



Minutes of the Accela National Users Group Board of Directors Meeting

June 8, 2017 | 8:00 am (PST)

The meeting of the Accela National Users Group (ANUG) Board of Directors was called to order on June 8, 2017 at 8:04 am Pacific Time by President, Julie Interrante. Other board members present were Hubert, Wenzel, Heidi Bova, Art Martinez, Rhett Hogan, Sean Tran and Stacey Barrett (staff).

Approval of April Board Meeting Minutes: After review of the previous meetings minutes, a motion was made to accept the May 11, 2017 board minutes as presented. The amended motion was seconded and unanimously approved.

May 2017 Month End Financial Statement: Barrett presented the financial report as of May 31, 2017. Barrett noted that membership dues income is down \$3,325 from last year. She also noted that she does not anticipate the dues income budgeted for 2017 will be met. Wenzel requested for Barrett to give a report of the remaining dues that will be billed in 2017 at the July meeting. A motion was made to accept the May 2017 month end financial report as presented. The motion was seconded and unanimously approved.

Accela F&A Roadshow (July 19-20, 2017 in Portland, Oregon)

Interrante reported that she is still waiting for the approved time by Accela for the ANUG board meeting during the Accela Roadshow. She reported that as of the last email received from Lisa Pritchard at Accela, the ANUG Annual Meeting at the Accela F&A Training event will be held July 19 from 11:00-11:45 am.

ANUG Annual Meeting

A discussion ensued regarding the ANUG Annual Meeting. Interrante recommended adding the SLA discussion to the agenda. The board agreed and requested for staff to send out the SLA and Support article from the last Accela Newsletter with a survey of the following:

- Do you receive email communication from Accela?
- Have you reviewed the suggested SLA? Your thoughts?
- How confident are you with Support being able to address your issue? Good to Bad Scale
- Have your support ticket questions been answered to your satisfaction? 1 – 5
- What is your average response time for a normal support ticket?
- Overall, how would you rate your experience with Accela Customer Service? 1 – 5

It was the consensus of the board to include the following topics on the agenda:

- Announcement of SNUG Board of Directors
- Financial Report
- Accela Customer Support Discussion
- SLA Service Agreement Discussion
- Accela Update (given by Accela Management)

Membership

A discussion ensued regarding the lists provided by Barrett for the board meeting. Wenzel inquired about the number of members anticipated to renew membership for the remainder of 2017. He indicated that the anticipated income may help in future budget discussion. Barrett reported that there are 35 members who are anticipated to renew their membership for the year. If all renew, approximately \$3,500 (dues income may increase depending on level of membership) will show in dues income on the financials. Barrett also noted that on the Expired Members Report there are 21 expired members who did not renew for 2017. The result of the 21 not renewing is an approximate \$2,100 decrease in dues income budgeted for 2017.

ANUG Mission Statement

It was the consensus of the board to table the discussion until the board meeting in July.

The next scheduled board meeting is scheduled for July, location and time to be determined. There being no further business to come before the board, the meeting was adjourned at adjourned at 8:52 am. Martinez and Tran left the meeting at 8:53 am.

Respectfully submitted,



Stacey Barrett, ANUG Association Manager

Accela Meeting

Accela staff joined the call 9:00 am

Accela Staff

Nam Ha and Debbie Gretz

ANUG Staff

Julie Interrante, Hubert Wenzel, Rhetta Hogan, Heidi Bova and Stacey Barrett (Staff)

ANUG Annual Meeting

The ANUG Annual Meeting is not on the published F&A Roadshow Agenda. Ha will contact Lisa Pritchard and Jenny Hauzer and request for the ANUG Annual Meeting to place on the agenda.

Road Show

Interrante requested information on how many have registered for the roadshow. Ha suggested to send those inquiries prior to the board meeting so he can contact the Accela staff responsible for the answers.

Interrante inquired about the ANUG Board Meeting with Accela Management. Nam stated he would follow up with Pritchard and Hauzer.

The Accela meeting adjourned at 9:16 am.