



# Florida Courts E-Filing Authority Board

## Service Desk Report February 2019



# Customer Service Incidents

## February 2019

Status	December 2018	January 2019	February 2019
Incidents Received	2,376	3,261	<b>3,510</b>
Incidents Worked	2,372	3,236	<b>3,500</b>
Carry Over	8	20	<b>18</b>
# of Submissions	1,188,700	1,504,054	<b>1,399,992</b>
# of Documents	1,792,412	2,292,420	<b>2,096,672</b>

Average Acknowledgement/Resolution Times			
Acknowledge	.02 Days	.02 Days	<b>.03 Days</b>
Time	11 Minutes	10 Minutes	<b>15 Minutes</b>
Resolution	.06 Days	.06 Days	<b>.09 Days</b>
Time	32 Minutes	33 Minutes	<b>48 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 2019

Status	December 2018	January 2019	February 2019
Incidents Received	16	45	<b>11</b>
Incidents Worked	16	45	<b>11</b>
Carry Over	0	0	<b>0</b>
# of Submissions	101,015	125,137	<b>123,970</b>
# of Documents	107,351	132,466	<b>131,127</b>

Average Acknowledgement/Resolution Times			
Acknowledge Time	.01 Days 5 Minutes	.01 Days 5 Minutes	<b>.01 Days 3 Minutes</b>
Resolution Time	.10 Days 53 Minutes	.02 Days 9 Minutes	<b>.02 Days 9 Minutes</b>
Stakeholders: Judges, Judicial Assistants, General Magistrates, and Hearing Officers			



# Pro Se Incidents February 2019

Status	December 2018	January 2019	February 2019
Incidents Received	422	480	<b>561</b>
Incidents Worked	420	474	<b>555</b>
Carry Over	2	4	<b>10</b>
# of Submissions	8,754	11,178	<b>10,918</b>
# of Documents	15,142	18,983	<b>18,152</b>

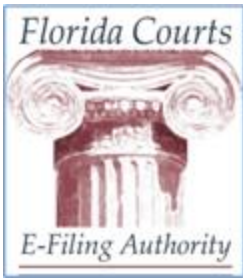
<b>Average Acknowledgement/Resolution Times</b>			
Acknowledge Time	.01 Days 7 Minutes	.02 Days 8 Minutes	<b>.01 Days 8 Minutes</b>
Resolution Time	.04 Days 21 Minutes	.05 Days 27 Minutes	<b>.05 Days 29 Minutes</b>
<b>Stakeholders: Pro Se filers and Agent for Pro Se Filer</b>			



# Attorney Incidents February 2019

Status	December 2018	January 2019	February 2019
Incidents Received	1,938	2,736	<b>2,938</b>
Incidents Worked	1,936	2,717	<b>2,932</b>
Carry Over	6	16	<b>8</b>
# of Submissions	1,022,893	1,299,550	<b>1,200,599</b>
# of Documents	1,600,499	2,057,861	<b>1,868,208</b>

Average Acknowledgement/Resolution Times			
Acknowledge Time	.02 Days 12 Minutes	.02 Days 10 Minutes	<b>.03 Days 16 Minutes</b>
Resolution Time	.06 Days 34 Minutes	.08 Days 43 Minutes	<b>.09 Days 51 Minutes</b>
<b>Stakeholders: Attorneys and their representatives</b>			



# Technical/System Incidents February 2019

Status	December 2018	January 2019	February 2019
Incidents Received	266	431	<b>389</b>
Incidents Worked	261	409	<b>375</b>
Carry Over	34	19	<b>15</b>
# of Submissions	9,110	12,276	<b>12,161</b>
# of Documents	11,066	15,056	<b>15,133</b>

Average Acknowledgement/Resolution Times			
Acknowledge Time	.04 Days 19 Minutes	.05 Days 26 Minutes	<b>.05 Days 28 Minutes</b>
Resolution Time	.63 Days 5 Hours 39 Minutes	.63 Days 5 Hours 41 Minutes	<b>.80 Days 7 Hours 31 Minutes</b>
<b>Stakeholders: Clerks of Court and their staff</b>			



# Top Types of Incidents

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

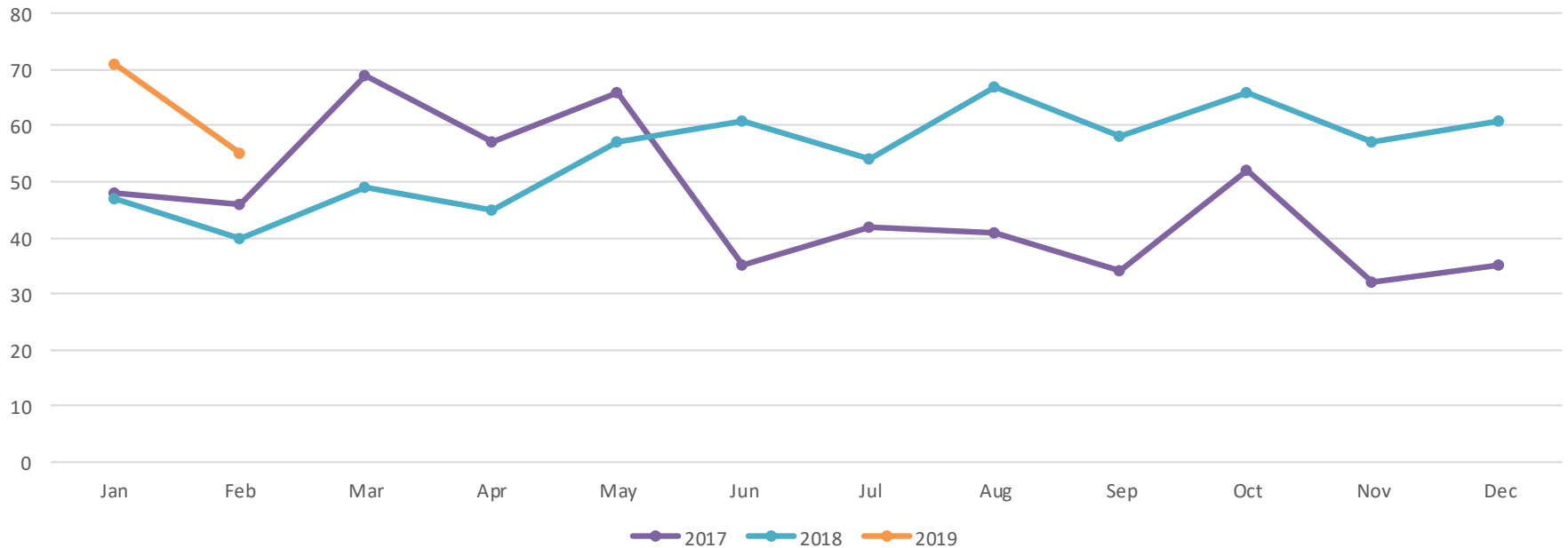
The following slides breakdown E-Portal Service Desk Calls, Filings, and Documents by year and month for Customer Service and Technical.



# County Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2017</b>	48	46	69	57	66	35	42	41	34	52	32	35
<b>2018</b>	47	40	49	45	57	61	54	67	58	66	57	61
<b>2019</b>	71	55										

County Accounts



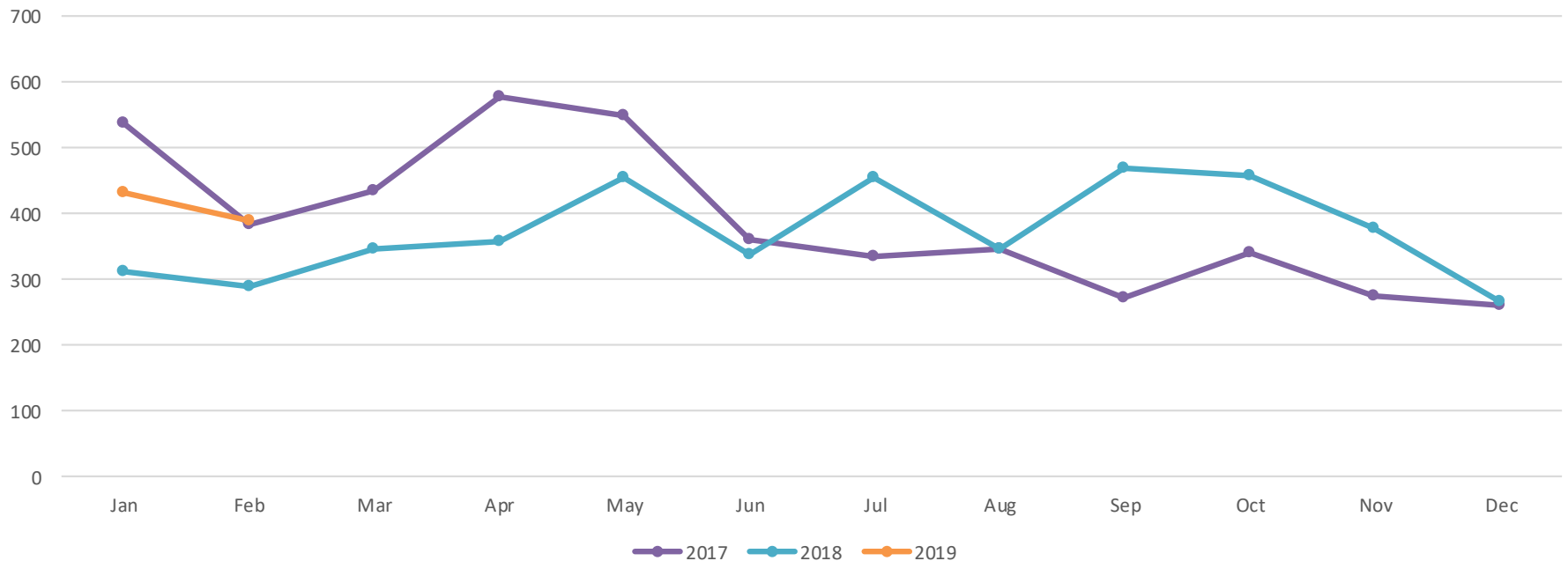
\*Highest # of County Accounts 6/15: 126



# County Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2017</b>	536	383	433	576	548	360	331	344	272	341	273	259
<b>2018</b>	311	288	345	361	455	337	455	344	467	457	377	266
<b>2019</b>	431	389										

County Calls



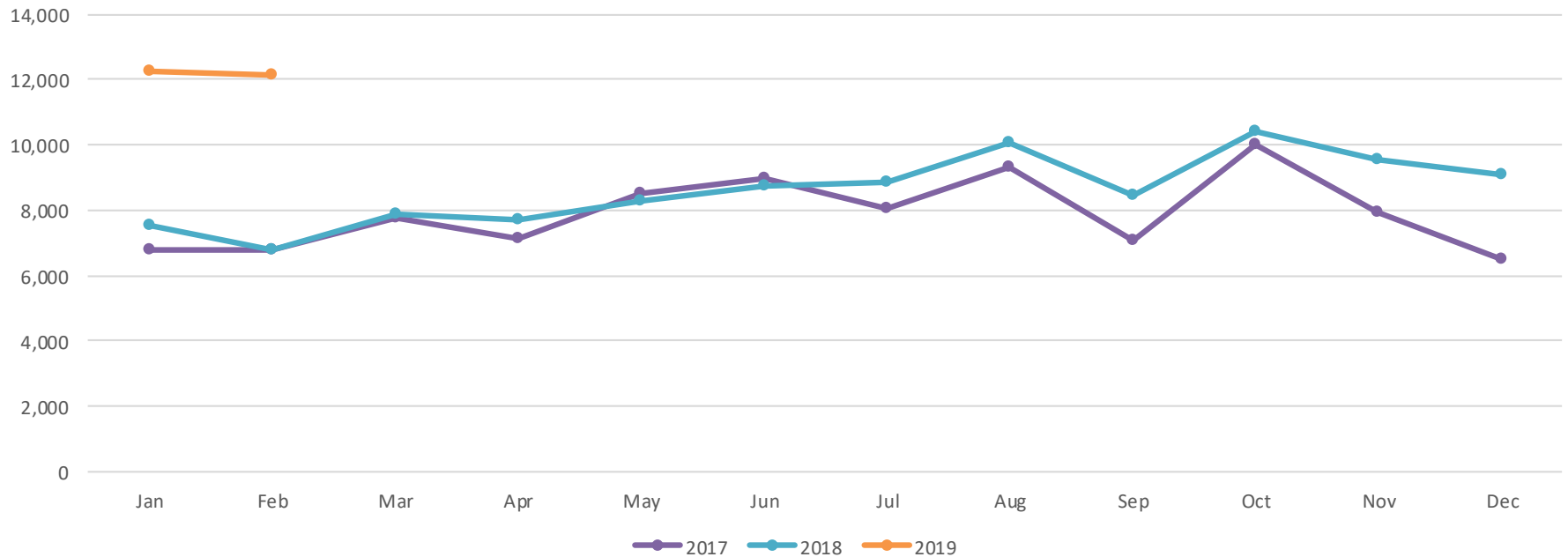
\*Highest # of County Calls 3/14: 1,051



# County Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<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	7,879	7,736	8,265	8,746	8,855	10,077	8,428	10,431	9,577	9,110
<b>2019</b>	<b>12,276</b>	12,161										

County Filings



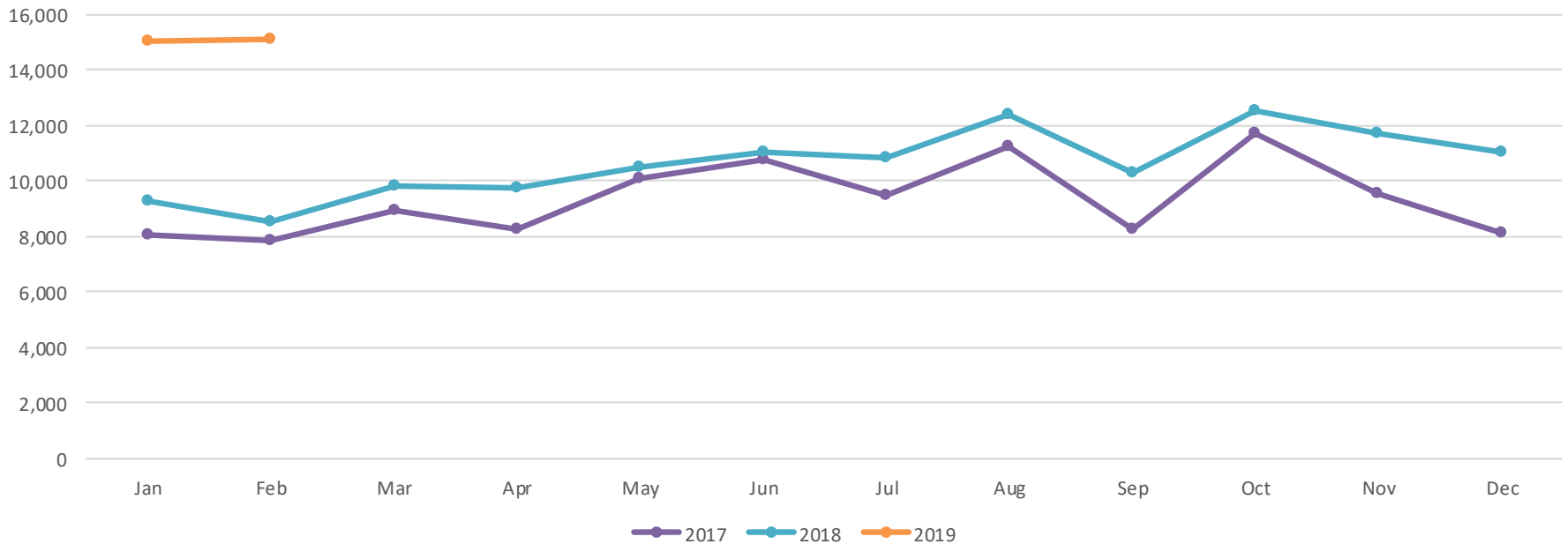
**\*Highest # of County Filings 1/19**



# County Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<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	9,843	9,759	10,470	11,026	10,822	12,388	10,317	12,545	11,714	11,066
<b>2019</b>	15,056	<b>15,133</b>										

County Docs



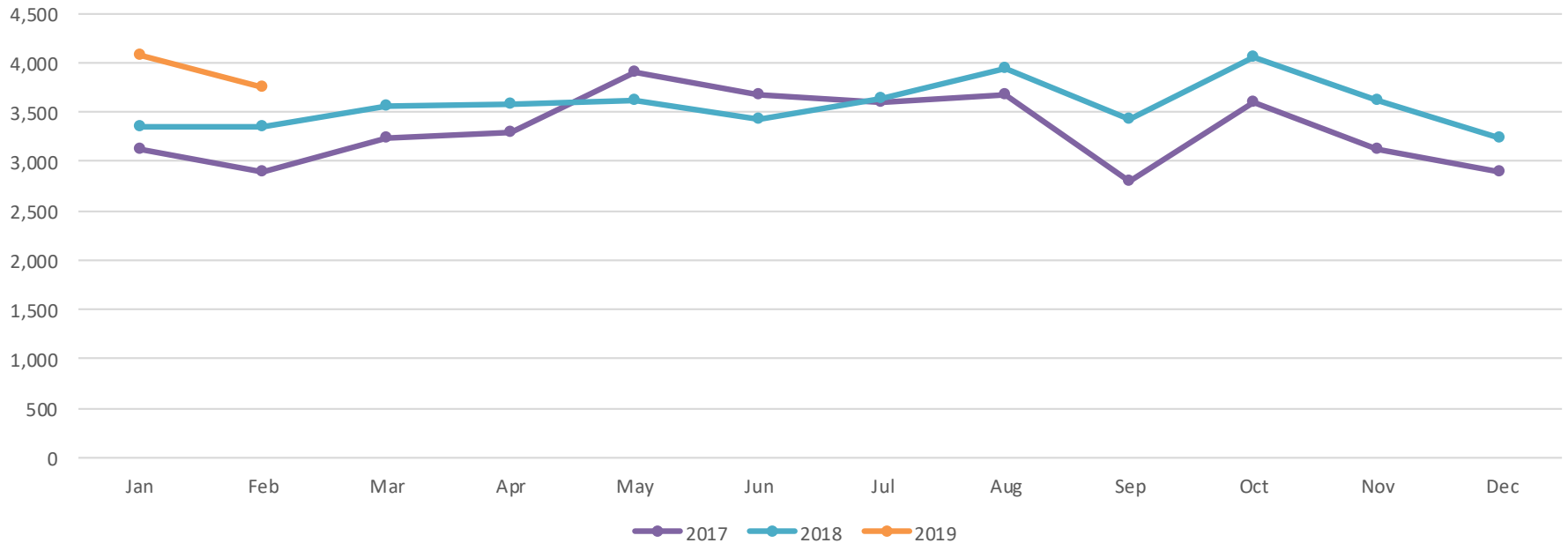
\*Highest # of County Documents 2/19



# Customer Service Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<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	3,570	3,578	3,611	3,428	3,635	3,933	3,421	4,054	3,609	3,236
<b>2019</b>	<b>4,069</b>	3,743										

Customer Service Accounts



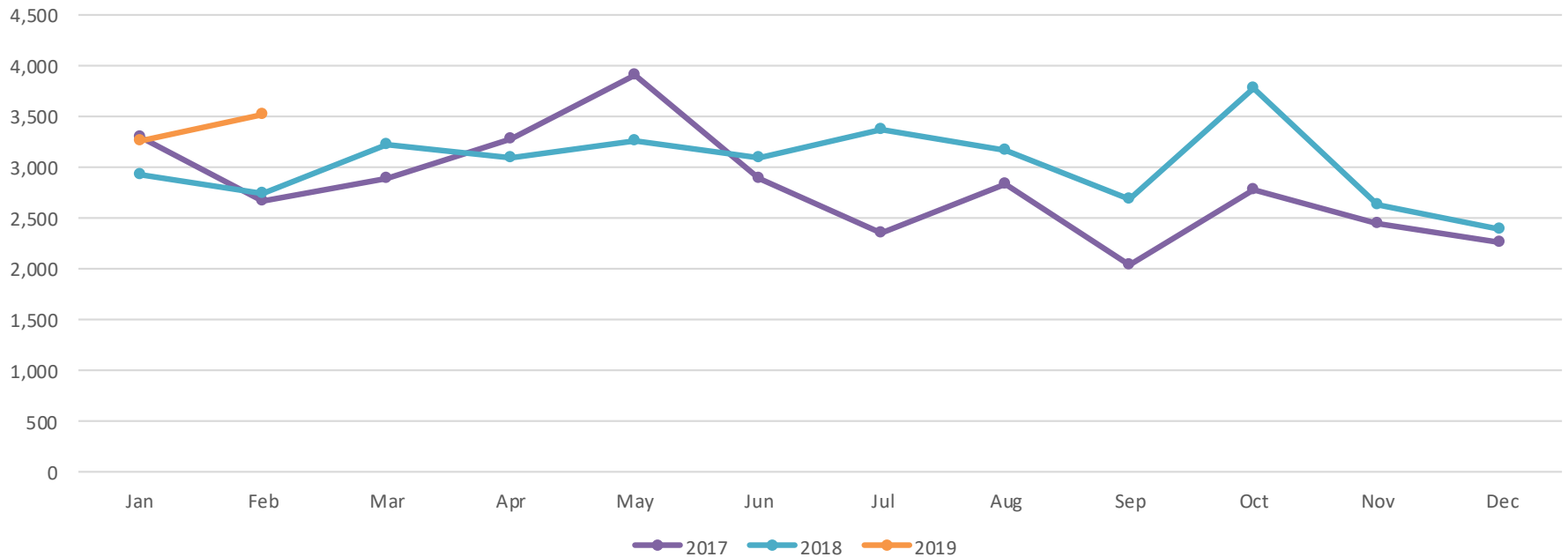
**\*Highest # of CS Accounts 1/19**



# Customer Service Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<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	3,215	3,081	3,253	3,088	3,362	3,157	2,685	3,779	2,632	2,376
<b>2019</b>	3,261	3,510										

Customer Service Calls

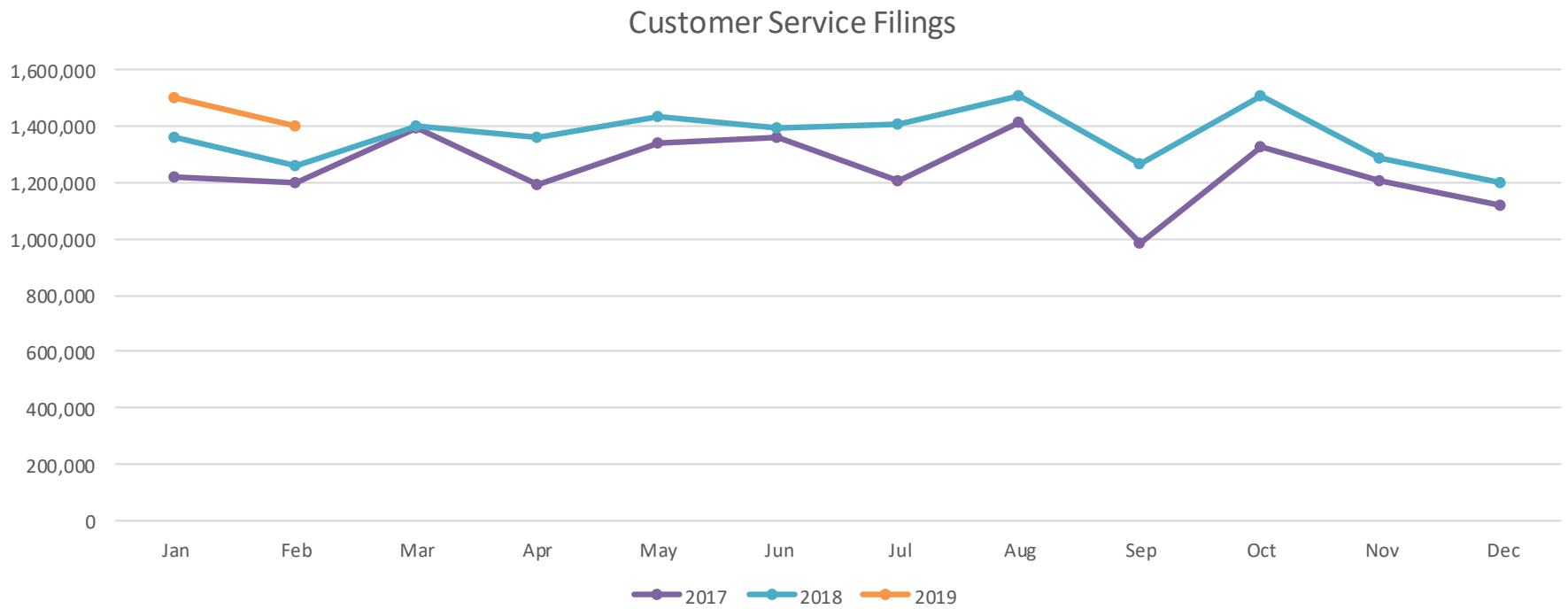


**\*Highest # of CS Call 10/14: 4,436**



# Customer Service Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<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	1,402,172	1,363,732	1,435,900	1,395,289	1,405,049	1,509,926	1,263,367	<b>1,511,178</b>	1,285,545	1,197,810
<b>2019</b>	1,504,054	1,399,992										



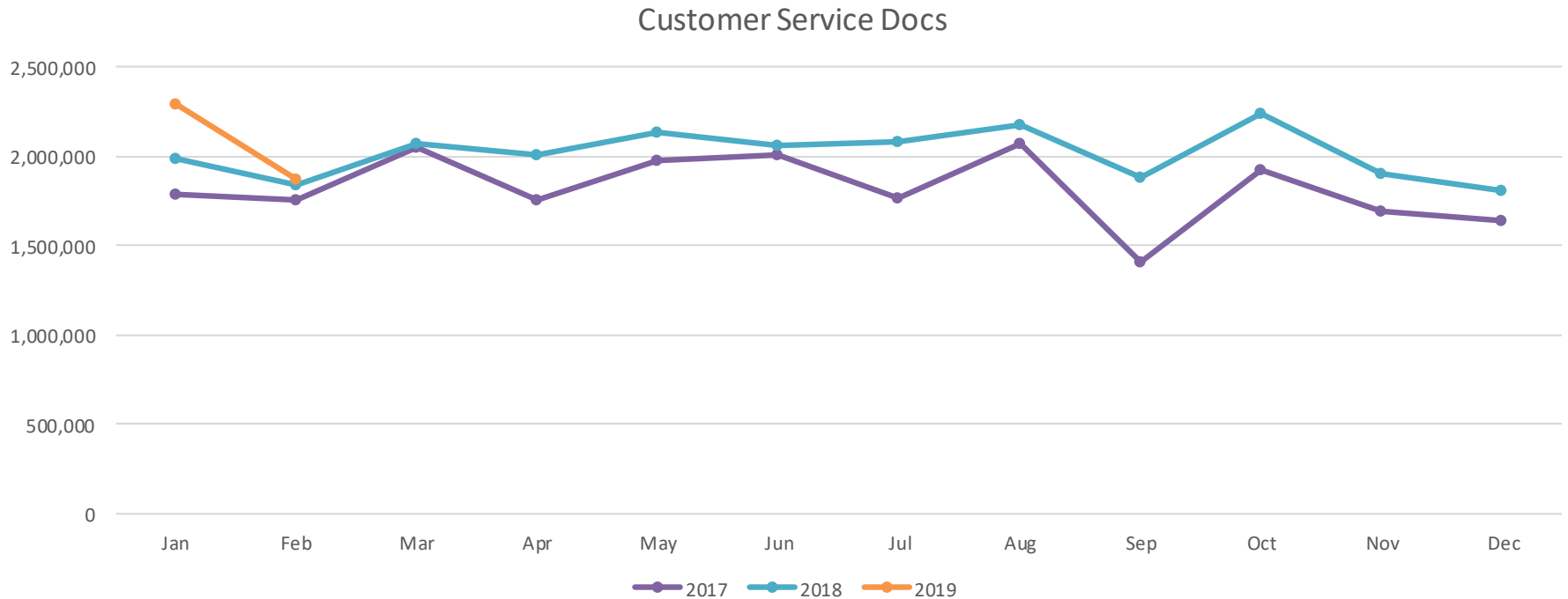
**\*Highest # of CS Filings 10/18**





# Customer Service Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2017</b>	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	1,921,991	1,695,966	1,642,906
<b>2018</b>	1,984,219	1,836,173	2,072,675	2,009,401	2,130,678	2,058,654	2,076,534	2,173,444	1,881,521	2,237,770	1,902,645	1,803,478
<b>2019</b>	<b>2,292,420</b>	2,096,672										



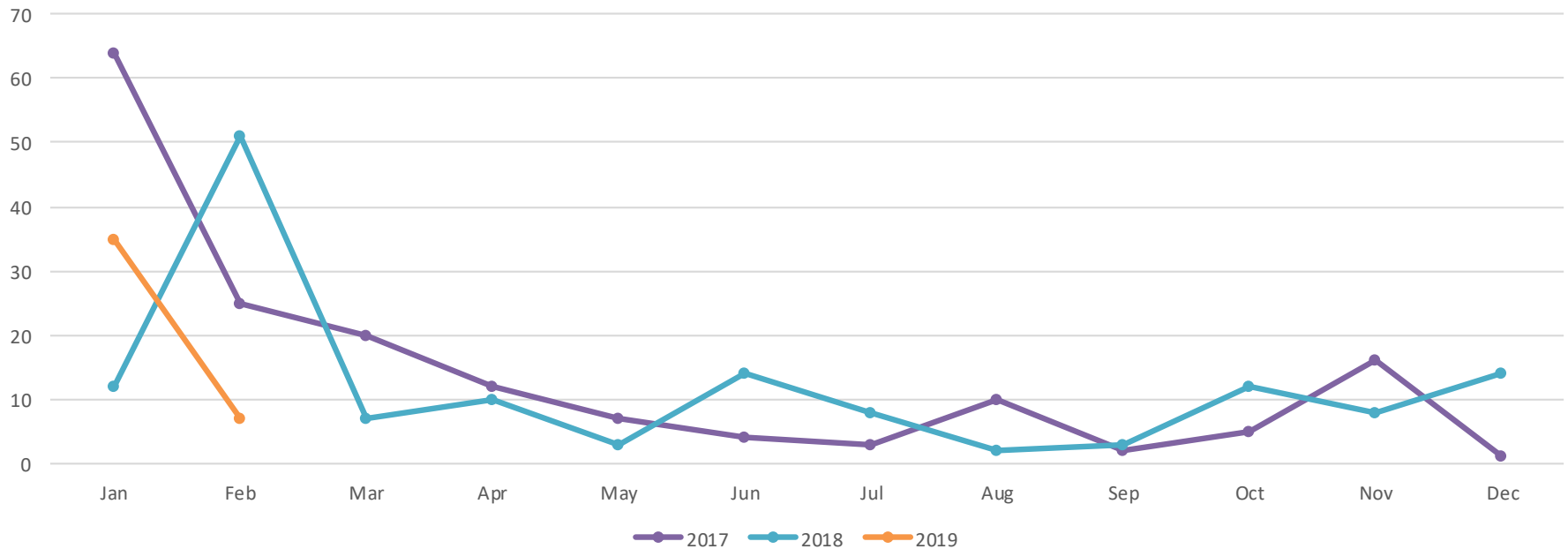
**\*Highest # of CS Docs 1/19**



# Judge Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2017</b>	64	25	20	12	7	4	3	10	2	5	16	1
<b>2018</b>	12	51	7	10	3	14	8	2	3	12	8	14
<b>2019</b>	35	7										

Judge Accounts



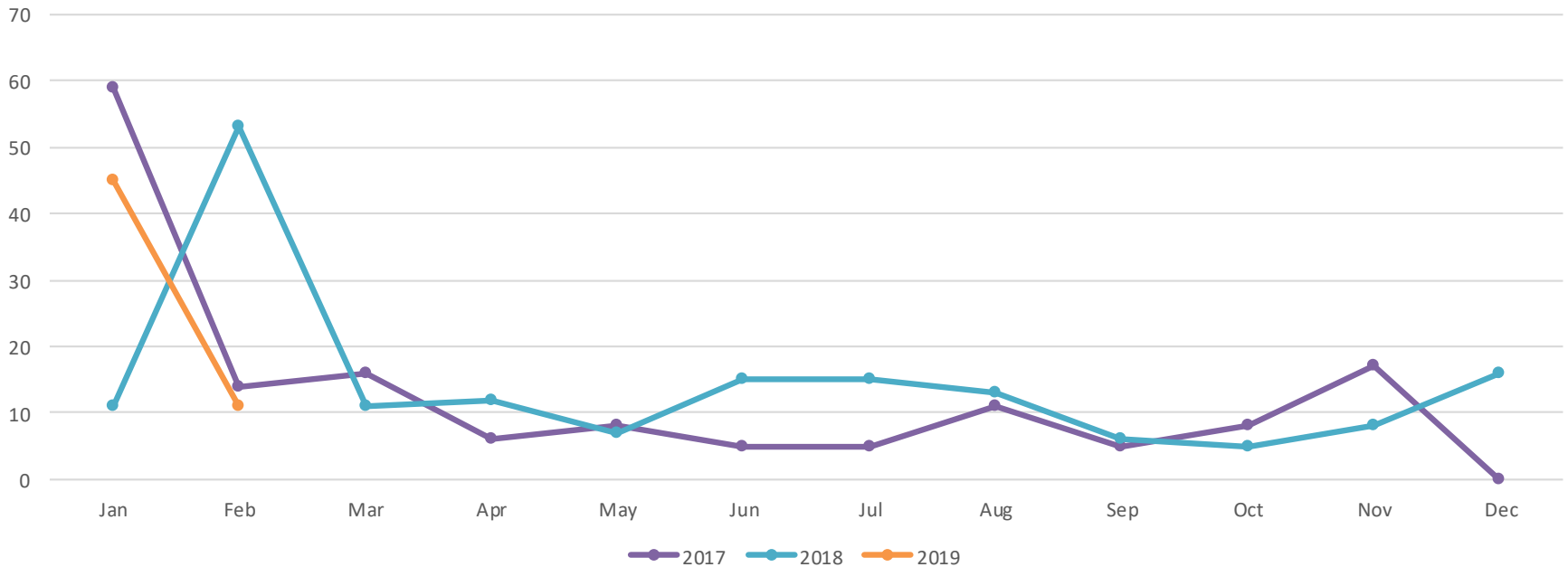
\*Highest # of Judge Accounts 3/15: 129



# Judge Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2017</b>	59	14	16	6	8	5	5	11	5	8	17	0
<b>2018</b>	11	53	11	12	7	15	15	13	6	5	8	16
<b>2019</b>	45	11										

Judge Calls

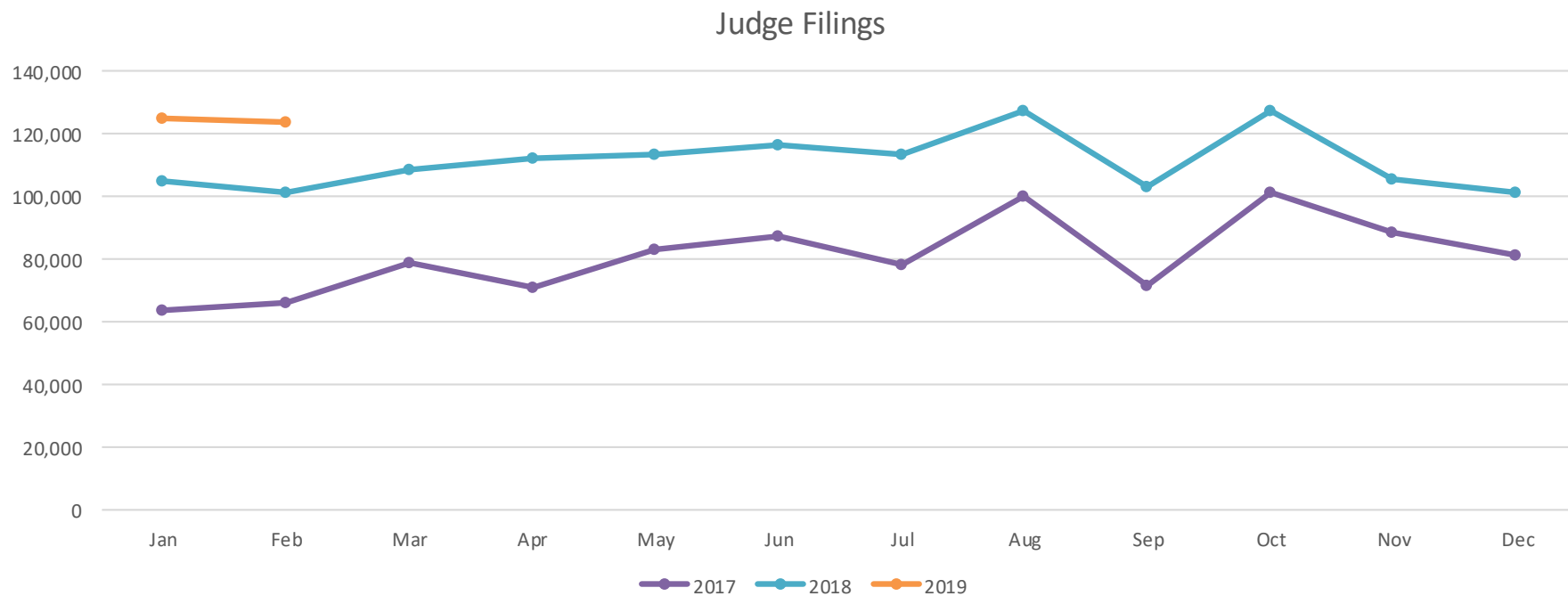


\*Highest # of Judge Call 10/16: 60



# Judge Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<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	108,706	111,988	113,615	116,763	113,503	127,283	102,915	<b>127,209</b>	105,653	101,015
<b>2019</b>	125,137	123,970										

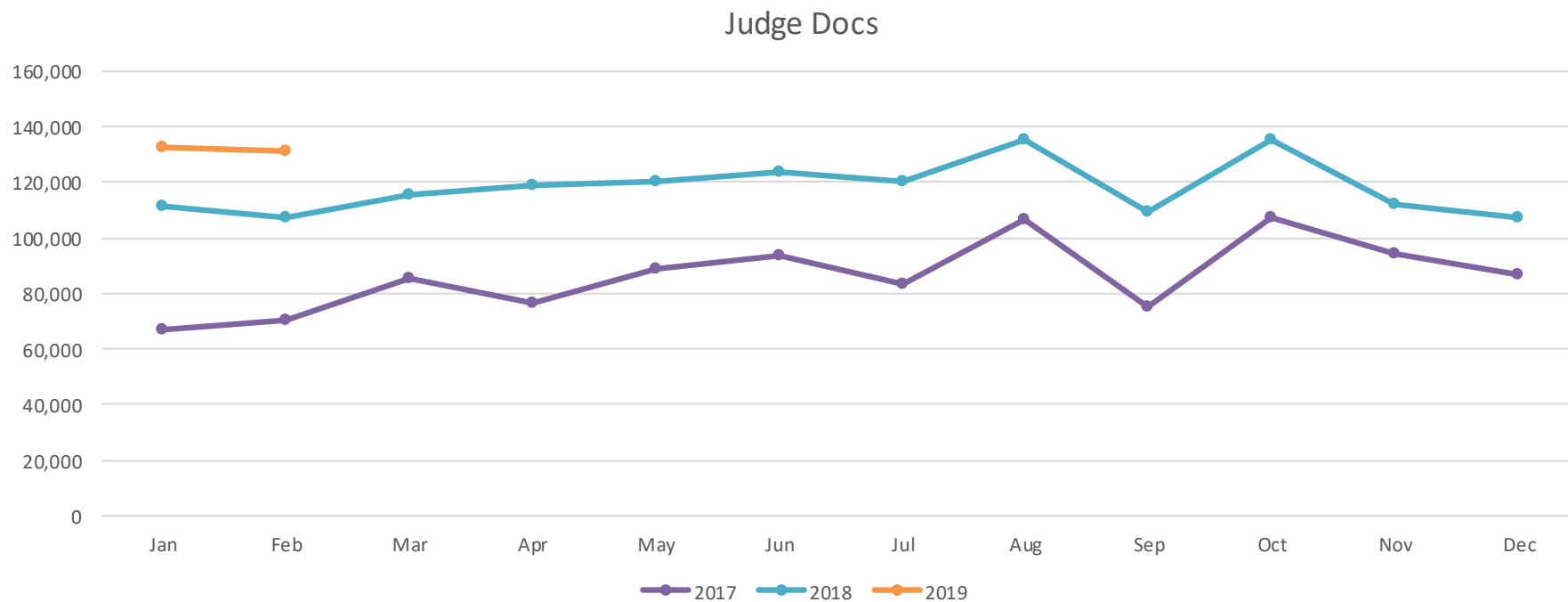


**\*Highest # of Judge Filings 10/18**



# Judge Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<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	115,240	118,835	120,295	123,668	120,263	<b>135,568</b>	109,203	135,120	112,210	107,351
<b>2019</b>	132,466	131,127										



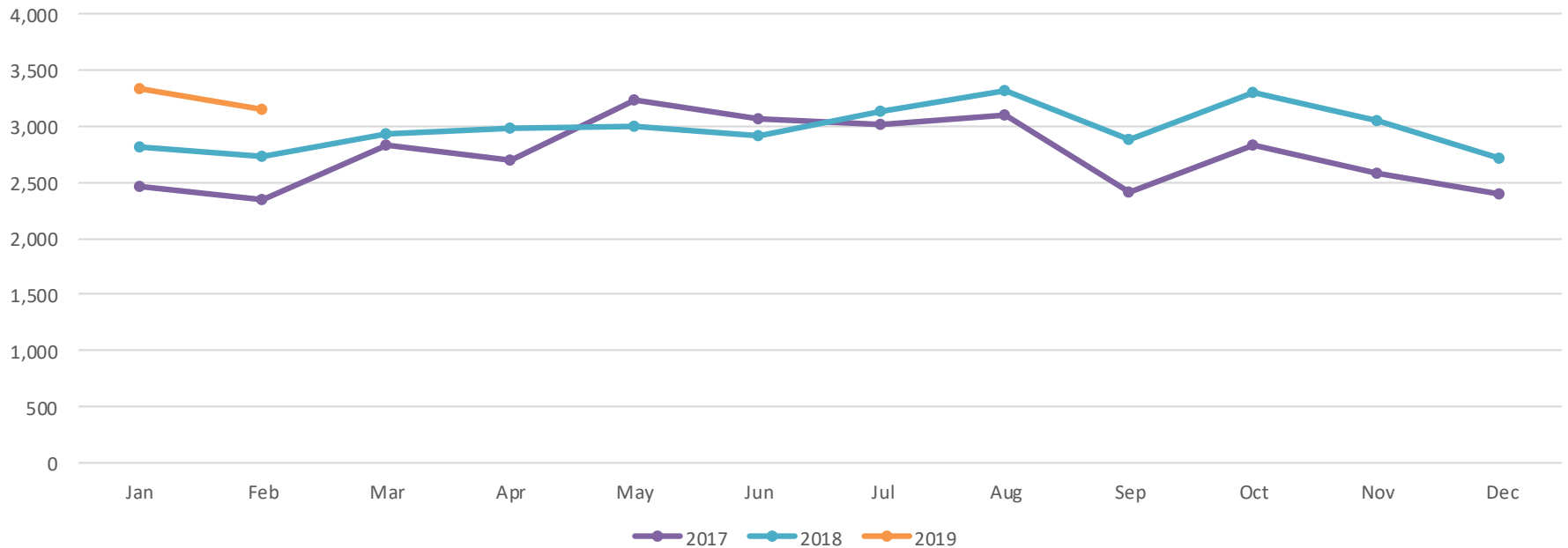
**\*Highest # of Judge Docs 8/18**



# Pro Se Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<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	2,926	2,979	2,995	2,922	3,141	<b>3,316</b>	2,883	3,308	3,044	2,713
<b>2019</b>	3,339	3,145										

Pro Se Accounts



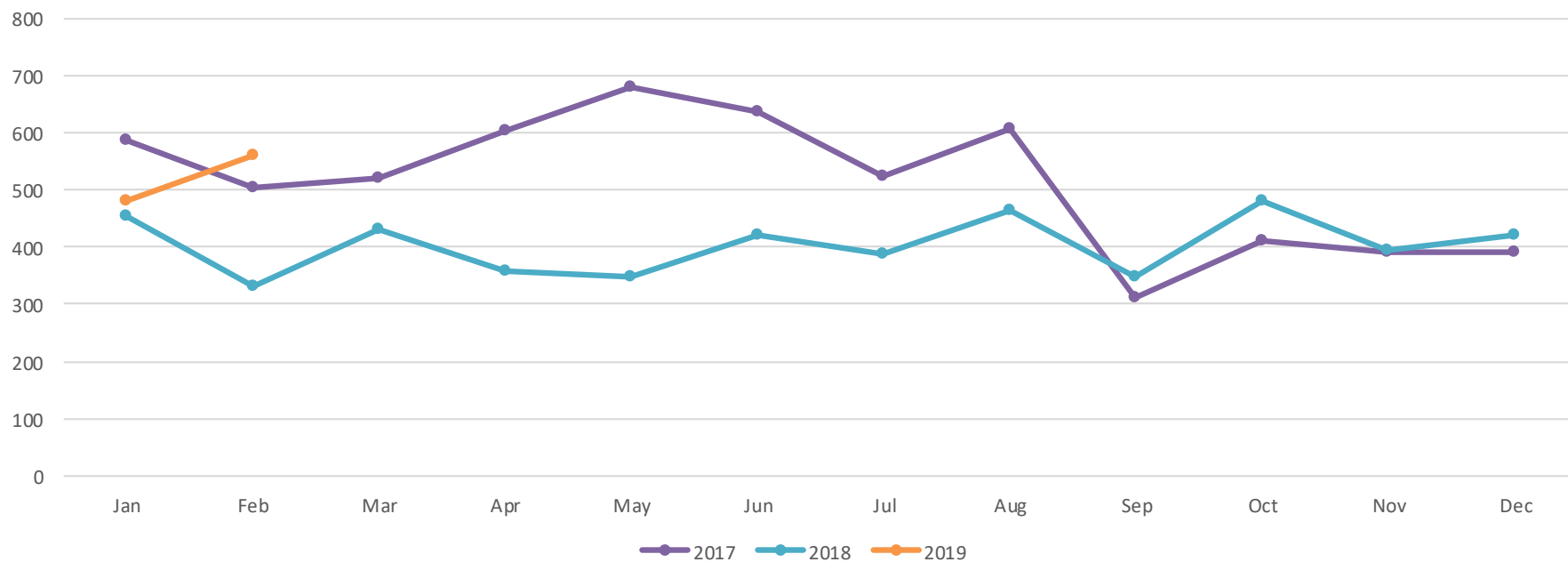
**\*Highest # of Pro Se Accounts 8/18**



# Pro Se Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2017</b>	588	504	522	605	<b>679</b>	637	524	608	313	411	392	392
<b>2018</b>	455	332	430	357	348	420	389	464	348	480	396	422
<b>2019</b>	480	561										

Pro Se Calls

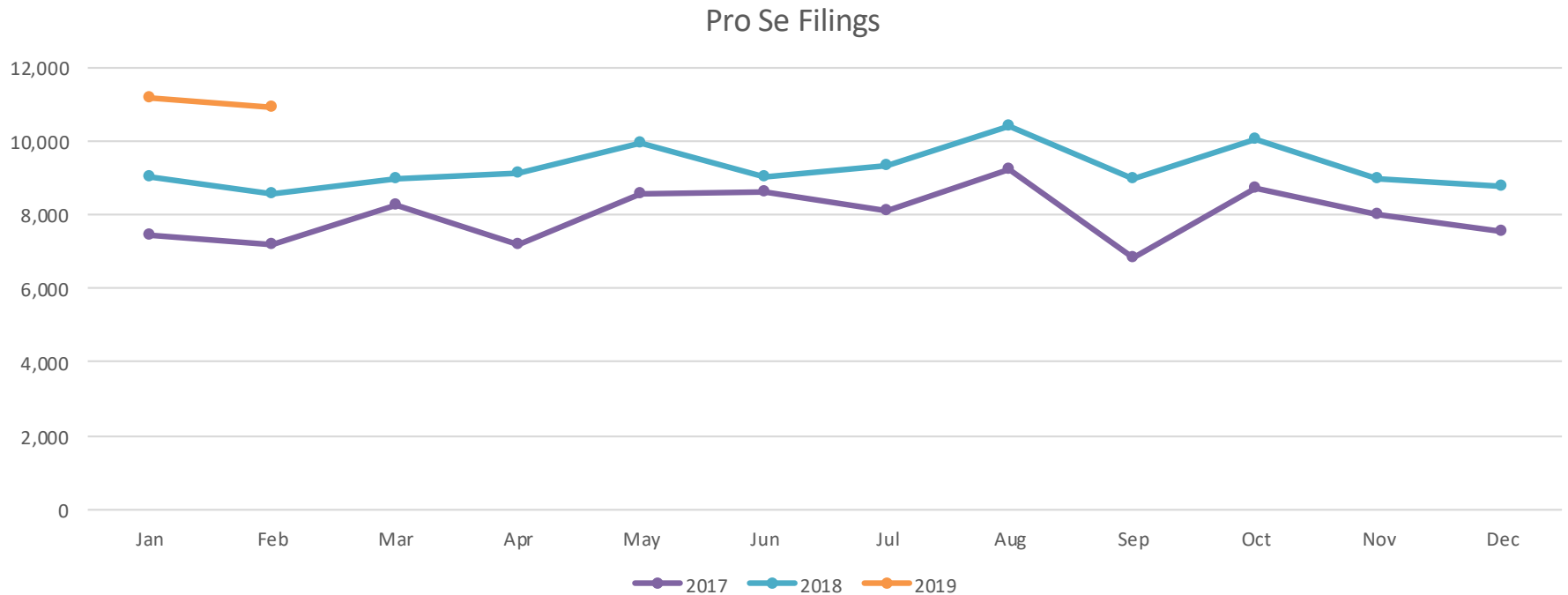


**\*Highest # of Pro Se Calls 5/17: 679**



# Pro Se Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<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	8,991	9,127	9,920	9,034	9,330	10,379	8,965	10,041	8,985	8,754
<b>2019</b>	<b>11,178</b>	10,918										



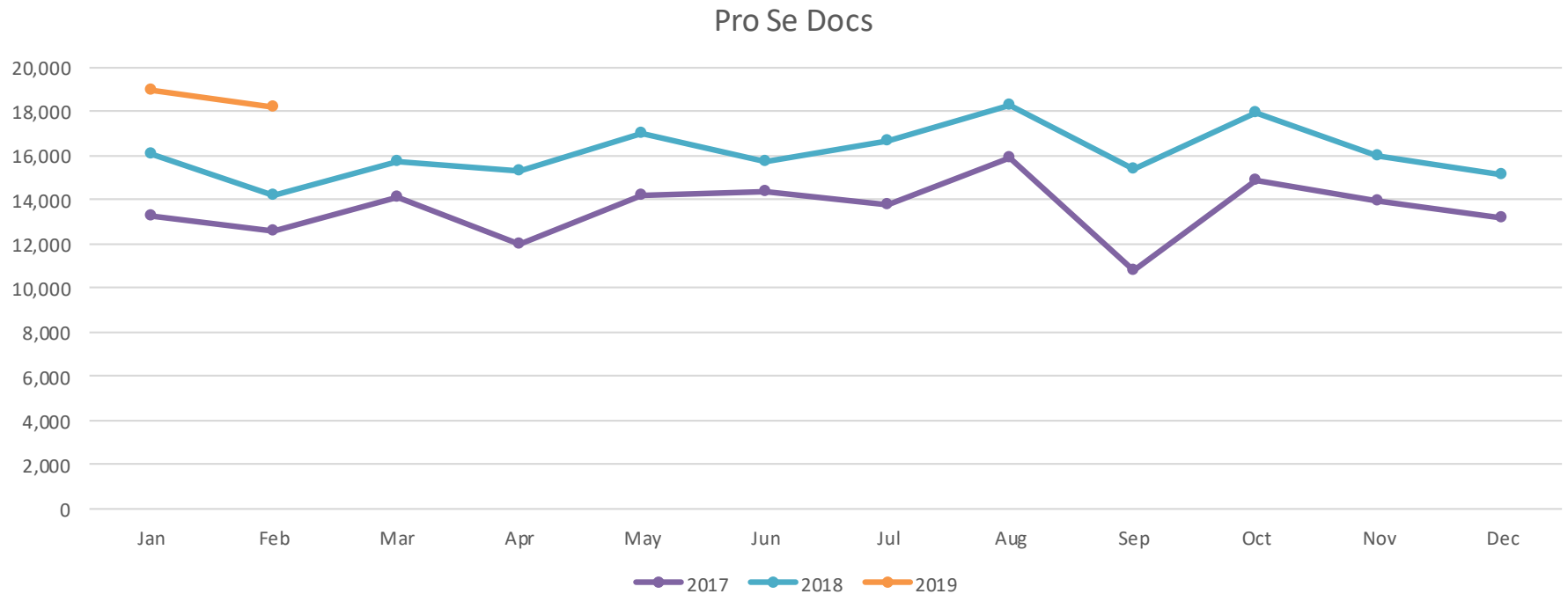
**\*Highest # of Pro Se Filings 1/19**





# Pro Se Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<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	15,689	15,303	16,981	15,754	16,639	18,257	15,411	17,924	16,000	15,142
<b>2019</b>	<b>18,983</b>	18,152										



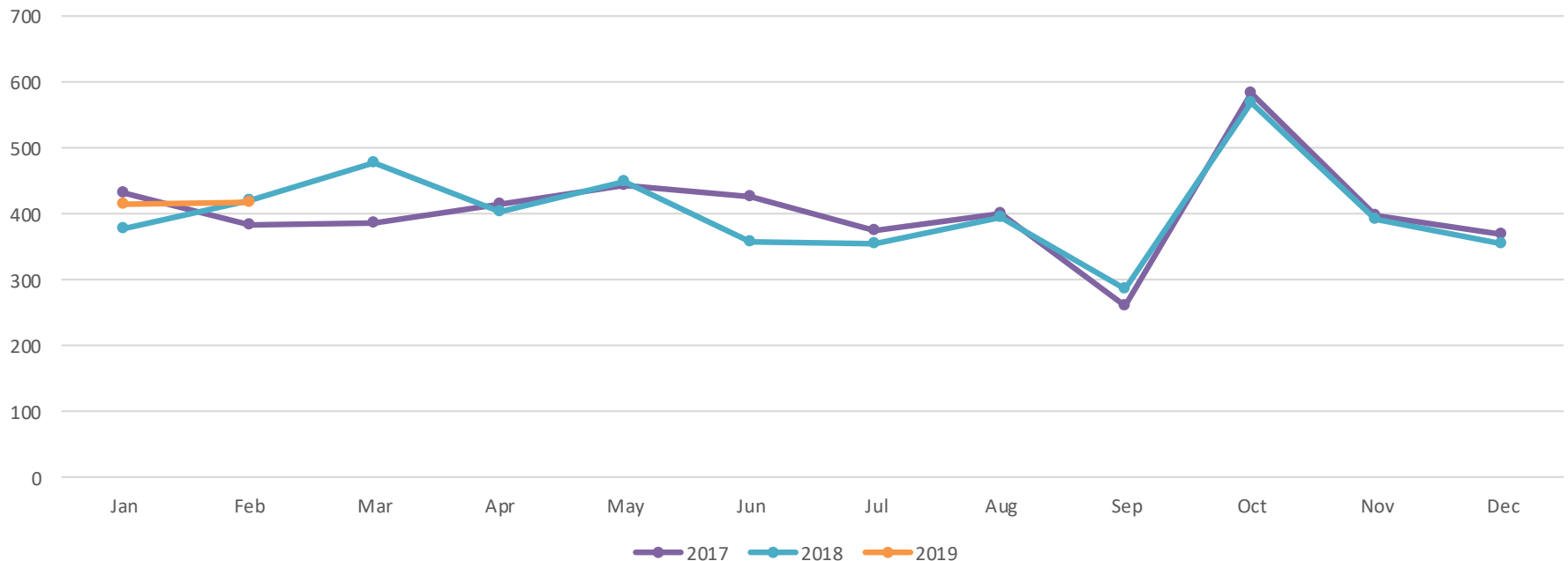
**\*Highest # of Pro Se Docs 1/19**



# Attorney Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2017</b>	431	382	385	414	443	425	375	399	259	581	396	369
<b>2018</b>	376	420	476	403	449	358	354	394	284	567	391	353
<b>2019</b>	413	416										

Attorney Accounts



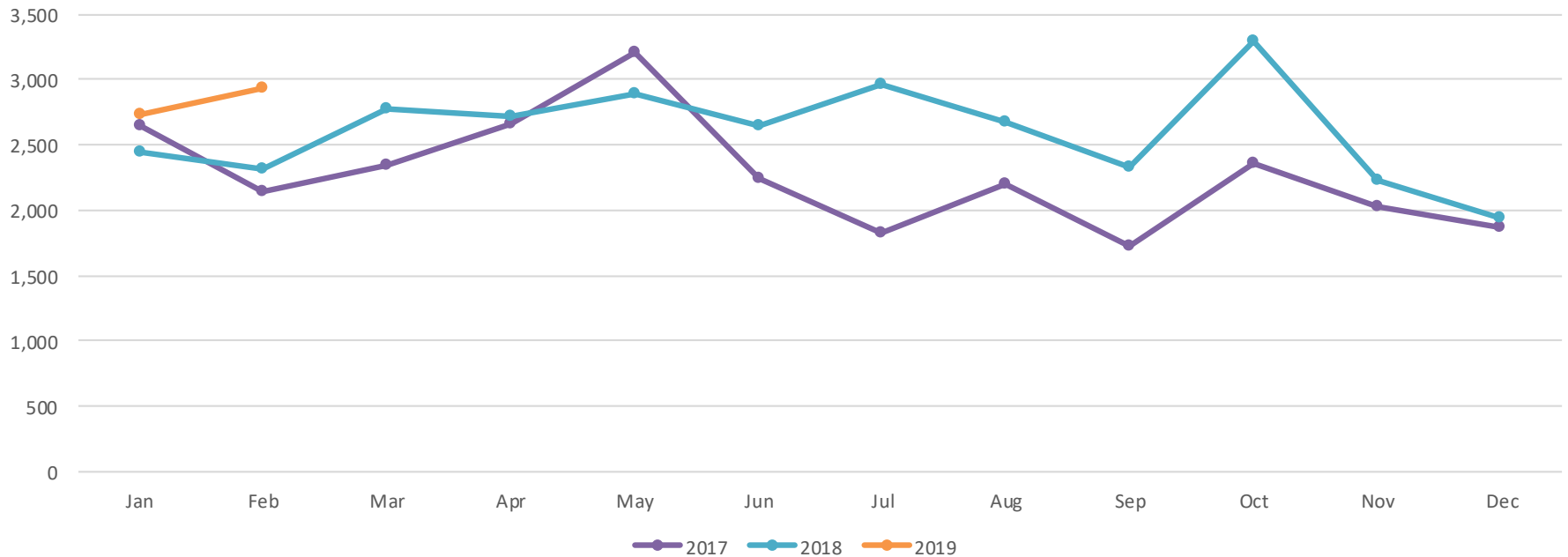
\*Highest # of Attorney Accounts 4/14: 1,379



# Attorney Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<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	2,774	2,724	2,898	2,653	2,958	2,680	2,331	3,294	2,228	1,938
<b>2019</b>	2,736	2,938										

Attorney Calls

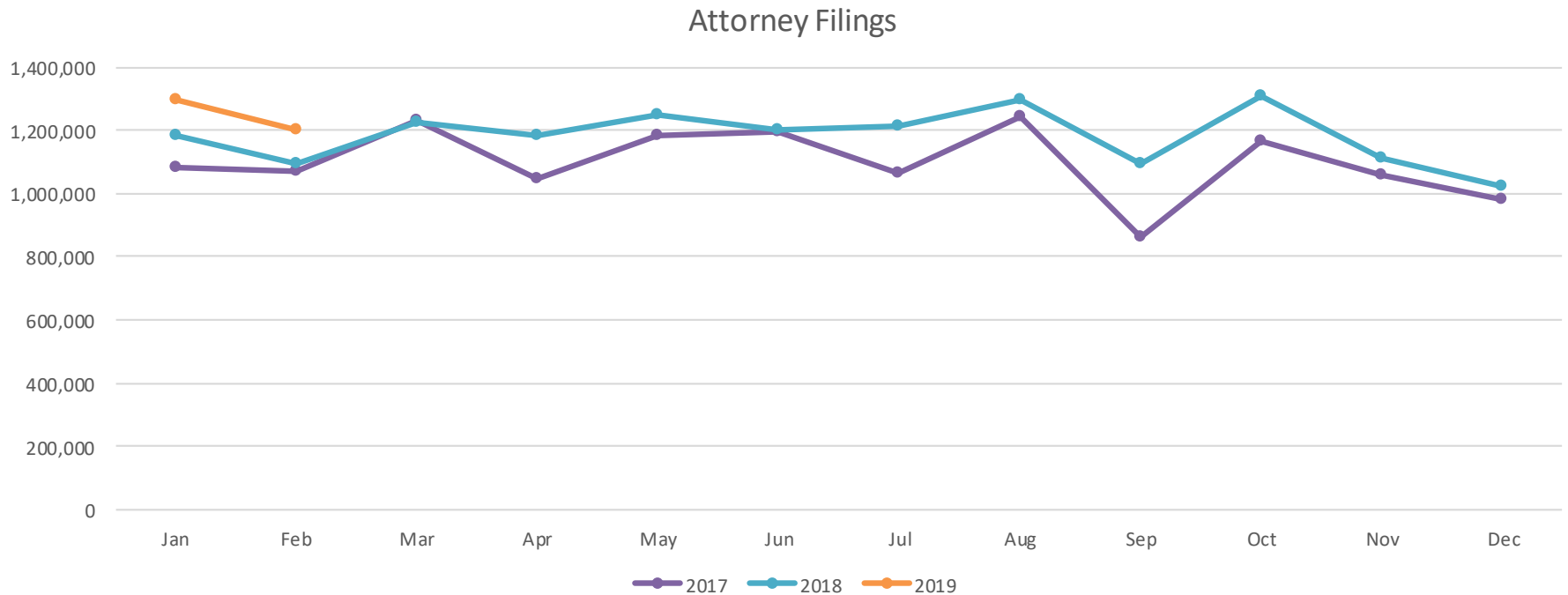


\*Highest # of Attorney Calls 10/14: 4,237



# Attorney Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<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	1,226,145	1,183,066	1,249,112	1,203,781	1,215,842	1,299,672	1,092,537	<b>1,309,357</b>	1,111,412	1,022,893
<b>2019</b>	1,299,550	1,200,599										



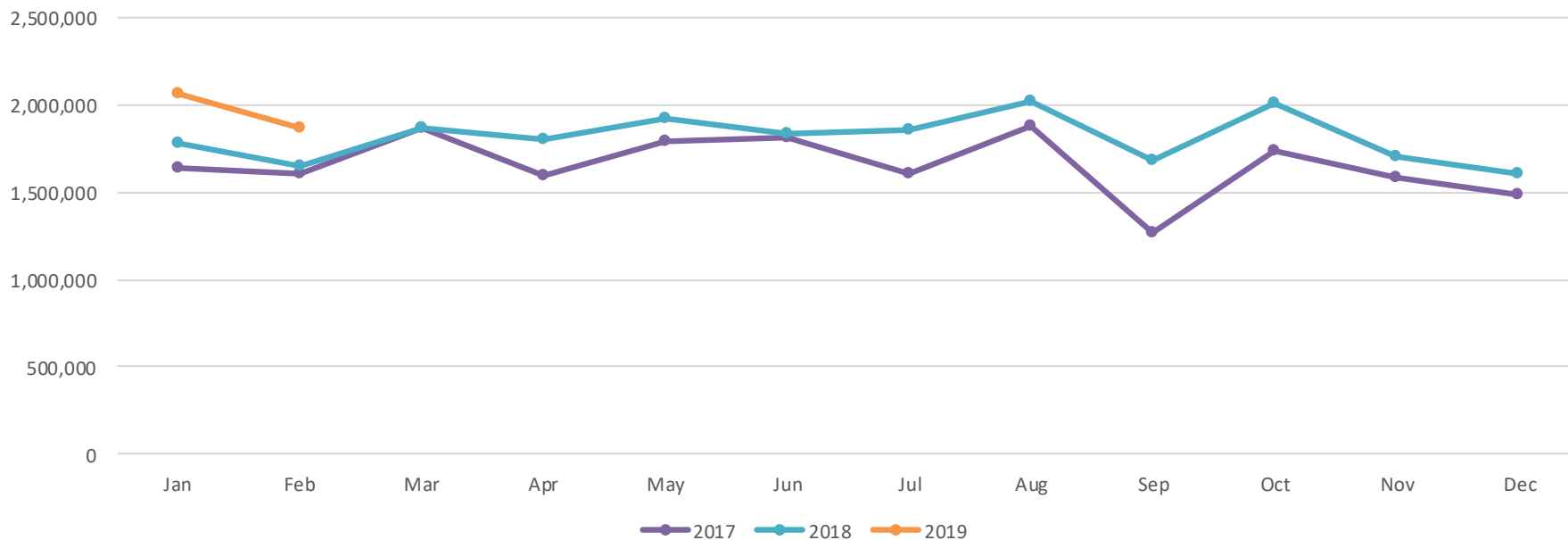
**\*Highest # of Attorney Filings 10/18**



# Attorney Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<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	1,869,365	1,801,545	1,916,525	1,838,678	1,858,087	2,018,550	1,684,638	2,005,887	1,701,778	
<b>2019</b>	<b>2,057,861</b>	1,868,208										

Attorney Docs



\*Highest # of Attorney Docs 1/19