



2023-2024 ANNUAL REPORT



FLORIDA COURTS
E-FILING AUTHORITY

✉ P.O. Box 16428 | Tallahassee, FL 32317  [MyFLCourtAccess.com](https://www.MyFLCourtAccess.com)

 The Florida Courts E-Filing Authority: Governing the Florida Courts E-Filing Portal,
the Statewide Access Point for Electronic Transmission of Court Records.
www.MyFLCourtAccess.com

ABOUT THE AUTHORITY

MEET THE BOARD

2023-2024 E-FILING AUTHORITY BOARD OF DIRECTORS



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ABOUT

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.

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BENEFITS OF THE PORTAL

ABOUT THE E-FILING PORTAL

Filers who use the Florida Courts E-Filing Portal (E-Filing Portal) to transmit their documents to Florida's court system recognize the importance of services being made available in a uniform way and appreciate the Florida Court's E-Filing Authority keeping that foremost in their governance of the E-Filing Portal.

The E-Filing Portal revolutionized the filing of court documents. Electronic recordkeeping has opened up access to an infinite number of people, from anywhere in the world, at any time of the day or night. Not that long ago, clerks received only paper documents and files were kept in numbered folders.

The success of E-Filing Portal has brought efficiencies to the court, to attorneys and to other justice partners. That said, their work is not done. Innovation, and new and improved ideas will always pave the way for more functionality to be put in place to continue to serve the court, The Florida Bar and others who use Florida Court System.

RESOURCES

The Florida Courts E-Filing Authority website, www.MyFLCourtAccess.com, provides many useful resources for learning more about how to use the E-Filing Portal including:

- ▶ Contact information for the Portal Help Desk available to All Users on Weekdays, 8:00 a.m. – 5:00 p.m.
- ▶ FAQs
- ▶ Training Videos
- ▶ Training Materials and Manuals
- ▶ Helpful Links



WHY USE THE E-FILING PORTAL?



Allows users to file their cases anytime. The Portal is available to registered users 24/7.



Allows users to file their cases in batches, helping attorneys and self-represented litigants save time while filing many court documents.



Allows users to file their cases from anywhere. Using the Portal, filers can upload documents from the convenience of their own home or office without stepping foot in a courthouse.



Connects thousands involved in Florida's justice system including more than 525,900 self-represented litigants, 104,600 attorneys, 2,252 judges, and more.



Provides a free-to-use service that allows users to file documents and pay the required court fees, as well as keeping payment processing fees minimal.



Has saved filers an estimated \$90,864,287 in postage by providing a method to transfer documents without having to mail, ship, or use a courier service.

OVERVIEW

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 local 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.

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.

By April 1, 2013, the offices of all 67 Florida 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

OVERVIEW

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 instituted a help desk service in order to address technical and customer service calls.

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.

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.

2020 The 2019-2020 fiscal year was unique. By March of 2020, the COVID-19 pandemic hit and Florida's Governor ordered citizens to "shelter in place." The legal community was impacted as courthouses were closed to all but essential personnel, putting a stop to almost all court proceedings. That resulted in a significant downturn in case filings for the finish of the fiscal year. However, filers were still using the E-Filing Portal, Clerks were able to work from home and process documents, and the court was also able to access the official court file and file documents through the Portal from home.

Portal enhancements during this fiscal year included updating the auto-generated Civil Cover Sheet to reflect the new jurisdictional limits, providing a method for

OVERVIEW

students to check driver school completion certificates and integration with Florida Department of Revenue for filing child support documentation.

2021 The Covid-19 pandemic continued throughout the 2020-2021 fiscal year. However, by the spring of 2021, the courts began a slow return to operations as public facilities, including courthouses, were cleaned and retrofitted with protective plexiglass panels and seating spaced at safe distances. Limited numbers of the public began to be allowed to enter the courthouses and participate in court proceedings. Trials moved from Zoom platforms to some in-person hearings, although the option for remote access is thought to stay for some time.

2022 During this fiscal year, the Authority recognized 10 years of e-filing in Florida and its growth in usage with a communications campaign. The new branding and updated Authority website made for a new and improved look.

The project to provide a secure, electronic method of sending commitment packets to Florida's Department of Corrections came to an end as the last two reception centers were added during this year. It was a milestone to be able to report that now there is the ability to send Florida commitment packets securely and efficiently to the Florida Department of Corrections facilities. The Authority continued working with the Florida Department of Revenue to implement an electronic method to send a variety of administrative child support records through the Portal to Clerks. This project has successfully reduced the thousands of pages of paper that were once delivered to Clerks' offices. The Authority continues to work in partnership with the Florida Supreme Court, adding more interviews to the DIY Florida project, a guided tutorial system for filing some of the most commonly used forms in Florida's Courts.

2023 The 2022-2023 year was unique in that the Authority was named in a federal lawsuit, Courthouse News Service v. Brenda D. Forman, et al. The settlement agreement in the case required

all initiating civil documents to be posted on a publicly accessible site in the Portal. Posting the documents on the site made them available prior to Clerk review. Prior to the case, Rule 2.420, Fla. R. Gen. Prac. Jud. Admin., was revised to state that the Clerk need no longer review civil documents for redaction, even after receipt. An effort was undertaken to educate filers on the requirement that certain information must be kept confidential or minimized in the documents when filed according to the Florida Rules of Court.

During the course of this fiscal year, the Portal Project Team also worked with the Florida Supreme Court in the creation of a sixth District Court of Appeals. The project involved setting up connectivity between the associated Clerks and the new district, revising the Portal to assist in transferring the cases to the new appellate court. Additionally, the team assisted the Supreme Court with the implementation of their new case management system and its connectivity to the E-Filing Portal.

2024 The 2023-2024 year was "business as usual," as the Portal Program Team was able to spend time working on an enhanced user interface, replacing forms with updated versions, automating the deletion of accounts not activated within 72-hours, and addressing issues reported by Clerks' offices that would further streamline their processing of e-filed documents. The 2023 Florida Legislature passed CS/CS/SB 376 requiring the Florida Department of Law Enforcement (FDLE) to send Clerks of Court a notice of the agency having auto-sealed the Criminal History record. The Authority authorized the agency to use the Portal and through the third quarter of 2023 developed a filing path and template creation for the notices. The Portal Program Team worked with the Sarasota Clerk's Office to program standardized document descriptions for Circuit Civil - Motions and Summons types so the Clerk's Office could undertake a pilot project as a proof of concept.

ANNUAL STATISTICS

(JULY 1, 2023 – JUNE 30, 2024)

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22,983,148
SUBMISSIONS



32,816,041
DOCUMENTS



167,307,788
PAGES



666,351
TOTAL FILER ACCOUNTS



104,609
Attorneys

2,252
Judges

4,886
Law Enforcement

3,395
Process Servers

2,871
Mental Health
Professionals

2,295
Mediators



59,436
PORTAL SERVICE DESK

525,962
Self-Represented
Litigants

ENHANCEMENTS

USER EFFICIENCIES & UPDATES

- ▶ Standardized the accepted filing format for the District Courts of Appeal to PDF only, rather than PDF and WORD.
- ▶ Implemented a filing path and template for the Florida Department of Law Enforcement (FDLE) to send Notices of Auto-Sealing an FDLE Criminal History record to Clerks.
- ▶ Extended the time from 14 to 20 days for the Notice of Electronic Filing document link to remain active, providing users almost another week to access and download the service document to case files.

**E-SERVICE NOTICES
SAVED FILERS
APPROXIMATELY**

\$90,864,287

**IN POSTAGE COSTS
FROM
2014-2024**

FINANCIALS

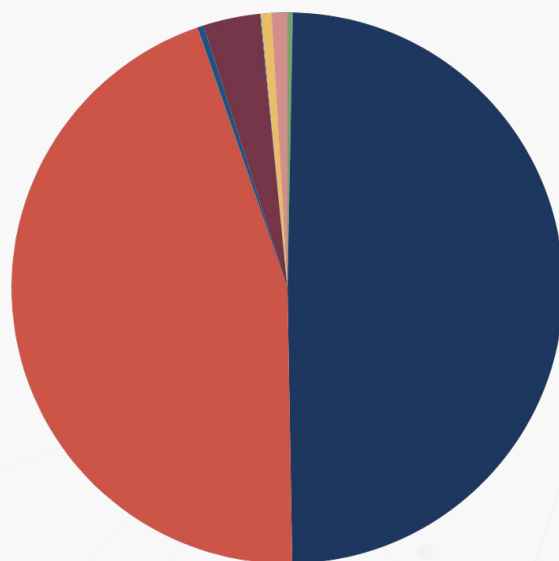
The approved 2023-2024 Florida Courts E-Filing Budget is comprised of revenue generated from credit card, debit card, and ACH transaction convenience fees. Funds are used to support the Authority's mandated business activities including legal counsel for the Board of Directors, insurance policy premiums, 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 unqualified, or "clean" audits to date. Audits, along with other reports, are posted on the Authority site, www.MyFloridaCourtAccess.com/Authority/Reports.

REVENUE	2023-24 BUDGET
Interest Income	\$97,500
Statutory Convenience Fees	\$ 9,620,100
Batch Application Fees	\$2,000
Third Party Batch Filing Fees	\$ 17,500
TOTAL REVENUE	\$9,737,100

EXPENSES	2023-24 BUDGET
Audit Services	\$30,000
Contract Services	\$4,811,995
Merchant Fees	\$4,380,510
Bank Analysis Fees	\$35,050
Accounting & Banking	\$325,545
Insurances	\$4,000
General Legal	\$60,000
Bad Debt	\$90,000
TOTAL EXPENSES	\$9,737,100

EXPENSES





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ANYWHERE



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ANYTIME



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IN BATCHES

with the



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