

FLORIDA COURTS E-FILING AUTHORITY 2017-18 ANNUAL REPORT

IN GOVERNANCE OF FLORIDA COURTS E-FILING PORTAL, THE STATEWIDE ACCESS POINT FOR ELECTRONIC TRANSMISSION OF COURT RECORDS, WWW.MYFLCOURTACCESS.COM

CHAIRMAN'S LETTER

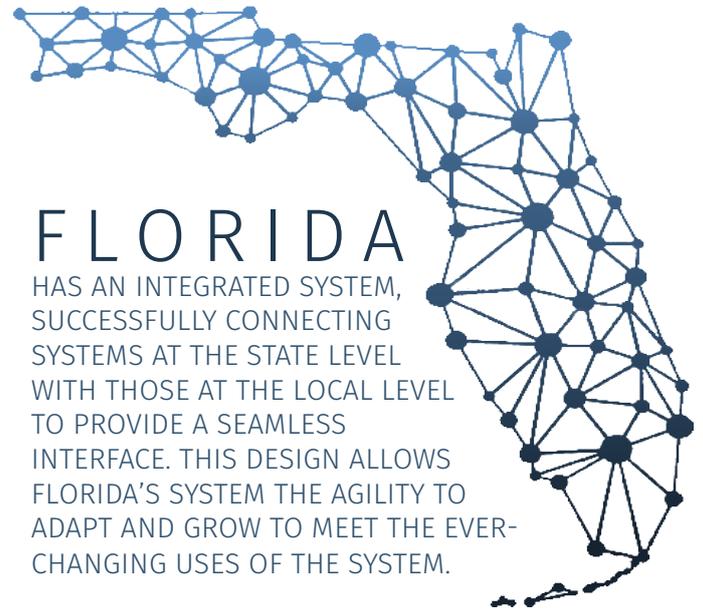
TIM SMITH, E-FILING AUTHORITY CHAIRMAN

As Chairman of the Florida Courts E-Filing Authority, I am privileged to provide to you the 2017-2018 Annual Report summarizing the services and improvements that the Authority has implemented during this fiscal year.

The Florida Courts E-Filing Portal provides a single, secure digital solution for Florida's Court System users. During this fiscal year, we have continued to see dramatic growth in the number of registered users, now at over 200,000 accounts. The 16 million submissions handled this year represented more than 22.8 million documents and over 100 million pages. The 80,000 registered attorneys are the power users, filing 86 percent of documents through the system. Judges are filing 8.5 percent of the documents, and the growing block of pro se filers, at over 106,000 registered users, represent 0.6 percent of the filings. The Authority is committed to customer service; the dedicated E-Portal Service Desk handles about 33,700 calls a year.

To ensure the needs of portal filers continued to be met, service enhancements to a variety of functions were created or expanded:

- The support provided to third party batch vendors has allowed the number of vendors to increase, thereby increasing the number of filings.
- Enhanced security standards ensure that filers continue to have confidence that their information is maintained securely and transmitted safely to the court.
- Adding more state agency functionality allows Clerks and other users to transmit information more efficiently.



FLORIDA
HAS AN INTEGRATED SYSTEM, SUCCESSFULLY CONNECTING SYSTEMS AT THE STATE LEVEL WITH THOSE AT THE LOCAL LEVEL TO PROVIDE A SEAMLESS INTERFACE. THIS DESIGN ALLOWS FLORIDA'S SYSTEM THE AGILITY TO ADAPT AND GROW TO MEET THE EVER-CHANGING USES OF THE SYSTEM.

Thanks to the support of the State of Florida, the Florida Courts E-Filing Authority Board of Directors, Florida's Court Clerks and Comptrollers (FCCC), and the Florida Courts System, the Florida Courts E-Filing Portal has become a nationally recognized e-filing system representing e-filing progress. The Florida Courts E-Filing Authority governance structure is unique, but shows that a cooperative relationship between all court levels can accomplish great things.

2017-18 E-FILING AUTHORITY BOARD OF DIRECTORS

The Authority is governed by a nine-member Board of Directors consisting of eight Clerks of the Circuit Court and the Clerk of the Supreme Court, who serves as the Chief Justice's designee on behalf of the state and appellate courts. The Board is responsible for leading the public agency tasked with providing a statewide access point for the electronic access and transmission of court records to and from the courts.

THE HONORABLE TIM SMITH
CHAIRMAN
PUTNAM COUNTY CLERK AND COMPTROLLER

THE HONORABLE JEFFREY R. SMITH, CPA
VICE CHAIR/DISTRICT V
INDIAN RIVER COUNTY CLERK AND COMPTROLLER

THE HONORABLE TARA S. GREEN
SECRETARY / TREASURER - DISTRICT III
CLAY COUNTY CLERK

THE HONORABLE JOHN A. TOMASINO
CLERK OF THE SUPREME COURT

THE HONORABLE JD PEACOCK II
DISTRICT I
OKALOOSA COUNTY CLERK AND COMPTROLLER

THE HONORABLE KATHLEEN E. BROWN
DISTRICT II
LIBERTY COUNTY CLERK AND COMPTROLLER

THE HONORABLE TODD NEWTON
DISTRICT IV
GILCHRIST COUNTY CLERK AND COMPTROLLER

THE HONORABLE KAREN E. RUSHING
DISTRICT VI
SARASOTA COUNTY CLERK AND COMPTROLLER

THE HONORABLE SHARON R. BOCK, ESQ.
DISTRICT VII
PALM BEACH COUNTY CLERK AND COMPTROLLER

OVERVIEW

2009

In accordance with direction by the Florida Legislature and the Florida Supreme Court, the need for the development and implementation of a system for statewide electronic filing of Florida's county, circuit, and appellate court records was recognized in 2009.

2010

In conjunction with the Chief Justice and the Supreme Court, the Florida Courts E-Filing Authority was established in June 2010 by interlocal agreement, creating a public agency pursuant to chapter 163, Florida Statutes. The agency is composed of the Clerks of the Circuit Court who join the Authority on behalf of all the state trial courts, and the Clerk of the Supreme Court, representing all the appellate courts and as designee of the Chief Justice of the Supreme Court.

The Authority contracted with the FCCC to design, develop, implement, operate, upgrade, support, and maintain the portal. The portal incorporates the following features.

- A single statewide access point log-in.
- A single internet access to court records by authorized users.
- Transmissions to and from the appropriate courts.
- The ability to provide electronic service of notification receipt of an electronic filing and confirmation of filing in the appropriate court file.
- Open standards-based integration ability with existing statewide information systems and county e-filing applications.
- Compliance with the Electronic Court Filing Standard 4.0, the Global Justice Extensible Markup Language, and Oasis Legal Markup Language.

To ensure that the statewide portal was developed in accordance to court system standards and rules, the Authority established a relationship to work in close coordination with the Florida Courts Technology Commission (FCTC).

In 2010, Legislative Appropriations proviso language

in HB 5401 mandated the courts system to implement electronic filing requirements in five of the 10 trial court divisions by January 1, 2011, and identified the 10 court divisions as: Circuit Criminal; County Criminal; Juvenile Delinquency; Criminal Traffic; Circuit Civil; County Civil; Civil Traffic; Probate; Family; and Juvenile Dependency. With input from the FCTC, the Authority began work on the divisions of Circuit Civil; County Civil; Probate; Family; and Juvenile Dependency.

2011

The Florida Courts E-Filing Portal opened in January 2011 and during the first months of operation 229 documents were electronically filed. That same year, follow-up bill SB 2000 required that Clerks implement the electronic filing requirements for all 10 trial court divisions, pursuant to section 28.36(3), Florida Statutes. The mandate established the Authority's direction for the next six months: to develop the portal to include the remaining five court divisions.

2012

The Supreme Court issued opinions approving recommendations to require e-filing and e-service by attorneys through a phased implementation. The main document, AOSC11-399 revised opinion, as amended October 18, 2012, stated that the new rules and amendments to existing rules in the case would require attorneys to file documents with the trial and appellate courts by electronic transmission, and made mandatory email service requirements for pleadings and documents. The court encouraged attorneys and Clerks throughout Florida to take notice of the new electronic filing requirements and to begin the process of updating their current practices to conform to these requirements.

By mid-2012, 51 counties were connected to the portal for the acceptance of civil case documents in various civil divisions. By April 1, 2013, the offices of all 67 of Florida's county Clerks were connected for the acceptance and processing of civil cases in all five civil divisions: Circuit Civil, County Civil, Probate, Small Claims, and Family Law.

THE FLORIDA COURTS E-FILING PORTAL

PROVIDING SECURE DIGITAL SOLUTIONS TO FLORIDA'S COURT USERS

2013 Throughout 2013 and 2014, Clerks' offices worked on accepting batch-filed documents on existing criminal cases, while all counties were working on general criminal readiness. Today, all 67 counties accept and process all trial court case types.

The Florida Supreme Court came online in February 2013 with limited case filings as part of a live system test. Encountering no serious issues, the Supreme Court began accepting live filings on April 1, 2013. Later that year, Chief Justice Ricky Polston outlined four improvements to be considered for e-filing in Florida's Courts, including increased Help Desk services; the addition of standardized drop-down menus for filers' two-way portal capabilities; and allowing case documents to be viewed by the filer.

2014 In late 2013, the Florida Courts E-Filing Authority agreed to a Supplemental Agreement as an amendment to the Development Agreement to establish Help Desk services, a service that had been out of the original scope of services. The Authority adopted the policies and procedures on November 1, 2013, and the FCCC implemented and began fully operating the Help Desk 90 days thereafter. The Help Desk was fully staffed by early 2014 to manage technical calls for Clerk's office support and customer service from filers.

The Authority also embraced the challenge of "standardization," which was somewhat undefined at that point. While the primary activity during the year was to complete programming and connectivity with the counties for the acceptance of civil and criminal case types, the Authority began in earnest to undertake a long-term study of standardization of the drop-down menus for civil case types in 2014-2015.

In early to mid-2014, various technical alternatives were examined in order to create more standardized log-in and landing screens. A map feature was adopted to create a more uniform method, allowing filers to see and select the county to which they are filing.

Due to the way criminal case initiation was implemented through a technical level solution

for state attorneys, standardized criminal docket descriptions were adopted as criminal case initiation was implemented. "Sameness" in filing choices in the other case types varied from county to county, in drop-down menus showing court divisions offered, and names of document types. This is what all filers of non-criminal cases viewed when filing.

2015 Beginning in earnest the spring of 2015, the Florida Courts E-Filing Authority worked with the FCCC Best Practices Committee to develop standardized names for the court divisions, case types and sub-types in each division. The portal technical team provided on-site training and assistance in a pilot phase to implement the standard nomenclature in the Fourth Judicial Circuit and proposed to use the model statewide. The Authority chairman, the Honorable Tim Smith, Clerk of Putnam County, sent a letter to all Clerks of Court asking them to undertake the exercise and have it completed by September 2015.

2016 In 2016, the Authority partnered with the Supreme Court to increase the filing and e-service size available to users and implemented a third-party batch process allowing law firms and approved vendors the ability to transmit multiple civil filings in a single session. Additional enhancements included judges filing proposed orders in certain counties and specialized services for pro se litigants.

2017 With more than 160,000 users and 14 million submissions during FY2016-17, the portal added state agency integration with the transfer of timely case data to the Department of Health Bureau of Vital Statistics and the Department of Corrections.

2018 The number of filings submitted by third party vendors continue to increase this year. A pilot project for Clerks to send the full commitment packet to Florida Sheriffs and on to the Department of Corrections began and is well underway.

NUMBERS

(JULY 1, 2017 - JUNE 30, 2018)

15,599,822

SUBMISSIONS

22,830,043

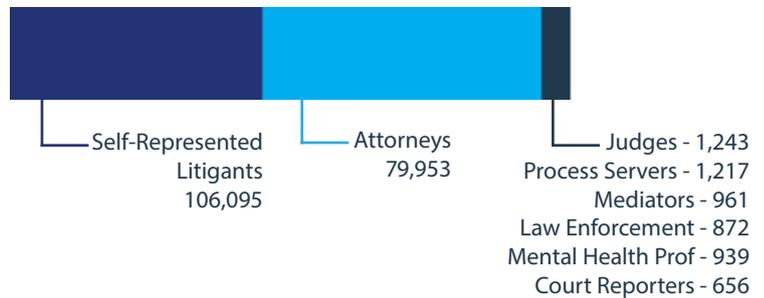
DOCUMENTS

100,675,379

PAGES

200,502 TOTAL FILER ACCOUNTS

36,558 HELP DESK CALLS



ENHANCEMENTS



STATE AGENCY INTEGRATION

Providing timely case data to State of Florida agencies including the Department of Health Bureau of Vital Statistics and the Department of Corrections.



SECURITY STANDARDS

Enhanced security standards to ensure proper use of portal data.



THIRD-PARTY VENDOR INTERFACE

Created processes to provide the vendors ability to transmit multiple civil filings in a single session.

E-Service Notices saved filers an estimated

\$28,550,533

in postage costs from 2014-2018

FINANCIALS

The approved 2017-2018 Florida Courts E-Filing Budget is comprised of revenue generated from convenience fees for credit card, debit card, and ACH transactions. Funds are used to support the Authority's mandated business activities, including legal counsel for the Board of Directors, insurance policy premiums, audit fees, and related service desk activities, portal upgrades, and education.

Mandated audits of the Authority's financial statements and an SSAE 16 Operational Audit are performed annually and have resulted in an unqualified, or "clean," audit to date.

2017-18 Approved Budget	
REVENUE FEES	\$5,833,860
REVENUE CARRYFORWARD	\$1,252,403
REVENUE TOTAL	\$7,086,263
AUDIT	\$30,000
CONTRACT SERVICES – EXPANSION BEYOND SOW	\$2,503,045
CONTRACT SERVICES – EDUCATION / SERVICE DESK	\$1,094,907
MERCHANT FEES & BAD DEBT	\$2,376,459
BANK ANALYSIS	\$78,000
PAYMENT CONTROLS	\$2,500
ACCOUNTING AND BANKING	\$438,236
LEGAL	\$60,000
DO LIABILITY INSURANCE	\$900
EXPENSE TOTAL	\$6,584,048
BALANCE	\$502,215

TO VIEW ALL DOCUMENTS AND MATERIALS ASSOCIATED WITH THE FLORIDA COURTS E-FILING AUTHORITY, INCLUDING THE INTERLOCAL AGREEMENT, BOARD MEETING DOCUMENTS, AND ADDITIONAL MATERIALS, VISIT MYFLCOURTACCESS.COM.