

By the Numbers

Official Records and Legislative Services coordinated 17 work sessions, 20 Council meetings, two special Council meetings, eight Community Redevelopment Agency meetings, one Budget work session, 11 Pension Trustee meetings and one Special Pension Trustee meeting. It coordinated 13 advisory boards and wrote 130 summary minutes for work sessions, Council meetings and advisory board meetings. It handled 179 public hearing cases, submitted, monitored and worked with lobbyists resulting in \$1,350,000 in federal appropriations, and coordinated more than \$8.5 million in grants used to supplement the city's budget.

Clearwater Customer Service issued more than 578,000 utility bills, billed over \$100 million in revenues, and processed some 558,000 customer payments. Over 725,000 water and gas meter readings were made with an accuracy rate of better than 99%. The department received over 106,000 customer telephone calls and answered more than 90% in 30 seconds or less, with less than 5% of customers hanging up before their calls were answered.

The **Planning Department** reviewed 1,641 building permits, 863 occupational licenses, 518 tree removal permits, 130 temporary use permits, 210 sign permits, 52 comprehensive sign program applications, 115 marine dock permits, 166 site plan applications, four appeals, two rezoning applications, eight land use plan amendments, nineteen annexations and 76 zoning confirmation/interpretation letters.

The **Finance Department** received the Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association (GFOA) for the 24th consecutive year. It monitored and coordinated single audits of 22 federal grant programs totaling \$3.2 million in reimbursable expenditures and 13 state grant programs totaling \$6.3 million in reimbursable expenditures with no negative audit findings.

Clearwater's performing arts facility, Ruth Eckerd Hall, underwent renovations totaling \$28 million. Phase One constructed the Marcia P. Hoffman Performing Arts Institute. Phase Two revamped the main stage, added restrooms and a 125-foot passageway underneath the seats connecting the west and east lobbies. New carpeting, paint and a curtain, all in a teal color scheme, were added.

Clearwater's Parks and Recreation Department Cultural Affairs Division produced choral concerts, and a full-scale musical production utilizing 600 local performers who entertained more than 6,000 audience members.

The five **Clearwater Public Library System** locations circulated a total of 1,191,078 items, answered 412,812 questions, presented youth and adult programs attended by 48,002 people, and were visited by 949,441 people.

Clearwater Fire & Rescue responded to more than 18,600 emergency calls and an additional 2,800+ service calls during fiscal year 2003/04. The false alarm (fire) ordinance went into effect in January 2004 and it is anticipated that false alarm responses will decline. The department conducted 5,179 inspections and approximately 500 fire investigations. It conducted 231 public education programs, training 3,543 adults and 7,380 children in Fire and Life Safety courses. Community Emergency Response Team members participated in small and large scale drills, and were deployed for community assistance after Hurricane Frances.



Any way you look at it ...
Clearwater citizens are #1
in our book.