

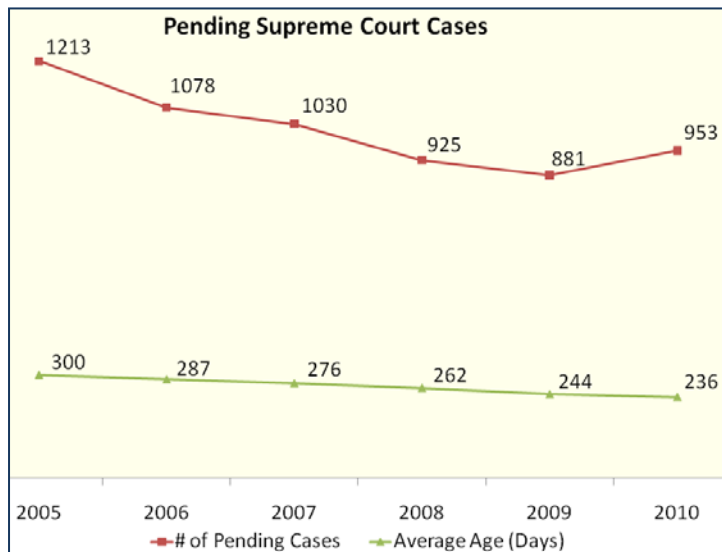
Issue 2 – Improving the Administration of Justice

- Goal 2.1: Cases will be processed effectively, efficiently, and in a timely manner.
- Goal 2.2: The State Courts System will utilize public resources effectively, efficiently, and in an accountable manner.
- Goal 2.3: The State Courts will have a statewide information technology system adequate to support effective and efficient case management and management of caseloads and court resources.
- Goal 2.4: The roles and responsibilities of the state courts and the circuit clerks of court when performing court related functions will be clearly defined.

Demonstrating Efficiency in Florida's Court System

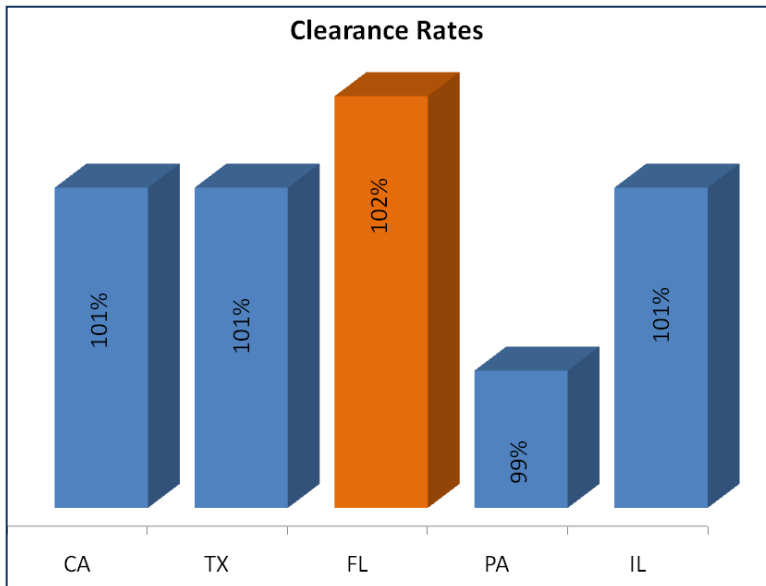
Average Age of Supreme Court Cases Continues Downward Trend

The jurisdiction of the supreme court is set out in the Constitution with some degree of flexibility by which the Legislature may add or take away certain categories of cases. Operating within this jurisdiction has produced a fairly steady workload. The number of cases filed in Florida's Supreme Court has averaged nearly 2,500 for each of the last five years. The workload of a court can perhaps best be assessed in terms of the number of cases that are pending at the court. Pending caseloads are typically examined in relation to the age of pending cases. A large pending caseload with increasing ages of cases indicates an emerging backlog; a large pending caseload with steady or decreasing aging indicates the court is busy and efficiently addressing the increased volume. The chart presents the numbers of pending cases and the average age in days at the supreme court calculated December 31st of each year. There is more than a 20% decline in the number of pending cases and more than a 20% decrease in the average age of pending cases from 2005 to 2010.



Source: Florida Supreme Court

Florida Compares Well in Court of Last Resort Clearance Rates



Source: Richard Herring, *The Florida Courts: Supreme Courts in the 50 States*, March 2011

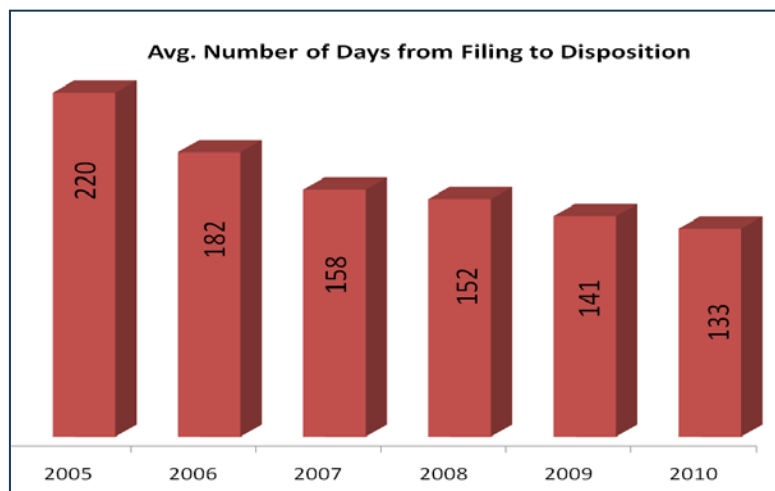
Clearance rate measures whether the court is keeping up with its incoming caseload. If cases are not disposed in a timely manner, a backlog of cases awaiting disposition will grow. Knowledge of clearance rates can help a court pinpoint emerging problems and indicate where improvements can be made. The graph to the left is based on data primarily from 2008 through 2010. Caseload information and clearance rates for 46 of the 52 courts of last resort were obtained.

Clearance rates are the ratio between the number of cases

filed and the number of cases decided in a given period. A rate under 100 percent means that not all cases were disposed during the year and a rate over 100 percent means that some cases carried forward from prior years were decided. The state with the lowest clearance rate was Rhode Island with 76 percent and the state with the highest was West Virginia with 178 percent. The average clearance rate was 95 percent, well below Florida's 2009 102 percent clearance rate. The chart compares Florida with the top five most populous states (no data was available for New York). For 2010, the Florida Supreme Court recorded a clearance rate of 97 percent, still above the national average for clearance rates.

Supreme Court Case Processing Time Down for the Last Five Consecutive Years

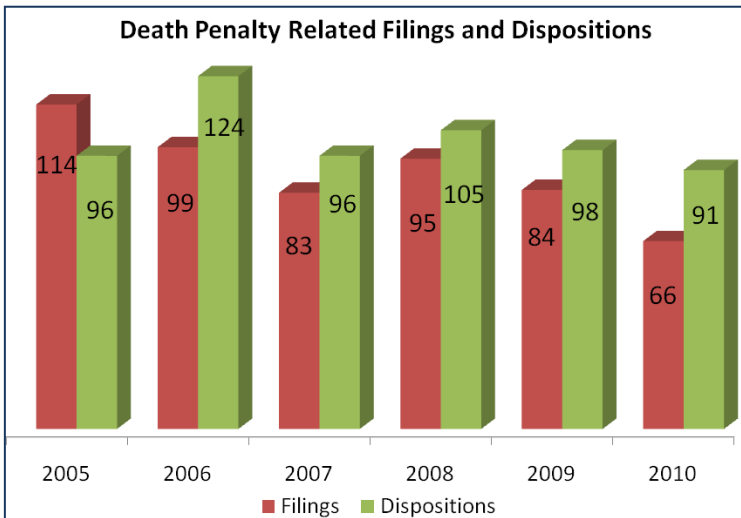
The judicial branch is committed to ongoing improvement in the administration of justice, including effective case processing. Resources needed to process appeal cases varies depending on the type of case, however, the supreme court continues to address those challenges associated with rendering timely decisions. From 2006 through 2010 the average number of days from filing to disposition for all



Source: Florida Supreme Court

supreme court case types was reduced 27 percent. In addition, in 2010, over 80 percent of supreme court cases were disposed within 180 days and over 90 percent of cases were disposed of within 365 days. Justice system partners, as well as individual litigants, the general public, and society at large rely on courts to provide consistent, fair, clear, and timely decisions in cases.

Florida High Court Improves Death Penalty Case Docket



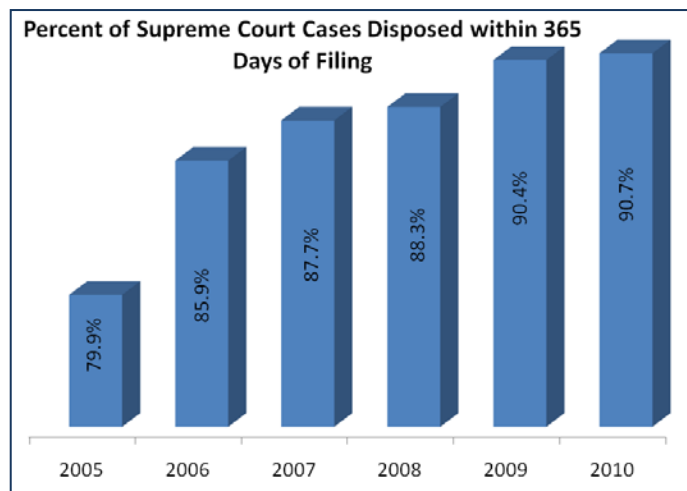
Source: Florida Supreme Court

Few aspects of the Florida Supreme Court's jurisdiction receive more public attention than death penalty cases. The supreme court is required to review final orders imposing death sentences. Both state and federal courts recognize the complexity and gravity of death penalty cases and acknowledge they may take longer to process and decide. In death penalty cases specifically, the clearance rate has improved from 72% in 2005 to 141% in 2010. A clearance rate over 100 percent

means that cases carried forward from prior years were decided, thereby reducing the court's backlog. The supreme court clearance rate for death penalty cases has been over 100% for the last 5 years (2006 through 2010). In other words, the supreme court has consistently disposed of more death penalty cases than have been filed in a given year.

Percent of Supreme Court Cases Disposed of within a Year Exceeds National Recognized Standard

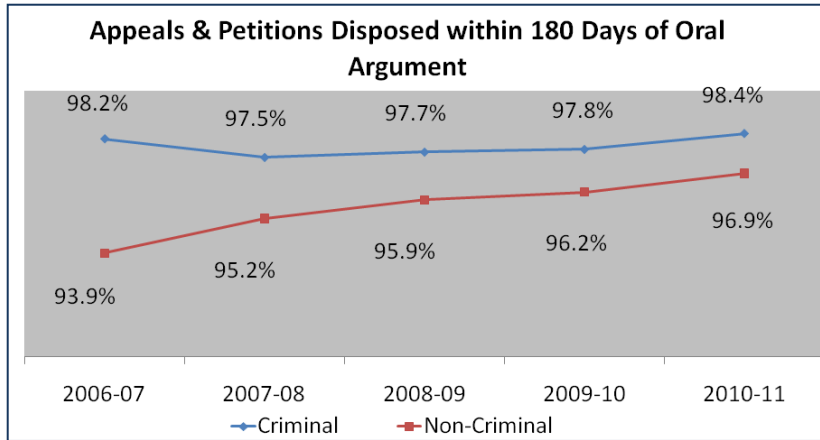
Once an appellate court acquires jurisdiction of a matter, the validity of a lower tribunal's decision remains in doubt until the appellate court rules. Timeliness is an essential aspect of resolving cases and providing the finality for which the appellate process is designed. Any unnecessary delay adversely affects all litigants involved. To help address this critical appellate court reporting element, the American Bar Association has published a case processing time standard of 90 percent of cases disposed within



Source: Florida Supreme Court

365 days in courts of last resort. For the last two years, 2009 and 2010, the Florida Supreme Court has exceeded that national standard.

Florida’s District Courts of Appeal Maintain Timeliness Indicators Despite Increasing Workload



Source: Office of the State Courts Administrator, *Florida District Courts of Appeal Judicial Certification Statistics*, July 2011

The bulk of trial court decisions that are appealed are never heard by the supreme court. Rather, they are reviewed by three-judge panels of the district courts of appeal. The district courts of appeal can hear appeals from final judgments and can review certain non-final orders. As a general rule, decisions of the district courts of appeal represent the final appellate review of litigated cases. A

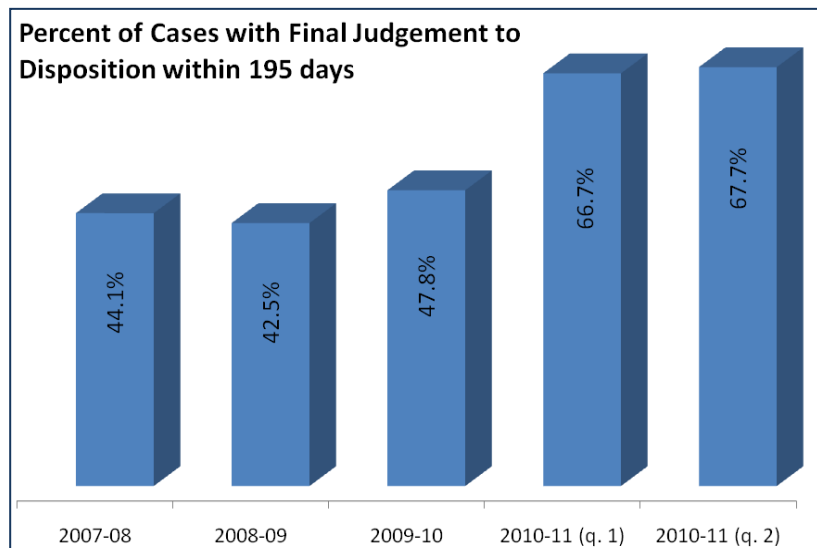
person who is displeased with a district court's express decision may ask for review in the Florida Supreme Court and then in the United States Supreme Court, but neither tribunal may be required to accept the case for further review. The ability of courts to provide justice and to protect the time and resources of litigants and justice system partners can be severely tested when dockets are full and judicial time is stretched thin. From fiscal year 2006-07 total district court of appeal case filings were 25,401; in 2010-11 total case filings were 26,053, or a 2.6 percent increase. From fiscal year 2006-07 total district court of appeal case filings per judge were 409.7; in 2010-11 total case filings per judge were 427.1, or a 4.2 percent increase. Despite increases in filings and filings per judge, the timeliness of cases disposed remained relatively constant. Florida’s five district courts of appeal continue to dispose of nearly all appeals and petitions within 180 days of oral argument, and for fiscal year 2010-11 recorded an overall clearance rate of 100.2%.

Positive Strides in the Timely Resolution of Appellate Parental Rights Cases

The Commission on District Court of Appeal Performance and Accountability was established in 2002 to propose policies and procedures related to the efficient and effective functioning of Florida's district courts through the development of comprehensive resource management, performance measurement, and accountability programs. In response to this ongoing charge, the commission developed and implemented a process for monitoring dependency and termination of parental rights cases in the appellate courts. Working with the District Court of Appeal clerks and Office of the State Courts Administrator staff, the commission established a mechanism for generating reports that disclose the median days for 10 different timeframes (i.e., the standard amount of time spent on a particular stage of a case). These reports also indicate the percentage of cases that fall within the recommended timeframes for each district. Drawn from the DCA case management system, these reports can be produced on demand, and link court personnel to more detailed case information that can assist in determining the cause of delay. In short, these reports enable DCA judges and personnel to see how efficiently they

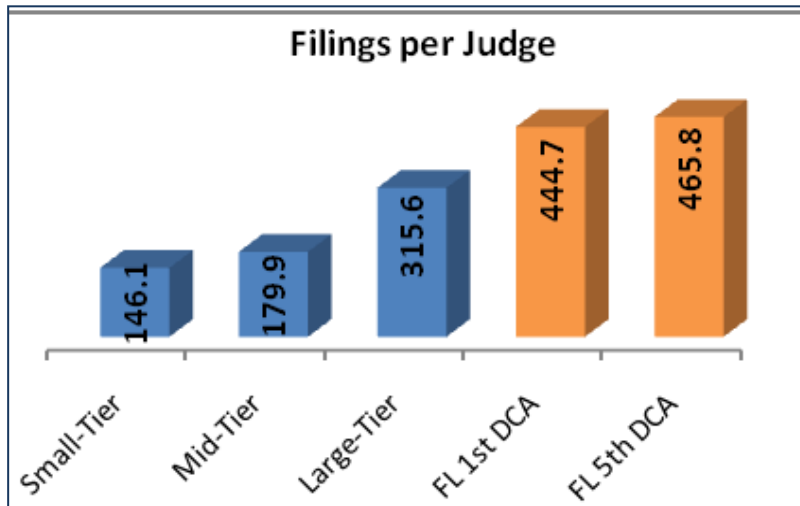
are processing dependency and termination of parental rights cases. In fiscal year 2007-08 the number of all cases, from final judgment of the trial court to disposition by the appellate court, resolved within 195 days was 44 percent. In the second quarter of fiscal year 2010-11, that number rose to nearly 68 percent. The statistics suggest that the districts are making a concerted effort to expedite their processing of these cases—despite the complexity of issues involved and the loss

of resources over the last three years. In order to minimize the harmful effects on children involved in dependency and termination of parental rights cases, the DCAs strive to resolve these cases as quickly as possible. Rendering decisions and placing children in a safe and permanent home at the earliest possible time helps promote child welfare.



Source: Office of the State Courts Administrator, *District Courts of Appeal Dependency and TPR Time Frame Review*, February 2011

National Study Helps Illustrate Florida's Appellate Court Workload



Source: Council of Chief Judges of the State Courts of Appeal, *Comparative Attributes of Legal Staff in Intermediate Appellate Courts*, April 2011

In cooperation with the Council of Chief Judges of the State Courts of Appeal, the National Center for State Courts surveyed intermediate courts of appeal across the United States. The study examined the number of judges, the number of each type of legal staff employed by the court, the internal procedures and the various ways in which legal staff are used, and work quality and cost indicators. The 34 intermediate courts of appeal

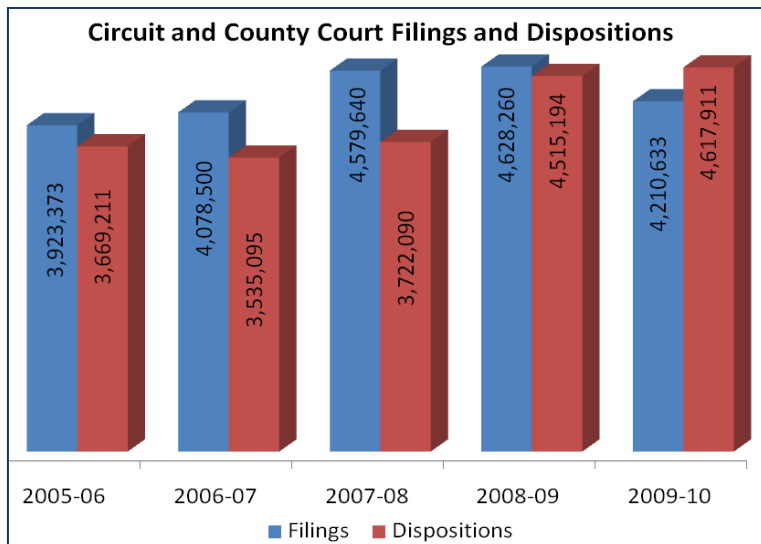
survey respondents included two Florida appellate courts. The respondent courts were grouped into three tiers based on the number of new case filings in 2009: 1 to 1,500 (small-tier courts); 1,501 to 4,500 (mid-tier courts); and 4,501 or more (large-tier courts). Based on the available responses, the two Florida appellate court respondents ranked highest in the number of filings per judge at 465.8 and 444.7 filings per judge. In contrast, small-tier courts had an average of 146.1 filings per judge; mid-tier courts had an average of 179.9 filings per judge; and large-tier courts had an average of 315.6 filings per judge. The study asserts, "The higher workload generated by increased filings generally creates the need for more judges to decide cases as well as legal staff to perform chambers support services and administrative tasks." Florida continues to demonstrate efficiency and has operated with 61 appellate judges since fiscal year 1993-94 (62 judges during the period 1999-00 through 2007-08) as filings have continued to increase.

Recommendation Advanced to Ensure Fair and Efficient Resolution of Complex Litigation

Cases considered "complex" generally share certain features: in addition to the considerable amount of money often at stake, these cases usually engage multiple witnesses and experts and involve complicated legal or case management issues; moreover, they tend to take a long time to settle. Complex cases can involve mass torts, class actions, product liability, intellectual property, trade secrets, and multiple parties. To be disposed timely, these cases require significant judicial attention including the need for regular and sustained case management as well as an orderly discovery process. As a result, complex cases can exhaust the resources and time of the court system and the parties involved. A taskforce was convened by the supreme court and submitted a formal report with recommendations. The task force's chief recommendation was the adoption of a new rule of civil procedure for complex cases: in addition to defining a complex case and identifying the criteria that trial courts should consider

in determining whether a case is complex, the rule provides specific case management guidelines, delineating the procedural steps that judges should follow, and that attorneys are expected to abide by, once a case is deemed complex. The rule is tailored specifically to allow the parties and trial courts to identify, early in the litigation process, those cases needing proactive judicial involvement, the early setting of a trial date, and a specific schedule to which the parties must adhere for the completion of pretrial and trial tasks. The goal is to encourage trial courts to manage their dockets and, with regard to cases designated as complex, provide for uniform case management statewide to prevent delay. The rule was formally adopted by the supreme court in October 2009. From January 2010 through June 2011 there were 61,725 complex civil filings.

Trial Courts Keeping Pace with Demands



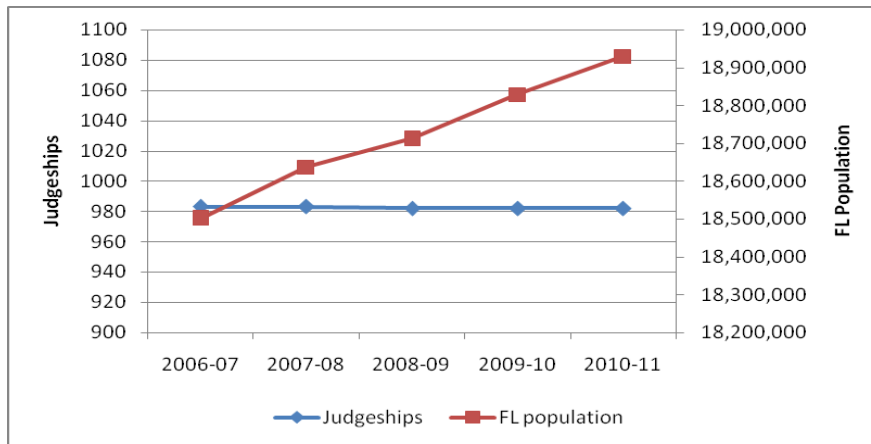
Source: Office of the State Courts Administrator, *Trial Court Statistical Reference Guide FY 2009-10*, February 2011

Managing large court caseloads and administering the resources and personnel needed to oversee the various case types is a complex enterprise—even when the economy is buoyant. Like the rest of the nation, however, Florida continues to suffer from the economic decline. The judicial branch has been grappling with the effects of these economic forces on its daily operations. Since fiscal year 2007-08, Florida’s courts have faced reduced budgets, diminished resources, staff layoffs, salary reductions, hiring freezes, and travel

restrictions. Mortgage foreclosures have also strained Florida’s judicial system. At their peak, in fiscal year 2008-09, there were 34,000 mortgage foreclosure filings per month. Normally, Florida has about 6,000 foreclosure filings a month—or about 70,000 a year. Eventually, a significant new wave of foreclosure filings may hit the court system, which could find itself addressing workload from three different sources: first, the backlog, estimated now at over 300,000 cases; second, new filings reflecting the significant number of mortgages that are currently delinquent (nearly 50% of Florida’s mortgaged homes are “underwater”); and third, the cases dismissed due to questionable or incomplete paperwork that may be re-filed (in fiscal year 2010-11 there were over 131,000 dismissals). Despite these resource challenges, the trial courts have generally kept pace with filings and successfully managed the judicial workload while minimizing case backlog and court delay. Filings have been at or above four million for the last four years and dispositions for that same period have steadily climbed. The clearance rate for county and circuit courts for 2009-10 was nearly 110 percent, the first time the clearance rate has been above 100 percent in the last ten years.

Accountability to Florida's Citizens

Population Numbers Help Illustrate Judicial Workload



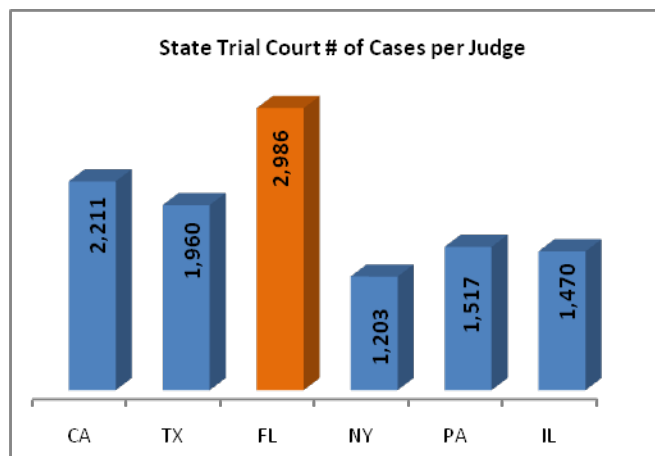
Source: FL Office of Economic and Demographic Research, FL Demographic Estimating Conference, Nov. 30, 2011

The number of judges to state population in Florida would indicate that Florida courts have one of the most significant workloads in the nation. In 2008, Florida ranked 46th in the ratio of citizens to judges, with 1st being the lowest ratio. Florida's population has grown from 18.5 million in 2006-07 to 18.9 million in 2010-11. During that

same period, a growth of nearly 429,000 citizens, the total number of judges did not increase. While Florida's courts continue to focus on fiscal accountability and resource optimization, institutional capacity of the courts will continue to be tested.

Cases per Judge Demonstrates Inordinate Workload

The need for additional judgeships remains high due to an absence of funding for previously certified judgeships and overall increases in caseloads. Florida has significantly more cases per judge than do most other states. Based on 2009 comparative data from the National Center for State Courts published in 2011, Florida ranked 4th in the total number of incoming non-traffic cases per judge, and 1st among states with large populations. The median number of annual incoming non-traffic cases per judge in general jurisdiction courts is 1,791 and in Florida it is 2,986. In February 2011, the Florida Supreme Court certified the need for 26 additional circuit judges and 54 additional county court judges. However, due to Florida's economic challenges, the Florida Legislature did not approve funding for any new judgeships. The court continues to demonstrate its ability to manage services in a cost effective and accountable manner, despite fiscal and human resource challenges.



Source: National Center for State Courts, *Examining the Work of State Courts: An Analysis of 2009 State Court Caseloads*, 2011

Standards and Best Practices Adopted by High Court to Address Resource Management

Since its creation in 2002, the Commission on Trial Court Performance and Accountability has been responsible for proposing policies and procedures on issues connected with the efficient and effective operation of Florida's trial courts. In an endeavor aimed at improving trial court performance—and at supporting the unification of trial court operations into a single statewide system—one of the commission's tasks has been to develop and implement standards of operation and best practices for the major elements of the trial courts. The first major element on which the commission worked was alternative dispute resolution services, for which the supreme court approved standards in May 2009. While progressing with its work on this element, the commission was also working on court reporting services. Offering strategies for improving the uniformity, effectiveness, and efficiency of court reporting services, these reports addressed legal and operational issues arising from the use of digital technology; staffing and service delivery models; transcript production; the cost-sharing arrangement with the public defenders, state attorneys, and Justice Administration Commission; and measures for protecting confidential information when using digital technology. In its recommendations, the commission also proposed rule revisions connected with the definition of the official record, the court's authority to control access to the record, and the production of transcripts by approved court reporters. In January 2010, the supreme court adopted the standards of operation and best practices proposed in the Recommendations for the Provision of Court Reporting Services in Florida's Trial Courts report.

Revised Civil Jury Instructions Adopted

In March 2010, the Florida Supreme Court adopted changes to the standard civil jury instructions and authorized their publication and use. In 2006, the supreme court Committee on Standard Jury Instructions in Civil Cases embarked on the most comprehensive review and evaluation of Florida's standard civil jury instructions since the first publication in 1967. The amended standard civil instructions include a number of plain language modifications which attempt to simplify the instructions to increase juror understanding, by changing nonessential, "legalese" to its plain English equivalent. For example, the following substitutions are included in the amended instructions: "before/after" for "prior/subsequent"; "like" for "same"; "the" for "such"; "amount" for "degree"; and more. The Committee also submitted a number of reports that extended beyond reorganizing and rewording the civil instructions, seeking amendment of substantive aspects of some standard civil instructions. One of those revisions includes new language which permits the jurors to make a specific request that the court reporter read back relevant portions of the trial testimony. Based on these revised jury instructions, the citizens of this state will experience a more meaningful and satisfying jury experience, while facilitating a more efficient and more effective jury system overall.

Harnessing the Power of Court Technology Tools

Trial Court Integrated Management Solution Moves Court Forward

Since the 1998 Revision 7 to Article V of Florida's constitution, the state has been required to pay for all costs associated with the state courts system except for certain enumerated county obligations, one of which is technology for the trial courts. Consequently, each of Florida's 67 counties has its own local computer system which makes it difficult to communicate and share data. The court system's Trial Court Integrated Management Solution (TIMS), promises to be a comprehensive solution to address the need for statewide access to information. Most significantly, TIMS will provide business requirements and an implementation plan for automating case processing—which will include case intake, document management, case management/tracking, case scheduling, court proceedings, and resource management. Moreover, through its ability to collect comparable data across the trial courts, the system developed as a result of the TIMS project will also assist with performance measurement. Phase One of the project relies on a collaborative effort of subject matter experts to identify the information, by case type, that needs to be accessed and tracked by judges, case managers, and other court staff in order to move cases efficiently and effectively through the trial court process. Also in this phase, key caseload and workload information essential for performance and resource management will be determined. A technology assessment (phase two) and an implementation plan (phase three) will follow. In a proposed phase four, an actual funding strategy and implementation of TIMS will occur; however, this effort will occur post July 2012 and after the completion of the previous three phases. The charge for TIMS was articulated in an administrative order issued by Chief Justice Canady in August 2010. In late 2010 and early 2011, site visits were completed to explore local system capabilities, a detailed project plan was developed, workgroups were established by case type, and foundational work on the Probate case type commenced. This monumental task will address several issues and goals within the long range strategic plan and will help improve accessibility, effectiveness, responsiveness, and accountability of the court system.

Expanding Judicial Inquiry System Capabilities to Justice Partners

Gathering data from thirteen local, state, and federal agencies, OSCA's Judicial Inquiry System (JIS) provides over 5,000 justice system partner users with ready access to information about an arrestee's injunctions, risk statuses, warrants, open cases, federal arrests, and other pertinent information. User-friendly—the data are accessible through a single point of entry—the JIS enables judges to make timely and informed decisions, enhancing public safety. One of the striking features of the JIS is its exceptional adaptability. Since it went into production in 2001, it has undergone numerous expansions, each of which has made it more useful, efficient, and elastic in its capabilities. In 2009, the JIS was enhanced yet again to include the Active Warrant Alert Calendar System. The JIS now performs an automated query on defendants the night before they appear on the docket, generating—every day, and for every judge—a calendar that provides a complete criminal history background for all individuals scheduled to appear in

court. The calendar also indicates whether they have any outstanding warrants. This capability is currently available in three counties with expansion to additional counties planned. In addition, the Governor's Children and Youth Cabinet, whose goal is to improve the self-sufficiency, safety, economic stability, health, and quality of life of all Florida's children, expressed interest in the system. Since the JIS is inherently an information-sharing system—and since it already provides access to the kinds of information the Cabinet was seeking—the Cabinet was eager to adapt it for its own purposes. Making use of the existing connections, contract, and system functionality already in place, saved the state both time and money. The Cabinet received access to the system in December 2010. The JIS now provides Cabinet members with access to relevant information when they need it, enabling them to offer superior services to Florida's children in a timely manner.

Dependency Court Information System Helps Ensure Timeliness

With funding from a federal grant, OSCA's Office of Court Improvement is developing a standard dependency case management system. Through a web-based application, the Florida Dependency Court Information System (FDCIS) will provide judges and court personnel with access to dependency-relevant data from various information systems within several executive branch agencies (Department of Children and Families, Department of Juvenile Justice, Department of Education) as well as from the Florida Association of Court Clerks and Comptrollers' Comprehensive Case Information System. FDCIS will also monitor dependency cases for compliance with state and federal timeliness guidelines and will organize dependency judge and case manager workload. By ensuring that the judiciary has access to critical material before dependency hearings, FDCIS will support the branch's efforts to ensure the accuracy and timeliness of court events, thereby improving its management of dependency cases. The system is already in test use in several locations throughout the state.

Server Virtualization an Investment for the Future

Recent advances in technology have offered a solution to escalating growth in computer server hardware needs. "Virtualization" is a technology that allows a single physical server hardware device to host multiple, unique operating systems that function independently of one another. In the past, this technology was expensive and not very sophisticated. Now, not only has the technology improved, but it is also an inherent function of the court system's current operating system—and comes at no additional cost to the courts. Enhancing this virtualization initiative is a complementary piece of technology called "clustering." Through clustering technology, multiple hardware servers, called "nodes," can be teamed together to share their powerful resources, eliminating their dependence on a particular hardware device. As a result of this teaming effort, if one node malfunctions, then another node in the cluster picks up where the broken one left off, and users experience no, or very little, interruption of service. By harnessing these two powerful technologies, Information Systems Services has been able to replace physical servers with virtualized servers and is currently running 110 virtualized servers with only 15 servers. In their current environment, the virtual servers require less cost for maintenance, for network cabling, for replacing outdated hardware, and for the branch's

operating system licensing requirement. In addition, the Server Virtualization Initiative has reduced server sprawl—and is a “greener” choice significantly reducing electricity needs. Through clustering and virtualization, ISS has exercised both fiscal and environmental prudence; over the next year, ISS aims to convert the court system’s other physical servers to virtualized clusters. The virtualization initiative will save an estimated \$500,000 in hardware costs over six years.

E-Filing: Moving from Concept to Completion

The supreme court established its first set of rules on electronic filing, or e-filing—by fax—more than three decades ago, in 1979. Since these early ventures into the domain of e-filing, the court system has proceeded deliberately to facilitate the electronic delivery of court records and supporting documents from lawyers and litigants to the clerks of court. To truly improve the administration of justice, e-filing must reduce costs for the court and the clerks and improve case processing and case management. Now, after years in development, an e-filing statewide portal that will achieve these goals is ready for expanded use. Approved and adopted by the supreme court in July 2009, the Florida Supreme Court Statewide Standards for Electronic Access to the Courts, identifies the major components of the electronic court; offers a conceptual model of the portal; details the standards for e-filing that must be used by any parties submitting e-filing plans for the court’s consideration; describes a framework for developing a baseline for a court case management system; and addresses governance and oversight issues. In the fall of 2009, the Florida Association of Court Clerks and Comptrollers (FACC) announced it had built a portal that the courts could utilize. FACC already had an infrastructure for e-filing documents like deeds and for making electronic child support payments; by tweaking this operationally-successful system, FACC was able to develop something that would be useful both to the courts and the clerks. In January 2011, the portal went “live,” and over the next few years, statewide e-filing will grow incrementally. Within the year, e-filing is expected to be available in all 67 counties. And, in the future, self-represented litigants will also be able to file documents electronically. E-filing is sure to benefit everyone who utilizes or works in the court system: the public and the legal community will have easy and convenient access to the courts; clerks won’t have to spend time scanning, processing, copying, and searching for paper documents; and judges and court employees will be able to retrieve case-related documents more readily, which will improve judicial case management and increase the timely processing of cases. In addition to saving time for everyone, these enhancements will reduce the costs associated with using and storing court records in paper form.

New Court Rules Protect Privacy

In June 2011, the Florida Supreme Court considered and adopted proposed amendments to the rules of court and forms intended to minimize the amount of unnecessary personal information included in documents filed with the courts. Reducing the amount of extraneous personal information in court records is a necessary step in the court’s ongoing effort to provide the public with electronic access to non-confidential court records. As part of that effort, the court

recently adopted procedures that allow clerks of court to readily identify and screen from the public confidential information filed with the courts and refine the procedures for sealing and unsealing court records. One of the more notable changes was the adoption of the new Rule of Judicial Administration 2.425 (Minimization of the Filing of Sensitive Information) to govern the filing of sensitive personal information, a key component of the minimization efforts. To avoid the electronic dissemination of sensitive personal information unnecessary to court proceedings, both attorneys and pro se litigants must be vigilant to file only authorized documents that comply with requirements. The newly enacted rules provide for sanctions for violations of these rules. The court will continue to promote continued education and a change in mindset for all those involved in the litigation process for these rules to work as intended. Florida courts recognize with the benefits of electronic access to documents comes the responsibility to minimize unnecessary personal information in court records.

Technology Project Enhances Appellate Court Processes

Florida's appellate courts continue working to develop software applications that will enable the seamless integration of e-filing with other automated court processes like case management, document management, and workflow management. In May 2010, the Appellate Courts Technology Committee voted to approve two pilot projects designed to facilitate this migration, and both have been making considerable progress. Successful implementation of one of the pilot systems will greatly improve the courts' abilities to decide their cases in a timely manner.

The first project, called iDCA/eDCA, was developed by the First DCA for workers compensation cases. Closely connected to the existing case management system, it includes e-filing, document management, and automated workflow features covering the appellate process. It consists of three closely linked sites: Internal DCA (iDCA), which is an internal component for document management for use by judges and law clerks; External DCA (eDCA), which is a template for electronic filing; and the Case Review System. iDCA/eDCA is now in full use at the First DCA and is in voluntary use in some offices at the Fifth DCA.

The second, the Electronic Florida Appellate Courts Technology Solution (eFACTS) technology initiative, will also greatly improve the court's ability to decide their cases in a timely fashion. eFACTS will accept and process both paper and electronic documents; it will facilitate the logical organization of the documents and will automatically input the data into the case management system; it will store multiple versions of the documents in a secure environment; and it will enable users to locate, retrieve, and work on the documents they need, when they need them. In addition to electronic document and workflow management, eFACTS will offer a host of other features tailored to the needs of appellate court processes. This two phase project began June 2010, and in April 2011, the pilot courts began user-acceptance testing.