

MAINE STATE LEGISLATURE

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Chair's Message



It is a great honor to serve as the chair of the InforME Board. This is my fourth year as Chair and each year I am more impressed with all that InforME accomplishes.

In 2022, we executed the third InforME Network Manager contract. This new contract calls for several new and exciting initiatives focused on infrastructure, services, and community outreach. As planning begins under this new contract, the Board has met regularly to discuss strategic planning and the long-term vision for InforME. This planning revolves around collaboration across departments and lending InforME's best practices to all of state government.

While the opportunities from the new contract lend themselves to an exciting and innovative future, I would be remiss to disregard the importance of the accomplishments in 2022. Eleven critical agency websites, including for the Department of Marine Resources and the Governor's Office were designed in the InforME content management system. These new sites offer a better, more consistent user experience for the public while simplifying the way Maine's agencies manage website content.

29 interactive services were deployed in 2022 to further provide efficiencies for agencies and the public. One of the new services that had significant impact is the deer permit purchase service. Due to legislation passed in early 2022, a new program was established that requires hunters to claim the deer permit they were awarded from the deer permit lottery by paying a statutory fee. This entirely new business function for the Department of Inland Fisheries and Wildlife was used by more than 58,000 hunters resulting in thousands of deer tagged during the Fall Hunting season using the online InforME Game Tagging solution.

This new service joins our ever-expanding suite of over 200 online offerings – offerings that we must consistently reassess to make sure they deliver meaningful user experiences. To this end, InforME deployed 35 service enhancements to the existing services. These enhancements were driven by user feedback, legislative changes, or by agency request.

As we look forward to 2023 and our first full year under the new Network Manager contract, I would like to thank all of the agencies, municipalities, InforME Board Members, and service users for helping us grow over the past 24 years to the place we are at right now. With strategic vision and planning, InforME will continue to elevate Maine's role as a leader in digital government.

2022 - A Year of Success

Maine.gov, developed by InforME, is a gateway to State of Maine information and resources accessed through one-stop services, convenient notification options, and excellent customer service. After 24 years in operation, InforME continues to combine advanced technologies with user-friendly design to meet the service needs of citizens, businesses, and state government.

In 2022, InforME processed nearly 3,000,000 transactions totaling \$250,000,000 in revenue for our state and local partners across 200+ unique service offerings. InforME served more than 62,000,000 website visitors over the 12-month period through its hosted websites under Maine.gov. These services, complete with agency database interaction and credit card payments where necessary, plus the robust hosted content available through Maine.gov have saved trips to town offices, calls to state agencies, and emails to support staff.

InforME is proud of the work accomplished and carefully balances an ever-evolving set of user requests against agency and statutory rules and requirements. In 2022, InforME deployed 40 new websites and interactive online services and 35 service enhancements. This extensive portfolio of new development was expedited through the use of InforME platforms including the Form Builder and the Content Management System.

The form builder is a low-code system developed by the private partner to InforME, NIC, a subsidiary of Tyler Technologies. This tool allowed InforME to create 22 online services including fraud reporting forms, municipal recreation program sign ups, tax return filing forms, grant forms, and payment portals.

The form builder has transformed several outdated paper processes into end-to-end digital solutions including the ability to calculate and take payment when necessary. These solutions were created in hours, and in some cases could be deployed within a week of

the initial service request. The form builder has gained significant traction since its launch and fills the need for the digital solutions that agencies have against time and budget constraints.

The enterprise content management system leverages modern technologies and enhances the website creation and editing process for state program administrators. In total, 11 new sites were launched in the platform during the year including the Maine Office of Business Development, the Governor's Bipartisan Infrastructure Law website, and the Bureau of Financial Institutions. Website redesigns of the Department of Health and Human Services Centers for Disease Control and the Maine Department of Transportation are in progress, with deployments scheduled in 2023.

Looking Forward to 2023

In the coming year, InforME will continue to expand state and local government services and information by leveraging platform technologies such as the form builder and the content management system. This will allow us to quickly transition new services online. With the deployment of several exciting new services, websites, and initiatives on the roadmap for 2023, InforME is looking forward to another year of success.

InforME 2022 By the Numbers



62,343,697
TOTAL VISITS TO ALL
MAINE.GOV WEBSITES



54% OF WEBSITE TRAFFIC
ORIGINATED FROM
A MOBILE DEVICE

2,303,832

SUBSCRIBER
PAYMENTS
PROCESSED



\$15,874,081
SUBSCRIBER DOLLARS
PROCESSED THROUGH INFORME

1,676,782
TOTAL CREDIT
CARD PAYMENTS
PROCESSED



\$233,298,014
CREDIT CARD DOLLARS
PROCESSED THROUGH INFORME



29 NEW SERVICES
LAUNCHED

35 ENHANCEMENTS
LAUNCHED

11 WEBSITES
LAUNCHED



3,980,560
TRANSACTIONS



1,736
INFORME
SUBSCRIBERS

58 MUNICIPALITIES ONBOARDED
TO ONLINE SERVICES



123
AGENCIES
SERVED

352
MUNICIPALITIES
SERVED



15,156
SERVICE DESK TICKETS
RESOLVED IN 2022

SERVICES AND
ENHANCEMENTS
IN THE INFORME
QUEUE



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

Conservation Easement Registry

\$80 per account. Mar-09

Campground Reservation Solution

Various Fees. Feb-10

Park Passes Online

\$55 per individual park pass/\$105 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

\$6.50 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

Current and Future eGovernment Services

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

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

Reinstatement Fee Payments.

Various Fees. May-22

Maine Revenue Services

Tax Lien Filings

Various Fees. Mar-06

Department of Transportation

Official Directional Business Signage Payments

Various Fees. Oct-14

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

Antlerless Deer Swap

\$7 per swap. Oct-03

Moose Permit Data

\$25 minimum purchase subject to 5% sales tax; \$.05 per record. Oct-03

ATV Registration

\$71 for Resident

\$101 for Non Resident 7 Day Registration

\$116 for Non Resident Full Season. Feb-06

Snowmobile Registration

\$56 for Resident

\$75 for Non Resident 3 Day Registration

\$100 for Non Resident 10 Day Registration

\$120 for Non Resident Full Season. Feb-06

Boat Registration Renewal

Various Fees. May-09

Camp North Woods Lottery

\$5 per entry. Apr-15

Deer Permit Purchase

\$14 per permit. Sep-22

Moose Permit Purchase

Various Fees. Jul-18

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

Physician Assistant License Renewal

Various Fees. Sep-09

New Professional License Transactions

Various Fees. Sep-11

Osteopathic License Renewal

Various Fees. Apr-13

Consumer Credit Protection Online Licensing

Various Fees. Mar-17

Office of Securities Online Licensing

Various Fees. May-20

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

Current and Future eGovernment Services

Crash Report Ordering

Free search; \$10 per report ordered. Oct-04

Inspection Sticker Sales

Various Fees. Dec-16

Inspection Technician and Station Licensing

Various Fees. Feb-18

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

Drinking Water Program License Renewal

Various Fees. Nov-16

Child Abuse Background Check

\$15/check. July-20

Payment Portal

Various Fees. August-20

Judicial Branch

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 Operations

Wine and Malt Beverage Label Registration

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

Alcohol Seller/ Server Training

\$18 per certification. Nov-11

Certificate of Approval Licensing

Various Fees. May-18

Sales Representative License Form

Various Fees. Dec-18

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

Parking Ticket Payments

Various Fees. June-16

Event Registration

Various Fees. July-15

Municipal Forms Library

Various Fees. March-20

Department of Marine Resources

Elver License Lottery

\$35 per entry. Nov-17

Scallop License Lottery

\$2 per entry. Sep-18

Department of Environmental Protection

Bottle Bill Label Registration Service

Various fees. Dec-17

DEP Payment Portal

Various Fees. May-21

Current and Future eGovernment Services

Current Non-Fee Services

- Abandoned Vehicle Lien Holder Notification
- Absentee Ballot Request Service
- Adoption Rate Wizard
- Agency Static Website Hosting
- Agricultural Trade Show Reservation Request
- Air Quality Monitoring System
- Allagash Photo Contest
- Antlerless Deer Permit Lottery
- Attorney General Breach Reporting Form
- Attorney General Charitable Complaint Form
- Attorney General Cigarette / RYO Distributor Report Filing Form
- Attorney General Private Foundation Tax Return Filing Form
- AutoForms Enterprise Tool
- BFI, Financial Inquiry and Assistance Form
- Brown Marmorated Stink Bug Sighting Reporting
- Bureau of Motor Vehicles Guest User System for Agencies
- Bureau of Motor Vehicles Motor Vehicle Title Lien Release
- Bureau of Motor Vehicles Municipal File Transfer
- Bureau of Motor Vehicles Organ Donor Registry
- Bureau of Motor Vehicles Suspended Driver System
- Bureau of Motor Vehicles Vanity Plate Availability Check
- Board of Medicine Online Training & Jurisprudence Exam
- 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
- Burn Permit
- Business Answers One Stop Licensing Assistant
- Code Enforcement Exam
- Corrections Offender Search Service
- COVID19 Business Checklist Compliance
- COVID-19 Donations Form
- COVID 19 Non-Compliance Reporting Form
- COVID-19 Procurement Form
- DACF, Fall Foliage Photo Submission Form
- DACF, Pesticides Control Inventory Form
- DACF, Pesticides Control Registry Form
- DACF, Pesticide Registration Portal
- Debtor Name Search
- DECD Competitive Skills Scholarship Application
- DECD Jobs & Recovery Small Business Application
- DECD, Maine Small Business Grant Appeals Portal
- DECD, Market Data Request Form
- DHHS, Medical Facility Incident or Complaint Submission Form
- DHHS, Pediatric & Behavioral Health Consultation AppEngine Form
- DHHS, Pediatric & Behavioral Health Information Request AppEngine Form
- DHHS, Pediatric & Behavioral Health Provider Enrollment AppEngine Form
- DHHS, Pediatric & Behavioral Health Follow Up Request AppEngine Form
- DHHS Workforce Initiative Registration
- DOT, On-the-Job Training Application
- Department of Public Safety Statue Search
- Economic Grant Recovery Application
- Email Listserve Software for Agencies
- Environmental Protection TankSmart Training
- Essential Business Designation
- Exotic Hornet Reporting
- Flag Notification Alerts
- Flexible Spending Arrangement Employee Change in Status
- Forest Service Questions and Concerns
- Forest Service Report a Problem
- Game Tagging
- General Assistance Search
- Governor Mills Internship Application
- Governor Mills Maine Community Reliance Partnership Form
- Group Benefit Plans Enrollment/Change Form
- Group Benefit Plans Enrollment/Change Form - CARES Act
- Hazardous Oil Spill System
- Labor Contact Form
- Labor Employee Stipend Enrollment Form
- Liquor License Search
- MaineEARNs Data Submission Site
- 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

Current and Future eGovernment Services

- Maine.gov eGov Services Template
- Maine.gov Help Center
- Maine.gov Live Help
- Maine.gov Local Government Portal
- Maine.gov Mapping
- Maine.gov Microformats
- Maine.gov News System
- Maine.gov Photo Gallery
- Maine.gov Public Meeting Calendar
- Maine.gov RSS Feeds
- Maine.gov State Agency Directory
- Medical Marijuana Certifications
- MEMA, EPCRA Reporting and Payment Portal
- MPUC 30 Day State Notification Registration Page for Interconnected VoIP Providers
- MPUC Operations & Financial Information Survey
- MPUC Renewable Energy Form
- MPUC Utility Information Survey
- Municipal 3 on 3 Basketball Sign-Up Form
- Municipal Citizen Suggestions and Feedback
- Municipal Employment Application
- Municipal Facility Request
- Municipal Fall Soccer Sign-Up Form
- Municipal Field Trip Permission Form
- Municipal FOIA Request
- Municipal Homestead Exemption Request
- Municipal Spring Soccer Sign-Up Form
- Municipal Summer Baseball Sign-Up Form
- Municipal Summer Track Sign-Up Form
- Municipal Volunteer Application
- Municipal Winter Basketball Sign-Up Form
- MyBoard Access
- Non-Commercial Clerk or Agent Search
- Notary and Dedimus Justice Search
- OCP, Municipal Grant Application Portal
- Open Farm Day Photo Submissions
- Ozone Real Time Data
- Parks and Lands Search
- PUC Electronic Document Filing System
- Real Estate Transfer Tax Declaration
- Real Estate Transfer Tax Declaration Search
- 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
- Septic Permit Search
- Sex Offender Registry
- SOS Proposed Initiative Ballot Question/Public Comment
- Standard Maine.gov Website Header
- State Auditor, Fraud Reporting and Information Form
- Treasurer's Next Generation CD Auction
- Tree Ailment Reporting Form
- Unemployment Fraud Reporting
- Veterans' Cemetery Search
- Voter Information Lookup Service
- Webmaster Online Directory System
- Webmaster Resource Website
- Webmaster Training Presentations and Tutorials
- What's New Content Management Tool

Deer Permit Purchase

InforME developed and launched a new service allowing hunters to purchase their deer permit online. This new program, available in September 2022, deployed after the lottery was drawn allowing hunters to claim their permit. A second portion of the service launched in October and allowed hunters to purchase up to 3 additional permits for WMDs throughout the state. The service was used by more than 58,000 hunters.

Current and Future eGovernment Services

New and Enhanced Websites

Maine Commission on Indigent Legal Services - January 2022
Website Redesign - <https://www.maine.gov/mcils>

Office of the Governor, Maine Jobs and Recovery Plan - February 2022
Website Design - <https://www.maine.gov/jobsplan>

Professional and Financial Regulation, Bureau of Insurance
February 2022 - Website Redesign - <https://www.maine.gov/pfr/insurance>

Permanent Commission on the Status of Racial, Tribal and Indigenous Populations
April 2022 - Website Design - <https://www.pcritp.me>

AccessMaine - April 2022
Website Design - <https://www.accessmaine.org>

Professional and Financial Regulation, Bureau of Financial Institutions
July 2022 - Website Redesign - <https://www.maine.gov/pfr/financialinstitutions>

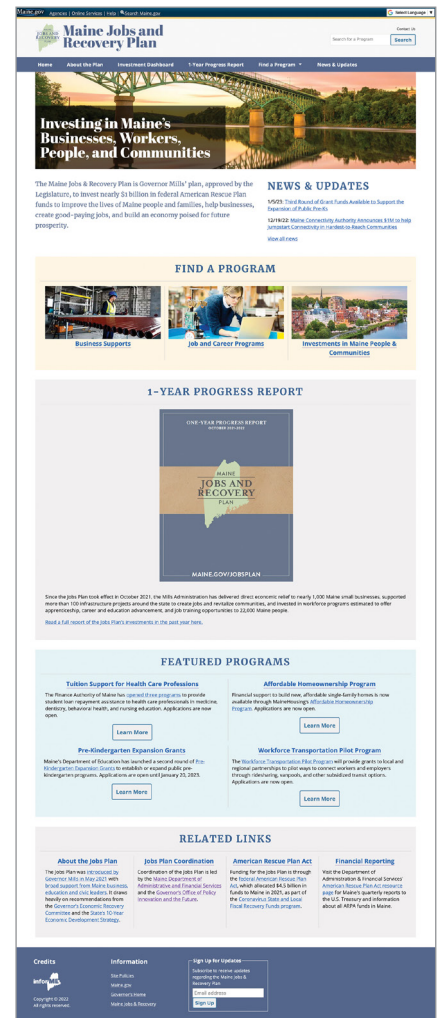
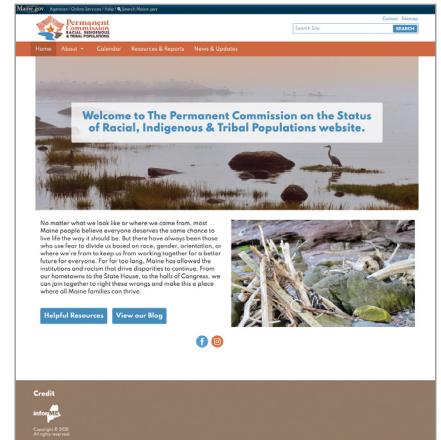
Maine Labor Relations Boards
August 2022 - <https://www.maine.gov/mlrb>

Maine Office of Business Development - July 2022
Website Redesign - <https://www.maine.gov/dec/d/business-development>

Department of Marine Resources - September 2022
Website Redesign - <https://www.maine.gov/dmr>

Office of the Governor, Bipartisan Infrastructure Law - October 2022
Website Design - <https://www.maine.gov/bil>

Webmaster Resource Center - December 2022
Website Redesign - <https://www.maine.gov/webmasters>



Current and Future eGovernment Services

New and Enhanced AppEngine Services

Attorney General // Cigarette / RYO Distributor Report Filing Form

Attorney General // Private Foundation Tax Return Filing Form

Economic & Community Development // Maine Small Business Grant Appeals Portal

Attorney General // Charitable Complaint Form

Fort Fairfield, ME // Fall Soccer Sign-Up Form

Fort Fairfield, ME // Spring Soccer Sign-Up

Form Fort Fairfield, ME // Summer Baseball Sign-Up Form

Fort Fairfield, ME // 3 on 3 Basketball Sign-Up Form

Fort Fairfield, ME // Field Trip Permission Form

Fort Fairfield, ME // Summer Track Sign-Up Form

Fort Fairfield, ME // Winter Basketball Sign-Up Form

Agriculture, Conservation & Forestry – Pesticides Control // Municipal Board of Pesticides Control Registry Form

Agriculture, Conservation & Forestry – Pesticides Control // Municipal Board of Pesticides Control Inventory Form

Financial Institutions // Financial Inquiry and Assistance Form

Transportation // On-the-Job Training Application

Health & Human Services // Medical Facility Incident or Complaint Submission Form

Cannabis Policy // Municipal Grant Application Portal

Economic & Community Development // Market Data Request Form

Agriculture, Conservation & Forestry // Fall Foliage Photo Submission Form

State Auditor // Fraud Reporting and Information Form

Emergency Management Agency // EPCRA Reporting and Payment Portal

Agriculture, Conservation & Forestry – Pesticides Control // Pesticide Registration Portal

Current and Future eGovernment Services

New Services & Significant Service Enhancements

Department of Environmental Protection // Air Quality Forecast
This service allows the public to view air quality information for the state of Maine. No fee. July 2022.

Inland Fisheries and Wildlife // Deer Permit Purchase
This service allows lottery winners to claim their deer hunting permit or to purchase a deer permit online. \$14 per permit. September 2022

Inland Fisheries and Wildlife // Game Tagging
Multiple enhancements were released prior to fall 2022 hunting seasons. The IFW administrative site can now manage deer permits and the system integrates with the new online deer permit purchase service. The service also added support for new Wildlife Management District subunits. No fees. April 2022

Inland Fisheries and Wildlife // Maine Wildlife Park Online Store
This online storefront allows the public to purchase passes for Maine's Wildlife Park. Various Fees. May 2022.

Health and Human Services - Office of Child and Family Services // Childcare Provider Grant Applications.
Two new grant programs were introduced this year and the existing service from the previous year was updated to accommodate the new programs.

Ethics Commission // Clean Election Qualifying Contributions
A significant update was launched which allows candidates to log their cash and check contributions in addition to the online contributions that were already managed using the online service.

Bureau of Motor Vehicles // Reinstatement Fee Payments
This service allows suspended drivers to pay outstanding fees to the BMV through an online interface. Various Fees. May 2022.

The screenshot shows the 'Antlerless Deer Permit Purchase' page on Maine.gov. The header includes the Maine.gov logo and the text 'A secure, online service provided by the Department of Inland Fisheries and Wildlife'. The main heading is 'Antlerless Deer Permit Purchase'. Below this, there is a welcome message and a section titled 'Who can use this service?' with a bulleted list of eligible users. A 'What will you need?' section lists required information like name, date of birth, and payment method. Two boxes offer 'Purchase Lottery Permit' and 'Purchase Permit' options, both with a 'Please note: All permits are non-refundable and non-transferable.' A 'PURCHASED PERMIT LOOKUP' section is on the right, along with 'SERVICE INFORMATION' and 'RELATED SERVICES' like 'Hunting & Fishing Licenses Online Store'. A footer contains 'Credits', 'Information', and 'Transaction Security' links.

The screenshot shows the 'DRIVER'S LICENSE REINSTATEMENT FEES' page on Maine.gov. The header includes the Maine.gov logo and the text 'A secure, online service provided by the Bureau of Motor Vehicles'. The main heading is 'DRIVER'S LICENSE REINSTATEMENT FEES'. Below this, there is a service description, a 'Who Can Use This Service' section, and a 'What you will need:' section with a bulleted list of requirements. A 'Get Help' section provides links for frequently asked questions and technical support. A 'Get Started Now' button is prominently displayed. On the right, there is a 'RELATED SERVICES' section listing 'Drivers License Renewal', 'Motor Vehicle Registration Renewal', 'Motor Vehicle Title Replacement', and 'Duplicate Registration Request'. A footer contains 'Credits', 'Information', and 'Transaction Security' links.

Actions of the Board

January

The board reviewed and approved the Statement of Work and Schedule A for the Bureau of Motor Vehicles, Insurance Filings service. The board also reviewed the fourth quarter 2021 General Manager's Report as well as an InforME Network Manager contract update.

February

The board did not meet in February.

March

The board discussed InforME Strategic Planning including goals, and in-person brainstorming sessions.

April

The board reviewed and approved the Prioritization, Statement of Work and Schedule A for the Department of Inland Fisheries and Wildlife, Antlerless Deer Permit Purchase service. The board also reviewed the first quarter 2022 General Manager's Report as well as an InforME strategic planning update.

May

The board did not meet in May.

June

The board met in person to have a facilitated strategic planning session.

July

The board did not meet in July.

August

The board reviewed and approved the Prioritization, Statement of Work and Schedule A and Schedule B for two additions to the enterprise online licensing service: Department of Public Safety, Gambling Control Board and Department of Health and Human Services Office of Behavioral Health. The board also reviewed and approved the prioritization, statement of work and cost quote for the Department of Transportation Website Redesign project, the second quarter 2022 General Manager's Report and an InforME strategic planning update.

September

The board provided an InforME strategic planning update in September.

October

The board provided an InforME strategic planning update in October as well as reviewed the third quarter 2022 General Manager's Report as well as an InforME strategic planning update.

November

The board did not meet in November.

December

The board provided an InforME strategic planning update in December as well as reviewed the December 2022 InforME highlights.

2022 Board of DIRECTORS

Fred Brittain, *Chief Information Officer*
Chair of the Board

Shenna Bellows, *Secretary of State*

Michael Cyr, *Director, Architecture and Service Management, 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*
Representing the Maine State Library

Sam Foster, *General Manager, InforME*
Representing InforME (non-voting member)

David Packard, *Chief Information Officer*
Representing the Judicial Branch (non-voting member)

Anne Head, *Commissioner, Department of Professional & Financial Regulation*
Representing Major Data Custodians in the Executive Branch

Vacant
Representing Major Data Custodians in the Executive Branch

Vacant
Representative of a non-profit or user association advancing citizens' rights of access to information

Kathy Montejo, *City Clerk & Registrar of Voters, City of Lewiston*
Representing a Statewide Association of Municipalities

David Simsarian, *Director, Business Technology Solutions, Department of Health and Human Services*
Representing Major Data Custodians in the Executive Branch

Vacant
Representing a Statewide Association of Public Librarians

Vacant
Representing a User Association

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

Jeremy Cluchey
Public member appointed by the Speaker of the House

Kelly Hokkanen
Public Member appointed by the President of the Senate

STAFF TO THE BOARD

Jason Tourtelotte, *Clerk of the Board, Office of Information Technology*



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