

The background of the page is a photograph of the Maine State Capitol building. The central focus is the large, green-patina copper dome, topped with a white lantern and a golden statue of Liberty. The building's white neoclassical facade, featuring a portico with columns, is partially visible. In the foreground, the branches of trees with vibrant autumn foliage in shades of yellow, orange, and red are scattered across the scene. The sky is a clear, bright blue.

informME

Information
Resource
of Maine



2006 Annual Report

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Chair's Message

Throughout 2006, Maine continued to demonstrate commitment, innovation, and leadership in eGovernment, receiving national recognition for the fifth time for the Maine.gov portal and its services. InforME worked with numerous agencies to develop new online services and websites that bring convenience to the public and create efficiencies for government. On behalf of the Board of Directors of the Information Resource of Maine (InforME), I wish to express sincere gratitude for the vision, creativity, and hard work to the individuals within state and municipal government who have been involved in eGovernment, and to the increasing number of citizens and businesses who have so readily adopted these services.

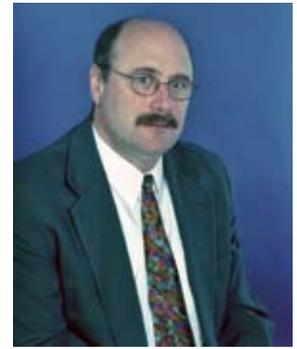
Since its establishment in 1997, InforME has been responsible for the creation of over 350 interactive online services. Citizens' appreciation for the convenience of online services is demonstrated by the growth of these services by up to 50% in the last year. For example, more than 53,000 vehicle registrations were processed online through Rapid Renewal in 2006, along with over 23,000 traffic violations paid online, and over 75,000 online hunting and fishing license transactions. New citizen services this year include ATV and snowmobile registrations and vanity plate purchases.

In addition to services that benefit the individual, businesses also continue to expect online service delivery and to prefer the convenience of online transactions. Corporate annual report filings, UCC searches and filings, corporate records searches, public criminal history records, and nursing license renewals all have impressive adoption rates exceeding 80%. New business services this year include corporate late filing payments, expansion of the Overlimit Trucking Permit service, and fire sprinkler installation permits.

In order to increase usability and take advantage of emerging technologies, the Maine.gov web portal was redesigned and enhanced with a new mobile portal, RSS feeds, public meeting calendar, e-postcards, and upgraded My Maine customized page and email notifications. Additional free services in 2006 included an online donation service for the MSECCEA campaign, and continued support for state agency webmasters.

The success and continued growth of Maine's eGovernment initiative is based on three primary objectives. First, InforME provides and enhances access to public information held by State and local government agencies. Second, InforME provides electronic services that bring convenience and efficiencies to both the constituents and the participating State agencies. Finally, InforME operates as a self-supporting and cost-effective portal. Once again, we look forward to a challenging and successful year.

With the solid foundation of the current eGovernment portfolio, we look ahead to creating additional partnerships and providing more user-friendly and accessible online services for the public. Services planned for 2007 include physician and notary license renewals, an online state job application system, trailer registration renewals, and court fine payments. Maine is a recognized leader in eGovernment services. Through the work of InforME, we will focus on maintaining and enhancing the benefits that eGovernment brings to our citizens, businesses, and government agencies.



Richard Thompson,
Chair of the Board

2006: Achieving Excellence

“Maine.gov continues to be one of the best sites in the nation. This beautiful site is rich in on-line applications, innovation and ease-of-use. This is a first-class site from a state that has historically been a leader in digital government.”

Cathilea Robinett,
Executive Vice President,
Center for
Digital Government

INTERNET TECHNOLOGY IS EVER-CHANGING and constantly evolving. In the fast-paced world of the web, what was considered state of the art is often rendered obsolete within months. The InforME Board is keenly aware of this and continues to focus on innovative technologies and more efficient performance in order to ensure that Maine.gov will continue to deliver cutting-edge content and features. InforME has successfully partnered with several state agencies and across jurisdictions to provide more than 350 eGovernment services and to build and maintain the award winning Maine.gov Portal, nationally recognized for developing and enhancing state-wide Web standards and initiatives.

Some examples of the features utilized in the Maine.gov portal to enhance the visitor experience:

- **Maine.gov Design:** Contemporary design, ease of use and aesthetics are critical in the delivery of Maine.gov;
- **RSS Feeds:** Maine.gov offers RSS (Really Simple Syndication) feeds as a delivery option of portal content, including citizen alerts, news, lottery numbers, weather, and more;
- **Mobile Portal:** A goal of the portal has always been to deliver services that meet the customer wherever they may be – anywhere with an Internet connection. Maine.gov’s delivery methods have been expanded to include a mobile portal, which can be viewed on any web-enabled mobile device;
- **Customization Options:** 1) Customized Email Notifications: news, public meetings, citizen alerts, reminders, “watched” pages, and more; 2) Customized Maine.gov page; and,
- **Maine.gov Online Services portal:** Users can now find online services more easily. Services can be viewed in an A-Z index, by category, by agency, by cost (fee or free), or using the search feature.

Awards

Maine wins 2nd Place in the 2006 Best of the Web awarded by The Center for Digital Government.



Since the “Best of the Web” competition started in 1996, Maine has been recognized five times, making the State of Maine the most award-winning web portal in the country.

Maine wins an Achievement Award in the 2006 Best of the Web, awarded by The Center for Digital Government, in recognition of the online suite of services created for the Bureau of Motor Vehicles.

Maine is recognized as a Pioneer Award recipient by The Government Solutions Center for the Maine Crash Reporting service (Department of Public Safety.)



Government Computer News

Maine is a finalist with the Government Solution Center, Innovation Award for the Bureau of Motor Vehicles, Insurance Verification Service.

Strategic Plan Update

THE INFORME BOARD'S STRATEGIC PLAN establishes a framework for delivering effective, focused eGovernment solutions and development of best-practice policy initiatives.

The strategic planning process includes a retreat where InforME Board members and the 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.

2004-2006 Strategic Plan Goals

- 1) Maintain Maine.gov as a self-supporting portal of excellence that places users' needs first and delivers superior electronic services to the public.
 - 2) Grow and diversify Maine.gov by aggressively marketing existing online services and continuing to create new eGovernment products which profoundly impact people who are living and doing business in Maine.
 - 3) Provide an enterprise-wide framework for citizens to interact seamlessly with government, including through the expansion of multi-agency and multi-jurisdictional services.
 - 4) Be a source of eGovernment solutions and standards that assist governmental agencies as they seek to achieve greater efficiency and cost-effectiveness.
- 1) **Maintain Maine.gov as a self-supporting portal of excellence that places users' needs first and delivers superior electronic services to the public.**

InforME has long placed emphasis on the Maine.gov portal as a critical element of the success of Maine's eGovernment initiative and has therefore made the Maine.gov portal a focus of each Strategic Plan. The success of the Maine.gov portal continues to be demonstrated through usage growth, user feedback, and national recognition. Maine.gov was named the second best state web portal in the nation in 2006 by the Center for Digital Government, marking the fifth year of top rankings for the portal.

Maine.gov is the state's largest publication and reaches people the world over. Keeping that in mind, InforME regularly evaluates and enhances the portal to incorporate new technologies and ensure that the portal remains innovative and serves the needs of the public. In 2006, several significant enhancements were completed for the portal, including:

 - Design: The Maine.gov portal was redesigned to present a fresh look, enhance navigation and use a CSS (cascading style sheet) layout;
 - RSS Feeds: Maine.gov offers RSS (Really Simple Syndication) feeds as an additional delivery option, including citizen alerts, news, lottery numbers, weather, and more;
 - Mobile Portal: The mobile portal is a streamlined Maine.gov, providing access on any web-enabled mobile device to essential information including news, citizen alerts, meetings, town contact information, voter information, and more;
 - Customization Options: Maine.gov offers upgraded email notifications and a customized Maine.gov page service;
 - Maine.gov Online Services portal: Users can now find online services more easily

Maine.gov

"I have visited multiple state web sites in the planning of our vacation for September & October 2005. Without a doubt Maine has the best most awesome, informative, easily navigated site. A big thank you and pat on the back to the people who maintain this site. You have a web site to be envied."

Strategic Plan Update

Maine.gov

“Your website was an excellent source and one that all states should take notice of and follow. Though we’ve never been to Maine, through your website we feel like we have. Thank you! Looking forward to a future trip to your state!”

using our redesigned online services portal; and

- E-Postcards: Dozens of beautiful Maine images are now available in the e-postcards service, to promote Maine and bring new visitors to Maine.gov.

In addition, InforME staff have continued to support the State’s Web consistency initiative and Web Standards, by assisting agencies in website design, providing technical support and training, and demonstrating best practices within Maine.gov online services and websites.

2) Grow and diversify Maine.gov by aggressively marketing existing online services and continuing to create new eGovernment products which profoundly impact people who are living and doing business in Maine.

InforME continues to partner with state and municipal agencies to develop new online services that will bring convenience and efficiencies to citizens, businesses, and government. In order to have the most significant impact on users, the online services provided on Maine.gov must be diverse and cross multiple jurisdictions and service areas. Further, users must be made aware of the services for efficiencies to be recognized.

New citizen services in 2006 included ATV/snowmobile registrations and vanity license plate purchases; business services included corporate late filing payments, corporate change of address, and fire sprinkler installation permits. In addition, InforME worked with numerous state agencies as part of the ongoing cross-agency business registration initiative. Expansion of existing services to provide new features and service delivery methods enabled InforME to further serve users’ needs. For example, consortium and return trip permits were added to the Over-limit Trucking Permit service, and additional

kiosks were established for BMV services in local branch offices.

Adoption rates for many Maine.gov services are notably high, evidence of the quality of these services and the commitment by state agencies to encourage online alternatives. Some examples of applications that have achieved high average adoption rates are:

- Annual Report Filing service - over 80%;
- Corporate Record Search system - over 95%;
- Fingerprint Registration service - 95%;
- Public Criminal History Records – 90%;
- Maine State Board of Nursing online renewal service - 80%; and,
- Crash Reporting service - over 75%.

Significant adoption of online services means cost savings and increased efficiencies for the state agency. InforME works with partner agencies to develop marketing plans for each service. The nursing license renewal service provides an excellent example of the power of marketing and agency commitment. The Board of Nursing now uses a postcard developed by InforME to notify nurses of renewal deadlines and the online service, rather than sending out the paper renewal application. This change has resulted in exceptional service usage and subsequent cost-savings to the agency.

3) Provide an enterprise-wide framework for citizens to interact seamlessly with government, including through the expansion of multi-agency and multi-jurisdictional services.

Throughout the history of InforME, enterprise thinking has guided the development of the services, website design and web architecture of the portal. Enterprise initiatives include:

- Maine’s Web Standards- supported by InforME through template development and improvement, and webmaster support and

- training;
- News and Public Meeting Calendar – a single location on Maine.gov for official state agency press releases and public meeting notices;
- WebShop – an enterprise payment/shopping cart tool to allow municipalities and state agencies to deploy online sales quickly; and,
- What’s New, RSS, and AutoForms tools – web development tools for agency webmasters, allowing easy creation of online forms, dynamic web content, and RSS feeds.

Cross-jurisdictional services include the Rapid Renewal program, dog licensing, and the Ready.Set.Gov tool that assists local governments in maintaining a web presence on Maine.gov. Participation by municipalities has continued to grow during 2006, with more than 100 towns now offering Rapid Renewal. Beyond these existing services, InforME is working to develop additional multi-jurisdictional and enterprise services, ranging from online business registration to property tax payments.

4) Be a source of eGovernment solutions and standards that assist governmental agencies as they seek to achieve greater efficiency and cost-effectiveness.

InforME facilitates eGovernment for state agencies through cost-effective service development, customer support, webmaster support, enterprise tools, and participation in state initiatives. Some notable examples include:

- 80% adoption of online nursing license renewal service has resulted in significant time- and cost-savings to the Board of Nursing, a small agency with limited staff;

- Customer service and technical support for all InforME services, including 5,000 customer service calls per year, Live Help, and approximately 3,000 email requests;
- Hosting of the majority of websites for the Executive and Judicial branches, including more than 150,000 pages;
- Expertise in usability and website accessibility for the disabled;
- Support for Maine’s Web Standards, including continued development of design templates and documentation, implementation of standards through partnership with state agencies, and educational efforts;
- Website maintenance agreements for several state agencies;
- Coordination of the State Webmaster Group, including monthly meetings, training sessions, and the Webmaster Resource Center Website and support blog;
- Participation in the State’s Web Coordinators Group, Accessibility Committee web sub-group, and State initiatives and policy workgroups; and,
- Continued enhancement and support of webmaster tools such as AutoForms and What’s New tool, allowing agencies to provide online interactivity and dynamic content.

Crash Reporting Service

“This is a great service. I cannot tell you how easy and reliable this service is. Maine is the tops in providing information easily through the Internet. I use this service regularly. Thank you.”

“I love using this!! It makes it so easy to get the information we need to do our job in insurance claims !! Thank you!!”

Current and Future eGovernment Services

Permits

"I have used many online permit applications but yours was by far is the best! Very easy to use and also what a treat to be able to get multiple states. It was also a double treat to have it approved so quickly and I was able to print it off on my printer. I did have a couple of questions and needed to call and the staff was very friendly and helpful. Thank you!!"

Town of Gardiner –
Curbside Cleanup Permits

New Fee Services

Interactive applications that went live in 2006 with full online transactions of agency business, including accepting online payments.

ATV/Snowmobile Registration: Online registration renewal application for non residents and residents for ATVs and snowmobiles. (Various fees depending on residency and license type)-February 2006

Late Filing Penalty Online Payment: Online service to allow users to pay their late filing penalty. (For-Profit Companies \$50, Non-Profit Companies \$25)- June 2006

Overlimit Consortium Permits: Phase 2 of the Overlimit permit application. Allows users to obtain permits for multi-states and return trip. (Various fees depending on truck dimensions and State)-May 2006

Drivers License Renewal-Kiosks: In Motor Vehicle branch offices kiosks have been installed for customers to renew their driver licenses online. (\$31 per driver's license renewal; \$6 per driver's license replacement and ID card renewal or replacement)-June 2006

Vanity Plate Ordering: Online search and order service for vanity license plates. (Free Search, \$15.00 Vanity Plate order fee, \$20.00 Specialty Plate order fee, if applicable)-April 2006

Enterprise Shopping Cart/Payment Tool: Online tool to allow agencies and municipalities to conduct online commerce. (Various fees depending on service offerings) -September 2006

Fire Sprinkler Licensing Permit Service: Online service to allow Inspectors, Contractors and Responsible Managing Supervisors to obtain permits for fire sprinkler jobs online.(Various fees depending on license type)-February 2006

Tax Lien Filings: Provides method for Maine Revenue Services to file state tax liens electronically.- March 2006

Moose Permit Winner Data Downloads: Allows users to purchase lists of this year's moose permit lottery winners online. Typical users include lodge owners, campground managers, guides, etc. (Various fees depending on number of records)-May 2006

Change of Registered Office Address: Allows corporations to change the address of the registered office of the clerk or registered agent on file with the Maine Secretary of State's office. (Fees vary from \$10-\$70 depending on the type of entity filing and type of change)-November 2006

New Free Services

Online services that are provided at no charge to users, and were built at no charge to the agency.

- "What's New" content management tool version 5
- Webmaster Training Presentations & Tutorials
- MSECCA Online Donation
- Upgrade to Dog Licensing
- Portal Online Services Upgrade
- Portal Help Center Upgrade
- Portal RSS Feeds
- MyMaine.gov Upgrade
- Maine.gov Mobile Portal
- Maine.gov Public Meeting Calendar
- Local Government Portal Data Update
- E-postcards Service Upgrade
- Boards & Commissions Annual Report Filings

Premium Services

UCC Special Request Service: A specialized search of UCC data for financial institutions and other secured parties. A fee of \$0.10 per record covers the cost of extracting the record from the UCC database.

Driver CrossCheck: A value-added service that provides a less costly means to track any changes in a driver's record history. The fees associated with this service are \$15 per

check of up to 10 drivers plus \$1 for each additional driver set up in a profile.

Crash Report Special Request Service: A specialized search request of bulk crash report data for consulting firms in the automotive industry. A fee of \$0.50 per record covers the cost of extracting and customizing the information from the Maine State Police Crash Database.

Current Free Services

Online services provided at no charge to users and built at no charge to the Agency.

- Adoption Rate Wizard
- Annual Report "Fillable" Forms
- Any Deer Permit Application
- Any Deer Permit Transfer
- AutoForms Tool
- BMV Vanity Plate Availability Check
- Bureau of Financial Institutions Quarterly Excise Tax Reporting
- BHR Job Description Search
- BHR Salary Listing Search
- Business Answers
- Campground Reservations
- Children's crisis forms
- DOE higher education survey
- E911 addressing officer search
- Enhanced Farms Search
- Entomology database query
- Farm search
- Find Your Elected Officials
- Find a licensed professional
- Find a WIC Clinic Near You
- WIC Eligibility Checker
- Search engine
- Governor Baldacci's Budget Balancing Tool
- Hosting of State agency websites
- IF&W Harvest Information System
- Judicial Courts mediator search
- Live Help
- Live Record Retrieval for licensed professional renewals
- Maine Arts Commission interactive website
- Maine Foliage Live Help
- Maine Lottery dynamic posting of winning numbers
- Maine.gov Citizen Alert System
- Maine.gov eDemocracy Portal
- Maine.gov eGov Services Template
- Maine.gov E-Postcards
- Maine.gov Local Government Portal
- Maine.gov News System
- Maine.gov Online History Stories
- Maine.gov Photo Contest
- Maine.gov Weather
- My Maine.gov customizable portal and notification services
- Online credit card payment processing for state agencies
- Ozone real time data and forecasts
- Parks and Lands search
- PUC Electronic Document Filing System
- PUC Utility Complaint Form
- Ready.Set.Gov!
- Searchable Sex Offender database
- SOS Kid's Page
- SOS Printable Board Games
- SOS Road to Maine Laws Animation
- Standard Maine.gov Website Header
- Student Mock Election Results Tracking System
- Submit a Tribute to a Veteran
- Treasurer's Next Generation CD Auction
- Turkey Permit Transfers
- Voter Information Lookup Service
- Webmaster Resource Website
- What's New Content Management Tool

Nursing License Renewal

"The Maine State Board of Nursing has seen an 80% usage rate from the online license renewal service, which has significantly reduced the amount of money spent on mailings and manual data entry. Not only does the service make our office more efficient, but it also allows our licensees to renew online at a time that is convenient for them."

Myra A. Broadway,
Executive Director,
Maine State Board of Nursing

Current and Future eGovernment Services

Driver's License Renewal

"I went to Augusta today to renew my license. It was around 2:30 and there were approximately 25 people waiting. I turned around and came home and checked this site. It took literally 5 minutes to complete the whole process. Wow! This is a wonderful site. Thank you!"

"Thank You, Thank You, Thank You! ...for making lines at DMV history."

"This is a great service! Being able to do this on line saved me a trip to Kennebunk; time and fuel saving all rolled into one - excellent. Thank you!"

Current Fee Services

Interactive applications with full online transactions of agency business, including accepting online payments that have launched since the portal began.

ONLINE SERVICE	FEES	DEPLOYMENT DATE
Department of Agriculture		
Dog Licensing	\$7 per altered dog license; \$11 per unaltered dog license	June, 2003
Secretary of State: Bureau of Corporations, Elections & Commissions		
Corporate Records or BCC Bulk	\$600 current data; \$1200 all current and expired data; \$300 weekly updates; \$1500 collateral images; \$500 weekly image updates	March, 2000
Trademark Bulk Database	\$300 download	May, 2000
UCC Searches	\$12 per search; \$5 additional to certify	May, 2002
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, 2002
Interactive Corporate Services	Filed documents \$3 per record; \$5 additional to certify; Certificate of Good Standing \$30 for short and long form	August, 2001
Annual Reports Online	Non Profit: \$35 per filing; \$25 additional for late filings; \$25 additional per year (up to 3 years) for suspended filings; Corporations, LPs, LLCs, LLPs: \$85 per filing, \$50 additional for late filings; \$150 additional per year (up to 3 years) for suspended filings	May, 2002
Annual Reports Online XML	Non Profit: \$35 per filing, \$25 additional for late filings, \$25 additional per year (up to 3 years) for suspended filings; Corporations, LPs, LLCs, LLPs: \$85 per filing, \$50 additional for late filings, \$150 additional per year (up to 3 years) for suspended filings.	April, 2004
Designation of Trustee Process	\$25 per filing; free search	January, 2004
Secretary of State: Bureau of Motor Vehicles		
Interactive Driver Records Search	\$7 per record	August, 1999
Interactive Title & Registration Records Search	\$5 per record	August, 1999
BMV Special Request	\$.06 per record for specified search; \$.02 per record for full file	September, 1999
Rapid Renewal Manual Towns	\$25 registration fee; various excise tax fee; \$2 agent fee	August, 2002
Driver's License & ID Card Renewal and Replacement Service	\$30 per driver's license renewal; \$5 per driver's license replacement; \$5 per ID card renewal or replacement	June, 2004
Driver Record Check	\$7 per record	November, 2004
Overlimit Permit	From \$6.00 to \$27.50, depending on truck dimensions	May, 2005
Secretary of State: Maine State Archives		
Archives Search & Ordering	Various fees	February, 2004
Department of Inland Fisheries & Wildlife		
IF&W Special Request	\$25 minimum per request	April, 2000

IF&W Storefront	Various fees for merchandise	October, 2001
Turkey Permit	\$5 per chance for resident; \$10 per chance for nonresident	December, 2002
Moose Permit	Resident: \$5 = 1 chance; \$10 = 3 changes; \$20 = 6 chances; Nonresident: \$10 = 1 chance; \$20 = 3 chances; \$30 = 6 chances; \$50 = 10 chances	December, 2002
MOSES – Maine Online Sportsman Electronic Service	Various fees with \$2 agent fee	March, 2003
Any Deer Swap	\$5 per swap	October, 2003
Moose Permit Data	\$.05 per record, \$25 minimum purchase price, subject to 5% tax	
Professional and Financial Regulation: Office of Licensing & Registration		
Online Professional License Renewal	Various fees	July, 2000
Online Professional License Renewal Upgrade	Various fees	July, 2005
Professional and Financial Regulation: Maine Board of Engineering		
Maine Professional Engineers Online Registration Renewal	\$50 two year renewal fee; \$10 late fee	September, 2003
Nursing License Renewal	Various fees	November, 2005
Department of Transportation		
Online Aircraft Registration Renewal	\$10 registration fee; various excise tax fee	January, 2003
Department of Public Safety: State Bureau of Identification		
Public Criminal Records Search	\$15 per record for in-state subscribers; \$25 for out-of-state and non-subscribers	May, 2003
Department of Public Safety: Maine State Police		
Crash Reporting Online Search & Ordering Service	Free to search, \$10 per report	October, 2004
Fingerprint Registration	\$55/per registrant	August, 2005
Department of Public Safety: State Fire Marshall		
Fire Sprinkler Licensing Renewal Service	Various fees	May 2005
Department of Health & Human Services: Health & Environmental Testing Laboratory		
Online Water Test Kit	Various water test kit fees	June, 2003
Department of Marine Resources		
Marine License Renewal: Online Lobster and Crab Harvesting License Renewal	Commercial: various license fees; Non-commercial: \$50 per license	December, 2003
Maine Marine Licenses - phase 2	Fees vary based on license type	December, 2004
Maine Marine Licenses - phase 3	Fees vary based on license type	Jan, 2005
Judicial Branch: Violations Bureau		
PayTixx	Various violation fee; various agent fee	May, 2001
Department of Conservation: Maine Forest Service		
Burn Permit	\$7/per burn permit	June 2005

“Inland Fisheries and Wildlife has served thousands of customers through our online services. Our customers have begun to turn to the Internet in order to purchase their hunting/fishing licenses, submit a chance in a lottery, register their ATV/Snowmobile or purchase items from the online store. Working with InforME to deliver these applications has created efficiencies in our Department and improved our customer satisfaction.”

Roland D. Martin,
Commissioner,
Inland Fisheries and Wildlife

Current and Future eGovernment Services

“With InforME’s help, we were able to design and develop a Maine Youth Suicide Prevention Program website that’s not only informative but captures the attention and interest of youth. Not an easy task!”

Jo Mccaslin,
Maine Office of Substance Abuse

Website Designs 2006

Sites designed by InforME in 2006 include:

- Maine.gov: <http://www.maine.gov>
- Governor – Freedom Of Access Act: <http://www.maine.gov/foaa/>
- Maine Suicide Prevention Program (Adult): <http://www.maine.gov/suicide/>
- Maine Youth Suicide Prevention Program (Teen): <http://www.maine.gov/suicide/youth>
- Department of Labor: CareerCenters: <http://www.mainecareercenter.com/>
- ConnectME: <http://www.maine.gov/connectme/>
- Maine Human Rights Commission: <http://www.maine.gov/mhrc/>
- Bureau of Human Resources: <http://www.maine.gov/bhr/>
- Office of the Governor: <http://www.maine.gov/governor/baldacci/>
- Maine State Library: Maine Libraries: <http://www.maine.gov/library/>
- Maine Historic Preservation Commission: <http://www.maine.gov/mhpc/>



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 in the list below. Others represent new opportunities that InforME believes would add value to the existing suite of Maine.gov online services.

ONLINE SERVICE	AGENCY
Board of Medicine License Renewal	Board of Medicine
Physician License Renewals	Board of Medicine
Physician Assistant License Renewals	Board of Medicine
Nursing License Advanced Practice Renewals	Board of Nursing
Inmate Search & Fund Deposit	Department of Corrections
Lottery Subscriptions	Bureau of Alcoholic Beverages & Lottery Operations
Corporate-Changes of Registered Office Address	Bureau of Corporations, Elections & Commissions
Notary Commission Renewal	Bureau of Corporations, Elections & Commissions
UCC Notifications	Bureau of Corporations, Elections & Commissions
State Job Application System	Bureau of Human Resources
Drivers License Reinstatement fees	Bureau of Motor Vehicles
State Wide Trailer Registration Renewal	Bureau of Motor Vehicles
2 year Trailer Registration Renewal	Bureau of Motor Vehicles
Bulk Trailer Registration Renewal	Bureau of Motor Vehicles
Temporary Vehicle Registrations	Bureau of Motor Vehicles
Building Permits	City of Portland/Variou s Municipalities
Parking Passes	City of Augusta/ Variou s Municipalities
Maine Marine Licensing Expansion	Department of Marine Resources
Games of Chance Reporting	Department of Public Safety
Environmental Health License/Permit Renewal	Department of Health and Human Services
Conference Registration and Payment	InforME
School Payment Portal	InforME
University Payment Portal	InforME
Business Licensing Portal	InforME/Variou s state agencies
Court Fines	Judicial Branch
Sales & Use Tax & Withholding Tax Registration	Maine Revenue Services
Property Tax Payments	Variou s Municipalities

Burn Permits

“This is a great service! Thank you so much for setting up the online process, it saves me time and frustration.”

Actions of the Board

The InforME Board is committed to making a difference in the way citizens and businesses interact with government. The Board provided feedback on individual applications and designs, prioritized projects, and approved fees for new services. Below are the actions of the Board in year 2006:

Board Voting Record

January

The Board voted to table the Professional and Financial Regulation Securities Registrations until InforME's General Manager could report again in February. The Board also voted to table the Governor's Creative Economy initiative until February.

February

The Board voted to accept the Inland Fisheries & Wildlife, Migratory Bird Schedule A Addendum changes. Following significant discussion, the executive group proposed an extension to the New England Interactive contract for an additional 18 months. The Chair of the Board explained that he and the State Contract Administrator would discuss this approach with the appropriate state personnel for their approval.

March

The Board approved the Service Level Agreement for the Maine Revenue Services Business Registration.

April

The Board accepted the following prioritizations: Boards and Commissions Online Annual Reporting Service, Maine State Employees Combined Charitable Appeal, and City of Portland Charitable Donations.

May

The Board voted to approve the eighteen month contract extension for New England Interactive. The contract will be good through January of 2008.

July

The Board voted to accept the Boards and Commissions Service Level Agreement.

September

The Board voted to approve the City of Gardiner, Clean-up ticket Service Level Agreement. The Board voted to approve the Maine Board of Licensure in Medicine Physician License Renewal Service Level Agreement.

Application Demonstrations Presented for Board Input/Approval

- Vanity Plates
- Thunderstone Search Engine
- RSS Feeds

Topics of Discussion

- Maine Creative Economy
- Online Business Registration
- Google Search vs Thunderstone
- Account Handling and Merchant Fees
- RI.gov Security Breach Impact on Maine.gov and NEI
- NEI contract Extension
- City of Portland Charitable Donations
- Bad-Debt write-off for ChoicePoint
- Maine Revenue Services Sales, Use and Withholding Tax Registration
- Maine Sex Offender Registry Address Publication
- RSS Feeds
- NEI Name Change
- DSS and Security Lessons
- 2007-2008 Strategic Plan
- Gold Star Communities Award
- Services launched
- Websites launched

InforME Board of Directors

Richard Thompson, *Chair of the Board*
State Chief Information Officer,
Department of Administrative and Financial
Services

Matthew Dunlap, *Secretary of State*

Dan A. Gwadosky, *Director of the Bureau of*
Alcoholic Beverages & Lottery Operations
Representing Major Data Custodians in the
Executive Branch

Herb Thomson, *Director of Communications,*
Department of Transportation
Representing Major Data Custodians in the
Executive Branch

John Martins, *Department of Health and*
Human Services
Representing Major Data Custodians in the
Executive Branch

Ralph Caruso, *University of Maine, Orono*
Representing the University of Maine

Linda Cohen, *City Clerk of Portland, ME*
Representing a Statewide Association of
Municipalities

Anne B. Schink, *Maine League of Women Voters*
Representing a Nonprofit Organization
Advancing Citizen's Rights of Access

Marilyn Lutz, *Maine Library Association*
Representing a Statewide Association of Public
Librarians

Cynthia Butts, *Maine Association of Realtors*
Representing a User Association

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

Kathy Record,
Director of eGovernment Services
Representing the Department of Administrative
and Financial Services

Gary Nichols, *State Librarian*

Richard Trahey
Public Member appointed by the Speaker of the
House

Jaynie Higgins
Public Member appointed by the President of
the Senate

Deborah B. Carson, *Financial Operations Officer*
Representing the Judicial Branch (non-voting
member)

Lisa Leahy, *Clerk of the Board*
eGov Specialist, OIT

Paul Sandlin, *Staff to the Chair*
eGov Specialist, OIT

Erin Hutchins, *General Manager, InforME*
Representing InforME (non-voting member)



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