State of the Community 2020



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.

Property Tax Rate to Decrease 2.04%

The Crystal Lake City Council recently voted to decrease the City's property tax rate by an estimated 2.04%.

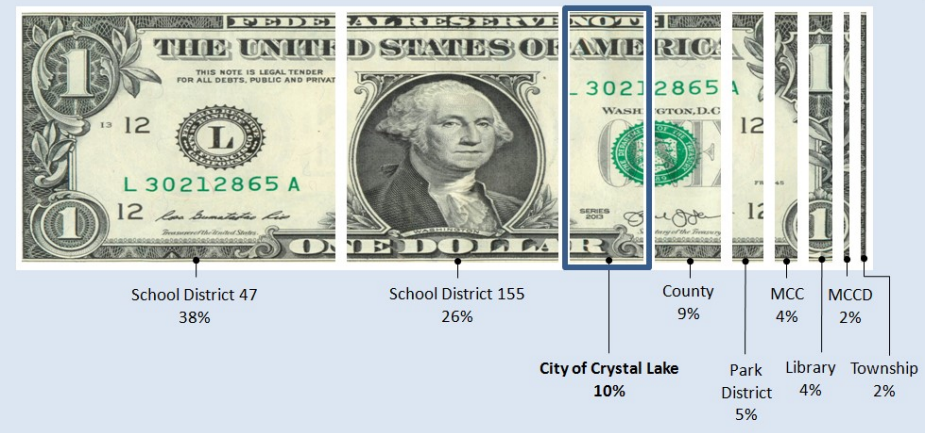
The approved tax levy, which funds the Fire Rescue Department and required pension obligations, will ensure that the tax levy attributable to the City remains one of the lowest tax rates in the area. The property tax also includes the Crystal Lake Library's property tax levy.

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 emphasis the City places on its role as a 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 10% of the property tax bill is attributable to municipal services provided by the City of Crystal Lake.



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.



Value for the Community

HIGHLIGHTS

Low Crime Rate

According to the Illinois State Police Uniform Crime Reporting statistics, Crystal Lake has experienced an estimated **55.42% decrease** in total reported index crime offenses from 2004 to 2019.

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 3.87%** of fire suppression services in the United States.

In 2019, the City's residents and businesses benefited from the services listed below provided by the City of Crystal Lake:

Community Development

- Resurfaced **5 miles** of roadway.
- Sidewalk repair to remove tripping hazards.
- Building and Engineering performed **12,927** inspections.

Public Works

- Supplied **1.33 billion** gallons of fresh water.
- Processed **1.8 billion** gallons of wastewater.
- Plowed **326 lane miles** of roadway during each snow event.
- Cleaned **6.14 miles** of sewer line.
- Planted **502** parkway trees.

Police

- Responded to **27,450** calls.

Fire Rescue

- Responded to **6,799** calls.
- Served **4,724** patients.
- Performed **541** plan reviews.
- Performed **595** life safety and re-inspections.

Three Oaks Recreation Area

- **173,200** vehicles entered the park in 2019.
- **30,985** guests visited the Swim Beach in 2019.
- **6,318** guests rented watercraft in 2019.







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 2019, Three Oaks Recreation Area continued to serve as 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.

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 2019. 32% of guests surveyed rented a watercraft at least once per month.
- 94% of surveyed guests are either likely or very likely to return to the park.



Attendance

- **30,985** non-resident guests visited the Swim Beach in 2019.
- Over **170,000** vehicles entered the park in 2019.
- **Sixty** 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 2019.

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 56% of all park expenses, were completely paid for by park use revenues.

City Investment in Business Community

Crystal Lake is a well-established, maturing community with an abundance of opportunities for new development as well as redevelopment. The City of Crystal Lake is strongly supportive of business development and the enhancement of quality of life. The community's leaders encourage an entrepreneurial spirit and promote successful partnerships. For these reasons, and many more, Crystal Lake is a good place to live and a great place to do business.

City leaders have worked hard to offer superior government services while providing maximum value to our residents and businesses. Combined with our reasonable zoning, permitting, and inspection fees, the City of Crystal Lake works hard to keep the cost of doing business in Crystal Lake to a minimum in order to help businesses remain competitive and profitable.

There are **3,734** local businesses in Crystal Lake, providing a workforce of **22,595** employees.

HIGHLIGHTS

Investment in Business

$518,574 in City grants to businesses from 2010 to present.

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

$3,973,364 in City Hotel/Motel Tax Funding Awarded to Community Organizations from 2002 to present

2019 Business Development

- **416,026** SF of commercial occupancies.
- **314,314** SF of new business occupancies.
- **101,712** SF expanded/ relocated businesses.
- **498** new jobs created
- **75** new small businesses (<20 employees).

Business Expansion

Camfil completed a major expansion at 500 S. Main Street. They invested $13 million into their facility, adding a 50,000 square-foot building and relocating six new product lines to this facility. The expansion included the hiring of 90 new employees.

Chicago Plastic Systems Inc is headquartered here in Crystal Lake and recently relocated and expanded their operations at 161 S. Virginia Road. The new facility is now home to the largest plastic joint machine in the United States.







New & Expanded Businesses

Steinhafels Furniture Superstore opened this past February at 5846 Northwest Highway. The family owned and operated furniture retailer offers 99,089 square feet of high quality indoor and outdoor home furniture, mattresses and décor all under one roof.

Binny's Beverage Depot is a regional liquor store with over 40 locations in Illinois, opening in early 2020 at 5380 Northwest Highway. Binny's offers a great selection of cigars, wine, beer and spirits.

Pet Supplies Plus offers a wide variety of pet toys and food that focuses on your pet's happiness and health. The national pet store opened this fall at the corner of Main Street and Northwest Highway.

Hickory Hall, located at 406 W. Woodstock Street, recently underwent a complete renovation and now is a high-end elegant private banquet facility available for hosting events ranging from birthday parties to weddings.

815 ChopHouse is an upscale restaurant featuring a wide selection of steaks, burgers and chops located at 394 W. Virginia Street.

Popeyes Louisiana Kitchen opened its first Crystal Lake location at the intersection of Virginia Street and McHenry Avenue. They feature New Orleans style spicy and mild fried chicken, seafood and signature sides.

Carlos Pancake House opened a new breakfast and lunch restaurant in downtown Crystal Lake at 83 N. Williams Street.

Triple Berry Café, located at 435 Angela Lane, is a family-oriented eatery serving breakfast and lunch with unique offerings including tiramisu pancakes, triple berry crepes and strawberry cheesecake french toast.

AROMA Coffee & Wine, located at 77 E. Woodstock Street in downtown Crystal Lake, is the premier location for a morning cup of coffee and an evening glass of wine.

Smoothology, located at 67 E. Woodstock Street in downtown Crystal Lake, features smoothies, deli wraps, flatbread pizzas and quesadillas.

Mookie's Steak and Seafood at 446 W. Virginia Street, offers an upscale dinning experience with a great selection of fresh fish, pork chops and steaks.

Future/Planned Developments



Fairfield Inn and Suites by Marriott will be coming to Crystal Lake. The new hotel will be located at Northwest Highway and Route 31 and is slated to break ground in 2020. The hotel features 88 rooms and a wide variety of amenities for hotel guests including large meeting rooms, free hot breakfast, fitness center, and pool. Fairfield Inn and Suites by Marriott prides itself on providing both business travelers and tourists a comfortable and relaxing home away from home.

McAlisters will be opening a Crystal Lake location in 2020 at 5500 Northwest Highway. McAlisters is a counter-service chain known for its sandwiches, soups, salads, stuffed baked potatoes and sweet tea.

Jude's, located at 19 N. Williams Street in downtown Crystal Lake, is the perfect spot for a night out. Enjoy small plates and cocktails in an elegant and trendy setting.

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

Vine and Plate at 414 W. Virginia Street will open in early 2020 and offer a wide range of small plates and cocktails.

EDGE Fitness Club will be opening its first McHenry County location in Crystal Lake in 2020. The new 52,000 square-foot fitness facility will feature cardio and strength training equipment, but also an indoor turf for functional training, alongside yoga and spinning classes and a variety of amenities like a smoothie bar, childcare, sauna and a treadmill cinema.



New home construction is underway at the Woodlore Estates Subdivision. Over 125 permits have been issued and residents have moved into the subdivision. Once completed, the subdivision will consist of 68 townhome units, 105 age-targeted single-family homes and 319 single-family homes. The age-targeted single-family homes are ranch-style homes restricted to residents 55 years of age and older. The mixture of housing types provides future residents of Crystal Lake with a diverse selection of high quality housing choices.



Senior Residences of Crystal Lake will finish building 60 units of affordable senior-based housing at 355 Station Drive this year. Construction is underway and the facility will feature a theater, card room, game room, community area, library and café.

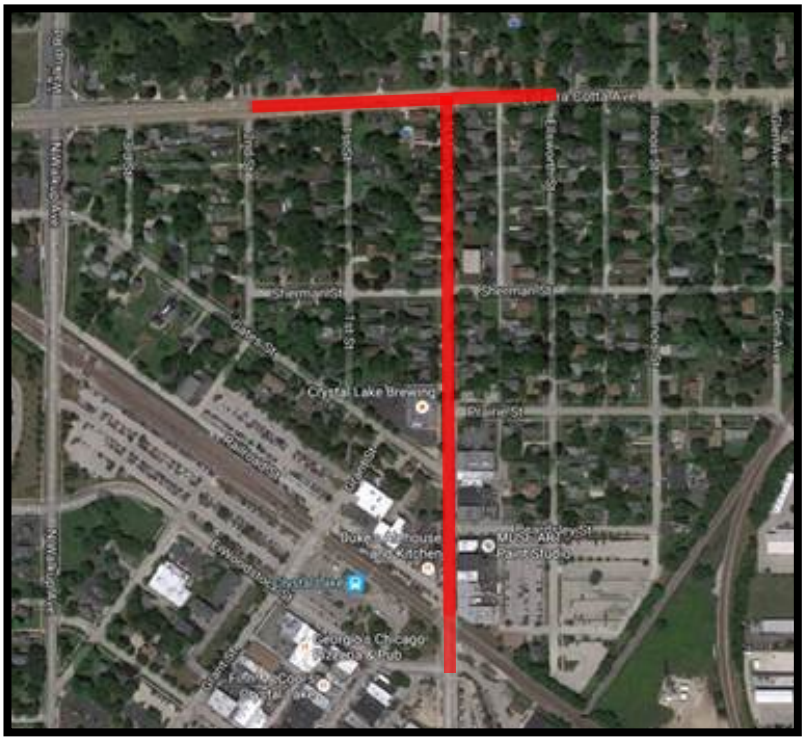
Future Capital Improvement Projects

Crystal Lake Avenue at Main Street



- Intersection improvement to improve traffic flow
- City awarded $1.5 million in federal funds
- Utility relocations began in 2019
- Construction to begin in the spring of 2020
- Construction contract awarded to Copenhaver Construction

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
- City awarded $1.5 million in federal funds
- Construction anticipated 2021

Future Capital Improvement Projects

2020 Annual Maintenance Programs



- Street resurfacing
- Pavement preservation such as crack sealing
- Sidewalk program to remove tripping hazards
- Pavement marking program to improve the visibility of worn markings

City Officials

MAYOR

Aaron T. Shepley

COUNCILMEMBERS

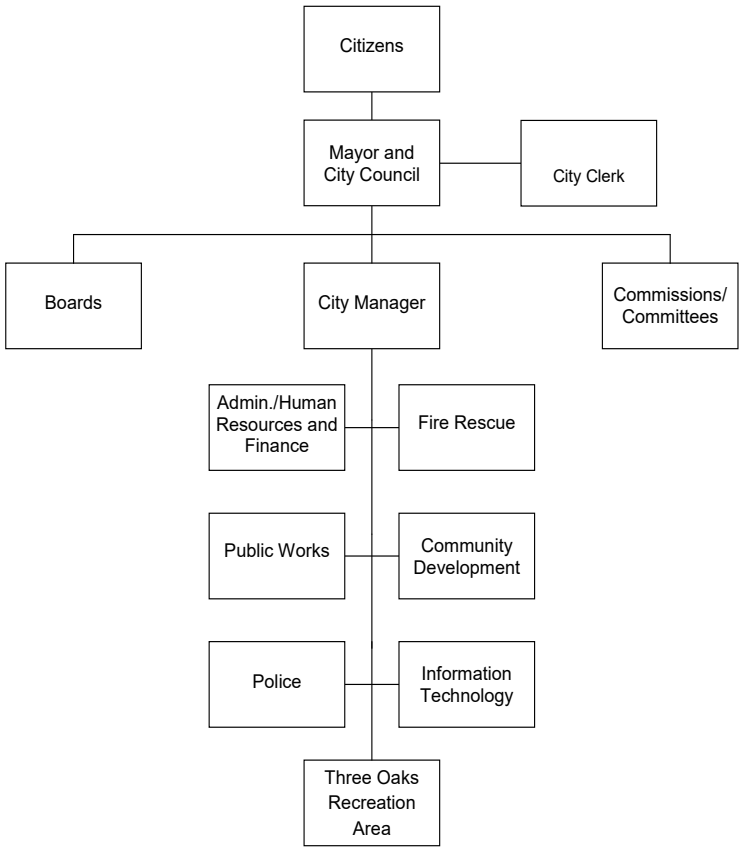
Ellen Brady
Ralph M. Dawson
Cathy A. Ferguson
Haig Haleblian
Brett Hopkins
Cameron Hubbard

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
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 new GeoCortex portal. For residents just seeking information about a particular property, GeoCortex is an easy way to view a wealth of information on a specific property or the City overall.

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