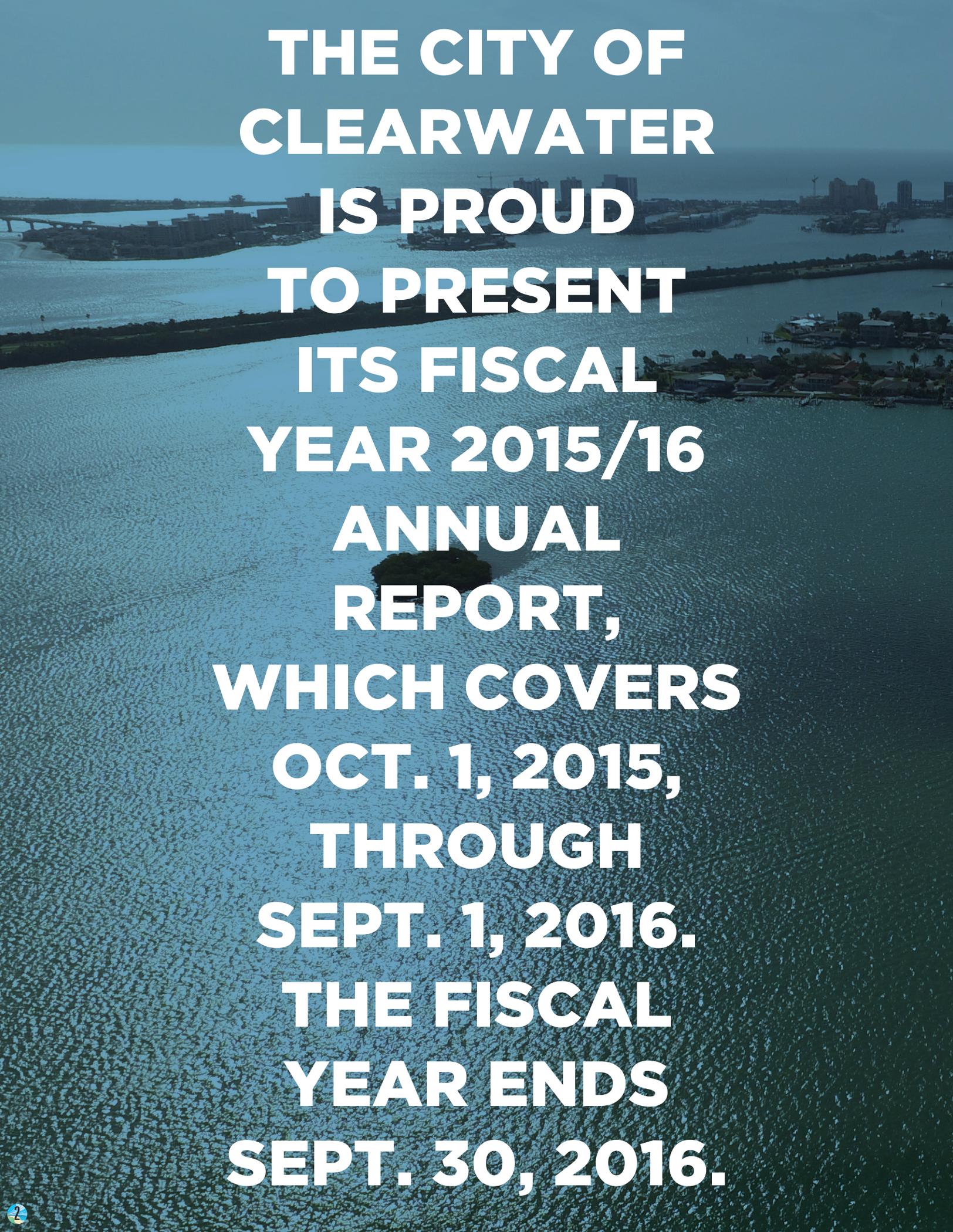
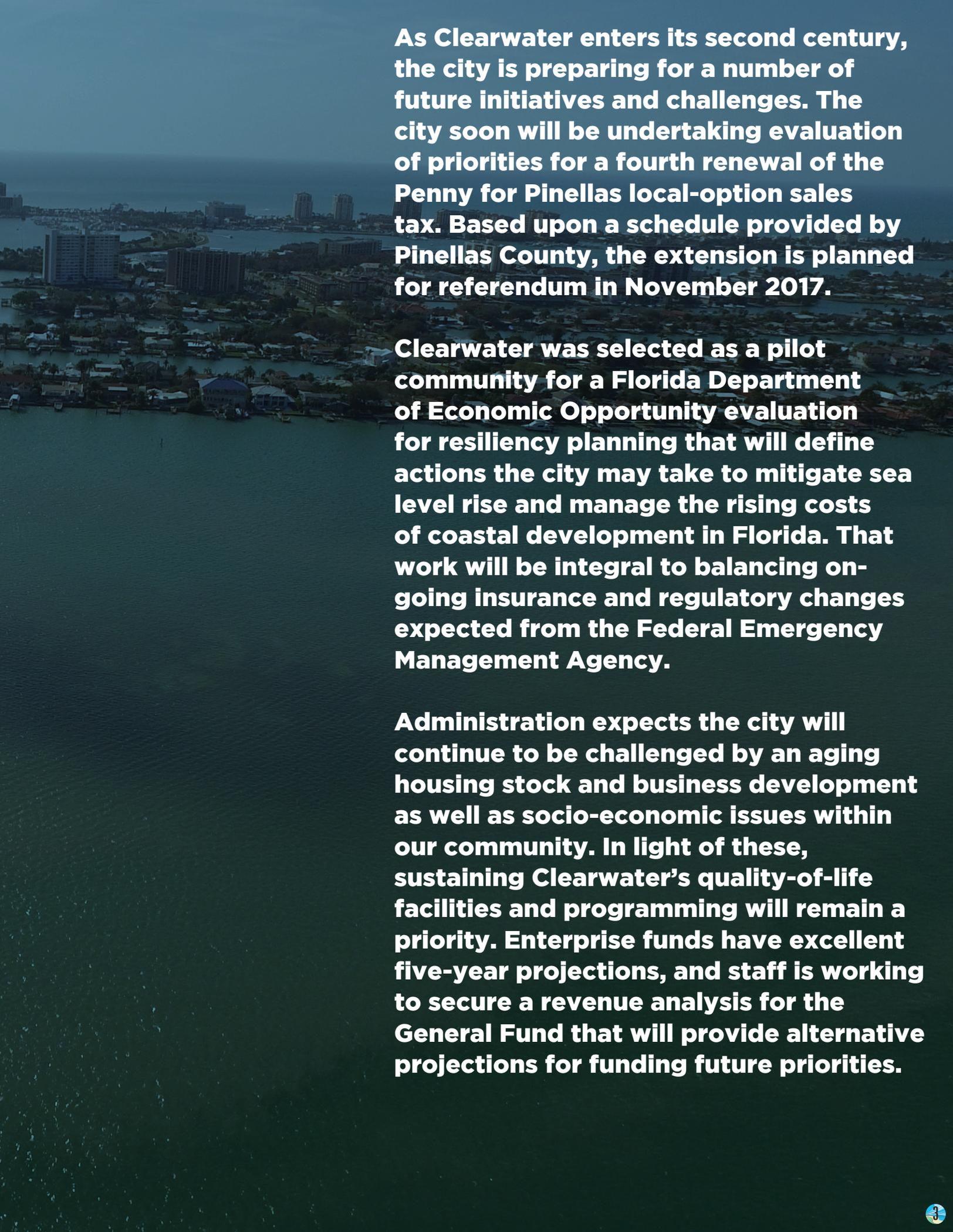


2016

**CITY OF
CLEARWATER
ANNUAL
REPORT**

An aerial photograph of a large body of water, likely a bay or harbor, with a city skyline visible in the background. The water is a deep blue-green color, and the city buildings are silhouetted against a lighter sky. The text is overlaid on the image in a bold, white, sans-serif font.

**THE CITY OF
CLEARWATER
IS PROUD
TO PRESENT
ITS FISCAL
YEAR 2015/16
ANNUAL
REPORT,
WHICH COVERS
OCT. 1, 2015,
THROUGH
SEPT. 1, 2016.
THE FISCAL
YEAR ENDS
SEPT. 30, 2016.**



As Clearwater enters its second century, the city is preparing for a number of future initiatives and challenges. The city soon will be undertaking evaluation of priorities for a fourth renewal of the Penny for Pinellas local-option sales tax. Based upon a schedule provided by Pinellas County, the extension is planned for referendum in November 2017.

Clearwater was selected as a pilot community for a Florida Department of Economic Opportunity evaluation for resiliency planning that will define actions the city may take to mitigate sea level rise and manage the rising costs of coastal development in Florida. That work will be integral to balancing on-going insurance and regulatory changes expected from the Federal Emergency Management Agency.

Administration expects the city will continue to be challenged by an aging housing stock and business development as well as socio-economic issues within our community. In light of these, sustaining Clearwater's quality-of-life facilities and programming will remain a priority. Enterprise funds have excellent five-year projections, and staff is working to secure a revenue analysis for the General Fund that will provide alternative projections for funding future priorities.

CITY COUNCIL



Mayor
George N. Cretekos



Councilmember
Doreen Caudell
(Seat 2)



Councilmember
Dr. Bob Cundiff
(Seat 3)



Councilmember
Bill Jonson
(Seat 4)



Councilmember
Hoyt Hamilton
(Seat 5)

CITY MANAGEMENT



City Manager
Bill Horne



Deputy
City Manager
Jill Silverboard

CITY EMPLOYEES



In Fiscal Year 2015/16, the city of Clearwater was comprised of 1,585 full-time and 103 part-time city employees in 21 city departments. This does not include the hiring of temporary, emergency, seasonal or intern staff.



WHERE THE MONEY GOES

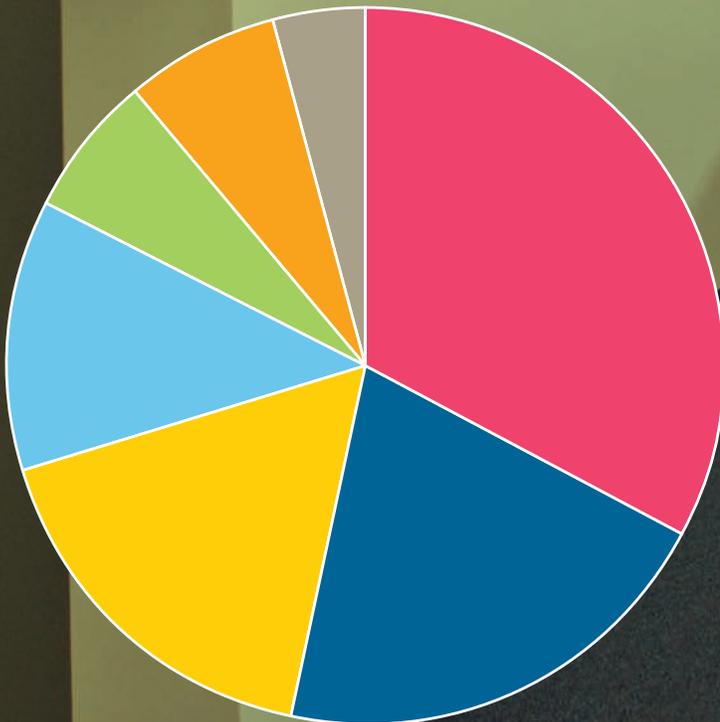
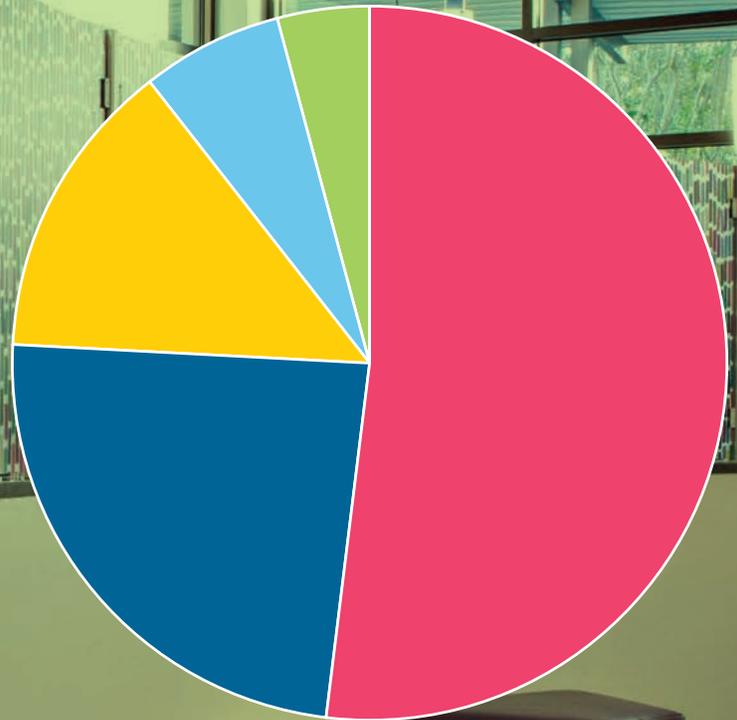


The approved budget for Fiscal Year 2015/16 reflected continued attention to financial responsibility so that benefits from the previous pension reform and property value growth were allocated responsibly. In developing the budget, staff had strategically reviewed service operations to carefully balance adjustments in staffing and resources with financial stability in the future.

The 2015/16 budget was \$440,864,700 for citywide services, an increase of \$49.2 million across all city operations. The General Fund budget reflected expenditures of \$124,479,870, an increase of six percent from the 2014/15 budget of \$117,008,550. The city's approved millage rate of 5.1550 mills remained the same for the seventh consecutive fiscal year.

FY 2015/16 GENERAL FUND EXPENDITURES OPERATING BUDGET \$124.5 MILLION

Public Safety	52%
Quality of Life	24.5%
Administration/Other	13.5%
Engineering	6%
Planning & Development	4%



FY 2015/16 GENERAL FUND REVENUES \$124.7 MILLION

Property Tax	33%
Franchise/Utility	19.5%
Intergovernmental	18%
Charges for Service	12%
Other Taxes	6%
Transfers In	7%
Other	4.5%

Clearwater will facilitate development of the economy and provide cost effective municipal services and infrastructure. It will do so by implementing vital objectives that are central to Clearwater's mission.

Every program or service that the city provides will embody one or more of these objectives:

-  Diversify the Economic Base
-  Increase Economic Opportunity
-  Develop and Promote our Brand
-  Foster Community Engagement
-  Efficiency
-  Quality
-  Financial Responsibility
-  Safety
-  Clearwater Second Century Initiative

Within each listed objective, there are various goals on how each can be accomplished. For the complete version of the city's strategic direction, visit myclearwater.com.

OUR STRATEGIC DIRECTION

OUR MISSION

The mission of the city of Clearwater is our daily charge. It's what we strive to achieve each and every day.

“The mission of the city is to provide cost-effective municipal services and infrastructure, to facilitate development of the economy, and to support a high quality of life and experience.”

IMAGINE CLEARWATER

Re-envisioning the Future of Our Downtown Waterfront

Clearwater's downtown waterfront is a beloved civic asset. The bluff's elevation is unique on Florida's coastline, providing unparalleled views of the Intracoastal Waterway and Clearwater Beach. Home to Coachman Park, the waterfront is an important community gathering place, hosting cultural events that attract visitors from across the region.

Building on these strengths, there is a tremendous opportunity to encourage greater use of our waterfront by the residents of Clearwater, improve its connection to downtown and create a vibrant destination for all. In recent decades, cities across Florida and nationwide have focused on transforming their waterfronts into community-strengthening assets, improving parks and open spaces and creating new opportunities to live, work and play. A reenergized waterfront helps to sustain the vitality of downtown and the greater region, and these areas have become great sources of pride for their communities.

The city of Clearwater has launched "Imagine Clearwater," a community-focused visioning and master planning effort for its downtown waterfront and bluff. The master plan will establish a framework for the future of a 50-acre area west of Osceola Avenue, bordered by Drew Street to the north and Court Street to the south. This area includes the Harborview Center, Coachman Park, and the Clearwater Public Library, among other public and privately-owned properties. Throughout a five-month master planning process, the city will be regularly engaging Clearwater residents to reimagine the future of Clearwater's downtown waterfront, and the city seeks your input to make this effort a success.

The master plan is expected to be completed and presented to Clearwater City Council and the public in early November 2016. To learn more about the project or to stay informed, visit imagineclearwater.com or contact Gina Clayton, the city's assistant director of Planning and Development, at 727-562-4587.



OUR TOP 15

Each year, city of Clearwater departments and staffers work hard to deliver core services to our residents, such as police and fire protection, the production of drinking water, garbage and recycling collection and more. Clearwater also strives to provide a great quality of life for those who call Clearwater home. Some services include state-of-the-art recreation centers and five library branches that any resident can visit.

Here are the top 15 accomplishments citywide – listed in alphabetical order – that spanned Fiscal Year 2015-16.

CITY BRANDING

Continued to work with all city departments to roll out the city's new brand identity, which is a year-long effort to showcase what makes Clearwater bright and beautiful.



CLEARWATER
BRIGHT AND BEAUTIFUL · BAY TO BEACH

CITY/SPC JOINT USE LIBRARY BRANCH

Formalized agreements, broke ground and began construction on a joint-use library with St. Petersburg College that will replace the city's East Branch.



CLEARWATER BUSINESS SPARK

Launched Clearwater Business SPARK, a network of partners in the community to support entrepreneurs and small businesses in every stage of growth. Partners provide business coaching and training, educational programs, access to financing, co-worker, meeting and maker spaces, networking, roundtable/panel discussions and information related to business licensing, permitting and regulations.



COLD CASE HOMICIDE ARREST FROM 2007

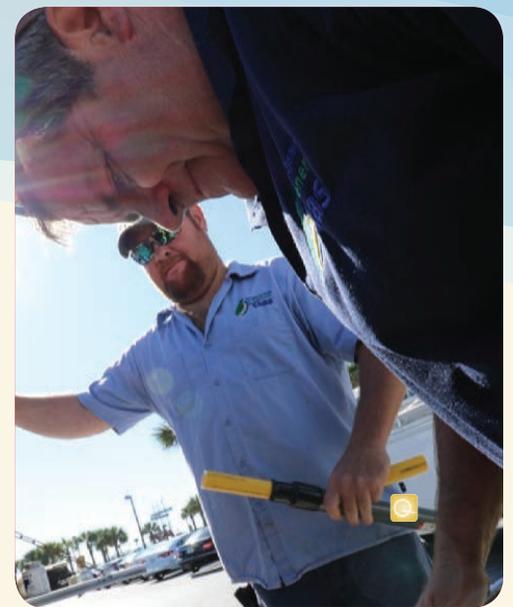
Made an arrest in the cold-case homicide of Leon Dash Jr., who was killed in 2007. The suspect is pending trial.

FLOOD INSURANCE DISCOUNTS FOR RESIDENTS

Received Federal Emergency Management System's Community Floodplain Rating System upgrade of one level, saving city residents more than \$300,000 on flood insurance premiums.

GAS SYSTEM EXPANSION INTO PASCO COUNTY

Completed the construction of a fourth fully automatic, natural gas distribution interconnect system in Pasco County. Located along State Road 54, just 1.5 miles west of the Suncoast Parkway, this interconnect will serve natural gas homes and businesses in the Pasco County/North Pinellas service areas.



SUCCESSSES

GROUNDWATER REPLENISHMENT PROJECT

Advanced the Groundwater Replenishment Project to the final design phase, anticipating that the water plant will produce up to 3 million gallons per day of highly purified water beginning in 2019.

HOSTED OLYMPIC SAILORS FOR CLINICS & TRAINING

Hosted several Olympic sailors with clinics for both able-bodied and physically challenged sailors to train for the Olympic trials to qualify for the 2016 Olympics/Paralympics in Rio de Janeiro.

IMAGINE CLEARWATER

Commenced development of a Waterfront-Bluff Master Plan with the firms of HR and A, Sasaki Architects and Kimley Horn. Planning & Development created a stakeholder committee and established an aggressive public engagement program. The city established imagineclearwater.com, where citizens may join a list serve to receive notification of public meetings and hearings, view documents and plans as they are formulated. Anticipated completion is late 2016.

ISO CLASS 1 RATING BY INSURANCE SERVICE OFFICE

Achieved ISO Class 1 Rating by the Insurance Service Office. This rating measures the safety and efficiency of agencies nationwide and is the top rating a fire department can get. Such a rating can result in lower insurance rates for residents and business owners.

LAND PURCHASE FOR ENVIRONMENTAL PRESERVATION

Acquired 80 acres of wetland property from Clearwater Christian College to be used for environmental restoration and preservation.

ONCE-A-WEEK GARBAGE COLLECTION

Successfully launched the once-a-week garbage collection service. In conjunction with the new service schedule, the city implemented "Recycling Perks," a citywide recycling promotional incentive program.

TAMPA BAY VETERANS MEMORIAL PLAZA

Completed phase one on the Tampa Bay Veterans Memorial Plaza at Crest Lake Park in coordination with the Tampa Bay Veterans Alliance.

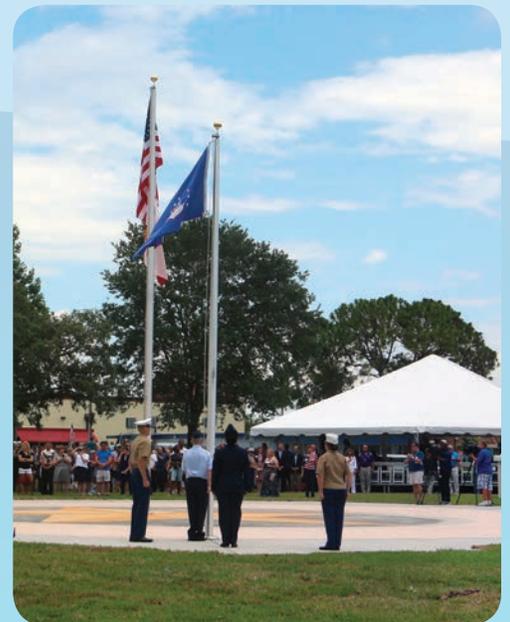
TRUE BLUE DIVERSITY DAY

Hosted the first "True Blue Diversity Day" event that was open to employees and the public. The event celebrated cultural diversity and the differences of everyone in the Clearwater community.



LIBRARY SYSTEM'S 100TH BIRTHDAY

Celebrated the Clearwater Public Library System's centennial throughout the year at each library branch.



Clearwater Public Library System
CELEBRATING
100
YEARS | 1916 - 2016

DEPARTMENTAL ACCOMPLISHMENTS

CITY AUDITOR

- Introduced “risk-based audit approach” to departments to focus on the overall effectiveness of the city’s operations and profitability.
- Began reshaping the Audit office to ensure alignment with the city’s overall mission.
- Serve as project manager for the overall coordination of the implementation plan of the 2016 employee satisfaction survey.

ECONOMIC DEVELOPMENT & HOUSING

- Launched Clearwater Business SPARK, a network of partners in the community to support entrepreneurs and small businesses in every stage of growth. Partners provide business coaching and training, educational programs, access to financing, co-worker, meeting and maker spaces, networking, roundtable/panel discussions and information related to business licensing, permitting and regulations.



CLEARWATER BUSINESS SPARK
WHERE SUCCESS BEGINS
www.ClearwaterBusinessSPARK.com
727-443-0217

- Tourism public relations conducted outreach to 650 journalists and distributed 14 press releases nationally that reached 4,900 targeted media. The print, online and television coverage reached 675 million consumers, an increase of 38.9 percent over last year. Articles about Clearwater were published by Condé Nast Traveler, Forbes, New

- York Times, Los Angeles Times, USA Today, CNN, AFAR, Chicago Tribune, Glamour, Men’s Health, Toronto Star and Toronto Sun.
- Received the Promotional and Marketing Innovation Award - Direct Mail Campaign from Florida Economic Development Council, the state’s premier professional association of economic, workforce and community developers.
- Developed and distributed the 2016 Community Profile, a 16-page booklet providing information necessary to site selectors, real estate professionals, talent recruiters and businesses.
- Acquired the property at 1384 Gulf to Bay in the city’s East Gateway area. The property will be public space for festivals and community gatherings as envisioned by the East Gateway Vision Plan.
- Hosted El Día del Niño event on April 30. “Children’s Day” attracted approximately 500 people and provided a number of activities and cultural experiences for children.



- Processed nine rehabilitation loans totaling \$270,056, seven down-payment assistance loans totaling \$95,000, a loan of \$350,000 to assist with the development of Garden Trail Apartments comprised of 76 2- and 3-bedroom apartments and a \$200,000 construction loan to Habitat for Humanity of Pinellas County to construct four new single-family homes.

ENGINEERING

- Received Federal Emergency Management System’s Community Floodplain Rating System upgrade of one level, saving city residents more than \$300,000 on flood insurance premiums.
- Completed major stormwater improvement projects at Smallwood Circle, Edgewood Avenue and Jeffords Street.
- Converted more than 450 residences from septic tanks to sanitary sewer.
- Received cooperative funding commitments of more than \$1 million from the Southwest Florida Water Management District for stormwater projects.
- Acquired 80 acres of wetland property from Clearwater Christian College to be used for environmental restoration and preservation.



- Created a CSX railroad quiet zone through downtown Clearwater.
- Resurfaced approximately 27 miles of streets.
- Installed eight state-of-the-art flashing beacon pedestrian crossings on Sand Key.

FINANCE

- Actively managed the city’s cash pool investment portfolio to earn 0.42 percent in excess of the customized benchmark, resulting in additional investment earnings of approximately \$1.2 million through June 30, 2016.
- Aggressively managed the E-Pay and P-Card programs to earn a bank rebate of \$173,997 during Fiscal Year 2015/16, a four percent

increase more than the Fiscal Year 2014/15 amount.

- Coordinated comprehensive utility system rate studies for the city's water, sewer and stormwater utilities to help ensure their long-term financial stability.
- Coordinated an integrated financial sustainability analysis for the General Fund, including a 10-year projection of revenues and expenditures, in conjunction with preparation of the prior year.
- Assisted departments with purchasing assistance and guidance for 30 formal bids, five requests for quotes (RFQs), and 21 requests for proposals (RFPs) through July 27, 2016.

FIRE & RESCUE

- Achieved ISO Class 1 Rating by the Insurance Service Office. This rating measures the safety and efficiency of agencies nationwide and is the top rating a fire department can earn. Such a rating can result in lower insurance rates for residents and business owners.
- Received recommendation for accreditation by the Center for Public Safety Excellence.
- Provided nine free CPR classes to 70 Clearwater residents.
- Instituted the Fire/EMS coordinator position to manage the Pinellas County First Pass and Quality Assurance Program for the department.
- Requested approval for Fire Station 50 construction to begin on Sept. 1, 2016.



GAS SYSTEM

- Completed the construction of a fourth fully automatic, natural gas distribution interconnect system in Pasco County along State Road 54 to serve natural gas homes and businesses in the Pasco County/North Pinellas service areas.
- Saved a combined annual total of \$240,500 in fuel costs for 69 city vehicles via the compressed natural gas fueling station on Hercules Avenue.
- Clearwater Gas personnel received the 2016 Bronze Award of Merit by the American Gas Association, highlighting an individual's outstanding efforts and participation on various licensing boards and committees throughout the natural and propane gas industry.
- Installed more than 16,000 Automated Meters that will save more than \$100,000 by removing the expense of periodic trips to each physical location to read a gas meter.



- Replaced 10 miles of antiquated underground gas mains throughout Clearwater, which support local distribution that totals more than 850 miles of gas pipelines.
- Received zero violations during the 2015 Public Service Commission Annual Safety Audit.
- Developed a master site plan to construct a new administration and operations complex on North Myrtle Avenue.
- Signed eight builder agreements for more than 2,000 lots or homes that will include gas or gas appliances.

HUMAN RESOURCES

- Conducted a citywide employee engagement survey.
- Recruited a new Community Redevelopment Agency executive director.
- Transitioned the city's Employee Health Center to a new provider.
- Coordinated new regulatory reports required for compliance with the Affordable Care Act.
- Hosted the first True Blue Diversity Day event for employees and the public.
- Conducted diversity/equity based Lunch-and-Learn sessions for city staff.



LIBRARY

- Celebrated the Clearwater Public Library System's centennial.
- Formalized agreements, broke ground and began construction on a joint-use library with St. Petersburg College that will replace the East Branch.
- Received a grant from the National Endowment for the Humanities to help digitize local history materials.
- Opened the new Clearwater Countryside Library at Countryside Community Park.



- Opened the Innovation Studio for Business and Technology at the Main Library to support entrepreneurship, small business development and STEM (science, technology, engineering and math) education.
- Extended the hours at the Clearwater Beach Library to include some morning and one evening's hours.
- Provided technology instruction to more than 11,000 library patrons.
- Hosted nearly 30,000 visitors at more than 1,000 programs for adults, teens and children.

MARINE & AVIATION

Community Sailing Center

- Designated as a Paralympic training facility.
- Hosted three simultaneous world championship races for the 49er class, the 49erFX class and the Nacra 17 catamaran class.
- Successfully hosted the fourth annual "Pirate Camp," drawing physically challenged sailors from across the United States.
- Hosted several Olympic sailors with clinics for both able-bodied and physically challenged sailors to train for the Olympic trials to qualify for the 2016 Olympics/Paralympics in Rio de Janeiro.

Pier 60

- Expanded the sales floor and increased gross sales in excess of \$20,000 in its first three months.

Harbor Marina

- Installed a remote utility/electric usage monitoring system to save manually reading 126 electric meters monthly and "as needed" for transient boaters.



Beach Marina

- Installed an ADA water taxi landing platform and non-skid ramp at the Beach Marina.
- Replaced emergency access ladders at the Beach and Harbor Marinas.

Airpark

- Enclosed Hangar D to meet increased customer demand for enclosed hangars.
- Received approval from the Florida Department of Transportation to retrofit sidewalks around each existing "T" hangar.

OFFICE OF MANAGEMENT & BUDGET

- The City Manager's proposed 2016/17 Annual Operating and Capital Improvement Budget was released July 1, 2016, with a tentative millage rate of 5.1550 mills, which is the same rate that has been levied for the last eight fiscal years.
- Received the Distinguished Budget Award for the 2014/15 Annual Operating and Capital Improvement Budget. The city has received this award from the Government Finance Officers Association of the United States and Canada for its annual budget for each of the last 30 years.
- Met compliance with the State of Florida's Truth-in-Millage process and all city and state compliance budget processes for Fiscal Year 2015/16.

OFFICIAL RECORDS & LEGISLATIVE SERVICES

- As of June 30, the department has supported:
 - 55 advisory board meetings.
 - 17 City Council work sessions (including special City Council work sessions).
 - 21 City Council meetings (including special City Council meetings).
 - 11 Community Redevelopment Agency meetings.
 - 8 Pension Trustees meetings.
 - 129 red light camera appeals.

- Filled 211 public record requests.
- Added more than 14,000 documents to the Laserfiche system.
- Placed 88 legal ads.
- Mailed 8,321 legal notices.

PARKS & RECREATION

- Hosted the Philadelphia Union and D.C. United during Major League Soccer Spring Training.
- Completed phase one on the Tampa Bay Veterans Memorial Plaza at Crest Lake Park in coordination with the Tampa Bay Veterans Alliance.



- Increased participation in youth sports to more than 4,000 kids in the city's 11 youth sports programs.
- Expanded the Healthways SilverSneakers and Prime programs to seven city recreational sites.
- Celebrated the 55th anniversary of the Clearwater Sister Cities Program.
- Completed the Bayshore Trail and the partnership with the Courtney Campbell Causeway Trail.
- The Henry L. McMullen Tennis Complex was named one of 12 winners in the 35th annual United States Tennis Association's facility awards program.
- Coordinated more than 42,000 hours of volunteer time.

PLANNING &

DEVELOPMENT

- Developed new zoning standards, wayfinding and directional signage for U.S. 19 to make the corridor more economically vibrant, attractive and safe for people working, living and shopping along U.S. 19.



- Concluded the North Marina Master Plan and initiated design and permitting for improvements to the Seminole ramp and marina area.
- Commenced revisions to the Downtown Redevelopment Plan.
- Commenced electronic document review for all Planning cases.
- Continued an active annexation program for utility service expansion areas.
- Initiated a sustainability initiative in conjunction with the Florida Department of Economic Opportunity.
- Updated the Floodplain Management Ordinance.
- Developed a proactive enforcement strategy for illegal short-term rentals.
- Commenced Imagine Clearwater, a Waterfront-Bluff Master Plan with public meetings and hearings and a supporting study for alternative transportation opportunities, such as SkyTran or gondola options between the beach and downtown Clearwater.

POLICE

- Made an arrest in the cold-case homicide of Leon Dash Jr., who was killed in 2007. The suspect is pending trial.
- Provided crisis intervention training to communications personnel and more than 65 percent of Clearwater Police officers.
- Successfully attained accreditation status for the seventh time with the Commission for Florida Law Enforcement Accreditation.
- Established a new police aide program to provide a public safety job experience for college students who are considering a career in public safety.
- Realized a 15-percent reduction of burglary offenses as classified in the Florida Department of Law Enforcement's uniform crime reports.



- Collaborated on a Habitual Offender Monitoring Enforcement Task Force and a Violent Crime Task Force with other local law enforcement agencies

PUBLIC

COMMUNICATIONS

- Continued to roll out the city's new brand identity to showcase what makes Clearwater bright and beautiful.

- Coordinated the 2016 Neighborhoods Day, the 14th annual Citizens Academy and a block party for newly annexed Idlewild neighborhood.



- Provided communication and public relations support for such city programs as the city's move to once-a-week garbage collection, grand opening of the new Countryside Library branch, Clearwater Business SPARK, special events such as the Sugar Sand Festival, concerts and Imagine Clearwater community meetings.
- Amplified communications to the Hispanic community by expanding its media list to include a wider range of Spanish media contacts, stations and publications; and assisted in the planning, organizing and promotion of El Día del Niño, an East Gateway event with more than 500 attendees who celebrate the city's children.
- Supported city public meetings, to include: U.S. 19 zoning changes, wayfinding and signage; parking changes at Clearwater Beach Marina; proposed one-way pair changes to Clearwater Beach's Hamden and Coronado roads; neighborhood funding for East Gateway, North Greenwood and Lake Bellevue neighborhoods; Morningside Recreation Center; and North Marina Area Master Plan community meetings.
- Strengthened active dialogue and

communication with Clearwater residents, businesses and visitors using print publications, website and C-VIEW TV. Publications include “MyClearwater” magazine and “Sunshine Lines” utility bill newsletter. The department also actively engaged with Internet users through various social media networks, such as Facebook, Twitter, Instagram, Pinterest and Flickr.

- Provided live cablecasts and streaming video of City Council meetings, work sessions and board meetings.
- Worked with the city’s Information Technology department and contractor on for the layout and content of a new, improved city website.

PUBLIC UTILITIES

- Produced 2.7 billion gallons of high-quality drinking water for residents, businesses and visitors, providing more than two-thirds of the city’s daily water demand through local, sustainable groundwater sources.
- As a part of ongoing improvement of the wastewater collection system, the city installed 325 rain trays, sealed 38 manholes, and relined 7,137 linear feet of pipelines to reduce the quantity of ground and stormwater that enters the wastewater collection system.



- Monitored 12 major and 150 minor industrial companies and more than 600 food service facilities through the industrial pretreatment and grease management programs.
- Treated more than 4.8 billion gallons of wastewater and produced more than 1.8 billion gallons of reclaimed water to customers.
- Completed reclaimed water projects in the following areas: Sunset Point and McMullen Booth Roads, Sunrise subdivision, Druid Road East and Highland Avenue, Jasmine Way, Drew Street, Fairmont and North Betty Lane, and the Brigadoon subdivision, including 242 meters, 170 new connections, and 1,394 inspections.
- Saved more than \$12,700 by completing infrastructure improvements in-house rather than contracting with outside firms.
- National Environmental Laboratory Accreditation Conference’s Certified Lab continued to meet regulations and maintain certification while performing more than 44,500 water and wastewater compliance tests.
- Advanced the Groundwater Replenishment Project to the final design phase and moved to permitting for a new plant to produce up to 3 million gallons of highly purified water per day.

SOLID WASTE & GENERAL SERVICES

Solid Waste

- Planned, coordinated, and launched once-a-week garbage collection service.
- Implemented “Recycling Perks,” a citywide recycling promotional incentive program.
- Hosted 12 electronic or “e-waste”



drop-off events at the Solid Waste Complex, collecting 39 tons of e-waste at these events.

- Co-sponsored the “Operation Shred” event with Clearwater Police Department during the Christmas holiday season

Building & Maintenance

- Performed renovations and remodels to the following city facilities: Clearwater Beach Recreation Center, Countryside Recreation Center and Clearwater Beach Lifeguard tower #1.

Radio Communications

- Completed P-25 radio upgrade and purchased new radios for Clearwater Police Department, reducing the radio failure rate to less than 1 percent.
- Worked with Clearwater Fire & Rescue to standardize a testing procedure for radio signal reception in new construction buildings to ensure good public safety communications

Fleet Maintenance

- Expanded the use of laptops to work locations within the shop, helping to reduce repair times.
- Continued efforts to secure on-site training for fleet mechanics, resulting in savings in the travel budget.

UTILITY

CUSTOMER SERVICE

- The department billed 465,000 utility bills totaling more than \$118 million in revenues and processed more than 450,000 customer payments.
- Performed more than 606,000 water and gas meter readings, with an accuracy rate of 99.91 percent.
- Received more than 85,000 customer telephone calls and answered more than 85 percent of those calls in 60 seconds or less.
- Increased participation in a paperless utility billing program, which is free.
- Coordinated with the Salvation Army to provide customers in need of temporary bill paying assistance totaling more than \$13,000 through the city’s We Care Fund.

BY THE NUMBERS

246

graduates of Clearwater's
Citizens Academy
program

46

miles of
Clearwater
waterfront from
bay to beach

\$8.7 BILLION

the city's 2015
taxable property
values, including
new construction

987,430

library items that were circulated
through five branches

47

median age of
Clearwater's residents

110,679

Clearwater's
population

234

sworn police officers

30

years that Clearwater has received
the Distinguished Budget
Presentation Award, given by the
Government Finance Officers
Association of the United States and
Canada

16,231

Clearwater
residents who
attend public
school

193

certified
firefighters

12.1 MILLION

gallons of water
delivered to
Clearwater
customers each day

7,150

customers who use
reclaimed water

616

miles of water mains in
Clearwater

1,708

acres of parks in
Clearwater

582,000

volumes in
Clearwater's Public
Library System

110

number of city parks
and facilities

3

number of dog parks
in Clearwater

GET INVOLVED

Taking an active role with the Clearwater community makes you a more responsible citizen and helps shape Clearwater. There are many ways to get involved:

ATTEND A CITY COUNCIL MEETING

Council meetings are typically held the first and third Thursday of each month at 6 p.m. at City Hall. The public is permitted and encouraged to speak at these meetings.

WATCH C-VIEW TV

C-View TV is the city's government access cable television station. Watch city meetings live and replayed on Bright House (channel 638), Wow! (channel 15) and Frontier (channel 30).

BECOME A CITY AMBASSADOR

Join more than 240 Citizens Academy graduates who have learned about the governing process and how to make a positive community impact. This program accepts 20 to 22 resident applicants each year, introducing them to city programs, people and processes. This program is in its 14th year.

BE INFORMED

Sign up one of Clearwater's many e-mail newsletters at myclearwater.com, or check out our copy of "MyClearwater" magazine, which is published three times each year. Free subscriptions to the magazine are available to residents upon request.

JOIN AN ADVISORY BOARD

A variety of advisory board opportunities are available for those interested in being community leaders. If you wish to serve on a board, call Official Records & Legislative Services at 562-4093.

VOLUNTEER

Help keep Clearwater a bright and beautiful city by volunteering. You can join your neighborhood association, help clean a neighborhood park, or get involved with a local not-for-profit organization. Volunteers are needed in Parks & Recreation (562-4803), Main Library (562-4970, ext. 5037), Clearwater Police Department (562-4178) and Marine & Aviation (462-6954).

CONNECT WITH US

Use our mobile app, Clearwater Connect, a non-emergency customer gateway to many city services. Download it from the Apple App Store or get it on Google Play for Android devices, or use the non-mobile version at myclearwater.com/connect.

GET SOCIAL

Visit the city's Official Facebook page (facebook.com/cityofclearwater), the Clearwater Police Department page (facebook.com/clearwaterpolice), Clearwater Fire & Rescue page (facebook.com/clwfire) and more. Users also can link to city Twitter feeds, Instagram, Pinterest, YouTube and Flickr pages.

LEARN MORE ABOUT YOUR GOVERNMENT

Visit the city's website at myclearwater.com to find information you need about the city, its departments and programs.

CITIZENS GUIDE

Aging Well Center.....	724-3070	Mayor's Office/City Council.....	562-4050
Aging, Office on	793-2339, ext. 244	Marina.....	462-6954
Animal Services	582-2600	Neighborhood Services.....	562-4554
Auto Tags	464-7777	Official Records & Legislative Services.....	562-4090
Beach Safety/Lifeguards	462-6963	Parking System.....	562-4704
Building Permits/ Business Tax Receipts.....	562-4567	Parking Tickets.....	866-353-7137
C-VIEW TV	562-4646	Parks & Recreation	562-4800
City Clerk.....	562-4090	Pier 60	462-6466
City Manager	562-4040	Pinellas County Information	464-3000
Clearwater Airpark.....	443-3433	Planning & Development	562-4579
Code Compliance/ Community Response	562-4720	Police (Non-emergency)	562-4242
Consumer Protection (Pinellas County).....	464-6200	Public Communications.....	562-4682
Driver Licenses, Florida Division of.....	850-617-2000	Public Utilities.....	562-4960
Economic Development.....	562-4220	Sailing Center.....	517-7776
Emergencies.....	9-1-1	Social Services Information.....	2-1-1
Engineering.....	562-4750	Solid Waste (Garbage)/Recycling.....	562-4920
Environmental Concerns.....	562-4742	Traffic & Transit Information.....	5-1-1
Fire & Rescue	562-4334	Senior Helpline.....	800-861-8111
Gas System Sales	562-4980	Urban Forestry.....	562-4828
Service & Repair	562-4900, ext. 7419	Utilities/Water/ Sewer/Reclaimed Water.....	562-4960
Housing.....	562-4030	Utility Customer Service	562-4600
Human Resources/ Employment.....	562-4870	Volunteering	562-4803
Human Rights (Pinellas County).....	464-4888	Zoning.....	562-4604
Library (System).....	562-4970		

