



City of Marco Island

Date: September 18, 2023
To: City Council
From: Casey Lucius, Ph.D., Assistant City Manager
Re: Internal Services Departmental Report for August 2023

City-Wide Initiatives:

- City Manager's office sent 4 press releases in August; various press interviews with Naples Daily News and NBC2
- 25 MyMarco app notifications were sent in July
- 96 social media posts in July on City Hall Next Door and City Hall Facebook.
- Hurricane Idalia meetings in EOC; Special Council meeting called
- Employee Lunch and Learn on hurricane roles and responsibilities
- New Art @ City Hall
- City Manager working with Councilor Brechnitz on the purchase of the North Marco Utility
- City Clerk working with Councilor Blonna on hosting goal workshops for advisory committees
- Internal services annual evaluations completed
- Ast. City Manager participated in ICMA Veterans Advisory Committee
- City Clerk hired new Recording Clerk (Jim Kornas will transfer from rental registration supervisor back to his previous role as part time recording clerk)

Vacation Rental Registration Status:

- Fire, Code, Finance, Ast. City Manager and Rental Registration Supervisor continue meeting to close out the vacation rental registration program budget for FY23. We anticipate no new spending and no employees in FY24 until Council provides direction on the future of the rental registration program.

Leslie Sanford, IPMA-SCP – Human Resources Manager

- The city currently has 15 positions that are unfilled, this is the same as the previous month. 9 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.
- Continue to work on Administrative Policies for the City.
- Employee Performance Evaluations have been distributed to supervisors and managers for completion.

Angela R. Johenning, C.F.E – Purchasing & Risk Manager

Purchase orders:

74 purchase orders were issued in August of 2023 in the total amount of \$2,191,611.79

- 46 for the amounts less than \$5,000
- 9 for the amounts between \$5,000 and \$9,999
- 19 for the amounts between \$10,000 and \$49,999

P-Cards:

629 p-card transactions were made in the month of August in the total amount of \$141,044.91

Active bid solicitations:

Bid number	Date due	Title	City Council approval
RFP 2023-025	08/17/23	Master Redevelopment Plan for Old Marco	09/05/23
RFP 2023-026	08/17/23	Planning Consulting Services for the Parks and Recreation Master Plan	09/05/23
ITB 2023-027	10/5/23	South Water Treatment Plan Biologically Active Filter Improvements	10/16/23
ITB 2023-014	07/21/23	Sale of Surplus Property: Unaddressed 43 Acres within Fiddler's Creek, Naples, FL 34114	09/18/23

Risk management:

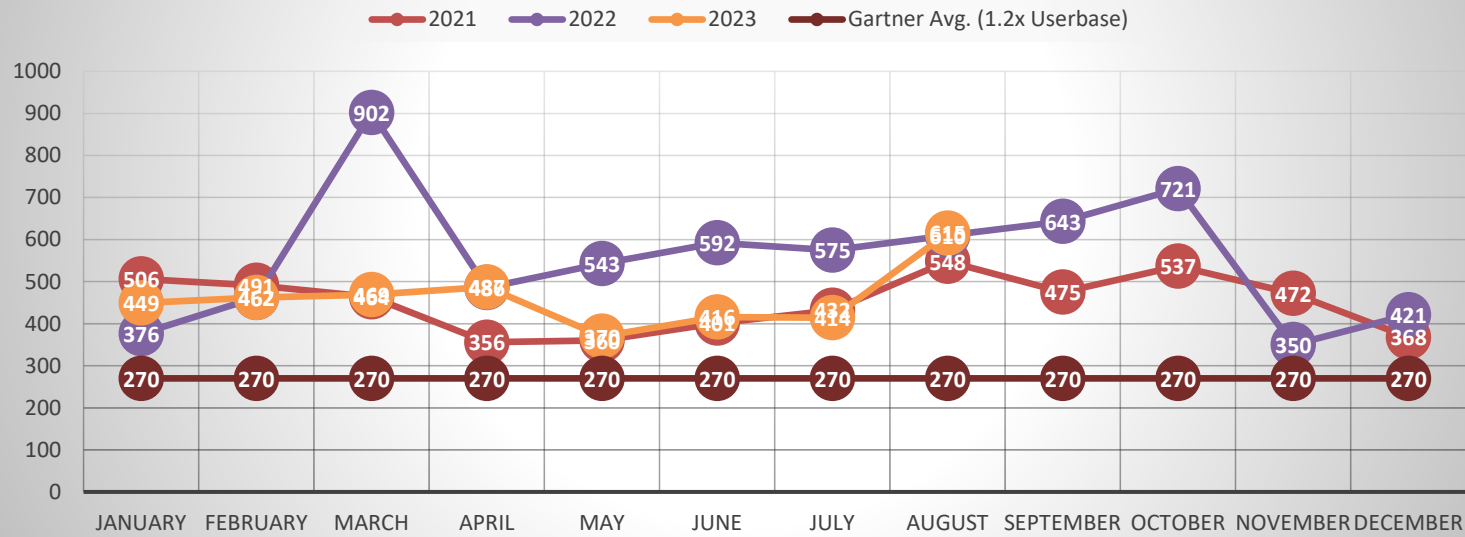
City Staff is working on training programs around vehicle and workplace safety. City staff is also working to resolve outstanding claims from Hurricane Ian.

Jose Duran – IT Director

IT Projects, Goals, and Objectives	Start	Estimated End	Status
Support all networks, network devices, telecommunications, and software City wide.		Ongoing	<p>615 helpdesk tickets were submitted in August, 2023.</p> <p><i>It averaged out to 22 Help tickets per business day.</i></p> <p>5175 tickets (2020) 5340 tickets (2021) 5954 tickets (2022) 3481 tickets (2023)</p>
Server, Storage, and Networks	Jan '21	Ongoing	<ul style="list-style-type: none"> • Network Switch Upgrades at South Water Plant 5 of 6 complete • Work is ongoing with minor network changes as we continue to move network equipment to FS50 • Work is ongoing in adding backup vpn connections to our vendors, Tyler, CCSO etc to our backup satellite internet route utilizing Starlink • Completed work on Useful multi-display setup in FS50
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"> • FY23 Refresh 30 Laptops 15 Desktops • FY22 Refresh 60 Laptops • FY21 Refresh 30 Workstations

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.• Work in progress with Hotwire and Dark Fiber Runs
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CMI Help Desk Ticket Trends Year over Year vs. Gartner Average



Online Video Streaming Site Visitor Statistics – Period: July, 2023

813

Total Page Views

474

Total Visits

397

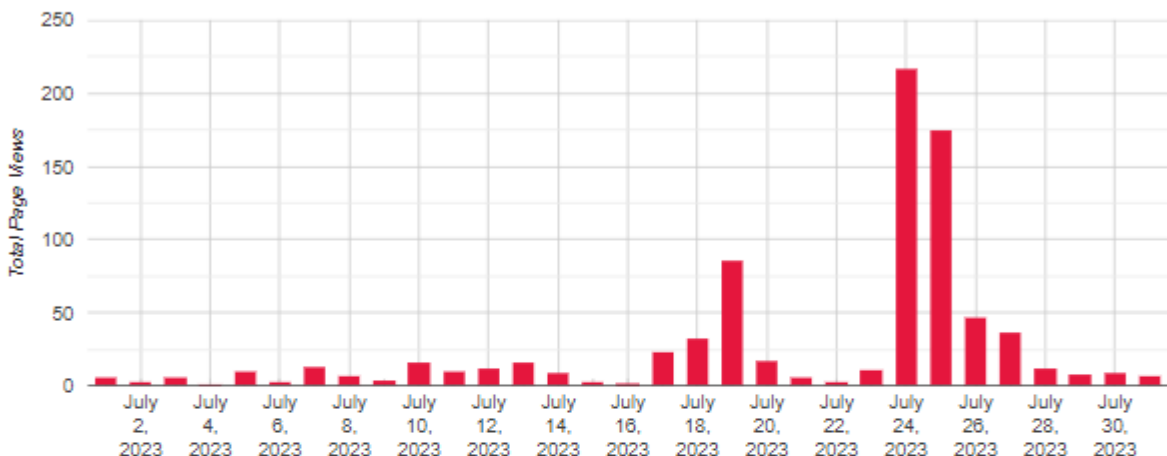
Total Unique Visitors



49%
Desktop



51%
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 2023-07-24 5:30 PM	Archive	176
City Council on 2023-07-24 5:30 PM	Archive	137
City Council on 2023-08-07 5:30 PM	Archive	56
City Council on 2023-07-24 5:30 PM	Live event	47
City Council on 2023-06-19 5:30 PM	Archive	44
City Council on 2023-06-19 5:30 PM	Archive	38
City Council on 2023-08-07 5:30 PM	Live event	37

ALL MEDIA

613

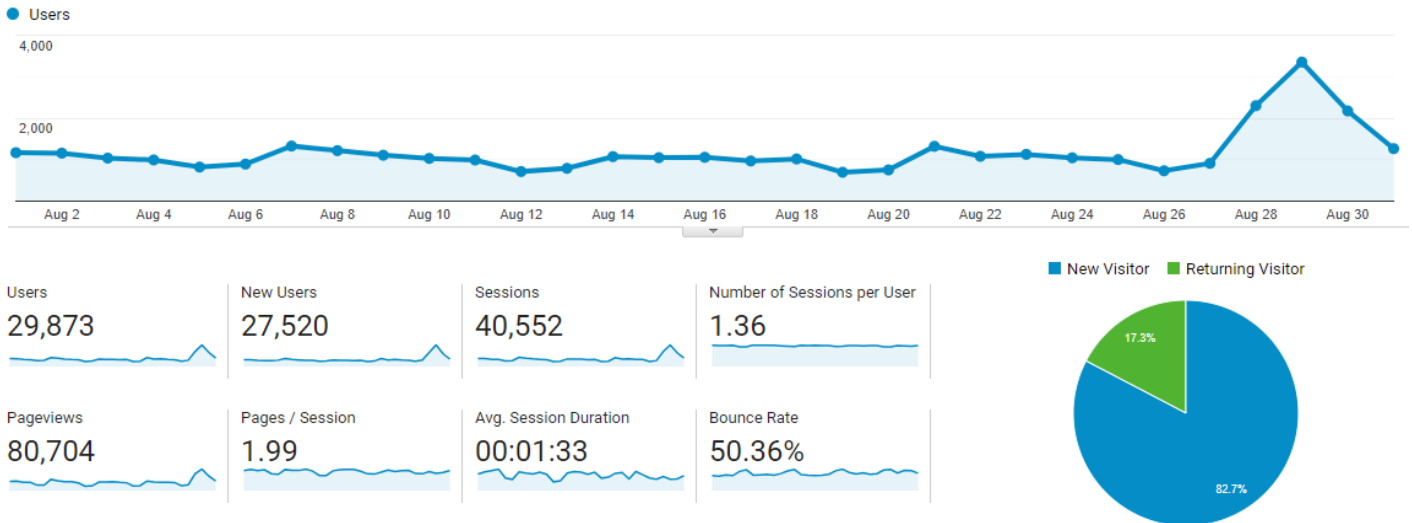
Total Media Stream Views



CITYOFMARCOISLAND.COM

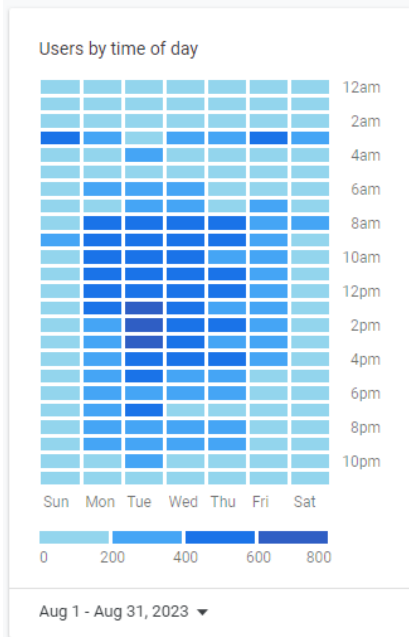
Internet Site Visitor Statistics – August, 2023

External – 80,704 Pageviews in August, 2023

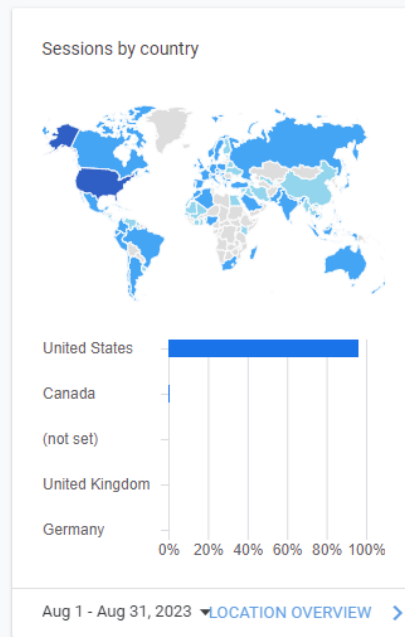


Other Overall Website Statistics – August, 2023

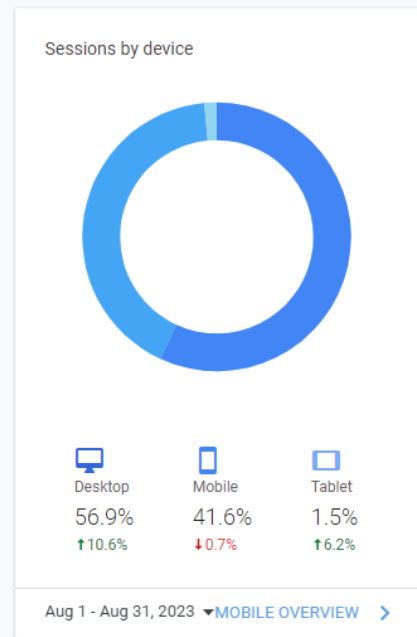
When do your users visit?



Where are your users?



What are your top devices?



Other Overall Website Statistics – August, 2023

What pages do your users visit?

Page	Pageviews
/	12,238
/building/webform/cit...tal-instructions-page	3,387
/building/page/citizen-self-service	2,417
/emergency/page/prepare-hurricane-idalia	2,371
/building/page/permitting-information	1,897
/watersewer/page/customer-service	1,788
/finance/page/online-payments	1,782
/community/page/beach-access	1,754
/404-error	1,416
/forms	1,085

Aug 1 - Aug 31, 2023 ▼

PAGES |

Miguel Carballo, MBA, CFM, CPM – Manager, Fleet and Facilities

ACTIVE CAPITAL PROJECTS:

- City Hall – Five (5) Projects
- City Hall Annex – Three (3) Projects
- Police – Six (6) Projects
 - Biding replacement of fresh air unit that is failing
- Parks & Grounds – Ten (10) Projects
- Hurricane Ian Projects – Eighteen (18) Projects
 - One hundred and eleven (111) hurricane Ian projects have been completed since October 2022
- Mackle Community Park Retention Pond – Aerator Installed in Retention Pond



FACILITIES CONTRACTS

- Annual Contract for HVAC Repair and Maintenance Services
 - Working on RFP scope and updating equipment list
- Specialty General Contracting Services Contract
 - Working on RFQ scope development
- City-wide Generator Maintenance Contract
 - Establishing temporary piggyback agreement

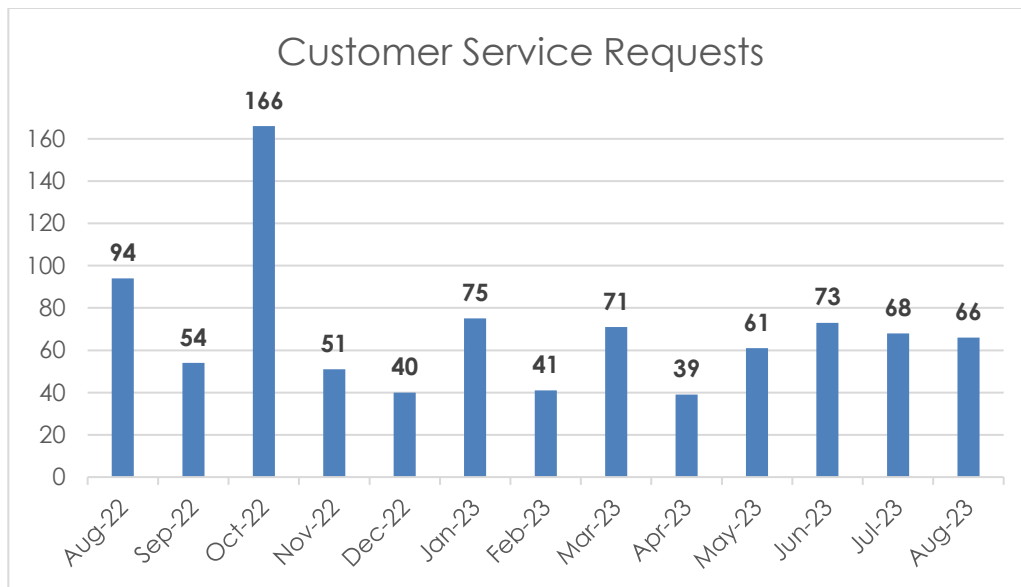
WORK & ASSET MANAGEMENT:

COLLECTED ASSET FOR FLEET & FACILITIES DEPARTMENT:

- Phase I for Fleet & Facilities Management and Parks asset is complete
 - **30** - Asset Types
 - **1,524** - Total Assets
 - 1,334 Facilities and Parks Assets
 - 190 Vehicle Assets (Includes passenger vehicles, utility vehicles, and other equipment).

SERVICE REQUESTS:

- Service requests are requests for services made by customers (residents, city employees, etc.)



WORK TASKS:

- Work tasks are tasks performed by the Fleet & Facilities team on city assets. These tasks are created based on customer service requests, preventative maintenance schedules, or directly assigned by the Fleet and Facilities management team.

