

**Administrative Law Task Force
Results of Survey of State Agencies**

**MAINE JAG AWARDS TO STATE AGENCIES FOR PREMIER SERVICE TO
THE PUBLIC**

1. Best Website
2. Best Video
3. Best Telephone service
4. Best interpreter service
5. Best interactive information method
6. Best printed material for consumer rights and remedies
7. Best printed material for licensees
8. Best printed materials-informational/educational
9. Ease and speed in applying for governmental benefits

EVALUATION CRITERIA

1. Speed of locating information
2. Emphasizes the most important information
3. User friendly nature of information
 - a. language direct and without jargon
 - b. provides connections to more information if wanted
 - c. explains FAQ
4. Regularly updated
5. Availability of staff to answer questions
6. The greatest interest at stake the better the information
7. Explains the consequences of failing to take action
8. Surveys customers