

By the Numbers

Clearwater Customer Service issued more than 634,000 utility bills, billed more than \$120 million in revenues, and processed more than 565,000 customer payments. More than 740,000 water and gas meter readings were made with an accuracy rate of better than 99%. The department received more than 110,000 customer telephone calls.

Clearwater Fire and Rescue responded to approximately 24,300 emergency calls during calendar year 2005. Since the false alarm ordinance went into effect in January 2004, the department received 1,225 false alarms in 2005, a decrease of 165 from previous calendar year. This statistic will be tracked for periodic analysis in order to identify trends (malfunctions and abuse). The department conducted 2,054 permit, fire, and re-inspections; 223 fire investigations; and 204 public education programs. 5,115 total adults and children were instructed in fire and life safety courses, and the department provided over 45,700 hours of in-house operational training to firefighters, paramedics and officers.

During Fire Prevention Week 2006, the department held its first Open House with more than 1,000 citizens who toured the fire stations, participated in hands-on learning displays, and received information on how to prevent cooking fires. Property loss decreased \$931,201 in 2005. This can be partially attributed to the goal of confining fires to the room of origin. Our rapid response time resulted in an average of 90% of fire calls being answered in less than seven and a half minutes. Mutual aid assistance decreased in 2005, compared to 2004, due to the quick response times of our firefighting staff.

The five **Clearwater Public Library System** locations circulated a total of 1,141,292 items, answered 429,572 questions, presented youth and adult programs attended by 5,325 people, and were visited by 767,231 people.

The **Finance Department** received the Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association for the 27th consecutive year. It monitored and coordinated single audits of 18 federal grant programs totaling \$6.5 million in reimbursable expenditures and eight state grant programs totaling \$4.1 million in reimbursable expenditures. The department issued 2006 Water & Sewer Bonds to finance over \$24.5 million in capital projects. They also provided financial support services for the city in a timely and accurate manner (i.e. payroll, risk management, purchasing, accounts payable, accounting, financial reporting, etc.)

Official Records & Legislative Services prepared agendas/agenda packets for 22 work sessions, 22 council meetings, five Community Redevelopment Agency meetings, 13 Pension Trustees meetings, one special budget work session, three special council meetings, two special work sessions, nine visioning sessions and produced summary minutes for each. The department prepared summary minutes for 70 regulatory, advisory board and miscellaneous meetings. They coordinated legal advertising of more than 91 public hearings and worked with lobbyists resulting in \$2,261,461.00 in grants used to supplement the city's budget.

Clearwater's Parks and Recreation Department coordinated 19 co-sponsored groups (15 youth and four adult groups) ranging from shuffleboard and softball for seniors, to soccer and baseball for youth. In FY 2005/2006, more than 4,000 people

participated in these programs with more than 44,000 participating in tournaments, swim meets, etc. Recreation programs generated an estimated \$12 million dollars in economic impact into our community by offering quality athletic programs to individuals throughout the country. Swim lessons were taught to more than 12,000 children and adults in the city's five swimming pool complexes and reached more than 4,500 participants through environmental education programs at Moccasin Lake Nature Park.

The **Planning Department** reviewed 84 site plan applications through the Development Review Committee (staff-level review) and 59 site plan applications through the Community Development Board (public hearing). Approved projects include: the Sand Pearl Resort on Clearwater Beach with 253 hotel rooms, 119 condominiums and 11,000 square feet of retail; and the Water's Edge mixed-use development on Osceola Avenue in Downtown with 157 condominiums and 10,000 square feet of retail space.



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