


CITY OF HALLANDALE BEACH, FLORIDA
MEMORANDUM

DATE: January 7, 2026

TO: Honorable Mayor, Vice Mayor, and Commissioners

FROM: Jenorgen M. Guillen, MPA, MMC, City Clerk 

SUBJECT: Annual City Clerk Evaluation 2025

This memorandum provides a comprehensive overview of the City Clerk's Office's performance, accomplishments, and strategic advancements during the 2025 reporting period. As City Clerk and Charter Officer, I remain accountable for ensuring transparent, ethical, and compliant operations, and I am honored to serve the City of Hallandale Beach in this capacity.

Before outlining the Office's accomplishments and forthcoming initiatives, I formally recognize the exceptional dedication, professionalism, and leadership of its team: Deputy City Clerk Anastacia I. DeLeon, Assistant City Clerk April Manning, Records and Contracts Manager Michael Grabow, and Office Manager Cheryl Whyne. Their collective expertise and commitment were instrumental in achieving the milestones outlined in this report. Together, the Office advanced key initiatives in governance, compliance, modernization, and public service delivery throughout 2025.

Operational Enhancements and New Positions in the City Clerk's Office

In 2025, I prioritized strengthening the City Clerk's Office's operational capacity, compliance framework, and service delivery through targeted organizational enhancements. As a result, a high-performing leadership structure was established to provide comprehensive coverage across records management, contract administration, legislative operations, boards and committees, fiscal oversight, and customer service.

The strategic alignment of key roles, including the Office Manager, Records and Contracts Manager, Assistant City Clerk, and Deputy City Clerk, enhanced internal controls, improved workflow efficiency, reinforced fiscal accountability, and strengthened statutory compliance. Under this structure, the Office Manager serves as the operational gatekeeper, ensuring daily efficiency, fiscal stewardship, customer service excellence, and seamless support for City Commission meetings. The Records and Contracts Manager provides centralized oversight of citywide contracts and their full lifecycle. The Assistant City Clerk oversees the City's Public Records Program, and the Deputy City Clerk manages legislative processes, boards and committees administration, and meeting records, ensuring accuracy, accessibility, and compliance with Public Records and Sunshine Law requirements.

Collectively, these enhancements reinforced the Office's structure, responsiveness, and compliance posture while elevating the level of service provided to the Mayor, Vice Mayor, Commissioners, City departments, and the public. A detailed organizational analysis is provided in Exhibit 1.

Achievements

In 2025, the City Clerk's Office successfully supported and managed 50 public meetings, including 27 City Commission meetings, 7 GISND Board of Directors meetings, 9 TISND Board of Directors meetings, and 7 HBCRA Board of Directors meetings, ensuring full compliance with all statutory requirements and procedural standards. During this period, 485 agenda items were reviewed, processed, and published, with 196 Resolutions and 63 Ordinances posted to the City's website within 24 hours of adoption, advancing transparency and public access.

The Office coordinated the publication of 237 Public Notices, reinforcing compliance with the Sunshine Law and streamlining notification processes. In addition, the establishment of the Records and Contracts Manager position centralized contract and records oversight, enabling the successful management of 82 contracts and 88 county eRecordings, thereby strengthening operational efficiency, accountability, and records integrity.

The Office also managed the Proclamation process, facilitating the preparation and presentation of 44 Proclamations, 20 Certificates of Appreciation, 2 Keys to the City, and 2 Student of the Month recognitions, supporting civic engagement and community recognition.

Public Records Program Performance

In 2025, I maintained oversight of the City's Public Records Program to ensure statutory compliance and operational consistency, while the City Clerk's Office successfully managed and responded to 2,916 public records requests, generating \$37,114.41 in revenue. This performance reflects the continued optimization of the JustFOIA platform, which fully modernized the public records request process by replacing legacy email- and spreadsheet-based workflows with a centralized, technology-driven system.

Between 2024 and 2025, public records requests increased by approximately 15%, while revenue increased by 37.4%, demonstrating improved operational efficiency, enhanced cost recovery, and effective scalability. JustFOIA provides secure online payments, real-time request tracking, immediate access to downloadable records, and an intuitive interface, strengthening transparency, accessibility, and public trust.

To ensure systemwide compliance, the Office supports all City departments through targeted training aligned with Florida Statute Chapter 119 and works closely with 40 Public Records Request Liaisons across all departments. Ongoing training, procedural guidance, and quality-assurance oversight ensure proper redaction, statutory

compliance, and consistent request fulfillment. Legal and procedural updates are promptly communicated to mitigate compliance risks.

In 2025, the Office also advanced records lifecycle management and preservation by lawfully disposing of 234 square feet of records (equivalent to 195 banker's boxes) while initiating preservation efforts for historically significant records, including the imaging and indexing of Commissioner Minute Books. These initiatives support disaster recovery readiness, protect institutional memory, and ensure long-term public access in accordance with state archival standards.

Boards and Committees Governance

The City Clerk's Office oversees nine active Boards and Committees and provides administrative and procedural support to seven Board Liaisons. In 2025, the Office prioritized filling vacancies through public outreach, application review, and appointment facilitation in accordance with codified policies. A new background check procedure was implemented to strengthen ethical governance, transparency, and public trust.

Process enhancements ensured the timely publication of board and committee meeting minutes and agenda packets. The Office remains committed to annual training for board and committee members and ongoing liaison training to reinforce roles, responsibilities, and procedural compliance.

Implementation of Boards and Committees Management Software

The City Clerk's Office advanced a modernization initiative by implementing a Boards and Committees management software platform, streamlining the administration of the City's advisory boards and committees. This initiative was undertaken to improve operational efficiency, strengthen compliance, accelerate the filling of board vacancies, and enhance public access and transparency throughout the appointments process.

The platform automates routine administrative tasks, significantly reducing manual workloads and enabling staff to focus on higher-priority initiatives. It provides a centralized, intuitive dashboard that allows for real-time tracking of vacancies, applications, member terms, demographic data, and appointment statuses. Automated communications and standardized templates promote consistency, accuracy, and timely documentation, while the online application functionality allows residents to apply digitally, upload required documentation, save progress, and receive automated reminders.

In addition, the system strengthens compliance and transparency by securely managing board records through role-based access controls, safeguarding sensitive information, and offering ADA-compliant public-facing portals that enhance accessibility while supporting Sunshine Law and open government requirements. These enhancements have improved the City Clerk's Office's ability to manage boards and committees more efficiently and respond to public inquiries more effectively.

Overall, this initiative represents a significant modernization effort that enhances operational efficiency, promotes transparency, and expands meaningful opportunities for residents to engage in local government, reinforcing a continued commitment to innovation, accountability, and continuous improvement in public service delivery.

Citywide Records Modernization and Compliance Initiative

In 2025, the City Clerk's Office initiated and continues to lead the Citywide Records Modernization and Compliance Initiative, a multi-year, citywide effort designed to achieve full compliance with Florida Statutes Chapters 119, 257, and 286 while modernizing long-standing, legacy records management practices. This initiative was launched in response to systemic compliance gaps that had developed over time and reflects a proactive, organization-wide strategy to strengthen transparency, accountability, risk management, and ethical governance.

To date, this effort has resulted in the inventory, indexing, digitization, or lawful disposition of approximately 1.7 million records, with continued work underway to address additional departments and record categories with high legal, operational, and historical value. In support of this initiative, the City Clerk's Office implemented key structural and staffing enhancements, including the reclassification of the Records Manager to Assistant City Clerk and the creation of the Records and Contracts Manager position, to strengthen internal oversight, ensure continuity of compliance leadership, and support the long-term sustainability of records governance across the organization.

This initiative continues to significantly reduce legal and administrative risk, enhance disaster recovery and business continuity readiness, and improve the City's ability to respond to public records requests in a timely, accurate, and transparent manner. Collectively, these efforts position the City of Hallandale Beach to meet evolving statutory requirements and public service expectations while reinforcing public trust and advancing operational excellence.

Upcoming Improvements

In addition to advancing records management initiatives, the City Clerk's Office is focused on enhancing the lobbyist registration and application process. Planned improvements include implementing an online submission and payment platform, along with continued legal and policy research to ensure full compliance with applicable lobbyist laws and regulatory requirements. These enhancements are targeted for completion by summer 2026 and are intended to improve efficiency, accessibility, and transparency for applicants while strengthening regulatory oversight.

Final Remarks

The City Clerk's Office remains committed to continuous improvement and operational excellence in support of the City's mission. As City Clerk, I remain focused on ensuring sound governance, statutory compliance, and responsive public service, while guiding

the Office toward long-term organizational stability, transparency, and continued success for the City of Hallandale Beach.

Attachment:

Exhibit 1 - Operational Enhancements and New Positions in the City Clerk's Office
Memorandum