



Work Session Memo

Crest Hill, IL

Meeting Date:	August 10, 2026
Submitter:	Blaine Wing, City Administrator Ashley Monroe, Assistant City Administrator/HR Director
Department:	Administration
Agenda Item:	Website Refresh Presentation

Summary: The City continues to move forward with the refresh of the City's website. The current website has served us well but has not had a design update in approximately ten years. Evolving technology, accessibility standards, and user expectations have created an opportunity to modernize the website.

The refreshed website will maintain the City's existing branding and organizational structure while improving navigation, readability, accessibility, and overall user experience. Staff in all departments have been working behind the scenes to review website content, streamline navigation, and improve consistency in information type and format across departments.

In addition to the website content, we have worked with CivicPlus, our website provider, to add new tools that better serve the public. Improvements include an updated homepage layout and navigation and ADA accessibility enhancements (Audioeye sitewide accessibility tool and DocAccess, which enhances readability of PDFs for accessibility), and content archiving for social media and digital materials, consistent with legal requirements. We also anticipate with the rollout, the incorporation of website page language translation, and an integrated website chatbot.

During the Work Session, staff will present the draft page updates and highlight features of the new website.

Post-presentation, staff will continue reviewing content and making some updates prior to launch. Our anticipated implementation schedule is a soft launch the week of August 24th and refinement of any quality assurance items before the week of September 7th, when we hope to publicize and promote our new website.

Recommended Council Action: Presentation and Discussion