2009

2009 Annual Report

InforME Information Resource of Maine

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infor**ME**
**Information
Resource
of Maine**

2009 Annual Report
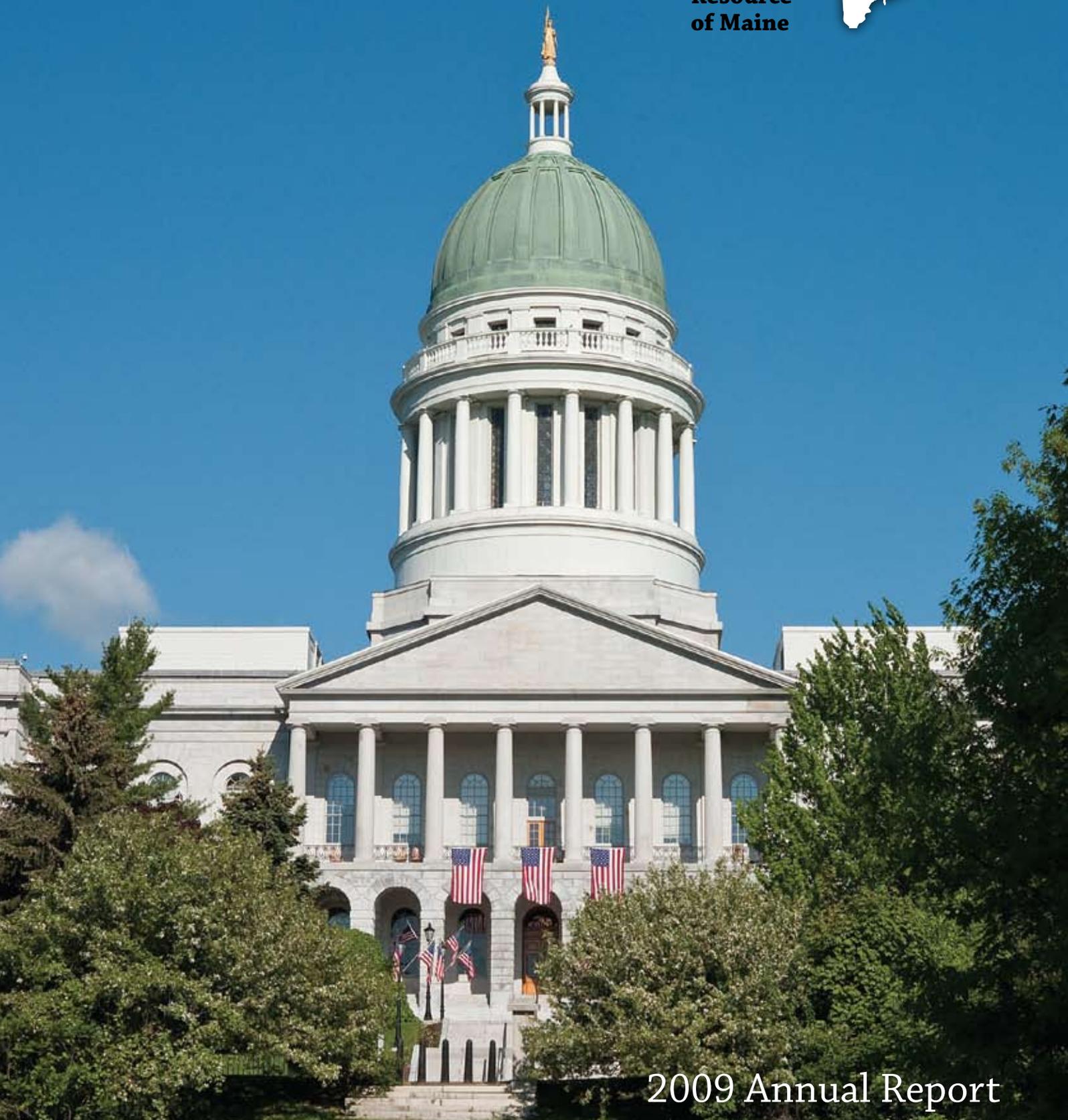
Awards 2009

Maine.gov Ranks First in the US States eGovernance Report
Rutgers University/San Francisco State University
The US States eGovernance Report assessed state governments for website security, usability and content, online services offered, and citizen response and participation.

Maine.gov awarded Fourth Place in Annual Best of Web Competition
For the ninth year, the Center for Digital Government has named Maine.gov one of the best state government sites in the nation. Maine.gov was ranked fourth in the 2009 Best of the Web national competition for state government web portals. The competition evaluates portals on the basis of online services, innovative technology, efficiency, and attention to ease-of-use, accessibility to the disabled, privacy and security.

Maine Ranks Sixth in Brooking's Institute Annual Governance Study
Maine was ranked the sixth best state for eGovernment in the United States, according to the annual Governance Study of eGovernment effectiveness conducted by the Brooking's Institute. The Governance Study seeks to identify those Government Websites that best leverage the World Wide Web to provide citizens with government services and information.

Digital Government Achievement Award: Center for Digital Government:
Maine.gov DataShare
The Maine.gov DataShare Service was named an award winner in the Government to Citizen category of the 2009 Digital Achievement Awards. The Government to Citizen category recognizes government services provided to citizens that combine innovative usage of technology with functional design, efficiency, and economy.

Digital Government Achievement Award: Center for Digital Government:
Maine Public Improvement Project Request Service
The Maine Bureau of General Services Public Improvement Project request service, created in partnership with InforME, received an Honorable Mention in the Government Internal category of the 2009 Digital Achievement Awards. The Government Internal category recognizes unique online services created by Government for Government.

Best Fit Integrator Award: Center for Digital Government: Maine State Employees
Combined Charitable Appeal (MSECCA)
The Best Fit Integrator Recognition Awards is the Center's award program for government to recognize its private partners, those private sector companies who work closely with government to tailor solutions to suit the unique needs of government. Maine's private sector partner for InforME, Maine Information Network, was selected as a winner for its work in developing the MSECCA online solution for state government.

Chair's Message

This year marked an important milestone in Maine's eGovernment initiative – 10 years of the InforME portal. In April 1999, the first InforME Network Manager contract was signed and the portal began operations.

When the InforME legislation was created in 1998, eGovernment was an exciting venture into the relative unknown. It is safe to say that InforME has been a resounding success, surpassing the expectations of its founders and continuing to expand each year. InforME and Maine.gov have changed the way Maine delivers government services, and for many citizens Maine.gov is now the primary means of interaction with government. The 10 year anniversary was celebrated in July with a ceremony at the State House and the proclamation of "eGovernment Day" by Governor Baldacci.

Richard Thompson,
Chair of the Board

Offering more than 300,000 web pages, Maine.gov is an outstanding public resource within a framework that is easy to navigate and accessible to a wide range of users. Usage of the site grows each year, now exceeding 230 million hits annually. This year, enhancements to Maine.gov included a fresh re-design, the Maine.gov Media Gallery, and DataShare, an online catalog of free public government data.

Maine.gov sets a national standard for state government web sites, having been ranked in the top four sites in the Best of the Web every year since 2000. In 2009, Maine.gov was ranked first in the nation for digital governance in a report by Rutgers University, and ranked fourth best state government website by the Center for Digital Government. In addition, Maine received a national award for its DataShare.

In the past year, InforME has added 20 new services to Maine.gov, expanding Maine's eGovernment service offerings to over 400. New services include boat registration renewal, court fine payments, a conservation easement registry, online health assessment, and duplicate vehicle registrations. Municipal participation in online services has increased and more citizens and businesses are relying on online solutions to facilitate government interactions.

InforME, with oversight and committed agency partners, continues to expand eGovernment in Maine at the state and municipal level. InforME conducted an extensive user needs analysis this fall that will be used to develop the next strategic plan and vision for 2010-2012.

I would like to thank all of the agencies and individuals on the InforME Board who have participated in implementing eGovernment here in Maine.

Contents

InforME: Ten Years of Service

After ten years as the state's eGovernment portal, InforME has reached a new stage of maturity. InforME has developed into an integral part of the state's delivery of services to the public. In conjunction with Maine state agencies and municipalities, InforME will continue to develop online services providing an even greater impact to Maine's citizens, businesses, and government. We look forward to new opportunities and challenges for Maine's eGovernment initiative. Last year, the State of Maine completed a new Network Manager contract. The new contract allows InforME to provide additional service options to meet the needs of agencies, including:

- **DataShare**: The DataShare service provides easy access to public data, increased government transparency, and encourages public participation and collaboration in government. By making data readily available for research, analysis, and development of web tools and applications, the DataShare service encourages new and creative approaches to the use of public data.
- **Multimedia Tools & Services:** The Maine.gov Media Gallery is a central location within the Maine.gov portal where audio and video files are stored for viewing by the public. The Maine.gov Media Gallery provides convenience, promotes the state's multimedia efforts, attracts visitors, and allows for one-stop access to features such as searching and sorting of media content. The Maine.gov Media Gallery also facilitates compliance with state standards and policies, such as preferred file formats and accessibility to the disabled.

- **Funding Options:** InforME's primary business model is based on a self-funded approach whereby applications are built at no upfront cost to the agencies. InforME applications are typically funded through a negotiated portion of the existing statutory fee each time a service is accessed or a transaction is completed. When this transaction based model of funding does not fit within the scope of a particular project, InforME now offers agencies the option of a time and materials contract. The new InforME time and materials process streamlines and expedites the development process for agencies.

The new tools listed above, along with innovative design and ever-evolving technology, will make the next phase of InforME an exciting platform for the delivery of eGovernment services for all citizens.

Maine.gov Needs Analysis

Since the creation of the Maine.gov portal ten years ago many things have changed with Internet technology and with perceptions about online services; people have come to expect that they can interact with government via electronic means. To ensure that Maine.gov continues to move in the right direction with its portal network and focus on online services, InforME conducted its first User Needs Analysis.

InforME's User Needs Analysis, conducted in the fall of 2009, sampled several key groups that are served by Maine.gov and the InforME portal network. These groups were: citizens (online users of Maine.gov and non-users), State of Maine agency staff, InforME subscribers/businesses, municipal staff, and government and community leaders. The primary goals of the analysis were to evaluate the awareness of Maine.gov and InforME, usage of online services, and interest in new service ideas.

Surveys

InforME created a survey customized for each of the major user groups. The surveys asked participants questions about usage of online services, satisfaction with existing services, interaction with government agencies, and ideas for new online services. The surveys were administered at various high-traffic locations throughout the state as well as online through Maine.gov and by email invitation.

Secondary Research

InforME's use of secondary research consisted of consulting national research institutes for the latest trends and current usage statistics for online services. Included in the study are data from industry reports from the Center for Digital Government and the Pew Research Center. Additionally, InforME utilized its own data to analyze usage trends and patterns for key InforME services.

Citizens

A total of 4,052 citizens completed the citizen survey:

- Respondents were 61.7% female.
- The predominant age group was 31-50 (45.7%), followed by 51-64 (34.2%), then 18-30 (13.5%) and 65 and over (5.9%).
- 94.3% of respondents have used Maine.gov for government services or information.
- 182 respondents (4.8%) indicated that they have never used Maine.gov.
- Respondents represented every county in Maine.
- 78% indicated that they initiate contact with government through government websites, more than any other method such as telephone or email.
- Email and regular mail are the preferred methods for receiving government communications for all age groups, but participants under 30 show some interest in technologies such as Twitter, Facebook, and text messaging.
- 52% of respondents have made a purchase or payment through a government website in the past year.

Preferred Method of Receiving Government Communication

- In person at a government office
- By telephone
- By mail
- By email
- Through a government website
- In person at a government office
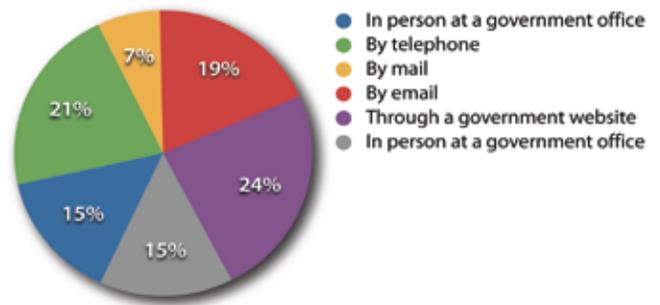
Citizens indicated interest in a variety of features and services for Maine.gov. The most requested features were email reminders for renewing licenses, registrations, or to take other actions with the State; transparency of government spending; an online vital records ordering service; an online EZ Pass payment service; and online property tax payment service.

Maine.gov Needs Analysis

Subscribers/Businesses

The 11-question online subscriber survey was distributed via email invitations to 2,532 InforME subscribers, as well as through a link on the subscriber account manager page. InforME subscribers are typically businesses and frequent users of online InforME services. A total of 741 subscribers completed the survey, for a response rate of 29%:

- Subscribers could be categorized into 18 different industry groups, but the predominant industries represented were Legal (18.1%), Non-Profits (12.3%), Education/ Childcare/Eldercare (8.2%), Banking/Finance (8.1%), and Healthcare (7.6%).
- 87.4% indicated that their business was located in Maine
- 76% responded that they utilize InforME services, which include public criminal record checks, driver record checks and registration record checks, on a monthly basis; 16% reported that they utilize InforME Subscriber services on a daily basis.
- Of those who had an opinion, 87% felt that InforME services improved their productivity and 80% felt that InforME services saved their company money.

Subscribers: Would you recommend InforME services?
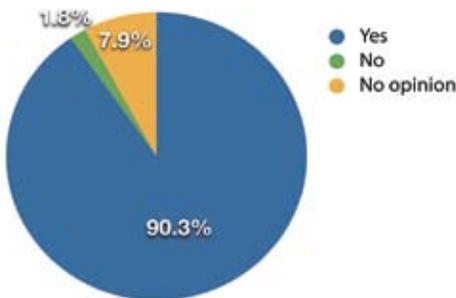
Satisfaction with existing subscriber services was high, and participants indicated a strong interest in a new one-stop background check service to include driver record, criminal history, and sex offender search. In addition, 24.0% requested a manner by which they can be notified when a sex offender moves into or out of a selected area, and 20.0% requested an online real estate transfer tax declaration filing service. Subscribers also offered comments and suggestions for enhancements to existing services.

State Agencies

The 12-question online state agency survey was distributed via email invitations to 123 InforME project partners, as well as through links emailed to approximately 500 Web Coordinators and Webmasters, and advertised in the Office of Information Technology online newsletter.

The survey was completed by 129 agency staff, for an estimated response rate of 20%:

- Participants represented 27 different top-level agencies within state government, with 26% from DAFS, 10% from Secretary of State's Office, 8.5% from DHHS, and the rest spread out among other agencies.
- 86.0% indicated that they currently work with InforME; 78.3% indicated that they utilize non-fee InforME tools such as Webmaster Hosting (58.1%), Agency Website Templates (51.6%) and What's New (44.4%).
- In deciding to offer online services, the most important factors for agencies were: serving customers/users more effectively, meeting customer demand, and creating efficiencies.

State agency users expressed interest in new InforME service offerings and enterprise tools:

- 58.3% requested webmaster training classes/ meetings
- 58.3% requested an online survey tool
- 55.2% requested an online legislative bill tracking tool
- 52.1% requested a website content management system

Municipal Government

The online municipal survey was distributed via email invitations to 589 municipal staff of participating municipalities in InforME services and town clerks of non-participating municipalities. 229 individuals completed the online survey, for a response rate of 34%. In addition, paper surveys (with the same questions as the online survey) were distributed at the Maine Municipal Association conference in October 2009.

The total number of municipal respondents was 302:

- Municipal respondents represented towns of all sizes: The largest group (50%) represented towns with a population of 1,000-5,000 citizens.
- 97% of respondents indicated that their municipal office has high-speed Internet access.
- 51.3% of respondents indicated that their municipality offers online services to its citizens, allowing citizens to search, file, apply, or pay online. Smaller municipalities were less likely to offer online services.
- 85.1% of respondents indicated that they have an official municipal web site.

Municipal respondents indicated strong interest in expansion of InforME service offerings, including:

- 70.3% requested an online vital records ordering service
- 63.4% requested a property tax payment solution
- 42.1% requested a real estate transfer tax declaration filing/workflow service

Secondary Research

The secondary research that was utilized in the needs survey focused on current trends and Internet usage patterns. Trends show an increase in the usage of social media, such as Twitter, Facebook, and MySpace, by all age groups and the predicted outcome is that these rates of usage will grow even higher in subsequent months/years. For instance, a recent study by the Pew Research Institute shows that usage of Twitter doubled for all age groups between December 2008 and September 2009. In December 2008, 19.1% of Internet users aged 18 – 24 and 2% of Internet users aged 65+ indicated using Twitter; in September 2009, those numbers rose to 37.1% and 4% respectively.

While communication via social media outlets is not overwhelmingly sought after by Maine.gov users at the present time, these trends suggest that users will eventually look to Maine.gov to have a presence on widely used social media sites.

Conclusions

The InforME User Needs Analysis confirmed that Maine.gov is a resource that is critical to citizens, businesses, and government entities. Satisfaction with existing services is generally high, though many suggestions for enhancements were received. In addition, the study provided insights into the future of eGovernment that will assist in strategic planning. There was high interest in some new service ideas, such as a vital records service, a one-stop background check service, and the availability of more enterprise tools for our partners that assist them in managing their own web presence.

The full report is available at http://www.maine.gov/informe/.

Hunting and Fishing Licenses Online, Department of Inland Fisheries and Wildlife

I was born, raised and lived much of my life in Maine. The way you handle hunting license sales makes me want to come back home - permanently!

Current and Future eGovernment Services

New Fee Services

The following interactive applications were launched in 2009. These applications allow users to complete Agency or Municipal business, including making electronic payments when applicable.

Maine Moose Permit Lottery Upgrade: The upgraded online service allows users to apply for chances to Maine's Moose Permit Lottery. If the user applied in the past, all information (except payment) is auto-populated for the user to edit. Various fees apply depending on the number of chances purchased and the hunter's residency. *January 2009*

Conservation Easement Registry: The conservation easement registry allows holders of conservations easements in Maine to register their easements online. To register, holders must create a registry account. A $30 fee applies for account creation and accounts must be renewed annually. *March 2009*

Medical Doctor and Physician Assistant Licensee Bulk Data Sales: This service allows users to create a data set of medical doctor and physician assistant licensee data. Users can make payment for bulk data sales fees by Visa or MasterCard credit and debit cards. *April 2009*

Boat Registration Renewal: This service allows residents and non-residents to renew their Maine State boat registration. Users can make payment for state registration fees and municipal excise tax fees by Visa, MasterCard or Discover credit and debit cards. *May 2009*

Court Fine Payments Online: This service allows users to make an online payment for a court fine due to any of Maine's courts. Various fees apply based on fine incurred. *July 2009*

Physician Assistant License Renewal: This service allows Physician Assistants to renew their licenses with the Maine Board of Licensure in Medicine. Various fees apply. *September 2009*

DEP TankSmart: This service allows users to search for registered aboveground and undergound tanks. It also allows individuals to complete online training and certification in conjunction with a facility that houses aboveground tanks. *July 2009*

Duplicate Vehicle Registration Request: This service allows citizens to order a replacement copy of a vehicle registration. A $3 fee applies, payable by Visa or MasterCard credit and debit cards. *September 2009*

ARRA Stimulus Funds Data Repository & Reporting System: This web-based solution allows state agencies to report required data related to federal stimulus awards, projects, and expenditures. Initial development costs paid by the state from federal stimulus funding. *September 2009*

New Non-Fee Services

- Maine Sex Offender Verification Service, Law Enforcement Access
- Maine Sex Offender Registry, Law Enforcement Access Version
- Maine.gov Media Gallery
- Parks and Lands Search Upgrade
- Maine.gov DataShare
- Maine.gov Portal 2009 Upgrade
- Webmaster Training Presentations and Tutorials
- Boards and Commissions Online Directory
- KeepMEWell online health assessment service
- AnyDeer Lottery Application Upgrade

Current Non-Fee Services

- Abandoned Vehicle Lien Holder Notification
- Absentee Ballot Request Service
- Adoption Rate Wizard
- Agency Static Website Hosting
- Air Quality Monitoring System
- Any Deer Permit Lottery
- Any Deer Permit Transfer
- Archives Interactive Search
- AutoForms Enterprise Tool
- BMV Guest User System for Agencies
- BMV Suspended Driver System
- BMV Vanity Plate Availability Check
- BMV Municipal File Transfer
- Boards & Commissions Annual Report Filing
- Bureau of General Services Public Improvement Project Application
- Bureau of Human Resources Job Description Search
- Bureau of Human Resources Salary Listing Search
- Business Answers Licensing Assistant
- Debtor Name Search
- Department of Public Safety Fingerprint Detail Scheduling Request
- Department of Public Safety Statute Search
- E911 Kids Page
- Email Listserve Software for Agencies
- Find Your Elected Officials
- Flag Notification Alerts
- Governor Baldacci's Budget Balancing Tool
- HirME Maine State Job Application
- Historical Newspapers Search
- International Fuel Tax EFiling (IFTA)
- Judicial Courts Mediator Search
- Maine Foliage Live Help
- Maine Revenue Service Sales & Use, Service Provider and Income Tax Withholding Registration for new businesses
- Maine.gov Google Search Engine
- Maine.gov Citizen Alert System
- Maine.gov eDemocracy Portal
- Maine.gov eGov Services Template
- Maine.gov E-Postcards
- Maine.gov Help Center
- Maine.gov Language Translation Service
- Maine.gov Live Help
- Maine.gov Local Government Portal
- Maine.gov Mapping
- Maine.gov Microformats
- Maine.gov Mobile Portal
- Maine.gov News System
- Maine.gov Online History Stories
- Maine.gov Photo Contest
- Maine.gov Predictive Search
- Maine.gov Public Meeting Calendar
- Maine.gov RSS Feeds
- Maine.gov State Agency Directory
- Maine.gov Twitter
- Maine.gov Weather
- MSECCA Online Donation Solution
- My Maine.gov Custom Page
- and Notification Services
- MyDAUS Survey Data Service
- Notary and Dedimus Justice Search
- Ozone Real Time Data
- Parks and Lands Search
- PUC Electronic Document Filing System
- Ready.Set.Gov!
- Secretary of State Kid's Page
- Secretary of State's Eighth Grade Citizenship Award Nomination Form
- Secretary of State's Printable Board Games
- Secretary of State's Road to Maine Laws Animation
- Sex Offender Registry
- Simple Data Transfer Tool
- Standard Maine.gov Website Header
- Student Mock Election Results Tracking System
- Submit a Tribute to a Veteran
- Treasurer's Next Generation CD Auction
- Unclaimed Property Holder Reporting
- Unclaimed Property Search
- Voter Information Lookup Service
- Webmaster Online Directory System
- Webmaster Resource Website
- Webmaster Support Blog
- Webmaster Training Presentations & Tutorials
- What's New Content Management Tool

Current and Future eGovernment Services

Current Fee Services

Interactive applications with full online transactions of agency business, including accepting online payments that have launched since the portal began.

ONLINE SERVICE	FEES	LAUNCH
Department of Agriculture		
Dog Licensing	$7 per altered dog; $11 per unaltered dog	Jun-03
Secretary of State: Bureau of Corporations, Elections, Commissions		
Change of Registered Office Address	Corporations, LPs, LLCs, LLPs: $35 Non-Profit: $15	
Corporate Records or UCC Bulk	$600 current data; $1,200 current and expired data; $300 weekly updates; $1,500 collateral images; $500 weekly image updates	Mar-00
Trademark Bulk Database	$300 download	May-00
UCC Searches	$12 per search; $5 additional to certify	May-02
UCC Filing	UCC 1: $10 per statement; $30 if filed in connection with a public-finance transaction; $20 if filed in connection with a manufactured home transaction; UCC 3: $10 per continuation; $10 per correction statement	May-02
UCC Special Request Service	A specialized search of UCC data for financial institutions and other secured parties. A fee of $0.10 per record covers the cost of extracting the record from the UCC Database.	
Interactive Corporate Searches	Filed documents $3 per record; $5 additional to certify. Certificate of Good Standing $30 for short and long form	Aug-01
Annual Reports Filing	Non-Profit: $35 per year filing, $25 additional for late filings; $25 additional per year (up to three years) for suspended filings; Corporations, LPs, LLCs, LLPs: $85 per filing; $50 additional for late filings; $150 additional per year (up to three years) for suspended filings	May-02
Annual Reports Online XML	Non-Profit: $35 per year filing, $25 additional for late filings; $25 additional per year (up to three years) for suspended filings; Corporations, LPs, LLCs, LLPs: $85 per filing; $50 additional for late filings; $150 additional per year (up to three years) for suspended filings	Apr-04
Designation of Trustee Process	$25 per filing; free search	Jan-04
Late Filing Penalty Payments	$50 for profit companies; $25 non-profit companies	Jun-06
Change of Registered Office Agent	$10-$70 depending on the entity filing	Nov-06
Notary Public Commission Renewal and Update	$50 renewal fee	Jun-08
Commercial Clerk and Commercial Registered Agency Online Listing and Management Service	$50 update fee, $150 new listing or listing termination fee	Jul-08
Secretary of State: Bureau of Motor Vehicles		
Interactive Driver Records Search	$7 per record	Aug-99
Driver Cross Check	A value added service that provides a less costly means to track any changes in a driver's record history. The fees associated with this service are $15 per check of up to 10 drivers plus $1 for each additional driver setup in a profile.	
Interactive Title and Registration Records Search	$5 per record	Aug-99
BMV Special Request	$.06 per record for a specified search; $.02 per record for full file	Sep-99
Rapid Renewal Auto Registration Renewal	$35 registration fee; various excise tax fee; $3 agent fee	Dec-00
Rapid Renewal Manual Towns	$35 registration fee; various excise tax fee; $3 agent fee	Aug-00
Vanity Plate Ordering	Free search; $25 vanity plate order fee; $20 specialty plate order fee	Apr-06
Driver's License and ID Card	$30 per 6-year driver's license renewal; $40 per 8-year driver's license renewal;$5 per driver's license renewal and replacement; $5 per ID card renewal or replacement	Jun-04
Driver Record Check	$7 per 3-year record; $12 per 10-year record	Nov-04
Overlimit Permit	From $6 to $27.50 depending on truck dimensions	May-05
Overlimit Consortium Permits	Various Fees	May-06

ONLINE SERVICE	FEES	LAUNCH
Statewide Trailer Registration Renewal	One-year renewal: $24 Two-year renewal: $43	Feb-07
Taxis and Limos Registration Renewal	Various Fees plus $3 agent fee	Oct-07
Unified Carrier Registry	Various Fees	Sep-07
Non-Resident/Military Registration Renewal	Various Fees plus $3 agent fee	Jul-08
Fleet Trailer Renewal	Various Fees	Nov-08

Secretary of State: Maine State Archives

Archives Search and Ordering	Various Fees	May-05
Archives Online Store	Various Fees	Apr-08

Department of Inland Fisheries and Wildlife

IF&W Storefront	Various Fees for merchandise	Oct-01
IF&W Special Request	$25 minimum per request	Apr-00
Moose Permit Lottery	Resident: $7 one chance; $12 three chances; $22 six chances; Non-Resident: $15 one chance; $25 three chances; $35 six chances; $55 ten chances	Dec-02
MOSES-Maine Online Sportsman Electonic Service	Various Fees plus $2 per authority agent fee	Mar-03
Any Deer Swap	$7 per swap	
Moose Permit Data	$25 minimum purchase subject to 5% sales tax; $.05 per record	Oct-03
ATV/Snowmobile Registration	Resident Renewal: $41; Non-Resident Renewal: $89	Feb-06

Professional and Financial Regulation

Professional License Renewal	Various Fees depending on the license being renewed	Jul-00
Registered Professional Nurse, Licensed Practical Nurse Renewal	$75 per RN renewal; $50 per LPN renewal	Nov-05
Physician License Renewal	$400 per renewal	Sep-07
Professional Engineer Renewal	$80 two-year renewal; $10 late fee	Sep-03

Department of Public Safety

Public Criminal Records Search	$21 per record for in-state subscribers; $31 for out-of-state subscribers and non-subscribers	May-03
Fire Sprinkler License Renewal	Various Fees	May-05
Fire Sprinkler Permits	Various Fees	Feb-06
Crash Report Ordering	Free search; $10 per report ordered	Oct-04
Crash Report Special Request Service	A specialized search request of bulk crash report data for consulting firms in the automotive industry. A fee of $0.50 per record covers the cost of extracting and customizing the information from the Maine State Police Crash Database.	

Department of Health and Human Services

Health and Environmental Testing Laboratory, Water Test Kit	Various Fees	Jun-03
Fingerprint Payments for Foster Families	$52 per fingerprint packet ordered	Apr-07

Department of Marine Resources

Marine License Renewal	Various Fees	Dec-03

Judicial Branch

Paytixx, Moving Violations Payments	Various Fees; $6 premium service fee	May-01

Department of Conservation: Maine Forest Service

Burn Permit Online Purchase	$7 per permit	Jun-05

Maine Revenue Service

Tax Lien Filings	Various Fees	Mar-06

Maine Ethics Commission

Lobbyist Registration	$200 Associate Registration Fee, $400 Lobbyist Registration Fee	Jan-08
Qualifying Contributions for Clean Election Candidates	$5 donation on a candidate's behalf, various donation amounts to Clean Election Fund	Mar-08
Penalty Payments	Various Fees	Apr-08

Enterprise Services

Municipal PayPort Payment Processing Solution	Various Fees depending on service offerings	Sep-06

Sales and Use Tax Registration, Maine Revenue Service

It was so fast, easy and convenient to register my business online. I am so glad this service was available.

# Current and Future eGovernment Services

Website Designs in 2009

Sites designed by InforME in 2009 include:
- Maine.gov: http://www.maine.gov
- Public Utilities Commission: http://www.maine.gov/puc/
- ARRA Stimulus Transparency Site: http://www.maine.gov/recovery/
- Office of Information Technology Website: http://www.maine.gov/oit/
- DataShare: http://www.maine.gov/data/
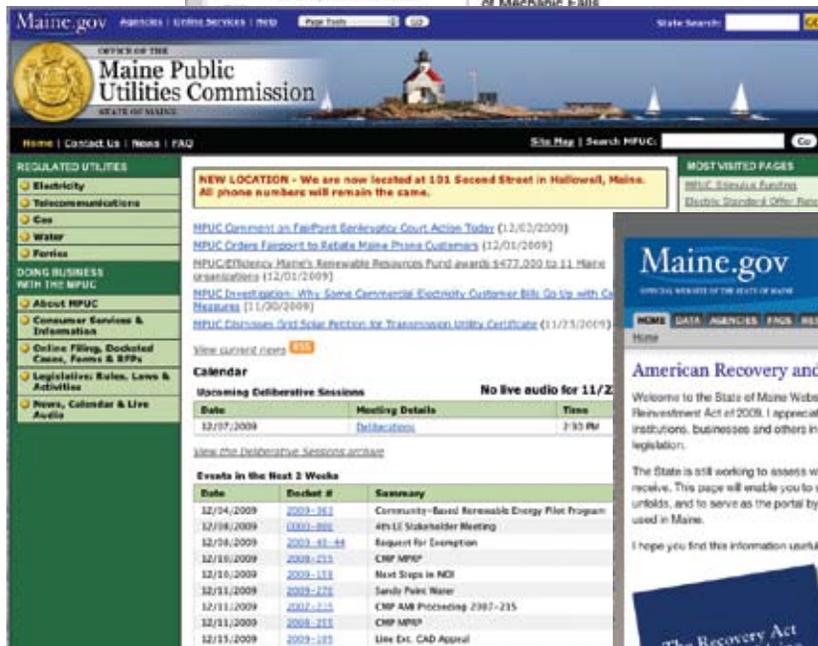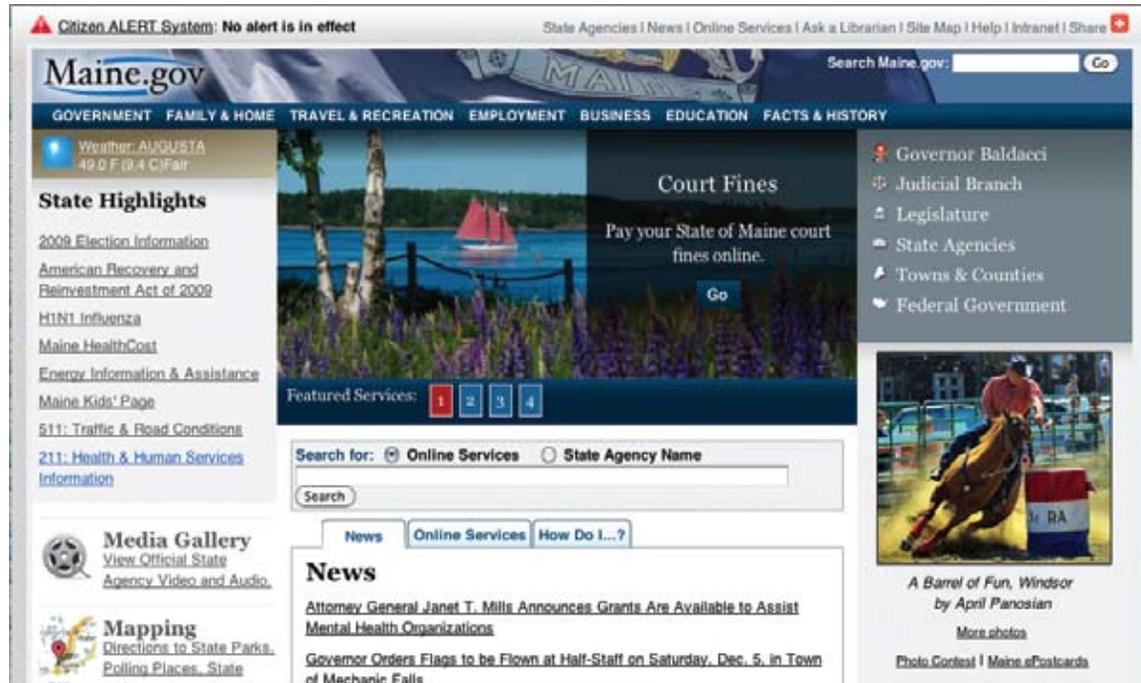
Future Services

InforME consistently seeks new opportunities for delivering online services to the citizens and businesses of Maine. InforME is currently working on several of the projects in the list below. Others represent new opportunities that InforME believes would add value to the existing suite of Maine.gov online services.

ONLINE SERVICE	AGENCY
Background Check Package	Department of Public Safety/Bureau of Motor Vehicles
Campground Reservations Solution	Department of Conservation
Driver's License Reinstatement	Bureau of Motor Vehicles
Environmental Health License Renewals	DHHS, Division of Environmental Health
Executive Branch Designee Filing Service	Maine Ethics Commission
GPS Data Downloads through Maine State Park Search	Department of Conservation
Inmate Banking Deposits	Department of Corrections
Legislative Designee Sources of Income Filing Service	Maine Ethics Commission
Lottery Subscriptions	Bureau of Alcoholic Beverages and Lottery Operations
Rapid Renewal for Unorganized Territories	Bureau of Motor Vehicles/Maine Revenue Services
Real-Estate Transfer Tax Declaration Filing	Maine Revenue Service
WebShop Point of Sale Solution	Inland Fisheries and Wildlife
Tax Filing and Payment Services	Maine Revenue Service
Online Licensing	Department of Agriculture
Tagging and Registration	Inland Fisheries and Wildlife
Facility Licensing	Department of Health and Human Services
Live Streaming Media Solution	Enterprise

Rapid Renewal, Secretary of State, Bureau of Motor Vehicles

I love this service. It is so much easier than standing in line or leaving work early to get to the town hall. It makes life MUCH easier. Thank you!

Dog Licensing, Department of Agriculture

I found this service offered by the State of Maine to be extremely user friendly. A sincere Thank You!

Actions of the Board

January

The Board approved the following Service Prioritizations and Service Level Agreements in January:

• Land Use Regulation Commission, Building Permit Applications Online

The Board approved the following Service Level Agreements in January:

• Board of Medicine, Updated with Fee Change
• Bureau of Motor Vehicles, Updated with Fee Change
• Bureau of Corporations, Elections and Commissions, Updated with Fee Change
• Bureau of Alcoholic Beverages and Lottery Operations, Updated with Fee Change
• Department of Health and Human Services, Updated with Fee Change
• Department of Marine Resources, Updated with Fee Change
• Department of Environmental Protection, Tank Helper Application, Hosting and Maintenance
• Treasury, Non-Fee Services, Hosting and Maintenance
• Department of Economic and Community Development, Business Answers, Hosting and Maintenance
• Maine State Employees Combined Charitable Appeal, Hosting and Maintenance
• Maine State Police, Sex Offender Registry, Hosting and Maintenance
• Maine Public Utilities Commission, Website Maintenance Agreement

February

The Board approved the following Service Prioritizations in February:

• Department of Public Safety, Premium Background Check Service
• Stimulus Transparency Site
• Bureau of Motor Vehicles, Driver's Education Reporting, Non-Fee Service Prioritization

The Board approved the following Service Level Agreements in February:

• Inland Fisheries and Wildlife, Storefront Fee Change
• Office of Information Technology, Domain Name Registration and Multi-Media Services

The Board also voted to terminate the online Aircraft Registration Renewal service due to non-use.

March

The Board approved the following Service Prioritizations in March:

• Bureau of Motor Vehicles, Overlimit Permit Service Upgrade

The Board approved the following Service Level Agreements in March:

• Department of Professional and Financial Regulation, Online License Renewal, updated with fee change
• Board of Professional Engineers, Online License Renewal, updated
• Legislature, LawMaker Web, Non-Fee Application Hosting
• Bureau of General Services, Public Improvement Project, Non-Fee Application Hosting
• Maine State Library, Library Search, Non-Fee Application Hosting
• Governor Baldacci, Budget Balancing Tool, Non-Fee Application Hosting

April

The Board approved the Service Level Agreement for the Department of Conservation, WebShop and Campground Reservations in April.

The Board also approved the following Prioritizations in April:

• Stimulus Transparency Site
• Bureau of Corporations, Elections, and Commissions, Boards and Commissions Website updates, Non-Fee Service Prioritization

May

The Board approved the following Service Prioritizations in May:

• Department of Health and Human Services, Universal Wellness Initiative
• Inland Fisheries and Wildlife, Any Deer Permit Lottery System Enhancements Non-Fee Service Prioritization
• Ethics Commission, Qualifying Contributions for Clean Election Candidates System Enhancements, Non-Fee Service Prioritization

The Board approved the following Service Level Agreements in May:

• Department of Health and Human Services, Universal Wellness Initiative, Hosting and Maintenance
• Board of Dental Examiners, Online License Renewal

June

The Board approved the Municipal PayPort Online Service Prioritization as well as the Department of Health and Human Services, Universal Wellness Initiative Hosting and Maintenance Service Level Agreement in June.

August

The Board approved the following in August:

- Maine Revenue Service, Real-Estate Transfer Tax Declaration Service Level Agreement
- Municipal PayPort for the Towns of Buxton and Manchester
- Secretary of State, Bureau of Corporations, Elections and Commissions, Notary Renewal service updated Schedule A document.

October

Topics of Discussion
- Non-Fee Service Prioritization and Queue
- Convenience Fees
- Blogging
- Privacy of User Information and Data (including Email addresses)
- InforME Statute
- State Credit Card Fees
- Live Streaming Media

Demonstrations

- Multimedia Gallery
- Blogs

InforME Board of Directors

Richard Thompson, *Chair of the Board State Chief Information Officer,*
Department of Administrative and Financial Services

Matthew Dunlap, *Secretary of State*

Dan A. Gwadosky, *Director of the Bureau of Alcoholic Beverages & Lottery Operations*
Representing Major Data Custodians in the Executive Branch

Herb Thomson, *Director of Communications, Department of Transportation*
Representing Major Data Custodians in the Executive Branch

John Martins, *Department of Health and Human Services*
Representing Major Data Custodians in the Executive Branch

John Forker, *University of Maine*
Representing the University of Maine

Anne B. Schink, *Maine League of Women Voters*
Representing a Nonprofit Organization Advancing Citizen's Rights of Access

Anne Davis, *Maine Library Association*
Representing a Statewide Association of Public Librarians

Cynthia Butts, *Maine Association of Realtors*
Representing a User Association

Christopher W. Pinkham, *President, Maine Association of Community Banks*
Representing a User Association

Kathy Record, *Associate CIO*
Representing the Department of Administrative and Financial Services

Dean Corner, *Director of Public Services*
Representing the Maine State Library

Richard Trahey
Public Member appointed by the Speaker of the House

Doug Birgfeld
Representing the Judicial Branch (non-voting member)

**Abbe Yacoben,** *Town of Freeport*
Municipal representative

Lisa Leahy, *Manager of Policy and Legislative Affairs, Office of Information Technology*
Clerk of the Board (non-voting member)

Paul Sandlin, *Manager of eGov Services*, *Office of Information Technology*
Staff to the Chair (non-voting member)

Kelly Hokkanen, *General Manager, InforME*
Representing InforME (non-voting member)

Maine.gov: A Decade of eGovernment

Transactions Processed

(y-axis: 0, 500000, 1000000, 1500000, 2000000; x-axis: 1999, 2001, 2003, 2005, 2007, 2009)
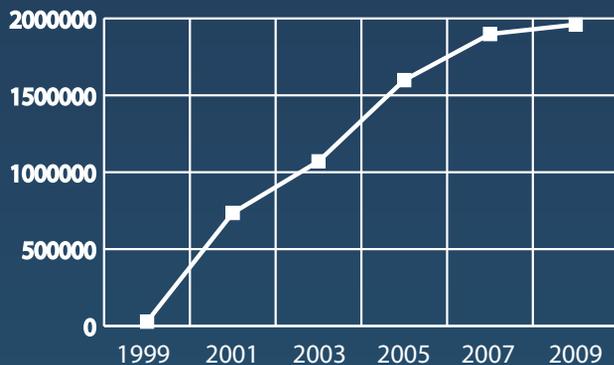
Applications available on Maine.gov

(y-axis: 0, 50, 100, 150, 200; x-axis: 1999, 2001, 2003, 2005, 2007, 2009)
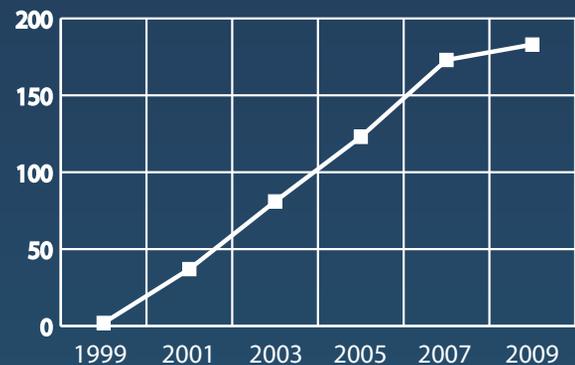
Did you know?

About **20 Million people** access Maine.gov each month!

Maine.gov has processed **over 50 million** online transactions, including:

- 600,000 criminal record requests
- 500,000 hunting and fishing licenses sold
- 450,000 vehicle registration renewals
- 350,000 annual report filings

Maine.gov, with the Rapid Renewal service, offered the first eGovernment service in the nation that transmits citizen information and fees electronically to both municipal and state government in one seamless transaction.

"It is appropriate to take time to acknowledge how InforME has fundamentality changed the way Maine State Government provides services to its citizens. At our first InforME board meeting in 1999 I said we were about to embark on a journey that would not be for the faint of heart. While the board members embraced this opportunity there was some uncertainty with how this self-funded model might actually work. Today its track record clearly speaks for itself and there will be no turning back."

Dan Gwadosky
InforME Member of the Board and First Chair