



City of Crystal Lake

MEDIA RELEASE

FOR IMMEDIATE RELEASE

Date: April 30, 2020

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City Hall Lobby Closed to Walk-In Traffic

Crystal Lake, IL - In an effort to help limit the spread of COVID-19/Coronavirus, the City Hall public lobby will be closed to walk-in traffic beginning March 19, 2020 at noon through Friday, May 29, 2020. All offices are still operating and those who need assistance can call 815-459-2020 or by visiting www.crystallake.org. To access all City on-line services visit www.crystallake.org/how-do-i. The Police public lobby will remain open, Monday – Friday, 8:00 AM - 5:00 PM. The timeline for the closure to the public will be re-assessed and the public will be updated as necessary. We thank you for your patience and flexibility as we do our part in stopping the spread of COVID-19. Please know that the City is following recommendations made by federal, state and county agencies that are taking the lead in this ongoing effort to mitigate the spread of this virus.

The Police and Fire Rescue Departments will remain fully operational. The closure of the public lobby will not impact 911 and emergency services. The City's staffing plan ensures continuity of service in its most critical areas of police and fire rescue emergency response, water treatment/distribution, and prioritizes social distancing. While essential services will remain available, the Police and Fire Rescue Department will suspend all tours and public education activities.

City of Crystal Lake
100 W. Woodstock St., Crystal Lake, IL 60014
(815) 459-2020
www.crystallake.org

Water and sewer utility bill payment can be completed by visiting www.crystallake.org/your-government/departments/finance/water-and-sewer-billing. Utility bill payments can also be deposited in a payment box located in the parking lot at the City Hall, or by mail. Refuse and recycling collection will continue on schedule.

Residents and businesses can receive assistance regarding building permits and other Community Development issues by calling 815-356-3605 or via e-mail at building@crystallake.org. All permit applications, inspection scheduling, property maintenance issues, and zoning applications can be submitted online, via ez APP at www.crystallake.org/your-government/ezapp. Ez APP is the City's 24/7 online portal for all Community Development services and can be used to pay fees and request inspections. Permit applications or other submittals may be dropped off at the City Hall Police lobby. If you need a permit inspection, please contact us to discuss inspection options for your project.

These decisions were made based upon guidance from the CDC, which recommends limiting in-person interactions to prevent exposure and spread of COVID-19. As always, the City's top priority is to promote the health and safety of our customers, employees and community.

The City will continue to reassess conditions and provide updates on the City website and social media channels. Connect with us, and receive updates by visiting www.crystallake.org/our-community/covid-19-coronavirus-information.

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