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## Agenda Memo

Crest Hill, IL

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**Meeting Date:** June 8, 2026  
**Submitter:** Glenn Gehrke  
**Department:** Finance  
**Agenda Item:** Website – Community Portal

### Summary:

Administrator Wing, Assistant City Administrator Monroe, and Finance Director Gehrke met with the Finance committee June 4, 2026, and hope to meet with the Treasurer June 8, 2026. To discuss the Caselle Community Portal. The following topics were discussed:

The portal 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.

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%. This will be an increase of \$9.00/year for the average Utility bill of \$200. That is less than \$1.00/month.

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 (1).pdf

Highlights of Community Portal.pdf