

# State of the Community 2023



## 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

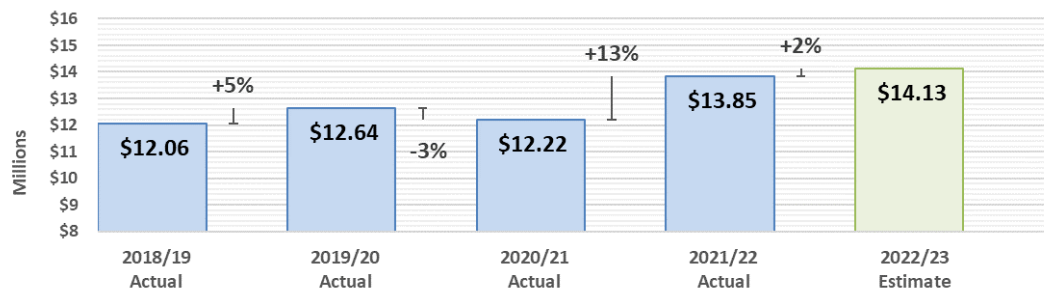
This is the 32nd year in a row that the City has received this award.

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 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 attractions of new retail and restaurants. Sales tax receipts have rebounded to higher than pre-pandemic levels.

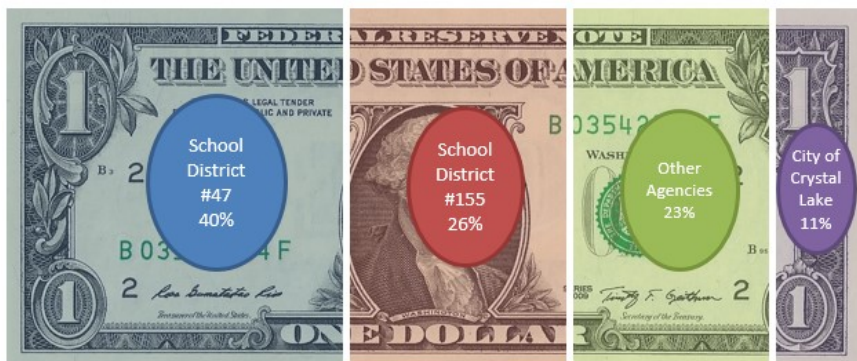
Municipal 1% Sales Tax History



## Great Service at a Low Price

The Crystal Lake City Council recently approved the 2022 Property Tax Levy. The approved 2022 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. The City has been fortunate to add significant new property construction to the tax rolls, reducing the overall impact to property owners throughout the community.

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 (2021 Levy).



Good Things are Happening in Crystal Lake

# Value for the Community



## HIGHLIGHTS

### **Low Crime Rate**

According to the Illinois State Police using Uniform Crime Reporting statistics, Crystal Lake has experienced an estimated **65.17% decrease** in total reported index crime offenses from 2007 to 2022.

### **Enhanced ISO Rating**

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

### **Fire Suppression**

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 5.00%** of fire suppression services in the United States.

### **Building Code Effectiveness**

The City recently received a 4 out of 10 score for the ISO rating for commercial and residential properties. This is above the average rating of 6 for communities in the State of Illinois.

In 2022, 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 **12,367** inspections.

### **Public Works and Engineering**

- Resurfaced approximately **8.9 lane miles** of roadway and crack-sealed an additional **20.2** miles
- Replaced **5,109** feet of curb, approximately **2,600** feet of sidewalk and eliminated **1,254 sidewalk** tripping hazards.
- Supplied **1.6 billion** gallons of fresh water.
- Treated **1.5 billion** gallons of wastewater.
- Plowed **326 lane miles** of roadway during each snow event.
- Cleaned **14.7 miles** of sanitary sewer line and **lined 3.0 miles** of sewer
- Planted **238** parkway trees and trimmed **2,051** parkway trees

### **Police**

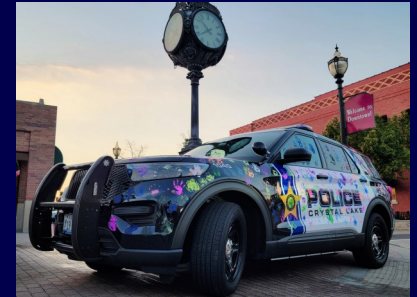
- Responded to **23, 211** calls.

### **Fire Rescue**

- Responded to **7,642** calls.
- Served **4,939** patients.
- Performed **379** plan reviews.
- Performed **325** life safety and re-inspections.

### **Three Oaks Recreation Area**

- **73,516** vehicles entered the park in 2022.
- **42,718** guests visited the Swim Beach in 2022.
- **6,207** watercraft rented in 2022.



Good Things are Happening in Crystal Lake

# 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.



Good Things are Happening in Crystal Lake

# Three Oaks Recreation Area



In 2022, Three Oaks Recreation Area continued to be a desirable recreational amenity. This is reflected in the continued high customer satisfaction ratings. The 2022 season saw an increase in beach attendees and pavilion rentals, showing a return to pre-COVID park attendance. All amenities were available in 2022 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 2022. 38% 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

- **42,718** guests visited the Swim Beach in 2022.
- Over **70,000** vehicles entered the park in 2022.
- 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 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 34% of all park expenses, were completely paid for by park use revenues.



# City Investment in Business Community



CRYSTAL LAKE

## HIGHLIGHTS

### ***Investment in Business***

**\$592,129** in City façade grants to businesses from 2010 to present.

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

**\$4,630,792** in City Hotel/Motel Tax Funding awarded to community organizations from 2002 to present.

### **2022 Business Development**

- **908,845** SF of commercial occupancies
- **877,406** SF of new business occupancies
- **31,439** SF expanded/relocated businesses
- **1,016** new jobs created
- **57** 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 **3,791** local businesses in Crystal Lake, providing a workforce of **27,194** employees.

When it comes to business, Crystal Lake is the perfect blend of growth and excellent quality of life, making our community a hot spot for development in Chicagoland. Crystal Lake has seen major success with local small businesses, maintaining a 99% business occupancy rate in the downtown, and continued attraction and growth of key national retailers along the Northwest Highway commercial corridor. In the past year, Crystal Lake welcomed national brands to the market including McAlister's Deli, Guzman Y Gomez, Crumbl Cookies, Summer Moon, Ollie's Bargain Outlet, Orange Theory, EDGE Fitness and more.

Housing is booming with a new array of modern living options. More than 1,000 new housing units are anticipated to be added to the Crystal Lake community in the next few years including the development at the corner of Crystal Lake Avenue and Main Street (pictured).



Crystal Lake continues to be a strong magnet for national and regional retailers. According to the Illinois Department of Revenue last year, retail sales grew to over \$1.3 billion and Crystal Lake is in the Top 20 for *Chicagoland Metropolitan Area Retail Sales*. Additionally, Crystal Lake was recognized by Livability as one of the best communities to live in for offering an affordable lifestyle near Chicago.

### ***New Manufacturer and Industrial Growth***

#### ***Springboard Manufacturing – 815 Tek Drive***

Acquired the Cardinal Health manufacturing facility and maintained the large employee base of 240 that is currently working at the facility, with plans to expand production and add employees. Springboard specializes in contract manufacturing of medical devices and provides value-added custom injection molded products and parts along with end-to-end services.

#### ***General Kinematics – 5050 Rickert Road***

Added a new 42,000 square-foot addition that will significantly increase their manufacturing capacity and add 20 new full-time manufacturing jobs.

#### ***Conscious Cup – 110 W. Woodstock Street***

A roaster of environmentally sustainable coffee recently expanded and established a corporate headquarters and roasting and syrup production facility.



Good Things are Happening in Crystal Lake

# New/Expanded Businesses & Developments



*McAlister's Deli – 500 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.



*EDGE Fitness – 800 Cog Circle*

Edge Fitness opened its first McHenry County location this past Spring. The 52,000 square-foot fitness facility features cardio and strength training equipment, an indoor turf, yoga and spinning classes and a variety of other gym amenities.



*Ollie's Bargain Outlet – 4483 Northwest Highway*

Opened its third Illinois location in Crystal Lake. Ollie's is known for being the largest retailer of closeout merchandise and excess inventory; offering a wide range of products including food, clothes, toys, automotive merchandise and home goods.



*Tasty Bistro – 374 W. Virginia Street*

Crystal Lake's newest upscale sit-down restaurant featuring a wide variety Asian specialty dishes and cocktails. Located in the heart of the Virginia Street Corridor.



*Sushi U – 5889 Northwest Highway, Unit A*

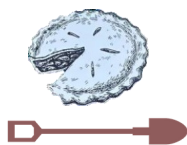
A new modern sushi restaurant featuring a dine-in *All You Can Eat Sushi* special and an extensive menu of sushi and sashimi along with hibachi, ramen and teriyaki dishes for dine-in, take-out and catering.



*Summer Moon – 625 Cog Circle, Unit D*

Crystal Lake's newest coffee shop known for their unique Oak Roasted Coffee and signature sweet cream Moon Milk!

**POTS AND PIES BAKERY**



*Pots and Pies – 67 E. Woodstock Street*

The newest bakery in Downtown Crystal Lake, offers a range of individual size breakfast, lunch and dessert pies made from scratch.

**SOIL & SPADE**  
COMPANY

*Soil & Spade– 12 E. Crystal Lake Avenue*

Landscape design and plant shop that creates and delivers flowering and foliage plants to you.



*Mario's Mexican Restaurant – 1145 S. Illinois Route 31, Unit H*

New Mexican restaurant serving up its food truck classics such as street tacos, burrito bowls, ceviche and "Loco fries".



*Woodlore Estates -*

New home construction continues at the Woodlore Estates Subdivision. Over 358 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.

Good Things are Happening in Crystal Lake

# Future/Planned Developments



## *Mercyhealth Hospital – 875 S. Route 31*

A \$105 million investment into the Crystal Lake community, Mercyhealth selected Crystal Lake as the site to develop a new hospital and multi-specialty medical campus that is slated to open this summer. Additionally, this new facility will bring a wide variety of new jobs and new residents to the area.



## *Guzman Y Gomez – 5459 Northwest Highway*

Guzman Y Gomez is a fast casual restaurant from Sydney, Australia, who has put their fresh spin on a taqueria! Opening their second US location here in Crystal Lake, it is known for their nachos, burritos, burrito bowls, salads, tacos, fries and quesadillas!



## *Crumbl Cookies – 5500 Northwest Highway, Unit C*

The cookie craze is coming to Crystal Lake! Crumbl Cookies stands out for its variety and the way its cookies are served: hot and cold, based on which way they'd taste the best. Each week's menu changes so dramatically that a visit to the store is a surprise-and-delight moment.



## *Banfield Pet Hospital – 6340 Northwest Highway*

New veterinarian office and pet hospital dedicated to your pet's wellness. Offering a wide range of pet care services including general surgery, dental care and x-ray services.



## *Rookies All American Pub & Grill – 72 N. Williams Street*

A sports bar and grill known for their burgers and drinks is opening its sixth location in Downtown Crystal Lake.



## *Wingstop – 5005 Northwest Highway, Unit 102*

An American carry-out and delivery chicken wing chain with an aviation-theme. Offers a wide range of chicken wings sauced or tossed in special seasonings.



## *The Junction – 88 Railroad Street, Unit B*

A new bourbon and burger restaurant with a fun train theme is opening in 2023 in Downtown Crystal Lake.



## *Redwood Crystal Lake -*

Coming in 2023, Redwood Crystal Lake is a 305-unit ranch style townhome community. The rental community will be located near Mercyhealth 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.

# Featured Capital Improvement Projects



## North Main Street at Illinois Route 176

- Constructed turn lanes, replaced curb, sidewalk and resurfaced Main Street and IL Route 176.
- Replaced and upsized water main on IL Route 176 and North Main Street and lined sanitary sewer.
- Traffic signals to be installed in Spring 2023.
- \$1.68 million in State and Federal grant funds.



## Water Treatment Plant 2 Reconstruction

- Construction is 80% complete.
- Project will provide improved water quality and increased water treatment capacity to accommodate the new deep well.
- Completion anticipated in Spring 2023.



## Downtown Parking Improvements

- Constructed 10 new on-street parking spaces.
- Improved pedestrian safety at Williams Street/ Crystal Lake Avenue Intersection.
- Created new public gathering space.



## Re-Establishment of Crystal Creek

- Completed preliminary engineering and public involvement to “day light” the section of the creek that is in an undersized storm sewer.
- Project will reduce flooding and improve storm water quality.
- Final engineering to be completed in 2023.
- Construction anticipated in 2024.



# City Officials



## MAYOR

Haig Haleblian

## COUNCILMEMBERS

Ellen Brady  
Cathy A. Ferguson  
Brett Hopkins

Cameron Hubbard  
Mandy Montford  
Ian Philpot

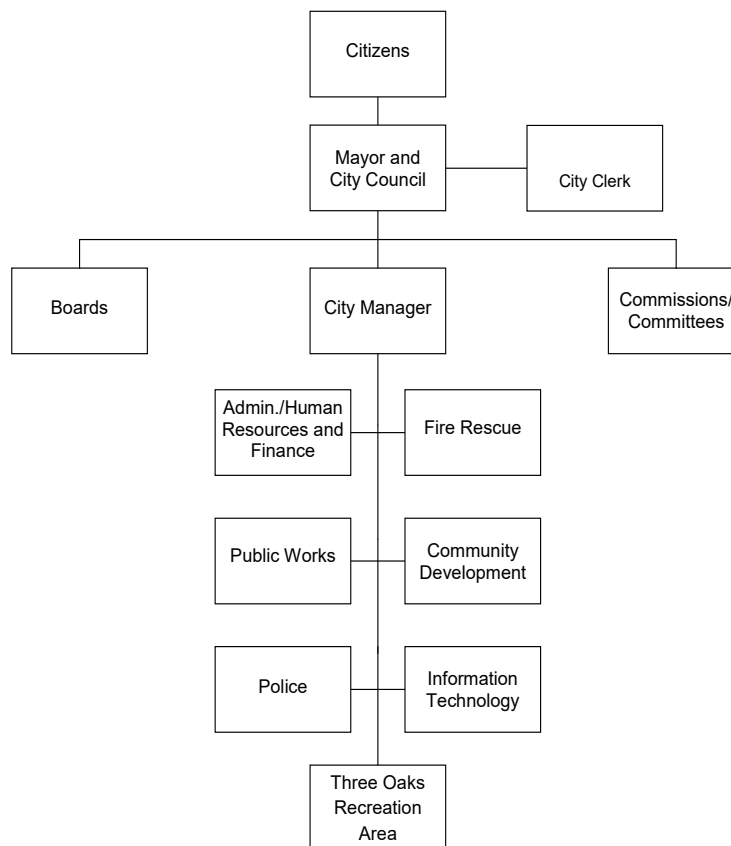
## CITY CLERK

Nick Kachiroubas

## ADMINISTRATION

Eric T. Helm  
Jodie Hartman  
Kathryn Cowlin  
Julie Meyer  
Michael Magnuson  
James Black  
Paul DeRaedt

City Manager  
Director of Finance/Treasurer  
Director of Community Development  
Director of Human Resources  
Director of Public Works and Engineering  
Chief of Police  
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](http://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 a "Transparency Portal" page, a one-stop location that directs 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



## 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 online ESRI map. For residents seeking information about a particular property, the online map is an easy way to view an array of information on a specific property or the City overall.



Good Things are Happening in Crystal Lake

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