



City of Marco Island

Date: January 21, 2026
To: City Council
From: Casey Lucius, Ph.D., Interim City Manager
Re: Internal Services Departmental Report for January 2026

Diana Snover - Human Resources Director

- The City currently has 8 positions that are unfilled
 - Administrative Assistant – Code Compliance
 - Open since
 - Interviewing in process
 - Park Attendant
 - Open since 01/05/2026
 - 1 Opening - Backfill
 - Police Officer – pipeline remains open
 - Code Enforcement Officer Part Time
 - Open since 10/02/2025
 - 1 Opening - Backfill
 - Collections and Distribution Supervisor
 - Open since 10/02/2025
 - 1 Opening – Backfill
 - Sr. Park Attendant
 - Open since 01/05/2026
 - 1 Opening - Backfill
 - Drinking Water Plant Operator
 - Open since 01/19/2026
 - 1 Opening – Backfill
 - Utility Systems Supervisor Collections & Distribution
 - Open Since
 - 1 Opening – Backfill
 - Public Information Officer
 - Open since 01/23/2026
 - New position
- Public Works Maintenance Worker started 12/22/2025
- Recreational Leader started 12/29/2025
- IT Technician started 01/05/2026
- Police Officer started 01/05/2026
- Admin Project Coordinator started 01/13/2026
- Offers extended for Chief Building Official – Building Services, Utility Systems Trainee – Utilities, Water & Sewer Field Representative – Utilities, Controller – Finance

- Processed 2 employee termination –voluntary resignations: Code Enforcement and Utilities
- Recognized longevity for 3 employees

Stephen DiSantis – Purchasing & Risk Manager

- Efficiency in our Purchasing Program
Purchasing Manager is working with departments to close out FY 25 Purchase Orders that have been fully invoiced.
- **Purchase orders:**
 - 32 purchase orders were issued in December FY 2026 in the amount of \$430,632.82. For December FY 2025, we issued 54 purchase orders.
- In December FY 2026 we issued purchase orders in the following thresholds:
 - 18 for the amounts less than \$5,000
 - 4 for the amounts between \$5,000 and \$9,999
 - 10 for the amounts \$10,000 and above
- **Purchasing Card Transactions:**
 - 521 Purchasing Card transactions were issued in December FY 2026 for \$108,277.53. For December FY 2025, we completed 532 Purchasing Card transactions.

Joe Parrilli – Fleet and Facilities Manager

City Hall					
CH Wasteline cracked at Men's 1st Floor Bathroom	Jose/Joe	4		x	1/21/2026
Active Project Total	1				
City Hall Annex					
AC units not cooling	Joe	1		x	1/14/2026
Active Project Total	1				
Police					
Fire alarm in constant trouble	Joe	1		x	1/13/2026
Patch and Paint in PD lobby first floor	Joe	3		x	1/14/2026
PD first floor loby needs to be painted	Martha	2		X	1/5/2026
Active Project Total	3				
Fire Rescue					
FS50 Chilled Water Leak & Insulation	Jose	3		x	12/29/2025
FS51 Gym Door Repair	Jose	3		x	1/5/2026
FS51 Bay Door Repairs	Jose	3		x	12/18/2025
Active Project Total	3				
Parks & Recreation/ Public Access					
Replacement of brokem parts a VCP	Martha	3		X	1/24/2025
Saftey fence at the Racquet Center needs replaced	Martha	3		X	1/21/2026
The wiring for the lights at the Racquet Center needs to be replaced.	Martha	3		X	1/15/2026
The fountain pump needs to be replaced	Martha	2		X	1/9/2026
Fix the shower at the beach	Martha	2		x	1/5/2026
Fix the broken game, and boards at the playground	Martha	3		x	12/17/2025
Blown power bollard at VCP	Joe	3		x	1/14/2026
Racquet center not cooling	Joe	1		x	1/14/2026
Multiple items at the playground need replaced or repaired	Martha	3		X	1/2/2026
Mackle Park Ice Machine Repair	Jose	4		x	1/15/2026

Updates

- 894 work orders completed in January.
- 304 self-initiated work orders completed through facilities staff rounding in January.
- Airnasium demo completed and concrete footings are poured 1/20 through 1/23.
- PD fire annunciator is repaired. Communication restored after wiring faults were replaced.

- Fire Station 51 water damage project has started and repairs are being made.
- FS51 gym door electrical access issues were repaired restoring egress.
- Safety fence and net topper were replaced at Racquet center.
- New Pump installed at VCP for veteran's fountain.
- Repaired faulty wiring in multiple pole lights at Racquet center.
- Beach shower was repaired and back in service.
- Mackle Park ice machine back in service.
- Cooling issues at Racquet center have been repaired.

Facilities Capital projects

- **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
- **In Progress Projects**
 - Annex elevator modernization project
 - Airnasium was approved and materials were ordered
 - Beach beautification project
 - Fire station 51 water damage repairs
 - PD generator radiator repairs
- **Important But Wait 45 - 60 days**
 - City hall flood panels (waiting on grant approval for 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

December 2025 Update

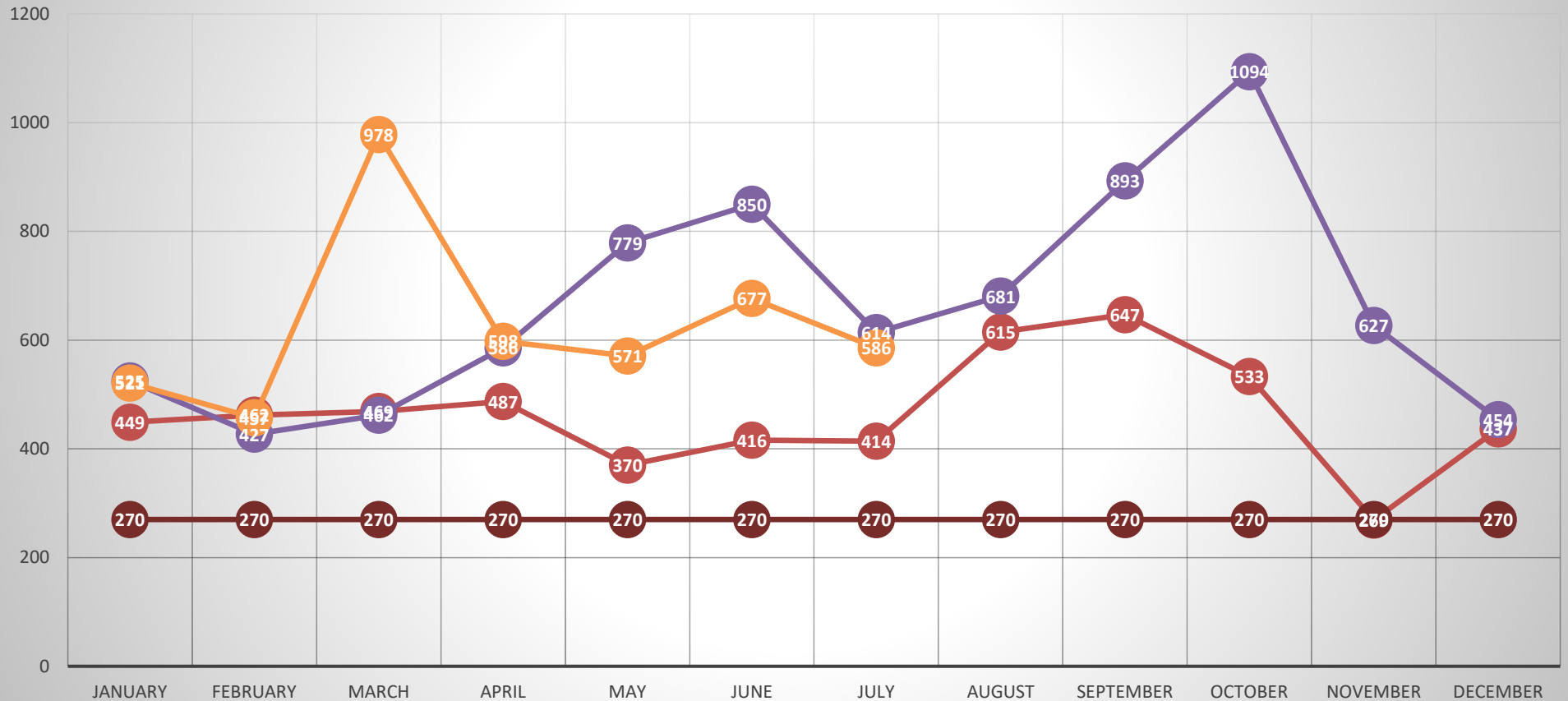
IT Projects, Goals, and Objectives	Start	Estimated End	Status
Support all networks, network devices, telecommunications, and software City wide.		Ongoing	369 helpdesk tickets were submitted in December, 2025. 6871 tickets (2025) 7992 tickets (2024) 5552 tickets (2023) 5954 tickets (2022)

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. Moving MIPD VM servers to our redundant server cluster. 100% complete. Completed work on new fiber run and systems integration to new high service pump at our South Water Treatment Plant
Computer system refresh cycle	FY18	Ongoing	<p>Replace employee computer systems every 5 years with new technologies as appropriate.</p> <ul style="list-style-type: none"> FY25 Refresh 30 Laptops 20 Desktops FY24 Refresh 35 Laptops 22 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 Completion of Installation of Fiber and Setup of Network equipment, cameras and WiFi at Veterans and Winterberry Park.

CMI Help Desk Ticket Trending – December 2025

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

—●— 2023 —●— 2024 —●— 2025 —●— Gartner Avg. (1.2x Userbase)



Online Video Streaming Site Visitor Statistics – Period: December 2025

1,998

Total Page Views ?

1,234

Total Visits ?

571

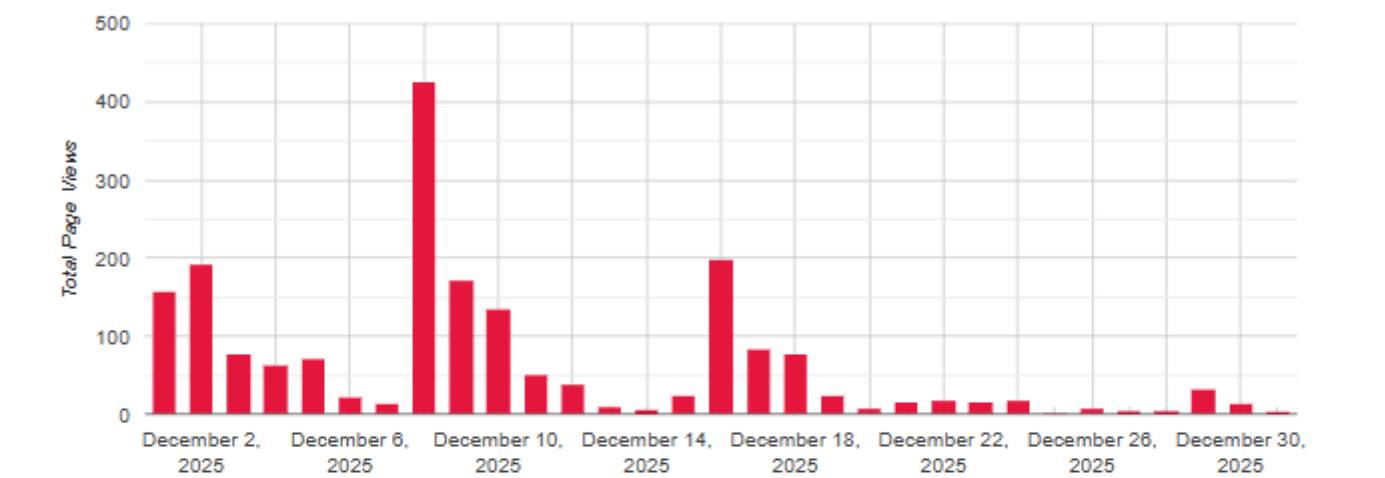
Total Unique Visitors ?

64%

Desktop

36%

Mobile



WHAT MEDIA YOUR CITIZENS ARE VIEWING

All MediaLive EventsEncoder StreamsOn Demand Media

Filter by title

Media Title ?	Type ?	Total Views ?
Marco Island TV 24/7	Encoder	384
City Council on 2025-12-08 5:30 PM	Archive	225
City Council on 2025-12-01 1:30 PM - City Council - Capital Workshop	Archive	119
City Council on 2025-12-08 5:30 PM	Live event	111
Parks and Recreation Advisory Committee on 2025-12-16 3:30 PM	Archive	35
City Council on 2025-11-17 5:30 PM	Archive	34

ALL MEDIA

1,153

Total Media View Sessions ?

CITYOFMARCOISLAND.COM
Site Visitor Statistics – December 2025

Active users

43K

New users

41K

Average engagem...

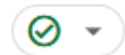
41s

Event count

280K

Top Pages Users Visit – December 2025

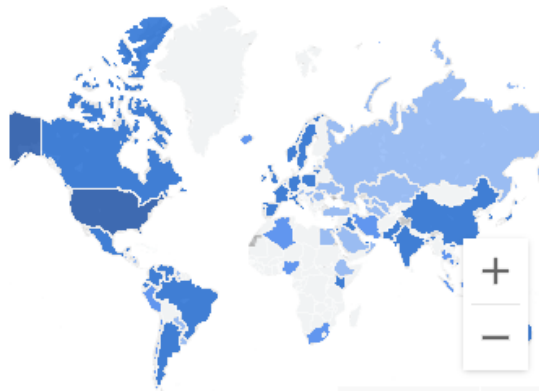
Top pages/screens



PAGE TITLE AND SCREEN...	VIEWS	ACTIVE USERS	EVENT COUNT	BOUNCE RATE
Documents City of Marco I...	30K	24K	106K	2.1%
Home City of Marco Island	14K	6.5K	42K	29.5%
Page Not Found City of M...	6.4K	4.5K	21K	47.8%
Events City of Marco Island	6.1K	1.7K	11K	18.9%
Permitting Portal Informati...	3.4K	1.3K	12K	39.9%
Online Payments City of M...	3.3K	2K	11K	18.9%
Farmers' Market City of M...	2.4K	1.6K	7.7K	34.4%

Top 7 Countries, Cities Visiting, Device Type and Operating System CITYOFMARCOISLAND.COM December, 2025

Active users▼ by Country ID▼



COUNTRY	ACTIVE USERS
United States	42K ↓ 6.8%
China	550 ↑ 374.000%
Singapore	202 ↑ 225.000%
Canada	194 ↓ 4.4%
Germany	171 ↑ 10.3%
Vietnam	102 ↑ 131.000%
United Kingdom	67 ↓ 15.2%

Active users▼ by City▼

CITY	ACTIVE USERS
Ashburn	25K
Miami	2.6K
Marco Island	2.4K
Atlanta	722
Lanzhou	490
Naples	439
Chicago	376

Active users▼ by
Operating system

OPERATING SYSTEM	ACTIVE USERS
Linux	24K
iOS	8K
Windows	6.3K
Macintosh	3.1K
Android	1.6K
Chrome OS	102
Fuchsia	1

Active users▼ by
Platform / device ca...

PLATFORM / DEVIC...	ACTIVE USERS
web / desktop	34K
web / mobile	9.2K
web / tablet	332
web / smart tv	3

TOP 7 PAGES, CITYOFMARCOISLAND.COM - December 2025

1	Documents City of Marco Island	29,892 (33.45%)
2	Home City of Marco Island	13,707 (15.34%)
3	Page Not Found City of Marco Island	6,376 (7.14%)
4	Events City of Marco Island	6,105 (6.83%)
5	Permitting Portal Information City of Marco Island	3,436 (3.85%)
6	Online Payments City of Marco Island	3,302 (3.7%)
7	Farmers' Market City of Marco Island	2,365 (2.65%)

How do users get to us:

Active users by First user source / medium



FIRST USER SOURCE / MEDIUM	ACTIVE USERS
(direct) / (none)	30K
google / organic	11K
bing / organic	825
yahoo / organic	430
m.facebook.com / referral	366
duckduckgo / organic	191
marcoislandfl-energypub.tylerhost....	78