



Florida Courts E-Filing Authority Board

Service Desk Report September 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 September 2017 Statistics Policies and Procedures Page 5

	July 2017	August 2017	September 2017
Incidents Received	2,349	2,825	2,042
Incidents Closed	2,329	2,814	2,019
Incidents Open at End of Month	43	38	46
Average Acknowledgement Time per Incident	.03 Days 17 Minutes	.08 Days 41 Minutes	.03 Days 19 Minutes
Average Resolution Time per Incident	.08 Days 45 Minutes	.13 Days 1 Hr 9 Minutes	.09 Days 49 Minutes
# of Filings	1,207,665	1,413,512	984,383
# of Documents	1,766,890	2,074,346	1,409,516



Judge Incidents

September 2017 Statistics

Policies and Procedures Page 5

	July 2017	August 2017	September 2017
Incidents Received	5	11	5
Incidents Closed	5	11	5
Incidents Open at End of Month	0	0	0
Average Acknowledgement Time per Incident	.01 Days 4 Minutes	.01 Days 5 Minutes	.00 Days 2 Minutes
Average Resolution Time per Incident	.07 Days 40 Minutes	.02 Days 11 Minutes	.01 Days 5 Minutes
# of Filings	78,092	100,277	71,783
# of Documents	83,361	106,658	75,412



Pro Se Incidents

September 2017 Statistics

Policies and Procedures Page 5

	July 2017	August 2017	September 2017
Incidents Received	524	608	313
Incidents Closed	516	605	308
Incidents Open at End of Month	4	3	1
Average Acknowledgement Time per Incident	.03 Days 18 Minutes	.08 Days 43 Minutes	.04 Days 23 Minutes
Average Resolution Time per Incident	.09 Days 50 Minutes	.13 Days 1Hour 13 Minutes	.10 Days 53 Minutes
# of Filings	8,101	9,224	6,832
# of Documents	13,792	15,897	10,801



Attorney Incidents

September 2017 Statistics

Policies and Procedures Page 5

	July 2017	August 2017	September 2017
Incidents Received	1,820	2,206	1,724
Incidents Closed	1,808	2,198	1,706
Incidents Open at End of Month	39	35	45
Average Acknowledgement Time per Incident	.03 Days 16 Minutes	.08 Days 41 Minutes	.04 Days 19 Minutes
Average Resolution Time per Incident	.08 Days 44 Minutes	.13 Days 1 Hour 8 Minutes	.09 Days 50 Minutes
# of Filings	1,065,247	1,241,750	862,559
# of Documents	1,600,944	1,876,031	1,269,531



Technical/System Support Incidents

September 2017 Statistics

Policies and Procedures Page 5

	July 2017	August 2017	September 2017
Incidents Received	335	344	272
Incidents Closed	331	336	256
Incidents Open at End of Month	22	19	11
Average Acknowledgement Time per Incident	.04 Days 23 Minutes	.05 Days 27 Minutes	.04 Days 21 Minutes
Average Resolution Time per Incident	.40 Days 3 Hours 38 Minutes	.46 Days 4 Hours 10 Minutes	.45 Days 4 Hours 1 Minutes
# of Filings	8,036	9,338	7,073
# of Documents	9,489	11,225	8,270



Top 10 Types of Incidents For:

- **Attorneys**

Account Set-up
E-Service Issues
Login Issues
Referred To County

Case Validation Error
Filing Status Check
Password Reset

Create New Filing
General Question
Pending Registration

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

Account Set-up
E-Service Issue
Login Issues
Referred To County

Case Look-Up
Filing Status Check
Party Tab Issue

Create New Filing
General Question
Password Reset

- **Judges**

E-Service Issue

Password Reset

Pending Registration



E-Portal Service Desk Initiatives

- Pending Filing Clean-Up:

Month/Year	Count
November 2015	78,000
November 2016	1,783
August 2017	5,609

- E-Portal Service Desk Site 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:

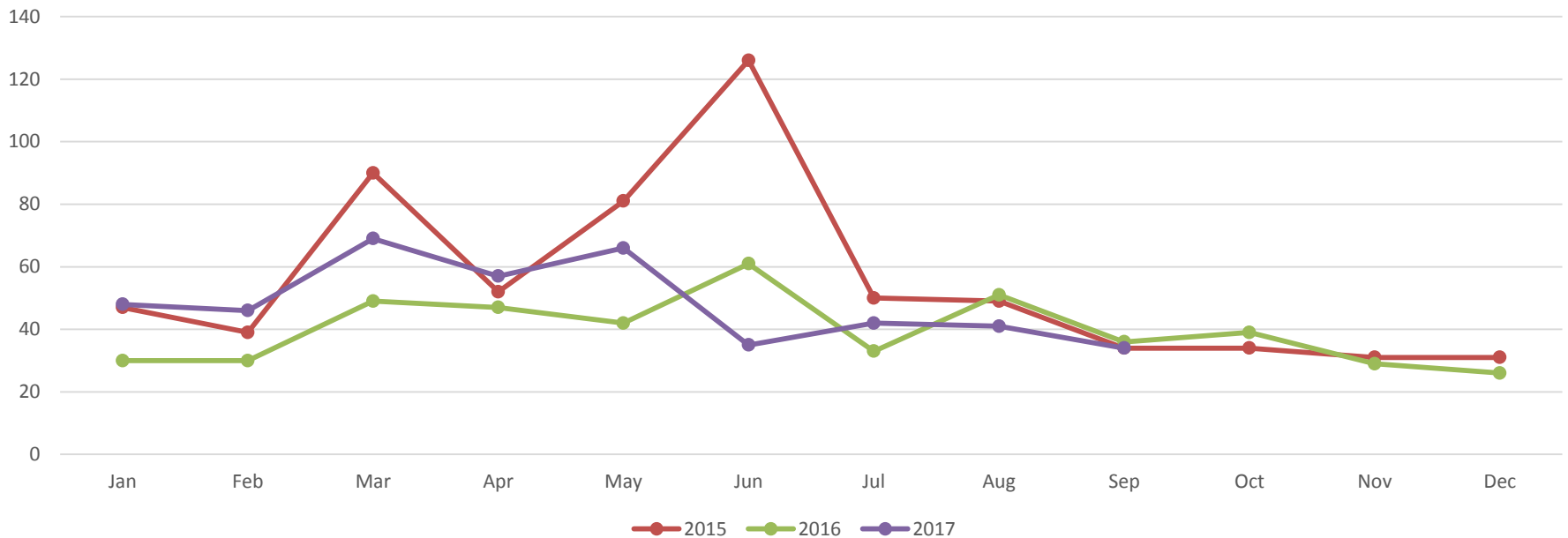
Gia Howell at Howell@flclerks.com



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	34			

County Accounts

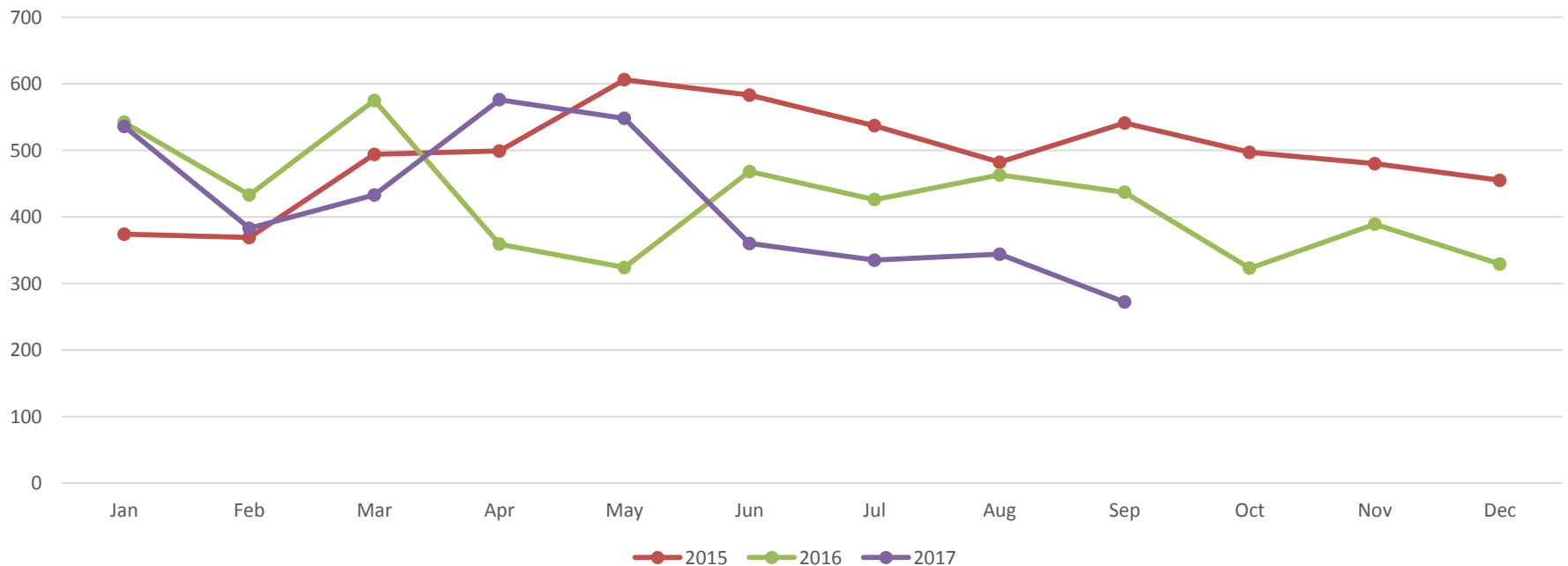




County Call Comparison

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	272			

County Calls

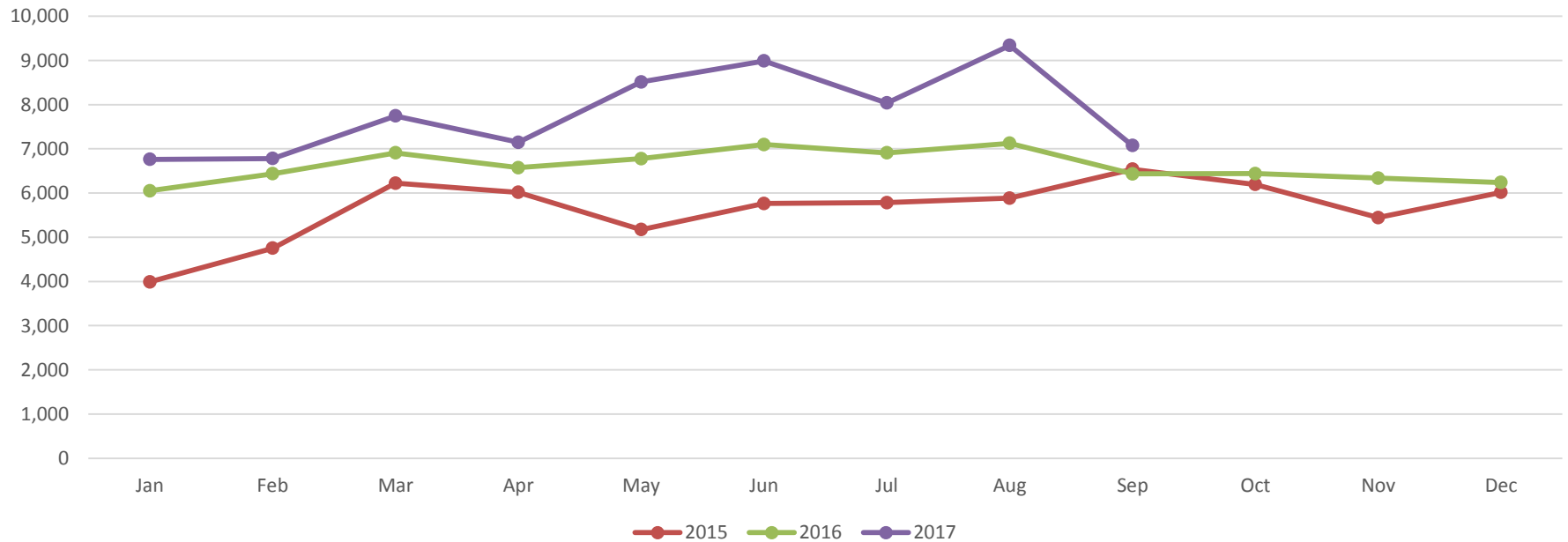




County Filing Comparison

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	7,073			

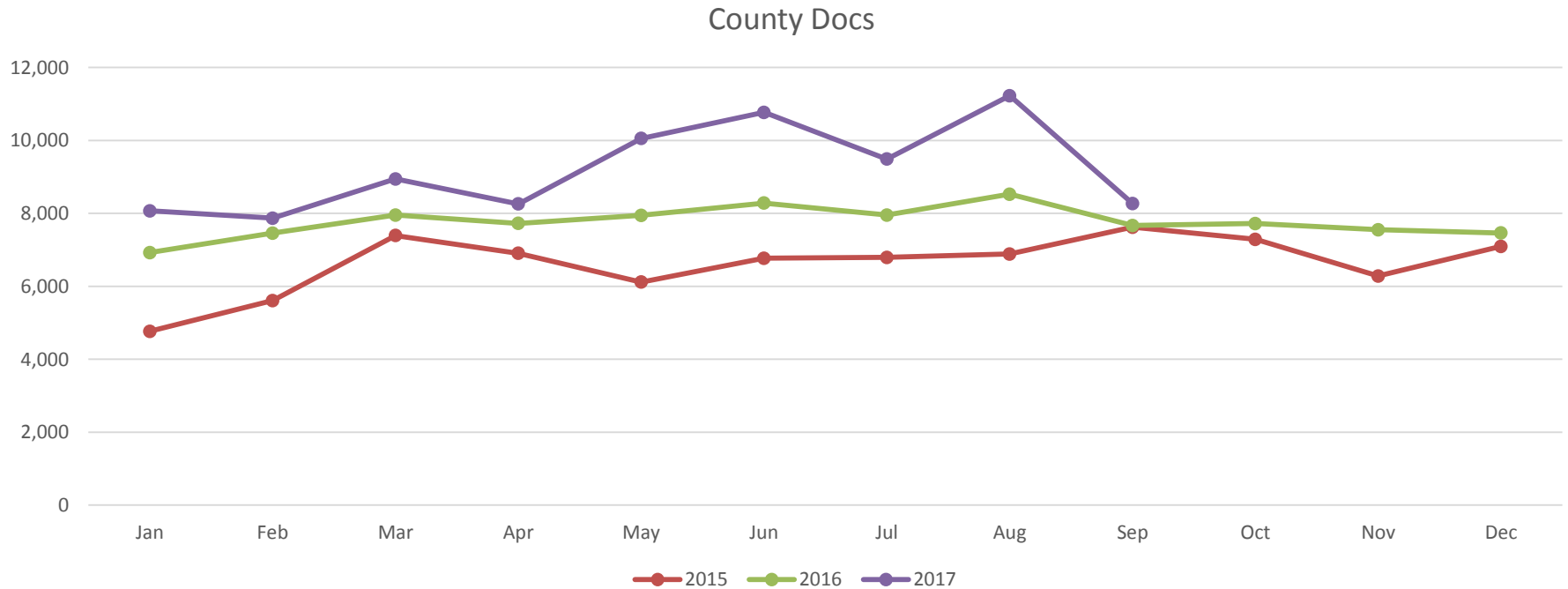
County Filings





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	8,270			

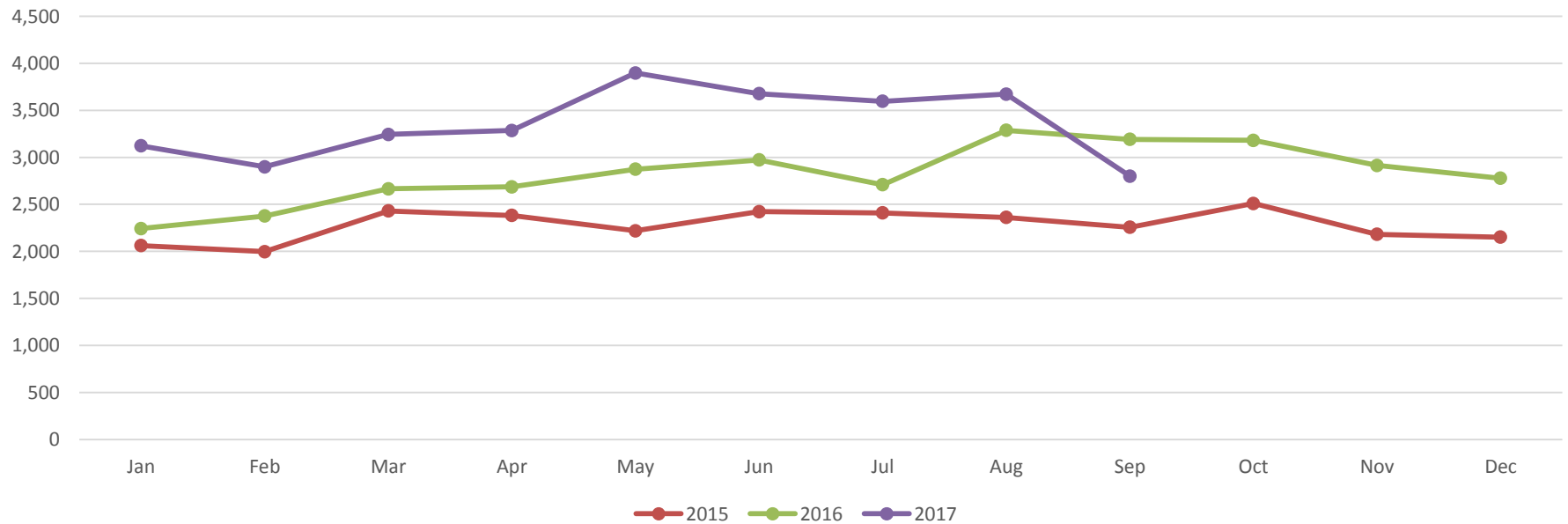




Customer Service Account Comparison

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	2,801			

Customer Service Accounts

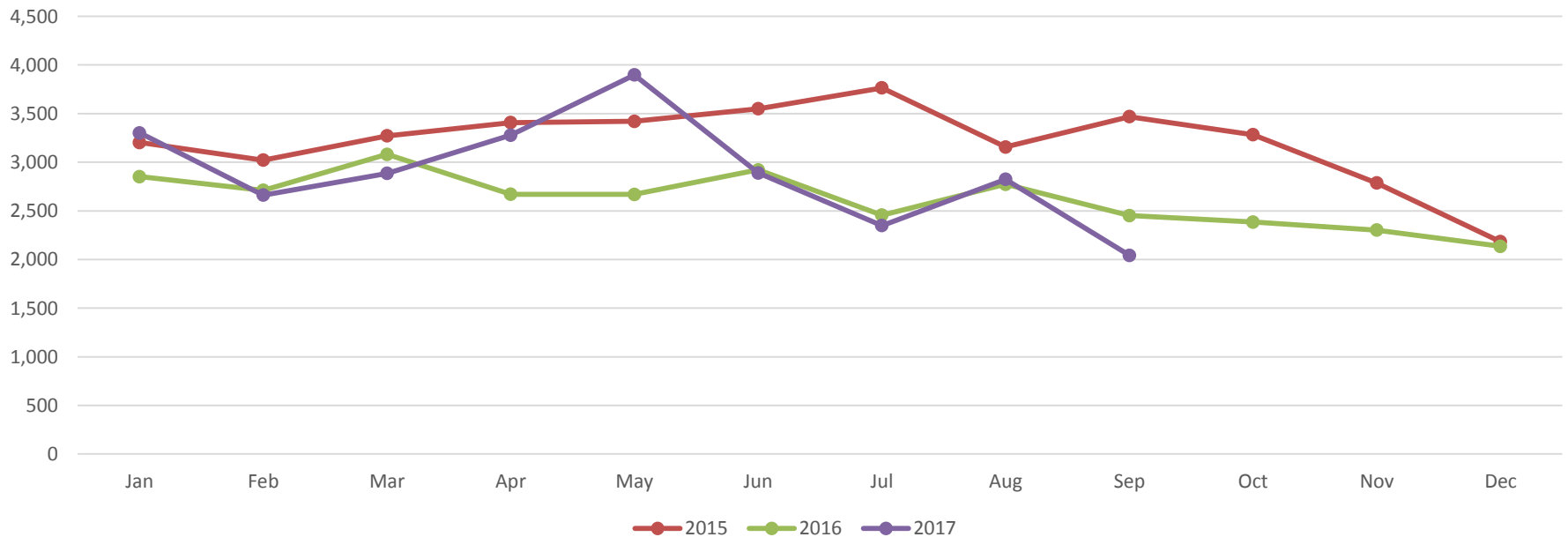




Customer Service Call Comparison

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	2,042			

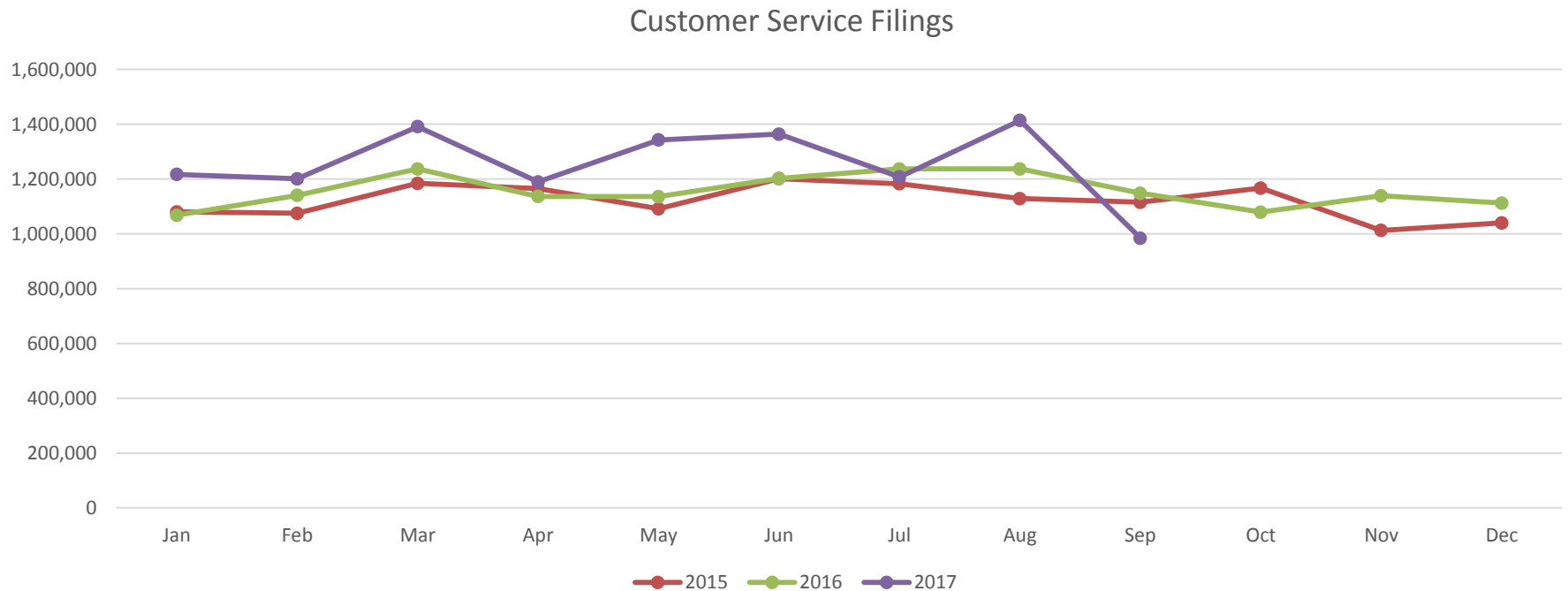
Customer Service Calls





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	984,383			

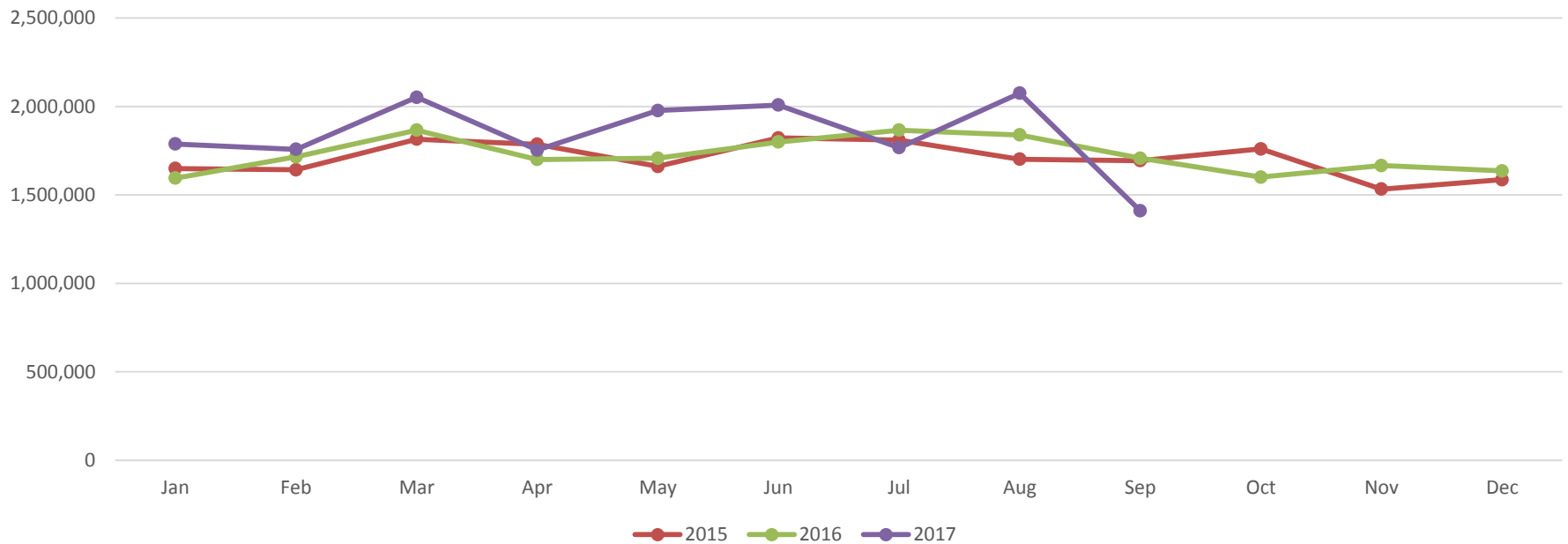




Customer Service Doc Comparison

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	1,409,516			

Customer Service Docs

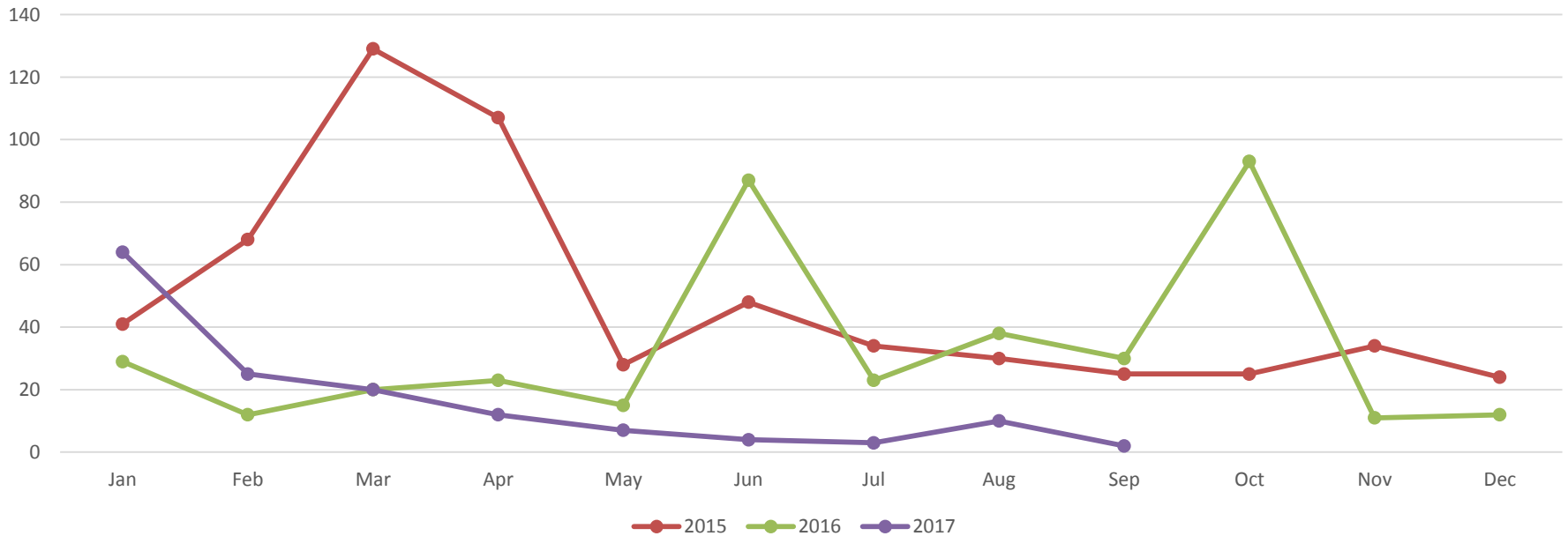




Judge Account Comparison

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	2			

Judge Accounts

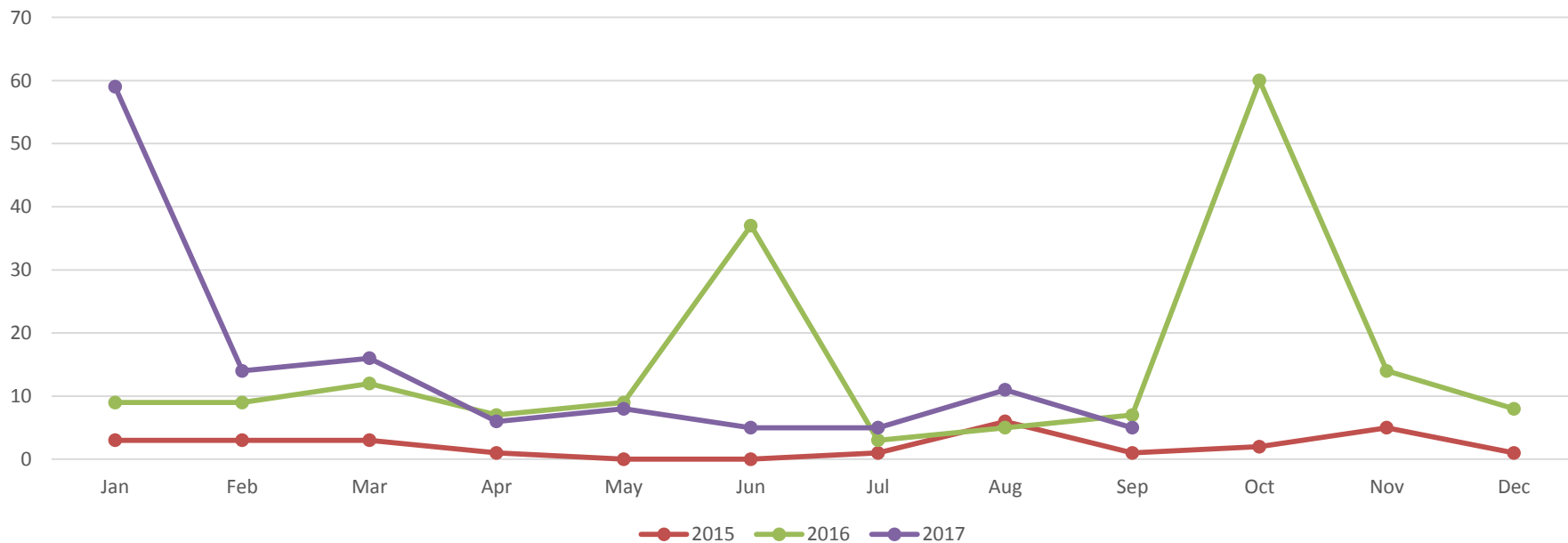




Judge Call Comparison

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	5			

Judge Calls

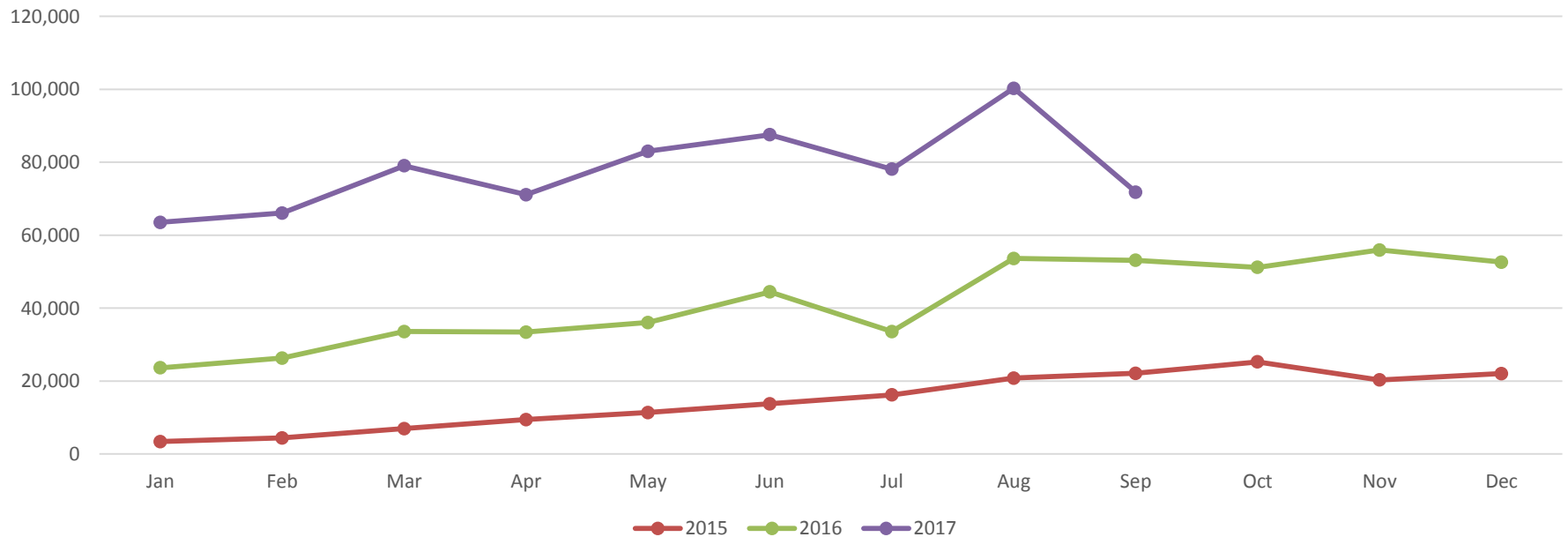




Judge Filing Comparison

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	71,783			

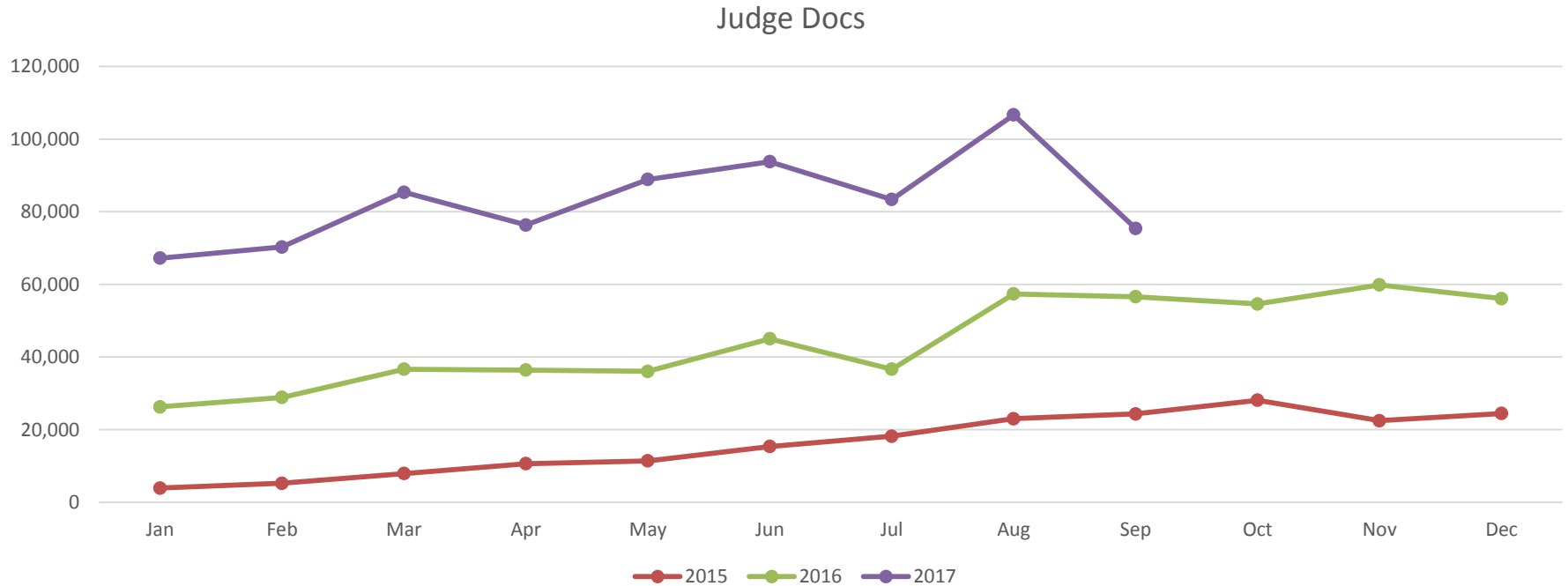
Judge Filings





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	75,412			

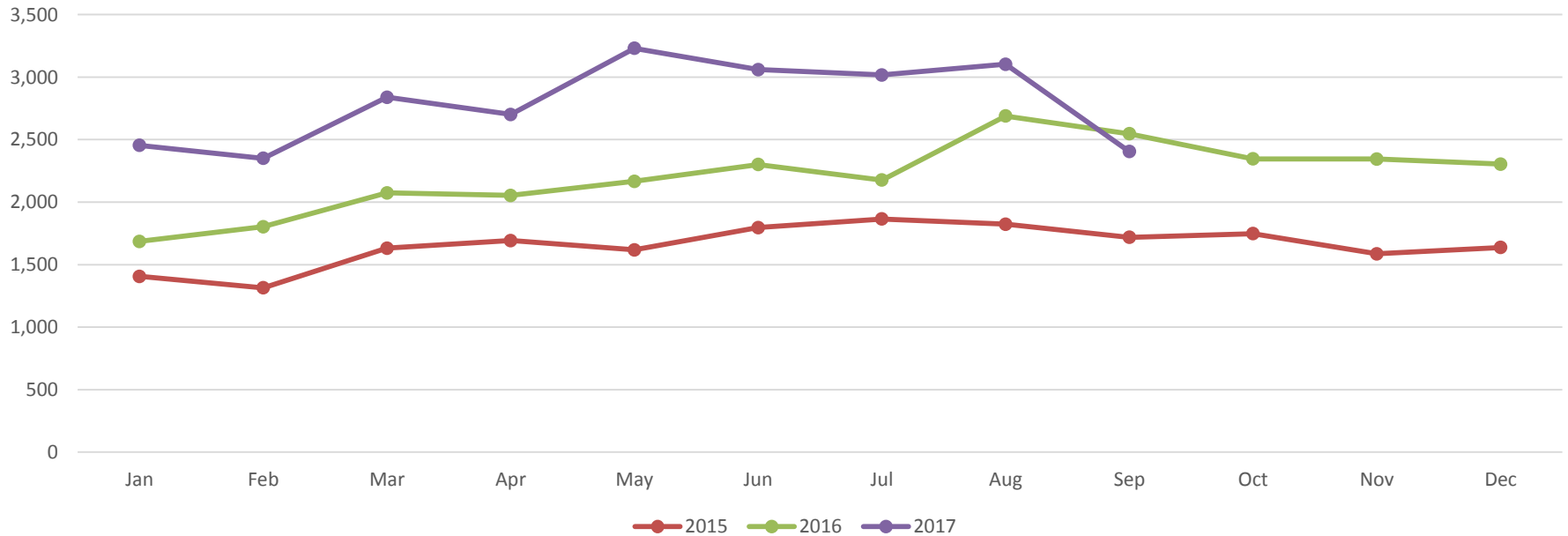




Pro Se Account Comparison

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	2,404			

Pro Se Accounts

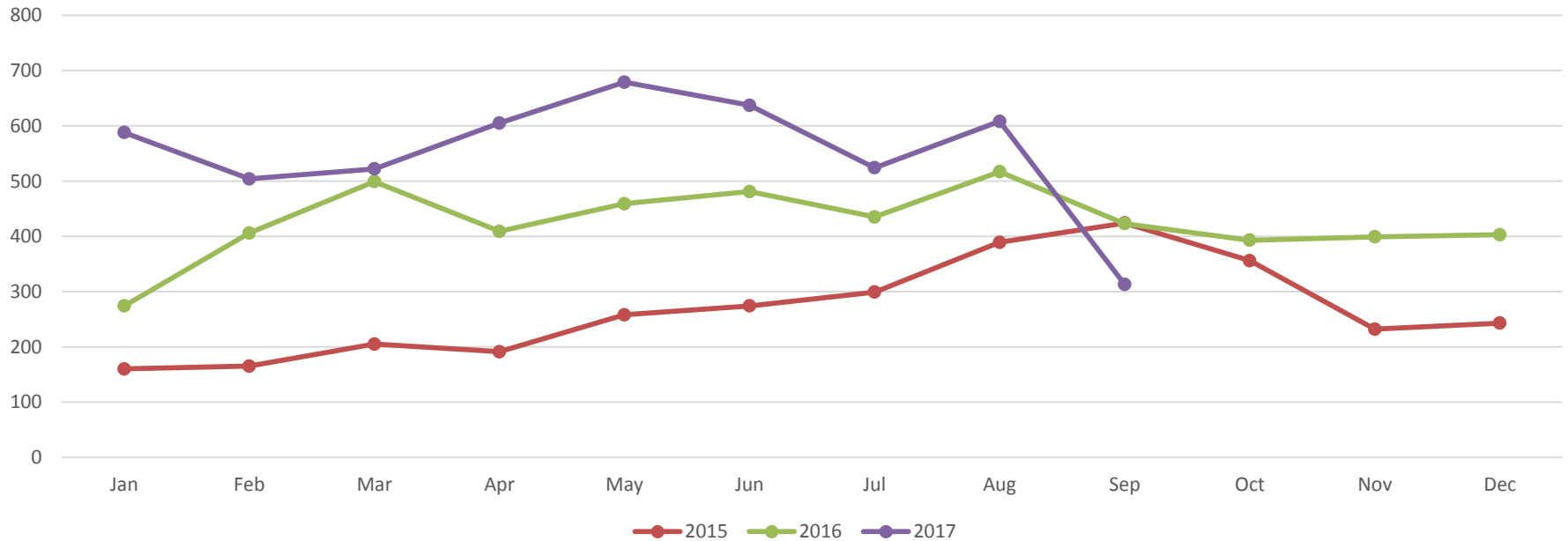




Pro Se Call Comparison

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	313			

Pro Se Calls

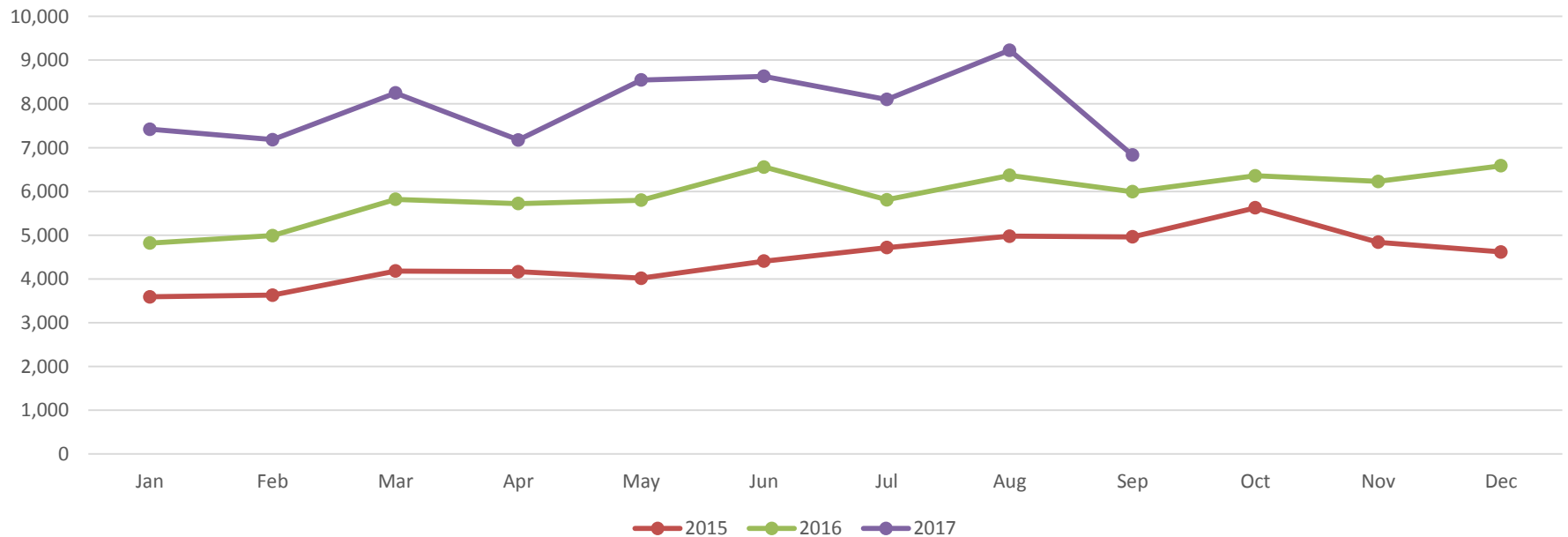




Pro Se Filing Comparison

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	6,832			

Pro Se Filings

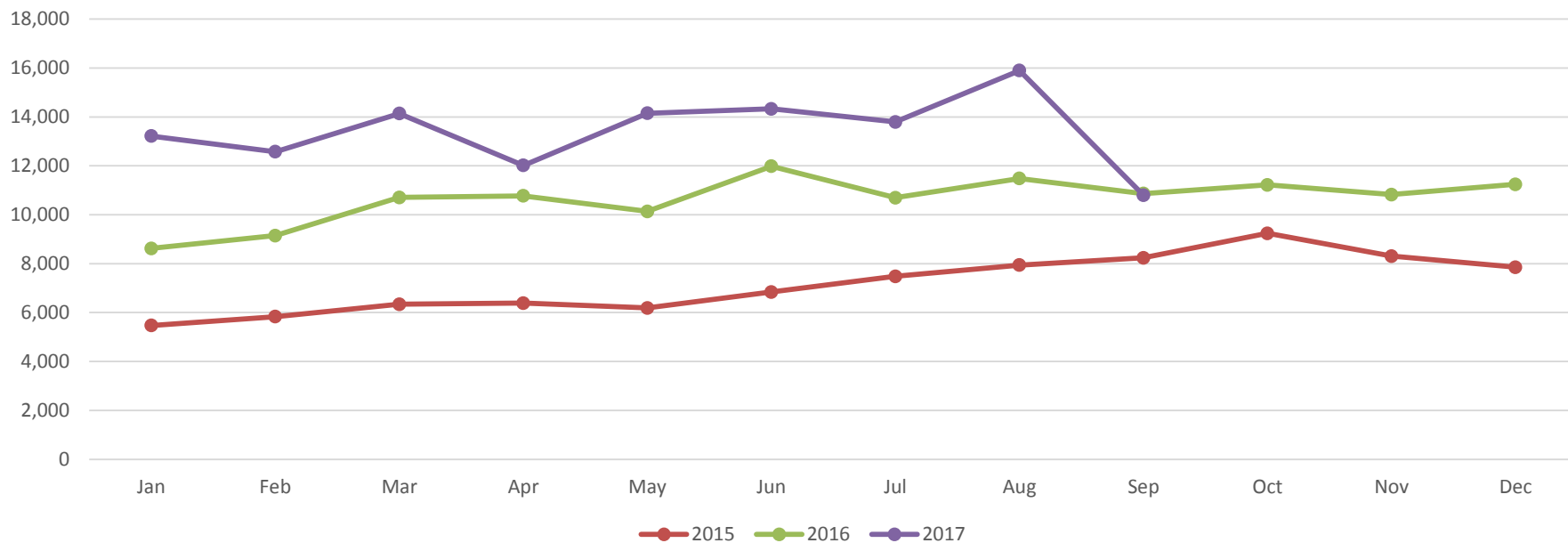




Pro Se Doc Comparison

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	10,801			

Pro Se Docs

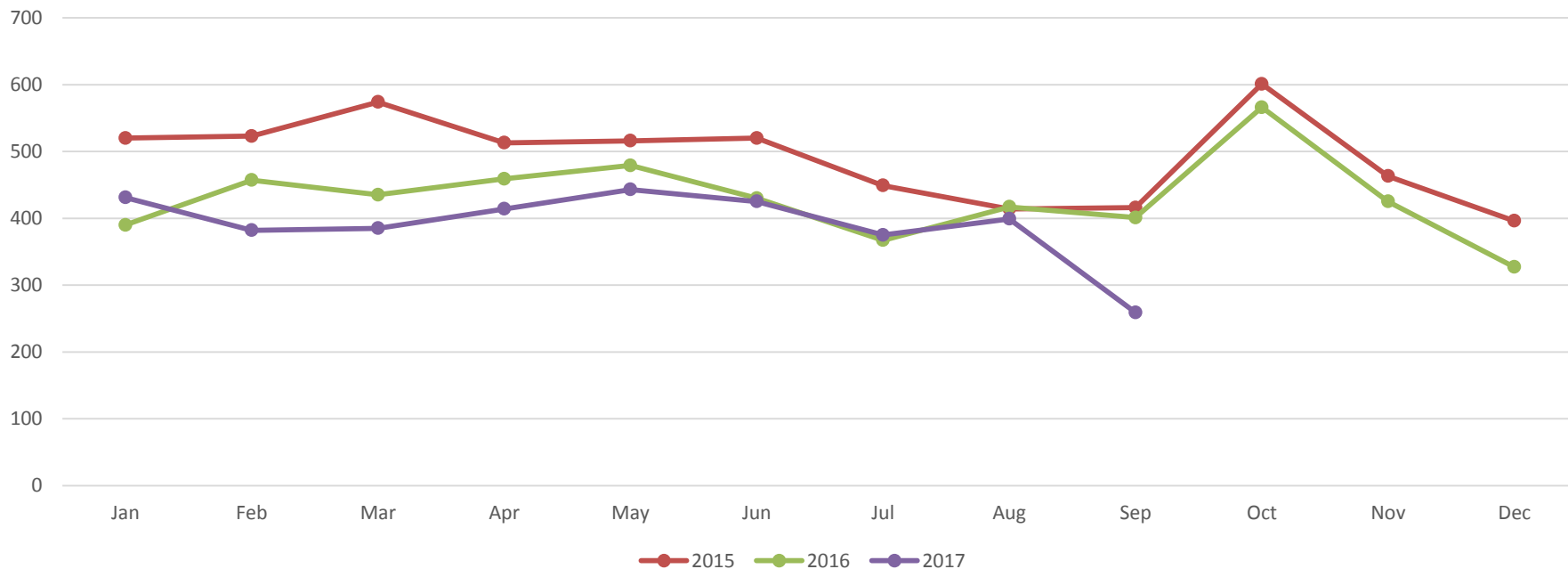




Attorney Account Comparison

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	259			

Attorney Accounts

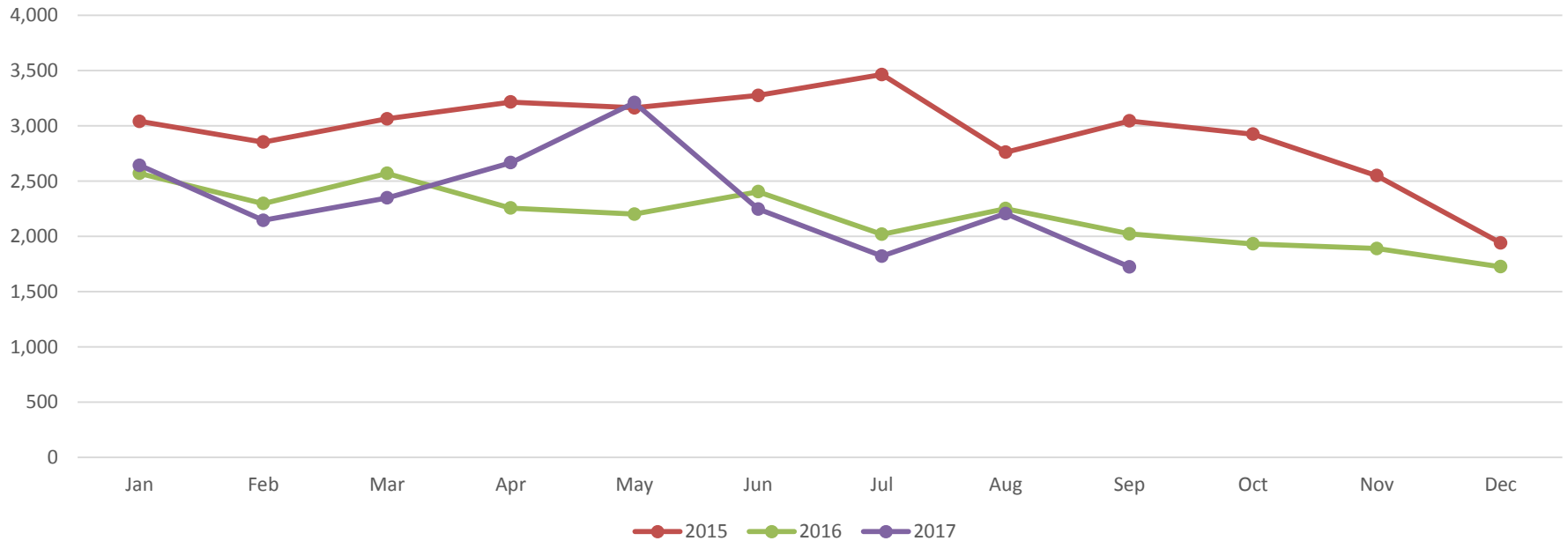




Attorney Call Comparison

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	1,724			

Attorney Calls

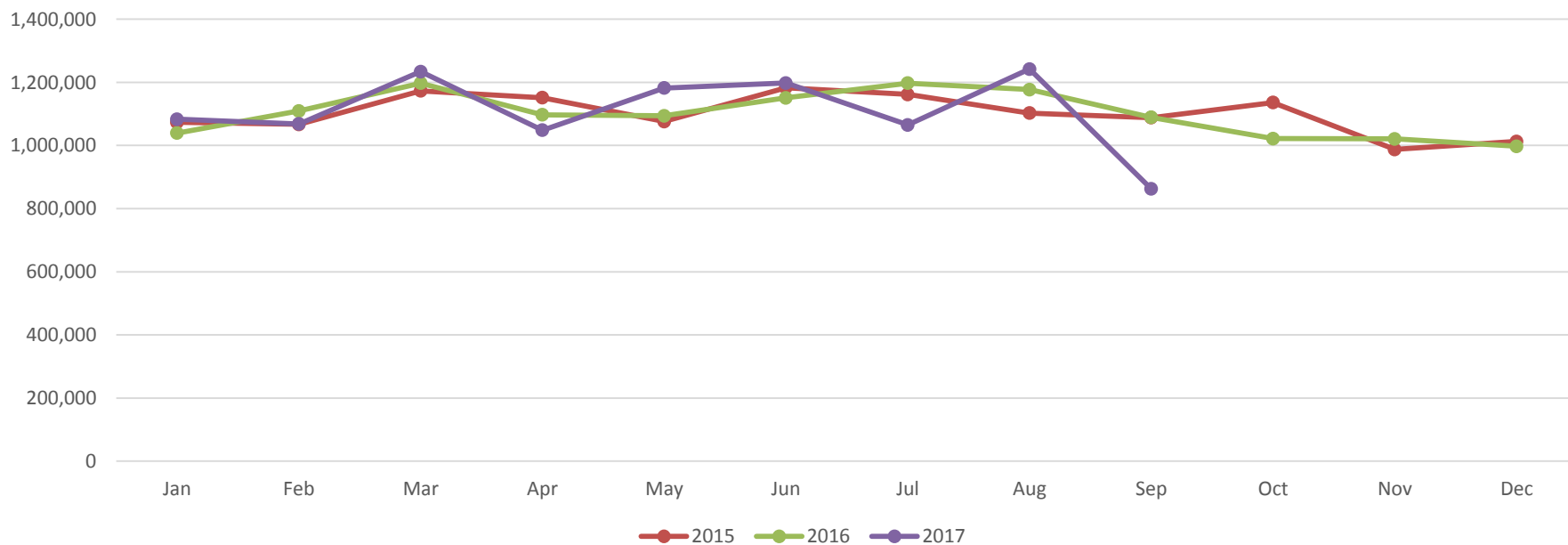




Attorney Filing Comparison

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	862,559			

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	1,269,531			

Attorney Docs

