



# City of Marco Island

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Date: December 6, 2021

To: City Council

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

Re: Internal Services Departmental Report for October 2021

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On October 1, 2021 the City reclassified a position as Assistant City Manager and restructured the organization to include "Internal Services" which consists of Information Technology, Fleet and Facilities, Purchasing and Risk Management, and Human Resources. Internal Services will provide monthly reports to the City Council including these four offices. The mission of Internal Services is to partner with other City departments to ensure they have the resources and support necessary to accomplish their objectives and effectively serve the residents of Marco Island.

## **Leslie Sanford, IPMA-SCP – Human Resources Manager**

- The following positions are vacant:
  - Two positions in the Police Department: Community Service Officer (CSO), and Records Clerk;
  - One position in the Building Department: Building Inspector-Plumbing/Mechanical;
  - One position in the Parks and Recreation Department: Park Attendant – PT – Racquet Center;
  - One position in the Fleet and Facilities Management Department: Maintenance Worker I – PT – Racquet Center;
  - One position in the IT Department: Network Specialist, Senior.
  - The city recruits continually for Police Officer and Community Service Officer.
- Promote City Wellness Incentive program: *Cigna Motivate Me*
- Flu Shot Clinic held on October 6, 2021, 55 participants attended
- Open Enrollment Meetings were held October 13 & 14, 2021
- Continue to work on Administrative Policies for the City
- Provide documentation to Evergreen Solutions, LLC for completing the salary study: employee data, organization charts, current pay plans and all job descriptions.
- Implemented NeoGov's ONBOARD software to manage employee pre-boarding, on-boarding, and off-boarding process. Went "Live" on October 4<sup>th</sup>, 2021.
- Participating in IAFF contract negotiations

## Lina Upham, CPPB – Purchasing & Risk Manager/Dept. City Clerk

### Purchase orders:

157 purchase orders were issued in October of 2021 in the total amount of \$5,155,744.70

- 72 for the amounts less than \$5,000
- 25 for the amounts between \$5,000 and \$9,999
- 38 for the amounts between \$10,000 and \$49,999
- 22 for \$50,000 (majority of the below are “blanket” purchase orders to cover expenses throughout the entire FY22 and are not for an individual item/project):

PO#	Vendor	Amount	For:
220066	AFFORDABLE LANDSCAPING SERVICE	\$646,324.50	FY22 LANDSC MAINT SERV (Public Works portion only; City contract # 2020-022)
220039	MISSISSIPPI LIME COMPANY	\$453,482.30	FY22 NWTP PEBBLE LIME (City contract #16-026)
220133	CONTAINER SYSTEMS & EQUIPMENT	\$363,232.00	2021 TYMCO MODEL 600 STREET SWEEPER (approved by City Council on 10.4.21)
220142	SYNAGRO	\$350,000.00	FY22 SLUDGE HAULING (City contract #2021-026)
220041	PROLIME CORPORATION	\$212,355.00	FY22 LIME SLUDGE HAULING (City contract #2021-013)
220067	FLORIDA POWER & LIGHT COMPANY	\$204,500.00	FY22 OFF ISLAND POWER BILLS (sole source provider)
220060	ALLIED UNIVERSAL CORPORATION	\$184,604.66	FY22 BLEACH (City contract #16-026)
220043	FERGUSON US HOLDINGS, INC	\$180,000.00	FY22 MISC METERS (piggy-back on Port St. Lucie Contract #20130109)
220040	FERGUSON US HOLDINGS, INC	\$150,000.00	FY22 BRASS FITTINGS, PIPES, OTHER MISC SUPPLIES (piggy-back on Lee County contract #B170482GWT)
220128	PLAYMORE WEST, INC.	\$124,640.00	VETS PARK-PLAYGROUND EQUIPMENT (direct-purchase of materials under Veterans' Park contract to save sales tax)
220094	IMR DEVELOPMENT CORPORATION	\$119,810.00	Sewer Manhole Rehabilitation Project (approved by City Council on 10.4.21)
220038	AIRGAS, INC	\$104,862.83	FY22 CO2 NWP (City contract #16-026)
220018	GREATER NAPLES FIRE RESCUE DISTRICT	\$100,000.00	FY 22 FD VEHICLE REPAIRS (City contract #19-004)
220051	SANDERS LABORATORIES INC	\$92,600.00	FY22 LAB SAMPLING (City contract #16-027)
220145	INVERIS TRAINING SOLUTIONS, INC.	\$85,849.21	FIREARMS TRAINING SYSTEM (approved by City Council on 10.18.21)
220113	VESTRE INC	\$84,756.00	VETS PARK-SITE FURNISHINGS (direct-purchase of materials under Veterans' Park contract to save sales tax)
220048	MADER ELECTRIC	\$74,500.00	FY22 PURCHASE & REPAIR PUMPS, MOTORS (ABS pumps/parts are sole-source, non-ABS piggy-back on Lee County contract # B180244GWT)

220132	ALAN JAY CHEVROLET CADILLAC INC	\$72,341.00	2022 Chevy Silverado 4500 (approved by City Council on 10.18.21)
220136	MAULDIN & JENKINS, LLC	\$70,500.00	AUDITING SERVICES FOR FY21 (City contract #19-010)
220116	RONALD L BOOK P.A.	\$69,000.00	FY22 LOBBYING SERVICES (City contract #19-034)
220115	TYLER TECHNOLOGIES INC.	\$54,727.76	FY22 Energov Permitting Software Service and License (City contract #17-017)
220054	AFFORDABLE LANDSCAPING SERVICE	\$50,450.00	FY22 Water & Sewer Landscaping (Utilities portion only; City contract # 2020-022)

### **P-Cards:**

528 p-card transactions were made in the month of October in the total amount of \$117,271.47

### **Active bid solicitations:**

<b>Bid number</b>	<b>Date due</b>	<b>Title</b>	<b>City Council approval</b>
RFQ-2022-001	11/9/2021	Design Services for City Hall Wind Retrofit and Flood Barrier	n/a – did not receive any responses. Reevaluating solicitation package and will repost.
ITB-2022-002	11/8/2021	Durnford Way Parking and Stormwater Project	12/6/2021
ITB-2022-004	11/10/2021	Sale of Surplus Property: 239 Tahiti Rd.	12/6/2021
ITB-2022-003	11/30/2021	Annual Agreement for Surface Water Quality Testing Services	n/a – less than \$50,000/year

### **Risk management:**

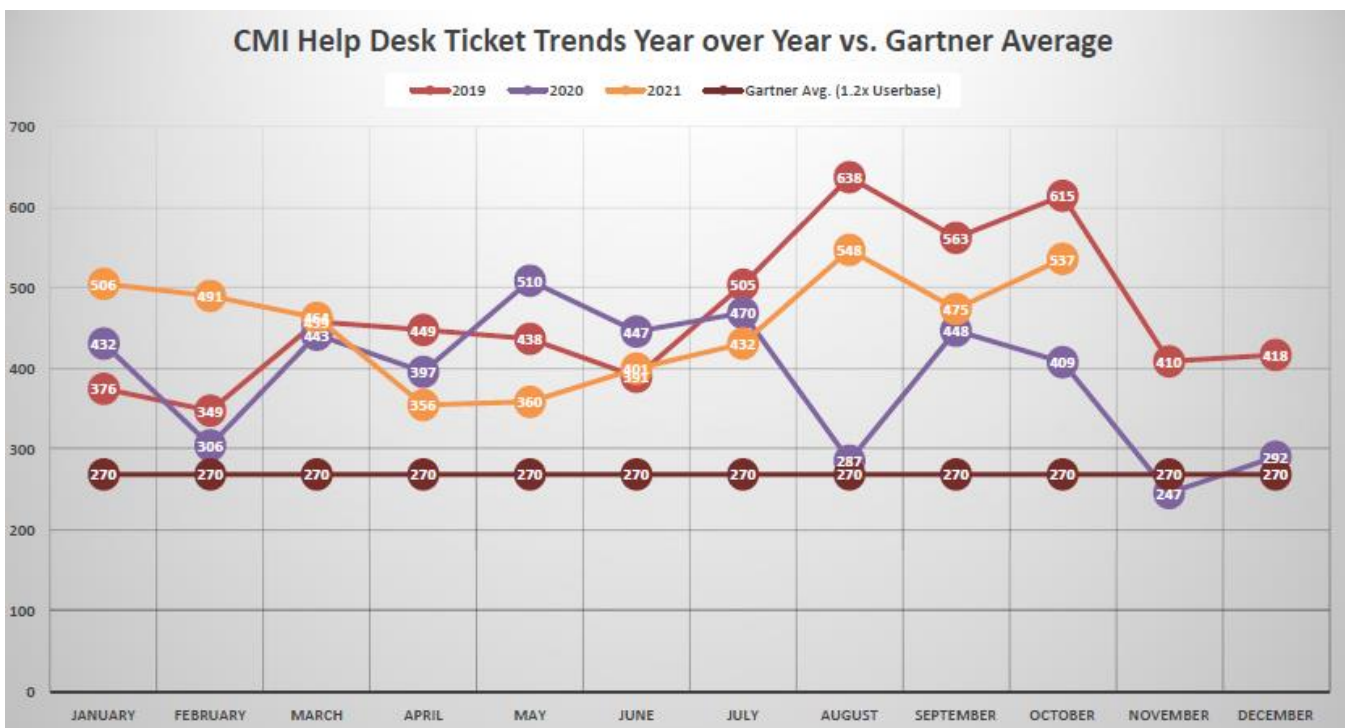
Finalized the renewal package for FY22 Property and Liability insurance renewal, made premium payments.

On 10/28/2021 City signed a \$50,000 settlement agreement in Mary Cook trip and fall case. Incident happened on a Collier Boulevard sidewalk on 11/13/2019. As this was under City's \$100,000 deductible on liability claims, City made a settlement payment directly. Legal fees were covered first dollar by the insurance.

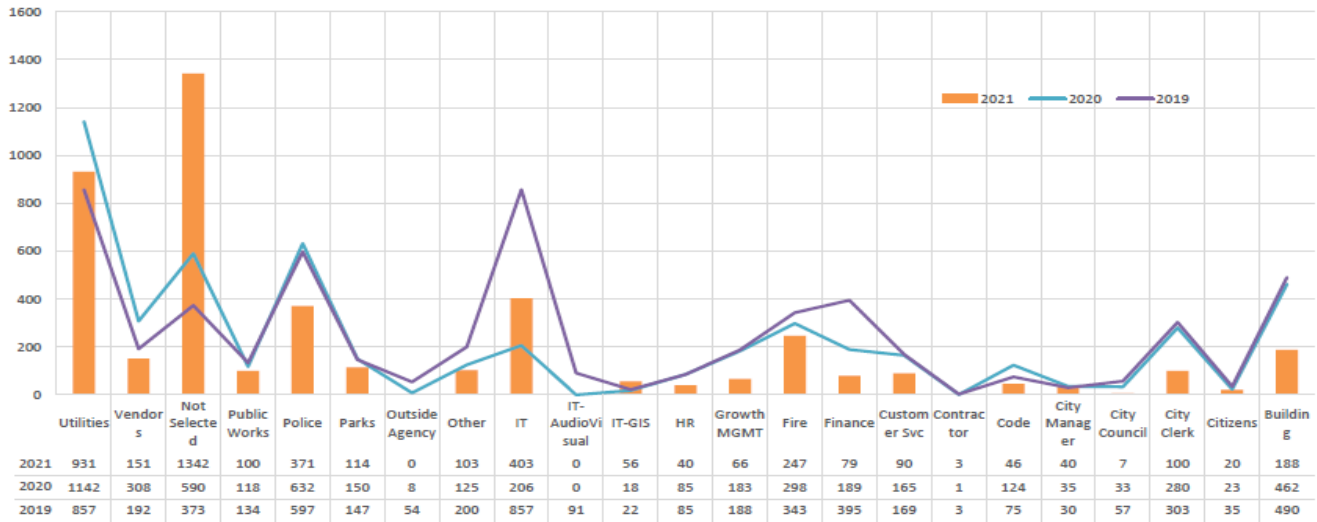
On 11/2/2021 City was served with a lawsuit relating to alleged inappropriate actions by one of our former City Firefighters. Lawsuit has been turned into City's insurance and Weiss Serota is handling it.

## Jose Duran – IT Director

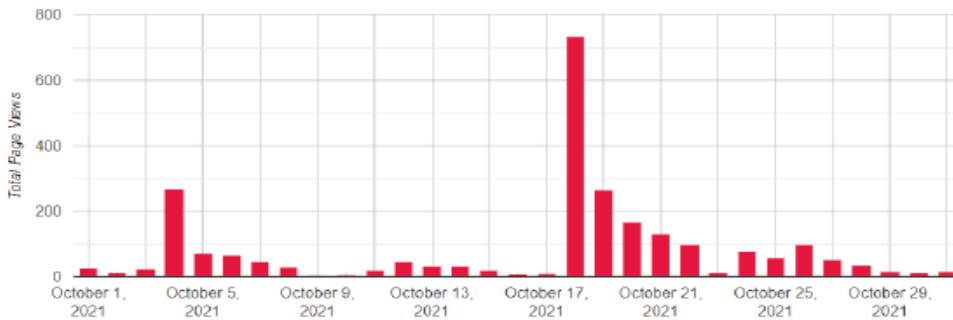
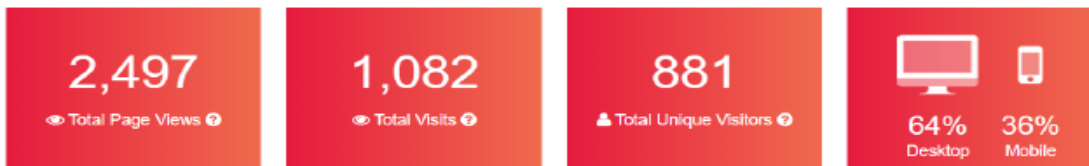
IT Projects, Goals, & Objectives	Start	Estimated End	Status
Support all networks, network devices, telecommunications, communications and software City wide.		Ongoing	537 helpdesk tickets were submitted in October 2021. <i>It averaged out to 26.86 Help tickets per business day.</i> 5175 tickets (2020); 4497 tickets (2021)
Server, Storage, and Networks	1/21	Ongoing	<ul style="list-style-type: none"> <li>Storage Area Network purchase upgrade to facilities video storage to allow for 30+ days of recording</li> </ul> <b>COMPLETED</b> <ul style="list-style-type: none"> <li>Assessing current storage and future needs.</li> <li>Implementing campus wide WiFi upgrade, completed in building upgrades, working on exterior.</li> </ul>
Computer system refresh cycle	FY18	Ongoing	Replace desktop systems every 4 years with new technologies as appropriate. <ul style="list-style-type: none"> <li>FY21 - 20 Laptops</li> <li>FY20 - 45 Workstations</li> </ul>
Switch Upgrades	06/20	Ongoing	Continued progress, annex install complete, proposed upgrade at police station.
Annex Building Network Logistics	01/21	08/21	<ul style="list-style-type: none"> <li>Building network and wiring completed.</li> <li>Internal Building WiFi completed.</li> </ul> Ready to move employees, technology wise.



### RECATEGORIZED - # HELP DESK TICKETS BY DEPT. TOTALS 2019 - 2020 - 2021



### Granicus Site Visitor Statistics – Period: OCTOBER 2021



### 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 2021-10-18 5:30 PM	Archive	149
City Council on 2021-10-18 5:30 PM	Live event	147
City Council on 2021-11-01 5:30 PM	Archive	106
City Council on 2021-10-04 5:30 PM	Archive	90
Planning Board on 2021-10-01 9:00 AM	Archive	89
Code Enforcement Magistrate on 2021-10-26 10:30 AM	Archive	54
City Council on 2021-10-04 5:30 PM	Live event	39

ALL MEDIA

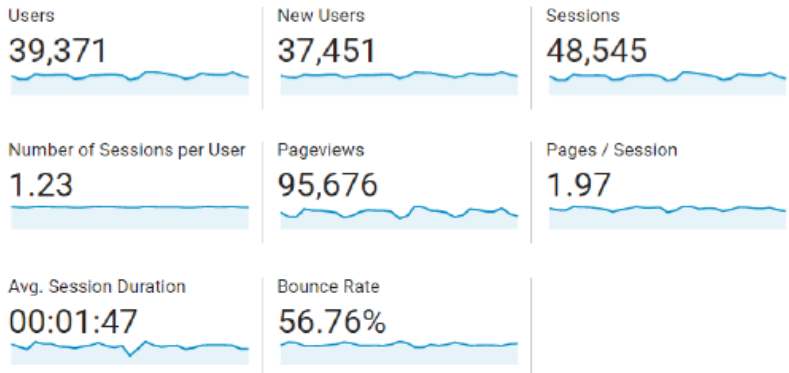
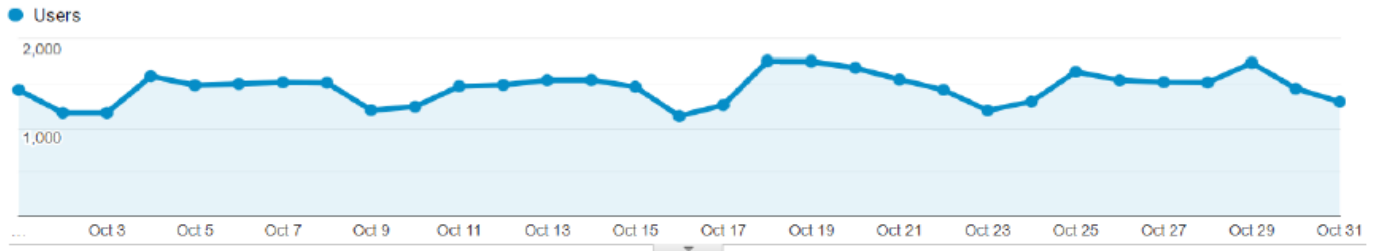
**1,453**

Total Media Stream Views

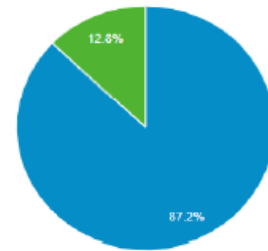


**CITYOFMARCOISLAND.COM**  
**Internet Site Visitor Statistics – OCTOBER 2021**

**External Users –95,676 Page Views in OCTOBER 2021**



■ New Visitor ■ Returning Visitor



**10 Most Popular Pages - Website Statistics – OCTOBER 2021**

What pages do your users visit?

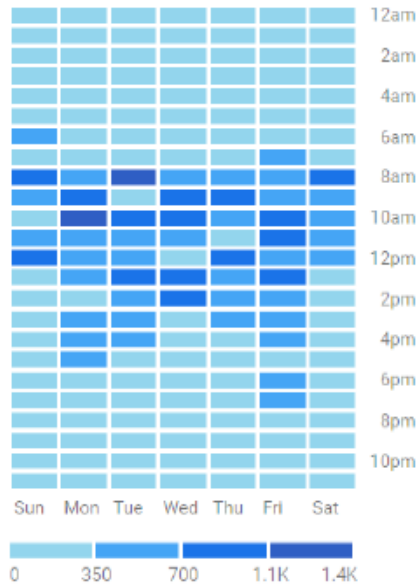
Page	Pageviews
/	17,235
/building/webform/citi...ice-building-services	2,932
/building/page/citizen-self-service	2,372
/community/page/beach-access	1,973
/watersewer/page/customer-service	1,886
/parksrec/page/farmers-market-0	1,797
/finance/page/online-payments	1,679
/business/page/vacation-rentals	1,358
/building/page/permitting-information	1,356
/calendar	1,295

Oct 1, 2021 - Oct 31, 2021 ▾ [PAGES](#)

## Other Overall Website Statistics – OCTOBER 2021

### When do your users visit?

Users by time of day



Oct 1, 2021 - Oct 31, 2021 ▾

### Where are your users?

Sessions by country

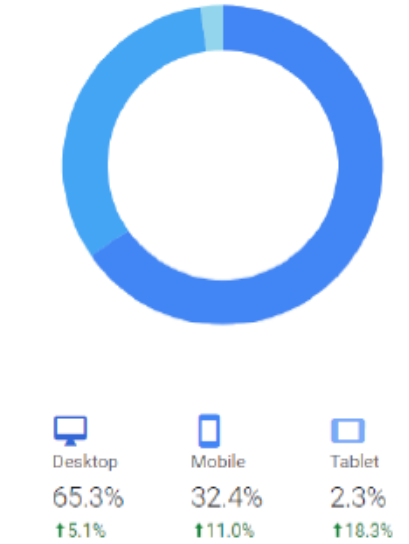


Oct 1, 2021 - Oct 31, 2021 ▾

[LOCATION OVERVIEW](#) >

### What are your top devices?

Sessions by device



Oct 1, 2021 - Oct 31, 2021 ▾

[MOBILE OVERVIEW](#) >

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

## CAPITAL PROJECTS

### FIRE STATION 50:

- Demolition of Fire Station 50 began on November 9, 2021
- Full demolition (including slab and driveways) scheduled for completion by December 15, 2021



### **CITY HALL ANNEX – 2<sup>ND</sup> FLOOR: (COMPLETE)**

- Fire Department and IT Department have already moved into the Annex 2<sup>nd</sup> floor

### **CITY HALL ANNEX – 1<sup>ST</sup> FLOOR:**

- Partition wall and furniture purchase approved by City Council on 11/1/21

Based on current market conditions, lead times for delivery is 8-16 weeks after the Purchase Order issue, estimated arrival of all necessary components is late February

- Renovation of 1<sup>st</sup> Floor

Quotes for the renovation of the 1<sup>st</sup> Floor are due November 24, 2021

### **CITY HALL – WIND RETROFIT & FLOOD PANELING:**

- Solicitation for Design Services for the City Hall wind retrofit and flood paneling was put to bid
  - Submittals were due on November 9, 2021 and no submittals were received
  - 1,010 suppliers were notified via DemandStar.com
  - Team has contacted vendors to identify the cause of the lack of bids and are updating the scope of work accordingly and in compliance of the FEMA Grant.

### **VETERANS COMMUNITY PARK (VERTICAL STRUCTURES):**

- Foundation and forming work in progress for the Band Shell and Restroom Buildings



### **MACKLE PARK: (COMPLETE)**

- Parking lot seal coating



## WORK AND ASSET MANAGEMENT

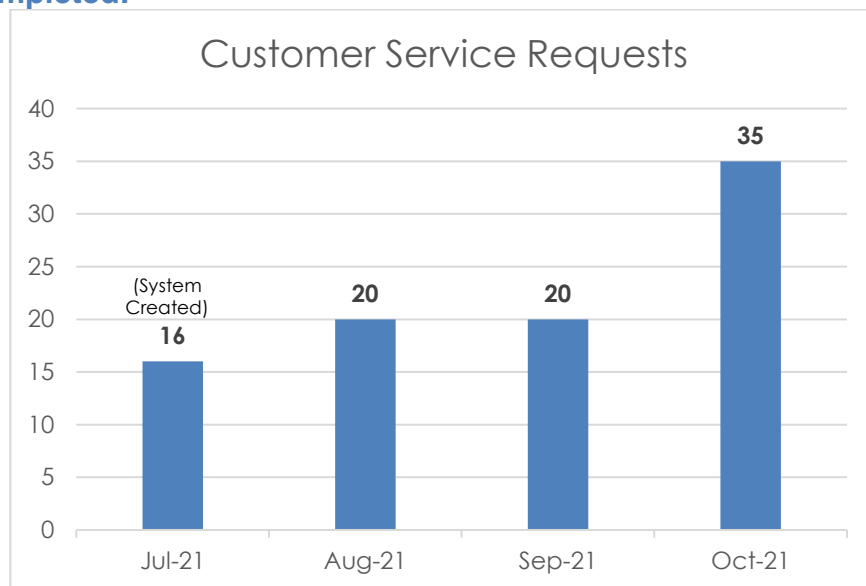
### Cartegraph Asset Management System Setup:

- Phase I Implementation for Fleet & Facilities Management Assets (Complete)  
System went live for all City Staff to submit service requests on October 4, 2021

### Collected Asset for Fleet & Facilities Department:

- Phase I for Fleet & Facilities Management and Parks asset is complete
  - **24** - Asset Types
  - **951** - Total Assets
    - 762 Facilities and Parks Assets
    - 189 Vehicle Assets (Include passenger vehicles, utility vehicles, and other equipment.

### Service Request Completed:



### Work Tasks Completed:

