Accela User Group | NORTHERN CALIFORNIA

March 11, 2025
San Ramon, CA

Agenda

Time	Session	Speaker
9:30 a.m.	**Check-in & Coffee**	
10 a.m.	**Welcome**	**Brenna Sandvik** **Brad Jacobs** **Seth Roberts** Accela
10:15 a.m.	**Product Roadmap** *Highlighting Accela's latest developments, strategic priorities, and innovative solutions driving the future of civic engagement, government operations, and digital transformation.*	**Juleigh Pisciotti** Accela
11 a.m.	**A Demonstration of Open Counter and Public Portal** *Accela staff demonstrates the exciting progress of our Public Portal solution, alongside Open Counter—an intuitive, step-by-step guided platform designed to help residents, businesses, and event organizers easily determine the permits and licenses they need. This integration of cutting-edge technologies is set to transform how users interact with permit and licensing processes, streamlining the experience, improving efficiency, and creating a more user-friendly environment for everyone involved. Don't miss the opportunity to see how these powerful tools will simplify and enhance the process for all stakeholders.*	**Matt Hopkins** **Animesh Irkulla** **Gary Zepke** Accela
11:45 a.m.	**What Does Good Look Like** *Explore what "good" really looks like when it comes to maximizing the value of the Accela platform. Through an in-depth customer case study, we'll showcase how one government agency successfully leveraged Accela's solutions to transform their operations, improve citizen engagement, and achieve outstanding results.*	**Joshua Hamaker** Accela
12:30 p.m.	**Lunch & Networking** *Complimentary*	
1:30 p.m.	**From Cannabis to Enterprise** *The Oakland Special Activities Permits Division is responsible for issuing permits to local businesses. Given the intricacies of Oakland's interdepartmental cannabis permitting process, they created their own cannabis workflow with a few goals in mind: 1) minimize the number of customer touchpoints 2) automate internal handoffs and 3) reduce cycle time*	**Sean Ford** City of Oakland
1:45 p.m.	**We have ERD, Now What?** *Leveraging ERD integrations with PowerBi and SharePoint for workload dashboards & Key Performance Indicators*	**Matt Gutierrez** City of Stockton
2 p.m.	**City of Fresno and MAS: The Whole Truth** *The City of Fresno's real-world experience with Accela's Managed Application Services (MAS) program—what worked, what didn't, and how we made it work for us. We'll discuss our journey in leveraging MAS to streamline operations, enhance system stability, and tackle complex configurations while maintaining local control over development. A key success factor was our use of GitHub as a centralized code repository, enabling seamless collaboration across teams, improving version control, and ensuring faster, more efficient deployments. Whether you're considering MAS or looking to optimize your current setup, this session will provide candid insights and practical takeaways from Fresno's experience.*	**Michael Chrisco** **Steve Deedon** City of Fresno

2:15 p.m.	**Signature Achievement: Integrating Accela and DocuSign with Velosimo** *The City of Menlo Park's experience with Velosimo's Accela-DocuSign integration, with practical tips and tricks for efficient electronic signatures.*	**Thomas H Rogers** **Whitney J Loy** City of Menlo Park
2:30 p.m.	**Ask Me Anything** *Whether you're looking for insights on optimizing workflows, exploring new features, or tackling specific challenges, our panel is here to provide guidance and solutions. Submit your questions ahead of time here.*	**James Burns** **Matt Hopkins** **Animesh Irkulla** **Jeremy Aquino** **Joshua Hamaker** **Juleigh Pisciotti** **Matt Bishop** **Dave Beckstead** **Skyler Trent** Accela
3:15 p.m.	**End of Day**	

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