



**Meeting Date:** June 15, 2026  
**Submitter:** Glenn Gehrke  
**Department:** Finance  
**Agenda Item:** Approval of the Caselle Community Connect Convenience Proposal

**Summary:**

The Community Connect Portal Proposal will enable residents/customers to pay bills online, review their Utility Bills, apply for Permits to include uploading necessary documents, and making payments on the permits. It also supports Business Licensing, including payments online.

As part of the service credit card payments will be processed through Caselle’s credit card provider. The Credit Card fee for this service will be 3.00% to be paid by the customer. This is an increase over our current fee of 2.25%.

Cost of the service is \$100/month for basic services; additional services are Business License \$15/month, Miscellaneous \$10/month, Permits \$15/month, Accounts Receivable \$15/month.

Custom Forms (e.g. Garage Sale applications) can be added for \$1,200 one-time fee to create 6 custom forms; additional forms created by Caselle will incur additional one-time fees. Service cost is \$60/month for unlimited custom forms.

**Recommended Council Action:**

Staff recommend accepting the attached proposal.

**Financial Impact:**

**Funding Source:** FY 2027 Budget

**Budgeted Amount:** \$3,000

**Cost:** \$1,860

**Attachments:**

Crest Hill, City of – IL Caselle Community Connect Convenience Proposal.pdf

Highlights of Community Portal.pdf