



Minutes of the Springbrook National Users Group Board of Directors Meeting

December 15, 2015 | 8:00 am (PST)

The meeting of the Springbrook National Users Group (SNUG) Board of Directors was called to order on December 15, 2015 at 8:08 am Pacific Time by President Julie Interrante. Other board members present were Hubert Wenzel, Art Martinez, Steve Corbeille, Heidi Bova, Rhett Hogan and Stacey Barrett (staff).

Approval of September Board Meeting Minutes: After review of the previous meetings minutes, a motion was made to accept the October 8, 2015 board minutes as presented. The motion was seconded and unanimously approved.

November 2015 Month End Financial Statement: The Board inquired on how much of the dues monies shown on statement were to be allocated to 2016 financials. Barrett will report at January meeting. A motion was made to accept the November 2015 SNUG month end financials as presented. The motion was seconded and unanimously approved.

2016 Draft Budget: Hogan presented the 2016 draft budget. A discussion ensued regarding the budget. Hogan reported that she included additional money in board expense for the 2016 Accela Conference. . After a discussion ensued, a motion was made approve the 2016 budget. The motion was seconded and unanimously approved.

Membership: Barrett reported that Springbrook Software has two more payments for a total of 23 new members. The membership dues will be reflected in the 2016 financials.

A discussion ensued regarding a bylaws revision in 2016. The board requested to include the following:

1. Remove Annual Meeting verbiage
2. Sourcecode – add verbiage that if they drop membership they need to pay back dues prior to receiving the code.

Newsletter: No report.

Advertising/Sponsorship: No report.

Forums/Listserv: No activity.

Job Posting: No activity.

Springbrook Software/Accela

A discussion ensued regarding creating a poll or survey to SNUG members regarding customer service since the merger of Springbrook and Accela. Board is to email Barrett with survey questions and Barrett will create survey and send to members.

The board reviewed the following bullet points/ proposal for Accela created by Corbeille and Martinez.

1. Proposed Name(s):
 - a. The "User Group" will be used until a name is decided upon
 - b. Accela International User Association (AIUA)
 - c. Accela User Voice International (AUVI)
2. Fee Structure Options:
 - a. Add to every maintenance fee an annual amount of \$25 – 50 which will fund the efforts of the User Association. For those on the cloud version/subscription model an amount will need to be included per user to equate \$25- \$50 per customer location. A portion of the fees could be used for the expenses of Accela Experts to attend User Group Meetings or if Accela plans to provide this level of support, then the fee could be in the lower of the range stated (\$25-30).
 - b. Multiple tiered rate dependent on the number of employees
 - c. Single Flat Rate amount included with Accela annual invoice so all agencies are members of the User Group. Minimal expense: \$25 to \$30 per year increasing revenue to \$55,000 to \$66,000 will probably require an opt out clause
3. Member agencies receive a discount to annual conference or conference registration fees could be awarded based upon participation in the user group meetings. An annual drawing from each region or group would ensure a diverse representation at the Annual Meeting
4. Advisory Council acts as a focus group for Accela to drive changes and updates to the software:
 - a. The User Group will appoint two members to sit on the Advisory Council
 - b. User Group will annually appoint a power user in each focus area to the advisory council
5. Community :
 - a. 1 member per focus group appointed to moderate
 - b. Regional experts identified per focus and made moderators
6. User Group Meetings: This would pertain to the User Group Board Members...correct?
 - a. Annual meeting will be held during the annual Accela conference
 - b. Roundtrip flight, one night lodging, and one day per diem will be reimbursed to each attending board member for the annual conference
7. Regional Meetings: I believe Accela currently has seven regions??
 - a. Would have an Application Area Product Expert from Accela available to attend quarterly meetings for each region.
 - b. Would track attendance both in person and teleconference/webex/Skype (utilize video solution for participation) (FYI: I hate when people participate by muting their phone

and then proceed to do work) The video would be an attempt to lessen the muted working participant scenario.

8. Management Company:

- a. The Management Company will provide support for regional meetings:
 - i. Scheduling
 - ii. Coordinating with host city/agency
 - iii. Invoicing Accela for meals/snacks/beverages
 - iv. Regional meeting charges will be paid for by ?

The board requested for Interrante to contact Accela and request an in person meeting to formalize the relationship.

Source Code: No report.

There was no additional old business and no new business.

The next meeting will be January 14, 2016 at 8:00 am (Pacific Time) via conference call.

The meeting adjourned at 8:58 am.

Respectfully submitted,



Stacey Barrett
SNUG Association Manager