

CITY OF HALLANDALE BEACH, FLORIDA
MEMORANDUM
CM21-051

DATE: October 3, 2021

TO: Honorable Mayor, Vice Mayor, and City Commission

FROM: Dr. Jeremy Earle, Ph.D., AICP, City Manager/CRA Executive Director

SUBJECT: Departments, Agency, and Teams Accomplishments for Fiscal Year
2020-2021

It goes without saying that Fiscal Year (FY) 2020-2021 has been one of the most challenging years in so many respects, for the City of Hallandale Beach. We have had to not only deal with a global pandemic, which has now cost the lives of over 700,000 people in this country, including many of our loved ones and friends, but also social unrest, an economy that is still struggling to recover, a loss of local businesses and tax revenues, major uncertainty across the board, and a looming five-year projected \$60 million City budget deficit, which must be addressed.

Additionally, within the past fiscal year, you were all made aware of a myriad of detrimental legacy issues such as delayed maintenance of City facilities and infrastructure, including water, storm water, and sewer; and failing IT infrastructure, including old servers, phone switches, and software upgrades to our critical systems, which had not been done in years. Years of being understaffed negatively affected our overall operations and, because of it, over the past six (6) years, we lost hundreds of extremely valuable employees, many of whom were burnt out and disillusioned. Many of the vehicles in our fleet are beyond their reasonable life, and many of our Standard Operating Procedures and City policies are outdated. The list goes on and on.

In spite of these aforementioned challenges, and so many more that have not been named, I am extraordinarily proud to inform you of the tremendous amount of work that our team members across the City have done in just this past FY. Our team members at all levels of the organization have more than risen to the challenges placed before them. Through their hard work, dedication, and commitment, we have collectively accomplished more in one year than has been done in decades. Every single team member, has in one way or another, contributed to this organization's success. As you know, we are on a five (5)-year plan to not only save this City, and turn this organization around, but to become the type of City and organization that residents want to move to, and employees don't want to leave. We have much work to do in all respects.

However, there is absolutely no question, that without your support and leadership in the past fiscal year, including having to make some difficult decisions, our team members would not have been able to have the resources necessary to accomplish all that they did.

The accomplishments listed below are by no means exhaustive or indicative of everything that our team members did in FY2021. However, it will provide you with a very good picture of some of the challenges that we overcame, and the strides that we made in embodying as a team, our City's tagline of Progress, Innovation, and Opportunity.

BUDGET AND PROGRAM MONITORING DEPARTMENT

1. Initiated and Implemented the most substantial change to the City's budgeting process by the utilization of OpenGov Software, which increases and promotes transparency and open governance as it relates to the City's finances.
2. Revamped and Produced the City's first online interactive Budget Book, which allowed the residents to drill down into various aspects of the budget thus promoting transparency.
3. Submitted FY 2020-21 GFOA Outstanding Budget Presentation Award.
4. Oversaw FY 2020-21 Citywide Team Based Initiatives.
5. Revamped Annual Budget Process utilizing the new OpenGov software package. Additional refinements the budgeting process will be made in FY2021-2022 in order to fix a myriad of issues.
6. Created a new tracking process and form, which enhances accountability when staff requests the use of salary savings. This allows budget to track and closely monitor the use of those funds in a way that was not done before.
7. Created a new tracking process and form for project reappropriations and implemented an annual review process for all ongoing projects.
8. Coordinated three budget amendments in the year.
9. Spearheaded the annual review of the Fee Booklet and revamped revenue forms

CITY CLERK DEPARTMENT

1. JustFOIA

In August 2020, the City Clerk's office implemented the new JustFOIA Public Records Request management program to guarantee efficiency for the public and staff. Since the program's execution, the public is offered the benefit to submit, obtain the status of public record requests, download records responsive to a request immediately once available, and pay online at the comfort of their home. To date, the City Clerk's office has received, managed, and responded to a total of 2,135 public records requests.

2. Records Management Coordinator

In December 2020, the City Clerk's office hired a Records Management Coordinator (RMC) to assist with the volume of public records requests received through the City Clerk's office. With the additional position granted to the City Clerk's office, the department has accomplished all required tasks without delay. The RMC actively assists, through the City Clerk, all employees and provides the necessary training to guarantee all City personnel handle public records requests in compliance with Florida Statute Chapter 119. The RMC, through the City Clerk, provides City-wide Records Training to assist City staff with their

records management responsibilities to comply with current State laws and other administrative guidelines.

3. Minutes

Since 2012, the City Clerk's office has consisted of three (3) members to serve the internal and external customers. The high demand to provide adequate service to internal and external customers resulting in a backlog of required tasks within the department. As a result of the approval of an additional member in November 2020 to the department, the City Clerk's office has completed required duties promptly, including minutes. Presently, the City Clerk's office finalizes council meeting minutes with a turnaround time of thirty (30) days, as per the adopted protocol manual. Therefore, allowing the Clerk's office to uncover new ways to better serve the public and city staff by ensuring efficiency while meeting all State mandates and City policies.

4. Boards and Committees

In FY 2020-2021, the City Clerk's office prioritized Boards and Committees by developing a process that guaranteed transparency to Elected Officials, Board/Committee members, and the public. A process was established through the Clerk's office to inform Council members and the residents of current vacancies and new applications received. In August 2021, the Clerk's office began to include the Boards and Committees' minutes as a Regular City Commission Agenda Item to inform the council members and residents of the service the Boards and Committees offer to the community. There are currently sixteen (16) Boards and Committees, with 76% filled appointments and 24% vacancies.

5. Training

The City Clerk's office recognizes the importance of training to guarantee the City complies with State regulation and City policies. In January 2021, the City Clerk's conjunction with the City Attorney provided the first Virtual Boards and Committees Members training. Approximately forty (40) Board/Committee members, including the Board/Committee liaisons, attended the training to better understand their role as Board/Committee members and required Sunshine Law.

In April 2021, the City Clerk's Office in conjunction with the City Attorney offered a Public Records Request Training to all City personnel. A total of 60+ City personnel attended the training given on two separate days. The training emphasized the importance of Public Records Requests and the requirements that must be followed to comply with Florida Statute Chapter 119.

The Clerk's office is currently setting up a process to routinely administer subject training on an annual basis.

6. Agenda Processing

Through the support of the City Manager, the City Clerk's office has established and enforced an agenda workflow schedule to ensure agendas and backup material are published according to the City Code Section 2-38. With a structured process, staff effectively meets required deadlines when submitting agenda items and required attachments providing transparency to council members and residents.

7. Electronic Campaign

In preparation for the upcoming November 2022 election, the City Clerk's office introduced the Electronic Campaign process to Council. As a result, Ordinance 2020-017 was adopted

in August 2020 to ensure efficiency, transparency, and compliance with Florida Statute 106.07 to candidates when submitting required campaign reports. Implementing an electronic filing system for campaign treasurer reports best serves the City of Hallandale Beach residents to make the government more accessible and user-friendly while reducing resource demands.

8. City Records

The City Clerk's office is actively working to improve government efficiency and provide transparency to residents and staff of public records management. The Clerk's office is vigorously anticipating updating the 2021 Records Management Plan and researching methods to comply with F.S. 119 to impose an electronic filing process and reduce resources. Finally, highlighting the importance of Laserfiche as a primary repository system and engaging consultant assistance to safeguard the City's current records management.

CITY MANAGER'S OFFICE OF GRANT MANAGEMENT, SUSTAINABILITY, & INNOVATION

1. Grant Applications

The Grant's Office, in coordination with various City departments, submitted 22 grant applications for a total value of \$26,625,277. This includes a major proposal for Water and Sewer Infrastructure in the amount of \$23,116,819, EV Parking & Charging Station Grant (federal) in the amount of \$785,000, EV Bus Fleet Parking & Charging Station (state) in the amount of \$465,000, EV Bus Operating Enhancements in the amount of \$779,000 and the Smart Policing Initiatives in the amount of \$500,000.

2. Grants Awarded

The City has been awarded 20 grants for a total value of \$23,960,665. This includes an American Rescue Plan Act (ARPA) Grant in the amount of \$19,957,515 and the Florida Recreation Development Assistance Grant in the amount of \$200,000.

3. Active Awards as of 9.1.21

Successfully managed the City's grant portfolio that consists of 34 active grants with a value of 15,559,497. Major ongoing grants include the FDOT Service Development grant (\$2.5M), SAFER grant (\$6M), Strategies for Policing Innovation (\$700K), Community Shuttle Bus (\$1,077,000), State Revolving Loan (\$3,600,000).

4. COVID-19 Pandemic

A total of \$2.6M were successfully documented for reimbursement from the CARES Act allocated to the City and reimbursed through Broward County. Grants staff continues to oversee the allocation and documentation process for the newly awarded ARPA Grant.

5. Disaster Cost Recovery

Successfully completed final reimbursement submittals for Hurricane Irma for a total reimbursement of approximately \$1.5 million, Hurricane Dorian for a total obligation of approximately \$127,000 and the Surfside Disaster-Mutual Aid Assistance for a total obligated amount of \$32,536.

6. **Surtax Projects**

The Grants Office also worked together with Development Services on the successful submittal of 14-Cycle 2 Surtax projects which consists of 2-construction projects in the amount of \$14,980,000, and 12-design projects in the amount of \$2,755,000, for a total submittal of \$17,735,000. The Grants Office will also provide management support and fiscal oversight of 5 Cycle 1 Surtax projects following receipt of the Interlocal Agreements in the anticipated amount of \$6,642,873.

7. **Single Audit**

Successful FY2019-2020 Single Audit which resulted in no questioned costs or comments. Additionally, the City qualified for the low-risk auditee designation.

9. **Climate Action Plan 50by30** - Hallandale Beach's Climate Action Plan adopted by City Commission.

10. **EV Charging** - Installed 4 Electric vehicle charging stations at City Hall, raising the number of EV chargers on City properties to 14 charge ports.

11. **Electrifying our Fleet** - Assisted in the purchase of 3 Electric Vehicles for the City Fleet.

12. **Clean Ups** - Set up Constant Beach Clean-Up Bucket Stations at all City Lifeguard stands.

13. **Habitat Restoration & Resiliency** - Restored more than 4,600 square feet of dune habitat via 3 volunteer planting days. Also gave away 175 native plants and shrubs to residents.

14. **Water Conservation - Replaced** all toilets in the Municipal Complex with more water efficient models. Provided 16 rebates to residents for low-flow toilets. Provided free irrigation audits to commercial buildings resulting in the savings of 1,757,288 gallons/year.

15. **Education** - Hosted 4 virtual workshops.

16. **Tree Canopy Assessment** – Completed a Tree Canopy Assessment for the City and CRA.

17. **Third Party Rating** - Rated by Carbon Disclosure Project as B.

18. **Moving towards certification** - Kicked-off LEED for Cities certification.

COMMUNITY ENHANCEMENT AND SUSTAINABLE DEVELOPMENT DEPARTMENT

PLANNING AND ZONING DIVISION

1. Adopted impact fees for Fire, Police, parks and open spaces and transportation services and facilities.

2. Updated the Water Supply Plan.
3. Adopted affordable housing requirement throughout the RAC.
4. Adopted green building regulations to ensure sustainable practices are included in new developments.
5. Adopted new zoning along Hallandale beach Blvd to promote redevelopment and corridor enhancement.
6. For the first time in a decade or more, added planner positions to accomplish major ongoing planning goals such as the addition of 4,000 RAC units, and to assist with development reviews.
7. Provided customer service training to all staff.

TRANSPORTATION AND MOBILITY

1. Surtax Projects Cycle 1 award: 5 projects (\$6,642,873)
 - a. Bus Shelter Improvements
 - b. Sidewalk Improvements
 - c. Crosswalk Improvements
 - d. Digital signage for bus stops
 - e. NW/SW 8TH Avenue Complete Streets Design
2. Surtax Projects Cycle 2 submittal: 14 projects.
3. FDOT Grant award (EV Bus purchase) (\$5,000,000) (50%match)
4. Total grants and surtax awards to date: \$9,142,873.
5. Minibus Service Operation and Maintenance RFP Launch.
6. Bus stop inventory and geolocation.
7. Increased minimum staffing level from 1 to 2.
8. Provided customer service training to all staff.

BUSINESS TAX AND REGULATIONS DIVISION

1. Creation of a new division focused completely on Business Tax Receipts and Certificate of Use
2. New Hires:
 - a. Code Inspector
 - b. Administrative Assistant
3. New BTR Supervisor position (advertised)
4. Delinquent Business:
 - **208 visited since April**
 - **Avg. 45% of businesses visited issued citations**
 - **94 Complied within the month of visit**
5. Provided customer service training to all staff.

BUILDING DIVISION

1. Increased minimum staffing level from 22 to 27 in order to address a backlog which affected permit issuance.
2. Created a Call Center in order to address the large volume of calls pertaining to permit applications, reviews, inspections, and payments.
3. Implemented IVR (inspection request system) Software so that customers can call and schedule their own inspections.
4. Revived 40-year recertification program, notified close to 400 properties Implemented concierge services to residents and business owners in the form of a Business Assistance Coordinator.
5. In the last 30 days, eliminated a significant amount of non-regulatory/non-building code related bureaucratic information, which had caused the processing of just one permit application to take upwards of 45 minutes. Now a permit application takes between 10-15 minutes.

6. In the last 30 days, reduced the backlog of permit applications, as well as the backlog of items submitted via email to almost zero for the first time in a very long time.
7. Brought in relief plans reviewers in order to reduce the backlog of structural permit reviews.
8. Over the last 30 days, took immediate action to increase permit billing which had languished, thereby increasing the revenues to the City.
9. Provided Customer Service Training to all staff.

HALLANDALE BEACH COMMUNITY REDEVELOPMENT AGENCY

While the HBCRA is not a City Department in the traditional sense of the word, HBCRA staff worked extremely hard on a number of agency specific initiatives, and assisted City Staff with others.

RESIDENTIAL PROGRAMS

HBCRA staff also worked numerous residential programs in FY2021 including:

First Time Home Buyer Program

1. Received and processed 22 applications.
2. Closed approximately 8 loans.

Neighborhood Improvement Program

1. Received and processed 15 applications.
2. Closed approximately 8 loans totaling \$368,438.

Storm Shutter Rebate Program

1. Received and processed 33 applications.
2. Closed approximately 8 loans totaling \$49,500.

Paint the Town Program

1. Painted 51 homes in FY2021
2. Total mount of homes painted since 2019 is 160.
3. Total amount spent since the inception of the program in 2019 is \$400,000.

Senior Mini Grant Program

1. Total applications received in FY2021 was 11.
2. Total amount spent \$103,535.

Rental Utility Program

1. Received and processed 13 applications.
2. Total spent in FY 21 was \$3,500.

ECONOMIC DEVELOPMENT AND ARTS PROGRAMS

HBCRA staff oversaw millions of dollars' worth of construction projects in FY 2021. Some of these projects include:

1. Kao Sushi Bar and Grill.
2. Yo Soy Fashion Boutique and Food Hall.
3. Go Bistro Restaurant.
4. Design Flex Façade Improvements.
5. Hallandale Beach City Center.
6. Hallandale Commons Town Homes.
7. Faith Shopping Center Beautification.
8. Mega Developers Condominiums.

HBCRA staff worked on significant economic development and arts related programming over the past fiscal year. Some of these include:

1. Commercial Business Mural Program
2. Decorative Artistic Fire Hydrant Program
3. Hallandale Eats restaurant promotion program
4. South Beach Wine and Food Festival (SOBE) Hallandale Beach Series – This series was developed in partnership with SOBE as a way to market and draw attention to restaurants in the City of Hallandale Beach.
 - a. In the 2021 FY, the HBCRA's signature event called Food and Groove was once again sold out and raised \$20,000 for the Police Athletic League (PAL).

FINANCE DEPARTMENT

1. Implemented a new customer portal making paying your Utility Bills, General Bills, and Business Tax Receipts Bills easy. We expanded payment options to include MasterCard, Visa, American Express, Discover, Electronic Check, PayPal, PayPal Credit and Venmo. Pay-by-text, automatic payment, customized bill notification and bill reminder options are available. Please visit CoHB.org/PayMyBill for more information.

2. Completely redesigned the City's PayMyBill webpage for a centralized and mobile friendly location to pay all City bills. For more information, please visit CoHB.org/PayMyBill
3. Converted all Utility Billing forms to electronic fillable forms making filling out and sending forms for utility billing services easy to access. For more information, please visit CoHB.org/UB/Forms.
4. Upgraded our Tyler Cashiering POS system cutting down the time it takes to process payments at the cashier window at City Hall.
5. Implemented an interactive voice response (IVR) payment system to pay your Utility Bills, General Bills, and Business Tax Receipts Bills. Both English and Spanish options are available. This service is available 24 hours a day, seven days a week, through all devices. For more information, call 1-866-819-0126.
6. Redesigned General Bills to include an easy one-time-pay QR code making paying with your smartphone as easy as taking a picture! No registration necessary. For more information, please visit CoHB.org/onetimepayment.
7. Streamlined our private hauler registration and quarterly reporting process to a paperless email only process. Private Haulers now have access to our new customer portal. For more information, please email privatehaulers@cohb.org
8. Transitioned Lien Search Services from the City Clerk's Office to the Finance Department making billing and payments easy. Turnaround time for customer inquiries is typically less than 48 hours. For more information, please email liensearch@cohb.org

HUMAN RESOURCES DEPARTMENT

Labor Relations

1. Helped to negotiate 3-year IUPA Collective Bargaining Agreement, that had been stalled for approximately three years.

Training

1. Virtual citywide mandatory training regarding race, gender and bias called *Mutual Respect – The Bottom Line*.
2. Continuation of Leadership Academy for supervisors, managers, and directors.
3. Conducted Citywide Customer Service Training. This training will be rolled out in the new fiscal year to various departments on a monthly basis.

Benefits

1. Implementation of Telecommuting Policy.
2. Implementation of Paid Parental Leave Policy.
3. Awarded 2020 National Workplace Well-being Gold Award.
4. Implementation of Wellness Committee initiatives:
 - Wellness challenges.

- Wellness incentives.
- Vaccination incentives.

RISK MANAGEMENT

1. Settling of 13 Liability Claims and 17 Worker's Compensation cases; Opened 22 total Worker's Compensation cases of which 11 were closed. Opened 72 new Liability claims of which a total of 78 were closed to include claims from prior years.
2. Drafting of numerous policies and safety protocols related to the COVID-19 pandemic resulting in minimum employee exposure and continuity of operations.

HUMAN SERVICES DEPARTMENT

1. The Department collectively distributed Meals on Wheels boxes to senior participants every Thursday.
2. During the beginning of COVID-19 the Food Pantry provided over 14,562 meals, food items, food staples to the community. Some of the meals were delivered by staff to homes and via drive weekly and monthly thru food distributions.
3. Partnered with the City of Oakland and assisted forty-three (43) Senior participants in getting the COVID vaccines during the early release of the vaccine to the vulnerable population.
4. The Ahmadiyya Muslim Community and Humanity 1st partnered to provided 150 Hot Meals with the department on several occasions.
5. Assisted clients to complete their Census via telephonic intakes due to COVID-19
6. Department of Children and Families Community Partner site assisted clients with ACCESS benefits via the telephone to ensure client's Food Stamp recertification, Medicaid and AFDC reviews were submitted timely.
7. Thanks to IT Department, the Human Services Department remote mobile cart was utilized during the Pandemic to help assist clients with face-to-face interviews while following COVID guidelines.
8. Developed new partnerships with Devoted Medical Center to provide bags for monthly food distributions.
9. The Human Services Department Partnered with Poverello Eat Well Pop-Up Food Pantry who provided groceries to 50 registered families.
10. FPL, Nextera Energy Foundation and Private Donor – Donated Publix Gift cards to give to Monthly Food Registrants.

11. The Human Services Department was awarded Emergency Food and Shelter Program funding grants for the following:
 - a. Emergency CARES \$10,295.00 in Food Vouchers
 - b. Phase 37 Food Pantry \$1,754.00 & Food Vouchers \$2,380.00
12. Two (2) Social Workers joined Human Services team: Nefertiti Bartley, Social Worker II General Services Division and Carmen Rodriguez, Social Worker I Senior Services Division.
13. Nefertiti providing the ASP Parents with a produce bag of vegetables from community partner United Way Project Lifeline.
14. During the Pandemic Human Services Department remained open and active for ASP students offering them services via the Learning Pod for virtual learning sponsored by Children Services Council.
15. Over 23,902 Youth Services Case Management Activities were provided to clients.
16. 255 youth were enrolled in the ASP Program to include After-School, Spring Camp and Summer Camp.
17. Hepburn Center VPK enrolled six (6) VPK Students for the 2020-2021 School Year:
18. VPK Star Pilot Program provided the Hepburn Centers VPK students with a free tablet, that includes monitoring software which assess the development growth and progress of enrolled students.
19. Children Services Council and Broward County School Board in partnership with Youth Services Division sponsored 300 Book Bag to students in ASP and the Community.
20. Youth Services Division was awarded several grants to support program operations:
 - a. Children's Services Council of Broward County Maximizing Out-of- School Time \$163,368
 - b. Learning POD \$48,389.00
 - c. Broward County Community Block Grant (CDBG) \$100,000.00
 - d. Early Learning Coalition (ELC) Summer Booster Grant \$18,000.00
 - e. ELC Phase V 5 Coronavirus Response and Relief Supplemental Appropriations (CRRSA) \$19,500.00
 - f. Twenty-one (21) Hepburn Center ASP Staff received a \$1000.00 payment from the State of Florida Disaster Relief Fund for Childcare and Early Learning Instructors

21. The Rotary Club Hallandale Beach-Aventura donated \$1,000.00 worth Publix Gift cards to give to ASP program participants and their families.
22. Several area restaurants partner with the city and provided meals for the Community and lunch for the ASP students; thank you to: Mercato, El Tayta, Miami Dolphins & Progressive Firefighters Food Relief Program, TyTy's Catering
23. The Youth Services Division was able to run a very successful and safe 2020 Summer Camp.

SENIOR SERVICES DIVISION ACHIEVEMENTS

1. The Senior Services Division provided over 5,574 telephonic reassurance calls to senior participants. Telephone reassurance calls well checks ensuring the most vulnerable population needs were met. The division constant contact with seniors ensured seniors avoided isolation, identified resources for them to use and provided emotional/educational support.
2. Over 10,653 transportation services, were provided which included weekly meal deliveries, food donations, educational activity packets, personal hygiene products and weekly COVID19 educational materials.
3. Over 989.50 recreational activities were achieved which included daily conference lectures, exercise classes, BINGO activities, Physician chats, which promoted health and wellness from the comfort of their home with virtual activities.
4. The Senior Services Division was awarded two (2) grants, iN2L in the amount of \$32,322.72 and UNIPER Pilot Programs in the amount \$16,252.94 through Aging Disability Resource Center of Broward County (ADRC). The award coverages part of the Senior Services Supervisor's salary to facilitate the programs. These grants provided register seniors with access to technology to use at home to stay connected in the 21st century. The technology programs enhanced the quality of life for over 30 register senior participants. Senior Services hope to be able to extend both programs and have them available in the near future for all senior participants. Both programs have introduced technology to our seniors linking them to web-based activities such as ZOOM, TED talks, and interactive virtual activities.
5. The Senior Services Division provided over 4,910 senior case management services and over 700 individuals with programmatic and recreational services. The Senior Services Division thrives with the one goal to ensure that each participant or client lives an independent and vibrant lifestyle, for as long as possible.

INNOVATION TECHNOLOGY DEPARTMENT

1. Transition City phone lines from Ring Central to a system based on our current phone infrastructure.
2. Created new call menus for City departments in phone system in order to provide better customer service.
3. Created City's first Cyber Security Policy, Administrative Policy 2021.004.
4. City's first Penetration Testing, by Department of Homeland Security (DHS) and Security Compliance Associates (SCA) to check for critical network vulnerabilities externally.
5. Hosted Two Live Online Cyber Security Training sessions with over 100 employees in Attendance.
6. Replaced aging server infrastructure from Fujitsu with brand new Dell VxRail system and migrated existing virtual infrastructure.
7. Implemented Exagrid Backup System, for Fastest Backups & Recoveries, Industry's Best Ransomware Recovery, Unparalleled, Cost-effective Scale-out.
8. Implemented tape backup system for Backup to Disk to Tape strategy for additional redundancy in case of system failures.
2. New SQL Server System for City Hall and PD.
3. Upgraded to new version of Laserfiche, implementing best practices for new install, and expanding Laserfiche licensing from four (4) to thirty-nine licenses (39)
4. Configured and install IAPro for Police Department.
5. Virtual network infrastructure redesign.
6. Negotiated AS400 conversion project from initial estimated \$90,000 to under \$70,000, took item to Commission and issued PO to begin project.
7. After several years of item pending, successfully researched and prepared item for Fire Station Alerting System for Hallandale's three (3) Fire Stations.
8. After several years, was able to successfully set upgrade date for MUNIS (November 29, 2021) and Energov (September 29, 2021). Test environments were created to allow users to test and check for any major system issues prior to upgrade.
9. Procured eight (8) days of MUNIS training, and nine (9) days of Energov to be used for training users on new functionality/upgrade and/or system administration. Training days expire within one (1) year.
10. Electronic Plan review stations purchase for Development Services and Fire Inspectors

PARKS, RECREATION AND OPEN SPACES DEPARTMENT

The Parks Recreation and Open Spaces team has successfully transitioned through Phase One, Two and Three of Park reopening due to COVID pandemic closings over the past year. Throughout the past year, our team kept City facilities safe, clean, and well maintained and assisted wherever needed. We have navigated through many personnel challenges and reorganized the department as necessary to maintain our operations during the pandemic. Our team continues to step in and assist wherever necessary to ensure the continuity of our operations.

1. While our outdoor facilities provided refuge and respite from the COVID-19 pandemic, the indoor facilities hosted 138 rentals in the past year including city meetings, special events, programs, and activities totaling over 1,770 individual facility uses. These included:
 - Juneteenth Celebration hosted in conjunction with the Community Civic Assn
 - Walk Up testing Site at Foster Park
 - Free Vaccination Event at Foster Park in conjunction with the Broward Community & Family Health Centers, Inc.
 - Sharing South Florida Food Distribution
 - Memorial Day Celebration fully sponsored by the Rotary Club of Hallandale Beach.
 - South Beach Wine and Food Festival at Peter Bluesten Park.
 - Memorial Health Care Vans at OB Johnson and Peter Bluesten Parks Monthly.
 - PAL Youth Athletic Programs including Soccer, Baseball, Football, Volleyball and Cheerleading
 - Human Services Youth and Senior programs
2. We were especially proud to successfully open the Golden Isles Park and Tennis Center and continue to work on the development of Sunrise Park, the Historic Village and Chaves Lake.
3. Throughout the pandemic, the Department hosted the HB Parks at Home, Teen Zone at Home, and H2U at Home virtual programs that provided crafts, games, activities, exercise, cooking, and contests throughout the Pandemic to keep our community engaged.
4. We resumed in person services on a limited basis in June with our Teen Zone Program which serviced 53 Teens and our first returning Recreation Contract Instructor Program, Atlantic Shotokan Karate.
5. We recently resumed our Memorial Senior Partners Program, and we are currently hosting our first Cultural Center Lobby Art Show.

POLICE DEPARTMENT

With the support of the City Commission, the HBPD continued to maximize the use of technology. The department did the following in FY2020-2021:

1. Completed the installation of License Plate Reader (LPR) cameras at 11 locations throughout the City.
2. Move forward with the installation of ShotSpotter in the NW and SW areas of the City.
3. Added new Public Safety Cameras along Federal Highway and Foster Road.
4. Created a new Drone Unit with certified and trained officers.
5. Established a Strategic Intelligence Unit consisting of 11 staff members and a crime analyst.
6. The Hallandale Beach Community Redevelopment Agency (HBCRA) and HBPD partnered to develop a Public Safety Strategy designed to enhance community relations. One such initiative is the Quadrant Safety Board (QSB) designed to foster communication between the police and the community as well as develop a crime reduction plan to enhance public trust.
7. HBPD continues engaging the community via PAL sports and daily interactions at the schools and in the community. HBPD continues to offer Crime Prevention Through Environmental Design (CPTED) studies, crime prevention surveys and assistance in resolving numerous citizen concerns. Plans are being developed to begin a YouTube channel to provide information and crime prevention tips to the community.

A few notable incidents from 2021:

1. During the month of February 2021, in response to the recent rash of shootings, a probation compliance initiative operation was conducted within the CRA. These probation sweeps ultimately led to a search warrant. As a result of the search warrant, the following was seized: One handgun, 14 grams of Cocaine, 343 grams of Cannabis, 4 grams of MDMA, 21 grams of Oxycodone. Also, evidence of Identity Theft and Fraud to include personal identifying information, laptops, incriminating documents, and fraudulent credit cards were located within the residence.
2. During the month of April 2021, one (1) fugitive was apprehended. Said fugitive was wanted for attempted murder, domestic battery by strangulation, kidnapping and grand theft auto. The fugitive was taken into custody with the assistance of a federal task force.
3. During the month of April 2021, HBPD concluded a long-term investigation into a drug house which was being operated within the CRA. Based on the investigation, a search warrant was executed with the assistance of BSO SWAT and a federal law enforcement partner. As a

result of the search warrant, the following was seized: 289.64 grams of Cocaine, 2,305.56 grams of Cannabis, 32 grams of MDMA, 99.44 grams of Oxycodone, 43.28 grams of Alprazolam, 10.04 grams of Adderall, 24.01 grams of Hydrocodone, 36.12 grams of Cathinone, 128 rounds of 9mm ammunition. The owner/resident of this house was arrested and indicted on federal charges. Also, two (2) malnourished dogs were discovered at the rear of the residence and were later relinquished to the custody of animal control with the suspect also being charged with animal cruelty.

4. During the month of July, a probation sweep was conducted. During a planned compliance initiative search and based on the probation officer's observations, a firearm was located underneath a couch cushion and a search warrant was secured. As a result of the search warrant, the following were seized: one firearm, 487.6 grams of cannabis and drug paraphernalia. The subject was arrested.

PROCUREMENT DEPARTMENT

1. Released 14 formal solicitations for various programs/projects. This includes providing guidance on various aspects of the creation of the solicitation, handling registration of attendance to meetings by vendors, hosting pre-bid meetings, site visits, addenda, and many others to complete the formal solicitation process.
2. Processed 1,400 purchase orders. This includes review of all back up including forms, contracts, terms, insurance, and adherence to all required procurement process and procedures.
3. Managed all pcards transactions which included all paperwork for additions, deletions, and cancellations Citywide.
4. Activated over 400 vendors.
5. Processed and managed over 15,000 pieces of incoming and outgoing mail. Reviewed 140 agendas.
6. Managed copiers Citywide. This includes replacements of expiring leases.
7. Created and released new forms that can be electronically completed and executed for sole source, piggyback and a checklist of how to process purchases.
8. Conducted six (6) procurement trainings and re-trainings for all Departments. Trained new procurement staff.

PUBLIC WORKS DEPARTMENT

1. Water Main/Service line Leak Investigations and Repairs:

- a. 132 emergency calls, 14 water main breaks (6-inch pipe size and up). Some of the breaks were on private property, while we did not fix them, we had to send our team to assess the issues.
- 2. Sewer Lift Stations/Force Main/Gravity Mains/Lateral Line Investigations and Repairs:
 - a. 490 overall emergency calls, 3 force main breaks, 440 related calls for lift station issues. Many issues were related to calls for sewer backups, many of these calls were due to a private property issue however we had to send out team out to assess the issue.

Completed Items

- 1. Foster Rd. Watermain Upgrade Project- (from an 8 inch to a 12 inch)
- 2. Southeast Stormwater Drainage Cleaning
- 3. Northeast Stormwater Drainage Cleaning
- 4. Municipal Roof Replacement
- 5. Police Department Roof Replacement
- 6. Lift Station #14 Submersible Grinder Pump Installation
- 7. Initiated the Environmental Compliance Division within Public Works Department
- 8. 19718 square feet of sidewalk repaired
- 9. 653 potholes repaired within an average of 2 days
- 10. Completed a Sargassum Compost Pilot Project
- 11. Beach Dune Restoration (4600 square feet)
- 12. 45th and 46th year CDBG projects
- 13. Stormwater Vulnerability Assessment Grant
- 14. Curb Inlet Replacement
- 15. Stormwater Filter Screens and QR System Installation Pilot on Parkview Dr. (First City in South Florida)

Ongoing Projects

- 1. Lift Station #8 Rehabilitation Project
- 2. Raw Water Well #9
- 3. Well #9 supply line
- 4. CRS recertification audit for participation in National Flood Insurance Program

Initiated Project Designs for Resiliency and Capacity upgrades

- 1. Lift Station #1-#15

2. 30-inch sewer main (NE 14th Ave)
3. Layne Blvd 10-inch watermain replacement
4. Layne Blvd 18-inch sewer main replacement
5. NE 7th St. & NE 12th Ave watermain replacement
6. NE 7th St. Sewer main replacement
7. Stormwater Master Plan
8. Water Distribution System Master Plan
9. Reverse Osmosis Skid #3 Construction

Grants Opportunities

1. Grant funding (secured) - Sewer main Dixie Hwy- \$2.8 million
 - a. Grant funding (applied for)- Water Projects- \$8,237,600 and Sewer Projects- \$14,879,219

TEAM BASED PROJECTS

Team based projects are those specific projects, which had a multidisciplinary team comprised of staff from various departments.

REVENUE TEAM

1. Parking Team worked throughout the year on enhancing parking enforcement and creating a new parking program that will be rolled out over the next few months. This program will consist of a residential parking program for specific neighborhoods, and new technologies, signage, payment system, infrastructure development, parking enforcement and revenue generation.
 - a. Under this program two new EV vehicles were purchased in addition to License Plate Reader LPR technology which will assist the new parking enforcement officers.
2. Business Tax Receipt and Regulations program refinement which included the addition of a code compliance officer and the addition of a new EV for use on inspections.

PROJECTS TEAM

1. Repaired hundreds of linear feet of sidewalk throughout the City.
2. Repaired the City Hall roof which has been in poor condition for years.
3. Finalized the replacement of a new HVAC system for City Hall.
4. Continued working on LED Streetlight conversions.
5. Repaired or replaced streetlights throughout the City.
6. Installed EV Chargers at City Hall.
7. Installed Fleet EV Chargers at DPW
8. Changed out internal indoor water fixtures and fittings throughout the City.

9. Installed a Grinder Pump at Lift Station #14 in the NW area.

INNOVATION TEAM

1. Began a much-needed Stormwater Infrastructure Adaptation Plan and GIS Mapping of our pipes and valves.
2. Assisted with Parking Management Program
3. Assisted with Automatic License Plate Readers
4. Assisted with Public Safety Cameras
5. Began the absolutely essential upgrade of our City's Munis system which has not been done in years, and which caused significant issues throughout the organization.
6. Began the essential upgrade to our Energov system which assists with such functions as our permitting system.
7. Assisted with the upgrade of our server infrastructure, which was not longer supported by technical support.
8. Assisted with laying the groundwork for the purchase of new EV Buses and EV vehicles.

EMPLOYEE TEAM

1. Oversaw one of our most successful employee surveys relating to race, equity, and gender issues. Information gleaned from this training will help us with the creation of new teams throughout the City by which employees will help to drive change within the organization.
2. Assisted with the Mutual Respect Employee Training.
3. Helped to drive significant succession planning changes throughout the organization. This had never been done before.
4. Oversaw the creation of a revised evaluation process which will be rolled out in the new fiscal year.
5. Continued to focus on Leadership Training throughout the City, empowering directors, managers, and supervisors with new tools designed to enable them to manage better.

STRATEGY AND PROGRAM MONITORING TEAM

1. Oversaw the rollout of new software such as ClickUp, which is designed to assist with project management. This software will be heavily utilized in the 2021-2022 fiscal year.

Cc: City Attorney Merino
ACM Sandoval