

# Internal Operations



## Building strong relationships with our customers

Our customers – whether residents, businesses or visitors – remain at the center of our mission. During the last year, Clearwater Customer Service strengthened our connection with customers by providing access to utility accounts, billing history, and consumption patterns via the Internet. Customers will also notice a newly remodeled customer service center at the Municipal Services Building, designed to facilitate service to walk-in customers.

A big part of building positive relationships is being able to respond quickly and efficiently to our customers' needs. Clearwater's Information Technology Department continues to build a state-of-the-art technological framework that facilitates quick, responsive service by all of our departments. During the last year, Clearwater extended its fiber-optic network, completing a "downtown loop" that connects the city's downtown government facilities for faster, more reliable communication among departments.

## Building better access to information

To keep you informed about all of the projects underway in Clearwater, the Public Communications Department launched a number of new community relations initiatives. *C-News*, printed on the second and fourth Thursday in the Clearwater section of the *St. Petersburg Times*, provides regular updates on city events, projects and programs, while the quarterly *CIP Update* provides residents and businesses with progress reports on our major construction projects.

FY 2002 saw the graduation of Clearwater's first Citizen's Academy program, which gives residents the opportunity to learn about their government through hands-on tours, presentations and discussions with city leaders. Participation has nearly doubled in the program's second year, which began in September.

Clearwater also expanded its ability to communicate electronically, launching a redesigned, user-friendly website, [www.myclearwater.com](http://www.myclearwater.com), and a variety of e-mail newsletters to keep you informed. Clearwater's cable television station, C-VIEW 15, maintained its place as one of the leaders in government television, converting to an all-digital broadcast system that has significantly reduced maintenance costs and station "down time."



## Building equality and understanding through education

A healthy community is one that offers equal access and opportunity to all residents. Clearwater's Equity Services Department plays a key role in ensuring every new project takes place with equality and access in mind. Last year, the department reviewed plans for public building renovation or new construction, including the North Greenwood Library, Northwest Fire Station, North Greenwood Recreation and Aquatic Complex, and Community Sports Complex to ensure compliance with the Americans with Disabilities Act. In addition, the department helped Clearwater reduce the number of formal charges of alleged discrimination filed with the EEOC through training and consultation with city leaders and staff.