



Agenda Memo

Crest Hill, IL

Meeting Date:	May 18, 2026
Submitter:	Blaine Wing, City Administrator
Department:	Administration
Agenda Item:	Website Update Project

Summary: The City's website was last refreshed in 2016. While staff continue to update information, pictures, and sections of the website, a new design, added functionality, and easier navigation are all needed. As part of the existing agreement with CivicPlus, the City was able to use a provision to get a refresh of the design and move to CivicPlus' latest platform.

While there are other website vendors, taking advantage of refreshing design and moving to the newer platform made the most financial sense. At this point in our website update, staff are also recommending a few additional modules, so that the new design also includes other enhancements too. Specifically, staff are recommending the following:

- Website on new platform, SSL Cert, and 4-year redesign: (1st Yr: \$7,409.89)
- Municode Agenda/Minutes to newer CivicPlus version: (1st Yr: \$7,500.00)
- ADA Compliance (AudioEye and DocAccess): (1st Yr: Included in \$20,137.30)
- Website & Social Media Archiving: (1st Yr: Included in \$20,137.30)
- AI Chatbot: (1st Yr: Included in \$20,137.30)

1st Year Total: \$35,047.19

Currently the City is only paying for the website (Admin budget) and Municode Agenda/Minutes module (Clerk's Budget). With new regulations, the City needs to be in compliance with both ADA and Archiving requirements. Thus, those modules are strongly recommended. Staff also evaluated several chatbot solutions and the newer CivicPlus solution has the lower price starting at \$5,000 and best cross-platform functionality. Thus, the overall website upgrade project remains within the recently approved 2026-27 budget.

Separately, we are also working with our current vendor American Legal on getting the City's municipal code into their web-based version and then integrated with our new website. That project is in coordination with the Clerk's Office and will be forthcoming.

Attorney Stiff has been given copies of the CivicPlus agreements for review.

Recommended Council Action: Approval on the May 18th City Council agenda.