



FLORIDA COURTS E-FILING AUTHORITY

○ 2018-2019

ANNUAL REPORT

THE FLORIDA COURTS E-FILING AUTHORITY: 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

Dear Florida E-Filing Partner:

When we envisioned the Florida Courts E-Filing Portal in 2010, it was never anticipated that the Portal would handle even half the volume of filings that are seen today. And, each month, the number of filers and the number of documents continue to increase.

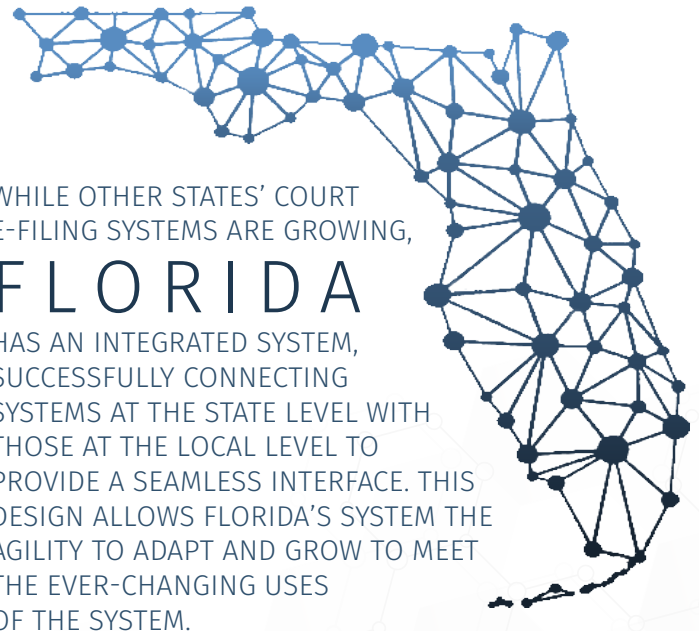
The Florida Courts E-Filing Portal system links all of the 20 judicial circuit courts, the 5 District Courts of Appeal and the Supreme Court – all through one single, integrated Portal website.

I believe we are the first state in the nation to be truly, and completely, integrated; a filer can submit documents to a case in any of our State's Courts, from anywhere in the world.

To continue to address the needs of our users, the E-Filing Authority Board of Directors, along with the Portal Technical team, made the e-filing portal easier to use over this past program year:

- The Authority put in place efficiencies specifically for Filers.
- The Authority continued to add to the ability to securely transmit information between the Portal and State Agencies.
- The Authority put in place efficiencies specifically for Clerk of Court case processing.
- This year, our Portal Service Desk implemented "live answering" calls for the first time since inception.
- The Authority once again received "clean," or unqualified audits for its operations, a testimony to the fair and accountable business standards.

I am unaware of any other state that has the governance structure of the Florida Courts E-Filing Portal. Oversight is provided by the Florida Courts E-Filing Authority through its Board of Directors. The E-Filing Authority is an interlocal government agency, comprised of all 67 of Florida's elected Clerks of the Circuit and County Courts along with the Clerk of



WHILE OTHER STATES' COURT E-FILING SYSTEMS ARE GROWING,

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.

the Florida Supreme Court, representing the state's appellate courts, is unique. It demonstrates that when we work together, when we believe in and work toward a common goal, we can achieve reality out of what was only an idea.

Our governance is framed and organized by our partnerships. Everyone who reads this report or uses the Florida Courts E-Filing Portal are part of that partnership. Without the support at the local Clerks' offices, the Florida Court System, the Legislature, the Florida Bar and its members, the Legislature and tens of thousands of users, this dream would not have been the real success it is today.

So, please let me thank you all for the support you provide every day and the work you each put into making the Florida Courts E-Filing Portal the success that it is.

Chairman, Florida Courts E-Filing Authority
Putnam County Clerk of the Circuit Court

OVERVIEW

2018-2019 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 COURT
FLORIDA SUPREME COURT

THE HONORABLE JD PEACOCK II

DISTRICT I
OKALOOSA COUNTY CLERK AND COMPTROLLER

THE HONORABLE BILLY WASHINGTON

DISTRICT II
MADISON 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

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.

OVERVIEW

2010 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.

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.

E-FILING PORTAL

PROVIDING SECURE DIGITAL SOLUTIONS TO FLORIDA'S COURT USERS

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.

2019 During this fiscal year, 2018-2019, the Florida Courts E-Filing Portal continued to see increases in the volume of filings, the number of registered users and the number of documents submitted through the third party interface. The E-Portal Service Desk initiated a “live answer” feature for users needing filing assistance and a Portal upgrade was implemented in late 2018 allowing both State Attorneys and Public Defenders to accept e-service. For the first time since inception, all five District Courts of Appeal were connected to the Portal.

ANNUAL STATISTICS

(JULY 1, 2018-JUNE 30, 2019)

The Florida Courts E-Filing 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, which 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.

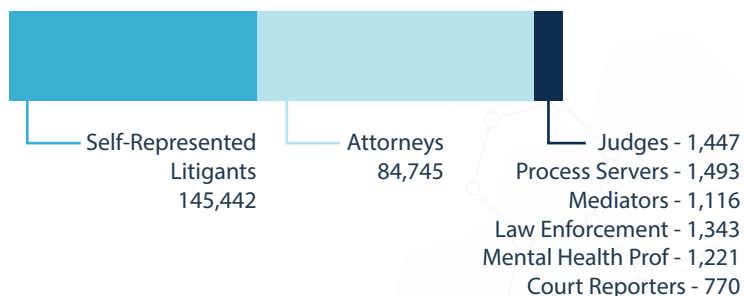
17,196,291
SUBMISSIONS

25,536,041
DOCUMENTS

119,481,211
PAGES

247,949 TOTAL FILER
ACCOUNTS

47,756 HELP DESK
CALLS



ENHANCEMENTS



STATE AGENCY INTEGRATION

Implemented the ability to send the full commitment packets to the Florida Department of Corrections.



VIRUS PROTECTION

Initial virus scanning of all filed documents was integrated into the portal to protect filers from malware and other malicious threats.



USER EFFICIENCIES

Increased file size to 200 MB for appellate and Supreme Court filings, created ability for filers to create "favorites" lists, and made uploading documents quicker.

**E-Service Notices
saved filers
approximately**

\$30,270,174

**in postage
costs from
2014-2019**

FINANCIALS

The approved 2018-2019 Florida Courts E-Filing Budget is comprised of revenue generated from credit card, debit card, and ACH transaction convenience fees. 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 financial statements and an SSAE 18 Operational Audit are performed annually and have resulted in unmodified (formerly unqualified) , or "clean" audits to date.

E-FILING AUTHORITY 2018-19 BUDGET

REVENUES	2018-19 BUDGET
Revenue	\$6,335,016
Carry Forward	\$2,170,829
Total Revenue	\$8,505,845

EXPENSES	2018-19 BUDGET
Audit	\$35,000
Contract Services	\$3,811,580
Merchant Fees	\$2,959,779
Bank Analysis Fees	\$78,000
PCI Compliance	\$2,500
Accounting & Banking	\$373,891
Insurance	\$900
General Legal	\$60,000
Program Development	\$100,000
Total Expenses	\$7,421,740

NET INCOME	\$1,084,105
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WWW.MYFLCOURTACCESS.COM

FILE YOUR CASES...



ANYWHERE!



ANYTIME!



IN BATCHES!