



Florida Courts E-Filing Authority Board

Service Desk Report December 2018



Customer Service Incidents December 2018

Status	October 2018	November 2018	December 2018
Incidents Received	3,779	2,632	2,376
Incidents Worked	3,770	2,615	2,372
Carry Over	17	15	8
# of Filings	1,511,178	1,285,545	1,188,700
# of Documents	2,237,770	1,902,645	1,792,412

Average Acknowledgement/Resolution Times			
Acknowledge	.06 Days	.02 Days	.02 Days
Time	30 Minutes	13 Minutes	11 Minutes
Resolution	.19 Days	.07 Days	.06 Days
Time	1 Hour 41 Minutes	37 Minutes	32 Minutes

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 December 2018

Status	October 2018	November 2018	December 2018
Incidents Received	5	8	16
Incidents Worked	5	8	16
Carry Over	0	0	0
# of Filings	127,209	105,653	101,015
# of Documents	135,120	112,210	107,351

Average Acknowledgement/Resolution Times			
Acknowledge Time	.04 Days 22 Minutes	.00 Days 2 Minutes	.01 Days 5 Minutes
Resolution Time	.10 Days 53 Minutes	.03 Days 15 Minutes	.10 Days 53 Minutes
Stakeholders: Judges, Judicial Assistants, General Magistrates, and Hearing Officers			



Pro Se Incidents December 2018

Status	October 2018	November 2018	December 2018
Incidents Received	480	396	422
Incidents Worked	478	392	420
Carry Over	3	4	2
# of Filings	10,041	8,985	8,754
# of Documents	17,924	16,000	15,142

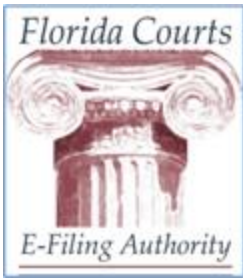
Average Acknowledgement/Resolution Times			
Acknowledge Time	.05 Days 26 Minutes	.02 Days 11 Minutes	.01 Days 7 Minutes
Resolution Time	.13 Days 1 Hour 26 Minutes	.06 Days 31 Minutes	.04 Days 21 Minutes
Stakeholders: Pro Se filers and Agent for Pro Se Filer			



Attorney Incidents December 2018

Status	October 2018	November 2018	December 2018
Incidents Received	3,294	2,228	1,938
Incidents Worked	3,287	2,215	1,936
Carry Over	14	11	6
# of Filings	1,309,357	1,111,412	1,022,893
# of Documents	2,005,887	1,701,778	1,600,499

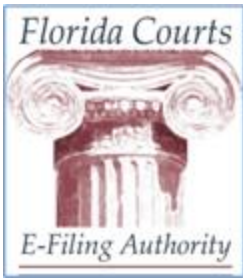
Average Acknowledgement/Resolution Times			
Acknowledge Time	.06 Days 30 Minutes	.02 Days 13 Minutes	.02 Days 12 Minutes
Resolution Time	.19 Days 1 Hour 44 Minutes	.07 Days 38 Minutes	.06 Days 34 Minutes
Stakeholders: Attorneys and their representatives			



Technical/System Incidents December 2018

Status	October 2018	November 2018	December 2018
Incidents Received	457	377	266
Incidents Worked	434	358	261
Carry Over	10	104	34
# of Filings	10,431	9,577	9,110
# of Documents	12,545	11,714	11,066

Average Acknowledgement/Resolution Times			
Acknowledge Time	.05 Days 26 Minutes	.04 Days 23 Minutes	.04 Days 19 Minutes
Resolution Time	1.0 Days 9 Hours 0 Minutes	.84 Days 7 Hours 31 Minutes	.63 Days 5 Hours 39 Minutes
Stakeholders: Clerks of Court and their staff			



Top Types of Incidents

Attorneys		
Account Set-up	Create New Filing	E-mail Issues
E-Service Issues	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
De-Activate Account	Docket Question	E-Service Issues
General Question	Login Issue	Password Reset
Referred To County		
Password Reset	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

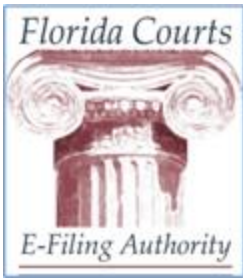
If you'd like to schedule an onsite visit or have questions, please feel free to contact the Service Center at **(850) 414-2210**.

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



At-A-Glance Statistics

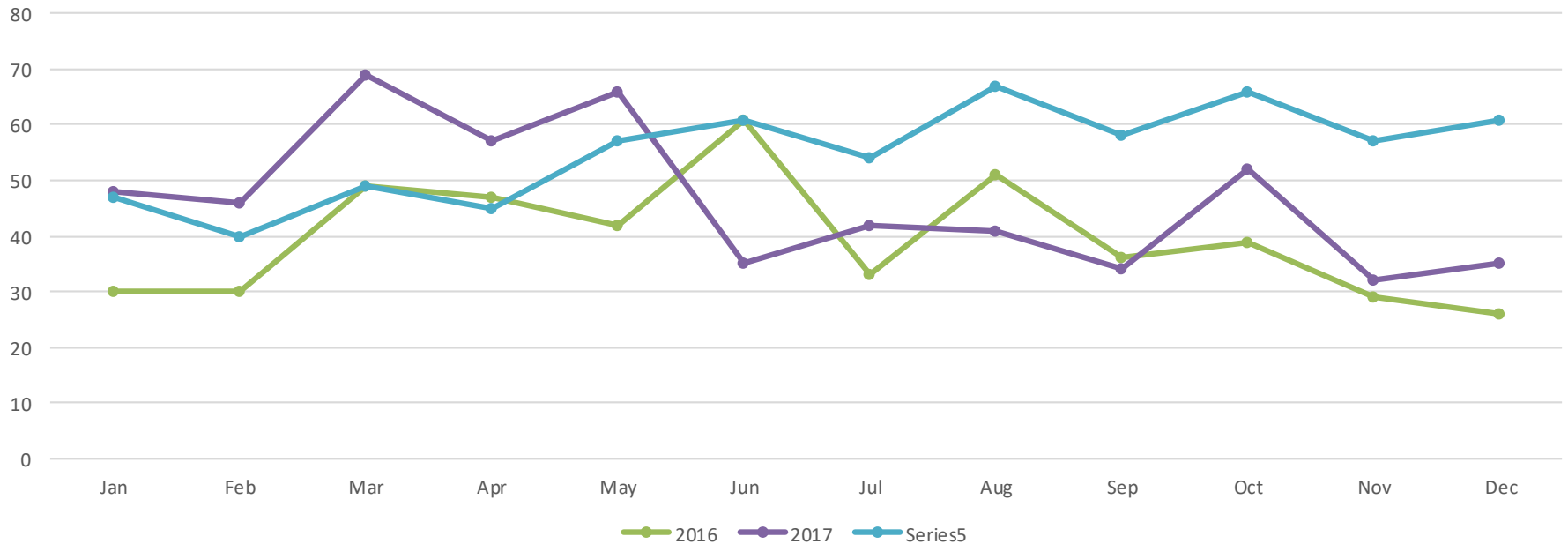
The following slides breakdown E-Portal Service Desk Calls, Filings, and Documents by year and month for Customer Service and Technical.



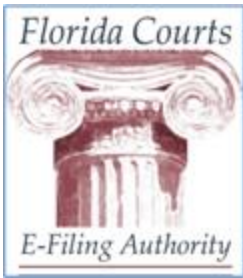
County Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2016	30	30	49	47	42	61	33	51	36	39	29	26
2017	48	46	69	57	66	35	42	41	34	52	32	35
2018	47	40	49	45	57	61	54	67	58	66	57	61

County Accounts



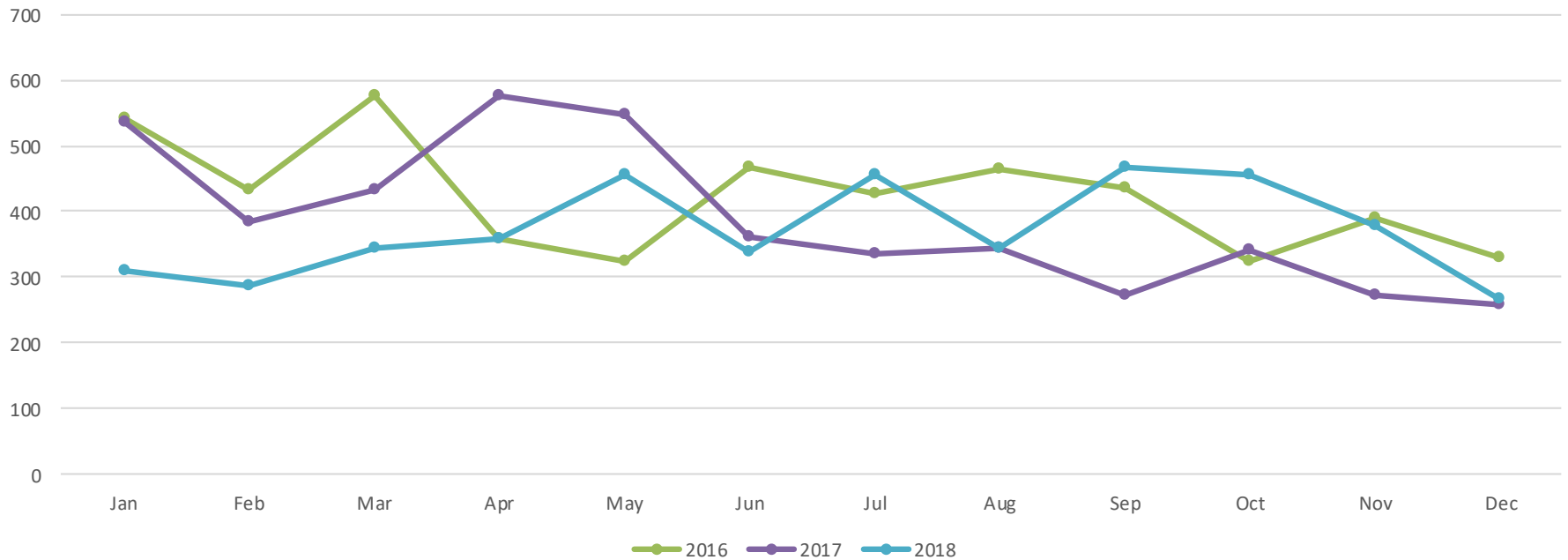
*Highest # of County Accounts 6/15: 126



County Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2016	542	433	575	359	324	468	426	463	437	323	389	329
2017	536	383	433	576	548	360	331	344	272	341	273	259
2018	311	288	345	361	455	337	455	344	467	457	377	266

County Calls

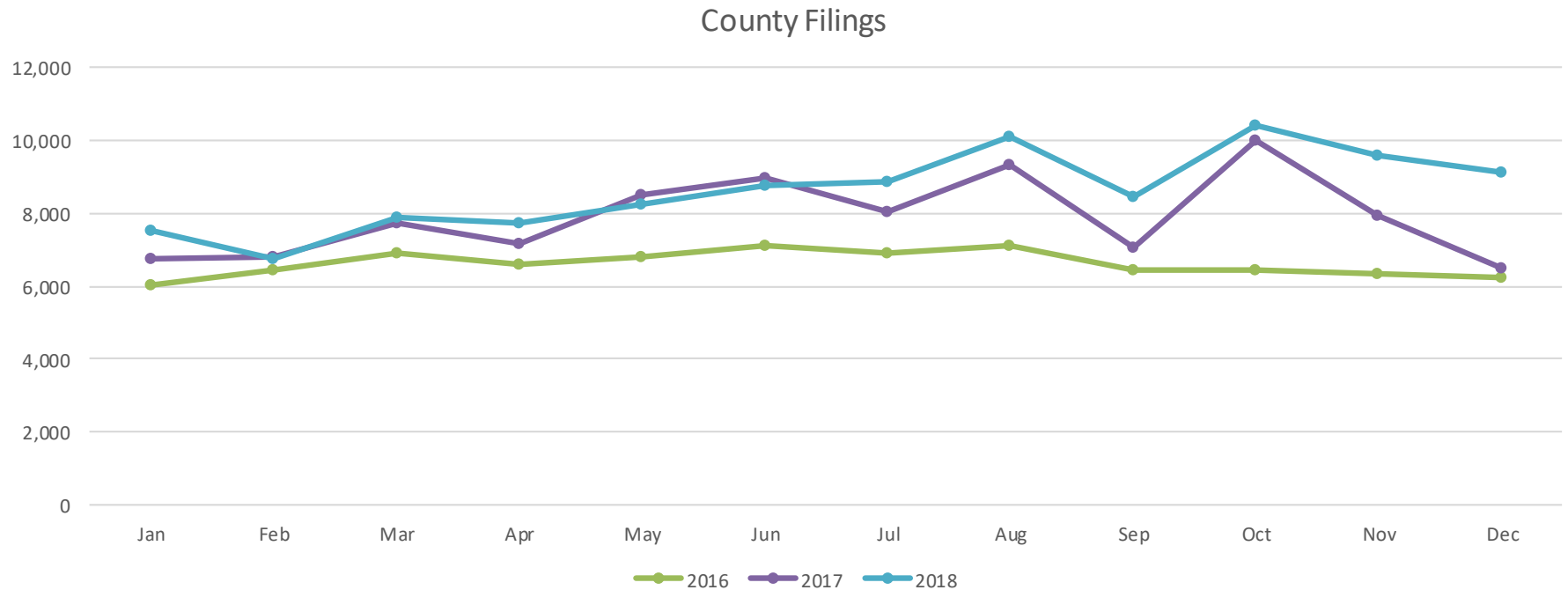


*Highest # of County Calls 3/14: 1,051



County Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	10,006	7,932	6,509
2018	7,546	6,774	7,879	7,736	8,265	8,746	8,855	10,077	8,428	10,431	9,577	9,110



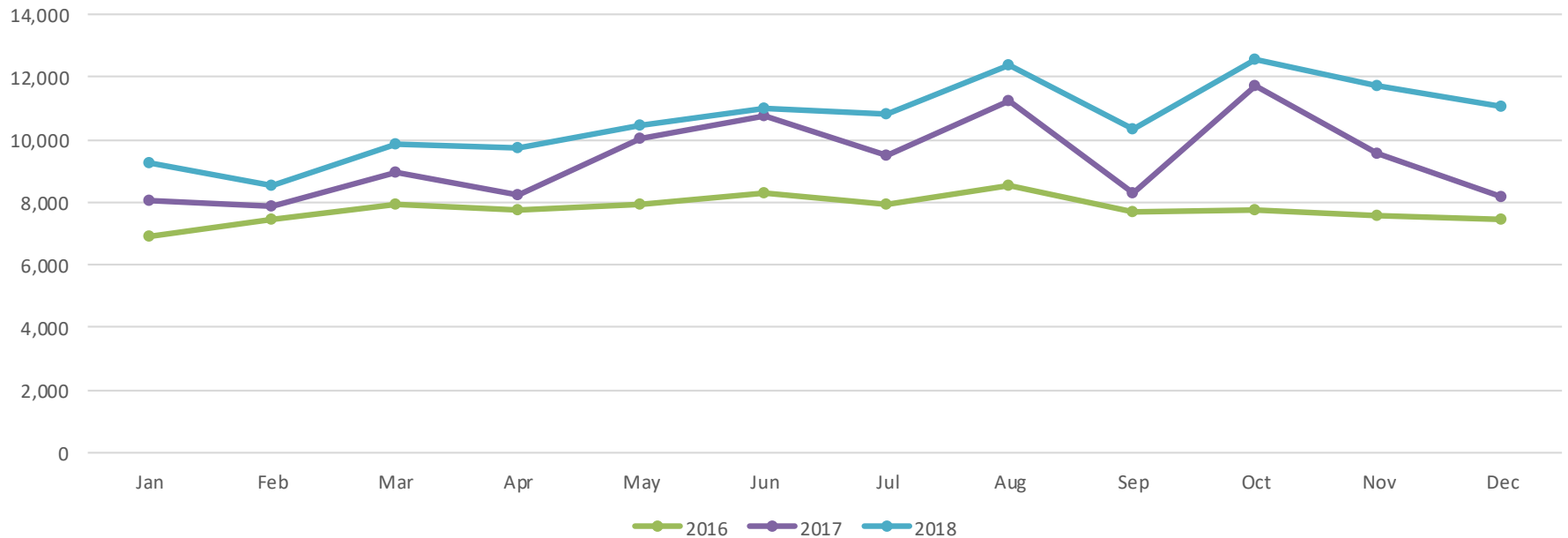
***Highest # of County Filings 10/18**



County Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	11,731	9,549	8,151
2018	9,277	8,533	9,843	9,759	10,470	11,026	10,822	12,388	10,317	12,545	11,714	11,066

County Docs



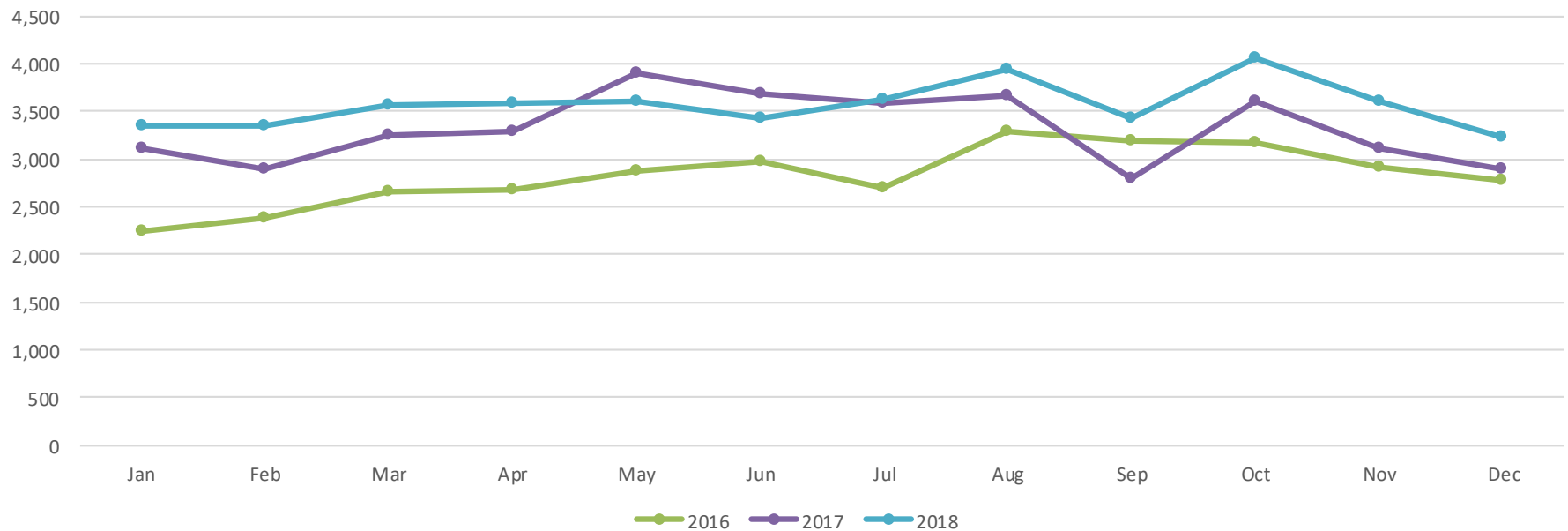
***Highest # of County Documents 10/18**



Customer Service Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	3,606	3,119	2,887
2018	3,356	3,346	3,570	3,578	3,611	3,428	3,635	3,933	3,421	4,054	3,609	3,236

Customer Service Accounts



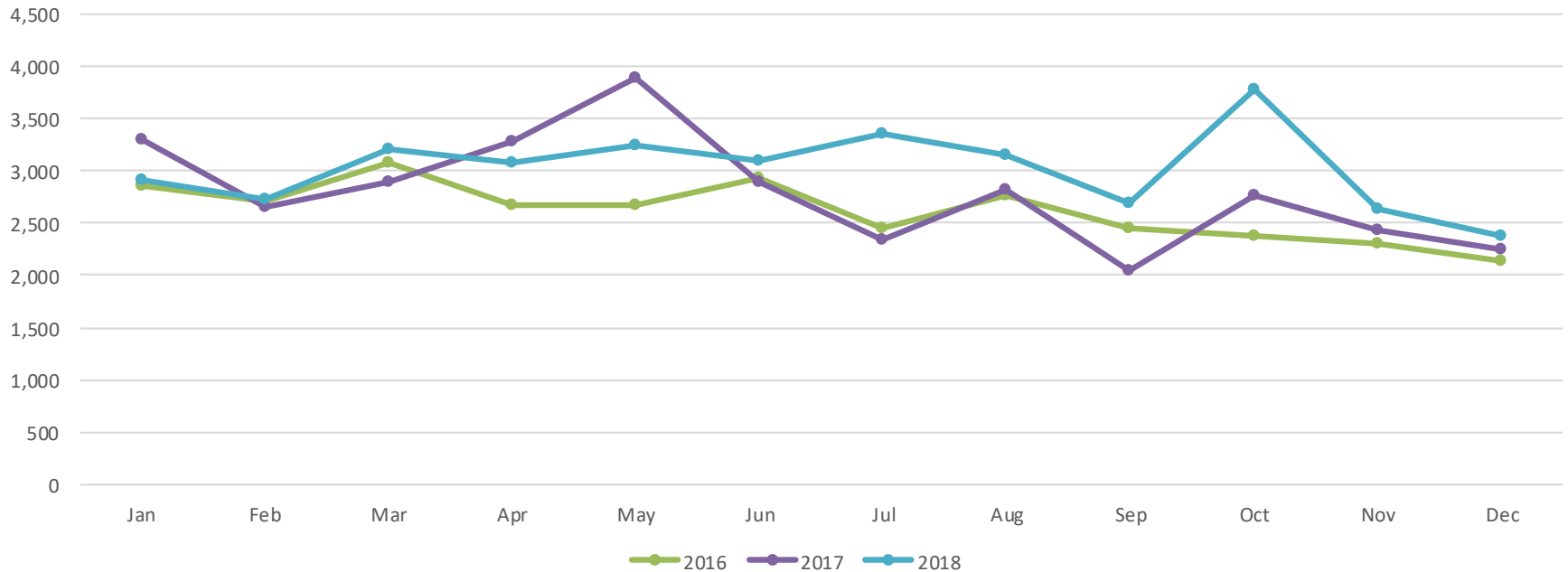
***Highest # of CS Accounts 10/18**



Customer Service Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	2,771	2,440	2,255
2018	2,916	2,735	3,215	3,081	3,253	3,088	3,362	3,157	2,685	3,779	2,632	2,376

Customer Service Calls



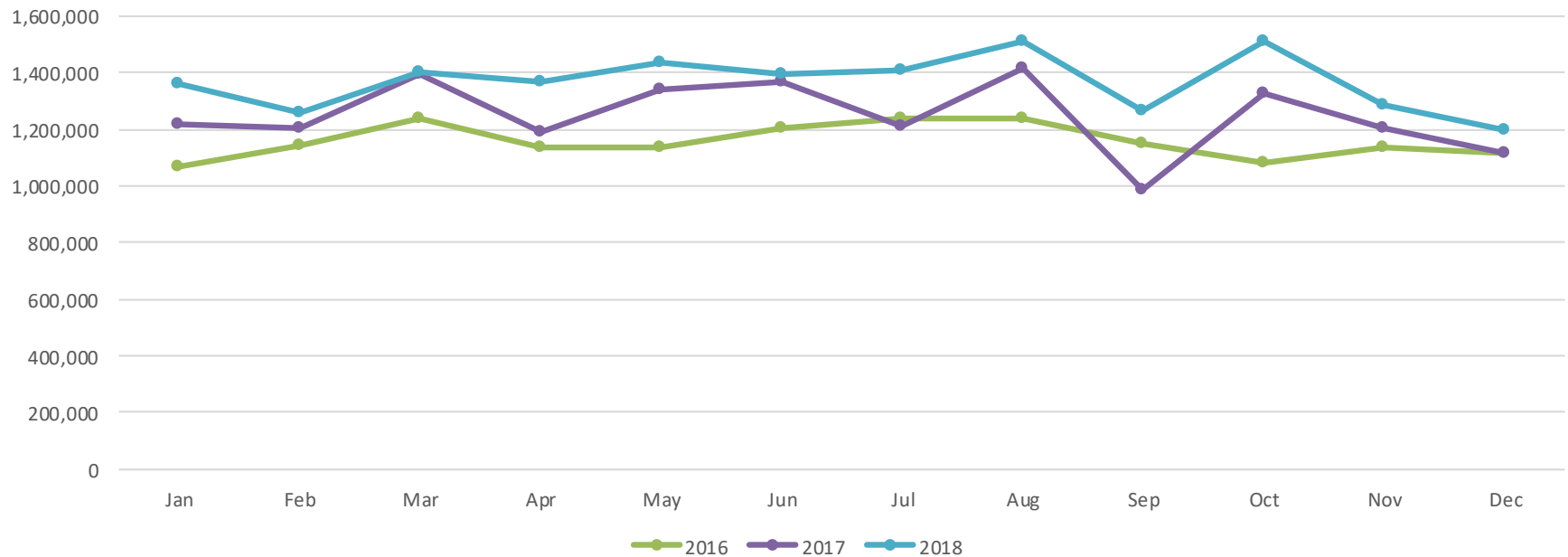
*Highest # of CS Call 10/14: 4,436



Customer Service Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	1,325,797	1,204,772	1,116,576
2018	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	1,511,178	1,285,545	1,197,810

Customer Service Filings

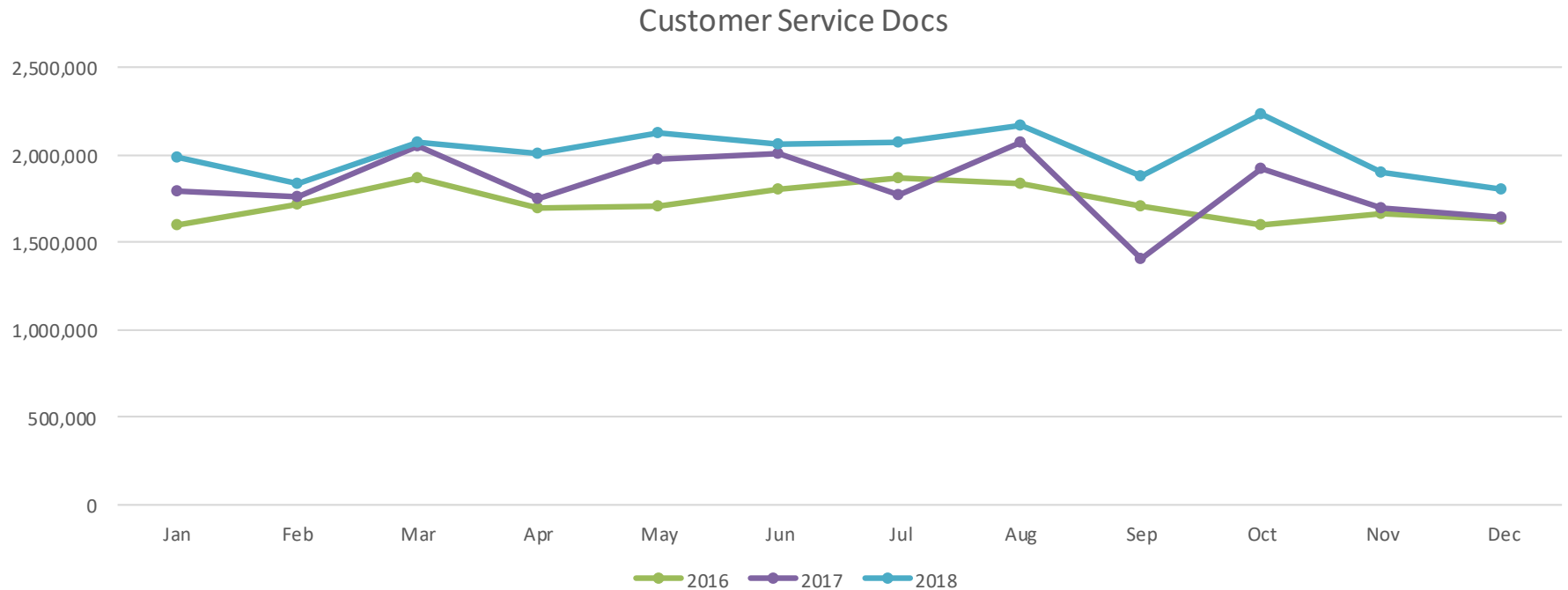


***Highest # of CS Filings 10/18**



Customer Service Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	1,325,797	1,204,772	1,116,576
2018	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



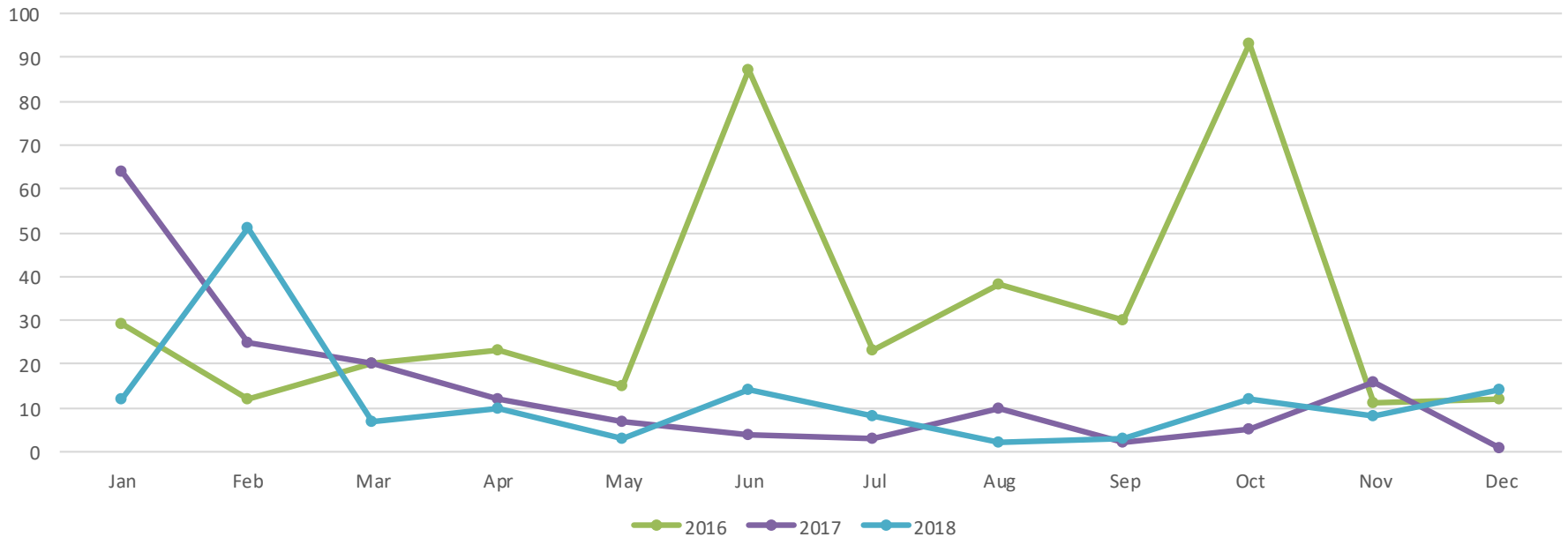
***Highest # of CS Docs 10/18**



Judge Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2016	29	12	20	23	15	87	23	38	30	93	11	12
2017	64	25	20	12	7	4	3	10	2	5	16	1
2018	12	51	7	10	3	14	8	2	3	12	8	14

Judge Accounts



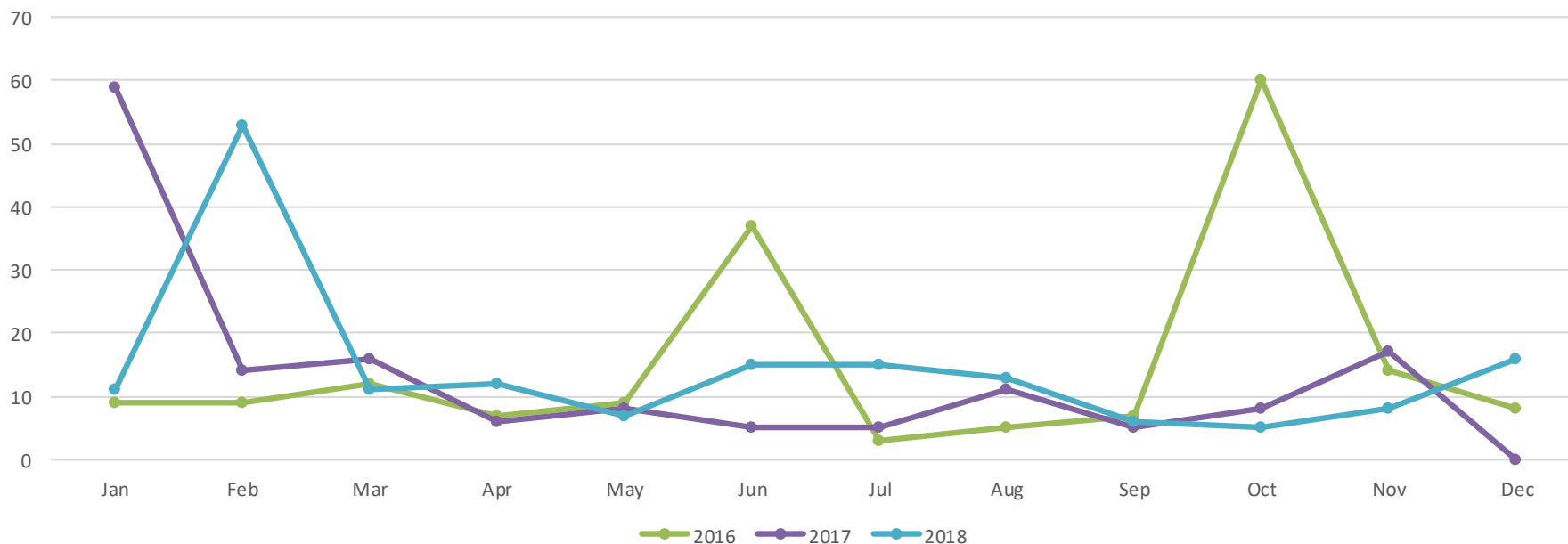
*Highest # of Judge Accounts 3/15: 129



Judge Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2016	9	9	12	7	9	37	3	5	7	60	14	8
2017	59	14	16	6	8	5	5	11	5	8	17	0
2018	11	53	11	12	7	15	15	13	6	5	8	16

Judge Calls

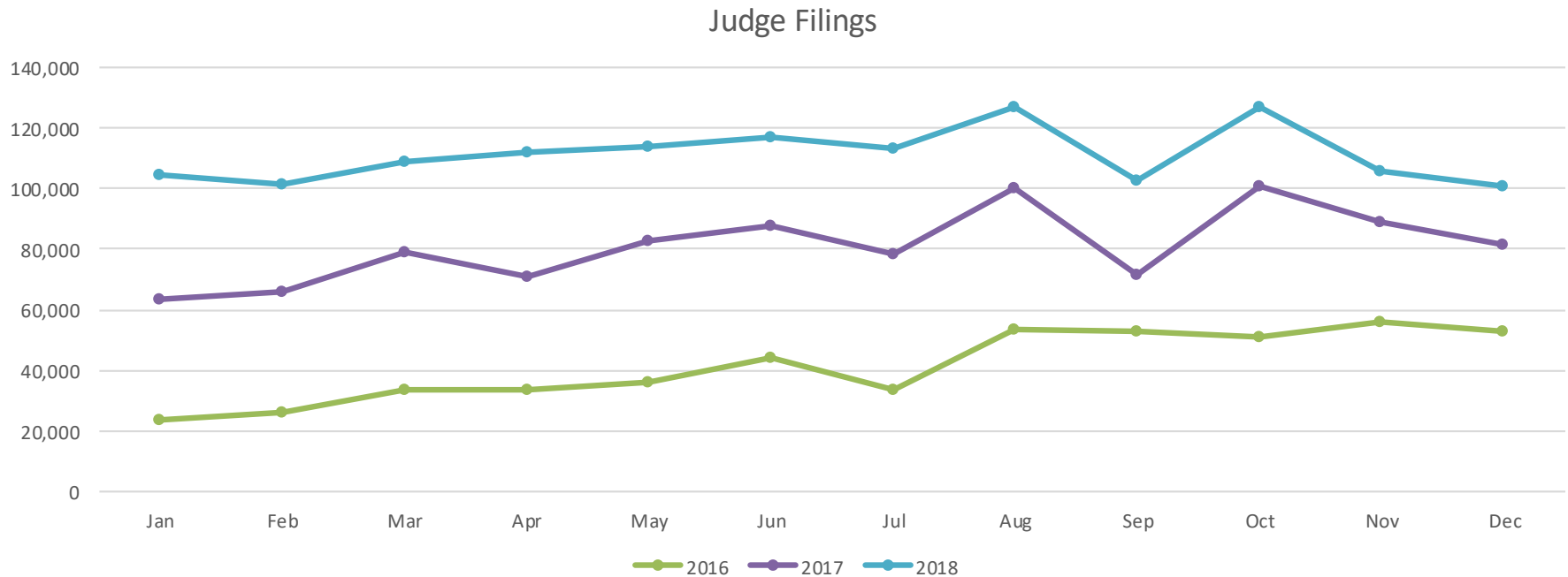


*Highest # of Judge Call 10/16: 60



Judge Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	101,071	88,778	81,229
2018	104,868	101,141	108,706	111,988	113,615	116,763	113,503	127,283	102,915	127,209	105,653	101,015

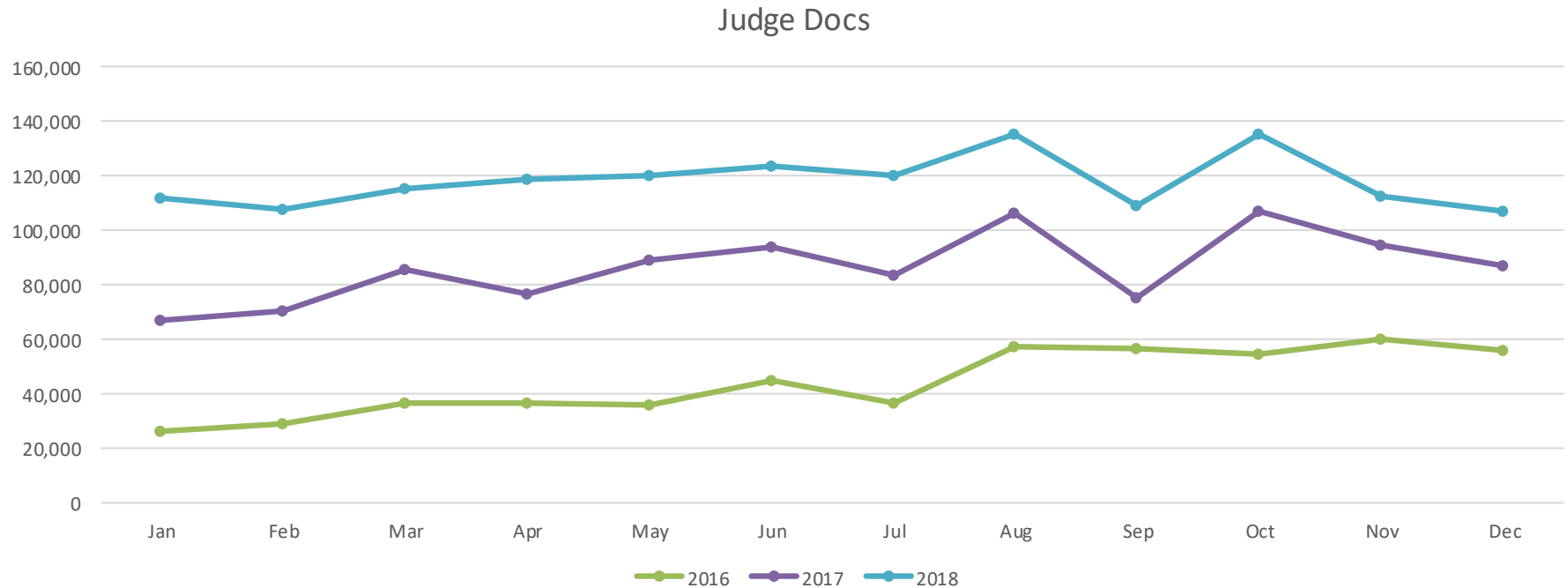


***Highest # of Judge Filings 10/18**



Judge Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	107,193	94,258	86,830
2018	111,589	107,456	115,240	118,835	120,295	123,668	120,263	135,568	109,203	135,120	112,210	107,351

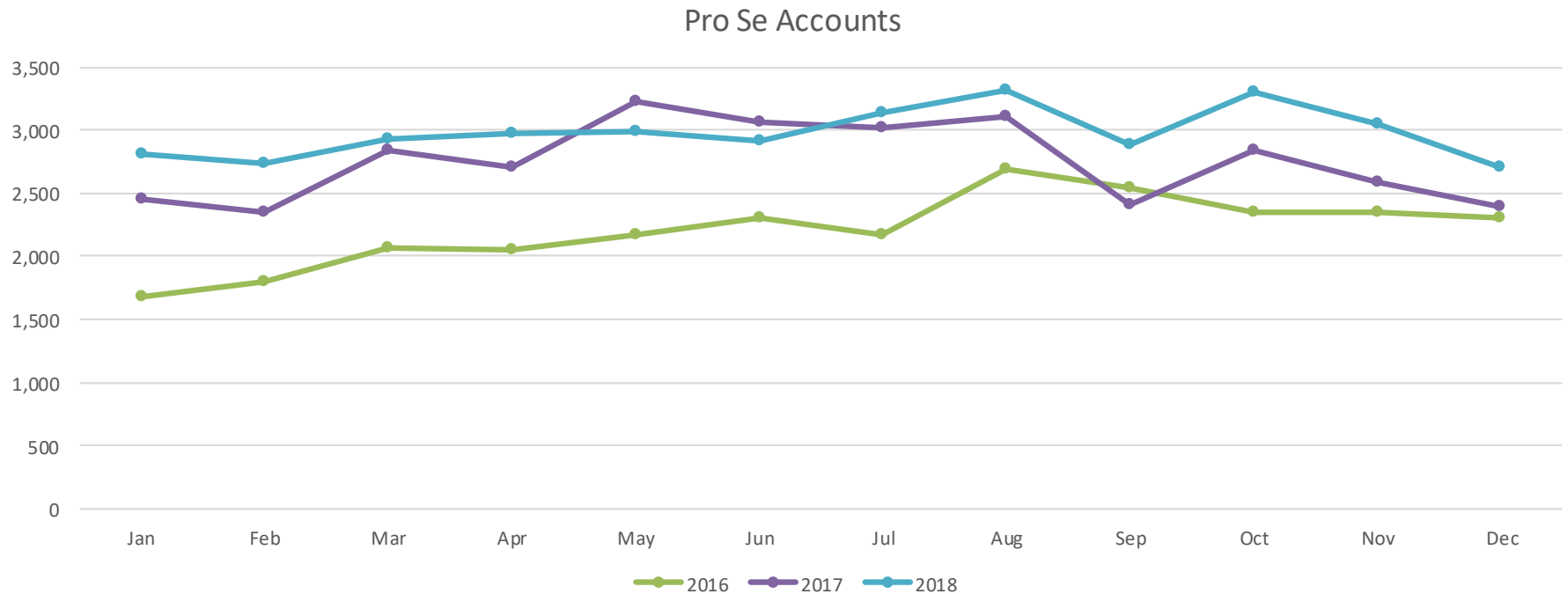


***Highest # of Judge Docs 8/18**



Pro Se Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	2,838	2,587	2,395
2018	2,814	2,738	2,926	2,979	2,995	2,922	3,141	3,316	2,883	3,308	3,044	2,713

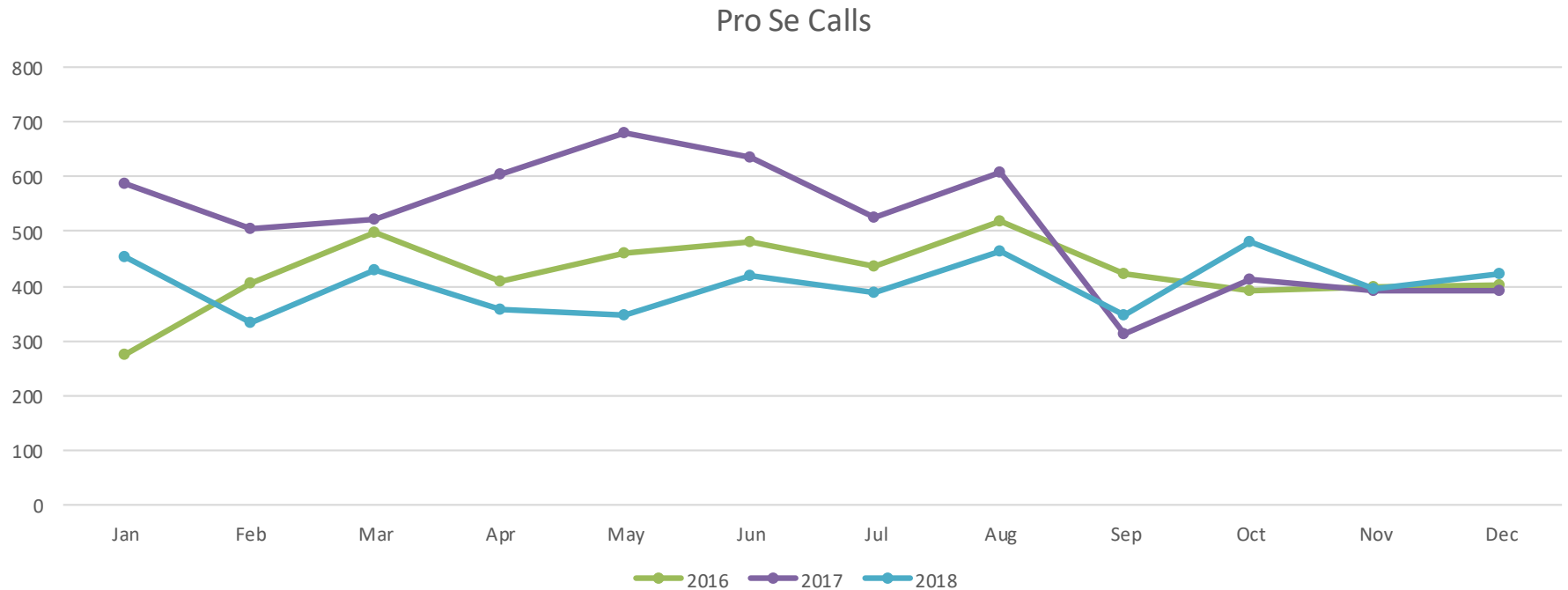


***Highest # of Pro Se Accounts 8/18**



Pro Se Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2016	274	406	499	409	459	481	435	517	423	393	399	403
2017	588	504	522	605	679	637	524	608	313	411	392	392
2018	455	332	430	357	348	420	389	464	348	480	396	422

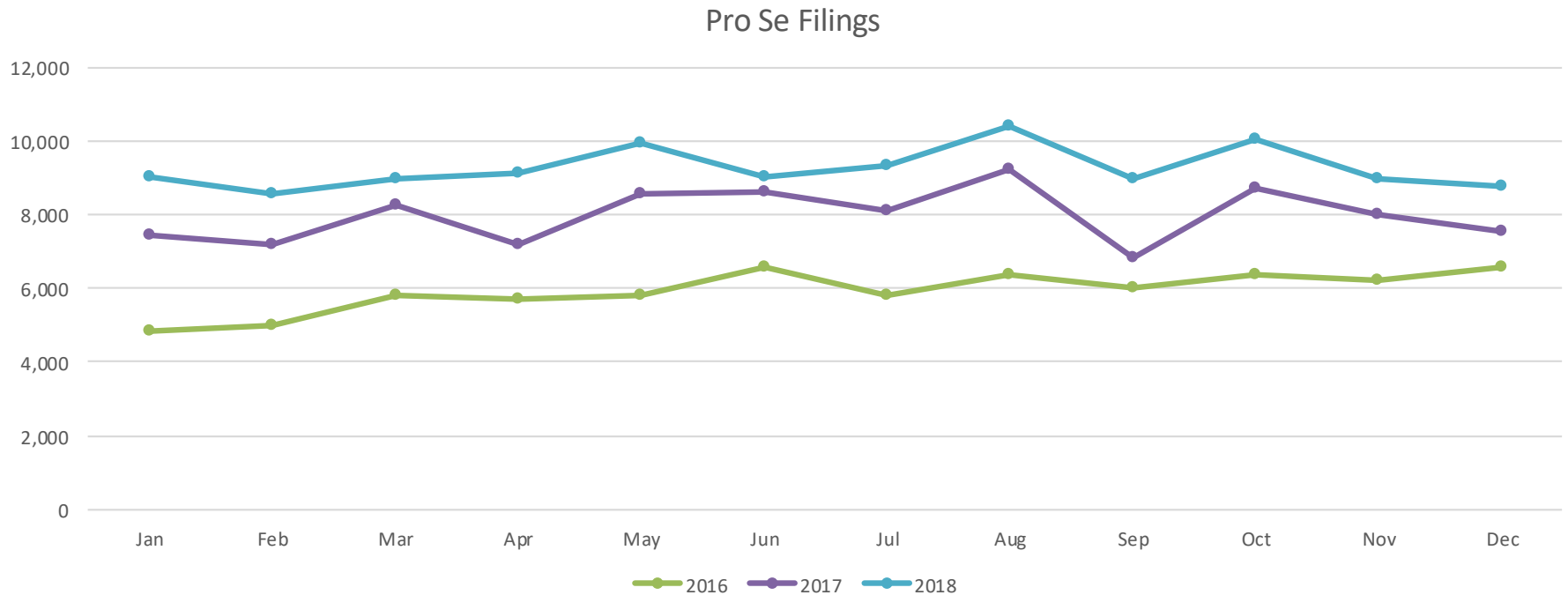


***Highest # of Pro Se Calls 5/17: 679**



Pro Se Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	8,701	8,001	7,543
2018	9,018	8,582	8,991	9,127	9,920	9,034	9,330	10,379	8,965	10,041	8,985	8,754

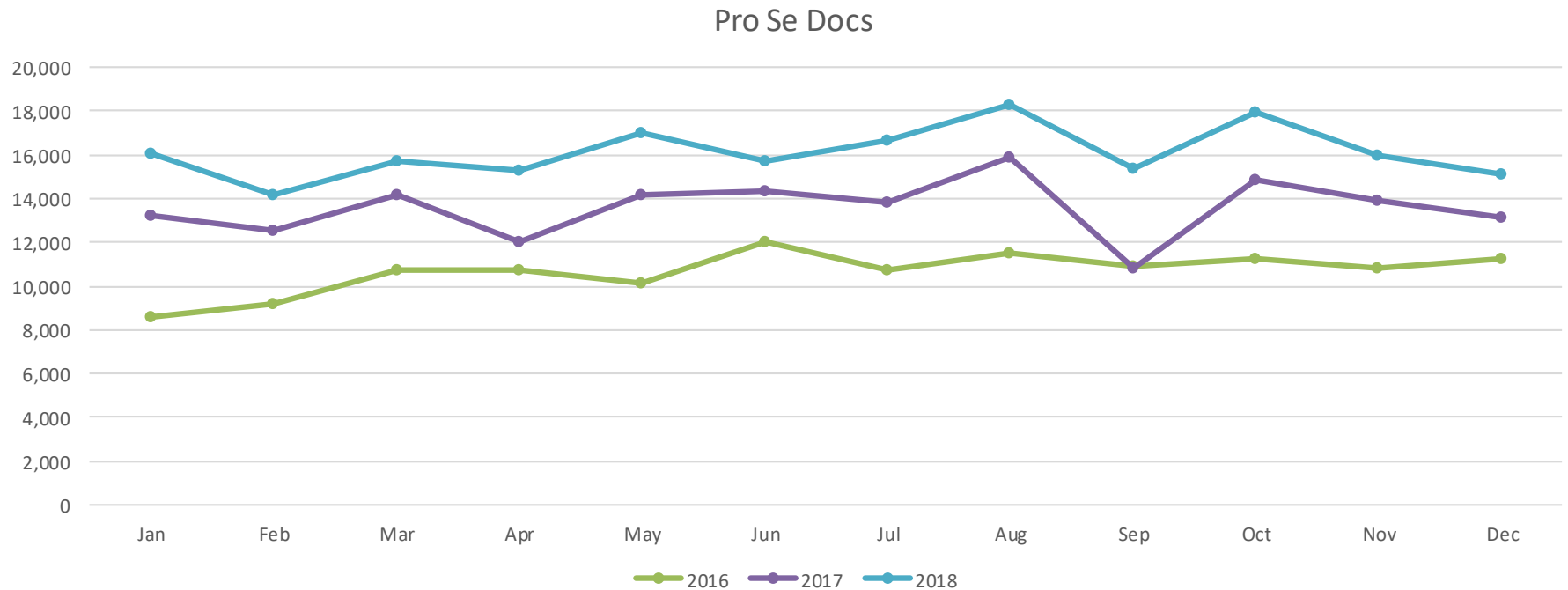


***Highest # of Pro Se Filings 8/18**



Pro Se Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	14,899	13,896	13,130
2018	16,040	14,209	15,689	15,303	16,981	15,754	16,639	18,257	15,411	17,924	16,000	15,142



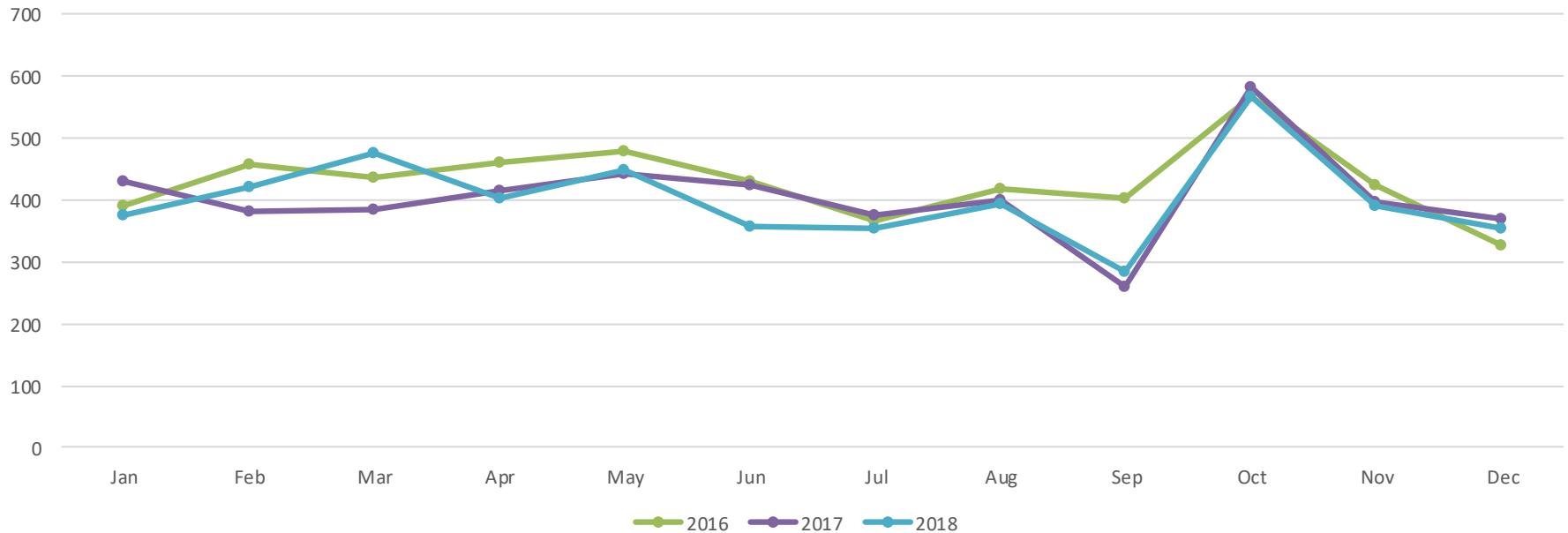
***Highest # of Pro Se Docs 8/18**



Attorney Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2016	390	457	435	459	479	430	367	417	401	556	425	327
2017	431	382	385	414	443	425	375	399	259	581	396	369
2018	376	420	476	403	449	358	354	394	284	567	391	353

Attorney Accounts

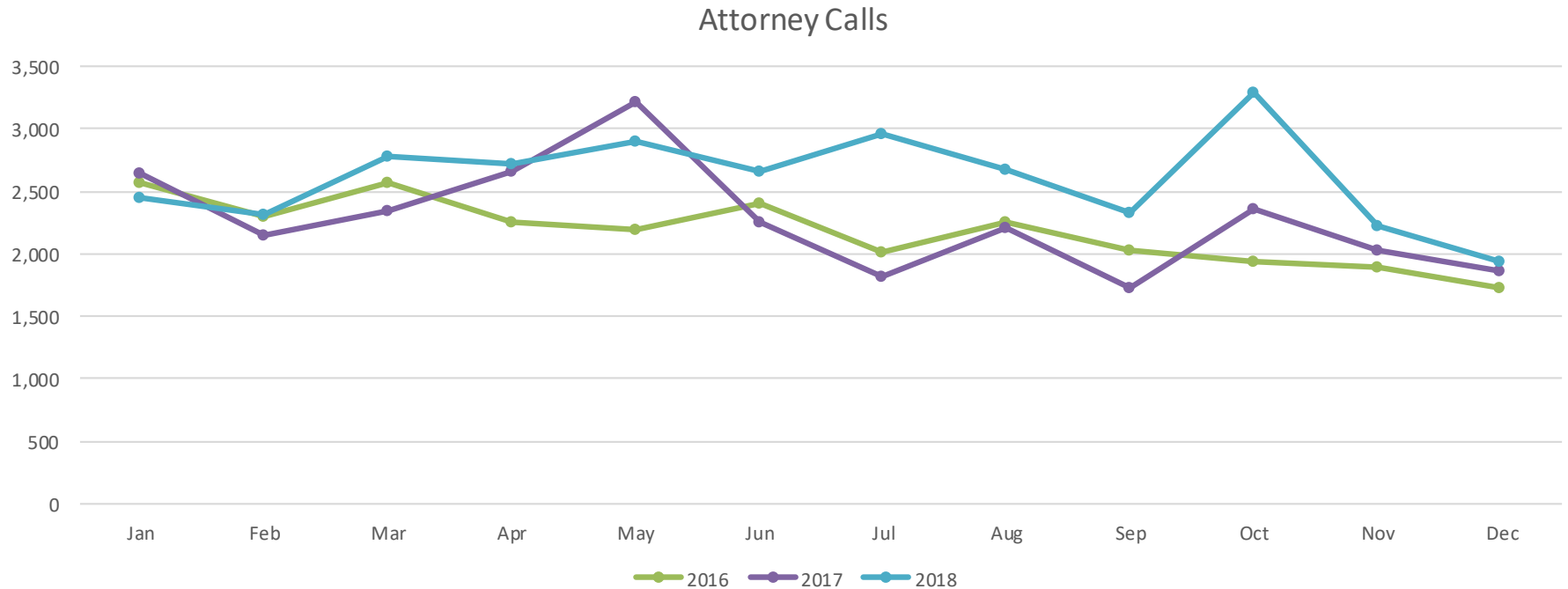


*Highest # of Attorney Accounts 4/14: 1,379



Attorney Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	2,352	2,031	1,863
2018	2,450	2,321	2,774	2,724	2,898	2,653	2,958	2,680	2,331	3,294	2,228	1,938



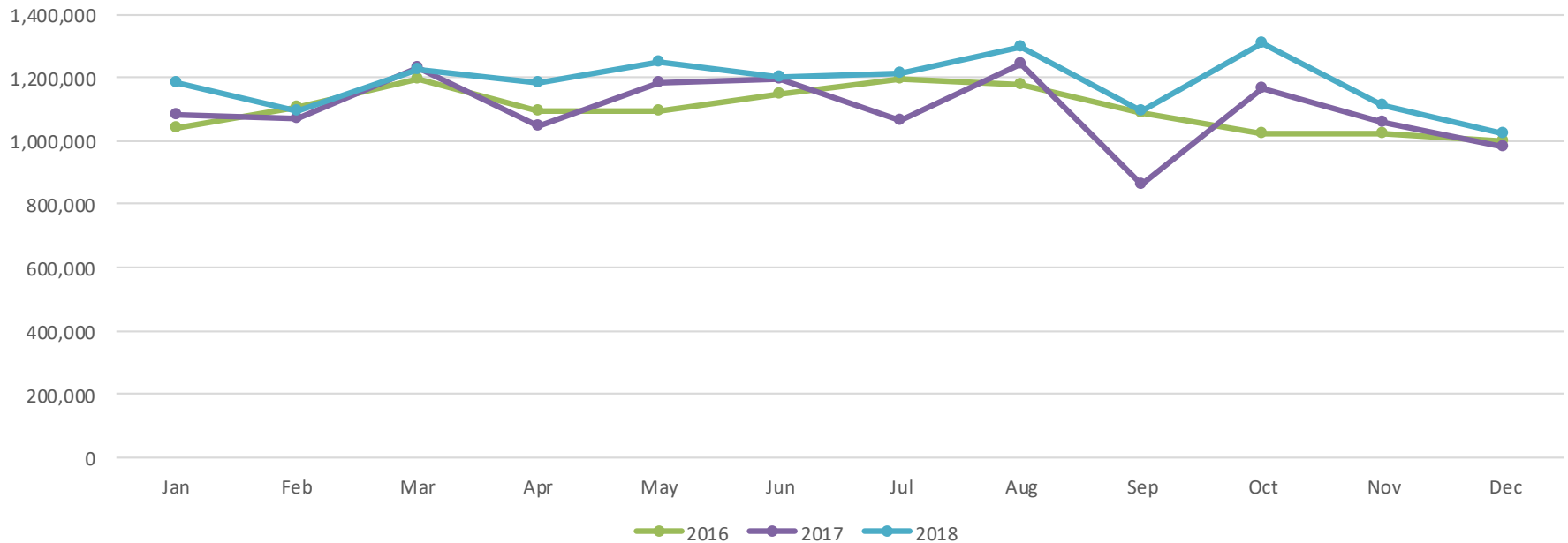
***Highest # of Attorney Calls 10/14: 4,237**



Attorney Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	1,165,854	1,059,208	980,410
2018	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	1,309,357	1,111,412	1,022,893

Attorney Filings



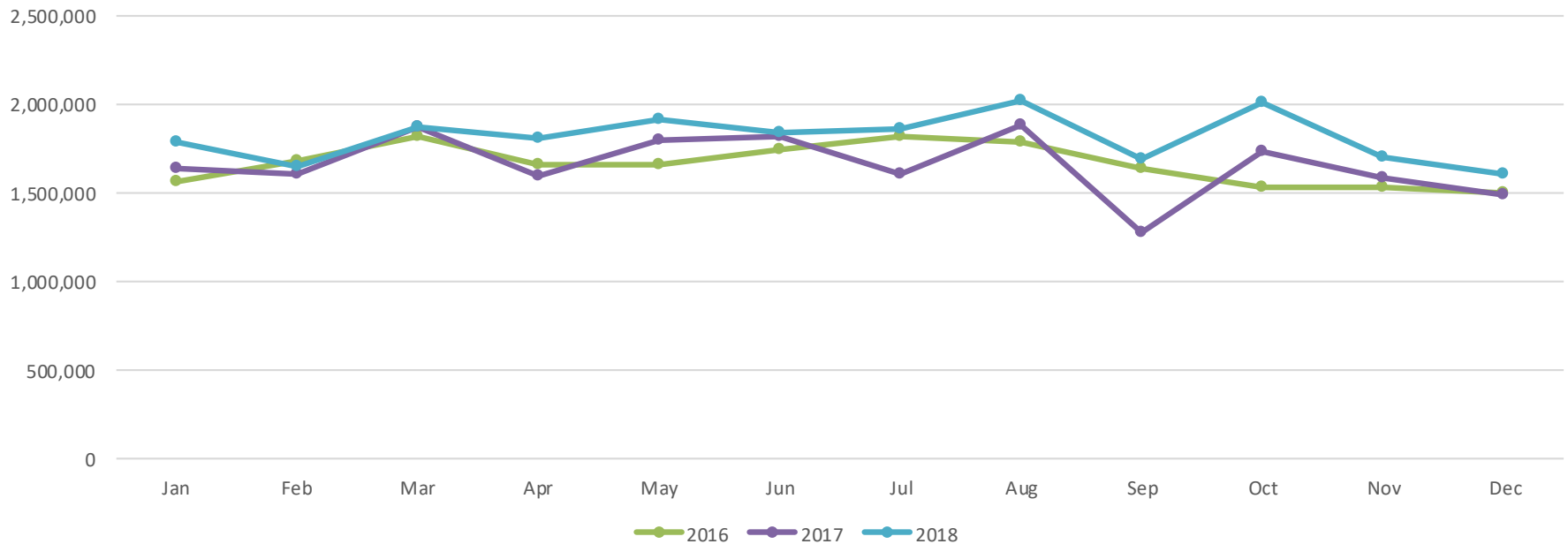
***Highest # of Attorney Filings 10/18**



Attorney Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	1,736,631	1,587,812	1,484,653
2018	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	1,600,499

Attorney Docs



*Highest # of Attorney Docs 8/18