

Meeting Date: April 25, 2022

Meeting Time: 1:00 PM – 3:00 PM

Meeting Location: Virtual Meeting

## **Attendees**

### **Board Members Present:**

Fred Brittain, Chair  
Tim Poulin  
Michael Cyr  
Kathy Montejo  
Anne Head  
Shenna Bellows  
Chris Pinkham  
David Simsarian  
Adam Fisher  
Dan Andrews (non-voting member)

### **Guests and State Agency Members:**

Bill Swan, MDIF&W  
Jason Tourtelotte, MaineIT

### **InforME/NIC Staff:**

Kathleen Bouchard, NIC Maine  
Kimberly Duplisea, InforME, NIC Maine

**The meeting was called to order at 1:02 PM.**

## **1. Welcome & Introductions**

## **2. Adoption of March Minutes**

Motion: Shenna Bellows motioned to accept the minutes as presented.

Second: Tim Poulin

Vote: Unanimous

## **3. Discussion & Voting Items**

### *Department of Inland Fisheries and Wildlife, Antlerless Deer Permit Purchase Prioritization, Statement of Work, Schedule A*

Dan Andrews provided an overview that this project is a new service for the Department of Inland Fisheries and Wildlife (DIF&W). Bill Swan, Director of Licensing at DIF&W, provided additional details about the service noting that many of the DIF&W programs are

100% online through the availability of InforME online services. This new project for deer permitting will be a large change for the department and will allow them to better manage the deer species. Hunters will still apply for a permit through the antlerless deer permit lottery. Winners will go online to this new service to make payment for their permit. Any permits that are unpaid at the start of the season will be opened to any hunter to purchase through an over-the-counter antlerless deer permit purchase service.

Fees for the new permit purchase service were approved by the legislature and will go toward the purchase of deer yards in Northern and Western Maine where the deer population is not thriving. This is on schedule to be implemented in Fall 2022.

Motion: Tim Poulin motioned to accept the minutes as presented.

Second: Anne Head

Vote: Unanimous

#### **4. Other Business**

##### *First Quarter 2022 General Manager's Report*

Dan Andrews provided an overview of the General Manager's Report for first quarter 2022. Topics discussed included that traffic and mobile usage have normalized to pre-COVID levels with about 5,000,000 visits per month. Dan also provided service updates including municipal service adoption for online services boat and rapid renewal auto registration renewal and overall user adoption for those services which is less than the adoption from the first quarter of 2021.

Several new and enhanced services and sites went live in the first quarter which Dan commented on including a new Jobs & Recovery Plan website, an upgrade of all the websites that are hosted in the InforME content management system, the launch of the campground reservations online service for 2022 and the 2.5 millionth rapid renewal auto registration renewal transaction.

##### *Strategic Planning Review*

Chair Fred Brittain discussed strategic planning for InforME. A draft of the questions to be sent to agencies, municipalities, and the public is in Board review. Dan Andrews detailed additional information about these draft surveys. The citizen survey aims to find the public's familiarity with Maine.gov and their preferred way to communicate with government. The goal of the survey is to find ways in which we can create more awareness and outreach as well as removing barriers to promote adoption of services. The municipal survey aims to find out why municipalities are not offering online services (if applicable) and what else could be offered through InforME. The agency survey is in the

same vein as the public survey in that it aims to find out the level of awareness of InforME offerings, to find ways to increase outreach, and to remove barriers to adoption. Through the help of agency partnerships and board members, we are hopeful to get the survey out to a variety of different people starting in May.

Chair Fred Brittain requested that the Board provide feedback by May 2 and the survey will get underway for discussion. The strategic planning session is scheduled for June 23, 2022.

**Adjournment 1:38 PM**

**Next Board Meeting Date**

- May 26, 2022: 1:00 PM - 3:00 PM