



## The Florida Courts E-Filing Authority Minutes

Florida Courts E-Filing Authority Board of Directors met on February 26, 2018, at 10:20 a.m., EST, by WebEx. The following members were present:

- The Honorable Tim Smith, Putnam County Clerk, Chair
- The Honorable Jeff Smith, Indian River County Clerk, Vice Chair
- The Honorable Tara Green, Clay County Clerk, Secretary/Treasurer
- The Honorable John Tomasino, Clerk, Supreme Court
- The Honorable JD Peacock, Okaloosa County Clerk
- The Honorable Billy Washington, Madison County Clerk
- The Honorable Todd Newton, Gilchrist County Clerk
- The Honorable Karen E. Rushing, Sarasota County Clerk
- The Honorable Sharon R. Bock, Esq., Palm Beach County Clerk

Ms. Kerry Parsons, Esq., Authority General Counsel, was also in attendance.

The Honorable Tim Smith, Chair, opened the meeting at 10:20 a.m., EST. He welcomed those in the room and participating by WebEx.

Chairman Tim Smith asked for a roll call. The members present are shown above.

### I. Adoption of the Agenda

The Honorable Jeff Smith made a motion to adopt the agenda. The Honorable Sharon Bock seconded the motion. All voted to adopt the agenda as shown.

### II. Reading and Approval of the Minutes

The Honorable Tara Green, Secretary/Treasurer, presented the minutes from the December 6, 2018, and February 13, 2019, meetings. Chairman Tim Smith offered a correction to the December minutes to reflect that The Honorable Sharon Bock is the only member of the Authority to sit on the DIY committee. The Honorable JD Peacock moved to accept the December 6 minutes with the correction. The Honorable Todd Newton seconded the motion. All voted favorably.

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### III. Treasurer's Report

#### Monthly Financial Report

The Honorable Tara Green reviewed the December 2018 financial report. There were no questions. She reminded those attending the meeting that the audited financial reports had been completed and reported at the February 13, 2019, meeting. Both reports are posted on the Authority Reports page. She noted that Mr. Brian Machek, the FCCC CFO, would be reviewing the Authority financial statements with the Board at the April meeting.

#### Funding Work Group Report

The Honorable Tara Green, Chair of the Funding Work Group, made a brief report that the work group is continuing to meet to review funding issues.

The Honorable Tara Green made a motion to create a focus group of Florida Bar members who use the Portal. The Honorable Jeff Smith seconded the motion.

Chairman Tim Smith suggested that she consult with Mr. Tom Hall on the matter.

All voted favorably.

### IV. Progress Reports

#### E-Portal Progress Report

Chairman Tim Smith recognized Ms. Carolyn Weber, Portal Project Manager, to review the January 2019 Progress Report. Ms. Weber reported that all the District Courts of Appeal are on the portal for the first time since inception. She also noted that the pilot project with the Department of Corrections Medical and Reception Center was going well, with 10 commitment packets submitted in January. The new case submissions was the highest number seen to date and self-represented litigant activity continues to grow. Third party vendor activity was growing, with almost 43,000 submissions by E-File Made Easy alone.

Chairman Tim Smith suggested Portal Technical staff develop an advisory about the ability to send the commitment packets through the portal.

Ms. Weber updated the Board on the hot fix being installed in to finish the 2018.02 release; it will allow the State Attorneys and Public Defenders to accept e-service.

#### Portal Change Advisory Board

Ms. Weber reviewed the list of items presented by the Change Advisory Board and the Authority Board for approval.

The Honorable Tara Green moved to approve the items listed as potential changes to the portal. The Honorable Jeff Smith seconded the motion. All voted favorably on the motion.

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### Release 2019.01

Ms. Weber reviewed the initiatives proposed for inclusion in the 2019.01 release, scheduled for implementation on April 18, 2019.

The Honorable Todd Newton moved to approve release 2019.01. The Honorable John Tomasino seconded the motion and all voted favorably on the motion.

### Service Desk Report:

Chairman Tim Smith recognized Ms. Gia Howell, Service Desk Manager, to present the October Service Desk Report. She reviewed the monthly Service Desk Report as posted on the website. There was a discussion about incident types and what was the highest incident type, by percentage.

Ms. Brenda Standish informed the Board the Service was beginning take “live” calls when possible and would be looking into more options in late 2019. So far, she reported, taking the “live” calls did not slow down their performance metrics.

The Honorable Jeff Smith suggested offering training sessions for attorneys at local Bar meetings or at the Florida Bar Conferences. Tom Hall also suggested including paralegals and law office assistants. Chairman Tim Smith encouraged Ms. Weber to pursue these opportunities.

## **V. Florida Courts Technology Commission**

Chairman Tim Smith recognized those Florida Courts Technology Commission (FCTC) members, the Honorable Karen Rushing, the Honorable David Ellspermann, and the Honorable Scott Ellis, and thanked them for their service on the commission.

It was noted that the FCTC meeting was recently held earlier in the month in Destin. The Honorable Karen Rushing updated the board on the work of the CMS Standards Committee. It was noted that the next FCTC meeting is scheduled for May 2-3, 2019, in St. Augustine.

## **VI. New Business**

The Honorable Sharon Bock asked to reconsider the Service Disruption Policy that was approved by the Board at the last meeting. She made a motion that the service disruption policy passed at the last meeting be revised to make sure that the third party filers were included in the notification process. She suggested adding the words “or if a batch filer calls” in the second paragraph under the heading Report a Service Disruption. The Honorable Billy Washington seconded the motion. All voted in favor.

There was no other new business.

## **VII. Old Business**

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#### Status Report: DIY Forms:

The Honorable Sharon Bock informed the board that she would contact the Board attorney, Ms. Hoshihara, to schedule a meeting of the work group to draft a DIY functionality policy.

#### Report on Inactivating Pro Se Accounts

Ms. Weber reported that there are 11,303 pro se accounts still pending. She recommended running a job to remove the account if not activated in 24 hours. There was general discussion as to how to best notify the person setting up the account.

The Honorable Karen Rushing move to send a notice after 72 hours if the account was still not activated. The Honorable Tara Green seconded the motion. Mr. Tom Hall asked if this would apply to all attorneys and was answered that it would. All voted favorably on the motion.

The Honorable Tara Green commented that Portal staff should continue to monitor the locked accounts and possibly the Board should consider a policy on that. Ms. Weber commented that the accounts of deceased Bar members have been locked, but cannot be deleted due to the audit trails.

#### Driver Improvement Schools

Mr. Melvin Cox, FCCC IT Director, provided an update to the Board on the process of getting the driver school completion certificate data from the driver improvement schools as required by HB 1361, passed in 2018, and effective July 1, 2019. He described the several options the technical team had explored. Ms. Kerry Parsons informed the Board that she was working on the legal aspects of the solution.

### **VIII. General Counsel Report**

Chairman Tim Smith recognized Ms. Kelly Parsons, Esq., who had no issues to report.

#### Public Comment

There was no one wishing to speak.

Chairman Smith thanked everyone for attending, noting the next meeting would be scheduled in mid-April, to please watch for information to come in your email.

### **IX. Adjourn**

The meeting adjourned at 11:35 a.m.