

April 10, 2025  
Alexandria, VA

**Agenda**

9:30 a.m.	<b>Check-in &amp; Coffee</b>	
10 a.m.	<b>Welcome</b>	<b>Scott Hofberg</b> <b>Chris Delp</b> <b>Arielle Malen</b> <b>Ryan Murphy</b> <b>Rick Sabala</b> Accela
10:15 a.m.	<b>Product Roadmap</b> <i>Highlighting Accela's latest developments, strategic priorities, and innovative solutions driving the future of civic engagement, government operations, and digital transformation.</i>	<b>Misty Valtierra</b> Accela
11 a.m.	<b>What Does Good Look Like</b> <i>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.</i>	<b>Misty Valtierra</b> Accela
11:45 a.m.	<b>The Accela Community &amp; University</b> <i>Join this user group session to explore how engaging with the Accela Community can help you deepen your expertise and gain valuable insights. Learn how Accela University can empower your workforce by providing the tools and training needed to upskill and drive organizational success.</i>	<b>Garrick Greenhalgh</b> Accela
12:30 p.m.	<b>Lunch &amp; Networking</b> <i>Complimentary</i>	
1:30 p.m.	<b>A Demonstration of Open Counter and Next-Generation ACA</b> <i>Accela staff demonstrates the exciting progress of our next-generation ACA 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.</i>	<b>April Dillard</b> Accela
2:15 p.m.	<b>Ask Me Anything</b> <i>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 <a href="#">here</a>.</i>	<b>Kelli Kilgore</b> <b>April Dillard</b> <b>Misty Valtierra</b> <b>Joshua Hamaker</b> Accela  <i>More to Come</i>
3:15 p.m.	<b>End of Day</b>	

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