



WILDWOOD

June 12, 2023

The Honorable City Council
City of Wildwood, Missouri
16860 Main Street
Wildwood, Missouri 63040

Re: Website Host and E-Newsletter Software (Wards – All)

Council Members:

The Department depends a great deal on the City's website and related components to achieve the goals of providing relevant and timely information to all users. The website is currently hosted by CivicPlus and has been for almost ten (10) years. This company hosts a great number of other cities' websites, including many in the St. Louis Region. During that time, a refresh was provided that updated graphics, icon numbers on the homepage, and other key changes that seemed assist in making it a better tool for use and visits. The website is due for another refresh and conversations regarding this matter have been held between the company and City, but very preliminary in nature.

Along with the website, the City utilizes CivicPlus as its means to publish the weekly e-newsletter, which is provided to over two thousand (2,000) households every Friday. This software program is critical to the publication of the e-newsletter, but of late, has been less than dependable and, in fact, non-functional for the June 2, 2023 edition of the newsletter. This non-functional nature of the program led to the e-newsletter not being published. This situation was the culmination of months of problems and little support from the company to address them.

The Department is advising the City Council of this situation, given if constituents contact you regarding either of these items and the problems that are being experienced. The Interim City Administrator and the Department did discuss this matter with CivicPlus and it agreed to provide better support to these instruments from the company.

If any of the City Council Members should have questions or comments in this regard prior to tonight's Work Session, please feel free to contact the Department of Planning and Parks at (636) 405-2030. This item is on tonight's Work Session agenda as a 'For Information' item and will not be discussed, unless a City Council Members should request such. Thank you for your past support of this project.

Respectfully submitted,

CITY OF WILDWOOD



Joe Vujnich, Director
Department of Planning

Cc: The Honorable James R. Bowlin, Mayor
Thomas Lee, Interim City Administrator
John A. Young, City Attorney
Rick Brown, P.E. and P.T.O.E., Director of Public Works
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