State of the Community 2021



AWARDS AND RECOGNITION

Distinguished Budget Presentation Award

This award is the highest form of recognition in governmental budgeting.

Certificate of Achievement for Excellence in Financial Reporting

This is the 29th year in a row that the City has received this award.



The City of Crystal Lake has a rich history, rewarding quality of life and tremendous community spirit. Crystal Lake has been a major economic engine in Northeastern Illinois for the past decade. The City offers residents and businesses high-quality services at one of the lowest municipal tax rates in the area.

Stable Property Tax Levy

The Crystal Lake City Council recently voted to keep the total annual property tax levy flat for the 2020 Property Tax Levy. Paired with additional newly developed properties being added to the tax rolls for Crystal Lake, the overall property tax rate is projected to drop by about 4% from the previous year.

The approved tax levy, which funds the Fire Rescue Department and required pension obligations, will ensure that the tax levy attributable to the City remains one of the lowest tax rates in the area. The property tax also includes the Crystal Lake Library's property tax levy.

The City will continue to provide the community with high-quality police and fire protection, water and wastewater treatment services, brush pick-up and drop-off, street maintenance, and other City services, including the Three Oaks Recreation Area.

The City Council's actions reflect the priority the City places on its role as a responsible financial steward.

Great Service at a Low Price

When comparing surrounding communities that provide like services, Crystal Lake's portion of a property owner's tax bill is among the lowest. Since 1997, the City has not levied a property tax for the General Fund. As a result, only approximately 11% of the property tax bill is attributable to municipal services provided by the City of Crystal Lake (2019 Levy, most recent available).



Value for the Community

HIGHLIGHTS

Low Crime Rate

According to the Illinois State Police Uniform Crime Reporting statistics, Crystal Lake has experienced an estimated **62.26% decrease** in total reported index crime offenses from 2005 to 2020.

Enhanced ISO Rating

ISO is the leading supplier of data and analytics for the property/casualty insurance industry.

ISO ratings are based on the Public Protection Classification (PPC) survey that conducts an analysis of the structural fire suppression delivery system provided in the City.

The City's current ISO PPC rating is 2 out of 10, with the lower rating being better.

The City's Class 2 rating placed the City within the **top 4.50%** of fire suppression services in the United States.

In 2020, the City's residents and businesses benefited from the services listed below provided by the City of Crystal Lake:

Community Development

- Resurfaced **10.8 miles** of roadway.
- Sidewalk repair to remove tripping hazards.
- Building and Engineering performed **12,790** inspections.

Public Works

- Supplied **1.38 billion** gallons of fresh water.
- Processed **1.76 billion** gallons of wastewater.
- Plowed **326 lane miles** of roadway during each snow event.
- Cleaned **17.8 miles** of sewer line.
- Planted **109** parkway trees.

Police

- Responded to **18,557** calls.

Fire Rescue

- Responded to **6,319** calls.
- Served **4,247** patients.
- Performed **378** plan reviews.
- Performed **148** life safety and re-inspections.

Three Oaks Recreation Area

- **147,572** vehicles entered the park in 2020.
- **9,317** guests visited the Swim Beach in 2020.
- **7,136** watercraft rented in 2020.







Intergovernmental Cooperation

Intergovernmental cooperation takes many forms, including mutual aid agreements for police and fire services, intergovernmental service contracting, joint purchasing agreements, coordinated growth management planning, and regional provision of emergency services. One of the advantages of these types of arrangements is that they provide economies of scale and allow entities to do more with less.

The City has been a leader for years in intergovernmental cooperation. Some examples include:

Southeast Emergency Communications (SEECOM)
The City was a founding member of SEECOM, a regional public safety dispatch center.

Liability and Workers' Compensation Insurance Pool
The City is a participant in the Intergovernmental Risk Management Agency (IRMA), which allows municipal entities to band together for the purposes of reducing liability insurance costs.

Contracted Fire Rescue Services
Through a fee agreement, the City provides fire rescue services to the Village of Lakewood and the Crystal Lake Rural Fire Protection District.

Health Insurance Pool
The City is a participant in the Intergovernmental Personnel Benefit Cooperative (IPBC) which allows municipal groups to band together for the purposes of reducing health insurance costs.

McHenry County Municipal Partnering Initiative (MPI)
The City is a member of the McHenry County MPI which is a purchasing collaboration of local governments in McHenry County. This is an initiative to reduce program costs through basic principles: bulk purchasing, the sharing of best practices, and the sharing of workloads. Any community could choose to opt out of a proposed project, maintaining the ability for communities to choose to do things their way while simultaneously allowing interested parties to cooperate and save on costs.

Joint Purchasing Agreements
The City Council adopted a Procurement Ordinance which allows the City to take advantage of cooperative purchasing opportunities by becoming a member of various cooperative purchasing programs in addition to the State of Illinois Joint Purchase Program and the Suburban Purchasing Cooperative.

Northern Illinois Municipal Electric Collaborative (NIMEC)
The City is a member of NIMEC, a municipal Collaborative that pools the energy needs of members in order to secure more competitive pricing than can be provided individually to a single municipality, based on higher volumes. The City uses NIMEC to meet its electrical power needs for street lights and municipal facilities.

Three Oaks Recreation Area

In 2020, Three Oaks Recreation Area continued to be a desirable recreational amenity. The park is highly regarded by those who visit, and is both a regional and national attraction. This is reflected in the continued high customer satisfaction ratings. Operational adjustments were needed to accommodate Covid-19 capacity restrictions in 2020. Although this led to reduced attendance at the beach, there were more canoes and kayaks rented in 2020 than any year since the park opened.

Guest Satisfaction Remains a Priority

- Per customer survey information, guests continued to be very satisfied with customer service provided by staff at the beach and marina.
- The number of repeat guests continues to remain high. Guests who visited the swim beach at least once a month increased in 2020. 43% of guests surveyed rented a watercraft at least once per month.
- 99% of surveyed guests are either likely or very likely to return to the park.

Attendance

- **9,317** guests visited the Swim Beach in 2020.
- Over **140,000** vehicles entered the park in 2020.
- Nearly **70** percent of park guests are from areas outside of Crystal Lake.

Park Vendors

- The Quarry Cable Park, Board House, and Cottage on the Beach continued successful operations at the park in 2020. The Board House experienced their most successful year since beginning operations at the park.

Media Attention

- Three Oaks Recreation Area ranked **No. 1** on ***Trip Advisor's*** Top 20 Things to do in Crystal Lake.

Revenues and Expenses

- Part-time staff expenses, which accounted for 44% of all park expenses, were completely paid for by park use revenues.







City Investment in Business Community

HIGHLIGHTS

Investment in Business

$528,574 in City façade grants to businesses from 2010 to present.

$4,600,000 in City sales tax sharing agreements from 2010 to present.

$4,288,444 in City Hotel/Motel Tax Funding awarded to community organizations from 2002 to present.

2020 Business Development

- **403,199** SF of commercial occupancies
- **328,241** SF of new business occupancies
- **74,958** SF expanded/relocated businesses
- **367** new jobs created
- **61** new small businesses (<20 employees)

Crystal Lake is a well-established community with an abundance of opportunities for new development as well as redevelopment. There are **3,734** local businesses in Crystal Lake, providing a workforce of **27,105** employees.

New Manufacturer and Industrial Growth

Aptar Group, headquartered here in Crystal Lake at 265 Exchange Drive, is a global leader in consumer product dispensing and active packaging solutions. Aptar recently expanded operations and designed a product that enables the N95 masks needed by healthcare personnel to be cleaned and reused again.

INAV LLC is a new company to Crystal Lake and is a distributor of aircraft engine parts. INAV LLC recently added 24 new employees and occupied a 68,000 square-foot industrial space at 300 Exchange Drive.

AJ Antunes & Co., located at 6215 Factory Road, recently expanded and opened a 15,000 square-foot Innovation Center in Crystal Lake to help develop mechanization technology to assist restaurant operators with specialized automation of labor-intensive processes. The new Crystal Lake facility added 20 new employees to the community.

Autotrol, located at 365 Prairie Street, is an industry leader in custom AC and DC gear motors that recently expanded their facility and adjusted their operations to bottle hand sanitizer products to meet consumer demand.

Business Assistance

In order to aid businesses impacted by the pandemic, the City Council approved $750,000 in grants to be made available to help businesses endure through mitigation phases. To date, 83 businesses have received this assistance.

83
Businesses Received Financial Assistance

$ 750,000
Financial Assistance Programs Available to Crystal Lake Business







Good Things are Happening in Crystal Lake

New & Expanded Businesses

Jude's - 19 N. Williams Street
A new restaurant in downtown Crystal Lake featuring small plates from the US, Europe and Asia alongside infused flavored gin cocktails, featuring their signature Jude's Gin, which will be the first in the Midwest of its kind.

Vine and Plate - 414 W. Virginia Street
Believes that good wine and good food bring people together, creating the moments that life is all about. Offering unique drinks, wines from around the world and small plates, salads and flatbreads.

Pho Royal - 230 W. Virginia Street, Unit 830
New Vietnamese restaurant in the Country Corners Shopping Center offering a wide variety of traditional dishes.

Moretti's Pizza Pub - 72 N. Williams Street
New Moretti's concept with a larger bar beverage selection and streamlined menu focused on take-out and catering of fresh made pub-food along with their famous thin and deep dish pizzas.

The Facial Bar Boutique - 30 N. Williams Street
Offers top-of-the-line professional skincare and beauty products, as well as a variety of other health and wellness products including gift and home products.

Nana's New York Deli – 6220 Northwest Highway
Brings a taste of New York to the Crystal Lake community. Serving up New York style 1/2 lb corned beef, hot pastrami and turkey sandwiches alongside homemade matzo ball soup.

A - Z Interiors - 33 N. Williams Street
One-stop shop for everything you might need for your home offering anything from accessories to professional design and everything in between.

J C Licht - 73 N. Williams Street
The new paint and window treatment store, now located in downtown Crystal Lake. The staff here is ready to assist customers in selecting new wallpapers, paints, stains, and window treatments.

Lizzy Lou Boutique – 17 E. Crystal Lake Avenue
The newest boutique retail store in downtown offering stylish and unique women's and baby accessories and clothing.

Tropical Smoothie Café – 5006 Northwest Highway
Helping customers focus on healthy eating with a wide array of smoothies and nutritious sandwiches/wraps.



Senior Residences of Crystal Lake — 355 Station Drive
Check out this affordable senior-based housing development with 60 units that also offers a theater, card room, game room, community area, library and café.

Future/Planned Developments

McAlister's Deli will be opening in 2021 at 5500 Northwest Highway. McAlister's Deli is a counter-service and take-out deli known for their delicious sandwiches, soups, salads, stuffed baked potatoes and sweet tea.

Raising Cane's will be opening at 5417 Northwest Highway, providing a new fast-casual chicken experience. The company has ONE LOVE — quality chicken finger meals and a cult following. Construction will start in spring of 2021.

Freddy's Frozen Custard & Steakburgers, located at 5500 Northwest Highway, is a fast-casual restaurant new to McHenry County that specializes in various sandwiches, burgers and hot dogs that are cooked to order, as well as frozen custard.

Oh Boil Crawfish Oyster Bar, located at 5800 Northwest Highway, will offer a new sit-down seafood restaurant to the Crystal Lake community! Get ready for a local seafood boil and raw oysters specialty restaurant.



New home construction is underway at the *Woodlore Estates Subdivision*. Over 200 permits have been issued and residents have moved in. Once completed, the subdivision will consist of 68 townhome units, 105 senior single-family homes, and 319 single-family homes. The senior single-family homes are ranch-style homes available to residents 55 years of age and older.



New luxury apartments are under construction in Crystal Lake! *The Springs at Three Oaks* is being built at 1120 Central Park Drive and will offer a townhome-like feel with high-end amenities including an outdoor pool and clubhouse, two dog parks, a community fire pit and gathering area.

Featured Capital Improvement Projects



Crystal Lake Avenue and Main Street Intersection Improvements

- Intersection widening and pavement resurfacing
- Water main infrastructure upgrade
- Permanent traffic signal installation
- Improved bicycle path
- Area parkway beautification



North Shore Drainage Improvements

- Mitigation of high water levels occurring during storm events
- Storm sewer installation
- Installation of three stormwater management basins with over one million gallons of storage
- Native plantings in basins to filter stormwater



North Main Street: Woodstock Street to Route 176

- New traffic signal and intersection improvements to improve traffic flow at Route 176 and North Main Street
- Resurfacing along North Main Street from Woodstock Street to Route 176
- Water main infrastructure upgrade
- City awarded $1.5 million in federal funds
- Construction anticipated 2022

City Officials

ACTING MAYOR

Haig Haleblian

COUNCILMEMBERS

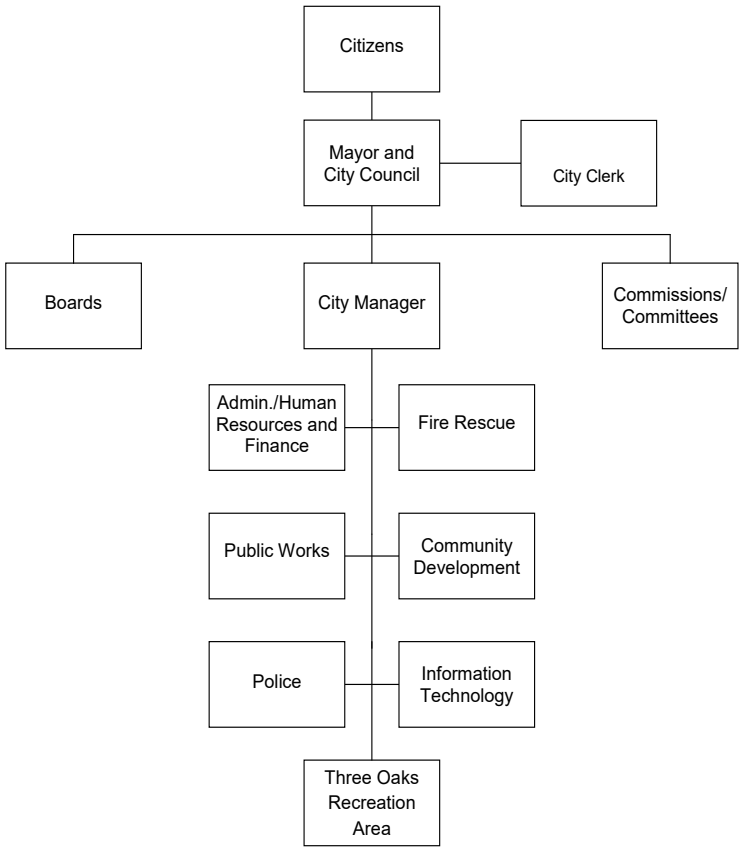
Ellen Brady
Cathy A. Ferguson
Brett Hopkins
Cameron Hubbard
Mandy Montford
Ian Philpot

CITY CLERK

Nick Kachiroubas

ADMINISTRATION

Gary J. Mayerhofer	City Manager
Eric T. Helm	Deputy City Manager
Jodie Hartman	Director of Finance/Treasurer
Michelle Rentzsch	Director of Community Development
Julie Meyer	Director of Human Resources
Gregory A. Fettes	Director of Information Technology
Michael Magnuson	Director of Public Works and Engineering
James Black	Chief of Police
Paul DeRaedt	Chief of Fire Rescue



Outreach

The City of Crystal Lake is committed to delivering information to the public that is clear and timely and promotes two-way communication between City officials and the Crystal Lake community.

The City publishes a monthly newsletter to provide residents with information about municipal programs, services, community events and actions of the City Council. In a continuing effort to keep residents informed about City news and events, residents can register to receive timely news about municipal services, City Council meetings, agendas, news releases, and more via e-mail.

Comcast and AT&T U-Verse provide the City with a 24-hour community access channel. Comcast and AT&T subscribers can tune in to view information about community news and events.

The City's website at www.crystallake.org offers several interactive tools designed to help foster better communication and efficiency, including E-News, online bill pay and licensing, online permit and development applications through ezApp, the City's Transparency Portal, and the Form Center for requests or concerns.

Public documents are uploaded to the City's website to help provide greater access to information for residents, businesses and visitors. A redesigned website debuted in 2019. The City has created a "Transparency Portal" page, a one-stop location that will direct residents to details about City spending and operations, including current and past year budgets and audits, salary information for all City employees, and City Council and Committee Meeting agendas and minutes.

Social Media

LIKE US ON facebook

Instagram

Follow us on Twitter

Electronic Bidding

The City uses "BidSync", an electronic bidding notification and procurement system. BidSync enables suppliers and vendors to identify, respond to, and potentially win bid opportunities with the City of Crystal Lake.

The City issues competitive solicitations for goods and services using the BidSync Electronic Bidding System. Vendors will be able to view, and when applicable, submit bids and proposal requirements electronically using the system. There is NO CHARGE TO VENDORS to use the BidSync Electronic Bidding System but vendors need to register. Vendors can also register through the City of Crystal Lake's website.

Interactive Maps

In response to the surging demand for online access to a wealth of public information, the City has taken great strides in providing this information in easy to access maps via the City's GeoCortex portal. For residents seeking information about a particular property, GeoCortex is an easy way to view an array of information on a specific property or the City overall.

RES







INSERT PICTUE-