



## **E-GOVERNMENT EFFORTS FOR MONTANA**

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### Montana Interactive General Manager's Report

**1<sup>st</sup> Quarter 2019**

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**Executive Summary**

**Non-Monetary Transactions**

# of transactions processed in 2019 ..... 2,142,223

**Monetary Transactions (processed by Montana Interactive)**

# of transactions processed in 2019 ..... 1,845,242

Gross amount collected in 2019 (includes agency identified statutory/rule and any add'l fees) ..... \$97,913,691

<b>Total Dollars Processed through all eGovernment Services offered by the State</b>	\$97,913,691
<b>Total Dollars Remitted to the State (statutory/rule fee)</b>	(95,056,025)
<b>Total Net Revenues to Montana Interactive before operating expenses</b>	<b>2,857,666</b>

**Types of Revenue Breakout**

Agency Funded Services (Time and Materials)	0
Total Dollars Collected from Self-Funded Fees (includes electronic processing fees)	2,857,666

**Total Portal Revenue** **2,857,666**

Payment Processing and Other Operating Costs	(2,164,749)
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**Total Operating Income** **692,917**

Total Provision for income taxes	(194,152)
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**Net Income** **\$ 498,765**

**Other Monetary Transactions (payment info collected by but not processed by Montana Interactive)**

# of transactions processed in 2019 (Business Tax Express) ..... 37,387

Gross amount collected in 2019 (Business Tax Express) ..... \$60,877,698

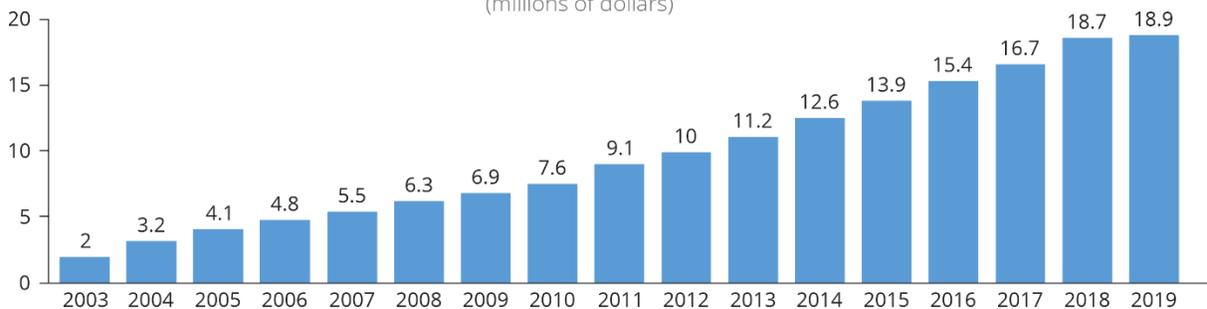
**State Costs Avoided (since start of contract in 2001)**

Cumulative cost savings to the state ..... \$18,988,943

The “State Costs Avoided” of over \$18.9 million represents the total amount the state has saved through its longstanding partnership with Montana Interactive and the use of the Self-Funded Model since 2001. This reflects costs avoided for initial development as well as the ongoing maintenance of most eGovernment services and other related eGovernment activities. Additional services are also provided to our state partners at no cost under the Self-Funded Model including but not limited to: Customer Service, 24/7 Monitoring, Hosting (in most cases), Testing, Marketing, Project Oversight, Ongoing Maintenance, Mobile Opportunities, Application Scans, Security, State-of-the-Art Infrastructure, Sox & Financial Compliance, Financial Reconciliation, SABHRS Integration and Disaster Recovery.

**Cost Savings to the State of Montana**

Through use of the Self-Funded Model  
(millions of dollars)



## eGovernment Success Stories

### Department of Revenue



The Montana Department of Revenue (DOR) was recognized with a "Service to the Citizen™, Champions of Change" award for the agency's My Revenue service. DOR partnered with Montana Interactive (MI) to launch My Revenue in 2017, an online platform that delivers hundreds of forms to citizens with an easy-to-navigate interface. Instead of searching through a clunky website with little-to-no direction, citizens can use keyword and guided searches or an extensive form dictionary that can be filtered based on tags to identify the correct form in a catalog of more than 300 documents. Additional improvements include a single sign-on component allowing citizens to save progress, exit, return to drafts, and view past submissions.

The project team put the MyRevenue service to the test after the Montana Senate passed a bill taxing medical marijuana providers. The law required DOR to begin accepting tax payments, a mere five months after the release of the My Revenue form-creation enhancement. DOR successfully used the service to build the required tax forms and begin accepting payments by the mandated date. Through the service, medical marijuana providers access, complete, and submit the correct form, and select whether to conveniently pay taxes online or in-person with a voucher. In a sprawling state like Montana, paying online has clear benefits, especially since in-person payments for medical marijuana taxes are accepted only at a single location in the state capital.

In the first quarter of 2019, the service processed over \$115,000 in payments for DOR. My Revenue saw 73,644 users access the site between January 1 and March 31 with more than 127,500 sessions. Of the users accessing the service, 19.5% of them did so from a mobile phone or tablet – a testament to the service's mobile responsiveness and user-friendly design.

### Montana Fish, Wildlife and Parks



Noteworthy efforts were expended in support of the Montana Fish, Wildlife and Parks (FWP) online Application License License (ALS) service during the 1<sup>st</sup> Quarter, 2019. Montana Interactive worked in conjunction with both FWP and the Department of Justice (DOJ) Motor Vehicle Division to deliver an update to the ALS application.

An update to the ALS service made in 2018 changed the resident validation to the DOJ MERLIN database. That change had impacted users whose first name in the FWP database may be different than their first name in the DOJ MERLIN database. Users must then go in to a retailer or FWP field office to update their information in order to be able to purchase licenses online.

With the shortened timeframe to purchase licenses this year as well as the high inquiry volume, FWP asked about a potential for dropping the first name validation with DOJ. That was not ultimately successful, however the MI team and the DOJ developers were able to determine a possible way that MERLIN could be quickly updated to fix the ALS issue, however it would require a change in MERLIN. DOJ approved the change in order to help FWP users who were facing a March 15 deadline. DOJ was able to quickly make and deploy the change to in conjunction with the ALS update made by MI. The entire effort has been a positive collaboration across state agencies and the MI team. DOJ and FWP created a positive communication flow and the ability to quickly keep parties posted as all work together in this effort.

Transactions over the course of the first quarter came in higher than the previous years, despite a shorter window for purchasing. By way of comparisons during the open period in which licenses are available to be purchased, the service processed 64,997 transactions in 2017; 70,392 in 2018; and 73,491 in 2019. That is an increase of 5,395 more transactions in 2018 over 2017 and 3,099 more transactions in 2019 over 2018. Additionally, comparisons of the deadline day transaction counts show a total of 11,342 transactions in 2017, 12,233 in 2018, and 13,873 processed on deadline day in 2019.

## Overview of eGovernment Activities

### Achieved in Q1 2019

32 eGovernment activities were launched and/or addressed during Q1 2019. This includes 3 Custom Applications, 4 AccessGov tenants, 2 Over the Counter payment services, 1 OnTheGo Pay payment service, 8 Conference & Training Registration services, 4 ePass Service Provider integrations, and 10 enhancements and additions to existing eGovernment services.

### eGovernment Activities – 2019

Service	Agency	Entity Type	Service Type	Launched
Payment Portal - Custer County Fairgrounds and Transit - Over the Counter	Custer County	County	OTC	03/28/2019
Payment Portal - Custer County Fairgrounds and Transit - OnTheGo Pay	Custer County	County	OTG Pay	03/28/2019
Child Support Payments Employer Fee Absorption	Public Health	State	Enhancement Request	03/26/2019
Conference - Montana Tech PNWIS 59th Annual Conference 2019	University of Montana	University	Conferences	03/26/2019
Payment Portal - University of Montana Helena Tuition Payments remove \$10 fee	University of Montana	University	Enhancement Request	03/21/2019
Veteran's Designation MERLIN Customer Verification Process	Justice	State	Enhancement Request	03/20/2019
iPermit - Add Column and filter by permit type	Transportation	State	Enhancement Request	03/19/2019
Payment Portal - State Nursery - Over the Counter	Natural Resources and Conservation	State	OTC	03/15/2019
Made in Montana Link Updates	Commerce	State	Enhancement Request	03/12/2019
Payment Portal - University of Montana Western - Admissions	University of Montana	University	Enhancement Request	03/11/2019
ePass Service provider - SOS enterprise	Secretary of State	State	ePass Service Provider	03/06/2019
ALS text updates	Fish, Wildlife and Parks	State	Enhancement Request	03/05/2019
Criminal History Online Public Record Search Fee increase 2019	Justice	State	Enhancement Request	03/01/2019
Burn Permit	Anaconda – Deer Lodge County	County	Custom Application	02/28/2019
Burn Permits - Interactive Voice Response (IVR)	Anaconda – Deer Lodge County	County	Custom Application	02/28/2019
Burn Permits - Public Map	Anaconda – Deer Lodge County	County	Custom Application	02/28/2019
Burn Permits - Add Ability to Select Year for Statistics	Lewis and Clark County	County	Enhancement Request	02/28/2019
ePass Service Provider - CAPSTONE	Public Health	State	ePass Service Provider	02/20/2019
AccessGov - AGR Parent Portal and Sandbox Environment	Agriculture	State	AccessGov	02/14/2019
Conference - Kalispell Job Fair 2019	Labor and Industry	State	Conferences	02/11/2019
ePass Service Provider - LFC Reports	Administration	State	ePass Service Provider	02/05/2019
AccessGov - DPHHS Parent Portal and Sandbox Environment	Public Health	State	AccessGov	02/05/2019
AccessGov - Housing Division - Multifamily	Commerce	State	AccessGov	02/01/2019
ePass Service provider - SITSD Proof of Concept	Administration	State	ePass Service Provider	01/30/2019
Conference - MEDA 2019 Spring Conference	Commerce	State	Conferences	01/24/2019
Burn Permit - Fee Increase	Missoula County	County	Enhancement Request	01/18/2019
Conference - 19th Annual MSF Medical Conference - Treatment and Recovery	State Fund	State	Conferences	01/17/2019
Access Gov - Application for Court-Appointed Council	Office of the State Public Defender	State	AccessGov	01/15/2019
Conference - 51th annual (2019) Governor's Conferences on Aging - Billings	Public Health	State	Conferences	01/09/2019
Conference - Montana Tech 2019 Digital Mapping Techniques	University of Montana	State	Conferences	01/09/2019
Conference - Montana Tech 2019 AASG 111th Annual Meeting	University of Montana	State	Conferences	01/09/2019

## 2019 eGovernment Activities by Service Category

The following service categories reflect the list of all eGovernment activities achieved in 2019. They are broken into various sub-categories that reflect the various eGovernment services/activities offered by Montana Interactive and have been delivered to our state, county and city partners. Items listed in bold reflect activities reflected in this report.

### eGovernment Services & Enterprise Solutions

#### Customized Services & Major Enhancements

A customized eGovernment service is a service developed by MI in partnership with a state, county or city entity that allows citizens and/or businesses to interact with government. A major enhancement involves the addition of a new component and/or significant functionality change to an existing eGovernment service.

**3 - new Custom eGovernment Services & Major Enhancements launched in the 1st Quarter 2019**

3 – Custom eGovernment Services & Major Enhancements launched in 2019

292 – Custom eGovernment Services have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
Burn Permit	Anaconda – Deer Lodge County	County	02/28/2019
Burn Permits - Interactive Voice Response (IVR)	Anaconda – Deer Lodge County	County	02/28/2019
Burn Permits - Public Map	Anaconda – Deer Lodge County	County	02/28/2019

#### Payment Processor Integrations – Common Checkout Page (CCP)

A Payment Processor Integration is an enterprise, public-facing payment solution that is integrated into a service developed by a partnering agency or their vendor.

**0 – new Payment Processor Integration(s) occurred in the 1st Quarter 2019**

0 - Payment Processor Integrations occurred in 2019

43 – Payment Processor Integrations have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No new Payment Processor Integrations in 2019			

#### Over the Counter (OTC) Payment Solutions

An Over the Counter Payment Solution, or OTC, is an enterprise, web-based service that allows government entities to accept electronic payments in the form of debit/credit cards and/or electronic checks (eChecks). Payments can be taken in person or over the phone as well as the customer entering their payment information via the Internet.

**2 - new OTC Payment Solutions launched in the 1st Quarter 2019**

2 – OTC Payment Solutions launched in 2019

110 – OTC Payment Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
Payment Portal - Custer County Fairgrounds and Transit - Over the Counter	Custer County	County	03/28/19
Payment Portal - State Nursery - Over the Counter	Natural Resources and Conservation	State	03/15/19

#### On The Go Pay (OTG Pay) Mobile Payment Solutions

The OnTheGo Pay service is a mobile payment solution that allows government entities to securely process debit and credit card payments on any phone or tablet. Card information can be entered manually or using one of our swipe devices.

**1 – new OTG Pay Mobile Payment Solution(s) launched in the 1st Quarter 2019**

1 – OTG Mobile Payment Solutions launched in 2019

4 – OTG Mobile Payment Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
Payment Portal - Custer County Fairgrounds and Transit - OnTheGo Pay	Custer County	County	03/28/19

### AccessGov

The AccessGov is a citizen engagement platform that provides easy access to state, county, and city government. AccessGov provides citizens a conversational interface, forms directory and natural language search to help them find information. AccessGov provides partners easily configured web applications and quick to market solutions.

#### 4 – new AccessGov Solution(s) launched in the 1st Quarter 2019

4 – AccessGov solution launched in 2019

10 – AccessGov Solutions have launched throughout our partnership since 2001

\* this platform service launched in 2018

Service	Agency	Entity Type	Launched
AccessGov - AGR Parent Portal and Sandbox Environment	Agriculture	State	02/14/19
AccessGov - DPHHS Parent Portal and Sandbox Environment	Public Health	State	02/05/19
AccessGov - Housing Division - Multifamily	Commerce	State	02/01/19
Access Gov - Application for Court-Appointed Council	Office of the State Public Defender	State	01/15/19

### AppEngine

The AppEngine is a set of common building blocks that can be combined to create services and solutions in a short amount of time. AppEngine offers a simplistic, easy-to-use online forms and/or secure payment solutions.

#### 0 – new AppEngine Solution(s) launched in the 1st Quarter 2019

0 – AppEngine solution launched in 2019

20 – AppEngine Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No new AppEngine services in 2019			

### Shopping Cart Solutions

The Shopping Cart service is a reliable, online solution that provides both online sales capability as well as a complete inventory management system with price setting and product tracking by category. Customers can purchase items security using a debit/credit card or electronic check.

#### 0 - new Shopping Cart Solution(s) launched in the 1st Quarter 2019

0 – Shopping Cart Solutions launched in 2019

8 – Shopping Cart Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No new Shopping Cart Solutions in 2019			

## Enhancements to eGovernment Services

### Enhancements to Existing eGovernment Services

An enhancement or addition involves any requested change to an existing eGovernment service not considered a major enhancement noted above. Examples of such a change might include the addition of a new field, text or wording changes, and design, or HTML, changes.

#### 10 – Enhancements launched in the 1st Quarter 2019

10 – Enhancements have launched in 2019

592 – Enhancements have launched throughout our partnership since 2006\*

\* this information only started to be tracked in detail in 2006

Service	Agency	Entity Type	Launched
Child Support Payments Employer Fee Absorption	Public Health	State	03/26/19

Payment Portal - University of Montana Helena Tuition Payments remove \$10 fee	University of Montana	University	03/21/19
Veteran's Designation MERLIN Customer Verification Process	Justice	State	03/20/19
iPermit - Add Column and filter by permit type	Transportation	State	03/19/19
Made in Montana Link Updates	Commerce	State	03/12/19
Payment Portal - University of Montana Western - Admissions	University of Montana	University	03/11/19
ALS text updates	Fish, Wildlife and Parks	State	03/05/19
Criminal History Online Public Record Search Fee increase 2019	Justice	State	03/01/19
Burn Permits - Add Ability to Select Year for Statistics	Lewis and Clark County	County	02/28/19
Burn Permit - Fee Increase	Missoula County	County	01/18/19

## Conference & Training Solutions

### Conferences and Training Registrations

The Conference and Training Registration service is an enterprise solution that provides an online registration for people attending a conference, training, or event offered by a state, county or city entity. It also provides robust reporting and tracking capabilities for the government entity hosting the event.

#### **8 - new Conference and Training Registrations launched in the 1st Quarter 2019**

8 – Conference and Training Registrations launched in 2019

826 – Conference and Training Registrations have launched since 2006\*

\* Conference and Training launched in 2006

Service	Agency	Entity Type	Launched
Conference - Montana Tech PNWIS 59th Annual Conference 2019	University of Montana	University	03/26/19
Conference - Kalispell Job Fair 2019	Labor and Industry	State	02/11/19
Conference - MEDA 2019 Spring Conference	Commerce	State	01/24/19
Conference - 19th Annual MSF Medical Conference - Treatment and Recovery	State Fund	State	01/17/19
Conference - 51th annual (2019) Governor's Conferences on Aging - Billings	Public Health	State	01/09/19
Conference - Montana Tech 2019 Digital Mapping Techniques	University of Montana	State	01/09/19
Conference - Montana Tech 2019 AASG 111th Annual Meeting	University of Montana	State	01/09/19
Conference - 2019 Job Fair	Labor and Industry	State	01/02/19

### Mobile Event Agenda

An easy to use mobile agency application available for both iOS and Android, which offers partnering entities the ability to go paperless for any conference or training event. Attendees can download the app and get real time updates, receive messages and notices of schedule changes.

0 - new Mobile Event Agenda application(s) launched in the 1st Quarter 2019

0 – new instances of the Mobile Event Agenda application launched in 2019

3 – Mobile Event Agenda applications have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No new Mobile Event Agenda applications in 2019			

## ePass Montana – the State's Single Sign-on Solution

### ePass Service Providers

ePass Montana is the state's single sign-on initiative offered by DOA in partnership with MI. An ePass Service Provider request involves the integration of ePass Montana into a service developed by a partner agency or their vendor. MI provides the configuration support necessary for the integration as well as any guidance or assistance that may be needed during this process.

**4 - new ePass Service Provider was configured in the 1st Quarter 2019**

4 – ePass Service Providers were configured in 2019

168 – ePass Service Providers have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
ePass Service Provider - SOS enterprise	Secretary of State	State	03/06/19
ePass Service Provider - CAPSTONE	Public Health	State	02/20/19
ePass Service Provider - LFC Reports	Administration	State	02/05/19
ePass Service Provider - SITSD Proof of Concept	Administration	State	01/30/19

## Other Services and Solutions

### Alliance Partnerships

An alliance partnership is a service that is developed and maintained by one of MI's alliance partners. The alliance partner is responsible for the management, development and overall delivery of the service and MI serves as the contract oversight as the agency's contract is with MI. The alliance partner serves as a sub-contractor under MI via the master contract with the state.

No new Alliance Partnership Services launched in the 1st Quarter 2019  
 0 - Alliance Partnership Services launched in 2019  
 8 – Alliance Partnership Services have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No New Alliance Partnership Services in 2016-2019			

### Other Related eGovernment Activities

Other eGovernment related services offered by MI include activities such as analysis and need assessments, load tests and security scans of systems maintained by a partner entity.

No new Other eGovernment Related Activities were performed in the 1st Quarter of 2019  
 0 – new Other eGovernment Related Activities were performed in 2019  
 4 – new Other eGovernment Related Activities were performed throughout our partnership since 2001

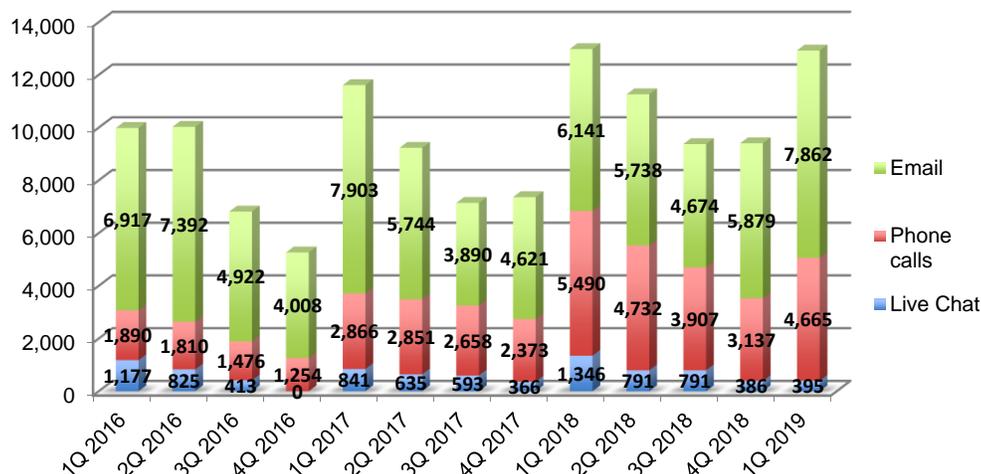
Service	Agency	Entity Type	Launched
No New Other Related Activities in 2019 to date			

## SABHRS and the State Treasury

On average, Montana Interactive sends over 600 SABHRS files each month and approximately 7,200 files annually to the State Treasury for reconciliation purposes on behalf of our many state agency partners.

## CUSTOMER SUPPORT

The MI Helpdesk handled 12,922 customer inquiries in the 1st Quarter 2019  
 A total of 12,922 customer inquiries handled by the MI Helpdesk in 2019



## SERVICE ACCESSES

### Services with highest visits on app.mt.gov for 2019

Service	Visits	Month	Visits 2018	Visits 2019
ePass Montana	819,125	January	827,842	894,591
Unemployment Insurance Filing	507,066	February	746,813	785,209
Hunting and Fishing Licenses	230,677	March	885,388	922,359
Correctional Offender Network	226,522	April	828,430	
Child Support Lookup	158,630	May	727,694	
My Revenue	127,596	June	682,360	
Vehicle Registration Renewal (VRR)	98,457	July	663,189	
Prescription Drug Registry	82,638	August	683,207	
Temporary Registration Permit (TRP)	73,863	September	631,441	
Business Tax Express	41,741	October	753,638	
CHOPRS	28,528	November	728,389	
Made in Montana	23,425	December	881,578	
		<b>Total</b>	<b>9,039,082</b>	

## USER SESSIONS

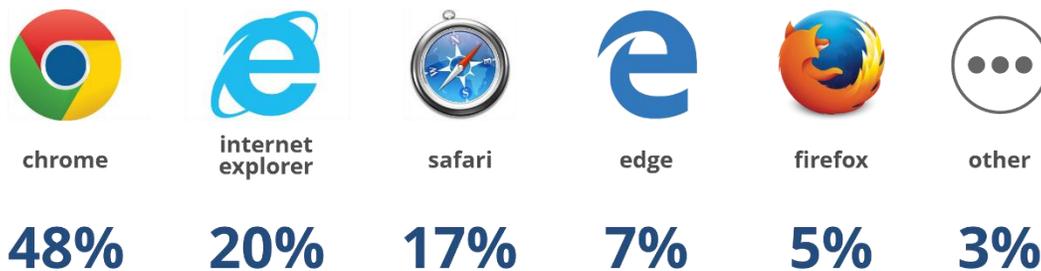
In Q1, there were 2,602,227 total user sessions. A user session occurs when a new or returning user, on any device, enters one of the eGovernment services developed by Montana Interactive.

### User sessions by device for Q1 2019



This represents the percentages of the 2,602,227 total user sessions, which accessed one of the custom eGovernment services offered by Montana Interactive in Q1.

### User sessions by browser for Q1 2019



This represents the top four browsers used by citizens and businesses accessing Montana Interactive's custom eGovernment services. These percentages are based upon the 2,602,227 total user sessions in Q1. "Other browsers" include Amazon Silk, Samsung Internet, Android WebView, Android Browser, Safari (in-app), and Opera.



## IN CLOSING

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As always, I appreciate your time and welcome your thoughts and feedback. I can be reached at 449-3468 X234 or [fsargeson@egovmt.com](mailto:fsargeson@egovmt.com).

Respectfully Submitted,

*Fred Sargeson*  
General Manager



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