

Meeting Date: July 23, 2020

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

Meeting Location: Virtual Meeting

Attendees

Board Members Present:

Matthew Dunlap

Anne Davis

Chris Pinkham

Adam Fisher

Kelly Hokkanen

Anne Head

Kathy Montejo

Dawnna Pease

David Simsarian

Michael Cyr

Dan Andrews (non-voting member)

Guests and State Agency Members:

Fred Brittan, OIT

Jason Tourtelotte, OIT

InforME Staff:

Kimberly Duplisea

Tony Brodie

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

1. Welcome & Introductions

2. Adoption of May Minutes

Motion: Adam Fisher motioned to accept the May 2020 Meeting Minutes as presented.

Second: Dawnna Pease

Vote: Unanimous

3. Discussion & Voting Items

A. Online Appointment Scheduling

- Secretary Dunlap presented information about this service. As the BMV offices opened up, there was a need to provide an appointment scheduling service.
- Dan Andrews provided a brief walk through of the service. The service was developed in New Mexico for the NIC New Mexico office. It has traversed the country company-wide. The NIC Maryland office made this multi-tenant so that it

could be used by any NIC state. The service has been demonstrated to several state departments as well as a municipal office.

- Board member Michael Cyr asked if this would require accessibility testing. This board member asked if there could be voluntary accessibility testing for this service. CIO Fred Brittain said that due to the rapid nature of the deployments and the critical need for this, there could be a waiver implemented if there are plans on the heels of deployment to make this accessible to visually impaired users.
- Secretary Dunlap asked if this is a service that should be taken as a motion to pursue. The board agreed to pursue and will vote on the service at the next meeting.

B. SOS-CEC Absentee Ballot Request Online, Service Enhancements Free Service Prioritization

- Secretary Dunlap presented this service. Federal law requires that a voter must be presented with ballots that allow them to vote without assistance. There is a system in place that allows accessible voting on election day; however, there is not currently a system that allows for accessible absentee ballot voting.
- The enhancements need to be in place at least 30 days before the election in November. They include the ability for users to self-certify that they have a disability and then the voter will receive a PDF ballot for completion.

Motion: Michael Cyr motioned to approve the service enhancements with an amendment to include language regarding the accessibility standard to be used for the service enhancements.

Second: Kathy Montejo

Vote: 9 in favor, Secretary Dunlap abstained

4. Other Business

A. RFP and Contract Update

B. Second Quarter General Manager's Report

- Dan Andrews presented information the second quarter report. Visitor activity has spiked in the second quarter with an average of about 10,000,000 visitors each month. Service usage has been at an all-time high during the second quarter with

many citizen services including boat registration renewal, auto registration renewal, and absentee ballot requests.

- In addition to the increased service usage and enhancements that have been requested due to COVID-19, other projects that were in the queue have been deployed including a portion of the redesigned DHHS website.

5. Adjournment 2:28 PM

Motion: Chris Pinkham motioned to adjourn the meeting

Second: Kathy Montejo

Vote: Unanimous

6. Next Board Meeting Dates

- August 27: 1:00 PM to 3:00 PM