



Chapter twelve

Community Facilities

Introduction

Community facilities are places or services located throughout the City that benefit the community. This chapter is broken down into two main categories, City Facilities and Public Facilities. City Facilities are the professional departments at City Hall, the emergency service personnel including police and fire and utility services for sewer and water. Public Facilities are libraries, schools, health care facilities and private utilities such as telephone, gas and electric. The continued operation and improvement of community facilities is important to the city's quality of life.

Key Elements

This section of the Comprehensive Plan will focus on the following elements:

- 12.1 City Facilities
 - City Hall professional services
 - Emergency personnel
 - Utility service

- 12.2 Public Facilities
 - Educational facilities
 - Health care facilities
 - Libraries
 - Private utilities

Key Element Details, Actions and Indicators

12.1 City Facilities



Goal:

Provide high quality professional services, efficient emergency services and operate and maintain water, wastewater and storm sewer facilities.

The City of Crystal Lake is committed to the high quality of life enjoyed by the citizens and businesses of the Crystal Lake community. Our mission is to enhance and preserve the history, natural resources and unique cultural traditions of the community as well as provide fiscally sound and responsive services, programs, and facilities with the highest degree of professionalism, integrity, and efficiency so that Crystal Lake continues to be a great place to live and work. City facilities are those that are owned and operated by City personnel.

City Hall Professional Services

Professional staff work in the City Manager's Office, Finance, Community Development, Public Works, Information Technology and Human Resources Departments. Each department provides internal and external customer service.

- **City Manager's Office:** Provides direction to all other City departments, keeps the City Council and Mayor apprised of current staff business and implements the direction from the Council, and works on special projects, including operation of Three Oaks Recreation Area.
- **Finance Department:** Responsible for maintaining the integrity of all financial systems, records, and functions of the City in accordance with applicable laws, ordinances, policies, and procedures. These activities include the recording and reporting of all financial transactions, billing and collection of all monies due to the City, making payments to employees and vendors, managing cash and investments, preparing the annual financial report, and developing budget and financial forecasts.
- **Community Development:** Community Development is the coordination of both the Engineering and Building Department and the Planning and Economic Development Department. Community Development is responsible for project review and inspections, transportation improvements, review of stormwater management facilities, economic development and land use and zoning administration.

- **Public Works:** This department is organized into six sub divisions, administration, fleet services, sewer & lifts, streets, water and wastewater. The Public Works Department is responsible for maintaining public roadways, vehicles and buildings, collecting and conveying wastewater operating an award winning wastewater treatment system, and providing the highest quality of drinking water to residents.
- **Information Technology:** Responsible for internal customer service to all departments' technology infrastructure.
- **Human Resources:** Provides the City departments with assistance and direction as it applies to employee recruitment, employee relations, performance management, as well as, guidance in the administration of organizational policies and federal and state regulations. Additionally, Human Resources handles all areas of benefits administration, classification and compensation administration, personnel records management, labor relations and training and development.

Departments work together to provide seamless transition between services for all customers.

Emergency Personnel

Fire Rescue and Police personnel are trained to provide excellent customer service in everyday tasks as well as in emergency situations.

- **Fire Department:** The Fire Rescue personnel provide 24-hour emergency response services. The department also established emergency preparedness guides and performs life, safety inspections for the businesses throughout the city. The Crystal Lake Fire Rescue Department through its highly motivated and skilled team of professionals is committed to establishing services designed to protect life and property, improving service through professional interaction, and providing the best possible service to the community. The main fire station is located at City Hall with Station 3 located at 844 Virginia Road and Station 4 at 8705 Bard Road.
- **Police Department:** The police department is primarily made up of sworn officers which handle the everyday operations, investigations, records keeping and community service programs. Civilian staff also assist the department. The Crystal Lake Police Department strives on a daily basis to provide professional, courteous and uncompromised service to the community. Our highly trained staff provides a variety of services that encompass traditional proactive enforcement initiatives along and identify community concerns so as to create strategies for addressing those issues. The police department is located at City Hall.
- **(SEECOM) Southeast Emergency Communications Center.** A 911 dispatch center that provides emergency dispatch for a number of municipalities in McHenry County.

Emergency personnel not only work to save lives, they also educate the community on how to live safer through their multiple programs and demonstrations.



City Utilities

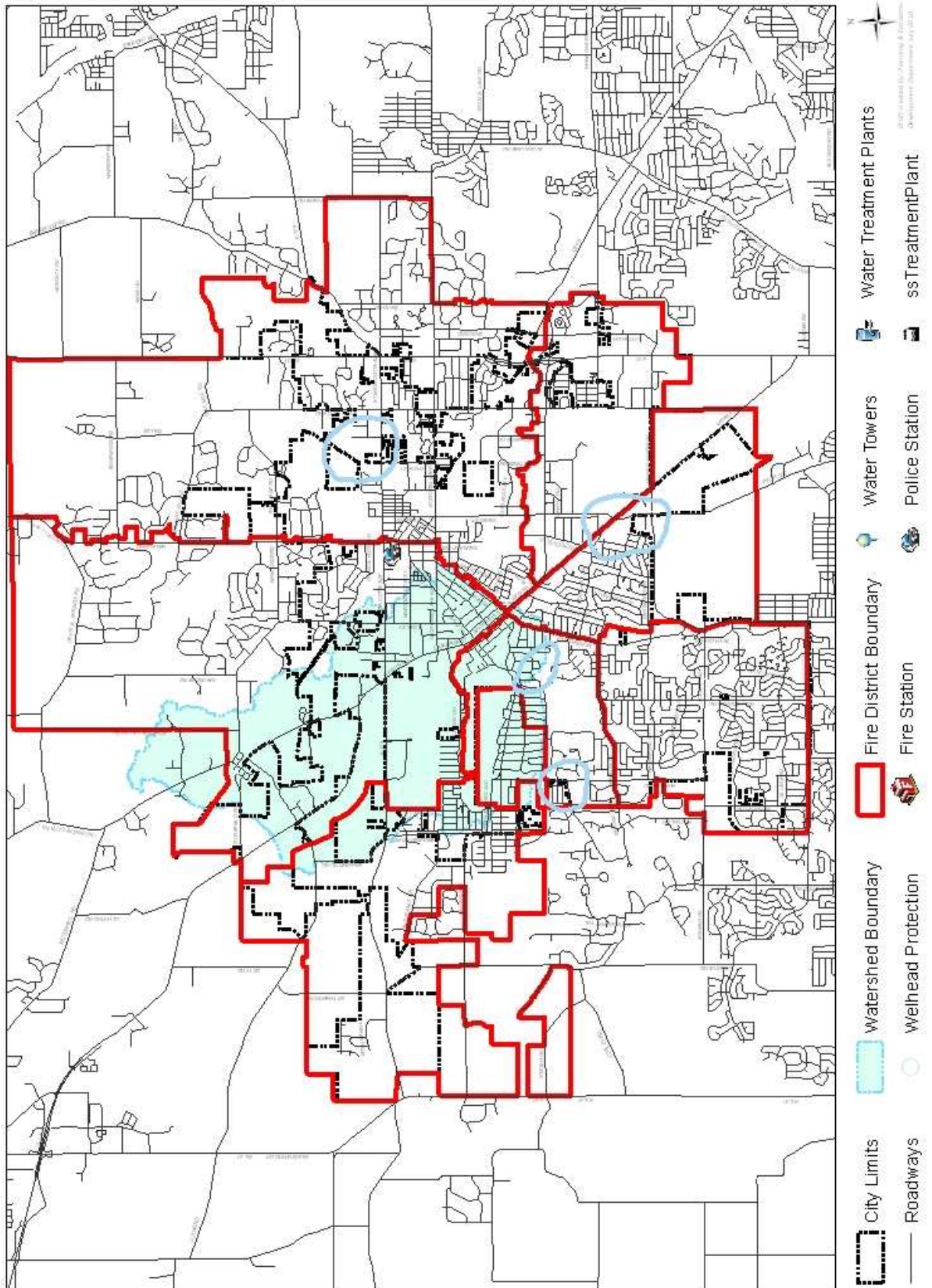
The City's Public Works Department operates and maintains the public water, sanitary sewer, wastewater treatment and stormwater systems. Public works in conjunction with the Engineering Division protect ground and surface water sources.

- **Public Water System:** Responsible for the water production and distribution system which is necessary to provide residential, commercial and industrial water users with safe, clean water that is available for domestic use and fire protection. The water system consists of five water treatment plants, eleven wells, four elevated storage tanks and 229 miles of water main line. The average daily water production is 4.9 million gallons, which rises to 10 million gallons in the summer months. The water division collects and analyzes water samples each day for chlorine, iron, phosphate and hardness. Conservation of water resources is necessary to continue to provide adequate supplies for domestic use.
- **Sanitary Sewer System:** This system is maintained by both the Sewer & Lifts Division and the Wastewater Treatment Division. Sewer & Lifts maintains the 126 miles of sanitary sewer line and the 26 sanitary pumping stations. They routinely check the lines and pumps and perform cleanings, televising and repairs found during the inspection process. The Wastewater Division manages the City's two wastewater treatment plants. On average, 4.3 million gallons of wastewater are processed every day. Effluent, or treated wastewater, is regulated through a National Pollution Discharge Elimination System (NPDES) permit. The City's effluent meets or exceeds the requirements established through this permit. The Wastewater Division also performs laboratory analysis of samples for NPDES reporting, plant process control, industrial uses monitoring and potable water analysis. The Wastewater Division's pretreatment staff monitors pollutants discharged in the wastewater system by users to ensure regulations established by the Environmental Protection Agency and the City's Pretreatment Program are being adhered to. The sanitary sewer collection system is designed to collect and convey wastewater from households and businesses located within the City's Facility Planning Area (FPA). The City's FPA is a legally defined boundary established under the authority of the Federal Clean Water Act. The City's FPA shares common boundaries with FPAs for Cary, Prairie Grove, Bull Valley, Woodstock, Lakewood and Lake in the Hills.
- **Storm Sewer System:** Handles the rain and water runoff by transmitting it through storm sewer lines to discharge points. Typical discharge points are streams, lakes and rivers. There is over 60 miles of storm sewer main line and 3 pumping stations. The Engineering Division is responsible for reviewing the storm sewer plans and permits of developments. The departments work together to minimize pollution from water runoff from entering bodies of water. This requirement is more strictly enforced in the Crystal Lake Watershed, where best management practices and multiple levels of storm water treatment are required to treat all water runoff.

	Supporting Actions	Success Indicators
12.1a	Provide excellent customer service to all customers including external and internal customers.	<p>Positive feedback received from customer survey results.</p> <p>The number of projects coordinated between two or more departments.</p> <p>The number of education programs managed annually by emergency service personnel.</p>
12.1b	Carefully plan growth and development to maximize the use of existing public utilities and personnel, while minimizing the need for new infrastructure and impacts on ground and surface water.	<p>The number of new service taps from existing main lines.</p> <p>Zoning changes that allow infill development on non-conforming lots, cluster development and mother-in-law homes.</p>
12.1c	Maintain a capital improvement program and funding system now and in the future based on a system of priorities.	<p>Continued approval of 5-year CIP by City Council.</p> <p>The equitable distribution of costs of providing public services.</p>

Map A

Community Facilities



Key Element Details, Actions and Indicators

12.2 Public Facilities



Health Bridge, Crystal Lake

Photo by Centegra

Goal:

Support the specific needs and goals of public facilities to ensure cooperation between public and city facilities for the health, safety and needs of the community.

Public Facilities are located throughout the City and are meant to serve the community in numerous ways. Public facilities are described as public educational facilities, healthcare facilities, libraries and private utility companies such as electric, gas and telecommunications. Although under separate leadership, it is just as necessary for public facilities to address the needs of the community. Park facilities and open space management can also be considered a public facility, though these facilities were discussed in Chapter 8, so will not be repeated here.

Public Education Facilities

There are two school districts in Crystal Lake, District 47 which oversees the elementary and secondary schools and District 155, which oversees the high schools. The school locations are illustrated on Map B.

“Educational excellence for all students is our passion,” District 47’s Mission Statement from their 2009-2012 Strategic Plan. District 47 oversees 13 schools with an enrollment of over 8,000 students. The list of schools is as follows:

- Canterbury Elementary
- Coventry Elementary
- Glacier Ridge Elementary
- Hannah Beardsley Middle School
- Husmann Elementary
- Indian Prairie Elementary
- Lundahl Middle School
- North Elementary
- Richard Bernotas Middle School
- South Elementary
- West Elementary
- Woods Creek Elementary
- Wehde Early Childhood Center

The school district has identified visions for the Board of Education, the Leadership Team, Certified Staff, Support Staff, Parents, and Students. They have also set goals to achieve in Reading and Writing.

Community High School District 155 oversees 4 comprehensive high schools and 1 alternative education campus in the Crystal Lake Area. The schools are as follows:

- Cary – Grove High School
- Central High School
- Haber Oaks Campus for alternative education
- South High School
- Prairie Ridge High School

District 155 has specific strategies to help them achieve their mission, “For each student, we will inspire a love for learning, empower the pursuit of personal aspirations, and nurture a desire to contribute to the world.”

It is important for the City of Crystal Lake to work with both School Districts to help them achieve their vision and goals.

Health Care

Health Care facilities are located throughout Crystal Lake, typically as medical office buildings rather than large hospitals. Medical office buildings can house doctors in a certain specialty or it may be one location with doctors in all specialties. Centegra, one of the two largest medical service providers in Crystal Lake, has a Medical Arts building which houses offices of numerous doctors in a variety of specialties. Centegra has a total of 6 facilities within the City limits. Centegra also operates Health Bridge a multi-use fitness and rehabilitation facility. The other large medical provider is Mercy Health Systems, which operates 5 facilities in the City limits. Three of their five locations are adjacent to each other in a medical office campus style development, making it easy for patients to access a variety of services. Convenient access to health care facilities is crucial in supporting a healthy community. The City should respect the endeavors of health care providers and support their need to provide services.

Library

The Crystal Lake Library is regulated by a Board of Trustees. The Library Board is composed of nine City residents, appointed by the Mayor of Crystal Lake with the approval of the City Council for three-year terms. The Board is responsible for the Library’s budget, policies and strategic plan. The Library Director, Kathryn Martens is the staff liaison for the Board. Their mission statement is, “Helping people, of all ages and backgrounds, learn, enjoy and better their lives.” The Library accomplishes this mission by providing numerous services as well as materials for borrowing. The employees of the Library are hired through the City of Crystal Lake, they are responsible to the citizens of Crystal Lake, the City Council Members, the Board of Trustees and the City Manager.

Private Utilities

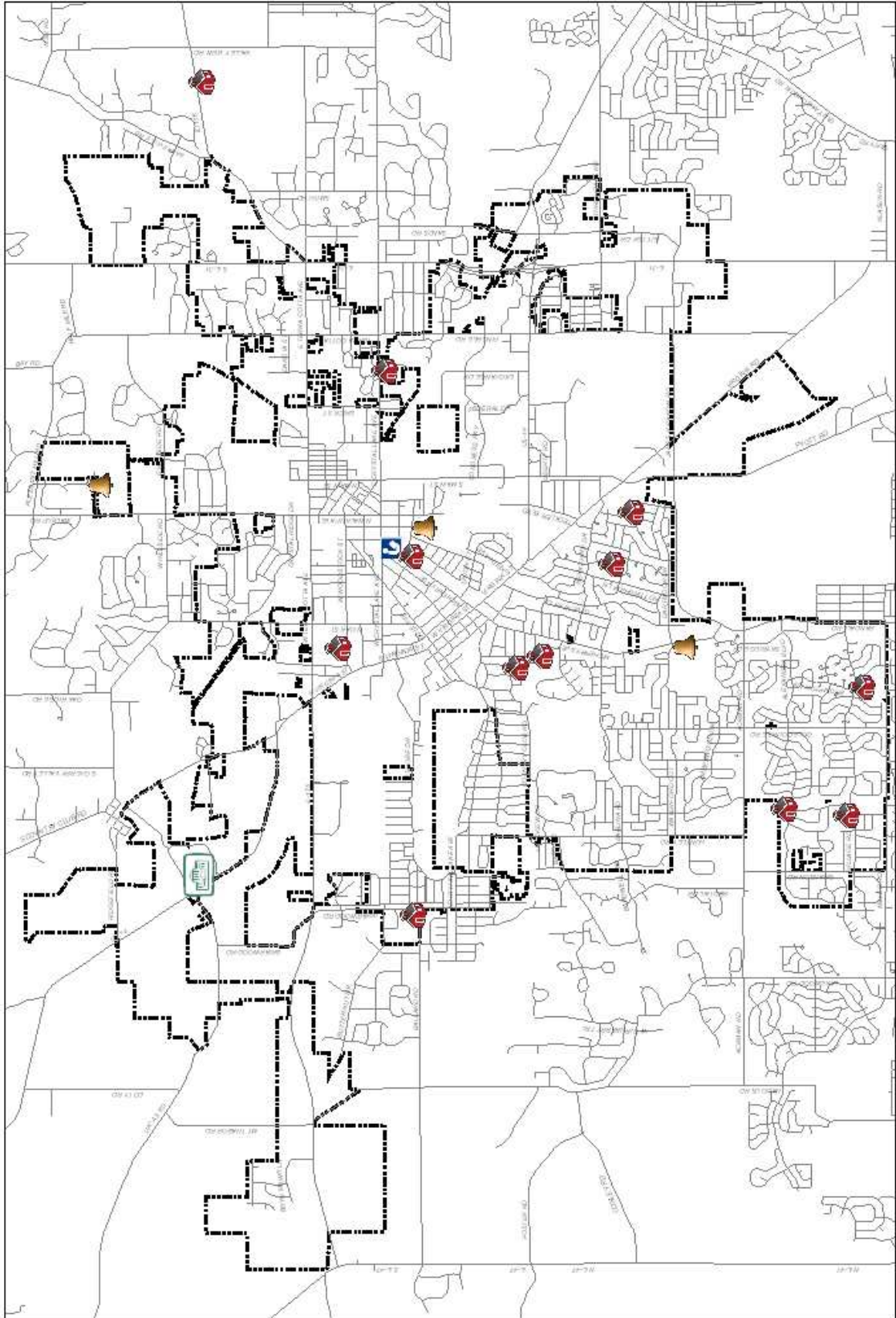
The private utilities are classified as Electric, Natural Gas, Cable, Telephone, Internet, Satellite and Wireless Communication services. Although some of these companies may be publically traded and answer to the public, this Comprehensive Plan is considering them private since they are not regulated by the City. The City does enter into franchise agreements with these utility companies allowing their facilities in the City as well as respecting what rights they have to provide service to their customers. While Crystal Lake is not responsible for private utilities, the City cooperates with private companies to ensure appropriate placement, the health and safety of residents is met, and levels of service to the City as a whole.

The following are the supporting actions and success indicators for public facilities.

	Supporting Actions	Success Indicators
12.2a	Support new locations and expansions of existing facilities for public education facilities.	The number of sites approved for public education. The yearly evaluation of impact fees for schools to determine if the fees charged are appropriate.
12.2b	Support the needs of health care facility providers.	The number of healthcare facilities granted occupancy permitted by right. The total number of health care facilities within the City limits.
12.2c	The Library shall continue to provide services to the community.	Increase in the number of services provided to card holders. Increase in circulation of materials.
12.2d	Carefully plan for utility service extensions to ensure compatibility with existing infrastructure and land uses.	Increase in joint trenching and burial efforts. Increase in the amount of facilities maintained per year including upgrading and burial.

Map B

Public Facilities



City Limits
Roadways

Elementary and Secondary Schools
High Schools

McHenry County College
Library

Digitally prepared by Planning & Economic Development Department (06/11/2016)