



# Awards

## Maine.gov awarded Second Place in Annual Best of Web Competition

For the eighth year, the Center for Digital Government has named Maine.gov one of the best state government sites in the nation. Maine.gov was ranked second in the 2008 Best of the Web national competition for state government Web portals. The competition evaluates portals on the basis of online services, innovative technology, efficiency, and attention to ease-of-use, accessibility to the disabled, privacy and security.

## Maine's Bureau of Human Resources HireME Receives eC3 Honorable Mention

The National Electronic Commerce Coordinating Council (eC3) has selected Maine's Bureau of Human Resources HireME application as an honorable mention in this year's award selection, representing the category of innovative use of the web in government management practices. This service allows citizens to create an account with BHR and submit eligible State job applications online. The service can be accessed through the BHR Open Competitive job listing.

## Pew Center Report Puts Maine Elections Website in Top Ten Nationwide

Maine does a great job of making election information both easy to find and easy to use, according to a recent report from the Pew Center on the States. "Helping voters educate themselves is one of our primary functions," said Secretary of State Mathew Dunlap in response to Maine's top ten ranking. "We take that job very seriously, and obviously the Pew Center recognizes the effectiveness of our educational efforts. It is our firm belief citizens have a responsibility to participate in our Democracy. By providing them a wealth of election-related information, we're empowering Mainers to be involved in the electoral process." The Pew Center report, entitled "Being Online is Not Enough", considered a number of factors, including accessibility, content, whether or not the online information states provide could be easily used, and whether or not the information was helpful.

## Municipal File Transfer Named Honorable Mention in the Digital Government Achievement Awards

The Maine Bureau of Motor Vehicle's Municipal File Transfer Service, created in partnership with InforME was named Honorable Mention in the Government to Government category of the 2008 Digital Achievement Awards. The Awards recognize Government services that combine innovative usage of technology with functional design, efficiency and economy.

## Maine Ranked Sixth in Brookings Institute's Annual Governance Study

Maine was ranked the sixth best state for eGovernment in the United States, according to the annual Governance Study of eGovernment effectiveness conducted by the Brookings Institute. The Governance Study seeks to identify those Government Websites that best leverage the World Wide Web to provide citizens with government services and information.

# Chair's Message

In the nine years since the inception of InforME, the State's Web presence has grown to play a critical role in the State's delivery of services to the public, and in many cases, is now the primary means for public access to information and services. InforME has worked with state and municipal agencies to implement nearly 400 electronic services for the public, and to establish Maine.gov as an innovative and user-friendly portal. With a new long-term contract in place, InforME is poised to create the next generation of eGovernment in Maine.



Richard Thompson,  
*Chair of the Board*

Maine.gov continues to be a leading government portal, incorporating innovative technologies within a framework that is easy to navigate and accessible to a wide range of users. Maine.gov now offers more than 300,000 Web pages and receives 180 million hits annually. This year, upgrades to the site included a fresh design, new Web 2.0 features such as Microformats, Twitter feeds, and enhanced searching.

In 2008, Maine once again received national recognition for its eGovernment efforts. Ranking 2nd place for its portal, Maine.gov, marked its eighth consecutive award in the annual Best of the Web competition by the Center for Digital Government. In addition, Maine ranked 6th place for its portal by the Brookings Institute, and also received several other distinguished awards for its online services.

In the past year, InforME has added 25 new services to Maine.gov, expanding Maine's eGovernment service offerings to nearly 400. The convenience and efficiencies of online services become particularly important during times of economic slowdown, tighter budgets, and high gas prices, as we have seen this year. Municipal participation in online services has increased, visits to Maine.gov have jumped dramatically, and more citizens and businesses are relying on online solutions to take care of government interactions.

In 2007, the InforME Board completed a highly competitive procurement process for the Network Manager, the private, self-funded organization responsible for the day-to-day operations of InforME and the Maine.gov portal. The incumbent provider, Maine Information Network, an NIC subsidiary, was selected and a new multi-year contract was executed in March, 2008. The new contract includes greater flexibility in funding mechanisms and a number of enterprise services that will bring significant value to State of Maine agencies and constituents. Several key provisions of the new contract have already been implemented, including a new data center and upgraded infrastructure.

InforME, with the strategic oversight of the Board and committed agency partners, has achieved and exceeded the original vision set forth in 1998, and now moves into the exciting next phase of its evolution. I would like to thank all of the entities and individuals who have worked to make Maine's eGovernment initiative a resounding success, and I look forward to the continued development of Maine.gov.

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# InforME: Moving Forward

## **Maine.gov:**

*I continue to marvel at the utility and effectiveness of Maine.gov. Thank you!*

*Maine.gov is such a user-friendly site! It is a great service to Maine people!*

InforME is continually focused on combining advanced technology with user-friendly design to meet the online service demands of citizens, businesses, and state government. This is the core philosophy behind the online services that are developed by InforME and currently offered through the Maine.gov portal. After nine years as the state's eGovernment portal, InforME supports nearly 400 online applications, consistently produces an award-winning Maine.gov website, and provides a variety of enterprise solutions to assist agencies. InforME has developed into an integral part of the state's delivery of services to the public. We look forward to new opportunities and challenges for Maine's eGovernment initiative. In conjunction with Maine state and municipal agencies, InforME will continue to develop online services providing an even greater impact to Maine's citizens, businesses and government.

With the new Network Manager contract in place, InforME has made some significant upgrades and enhancements this past year, including:

### • **New Office Location**

InforME has moved this past year from the office near Water Street in Augusta to a larger, more modern office in the Central Maine Commerce Center (CMCC) in Augusta. This new office space allows InforME to grow and provides adequate workspace for employees.

### • **New Data Center & Infrastructure**

As part of InforME's new location in the CMCC, InforME has a new, upgraded data center. This new data center is larger and more secure. It is also in close proximity to one of the state's data centers, giving InforME a direct and faster data connection with the state network. In addition, InforME has replaced much of its production hardware with new equipment and restructured its server environment to a clustered, load balanced server configuration.

### • **Multimedia Tools & Services**

InforME is in the process of creating a Maine.gov Media Gallery and associated media publishing tools for state agencies. The Media Gallery will be a central location within the Maine.gov portal where audio and video files will be stored and viewable by the public. This will provide convenience for the public, promotes the state's multimedia efforts, attracts visitors, and allows for one-stop features such as searching and sorting of media content by the public. The approach also facilitates compliance with state standards and policies, such as file formats and accessibility to the disabled.

### • **Funding Options**

InforME's business model is based on a self-funded approach whereby applications are built at no upfront cost to agencies. InforME applications are typically funded through a negotiated portion of the existing statutory fee each time a service is accessed or a transaction is completed.

When this transaction based model of funding does not fit within the scope of a particular project, InforME now offers agencies the option of a time and materials contract. The new InforME time and materials process streamlines and expedites the development process for agencies.

With a history of successfully delivering government services directly to citizens with advanced technology and simple-to-use design, InforME is ready for the future of eGovernment in Maine. The new infrastructure and tools listed above, combined with innovative design, top-notch security, and technical expertise, will make InforME beneficial to all.

# Strategic Plan Update

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

In September, 2006, the Board participated in a planning retreat to discuss the issues facing InforME over the next three years, and new directions for InforME given the portal's maturity and changes in state IT structure and policy. Board members, state IT staff, and the network management staff worked together to develop the Strategic Plan for 2007-2009.

## 2007-2009 Strategic Plan Goals

- 1) Maintain InforME as the pre-eminent eGovernment resource for the State of Maine and Maine.gov as a web portal of excellence.
- 2) Grow and diversify Maine.gov by aggressively marketing existing online services and continuing to create new eGovernment services which profoundly impact people who are living and doing business in Maine.
- 3) Expand efforts to integrate the Legislative and Judicial branches into Maine.gov and develop new partnerships and services.
- 4) Enhance Maine.gov to promote its interoperability with State IT services and improve its reliability, while minimizing infrastructural duplication.
- 5) Maintain a stable self-funded model for InforME and facilitate new partnerships through a variety of funding options.
- 6) Establish and maintain the value of InforME services through measurement of usage, satisfaction, value and return on investment and ensure mutual benefit for services provided at no charge to agencies.

The Strategic Plan outlines specific strategies that will enable the goals to be met. These strategies, and this year's activities related to each strategy, are detailed below.

## 1) Maintain InforME as the pre-eminent eGovernment resource for the State of Maine and Maine.gov as a web portal of excellence.

InforME regularly evaluates and enhances the portal to remain innovative and meet the needs of citizens. Each year InforME continues to develop award-winning changes to enhance the Maine.gov portal. This year Maine.gov captured a 2nd place award in the State Government Portal category of the Center for Digital Government's competition for "Best of the Web".

InforME continues to place a high priority on the success of the Maine.gov portal as a critical element of Maine's eGovernment initiative. For Maine state agencies and the public constituents whom they serve, Maine.gov is a primary resource for online government information and services. In 2008, several enhancements were completed to improve the online experience for millions of Maine.gov users, including:

- **Enhanced Searching:** Maine.gov now offers a predictive search feature on its home page, which automatically displays matching results as the user types the name of an agency or online service.
- **Web 2.0 Technologies:** Maine.gov now provides citizen alerts by Twitter, a popular Web 2.0 service, allowing citizens to receive alerts by text message to a mobile phone, as well as by email or RSS feed. Maine.gov also uses micro-formats to make it easier for users to add addresses and events to their own desktop address book or calendar.
- **Design:** Significant upgrades to the design of Maine.gov provided more imagery, Web 2.0 styling, and other enhancements.

In addition to maintaining high-quality portal development, InforME facilitates cost-effective eGovernment implementation for Maine government entities through webmaster support, enterprise software, and participation in state initiatives and policy development. InforME continues to provide eGovernment

## Rapid Renewal:

*I think this registration renewal service is as simple and fast as can be. It is a great time saver. We also do driver's license and hunting/fishing license renewals online at our house. Whatever did we do before the internet?*

*This service is GREAT! It is so simple and easy to use, and the email reminder is wonderful. I don't know how it could be improved. It truly is SERVICE at its best and I really appreciate it. Thank you.*

# Strategic Plan Update

## **Notary Public Commission Renewal:**

*When I learned of new notary update program, I thought "Oh no - not another poorly done and difficult-to-use program to deal with." Was VERY PLEASANTLY SURPRISED to discover this new updating procedure very straight forward and easy to use. Great!*

expertise focusing on serving Maine agencies and municipalities, for planning and program implementation.

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

In order to have the most significant impact, InforME has partnerships with many state and municipal agencies to develop online services and websites that will bring convenience and efficiencies to citizens, businesses, and government. The online services provided on Maine.gov must be diverse while crossing multiple jurisdictions and service areas.

InforME developed new citizen services in 2008 including a court fine payment service, an online absentee ballot request service, and the clean election contribution service. Business services included lobbyist registration and penalty payments through the Maine Ethics Commission, and the commercial clerk and commercial registered agent listing and management service. InforME also conducted several enhancements to existing services in 2008, including Boards and Commissions Annual Report Filing, professional license renewal, and marine license renewal. On the municipal level, InforME now offers an online shopping cart system and a new over-the-counter payment system (PayPort). Municipal participation in Rapid Renewal continues to grow, with more than 130 towns enrolled. Other municipal services are scheduled for development, including boat registration renewal.

InforME has a constant goal to work with partner agencies in creating sustainable growth for the new services developed. This task is achieved by working together with agencies to develop marketing plans for their services. The true measure of the success of an application is in its rate of usage (adoption).

In order to ensure high usage and realize efficiencies for agencies, users must be made aware of the services and given appropriate incentive to use them. InforME recognizes these challenges and as such developed a comprehensive marketing plan for 2008 that entails strategies for marketing the Maine.gov brand to the public, marketing individual online services to user groups, and strategies for marketing InforME as a resource to state and municipal agencies.

In addition, InforME has participated in association events such as the Sportsman's Show, Bank Expo, and Maine Municipal Association Convention, as well as targeted marketing efforts for specific services in partnership with agencies.

The result of these marketing efforts is proven as adoption rates for online services continue to grow. Some examples of applications that have achieved high average adoption rates in 2008 are:

- Physician License Renewal – 85%
- Maine State Board of Nursing online license renewals – 90%
- BMV Municipal File Transfer – 90%
- Public Criminal Record Request – 90%
- UCC Search Online – 99.7%

## 3) Expand efforts to integrate the Legislative and Judicial branches into Maine.gov and develop new partnerships and services.

InforME is continuing to look for avenues of application development for the Judicial and Legislative branches. This past year InforME engaged in the development of a court fine payment application for the Judicial branch, a service that provides citizens a convenient method to pay fines online by credit card. A well established Judicial application developed by InforME is PayTixx, an online traffic violation payment processor, which handled more than 2,000 transactions per month in 2008. Efforts to promote awareness of InforME are underway through development

of orientation materials for legislators and increased outreach to legislative leadership.

#### 4) Enhance Maine.gov to promote its interoperability with State IT services and improve its reliability, while minimizing infrastructural duplication.

In 2008, InforME developed a new data center as part of the requirements of the new InforME Master Contract. This new data center, in InforME's new office location at the Central Maine Commerce Center, is a significant enhancement to the infrastructure of InforME and has already positively impacted the performance of Maine.gov. InforME is continually striving to provide a highly reliable, secure, and sophisticated network for publishing agency websites and InforME web applications to the public. In 2008, InforME replaced hardware with new equipment and migrated to a clustered, load-balanced server configuration. InforME also added the capability for hosting third-party-developed applications for state agencies in its data center. In addition, InforME maintains CyberTrust security certification and continues to exceed the stringent requirements of the Payment Card Industry for credit card processing.

#### 5) Maintain a stable self-funded model for InforME and facilitate new partnerships through a variety of funding options.

Each year the awareness of eGovernment expands, as does the portfolio of services offered by InforME. The challenges of budget constraints facing state agencies have highlighted the value of the self-funded, transaction-fee based model. With the new contract in place, InforME is able to offer a variety of funding options to assist agencies with service delivery in a time of shrinking agency budgets and staff. Although the transaction-fee model is InforME's core method of funding, several agencies have partnered with InforME through time and materials contract-

ing this year. These options enable InforME to work with agencies for a broader range of eGovernment services, including web application development, website design, database development, maintenance, multimedia, and other services.

#### 6) Establish and maintain the value of InforME services through measurement of usage, satisfaction, value and Return on Investment and ensure mutual benefit for services provided at no charge to agencies.

Measuring and maintaining return on investment is important to the state, InforME Board, and the network manager, to understand the value of InforME to the state, and to ensure that InforME resources are being allocated appropriately. Establishing key metrics for reporting purposes is at the forefront. Tracking such information provides evidence of portal growth, resource demands by the public and government agencies, and the degree to which services are successful. Some of these metrics include service usage and adoption rates, portal traffic, user satisfaction, and customer service requests. InforME reports such information to the Board, and works with partner agencies on a regular basis to estimate agency cost-savings. One of the best examples for cost saving services in 2008 was the BMV Municipal File Transfer service, which allows the electronic exchange of data between municipalities and the BMV, replacing an outdated process of mailing diskettes.

- Municipal File Transfer initial cost savings for materials alone on an annual basis is \$5,800. The largest savings is in staff hours of approximately 24,000 hours per year. The InforME Strategic Plan has provided important goals for InforME to achieve over the last two years. With the strategies outlined by the Board, InforME has a clear direction on how to meet and attain these goals while continuing the legacy of delivering effective and focused eGovernment solutions.

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*The Maine Ethics Commission administers the Maine Clean Election Act, which is designed to encourage new people to consider running for public office. Ordinary citizens can support a candidate's participation in the program by giving a \$5 qualifying contribution. Previously, candidates could accept these contributions only as cash or check donations. Our recent partnership with InforME enabled us to develop an effective and appealing Web-based donation system which allows donors to make a debit or credit card donation. This application immediately received praise from both candidates and citizens and is a great success.*

Jonathan Wayne  
Executive Director, Maine  
Ethics Commission

# Current and Future eGovernment Services

## **Lobbyist Registration Renewal:**

*This is completely fabulous. You are making this very easy, and the whole web site/features are amazing. Thanks for putting the time into it.*

## **New Fee Services**

The following interactive applications were launched in 2008. These applications allow users to complete Agency or Municipal business, including making online payment.

**Lobbyist Registration:** This service allows lobbyists and lobbyist associates to renew their registration online and pay for registration fees by a credit card. A \$200 registration fee applies to renew a lobbyist registration and a \$100 registration fee applies to renew a lobbyist associate registration. January 2008

**Marine Licensing enhancement:** The newly enhanced Marine Licensing service allows citizens and businesses to renew their marine licenses with the State. Various fees apply depending on the license being renewed. February 2008

**Qualifying Contributions for Clean Election Candidates:** This online service allows any registered Maine voter to supply a qualifying contribution to a candidate applying for Maine Clean Election Act funding. The maximum contribution amount per citizen on behalf of a candidate is \$5, however a donation in any amount can be made to the Clean Election Fund. March 2008

**Maine State Archives Store:** This service allows users to purchase items through the Maine State Archives. Various fees apply depending on the merchandise purchased. April 2008

**Ethics Commission Penalty Payments:** This service allows any individual or entity to pay for any penalty incurred by the Maine State Ethics Commission online. Various fees apply. April 2008

**Notary Public Commission Renewal:** This service allows any Maine Notary Public to update and maintain their contact information on file with the Maine Secretary of State's office, as well as to renew their commission

and make payment for the \$50 renewal fee. June 2008

**Commercial Registered Agent Online Listing and Management Service:** This premium online service allows users to register as a Commercial Registered Agent online with the Maine Secretary of State. A \$150 fee applies to users to create a new listing or to terminate an existing listing; a \$50 fee applies to update commercial registered agent information. July 2008

**Non-Resident/Military Registration Renewal:** This enhancement to the Rapid Renewal Service allows military personnel stationed at nearby military installations to renew their Maine Vehicle Registration online. Various fees apply depending on the vehicle being renewed. July 2008

**Court Fines:** This service allows users to make a payment for court fines and fees (other than traffic tickets) online. Various fees apply depending on the court fine or fee incurred. October 2008

**Fleet Trailer Renewal:** This service allows citizens and businesses to renew 5 or more non-excise taxable Maine trailer registrations online for one or two years in a single transaction. Registration fees are based on trailer weight and the renewal period. November 2008

**Vehicle Title Search Upgrade:** This enhancement to the Vehicle Title Search offers InforME subscribers additional search options and title data. A \$5 fee applies to all search transactions. November 2008

**MOSES Hunting/Fishing License Purchase Upgrade:** This enhancement to the MOSES online hunting and fishing license application allows users a more streamlined and efficient way to purchase an authority with the Department of Inland Fisheries and Wildlife. Various fees apply depending on the authority purchased. December 2008

## New Free Services

- Abandoned Vehicle Lien Holder Notification
- Absentee Ballot Upgrade
- Bureau of General Services Public Improvement Project Request Form
- MSECCA Online Donations Total Solution
- Municipal File Transfer
- Simple Data Transfer Tool
- Secretary of State's Eighth Grade Citizenship Award Nomination Form
- Maine.gov Microformats
- Maine.gov Portal Upgrade
- Maine.gov Predictive Search
- Maine.gov Twitter
- Voter Information Services Upgrade
- Webmaster Training Presentations and Tutorials
- MyDaus

## Current Free Services

- Adoption Rate Wizard
- Agency Static Website Hosting
- Air Quality Monitoring System
- Any Deer Permit Lottery
- Any Deer Transfer
- Archives Interactive Search
- AutoForms Enterprise Tool
- BMV Guest User System for Agencies
- BMV Suspended Driver Check
- BMV Vanity Plate Availability Check
- Boards and Commissions Annual Report Filing
- Bureau of Human Resources Job Description Search
- Bureau of Human Resources Salary Listing Search
- Business Answers
- Clerk or Registered Agent Search
- Debtor Name Search
- DPS Online Scheduling Request for Fingerprinting
- E911 Kids Page
- Email Listserve Software
- Find Your Elected Officials
- Flag Notification Alerts
- Google Search Engine
- Governor Baldacci's Budget Balancing Tool
- HireMe Maine State Job Application
- Historical Newspapers Search
- Judicial Courts Mediator Search
- Maine.gov eDemocracy Portal
- Maine.gov Live Help
- Maine Foliage Live Help
- Maine Lottery Dynamic Posting of Winning Numbers
- Maine.gov Citizen Alert System
- Maine.gov eGov Services Template
- Maine.gov E-Postcards
- Maine.gov Help Center
- Maine.gov Mapping
- Maine.gov Local Government Portal
- Maine.gov Mobile Portal
- Maine.gov News System
- Maine.gov Online History Stories
- Maine.gov Photo Contest
- Maine.gov Public Meeting Calendar
- Maine.gov RSS Feeds
- Maine.gov State Agency Directory Upgrade
- Maine.gov Weather
- Maine Revenue Services Sales and Use, Withholding and Service Provider Tax Registration
- My Maine.gov Custom Page and Notification Services
- Notary and Dedimus Search
- Ozone Real Time Data
- Parks and Lands Search
- PUC Electronic Document Filing System
- Ready.Set.Gov!
- Searchable Sex Offender Registry
- Secretary of State Kid's Page
- Secretary of State Printable Board Games
- Secretary of State 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
- Unclaimed Property Search
- Unclaimed Property Holder Reporting
- Voter Information Lookup Service
- Webmaster Online Directory System
- Webmaster Resource Website
- Webmaster Support Blog
- Webmaster Training Presentations & Tutorials
- What's New Content Management Tool

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*By partnering with InforME, the Maine State Bureau of Identification has been able to enhance the way in which we provide the public with information. Through our online services, we have increased our efficiency, created time savings and placed critical information at the fingertips of our citizens.*

Anthony Winslow  
Supervisor, State Bureau of Identification

# Current and Future eGovernment Services

## Hunting/Fishing License Purchase Online:

*I just wanted to say THANK YOU and I think this service is awesome! I am taking my boy fishing today and totally forgot about my license as I haven't been out this year yet...I have used MOSES since it started and I knew I could get online and in minutes be ready to go out. THANK YOU and keep up the great work!*

## 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	LAUNCH
<b>Department of Agriculture</b>		
Dog Licensing	\$7 per altered dog; \$11 per unaltered dog	Jun-03
<b>Secretary of State: Bureau of Corporations, Elections, Commissions</b>		
Change of Registered Office Address	Corporations, LPs, LLCs, LLPs: \$35 Non-Profit: \$15	
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
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.	
Interactive Corporate Searches	Filed documents \$3 per record; \$5 additional to certify. Certificate of Good Standing \$30 for short and long form	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
<b>Secretary of State: Bureau of Motor Vehicles</b>		
Interactive Driver Records Search	\$7 per record	Aug-99
Driver Cross Check	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 setup in a profile.	
Interactive Title and Registration Records Search	\$5 per record	Aug-99
BMW Special Request	\$.06 per record for a specified search; \$.02 per record for full file	Sep-99
Rapid Renewal Auto Registration	\$25 registration fee; various excise tax fee; \$2 agent fee	Dec-00
Rapid Renewal Manual Towns	\$25 registration fee; various excise tax fee; \$2 agent fee	Aug-00
Vanity Plate Ordering	Free search; \$15 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; \$40 per 8-year driver's license renewal; \$5 per driver's license renewal and replacement; \$5 per ID card renewal or replacement	Jun-04
Driver Record Check	\$7 per 3-year record; \$12 per 10-year record	Nov-04
Overlimit Permit	From \$6 to \$27.50 depending on truck dimensions	May-05
Overlimit Consortium Permits	Various Fees	May-06
Statewide Trailer Registration Renewal	One-year renewal: \$24 Two-year renewal: \$43	Feb-07

ONLINE SERVICE	FEES	LAUNCH
Taxis and Limos Registration Renewal	Various Fees	Oct-07
Unified Carrier Registry	Various Fees	Sep-07
<b>Secretary of State: Maine State Archives</b>		
Archives Search and Ordering	Various Fees	May-05
<b>Department of Inland Fisheries and Wildlife</b>		
IF&W Storefront	Various Fees for merchandise	Oct-01
IF&W Special Request	\$25 minimum per request	Apr-00
Moose Permit Lottery	Resident: \$5 one chance; \$10 three chances; \$20 six chances; Non-Resident: \$10 one chance; \$20 three chances; \$30 six chances; \$50 ten chances	Dec-02
MOSES-Maine Online Sportsman Electronic Service	Various Fees	Mar-03
Any Deer Swap	\$7 per swap	
Moose Permit Data	\$25 minimum purchase subject to 5% sales tax; \$.05 per record	Oct-03
ATV/Snowmobile Registration	Resident Renewal: \$34; Non-Resident Renewal: \$69	Feb-06
<b>Professional and Financial Regulation: Office of Licensing and Registration</b>		
Professional License Renewal	Various Fees depending on the license being renewed	Jul-00
Registered Professional Nurse, Licensed Practical Nurse Renewal	\$75 per RN renewal; \$50 per LPN renewal	Nov-05
Physician License Renewal	\$400 per renewal	Sep-07
Professional Engineer Renewal	\$80 two-year renewal; \$10 late fee	Sep-03
<b>Department of Transportation</b>		
Aircraft Registration Renewal	\$10 registration fee; various excise tax fee	Jan-03
<b>Department of Public Safety</b>		
Public Criminal Records Search	\$21 per record for in-state subscribers; \$31 for out-of-state subscribers and non-subscribers	May-03
Fire Sprinkler License Renewal	Various Fees	May-05
Fire Sprinkler Permits	Various Fees	Feb-06
Crash Report Ordering	Free search; \$10 per report ordered	Oct-04
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.	
<b>Department of Health and Human Services</b>		
Health and Environmental Testing Laboratory, Water Test Kit	Various Fees	Jun-03
Fingerprint Payments for Foster Families	\$52 per fingerprint packet ordered	Apr-07
<b>Department of Marine Resources</b>		
Marine License Renewal	Various Fees	Dec-03
<b>Judicial Branch: Violations Bureau</b>		
Paytixx, Moving Violations Payments	Various Fees; \$6 premium service fee	May-01
<b>Department of Conservation: Maine Forest Service</b>		
Burn Permit	\$7 per permit	Jun-05
<b>Maine Revenue Service</b>		
Tax Lien Filings	Various Fees	Mar-06
<b>Municipal Services</b>		
Enterprise Shopping Cart and Payment Tool	Various Fees depending on service offerings	Sep-06

*The Division of Corporations, UCC, and Commissions of the Secretary of State's Office has worked with InforME to deliver several successful and pioneering applications. From the implementation of the Model Registered Agent Act to register Commercial Registered Agents to Corporate Record Retrievals and Notary Public Commission Renewals, our online services have greatly improved efficiencies for our Division and for Maine businesses and citizens.*

Tim Poulin  
 Director, Division of  
 Corporations, UCC, and  
 Commissions

# Current and Future eGovernment Services

## Public Criminal Records Checks:

*I love this service. It's easy to use, timely and very beneficial.*

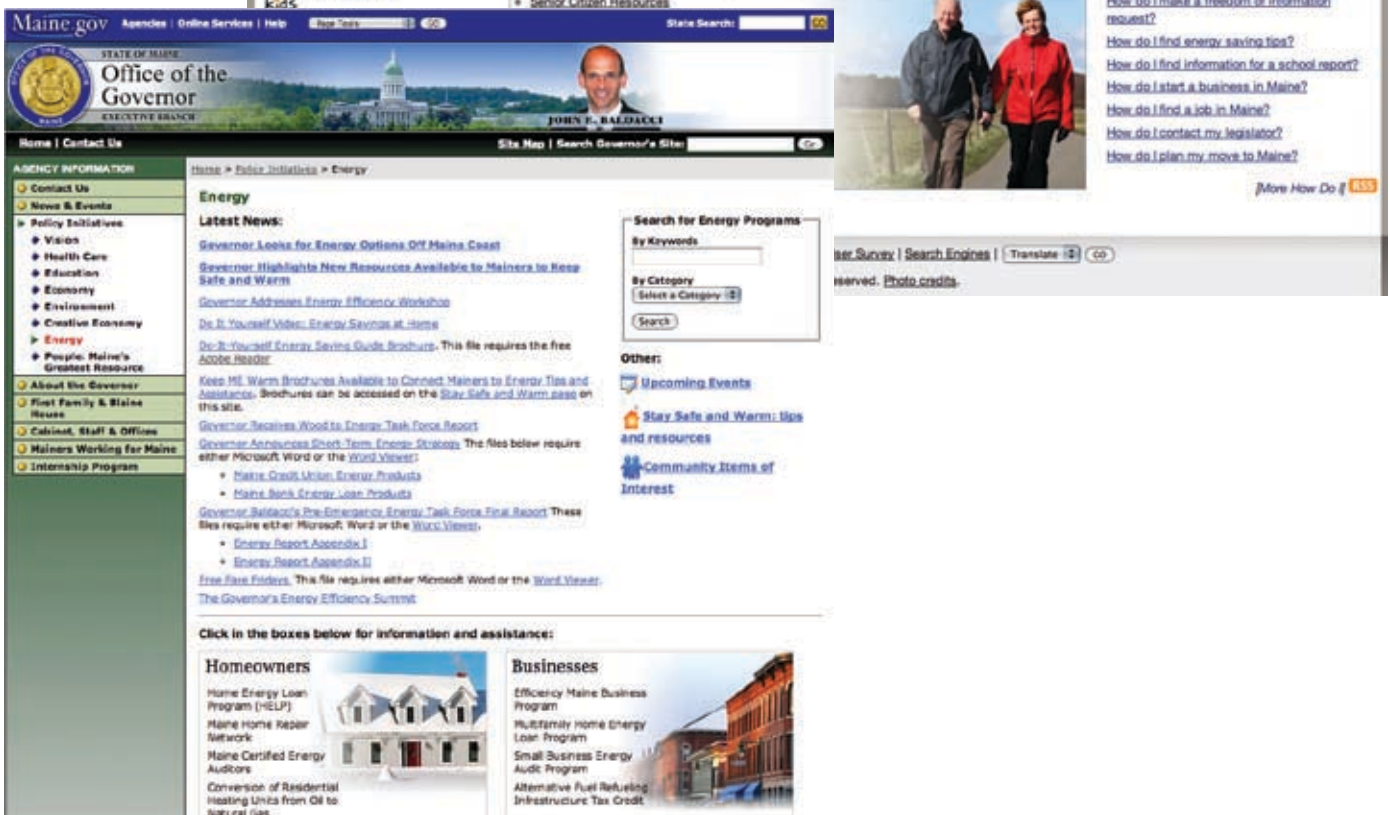
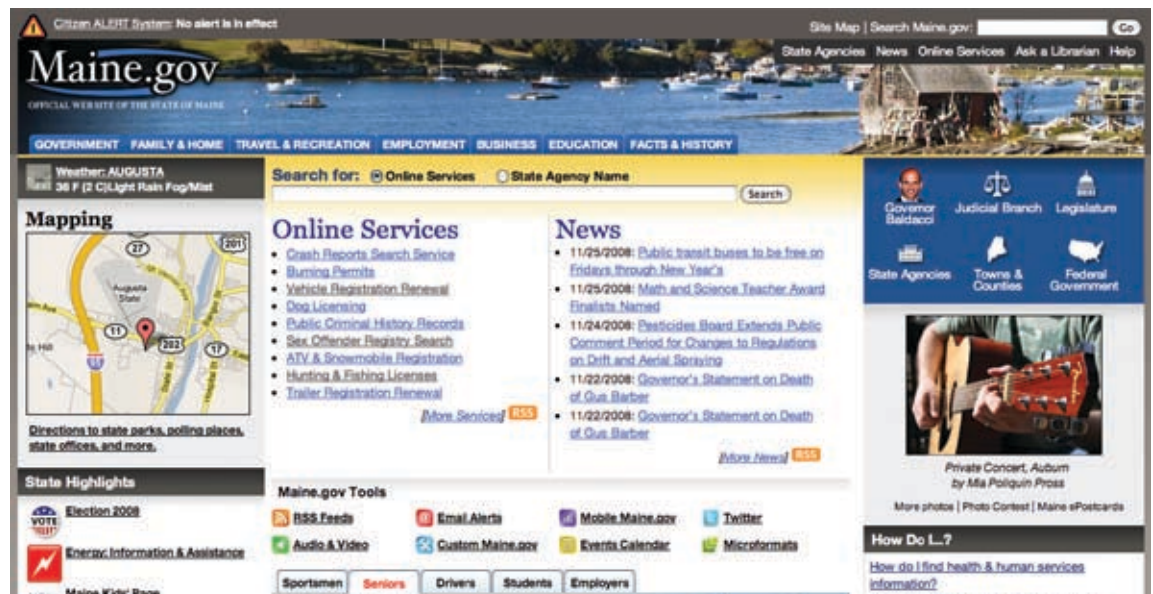
*Thank you.*

*This is the way government can best serve the citizens in the future. Very nice web program. Thank You!*

## Website Designs 2008

Sites designed by InforME in 2008 include:

- Maine.gov: <http://www.maine.gov>
- Maine.gov Photo Contest: <http://www.maine.gov/portal/photos/winners.php>
- Governor Baldacci's Energy Initiative: <http://www.maine.gov/governor/baldacci/policy/energy.shtml>
- Bureau of Highway Safety: <http://www.maine.gov/dps/bhs/>
- Fall Foliage: <http://www.maine.gov/doc/foliage>



## 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
APRN License Renewals	Board of Nursing
ATV/Snowmobile Registration Renewal Upgrade	Inland Fisheries and Wildlife
Boat Registration Renewal	Inland Fisheries and Wildlife
Building Permits	Land Use Regulation Commission
Conservation Easement Registry	State Planning Office
Court Fine Payments (IVR)	Judicial Branch
Duplicate Registrations	Bureau of Motor Vehicles
Environmental Health License Renewals	Department of Health and Human Services
Interactive Corporate Services Redesign	Bureau of Corporations, Elections, and Commissions
Title Lien Release	Bureau of Motor Vehicles
Lottery Subscriptions	Bureau of Alcoholic Beverages and Lottery Operations
Notarized Public Criminal Records	Department of Public Safety
Nursing Bulk Data Sales	Board of Nursing
Physician Assistant License Renewals	Board of Licensure in Medicine
PayPort Municipal Payment System	Various Towns throughout the State
Physician and Physician Assistant Bulk Data Sales	Board of Licensure in Medicine
Rapid Renewal for Unorganized Territories	Bureau of Motor Vehicles
Underground Tanks Search and Training	Department of Environmental Protection
WebShop Conference Registration	Various Agencies

*Online services have become an essential way for the Bureau of Corporations, Elections, and Commissions to transact business. With 2008 being such a significant election year, we naturally turned to InforME for a way to make this election more appealing and accessible to our citizens while creating efficiencies for our municipalities. InforME was able to help us create an online Absentee Ballot Request service that was received with an overwhelmingly positive reaction from the thousands that have used it.*

Julie Flynn  
Deputy Secretary of State

# Actions of the Board

## **Any Deer Lottery Entry:**

*As is typical, I waited until the very last minute. It ran as smooth as silk at 9:30 pm of the last night. You folks have this down to a science.*

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 2008:

### **January**

The Board approved the following Service Prioritizations in January:

- Baxter State Park Authority, Campsite Availability Search
- Secretary of State, Eighth Grade Citizenship Award Nomination Service

### **February**

The Board approved the Service Prioritization for the Maine State Employees Combined Charitable Appeal (MSECCA) Total Solution as well as the Service Level Agreement for the Maine Board of Medicine, Licensee Data Service.

### **March**

The Board approved Service Prioritizations for the following in March:

- Bureau of Motor Vehicles, Title Search Upgrade
- Department of Inland Fisheries and Wildlife, ATV and Snowmobile Registration Renewal Upgrade
- State Planning Office, Conservation Easement Registry Total Solution

The Board also approved a change to the Service Level Agreement for the Bureau of Motor Vehicles, Unified Carrier Registry.

### **April**

The Board approved the Service Prioritization for the Maine PayPort Municipal Enterprise Payment Solution.

The Board also approved the following Service Level Agreements:

- Bureau of Motor Vehicles, Duplicate Registration Service
- Bureau of Corporations, Elections, and Commissions, Model Registered Agent Act

Service for Commercial Agents

### **May**

The Board approved the following Service Prioritizations in May:

- Bureau of Motor Vehicles, Title Lien Release
- Maine Emergency Management Agency, Hazardous Materials Facility Registration and Payment

### **June**

The Board approved the Service Prioritization for the Department of Public Safety, Notarized Public Criminal History Records as well as the Service Level Agreement for the Town of Yarmouth, Maine PayPort.

### **July**

The Board approved the Service Prioritization for the Department of Inland Fisheries and Wildlife, Boat Registration Renewal as well as the Service Level Agreement for the Board of Nursing, Nursing License Renewal Statutory Fee change. The Board also approved the Third Party Application Hosting Policy and Rates.

### **August**

The Board approved the following Service Prioritizations in August:

- Bureau of Motor Vehicles, Unified Carrier Registry (Revised)
- Department of Public Safety, Notarized Public Criminal History Reports
- Maine Revenue Services, Rapid Renewal for Unorganized Territories

### **September**

The Board approved the Service Prioritization for the WebShop Point-of-Sale enhancement, and the Pre-Recorded Media Services Policy and Rates in September.

The Board also approved the following Service Level Agreements:

- Department of Inland Fisheries and Wildlife, Boat Registration Renewal
- Department of Agriculture, Get Real, Get Maine online store

## October

The Board approved the following Service Level Agreements in October:

- State Planning Office, Conservation Easement Registry Payment Processing and Application Hosting
- Department of Conservation, Service Level Agreement re-sign with Application Hosting
- Maine State Employees Combined Charitable Appeal (MSECCA) Application Hosting

## Topics of Discussion

- InforME Contract Negotiation & Execution
- InforME Contract Service Management Plan
- InforME Time & Materials contracting process
- Maine.gov Privacy Policy & Use of Cookies
- Maine.gov/Maine Information Network Data Center
- Non-Billable, Non-Profit Bureau of Motor Vehicles' Records
- Convenience Fees
- Subscriber Service Fees
- Free and Fee Services

## Nursing License Renewal:

*This is a great web site, very user-friendly. It is much easier to use than other renewal sites I've used in the past that aren't available through Maine.gov. Thank you!*

## Demonstrations

- Urchin Web Analytics

# 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

**John Forker**, *University of Maine*  
Representing the University of Maine

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

**Anne Davis**, *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

**Dean Corner**  
Representing the Maine State Library

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

**Doug Birgfeld**  
Representing the Judicial Branch (non-voting  
member)

**Lisa Leahy**, *eGov Specialist, Office of Information*  
*Technology*  
Clerk of the Board (non-voting member)

**Paul Sandlin**, *eGov Specialist, Office of Information*  
*Technology*  
Staff to the Chair (non-voting member)

**Kelly Hokkanen**, *General Manager, InforME*  
Representing InforME (non-voting member)

# Maine.gov Highlights

Maine.gov offers more than 300,000 pages of content

Maine.gov receives more than 180 million hits per year – that is  
15 million per month!

## **Most popular pages include:**

- www.maine.gov
- Inland Fisheries & Wildlife site
  - Maine Weather
  - Maine Revenue Services
  - Maine Foliage Website
- Unclaimed Property Search
  - State Parks Search
  - State Jobs
- Bureau of Motor Vehicles
- Department of Education
  - Department of Labor

Rapid Renewal has processed **350,000 registration renewals** –  
75,528 in 2007 alone

More than **255,000 hunting and fishing licenses**  
have been sold online since 2005

**9,000 absentee ballot requests**  
were submitted online in Fall 2008

**20,000 people** receive Maine lottery numbers  
by email each week

**16,058 people** received foliage reports by email  
each week in Fall 2008

**5,200 people** are signed up for Maine.gov citizen alerts by email



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