

2012

# 2012 InforME Annual Report

InforME Information Resource of Maine

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# Chair's Message

Technology is rapidly changing and enhancing the way citizens interact with their government. The public demand for online information and services is at an all-time high and efficient online services are instrumental in this challenging economic climate. With the mission of providing, enhancing, and promoting electronic access to public information and government services, InforME has been the leader in staying ahead of these trends. This has been accomplished through the continued expansion of government service delivery in Maine at the state and municipal level.

In the past year, InforME added twelve services to Maine.gov. These new and enhanced services were built to assist citizens in easily locating information and transacting with government more efficiently. For example, the rapid increase in the use of smartphones and tablets is changing the way citizens are interacting with their government.

Mobile browsing has increased to approximately 10-11% of the total website viewing audience, and has experienced rapid growth in the past several years. As more citizens access the web utilizing devices other than traditional laptop and desktop computers, it is very important to have a design that adapts to users' screen resolution, allowing them to obtain the information they seek easily, while maintaining a good user experience.

In efforts to meet the growing mobile demand of government services, InforME implemented new responsive design technology to enhance the accessibility of Maine.gov and existing online services, such as the online Driver's License Renewal service, the Absentee Ballot Request service and the Professional and Financial Regulation Licensing service. Using the new standard web application template with responsive design technology, the Maine.gov website and new online applications can be easily viewed using a wide variety of smart phones and handheld devices, removing the need for separate mobile content.

The efforts to enhance the user experience and interaction with government have gone beyond online and mobile innovation. For instance, in an effort to assist users that are not eligible to complete an online transaction, but are also not within close proximity to a government branch office, InforME partnered with the Bureau of Motor Vehicles and AAA in 2012 to create a satellite driver's license renewal service. This service allows users to renew their driver's license at a participating AAA branch office.

The advances in the use of technology and service offerings through InforME have led Maine into the spotlight of national recognition. The Center for Digital Government named Maine.gov as a top ten finalist in the Annual Best of the Web Competition. The Center also awarded InforME with a Digital Government Achievement Award in the Government to Business Category for the Professional and Financial Regulatory Licensing and Permitting service and a Best Fit Integrator Award for the MyMaine Connection service. The level of competition for these awards is increasingly competitive each and every year, but InforME's goal of innovating and enhancing our important public resources remains strong and is evidenced by the national recognition received in 2012.

As Chair of the InforME Board, I would like to thank all of the agencies and InforME board members who have helped to grow the number of eGovernment services available to the citizens of the State of Maine. With proper guidance, InforME will continue to elevate Maine's role as a leader in eGovernment and continue to introduce new functionality and additional enhancements that are designed to assist in providing convenient access and ease of use to citizens and businesses. It has been an energizing experience to participate in the innovation and growth of InforME for another year.



Charles E. Summers, Jr.,  
*Chair of the Board*

# InforME: Access Anywhere

*“Maine.gov is not just innovative and appealing, it is easy to use for a broad range of citizens wherever they are and on any device.”*

Jim Smith,  
Chief Information Officer,  
Office of Information  
Technology

Public demand for online information and services is at an all time high. This presents unique challenges to adapt and keep pace with evolving technology and consumer expectations. In 2012, with a focus on service delivery and user access, InforME achieved new successful partnerships with both the public and private sector and expanded Maine.gov’s mobile presence.

**Mobile Migration:** Smartphone and tablet use is rapidly growing across the country. It is important to provide Maine.gov information and services in a format that can be accessed on these devices.

Mobile readiness for the Maine.gov portal and its online services began in 2010 with a new approach to interface design called “responsive design.” Responsive design automatically adapts to various screen sizes and devices. In the past year, five of the most popular online services, including the Absentee Ballot Request service and the Rapid Renewal Auto Registration Renewal service, have been updated to the new mobile friendly template, making them available on any smartphone, tablet, laptop or desktop computer.

**Search and Analytics:** At the end of April, InforME migrated the Maine.gov portal search engine to USASearch, a tool managed by the United States General Services Administration and powered by Bing. The feedback was entirely positive, with improvements in speed and search results. Based on this feedback the new search engine was subsequently rolled out to agency-level websites.

Analytics also changed in 2012. Maine.gov and agency websites now use Google Analytics to gather website metrics and statistics that will assist in analyzing web traffic, service use, and marketing campaigns. This tool is valuable in helping agencies identify the most visited content on their websites and metrics such as the most common web browsers and number of visits from mobile devices.

**Local Government Expansion:** Over the past 12 years, InforME has developed services in partnership with municipalities all over the State of Maine, creating efficiencies for municipalities and their citizens.

Municipal services continued to show steady growth in 2012. Rapid Renewal processed over 115,000 vehicle registration renewal transactions and is now available to citizens in 163 municipalities; Maine PayPort, which allows municipalities to accept debit and credit cards at their counter, added 43 new cities and towns from across the state for a total of 75 participating offices.

**Public-Private Partnerships:** Successful partnerships between state government and the private sector can lead to the creation of innovative services for Maine’s citizens. InforME, the Secretary of State’s office and AAA Northern New England partnered in 2012 to offer driver license renewal and replacement services at AAA’s Waterville location. Due to the success of the Waterville pilot, the service was expanded to 3 additional locations and is planned for roll-out to the remaining offices in 2013.

InforME also partnered with two municipal software vendors in 2012, to provide municipalities a new option for the PayPort payment processing service that integrates with their accounting software and makes financial reconciliation easier.

## Looking Forward in 2013

InforME will be focused on new services that align with government needs and growing technologies. This includes the development of new mobile applications and continuing migration of existing services to the mobile ready template. InforME will be supporting state government initiatives with the creation of a business licensing portal and the expansion of service suites for the alcoholic beverages industry, professional licensing, online payments, and municipal services.

# Strategic Plan Update

The InforME Board's Strategic Plan sets the key goals and direction to ensure that InforME continues to achieve its vision for serving both government and the public. The most recent Strategic Plan spans 2010-2012 and defines the over-arching goals and the strategies to achieve them.

## 2010-2012 Strategic Plan Goals

- 1) Promote the long-term financial sustainability and viability of the portal.
- 2) Continue the transformation of Maine.gov into an ever more relevant and useful one-stop portal.
- 3) Provide leadership in the discussions regarding creation, administration, and delivery of public information.

### 1) Promote the long-term financial sustainability and viability of the portal.

Public demand for eGovernment continues to grow along with an increased awareness of InforME. InforME remains a unique, cost-effective service provider to assist agencies in doing more with less, and there is a high demand for InforME services. Defined in statute as a self-funded entity, InforME provides a variety of flexible funding options. A transaction-fee based funding option continues to be the primary funding model for InforME. In addition, InforME has a streamlined process for contracting on services being funded through the time and materials option. These funding options allow InforME to meet a broad set of agency needs for eGovernment services including web application development, website design, mobile services, maintenance and other services.

While the development of new online services is an obvious step, long-term sustainability also requires increasing the usage of existing services and managing the maintenance of legacy applications. In order to ensure a high level of service adoption, public users need to be aware of the services and given appropriate incentive to use them. To that end, InforME developed a comprehensive marketing plan for 2012 with strategies for marketing the Maine.gov brand to the public, marketing individual online services to user groups, and marketing InforME as a resource to state and municipal agencies. Furthermore, InforME works with partner agencies to develop marketing plans for each new service and for legacy services that have a potential for growth. For example, InforME worked with the Bureau of Motor Vehicles in 2012 to increase adoption for the Rapid Renewal Registration Renewal service by promoting the service to vehicle owners in two of the largest cities in Maine.

### 2) Continue the transformation of Maine.gov into an ever more relevant and useful one-stop portal.

Maine.gov is a primary resource for the public to access government information and services. Each year, more users access Maine.gov, with visitors now exceeding 4.7 million per month.

To ensure that the Maine.gov portal remains innovative and meets the needs of the citizens it serves, InforME regularly evaluates and enhances the portal. In 2012, several enhancements were completed including:

- Responsive design: Maine.gov downloads fast and displays beautifully on any device and screen size, so users can get things done and stay informed from anywhere.
- New search engine: The new search feature is faster and provides better results. The search box is now more prominent and the type-ahead suggestions help users find content, services, and agencies.

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*"Combining innovative design with user-friendly navigation, Maine.gov is a site for the people. It provides transparency and efficiency."*

Governor LePage

# Strategic Plan Update

## Driver's License Replacement

*"My purse was stolen tonight. It was stressful. I dreaded the time and energy it would take to replace my valuable documents and I dreaded waiting in line at the BMV for a new license. Instead, I found this service and ordered a duplicate in less than 5 minutes. What a relief."*

Online Service User

- Speed optimization: The updated site is faster than ever, even on mobile devices.
- Dynamic service activity: The site includes trending topics and activity statistics from the previous week for online services.
- More mobile services: Several Maine.gov online services and websites are now available for mobile devices including the Maine Foliage website, the Business Answers licensing assistance tool, and the Absentee Ballot Request service.
- User engagement: Social media options were further employed included Twitter, Facebook, and a Flickr photo gallery.

These enhancements did not go unnoticed; Maine received national recognition in 2012 for design and innovation. The Center for Digital Government ranked Maine.gov among the top ten state government websites in its annual Best of Web competition. Maine also received a Digital Achievement Award for the Regulatory Licensing and Permitting online service, and a Best Fit Integrator Award was presented to the InforME private sector partner for outstanding service to the Department of Health and Human Services.

In 2012, new services were launched allowing users to transact even more government business online or at non-government locations.

### These services included:

- The Governor's Energy Office website and home heating calculator, which provides users with estimated heating prices for their home.
- Voter Information Services Lookup with sample ballot images, which provides users with a sample of the ballot they will receive on Election Day.

- AAA Driver's License Renewal service, which allows users to renew their State Driver's License or Identification Card at participating AAA locations statewide in addition to renewing online or at a BMV branch office.
- My Maine Connection Eligibility Recertification, which allows users to recertify their eligibility for state assistance.

### 3) Provide leadership in the discussions regarding creation, administration, and delivery of public information.

As a result of the difficult economy, state and local governments continue to face pressures to cut costs and conduct business more efficiently. InforME continues to participate in strategic discussions relating to eGovernment, transparency, privacy and security of data, streamlining services, and the delivery of public information. In 2012 InforME worked with the administration to respond to public demands for transparent government, by developing a central online repository for all business licenses and permits, and an "open checkbook" website providing a searchable interface to state finances.



# Awards 2012

## **Maine.gov named a Finalist in Annual Best of Web Competition – Center for Digital Government**

The Center for Digital Government has named Maine.gov one of the top ten best state government sites in the nation in the 2012 Best of the Web national competition. The competition evaluates state government web portals on the basis of online services, innovative technology, efficiency, and attention to ease-of-use, accessibility to the disabled, privacy and security.

## **Digital Government Achievement Award – Center for Digital Government Maine Professional and Financial Regulation Licensing and Permitting Service**

The Maine.gov Regulatory Licensing and Permitting service was awarded a Digital Government Achievement Award in the Government to Business category of the 2012 Digital Government Achievement Awards. The Government to Business category recognizes innovative services created by Government for use by the business community.

## **Best Fit Integrator Award – Center for Digital Government MyMaine Connection**

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 MyMaine Connection online benefits portal for the Department of Health and Human Services.

## **Top US Government Websites – Design Shack**

Design Shack ranks websites based on the look and feel as well as features such as responsive design in three categories. Maine.gov ranked in the "Cream of the Crop" category recognizing state sites that stood out above the average site.

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*"The new licensing service is an efficient tool for both the public and the regulating agencies. The online service, developed by our capable partners at Sauper Associates and InforME, significantly reduces the time and paperwork involved in issuing a license. It also simplifies the process to renew or obtain a license by guiding the applicant through a step-by-step process specifically tailored to their profession."*

Anne Head, Commissioner  
of the Department of  
Professional and Financial  
Regulation



# Current and Future eGovernment Services

*“The Department of Economic and Community Development strives to make starting and expanding a business in Maine as easy as possible. The partnership DECD has with InforME allows us to meet this mission by providing user-friendly self-service tools such as Business Answers and a searchable form library. We look forward to the growing InforME/DECD partnership and the beneficial impact it has on the business community.”*

Denise Garland, Deputy Commissioner, Department of Economic and Community Development

## New Services

The following interactive applications were launched in 2012. These applications allow users to complete State or Local Government business, including making electronic payments when applicable.

### **Professional and Financial Regulatory**

**Licensing:** In addition to license renewals, the Professional Licensing service now offers users the ability to purchase a permit. Various Fees. *March 2012*

### **MyMaine Connection Eligibility Recer-**

**tifications:** Allows those currently receiving benefits to recertify their eligibility online. Free to users. *May 2012*

### **Satellite Location Driver’s License Re-**

**newals:** Allows a user to renew their State of Maine driver’s license or identification card at participating AAA locations throughout the state. Various fees. *May 2012*

**PayPort TRIO Integration:** This payment processing form was created so that Harris Computers could process credit and debit card payments through their municipal software. Various Fees. *May 2012*

### **Rapid Renewal Vehicle Registration**

**Service Upgrade:** Completely updated, the Rapid Renewal service continues to allow residents of participating towns to renew their auto or trailer registration online. Various Fees. *June 2012*

### **PayPort Over-the-Counter Credit/Debit**

**Card Payments Upgrade:** Completely redesigned, the PayPort solution allows municipalities to accept credit or debit card payments at their offices. Various Fees. *June 2012*

**Home Heating Calculator:** Based on the fuel and appliance type, this calculator will provide users with an average heating cost for the average home in Maine. Free to users. *July 2012*

### **Voter Information Services Sample Ballot**

**Lookup:** This service allows users to review the sample ballot as it will be presented on voting day. Free to users. *September 2012*

### **Emergency Medical Licensing Common**

**Checkout:** This service allows ImageTrend to process Emergency Medical Services license renewal payments online. Various Fees. *October 2012*

### **Radiation Control Board Online Profes-**

**sional License Renewals:** Allows users with professional licensure held by the Radiation Control Board to renew their licenses online. Various Fees. *November 2012*

**Elver License Lottery:** This service allows users to apply to the elver license lottery. Lottery winners will be awarded the ability to purchase an elver license through the Department of Marine Resource. \$27 per entry. *November 2012*

**Maine Open Checkbook:** This financial transparency service allows the public to search State of Maine expense and payroll data. Free to users. *December 2012*

## 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
- ARRA Stimulus Funds Data Repository
- AutoForms Enterprise Tool
- BMV Guest User System for Agencies
- BMV Municipal File Transfer
- BMV Suspended Driver System
- BMV Vanity Plate Availability Check
- Boards & Commissions Annual Report Filing
- Boards and Commissions Online Directory
- Bureau of General Services Public Improvement Project Application
- Bureau of Human Resources Job Description Search
- Bureau of Human Resources Salary Listing Search
- Bureau of Motor Vehicles Organ Donor Registry
- Business Answers Licensing Assistant
- Corrections Offender Search Service
- 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
- Environmental Protection TankSmart Training
- Find Your Elected Officials
- Flag Notification Alerts
- Hazardous Oil Spill System
- HireME Maine State Job Application
- Historical Newspapers Search
- International Fuel Tax EFile (IFTA)
- Judicial Courts Mediator Search
- KeepMEWell online health assessment service and tool kit
- Maine Integrated Youth Health Survey
- Maine Revenue Service Sales & Use, Service Provider and Income Tax Withholding Registration for new businesses
- Maine Sex Offender Registry Law Enforcement Access Version
- Maine Sex Offender Verification Service Law Enforcement Access
- Maine.gov Citizen Alert System
- Maine.gov DataShare
- Maine.gov eDemocracy Portal
- Maine.gov eGov Services Template
- Maine.gov Bing Search Engine
- Maine.gov Help Center
- Maine.gov Language Translation Service
- Maine.gov Live Help
- Maine.gov Live Streaming Media
- Maine.gov Local Government Portal
- Maine.gov Mapping
- Maine.gov Media Gallery
- Maine.gov Microformats
- Maine.gov News System
- Maine.gov Photo Gallery
- 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
- MyMaine Connection
- MyDAUS Survey Data Service
- Notary and Dedimus Justice Search
- Ozone Real Time Data
- Parks and Lands Search
- PUC Electronic Document Filing System
- 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 Training Presentations and Tutorials
- What's New Content Management Tool

*"The campground system provides a reliable reservation solution that allows both call center and public users to view inventory and create a campground reservation. The InforME/Conservation solution was able to process 68 reservations in a one-minute time period. This resulted in less frustration for campers and reduced stress on our limited call center resources."*

Tom Morrison,  
Director of Operations and  
Maintenance, Department  
of Agriculture,  
Conservation and Forestry

# Current and Future eGovernment Services

## Rapid Renewal

*"I am grateful to the state of Maine for saving me the time, the gas and the wear on my auto by providing this service. Now that I'm done with my car registration, I'm off to renew my fishing license online!"*

Online Service User

## Current Fee Services

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

### Department of Agriculture, Conservation and Forestry

#### Dog Licensing

\$7 per altered dog; \$12 per unaltered dog. Jun-03

#### Burn Permit Online Purchase

\$7 per permit. Jun-05

#### Conservation Easement Registry

\$30 per account. Mar-09

#### Campground Reservation Solution

Various Fees. Feb-10

#### Park Passes Online

\$35 per individual park pass/\$70 per vehicle park pass ordered. Jun-11

### Secretary of State: Bureau of Corporations, Elections, Commissions

#### 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

#### Interactive Corporate Searches

Filed documents \$3 per record; \$5 additional to certify. Certificate of Good Standing \$30 for short and long form. Aug-01

#### 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

#### 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

#### Designation of Trustee Process

\$25 per filing; free search. Jan-04

#### 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

#### Change of Registered Office Address Corporations, LPs, LLCs, LLPs:

\$35 Non-Profit: \$15. Mar-06

#### 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

#### 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

Various Fees. Dec-00

#### Rapid Renewal Manual Towns

Various Fees. Aug-00

#### Driver Record Cross Check

\$15 per 10 driver's checked; \$1 for each additional driver. Sep-00

#### 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 Consortium Permits

Various Fees. May-05

#### Vanity Plate Ordering

Free search; \$25 vanity plate order fee; \$20 specialty plate order fee. Apr-06

#### Statewide Trailer Registration Renewal

\$12.50 for 1 year or \$24.00 for 2 years for trailers weighing less than 2,000 pounds; \$22.00 for 1 year or \$43.00 for 2 years for trailers weighing 2,000 pounds or more. Feb-07

#### Unified Carrier Registry

Various Fees. Sep-07

#### Taxis and Limos Registration Renewal

Various Fees. Oct-07

#### Non-Resident/Military Registration Renewal

Various Fees. Jul-08

#### Duplicate Registration

\$3 per duplicate registration. Sep-09

### 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 Special Request

\$25 minimum purchase subject to 5% sales tax; \$.05 per record single use or \$.05 per record unlimited use. Apr-00

### IF&W Online Store

Various Fees. Oct-01

### Moose Permit Lottery

Resident: \$15 for one chance; \$0 for one chance for super-pack license holders; Non-Resident: \$15 one chance; \$25 three chances; \$35 six chances; \$55 ten chances. Dec-02

### MOSES-Maine Online Sportsman Electronic Service

Various Fees. 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

\$34 for a resident snowmobile renewal; \$54 for a non-resident temporary snowmobile renewal; \$69 for a non-resident snowmobile renewal; \$36 for a resident ATV renewal; \$44 for a non-resident temporary ATV renewal; \$89 for a non-resident ATV renewal. Feb-06

### Boat Registration Renewal

Various Fees. May-09

## 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

### Professional Engineer Renewal

\$80 two-year renewal; \$10 late fee. Sep-03

### Physician License Renewal

\$400 per renewal. Sep-07

### Medical Doctor and Physician Assistant Licensee Special Request

Various Fees. Apr-09

### Physician Assistant License Renewal

Various Fees. Sep-09

### New Professional License Transactions

Various Fees. Sep-11

## Department of Public Safety

### Public Criminal Records Search

\$21 per record for in-state subscribers; \$31 for out-of-state subscribers and non-subscribers; \$10 notarization fee. May-03

### Crash Report Ordering

Free search; \$10 per report ordered. Oct-04

### Fire Sprinkler License Renewal

Various Fees. May-05

### Fire Sprinkler Permits

Various Fees. Feb-06

### Alcohol Seller/ Server

\$18 per certification. Nov-11

## 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

### Health Inspection Program License Renewals

Various Fees. Aug-11

## Department of Marine Resources

### Marine License Renewal

Various Fees. Dec-03

### Saltwater Fishing Registry

\$1 per authority. Jan-11

### Elver Lottery Application

\$25 per entry. Nov-12

## Judicial Branch

### Paytixx, Moving Violations Payments

Various Fees. May-01

### PayTixx Payments by Phone

Various Fees. May-02

### Court Fine Payments Online

Various Fees. Jul-09

### Court Fine Payments by Phone

Various Fees. Dec-10

## Maine Revenue Service

### Tax Lien Filings

Various Fees. Mar-06

### Real Estate Transfer Tax Declaration

Various Fees. Apr-11

## 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

## Department of Corrections

### Offender Money Deposit Service

Various fees apply depending on amount deposited. Dec-10

## Enterprise Services

### Enterprise Shopping Cart and Payment Tool (Webshop)

Various Fees. Sep-06

### One Stop Background Check

Various Fees. May-09

### PayPort Payment Processing Tool

Various Fees. May-09

### Vital Records

Various Fees. Jul-11

*"The City of Lewiston has been very satisfied with the excellent customer service provided since we started using PayPort on July 1, 2010. It has been a smooth transition; we love the excellent service it provides to our taxpayers."*

Nancy Mennealy,  
Tax Collector/Deputy  
Treasurer, City of Lewiston

# Current and Future eGovernment Services

## ATV/Snowmobile Registration Renewal

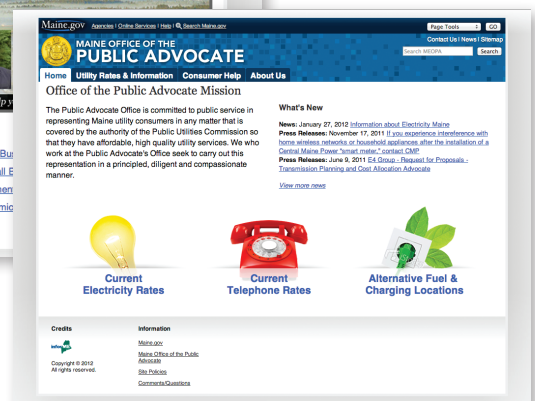
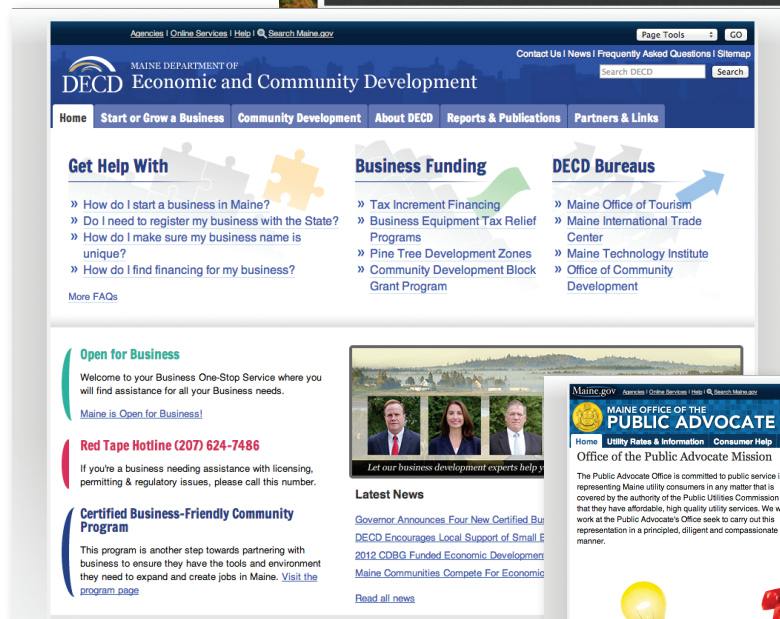
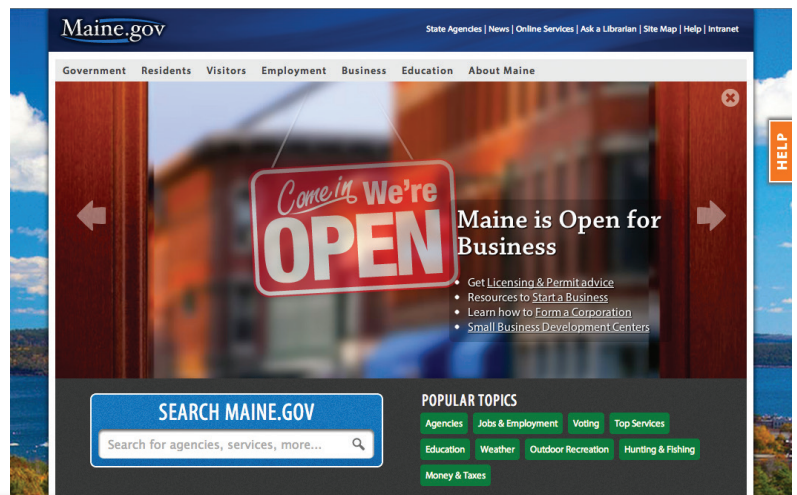
*"This service was very user-friendly. Thank you very much for doing such a great job on it! Wish all transactions were this easy!"*

Online Service User

## Website Designs in 2012

Sites designed by InforME in 2012 include:

- Maine Lottery, January 2012
- Healthy Transitions, Moving Forward, February 2012
- Department of Education Homepage, March 2012
- Maine.gov Portal, May 2012
- Governor's Energy Office, July 2012
- Fall Foliage Website, September 2012
- Office of the Public Advocate, December 2012
- Department of Economic and Community Development, December 2012
- ConnectME Authority, December 2012



## 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 listed below, while others represent new opportunities that InforME believes would add value to the existing suite of Maine.gov online services.

ONLINE SERVICE	AGENCY
Liquor Label Registration	Department of Public Safety
Liquor Supplier and Wholesaler Reporting & Tax Payments	Department of Public Safety
Online Municipal Property Tax Payments	Various Municipalities
Unemployment Claim Filings	Department of Labor
One-Stop Business Licensing	Department of Economic and Community Development
Corporate Monitoring	Secretary of State, Bureau of Corporations, Elections and Commissions
Teacher Certification Payments	Department of Education
PayPort eStore	Various State Agencies
Common Checkout Payment Processing	Various State Agencies
Conference Registration	Various Agencies and Municipalities

*“One goal of BABLO is to create a safe environment where adults can enjoy beverages responsibly; alcoholic beverage sellers and servers are the eyes and ears that help make this goal a reality. The InforME/BABLO online seller and server training program teaches ways to ensure the safety of Maine’s citizens and visitors. This online training helps to improve the process of selling and serving alcoholic beverages in Maine.”*

Tim Poulin,  
Deputy Director,  
Bureau of Alcoholic  
Beverages and Lottery  
Operations



# Actions of the Board

## Vanity Plates

*“Exceptionally easy to use! Very clear and user-friendly with a great design.”*

Online Service User

## January

The Board approved the following in January:

- Secretary of State, Bureau of Corporations, Elections and Commissions Notary Renewal Service Enhancements change request
- Department of Health and Human Services, Health Inspection Program License Renewal service change request
- Secretary of State, Bureau of Motor Vehicles Schedule A Fee update

## February

The Board Meeting for February was cancelled.

## March

The Board approved the following in March:

- Department of Public Safety, Liquor Label Registration prioritization, Schedule A and statement of work
- Secretary of State, Bureau of Corporations, Elections and Commissions, Commercial Clerk and Commercial Registered Agent Enhancements change request

## April

The Board approved the following in April:

- Department of Education, Payment Processing services for license renewals prioritization, Schedule A and statement of work
- Department of Marine Resources, Schedule A Fee update
- Department of Administrative and Financial Services, Fiscal Transparency service prioritization and statement of work.

## May

The Board approved the following in May:

- Department of Economic and Community Development, One Stop Licensing hosting and maintenance Schedule A and statement of work
- Department of Economic and Community Development, One Stop Licensing time and materials application development contract
- Department of Economic and Community Development, GovDelivery Schedule A and statement of work

## June

The Board approved the following in June:

- InforME Contract Amendment/Renewal
- Department of Conservation Schedule A update
- Secretary of State, Bureau of Motor Vehicles, Termination of the Fleet Trailer Service
- Maine State Library, Writers Collection File Hosting Schedule A and statement of work
- Maine.gov migration from Google Urchin Analytics to Google Analytics

## July

The Board approved the following in July:

- Department of Agriculture, Dog Licensing Service Enhancements change request
- Governor’s Office, Website Updates, free service change request
- University of Maine System Website Maintenance Service Level Agreement

## August

The Board meeting for August was cancelled.

## September

The Board approved the following in September:

- Department of Marine Resources, Elver Lottery Service Level Agreement, Statement of Work and Prioritization
- Bureau of Motor Vehicles, Bulk Long Term Trailer Data, Schedule A
- Department of Health and Human Services Radiation Control Board Licensing Schedule A, statement of work, and prioritization
- Department of Agriculture, Conservation and Forestry SLA, Schedule A, and statements of work

## October

There were no voting items on the October agenda.

## November

The Board meeting for November was cancelled.

## December

The Board approved the following in December:

- Secretary of State, Bureau of Motor Vehicles, Termination of Registration CD Data

## Topics of Discussion

- Consistent pricing language for Maine.gov online services
- Application deployment testing standards
- Secretary of State Corporate Fraud Automated Notifications and Monitoring Service
- Google Analytics
- Search Engine Migration

- Termination of BMV Registration Data CD Service
- MSECCA Annual Hosting and Maintenance
- Maine Information Network General Manager Transition

## Demonstrations

- Maine.gov 2012
- Google Analytics

# InforME Board of Directors

**Charles Summers**, *Secretary of State,*  
Chair of the Board  
Office of the Secretary of State

**Greg McNeal**, *State Chief Information Officer*  
Department of Administrative and Financial  
Services

**Tim Poulin**, *Deputy Director of the Bureau of Alcoholic Beverages & Lottery Operations*  
Representing Major Data Custodians in the  
Executive Branch

**Anne Head**, *Commissioner of the Department of Professional and Financial Regulation*  
Representing Major Data Custodians in the Executive Branch

**Denise Garland**, *Deputy Commissioner of the Department of Economic and Community Development*  
Representing Major Data Custodians in the Executive Branch

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

**Richard Thompson**, *University of Maine, Augusta*  
Representing the University of Maine

**Abbe Yacoben**, *Town of Freeport*  
Representing a Statewide Association of Municipalities

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

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

**Vacant**  
Representing a User Association

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

**Ellen Wood**, *Maine State Library*  
Maine State Library

**Richard Trahey**  
Public member appointed by the Speaker of the House

**Joe Laliberte**  
Public member appointed by the President of the Senate

**Vacant**  
Judicial Branch (non-voting member)

**Paul Sandlin**, *Staff to the Board* (non-voting member)  
Egov Services Manager, OIT

**Paul VandenBussche**, *General Manager, InforME*  
(non-voting member)  
Representing InforME/Maine Information Network

*"By partnering with InforME, the Secretary of State's office is able to provide innovative tools for citizens to interact with Government electronically. In 2012 alone, we enhanced the rapid renewal auto registration service to offer responsive design making it easy to use on a tablet or mobile device; the voter information service now offers users a sample ballot which allows voters to be prepared when they go to the polls; and, driver's license renewals are now available for completion at participating AAA locations statewide."*

Charles Summers,  
Secretary of State

# Maine.gov: A Comprehensive Solution

- Mobile Ready Application Development
- Intuitive & Accessible Website Design Services
  - Secure Payment Processing
- GovDelivery Email & Text Message Notification Service
- Prerecorded and Live Streaming Audio & Video Gallery
  - Application & Website Hosting
  - Service Marketing & Promotion
- State Agency Webmaster Support & Tools
  - Online Service Customer Support



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