Social Media and Technology in Communications and Service Delivery
InforME is the internet gateway for businesses and citizens to interact with the State of Maine electronically.

In 1997, the Maine State Legislature enacted the InforME Electronic Access to Information Act.

Created a public/private long term partnership to build a portal network to public information.
• Current network provider is the Maine Information Network, a subsidiary of NIC.
• Portal is governed by a statutory 15-member board with Executive, Judicial, municipal, and public representation.
• Board oversees project priorities, fee-setting, and strategic planning.
• InforME works in partnership with almost every State agencies, as well as over 225 municipalities.

• The Department of the Secretary of State, Bureau of Motor Vehicles created the first online service under this partnership.

• The Secretary of State now offers over 20 services.
• 1999 – Registration, Title and Driving Record Search

• 2000 – Driver Cross Check

• 2000 – Vehicle Registration Renewal
• First multi-jurisdictional service.
• Originally piloted with 10 municipal participants.
• Now offered in over 225 municipalities.
• Processes over 150,000 registrations per year.
• To date has processed over 1.4 million transactions.
• 2004 – Driver License Renewal and Replacement

• 2005 – Overlimit Permits

• 2006 – Vanity Search and Order

• 2007 – Unified Carrier Registrations
Renewing or replacing a driver’s license is one of the most common actions taken at a branch office.

Maine’s rural nature can make visiting a branch office difficult.

Over 45,000 transactions are processed each year.
• 2009 – Duplicate Registration

• 2010 – Organ Donor Registry

• 2012 – Driver License Renewal and Replacement – AAA Agent

• 2013 – Title Lien Release

• 2013 – Motor Vehicle Title Replacement
• Prior to the service, the only way to opt in as a donor was in a branch at the time or renewal or replacement.

• The online service allows you to opt in at any time and update BMV’s system with your status.

• The service has been promoted through the Donate Life campaign.
• BMV has a long history of developing new services.

• Services are constantly refined, updated and enhanced.

• Recent enhancements to driver license renewal, vehicle registration renewal, title replacement and duplicate registration.
The digital age is constantly evolving.

New technologies are emerging every day.
- Personal digital assistants
- Chat bots
- Artificial intelligence
- Autonomous vehicles
For More Information
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