

**TruePoint Solutions** is a proven top tier Accela Implementation Services partner, established in early 2005. **The table below lists over 120 Accela customers.**

**Team:** The TruePoint team is substantially made up with individuals who all worked together at Hansen prior to joining TruePoint. Our team has over **600** years of local government IT experience. With much of that long term tenure being shared –the TruePoint team has an inherent understanding of delivering quality products and services for our customers

**Services:** TruePoint Solutions provides implementation services for our own products as well as for Accela. We offer every aspect of implementation services and have provided our expertise matrix on the other side of this document.

**Products:** TruePoint has developed a suite of products primarily focused on water related applications. Our primary application would be our Utility Billing product

**TrueBill.** We also have a number of operations and revenue related products which cater specifically to the Municipal sector. **The right columns below list our TruePoint customers.**



Cities	Cities	Counties	Counties	Legend
<ul style="list-style-type: none"> <li>Albany, OR</li> <li>● Alameda, CA</li> <li>● Atlanta, GA</li> <li>Asheville, NC</li> <li>Aurora, CO</li> <li>Benecia, CA</li> <li>Berkeley, CA</li> <li>● Boise, ID</li> <li>Ceres, CA</li> <li>● Clearwater, FL</li> <li>Cleveland, OH</li> <li>Colorado Springs, CA</li> <li>● Concord, CA</li> <li>● Corvallis, OR</li> <li>● El Paso, TX</li> <li>Fort Collins, CO</li> <li>Fountain, CO</li> <li>● Fremont, CA</li> <li>Grand Rapids, MI</li> <li>Grass Valley, CA</li> <li>● Indianapolis, IN</li> <li>Lincoln, NE</li> <li>● Livermore, CA</li> <li>Madison, WI</li> <li>Martinez, CA</li> <li>● Maryland Heights, MO</li> <li>McAllen, TX</li> <li>● Menlo Park, CA</li> <li>Menlo Park Fire, CA</li> <li>Meridian, ID</li> <li>● Missoula, MT</li> <li>● Moreno Valley, CA</li> <li>New York City, NY</li> <li>Oakland, CA</li> </ul>	<ul style="list-style-type: none"> <li>● Oklahoma City, OK</li> <li>Omaha, NE</li> <li>Ontario, CA</li> <li>Papillion, NE</li> <li>Pleasant Hill, CA</li> <li>● Reno, NV</li> <li>Rochester, MN</li> <li>Palo Alto, CA</li> <li>● Peoria, AZ</li> <li>● Pleasanton, CA</li> <li>Ridgefield, WA</li> <li>● Roseville, CA</li> <li>● Sacramento, CA</li> <li>● Salt Lake City, UT</li> <li>San Antonio, TX</li> <li>● Santa Clara, CA</li> <li>● Santa Monica, CA</li> <li>Seattle, WA</li> <li>Spokane, WA</li> <li>Socorro, TX</li> <li>Stockton, CA</li> <li>Sunnyvale, CA</li> <li>● Tacoma, WA</li> <li>● Tigard, OR</li> <li>Torrance, CA</li> <li>Virginia Beach, VA</li> <li>● Visalia, CA</li> <li>● Walnut Creek, CA</li> <li>● Watertown, WI</li> <li>● West Sacramento, CA</li> <li>Westminster, CO</li> <li>Whistler, BC</li> <li>● Yorba Linda, CA</li> <li>● Yuba City, CA</li> </ul>	<ul style="list-style-type: none"> <li>● Adams County, CO</li> <li>Arapahoe County, CO</li> <li>Bexar County, TX</li> <li>Boulder County, CO</li> <li>Buncombe County, NC</li> <li>● Clackamas County, OR</li> <li>● Carroll County, MD</li> <li>Chesterfield County, VA</li> <li>Cobb County, GA</li> <li>Contra Costa County, CA</li> <li>Douglas County, NV</li> <li>Guilford County, NC</li> <li>Gwinnett County, GA</li> <li>● Hillsborough County, FL</li> <li>Jackson County, OR</li> <li>King County, WA</li> <li>● Lake County, CA</li> <li>● Leon County, FL</li> <li>● Marion County, IN</li> <li>● Martin County, FL</li> <li>● Monterey County, CA</li> <li>● Multnomah County, OR</li> <li>Napa County, CA</li> <li>● Nevada County, CA</li> <li>Olmstead County, MN</li> <li>Osceola County, FL</li> <li>Pasco County, FL</li> <li>● Placer County, CA</li> <li>Pima County, AZ</li> <li>Pinal County, AZ</li> <li>● Sacramento County, CA</li> <li>● San Benito County, CA</li> <li>● San Diego County, CA</li> </ul>	<ul style="list-style-type: none"> <li>● San Mateo County, CA</li> <li>Santa Barbara County, CA</li> <li>Santa Clara County, CA</li> <li>Solano County, CA</li> <li>● Stanislaus County, CA</li> <li>Weld County, CO</li> <li>● Washoe County, NV</li> <li>Yakima County, WA</li> </ul>	<ul style="list-style-type: none"> <li>TruePoint Accela Automation Projects/Clients</li> <li>● Accela Legacy Upgrade - Tidemark</li> <li>● Accela Legacy Upgrade - Permits Plus</li> <li>● Hansen Upgrades</li> <li>● Accela Legacy Upgrade - Kiva</li> </ul>
			<b>Other State Agencies</b> <ul style="list-style-type: none"> <li>Boston Public Health Commission</li> <li>CA, Dept. of Water Resources</li> <li>CA – OSHPD</li> <li>State of Massachusetts</li> <li>State of Nevada, Taxicab Auth</li> <li>State of New York</li> <li>TRPA-Tahoe Regional Pln. Auth.</li> <li>CA State Lands Commission</li> <li>City &amp; County of Denver</li> <li>City &amp; County of San Francisco</li> <li>University of Minnesota</li> <li>Unified Government, KC and Wyandotte</li> </ul>	<b>TruePoint Billing Product Implementations</b> <ul style="list-style-type: none"> <li>Central California Irrigation District</li> <li>Central Nebraska Water and Power</li> <li>City of Horseshoe Bay</li> <li>City of Meridian, ID</li> <li>City of Rochester Hills, MI</li> <li>Coal Creek Water District, WA</li> <li>Delano Earlimart Irrigation District</li> <li>El Dorado Irrigation District</li> <li>Elephant Butte Irrigation District</li> <li>Elk Grove Water District</li> <li>Famers CO-OP</li> <li>Ho-Chunk Nation</li> <li>Imperial Irrigation District, California</li> <li>Kennewick Irrigation District</li> <li>Larimer Weld Irrigation Company</li> <li>Laurens County Water &amp; Sewer Comm. SC</li> <li>Lower Naches Valley Authority</li> <li>Lower Tule River Irrigation District</li> <li>Maricopa-Stanfield Irr. &amp; Drainage Dist.</li> <li>Merced Irrigation District</li> <li>Modesto Irrigation District</li> <li>Owyhee Irrigation District</li> <li>Palmdale Water District</li> <li>Roosevelt Irrigation District</li> <li>Sacramento Suburban Water District</li> <li>San Benito County Water District</li> <li>Solano Irrigation District</li> </ul>
			<b>Towns and Villages</b> <ul style="list-style-type: none"> <li>● Elk Grove Village, IL</li> <li>Town of Los Gatos, CA</li> <li>Town of Paradise, CA</li> <li>Town of Queen Creek, AZ</li> <li>Town of Sahuarita AZ</li> </ul>	



## TruePoint Solutions Services Team

Consultant	Primary Role	Public Sector	Proj. Mgmt.		Implementation										Technical															Mobile App Dev.	System Testing / UAT	End User Training																						
			Sr. Proj. Manager	Proj. Manager	AA Imp. Methodology					Reporting					Scripting					Interfaces					Data Conv.								Installs / Infrastructure																					
					Business Analysis					Configuration					Oracle/MS SQL					Web Services					Oracle&PL/SQL								Accela Products					Network																
			Land Management	Business License	Asset Management	Citizen Access	Accela Automation	Citizen Access	Mobile Office	Accela GIS	Accela IVR	EDR	Ad-hoc	Crystal Reports	SSRS	Master Scripts	ACA Pageflow	Batch / Set	Expressions	EMISE API	GovXML	Financial / Cashier	XAPO / Contact	ePayment	EDMS	APO Conversion	Licensed Prof.	History Conv.	Document Conv.	Accela Automation	Citizen Access	AMO / Gateway	Accela GIS	EDR	Accela IVR	Load Balancing	Env. Architecture																	
Keith Hobday	Implementation Consultant	30 yrs.		●	●	●	●	●	●	●		●	●			●	●	●	●				●																							●								
Terry Dunn	Implementation Consultant	20 yrs.		●	●	●	●	●	●	●			●			●	●	●	●																											●	●							
Cory Probasco	Implementation Consultant	23 yrs.	●		●	●	●	●	●	●	●	●	●	●			●	●	●																											●	●							
David Brown	Implementation Consultant	17 yrs.		●	●	●	●	●	●	●	●	●	●	●			●	●													●	●	●	●	●												●	●						
Thomas Hornick	Technical Consultant	21 yrs.			●		●	●	●				●	●	●	●	●									●	●	●	●																	●								
Joe Cipriano	Technical Consultant	22 yrs.											●	●	●	●		●	●	●	●	●	●	●	●	●	●	●	●	●	●																							
Caleb Harshbarger	Technical Consultant	12 yrs.											●	●	●	●		●	●	●	●	●	●	●	●	●	●	●	●	●																	●							
Richard Holland	Technical Consultant	12 yrs.											●	●									●			●	●	●		●	●	●	●	●																				
Michele Niccore	Implementation Consultant	12 yrs.		●	●		●	●	●	●			●			●	●		●				●																									●	●					
McKenzie Helvick	Implementation Consultant	7 yrs.			●	●	●	●	●			●	●			●	●	●	●																														●	●				
Jay Lum	Technical Consultant	29 yrs.				●							●	●	●																																							
Suzy Santo	Implementation Consultant	22 yrs.	●		●	●	●	●	●	●		●	●			●	●		●																														●	●				
Deborah Herman	Implementation Consultant	22 yrs.		●	●		●	●	●	●			●	●	●	●	●		●																															●	●			
Johnny Guest	Implementation Consultant	14 yrs.			●		●	●																																										●				
Erin Griffith	Technical Consultant	14 yrs.											●	●	●																																							
Jackie Ramirez	Implementation Consultant	10 yrs.		●	●	●	●	●	●	●			●			●	●		●							●																								●	●			
Tyler Suarez	Implementation Consultant	5 yrs.			●		●	●	●				●										●	●																											●	●		
Ray Schug	Implementation Consultant	26 yrs.		●	●	●	●	●	●	●	●	●	●			●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●																				●	●		
Erica Rodriguez	Implementation Consultant	14 yrs.			●		●	●	●				●										●	●																													●	●
Nick Graf	Implementation Consultant	10 yrs.		●	●	●	●	●	●	●	●	●	●			●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●																					●	●	
Greg Lamy	Implementation Consultant	3 yrs.			●		●	●	●				●										●	●																												●	●	
Michael Becker	Implementation Consultant	4 yrs.			●	●	●	●	●	●			●	●	●	●		●	●	●	●	●	●	●	●	●	●	●	●	●																							●	●
Melissa Bouquin	Implementation Consultant	26 yrs.	●		●	●	●	●	●	●	●	●	●			●	●	●	●																																	●	●	
Alex Charlton	Implementation Consultant	5 yrs.			●	●	●	●	●	●			●	●	●	●		●	●	●	●	●	●	●	●	●	●	●	●	●																						●	●	