



## The Florida Courts E-Filing Authority Minutes

Florida Courts E-Filing Authority Board of Directors met on December 6, 2018, at 2:00 p.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. Lynn Hoshihara, Esq., Authority General Counsel, was also in attendance.

The Honorable Tim Smith, Chair, opened the meeting at 2:00 p.m., EST. He welcomed those participating by WebEx.

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

### I. Adoption of the Agenda

The Honorable John Tomasino made a motion to adopt the agenda. The Honorable Jeff Smith 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 October 2018 minutes. Hearing no corrections or additions, she moved adoption of the minutes as posted on the website. The Honorable Todd Newton seconded the motion. All voted favorably.

### III. Treasurer's Report

Monthly Financial Report

The Honorable Tara Green reviewed the October financial report. There were no questions. She noted that the audited financial reports had not yet been completed.

The Honorable Tara Green presented the Annual Report, as a high-level report documenting the activity of the past year. She explained it would be posted on the Board website and sent to the Authority members and stakeholders after the meeting. There was no discussion.

#### 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 and governing documents. She read the following statement that is providing scope to the work group's efforts: "In an effort to insure the stability and sustain the longevity of the Florida Courts E-Filing Portal, a diversification of funding sources must be reviewed and adopted." She committed to bring a more detailed report to the Board at the next meeting.

### **IV. Progress Reports**

#### E-Portal Progress Report

Chairman Tim Smith recognized Ms. Carolyn Weber, Portal Project Manager, to review the November 2018 Progress Report. Ms. Weber reported that the number of submissions and registered users continues to increase. The number of submissions for November was 1.9 million documents, representing 8.7 million pages. Additionally, she reported there were 219,456 portal accounts. She showed a slide of Self-represented litigant accounts. A discussion occurred about the meaning of the various categories, such as "pending activation," and inactive.

Chairman Tim Smith asked Ms. Weber to develop a recommendation about how to handle the self-represented litigant accounts that could be closed or removed and present it at the next meeting for board consideration.

#### 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 were no questions.

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

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

It was noted that the FCTC meeting was held November 1-2, 2018, in Tampa; there were no issues to discuss from that meeting. It was noted that the next meeting was scheduled for February 2019 in Destin.

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## VI. New Business

### Communication Protocol

Chairman Tim Smith reminded the board that the of developing a communication protocol had been discussed at the previous meeting and Chris Hart, FCCC CEO, had committed to bringing back a communication policy for handling those issues that were more complex than the Portal simply being “down,” but those that created an impediment to filing. Ms. Beth Allman, Authority Administrator, and Mr. Melvin Cox, FCCC Director of IT, provided the policy document and explained the process they had undertaken to develop a protocol for when the Portal experienced a service disruption and the associated escalation process to alert the users.

The Honorable John Tomasino asked that the after-hours notification policy be tweaked to make sure that users such as the Court Technology Officers were kept abreast of the issues.

The Honorable Jeff Smith made a motion to approve the process as outlined in the document, with the tweaks as suggested by the Honorable John Tomasino. The Honorable Sharon Bock seconded the motion. All voted favorably on the motion.

## VII. Old Business

### Status Report: DIY Forms:

Chairman Tim Smith recognized Mr. Melvin Cox and Ms. Carolyn Weber to report to the Board about the status of programming the DIY interviews and time it takes to implement. There was a discussion about the current process for receiving and programming the information to program the interviews.

The Honorable Sharon Bock moved to allow the two tenant eviction interviews that have been approved by the Supreme Court—complaint and answer – to be included in the A2J system and incorporated in the December Portal “hot fix.” The Honorable Tara Green seconded the motion.

There was discussion about the length of time of the Judicial Management Council approval process.

All voted favorably on the motion.

The Honorable Sharon Bock made a motion to form a work group headed by Ms. Hoshihara, General Counsel, to develop a DIY Functionality Policy to guide the implementation. The Honorable Tara Green seconded the motion. There was discussion on the work group. The Honorable Sharon Bock asked The Honorable John Tomasino and a representative from the Office of State Courts Administrator be part of the work group.

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The Honorable Tim Smith, Chair, asked that the work group address how to include interviews that were ready into a release or hot fix, and to plan to report to the Board at the February meeting.

All voted favorably on the motion.

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

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

The Chair recognized the Honorable John Tomasino who updated the Board on the District Courts of Appeal (DCA). The Second DCA will be back on the Portal by December 13<sup>th</sup>. The Fourth and Fifth DCAs are expected to come on mid-January with the First and Third DCAs after that, with the expectation that all will be on by the first part of February, 2019.

#### Public Comment

There was no one wishing to speak.

Chairman Smith thanked everyone for attending, noting the next meeting was scheduled to be held in late February in Daytona Beach, in conjunction with the FCCC Winter Conference. He also noted that if the audit reports were ready before that date, he would like to hold a brief meeting for the purpose of receiving those reports.

#### **IX. Adjourn**

The meeting adjourned at 3:10 p.m.