

Clearwater by the Numbers

Customer Service issued over 560,000 utility bills, billed over \$95 million in utility revenues, and processed over 550,000 customer payments. They also performed over 720,000 water and gas meter readings, with an accuracy rate of over 99%. The department received over 100,000 customer telephone calls and answered over 90% of those within 30 seconds or less.

The Economic Development & Housing Department completed 10 Phase I and Phase II site assessments through the Brownfields Program, processed seven Enterprise Zone applications, administered six façade grants totaling \$30,729 through the Community Redevelopment Agency, and provided business assistance in response to 239 inquiries.

Clearwater Fire & Rescue responded to 22,195 emergency calls, the second highest number ever. They completed a record number of commercial facility inspections, an increase of 60% over the previous year. The department also completed two emergency response exercises with Community Emergency Response Team members and conducted 236 public education programs, training 4,365 adults and 7,975 children in Fire and Life Safety courses. They trained and certified 1,135 area personnel in CPR, held classes to train and certify 55 new CERT members, and issued over 150 smoke detectors to unprotected local residents.

The Planning Department reviewed 109 site plan applications and conducted 2,178 field inspections. They also processed and reviewed 1,862 building construction permits, 1,215 occupational licenses, 1,342 tree removal permits, 165 temporary use permits, 197 sign permits, 52 comprehensive sign program applications, and 90 marine dock permits.

Clearwater Police responded to 165,876 calls for service during calendar year 2002, averaging 454 calls for service per day; and arrested 4,882 persons for the first six months of 2003, a 17% increase for the same time last year. The Communications Center answered more than 250,000 calls during calendar year 2002. An emphasis on burglary reduction and prevention reduced break-ins by 11.3% for the first six months of 2003.



Public Works changed 3,999 small meters and conducted 9,157 field repairs for meters, investigated and resolved 1,077 complaints, performed 13,601 on/off water requests, tested 4,184 water meters, constructed 56 linear feet of new water mains, performed 61 cut and caps of water mains, 807 leak repairs, 5,662 backflow device tests, and 832 water main flushes. Staff cleaned and inspected 11,000 feet of large diameter gravity sanitary sewer lines, constructed 1,100 feet of new sanitary sewer, inspected and cleaned 52 miles of sanitary sewer gravity line by contract activity, smoke tested 36 miles of sanitary sewer gravity lines, and 35,072 feet of force mains. 2,000 trees were given away during the Arbor Day/Tree City USA ceremonies. Public Works also processed over 200 right-of-way permits, performed 300 residential and 250 commercial site inspections within a 48-hour response time and handled over 100 commercial sites with Public Works issues.

The Solid Waste/General Services Department maintained 2,577 tons of air conditioning equipment, and reconfigured the Recycling Processing Center to increase the volume of processed recyclables by approximately 7%. Public information presentations increased by 50%, and Workers' Compensation claims were reduced by 27% from the prior fiscal year.

Clearwater received more than \$5.9 million in state, local and federal grant funds to supplement the city's budget in the last fiscal year.

