

# City of Marco Island

## *Press Release*

01-28-21  
21-07

We apologize for the inconvenience that many residents experienced as they tried to register for a COVID-19 vaccine on the City website. We had 200 appointment slots available with 41,693 people online at the same time trying to get one of these appointments. There were 651,259 page views on our website during this time. As a result, our City website slowed down and became unresponsive. Some people were still able to access the Eventbrite page and make a reservation through the City's website or through the link posted on our City social media sites. Due to the website challenges, 10,323 residents called City Hall between 2:00-3:00 causing all of our phone lines to be in use at the same time which defaulted to a busy signal for callers. We know this is a frustrating experience for everyone who is trying to get a COVID-19 vaccine. The City is following State of Florida and Department of Health protocols for vaccine distribution and will continue to communicate updates with the community as we receive more information and more vaccine supplies from the State and the County.

###

