



## AWARDS AND RECOGNITION

### 10<sup>th</sup> Best Small City in America

The City of Crystal Lake is the 10<sup>th</sup> Best Small City in America as determined by [WalletHub](#), a personal and small business finance advisory group.

### 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 25<sup>th</sup> year in a row that the City has received this award.



## THE CITY OF CRYSTAL LAKE

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.

## 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.



## Citizen Value Commitment

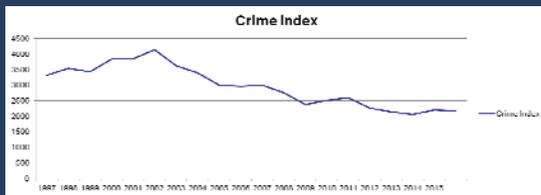
- The City Council and City staff are committed to providing value for the services provided.
- This is not a promise of free service.
- Instead, it is a commitment that we will continue to provide high quality services at the lowest possible price.



## HIGHLIGHTS

### Crime Rates Remain Low

According to the Illinois State Police Uniform Crime Reporting statistics, Crystal Lake has experienced an estimated 43.64% decrease in total reported criminal offenses from 2000 to 2015.



### Enhanced ISO Rating

- ISO is the leading supplier of data and analytics for the property/casualty insurance industry.
- ISO ratings are based on 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 3 out of 10, with the lower rating being better.
  - The City's Class 3 rating placed the City within the **top 6.3%** of fire suppression services in the United States.

## Value for the Community

In 2015, the City's residents and businesses benefited from these services provided by the City of Crystal Lake:

### Community Development

- Resurfaced 6.01 miles of roadway.
- Removed and replaced sidewalks at 116 locations throughout the City. Eliminated 1,080 trip hazards using the new sidewalk cutting process.
- Building and Engineering performed 11,087 inspections.

### Public Works

- Supplied 1.4 billion gallons of fresh water.
- Processed 1.6 billion gallons of wastewater.
- Plowed 326 miles of roadway during each snow event.
- Cleaned 48 miles of sewer line.
- Planted 780 parkway trees.

### Police

- Responded to 29,123 calls.

### Fire Rescue

- Responded to 5,833 calls.
- Served 4,555 patients.
- Performed 519 plan reviews.
- Performed 532 life safety and re-inspections.

### Three Oaks Recreation Area

- 61,680 guests visited the swim beach.
- 7,975 boats were rented.
- Continued to be a local, regional and national attraction.

# Intergovernmental Cooperation

State law authorizes public agencies to contract with other public agencies via intergovernmental agreements that enable cooperation among the agencies to perform governmental activities and deliver public services. Local governments engage in a wide array of cooperative efforts with each other, state agencies, and other governmental entities.

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 which is a regional public safety dispatch center.

## **Liability Insurance Pool**

The City is a participant in the Intergovernmental Risk Management Agency (IRMA), which allows municipal groups 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.

## **Geographical Information Services (GIS) Consortium**

This model is a best practice initiative whereby multiple municipalities collaborate to outsource their GIS technology needs with a single private sector provider.

## **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. These additional cooperative purchasing programs fall into one of the following three categories:

- *True Cooperatives* - Two or more organizations combine their requirements and solicit bids or offers for goods or services.
- *Piggyback Options* - One or more organizations represent their requirements and include an option for other organizations to “ride” or “bridge” the contract as awarded.
- *Third Party Aggregators* - An organization brings together multiple organizations.

Joint Purchasing Agreements are important because they can save significant time and money in contract production as well as lower contract prices through the power of aggregation.



## HIGHLIGHTS

### **2015 Customer Survey**

*Three Oaks continued to be a regional and national attraction.*

- Approximately 58% of all customers were from areas outside of Crystal Lake.
- **Repeat Customers.** 30% of all marina customers rented boats at least two times a month.
- **Returning Customers.** 97% of all guests responded that they are likely to return next year.
- 95% of all guests were satisfied with customer service provided by City staff at the Marina.

### **Expenses**

- Park use revenues continued to pay for all staff salaries.

### **Fishing**

- Continues to be a premiere fishing location in the Midwest.



## Three Oaks Recreation Area

The City's investment in the Three Oaks Recreation Area provides swimming, hiking, fishing, and a magnificent beach within a captivating environment with pristine water quality. Some new amenities in 2015 and beyond include:

### **Scuba Zone**



- Concrete patio, outdoor shower, changing rooms, stone beach, dock and 300 square feet of buoy dive area.

### **The Board House (Stand-Up Paddleboarding)**



- Privately-funded and operated.
- Paddleboard rentals and lessons.
- The City receives lease revenue.

### **The Quarry Cable Park & Grille (Under Construction)**



- Anticipated to open on the North Lake in 2016.
- Privately-funded and operated.
- Wakeboarding combines water skiing and surfing techniques utilizing an above-ground cable network.
- Beachfront grille, sand pits, sand volleyball courts, baggo courts and open-air yoga.
- The City receives lease revenue.

## HIGHLIGHTS

### *Investment in Business*

**\$505,608** in City grants to Business from 2010 to present.

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

**\$3,002,402** in City Hotel/Motel Tax Funding Awarded to Community Organizations from 2002 to present.



## 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.

Since 2012, businesses have occupied over **2,033,188 SF** of commercial space in Crystal Lake, bringing with, **2,391 jobs** created or preserved.

### 2015 Business Development

- 573,682 SF of commercial occupancies
- 325,320 SF of new business occupancies
- 248,362 SF expanded/relocated businesses
- 537 new jobs created
- 60 new small businesses (<20 employees)



## New & Expanded in 2015!



Burlington opened their 1st McHenry County Location.



Fresh Thyme opened their 1st McHenry County Location.



Auto Tech's new shop sits close to the street, enhancing the Virginia Street Corridor.



ALDI's new store is one of the first built that showcases the new company design.



Which Wich opened their 1<sup>st</sup> McHenry County location in Crystal Lake.



Goal Line Sports Bar & Grille, located in the downtown, has one of the best burgers in town.



Nancy's Pizza, a favorite for pizza lovers, re-located to Crystal Lake.



Breakfast and lunch favorite, Benedict's La Strata, opened a satellite shop for quick on-the-go menu items.



Lead railway sensors & notification systems designer and builder, Metrom Rail re-located from Lake County.



Martin Chevrolet's expanded and improved showroom highlights the beauty of the newest additions to the Chevrolet line.



Downtown Crystal Lake has always been home to small businesses. The new addition being Agnes Oh, a woman's clothing shop.

## Coming in 2016!



xfinity

RETRO BISTRO



### **Planet Fitness** (5340 Northwest Highway)

- National health club chain to open first McHenry County location.
- 20,000 SF space at Bohl Farm Shopping Center
- 15+ new jobs

### **Xfinity** (6000 Northwest Highway)

- National cable, phone and internet provider to open onsite services store.
- 5,000 SF space at Crystal Point Shopping Center
- 15+ new jobs

### **Retro Bistro** (83 N. Williams Street)

- Family-owned restaurant in Downtown Crystal Lake.
- 5,000 SF
- 20+ new jobs

### **Container International** (176 W. Terra Cotta Avenue)

- Mold making and custom injection molding company to move and construct an addition.
- 105,415 SF
- 200+ new jobs

### **Bucky's Convenience Store** (1095 Pyott Road)

- National gas station and convenience store chain to construct new building.
- New 7,054 SF building
- 5+ new jobs

### **Murphy's Oil** (1205 S. Route 31)

- National gas station and convenience store chain to construct new building.
- New 1,400 SF building
- 5+ new jobs

### **CVS Pharmacy** (177 Virginia Road)

- National pharmacy chain to construct new store.
- New 13,225 SF building
- 25+ new jobs

### **Virginia Road Mini Storage** (201 S. Virginia Road)

- Temperature controlled storage facility to construct new building.
- 118,618 SF
- 5+ new jobs

### **Enterprise** (487 W. Virginia Street)

- National car rental chain to construct new building.
- New 2,000 SF building
- 10+ new jobs

### **Willow Creek** (100 S. Main Street)

- Crystal Lake church to relocate and renovate the building.
- Renovated 129,832 SF building
- Phased development



# 2015 Completed Capital Improvement Projects

## South Main Street



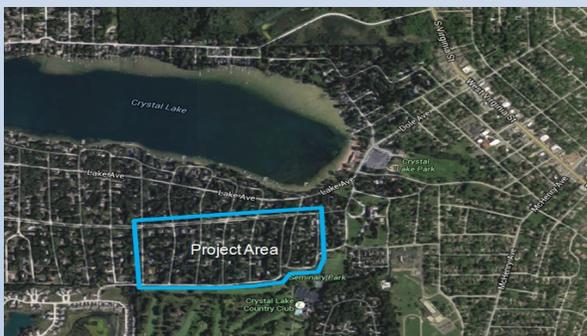
- Widened to a five-lane section from Liberty Drive to Jennings Drive.
- Continuous five-lane section from Rakow Road to downtown Crystal Lake.
- Upgraded storm sewer, traffic signals, street name signs and roadway lighting.

## Brink Street Parking Lot



- Reconstructed to make more efficient use of the area, improve the traffic circulation and enhance customer amenities.
- Added 10 new parking spaces with 3 new 15-minute parking spaces.
- Larger outdoor seating area at the northeast corner.
- Upgraded street light cabinet to provide specific outlets for downtown events.
- Enhanced landscaping.

## Country Club Water Main Replacement



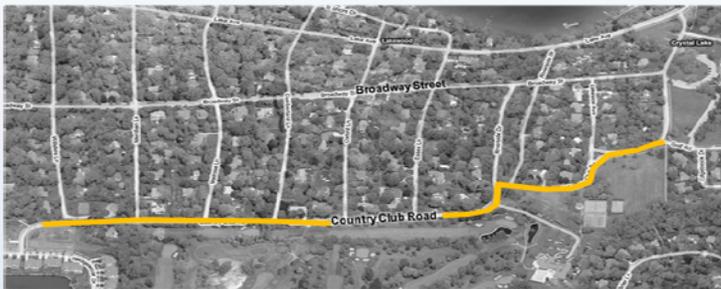
- Upgraded the existing water main.
- Improved the water quality and service in the residential area.

# 2016 Capital Improvement Projects

## Annual Maintenance Programs

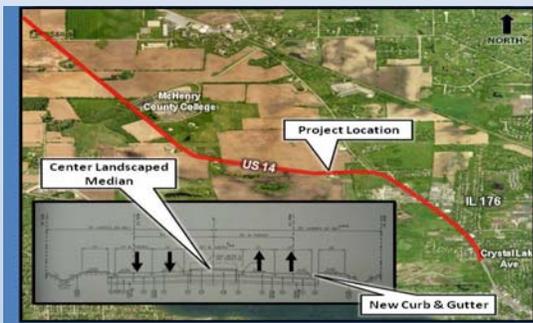
- Street resurfacing
- Pavement preservation such as crack sealing
- Sidewalk replacement program to remove tripping hazards
- Pavement marking program to improve the visibility of worn markings
- Downtown sidewalk rehabilitation

## New Country Club Road Multiuse Path



- Construction anticipated to start in early summer of 2016.
- New 8-foot wide multi-use path along Country Club Road.
- Connects the neighborhoods to South Elementary School, Lundahl Middle School, Dole Mansion/Lakeside and Main Beach.
- Funding through federal Safe Routes to School grant.

## Route 14: Crystal Lake Avenue to City of Woodstock (State Project)



- Anticipated to be completed in fall of 2016.
- Widening to a five-lane section with a center landscaped median north of Route 176.
- Improvements to intersections, traffic signals and street name signs.
- Water main and sanitary sewer improvements.

## Flooding Analysis



- Creation of an updated flooding study.
- Prioritization of various areas throughout the City.
- City staff evaluating the potential of grants and other funding sources.

## CITY OFFICIALS

### MAYOR

Aaron T. Shepley

### COUNCILMEMBERS

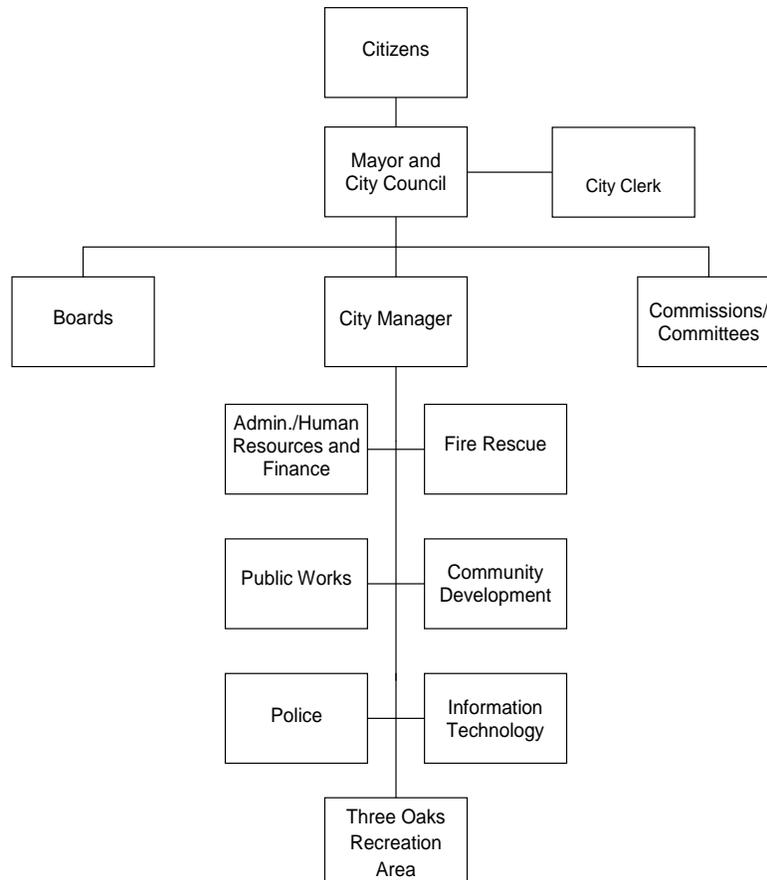
Ellen Brady	Cameron Hubbard
Ralph M. Dawson	Brett Hopkins
Haig Haleblian	Cathy A. Ferguson

### CITY CLERK

Nick Kachiroubas

### ADMINISTRATION

Gary J. Mayerhofer	City Manager
Eric T. Helm	Deputy City Manager
Bradley Mitchell	Assistant to the City Manager
George J. Koczwara	Director of Finance/Treasurer
Michelle Rentzsch	Director of Community Development
Julie Meyer	Director of Human Resources
Gregory A. Fettes	Director of Information Technology
Victor C. Ramirez	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 that 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 community access channel. 24 hours a day, Comcast and AT&T subscribers can tune in to view information about community news and events.

The City's website at [www.crystallake.org](http://www.crystallake.org) offers several interactive tools designed to help foster better communication and efficiency, including E-News, online bill pay, and the City's Transparency Portal, and the Form Center for requests or concerns.

The City of Crystal Lake uploads public documents 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 Board and Committee Meeting agendas and minutes.

## Social Media



## Electronic Bidding

In September 2015, the City introduced "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 will 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 MapOffice portal. In addition, for residents just seeking information about a particular property and not wanting to navigate through a map, the Community Portal is an easy search widget that accepts a simple street address and provides a wealth of information on the specific property.

In the near future, look for colorful informative "story maps" about community events, Crystal Lake businesses, the Three Oaks Recreation Area and other important information as an easy "go-to" source for your information needs.

