



City of Marco Island

Date: May 22, 2026
To: City Council
From: Casey Lucius, Ph.D., City Manager
Re: Internal Services Departmental Report for April 2026

Diana Snover - Human Resources Director

The City currently has 12 positions that are unfilled

- Administrative Assistant – Exec & Admin Services
 - Open since 3/2026
 - New position
- Code Enforcement Officer – Marine
 - Open since 1/2026
 - Backfill
- Facilities Custodian PT
 - Open since 5/2026
 - Backfill
- Fleet & Facilities Coordinator
 - Open since 5/2026
 - Backfill
- Park Attendant
 - Open since 1/2026
 - Backfill
- Police Chief
 - Open since 5/2026
 - Backfill
- Police Officer
 - Pipeline remains open
- Sr. Building Inspector/Plans Examiner
 - Open since 4/2026
 - Backfill
- Sr. Park Attendant
 - Open since 2/2026
 - Backfill
- Sr. Project Manager
 - Open since 3/2026
 - Backfill
- Summer Interns
 - Open since 4/2026
 - Temporary/Summer position
- Utility Systems Supervisor Collections & Distribution
 - Open Since 10/2025
 - Backfill

- Offers have been extended and accepted for the Summer Camp Counselors, Permit Clerk I and II, Maintenance Worker II, and City Manager - with May start dates pending.
- 3 voluntary resignations – Utilities, Fleet & Facilities, and Police Department; 1 termination in Parks & Recreation; and 1 Retirement in the Police Department.
- Finance Director and Finance Manager started on 5/11/2026.
- Recognized longevity for 3 employees.
- 1 WC cases reported, no lost time.
- Benefit Arrears table created in Tyler Munis – no longer a manual calculation as system automatically captures.

Stephen DiSantis – Purchasing & Risk Manager

- **Purchase orders:**
 - 62 purchase orders were issued in April FY 2026 in the amount of \$1,033,872.09. For April FY 2025, we issued 58 purchase orders.
- In April FY 2026 we issued purchase orders in the following thresholds:
 - 33 for the amounts less than \$5,000
 - 9 for the amounts between \$5,000 and \$9,999
 - 20 for the amounts \$10,000 and above
- **Purchasing Card Transactions:**
 - 536 Purchasing Card transactions were issued in April FY 2026 for \$115,054.59. For April FY 2025, we completed 507 Purchasing Card transactions.

Bid number	Bid Opening Date	Title	City Council approval
RFQ 2026-008	04/12/2026	Professional Services Library Water Engineering Services	TBD
ITB 2026-004	04/19/2026	SWTP Open Storage Structure Project	TBD
ITB 2026-010	05/15/2026	Public Works Facility	TBD

Joe Parrilli – Fleet and Facilities Manager

Project Name	Project Manager	Complete	Completion Date
PD Men's Bathroom leak	Jose	x	4/9/2026
FD 50 Replace the electrical on the bay ceiling	Martha	x	4/9/2026
FD51 Flag Pole Light	Martha	x	4/16/2026
FS50 Hood Cleaning	Jose	x	4/14/2026
Install new ADA drinking fountain at MP	Martha	x	4/8/2026
MP splash pad repairs	Martha	x	4/20/2026
Dog Park - Walking path repair	Joe	x	4/3/2026

Updates

- 1,305 work orders completed in April.
- 365 self-initiated work orders completed through facilities staff rounding in April.

- Our new part-time cleaner Sara Arias has started, and the custodian positions are fully staffed.
- Airnasium landscaping completed.
- PD and City Council HVAC issues continue with outside air unit not working properly. Building controls and mechanical contractors are working together to find solutions.
- Dog Park walking path repairs have been completed. New sod at park will be installed.
- Under direction from BAC new trees have been ordered for multiple city locations.
- Purchase order was issued to resurface 2 tennis courts at the Racquet Center.
- PD generator had radiator and all associated parts replaced.

Facilities Capital projects

1) 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

2) 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

3) 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

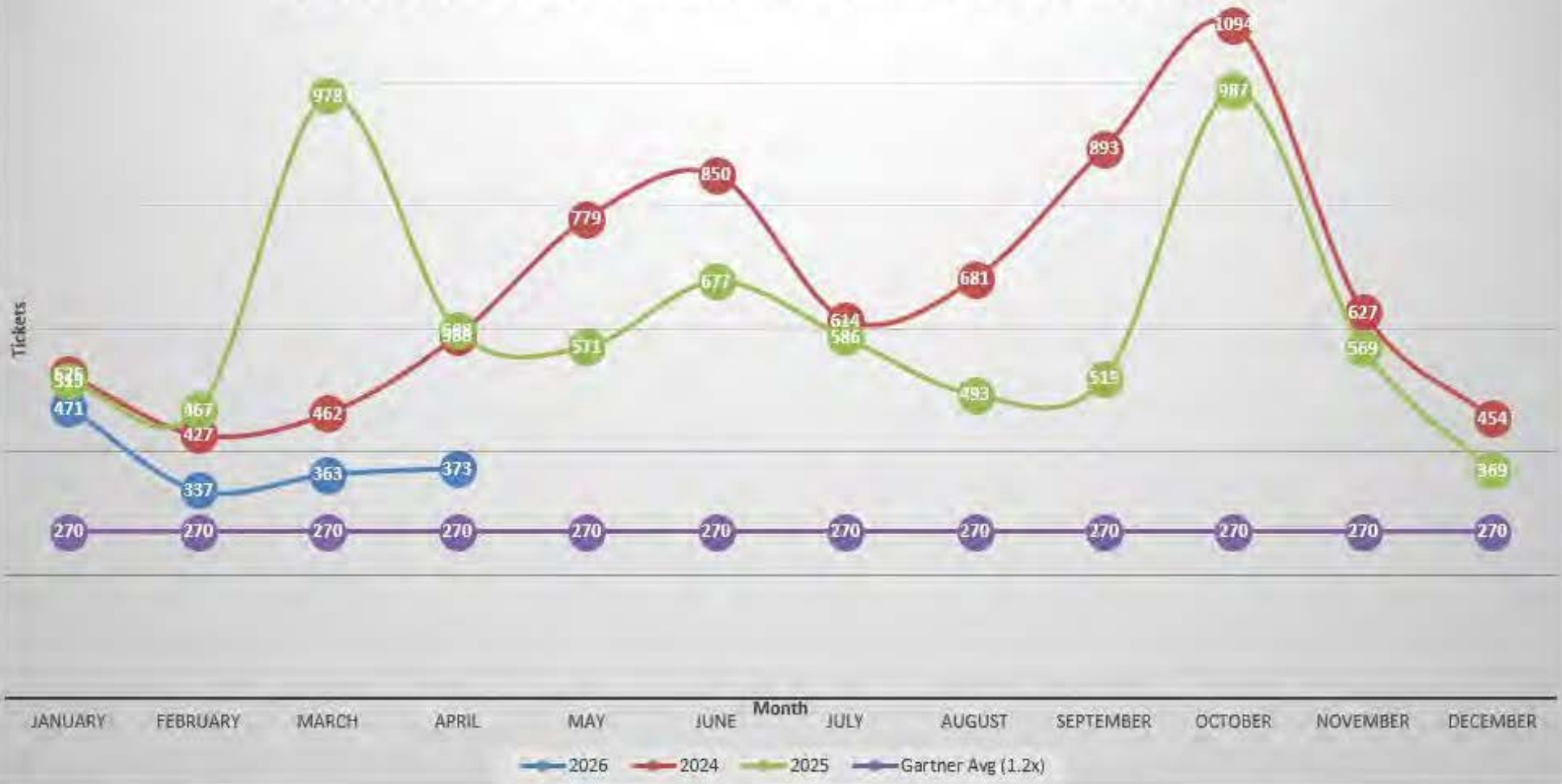
April 2026 Update

IT Projects, Goals, and Objectives	Start	Estimated End	Status	
Support all networks, network devices, telecommunications, and software City wide.		Ongoing	373 helpdesk tickets in April 2026	
			2026	1539 Tickets
			2025	6871 Tickets
			2024	7992 Tickets
			2023	5552 Tickets

Server, Storage, and Networks	Jan '21	Ongoing	<ul style="list-style-type: none"> • Work almost complete on replacing our older firewall units. (est. completion 5/26) • Disaster Recovery remote site prep work talks in progress. (Possible Lee County EOC) Connectivity Talks with two providers to provide dark fiber, private point to point or basic internet. • Work in progress at RAW Water Facility Fiber and Network Revamp. Cabinet installation and wiring in progress. (est. completion 7/26)
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"> • 32 Laptops • 12 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"> • Adding additional routes for redundancy and new providers. • Adding redundancy to RAW Water, Well and Lift stations via PtMP (Point to MultiPoint Radio). Evaluation, testing phase.

CMI Help Desk Ticket Trending – April 2026

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



Online Video Streaming Site Visitor Statistics – Period: April 2026

2,915

Total Page Views

1,374

Total Visits

793

Total Unique Visitors

72%

Desktop

28%

Mobile



WHAT MEDIA YOUR CITIZENS ARE VIEWING

[All Media](#)
[Live Events](#)
[Encoder Streams](#)
[On Demand Media](#)

ALL MEDIA

Filter by title:

Media Title	Type	Total Views
City Council on 2026-04-07 5:30 PM	Archive	396
City Council on 2026-04-20 5:30 PM	Archive	346
Planning Board on 2026-04-03 9:00 AM	Archive	182
City Council on 2026-04-20 5:30 PM	Live event	118
Marco Island TV	Encoder	71
Beautification Advisory Committee on 2026-04-01 3:00 PM	Archive	60
Beach and Coastal Resources Advisory Committee on 2026-04-22 9:00 AM	Archive	50

1,220

Total Media View Sessions



CITYOFMARCOISLAND.COM
Site Visitor Statistics – April 2026

Active users

46K

New users

44K

Average engagement tim...

42s

Event count

316K

Top Pages Users Visit – April 2026

Top pages/screens



<u>PAGE TITLE AND SCREEN CLASS</u>	<u>VIEWS</u>	<u>ACTIVE USERS</u>	<u>EVENT COUNT</u>	<u>BOUNCE RATE</u>
Documents City of Marco Island	42K	29K	146K	5.5%
Home City of Marco Island	13K	6K	42K	31.0%
Permitting Portal Information City ...	4.6K	1.7K	16K	41.1%
Events City of Marco Island	3.8K	1.2K	7.5K	19.0%
Online Payments City of Marco Isl...	2.8K	1.7K	9K	21.0%
Staff City of Marco Island	2.1K	592	3.9K	28.7%
Marco Island TV City of Marco Isla...	2.1K	923	6.1K	31.1%

Top 7 Countries, Cities Visiting, Device Type and Operating System CITYOFMARCOISLAND.COM April 2026

Active users by Country ID



Map Data ©2026 Terms

COUNTRY	ACTIVE USERS	
United States	45K	↓ 6.3%
Singapore	234	↓ 31.4%
Canada	112	↓ 21.7%
United Kingdom	65	0.0%
Germany	64	↑ 18.5%
India	52	↓ 1.9%
Netherlands	31	↓ 50.8%

Active users by City

CITY	ACTIVE USERS
Ashburn	27K
Miami	3K
Marco Island	2.7K
Chicago	1.6K
Phoenix	1.5K
Des Moines	1.4K
Cheyenne	1.3K


Active users by Operating system

OPERATING SYSTEM	ACTIVE USERS
Linux	28K
Windows	7.9K
iOS	6.9K
Macintosh	5K
Android	1.5K
Chrome OS	101
Tizen	5

Active users by Platform / device category

PLATFORM / DEVICE CATE...	ACTIVE USERS
web / desktop	38K
web / mobile	8K
web / tablet	321
web / smart tv	4

How do users get to us – April 2026:

Sessions by
Session primary ch... 

SESSION PRIMARY ...	SESSIONS	
Direct	36K	↓ 0.5%
Organic Search	23K	↓ 4.1%
Referral	1.4K	↓ 17.0%
Organic Social	305	↓ 17.6%
Unassigned	129	↑ 17.3%
Email	1	↓ 80.0%
Organic Shopping	2	↑ 100.0%