



City of Marco Island

Date: November 24, 2025

To: City Council

From: Casey Lucius, Ph.D., Interim City Manager

Re: Internal Services Departmental Report for November 2025

Human Resources – Diana Snover

- The City currently has 9 positions that are unfilled
 - Police Officer – pipeline remains open
 - Chief Building Official
 - Open since 10/02/2025
 - 1 Opening Backfill
 - 2 applicants at the final interview stage
 - 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
 - Controller
 - Open since 10/08/2025
 - 1 Opening – Backfill
 - IT Technician
 - Open since 10/13/2025
 - 1 Opening – Backfill
 - 6 interviews pending
 - Records Clerk 10/14/2025
 - Open since
 - 1 Opening - Backfill
 - Recreation Leader
 - Open since 10/20/2025
 - 1 Opening – Backfill
 - Administrative Project Coordinator
 - Open since 11/14/2025
- Offer extended for Construction manager position and accepted – Start date 12/2/25
- Offer extended for Deputy City Clerk – pending response
- Internal Promotion for the Public Works Project Manager
- Processed 2 new workers comp incidents – No lost time
- Processed 1 employee termination – 1 voluntary resignation: Executive

- Recognized longevity for 2 employees
- Conducted Nutritional training with NCH – 52 City participants
- Benefits Committee created

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:**
 - 174 purchase orders were issued in October FY 2026 in the amount of \$11,069,829.37. For October FY 2025, we issued 180 purchase orders.
- In October FY 2026 we issued purchase orders in the following thresholds:
 - 69 for the amounts less than \$5,000
 - 23 for the amounts between \$5,000 and \$9,999
 - 82 for the amounts \$10,000 and above

Bid number	Bid Opening Date	Title	City Council approval
ITB 2026-002	12/03/2025	Crosswalk Improvements	TBD

Joe Parrilli –Manager, Fleet and Facilities

City Hall Annex					
City Hall Generator repair	Joe	1		X	11/19/2025
Annex Air Handler Replacement	Jose	4		X	11/14/2025
Active Project Total		2			
Police					
Temp controls need to be repaired	Joe	2		X	11/19/2025
PD Cintas Fire Extinguisher Inspections	Jose	1		X	11/20/2025
Active Project Total		2			
Parks & Recreation/ Public Access					
Install new environmentally safe pest control surrounding MP	Joe	3		X	11/3/2025

Updates

- 968 work orders completed in October
- 483 self-initiated work orders completed through facilities staff rounding in October
- Annex Air Handler Unit was replaced on the first floor
- Airnasium materials have been ordered Approximate start in December
- PD fire annunciator is repaired. Communication to the monitoring system has been restored
- PD temperature controls were repaired restoring control to all the thermostats in the building
- City Hall radiator replacement has been completed.

Facilities Capital projects

- **High Priority**
 - Winterberry beach access
 - Racquet center maintenance projects
 - Police dock (work is coordinated with Colier 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
 - Vandalism repairs around city property
 - Beach beautification project
 - New picnic tables and stone garbage containers have been ordered for all parks.
 - Water damage and ongoing leak issue at FS51
- **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

Information Technology Department Report

October, 2025 Update

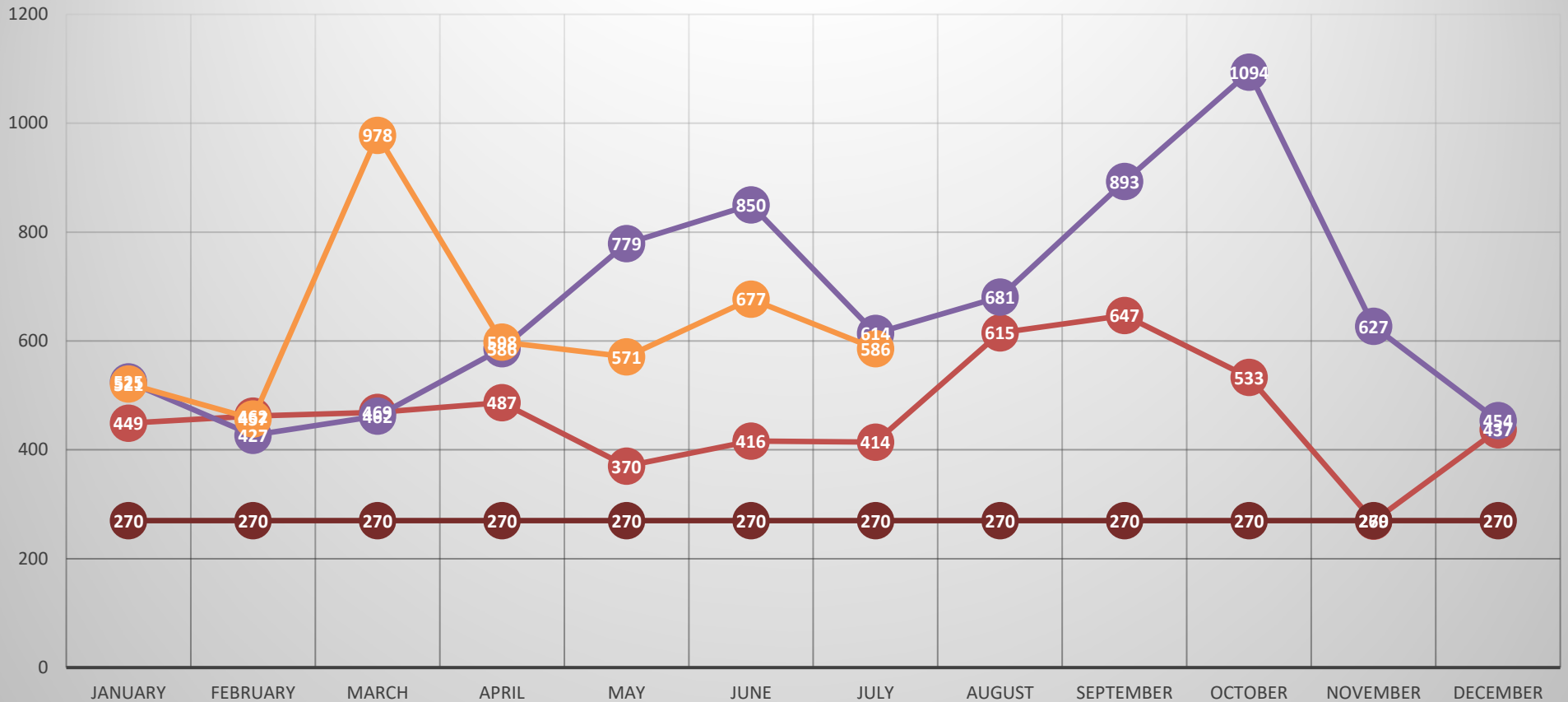
IT Projects, Goals, and Objectives	Start	Estimated End	Status
Support all networks, network devices, telecommunications, and software City wide.		Ongoing	519 helpdesk tickets were submitted in October, 2025. <i>5938 tickets (2025)</i> <i>7992 tickets (2024)</i> <i>5552 tickets (2023)</i> <i>5954 tickets (2022)</i>

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 Contract work with Summit Broadband on Dark Fiber Runs. Runs have been completed, we are now working on placing equipment, cameras and wifi at said locations. Est completion end of November. Veterans Park and Winterberry Park.

CMI Help Desk Ticket Trending – October, 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: October, 2025

3,923

Total Page Views

1,802

Total Visits

907

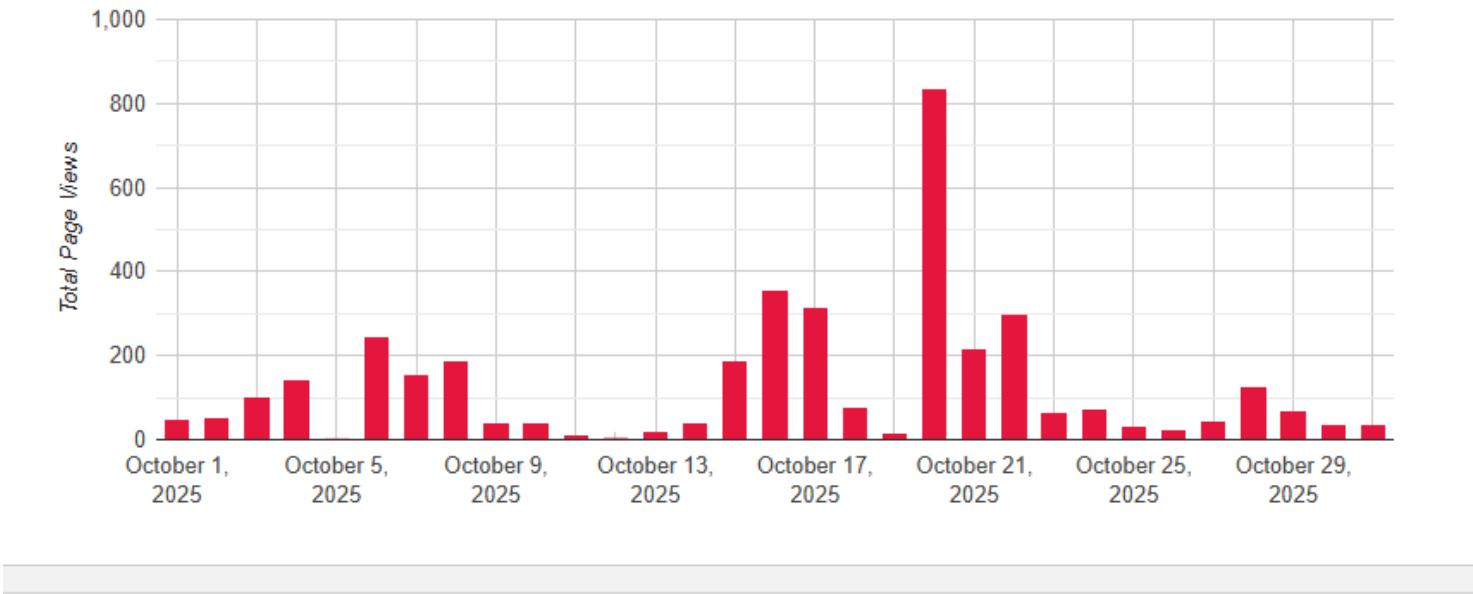
Total Unique Visitors

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	749
City Council on 2025-10-20 5:30 PM	Live event	279
City Council on 2025-10-06 5:30 PM	Archive	251
City Council on 2025-10-20 5:30 PM	Archive	233
Code Enforcement Magistrate on 2025-09-30 10:00 AM	Archive	231
City Council on 2025-10-06 5:30 PM	Live event	81
City Council on 2025-07-14 4:30 PM - Special-Called	Archive	57

ALL MEDIA

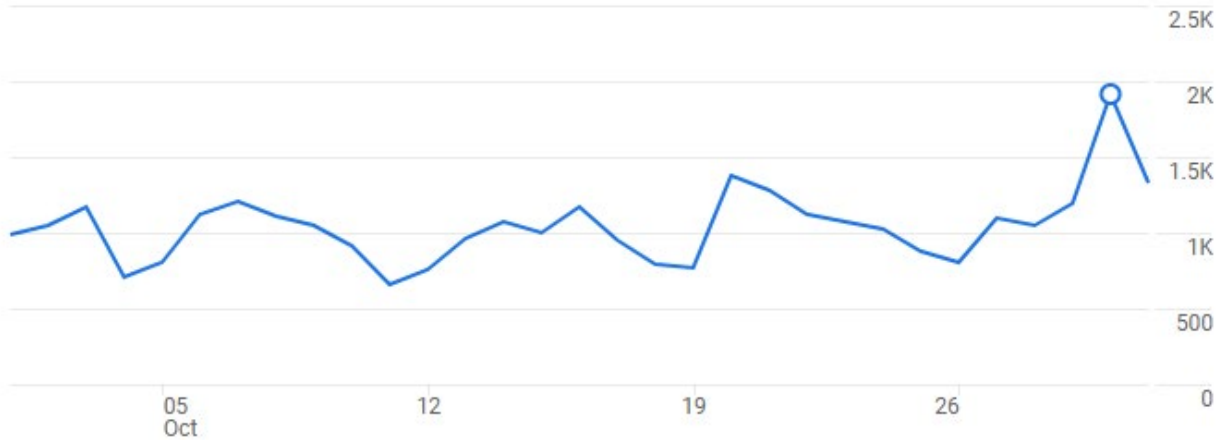
1,735

Total Media View Sessions

CITYOFMARCOISLAND.COM Site Visitor Statistics – October, 2025

Active users ⓘ
27K

New users ⓘ
25K



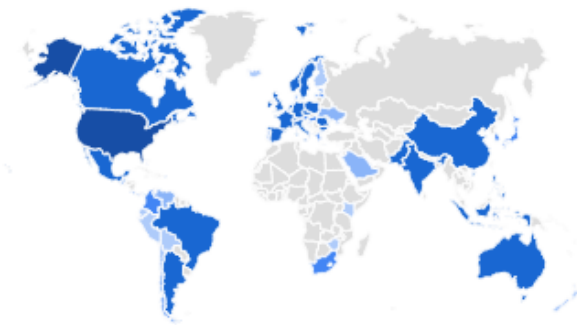
Top Pages Users Visit – October, 2025

Top pages/screens

PAGE TITLE AND SCREEN C...	VIEWS	ACTIVE USERS	EVENT COUNT
Home City of Marco Island	12K	4.9K	34K
Documents City of Marco Isl...	7.1K	3.3K	19K
Permitting Portal Information ...	4.8K	1.7K	16K
Page Not Found City of Marc...	3.3K	2.2K	9.9K
Staff City of Marco Island	2.4K	658	4.3K
Events City of Marco Island	2.2K	580	4.2K
Online Payments City of Mar...	2K	1.3K	6.7K

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

Active users▼ by Country ID▼



COUNTRY	ACTIVE USERS	
United States	26K	↑41.1%
Canada	175	↑27.7%
United Kingdom	115	↑91.7%
Germany	104	↑44.4%
Brazil	58	↑163....
India	53	↓1.9%
Indonesia	46	↑1,05...

Active users▼ by City▼



CITY	ACTIVE USERS
Ashburn	11K
Marco Island	2K
Miami	1.8K
Des Moines	1.1K
Naples	468
Fort Myers	343
Atlanta	308

Active users▼ by Operating system



OPERATING SYSTEM	ACTIVE USERS
Linux	12K
Windows	7K
iOS	5.3K
Macintosh	3.4K
Android	1.2K
Chrome OS	83
Tizen	1

Active users▼ by Platform / device ca...




PLATFORM / DEVIC...	ACTIVE USERS
web / desktop	20K
web / mobile	6.1K
web / tablet	311
web / smart tv	5

TOP 7 PAGES, CITYOFMARCOISLAND.COM October, 2025

Top pages/screens

PAGE TITLE AND SCREEN CLASS	VIEWS
Documents City of Marco Island	18K
Home City of Marco Island	14K
Permitting Portal Information City of Ma...	5K
Page Not Found City of Marco Island	4.6K
Events City of Marco Island	4K
Online Payments City of Marco Island	3.7K
Staff City of Marco Island	2.2K

How do users get to us:

Active users by	
First user source / medium	
FIRST USER SOURCE / ME...	ACTIVE USERS
(direct) / (none)	16K
google / organic	8.4K
bing / organic	844
m.facebook.com / referral	402
yahoo / organic	305
duckduckgo / organic	167
marcoislandfl-energovpub.ty...	115