



# City of Marco Island

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

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## 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

<b>City Hall</b>					
CH Wasteline cracked at Men's 1st Floor Bathroom	Jose/Joe	4		x	1/21/2026
<b>Active Project Total</b>		1			
<b>City Hall Annex</b>					
AC units not cooling	Joe	1		x	1/14/2026
<b>Active Project Total</b>		1			
<b>Police</b>					
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
<b>Active Project Total</b>		3			
<b>Fire Rescue</b>					
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
<b>Active Project Total</b>		3			
<b>Parks &amp; Recreation/ Public Access</b>					
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 2<sup>nd</sup> floor access
  - PD heat sensors for fire alarm
  - PD blue light replacement
  - Power bollard upgrade at VCP

**Jose Duran – IT Director**

## December 2025 Update

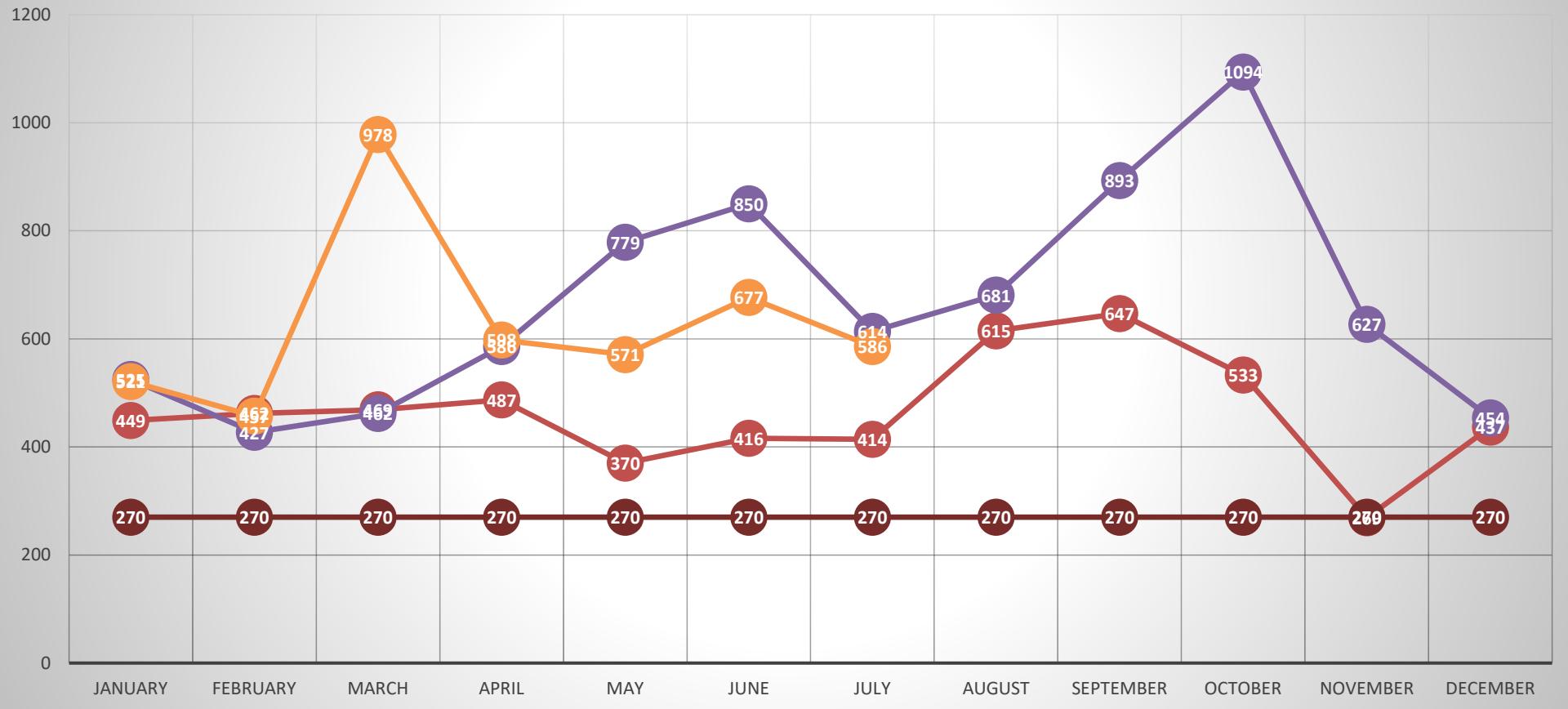
IT Projects, Goals, and Objectives	Start	Estimated End	Status
Support all networks, network devices, telecommunications, and software City wide.		Ongoing	<p><b>369</b> helpdesk tickets were submitted in December, 2025.</p> <p>6871 tickets (2025)      7992 tickets (2024)      5552 tickets (2023)     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

Server, Storage, and Networks	Jan '21	Ongoing	<ul style="list-style-type: none"> <li>Completed fast storage array work.</li> <li>Work is ongoing with minor network changes as we continue to move network equipment to FS50, 95% complete.</li> <li>Moving MIPD VM servers to our redundant server cluster. 100% complete.</li> <li>Completed work on new fiber run and systems integration to new high service pump at our South Water Treatment Plant</li> </ul>
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"> <li>FY25 Refresh 30 Laptops 20 Desktops</li> <li>FY24 Refresh 35 Laptops 22 Desktops</li> </ul>
City Facilities Fiber Mapping	11/21	Ongoing	<ul style="list-style-type: none"> <li>Mapping out existing fiber across all city campuses.</li> <li>Adding additional routes for redundancy and new providers.</li> </ul> <p>Completed</p> <ul style="list-style-type: none"> <li>Completion of Installation of Fiber and Setup of Network equipment, cameras and WiFi at Veterans and Winterberry Park.</li> </ul>

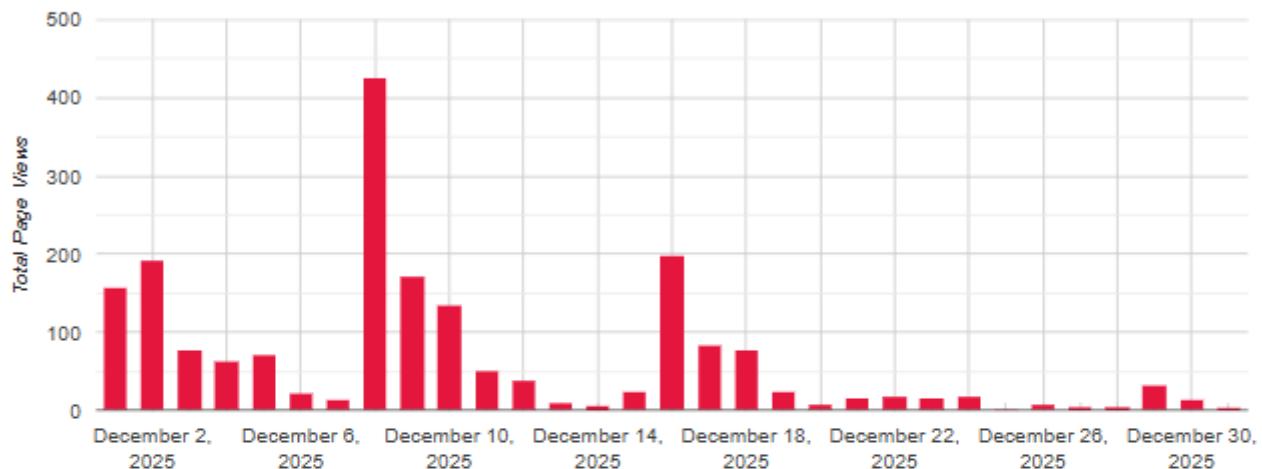
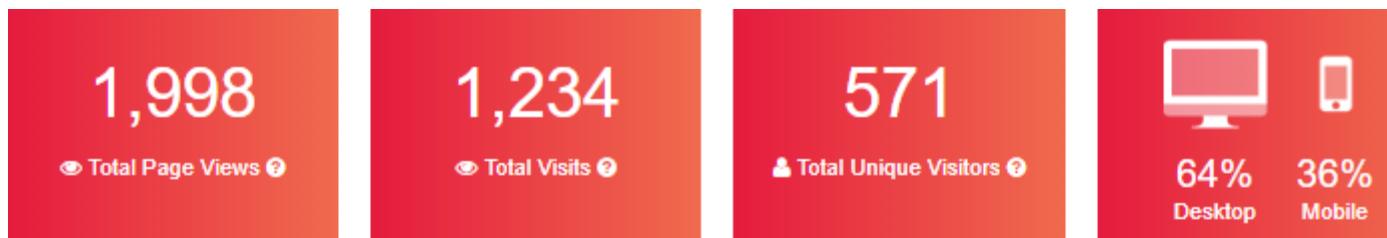
## CMI Help Desk Ticket Trending – December 2025

### 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



## WHAT MEDIA YOUR CITIZENS ARE VIEWING

All Media	Live Events	Encoder Streams	On Demand Media
<input type="text" value="Filter by title"/>			
<b>Media Title</b> <span>Type</span> <span>Total Views</span>			
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	New users	Average engagem...	Event count
<b>43K</b>	<b>41K</b>	<b>41s</b>	<b>280K</b>

**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▼



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

Active users▼

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...

Active users▼

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-energovpub.tylerhost....	78