

# 2015 Annual Report

Photo By: Elliot Gilfix

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# Chair's Message



Greg McNeal,  
Chief Technology Officer

InforME continues to push Maine's eGovernment initiative forward. 2015 was another successful year for the portal, bringing with it national recognition, new partners, new services, and additional ways in which citizens can engage with government online. On behalf of the InforME Board, I wish to extend my thanks to those within state and local government who have made these valuable services and information available online, as well as to the citizens and businesses that continue to utilize these tools.

In 2015, InforME's suite of over 500 services was expanded to include twelve new services and websites. Among them was the Medical Marijuana Certifications service, the first of its kind in the nation, built in partnership with the Department of Health and Human Services. Other new services include an attorney registration renewal service, an online pre-screening tool for locating long-term care resources and a motor vehicle title replacement service.

In addition, twenty-four enhancements to existing services, such as the professional licensing service, notary public commission renewals, public criminal records request and online driver license renewals were deployed, all resulting in increased accessibility and usability.

InforME also took steps to promote Maine's open data initiative by launching the Maine Open Data Portal, a one-stop location for public data sets ranging from Maine lighthouses to hunting and fishing data. The new data portal allows the public to visualize data sets in a variety of ways including maps, charts and text files. In 2016, InforME plans to continue to acquire data sets to make this portal even more beneficial to the public.

All of the applications and websites launched in 2015 utilize InforME's custom templates, which employ responsive design technology, allowing them to automatically resize to fit a user's device. This is extremely important as we

are seeing more and more users accessing government information and services from a mobile device. With this knowledge in mind, the portal was also redesigned to use a "flat design" which reduces page load times.

In July, the InforME Board produced an updated strategic plan which outlines the vision and direction for InforME over the next two years. As part of this plan, InforME will continue to promote the benefits of online services to the public and government partners, as well as work to identify barriers to the availability and adoption of services. The strategic plan also places emphasis on the importance of continually investing in the security of the portal as the threat landscape continues to evolve.

Maine's eGovernment initiative continues to move forward due to hard work, ingenuity, and a the State's commitment to excellence. In the coming year, the InforME Board will assist the portal in planning and prioritizing projects that will lead to additional efficiencies and increased access to information. As the Chair of the InforME Board, I am pleased with the work that has been accomplished and look forward to the challenges and successes that the future holds.

# Strategic Plan Update

After more than fifteen years as the state's eGovernment portal, InforME has reached a new stage of maturity with more than 500 online services, a consistently award-winning Maine.gov website and a variety of enterprise solutions. This maturity, along with changes to the landscape of the Internet, brings both challenges and opportunities. New strategies need to be developed in order to ensure that InforME continues to achieve its vision for serving both state government and the public.

During its bi-annual strategic planning retreat, InforME Board members, portal staff and OIT/eGovernment Services staff discussed the key issues facing InforME over the next two years and the direction InforME should take.

The group agreed that over the next two years, InforME should find ways to:

- Strengthen the message of InforME's benefits to state agencies and the public;
- Identify barriers to online service usage;
- Evaluate existing pricing models, service costs and revise accordingly to remain viable and self-sustaining;
- Improve feedback collection methods from agencies and the public;
- Create case studies of eGovernment success stories and present those to government leaders;
- Utilize data to help government become transparent and to drive decision-making;
- Determine the long-term technical infrastructure for the portal; and,
- Manage complex security concerns.

The five goals below provide the basis for the Strategic Plan. InforME staff and the Board must work together to:

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 efficiencies and responsiveness.
5. Position InforME to proactively respond to the ever-changing landscape of Internet security threats.

The completion of these goals, objectives and strategies will further position InforME as Maine's premiere eGovernment services provider.



*The State of Maine has set high expectations for accessibility and convenience when it comes to the Maine.gov website and its online services. The state has been diligent in maintaining and growing its web presence.*

**Governor Paul R. LePage**

# 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
- 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

- Corporate Fraud Monitoring  
\$35 per entity. Feb-14

### 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
  - Satellite Location Driver's License Renewals  
\$30 per 6-year driver's license renewal; \$40 per 8-year. May-12
- ### Secretary of State: Maine State Archives
- Archives Search and Ordering  
Various Fees. May-05
  - Archives Online Store  
Various Fees. Apr-08

# Current and Future eGovernment Services

## 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

Various Fees. Oct-01

### 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 Renewals

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

### New Professional License Transactions

Various Fees. Sep-11

### Osteopathic License Renewal

Various Fees. Apr-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

### Fingerprint Payments for Foster Families

\$52 per fingerprint packet ordered. Apr-07

## 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, May-15

### Fire Sprinkler Permits

Various Fees. Feb-06, May-15

### Alcohol Seller/ Server Training

\$18 per certification. Nov-11

### Emergency Medical Licensing Permits

Various fees. Oct-12

### Liquor Label Registration

\$2 per label. May-13

## 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

### Municipal Property Tax and Utility Payments

Various fees. Aug-13

## Bureau of Alcoholic Beverages & Lottery

### Wine and Malt Beverage Label Registration

\$1 per renewal, \$10 per new label. Sep-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

## Current Non-Fee Services

- Abandoned Vehicle Lien Holder Notification
- Absentee Ballot Request Service
- Adoption Rate Wizard
- Agency 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 Motor Vehicle Title Lien Release
- BMV Municipal File Transfer
- BMV Organ Donor Registry
- 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
- Business Answers One Stop Licensing Assistant
- Corrections Offender Search Service
- Debtor Name Search
- E911 Kids Page
- Email Listserve Software for Agencies
- Environmental Protection TankSmart Training
- Flag Notification Alerts
- Hazardous Oil Spill System
- HireME Maine State Job Application
- Historical Newspapers Search
- Home Heating Calculator
- International Fuel Tax E Filing (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 Open Checkbook
- Maine Sex Offender Verification Service, Law Enforcement Access
- Maine.gov Bing Search Engine
- Maine.gov Citizen Alert System
- Maine.gov DataShare
- Maine.gov eDemocracy Portal
- Maine.gov eGov Services Template
- 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
- Medical Marijuana Certifications
- MSEC Online Donation Solution
- MyBoard Access
- MyDAUS Survey Data Service
- MyMaine Connection
- Notary and Dedimus Justice Search
- Ozone Real Time Data
- Parks and Lands Search
- PUC Electronic Document Filing System
- Sales, Use, Income and Withholding Tax Registration
- Secretary of State's Eighth Grade Citizenship Award Nomination Form
- Secretary of State Kid's Page
- Secretary of State's Printable Board Games
- Secretary of State's Road to Maine Laws Animation
- Secretary of State Student Mock Election Results Tracking System
- Secretary of State Submit a Tribute to a Veteran and Order a Vote in Honor of a Veteran button
- Sex Offender Registry
- Simple Data Transfer Tool
- Standard Maine.gov Website Header
- Treasurer's Next Generation CD Auction
- Unclaimed Property Holder Reporting
- Unclaimed Property Search
- University of Maine System Combined Charitable Appeal
- Voter Information Lookup Service
- Webmaster Online Directory System
- Webmaster Resource Website
- Webmaster Training Presentations and Tutorials
- What's New Content Management Tool

# Current and Future eGovernment Services

## New and Updated Services and Websites

The screenshot shows the Maine.gov website interface. At the top, there is a navigation bar with 'Menu', 'Maine.gov', 'Agencies', 'Services', and 'Help'. Below this is a large banner image of a forest with autumn foliage. A search bar is positioned over the banner. Below the banner, there are several sections: 'GET NOTIFIED' (Sign up for free email and SMS text notifications), 'YOUR GOVERNMENT' (Judicial Branch, Legislature, State Agencies, Local Government), and 'GOVERNOR PAUL R. LEPAGE' (Visit the website of the Governor's Office). A 'OPEN FOR BUSINESS' section highlights 'Resources to Start a Business' and 'Get Licensing & Permit advice'. Below that is 'ENJOY THE MAINE OUTDOORS' with links for 'Register your ATV or Snowmobile', 'Get Hunting & Fishing Licenses', 'View Fall Foliage Reports', 'Search State Parks', 'Find Maine Lighthouses', and 'Plan Your Trip'. The 'TOP ONLINE SERVICES' section lists: 'Corporate Fraud Monitoring', 'Unclaimed Property Search & Claims', 'Vehicle Registration Renewal', 'Court Fines & Fees Payment Service', 'Public Criminal History Records', 'My Maine Connection', and 'Hunting & Fishing Licenses'. The 'LATEST NEWS' section includes updates from 11/6/2015 to 11/5/2015. The 'STATE HIGHLIGHTS' section lists services like 'Sign up for Email and Text Alerts', 'Submit Cost Savings Ideas', 'Citizen Alert System', 'Maine Kids: Page', and 'Connect using Twitter, Facebook, and more'. A 'LAST WEEK...' summary shows 1972 public criminal records viewed, 813 drivers licenses renewed, and 2619 hunting and fishing licenses purchased. The footer contains links for 'Government', 'Support', 'Connect', 'Alerts', and 'Share Your Photos with Maine.gov'.

**Unemployment Claims Filing:** This service allows claimants to file for unemployment benefits online, to view claim and benefit history information, and to manage account information including direct deposit and contact information. Free to users. February 2015

**Motor Vehicle Title Replacement:** Allows users to request a duplicate copy of their motor vehicle title. \$46 per title. March 2015

**Camp North Woods Lottery:** Allows user to apply for a chance to win a discounted week-long camping trip at the University of Maine Bryant Pond Conservation Camp. \$10 per entry. April 2015

**Attorney Registration:** Allows attorneys to process a registration renewal. Various Fees. July 2015

**Online Licensing Enhancements:** Several large enhancements were developed for the online professional licensing service, which is utilized by three departments and 47 boards, to increase usability for licensees, including the ability to upload attachments as part of their application. Various fees. July 2015

**Municipal Portal:** One-stop, single sign on utility for municipal administrative sites, new service information, marketing and training tools. Free. August 2015

**Long-Term Services and Support Pre-Screening Tool:** Search service that allows users to provide demographic information and receive a list of long-term services and support available to them. Free. September 2015

**Maine.gov Portal Redesign:** April 2015  
[www.maine.gov](http://www.maine.gov)

**Maine.gov Open Data Portal:** April 2015  
[data.maine.gov](http://data.maine.gov)

**First Responders Network in Maine:** May 2015  
[www.firstnetme.gov](http://www.firstnetme.gov)

**Board of Licensure in Medicine:** August 2015  
[www.maine.gov/md](http://www.maine.gov/md)

**DHHS Aging and Disability Services:** September 2015  
[www.maine.gov/dhhs/oads](http://www.maine.gov/dhhs/oads)



# Current and Future eGovernment

## 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 SERVICES

- WebShop Shopping Cart Version 2
- Liquor Wholesaler Reporting & Tax Payment
- Liquor Supplier Reporting
- Liquor Licensing On/Off Premise Licenses
- Online Driver's Learner Permit Application
- DHHS General Assistance Reporting
- Trapping and Guide License Renewals
- Municipal Report a Problem Application
- Municipal Recreation Payments
- Online Property Tax Service
- Municipal Parking Ticket Service Expansion
- Mapping for DHHS Offices

## Awards 2015

### **Maine.gov Recognized as a Top 10 State Government Website (September, 2015)**

The state of Maine received national recognition for www.Maine.gov in the annual "Best of the Web" competition sponsored by the Center for Digital Government (CDG). For the thirteenth time in 15 years, Maine.gov has placed among the top 10 government websites in their prestigious "Best of the Web" competition.

### **Maine.gov Honored with 2015 Silver W3 Award (September, 2015)**

This honors creative excellence on the Web, and recognizes the creative and marketing professionals behind award winning Websites, Web Video and Online Marketing programs. The W3 Awards is sanctioned and judged by the Academy of Interactive and Visual Arts, an invitation-only body consisting of top-tier professionals from a "Who's Who" of acclaimed media, advertising, and marketing firms.

### **Maine Business Answers Receives Silver Communicator Award of Distinction (May, 2015)**

The Maine Business Answers service, provided by The Department of Economic and Community Development, has been honored as a top online application receiving an award that recognizes achievements in the fields of both creativity and communications. The service received a Silver Communicator Award of Distinction from the International Academy of Visual Arts.

### **Maine Corporate Fraud Monitoring is a Recipient of the StateScoop 50 Award for IT Program of the Year (May, 2015)**

The online Corporate Fraud Monitoring service, provided by the Maine Secretary of State received a StateScoop 50 Award for I.T Program of the Year. This award highlights the best examples of influential State and Local IT programs that have delivered cost savings, superior performance results and partnerships between agencies.

# Actions of the Board

## January

The Board did not vote on any items.

## February

The Board meeting was cancelled.

## March

The Board meeting was cancelled.

## April

The Board approved the following:

- Department of Public Safety, Office of the State Fire Marshal, Service Deactivation; and
- Board of Medicine, Online Training Course, Schedule A and Statement of Work.

## May

The Board did not vote on any service level agreements.

## June

The InforME Board Strategic Planning Session was held.

## July

The Board approved the following:

- Ethics Commission, Qualifying for Clean Election Candidates, Free Service Enhancements; and
- InforME Contract Extension.

## August

The Board meeting was cancelled.

## September

The Board approved the following:

- Reduced fee time and materials project for the ConnectME Authority, Grant Tracking Service.

## October

The Board did not vote on any service level agreements.

## December

The Board approved the following in December:

- Department of Health and Human Services, General Assistance Reporting Tool, Prioritization, Schedule A and Statement of Work.

## Topics of Discussion

- Strategic Planning
- Legislative Updates
- Maine.gov Denial of Service Attacks
- InforME Contract Extension
- Maine.gov 2015 Redesign
- NIC Data Center
- Maine.gov User Needs Analysis

# Board of DIRECTORS

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

**Matthew Dunlap**, Secretary of State

**Richard Thompson**, Chief Information Officer, 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

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

**Dan Andrews**, General Manager, InforME  
Representing InforME (non-voting member)

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

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

**Vacant**  
Representing a Statewide Association of Municipalities

**Vacant**  
Representing a User Association

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

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

**Christopher W. Pinkham**, President, Maine Bankers Association  
Representing a User Association

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

**Kelly Hokkanen**  
Public Member appointed by the President of the Senate

## STAFF TO THE BOARD

**Eric Stout**, IT Project Manager, Office of Information Technology



*Maine.gov has been a national eGovernment success story over the past 16 years. We will continue to look for creative and innovative solutions involving government interaction, while also maintaining and improving the accessibility and efficiency of the website. Maine.gov and its online services were developed to serve and support citizens and businesses alike and that will never change.*

**Greg McNeal**, Chief Technology Officer,  
Office of Information Technology



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