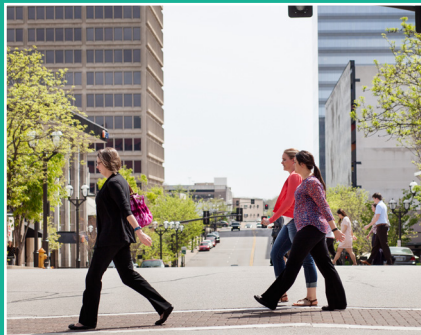
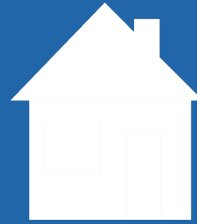




2020 ANNUAL REPORT
For the fiscal year ended
September 30, 2020

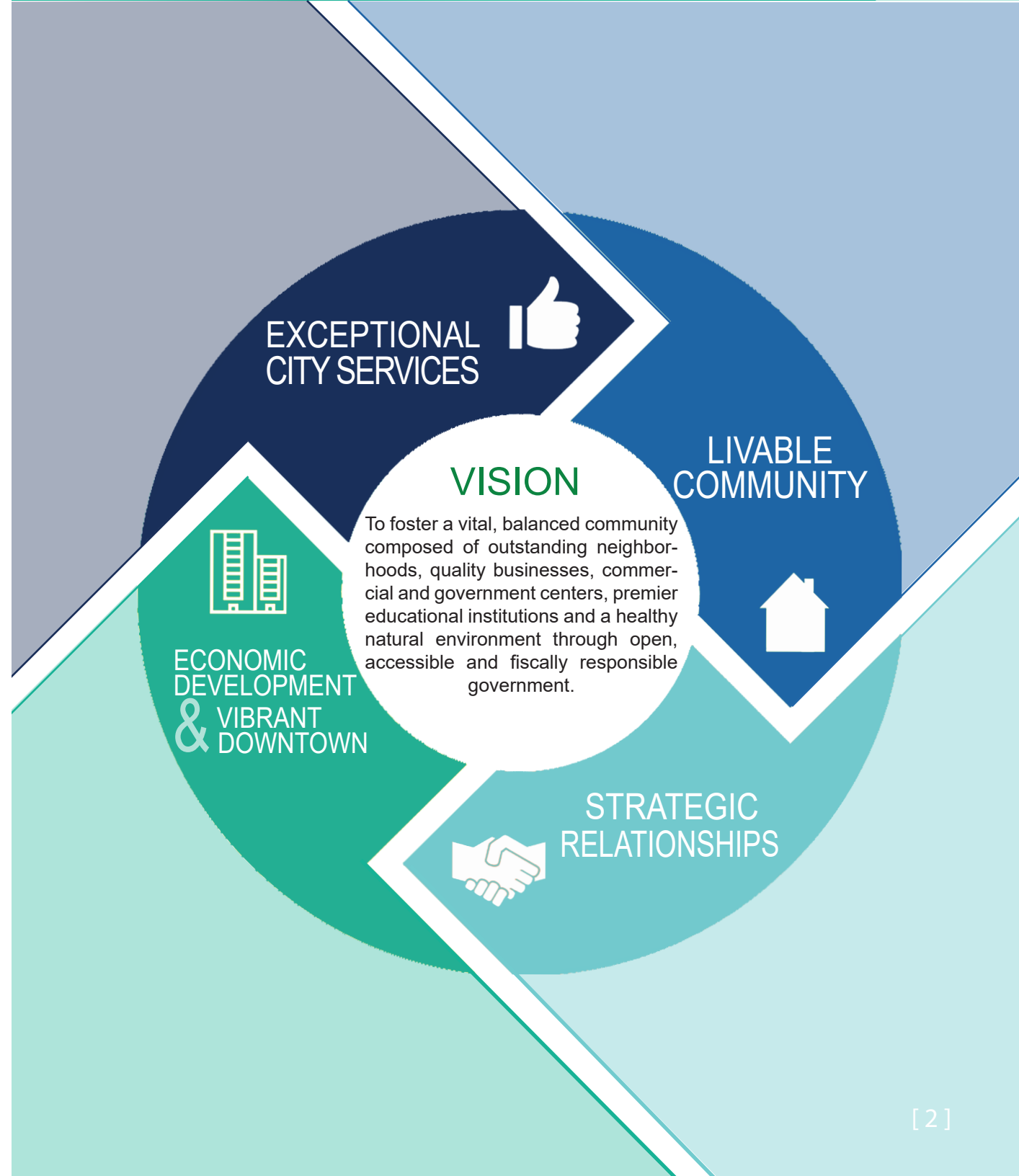


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Mission

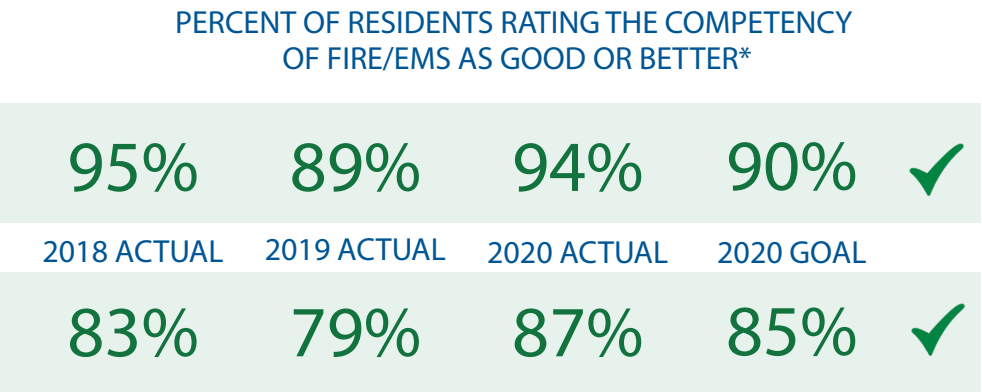
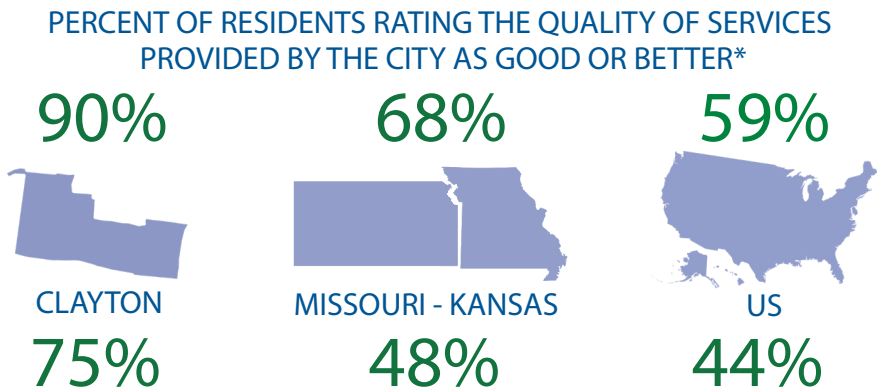
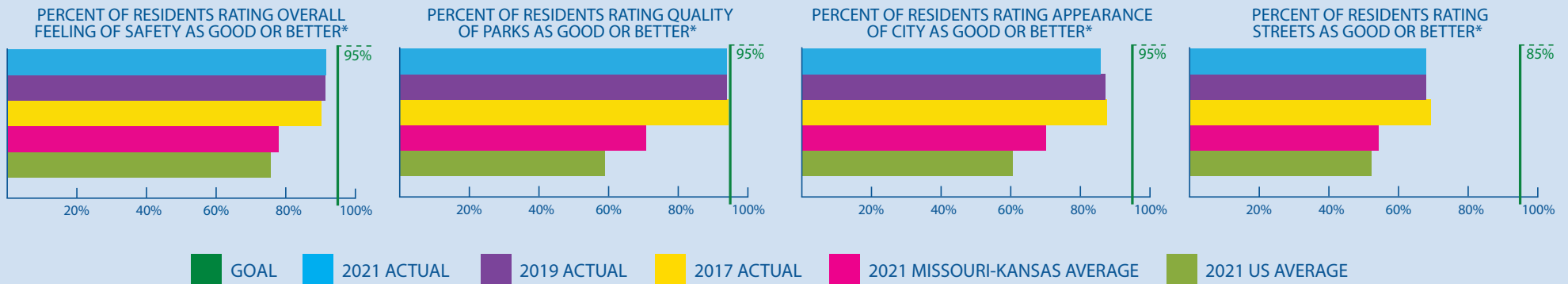
The mission of Clayton city government is to foster a diverse and inclusive community with a vital balance of neighborhoods, businesses, commercial and government centers, educational institutions and a healthy environment through an open, equitable, accessible and fiscally responsible government.



EXCEPTIONAL CITY SERVICES



Clayton residents, visitors, and businesses are proud of its City government and the exceptional level of city services provided by dedicated employees. City services are provided in a financially sustainable manner with high service levels delivered with a commitment to efficiency.



PERCENT OF RESIDENTS RATING THE CITY AS MOVING IN THE RIGHT DIRECTION IN SUPPORTING ARTS AND CULTURE*

PERCENT OF FIRES CONTAINED IN ROOM OF ORIGIN					UCR PART I PROPERTY CRIMES CLEARANCE RATES				
94%	93%	100%	✗	+10%	27%	22%	34%	✗	+5%
2020 US AVERAGE	2020 ACTUAL	2020 GOAL		CHANGE SINCE 2013	2020 US AVERAGE	2020 ACTUAL	2020 GOAL		CHANGE SINCE 2014
35%	67%	50%	✓	0%	58%	75%	87%	✗	-25%
PERCENT OF CARDIAC ARREST PATIENTS WITH PULSE UPON ARRIVAL TO HOSPITAL					UCR PART I VIOLENT CRIMES CLEARANCE RATES				

AVERAGE CALENDAR DAYS FROM INSPECTION TO VOLUNTARY COMPLIANCE		AAA CITY OF CLAYTON GENERAL OBLIGATION BOND RATING	AVERAGE CALENDAR DAYS FROM REQUEST TO COMMERCIAL INSPECTION	
33	43		1.6	1.2
2020 US AVERAGE	2020 ACTUAL	2020 US AVERAGE	2020 ACTUAL	
135	188	1.4	1.1	
AVERAGE CALENDAR DAYS FROM INSPECTION TO FORCED COMPLIANCE		15,656 NUMBER OF PARKING SPACES IN DOWNTOWN CLAYTON	AVERAGE CALENDAR DAYS FROM REQUEST TO RESIDENTIAL INSPECTION	

COST PER LINEAR MILE FOR STREETS, SIDEWALKS, AND BIKE LANES OR PATHS				PERCENT OF OPERATING COST RECOVERY FOR RECREATION FACILITIES			
\$7,248	\$75,000	✓	-63%	63%	94%	✗	-29%
2020 ACTUAL	2020 GOAL		CHANGE SINCE 2011	2020 ACTUAL	2020 GOAL		CHANGE SINCE 2011
92%	87%	✓	+1%	22%	35%	✗	-8%
PERCENT OF LANE MILES WITH PAVEMENT CONDITION INDEX RATING OF 3 OR HIGHER				PERCENT OF HOUSEHOLDS WITH ONE OR MORE RECREATION PASS HOLDERS			

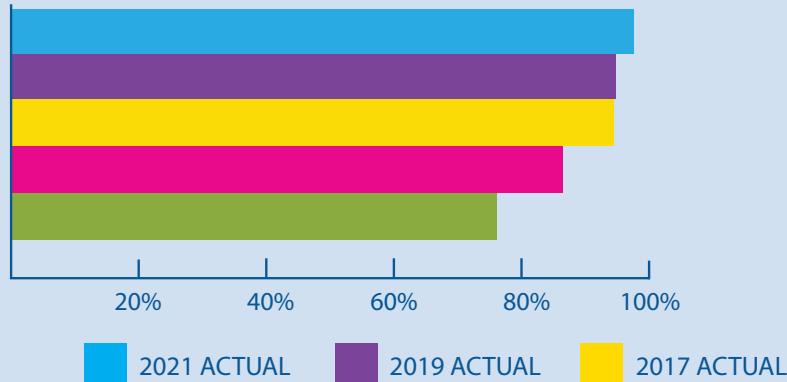
Curious why we didn't meet our goals? Learn about our strategy moving forward on page 8.

LIVABLE COMMUNITY

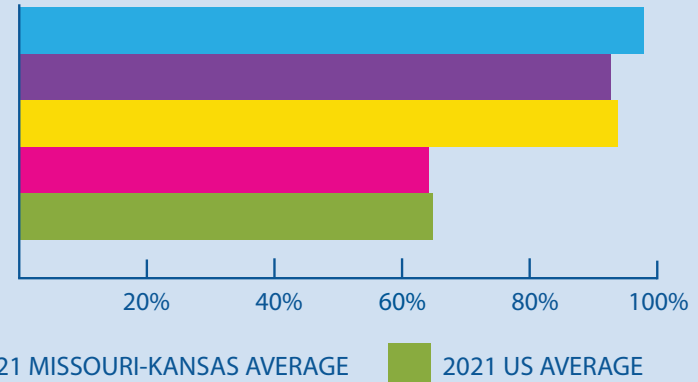


Clayton is a sustainable, welcoming community comprised of desirable neighborhoods, attractive green space, diverse artistic, cultural and recreational opportunities, and a multimodal transportation system — all of which foster a safe, healthy, and enriched quality of life.

PERCENT OF RESIDENTS RATING OVERALL QUALITY OF PUBLIC SAFETY AS GOOD OR BETTER*



PERCENT OF RESIDENTS RATING CITY'S IMAGE AS GOOD OR BETTER*



POLICE COST PER CAPITA

\$157	\$152	\$144	\$157	✓
2018 ACTUAL	2019 ACTUAL	2020 ACTUAL	2020 GOAL	

\$111	\$121	\$137	\$115	✗
-------	-------	-------	-------	---

FIRE COST PER CAPITA

PERCENT OF LINEAR MILES WITH DEDICATED/SHARED BICYCLE ROUTES

15%	15%	15%	15%	✓
2018 ACTUAL	2019 ACTUAL	2020 ACTUAL	2020 GOAL	

97%	98%	96%	90%	✓
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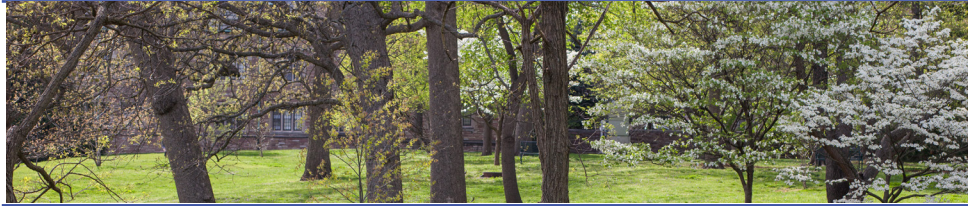
PERCENT OF PROJECTS APPROVED WITHOUT MODIFICATION TO ARCHITECTURAL REVIEW BOARD GUIDELINES

10,714
NUMBER OF TREES

21.5
ACRES OF GREEN SPACE

78.5
ACRES OF PARK LAND

11
NUMBER OF PARKS



328,146
2019 ACTUAL

NUMBER OF PARK PROGRAMS & COMMUNITY CENTER REGISTRANTS

132,864
2020 ACTUAL

PERCENT OF RESIDENTS RATING QUALITY OF CUSTOMER SERVICE AS GOOD OR BETTER*

77%
2017 ACTUAL

92%
2019 ACTUAL

90%
2020 ACTUAL

-2%
CHANGE SINCE 2011

55%

44%

66%

-10%

PERCENT OF RESIDENTS RATING THE FLOW OF TRAFFIC AS GOOD OR BETTER*

\$2.10
MAINTENANCE COST PER SQ FT

29.8%
PERCENT OF RECYCLING DIVERTED

23
NUMBER OF TRAFFIC SIGNALS

2,300
NUMBER OF STREET LIGHTS

113.1
MILES OF PAVED STREETS

62
MILES OF SIDEWALKS

2.2
MILES OF BICYCLE LANES

ST. LOUIS COUNTY SEAT

2.5 miles²

46K
DAYTIME POPULATION

176
FULL-TIME
70
PART-TIME
EMPLOYEES

[\$1,168,764,406]
ASSESSED PROPERTY VALUE

OFFICE SPACE & RETAIL
7.5 MIL SQUARE FEET
1 MIL SQUARE FEET



15,939
RESIDENTS

AVERAGE HOUSEHOLD INCOME
\$169,307
AVERAGE HOME SALE PRICE
\$714,900

HUB OF ST. LOUIS METROPOLITAN REGION



Curious why we didn't meet our goals? Learn about our strategy moving forward on page 8.

✓ GOAL MET

✗ NEEDS IMPROVEMENT

STRATEGIC RELATIONSHIPS



ECONOMIC DEVELOPMENT & VIBRANT DOWNTOWN



Clayton ensures its long-term viability as a thriving community and premier destination by developing and leveraging strategic relationships. Clayton leads and fosters collaboration among public, private, and non-profit entities for the greater good of the community and region.

Clayton recognizes the importance of establishing and cultivating relationships to reach our performance goals to better serve our residents, businesses, and our entire region.

OUR PARTNERS

CLAYTON COMMUNITY FOUNDATION - SCHOOL DISTRICT OF CLAYTON - CLAYTON CHAMBER OF COMMERCE - CULTURAL FESTIVALS - WASHINGTON UNIVERSITY - FONTBONNE UNIVERSITY - CONCORDIA UNIVERSITY - CLAYTON RECREATION, SPORTS, AND WELLNES COMMISSION - ANTI-DEFAMATION LEAGUE - ST. LOUIS AREA INSURANCE TRUST - ST. LOUIS AREA POLICE CHIEFS ASSOCIATION - EAST CENTRAL DISPATCH CENTER - CITIES OF BALLWIN, BRENTWOOD, RICHMOND HEIGHTS, LADUE, UNIVERSITY CITY, OLIVETTE, ROCK HILL, WEBSTER GROVES, CHESTERFIELD, MAPLEWOOD, KIRKWOOD, BRIDGETON, FRONTENAC, MARYLAND HEIGHTS, ST. ANN, MANCHESTER, WILDWOOD - GREAT RIVERS GREENWAY - MISSOURI DEPARTMENT OF TRANSPORTATION - ST. LOUIS COUNTY - AND MANY, MANY MORE.

Clayton is a premier economic center, welcoming and fostering entrepreneurs and new companies, attracting diverse talent while maintaining and promoting established businesses and investment. Clayton's economy and ense of place is anchored by a vibrant downtown that is characterized by a blend of corporate headquarters, local businesses, restaurants, retail uses, and regional government.

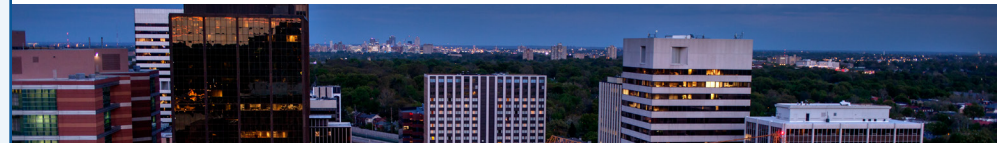
COMPARISON SALES TAX RATES

The City's sales tax rate of 9.24% is comparable to surrounding cities.

MUNICIPALITY	TAX RATE
St. Louis City	9.68%
Brentwood	9.74%
Clayton	9.24%
Kirkwood	9.24%
Richmond Heights	9.24%
University City.....	9.24%
Ladue	8.99%

46
ANNUAL PROSPECT
OR RETENTION VISITS

2020
2,764
COMMERCIAL
INSPECTIONS
2019
2,263



WHAT'S NEXT?

Clayton's elected officials and employees work hard to provide residents and businesses with exceptional services. C the Future, our Strategic Plan, identified four key performance areas including Exceptional City Services, Livable Community, Strategic Relationships, and Economic Development and Vibrant Downtown. Our performance measures are shaped to achieve the best outcome for each of these areas.

GOAL	OUTCOME & ANALYSIS	NEXT STEPS
The goal is to contain 100% of fires to the room of origin.	During the fiscal year, the Fire Department contained 93% of fires to the room of origin. The incidents, which expanded past the room of origin, had contributing factors outside of the response time and fire suppression.	The Fire Department continues to work toward increasing fire prevention through their community outreach efforts.
The goal is to clear 34% of annual UCR Part I property crimes and 87% of UCR Part II violent crimes.	The Police Department fell short of their goal with a clearance rate of 22% for property crimes, which remains on par with the national average, and 75% for violent crimes.	The Clayton Police Department continues to analyze processes and building connections with other agencies to improve clearance rates, as well as provide training for its staff.
The goal is to recover 94% of operating expenditures for recreation facilities and for 35% of households to have one or more recreation pass holders.	Last year, the Parks and Recreation Department recovered 63% in operating expenditures for recreation facilities, which was a 30% decrease from 2019. The Department also saw a 10% decline in the percentage of households to have one or more recreation pass holders from 32% in 2019 to 22% in 2020. The declines demonstrate the significant impact the Department experienced as a result of the COVID-19 pandemic, which resulted in local closures, loss of revenue, and behavioral changes among members and potential members.	The Parks and Recreation Department continues to analyze and address ways to attract new pass holders and re-engage previous pass holders. The new upgrades to The Center of Clayton, administration of vaccines, and lifting of local mandates will likely assist with the growth of these areas.
The goal is to keep Fire operations costs to \$96 per capita.	The Fire Department experienced an increase in their operations and was higher than in previous years.	The Fire Department continues to experience the increase of expenditures from the addition of six new firefighter/paramedics in 2019 to address on-scene staffing and improve response time.

**Data obtained through citizen surveys, which are conducted biennially.*

MAYOR & BOARD OF ALDERMAN



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