



## MANAGER'S MEMORANDUM

Prepared for: **Naperville City Council**

By: City Manager's office

10/8/2026

### A. MANAGER'S MEMORANDUM

**Source:**

1. Rachel Pruneda,  
Assistant to the Mayor  
and Council,  
Marcie Schatz,  
Assistant to the  
City Manager

**Subject:**

Board and Commission and  
Mayor's Chief of Staff Student  
Appointments

**Action:**

FYI

2. Linda LaCloche,  
Director of Communications

New City of Naperville Website  
Coming Soon

FYI

**CITY OF NAPERVILLE  
MEMORANDUM**

**DATE:** October 8, 2026

**TO:** Doug Krieger, City Manager

**FROM:** Rachel Pruneda, Assistant to the Mayor and Council  
Marcie Schatz, Assistant to the City Manager

**SUBJECT:** Board and Commission and Mayor's Chief of Staff Student Appointments

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**PURPOSE:**

The purpose of this memorandum is to share the appointment of student representatives to city Boards and Commissions and the Mayor's Chief of Staff role.

**DISCUSSION:**

The City received 87 student applications for Board and Commission seats and Mayor's Chief of Staff roles. In addition to serving in these positions, the selected students will participate in a Leadership Academy sponsored by KidsMatter. The applications were reviewed and scored by current participants from the City's Emerging Leaders program, with assistance from the Communications team.

Please join us in congratulating the following students on their new roles:

**Advisory Commission on Disabilities**

Aanya Agarwal  
Zayan Ali

**Financial Advisory Board**

Rishith Gudepu  
Jaskirat Soodan

**Historic Preservation Commission**

Mishka Hota  
Meera Parikh

**Human Rights and Fair Housing Commission**

Roohi Fathima  
Leila Shaqdeh

Naper Settlement Museum Board

Ryan Cherian

Madison Nell

Naperville Public Library Board of Trustees

Naishita Barot

Diya Sudhagar

Planning and Zoning Commission

Samarth Agrawal

Deric Lee

Public Utilities Advisory Board

Lakhi Ananthula

Shaury Sharma

Riverwalk Commission

Oliver Mocarski

Alex Rorvick

Sister Cities Commission

Constanza Davila

Anoushka Sandeep

SECA

Lochana Adabala

Soumya Trivedi

Transportation Advisory Board

Van Melaniphy

Akshara Nair

Mayor's Chief of Staff

Shlok Desai

Malavika Gopal

Aahil Khimani

Claire Krebs

Chloe Liu

Damla Orucoglu

Ella Packer

Jai Viswanathan

**RECOMMENDATION:**

Please distribute this memorandum to the City Council through the Manager's Memorandum.

**CITY OF NAPERVILLE  
MEMORANDUM**

**DATE:** October 8, 2026

**TO:** Doug Krieger, City Manager

**FROM:** Linda LaCloche, Director of Communications

**SUBJECT:** New City of Naperville Website Coming Soon

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**PURPOSE:**

The purpose of this memorandum is to provide information about the upcoming launch of the City of Naperville's redesigned website on Oct. 21, 2026.

**BACKGROUND:**

Naperville's official website (<https://www.naperville.il.us/>) is the City's primary tool for informing citizens about the services it provides and, in many cases, offers a convenient, virtual option for conducting business with the City. In 2025, more than 900,000 unique users logged more than 2.6 million pageviews.

The City's website has not undergone a comprehensive redesign and restructuring since 2016. Since that time, staff has worked within the capabilities of the existing content management system (CMS) to update the website as information and programs has changed and as online service offerings have been added. However, the length of time since a full review of the site's navigation, evolving cybersecurity threats, and the 2024 announcement of a federal accessibility mandate prompted staff to reassess the City's needs and options.

The City issued a request for proposals in 2025 and awarded a contract to CivicPlus, which has more than 7,500 local government customers, in April 2026 to assist City staff with the redesign, development and ongoing hosting and maintenance of the City's website and CMS.

**DISCUSSION:**

In mid-2025, Communications Department staff began a thorough review of each of the City's 450+ webpages with representatives from each department. Staff focused on the timeliness and relevance of each department's content, deleted outdated or irrelevant information, and identified opportunities to make resources easier to locate and tasks easier to accomplish.

To inform decisions for the redesign, staff also studied analytics from the current website as well as citizen feedback from an open visitor survey conducted in 2023, and a targeted usability study conducted in 2024. Additionally, City call center staff was surveyed in 2026 to identify how residents use the current website, what drives call volume, and how the City might improve clarity and navigation on the new site.

Using all the above research, along with best practices and guidance from CivicPlus, staff has designed a new website to better serve the community through improved accessibility, usability, and performance. The redesigned City website is scheduled to launch on Wednesday, Oct. 21.

While the City's web address (<https://www.naperville.il.us>) will not change, visitors will experience a new layout, more robust menus, and restructured navigation organized into three categories: A prominently placed "How Do I..." section provides quick access to common tasks and frequently searched information, and a featured search bar appears at the top of each webpage to help users quickly find what they're looking for.

The new website is fully responsive, adjusting content to display effectively within the screen size of whatever device a visitor uses to access the site. It also features a built-in accessibility tool to detect and help remediate accessibility issues, monitor the site for compliance, and help support the City's ongoing commitment to federal accessibility standards. Users will also have the ability to customize the visual display of the website to meet their needs.

Another feature of the new website allows citizens to create an account on the City's website, where they can save frequently accessed digital content and sign up to receive notifications when calendar items and news releases are added to the website. While this built-in system for website updates includes a text messaging option, City staff has chosen to disable that feature and only offer website updates via email to differentiate it from and avoid confusion with the City's mass notification system Naper Notify.

Through the City's partnership with CivicPlus, the new website and the CMS that support it will be hosted in a secure environment, protected against cybersecurity threats, and regularly maintained to address any deficiencies.

Following the Oct. 21 launch, staff will continue to actively maintain the new website so it can continue to grow and evolve to meet the needs of the community.

**RECOMMENDATION:**

Please share this information with the Mayor and City Council through the Oct. 8, 2026, Manager's Memorandum.