

Meeting Date: **August 27, 2020**

Meeting Time: **1:00 PM - 3:00 PM**

Meeting Location: **Virtual Meeting**

Attendees

Board Members Present:

Matthew Dunlap

Michael Cyr

Tim Poulin

Anne Davis

Kelly Hokkanen

Kathy Montejo

Chris Pinkham

David Simsarian

Jeremy Cluchey

Dan Andrews (non-voting member)

Guests and State Agency Members:

Fred Brittan, OIT

InforME Staff:

Kimberly Duplisea

Tony Brodie

The meeting was called to order at 1:04 PM.

1. Welcome & Introductions

2. Adoption of July Minutes

Motion: Chris Pinkham motioned to accept the July 2020 Meeting Minutes as presented.

Second: Tim Poulin

Vote: Unanimous

3. Service Updates

A. Absentee Ballot Request

- Secretary Dunlap presented information about this absentee ballot request service. In 2016, the service processed a total of 42,000 requests. Less than two weeks in for this election and the online service has processed requests for nearly 70,000 voters. This is trending the way the SOS projected; it is assumed

that about 600,000 requests will be made throughout the 2020 presidential election cycle.

- Dan Andrews provided additional information. The service started fast, and as soon as the press release was issued, the media picked up the story about the service being available and the service started processing requests by the thousands. Based on the traffic we saw, we proactively added server capacity to the server that houses this request service.
- Board member Kathy Montejo was commended as well for her help in getting the word out for municipal clerks and being their voice for the online service.

B. RxGov

- Dan Andrews provided information about this service. It was approved by the board in December. The UAT and production environments are in use, and the historical data load has been imported. As of August 1, all the data submitters that leverage the system have been onboarded and are using the system. By October 1, the transition will be completed. Additional features will be implemented after October 1 to this service.

4. Discussion & Voting Items

A. RFP and Contract Update

B. Service Level Agreements

Bureau of Motor Vehicles, Disability Placard Request, Free Service Prioritization, Schedule A

Bureau of Motor Vehicles, Reinstatement Fees, Prioritization, Statement of Work, Schedule A

- Dan Andrews presented these two services together as their funding mechanisms are related.
- The first service is to allow users to request disability placards online. Currently, physicians fill out a form that is mailed or faxed to the BMV. The BMV reviews and then mails the placard to the driver. This online service would allow physicians to request placards electronically, allowing BMV to get the placard out quicker to the driver. This is being presented as a free, subsidized service as this is a free, non-revenue service for the BMV.
- This segues to the next service, reinstatement fee payments. This service has been discussed over the years, and quickly shot to the top of the priority as branch offices closed. The BMV would allow drivers another mechanism to pay those fees. The service is being proposed as a traditional self-funded service

which will fund the development fee of both the reinstatement fee service as well as the placard request service.

- Secretary of State Dunlap provided additional information that nearly 65,000 – 85,000 reinstatement fees are paid annually. This is a busy service and creating a self-service online option will really help the BMV.

Motion: Tim Poulin motioned to approve the services as presented.

Second: Kelly Hokkanen

Vote: Unanimous

5. Other Business

A. Data Center Migration Progress

- Dan Andrews provided an update on the migration. Several high-volume services have been migrated including boat registration renewal, driver's license renewal, absentee ballot, and the My Maine Connection benefits portal. Next on the list for migration are the criminal record requests service and the hunting and fishing license service.

B. Time and Materials Report

C. AppEngine Inventory

6. Adjournment 1:28 PM

Motion: Anne Davis motioned to adjourn the meeting.

Second: Tim Poulin

Vote: Unanimous

7. Next Board Meeting Dates

- September 24: 1:00 PM to 3:00 PM