2013

2013 Annual Report

InforME Information Resource of Maine

inforME
Information
Resource
of Maine

2013 Annual Report
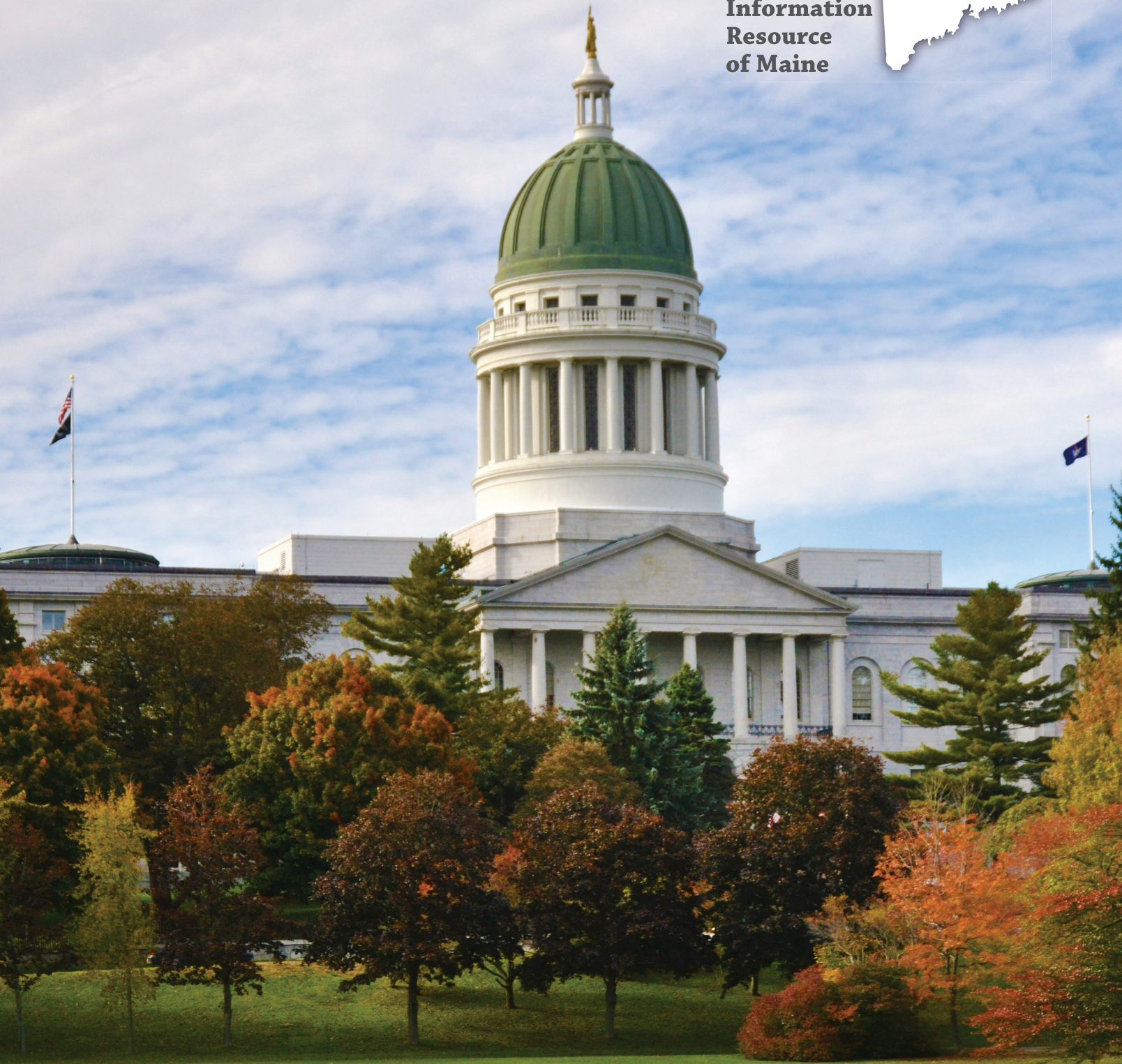
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Chair's Message

As public demand for online information and services continues to grow, it becomes more and more challenging for State and Local Governments to meet these demands. Established in 1999, InforME is the State of Maine's primary resource for providing user-friendly eGovernment services, a consistently award-winning Maine.gov website and a variety of enterprise solutions. With the mission of providing, enhancing, and promoting electronic access to public information and government services, InforME and Maine.gov have become an integral part of the state's delivery of services to the public.

The efficiencies that online services create for both citizens and government are vital in this time of continued economic recovery. InforME, Maine's eGovernment initiative has grown to offer more than 450 online services and has partnerships with nearly every state agency, over 200 municipalities, and the University of Maine System. The Maine.gov portal provides access to a depth of information from across Maine government. With over 300,000 pages of state government content, Maine.gov helps users find information, complete tasks, and stay informed. As broadband and mobile service access become more widely available throughout the state, Maine.gov usage will continue to grow. This success can be attributed in part to the high priority the State of Maine places on accessibility for all citizens and measures taken to ensure the security of online services.

In 2013 the portal received several national recognition awards including a 5th Place ranking in the Center for Digital Government's Best of the Web Awards. This recognition is a testament to Maine's commitment to eGovernment. Maine continues to be a leader through its easily accessible websites and services.

In the past year, InforME added and expanded several interactive online services on Maine.gov. New services included the Maine Open Checkbook Transparency Website, the Department of Public Safety Liquor Industry Portal, and the Bureau of Motor Vehicles Title Lien Release Service. In addition to new applications, InforME also expanded existing service offerings such as the MyMaine Connection Benefits

Portal, The Professional and Financial Regulation Licensing Service, and Maine PayPort. Several major website redesign projects were also completed including The Governor's Office, Connect-ME Authority, the Department of Inland Fisheries and Wildlife, and the Department of Agriculture, Conservation, and Forestry.

Greg McNeal,
Chief Technology Officer

As we look forward to 2014, we expect to see increased mobile usage and even more new device types being introduced into the marketplace, which will require access to Maine.gov and its services. All of which make it imperative that InforME continue to develop new applications, websites and upgrade existing applications in the State of Maine responsive website and application design templates. Responsive design templates allow Maine.gov, agency websites and online services to render web pages and content dynamically based on the user's screen resolution.

Although the economy is on the rebound, government agencies are still facing state budget pressures and an increasing number of retirees, leaving unfilled positions and knowledge gaps across all levels of government. Therefore, it is increasingly important for agencies to identify electronic services to help bridge that gap and create internal efficiencies.

In the coming year, InforME will continue to be a valued partner for Maine Government. Through its vision and commitment the InforME Board will assist the portal in planning and prioritizing projects that will lead to continued growth of efficient online services and increased information access for the public. As the Chair of the InforME Board, I am pleased with the work that had been accomplished in 2013 and look forward to the exciting initiatives we will be undertaking in 2014. I would like to thank all of the people that contribute to eGovernment success including the InforME Board members, portal staff, participating government employees and especially online service users.

InforME: Access Anywhere

Maine.gov, developed by InforME, is a gateway to State of Maine information and resources including one-stop services, convenient notification options, and excellent customer service. Maine.gov does not simply rely on flashy aesthetics; its content, usability and support for its visitors are what make it a truly great website. InforME and its partners have consistently delivered high quality, innovative, online resources for the general public, and 2013 was no different.

Local Government Expansion: Every year InforME focuses on its municipal partners, marketing existing online services and developing new ways for communities to meet the needs of their citizens in an efficient and cost-effective manner. In 2013 municipal services continued to show strong growth; Rapid Renewal processed over 130,000 vehicle registration renewals and is available to citizens in 176 municipalities. 51 new towns joined Maine PayPort, which is now available in 126 municipalities.

InforME also launched Online Property Tax and Utility Payments, a convenient way for citizens to make their property tax and utility payments online.

Website Redesigns: All InforME redesigned sites are mobile friendly, using the Maine.gov responsive design template; this is important as the mobile usage base and mobile-device capabilities have greatly expanded and increased.

In 2013, ConnectME, Maine's Authority on facilitating universal broadband to all Mainers, launched a redesigned website (http://www.maine.gov/connectme) focused on informing communities and businesses about broadband services in their area. The website offers valuable resources including, a connection speed test, an availability and provider listing, and a grant application guide.

The Maine Department of Inland Fisheries and Wildlife (http://www.maine.gov/IFW/) also underwent major website changes, unveiling a sleek new homepage that displays quick links to many popular topics such as licenses, laws and rules, safety courses, hunting season dates, the Maine Fishing Guide and the Maine Wildlife Park.

Other website redesigns in 2013 include the University of Maine System, Department of Education's homepage, and the Department of Agriculture, Conservation and Forestry, and Govenor's website.

State Government Transparency: With a renewed focus on public transparency, Maine Open Checkbook was launched, providing easy to understand information regarding state finances and government spending. Through the application, individuals are able to research the details of state expenditures, including vendor payments and employee compensation.

Industry and Business Improvements: In 2013 InforME launched a number of business and industry specific applications and services.

The Business Answers website was updated to include 104 different business types detailing the specific forms, licenses, permits and information required for completion before a business can begin to operate.

Motor Vehicle Title Lien Release is another new service in 2013, providing lending institutions with the ability to release their liens on motor vehicle title records. The service sends email notifications to users and stores previous transaction history offering the ability to search by title number, VIN, confirmation number, lien date or a selected date range.

The Bureau of Alcoholic Beverages and Lottery Operations unveiled a new Liquor Industry Portal. The portal allows for the addition of new labels, as well as the ability to manage existing labels and brands. A connection with a federal repository of label images eliminates the need for businesses to submit paper copies to complete their registration.

The My Maine Connection online service continued to grow in 2013 reaching record highs for the number of applications submitted and the number of pre-screenings and re-certifications completed. The rise in application numbers was due to increased marketing by the Department of Health and Human Services, as well as the introduction of kiosks at regional offices. In the Fall of 2013, the service was enhanced to make adjustments for the newly ratified Affordable Care Act.

Looking Forward 2014: 2014 will focus on multiple demographics, creating new applications that instill efficiencies while enhancing legacy services to meet the needs for both agency partners and citizens.

Strategic Plan Update

The InforME Board's Strategic Plan sets the key goals and direction for InforME, to ensure that InforME continues to achieve its vision for serving both government and the public.

The strategic planning process includes a retreat where InforME Board members and network management staff discuss key issues and opportunities. As a result of these discussions, the guiding principles for the next two years are developed and supporting functions are identified.

2013 – 2015 Strategic Plan Goals

1. Promote the benefits of Maine eGovernment services to both citizens and businesses.

2. Continue the long-term financial stability and viability of InforME.

3. Provide continued marketing and education to position InforME as the primary resource for online solutions for State and Local government.

4. Promote innovative collaborative solutions that maximize state and local government's efficiencies and responsiveness.

1) Promote the benefits of Maine eGovernment services to both citizens and businesses.
InforME has partnerships with many state and municipal agencies that bring convenience and efficiencies to citizens, businesses and government. In order to have the most significant impact, citizens and businesses must be made aware of the benefits and diversity of Maine.gov online services.

New citizen services in 2013 include Maine Open Checkbook, which provides easy to understand information regarding state finances and government spending; and, property and utility payments which allows citizens in participating municipalities to make utility and property tax payments online. New business services in 2013 include a liquor label reporting portal, which offers the ability for suppliers to register labels for wines and malt beverages that they intend to distribute within the State of Maine; and, the motor vehicle title lien release service, which allows lending institutions to release the liens they hold on Maine motor vehicle titles.

InforME has also completed several significant enhancements or upgrades in 2013 including to Campground Reservations, Business Answers Licensing Assistant, Maine Sex Offender Registry, and Professional Licensing expanding the service to licensees overseen by the Maine Board of Osteopathic Licensure.

In 2013, InforME completed several large website redesign projects including the Department of Inland Fisheries and Wildlife and the Department of Agriculture, Conservation and Forestry.

Participation by municipalities has increased to 176 for Rapid Renewal and 126 for PayPort. Several service enhancements were completed recently which allow greater efficiencies for town offices that participate in InforME services including a TRIO integration which allows for automatic payment tracking. Additional development is scheduled in 2014 which will remove more manual processes from InforME services for municipal participants.

Creating new eGovernment services online is an obvious step; however, the gains for both the user and the state are recognized only through service adoption. In order to ensure this, users must be made aware of the services and given appropriate incentive to use them. In 2013, several marketing initiatives were put in place to promote the benefits of Maine's eGovernment services including Rapid Renewal reminder cards and social media posts on the Maine.gov feed about recent service launches, enhancements, and service

"The Internet has become a primary source of news and communication for many individuals with access. The number of people who look to the Web for resources and information will continue to expand in the future. Maine citizens can be proud that their state Web site is consistently recognized as one of the best."

Governor LePage

Strategic Plan Update

deadlines. Additionally, InforME developed a comprehensive marketing plan for 2013 with strategies for marketing the Maine.gov brand to the public, strategies for marketing individual online services to user groups, and strategies for marketing InforME as a resource to state and municipal entities. The result of these marketing efforts is proven as adoption rates for online services continue to grow.

2) Continue the long-term financial stability and viability of InforME.

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. InforME is exploring new ways to make the transaction-fee model more affordable to agencies including implementing a tiered structure, whereby agencies will pay less per transaction as service adoption rates increase.

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. To that end, InforME has developed a comprehensive marketing plan targeting key applications with room to grow, such as the Rapid Renewal service and the professional licensing service.

3) Provide continued marketing and education to position InforME as the primary resource for online solutions for State and Local government.

InforME continues to place a high priority on the success of the Maine.gov portal as a critical element of Maine's eGovernment initiative. Each year, Maine.gov serves more public, government, and municipal users as the demand for online government services grows.

InforME regularly evaluates and enhances the portal to remain innovative, to meet the needs of the user community and to market other eGovernment services offered by InforME. Several significant enhancements were completed this year including the redesign of the Department of Inland Fisheries and Wildlife and the Department Agriculture, Conservation and Forestry websites into the Maine.gov responsive design template, a new government transparency website which allows the public to track government spending, and an expansion of local government services such as PayPort and online property tax and utility payments.

Maine.gov received national recognition in 2013 for innovation, design, service delivery and cost-efficiency. The recognition includes a Best of Web award from the Center for Digital Government, ranking fifth in the nation.

In addition to maintaining a high-quality portal, InforME has continued its focus on serving Maine agencies and municipalities, providing our eGovernment expertise for planning and program implementation. InforME facilitates eGovernment for Maine government entities through cost-effective service development, customer support, webmaster support, enterprise software and participation in state initiatives and policy development.

4) Promote innovative collaborative solutions that maximize State and Local government's efficiencies and responsiveness.

InforME has been in operation for fourteen years. Over that time, the landscape of eGovernment has changed dramatically; eGovernment is a collaborative and innovative process involving participation from InforME, government representatives, increasingly connected citizens and other state governments.

With over 450 online services, InforME has a history of developing innovative and collaborative solutions. Over the next two years, InforME is conducting an analysis of its services to determine any enhancements, marketing efforts, or features that need to be completed in order to increase service efficiency and responsiveness. This will be based upon several factors including the findings from the 2013 InforME user needs analysis, service adoption and user feedback.

In addition to learning more about the demographics of the user community and how existing services can be modified or marketed to better meet their needs, InforME

continues to find collaborative and innovative solutions by reaching out to other state's eGovernment representatives. This allows Maine government a unique opportunity to find what works best for others and for InforME to deliver solutions quickly and efficiently. In 2013, InforME worked with the State of Utah to provide an online government spending tracking service and launched the product of that collaboration, Maine Open Checkbook, in record time. Over the next two years, InforME will continue to work closely with other states to realize the benefits of their eGovernment initiatives here in Maine.

The InforME Strategic Plan presents important goals for InforME to achieve over the next two years. With the strategies outlined by the Board, InforME has a clear direction on how to meet and attain these goals while continuing the legacy of delivering effective and focused eGovernment solutions.

"Maine has embraced innovation, by being one of the first states to institute a responsive design template for the website. We are also committed to being accessible; Maine's standards-compliant coding ensures that the site works well across the broadest possible range of browsers and versions."

Greg McNeal
Office of Information Technology
Chief Technology Officer

Awards 2013

Maine.gov awarded Fifth Place in Annual Best of Web Competition
The Center for Digital Government has named Maine.gov one of top five best state government sites in the nation. Maine.gov was awarded fifth place in the 2013 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.gov awarded Silver Communicator Award of Distinction for Government Websites
The International Academy of Visual Arts has named Maine.gov one of the best government websites. Maine.gov was awarded a Silver Communicator Award in the 19th annual competition for government websites. The award honors excellence in marketing and communications.

Maine.gov awarded Government Standard of Excellence Award
The Web Marketing Association awarded Maine.gov a Government Standard of Excellence Award in its 17th annual WebAwards competition. This international competition judges entries on design, innovation, content, technology, interactivity, copywriting, and ease of use.

Maine.gov awarded a Summit Creative Bronze Award
Summit International awarded Maine.gov a Summit Creative Bronze award in its 19th annual award competition. This international competition, which received more than 5,000 submissions from 25 countries, recognizes and celebrates the creative achievements for websites, print and broadcast, and social media.

Maine.gov Portal received a Silver Davey Award
With nearly 4,000 entries from across the US and around the world, the Davey Awards honors the finest creative work from the best small firms, agencies and companies worldwide. The Davey Awards is judged and overseen by the International Academy of the Visual Arts (IAVA), a 600+ member organization of leading professionals from various disciplines of the visual arts dedicated to embracing progress and the evolving nature of traditional and interactive media.

Current and Future eGovernment Services

New Services and Updates

The following interactive applications were developed or rewritten in 2013. These applications allow users to complete State or Local Government business, including making electronic payments when applicable.

Liquor Industry Portal: Offers the ability for suppliers to register labels for wines and malt beverages that they intend to distribute within the State of Maine. Various Fees. *February 2013.*

Maine State Sex Offender Registry: Provides additional information, as well as map plotting the offender's addresses and a subscription feature so users can be notified if an offender moves into a certain geographic area. No fee. *February 2013.*

Maine Open Checkbook: Provides Maine citizens with access to information regarding state finances and government spending. No fee. *February 2013.*

Maine Motor Vehicle Title Lien Release: Allows lending institutions to release the liens they hold on Maine motor vehicle titles. No Fee. *March 2013.*

Osteopathic Board of Licensure Online Licensing: Allows users overseen by the Osteopathic Board of Licensure to complete their professional licensing transactions online. Various Fees. *April 2013.*

Fire Marshal's Office License Renewal: The online license renewal service was updated to streamline the license renewal process and modify the pricing structure of license renewals. Various Fees. *May 2013.*

Business One Stop Licensing Assistant: Provides users a decision tree and information on starting one of 104 different business types in Maine. Users have the ability to save the information provided in an account for future use. No Fee. *July 2013.*

Municipal Property and Utility Tax Payments: Allows citizens in participating municipalities to make their property and utility tax payments online. Various Fees. *August 2013.*

UCC Search and Filing: Allows users to file a UCC-1, UCC-3, or UCC-5 filing online as well as search for UCC liens against debtors held with the Maine Secretary of State's Filing Office. The original service launched in 2002 and was completely rewritten in 2013. Various Fees. *October 2013.*

Parks and Lands Search: Enhanced in 2013, the search provides users details about Maine parks, public lands and historic sites. No Fee. *November 2013.*

My Maine Connection: Enhanced in 2013 to make adjustments for the Affordable Care Act. No Fee. *October 2013, December 2013.*

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
- BMV Municipal File Transfer
- BMV Suspended Driver System
- BMV Vanity Plate Availability Check
- BMV Motor Vehicle Title Lien Release
- 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
- BMV Organ Donor Registry
- Business Answers One Stop Licensing Assistant
- Corrections Offender Search Service
- Debtor Name Search
- 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
- Home Heating Calculator
- International Fuel Tax EFiling (IFTA)
- Judicial Courts Mediator Search
- KeepMEWell online health assessment service and tool kit
- Maine Integrated Youth Health Survey
- 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
- Maine Open Checkbook
- 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
- Sales, Use, Income and Withholding Tax Registration
- 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 and Tutorials
- What's New Content Management Tool

Maine Open Checkbook

"Government transparency is the new normal. The public has a right to view, understand, and track how their tax dollars are being spent. This website is a big step forward for the State of Maine. It provides clear, comprehensive information and puts it in the hands of our citizens."

Terry Brann
Maine State Controller

Current and Future eGovernment Services

Current Fee Services

Interactive applications with full online transactions of agency business, 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

Change of Registered Office Address
Corporations, LPs, LLCs, LLPs: $35 Non-Profit: $15. Mar-06

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 $10, $30. 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 Agent Online Listing and Management Service
$53.50 update fee, $155 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
$22 per 4-year, $32 per 6-year, $42 per 8-year driver's license renewal; $23 per renewal for persons over 65; $7 per driver's license replacement, $7 per ID card renewal or replacement. Jun-04

Driver's License and ID Card -AAA Access
$22 per 4-year, $32 per 6-year, $42 per 8-year driver's license renewal; $23 per renewal for persons over 65; $7 per driver's license replacement, $7 per ID card renewal or replacement. May-12

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
Various fees. Dec-02

MOSES-Maine Online Sportsman Electronic Service
Various Fees. Mar-03

Any Deer Swap
$7 per swap. Oct-03

Moose Permit Data
$25 minimum purchase subject to 5% sales tax; $.05 per record. Oct-03

ATV/Snowmobile Registration
Various fees. Feb-06

Boat Registration Renewal
Various Fees. May-09

Professional and Financial Regulation

Professional License Transactions
Various Fees. Jul-00, Sep-11

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

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

Emergency Medical Licensing Permits
Various fees. Oct-12

Liquor Label Registration
$2 per label. May-13

Department of Health and Human Services

Health and Environmental Testing Laboratory, Water Test Kit
Various Fees. Jun-03

Health Inspection Program License Renewals
Various Fees. Aug-11

Radiation Control Board License Renewals
Various Fees. Nov-12

Department of Marine Resources

Marine License Renewal
Various Fees. Dec-03

Saltwater Fishing Registry
$1 per authority. Jan-11

Elver Lottery Application
$27 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
Various donation amounts accepted. 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

Payport Online Property Tax and Utility Payments
Various fees. Jun-13

"InforME provides excellent customer service and the response from their support staff is always timely. As government agencies are forced to meet the basic demands for internet services, InforME has proven to be committed to providing municipalities with easy and affordable solutions for registration processing through Rapid Renewal, tax and utility payments through their Online PayPort service as well as Credit Card acceptance service. I look forward to working with them as they continue e-service development."

Tom Bourret
Tax Collector
Rumford, Maine

Current and Future eGovernment Services

Website Designs in 2013

Sites designed by InforME in 2013 include:

- ConnectME, January 2013
- Inland Fisheries and Wildlife, June 2013
- University of Maine System, September 2013
- Department of Education Homepage, October 2013
- Board of Licensure for Professional Engineers, November 2013
- Department of Agriculture, Conservation and Forestry, November 2013
- Governor's Office, November 2013
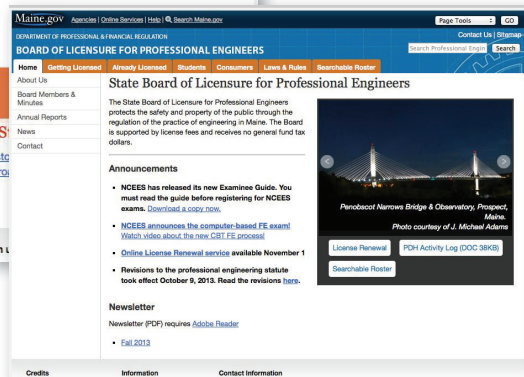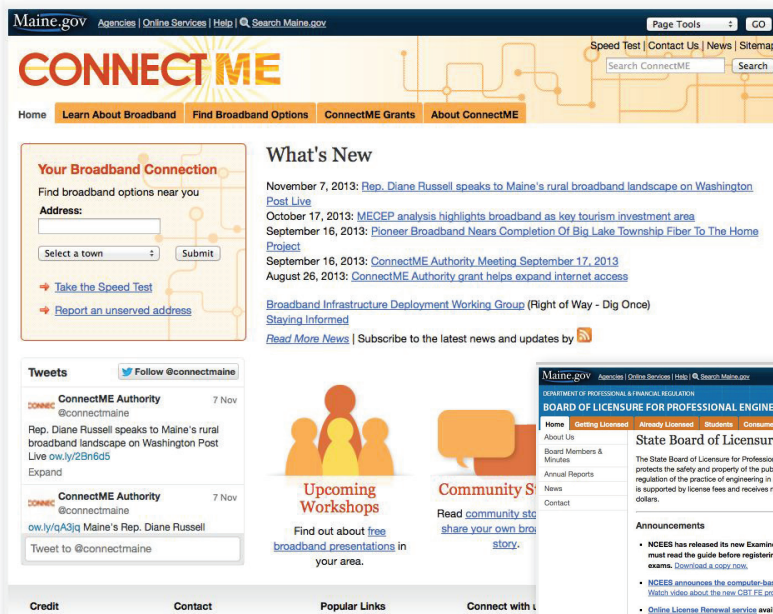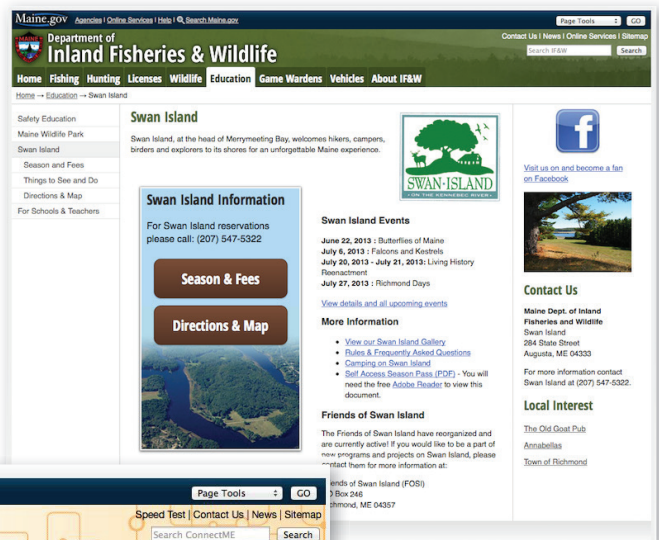
Future Services

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
MyMaine Connection, Client Updates	Department of Health and Human Services
MyMaine Connection Electronic Noticing	Department of Health and Human Services
Business One Stop Filings	Department of Economic and Community Development
Corporate Monitoring	Secretary of State, Bureau of Corporations, Elections and Commissions
Unemployment Claim Filings	Department of Labor
Liquor Wholesaler Reporting and Tax Payments	Bureau of Alcoholic Beverages and Lottery Operations
Liquor Supplier & Wholesaler Reporting	Bureau of Alcoholic Beverages and Lottery Operations
Liquor Licensing On/Off Premise	Bureau of Alcoholic Beverages and Lottery Operations
Attorney Registration	Board of Overseers of the Bar
Driver Learner's Permit Applications	Secretary of State, Bureau of Motor Vehicles
Online Transit Plates	Secretary of State, Bureau of Motor Vehicles
Trapping and Guide License Renewal	Department of Inland Fisheries and Wildlife

Maine Liquor Label Reporting Portal

"The original paper process for submitting label information was becoming cumbersome and time consuming for both the industry and our department staff. Allowing the industry to submit their product information through an online application was the perfect solution to a growing problem."

Lt. Scott Ireland
Maine State Police

Actions of the Board

January

The Board approved the following in January:
• Maine Board of Osteopathic Licensure, Regulatory Licensing Prioritization, Schedule A, Schedule B and Statement of Work
• Department of Agriculture, Conservation and Forestry, Website Redesign Prioritization, Cost Quote and Statement of Work

February

The Board approved the following in February:
• Department of Public Safety/Bureau of Alcoholic Beverages and Lottery Operations, Liquor Reporting and Tax Payments Prioritization, Schedule A, and Statement of Work
• Department of Health and Human Services, Client Services Portal Phase III Prioritization, Schedule A, Statement of Work and GovDelivery Statement of Work
• Secretary of State, Bureau of Corporations, Elections and Commissions, Corporate Fraud Monitoring Prioritization, Schedule A and Statement of Work
• University of Maine System, Website Redesign Prioritization, Cost Quote and Statement of Work

March

The Board approved the following in March:
• Department of Public Safety/Fire Marshal's Office, Fire Sprinkler Licensing Enhancements Prioritization, Schedule A and Statement of Work

April

The Board approved the following in April:
• Department of Public Safety, Fingerprint Scheduling Service Deactivation, Revised Schedule A

May

The Board meeting for May was cancelled.

June

There were no voting items on the June agenda.

July

The Board approved the following in July:
• InforME vision, values and mission statement
• Department of Public Safety/Bureau of Alcoholic Beverages and Lottery Operations, Revised Schedule A and Statement of Work
• InforME Contract Extension

August

The Board meeting for August was cancelled.

September

The Board approved the following in September:
• Department of Public Safety, Office of the State Fire Marshal, Professional License Transactions Prioritization Schedule A and Statement of Work
• Department of Professional and Financial Regulation, Professional License Transactions Enhancements, Prioritization, Cost Quote and Statement of Work
• Strategic Plan VI

October

The Board did not have a quorum at the October Board meeting.

November

The Board meeting for November was cancelled.

December

The Board approved the following in December:
• Department of Professional and Financial Regulation, Professional License Transactions, Schedule B
• Maine State Board of Nursing, Professional License Transactions, Schedule B
• Maine State Board of Medicine Professional License Transactions, Schedule B
• Maine Board of Osteopathic Licensure, Professional License Transactions, Schedule B
• Department of Health and Human Services, Radiation Control Board, Professional License Transactions, Schedule B
• Department of Public Safety, Office of the State Fire Marshal, Professional License Transactions, Schedule B
• Portland Parking Tickets, Prioritization, Schedule A and Statement of Work

Topics of Discussion
• Payment Card Industry Compliance Report
• Strategic Planning
• User Needs Analysis Report
• Maine Information Network/InforME Contract Renewal
• Awards and Achievements

Demonstrations
• IT Executive Committee Presentation

InforME Board of Directors

Greg McNeal, *Chief Technology Officer*
Department of Administrative & Financial Services
Chair of the Board

Matthew Dunlap, *Secretary of State*
Office of the Secretary of State

Dick Thompson, *CIO*
University of Maine System
Representing the University of Maine

Tim Poulin, *Deputy Director*
Bureau of Alcoholic Beverages & Lottery Operations
Representing the Department of Administrative &
Financial Services

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

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

John Martins, *Director of Employee and
Public Communications*
Department of Health & Human Services
Representing Major Data Custodians in the
Executive Branch

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

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

Steven Robinson, *Government Transparency
Policy Analyst*
Maine Heritage Policy Center
Representing a Nonprofit Organization Advancing Citizen's Rights of Access

Richard Trahey
Public member appointed by the Speaker of the
House

Adam Fisher, *Web Coordinator/Special Projects*
Maine State Library

Vacant
Judicial Branch (non-voting member)

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

Curtis Picard, *Executive Director*
Retail Association of Maine
Representing a User Association

Kelly Hokkanen
Public Member appointed by the President of the
Senate

Eric Stout, *Staff to the Board*
Manager of eGov Services, State of Maine
(non-voting member)

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

Business One Stop Licensing Assistant

"Imagine only having to provide information once, and that information is then used to fill out a variety of forms and applications needed to satisfy the state requirements. And imagine only having to make one payment for a number of different permits and licenses. That is where 'Business Answers' is going. We have just begun."

George Gervais
Department of Economic
and Community Development Commissioner

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