Meeting Date: **December 14, 2017**
Meeting Time: **12:00 PM - 3:00 PM**
Meeting Location: **InforME Office, Augusta, Maine**

<u>Attendees</u>

Board Members Present:

Paul Sandlin (Chair)
Matthew Dunlap
Julie Rabinowitz
Kelly Hokkanen
David Demers
David Simsarian
Anne Davis
Kathy Montejo
Anne Head
Chris Pinkham
Tim Poulin
Dan Andrews (non-voting member)

Guests and State Agency Members:

Eric Stout, OIT
Chris Neff, NIC Corporate
Laura Yeitz, University of Southern Maine

InforME Staff:

Todd Tolhurst
Kimberly Duplisea

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

1. **Welcome and Introductions**

2. **Adoption of October Minutes**

Motion: Tim Poulin motioned to accept the October 2017 Meeting Minutes with an amendment to the meeting time.
Second: Matt Dunlap
Vote: Unanimous

3. **Updates and Presentations**
    A. **University of Maine Cost Avoidance Study**
       Dan Andrews presented an overview of the Cost Avoidance Study and provided the background of why the study is being completed. He noted that the study grew out of conversations with other states about similar studies that were done. IT Leadership with the State of Maine wanted to see how Maine egovernment operations compared to other states. Dan introduced Laura Yeitz, one of the two researchers and study authors, to provide the information about the study's contents.

       Laura provided an overview of egovernment and its benefits. She cited that egovernment is shown to improve convenience, reduce costs and increase constituent engagement. She mentioned that the focus of the study was to estimate the economic impact of egovernment in Maine. The methodology used was similar to that which was used by the University of Utah. 13 services were analysed which represents more than 50% of the transaction totals. For those services, Laura received information from state agencies about the costs to provide a service online versus at a traditional office. The study focused on avoided cost between 2011- 2015. Costs avoided for the services ranged from pennies to $25.83 per transaction online versus in

person. The overall estimated costs avoided by delivering services online is a range of $36.3 million to $44.2 million. Included in costs avoided is postage and personnel.

Chris Neff provided additional information in the context of the University of Utah study. He cited that this cost avoidance is conservative as it does not account for fixed costs such as egovernment allowing a state department to avoid building a new location.

David Simsarian asked for the list of services that were viewed in this study. The list is available in the study on page eight. David also asked if there is a template of questions that could be shared among state agencies as a method to extrapolate return on investment.

Julie Rabinowitz asked if there was a threshold of use when a service generates efficiencies or not. For instance, will adoption rates of 10% generate efficiencies? Laura explained that she cannot speak to percentages right now. Chris Neff explained that it would vary by service.

Kathy Montejo mentioned that marketing the convenience is an important part of the study. There is no fee to use absentee ballot request, though it is convenient because you can do it while sitting in a drive-through window. Matthew Dunlap mentioned that it is difficult to quantify that savings; it is easier to quantify savings for the state but there are so many factors for citizens including their location or the amount of time they may have to take off from work for instance. What does that cost savings expand to for that citizen?

Tim Poulin mentioned his first-hand examples of the benefits of egovernment. Providing services like UCC search provided tangible savings. Two FTEs were pulling UCC Searches for businesses until the search service went online. That was a crucial piece for lenders and businesses as they could make decisions nearly instantly without needing human intervention. Corporate annual report filings used to have a year-long backlog until the online service went live.

David Demers asked about service adoption rates and if they impact the cost avoidance. Dan Andrews mentioned the online inspection sticker sales application. That launched and out of the gate, it had 85% or 90% adoption and all backlogs were removed that same month. The costs avoided for that service were much higher than could be said for other services.

Julie Rabinowitz asked if this only includes InforME services. Dan explained that it does, but Paul Sandlin did some computations on the savings based on the studies for non-InforME services.

Eric Stout asked about the breakdown of the costs. A summary is provided of the total cost avoidance. There is not a breakdown that is by bucket including postage, FTEs and other

tangible costs that is not included in the report because the agencies were told that their individual data will not be included in the public report.

Overall, the report shows that there is a cost avoided through increased service and efficiencies. Paul Sandlin mentioned that the costs avoided per the report is a very conservative number though it is not insubstantial.

Matthew Dunlap mentioned that the online services have freed up staff to devote to untangling the larger cases. While FTEs have not been reduced, they are available now to work on the cases that are not routine.

Anne Davis asked if we could find the costs avoided for municipal services. Dan mentioned that there is talk about expanding the study to include municipal services. Online services change the reasons why people are visiting town offices.

Paul Sandlin asked the board members what they would like to do with this report next. He asked that board members give it some thought and asked if modifications should be made.

Anne Head mentioned that studies like this make board members excited to get more services online or adoption up. She also said that it important that we compile a report showing the citizen savings next.

4. **Service Level Agreements and Voting Items**
   A. Department of Secretary of State, Bureau of Motor Vehicles, Schedule A Updates
   - Dan Andrews introduced the changes to the Schedule A. The fees for the interactive services were aligned so that the end-user pays for those portal fees. Two services were removed that were brought to the board but never actually came to be (reinstatement fees

and driver education program form exchange). One service was also added, BMV's participation in the WebShop enterprise store for the bicentennial plate.

Motion: Tim Poulin motioned to approve the Schedule A and Statement of Work.
Second: Chris Pinkham
Vote: 10 in favor, 1 abstention

5. **Other Business**
   A. Gov2Go Updates
      • Dan Andrews provided a summary of Gov2Go. At the strategic planning session, the board discussed ways in which government can be made more efficient. Gov2Go allows users to track interactions with government and allows you to complete those with a click.

        Dan Andrews explained that InforME staff have been actively engaged with the Gov2Go team including participating in training on the platform and to establish a testing environment for Maine. Commissioner Head has reached out expressing interest in putting professional license renewal reminders online.

        The next steps include the review of the paperwork. Dan Andrews has been working with OIT staff to establish the paperwork process. A statement of work would be signed by OIT and individual agencies connecting to the platform will sign a connection agreement. The connection agreements will be brought to the board.

        Paul Sandlin asked if this service could be used by other non-InforME services, like unemployment claims filing. Dan Andrews said that he was not sure of the answer but will research this.

        Anne Davis asked if Gov2Go will be selling data about the customers. Chris Neff said that it will not be sold.

Motion: Kelly Hokkanen motioned to approve the Schedule A and Statement of Work.
Vote: Unanimous

   B. 2017 Third Quarter General Manager's Report
      • The general manager's report was tabled until the January board meeting.

6. **Adjournment 2:40 PM**

Motion: Matthew Dunlap motioned to adjourn the meeting.
Second: Anne Head

Vote: Unanimous

7. **Next Board Meeting Dates**
   A. January 25, 2018: 1:00 PM to 3:00 PM, Maine State Library Conference Room