



The Florida Courts E-Filing Authority Minutes

Florida Courts E-Filing Authority Board of Directors met on September 6, 2018, at 10:00 a.m., EDT, 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

Lynn Hoshihara, Esq., Authority General Counsel, was also in attendance.

- I. The Honorable Tim Smith, Chair, opened the meeting at 10:00 a.m., EDT. He welcomed those on the WebEx and those in the room.

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

II. Adoption of the Agenda

The Honorable Todd Newton made a motion to adopt the agenda. The Honorable John Tomasino seconded the motion. All voted to adopt the agenda.

III. **Reading and Approval of the Minutes**

Chairman Tim Smith presented the June 2018 minutes. Hearing no corrections or additions, The Honorable JD Peacock moved adoption of the minutes as posted on the website. Clerk Newton seconded the motion. All voted favorably.

IV. **Treasurer's Report**

Monthly Financial Report

The monthly financial report was delayed until the Honorable Jeff Smith joined the meeting.

Review of Recommendation of Audit Selection Committee

Chairman Tim Smith recognized the Honorable JD Peacock to provide a report of the Audit Selection Committee. Clerk Peacock reported that the Audit Selection Committee, comprised of him, the Honorable Tara Green and the Honorable Jeff Smith, met in August and reviewed the proposals for Authority audit services, one from Lanigan & Associates and one from Purvis Gray. After careful consideration, the Audit Selection Committee voted to recommend Purvis Gray as the top-ranked firm to perform the E-Filing Authority audits and Lanigan & Associates as the second-ranked firm.

Clerk Peacock moved that the Authority Board of Directors authorize staff to enter into negotiations with Purvis Gray on the pricing and terms of the contract. If negotiations with Purvis Gray are unsuccessful, he added that staff be authorized to negotiate with Lanigan & Associates. Additionally, he asked that the resulting contract be presented to the Board for final approval.

Clerk Tomasino seconded the motion. All voted favorably.

Clerk Peacock asked that the contract be ready for approval at the next E-Filing Authority meeting.

V. Progress Reports

E-Portal Progress Report

Chairman Tim Smith recognized Ms. Carolyn Weber, Portal Project Manager, to review the July 2018 status report. Ms. Weber noted that the number of registered filers continues to increase, topping 204,000 in July. The submissions for the month of July was slightly lower than June at 1.41 million, representing 2.1 million documents and 9.2 million pages. The highest volume day for case initiation also occurred this month was also slightly lower than June at over 71,878 new cases filed.

She noted that the preponderance of the documents being sent through the Portal are still scanned documents, which take up a lot more space than if a WORD document were sent through and the Portal converted it to the pdf format.

WordPerfect	62
Word	105,728
Text Based PDF	699,108

Scanned PDF	1,282,396
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In light of the requirements of PDF/A coming, she recommended that documents be created in a word processing software, and then saved as a PDF, not scanned before sending through the Portal.

There were several questions about potential training needed for filers regarding working the correction queue or other issues where training could help alleviate some workload at the local Clerk's Offices.

Service Desk Report:

Chairman Tim Smith recognized Ms. Gia Howell, Service Desk Manager to present the service desk report. She reported to the board that the customer service calls increased slightly the past month and took about the same time to resolve. She reported that most of the questions from month to month appeared to be consistent, centering on account set-up, e-service, payment information and other general case questions. Ms. Howell commented that the Service Desk staff was still assisting counties clean up the pending filings. There were no questions.

Monthly Financial Report

Chairman Tim Smith reverted to the order of business and recognized Vice Chairman Jeff Smith to present the July 2018 financial statements. The Vice Chairman reported that assets stand at \$3.4 M, comprised of \$2.8 M in cash, \$0.6 M accounts receivable and \$5,000 in prepaid expenses. Liabilities stand at \$0.6 M, comprised of \$0.6 M in accounts payable and \$3,000 in accrued annual audit fees. Equity stands at \$2.8 M. Through the month of July 2018, total revenues were \$0.6 M and total expenses were \$0.2 M. The change in net assets year to date was \$0.4 M. He noted that FCCC expenses related to the Authority are billed after the close of the month.

Vice Chairman Jeff Smith also commented that the year-end total for the 2017-2018 year would be shown in the financial reports provided after the year-end accruals.

Vice Chairman Jeff Smith moved acceptance of the financial reports. Clerk Newton seconded the motion and all voted favorably.

The order of the agenda was resumed.

VI. Florida Courts Technology Commission

Vice Chairman Jeff Smith took over as Chairman while the Chairman stepped away. He recognized those Florida Courts Technology Commission (FCTC) members on the board.

Mr. Melvin Cox, FCCC Director of IT, reported that at the recent FCTC meeting held August 2-3, 2018, in Miami, FCCC staff worked with Judge Bidwill's ePortal Committee

on various e-filing issues. He noted that PDF/A is a priority for the FCTC and is included in the October release.

Clerk Tomasino noted that the next FCTC meeting was to be held November 1-2, 2018, in Tampa.

VII. New Business

Report on Service Desk Opportunities

Chairman Tim Smith recognized Ms. Gia Howell to report on opportunities coming for the Service Desk. She informed that Board that the new version of HEAT, the Service Desk call tracking software, was coming out with a live chat feature. While it was not going to be available until 2019, they were actively training to be ready. She commented that the Service Desk had a vacant position that she was hoping to fill with someone who could handle attorney-specific calls and provide “live” answering.

Due to the HEAT upgrade, she cautioned the Board that the monthly statistics might not be consistently available until the upgrade was complete.

There was positive discussion about the live chat initiative.

VIII. Old Business

There was no old business to report.

IX. General Counsel Report

Chairman Tim Smith recognized Ms. Hoshihara, Esq., who reported that she had no issues at this time, but would work with the finance team and the Audit Selection Committee on providing and negotiating a contract with the auditors.

Public Comment

There were no public comments.

X. Adjourn

Mr. Smith thanked everyone for attending.

The meeting was adjourned at 11:52 a.m.