



Florida Courts E-Filing Authority Board

Service Desk Report August 2017



E-Portal Service Desk

Types of Incidents

- **Customer Service Incidents (Section 2)**

- Attorneys Process Servers Mental Health Professionals
- Pro Se Mediators Law Enforcement
- Judges Court Reporters Creditors
- Media Local Agent State Agent
- Case Managers Domestic Violence Case Initiators

Technical and System Support Incidents (Section 3)

- Clerks Other Stakeholders



Customer Service Incidents

August 2017 Statistics

Policies and Procedures Page 5

| | June 2017 | July 2017 | August 2017 |
|---|------------------------|------------------------|----------------------------|
| Incidents Received | 2,889 | 2,349 | 2,825 |
| Incidents Closed | 2,874 | 2,329 | 2,814 |
| Incidents Open at End of Month | 38 | 43 | 38 |
| Average Acknowledgement Time per Incident | .03 Days 14 Minutes | .03 Days 17 Minutes | .08 Days 41 Minutes |
| Average Resolution Time per Incident | .07 Days 40 Minutes | .08 Days 45 Minutes | .13 Days 1 Hr 9 Minutes |
| # of Filings | 1,363,757 | 1,207,665 | 1,413,512 |
| # of Documents | 2,007,674 | 1,766,890 | 2,074,346 |



Judge Incidents

August 2017 Statistics

Policies and Procedures Page 5

| | June 2017 | July 2017 | August 2017 |
|---|------------------------|------------------------|------------------------|
| Incidents Received | 5 | 5 | 11 |
| Incidents Closed | 5 | 5 | 11 |
| Incidents Open at End of Month | 0 | 0 | 0 |
| Average Acknowledgement Time per Incident | .01 Days 6 Minutes | .01 Days 4 Minutes | .01 Days 5 Minutes |
| Average Resolution Time per Incident | .04 Days 20 Minutes | .07 Days 40 Minutes | .02 Days 11 Minutes |
| # of Filings | 87,540 | 78,092 | 100,277 |
| # of Documents | 93,785 | 83,361 | 106,658 |



Pro Se Incidents

August 2017 Statistics

Policies and Procedures Page 5

| | June 2017 | July 2017 | August 2017 |
|---|------------------------|------------------------|------------------------------|
| Incidents Received | 637 | 524 | 608 |
| Incidents Closed | 632 | 516 | 605 |
| Incidents Open at End of Month | 1 | 4 | 3 |
| Average Acknowledgement Time per Incident | .03 Days 14 Minutes | .03 Days 18 Minutes | .08 Days 43 Minutes |
| Average Resolution Time per Incident | .08 Days 41 Minutes | .09 Days 50 Minutes | .13 Days 1Hour 13 Minutes |
| # of Filings | 8,629 | 8,101 | 9,224 |
| # of Documents | 14,327 | 13,792 | 15,897 |



Attorney Incidents

August 2017 Statistics

Policies and Procedures Page 5

| | June 2017 | July 2017 | August 2017 |
|---|------------------------|------------------------|------------------------------|
| Incidents Received | 2,247 | 1,820 | 2,206 |
| Incidents Closed | 2,237 | 1,808 | 2,198 |
| Incidents Open at End of Month | 37 | 39 | 35 |
| Average Acknowledgement Time per Incident | .03 Days 14 Minutes | .03 Days 16 Minutes | .08 Days 41 Minutes |
| Average Resolution Time per Incident | .07 Days 39 Minutes | .08 Days 44 Minutes | .13 Days 1 Hour 8 Minutes |
| # of Filings | 1,197,600 | 1,065,247 | 1,241,750 |
| # of Documents | 1,815,925 | 1,600,944 | 1,876,031 |



Technical/System Support Incidents

August 2017 Statistics

Policies and Procedures Page 5

| | June 2017 | July 2017 | August 2017 |
|---|--------------------------------|--------------------------------|--------------------------------|
| Incidents Received | 360 | 335 | 344 |
| Incidents Closed | 353 | 331 | 336 |
| Incidents Open at End of Month | 21 | 22 | 19 |
| Average Acknowledgement Time per Incident | .04 Days 20 Minutes | .04 Days 23 Minutes | .05 Days 27 Minutes |
| Average Resolution Time per Incident | .39 Days 3 Hours 30 Minutes | .40 Days 3 Hours 38 Minutes | .46 Days 4 Hours 10 Minutes |
| # of Filings | 8,987 | 8,036 | 9,338 |
| # of Documents | 10,768 | 9,489 | 11,225 |



Top 10 Types of Incidents For:

- **Attorneys**

Case Question

Login Issues

Payment Assistance

Referred To County

Documents Tab

Party Tab Issue

Pending Queue Reason

Filing Status Check

Password Reset

Pending Registration

- **Self-Represented Litigant/Pro Se**

Account Set-up

Create New Filing

Login Issues

Referred To County

Case Number Assist

E-Service Issue

Password Reset

Case Question

Fraudulent Email

Payment Assistance

- **Judges**

E-Service Issue

Pending Registration

Referred to County



E-Portal Service Desk Initiatives

- Pending Filing Clean-Up:

| Start Date | Count | End Date | Count |
|------------------|--------|-----------------|-------|
| November 1, 2015 | 78,000 | August 31, 2017 | 5,609 |

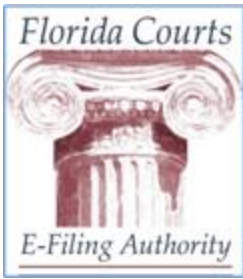
- E-Portal Service Desk doing onsite visits
 - Dixie County- February
 - Escambia County- May
 - Dixie County- May



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. If you have any questions, contact:

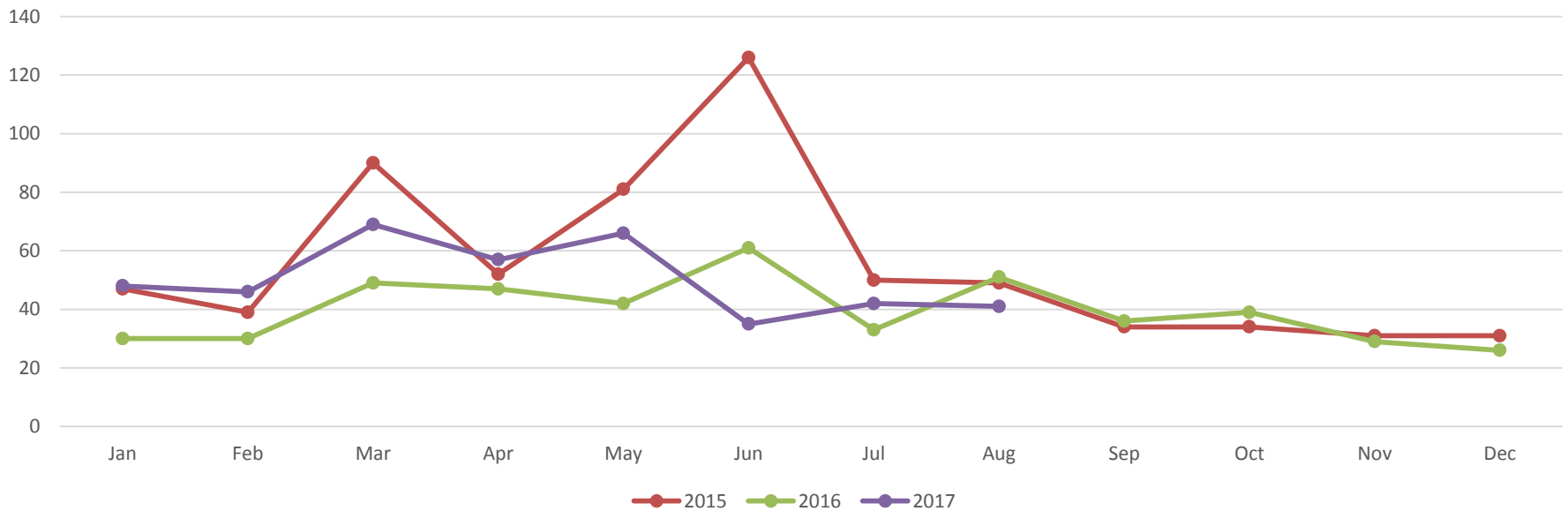
Gia Howell at Howell@flclerks.com



County Account Comparison

| Mon | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2015 | 47 | 39 | 90 | 52 | 81 | 126 | 50 | 49 | 34 | 34 | 31 | 31 |
| 2016 | 30 | 30 | 49 | 47 | 42 | 61 | 33 | 51 | 36 | 39 | 29 | 26 |
| 2017 | 48 | 46 | 69 | 57 | 66 | 35 | 42 | 41 | | | | |

County Accounts

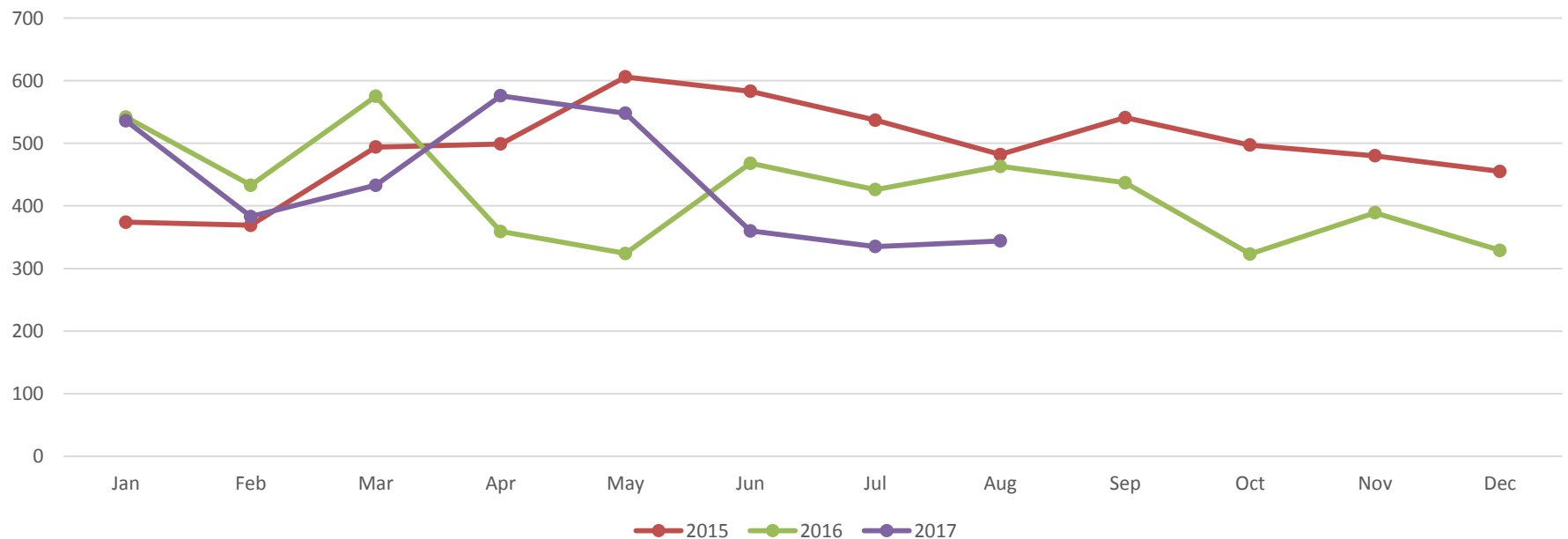




County Call Comparison

| Mon | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2015 | 374 | 369 | 494 | 499 | 606 | 583 | 537 | 482 | 541 | 497 | 480 | 455 |
| 2016 | 542 | 433 | 575 | 359 | 324 | 468 | 426 | 463 | 437 | 323 | 389 | 329 |
| 2017 | 536 | 383 | 433 | 576 | 548 | 360 | 331 | 344 | | | | |

County Calls

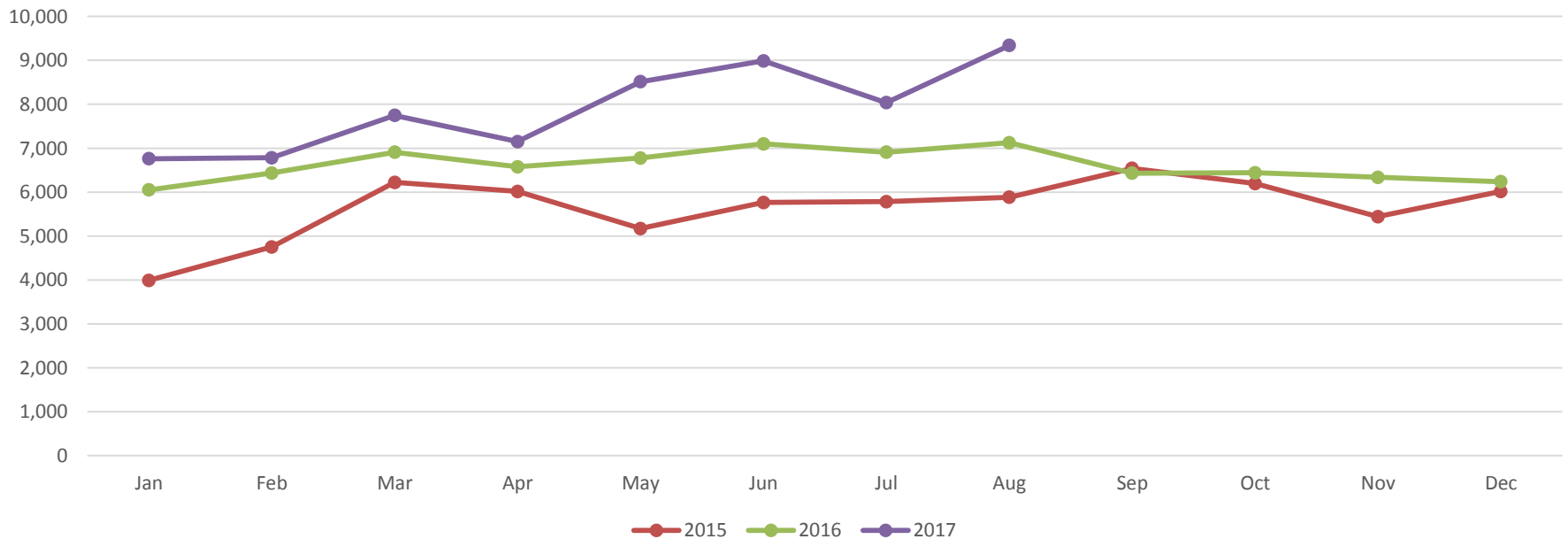




County Filing Comparison

| Mon | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2015 | 3,990 | 4,753 | 6,223 | 6,015 | 5,172 | 5,764 | 5,783 | 5,884 | 6,540 | 6,195 | 5,443 | 6,015 |
| 2016 | 6,050 | 6,436 | 6,909 | 6,575 | 6,777 | 7,097 | 6,909 | 7,124 | 6,432 | 6,440 | 6,337 | 6,238 |
| 2017 | 6,761 | 6,781 | 7,745 | 7,149 | 8,513 | 8,987 | 8,036 | 9,338 | | | | |

County Filings

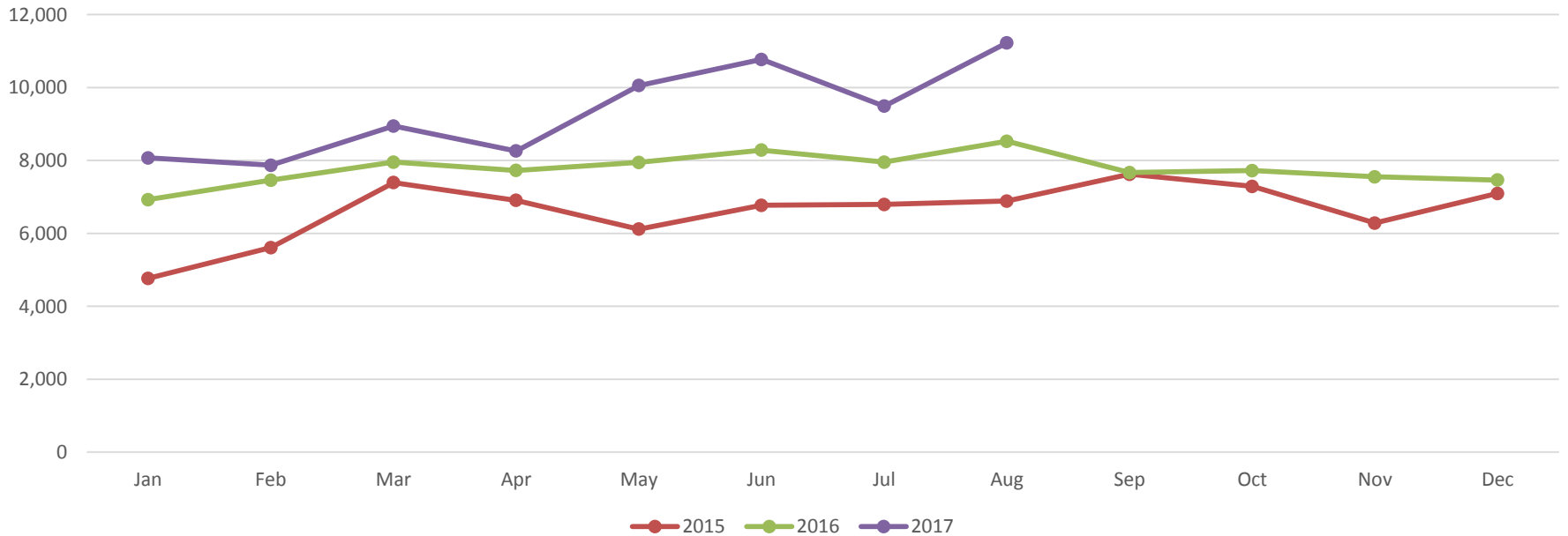




County Doc Comparison

| Mon | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-------------|-------|-------|-------|-------|--------|--------|-------|--------|-------|-------|-------|-------|
| 2015 | 4,768 | 5,608 | 7,391 | 6,906 | 6,115 | 6,769 | 6,795 | 6,885 | 7,622 | 7,289 | 6,283 | 7,096 |
| 2016 | 6,926 | 7,457 | 7,952 | 7,724 | 7,945 | 8,283 | 7,955 | 8,525 | 7,666 | 7,723 | 7,551 | 7,462 |
| 2017 | 8,069 | 7,780 | 8,944 | 8,258 | 10,055 | 10,768 | 9,489 | 11,225 | | | | |

County Docs

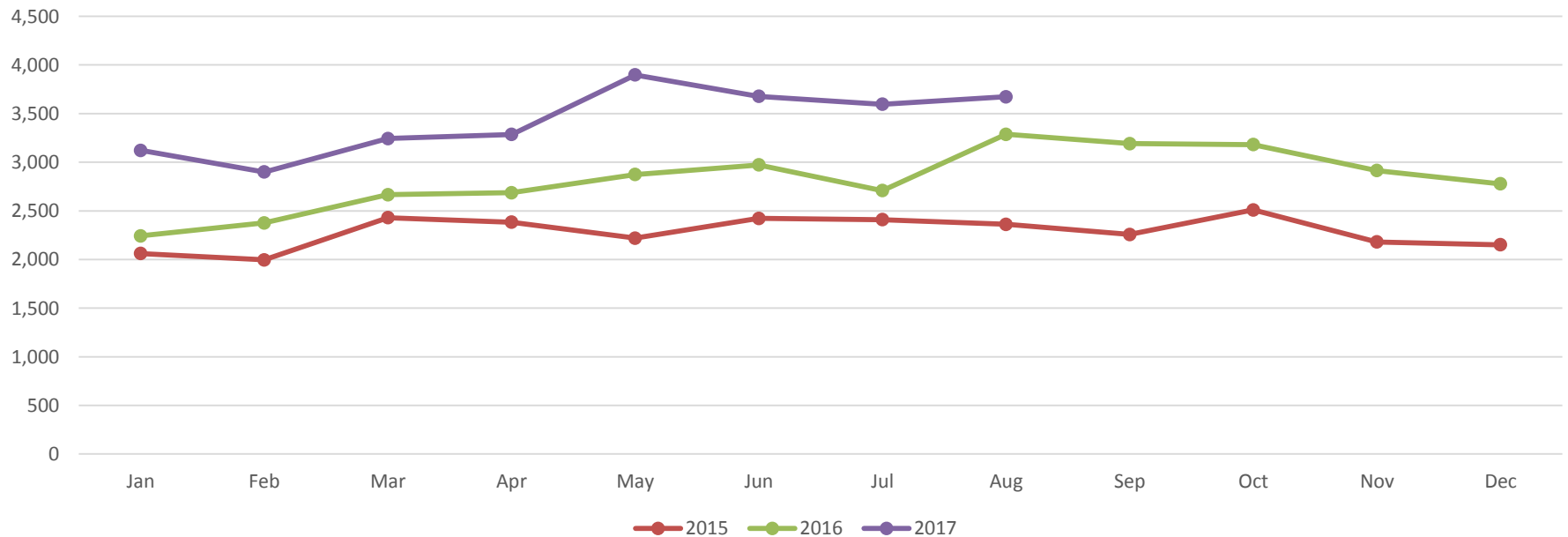




Customer Service Account Comparison

| Mon | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2015 | 2,062 | 1,997 | 2,430 | 2,383 | 2,219 | 2,423 | 2,410 | 2,362 | 2,257 | 2,510 | 2,181 | 2,151 |
| 2016 | 2,243 | 2,376 | 2,666 | 2,687 | 2,874 | 2,973 | 2,709 | 3,287 | 3,191 | 3,181 | 2,915 | 2,778 |
| 2017 | 3,122 | 2,900 | 3,244 | 3,286 | 3,897 | 3,677 | 3,596 | 3,673 | | | | |

Customer Service Accounts

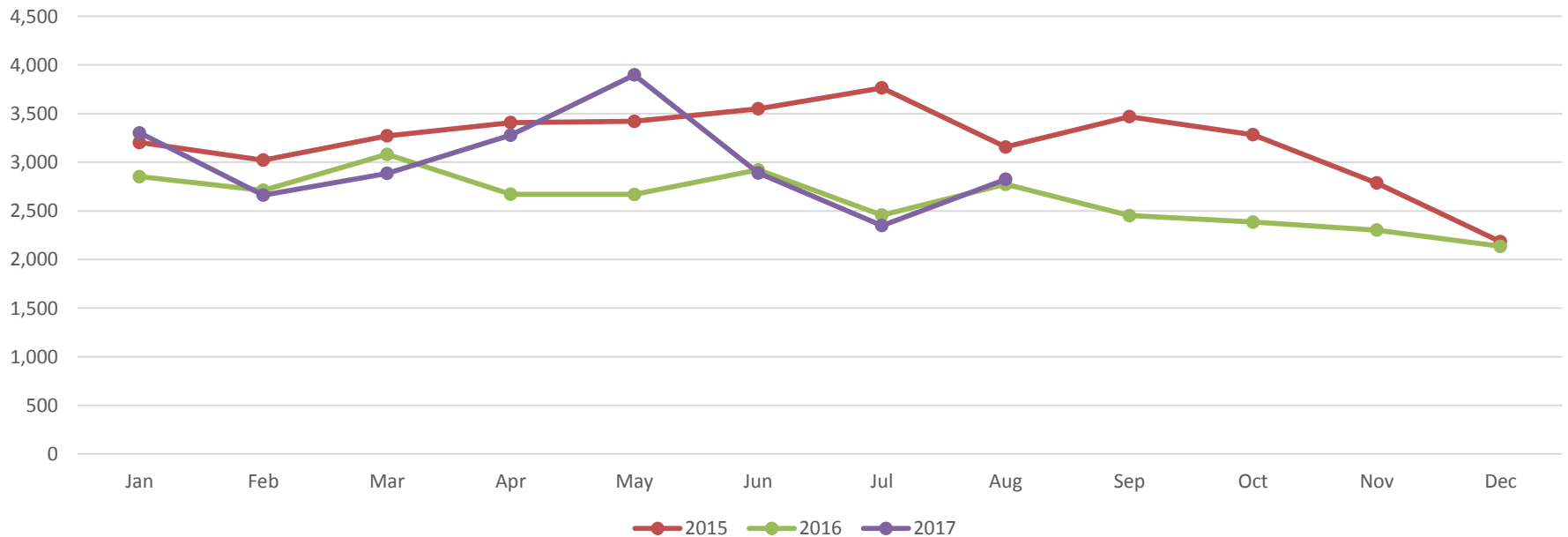




Customer Service Call Comparison

| Mon | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2015 | 3,203 | 3,021 | 3,271 | 3,407 | 3,421 | 3,549 | 3,764 | 3,156 | 3,469 | 3,282 | 2,786 | 2,184 |
| 2016 | 2,852 | 2,712 | 3,081 | 2,671 | 2,669 | 2,922 | 2,456 | 2,773 | 2,452 | 2,385 | 2,302 | 2,136 |
| 2017 | 3,301 | 2,662 | 2,886 | 3,278 | 3,897 | 2,889 | 2,349 | 2,825 | | | | |

Customer Service Calls

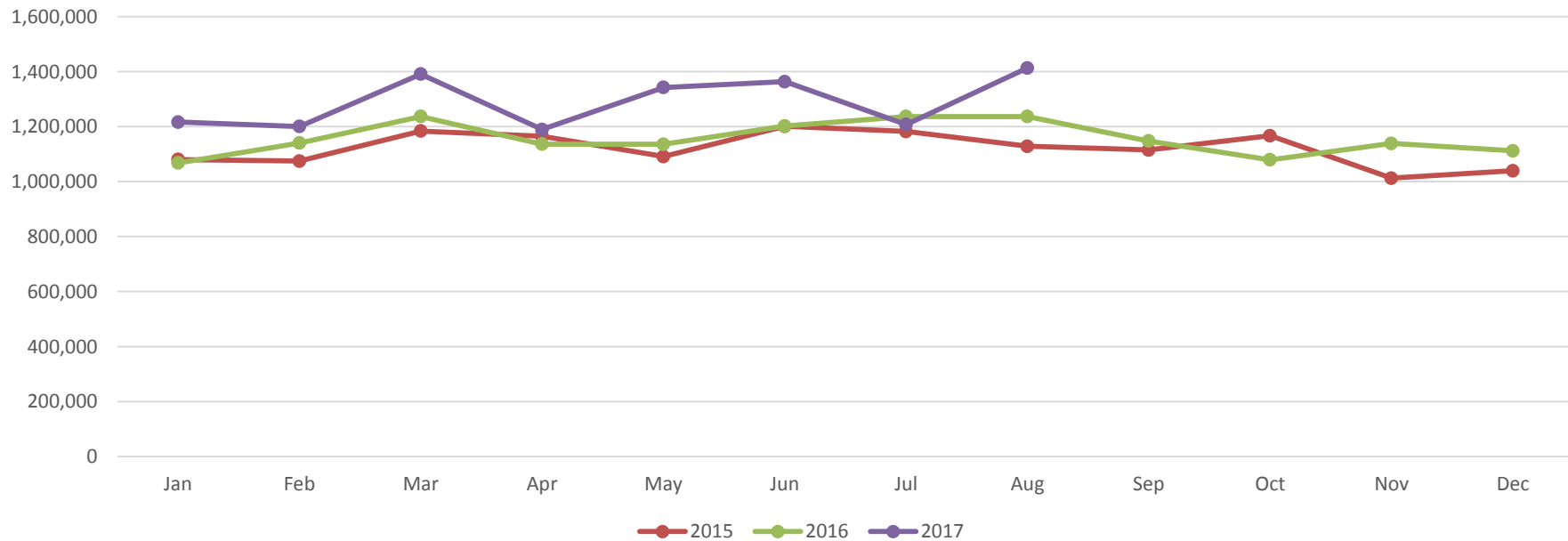




Customer Service Filing Comparison

| Mon | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 2015 | 1,080,109 | 1,074,817 | 1,184,109 | 1,164,815 | 1,091,394 | 1,200,965 | 1,182,545 | 1,128,309 | 1,115,091 | 1,166,700 | 1,012,485 | 1,039,584 |
| 2016 | 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 |
| 2017 | 1,216,780 | 1,200,505 | 1,391,103 | 1,189,562 | 1,342,424 | 1,363,757 | 1,207,665 | 1,413,512 | | | | |

Customer Service Filings

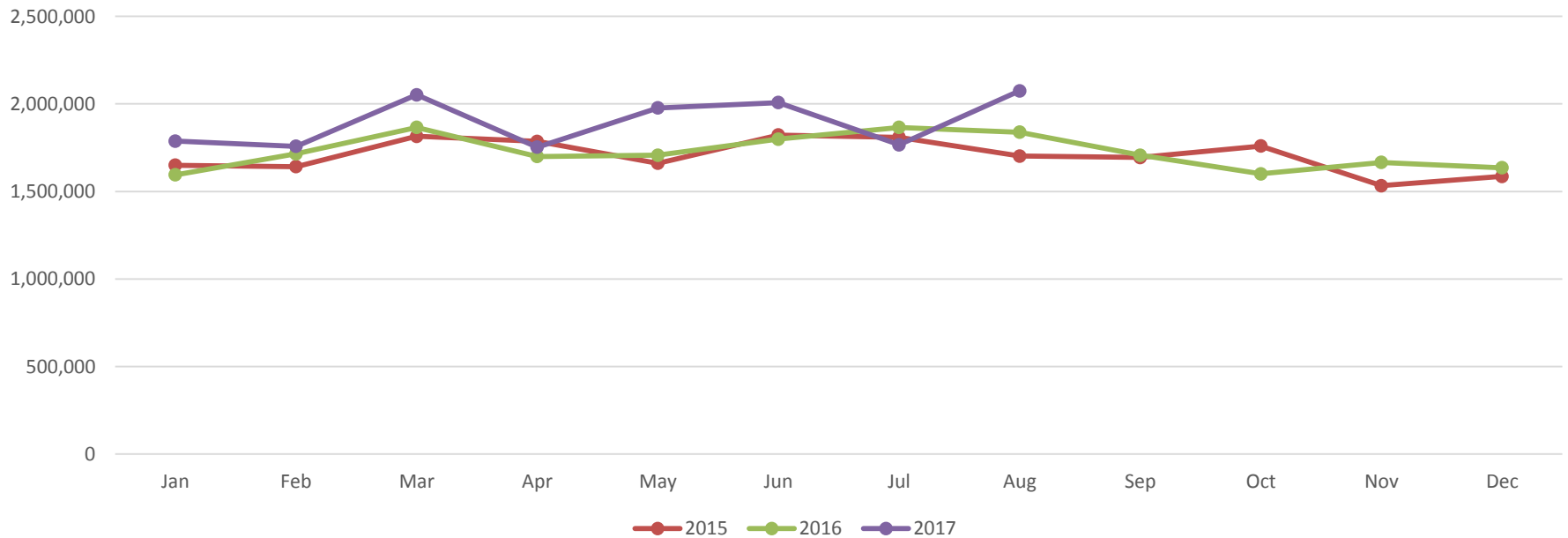




Customer Service Doc Comparison

| Mon | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 2015 | 1,649,347 | 1,641,519 | 1,814,544 | 1,786,124 | 1,660,997 | 1,821,824 | 1,809,267 | 1,701,816 | 1,693,795 | 1,759,495 | 1,532,854 | 1,586,227 |
| 2016 | 1,594,688 | 1,714,780 | 1,865,776 | 1,699,662 | 1,707,096 | 1,798,999 | 1,865,858 | 1,838,473 | 1,706,919 | 1,600,176 | 1,665,997 | 1,635,463 |
| 2017 | 1,787,852 | 1,757,366 | 2,051,735 | 1,753,046 | 1,976,465 | 2,007,674 | 1,766,890 | 2,074,346 | | | | |

Customer Service Docs

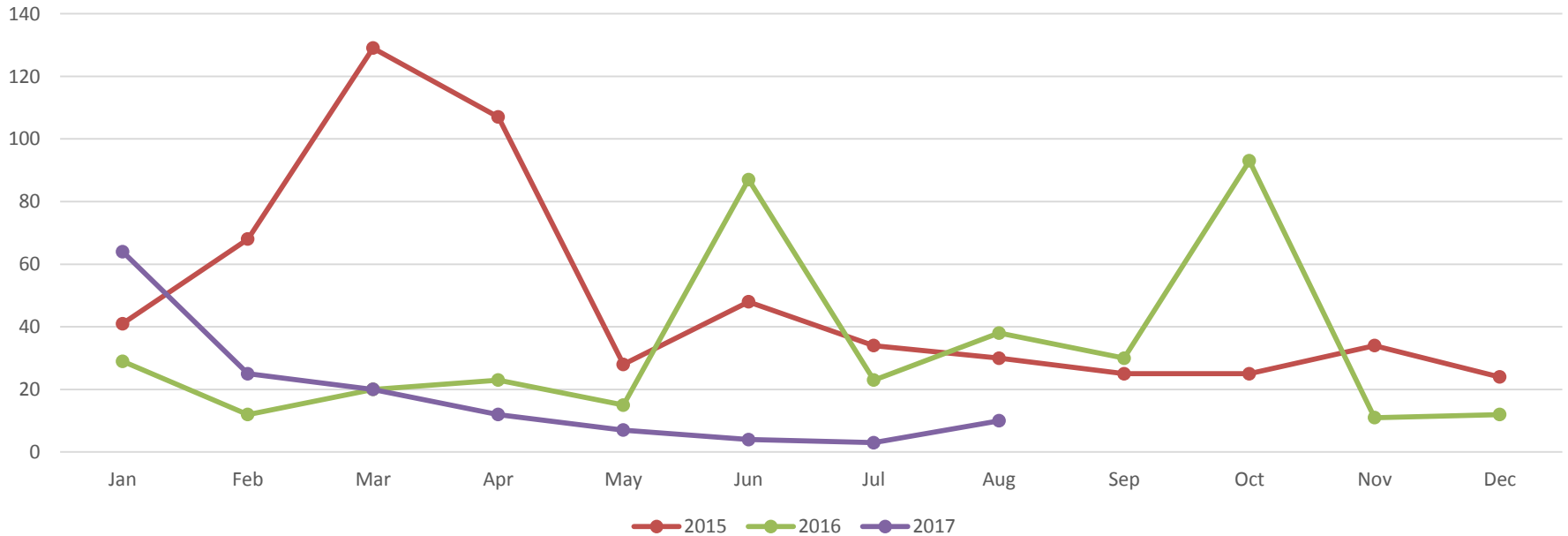




Judge Account Comparison

| Mon | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2015 | 41 | 68 | 129 | 107 | 28 | 48 | 34 | 30 | 25 | 25 | 34 | 24 |
| 2016 | 29 | 12 | 20 | 23 | 15 | 87 | 23 | 38 | 30 | 93 | 11 | 12 |
| 2017 | 64 | 25 | 20 | 12 | 7 | 4 | 3 | 10 | | | | |

Judge Accounts

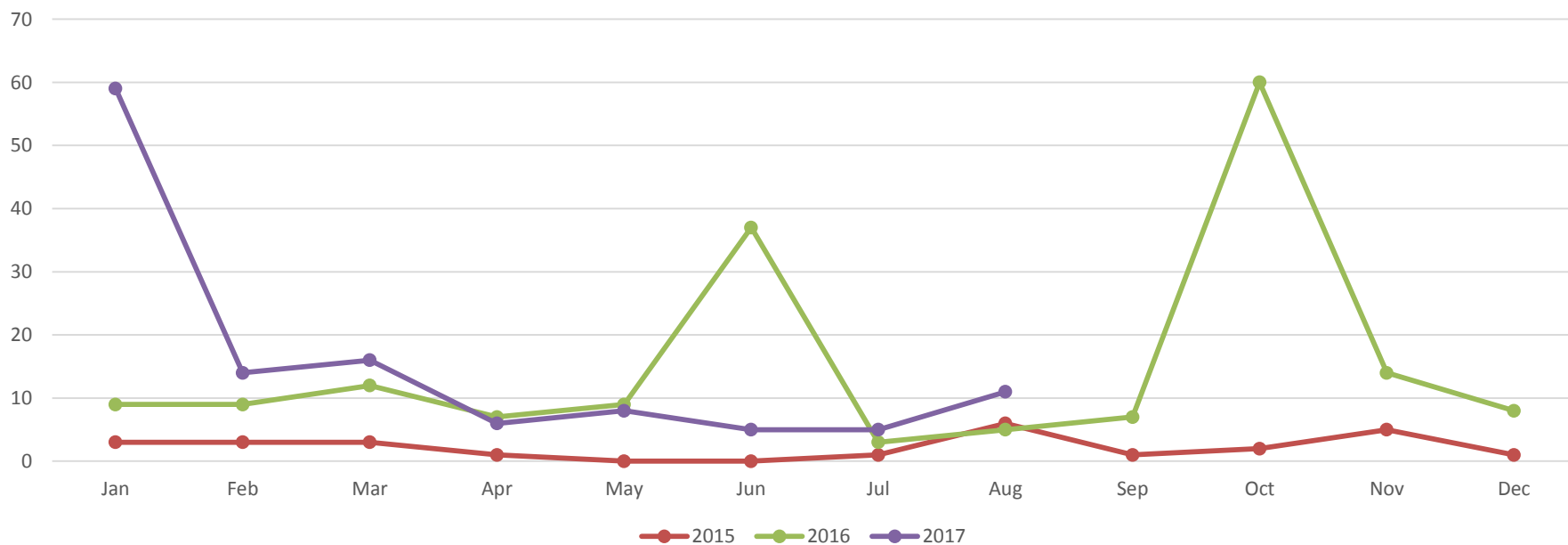




Judge Call Comparison

| Mon | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2015 | 3 | 3 | 3 | 1 | 0 | 0 | 1 | 6 | 1 | 2 | 5 | 1 |
| 2016 | 9 | 9 | 12 | 7 | 9 | 37 | 3 | 5 | 7 | 60 | 14 | 8 |
| 2017 | 59 | 14 | 16 | 6 | 8 | 5 | 5 | 11 | | | | |

Judge Calls

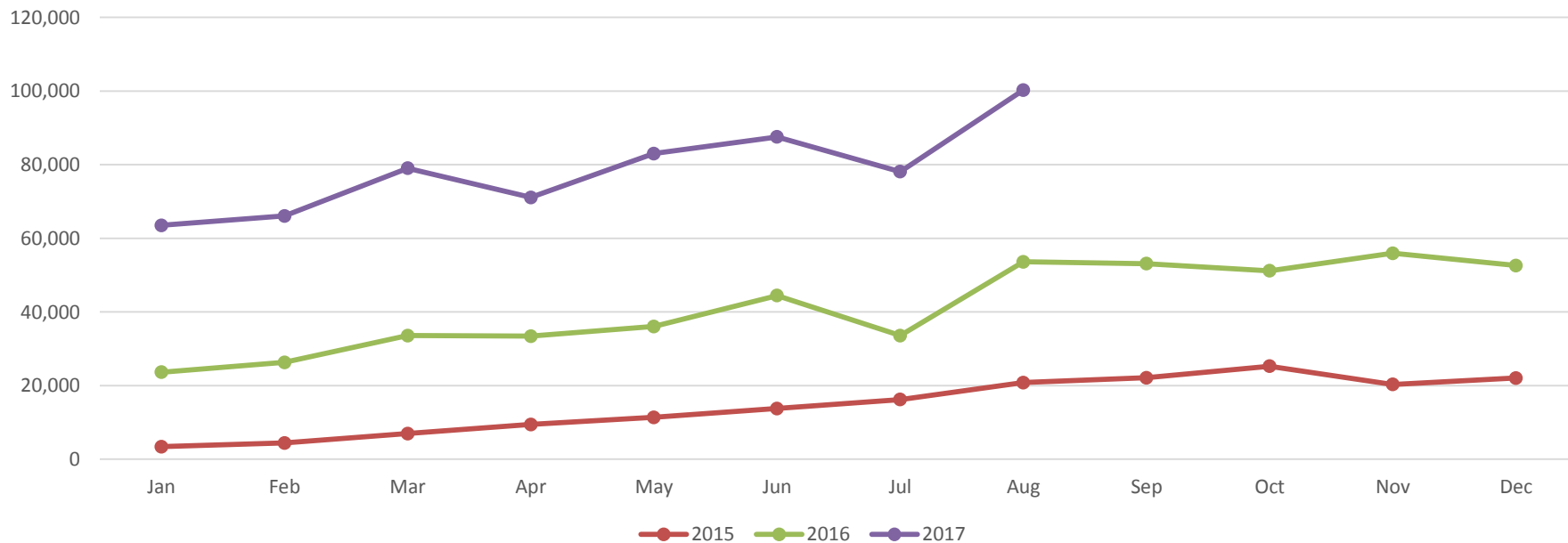




Judge Filing Comparison

| Mon | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-------------|--------|--------|--------|--------|--------|--------|--------|---------|--------|--------|--------|--------|
| 2015 | 3,427 | 4,414 | 6,981 | 9,450 | 11,397 | 13,786 | 16,224 | 20,829 | 22,123 | 25,266 | 20,313 | 22,068 |
| 2016 | 23,632 | 26,312 | 33,590 | 33,443 | 36,062 | 44,448 | 33,590 | 53,640 | 53,133 | 51,170 | 55,942 | 52,603 |
| 2017 | 63,514 | 66,084 | 79,403 | 71,118 | 83,013 | 87,540 | 78,092 | 100,277 | | | | |

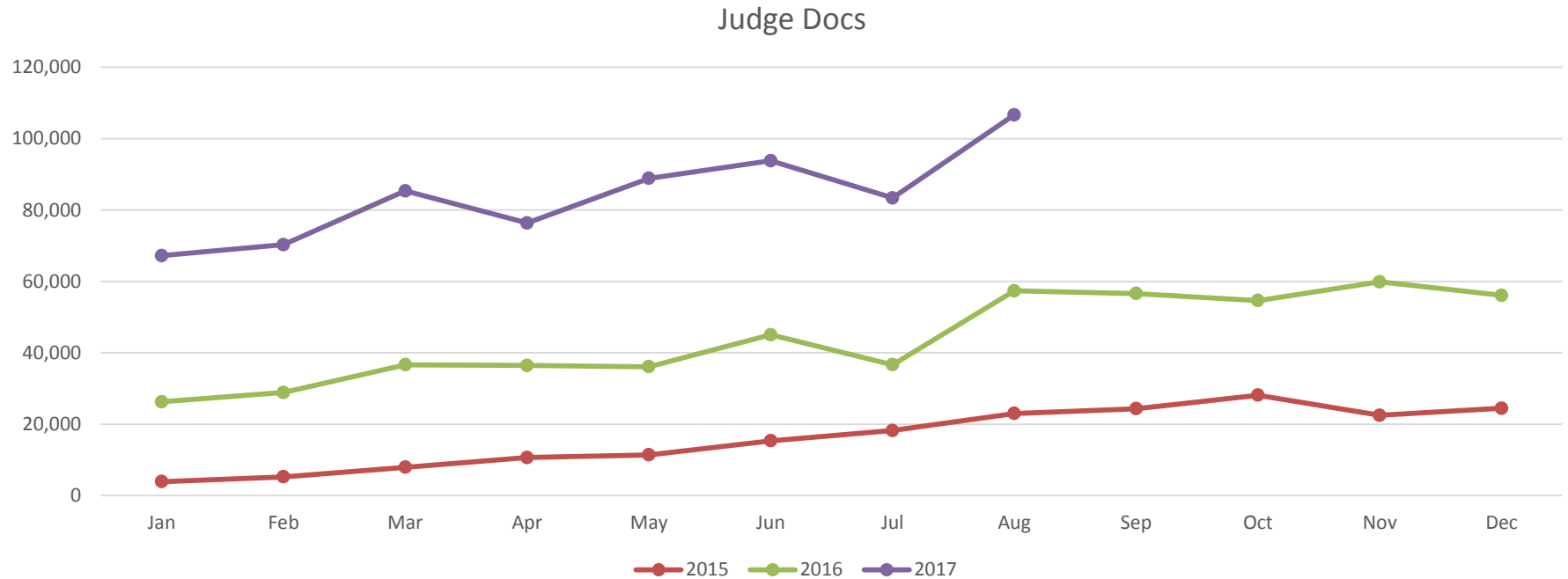
Judge Filings

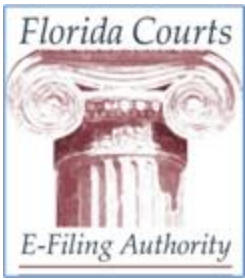




Judge Doc Comparison

| Mon | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-------------|--------|--------|--------|--------|--------|--------|--------|---------|--------|--------|--------|--------|
| 2015 | 3,902 | 5,232 | 7,900 | 10,630 | 11,397 | 15,342 | 18,193 | 23,000 | 24,308 | 28,106 | 22,471 | 24,446 |
| 2016 | 26,256 | 28,859 | 36,639 | 36,417 | 36,062 | 45,032 | 36,639 | 57,357 | 56,598 | 54,607 | 59,853 | 56,071 |
| 2017 | 67,219 | 70,275 | 85,358 | 76,352 | 88,879 | 93,785 | 83,361 | 106,658 | | | | |

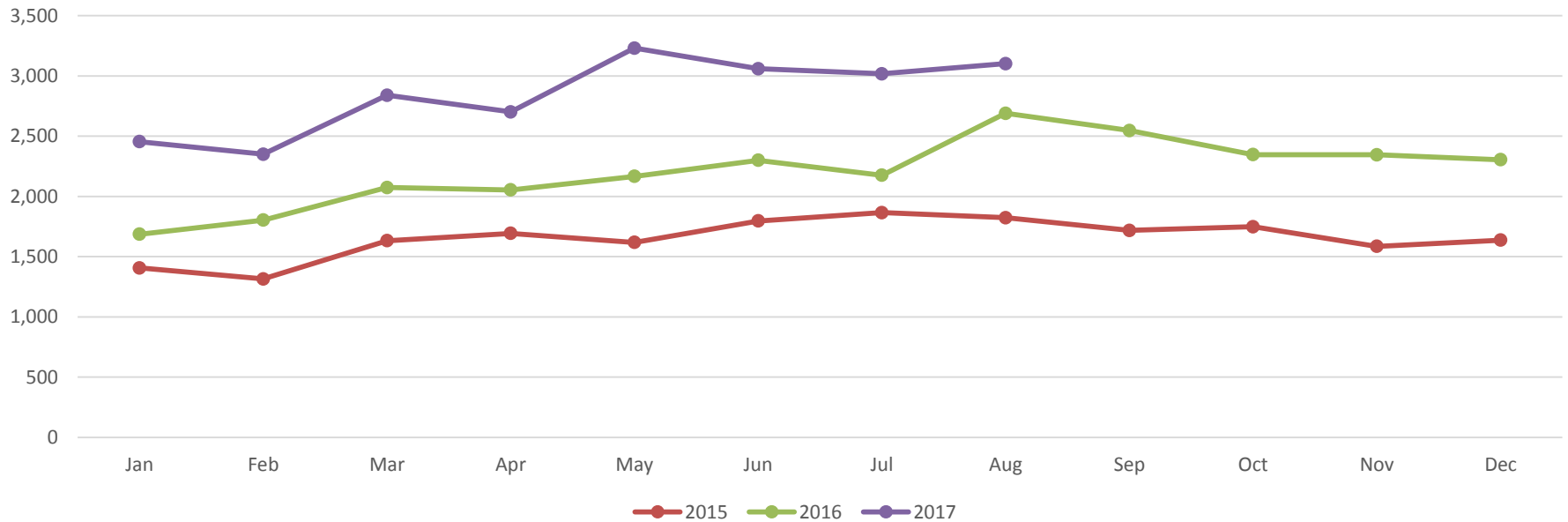




Pro Se Account Comparison

| Mon | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2015 | 1,406 | 1,315 | 1,632 | 1,693 | 1,618 | 1,796 | 1,865 | 1,823 | 1,718 | 1,748 | 1,586 | 1,637 |
| 2016 | 1,686 | 1,803 | 2,074 | 2,054 | 2,166 | 2,300 | 2,176 | 2,689 | 2,547 | 2,346 | 2,345 | 2,304 |
| 2017 | 2,454 | 2,350 | 2,839 | 2,701 | 3,230 | 3,060 | 3,017 | 3,102 | | | | |

Pro Se Accounts

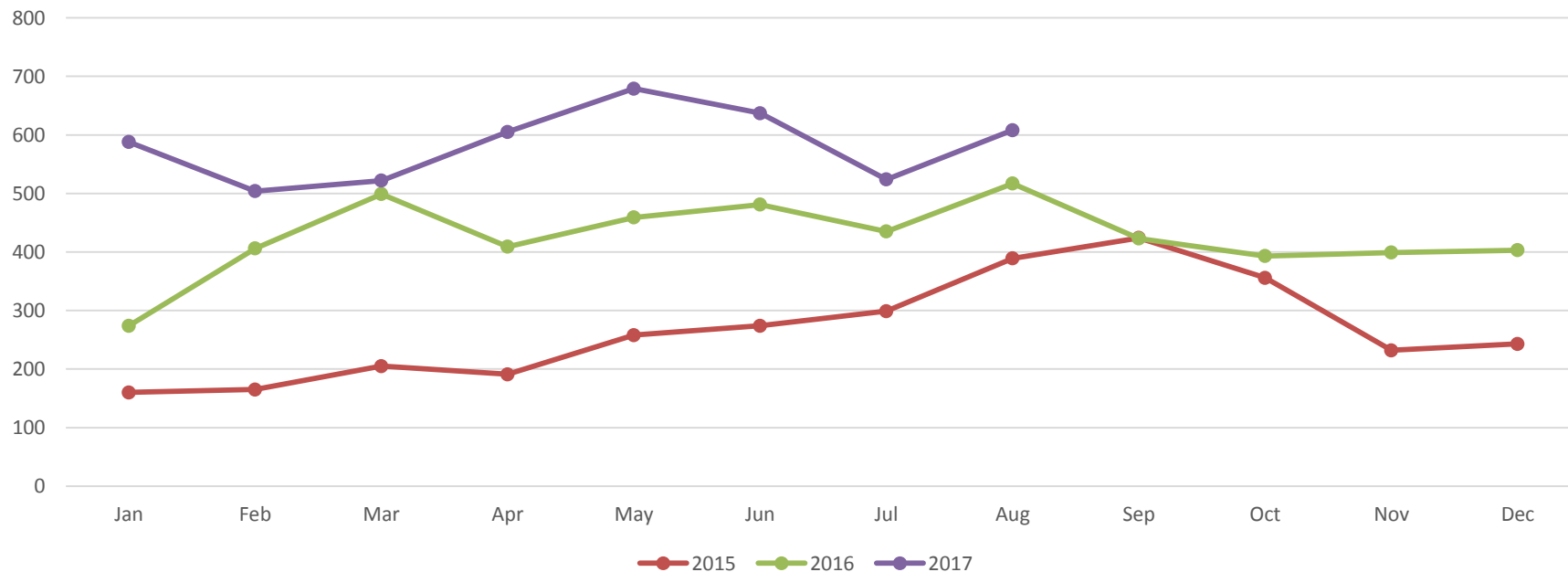




Pro Se Call Comparison

| Mon | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2015 | 160 | 165 | 205 | 191 | 258 | 274 | 299 | 389 | 424 | 356 | 232 | 243 |
| 2016 | 274 | 406 | 499 | 409 | 459 | 481 | 435 | 517 | 423 | 393 | 399 | 403 |
| 2017 | 588 | 504 | 522 | 605 | 679 | 637 | 524 | 608 | | | | |

Pro Se Calls

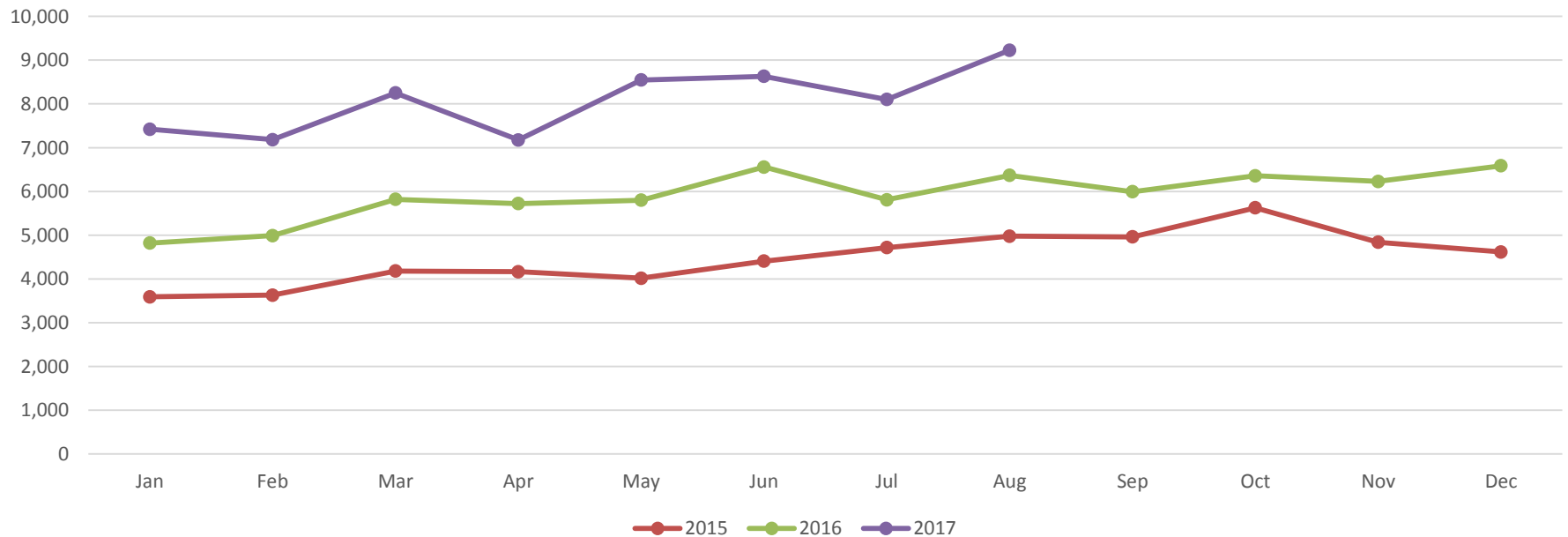




Pro Se Filing Comparison

| Mon | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2015 | 3,592 | 3,630 | 4,181 | 4,167 | 4,018 | 4,407 | 4,718 | 4,977 | 4,960 | 5,626 | 4,839 | 4,617 |
| 2016 | 4,820 | 4,991 | 5,819 | 5,722 | 5,798 | 6,556 | 5,808 | 6,368 | 5,994 | 6,356 | 6,227 | 6,585 |
| 2017 | 7,419 | 7,183 | 8,248 | 7,177 | 8,545 | 8,629 | 8,101 | 9,224 | | | | |

Pro Se Filings

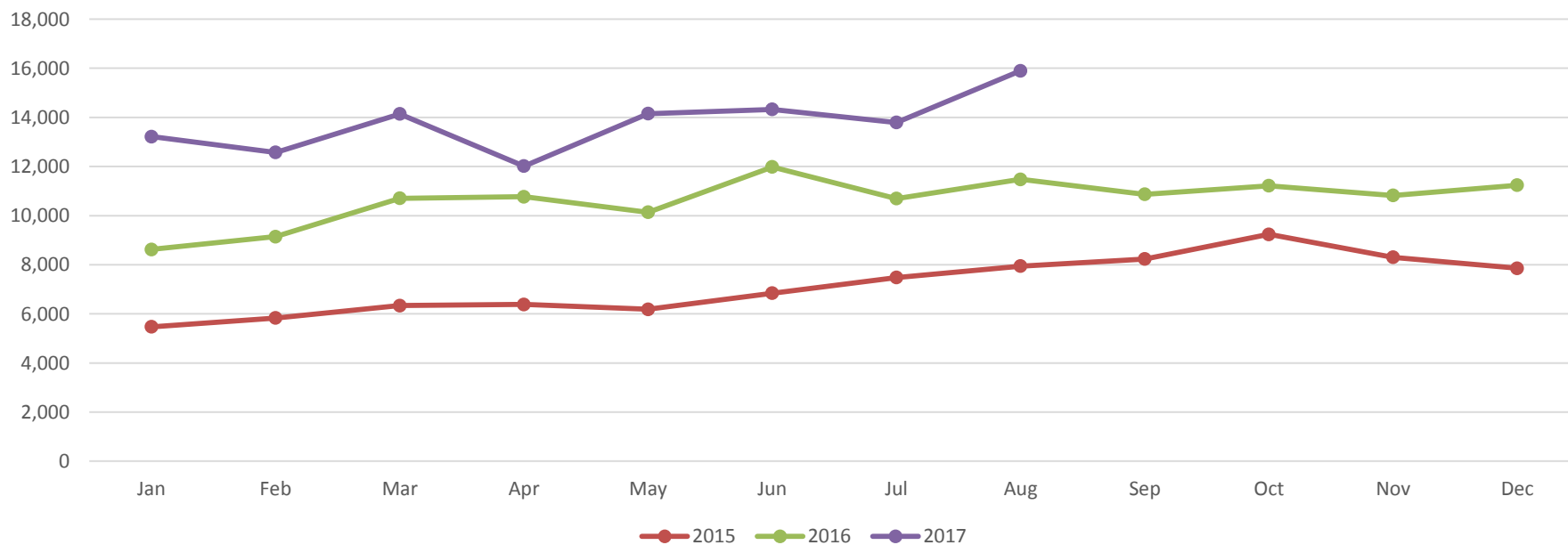




Pro Se Doc Comparison

| Mon | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 2015 | 5,473 | 5,831 | 6,338 | 6,386 | 6,188 | 6,841 | 7,483 | 7,943 | 8,236 | 9,239 | 8,307 | 7,855 |
| 2016 | 8,625 | 9,146 | 10,706 | 10,772 | 10,135 | 11,980 | 10,695 | 11,479 | 10,867 | 11,219 | 10,822 | 11,240 |
| 2017 | 13,218 | 12,575 | 14,140 | 12,017 | 14,151 | 14,327 | 13,792 | 15,897 | | | | |

Pro Se Docs

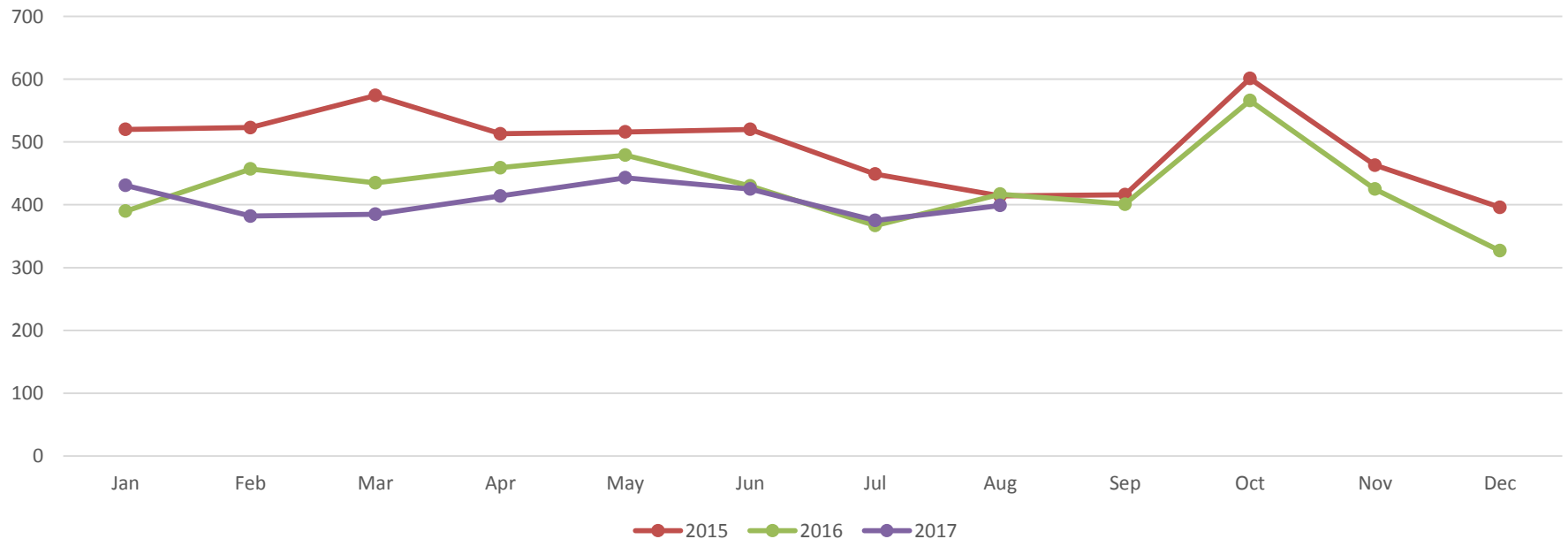




Attorney Account Comparison

| Mon | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2015 | 520 | 523 | 574 | 513 | 516 | 520 | 449 | 414 | 416 | 601 | 463 | 396 |
| 2016 | 390 | 457 | 435 | 459 | 479 | 430 | 367 | 417 | 401 | 556 | 425 | 327 |
| 2017 | 431 | 382 | 385 | 414 | 443 | 425 | 375 | 399 | | | | |

Attorney Accounts

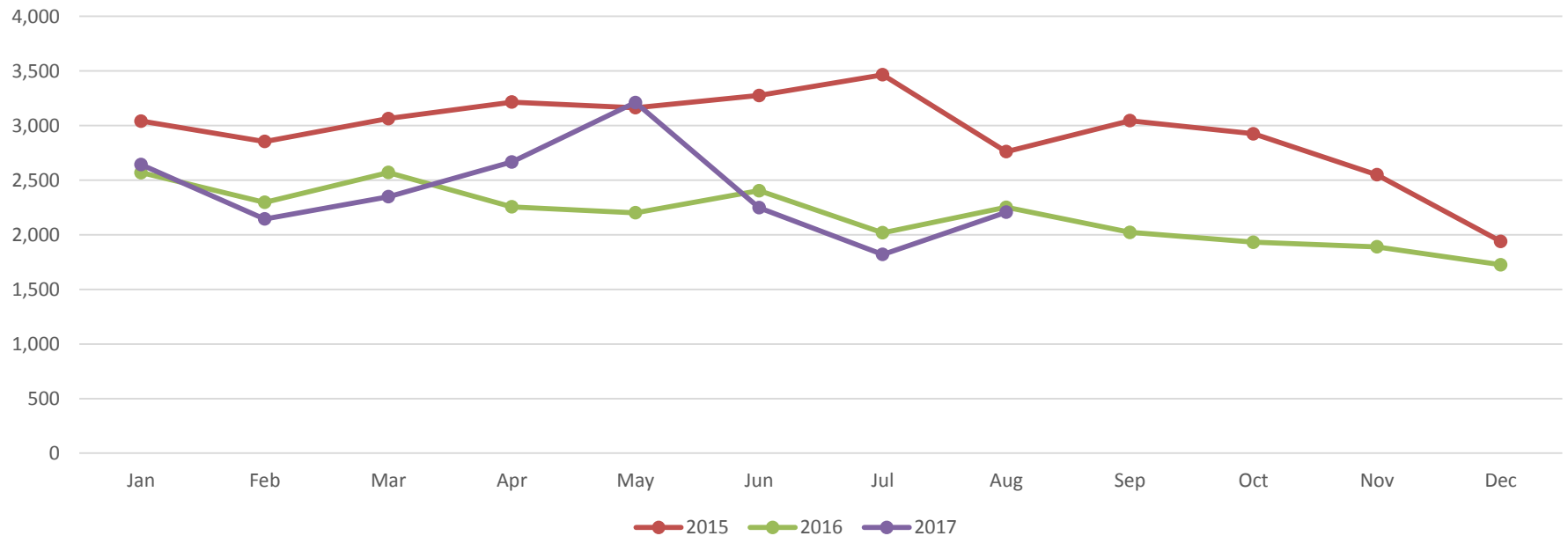




Attorney Call Comparison

| Mon | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2015 | 3,040 | 2,853 | 3,063 | 3,215 | 3,163 | 3,275 | 3,464 | 2,761 | 3,044 | 2,924 | 2,549 | 1,940 |
| 2016 | 2,569 | 2,297 | 2,570 | 2,255 | 2,201 | 2,404 | 2,018 | 2,251 | 2,022 | 1,932 | 1,889 | 1,725 |
| 2017 | 2,642 | 2,144 | 2,348 | 2,667 | 3,210 | 2,247 | 1,820 | 2,206 | | | | |

Attorney Calls

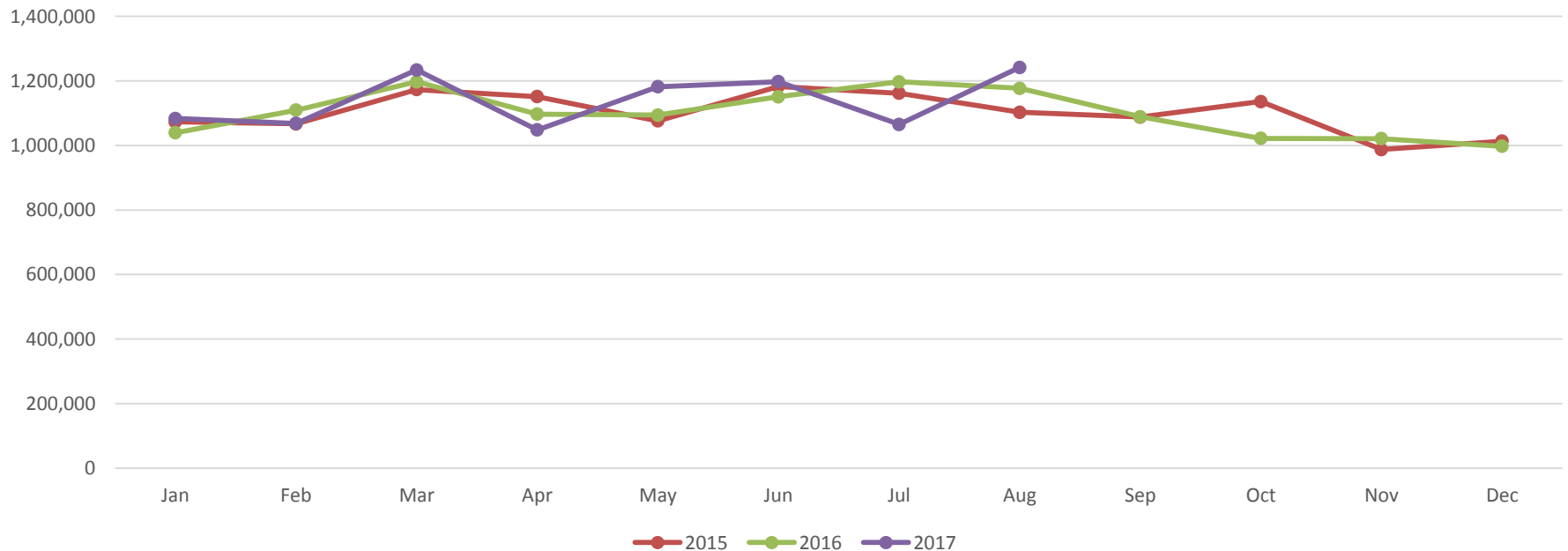




Attorney Filing Comparison

| Mon | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 2015 | 1,073,090 | 1,066,773 | 1,172,947 | 1,151,198 | 1,075,979 | 1,182,772 | 1,161,603 | 1,102,503 | 1,088,008 | 1,135,808 | 987,333 | 1,012,899 |
| 2016 | 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 |
| 2017 | 1,083,285 | 1,068,192 | 1,233,923 | 1,048,147 | 1,181,822 | 1,197,600 | 1,065,247 | 1,241,750 | | | | |

Attorney Filings





Attorney Doc Comparison

| Mon | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 2015 | 1,639,972 | 1,630,456 | 1,800,306 | 1,769,108 | 1,643,412 | 1,799,641 | 1,783,591 | 1,678,816 | 1,661,251 | 1,722,150 | 1,502,076 | 1,553,926 |
| 2016 | 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 |
| 2017 | 1,632,796 | 1,603,031 | 1,869,100 | 1,589,549 | 1,790,827 | 1,815,925 | 1,600,944 | 1,876,031 | | | | |

Attorney Docs

