



City of Marco Island

Date: October 21, 2024
To: City Council
From: Casey Lucius, Ph.D., Assistant City Manager
Re: Internal Services Departmental Report for September 2024

City-Wide Initiatives:

- Responded to Hurricane Helene; various planning cell meetings and public information regarding flooding.
- Asst. City Manager met with Rana Brown to discuss legislative requests.
- Addressed personnel issues with MIPD.
- Assistant City Manager met with representative from Merchant Marines regarding adding a memorial to Veterans Community Park.
- 9 Press Releases were sent in the month of September
- 28 MyMarco app notifications were sent in September.
- 130 social media posts in September on City Hall Next Door and City Hall Facebook.

Leslie Sanford, IPMA-SCP – Human Resources Manager

- The city currently has 10 positions that are unfilled, this is 1 less than the previous month. 5 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.
- Employee Flu Shot Clinic was held on October 2, 2024.
- Insurance open enrollment meeting will be held on October 17, 2024.
- 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 attended a virtual meeting related to Effective Strategies for Investigating Workers Compensation Fraud.

2. Efficiency in our Purchasing Program

- Purchasing Manager attended Gulf Coast Association of Government Purchasing Officers quarterly business meeting on September 6.
- Purchasing Manager conducted training for all staff in preparation for the upcoming fiscal year on September 12.

Purchase orders:

43 purchase orders were issued in September 2024 in the amount of \$1,089,119.67

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

P-Cards:

535 p-card transactions were made in the month of September 2024 in the total amount of \$106,075.03

Active bid solicitations:

<u>Bid number</u>	<u>Date due</u>	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
ITB 2024-042	10/14/2024	Driveway Leveling and Repair	11/4/2024
ITB 2024-043	10/21/2024	Winterberry Beach Access Boardwalk Repair (Rebid)	11/4/2024
ITB 2024-041	11/4/2024	Pickleball Center Phase I Conversion	11/18/2024

Joe Parrilli –Manager, Fleet and Facilities

- Clean up from hurricane Helene went smoothly
- Fire station alarm training boxes were removed to help with unwanted false alarms during training.
- Mackle Park fountains will be replaced in October
- Pickle ball sound panels arrived and started to be installed but removed because of hurricane Milton.
- PD make up air was repaired and put back in service
- Winterberry beach access is out for re-bid
- Beach access beautification project meetings have started, and will be funded in FY25
- PD humidity issues were surveyed by Brant engineering to find possible causes and repairs.
- PD dock with Collier county project is waiting on interlocal agreement before we can proceed to bidding.
- Annex flood proofing meetings have started

Facilities Capital projects

Project	Project Manager	Priority
Mackle Park fountain	Joe	1
Winterberry Park board walk	Joe	1
Annex elevator	Joe	1
Annex flood proofing	Joe	1
Splash Park	Joe	1
Pickle ball center phase 1	Joe	1
Pickle ball center sound baffles	Martha	1
Fire Station 50 training alarm boxes	Heather	1
City Hall roof replacement	Joe	1
ADA restroom design Annex	Joe	1
Annex building workstations	Joe	1
PD missing smoke and heat detector	Heather	1
PD boat dock	Joe	1
PD outdoor evidence storage	Joe	1

Handicap door opener PD	Martha	1
Flag pole at Winterberry	Martha	1
Winterberry pole light	Martha	1
Veterans stage light	Matha	1
PD HVAC survey issues	Joe	1
Pressure washing of city assets	Joe	1
Shower at FS 51	Heather	2
Annex Roof	Martha	2
Airnasium	Joe	2
Monument Merchant Marine	Joe	2
City parking lot pole lights	Matha	2
Mackle park pole lights	Martha	2
Winterberry park flag pole	Martha	2
Repair FS50 epoxy on balcony door	Joe	2
Leigh Plummer paving	Joe	3
Hurricane refrigerators	Joe	3
PD blue light	Joe	3
FS 50 warranty work	Joe	4
Fire Station 51 sealcoat	Joe	4
Fire Station 50 sealcoat	Joe	4
City Hall flood proofing	Joe	4
City Hall sealcoating	Joe	4
City Hall 2nd floor breakroom	Joe	4
PD parking lot drainage	Joe	4
PD make up air issue	Joe	5

September, 2024 Update

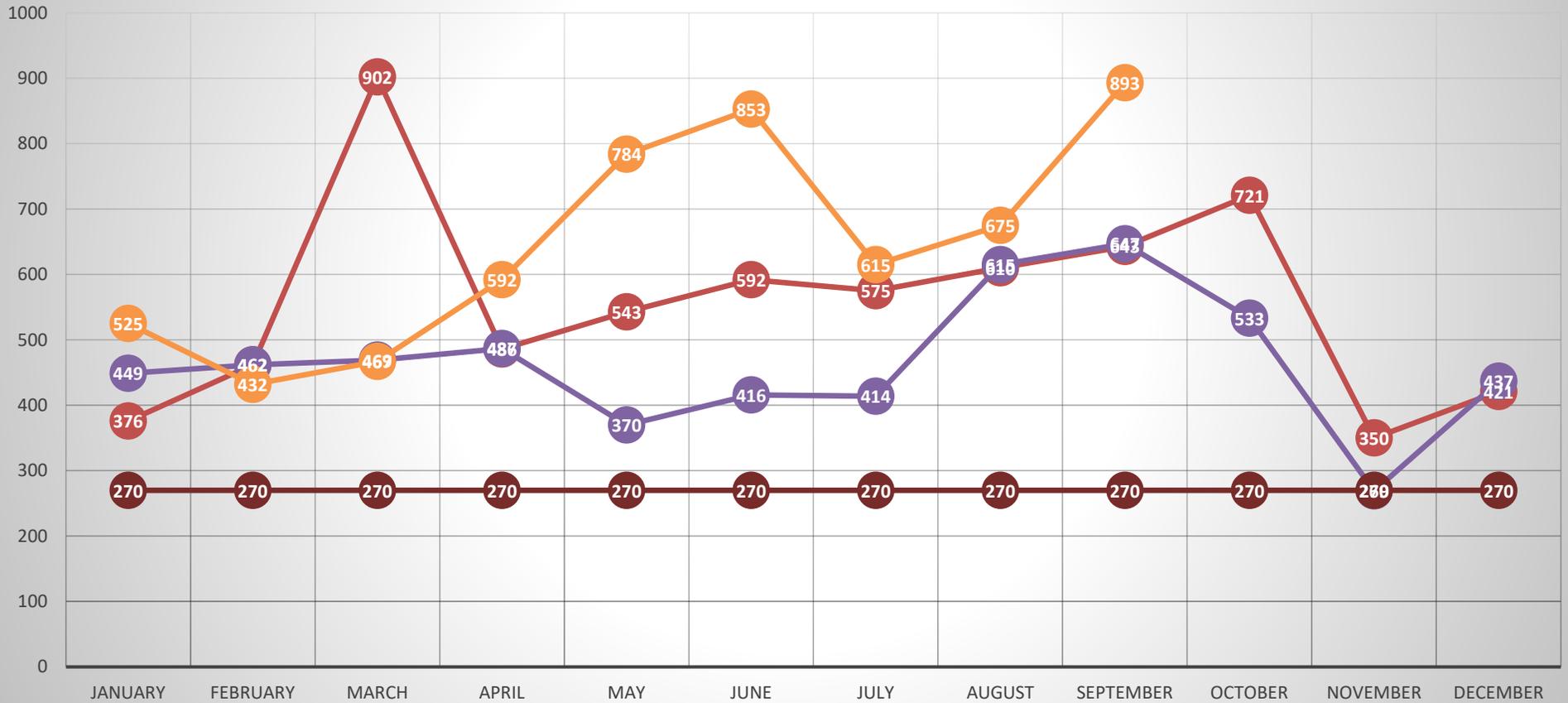
IT Projects, Goals, and Objectives	Start	Estimated End	Status
Support all networks, network devices, telecommunications, and software City wide.		Ongoing	<p>893 helpdesk tickets were submitted in September, 2024.</p> <p><i>5821 tickets (2024)</i> <i>5552 tickets (2023)</i> <i>5954 tickets (2022)</i> <i>5340 tickets (2021)</i></p>
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. • Fully completed three new server hosts and virtual machine migration giving us true hardware and battery backup redundancy at our FS50 Datacenter. • Swap network switching equipment at City Hall 2nd floor, adds resiliency and new routing features
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 35 Laptops 22 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 SummitBroadband on Dark Fiber Runs. Estimated completion for majority of work is end of December 2024 and March 2025 for final two runs requiring permits due to distance and additional equipment.
-------------------------------	-------	---------	--

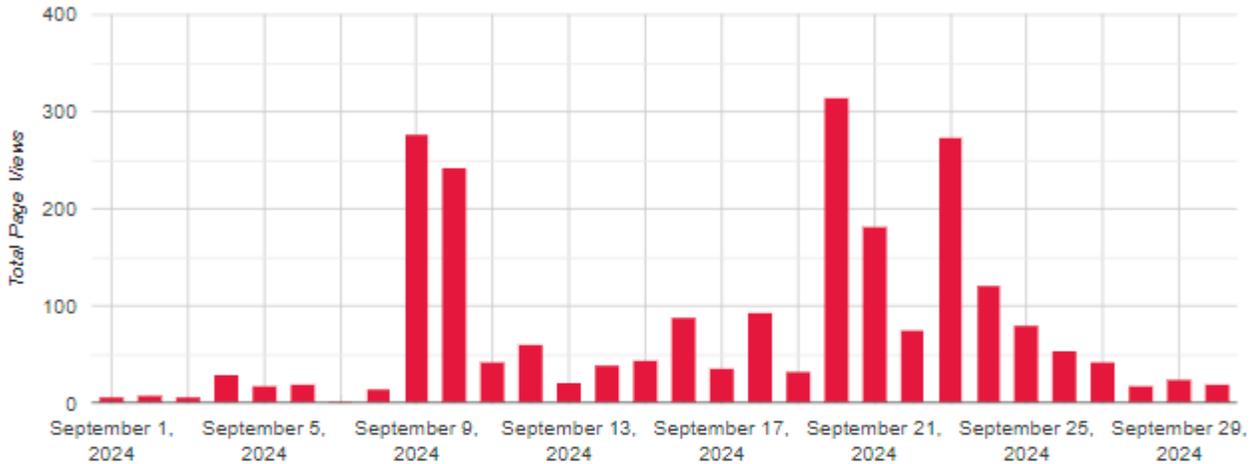
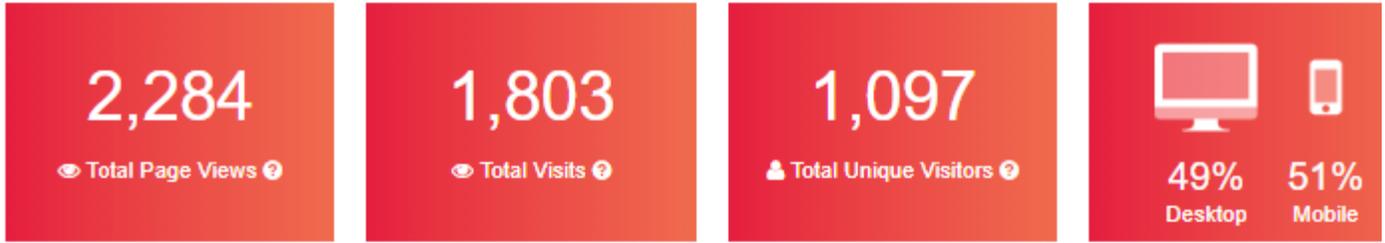
CMI Help Desk Ticket Trending – September, 2024

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: September, 2024

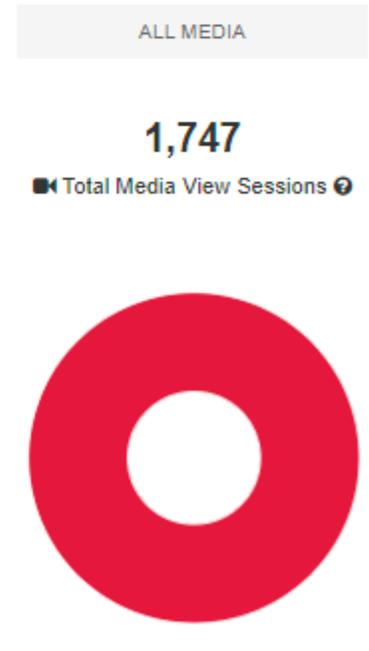


WHAT MEDIA YOUR CITIZENS ARE VIEWING

All Media
 Live Events
 Encoder Streams
 On Demand Media

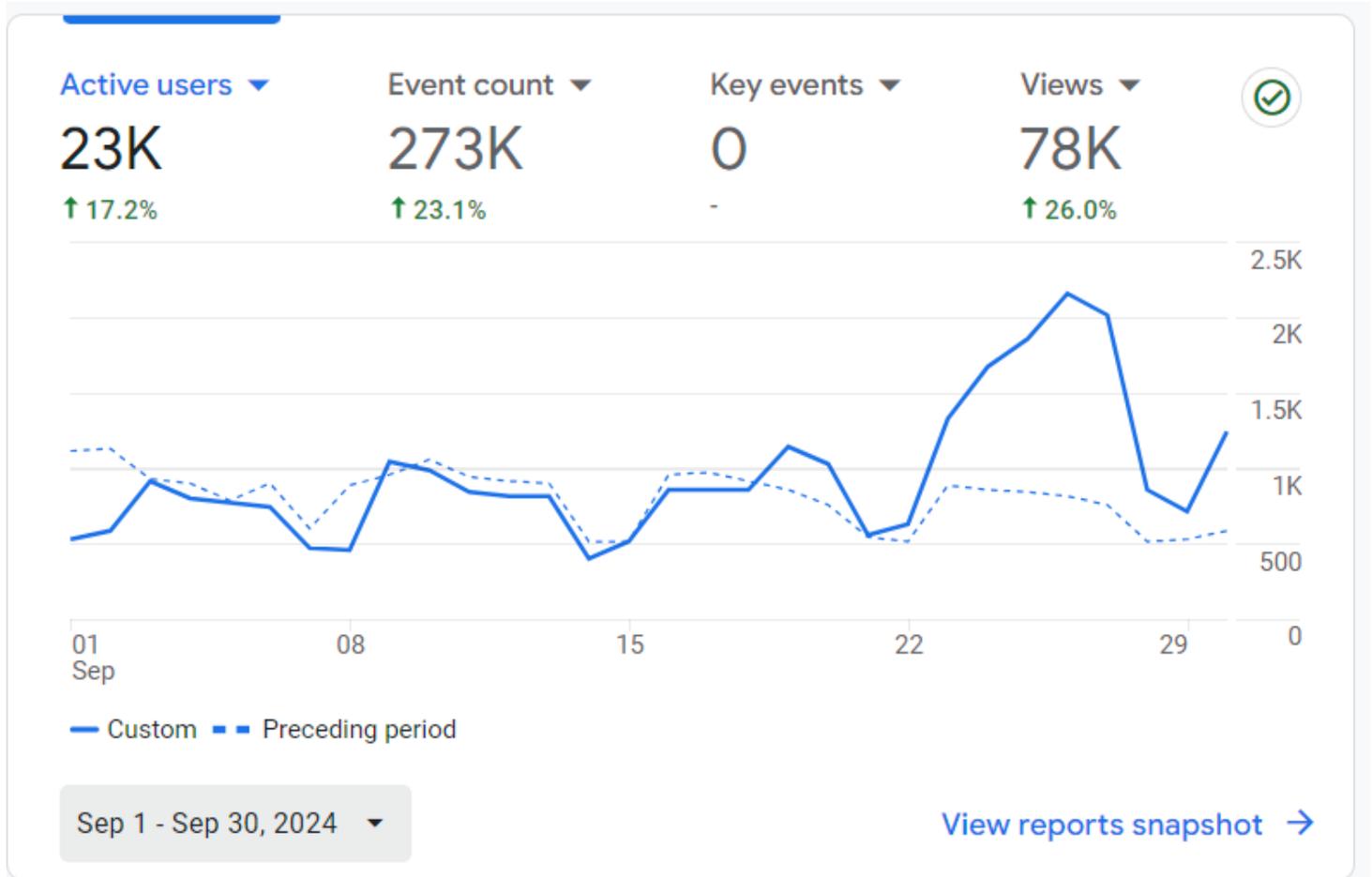
Filter by title

Media Title	Type	Total Views
City Council on 2024-09-09 5:30 PM	Archive	888
Marco Island TV 24/7	Encoder	296
City Council on 2024-09-23 5:30 PM	Archive	127
City Council on 2024-09-23 5:30 PM	Live event	100
City Council on 2024-09-09 5:30 PM	Live event	73
City Council on 2024-07-22 1:00 PM - Operating Budget Workshop	Archive	41
Code Enforcement Magistrate on 2024-08-27 10:30 AM	Archive	19



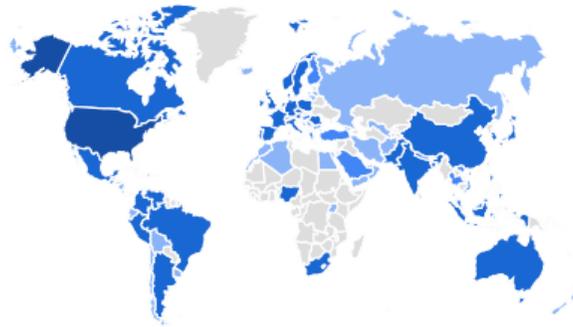
CITYOFMARCOISLAND.COM
Internet Site Visitor Statistics – September, 2024

78,000 Views for September, 2024



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

Active users▼ by Country ID▼



COUNTRY	ACTIVE USERS
United States	22K ↑17.5%
Canada	313 ↑28.3%
United Kingdom	125 ↓5.3%
Germany	75 ↑36.4%
India	63 ↓13.7%
Switzerland	34 ↑112....
Philippines	26 ↓33.3%

Active users▼ by City



CITY	ACTIVE USERS
Miami	2.6K
Marco Island	2.4K
Ashburn	973
New York	830
Chicago	690
Tampa	520
Naples	481

Active users▼ by Platform / device category



PLATFORM / DEVICE CATEGORY	ACTIVE USERS
web / mobile	12K
web / desktop	11K
web / tablet	707
web / smart tv	7

Top Pages Users Visit – September, 2024

WHICH PAGES AND SCREENS GET THE MOST VIEWS?

Views by Page title and screen class



PAGE TITLE AND SCREEN ...	VIEWS
Home Page Marco Island FL	12K
Permitting Portal Informatio...	5.8K
Emergency Management M...	3.7K
Citizen Self Service Marco I...	3K
Search Marco Island FL	2.5K
Permitting Information Mar...	1.9K
Online Payments Marco Isl...	1.7K