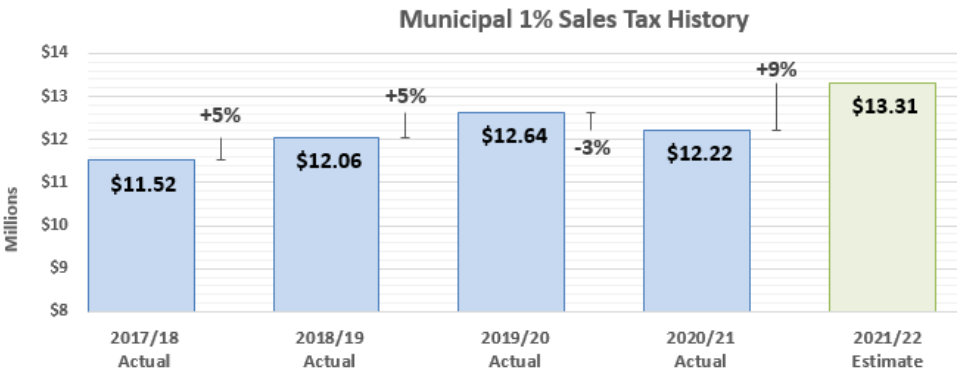
State of the Community 2022



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 Economic Environment

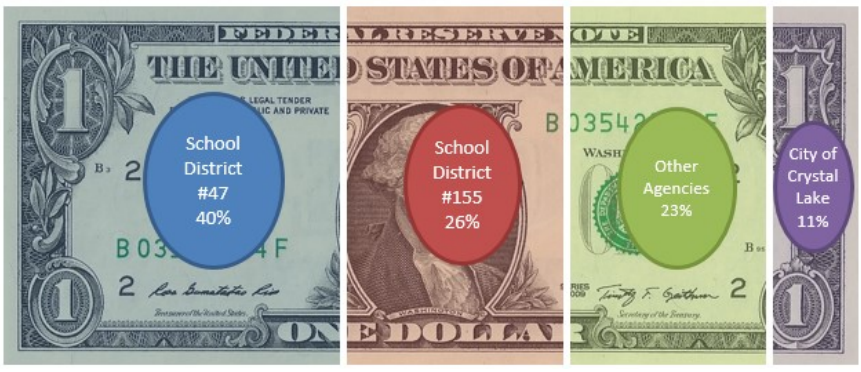
The City of Crystal Lake enjoys a stable economic environment. With the COVID-19 pandemic having a substantial effect on the global economy, the City has successfully navigated the financial consequences without reducing services. The largest single source of City revenue is sales tax, which reflects current economic trends with the additions of new retail and restaurants. Sales tax receipts have rebounded to higher than pre-pandemic levels.



Great Service at a Low Price

The Crystal Lake City Council recently approved the 2021 Property Tax Levy. The approved 2021 tax levy will supplement funding for the Fire Rescue Department and required pension obligations, as well as funding for school crossing guards. The property tax also includes the Crystal Lake Library's property tax levy.

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 (2020 Levy).



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 30th 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 **62.70% decrease** in total reported index crime offenses from 2006 to 2021.

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 5.93%** of fire suppression services in the United States.

In 2021, the City's residents and businesses benefited from the services listed below provided by the City of Crystal Lake:

Community Development

- Sidewalk repair to remove tripping hazards.
- Building and Engineering performed **13,700** inspections.

Public Works and Engineering

- Resurfaced approximately **13.4 lane miles** of roadway
- Supplied **1.4 billion** gallons of fresh water.
- Treated **1.38 billion** gallons of wastewater.
- Plowed **326 lane miles** of roadway during each snow event.
- Cleaned **20.2 miles** of sanitary sewer line and **lined 2.6 miles** of sewer
- Planted **167** parkway trees and trimmed **2,291** parkway trees

Police

- Responded to **18,070** calls.

Fire Rescue

- Responded to **6,709** calls.
- Served **4,635** patients.
- Performed **269** plan reviews.
- Performed **294** life safety and re-inspections.

Three Oaks Recreation Area

- **96,825** vehicles entered the park in 2021.
- **23,113** guests visited the Swim Beach in 2021.
- **7,376** watercraft rented in 2021.







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.

Three Oaks Recreation Area

In 2021, Three Oaks Recreation Area continued to be a desirable recreational amenity. This is reflected in the continued high customer satisfaction ratings. The 2021 season began with Covid-19 restrictions in place, but loosening restrictions over the summer helped the park have a return to normalcy. All amenities were available in 2021 and the park continued to be highly regarded by those who visit as a regional and national attraction.

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 2021. 28% 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

- **23,113** guests visited the Swim Beach in 2021.
- Over **90,000** vehicles entered the park in 2021.
- 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 2021 and will return in 2022.

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 49% of all park expenses, were completely paid for by park use revenues.







City Investment in Business Community

HIGHLIGHTS

Investment in Business

$538,574 in City façade grants to businesses from 2010 to present.

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

$4,426,917 in City Hotel/Motel Tax Funding awarded to community organizations from 2002 to present.

$616,592 in City pandemic assistance grants to businesses.

2021 Business Development

- **390,715** SF of commercial occupancies
- **346,010** SF of new business occupancies
- **44,705** SF expanded/relocated businesses
- **526** new jobs created
- **86** 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 **26,418** employees.

Crystal Lake has quickly translated demand into quality growth – filling key commercial corridors, encouraging reinvestment in multiple shopping centers and developing new sites with retail, residential, industrial and healthcare facilities. Within the next year, Crystal Lake will see over 500 acres of greenfields developed throughout the City with housing developments, industrial buildings and medical facilities.

A new array of modern living options are entering the housing market. More than 1,000 new housing units are anticipated to be added to the Crystal Lake community in the next few years.

Crystal Lake continues to be a strong magnet for national and regional retailers. Last year alone residents spent over $90 million at restaurants in Crystal Lake.

As the community has continued to grow, so does the demand for healthcare services. Mercyhealth selected Crystal Lake as the home of a new $105 million hospital and multi-specialty medical campus, which is slated to open in the spring of 2023.









Good Things are Happening in Crystal Lake

City Investment in Business Community

New Manufacturer and Industrial Growth



Amazon Distribution Facility

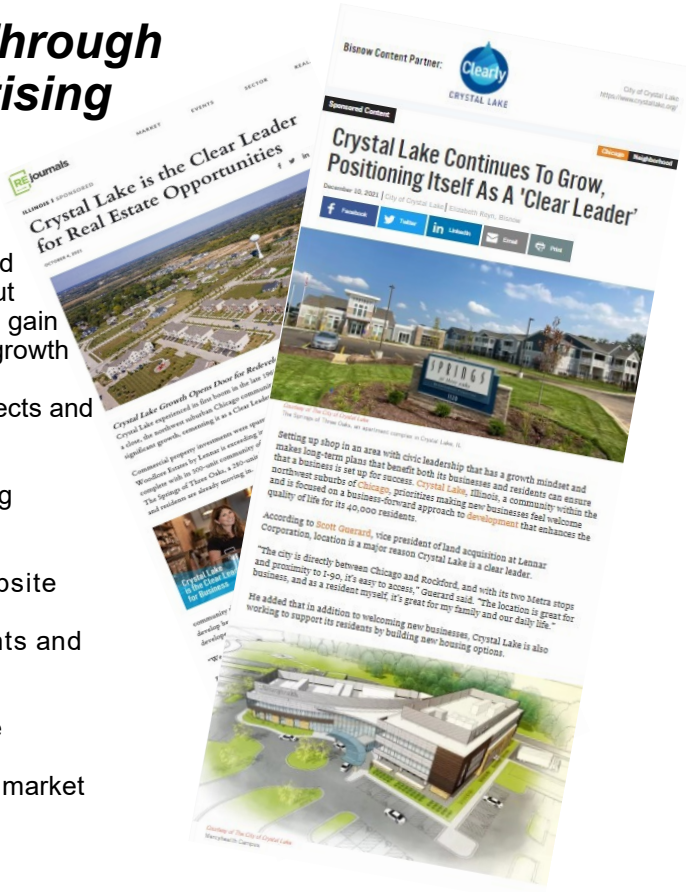
245 S. Main Street
Plans to develop a new 186,000 square-foot fulfillment facility on a 63 acre site and will bring 500 new jobs to the Crystal Lake community.

CPSI Medical Supplies
975 Nimco Drive
A wholesale distributor and light manufacturer of glass

Dreisilker Electric Motors
545 Dakota Street
A proven leader in electric motor repair, generator and wind turbine repair.

G & W Technical
371 Prairie Street
Precision CNC machine shop provides OEM manufacturers with products in a variety of materials

Growing Crystal Lake Through Marketing and Advertising



Clearly Crystal Lake is a new marketing brand that was created and rolled out in an effort to continue to grow the business community and help market Crystal Lake on a regional and national level. The roll-out occurred as the pandemic began and enabled the City to continue to gain exposure and ensuring the City remained on companies' radars for growth opportunities. This helped generate a buzz among the development community and put the City in a great spot to continue to attract projects and new businesses as the country rebounds from the pandemic.

Over the course of the last 12 months the city generated the following exposure:

Crain's - 915,947 impressions and 620 clicks to our article & website

Nation's Restaurant News - Article sent to over 16,000 restaurants and business owners

Bisnow – 80,900 impressions and 742 clicks to our article & website

LinkedIn – 9,475 impressions and 30 clicks to learn more about our market

Learn more about Clearly Crystal Lake at our new website:
ClearlyCrystalLake.com

New & Expanded Businesses

Raising Cane's - 5417 Northwest Highway
Opened it's first McHenry County location and provides a new fast-casual chicken experience. The company has ONE LOVE — quality chicken finger meals and a cult following.

Freddy's Frozen Custard & Steakburgers - 5500 Northwest Highway, Unit 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.

Abalabix Books - 30 N. Williams Street, Unit A
A new independent bookstore stocked with new books for all ages is located in downtown Crystal Lake in the Brink Street Market.

Jalsa Bar and Restaurant - 1295 N. Randall Road, Unit 112
A progressive Indian restaurant & cocktail bar serving traditional Indian dishes, plenty of vegetarian options and a number of South Asian inspired dishes. Open for dine-in or take-out every day from 10:00 a.m. to 10:00 p.m.

Sushi U - 5889 Northwest Highway, Unit A
A new modern sushi restaurant featuring a dine-in *All You Can Eat Sushi* special and an extensive menu of sushi and sashimi along with hibachi, ramen and teriyaki dishes for dine-in, take-out and catering.

Cheshire Cakes - 40 N. Williams Street, Unit 40L
An "Alice in Wonderland" themed bakery serving up creatively inspired and delicious cakes, cupcakes, cookies, cheesecakes, croissants and more!

McAlister's Deli — 5500 Northwest Highway, Unit E
McAlister's Deli is a counter-service and take-out deli known for their delicious sandwiches, soups, salads, stuffed baked potatoes and sweet tea.

Cantina 52 - 52 Brink Street
A new Mexican street taco restaurant and tequila bar featuring a wide array of hand crafted tequila cocktails alongside globally inspired fusion tacos with Mediterranean, Korean, and Cajun flavors.

Moontime Smokin' Que - 88 Railroad Street
Now offering dine-in service and serving up a wide range of smoked meats including beef brisket, chicken, pulled pork, pork tenderloin, baby back and St. Louis style ribs served up alongside homemade sauces and signature sides all made from scratch.

Chingon Tex-Mex BBQ - 540 E. Terra Cotta Avenue
New sit-down Mexican/BBQ restaurant serving up a wide range of traditional Mexican dishes alongside smoked barbeque specialties like brisket and ribs.

Neighborhood Butcher Shop - 19 Berkshire Drive
A family owned and operated wholesale meat and produce store open daily from 8:00 a.m. to 8:00 p.m. Offering a wide variety of brats, fajitas, and other classic and custom cut meats, seafood and fresh produce.

Future/Planned Developments

Tasty Bistro - 374 W. Virginia Street
Crystal Lake's newest upscale sit-down restaurant opening soon featuring a wide variety of Asian specialty dishes and cocktails. Located in the heart of the Virginia Street corridor.

Edge Fitness will be opening its first McHenry County location in the Spring of 2022. The 52,000 square-foot fitness facility at 800 Cog Circle will feature cardio and strength training equipment, an indoor turf, yoga and spinning classes and a variety of other gym amenities.



95 E. Crystal Lake Avenue will be a new 99-unit luxury rental housing development with a mix of townhome and apartment units planned for the southwest corner of Crystal Lake Avenue and Main Street. The transit-oriented development will provide a new housing opportunity for residents who want to enjoy the ease of access to downtown shops, restaurants and the Metra line.



Coming in 2022, Redwood Crystal Lake is a 305-unit ranch style townhome community. The rental community will be located near Mercy Hospital and Walmart on Central Park Drive. The community will feature high-end finishes and is open to all age groups with a key feature of being ADA compliant throughout the development.



New home construction continues at the Woodlore Estates Subdivision. Over 290 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.



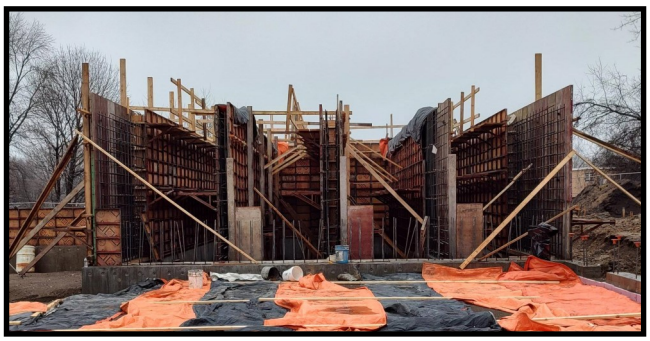
New luxury apartments are nearing completion in Crystal Lake! The Springs at Three Oaks is being built at 1120 Central Park Drive and will offer a townhome-like feel with high-end amenities including an outdoor pool and clubhouse, two dog parks, a community fire pit and gathering area.

Featured Capital Improvement Projects



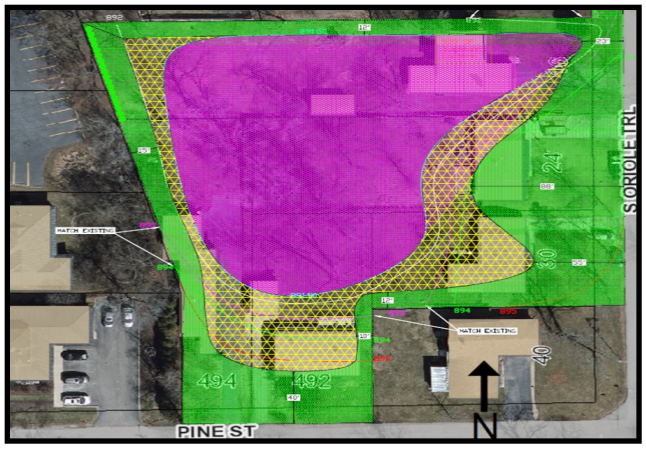
McCormick Park Area Water Main Improvements

- Replaced water mains and valves with increased capacity to better serve residents and businesses
- Improved water flow into McCormick Water Tower



Water Treatment Plant 2 Reconstruction

- Improved water treatment capacity to accommodate future deep well
- Water quality improvements
- Completion in 2022



Pine Street/Oriole Trail Storm Water Project

- Acquisition of five homes to alleviate flooding
- Create over 170,000 gallons of storm water storage
- Native plantings and rain garden area
- 100% of costs covered by Illinois Department of Natural Resources grant



North Main Street at Illinois Route 176

- Construction of turn lanes and installation of a new traffic signal
- Resurfacing of Main Street
- Replace and upsize water main on IL 176 and North Main Street
- $1.68 million in State and Federal grant funds

City Officials

MAYOR

Haig Haleblian

COUNCILMEMBERS

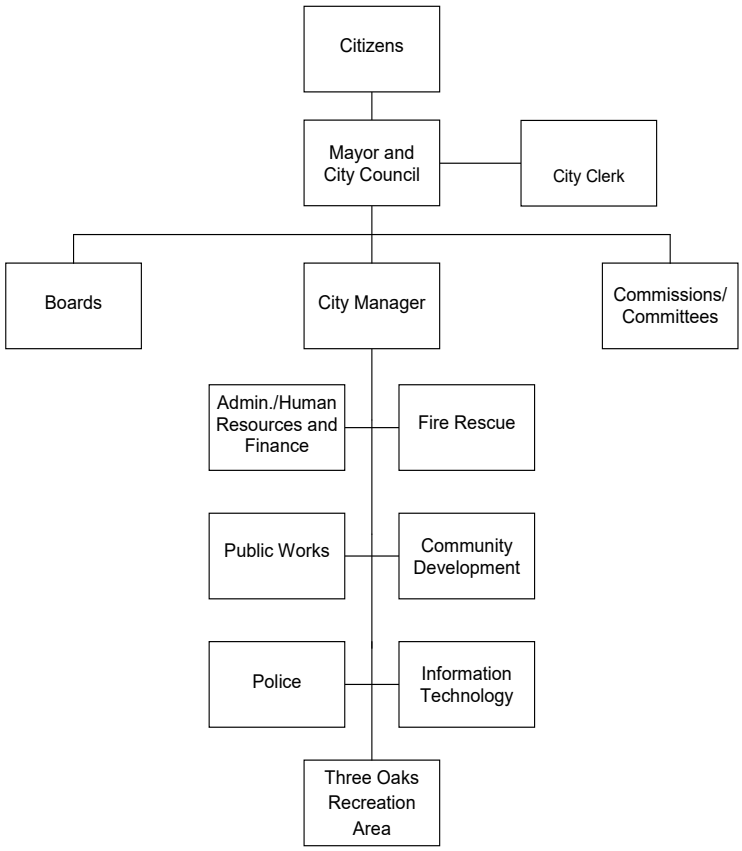
Ellen Brady
Cathy A. Ferguson
Brett Hopkins
Cameron Hubbard
Mandy Montford
Ian Philpot

CITY CLERK

Nick Kachiroubas

ADMINISTRATION

Gary J. Mayerhofer	City Manager
Eric T. Helm	Deputy City Manager
Jodie Hartman	Director of Finance/Treasurer
Kathryn Cowlin	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, 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. 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

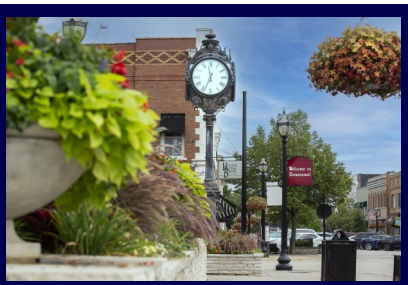
Electronic Bidding

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. Maps can be accessed at www.crystallake.org/our-community/helpful-maps.







INSERT PICTURES