
Contents

Chair's Message	3
Introduction	4
Current and Future eGovernment Services	5-13
Actions of Board,Directors	14-15

Chair's Message



As I think about the past year serving the State of Maine as Chair of the InforME board, I am proud to see how much this public-private partnership has accomplished. With 24 new services, 13 new website launches, and 43 service enhancements, InforME continues to find ways to connect citizens and business representatives to digital government information and services.

As the pandemic continues to make its way across the country, the services that InforME provides play a significant part in keeping the wheels of government turning. Through the Maine.gov portal, we have reached more than 77 million visitors in the past 12 months by communicating key messages, including emergency orders and changes due to COVID protocols. The InforME form builder tool has truly become an extension of Maine.gov websites. It has allowed digital government services to be created rapidly, including new payment portals that allow users to pay for agency fees and new grant application forms that allow business representatives to apply for COVID relief funds.

Maine government agencies have seen this increased web traffic as a catalyst to update and enhance their website presence by adopting InforME's enterprise content management system (CMS). Agency leaders have seen the importance of a mobile-first, usable, and streamlined website to communicate messages, rules, statutes, and information to the public. This information is often everchanging, and the CMS gives agency leaders the ability to update content as needed from any location and any device with an internet connection. In 2021, InforME launched nearly a dozen new websites in this enterprise CMS platform.

This rapid expansion of digital government has not forced InforME to loosen any of its strict web standards for design and usability, which has not gone unnoticed. In 2021, InforME was recognized several times, including by the Center for Digital Government as one of the best government websites in the country. Further, Johns Hopkins recognized InforME as creating one of the most usable and accessible COVID-19 informational websites in the country (www.maine.gov/covid19).

2022 will be a busy year for InforME. In 2021, the InforME board and MaineIT successfully conducted an open procurement process for the Network Manager contract, a first in more than a decade. The network manager contract will bring several exciting new initiatives including a fully revised strategic plan for InforME and Maine digital government as well as several new online services including a one-stop portal that allow citizens and business representatives easier access to key services and information. InforME is ready to meet the challenges ahead and will continue to serve visitors of Maine.gov and the state agencies that direct these services and websites.

It continues to be a privilege to serve as the InforME board chair. As InforME enters its 23rd year of revolutionizing the way Mainers interact with government, I look forward to the continued value, innovation, and national leadership that InforME will bring in 2022 and beyond.

2021 - 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 more than two decades in operation, InforME continues to combine advanced technologies with user-friendly design to meet the service needs of citizens, businesses, and state government.

InforME Milestones

Citizens and business representatives have come to expect government to provide the anytime, anywhere, personalized online experiences they can get with the private sector. Today, more than 500 state and local entities are offering those high-demand digital conveniences – often at no cost to government – through InforME.

In 2021, InforME processed more than 3,000,000 transactions across our portfolio of 200+ online services. These transactions, complete with agency database interaction and credit card payments where necessary, have saved trips to town offices, calls to state agencies, and emails to support staff.

One service that continues to create efficiencies is the enterprise form builder tool, AppEngine, developed by the private partner to InforME, NIC. This tool has allowed InforME to create 18 applications including five grant applications for DECD, a return-to-work incentive program for Labor, a bonus and retention program for DHHS healthcare workers, and two payment portals allowing users to make agency payments to DEP and DHHS.

InforME has also found ways to update existing services to increase user or agency satisfaction and adoption. Game Tagging, a partnership between InforME and the Department of Inland Fisheries and Wildlife, is an example of this iterative design. What was once a service that simply allowed for the registration of harvested deer, turkey, moose, and bear, is now a full solution that allows fur bearing

animals to be registered, allows stations to print invoices for amount due to the Department, and allows biologists to enter data manually. This service allows the agency to make data-driven decisions as hunting seasons progress and gives biologists the tools they need to truly manage animal species in Maine.

Looking Forward to 2022

InforME will further expand access to state and local government services and information by leveraging advanced technologies and investing in enterprise solutions that allow program administrators to quickly get bring new services online. With the deployment of several new services and websites already on the roadmap for 2022, InforME is looking forward to the challenges and successes that the future holds.

Best Place to Work in Maine

InforME is so proud of the work that is accomplished each year. That work is executed by our private partner, NIC Maine, a subsidiary of Tyler Technologies. NIC Maine has a talented team of 23 staff that spend each day on government projects for Maine state and local entities. NIC Maine is proud to be honored as the Number One Best Place to Work in Maine in the Small Business Category. This first-place win complements the five other top-five placements awarded to NIC Maine since 2017.



InforME 2021 By the Numbers



ESTABLISHED
IN **1999**



83
NATIONAL &
INTERNATIONAL
AWARDS
Since 1999

1,591,522
TOTAL CREDIT
CARD PAYMENTS
PROCESSED



2,436,393

SUBSCRIBER
PAYMENTS
PROCESSED



\$15,121,213
SUBSCRIBER DOLLARS
PROCESSED THROUGH INFORME



\$222,103,602
CREDIT CARD DOLLARS
PROCESSED THROUGH INFORME



24 NEW SERVICES
LAUNCHED
43 ENHANCEMENTS
LAUNCHED
13 WEBSITES
LAUNCHED

4,160,271
TRANSACTIONS



1,620
INFORME
SUBSCRIBERS

56 MUNICIPALITIES ONBOARDED
TO ONLINE SERVICES

126 AGENCIES
SERVED
423 MUNICIPALITIES
SERVED

18,495
SERVICE DESK TICKETS
RESOLVED IN 2021

SERVICES AND
ENHANCEMENTS
IN THE INFORME
QUEUE
43

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

Bicentennial Plate Webshop

\$25 per plate ordered. Nov-18

Maine Revenue Services

Tax Lien Filings

Various Fees. Mar-06

Department of Inland Fisheries and Wildlife

IF&W Special Request

\$25 minimum purchase subject to 5% sales tax; \$.05 per record single use or \$.05 per record unlimited use. Apr-00

IF&W Online Store

Various Fees. Oct-01

Moose Permit Lottery

Resident: \$15 for one chance; \$0 for one chance for superpack license holders; Non-Resident: \$15 one chance; \$25 three chances; \$35 six chances; \$55 ten chances. Dec-02

MOSES-Maine Online Sportsman Electronic Service

Various Fees. Mar-03

Any Deer Swap

\$7 per swap. Oct-03

Moose Permit Data

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

ATV/Snowmobile Registration

\$34 for a resident snowmobile renewal; \$54 for a non-resident temporary snowmobile renewal; \$69 for a non-resident snowmobile renewal; \$36 for a resident ATV renewal; \$44 for a non-resident temporary ATV renewal; \$89 for a non-resident ATV renewal. Feb-06

Boat Registration Renewal

Various Fees. May-09

Camp North Woods Lottery

\$5 per entry. Apr-15

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

Medical Doctor and Physician Assistant Licensee Special Request

Various Fees. Apr-09

Physician Assistant License Renewal

Various Fees. Sep-09

New Professional License Transactions

Various Fees. Sep-11

Osteopathic License Renewal

Various Fees. Apr-13

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

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
- Any Deer Permit Lottery
- Any Deer Permit Transfer
- Attorney General Breach Reporting Form
- AutoForms Enterprise Tool
- 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
- Debtor Name Search
- DECD Competitive Skills Scholarship Application
- DECD Jobs & Recovery Small Business Application
- DHHS, Pediatric and Behavioral Health Partnership Website Design
- 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
- 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
- Judicial Courts Mediator Search
- 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
- 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
- MPUC 30 Day State Notification Registration Page for Interconnected VoIP Providers
- MPUC Operations & Financial Information Survey

Current and Future eGovernment Services

- MPUC Renewable Energy Form
- MPUC Utility Information Survey
- Municipal Citizen Suggestions and Feedback
- Municipal Employment Application
- Municipal Facility Request
- Municipal FOIA Request
- Municipal Homestead Exemption Request
- Municipal Volunteer Application
- MyBoard Access
- MyMaine Connection
- Non-Commercial Clerk or Agent Search
- Notary and Dedimus Justice Search
- 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
- Reopening Maine Comments and Suggestions
- Reopening Maine Comments and Suggestions for Legislators
- Sales, Use, Income and Withholding Tax Registration
- Secretary of State's Eighth Grade Citizenship Award Nomination Form
- Secretary of State Kid's Page
- Secretary of State's Printable Board Games
- Secretary of State's Road to Maine Laws Animation
- Secretary of State Student Mock Election Results Tracking System
- Secretary of State Submit a Tribute to a Veteran and Order a Vote in Honor of a Veteran button
- Septic Permit Search
- Sex Offender Registry
- Standard Maine.gov Website Header
- 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

InforME Vaccination Incentive Programs

InforME developed and launched a series of webpages aimed at encouraging citizens to get vaccinated before the summer season begins. The “Your Shot to Get Outdoors” initiative was led by the Maine Department of Health and Human Services and brings together the Maine Department of Inland Fisheries and Wildlife, the Maine Department of Agriculture, Conservation and Forestry as well as a myriad of corporate sponsors to offer incentives for Maine people to get vaccinated and engaged in outdoor activities.

Effective through May 31, 2021, any Maine resident age 18 and older who got their vaccine was qualified to choose one of the following rewards:

- Fishing License
- Hunting License
- Maine Wildlife Park Pass
- Maine State Park Day Pass
- L.L. Bean Gift Card
- Sea Dogs Admission Ticket

Working closely with Inland Fisheries and Wildlife staff, InforME created a process for voucher redemption and implemented that into the online service within one week.

Current and Future eGovernment Services

New and Enhanced Websites

Office of the Governor COVID 19 Vaccination Incentives Website
February 2021 - Website Design - govstatus.egov.com/me-sweepstakes-home

Professional Engineers Board - March 2021
Website Redesign - www.maine.gov/professionalengineers

Health and Human Services, Office of Child and Family Services
May 2021 - Website Redesign - www.maine.gov/dhhs/ocfs

Health and Human Services, Office of Behavioral Health
June 2021 - Website Redesign - www.bhpartnersforme.org

Health and Human Services, Environmental Health Tracking
June 2021 - Website Redesign - datatest.mainepublichealth.gov/tracking

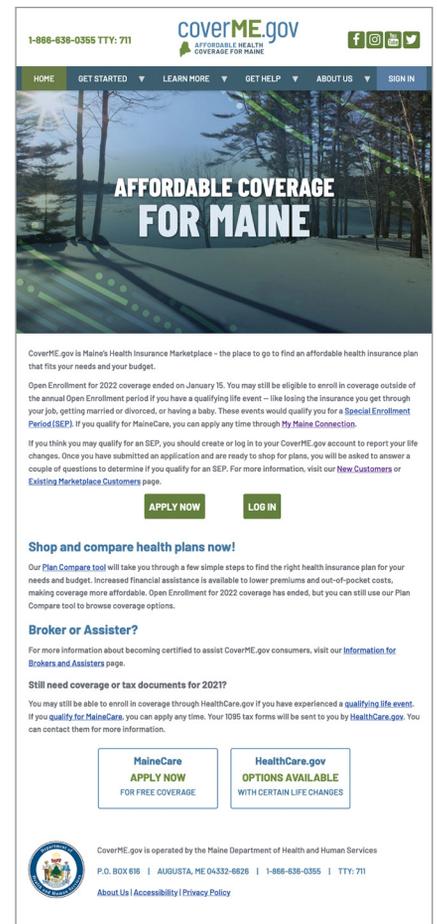
Department of Transportation Veranda Plan Website - October 2021
Website Design - www.verandaplan.org

Public Utilities Commission - October 2021
Website Redesign - www.maine.gov/mpuc

Office of the State Treasurer - October 2021
Website Redesign - www.maine.gov/treasurer

Health and Human Services CoverME Website - October 2021
Website Redesign - www.coverme.gov

Office of the Governor Climate Change Website - December 2021
Website Design - www.maine.gov/climateplan



Current and Future eGovernment Services

New and Enhanced AppEngine Services

Economic & Community Development // Charter Transportation and Border Business Assistance Grant Program AppEngine Form

Labor // Employee Stipend Enrollment Form

Health & Human Services - Pediatric and Behavioral Health Partnership // Website Design

Health & Human Services - Pediatric and Behavioral Health Partnership // Consultation AppEngine Form

Health & Human Services - Pediatric and Behavioral Health Partnership // Information Request AppEngine Form

Health & Human Services - Pediatric and Behavioral Health Partnership // Provider Enrollment AppEngine Form

Health & Human Services - Pediatric and Behavioral Health Partnership // Follow Up Request AppEngine Form

Labor // Back to Work Program AppEngine Form

Municipalities // Business Licensing AppEngine Form

North Yarmouth, ME // Building Permits AppEngine Form

North Yarmouth, ME // Electrical Permits AppEngine Form

North Yarmouth, ME // Payment Portal

Economic & Community Development // Competitive Skills Scholarship Application

Economic & Community Development // Jobs & Recovery Small Business Application

Economic & Community Development // Pulp & Paper Recover Grant Application

Health & Human Services // Workforce Initiative Registration

Governor // Maine Community Reliance Partnership Form

Hampden, Maine // Transfer Station Permits

Current and Future eGovernment Services

New Services

Economic & Community Development // Tax Incentive Calculator

This free calculator allows current and prospective business owners to calculate tax savings and incentives by industry and location.

Office of the Governor // COVID 19 Vaccination Sweepstakes Form

This free service was brought online in less than a week and allowed vaccinated Mainers to apply to win a cash prize totaling nearly \$1,000,000.

Health and Human Services // Health Inspection Search

This free search allows the public to search for the health inspection status of facilities across Maine.

Health and Human Services - Office of Child and Family Services // Child Care Stabilization Grant Application

This free service allows licensed childcare providers to submit a grant application electronically.

Prizes FAQ Rules

Maine
DON'T MISS YOUR SHOT
Vaccinationland
Sweepstakes

Congratulations to Kay Spofford of Winslow, Maine, winner of the Don't Miss Your Shot: Vaccinationland Sweepstakes!

[Get Your Vaccine Now!](#)

\$896,809

Maine's Don't Miss Your Shot: Vaccinationland Sweepstakes provides a great incentive to Mainers to get their COVID-19 vaccine. The drawing also raises awareness of how Mainers can obtain an appointment for one of these safe, effective, and free vaccines.

Mainers 12 years old and older who have received at least one dose of a Moderna or Pfizer COVID-19 vaccine, or the one-dose Johnson & Johnson vaccine, in Maine may enter to win one drawing totaling \$1 for every Mainer vaccinated by July 4th, 2021.

If you have not yet received your COVID-19 vaccine, please visit [Maine's vaccine website](#) to find a clinic near you.

Entry requires providing your name, date of birth, email address, phone number, home address, and the name and location of the place that provided your COVID-19 vaccine. Entry also requires agreement with all official rules of the drawing and agreement to allow the Maine Department of Health and Human Services to verify your vaccination information.

Entry for children between the ages of 12 and 17 further requires a parent or guardian's name, email address, and phone number.

If you do not have access to the internet, you can call Maine's Community Vaccination line at 1-888-445-4111 to provide information to enter the drawing.

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Actions of the Board

January

The Board did not approve any new projects in January. The Board held an executive session to review the InforME Network Manager contract RFP.

February

No Board meeting was held.

March

The Board did not approve any new projects in March. The Board held an executive session to review the InforME Network Manager contract RFP.

April

The Board approved the following items in April:

- Enterprise Online Appointment Scheduling Service.
- Secretary of State, Bureau of Corporations, Elections & Commissions, Absentee Ballot Request, Service Enhancements Free Service Prioritization

May

No Board meeting was held.

June

The Board did not approve any new projects in June. The Board had an in depth discussion about the Citizen Experience for Maine.gov and the initiatives underway to improve that experience.

July

The Board did not approve any new projects in July. The Board discussed the General Manager's Report for the second quarter including key metrics, service highlights and service launches.

August

No Board meeting was held.

September

The Board approved the following in September:

- Department of Environmental Protection, Maine Healthy Beaches, Schedule A and Time and Materials Statement of Work
- Department of Agriculture, Conservation and Forestry, Burning Permits, Updated Schedule A

October

The Board did not approve any new projects in October. The Board had an extensive discussion about the Citizen Experience and had a demonstration of other solutions offered to the citizens of Indiana through Indiana.gov.

November

No Board meeting was held.

December

No Board meeting was held.

Topics of Discussion

- InforME Contract
- Partner Spotlight - Inland Fisheries and Wildlife
- Content Management System Updates
- Citizen Experience Initiative
- Board Vacancies
- Access Indiana

2021 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

Dan Andrews, *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

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