



Website Redesign

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ose who live in, work in and visit Orland Park



Current Website limitations

- Resident frustration with the current website experience, particularly around navigation and search
- Difficulty finding information quickly, leading to increased reliance on phone calls and staff support
- Outdated and inconsistent content surfacing in search results, reducing trust in digital channels
- Limited analytics capabilities, making it difficult to understand:
 - Whether key priorities and initiatives are reaching intended audiences
- A fragmented technology landscape across surveys, forms, and engagement tools, resulting in:
 - Disconnected data
 - Inconsistent user experiences
 - Increased administrative overhead

At the same time, several compelling events are accelerating the need for action:

- A new leadership mandate to prioritize resident experience and engagement
- Immediate focus on enabling data-driven decision making, particularly from executive leadership
- The approaching ADA compliance deadline (April 2027), requiring a proactive redesign timeline
- Budget already allocated and organizational alignment to move quickly

Options	CMS	Forms and Workflows	Sentiment and Feedback	Engagement Platform	Enhanced Data Insights and Reporting	Experience Partner	Service credits	One-Time Fees	Subscription Cost Increase
Service Cloud Enhanced	yes	yes	yes	yes	yes	yes	40	\$64,277	\$36,375
Service Cloud Essentials	yes	yes	Limited (community satisfaction and quality of life surveys only)	no	Limited (less demographic data and less data collection options)	yes	25	\$59,051	\$24,449
Website, Forms, and Engagement Only	yes	yes	yes	yes	yes	no	0	\$65,873	\$30,133
Website and Forms Only	yes	yes	no	no	no	no	0	\$62,868	\$15,112

Website Costs

Granicus		Civic Plus ADA compliance software*		Total website annual costs	
Communications Cloud	\$7,731.57				
Website	\$9,508.08				
Current Annual Costs	\$17,239.65	\$27,779.30		\$45,018.95	
	Annual Increase	Annual Increase minus ADA costs	Total Annual Cost	One-time costs	Total first year
SC Enhanced	\$36,375.00	\$8,595.70	\$53,614.65	\$64,277.00	\$117,891.65
SC Essentials	\$24,449.00	-\$3,330.30	\$41,688.65	\$59,051.00	\$100,739.65
Website and engagement only	\$30,133.00	\$2,353.70	\$47,372.65	\$65,873.00	\$113,245.65
Website and forms	\$15,112.00	-\$12,667.30	\$32,351.65	\$62,868.00	\$95,219.65
*ADA software contract is through July 2028					