

**STRATEGIC UPDATE**

# **STATE OF THE VILLAGE** **2020**



VILLAGE OF  
**LAKE ZURICH**  
ILLINOIS

*At the Heart of Community*

**Village of Lake Zurich**

70 E Main St, Lake Zurich, IL 60047 | 847.438.5141 | [LakeZurich.org](http://LakeZurich.org)

## MESSAGE FROM THE MAYOR

**MAYOR****TOM POYNTON****Dear Lake Zurich Friends and Neighbors,**

As we move forward into this new decade, the Village has concluded five years of ongoing progress toward our strategic goals: sound financial management, infrastructure investment, service sustainably, economic development, and civic engagement.

Looking back at 2019, we've made important strides together in making Lake Zurich a better community:

- ★ We've received national recognition by winning Strategic Leadership and Governance awards for Sunset Pavilion at Breezewald Park and our 20-year Community Investment Plan, which focuses on two decades of infrastructure replacements.
- ★ Invested millions in the infrastructure our neighborhoods are built on, including roads, sidewalks, lift stations, water mains, enhanced crosswalks, and sewer transmission pipes.
- ★ Established Kuechmann Arboretum with future plans to enhance this important conservation space.
- ★ Continued to enhance sustainability fund public safety pension obligations for first responders.
- ★ Attracted over 20 new businesses, such as McAlister's Deli, Freddy's Frozen Custard, Lifetime Fitness, Kavkaz Grill & Bakery, and others.

Through 2020 and beyond, we look to steadily replace and upgrade our aging infrastructure (most of which was installed over 50 years ago), adopt a new 5-year strategic plan to align limited resources of time and money with the priorities of the community, and engage our residents on the suitability of park and rec facilities, as well as fire station #1, to support future needs. We will also be updating our strategic direction on the Main Street redevelopment area with a new focus and adopting a new Comprehensive Plan that includes recommendations for updates to zoning and land development codes.

We've accomplished a great deal together and there is always more to do in a community with over 6,000 families and 20,000 people. We should all be proud of the Lake Zurich we're building together and keep working together with respect and civility. We all have the best interests of Lake Zurich at heart.

Sincerely,

Mayor Tom Poynton

A handwritten signature in black ink that reads "Tom Poynton".

## MAYOR / CLERK / VILLAGE TRUSTEES / DEPARTMENT DIRECTORS



**MAYOR**  
TOM POYNTON



**VILLAGE CLERK**  
KATHLEEN JOHNSON



**TRUSTEE**  
JIM BEAUDOIN



**TRUSTEE**  
MARC SPACONE



**TRUSTEE**  
JON SPRAWKA



**TRUSTEE**  
MARY-BETH EUKER



**TRUSTEE**  
GREG WEIDER



**TRUSTEE**  
JANICE GANNON



**VILLAGE MANAGER**  
RAY KELLER



**ASSISTANT VILLAGE  
MANAGER**  
ROY WITHEROW



**FINANCE DIRECTOR**  
BANE THOMEY



**POLICE CHIEF**  
STEVE HUSAK



**FIRE CHIEF**  
JOHN MALCOLM



**INNOVATION  
DIRECTOR**  
MICHAEL DUEBNER



**PARKS & RECREATION  
DIRECTOR**  
BONNIE CAPUTO



**HUMAN RESOURCES  
DIRECTOR**  
DOUG GIBSON



**COMMUNITY  
DEVELOPMENT DIRECTOR**  
SAROSH SAHER



**PUBLIC WORKS  
DIRECTOR**  
MIKE BROWN

## MISSION

The mission of the Village of Lake Zurich is to provide our residents and businesses with exceptional quality municipal services. We will achieve this through strategic planning, fiscal responsibility, and transparent, accessible, and responsive municipal leadership and staff. This will result in continually improving quality of life and return on investment for all stakeholders in the community.

## VISION

Lake Zurich is THE premier community in Lake County offering a quality way of life, a thriving economy, diverse opportunity, and a commitment to fostering civic pride through community participation and ethical, professional governance. Through the use of strategic planning, a blueprint is created that provides focus necessary to achieve organizational and performance excellence.

## GUIDING PRINCIPLES

- \* Trust & Integrity
- \* Teamwork
- \* High Performance, Quality Services
- \* Caring and Respectful Leadership
- \* Transparency & Accountability
- \* Dedicated Professionals



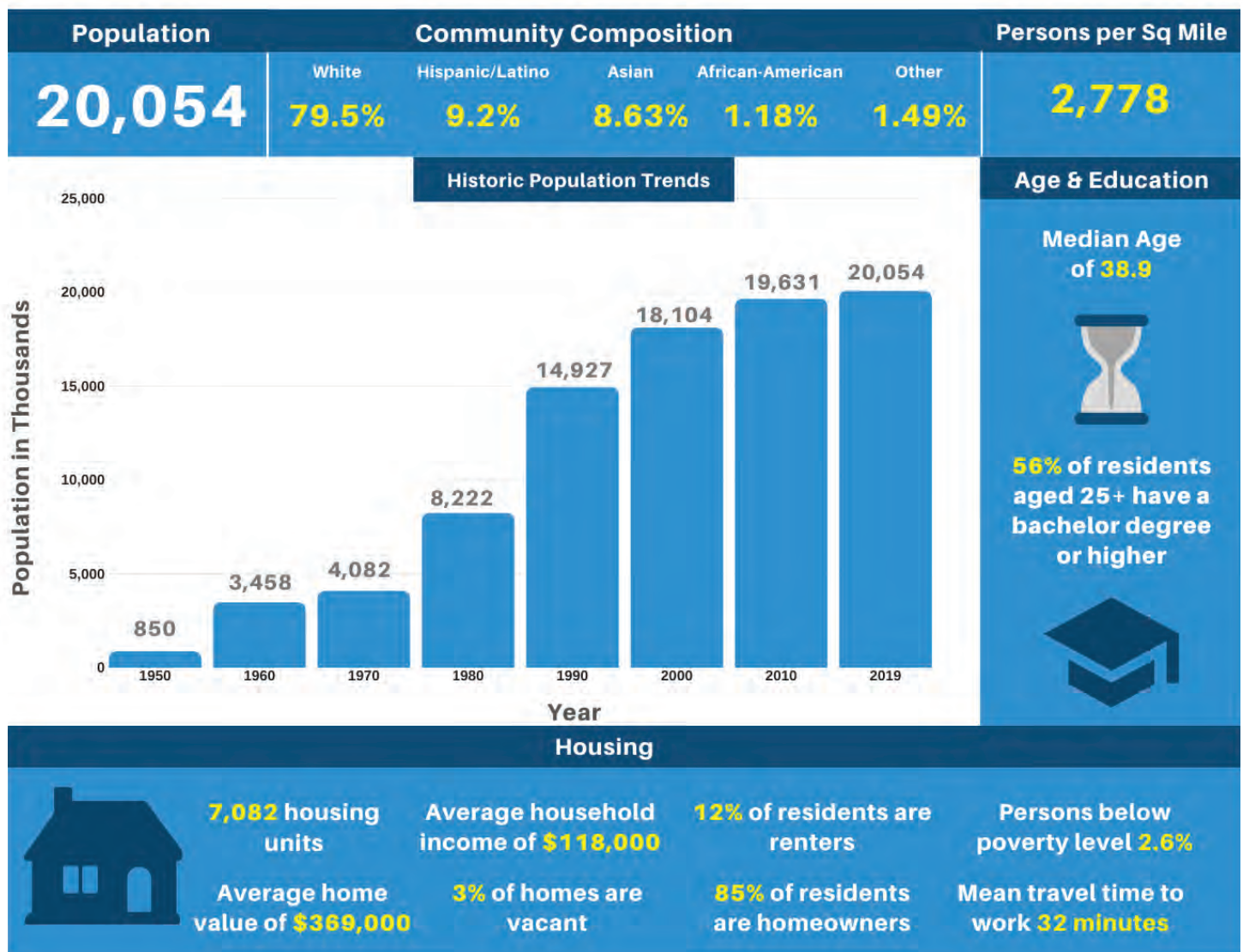
## HISTORY AND DEMOGRAPHICS

Lake Zurich is located in the northwest suburbs of Chicago, approximately 25 miles from O'Hare International Airport and the City of Chicago. Incorporated in 1896, the Village is part of a growing Lake County, which saw its population increase to more than 700,000 residents.

Lake Zurich's population has more than quadrupled since 1960, as the Village has shared in the economic growth that has come from an expanding Chicago metropolitan area. Lake Zurich has developed into a community with above-average wealth and housing values and a balanced tax and revenue base. The Village is known for its excellent schools and abundant recreational opportunities for its residents.

Our community has derived many benefits from its environmental, geographical, and transportation attributes working together with the Village's practice of long-range community planning.

## KEY DEMOGRAPHICS



## STRATEGIC GOALS

Strategic planning is an essential tool that is embraced by the Village Board and Executive Team. By evaluating the Village's current position, identifying areas of improvement, and setting goals for future years, a strategic plan is created that provides the necessary focus to optimize performance and achieve organizational excellence. Therefore, for fiscal year 2019, the following goals were prioritized.



### FINANCIAL SUSTAINABILITY

Meet the critical financial needs of the Village while maintaining a balanced budget through responsible management of the Village's financial obligations and diligent use of revenues without placing undue burden upon Village residents.



### DEVELOPMENT

Expand the economic base of the Village by incorporating the current multitude of opportunities which includes downtown revitalization, Route 12 and 22 Business Corridors, and professional partnerships with the business community, in order to further establish and expand Lake Zurich as the regional economic hub of Lake County.



### INFRASTRUCTURE

Provide prudent policies and operational practices which will enhance the quality of life of Lake Zurich residents by caring for the Village's natural resources including safe and reliable water supply and preservation of its urban canopy, while also assuring that municipal assets such as its street, water/sewer, and storm water systems are responsibly maintained by the most equitable and efficient funding sources available.



### SERVICE SUSTAINABILITY

Foster change which will enable the Village to become an organization which is both adoptable and responsive, and efficiently delivers high-quality services which are cost-effective, reliable, and sustainable, and based on community values, priorities, expectations, and available resources.



### CIVIC ENGAGEMENT

Work collaboratively to increase informed citizen participation in the policy process where the Village works with and through its citizenry to improve the community, share knowledge and responsibility; and encourage collaborative solutions and participation in order to broaden consensus around shared values and acceptable outcomes.

## DEVELOPMENT

### NEW PERMITS

The Village issued over \$55 million in construction value of new permits over the last year as of early January 2020, the highest value in private sector investment since at 2014. A majority of this is related to Life Time Athletic, whose new construction value is approximately \$30 million.

YEAR	CONSTRUCTION VALUE
2019	\$55 MILLION
2018	\$23 MILLION
2017	\$34 MILLION

### TOP 5 EMPLOYERS

### ESTIMATED EMPLOYEES



800



800



685



540



400

*\*Does not include large national retailers\**



### GASOLINE STATIONS

Two new fueling stations were approved and started construction in 2019, including the new True North / Shell Station at the northwest corner of Route 12 and Route 22 and a new Mariano's gas station in front of its store on the corner of Route 22 and Quentin.



### LIFETIME BEGINS CONSTRUCTION

The construction permit was issued in July 2019, followed by a ground breaking ceremony. Work commenced soon after with site and utility work nearing completion. The 125,000 sq ft building's foundation is complete with upper floor steel framing in progress.



### CREATING OPPORTUNITIES

In May 2019, multiple Village-owned properties were demolished in the Main Street area that have been vacant or underutilized since the early 2000's, thus clearing the sites of dilapidated buildings and paving the way for future investment opportunities.



### NEW HOMES FOR MAIN STREET AREA

This year marked the final approval of the townhouse subdivision known as Canterbury Estates, which will contain 38 new townhouses within 9 buildings on approximately 3 acres of land located on the north side of Route 22 and west of its intersection with Old Rand Road. The project is being designed to minimize exposure to the Canadian national railway tracks adjacent to the site. Townhouses near the tracks will be built with windows with enhanced sound attenuation.





### MAY WHITNEY ELEMENTARY SCHOOL

Our partners at School District 95 are moving forward with the complete rebuild of May Whitney Elementary School on Church Street, complete with new outdoor recreation areas and a new parking lot. The new May Whitney facility will be a two-story elementary school building immediately north of the existing site with a soccer field, basketball court, and playgrounds. The new school is expected to be open to students in August 2021.



### SUNSET PAVILION BECOMES AWARD WINNING

Following the completion of the private-public partnership that is Sunset Pavilion at Breezewald Park in early 2019, the Village was awarded the American Public Works Association Lake County Branch Award for new structures under \$5 million and followed up by winning the same award by the Chicago Metropolitan Area Chapter.



### FIRST ELECTRIC CAR CHARGING STATION OPENS

The first public electric vehicle charging station in Lake Zurich was installed at Village Hall as part of an overall effort to provide more amenities to the Main Street area and promote environmental sustainability.



### BURGER KING REMODEL

Burger King completed its approximately half million-dollar project to upgrade the building and site to current corporate design and operational standards. The entire project took three months to complete.

### NEW BUSINESSES

As of early January 2020, 23 new businesses were registered in Lake Zurich over the last year. Some of which include:

**AMERICA'S BEST**  
CONTACTS & EYEGLASSES

KavKaz Grill & Bakery

CEREBRUM  
NEUROTHERAPY



**RISE**  
PEST CONTROL

**Freddy's**  
FROZEN CUSTARD &  
STEAKBURGERS®

**MCALISTER'S**  
• DELI •

**NETCO**  
Your National Tile Solution

**ON**  
ON Semiconductor

**DipStick**  
oil change

**LIFETIME**  
FITNESS

## INFRASTRUCTURE

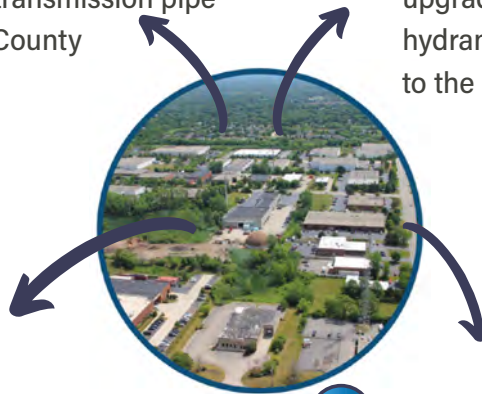
Each year the Village completes a number of infrastructure projects, as outlined in the Community Improvement Plan (CIP). Four major projects completed in 2019 are shown below:

### 1 FORCE MAIN CONDITIONS

The Water and Sewer Fund invested \$285,000 in 2019 to assess the 24-inch and two mile long force main connected to the northwest pump station using a PipeDiver device that uses sensors and GPS equipment. This main handles all of Lake Zurich's wastewater west of the CN railroad and is a critical section of transmission pipe that connects to the Lake County Treatment Facility.

### 2 WATER MAIN IMPROVEMENTS

Aging water main infrastructure received investment to the tune of over \$800,000 in 2019, this year focusing on Cherokee Road and Kim Trail. The project included installation of 900 feet of 8-inch water main pipe on Kim Trail and 400 feet of 6-inch water main on Cherokee. This infrastructure upgrade included new water main, fire hydrants, valves, and connections of houses to the new services.



### 3 NEW ROAD RESURFACING

The Village invested approximately \$1.5 million of non-home rule sales taxes as part of its ongoing street improvement program. Streets targeted for improvements in the Pavement Management Plan for 2019 included portions of Old Mill Grove, Countryside, Old Rand Road, Kuechmann Arboretum, and Ash Street.

### 4 SANITARY SEWER IMPROVEMENT

The Village invested some \$600,000 to replace about 1,000 feet of 8-inch sanitary sewer and reinforced other portions with new lining on North Old Rand Road between Route 12 and Pine Tree Road. Life Time Fitness contributed \$60,000 to support this infrastructure upgrade project near its new facility.

### OTHER INFRASTRUCTURE PROJECTS COMPLETED IN 2019 INCLUDE:

- ✓ Repainting the Paulus Park water tower to prevent rust formation and corrosion.
- ✓ 25-year old Wicklow West Playground replaced with modern equipment.
- ✓ Ongoing street patching to address areas with asphalt deterioration, until total repaving can be performed.
- ✓ Replaced the Thorndale Lift Station in Chestnut Corners, which has been in operation since the 1980's.
- ✓ Invested over \$1 million to rebuild the Paulus Park parking lot to improve access, walkability, and storm water drainage.



## CIVIC ENGAGEMENT

### NATIONAL CITIZEN SURVEY

This year marked the third National Citizen Survey conducted by the Village of Lake Zurich, which has showed high levels of satisfaction with quality of life, municipal services, and civic engagement opportunities. Overall, ratings in Lake Zurich for 2019 generally remained stable compared to 2017.

#### % OF RESIDENTS RATING LAKE ZURICH AS AN "EXCELLENT OR GOOD" PLACE TO LIVE

2015	2017	2019
94%	95%	93%

**THE NCS**<sup>TM</sup>  
The National Citizen Survey<sup>TM</sup>

### ENGAGING RESIDENTS IN DECISION MAKING



Two large policy decisions that impact Lake Zurich's community character and sense of identity that were grappled with in 2019 include Recreational Cannabis Establishments and Dogs in the Park. In order to ensure resident opinions were heard on these important topics, public surveys were conducted to collect community feedback. The final survey results are available on the Transparency Portal.



### VOLUNTEER OPPORTUNITIES

In 2019, the Village organized and hosted over 36 special events that were attended by approximately 30,000+ people, with the help of almost 500 community volunteers! Collectively community members donated over 1,400 hours of their time to help ensure the success of these events.



### EXPANDING EXPERIENCES AT PAULUS PARK

The Village installed new piers for Paulus Park Beach, which conveniently allows for greater access to the popular seasonal amenity known as Wibit's the inflatable water park! In 2019, the Village purchased new Wibit's significantly increasing their size which has aided in increased daily attendance, boosted revenues for improvements, and most importantly created long-lasting memories for beach-goers.

### GOVERNMENT TRANSPARENCY

Promoted the availability of live online broadcasts of Village public meetings, online instant notification of Village Board and Planning and Zoning Commission agendas, and social media platforms Facebook, Benchmarks, Twitter, and NextDoor.



**460**  
Facebook Posts



**64**  
Benchmarks Sent



**67**  
NextDoor Posts



**90**  
Tweets

## FISCAL SUSTAINABILITY



### FUNDING PENSIONS

Continued to fund public safety pension obligations to meet the 100% funding goal by 2044. As of November 2019, the Police Pension Fund is 50.84% funded and the Fire Pension Fund is 63.72% funded.



### COMMUNITY INVESTMENT PLAN

Updated the 20-year CIP to make long-term capital investment more intentional and sustainable, winning a Strategic Leadership and Governance award from the International City/County Management Association.



### ESTABLISHING RESERVES

Continued progress towards the Village-adopted goals for a 40% General Fund Target Fund Balance and a 30% Water & Sewer Fund Target Fund Balance.



### SAVING ELECTRICITY

During 2019, experts from the Northern Illinois Municipal Electric Collaborative (NIMEC) stated that Lake Zurich's aggregation program is very favorable compared to every single aggregation program in Northern Illinois. Since the Village has started this program, the community as a whole has saved \$1.75 million in electric costs.



### COMPETITIVE BIDDING

Conducted multiple competitive bids for public works projects, resulting in several projects coming in significantly below budgeted amounts, thanks in part to the new calendar-based fiscal year that allows staff to bid projects earlier in the year.

## REDUCING RISKS

Contained general liability claims to less than 13 through December 31, 2019, a low level compared to the average claims since 2010.



## SERVICE SUSTAINABILITY

### SPECIAL EVENTS

The Village continued to foster dozens of community events in 2019, gatherings that foster civic pride and quality of life. Aquatics, day camp, dance programs, and early childhood preschool programs all continued to experience solid enrollment from the community, at times putting pressure on existing programming space.



### RECREATION PROGRAMS

The Village provides extraordinary program experiences at an exceptional value. In addition to the myriad of options such as our preschool and summer camp program, the Parks and Recreation Department also offers tennis, martial arts, yoga, dance (which has seen participation grow by 42% year over year, with a 39% revenue increase over 2018) and a number of other enrichment programs.

#### Dance Program



**728 enrolled**

#### Preschool Program



**548 enrolled**

#### Summer Camp



**801 enrolled**

#### Paulus Park Beach



**18,319 Visits**

### REVAMPING UNDERUTILIZED RESOURCES

In 2019, the Village announced the revitalization of Kuechmann Arboretum, which will focus on the restructuring of an underutilized 7.8 acre park to rebrand the space as a conservation arboretum, with a concentration on oak preservation, invasive species, and the importance of pollinators. In summer of 2019, Kuechmann Arboretum became a certified arboretum.





## PUBLIC SAFETY

Lake Zurich is routinely below the national, state, and county averages in all reported categories for crime statistics. Your chances of becoming the victim of a violent crime in Lake Zurich is 1 in over 4,000, versus 1 in 247 for Illinois as a whole.

During 2019, the Lake Zurich Police Department was assessed by the Commission on Accreditation for Law Enforcement Agencies (CALEA) to ensure compliance with state-of-the-art standards in policy, procedures, administration, operations and support. Accreditation embodies the precepts of community-oriented policing and ensures Lake Zurich's police are operating at the gold standard of law enforcement.

Type	2017	2018	2019
Murders	0	0	0
Sexual Assaults	1	1	4
Assault / Battery	4	4	3
Burglaries	15	17	14
Vehicle Theft	4	4	2
Arson	3	0	3



The Lake Zurich Fire Department is a full service operation, providing fire suppression, emergency medical services, hazardous material response, fire investigations, water rescue, and low/high angle rescue teams. Other functions through the Fire Prevention Bureau include community safety and fire education, plan review, code enforcement, and emergency preparedness to the greater Lake Zurich area.

Type	2017	2018	2019
Calls (Rescue/ EMS)	2687	2667	2509
Calls (Fire)	1053	1010	1145
EMS Transportation	1909	2033	2057
Fire Inspections	906	1389	1494
Mutual Aide	420	499	426

### FAST-FACT:

Lake Zurich has 4 fire stations. Outside of the departments official logo, each station has their own logo as a symbol of "station pride." Each logo contains characteristics unique to each station. The station logos can be seen below:

