



AGENDA ITEM COMMENTARY

MEETING NAME:	Economic Development Corporation
MEETING DATE:	January 6, 2026
ITEM TITLE:	Consider and take appropriate action on CivicServe platform update.
STAFF INITIATOR:	Danielle Sweat- EDC Director

BACKGROUND:

I will be providing the board with a brief overview of the WEDC CivicServe platform, which is nearly ready to go live. I'll walk through what the platform looks like and how it will function for both internal use and for outside users.

From an external perspective, CivicServe will serve as a centralized access point for incentive and program applications. At launch, the platform may appear fairly minimal, and that is intentional. As I begin adding contacts, performance agreements, historical records, and new applications, it will evolve into a comprehensive repository for WEDC activity.

Internally, the platform is designed to help streamline operations by consolidating information that is currently spread across multiple systems, emails, and files. In the short term, it does feel like additional work as information is migrated and processes are refined. However, I believe this upfront effort will be in the best interest of the organization long term.

As WEDC continues to grow, and especially if we add staff in the future, having all data, agreements, and applications housed in one place will be a significant operational benefit. I believe this platform will improve workflow, consistency, and continuity, and will serve the organization well moving forward.

EXHIBITS:

COUNCIL ACTION/STAFF RECOMMENDATION:

No action is required from the board at this time. This item is being presented for informational purposes only.