitting Portal Information City of ...	4.7K	1.7K	16K	38.8%
Online Payments City of Marco Island	3K	1.7K	9.3K	19.9%
Events City of Marco Island	2.9K	866	5.7K	16.9%
Page Not Found City of Marco Island	2.8K	1.9K	8.9K	48.6%
Staff City of Marco Island	2.3K	592	4K	28.1%

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

Active users by Country ID



Map Data ©2026 Terms



COUNTRY	ACTIVE USERS
United States	47K ↑2.5%
Singapore	268 ↑13.1%
Canada	82 ↓25.5%
United Kingdom	59 ↓10.6%
India	59 ↑22.9%
Germany	55 ↓16.7%
Vietnam	51 ↑96.2%

Active users by City



CITY	ACTIVE USERS
Ashburn	32K
Miami	2.4K
Marco Island	2.1K
Chicago	544
Fort Myers	431
Naples	422
Tampa	359

Active users by Operating system






OPERATING SYSTEM	ACTIVE USERS
Linux	32K
Windows	6.4K
iOS	6K
Macintosh	2.9K
Android	1.4K
Chrome OS	83
Tizen	6


Active users by Platform / device ca...



PLATFORM / DEVICE	ACTIVE USERS
web / desktop	41K
web / mobile	7.2K
web / tablet	269
web / smart tv	11

How do users get to us – May 2026:

Sessions  by  

Session primary ch... 

SESSION PRIMARY ...	SESSIONS	
Direct	38K	↑ 0.0%
Organic Search	22K	↓ 1.2%
Referral	1.7K	↑ 20.9%
Organic Social	262	↓ 3.0%
Unassigned	141	↑ 16.5%
Organic Shopping	1	0.0%
Email	0	↓ 100.0%