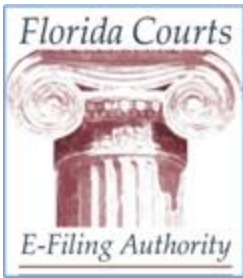




# Florida Courts E-Filing Authority Board

## Service Desk Report February 2018



# Customer Service Incidents

## February 2018

Status	December 2017	January 2018	February 2018
Incidents Received	2,255	2,916	<b>2,735</b>
Incidents Worked	2,237	2,907	<b>2,703</b>
Carry Over	47	38	<b>35</b>
# of Filings	1,116,576	1,359,942	<b>1,257,942</b>
# of Documents	1,642,906	1,642,906	<b>1,836,173</b>

Average Acknowledgement/Resolution Times			
Acknowledge Time	.04 Days 20 Minutes	.03 Days 16 Minutes	<b>.02 Days 10 Minutes</b>
Resolution Time	.11 Days 59 Minutes	.10 Days 51 Minutes	<b>.08 Days 45 Minutes</b>

Stakeholders: Case Managers, Court Reporters, Creditors, Domestic Violence Case Initiators, Law Enforcement, Local Agents, Media, Mediators, Mental Health, Process Servers, Professionals, and State Agents



# Judge Incidents February 2018

Status	December 2017	January 2018	February 2018
Incidents Received	0	11	<b>53</b>
Incidents Worked	0	11	<b>53</b>
Carry Over	0	0	<b>0</b>
# of Filings	81,229	104,868	<b>101,141</b>
# of Documents	86,830	111,589	<b>107,456</b>

Average Acknowledgement/Resolution Times			
Acknowledge Time	.00 Days	.01 Days	<b>.01 Days</b>
	0 Minutes	6 Minutes	<b>6 Minutes</b>
Resolution Time	.00 Days	.07 Days	<b>.02 Days</b>
	0 Minutes	39 Minutes	<b>12 Minutes</b>
Stakeholders: Judges, Judicial Assistants, General Magistrates, and Hearing Officers			



# Pro Se Incidents February 2018

Status	December 2017	January 2018	February 2018
Incidents Received	392	455	<b>332</b>
Incidents Worked	385	453	<b>329</b>
Carry Over	5	4	<b>1</b>
# of Filings	7,543	9,018	<b>8,582</b>
# of Documents	13,130	16,040	<b>14,209</b>

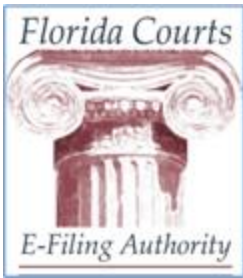
Average Acknowledgement/Resolution Times			
	.04 Days	.03 Days	<b>.02 Days</b>
Acknowledge Time	23 Minutes	17 Minutes	<b>12 Minutes</b>
	.11 Days	.09 Days	<b>.08 Days</b>
Resolution Time	58 Minutes	49 Minutes	<b>44 Minutes</b>
<b>Stakeholders: Pro Se filers and Agent for Pro Se Filer</b>			



# Attorney Incidents February 2018

Status	December 2017	January 2018	February 2018
Incidents Received	1,863	2,450	<b>2,350</b>
Incidents Worked	1,852	2,443	<b>2,321</b>
Carry Over	42	38	<b>60</b>
# of Filings	980,410	1,186,889	<b>1,094,562</b>
# of Documents	1,484,653	1,784,005	<b>1,648,627</b>

Average Acknowledgement/Resolution Times			
Acknowledge Time	.04 Days 20 Minutes	.03 Days 14 Minutes	<b>.02 Days 10 Minutes</b>
Resolution Time	.11 Days 1Hour 1 Minutes	.09 Days 48 Minutes	<b>.09 Days 46 Minutes</b>
<b>Stakeholders: Attorneys and their representatives</b>			



# Technical/System Incidents February 2018

Status	December 2017	January 2018	February 2018
Incidents Received	2759	311	<b>288</b>
Incidents Worked	251	300	<b>281</b>
Carry Over	17	16	<b>20</b>
# of Filings	6,509	7,546	6,774
# of Documents	5,151	9,277	8,533

Average Acknowledgement/Resolution Times			
Acknowledge Time	.04 Days 21 Minutes	.04 Days 24 Minutes	<b>.03 Days 18 Minutes</b>
Resolution Time	.47 Days 4 Hours 14 Minutes	.46 Days 4 Hours 10 Minutes	<b>.42 Days 3 Hours 46 Minutes</b>
<b>Stakeholders: Clerks of Court and their staff</b>			



# Top Types of Incidents

Attorneys		
Account Set-up	Create New Filing	E-Service Issue
Filing In Pending Queue	General Question	Login Issues
Password Reset	Payment Assistance	Pending Registration
Referred to County		
Self-Represented Litigant/Pro Se		
Account Set-up	Case Look-Up	Create New Filing
Docket Question	Filing in Pending Queue	Filing Status Check
General Question	Login Issues	Password Reset
Referred To County		
Judges		
Account Set-up	E-Service Issue	Pending Registration



# E-Portal Service Desk Initiatives

## Pending Filing Clean-Up

Month/Year	Count
November 2015	78,000
November 2016	1,783
November 2017	2,218

## Site Visits

County	Month
Dixie County	February 2017
Escambia County	May 2017
Dixie County	May 2017

If you'd like to schedule an onsite visit or have questions, please feel free to contact the Service Center at **(850) 414-2210**.

or contact me direct at: **Gia Howell (850) 577-4578** email: [ghowell@flclerks.com](mailto:ghowell@flclerks.com)





# At-A-Glance Statistics

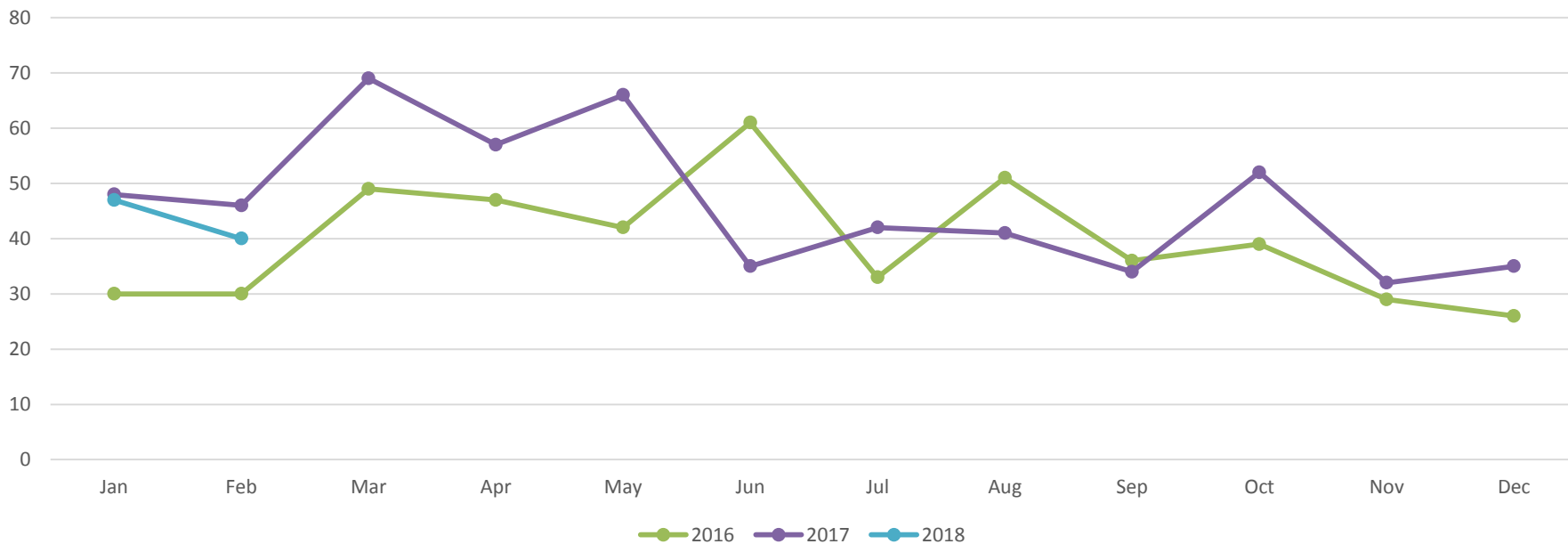
The following slides breakdown E-Portal Service Desk Calls, Filings, and Documents by year and month for Customer Service and Technical.



# County Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	30	30	49	47	42	61	33	51	36	39	29	26
<b>2017</b>	48	46	69	57	66	35	42	41	34	52	32	35
<b>2018</b>	47	40										

County Accounts

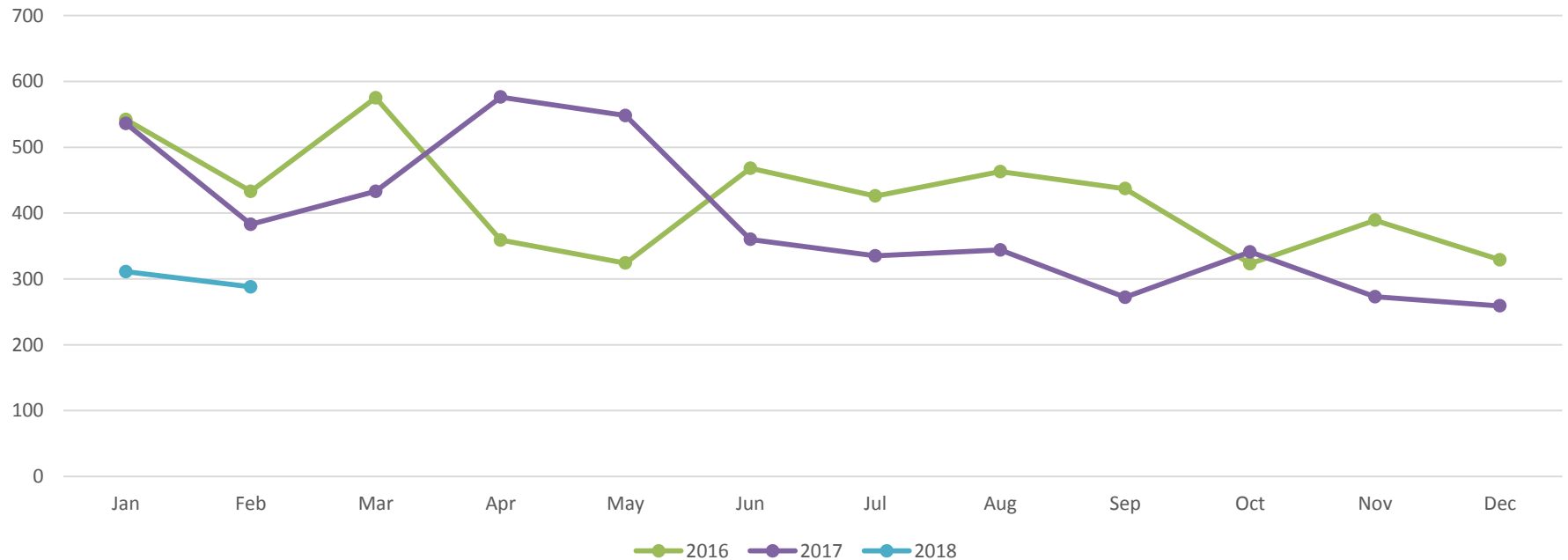




# County Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	542	433	575	359	324	468	426	463	437	323	389	329
<b>2017</b>	536	383	433	576	548	360	331	344	272	341	273	259
<b>2018</b>	311	288										

County Calls

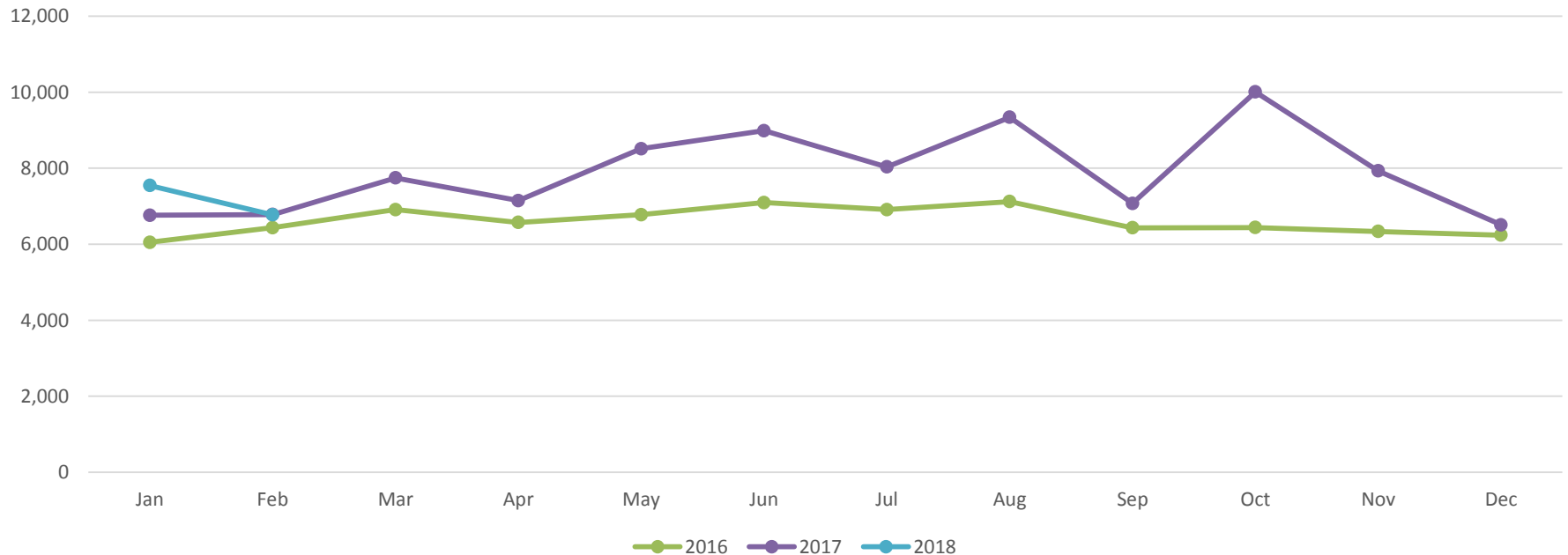




# County Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	6,050	6,436	6,909	6,575	6,777	7,097	6,909	7,124	6,432	6,440	6,337	6,238
<b>2017</b>	6,761	6,781	7,745	7,149	8,513	8,987	8,036	9,338	7,073	10,006	7,932	6,509
<b>2018</b>	7,546	6,774										

County Filings

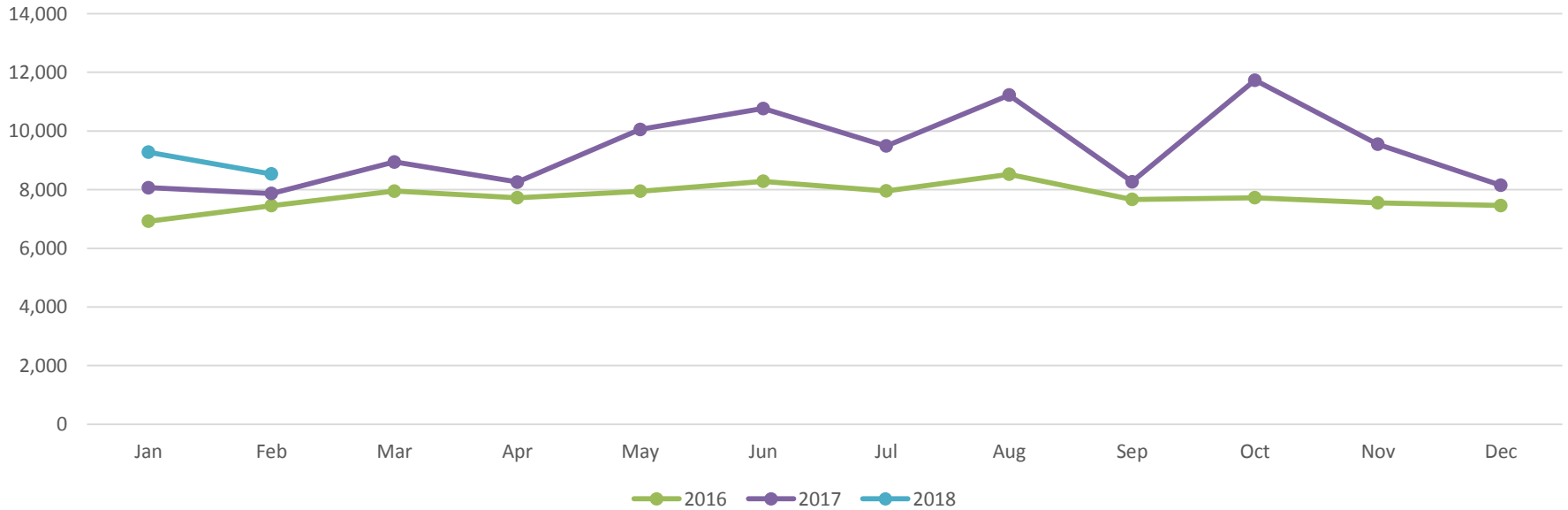




# County Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	6,926	7,457	7,952	7,724	7,945	8,283	7,955	8,525	7,666	7,723	7,551	7,462
<b>2017</b>	8,069	7,780	8,944	8,258	10,055	10,768	9,489	11,225	8,270	11,731	9,549	8,151
<b>2018</b>	9,277	8,533										

County Docs

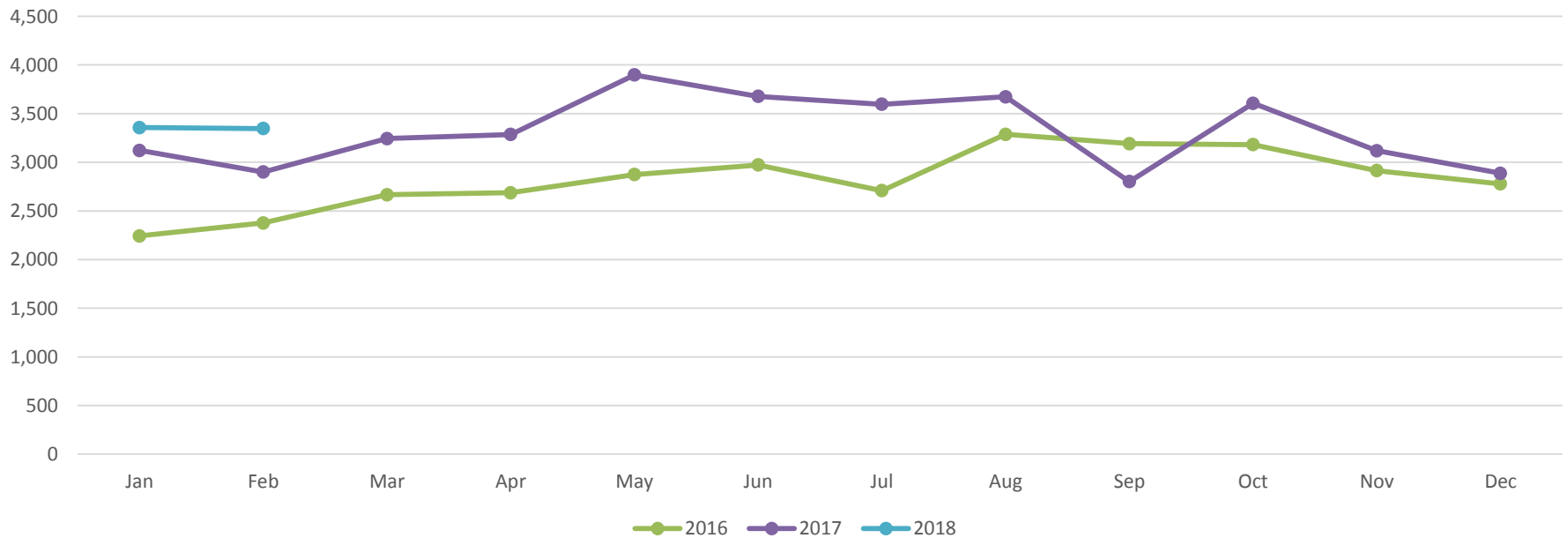




# Customer Service Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	2,243	2,376	2,666	2,687	2,874	2,973	2,709	3,287	3,191	3,181	2,915	2,778
<b>2017</b>	3,122	2,900	3,244	3,286	3,897	3,677	3,596	3,673	2,801	3,606	3,119	2,887
<b>2018</b>	3,356	3,346										

Customer Service Accounts

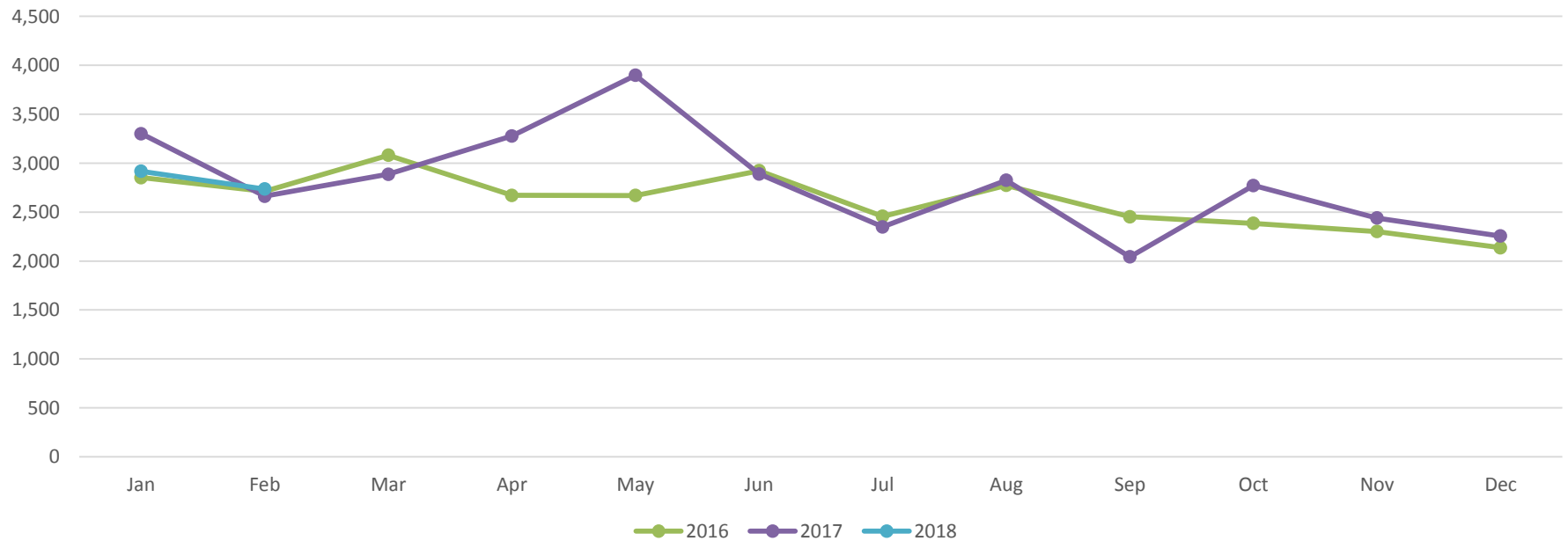




# Customer Service Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	2,852	2,712	3,081	2,671	2,669	2,922	2,456	2,773	2,452	2,385	2,302	2,136
<b>2017</b>	3,301	2,662	2,886	3,278	3,897	2,889	2,349	2,825	2,042	2,771	2,440	2,255
<b>2018</b>	2,916	2,735										

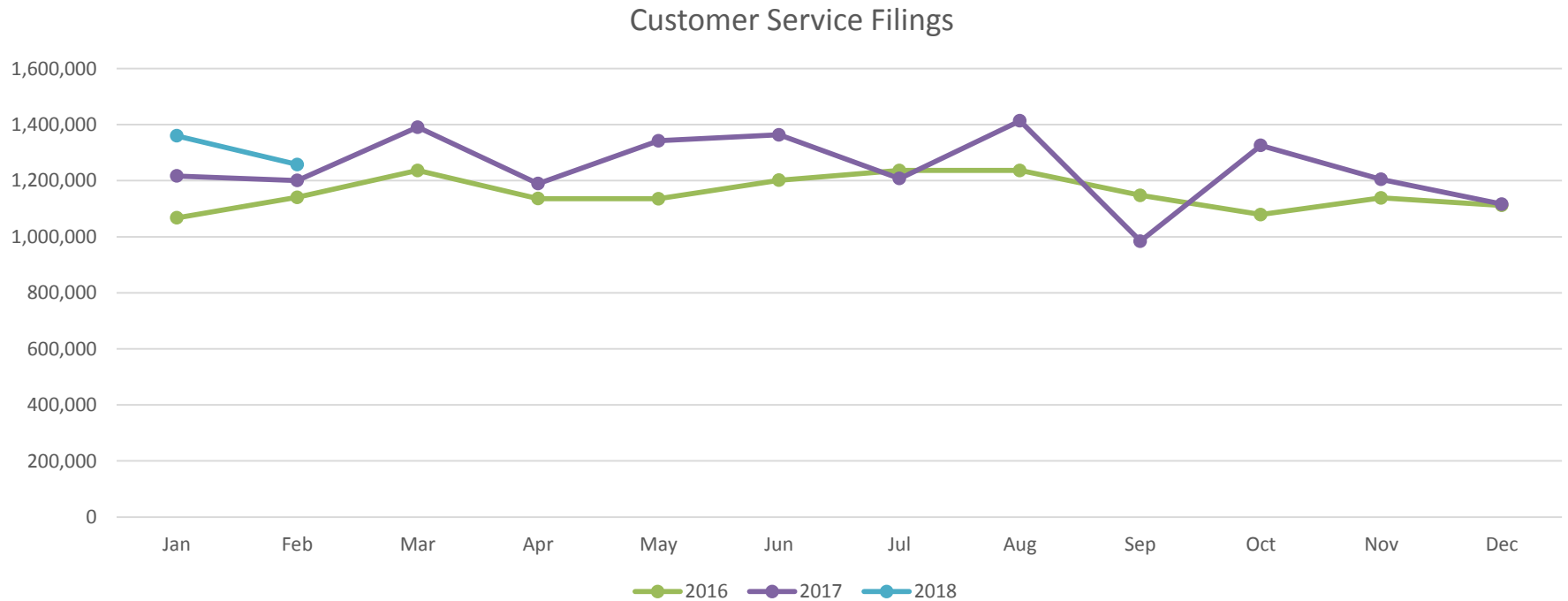
Customer Service Calls





# Customer Service Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	1,067,747	1,140,458	1,236,627	1,136,218	1,135,684	1,201,808	1,236,631	1,236,758	1,147,920	1,079,158	1,138,754	1,112,009
<b>2017</b>	1,216,780	1,200,505	1,391,103	1,189,562	1,342,424	1,363,757	1,207,665	1,413,512	984,383	1,325,797	1,204,772	1,116,576
<b>2018</b>	1,359,942	1,257,942										



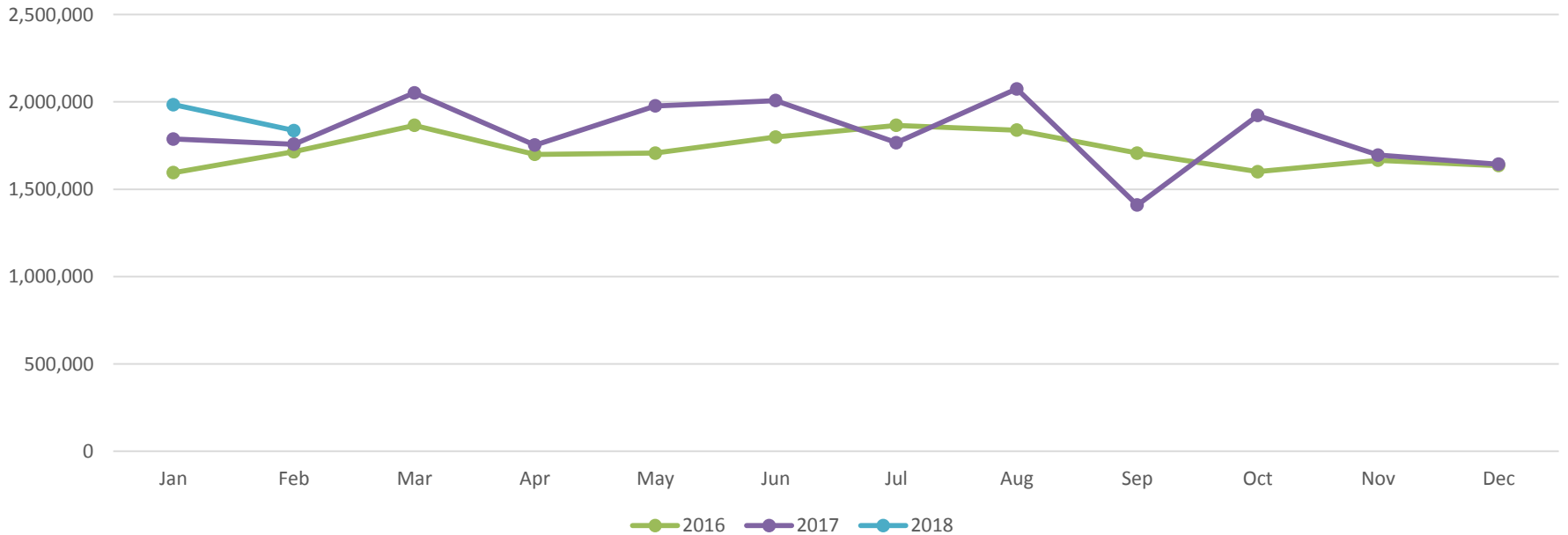




# Customer Service Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	1,067,747	1,140,458	1,236,627	1,136,218	1,135,684	1,201,808	1,236,631	1,236,758	1,147,920	1,079,158	1,138,754	1,112,009
<b>2017</b>	1,216,780	1,200,505	1,391,103	1,189,562	1,342,424	1,363,757	1,207,665	1,413,512	984,383	1,325,797	1,204,772	1,116,576
<b>2018</b>	1,984,219	1,836,173										

Customer Service Docs

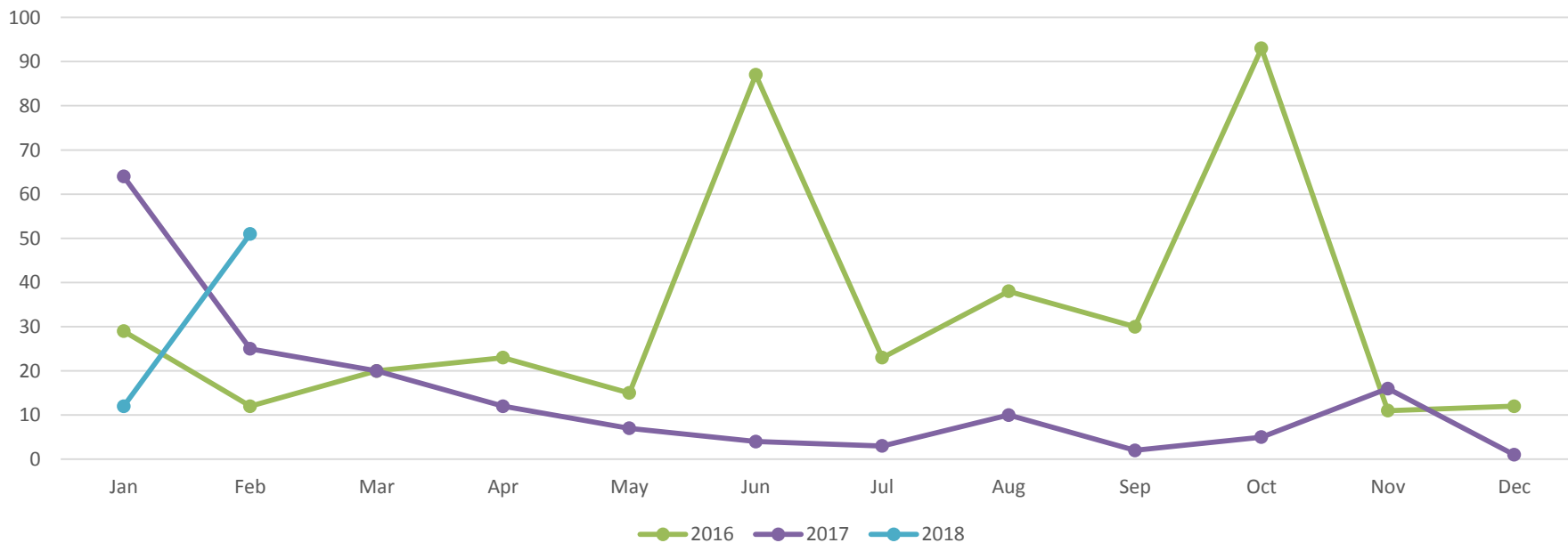




# Judge Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	29	12	20	23	15	87	23	38	30	93	11	12
<b>2017</b>	64	25	20	12	7	4	3	10	2	5	16	1
<b>2018</b>	12	51										

Judge Accounts

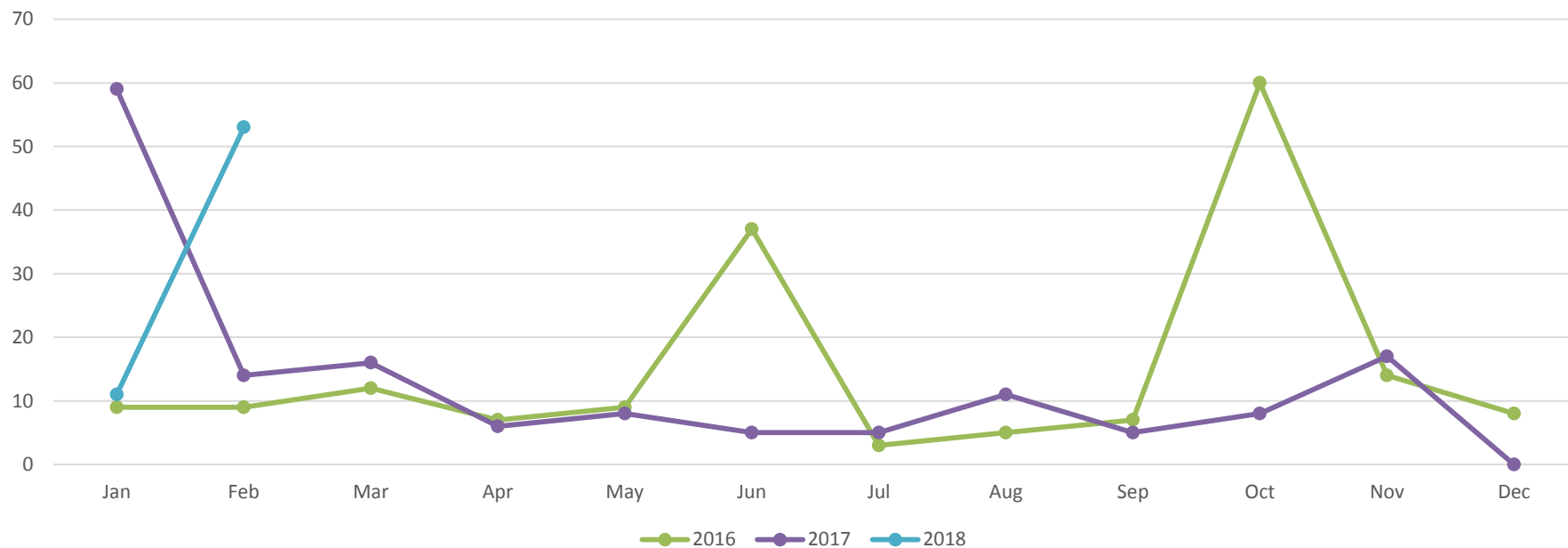




# Judge Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	9	9	12	7	9	37	3	5	7	60	14	8
<b>2017</b>	59	14	16	6	8	5	5	11	5	8	17	0
<b>2018</b>	11	53										

Judge Calls

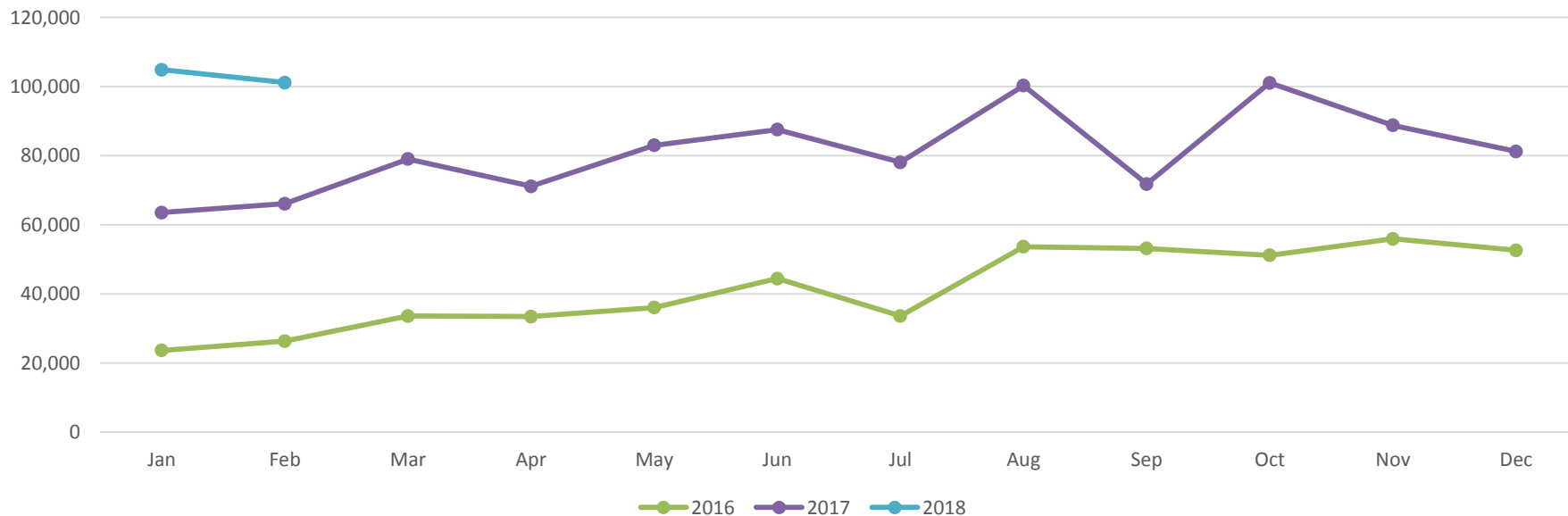




# Judge Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	23,632	26,312	33,590	33,443	36,062	44,448	33,590	53,640	53,133	51,170	55,942	52,603
<b>2017</b>	63,514	66,084	79,403	71,118	83,013	87,540	78,092	100,277	71,783	101,071	88,778	81,229
<b>2018</b>	104,868	101,141										

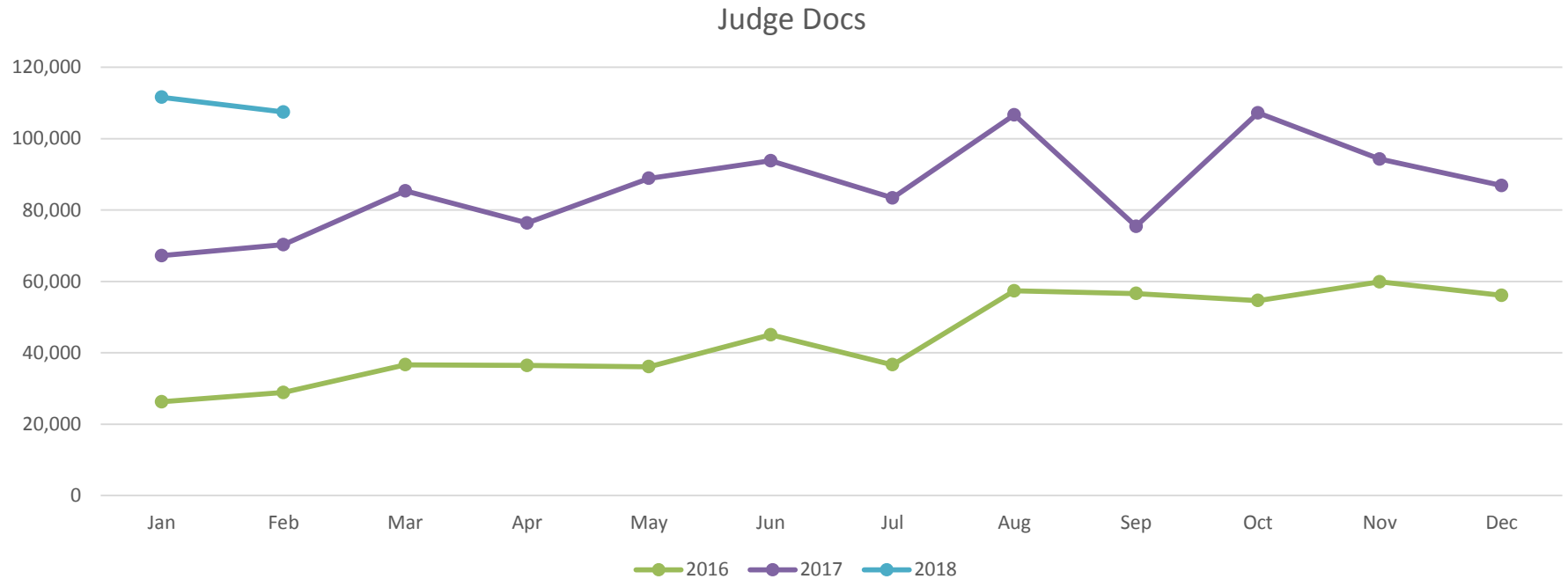
Judge Filings





# Judge Doc Comparison

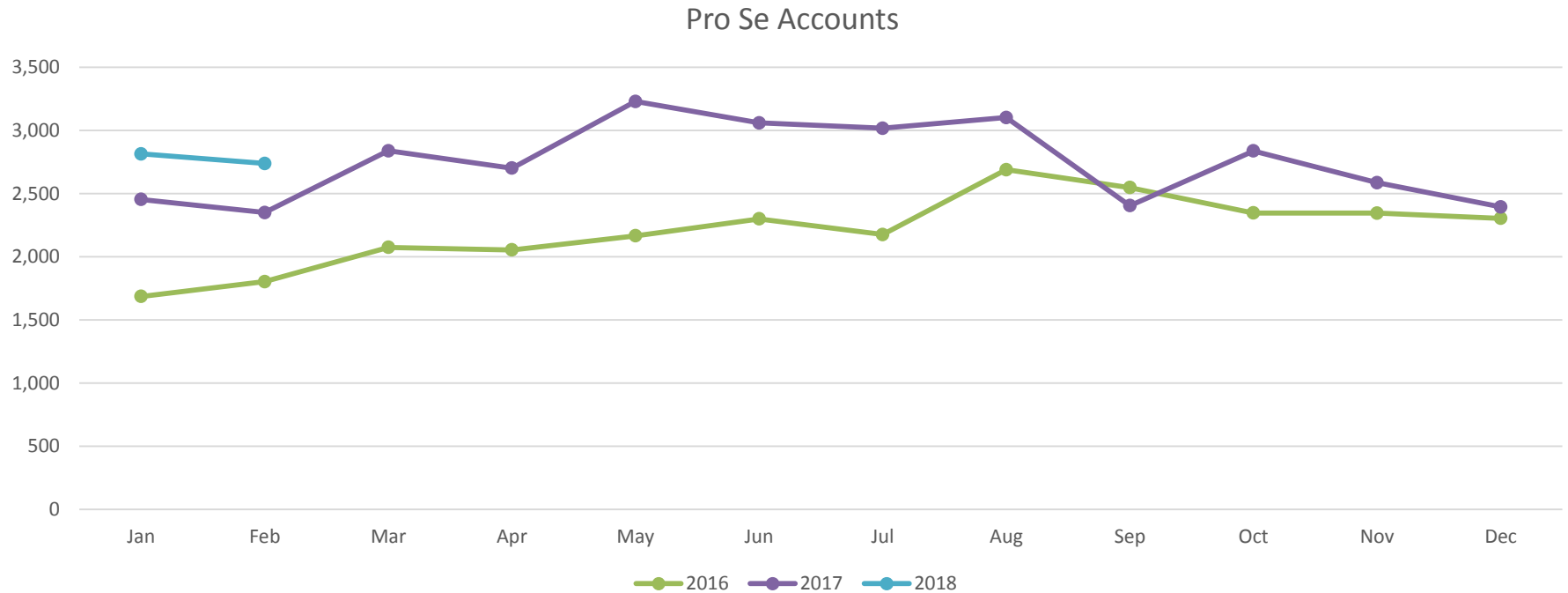
Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	26,256	28,859	36,639	36,417	36,062	45,032	36,639	57,357	56,598	54,607	59,853	56,071
<b>2017</b>	67,219	70,275	85,358	76,352	88,879	93,785	83,361	106,658	75,412	107,193	94,258	86,830
<b>2018</b>	111,589	107,456										





# Pro Se Account Comparison

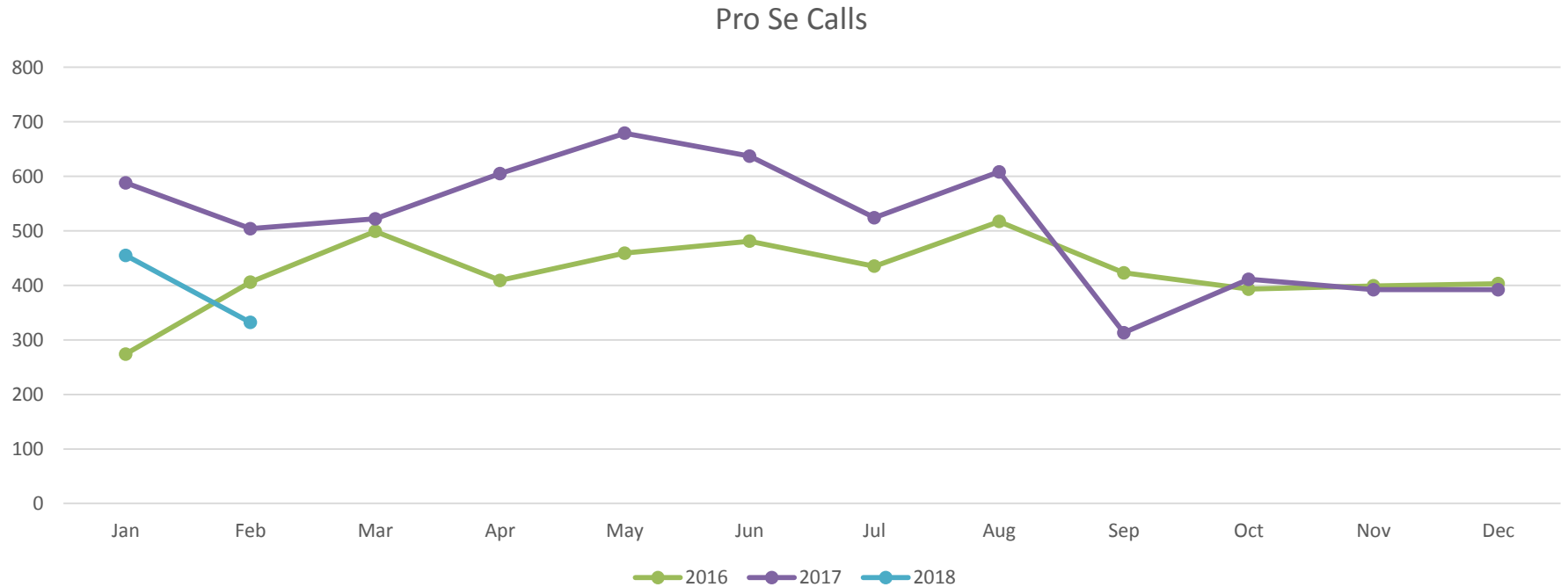
Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	1,686	1,803	2,074	2,054	2,166	2,300	2,176	2,689	2,547	2,346	2,345	2,304
<b>2017</b>	2,454	2,350	2,839	2,701	3,230	3,060	3,017	3,102	2,404	2,838	2,587	2,395
<b>2018</b>	2,814	2,738										





# Pro Se Call Comparison

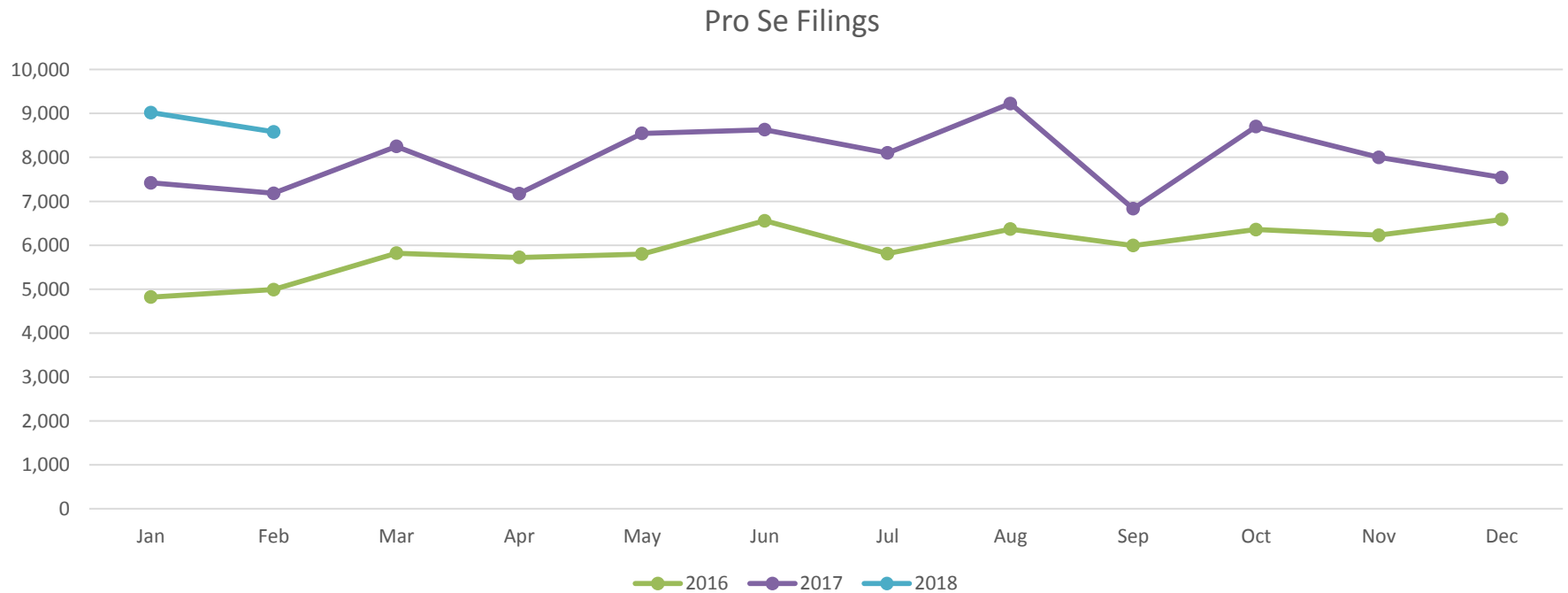
Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	274	406	499	409	459	481	435	517	423	393	399	403
<b>2017</b>	588	504	522	605	679	637	524	608	313	411	392	392
<b>2018</b>	455	332										





# Pro Se Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	4,820	4,991	5,819	5,722	5,798	6,556	5,808	6,368	5,994	6,356	6,227	6,585
<b>2017</b>	7,419	7,183	8,248	7,177	8,545	8,629	8,101	9,224	6,832	8,701	8,001	7,543
<b>2018</b>	9,018	8,582										

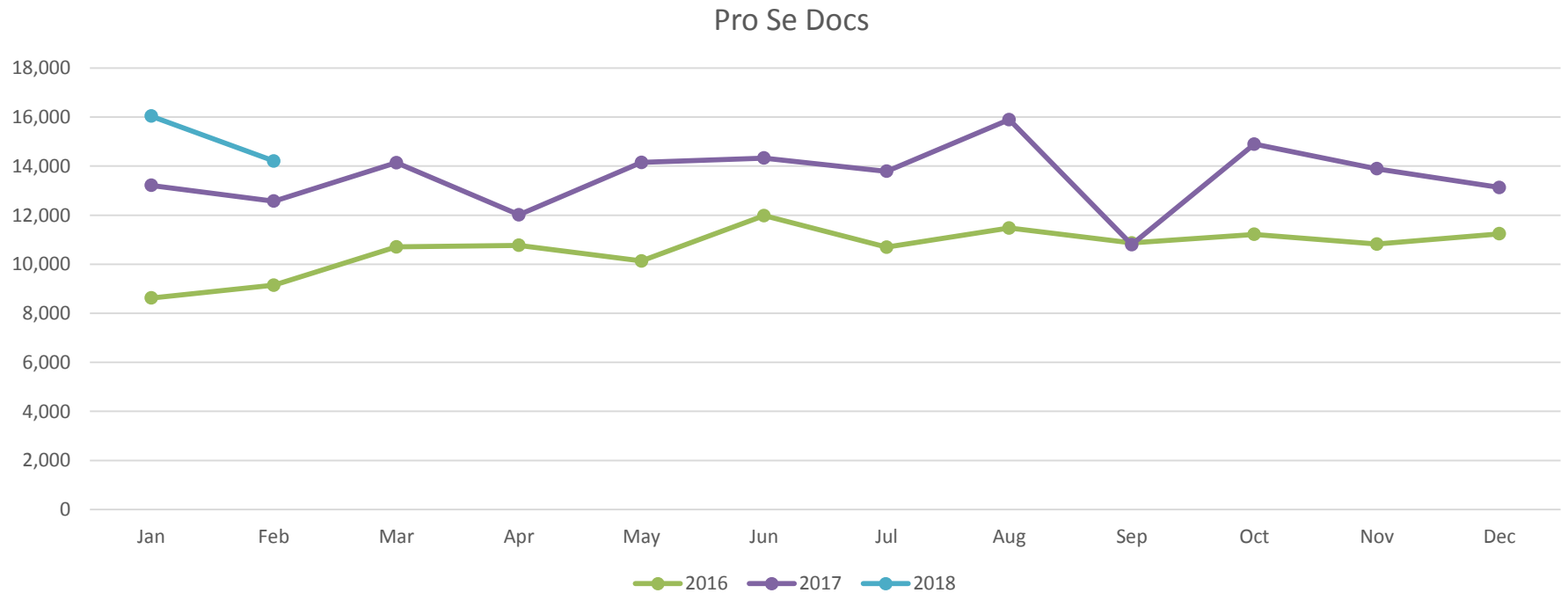






# Pro Se Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	8,625	9,146	10,706	10,772	10,135	11,980	10,695	11,479	10,867	11,219	10,822	11,240
<b>2017</b>	13,218	12,575	14,140	12,017	14,151	14,327	13,792	15,897	10,801	14,899	13,896	13,130
<b>2018</b>	16,040	14,209										

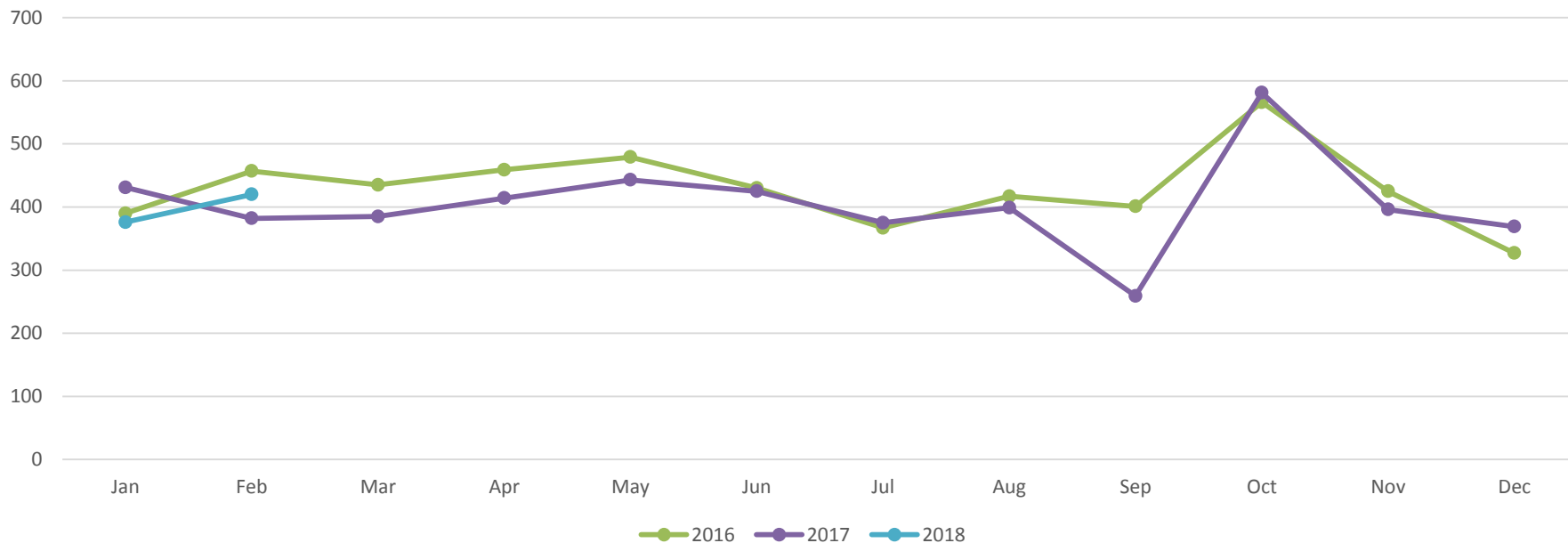




# Attorney Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	390	457	435	459	479	430	367	417	401	556	425	327
<b>2017</b>	431	382	385	414	443	425	375	399	259	581	396	369
<b>2018</b>	376	420										

Attorney Accounts

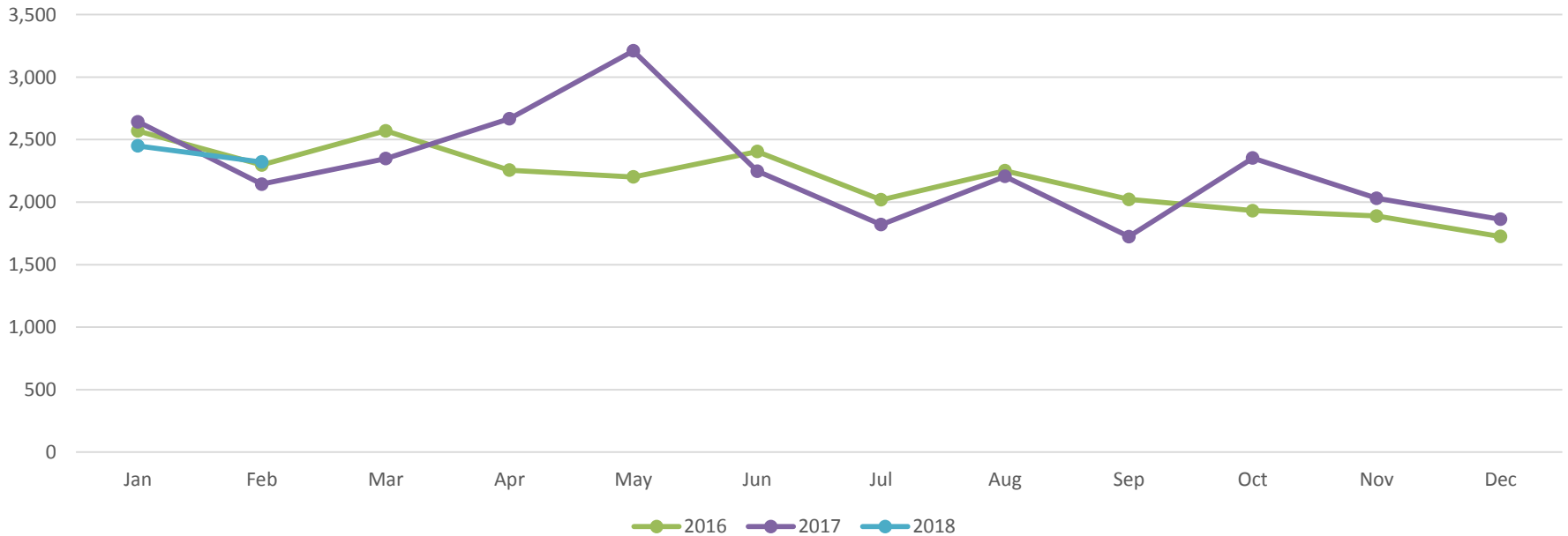




# Attorney Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	2,569	2,297	2,570	2,255	2,201	2,404	2,018	2,251	2,022	1,932	1,889	1,725
<b>2017</b>	2,642	2,144	2,348	2,667	3,210	2,247	1,820	2,206	1,724	2,352	2,031	1,863
<b>2018</b>	2,450	2,321										

Attorney Calls

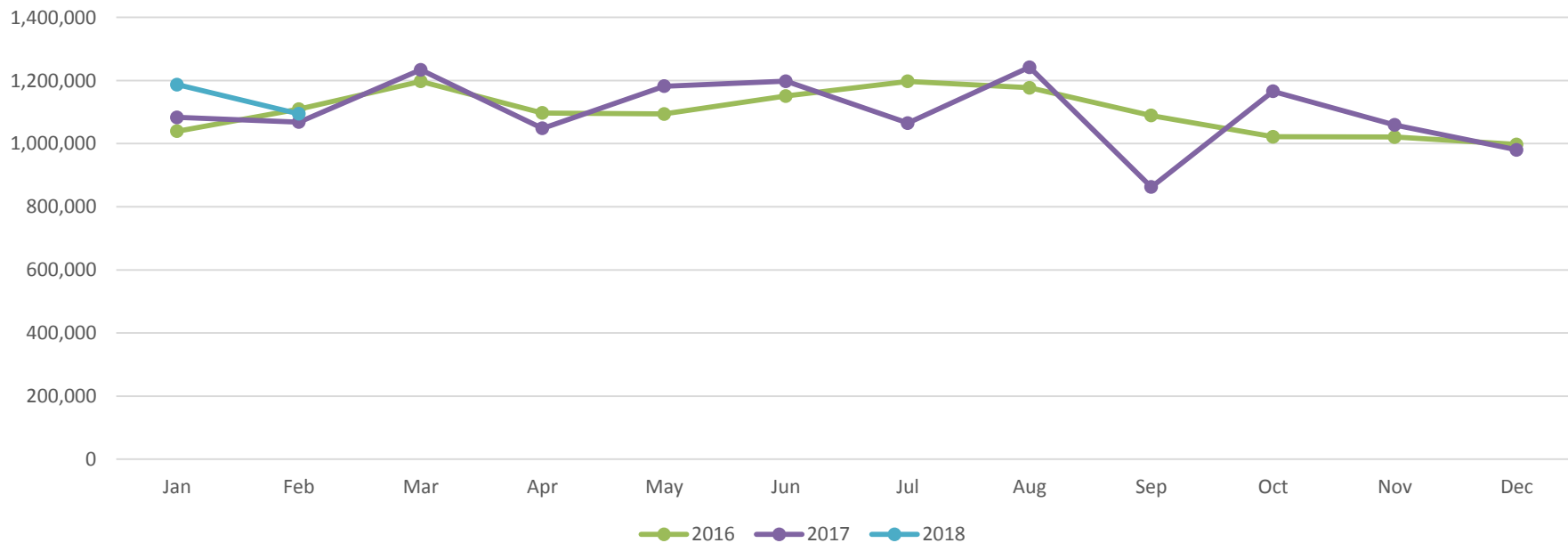




# Attorney Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	1,039,295	1,109,155	1,197,218	1,097,053	1,093,824	1,150,804	1,197,233	1,176,750	1,088,793	1,021,632	1,020,903	997,361
<b>2017</b>	1,083,285	1,068,192	1,233,923	1,048,147	1,181,822	1,197,600	1,065,247	1,241,750	862,559	1,165,854	1,059,208	980,410
<b>2018</b>	1,186,889	1,094,562										

Attorney Filings





# Attorney Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	1,559,807	1,676,775	1,818,431	1,652,473	1,660,899	1,741,987	1,818,524	1,781,116	1,639,454	1,534,350	1,503,008	1,502,212
<b>2017</b>	1,632,796	1,603,031	1,869,100	1,589,549	1,790,827	1,815,925	1,600,944	1,876,031	1,269,531	1,736,631	1,587,812	1,484,653
<b>2018</b>	1,784,005	1,648,627										

Attorney Docs

