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Chair's Message



Paul Sandlin,
Associate Chief Information Officer

With over 53,000,000 page-views each year, the visibility and significance of Maine.gov and its services continues to grow. As the State's eGovernment portal provider, InforME not only builds upon established services and websites, but also looks ahead to develop new and innovative applications. As chair of the InforME Board, I want to thank all agency and local government partners for helping the State expand its web presence in 2016, proving that Maine remains focused on delivering high quality services and information to the public.

Over the past year InforME launched several new online services and websites, expanding the availability of the State's online resources for both citizens and businesses. These additions included a completely redesigned website for the Bureau of Veterans' Services. The site now offers a centralized location for veterans and their family members to receive information about resources and services available to them and provides a number of unique features to make interaction with the Bureau easy and efficient.

Other notable launches include the Board of Licensure in Medicine's Training and Jurisprudence Exam, Municipal Parking Ticket Payments, and a General Assistance Tracking and Reporting portal for municipalities.

Additionally, a number of existing services were reviewed and enhanced in 2016. The Department of Inland Fisheries and Wildlife had several services updated and re-launched. Hunting and Fishing Licenses and Boat Registration both added new features to improve the convenience and efficiencies of the services for consumers and agency staff.

InforME worked with the Bureau of Motor Vehicles to enhance its driver license and I.D renewal application allowing citizens to change their address online. Thousands of these address changes are completed each year and the creation of this functionality will benefit all parties, offer-

ing a new utility to the user that simplifies compliance with State law.

In addition to those updates, several other applications underwent enhancements as well; Online Vehicle Registration Renewal, Professional Licensing, Corrections Money Deposit, Qualifying Contributions for Clean Elections, My Maine Connection, and Attorney Registration were updated based upon analysis gathered from user and agency feedback.

The Maine.gov website as a whole received several updates as well, including the deployment of a new search engine and a redesign of the help center. The legacy search engine, provided by Google, was retired in June and replaced with a more robust search platform using Bing. The new search is more efficient, and provides better results for users as it removes previous page indexing limitations. The help center was enhanced to group common questions and answers by specific subject improving the pages' navigation for visitors.

The InforME Board, through its vision and oversight, will continue to focus on improving the way citizens and businesses interact with government by helping introduce valuable services and tools. Having a strong state web presence truly benefits everyone. The public benefits by having access to government services when it fits into their schedule and the State benefits from an increase in constituent communication and satisfaction as well as the efficiencies created via online government. As we move forward I know that Maine's eGovernment initiative has an exciting future ahead of it.

Strategic Plan Update

After seventeen years as the State's eGovernment portal, InforME has reached a new stage of maturity with more than 175 unique 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, presents 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 the bi-annual strategic planning retreat in 2015, InforME Board members, portal staff and OIT/eGovernment Services staff discussed the key issues facing InforME over the next two years.

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 following five goals provide the basis for InforME's two year 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 will further position InforME as Maine's premiere eGovernment services provider.

"The website is designed to meet the needs of our state's nearly 130,000 veterans, as well as our Guard and Reserve members, spouses, children, caregivers, and community advocates. The site has many features that have never before existed in Maine and some that can't be found anywhere else in the country."

Governor Paul R. LePage
Regarding the Bureau of
Veterans' Services Website

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

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

Interactive Corporate Searches

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

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

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

Designation of Trustee Process

\$25 per filing; free search. Jan-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 Agency Online Listing and Management Service

\$50 update fee, \$150 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

Vanity Plate Ordering

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

Driver's License and ID Card

\$30 per 6-year driver's license renewal; \$5 per driver's license renewal and replacement; \$5 per ID card renewal or replacement. Jun-04

Driver's License and ID Card -AAA Access

\$30 per 6-year driver's license renewal; \$5 per driver's license renewal and replacement; \$5 per ID card renewal or replacement. May-12

Driver Record Check

\$7 per 3-year record; \$12 per 10-year record. Nov-04

Driver Record Cross Check

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

Overlimit Consortium Permits

Various Fees. May-05

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

Motor Vehicle Title Replacement

\$46 per title ordered May-15

Maine Revenue Services

Tax Lien Filings

Various Fees. Mar-06

Real Estate Transfer Tax Declaration

Various Fees. Apr-11

Secretary of State: Maine State Archives

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

IF&W Online Store

Various Fees. Oct-01

Moose Permit Lottery

Resident: \$15 for one chance; \$0 for one chance for superpack 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. Oct-03

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

Camp North Woods Lottery

\$5 per entry. Apr-15

Professional and Financial Regulation

Professional License Renewals

Various Fees depending on license being renewed. 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 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

Inspection Sticker Sales

Various Fees. Dec-16

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

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 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

Bureau of Alcoholic Beverages & Lottery

Wine and Malt Beverage Label Registration

\$1 per renewal, \$10 per new label. Sep-12

Alcohol Seller/ Server Training

\$18 per certification. Nov-11

Maine Board of Overseers of the Bar

Attorney Registration

Various fees. Jul-15

Enterprise Services

Enterprise Shopping Cart and Payment

Various Fees. Sep-06

PayPort Payment Processing Tool

Various Fees. May-09

One Stop Background Check

Various Fees. May-09

Vital Records

Various Fees. Jul-11

Municipal Property Tax and Utility Payments

Various fees. Aug-13

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
- 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
- Data.Maine.gov
- Debtor Name Search
- Department of Public Safety Statue 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
- Home Heating Calculator
- Judicial Courts Mediator Search
- KeepMEWell online health assessment service and tool kit
- Long-Term Services and Support Pre-Screening Tool
- Maine Municipal Portal
- Maine Open Checkbook
- Maine Sex Offender Registry, Law Enforcement Access Version
- Maine Sex Offender Verification Service, Law Enforcement Access
- Maine.gov Bing Search Engine
- Maine.gov Citizen Alert System
- 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
- MSECCA Online Donation Solution
- MyBoard Access
- 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 Claim Status
- Unemployment Claims Filing Portal
- 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

"This service creates efficiencies for our agency, the participating municipality, and the customer. We want to make this service as accessible as we can, and now that we are seeing more than 50% of web traffic coming from a mobile device or tablet, this was necessary to help us accomplish that goal."

**IF&W Director of Licensing Bill Swan
Regarding Mobile Enhancements for
Boat Registration Renewal**

Current and Future eGovernment Services

New and Updated Services and Websites

The screenshot shows the Maine.gov homepage with a navigation menu at the top including Government, Business, Employment, Education, Residents, Visitors, and About ME. A search bar is prominently displayed with the text "Search Maine.gov for agencies, services, more...". Below the search bar are several service tiles: "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 large blue banner for "OPEN FOR BUSINESS" features tiles for "Resources to Start a Business", "Get Licensing & Permit advice", "Learn how to Form a Corporation", and "Small Business Development Centers". Below this is a section for "ENJOY THE MAINE OUTDOORS" with links to Register your Snowmobile, Get Hunting & Fishing Licenses, Search State Parks, Find Maine Lighthouses, Plan Your Trip, Camping Reservations, and Get Your Acadia Park Pass Now. A "TOP ONLINE SERVICES" section lists "Vehicle Registration Renewal", "Public Criminal History Records", and "My Maine Connection". A "LATEST NEWS" section shows recent state announcements. A "STATE HIGHLIGHTS" section lists various services like "Sign up for Email and Text Alerts" and "Maine Open Checkbook". At the bottom, there are sections for "Government", "Support", "Connect", "Alerts", and "Share Your Photos with Maine.gov".

Bureau of Veterans' Services Website Launch:

The redesigned website serves as a centralized location for veterans and their family members to receive information about resources and services available to them and offers various unique features in order to make interaction with the Bureau fast and easy. www.maine.gov/veterans - May 2016

Municipal Parking Ticket Multi-Tenant Version:

Allows any person who receives a parking ticket in a participating municipality to make payment online with a credit or debit card. June 2016

Online Licensing Enhancements: Several large enhancements were developed to the online professional licensing service, which is utilized by three departments and 47 boards, including the availability of new payment methods and the ability to change password information to gain access to the service. Various fees. October 2016

MOSES Hunting and Fishing License Service: Completely rewritten with a focus on significant usability and accessibility enhancements. This service allows users to purchase Maine hunting and fishing licenses. Various Fees. March 2016

Clean Elections Launch: The redesigned version of the Qualifying Contributions for Clean Election Candidates now allows users to make qualifying contributions to candidates, using a mobile device or tablet. Various donation amounts accepted. March 2016

Board of Licensure Medicine Online Training and Jurisprudence Examination: Allows licensees and physicians in the process of becoming licensed with the Board of Licensure in Medicine to complete an online training and jurisprudence examination. Free. January 2016

Professional Engineers Pocket Card Enhancement: Allows professional engineers to reprint certificates of licensure online including a pocket card and license certificate. Free. January 2016

Department of Marine Resources Website Launch: www.maine.gov/dmr - May 2016

Board of Dental Examiners Website Redesign Launch: www.maine.gov/dental - June 2016

Maine.gov Portal Redesign: April 2016

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

- ATV & Snowmobile Registration Renewal Enhancement
- Maine State Police Administrative Portal
- Bureau of Motor Vehicles Change of Address Application
- Dept. of Economic & Community Development Code Enforcement Exams
- Dept. of Environmental Protection Radon Reporting
- ConnectME Grant Tracking
- Dept. of Environmental Protection Bottle Label Registration
- Boards & Commissions Annual Report Filing Enhancement

Awards 2016

Maine Board of Medicine Website Receives Silver Communicator Award of Distinction (May 2016)

The Maine Board of Medicine website, www.maine.gov/md, was honored as a top government website receiving an award that recognizes achievements in the fields of both creativity and communications. The website received a Silver Communicator Award of Distinction from the International Academy of Visual Arts.

Maine Campground Reservation System is a Recipient of the StateScoop 50 Award for IT Program of the Year (May 2016)

The online Campground Reservations System, provided by the Maine Department of Agriculture, Conservation and Forestry in partnership with InforME, was one of eleven applications/programs to receive the StateScoop 50 Award for IT 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.

IF&W Website Receives Bronze Summit Creative Award (June 2016)

Out of more than 5,000 submissions from 50 countries, Maine's Inland Fisheries and Wildlife Website, www.maine.gov/ifw, was awarded a Bronze Summit Creative Award by the Summit International Organization for its creative work in the government website field.

Actions of the Board

January

The Board approved the following:

- Maine State Treasurer, Unclaimed Property Search and Filing, Service Deactivation.
- The Board chose to table the vote on the Maine.gov Data Center Migration until February.

February

The Board approved the following:

- Maine.gov Data Center Migration

March

The Board meeting was cancelled.

April

The Board approved the following:

- Department of the Secretary of State, Bureau of Motor Vehicles, Change of Address Service, Service Level Agreement, Statement of Work, and Prioritization.
- Department of the Secretary of State, Bureau of Corporations, Elections and Commissions, Boards and Commissions Service, Service Level Agreement, Statement of Work, and Prioritization.

May

The Board approved the following:

- Department of Public Safety, Inspection Sticker Sales Online, Service Level Agreement, Statement of Work, and Prioritization.
- Department of Health and Human Services, Drinking Water Program, Service Level Agreement, Statement of Work, and Prioritization.
- Department of Health and Human Services, Health Inspection Program Service Deactivation.
- Department of Corrections, Webshop, Service Level Agreement, Statement of Work, and Prioritization.

June

The Board meeting was cancelled.

July

The Board approved the following:

- Department of Environmental Protection, Bottle Bill Registration Service, Service Level Agreement, Statement of Work, and Prioritization.

August

The Board meeting was cancelled.

September

The Board meeting was cancelled.

October

The Board approved the following:

- Maine State Police, Web Portal, Free Service Prioritization
- Bureau of Alcoholic Beverages and Lottery Operations, Alcoholic Beverages Portal, Fee Update
- Department of Public Safety, Blogs, Schedule A, and Statement of Work

November

The Board meeting was cancelled.

December

The Board did not vote on any items.

Topics of Discussion

- IFW MOSES Internet Sales Agent Service Demonstration
- Bureau of Motor Vehicles, Driver Privacy Protection Act Review
- Maine.gov Data Center
- Maine.gov 2016 Redesign
- Paperless Board Meetings
- Maine.gov Value Study
- Enterprise Content Management System Pricing and Solution

Board of DIRECTORS

Paul Sandlin, Associate Chief Information 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

Representing the Judicial Branch (non-voting member)

David Simsarian, Director, Business Technology Solutions, Department of Health and Human Services

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

Anne Head, Commissioner, Department of Professional & Financial Regulation

Representing Major Data Custodians in the Executive Branch

Kathy Montejo, City Clerk & Registrar of Voters, City of Lewiston

Representing a Statewide Association of Municipalities

Vacant

Representing a Non-Profit or User Association advancing citizens' rights of access to information

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

"We want visitors to our state parks to have an enjoyable experience, starting with ease in making reservations. Campers often have their hearts set on a certain site and on particular dates. It is important that our online service allows them to book what they want reliably, efficiently and securely."

**DACF Commissioner Walt Whitcomb
Regarding Online Campground Reservations**



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