

Clayton's
Annual Report
provides a snapshot
of the year's
performance by
city departments
and illustrates the
impressive level
of service Clayton
citizens enjoy.









Contents









Mayor & Board of Aldermen4
Introduction5
Public Safety 6
Economic Development8
Planning & Sustainability 9
Recreation & Culture10
Transportation11
Organizational Excellence 12
Budget Brief13
Contact Information14

Mayor and Board of Aldermen



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In 2013, the City of Clayton celebrates its centennial. It is the City's goal to start its next 100 years with a new long range plan.

In 2012, a process to develop a new strategic plan was conducted. Fifty community stakeholders committed to the year-long process called *C the Future*. The entire community had the opportunity to share their visions, ideas and aspirations.

"We are grateful for the amazing response from the community," said Mayor Linda Goldstein. "We hope everyone will view the final Strategic Plan document to see how their input helped shape Clayton's future."

The process resulted in a Vision and four Key Performance Areas (KPA), the underpinnings for Clayton's next 100 years. The Vision and KPAs appear in the Strategic Plan Summary which is available at www. claytonmo.gov/strategicplan



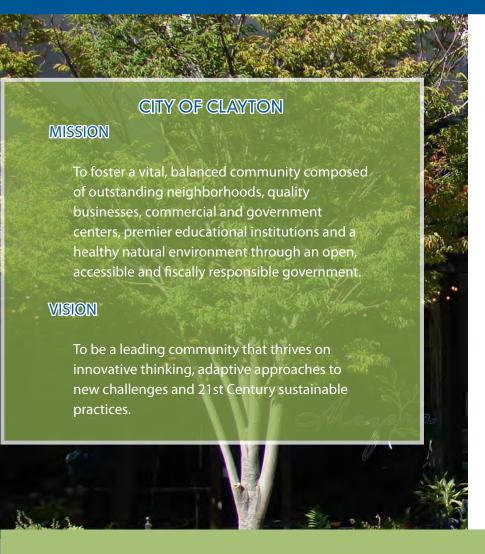
2013

City of Clayton celebrates 100 years of incorporation

In April 1913, the City of Clayton was incorporated. Since its beginning as the seat of St. Louis County Government, Clayton has experienced a long, steady and prosperous growth, and over time, the original 104 acres of farm land donated by Ralph Clayton and Martin Hanley has become a vibrant hub of business activity and a recognized civic leader in the St. Louis

To celebrate Clayton's impressive history, centennial planners have organized an amazing events schedule. Visit www.clayton2013.com for details about the exciting, year-long centennial calendar of events.

> Introduction



- I. Ensure the PUBLIC's SAFETY and respond effectively and efficiently to all emergencies throughout the community.
- II. Maintain and grow a STRONG, DIVERSIFIED **ECONOMIC BASE** that enriches the City's quality of life, preserves the integrity of its residential neighborhoods, and is consistent with the Comprehensive Plan.
- III. Create and maintain a BEAUTIFUL, CLEAN AND **HEALTHY COMMUNITY** where resources are used responsibly.
- IV. Encourage widespread participation in a variety of RECREATIONAL AND CULTURAL ACTIVITIES, which are accessible to all community members.
- V. Foster all SAFE AND ACCESSIBLE MODES OF TRAVEL including walking and biking.
- VI. EFFICIENTLY AND TRANSPARENTLY align organizational resources to achieve the Vision, Mission and Goals of the City of Clayton.

In 2012, Clayton continued its impressive performance.

- Clayton's Police Department is one of only eight in Missouri and 131 nationally listed as a CALEA flagship.
- No fire deaths reported in over 30 years.
- Clayton belongs to the elite group of cities that maintains Standard & Poor's AAA bond rating.
- For twenty-five consecutive years, Clayton's Finance Department has been awarded the Certificate of Achievement for Excellence in Financial Reporting for its Comprehensive Annual Financial Report (CAFR) which recognizes the highest standards of financial report preparation.
- Tree City USA for the twenty-first consecutive year.

2012 Citizen Satisfaction Survey Benchmarks

Quality of Life:

Clayton 98% Missouri 77% US 80%

City Services:

Clayton 96% Missouri 56% 57%

> Public Safety



GOAL I: Ensure the public's safety and respond effectively and efficiently to all emergencies throughout the community.

GUIDING PRINCIPLE I: The City consistently assesses its performance to ensure that all citizens receive high quality emergency services. Clayton has developed and long provided excellent emergency response services through its dedicated Police and Fire Department personnel.

Recognitions

- Firefighter/Paramedics Bryan Brielmaier and Peter Hellwege received Unit Citations from the Greater St. Louis Area Fire Chiefs Association for rescuing and treating a University City fire victim.
- Captain Phil Lopez was honored by St Louis County Executive Carlie Dooley and the 86th Fire Academy Recruit Class for his commitment to fire recruit training, years of service as a new recruit instructor at the academy and his service on the board of directors for the fire academy.
- Assistant Chief Paul Mercurio received the Platinum Service Award from the St. Louis Fire Sprinkler Alliance for fire prevention activities.
- The department received the Greater St. Louis Fire Chiefs Special Programs Award for Fire Training.
- For the fourteenth year, the department received the Life Safety Award for Fire Prevention and Life Safety Programs provided to the community.

Performance Measures				
Public Safety Services	2011	2012		
% of residents surveyed who feel safe	94%	94%		
% of EMS patients surveyed who rate service as good or better	100%	97%		
% of cardiac arrest patients exhibiting pulse upon delivery to hospital	67%	80%		

How We Measure Up						
Local and National Comparisons	Clayton 2011	St. Louis Peer Cities Average in 2011	ICMA Peer Cities Average in 2011	Clayton 2012		
Police cost per capita	\$120	\$232	\$237	\$123		
Fire/EMS cost per capita	\$84	\$143	\$158	\$87		
Response time for priority police calls	4:11	3:46	5:14	3:55		
Response time for priority EMS calls	5:06	5:36	5:13	5:18		
% of fires contained in room of origin	100%	77.4%	80%	100%		
UCR Part 1 crimes per 1,000 population	19.76	38.56	22.58	18.52		

Under the medical direction of Dr. David Tan, advanced cardiac care equipment has been added to all EMS units. Two Auto Pulse automated cardio-pulmonary resuscitation devices and pre-hospital hypothermia (temperature lowering) systems have been purchased. Clayton paramedics have received extensive training and are prepared to provide treatment using the new state of the art equipment to improve patients outcomes from cardiac arrest.

Accomplishments

- Firefighter/Paramedic Joshua Barnaby was deployed by the US Air Force Reserves to the Middle East for six months.
- Chief Mark Thorp, Captain Jeff Counts and Administrative Secretary Kathy Brooks-Maness were deployed by the National Disaster Medical Service to provide emergency support for the Republican National Convention in Tampa.
- Captain Brian Neukirch was deployed with the Urban Search & Rescue System, Missouri Taskforce-1 to provide emergency support for the area in New York City hit by super storm Sandy.
- Clayton, Richmond Heights and Maplewood Fire Departments received and trained on new Self Contained Breathing Apparatus and Bailout System
- Clayton firefighters working off duty:

 raised over \$15,000 for: Burns Recovered
 Foundation, 911 Memorial Stair Climb for the National Fallen Firefighters Foundation,
 Breast Cancer Awareness (at 2nd Annual BBQ), Responder Rescue (at Taste of Clayton food booth), MDA Fill the Boot Collection, Children's Home Society (dinner auction items) Friends of Kids with Cancer (dinner) and the BackStoppers
- On duty staff:
 - attended over 20 neighborhood events
 - held Family Movie Nights at the Fire Station in January, February and March
 - provided age-appropriate information for over 250 Clayton grade school children during Fire Prevention Week

> Public Safety

2012 Citizen Satisfaction **Survey Benchmarks**

Public Safety Services:

Clayton 95% Missouri 80%

US 80%

Police Response Time to **Emergencies:**

Clayton 94% Missouri 77% US 72%

Accomplishments

- Effective Crime Solving: The department was instrumental in apprehending suspects in various crimes committed in Clayton. Clayton detectives also investigated and assisted in convictions of suspects involved in crimes committed in Richmond Heights, University City and St. Louis City.
- Drug Take Back Event: Coordinating with U.S. Drug Enforcement Administration (DEA) agents, the department conducted the city's National Drug Take Back Event where citizens turned in unused pharmaceuticals for proper disposal by the DEA. Officers collected 292 pounds of drugs at the Clayton event held at The Center of Clayton.

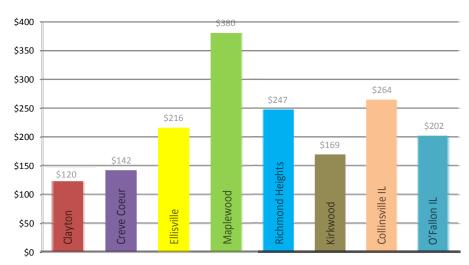
Recognitions

- For the fifth time, the department successfully complied with over four hundred nationally recognized standards to qualify, and was unanimously approved for the three year accreditation award from the Commission on Accreditation of Law Enforcement Agencies (CALEA). Clayton is one of 12 accredited agencies in the St. Louis metropolitan area. The department is one of only eight in Missouri and 131 nationally listed as CALEA flagships.
- The department received the annual **Outstanding Law Enforcement Agency** award for the St. Louis metropolitan area and surrounding counties. Since it began its support, the department has raised over \$250,000 for the Special Olympics.

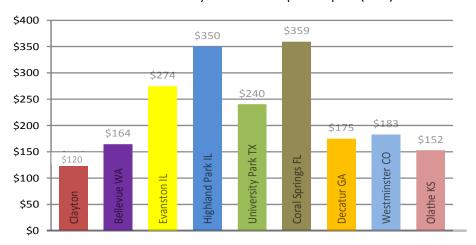


Clayton provides exceptional levels of service at the lowest average cost per capita.

St. Louis Consortium Police Cost per Capita (2011)



National Peer City Police Cost per Capita (2011)

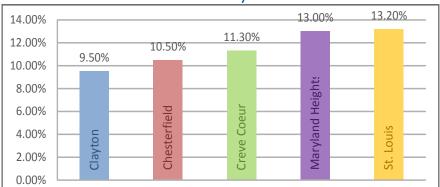


> Economic Development



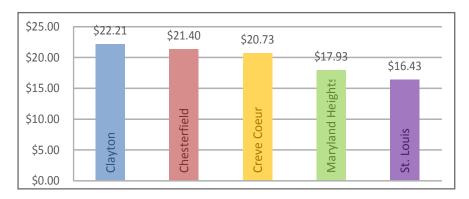
Performance Measures					
Commercial Market Statistics 2011 2012					
Sales tax per square foot of commercial space	\$5.39	\$5.45			
Commercial property tax per square foot	\$0.34	\$0.35			

Office Vacancy Rates



Clayton's vacancy rates are consistently among the lowest in the metropolitan area.

Average Rental Rates per square foot



GOAL II: Maintain and grow a strong, diversified economic base that enriches the City's quality of life, preserves the integrity of our residential neighborhoods and is consistent with the Comprehensive Plan.

GUIDING PRINCIPLE II: Clayton strives to be a regional business leader by supporting and developing vibrant business areas, which can be enjoyed by our residents, workers, students and visitors. The combination of corporate headquarters and smaller businesses will provide a strong economic engine to support the high quality services and daily life that our residents and businesses expect. The City values the quality and history of its neighborhoods and will support and dialogue with all residents about their needs.

Accomplishments

- New Project: vacant storefront decorative paper program approved and implemented
- · Retention: 58 business visits completed
- Recruitment: 49 businesses contacted regarding retail space availability
- 2012 Events:
- more than 100,000 attended the nineteenth annual Saint Louis Art Fair
- third annual Clayton Restaurant Week brought more than 15,000 visitors to Clayton
- the city held the second annual Clayton Women Business Leaders reception
- New Businesses: Pastaria, Niche, Five Star Burgers, Crushed Red, Sweet Boutique, LagoonaMagoo Toys
- New residential project: Clayton on the Park with 200+ rental units
- Economic Developer Gary Carter completed the International Economic Development Council's certification process



Planning & Sustainability

GOAL III: Create and maintain a beautiful, clean and healthy community where resources are used responsibly.

GUIDING PRINCIPLE III: Clayton

resolves to be a leader in environmental initiatives. The goal is to incorporate sustainability in daily operations without increasing costs and to incentivize best practices, such as LEED certification and green roofs, by developers of new and existing buildings. We also recognize the importance of expanding the citywide recycling program to further reduce the amount of refuse transferred into local landfills.



Recycling Services:

Clayton

70%

US 71%

Performance Measures

Categories	2011	2012
% of residents rating appearance of Clayton as good or better	92%	95%
% of property maintenance cases brought to compliance before referral to court	95%	97%
% of projects approved without modification to ARB guidelines	99%	100%





With ISO ratings for Building Code Effectiveness Grading System that equal 2 for commercial and 3 for residential, Clayton's Planning & Development Services Department continues to receive the highest ISO grading within the state.

Accomplishments

- Continued to exceed 30% of total residential waste diverted from landfill through the collection of recyclables, yardwaste and compostables.
- Just under 30 tons of electronics were recycled during the 2012 Electronics Recycling Event sponsored by the Public Works Department and Web Innovations Technology Services.
- Over 6,400 tons of construction material was recycled from 2012 City projects.
- Removed 6 tons of trash and 120 tires at the 2012 River Des Peres Trash Bash Stream Clean-up Event that otherwise would have polluted the stream.
- Just under \$1,000,000 in Energize Missouri Communities Grants funded by ARRA Federal Funds used to install high-efficiency Heating/Cooling and Lighting Systems for the new Police and Municipal Building at 10 S. Brentwood.
- At 160 kW, the solar array system installed at the new Police & Municipal Building at 10 S. Brentwood is the largest non-utility owned system within the state of Missouri.
- Reduced energy consumption by 45% and increased the light levels and uniformity on sections of the City's roadways by replacing old street lights with 25 new high-efficiency street lights.
- The City adopted its first set of regulations that define solar and wind energy systems which expanded two critical goals of the energy policy: reduction of environmentally harmful emissions and attaining greater national energy independence.
- The City was selected to partner with Shrewsbury, Brentwood, Maplewood, and Richmond Heights as one of eleven Community Planning Areas in partnership with the East-West Gateway Council to develop a regional sustainable plan to create a more sustainable, equitable, and livable St. Louis metropolitan area.
- The City is drafting updated landscaping regulations to encourage the effective preservation of substantial trees and promote the planting of trees and other vegetation that will make real and lasting contributions to the appearance and value of property and neighborhoods. The Board of Aldermen and the Plan Commission/Architectural Review Board have proposed a landscape and tree preservation ordinance that will be considered in Spring 2013.

Recreation & Culture



Accomplishments

- · Dedicated the Hanley Park Pavilion and new pathways which enhance the participation and accessibility of Hanley Park. The ADA improvements enrich experiences at the Historic Hanley House and Hanley Park for everyone. The project was made possible through Clayton Century Foundation (CCF) donations, grant funding and a city match.
- · Completed the Shaw Park Tennis Center project that replaced the original asphalt courts with post-tension concrete tennis courts which last longer and are less likely to crack. A portion of the project was funded through a Municipal Park Grant Commission grant.
- Received over \$1.7 million in project funding through grants and CCF donations.
- Increased revenue to more than \$239,000 for approximately 4,800 personal training sessions, the best year since The Center of Clayton opened, and an increase of 27% over FY2011.
- Added 4.63 acres of green space through the acquisition of property at Haddington Court through a FEMA buyout program.
- The Taste of Clayton returned to the streets of Clayton attracting nearly 5,000 visitors and benefiting Operation Food Search.
- · Launched Friends of the Parks, a statewide initiative to build a base of park supporters and advocates.

How We Measure Up					
Local and National Comparisons St. Louis Peer ICMA National Cities Average Peer Cities in 2011 Average in 2011					
Cost of park maintenance per acre	\$10,992	\$13,462	\$11,850	\$10,211	

Performance Measures				
Categories	2011	2012		
% of residents rating satisfaction with parks and recreation services as good or better	92%	92%		
Cost per program participant	\$34.36	\$33.47		
% of households with one or more recreation pass holders	30.33%	30.47%		
Total annual program participants	23,347	23,612		
Total recreation facility attendance	638,649	693,958		
Acres properly maintained	82.42%	84.81%		

GOAL IV: Encourage widespread participation in a variety of recreational and cultural activities, which are accessible to all community members.

GUIDING PRINCIPLE IV: We will evaluate facilities and offerings to expand appeal to and participation by all citizens, including multigenerational groups with diverse interests and abilities, and provide a wide array of recreational and cultural activities for residents and workers.

2012 Citizen Satisfaction **Survey** Benchmarks

Parks & Recreation **Programs and Facilities:**

> Clayton 92%

> Missouri 76%

> US 71%

Recognitions

- The Commission for Accreditation of Parks and Recreation Agencies (CAPRA) designated the department a nationally accredited parks and recreation agency. Recognized by the National Recreation and Parks Association Congress, the department becomes the fourth agency in Missouri, the second in the St. Louis metropolitan area, and one of only 109 accredited agencies across the United States.
- The Missouri Parks and Recreation Association's (MPRA) Public Official Award was presented to Mayor Linda Goldstein for her outstanding and sustained contribution to recreation and parks and maintaining Clayton's exceptional quality of life.
- Received the Missouri Arbor of Excellence Award in cooperation with the Clayton School District from the Missouri Department of Conservation for efforts to restore the Nature Trail at the Family Center at Gay Avenue.
- Fields Technician Josh Slayback received the Pioneer Athletics' 2012 Field of Excellence Award for outstanding athletic fields and the hard work of the crews who diligently maintain them.

Transportation

GOAL V: Foster all safe and accessible modes of travel including walking and biking.

GUIDING PRINCIPLE V: Clayton is committed to preserving the quality of pavement maintenance and to developing specific plans that promote safe alternative modes of travel, such as pedestrian friendly streets and walking and biking paths throughout the City.

2012 Citizen Satisfaction **Survey** Benchmarks

Snow/Ice Removal from **City Streets:**

> Clayton 93%

> Missouri 71% US 65%

> Landscape/appearance of areas along city streets:

> Clayton 87%

> Missouri 61%

63%

How We Measure Up

Local and National Comparisons	Clayton 2011	St. Louis Peer Cities Average in 2011	ICMA National Peer Cities Average in 2011	Clayton 2012
% of residents rating road conditions as good or better	81%	52%	75%	73%

Performance Measures

Local and National Comparisons	Clayton	St. Louis Peer Cities	ICMA National Peer Cities
Average annual road rehabilitation expenditures per paved lane mile - 2008-2011	\$13,012	\$11.866	\$4,203





Accomplishments

Clayton's Public Works Department:

- Completed the design of the Traffic Signal Improvement Project to improve traffic management and the Pedestrian Enhancement Project to expand the Downtown Streetscape. Valued at \$280,000 and \$2M respectively, both projects are 80% funded by federal grants and set for construction in 2013.
- Began the design process of two projects scheduled for 2014 construction, both will be 80% funded by federal grants: the Brentwood/Carondelet Streetscape Project to expand the Downtown Streetscape and the Wydown Boulevard Resurfacing Project to improve the roadway condition and provide enhanced multimodal access. The grants are worth \$709,000 and almost \$3M, respectively.
- Upgraded twelve curb ramps on Wydown Boulevard to ADA standards through the use of \$52,000 in Community Development Block Grant (CDBG) funding.
- Administered more than \$770,000 in federal grant funds to finance the replacement of the Forsyth Boulevard Pedestrian Underpass, which connects the north and south areas of Washington University's Danforth Campus. Washington University provided the balance of the funding for the project, a total construction value of \$2.3M.
- Repaired over 3,200 square feet of public sidewalks.
- Extended the life of just under 50 lane miles of roadways through implementation of Public Works' Pavement Management Program.

Recognitions

- Director of Public Works Mike Pratt received the American Public Works Association (APWA) Public Works Leadership Fellow Credential for displaying, administering and sustaining outstanding leadership qualities in Public Works.
- Public Works Superintendent Gary Scheipeter received the APWA Life Time Member recognition for 30 years of on-going and active membership in the APWA.
- Barry Jeralds, Dennis York, and Jim Heard received the APWA Vince Talo Award for outstanding contribution during 30 years of service to the City of Clayton.
- Missouri Local Technical Assistance Program awarded Mike Debarry Road Scholar Level 1 Certification for completing eight safety and technical training sessions in operations and maintenance.
- Justin Whipple, Don Forrest, and Rob Doebber received the OSHA Hazardous Materials Operations/OSHA Level II Certification for completing eight hours of training in hazardous material spill response.

Organizational Excellence



GOAL VI: Efficiently and transparently align organizational resources to achieve the Clayton's Vision, Mission and Goals.

GUIDING PRINCIPLE VI: The goals of Vision 2013 are worthy and achievable with the support and participation of residents, businesses and institutions. The City is committed to ensuring that information is accessible to the public, and to ongoing dialogue about opportunities for partnerships, efficiencies and cooperation in delivering the best services at affordable levels.

Accomplishments

- Coordinated with the City's strategic plan consultant to facilitate the Cthe Future process that resulted in the new Strategic Plan Vision and four Key Performance Areas.
- Introduced the City's interactive citizen engagement website ClaytonConnects.
- Held the second annual Clayton Community Day, which is a component of the City's community engagement process and demonstrates the City's commitment to creating environments in which citizens and elected officials interact.
- Collaborated with various departments and the city centennial planning committee on the initial announcements about the year-long calendar of events.

Recognitions

- For twenty-five consecutive years, Clayton's Finance Department has been awarded the Certificate of Achievement for Excellence in Financial Reporting for its Comprehensive Annual Financial Report (CAFR) which recognizes the highest standards of financial report preparation.
- The Finance Department was awarded the Distinguished Budget Presentation Award (DBPA) for the fifth year in a row. Both the CAFR and DBPA awards were presented by the Government Finance Officers Association (GFOA) of the United States and Canada.
- Human Resources Manager Carlye Lehnen was selected to serve as President of the recently re-established Greater St. Louis Chapter of the International Public Management Association for Human Resources (IPMA-HR).

Performance Measures					
Categories 2011 2012					
Information Technology (IT) cost per user	\$2,725	\$3,548			
Annual % of IT system "up" time	99.92%	99.99%			
Citywide annual rate of turnover (excluding retirements)	5.06%	2.25%			
Finance cost per \$1 million in expenditures	\$14,858	\$13,705			

2012 Citizen Satisfaction **Survey** Benchmarks

1 Information Availability on City Services/Programs:

> Clayton 85%

> Missouri 50%

> US 53%

Customer Service:

Clayton 83%

Missouri 50%

US 55%

How We Measure Up				
Local and National Comparisons	Clayton 2011	St. Louis Peer Cities Average in 2011	ICMA National Peer Cities Average in 2011	Clayton 2012
Human Resources cost per FTE	\$452	\$850	\$1,310	\$519



➤ Budget Brief - 2012 Operating and Capital Improvements Budget

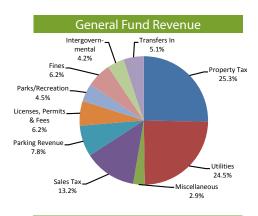
- residential property tax generates 48% of the total property tax revenue
- commercial property tax generates 43% of the total property tax revenue
- the City's share of a residential property tax bill is 10.9% and 10.5% of a commercial property tax bill

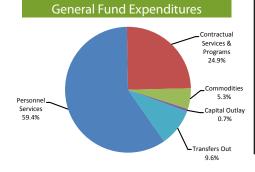


Commercial Property Tax Rates					
(in the Special Busin	ness District)				
Sample tax bill by entity with a S	\$5,000,000 ma	rket value			
Taxing Authority 2012 Rates	Rates	% of Total	Tax		
School-Clayton	4.3188	45.5%	\$69,101		
County Commercial Surcharge	1.7000	17.9%	27,200		
Special School District	1.0123	10.7%	16,197		
City of Clayton	0.8670	9.1%	13,872		
Metropolitan Zoo-Museum District	0.2684	2.8%	4,294		
St. Louis Community College	0.2200	2.3%	3,520		
County General	0.2000	2.1%	3,200		
County Library	0.1900	2.0%	3,040		
County Health Fund	0.1400	1.5%	2,240		
Business District-Clayton	0.1310	1.4%	2,096		
Roads and Bridges	0.1050	1.1%	1,680		
Sheltered Workshop	0.0900	0.9%	1,440		
Sewers-Deer Creek	0.0830	0.9%	1,328		
Metropolitan Sewer District	0.0635	0.7%	1,016		
County Park Maintenance	0.0500	0.5%	800		
State of Missouri	0.0300	0.3%	480		
County Bond Retire	0.0280	0.3%	448		
Grand Total	9.4970	100.0%	\$151,952		

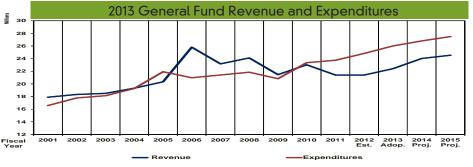
Residential Property Tax Rates						
Sample tax bill by entity with a \$500,000 market value						
Taxing Authority 2012 Rates	Rates % of Total		Tax			
School-Clayton	4.0080	55.2%	\$3,808			
Special School District	1.0123	14.0%	962			
City of Clayton	0.7890	10.9%	749			
Metropolitan Zoo-Museum District	0.2684	3.7%	255			
St. Louis Community College	0.2200	3.0%	209			
County General	0.2000	2.8%	190			
County Library	0.1730	2.4%	164			
County Health Fund	0.1400	1.9%	133			
Roads and Bridges	0.1050	1.4%	100			
Sheltered Workshop	0.0840	1.2%	80			
Sewers-Deer Creek	0.0840	1.2%	80			
Metropolitan Sewer District	0.0635	0.9%	60			
County Park Maintenance	0.0500	0.7%	47			
State of Missouri	0.0300	0.4%	28			
County Bond Retire	0.0280	0.4%	27			
Grand Total	7.2552	100.0%	\$6,892			

2013 General Fund Revenue & Transfers-In and Expenditures & Transfers-Out					
	2009 Actual	2010 Actual	2011 Actual	2012 Estimate	2013 Adopted
Revenue	\$21,468,440	\$23,022,528	\$21,401,431	\$21,407,215	\$22,409,720
Expenditures	\$20,827,743	\$23,359,475	\$23,748,477	\$24,823,153	\$26,009,071





2012	Commercial
Municipality/Fire District	Tax Rate
' '	
Des Peres	0.0000
Frontenac Glendale	0.5340
Kirkwood	0.5640
Rock Hill	0.6600
Tio cit i i iii	0.6910
Ladue	0.7450
Webster Groves	0.7600
University City	0.7760
Brentwood	0.8230 0.8370
Richmond Heights	0.8370 0.8670
Clayton Maryland Heights/Creve Coeur FPD	0.8670
	0.9020
Ballwin/West County FPD Creve Coeur/Creve Coeur FPD	0.9190
	0.9770
Shrewsbury Ballwin/Monarch FPD	0.9830
	0.9830
Maryland Heights/Monarch FPD Hazelwood	0.9920
Olivette	0.9920
Chesterfield/Monarch FPD	1.0130
Manchester/West County FPD	1.0380
Ballwin/Metro West EPD	1.1090
Chesterfield/Metro West FPD	1.1390
Maplewood	1.1640
Maryland Heights/Maryland Heights FPD	1.3420
Ferguson	1.3570
Manchester/Valley Park FPD	1.3770
Maryland Heights/Pattonville-Bridgeton FP	
Overland/Community FPD	2.2540
Overland/Community FFD	2.2340







City of Clayton 10 North Bemiston Avenue Clayton, Missouri 63105

City of Clayton Important Numbers

In Case of Emergency	911
City Manager	290.8400
Communications	290.8473
Customer Service	290.8441
Economic Development	290.8467
Finance	290.8446
Fire (non-emergency)	290.8485
Planning and Development	290.8453
Mayor/Board of Aldermen/City Clerk	290.8469
Parks and Recreation	290.8500
Human Resources	290.8449
Police (non-emergency)	645.3000
Public Works	290.8540
TDD	290.8435





