



City of Marco Island

Date: February 20, 2026
To: City Council
From: Casey Lucius, Ph.D., Interim City Manager
Re: Internal Services Departmental Report for February 2026

Diana Snover - Human Resources Director

- The City currently has 12 positions that are unfilled
 - City Manager
 - Open since 2/2026
 - Backfill
 - Code Enforcement Officer – Marine
 - Open since 1/2026
 - Backfill
 - Drinking Water Plant Operator Trainee
 - Open since 1/2026
 - Backfill
 - Firefighter
 - Open since 1/2026
 - Backfill
 - Park Attendant
 - Open since 01/2026
 - Backfill
 - Police Officer
 - Pipeline remains open
 - Public Information Officer
 - Open since 1/2026
 - New position
 - Sr. Accountant
 - Open since 2/2026
 - New position
 - Code Enforcement Officer Part Time
 - Open since 10/02/2025
 - 1 Opening - Backfill
 - Sr. Park Attendant
 - Open since 02/2026
 - Backfill
 - Utility Systems Supervisor Collections & Distribution
 - Open Since 10/2025
 - Backfill

- Utility Systems Tech Trainee
 - Open since 2/2026
 - Backfill
- Temp Receptionist started 1/26/2026; Administrative Assistant – Code Compliance started 2/2/2026; Sr. Park Attendant started 2/10/2026; Utility Systems Tech Trainee started 2/10/2026; W&S Field Rep started 2/13/2026
- Offers extended for Chief Building Official – Building Services, Controller – Finance
- Processed 2 employee termination – 2 voluntary resignations and 1 retirement: Parks & Rec, Public Works and Fire & Rescue
- Recognized longevity for 4 employees
- 1 WC case reported with lost time
- Leadership Training held in January around Creative Communication

Stephen DiSantis – Purchasing & Risk Manager

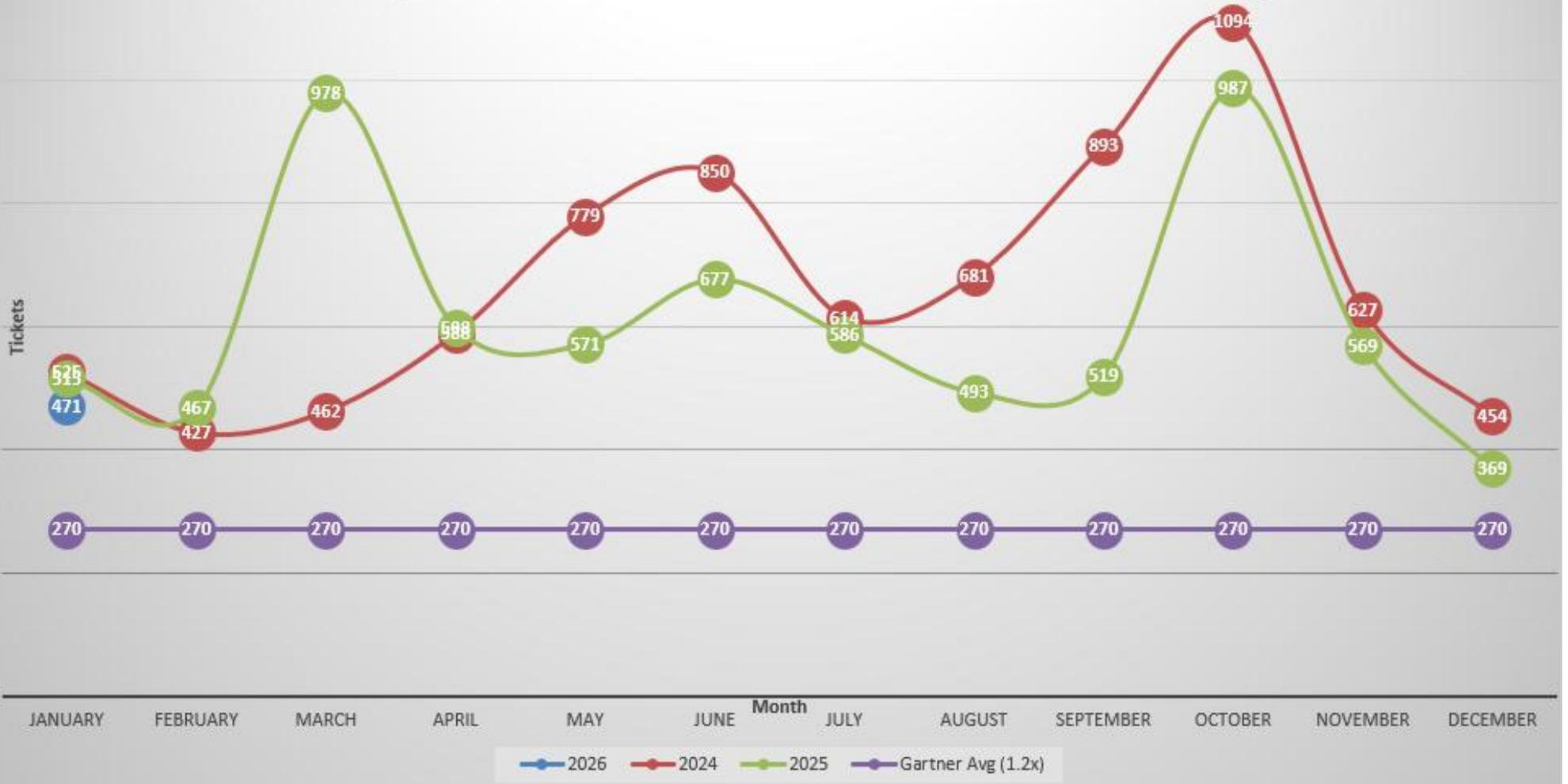
- **Purchase orders:**
 - 62 purchase orders were issued in January FY 2026 in the amount of \$945,177.35 For January FY 2025, we issued 79 purchase orders.
- In January FY 2026 we issued purchase orders in the following thresholds:
 - 31 for the amounts less than \$5,000
 - 12 for the amounts between \$5,000 and \$9,999
 - 19 for the amounts \$10,000 and above
- **Purchasing Card Transactions:**
 - 513 Purchasing Card transactions were issued in January FY 2026 for \$102,636.76. For January FY 2025, we completed 513 Purchasing Card transactions.

January 2026 Update

IT Projects, Goals, and Objectives	Start	Estimated End	Status	
Support all networks, network devices, telecommunications, and software City wide.		Ongoing	471 helpdesk tickets in January, 2026	
			2026	471 Tickets
			2025	6871 Tickets
			2024	7992 Tickets
			2023	5552 Tickets
Server, Storage, and Networks	Jan '21	Ongoing	<ul style="list-style-type: none"> • Completed fast storage array work. • Work is ongoing with minor network changes as we continue to move network equipment to FS50, 95% complete. • Staging and test new Disaster Recovery Hardware Array (est. completion 4/26) • Work in progress at RAW Water Facility Fiber and Network Revamp. (est. completion 6/26) 	
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"> • 2 Laptops • 0 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"> • Mapping out existing fiber across all city campuses. • Adding additional routes for redundancy and new providers. Completed • Completed Installation of Fiber and Setup of Network equipment, cameras and WiFi at Veterans and Winterberry Park. 	

CMI Help Desk Ticket Trending – January 2026

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



Online Video Streaming Site Visitor Statistics – Period - January 2026

2,473

👁️ Total Page Views 📄

1,134

👁️ Total Visits 📄

550

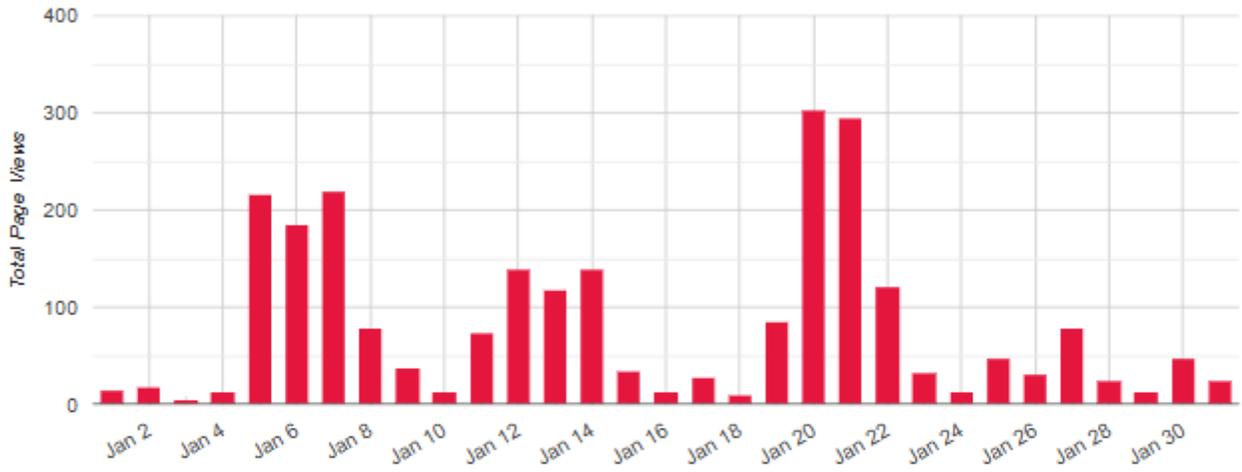
👤 Total Unique Visitors 📄

75%

Desktop

25%

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 2026-01-05 5:30 PM	Archive	238
City Council on 2026-01-20 5:30 PM	Archive	166
City Council on 2026-01-05 5:30 PM	Live event	93
City Council on 2026-01-12 1:00 PM - City Council Priorities Workshop	Archive	74
City Council on 2026-01-20 5:30 PM	Live event	69
Marco Island TV 24/7	Encoder	57
City Council on 2025-12-08 5:30 PM	Archive	38

ALL MEDIA

1,025

📺 Total Media View Sessions 📄

CITYOFMARCOISLAND.COM
Site Visitor Statistics – January 2026

Active users

47K

New users

44K

Average engagement ti...

43s

Event count

309K

Top Pages Users Visit – January 2026

Top pages/screens



<u>PAGE TITLE AND SCREEN CLA...</u>	<u>VIEWS</u>	<u>ACTIVE USERS</u>	<u>EVENT COUNT</u>	<u>BOUNCE RATE</u>
Documents City of Marco Island	30K	24K	107K	3.0%
Home City of Marco Island	15K	7.3K	47K	27.8%
Events City of Marco Island	8.7K	2.3K	17K	18.0%
Page Not Found City of Marco I...	7.6K	5.7K	25K	56.5%
Online Payments City of Marco I...	4.9K	2.6K	16K	21.9%
Permitting Portal Information Ci...	3.7K	1.4K	13K	41.1%
Staff City of Marco Island	1.8K	511	3.2K	25.7%

Top Countries, Cities, Device Type and Operating System visiting

CITYOFMARCOISLAND.COM - January 2026

Active users by Country ID



Active users by City



COUNTRY	ACTIVE USERS	CITY	ACTIVE USERS
United States	45K ↑ 8.6%	Ashburn	24K
China	623 ↑ 16.2%	Marco Island	3.1K
Germany	237 ↑ 48.1%	Miami	3K
Canada	173 ↓ 8.0%	Atlanta	671
United Kingdom	115 ↑ 74.2%	Lanzhou	547
Netherlands	73 ↑ 92.1%	Naples	544
France	48 ↑ 26.3%	Chicago	506

Active users by Operating system



OPERATING SYSTEM	ACTIVE USERS
Linux	24K
iOS	8.6K
Windows	7K
Macintosh	5.2K
Android	1.8K
Chrome OS	140
Tizen	1

Active users by Platform / device ca...



PLATFORM / DEVIC...	ACTIVE USERS
web / desktop	36K
web / mobile	9.9K
web / tablet	502
web / smart tv	3

How Do New Users Arrive at CITYOFMARCOISLAND.COM - January 2026

New users ▾ by 

First user primary ... ▾

FIRST USER PRIMA...	NEW USERS
Direct	30K
Organic Search	12K
Organic Social	729
Referral	658
Unassigned	85
Email	8