



FLORIDA COURTS
E-FILING AUTHORITY

Service Desk Report

February 2025

E-Portal Service Desk Summary February 2025

Month	December	January	February
Total Tickets	4,125	4,961	4,632

Customer Type		Count		Volume %		Acknowledged		Resolved
Judge	↓	14	↓	65%	↑	52 Mins.	↑	1 Hr. 30 Mins.
Self-Rep	↓	1,951	↓	9%	↑	1 Hr. 11 Mins.	↑	57 Min.
Attorney	↓	2,361	↓	.04%	↑	59 Mins.	↑	52 Min.
Total (Legal)	↓	4,326	↓	5%	↑	1 Hr. 4 Mins.	↑	55 Mins.
Clerk/Staff	↓	306	↓	23%	→	0 Mins.	↓	20 Mins.

Month	December	January	February
DIY Tickets	33	57	47

Customer Service Incidents

February 2025

Status	December 2024	January 2025	February 2025
Incidents Received	3,839	4,560	4,326
Incidents Resolved	3,792	4,473	4,237
Carry Over	47	87	89
# of Submissions	1,710,382	1,979,157	1,890,888
# of Documents	2,461,741	2,785,639	2,660,450

Average Acknowledge & Resolve Times

Acknowledge Time	.25 Days 2 Hrs. 14 Mins.	.16 Days 1 Hr. 26 Mins.	.28 Days 2 Hr. 30 Mins.
Resolution Time	.34 Days 3 Hrs. 3 Mins.	.23 Days 2 Hrs. 4 Mins.	.33 Days 2 Hrs. 59 Mins.

Stakeholders: Case Managers, Court Reporters, Court Monitors, Creditors, Domestic Violence Case Initiators, Guardian ad Litem, Law Enforcement, Local Agents, Media, Mediators, Mental Health Professionals, Probation Office Staff, Process Servers, and State Agents.

Judge Incidents

February 2025

Status	December 2024	January 2025	February 2025
Incidents Received	7	41	14
Incidents Worked	7	41	14
Carry Over	0	0	0
# of Submissions	197,753	226,331	225,922
# of Documents	204,194	234,529	233,847

Average Acknowledge & Resolve Times			
Acknowledge Time	.05 Days 25 Mins.	.06 Days 32 Mins.	.16 Days 1 Hr. 24 Mins.
Resolution Time	.26 Days 2 Hrs. 23 Mins.	.20 Days 1 Hr. 49 Mins.	.37 Days 3 Hr. 19 Mins.
Stakeholders: Judges, Judicial Assistants, General Magistrates, and Hearing Officers.			

Self-Rep Litigant Incidents

February 2025

Status	December 2024	January 2025	February 2025
Incidents Received	1,826	2,157	1,951
Incidents Worked	1,811	2,132	1,923
Carry Over	15	25	28
# of Submissions	23,860	28,024	27,935
# of Documents	51,784	61,619	60,161

Average Acknowledge & Resolve Times			
Acknowledge Time	.28 Days 2 Hrs. 29 Mins.	.18 Days 1 Hr. 36 Mins.	.31 Days 2 Hr. 47 Mins.
Resolution Time	.35 Days 3 Hrs. 7 Mins.	.23 Days 2 Hrs. 6 Mins.	.34 Days 3 Hrs. 3 Mins.
Stakeholders: Judges, Judicial Assistants, General Magistrates, and Hearing Officers.			

Attorney Incidents February 2025

Status	December 2024	January 2025	February 2025
Incidents Received	2,006	2,362	2,361
Incidents Worked	1,974	2,300	2,300
Carry Over	32	62	61
# of Submissions	1,265,568	1,477,630	1,396,685
# of Documents	1,957,674	2,216,995	2,097,447

Average Acknowledge & Resolve Times			
Acknowledge Time	.22 Days 2 Hrs. 1 Min.	.15 Days 1 Hr. 18 Min.	.25 Days 2 Hr. 17 Min.
Resolution Time	.33 Days 3 Hrs. 0 Mins.	.23 Days 2 Hrs. 3 Mins.	.32 Days 2 Hrs. 55 Mins.
Stakeholders: Attorneys and their representatives.			

Technical Incidents

February 2025

Status	December 2024	January 2025	February 2025
Incidents Received	286	401	306
Incidents Worked	276	387	291
Carry Over	10	14	15
# of Submissions	18,545	19,211	18,255
# of Documents	22,201	23,046	22,035

Average Acknowledge & Resolve Times			
Acknowledge Time	.03 Days 17 Mins.	.03 Days 17 Mins.	.03 Days 17 Mins.
Resolution Time	.25 Days 2 Hrs. 15 Mins.	.21 Days 1 Hr. 55 Mins.	.18 Days 1 Hr. 35 Mins.
Stakeholders: Clerks of Court and their staff.			

Top Incident Types & Percentage of Call Volume

Self-Represented Litigants					
Access	20%	Correction Queue	5%	E-Service	1%
Filing Updated	4%	Information	30%	Training	29%

Attorneys					
Access	23%	Connectivity	4%	Correction Queue	7%
Information	23%	Pending Registration	13%	Training	5%

Judiciary					
Access	28%	E-Service	35%	Filing Updated	14%

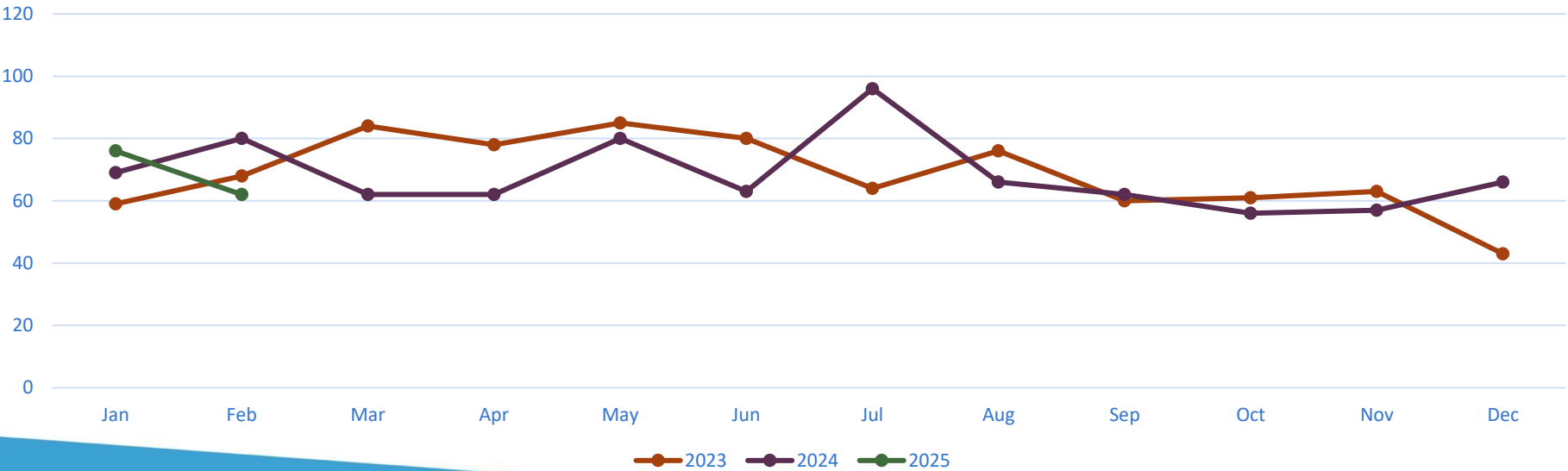
At a Glance Statistics

The following slides breakdown Filer Accounts, E-Portal Service Desk Calls, Submissions, and Documents by month and year; by customer type. If you have any questions, please contact Gia Howell, at (850) 577-4578 or Howell@flclerks.com

County Account Comparison

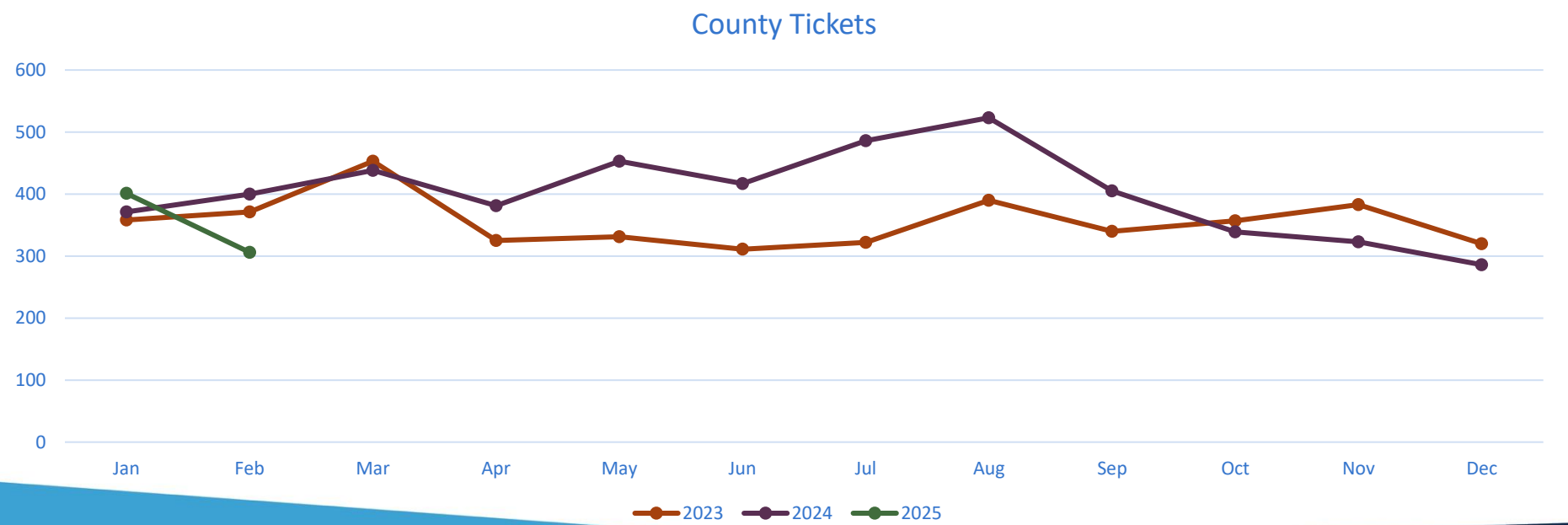
Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2023	59	68	84	78	85	80	64	76	60	61	63	43
2024	69	80	62	62	80	63	96	66	62	56	57	66
2025	76	62										

County Accounts



County Ticket Comparison

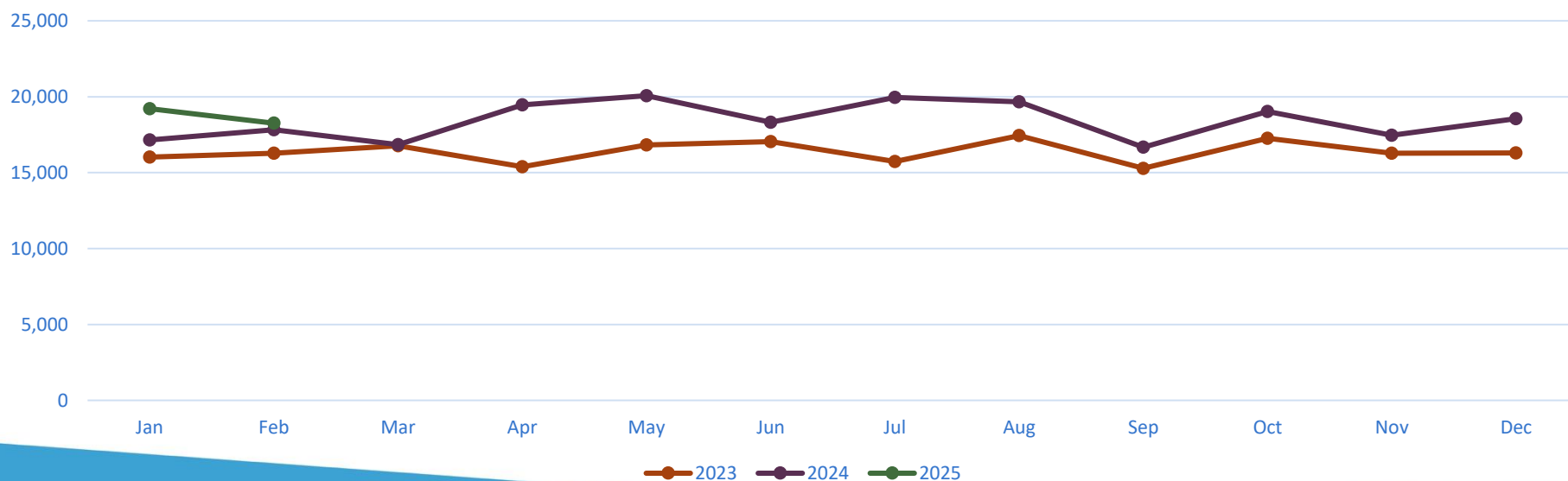
Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2023	358	371	453	325	331	311	322	390	340	357	383	320
2024	371	400	438	381	453	417	486	523	405	339	323	286
2025	401	306										



County Submission Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2023	16,025	16,275	16,764	15,380	16,826	17,037	15,726	17,437	15,284	17,263	16,281	16,299
2024	17,160	17,820	16,844	19,468	20,069	18,320	19,960	19,657	16,670	19,031	17,470	18,545
2025	19,211	18,255										

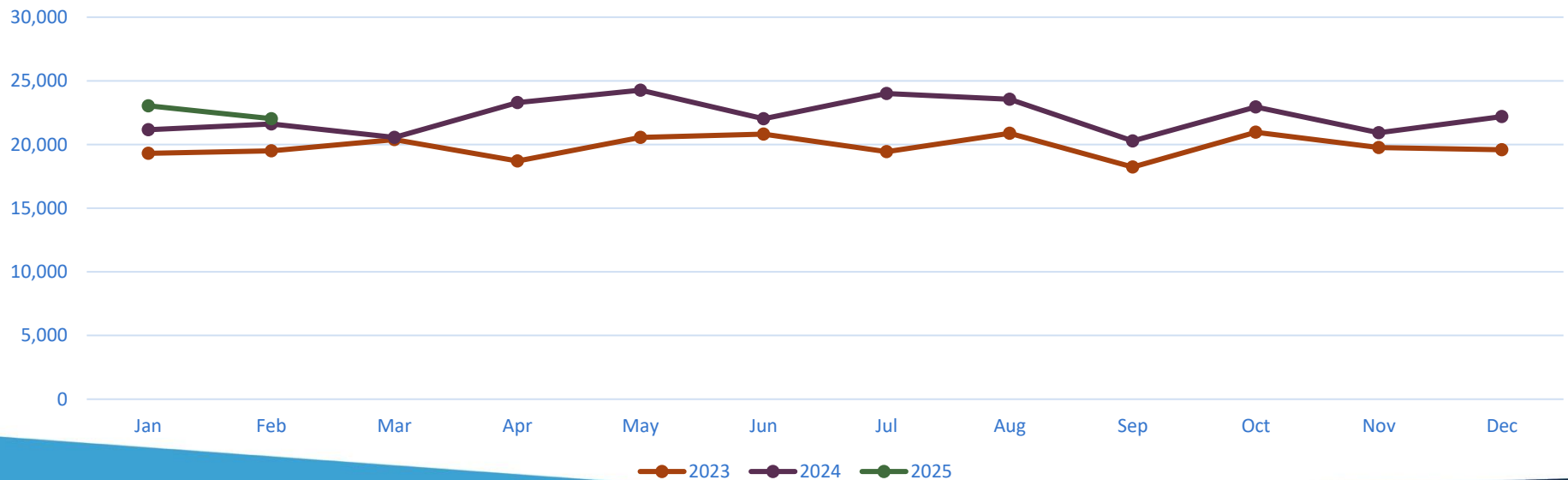
County Submissions



County Document Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2023	19,311	19,505	20,392	18,707	20,569	20,828	19,434	20,891	18,233	20,965	19,773	19,594
2024	21,171	21,625	20,569	23,307	24,271	22,029	24,013	23,564	20,284	22,953	20,936	22,201
2025	23,046	22,035										

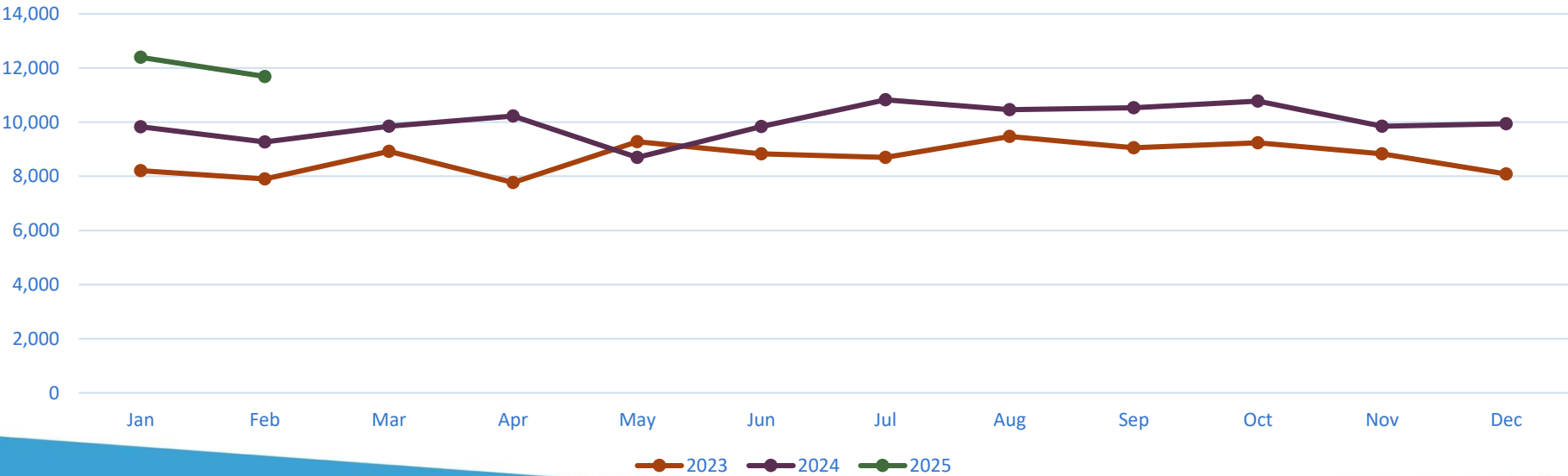
County Documents



Customer Service Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2023	8,210	7,901	8,927	7,771	9,275	8,831	8,694	9,471	9,057	9,243	8,831	8,088
2024	9,828	9,265	9,845	10,228	8,698	9,843	10,826	10,464	10,533	10,779	9,852	9,938
2025	12,394	11,689										

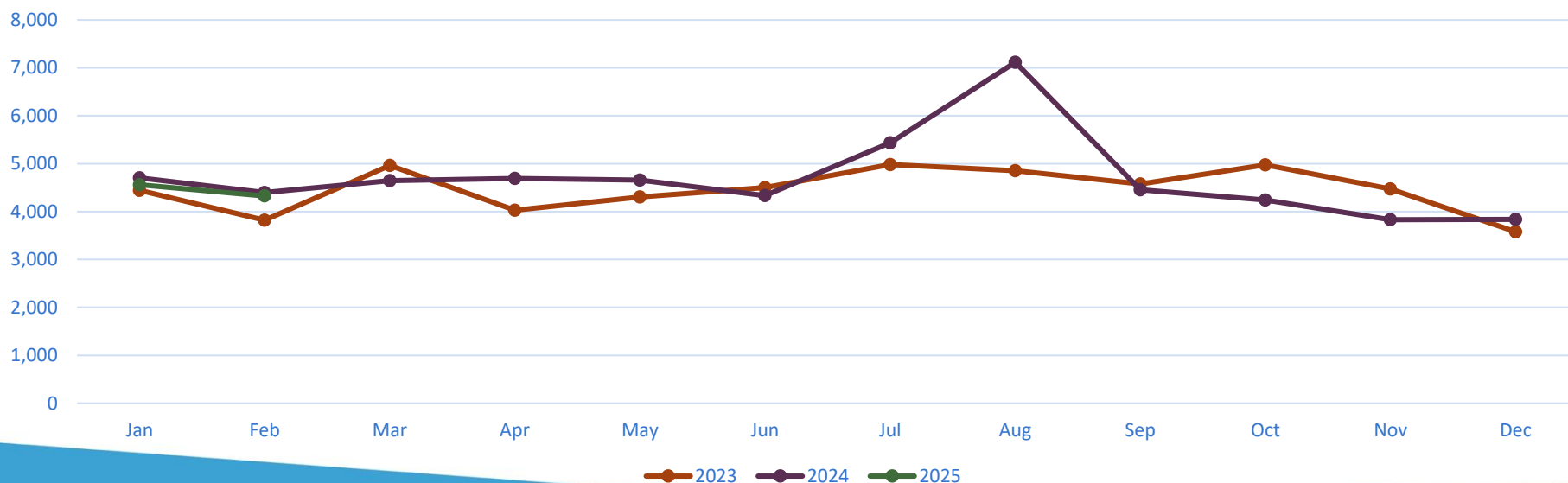
Customer Service Accounts



Customer Service Ticket Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2023	4,443	3,821	4,961	4,029	4,307	4,502	4,982	4,851	4,574	4,977	4,473	3,580
2024	4,702	4,396	4,646	4,693	4,658	4,332	5,435	7,116	4,457	4,244	3,831	3,839
2025	4,560	4,326										

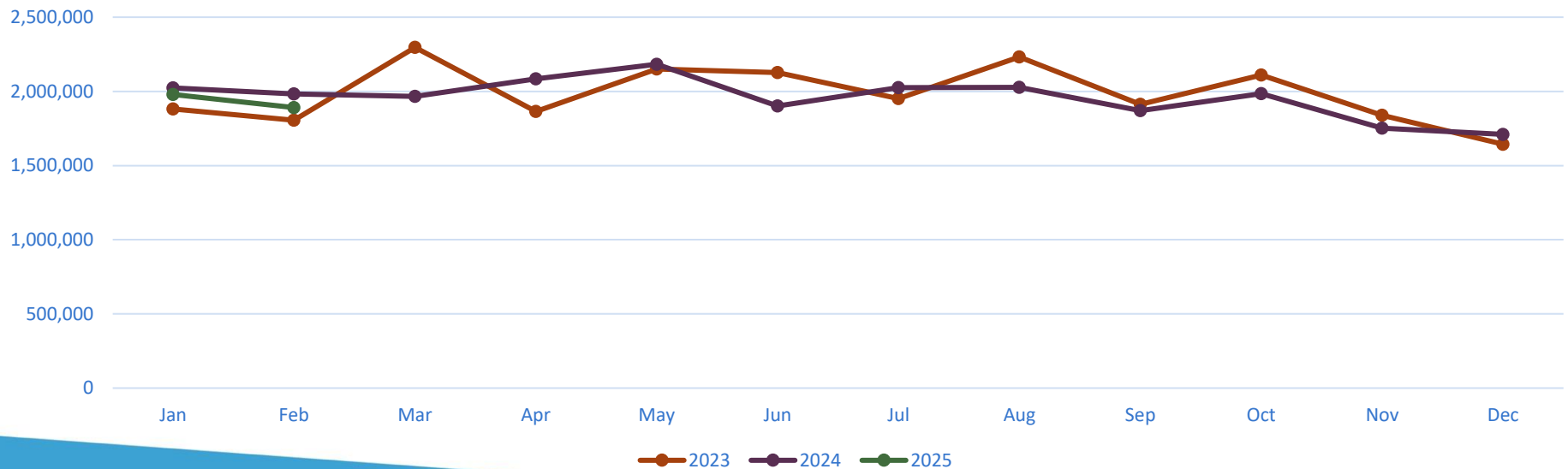
Customer Service Tickets



Customer Service Submission Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2023	1,880,572	1,806,137	2,296,346	1,864,772	2,151,684	2,126,451	1,950,699	2,232,195	1,913,320	2,110,896	1,839,734	1,643,945
2024	2,023,830	1,983,445	1,966,791	2,084,014	2,182,993	1,901,421	2,025,365	2,027,387	1,870,309	1,983,846	1,751,362	1,710,382
2025	1,979,157	1,890,888										

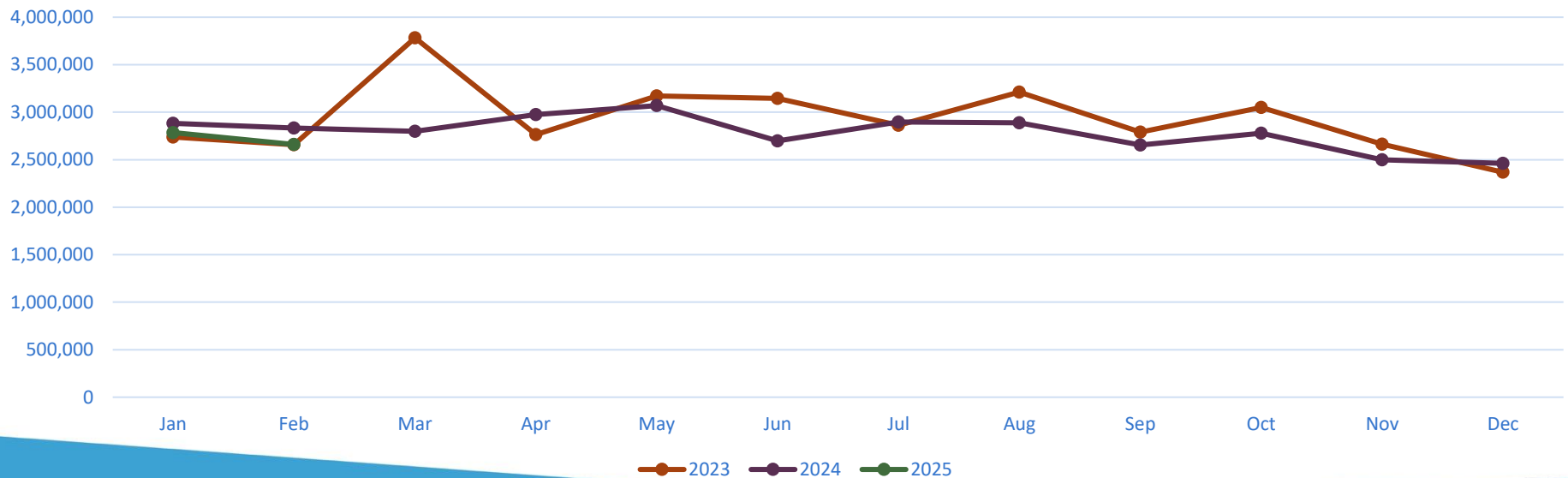
Customer Service Submissions



Customer Service Document Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2023	2,739,941	2,656,887	3,782,454	2,764,747	3,171,177	3,144,049	2,862,278	3,212,970	2,791,766	3,048,757	2,664,400	2,367,885
2024	2,883,251	2,834,597	2,798,608	2,975,382	3,069,713	2,697,779	2,897,009	2,890,002	2,655,448	2,779,801	2,497,983	2,461,741
2025	2,785,639	2,660,450										

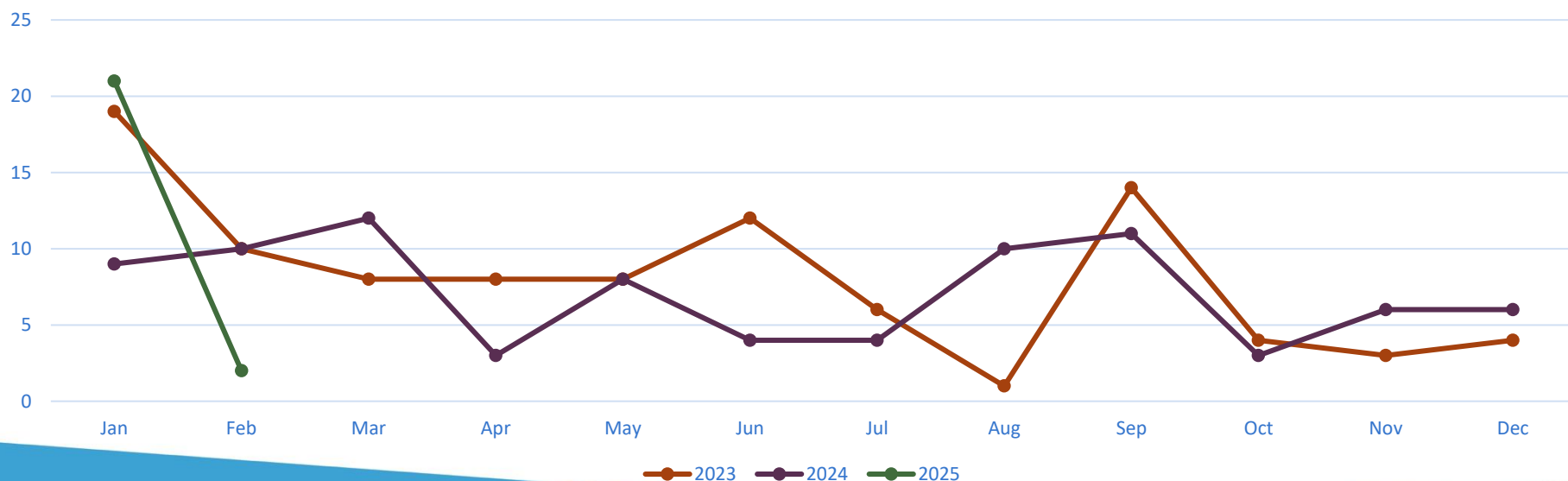
Customer Service Documents



Judicial Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2023	19	10	8	8	8	12	6	1	14	4	3	4
2024	9	10	12	3	8	4	4	10	11	3	6	6
2025	21	2										

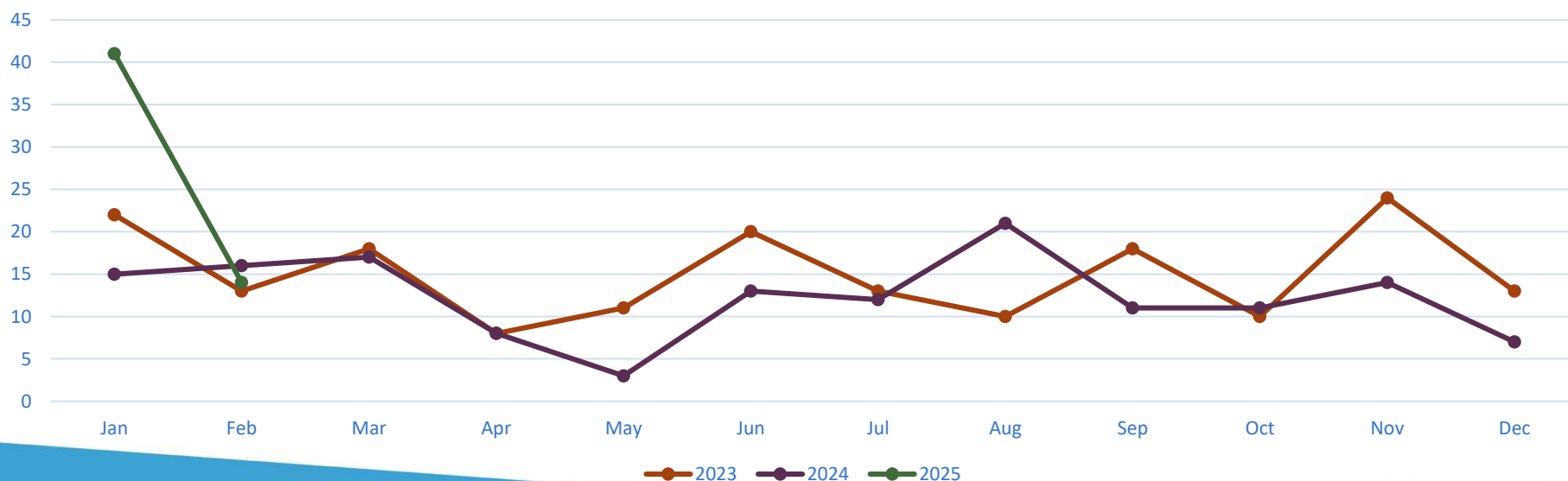
Judge Accounts



Judicial Ticket Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2023	22	13	18	8	11	20	13	10	18	10	24	13
2024	15	16	17	8	3	13	12	21	11	11	14	7
2025	41	14										

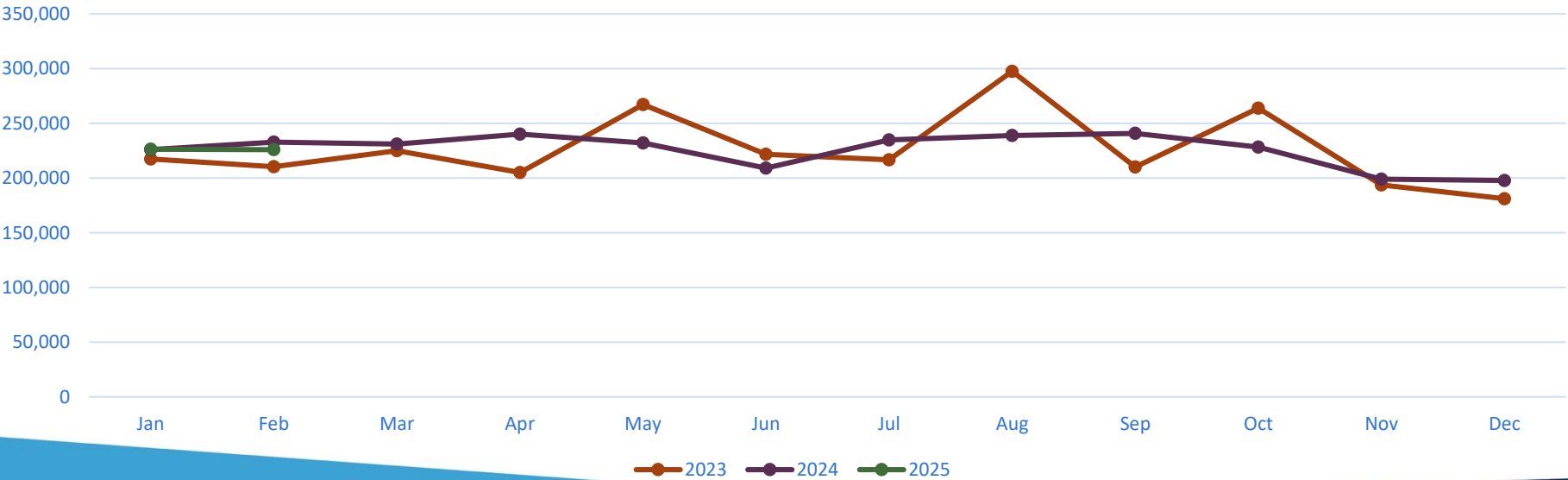
Judge Tickets



Judicial Submission Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2023	217,460	210,212	225,051	205,131	267,209	221,715	216,762	297,503	209,999	263,965	193,568	181,106
2024	226,074	232,892	231,160	240,114	231,996	209,019	234,878	238,772	240,783	228,295	198,931	197,753
2025	226,331	225,922										

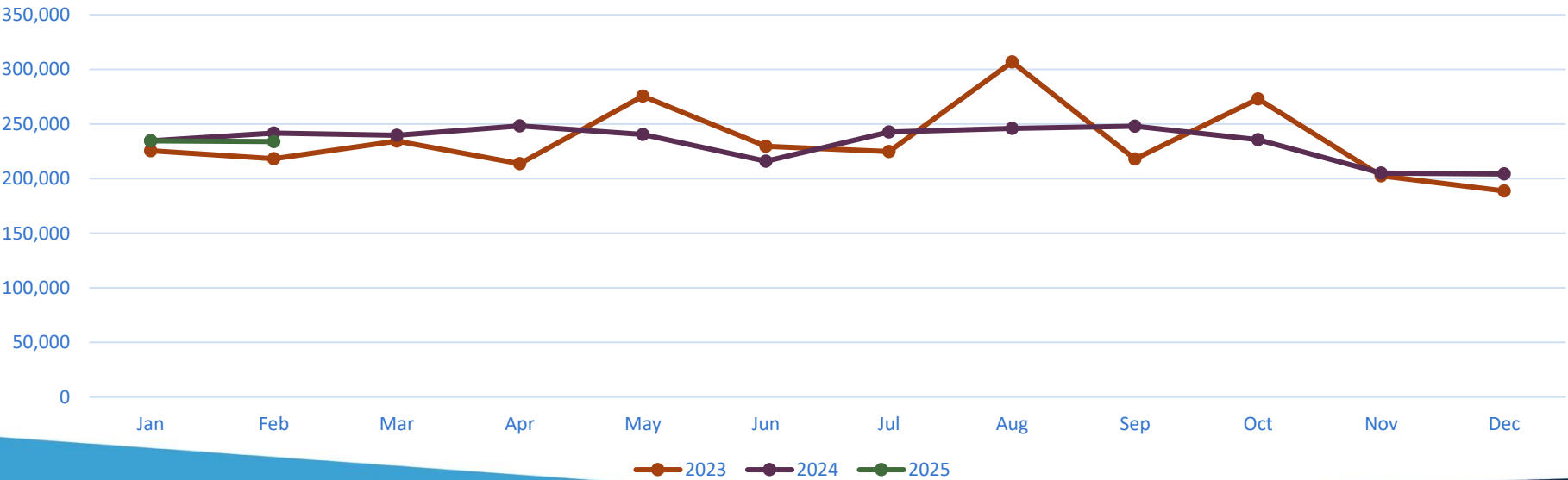
Judge Submissions



Judicial Document Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2023	225,541	218,063	234,290	213,542	275,544	229,605	224,686	306,769	217,944	272,946	202,448	188,675
2024	234,482	241,592	239,696	248,252	240,272	215,842	242,724	246,010	247,898	235,572	205,133	204,194
2025	234,529	233,947										

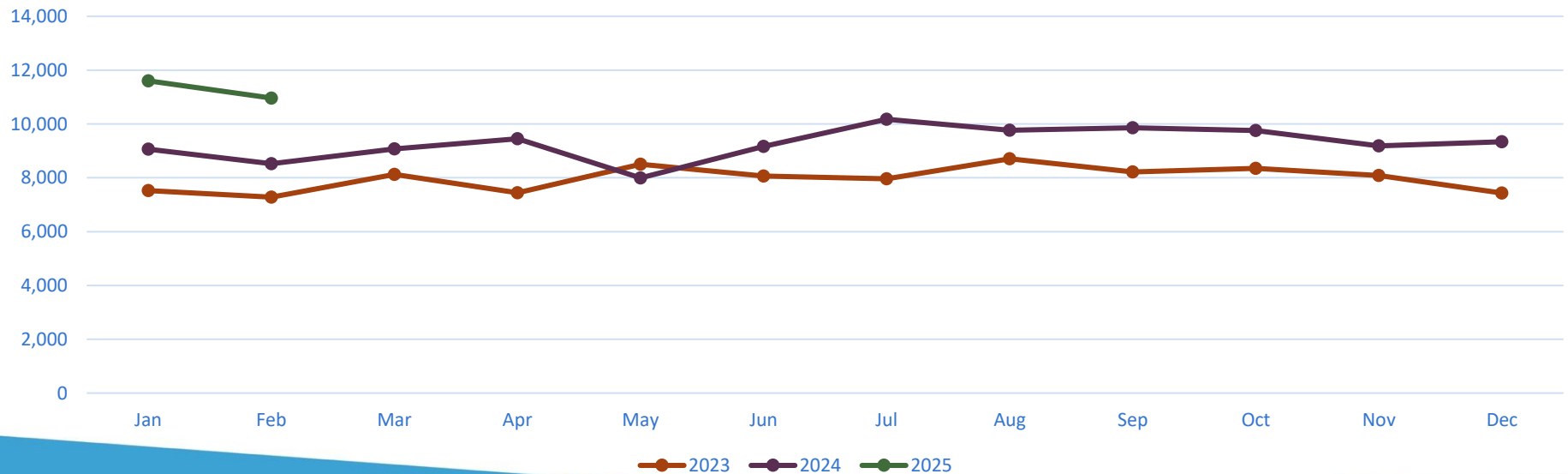
Judge Documents



Self-Rep Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2023	7,522	7,282	8,128	7,448	8,508	8,062	7,962	8,707	8,221	8,353	8,086	7,432
2024	9,063	8,525	9,070	9,457	7,997	9,163	10,176	9,773	9,858	9,755	9,191	9,345
2025	11,605	10,965										

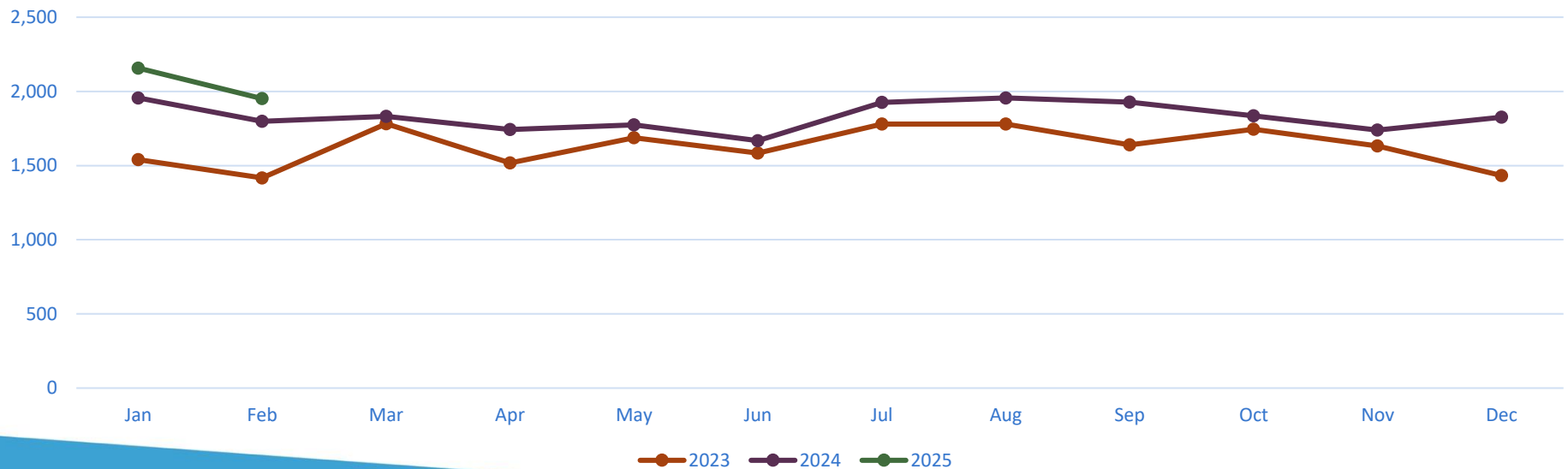
Self Rep Accounts



Self-Rep Ticket Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2023	1,540	1,417	1,782	1,517	1,687	1,585	1,780	1,779	1,640	1,745	1,632	1,432
2024	1,956	1,798	1,932	1,742	1,774	1,668	1,925	1,956	1,927	1,836	1,739	1,826
2025	2,157	1,951										

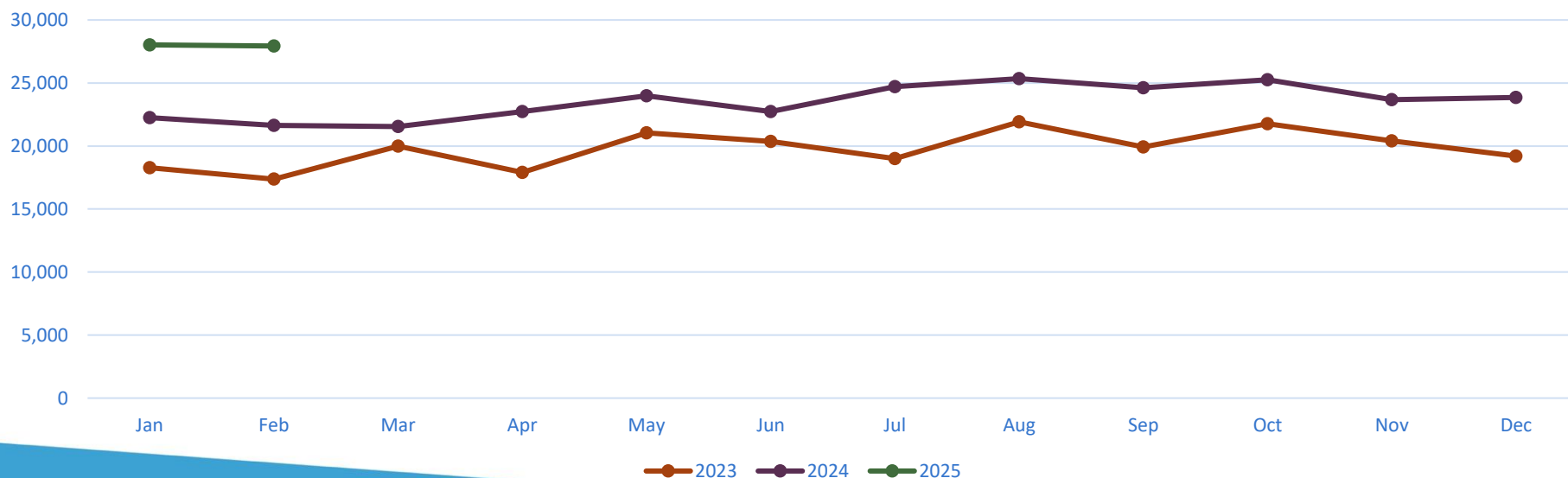
Self Rep Tickets



Self-Rep Submission Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2023	18,278	17,371	19,987	17,908	21,034	20,371	18,996	21,915	19,931	21,766	20,403	19,194
2024	22,241	21,631	21,544	22,743	23,985	22,734	24,703	25,346	24,615	25,247	23,685	23,860
2025	28,024	27,935										

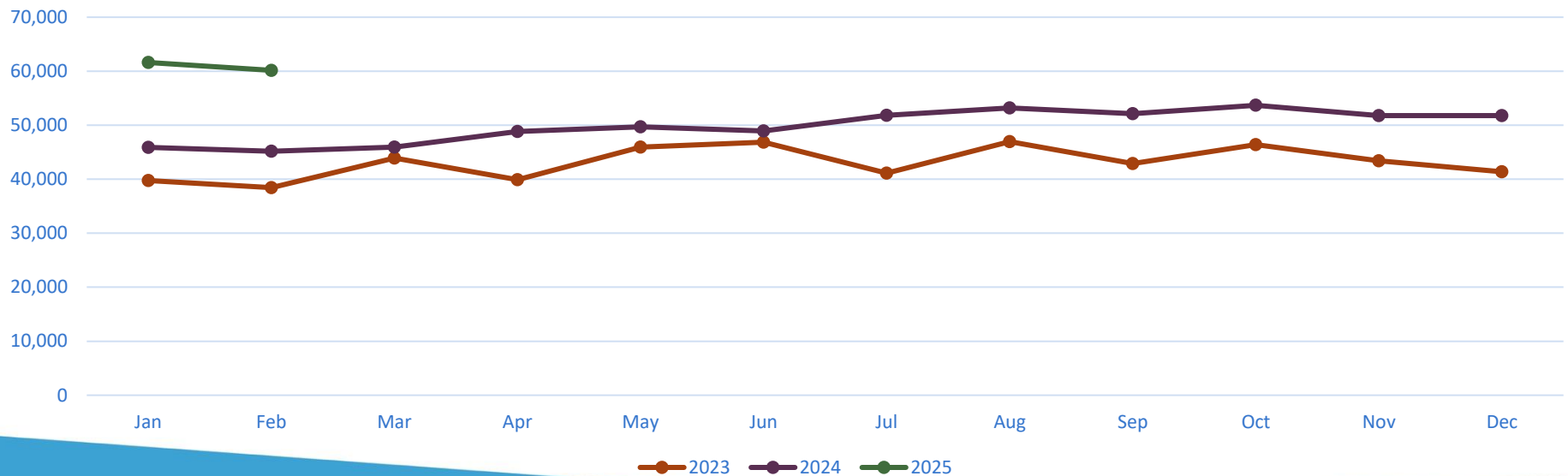
Self Rep Submissions



Self-Rep Document Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2023	39,776	38,442	43,918	39,917	45,952	46,834	41,147	46,906	42,906	46,418	43,412	41,395
2024	45,895	45,174	46,934	48,861	49,704	48,952	51,835	53,205	52,141	53,684	51,755	51,784
2025	61,619	60,161										

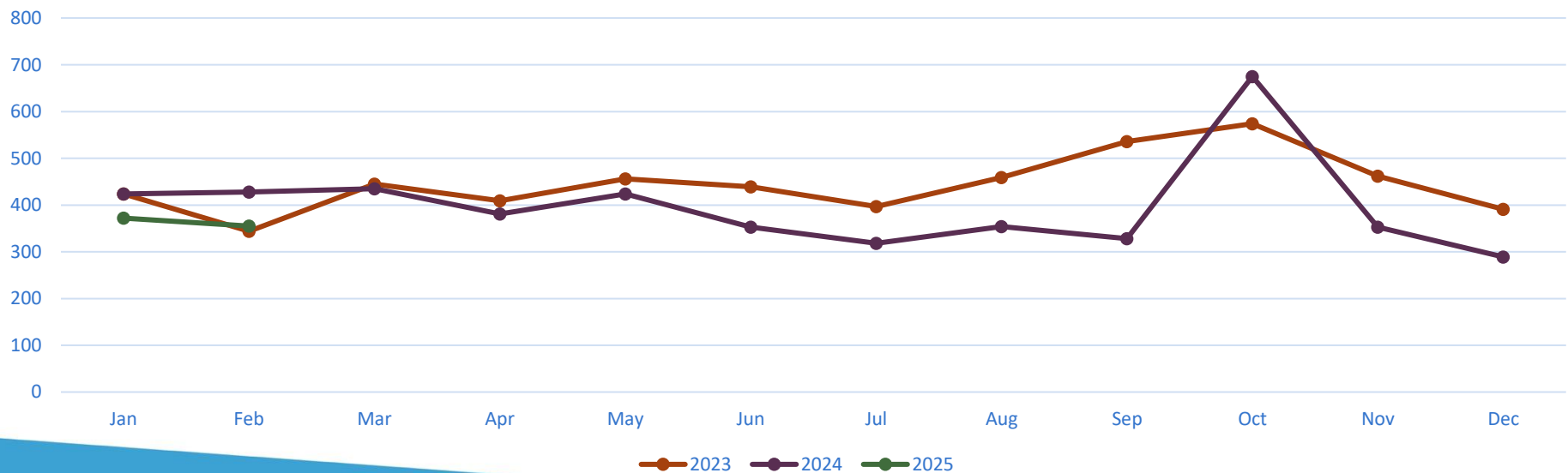
Self Rep Documents



Attorney Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2023	424	344	445	409	456	439	397	459	536	574	462	391
2024	424	428	435	381	424	353	318	354	328	675	353	289
2025	372	355										

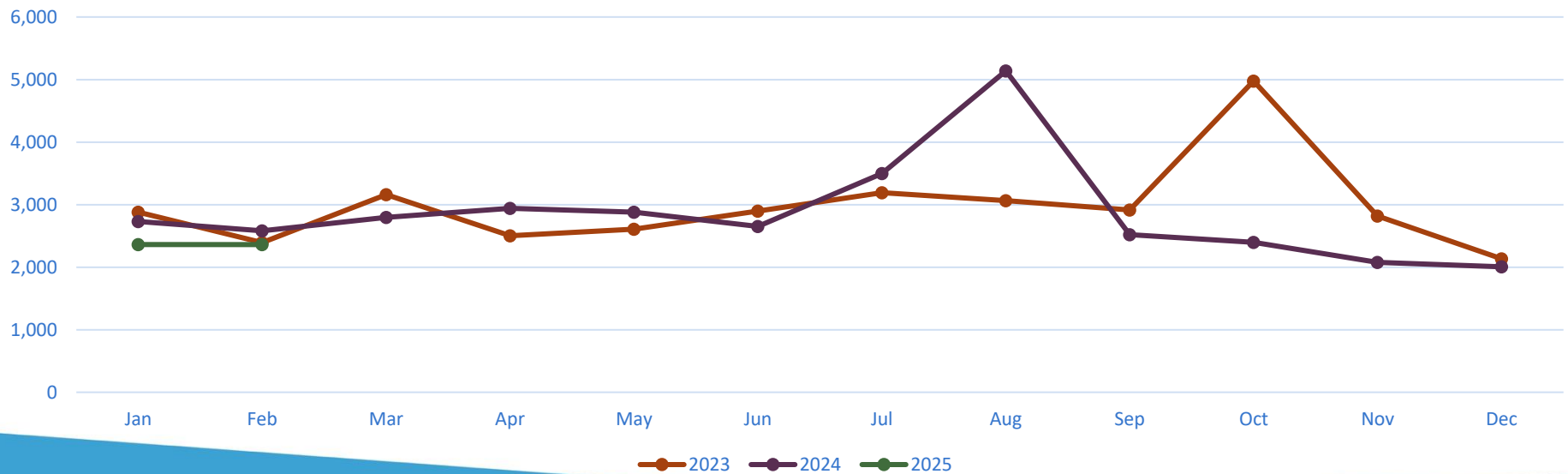
Attorney Accounts



Attorney Ticket Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2023	2,881	2,391	3,161	2,504	2,609	2,897	3,189	3,062	2,916	3,222	2,817	2,135
2024	2,731	2,582	2,797	2,943	2,881	2,651	3,498	5,139	2,519	2,397	2,078	2,006
2025	2,362	2,361										

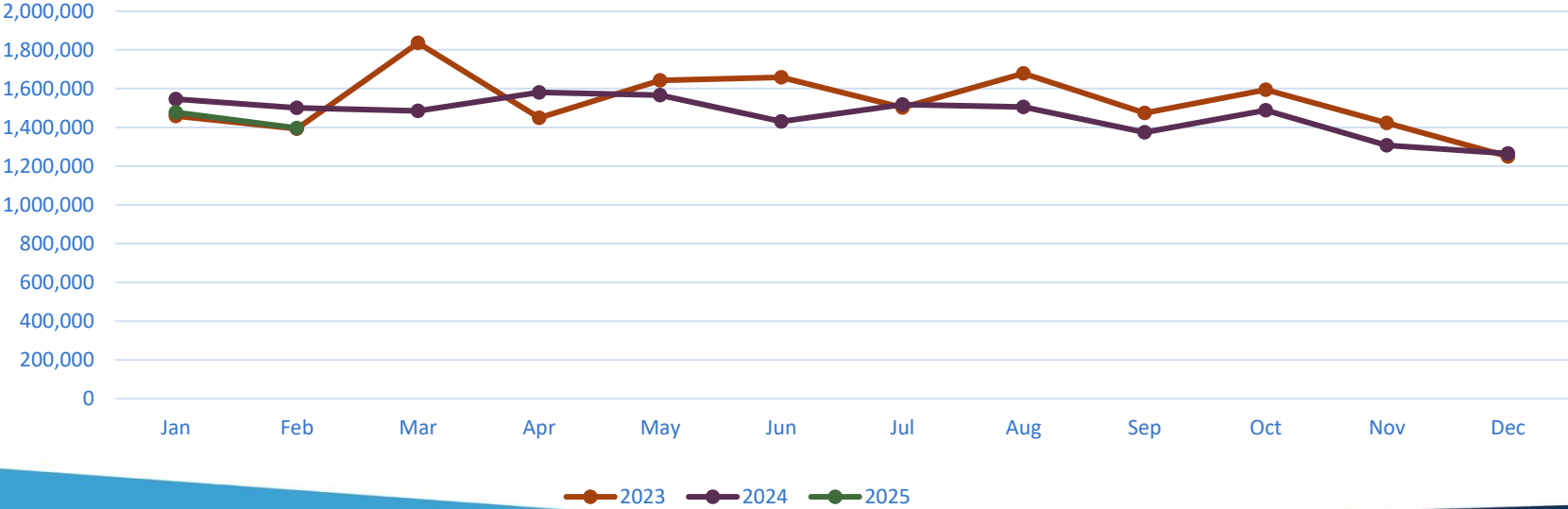
Attorney Tickets



Attorney Submission Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2023	1,458,948	1,393,425	1,835,851	1,449,614	1,643,398	1,658,924	1,502,733	1,679,281	1,473,785	1,594,642	1,423,003	1,250,389
2024	1,546,150	1,500,253	1,485,072	1,580,874	1,566,174	1,430,618	1,518,568	1,505,721	1,374,433	1,488,389	1,307,555	1,265,568
2025	1,477,630	1,396,658										

Attorney Submissions



Attorney Document Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2023	2,261,939	2,187,953	3,255,859	2,291,783	2,598,542	2,612,600	2,357,362	2,596,280	2,295,145	2,469,353	2,189,952	1,920,732
2024	2,345,890	2,292,140	2,256,933	2,409,638	2,391,342	2,167,477	2,326,862	2,305,280	2,099,493	2,221,256	1,997,519	1,957,674
2025	2,216,995	2,097,447										

Attorney Documents

