



## City of Hallandale Beach City Commission Agenda Cover Memo

Meeting Date:	File No.:	Item Type:		1 <sup>st</sup> Reading	2 <sup>nd</sup> Reading
<b>9/29/2025</b>	<b>25-379</b>	<input checked="" type="checkbox"/> <b>Resolution</b> <input type="checkbox"/> <b>Ordinance</b> <input type="checkbox"/> <b>Other</b>	Ordinance Reading	<b>N/A</b>	<b>N/A</b>
			Public Hearing	<input type="checkbox"/>	<input type="checkbox"/>
			Advertising Required	<input type="checkbox"/>	<input type="checkbox"/>
			Quasi-Judicial:	<input type="checkbox"/>	<input type="checkbox"/>
Fiscal Impact (\$):	Account Balance (\$):		Funding Source:	Project Number:	
<b>\$100,000</b>	<b>\$100,000</b>		<b>3340W-531010</b>	<b>P2304</b>	
Contract Required:	P.O. Required:	RFP/RFQ/Bid Number:	Sponsor Name:	Department:	
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>N/A</b>	<b>Geovanne Neste, Finance Director</b>	<b>Finance</b>	
Strategic Plan Focus Areas:					
<input checked="" type="checkbox"/> <b>Fiscal Stability</b>	<input checked="" type="checkbox"/> <b>Resident Services</b>	<input checked="" type="checkbox"/> <b>Public Safety</b>	<input checked="" type="checkbox"/> <b>Infrastructure &amp; Mobility</b>	<input type="checkbox"/> <b>Economic Development &amp; Affordable Housing</b>	
Implementation Timeline:					
Estimated Start Date: 10/1/2025			Estimated End Date: 9/30/2026		

### SHORT TITLE:

**A RESOLUTION OF THE MAYOR AND CITY COMMISSION OF THE CITY OF HALLANDALE BEACH, FLORIDA, FINDING UNIQUE CIRCUMSTANCES EXIST TO AUTHORIZE A CHANGE ORDER TO THE EXISTING TEMPORARY STAFFING AGREEMENT WITH ROBERT HALF INTERNATIONAL, FOR FY 2025-26, IN A NOT TO EXCEED AMOUNT OF ONE HUNDRED THOUSAND DOLLARS (\$100,000) FOR STAFFING OF THE WATER METER UPGRADE TRANSITION; AND PROVIDING FOR AN EFFECTIVE DATE.**

### STAFF SUMMARY:

#### **Summary:**

The Finance Department requests approval to extend our contract with Robert Half International, Inc. for temporary staffing services in an amount not to exceed the budgeted amount of \$100,000

for FY2025-26. This extension is crucial to support the Utility Billing Division's additional workload due to the ongoing city-wide AMI Meter Remediation Project.

### **Background:**

Since FY2022, the City has been encountering an unprecedented number of water meters that are not transmitting electronic reads or the electronic read is inaccurate. This has resulted in a significant increase in the number of manual reads in the field, meter maintenance work orders created, and estimated meter reads for billing purposes.

To manage the situation, the Finance Department has used temporary staffing, through Robert Half, to assist with the workload since FY2023. Robert Half International has been in operation since 1948 and is one of the world's largest specialized staffing firms with offices across the globe. The responsiveness and caliber of the candidates has consistently been the best and fastest with Robert Half International. For the specific needs of the City's Finance Department, Robert Half Finance and Accounting specializes in the placement of permanent accounting, financial, tax and accounting operations personnel, including accounting managers, controllers, and financial analysts.

On September 28, 2022, the City Commission approved and adopted Resolution No. 2022-113, authorizing the procurement of temporary staffing services from Robert Half in the amount not to exceed \$200,000, declaring unique circumstances for FY2022-23 (Exhibit 2). The Finance Department required temporary staffing services in excess of the \$200,000 that was authorized.

In December of 2022, City Staff presented to City Commission a plan to correct the ongoing issues with the Utility System's AMI Meter System, which was approved. This plan included the installation of warranty registers and the purchase of meters. It became apparent that there was a significant reduction in the effectiveness of the register replacement program, as many of these meters continued not to work or stopped working, even after the register was replaced as recommended by the meter vendor. We also continued to see a significant increase in the rate of new register/meter failures.

On December 14, 2022, the City Commission approved and adopted Resolution No. 2022-130, authorizing the procurement of temporary staffing services from Robert Half in the amount not to exceed \$442,500 for Finance, declaring unique circumstances for FY2022-23 (Exhibit 3). Of this amount, the anticipated costs for Utility Billing temporary service from Robert Half was approximately \$300,000 for FY2022-23. This resulted in the City's ability to process and mail out utility bills on schedule, where in some cases, bill cycles were previously mailed out up to 18 days late.

In June of 2023, City Staff presented to City Commission a modified plan, while we continued negotiations with the City's meter vendor, Sensus. This included the expansion of the AMI Remediation Project to include a full water meter upgrade and that all warranty Accustream meters will be replaced with superior iPERL meters at no cost to the City. Subsequently, the City engaged VEPO Solutions to install the remaining purchased meters. This resulted in the replacement of approximately 30% of all 1-inch and smaller meters to iPERL meters.

On December 6, 2023, the City Commission approved and adopted Resolution No. 2023-147, authorizing the procurement of a continuation of temporary staffing services from Robert Half in the amount not to exceed \$160,000 for FY2023-24 related to the city-wide AMI Meter Remediation Project, declaring unique circumstances (Exhibit 4). The additional support enabled timely billing processes while Finance personnel were engaged in managing the AMI Remediation Project. This strategic decision effectively mitigated the impact of high staff turnover within the Utility Billing Division.

In May of 2024, the City received a revised settlement agreement from Sensus which includes a plan to upgrade all existing Accustream meters with iPERL meters and delivery of over 800 upgraded warranty replacements at no cost to the City. At the time, the City expected to replace an additional 4,500 meters, including warranty replacement meters currently on hand, within twelve months. Robert Half staffing was noted as a critical component of the plan to ensure continuation of operations, and accurate and timely billing during the meter change outs. On May 15, 2024, the City Commission approved the adopted Resolution No. 2024-031, for the continuation of temporary staffing services from Robert Half in the amount not to exceed \$320,000 for FY2023-24 related to the city-wide AMI Meter Remediation Project, declaring unique circumstances (Exhibit 5). This was intended to ensure a seamless transition during our full meter upgrade.

On October 30, 2024, the City Commission approved and adopted Resolution No. 2024-104, authorizing a change order for temporary staffing services from Robert Half in an amount not to exceed \$220,000 for FY2024-25 (Exhibit 6). This authorization ensured continuity of operations and accurate billing during the full water meter upgrade, with staffing retained to cover the transition period. At the time, we expected to execute the settlement agreement with Sensus by November 2024.

These actions provided stability while the City negotiated with Sensus, culminating in a settlement agreement to replace all Accustream meters with iPERL meters at a significantly reduced cost to the City. To date, hundreds of meters have already been replaced, and the project is soon to enter its final stages.

### **Current Situation:**

Since the initiation of the AMI Remediation Project, the City has made measurable progress in addressing the citywide meter failures identified at the outset of this effort. At the peak of the issue in 2023, more than 2,500 Sensus meters were failing to transmit readings and were therefore being billed on estimates. By 2024, that number had been reduced to just over 1,200, and as of July 2025, the count of estimated bills has been further reduced to 1,013. These estimated-bill meters represent recurring issue meters that are no longer providing reliable automated readings and are effectively just waiting for replacement with iPERL units.

It is important to distinguish these from meters requiring manual reads: in those cases, the meter can still be read onsite by staff, but the process is highly inefficient and labor-intensive. Both types of problem meters remain in the replacement pipeline, but the estimated-bill category (1,013) reflects the highest-priority failures that directly impact billing accuracy and customer service.

As of August 2025, approximately 3,155 iPERL meters have been installed across the system. In total, more than 4,000 meters have now been replaced, including both failing Sensus meters and those requiring manual reads. Despite this progress, approximately 1,829 meters (including the 1,013 estimated) remain identified as problem meters pending replacement. In addition, there are approximately 964 Accustream meters still in service that are not yet showing issues but based on historical performance, will also be replaced under the AMI Remediation Plan. This approach ensures that the City is not just catching up with failures, but proactively completing the full system replacement for long-term reliability.

On April 23, 2025, the City Commission authorized the Settlement and Release Agreement with Sensus, along with the acquisition of most of the equipment and services needed to carry out the project. This authorization included computer software, consultant services, installation services, the purchase and installation of 3/4" and 1" replacement meters, large meter chambers, meter accessories, and related equipment in an amount not to exceed \$1,482,000. Following additional negotiations, the Settlement and Release Agreement was executed on July 21, 2025, formally initiating the project's deliverables and timeline for full system replacement.

This combined effort enables the City to continue replacing smaller and larger meters, to conduct a propagation study to improve signal strength, and address software integration issues through specialized consulting support. These investments, coupled with continued assistance from Robert Half staffing, have positioned the City to move beyond the most challenging phases of the AMI project. While a significant number of meters still require manual reads, the burden on City staff is steadily shrinking and the backlog of replacements is diminishing.

This item seeks the City Commission's approval of the attached Resolution to increase Purchase Order No. 20250419 by \$100,000. After reducing Robert Half staffing from three to two, it is our recommendation to retain the existing personnel due to the significant investment of time and training tied to the AMI Remediation Project. Retaining this support through project completion is in the City's best interest. With a projected completion in March 2026, City Staff recommends maintaining the current Robert Half personnel through the end of the project. For FY2025-26, the anticipated cost for Utility Billing temporary services from Robert Half is approximately \$100,000.

Below is a summary of previously authorized expenditures by function (e.g. AMI Remediation Project, Utility Billing operations, General Ledger operations):

Fiscal Year	Resolution(s)	Authorized Amount	Actual/Projected Total	AMI Project (P2304)	UB Operations (3340W)	GL Operations (1510)
FY 2022-23	2022-113 and 2022-130	\$ 442,500	\$ 441,657	\$ -	\$ 307,500	\$ 134,157
FY 2023-24	2023-147 & 2024-031	320,000	318,451	142,530	175,921	-
FY 2024-25	2024-104	220,000	224,763	220,000	4,763	-
FY 2025-26	Agenda Item 25-379	100,000	100,000	100,000	-	-
<b>Total</b>		<b>\$ 1,082,500</b>	<b>\$ 1,084,871</b>	<b>\$ 462,530</b>	<b>\$ 488,184</b>	<b>\$ 134,157</b>

### **Why Action is Necessary:**

Pursuant to Chapter 23, Section 23-6, Award of Contracts, the City Manager shall have the authority to recommend to the City Commission award of contracts. Allow City Manager to continue to make expenditures as needed through Robert Half International in an amount not to exceed \$100,000 through March 31, 2026, for the Finance Department, as budgeted in the best interest of the City. Further, to allow City Manager to negotiate and execute contracts.

Furthermore, pursuant to Chapter 23, Section 23-8, Exception to Bid Requirements, (5) Unique Circumstances, where the City Commission finds unique circumstances to establish that competitive bidding is not in the best interest of the City. Purchases in excess of \$50,000 shall require a formal, written contract approved by the city commission.

Pursuant to Code of Ordinances, in accordance with Procurement Code Section 23-12 Procedures for purchases in excess of \$50,000, (7) Change Orders, Any change in the contract price, scope of work or time for completion of any project following the award of a contract shall be by a written change order, approved by the city manager and executed with the same formalities as the contract. a. The city manager may approve any change orders so long as the total sum of all change orders does not exceed the total amount awarded by the city commission by more than either ten percent of the contract cost or \$50,000, whichever is less. The scope of any project may not be changed without prior approval of the city commission.

### **Cost Benefit:**

Extending Robert Half International staffing in an amount not to exceed \$100,000 for FY2025-2026 ensures continued operational stability during the final phases of the AMI Remediation Project. Retaining trained personnel reduces risks associated with turnover, supports accurate billing, and minimizes costs associated with delayed or inaccurate meter reads. The reduced

expenditure proposed compared to prior years reflects the expected efficiencies gained from project completion while still providing critical staffing support during implementation.

This investment not only stabilizes utility billing operations, preventing potential delays and disruptions, but also capitalizes on the significant training investments already made in these personnel. The continuity of experienced staff mitigates risks associated with high turnover and ongoing project complexities, ultimately supporting operational efficiency and potentially reducing long-term costs associated with manual meter reading and billing inaccuracies.

Importantly, Robert Half has confirmed through letters received that the hourly rate for temporary staffing will remain unchanged for the remainder of the term, further strengthening the cost-effectiveness of this extension.

**PROPOSED ACTION:**

The City Commission considers the attached Resolution.

**ATTACHMENT(S):**

Exhibit 1 – Resolution  
Exhibit 2 – Reso 2022-113 Authorizing Staffing Services from Robert Half  
Exhibit 3 – Reso 2022-130 Robert Half International Temporary Staffing Services FY 2022 2023  
Exhibit 4 – Reso 2023-147 Robert Half International, Inc for Temporary Staffing  
Exhibit 5 – Reso 2024-031 Agreement with Robert Half International, Inc  
Exhibit 6 – Reso 2024-104 Authorize a Change Order for Temporary Staffing Services Robert Half International, Inc  
Exhibit 7 – Robert Half Quotes for Finance Utility Billing Temporary Services  
Exhibit 8 – Advanced Metering Infrastructure (AMI) Remediation Presentation August 2024

Prepared By: Joanna Campbell  
Joanna Campbell  
Interim Assistant Finance Director

Reviewed By: Geovanne Neste  
Geovanne Neste  
Finance Director

Reviewed By: Noemy Sandoval  
Noemy Sandoval  
Assistant City Manager