



The Florida Courts E-Filing Authority Minutes

Florida Courts E-Filing Authority Board of Directors met on October 10, 2017, at 10:00 a.m. at the Wyndham Grant Bonnet Creek Resort, Orlando, Florida. The following members were present: The Honorable Tim Smith, Putnam County Clerk, Chair; The Honorable Tara Green, Clay County Clerk, Secretary/Treasurer; The Honorable John Tomasino, Clerk, Supreme Court, by WebEx; The Honorable JD Peacock, Okaloosa County Clerk; The Honorable Kathy Brown, Liberty County Clerk; The Honorable Todd Newton, Gilchrist County Clerk, The Honorable Sharon R. Bock, Esq., Palm Beach County Clerk;; and Lynn Hoshihara, Esq., Authority General Counsel, were in attendance. The Honorable Jeff Smith, Indian River County Clerk, Vice Chair, and The Honorable Karen E. Rushing, Sarasota County Clerk, were unable to attend. A quorum was present.

- I. The Honorable Tim Smith, Chair, opened the Annual meeting at 10:04 a.m. He welcomed those on the WebEx and those in the room.

Chairman Tim Smith asked for a roll call. All members were present.

- II. Adoption of the Agenda

Chairman Tim Smith asked for a motion to adopt the agenda. Clerk Sharon Bock moved adoption of the agenda. Clerk Todd Newton seconded the motion. All voted to accept the agenda as presented.

- III. Reading and Approval of the Minutes

Clerk Tim Smith recognized Clerk Green to present the June 2017 minutes. Hearing no suggested changes, Clerk Green moved adoption of the minutes as posted on the website. Clerk Kathy Brown seconded the motion. All voted favorably.

- IV. Financial Report

Chairman Tim Smith recognized Clerk Green to present the August financial statements. She presented that assets at the end of August stood at \$2.5M, \$1.9M in cash and \$ 0.6M in accounts receivable and \$6K in prepaid expenses. Liabilities stood at \$ 0.4M. This figure represented \$ 0.4M in accounts payable and \$30K in accrued annual audit fees. Equity stood at \$2.1M.

Through the month of August 2017, she told the board that total revenues were \$1.1M and total expenses were \$0.6 M. The change in net assets year-to-date was \$ 0.5 M.

V. **Progress Reports**

E-Filing Portal Progress Report

Chairman Tim Smith recognized Ms. Carolyn Weber, Portal Project Manager, to review the September 2017 status report. Ms. Weber reported that there were 991,461 submissions, just under 1 million, in September, representing 1.4 million documents for the month, and 6.4 million pages. Ms. Weber told the board that August was a peak month with the highest monthly submissions to-date at 1,422,856. August also had the highest number of documents submitted to-date at 2,084,214. Throughout the year, it has often been taking slightly less than one day to docket a filing. However, due to the office closures resulting from Hurricane Irma, statistics show it was taking 2.2 days to docket a filing. September numbers showed 169,359 portal users.

Ms. Weber noted that although there was a downturn in filing for September due to Hurricane Irma, she felt the documents would still need to be filed and that the next months would show those higher numbers. She commented that during the storm that the Florida Courts E-Filing Portal did not experience any downtime.

Ms. Weber showed a slide to the board to illustrate the Third Party Vendor volumes which are beginning to increase. Their filings represented over 23,000 submissions for the month of August. A new tab on the Authority website was posted to allow customers to find out more about those vendors.

Ms. Weber commented that the number of registered self-represented litigants continued to rise, although the number of filings for that filer type remained static, and more judges had the ability to e-file through the judge viewers. Clerk Bock suggested the Board make a recommendation to the Florida Courts Technology Commission to mandate the use of the viewers. A discussion of the judge viewers, the timeline for implementation and funding ensued. Chairman Tim Smith asked that a recommendation of language for this motion be brought back to the board for consideration at the December meeting.

Clerk Green asked if there was a plan for implementing the viewers that we could have also. Ms. Weber responded that OSCA does have a posted report that could be attained and that she was working with all the vendors on implementation.

Chairman Tim Smith commented that the Florida Courts E-Filing Portal was accessible world-wide and told the board that Mr. Tom Hall had filed from St. Petersburg, Russia.

2017.02 Release

Ms. Weber explained to the Board that the upgrade would take place October 21, 2017, and run from 12:01 a.m. to 4:00 a.m. She noted that the programming to allow the Clerk to file commitment paperwork directly with the Department of Corrections Reception Centers was part of this release. The department would implement the process at their

discretion and choose a pilot county for initial testing of the process. She also commented that the ability for a Clerk or a Judge to view the submissions would provide them the ability to see who was served on a specific filing if the issue arose. The items considered were discussed with the board in June (and are reprinted here).

Release 2017.02

HEAT#	DESCRIPTION	SCOPE
715400	Inactivate a Pro Se filer for one case only	Filer Interface
735664	Allow the FL Bar Number association between a Judge and JA to be changed	Filer Interface
857294	Integrate with DOC to save documents to their imaging system	Portal Review
871029	Add 'Favorites' to the E-service List for a filer	Filer Interface
938543	Create a service for Clerks/Judges to query to display NEF sent on a submission	Filer Interface

Service Desk Report:

Ms. Gia Howell, Portal Service Desk Supervisor, was recognized to present the service desk report. She reported to the board that the number of customer service calls, including pro se calls, were down in September as a result of the Hurricane Irma office closures. That allowed the resolve times to be up slightly. She reported that most of the questions from month-to-month were consistent, relating to account set-up, e-service and other general case questions.

VI. Florida Courts Technology Commission

Chairman Tim Smith recognized Clerk Green. Clerk Green told the board she is on the Criminal Case Initiation workgroup and wanted to reach out to Clerks to measure the interest level in this issue. She said the goal was to simplify the process, from the initial arrest to first appearance. Ms. Weber commented that it would require a new filing path and wondered how much interest there was in developing this.

Chairman Tim Smith asked for staff to prepare to show and tell the board at the December meeting what may have to happen to accept criminal case initiation, including the costs. Clerk Green agreed to also provide the survey results.

Chairman Tim Smith reminded the board that the next Florida Courts Technology Commission (FCTC) meeting will be held October 25-26, in Howey-in-the-Hills.

VII. New Business

FCCC Change Advisory Board Report:

Chairman Tim Smith recognized Ms. Weber to present the Change Advisory Board Report to the Board. He reminded the board that the report had been sent to them prior to the meeting, that the issues in the report were enhancements to portal functionality as suggested by users. He asked for a motion to accept the report as presented.

Clerk Bock moved that the Change Advisory Board report be accepted as presented. Clerk Peacock seconded the motion. All voted favorably.

Ms. Weber noted two items in that have come up:

969405 Allow filer to pay a fee through portal without accompanying document
This would allow the filer to pay the Clerk a fee and not have to send a cover sheet explaining the payment.

Mr. Tony Landry, Volusia County Clerk's Office, commented that it may require local programming.

The Honorable John Tomasino said he would be in favor of this proposed change.

1001007 Guest Account

This change would allow a pro se user to set up a "guest account," an account for a one-time use; e.g., sending in a traffic school completion form.

Clerk Green suggested the traffic schools file the completions through the portal.

Ms. Weber said she would bring back h more information on the issues at the December meeting.

VIII. Old Business

Status Report on Third Party Batch Filing

Ms. Weber was recognized to present the report on the status of the third party batch filing project. She also noted that there have recently been three new applicants.

Judicial Management Council/DIY

Ms. Weber reported that the Judicial Management Council (JMC) staff sent last-minute changes and they have set the tenant eviction interviews out in the test environment. Now, she was hoping that would begin the 90-day process. She noted that the JMC was in charge of beginning the 90-day period. She commented that the small claims interviews were next. There was a brief discussion on the forms.

IX. General Counsel Report

Ms. Hoshihara had nothing to report this month.

Public Comment

Chairman Tim Smith recognized Frank Digon-Green, appearing by WebEx. Mr. Digon-Greer, staff to the Commission on Access to Civil Justice wished to speak to the board about the survey that he had previously brought to the board for posting on the board website.

After some discussion about the survey, Clerk Bock made a motion to develop a policy for posting on the Authority website as suggested by outside entities. Clerk Green seconded the motion. All voted favorably. Chairman Tim Smith asked that Ms. Hoshihara develop this policy and bring it before the board at the December meeting.

Clerk Green raised the issue of user sign-ons and asked if the board needed to adopt a policy as to how long an account would remain active if it went un-used for a period of time. Clerk Bock seconded the motion. Ms. Hoshihara suggested the policy be made part of the retention policy. All voted favorably.

X. Adjourn

Mr. Smith thanked everyone for attending and noted that the next meeting was to held by WebEx on December 14, 2017, from 10:00 a.m. to 12:00 p.m., EST.

The meeting was adjourned at 11:20 a.m.