



Florida Courts E-Filing Authority Board

Service Desk Report January 2019



Customer Service Incidents

January 2019

Status	November 2018	December 2018	January 2019
Incidents Received	2,632	2,376	3,261
Incidents Worked	2,615	2,372	3,236
Carry Over	15	8	20
# of Submissions	1,285,545	1,188,700	1,504,054
# of Documents	1,902,645	1,792,412	2,292,420

Average Acknowledgement/Resolution Times			
Acknowledge	.02 Days	.02 Days	.02 Days
Time	13 Minutes	11 Minutes	10 Minutes
Resolution	.07 Days	.06 Days	.06 Days
Time	37 Minutes	32 Minutes	33 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 January 2019

Status	November 2018	December 2018	January 2019
Incidents Received	8	16	45
Incidents Worked	8	16	45
Carry Over	0	0	0
# of Submissions	105,653	101,015	125,137
# of Documents	112,210	107,351	132,466

Average Acknowledgement/Resolution Times			
Acknowledge Time	.00 Days 2 Minutes	.01 Days 5 Minutes	.01 Days 5 Minutes
Resolution Time	.03 Days 15 Minutes	.10 Days 53 Minutes	.02 Days 9 Minutes
Stakeholders: Judges, Judicial Assistants, General Magistrates, and Hearing Officers			



Pro Se Incidents January 2019

Status	November 2018	December 2018	January 2019
Incidents Received	396	422	480
Incidents Worked	392	420	474
Carry Over	4	2	4
# of Submissions	8,985	8,754	11,178
# of Documents	16,000	15,142	18,983

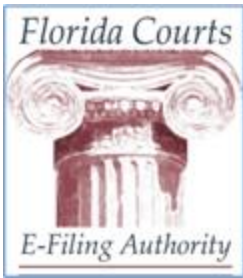
Average Acknowledgement/Resolution Times			
Acknowledge Time	.02 Days 11 Minutes	.01 Days 7 Minutes	.02 Days 8 Minutes
Resolution Time	.06 Days 31 Minutes	.04 Days 21 Minutes	.05 Days 27 Minutes
Stakeholders: Pro Se filers and Agent for Pro Se Filer			



Attorney Incidents January 2019

Status	November 2018	December 2018	January 2019
Incidents Received	2,228	1,938	2,736
Incidents Worked	2,215	1,936	2,717
Carry Over	11	6	16
# of Submissions	1,111,412	1,022,893	1,299,550
# of Documents	1,701,778	1,600,499	2,057,861

Average Acknowledgement/Resolution Times			
Acknowledge Time	.02 Days 13 Minutes	.02 Days 12 Minutes	.02 Days 10 Minutes
Resolution Time	.07 Days 38 Minutes	.06 Days 34 Minutes	.08 Days 43 Minutes
Stakeholders: Attorneys and their representatives			



Technical/System Incidents January 2019

Status	November 2018	December 2018	January 2019
Incidents Received	377	266	431
Incidents Worked	358	261	409
Carry Over	104	34	19
# of Submissions	9,577	9,110	12,276
# of Documents	11,714	11,066	15,056

Average Acknowledgement/Resolution Times			
Acknowledge Time	.04 Days 23 Minutes	.04 Days 19 Minutes	.05 Days 26 Minutes
Resolution Time	.84 Days 7 Hours 31 Minutes	.63 Days 5 Hours 39 Minutes	.63 Days 5 Hours 41 Minutes
Stakeholders: Clerks of Court and their staff			



Top Types of Incidents

Attorneys		
Account Set-up	Create New Filing	E-Service Issues
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
De-Activate Account	Filing in Pending Queue	General Question
Login Issue	Password Reset	Payment Assistance
Referred To County		
Account Set-up	Login Issues	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



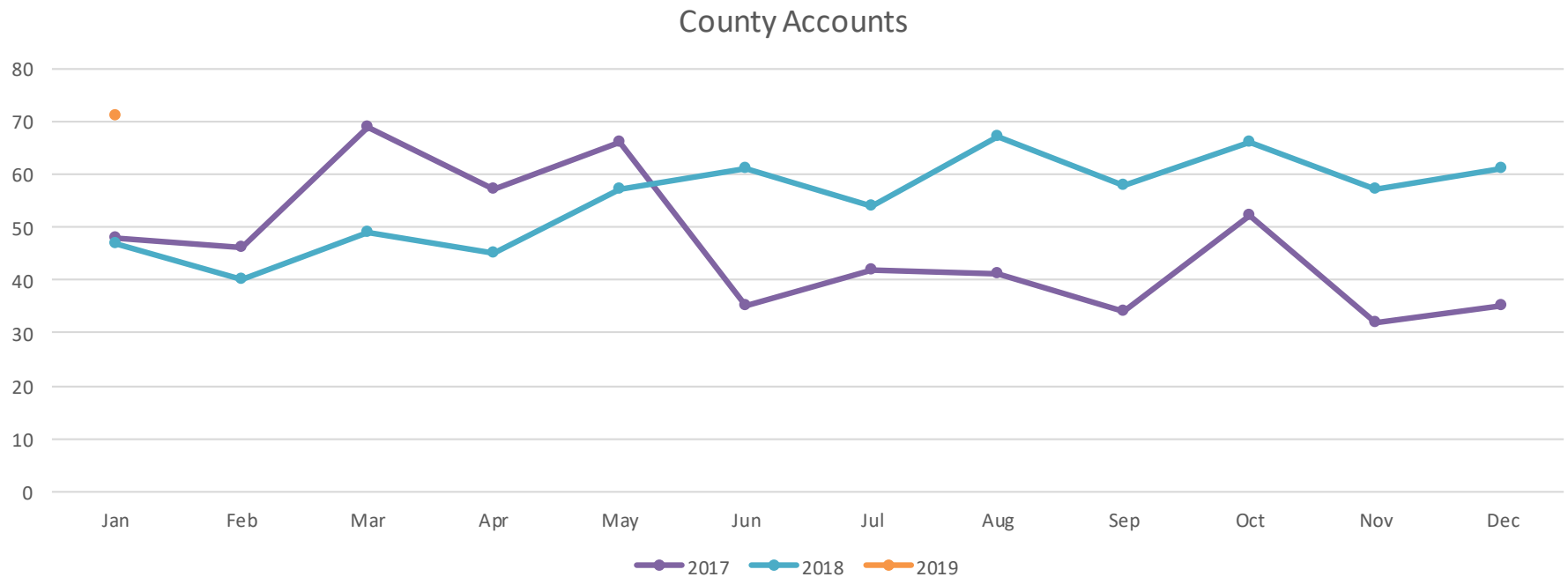
At-A-Glance Statistics

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
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
2019	71											



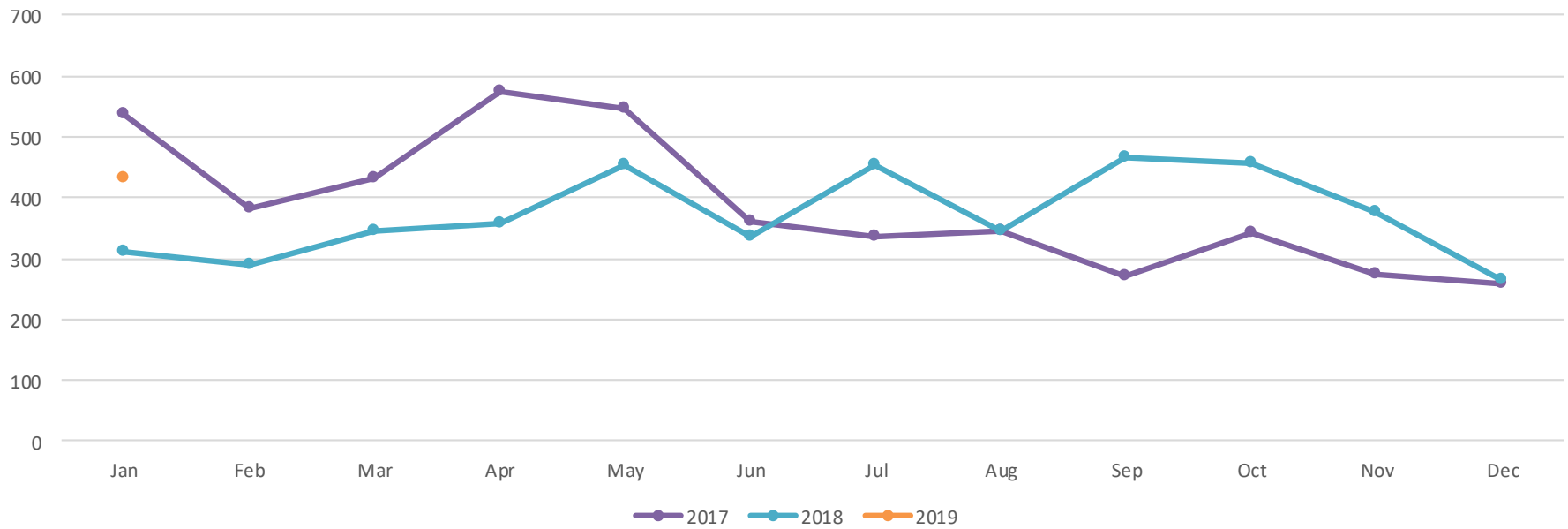
*Highest # of County Accounts 6/15: 126



County Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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
2019	431											

County Calls



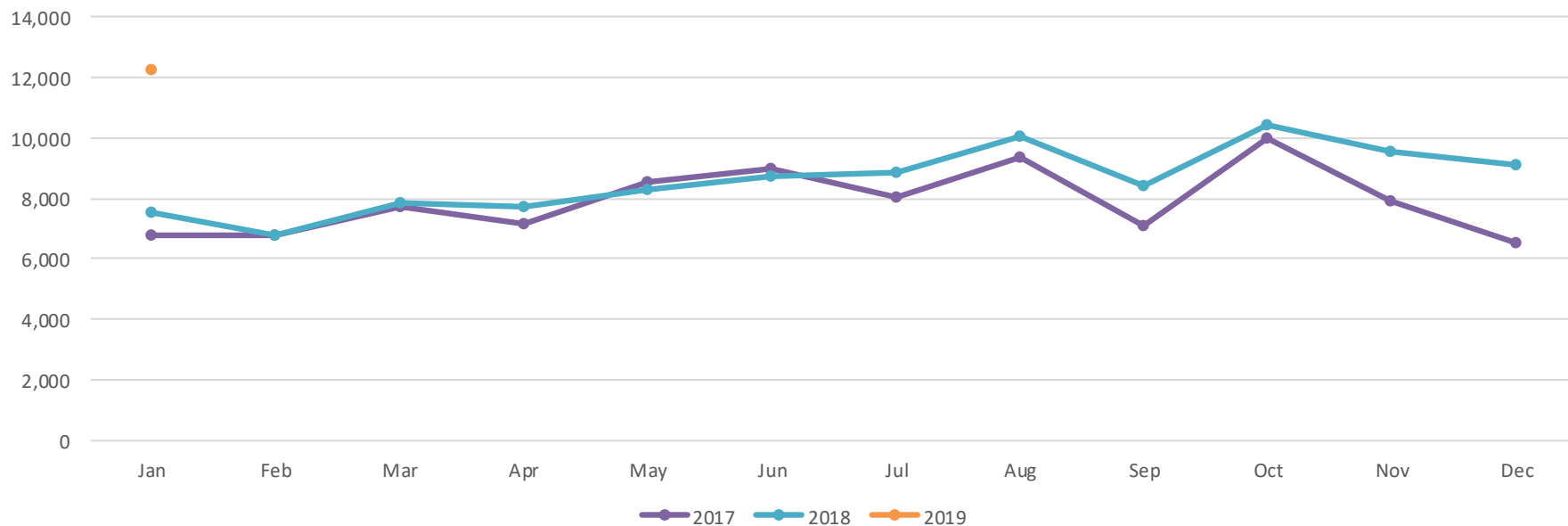
*Highest # of County Calls 3/14: 1,051



County Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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
2019	12,276											

County Filings



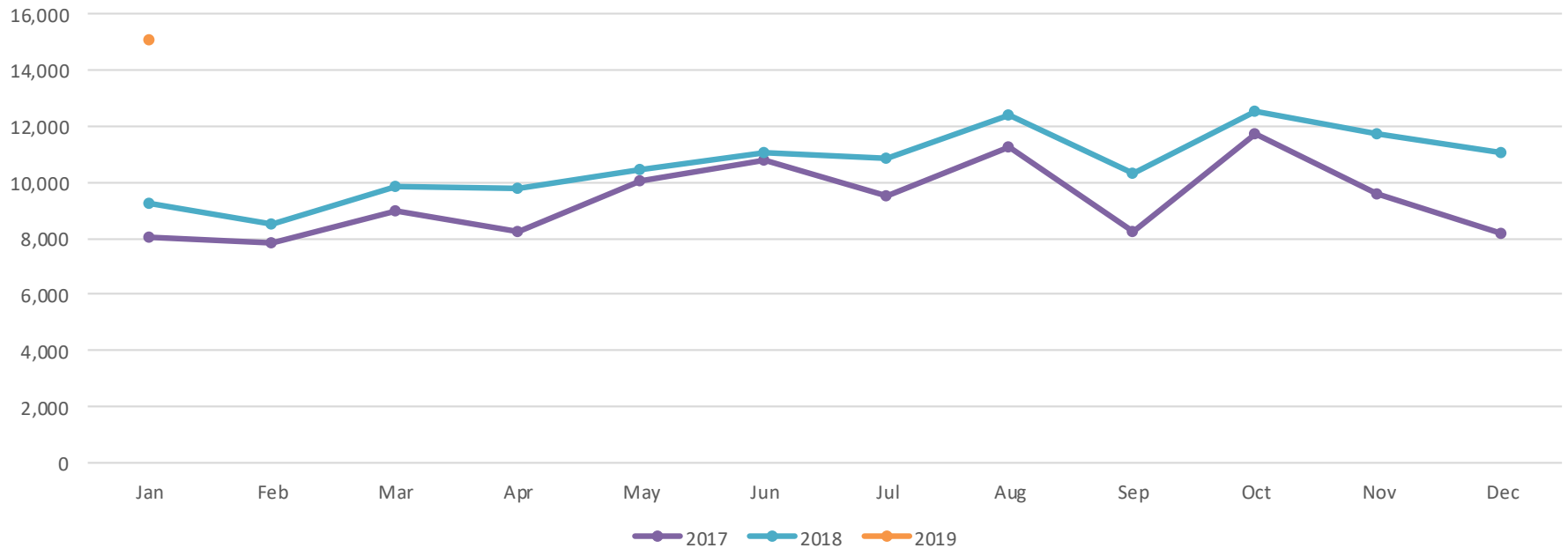
***Highest # of County Filings 1/19**



County Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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
2019	15,056											

County Docs



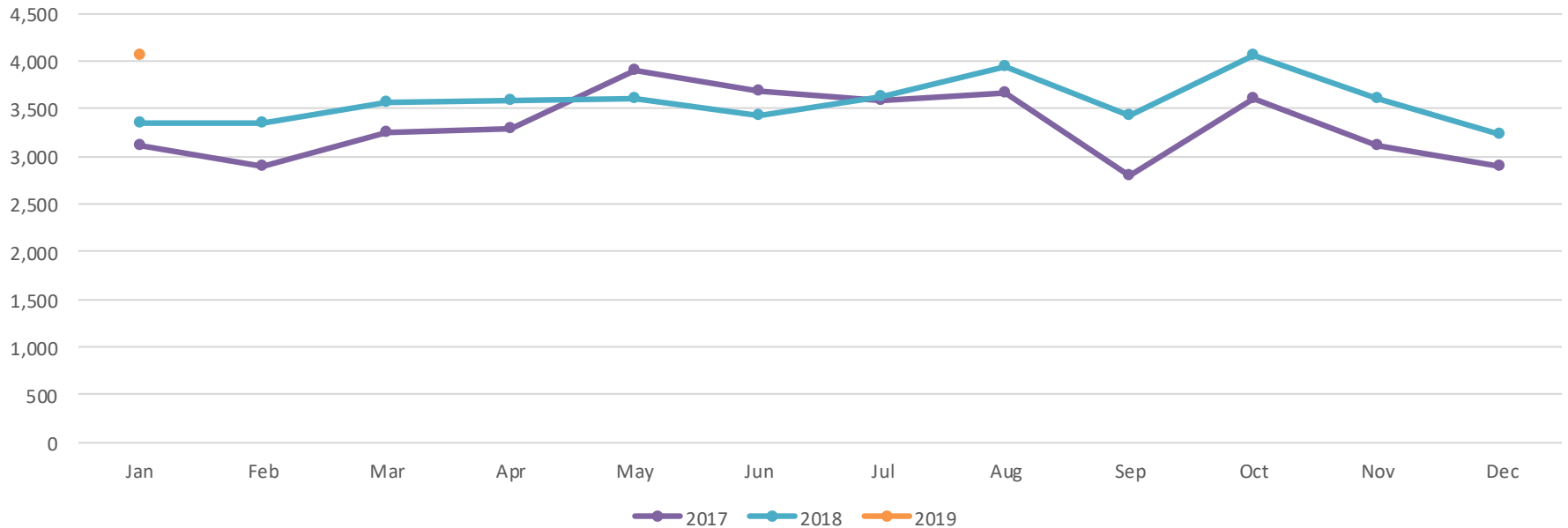
*Highest # of County Documents 1/19



Customer Service Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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
2019	4,069											

Customer Service Accounts

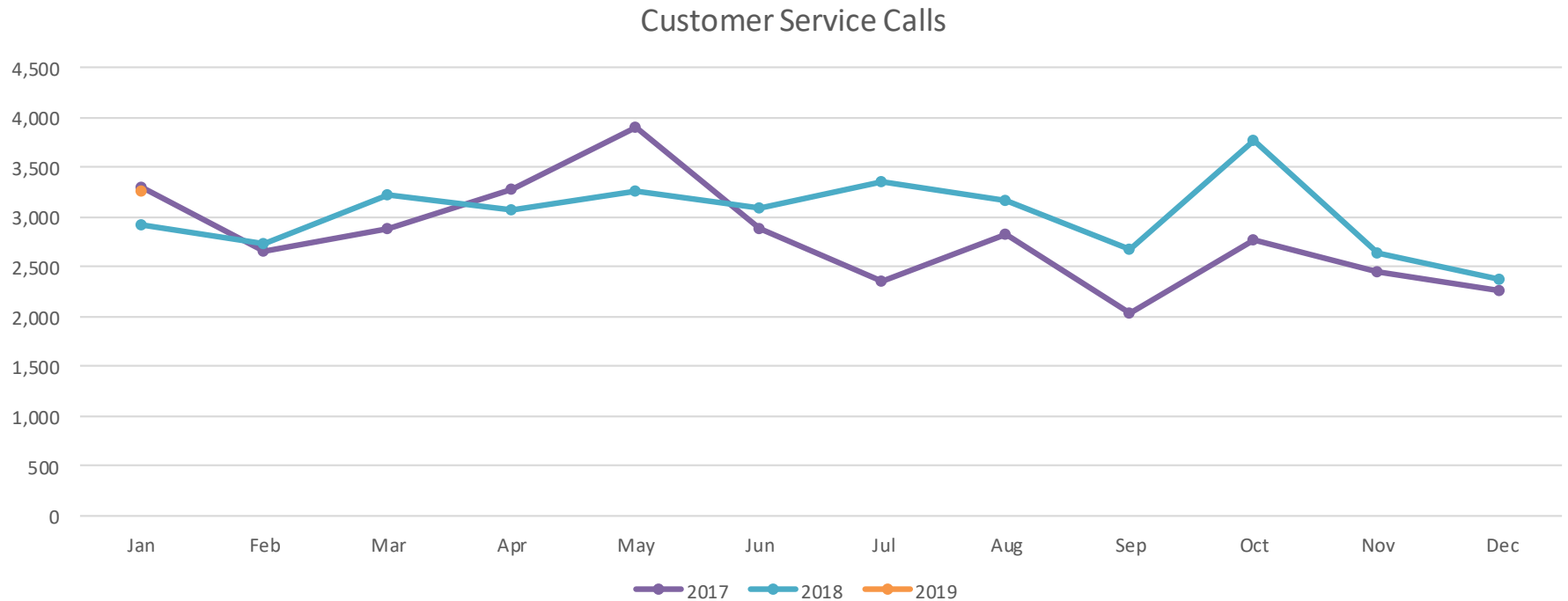


***Highest # of CS Accounts 1/19**



Customer Service Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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
2019	3,261											

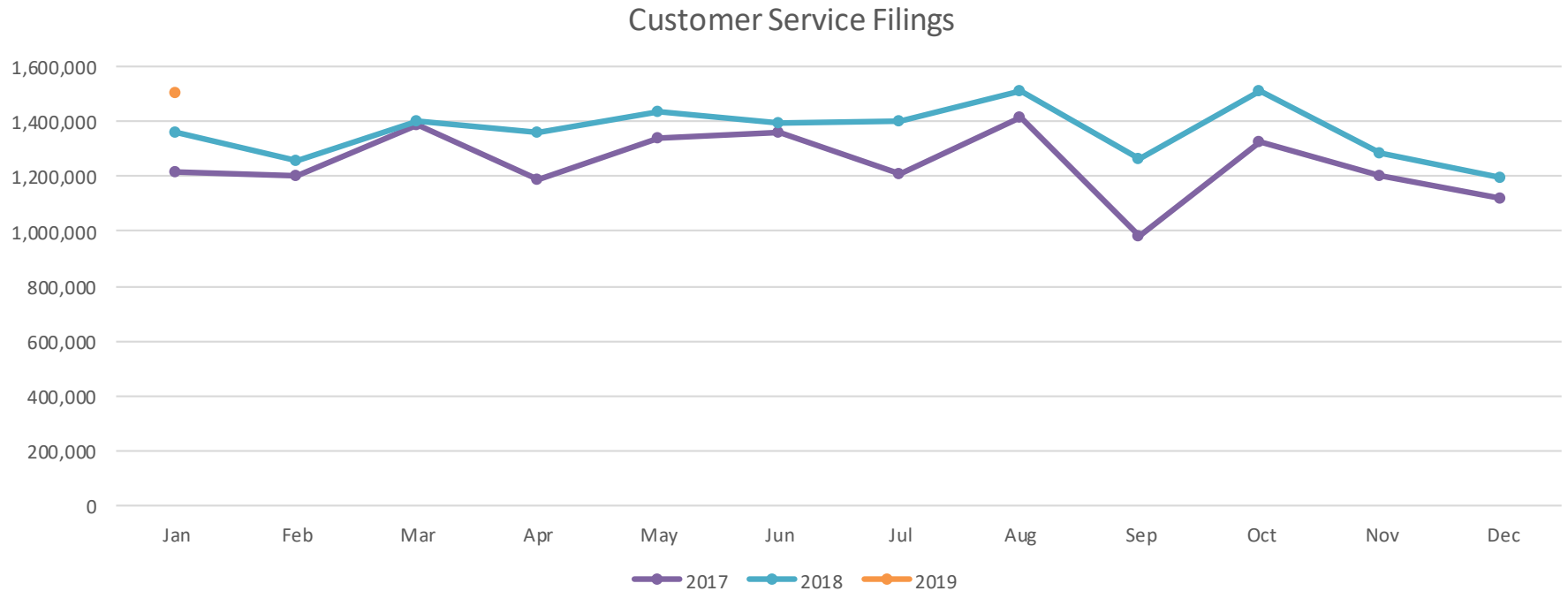


*Highest # of CS Call 10/14: 4,436



Customer Service Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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
2019	1,504,054											

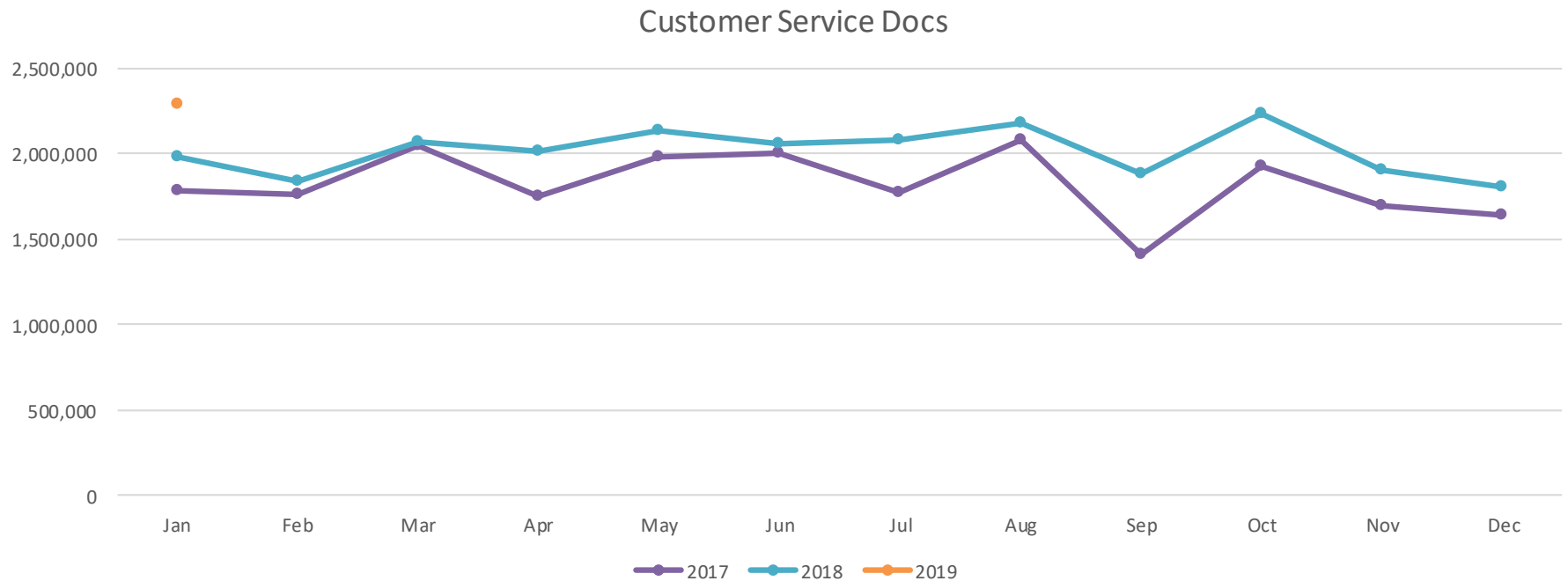


***Highest # of CS Filings 10/18**



Customer Service Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	1,921,991	1,695,966	1,642,906
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
2019	2,292,420											



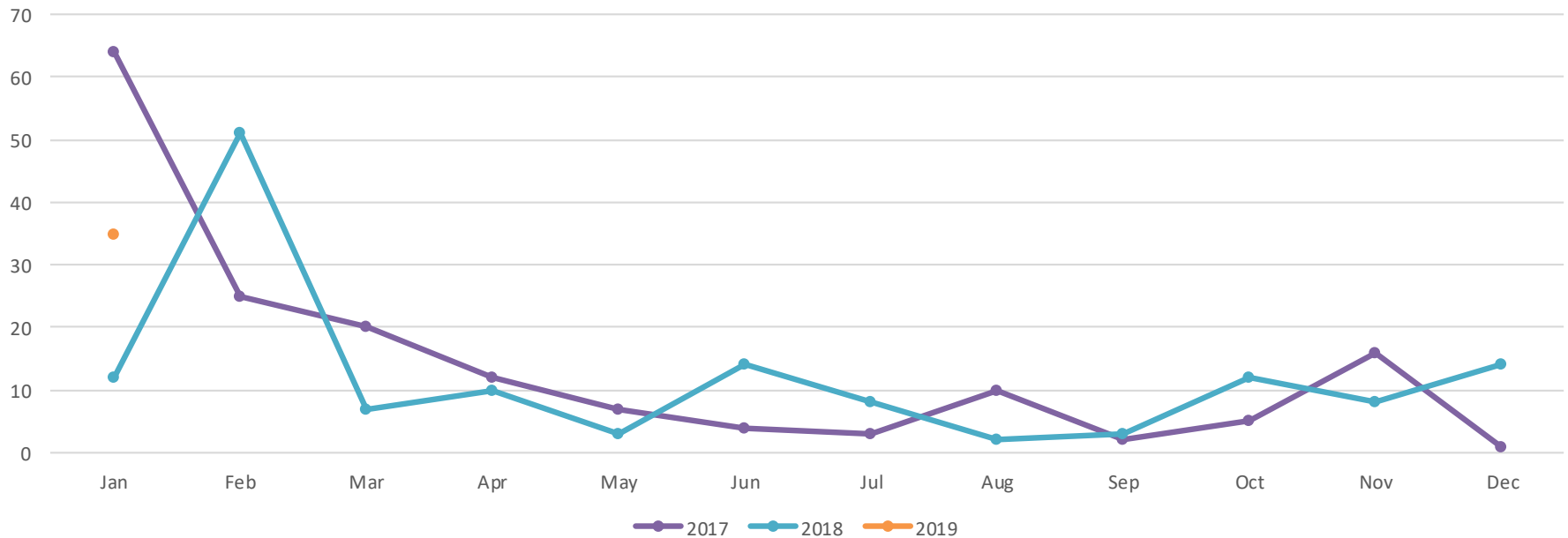
***Highest # of CS Docs 1/19**



Judge Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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
2019	35											

Judge Accounts



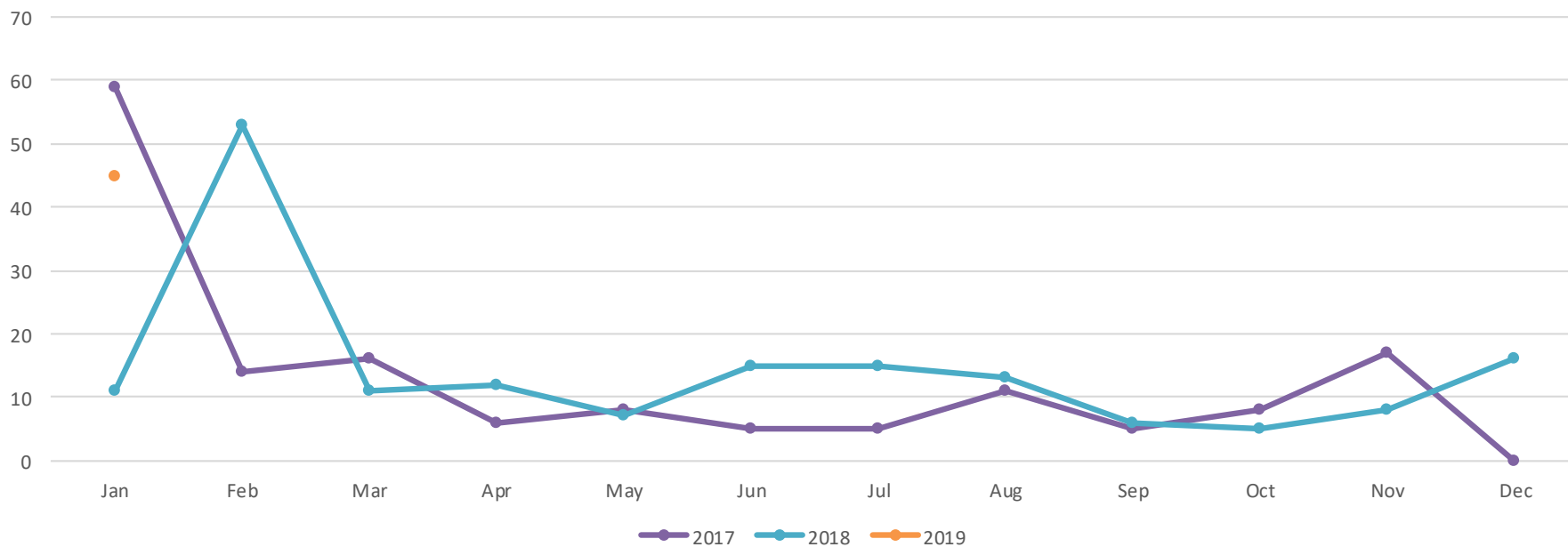
*Highest # of Judge Accounts 3/15: 129



Judge Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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
2019	45											

Judge Calls

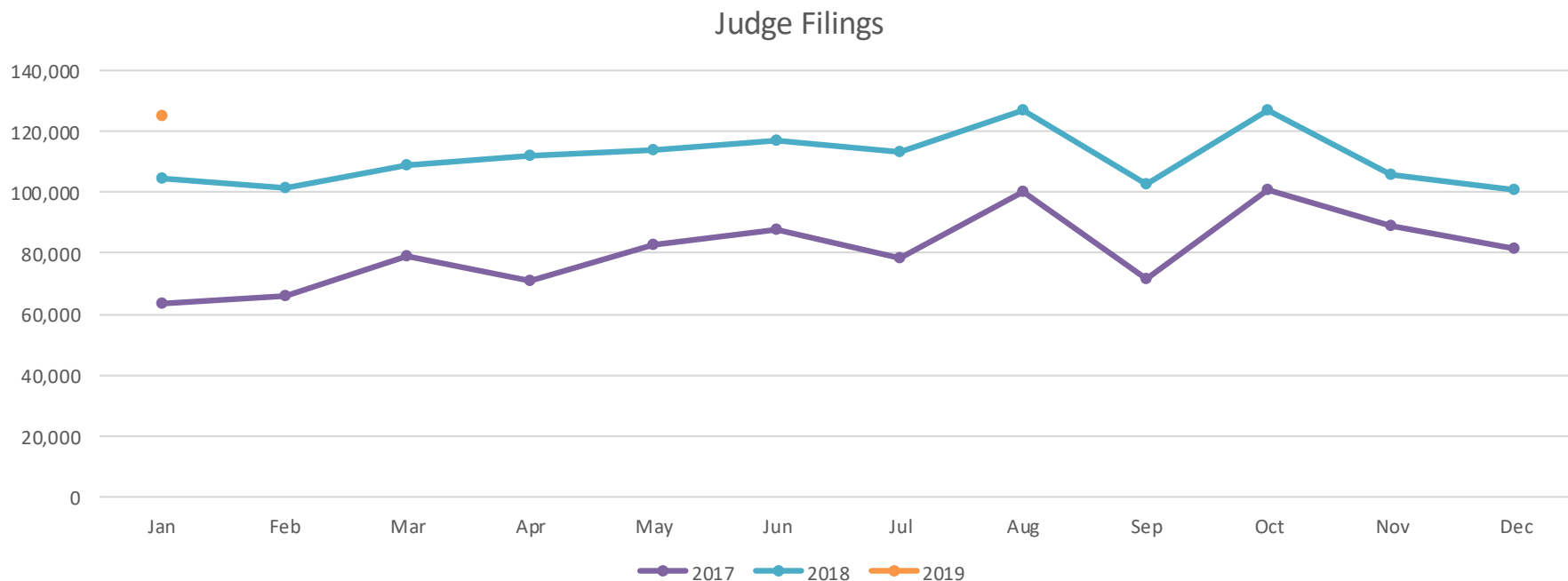


*Highest # of Judge Call 10/16: 60



Judge Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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
2019	125,137											



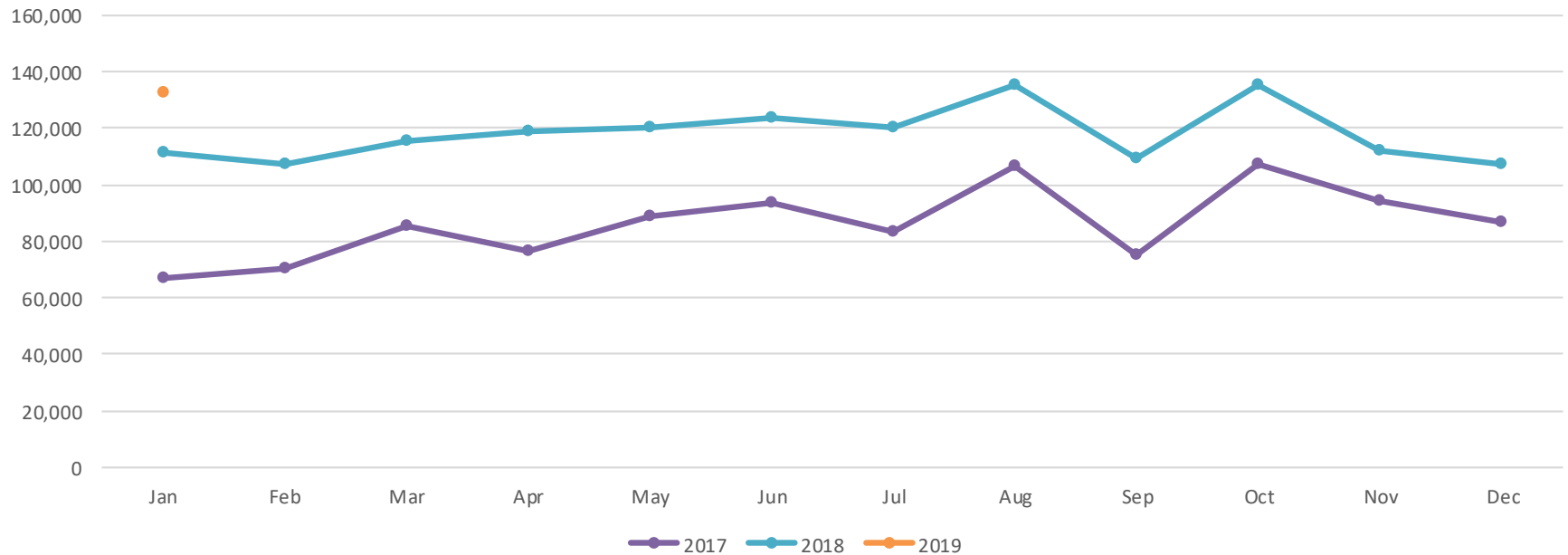
***Highest # of Judge Filings 10/18**



Judge Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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
2019	132,466											

Judge Docs

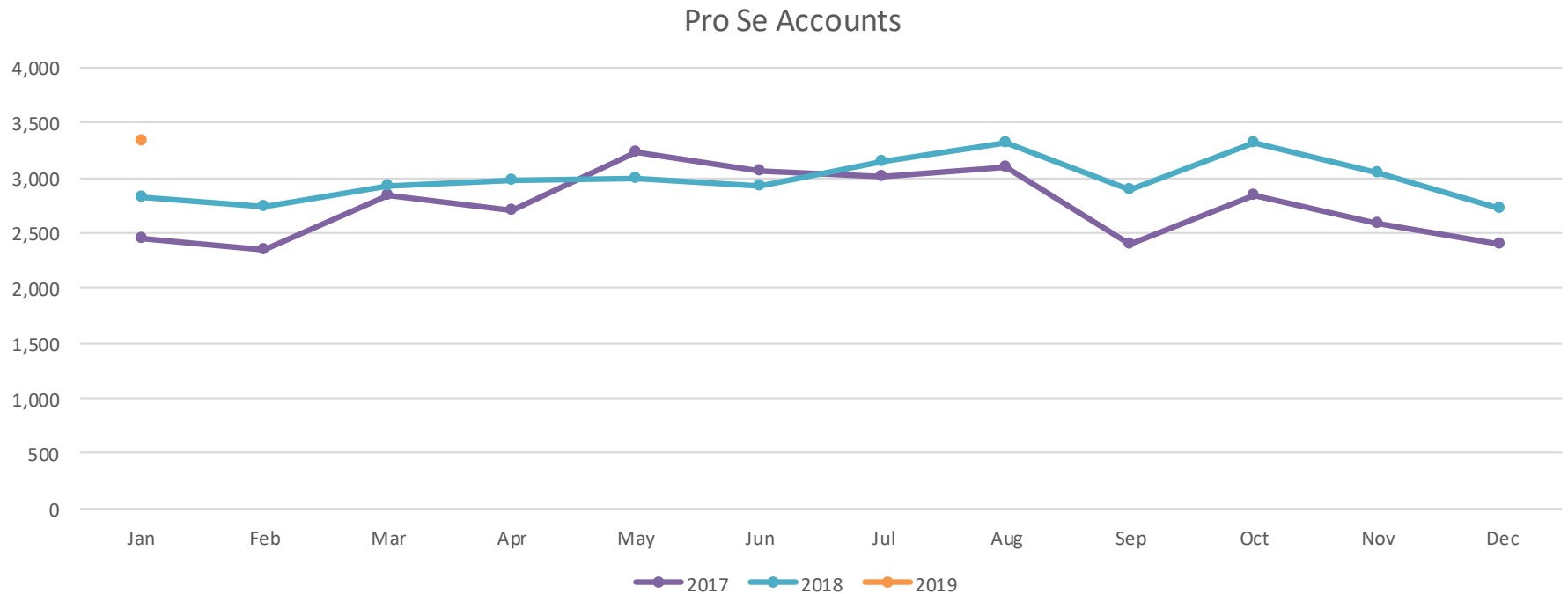


***Highest # of Judge Docs 8/18**



Pro Se Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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
2019	3,339											

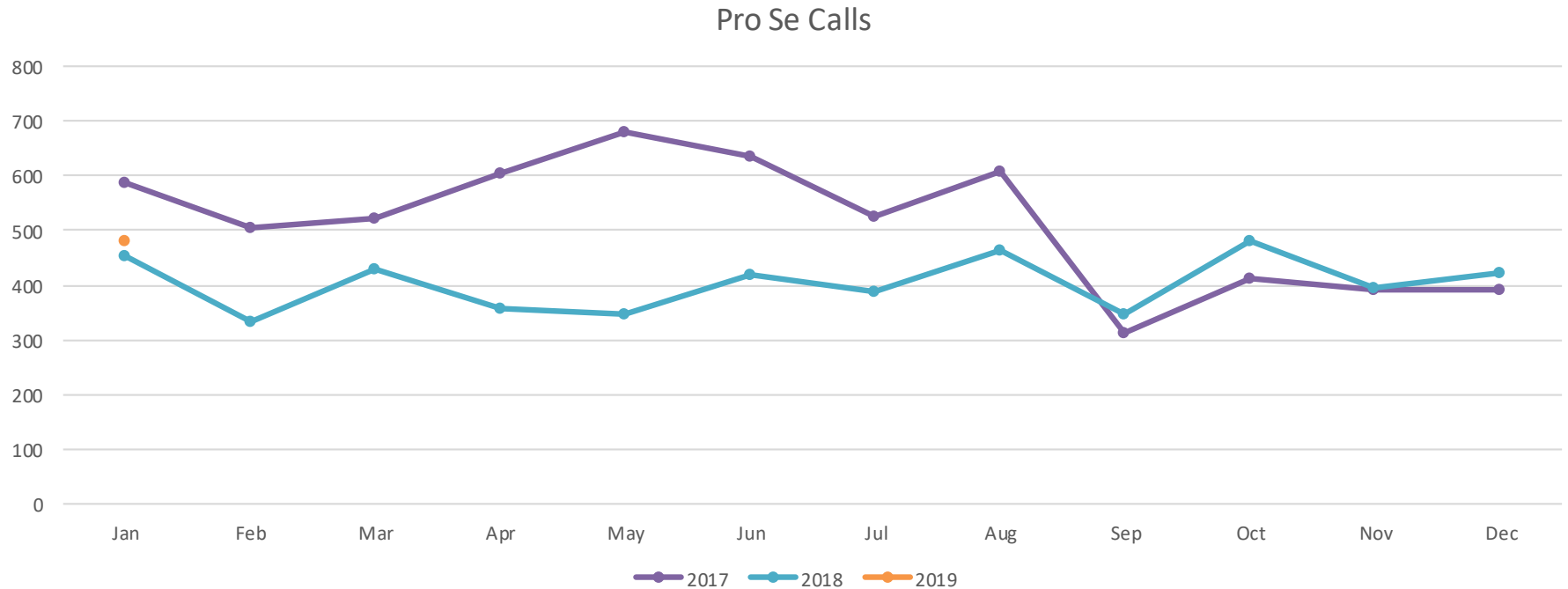


***Highest # of Pro Se Accounts 8/18**



Pro Se Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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
2019	480											

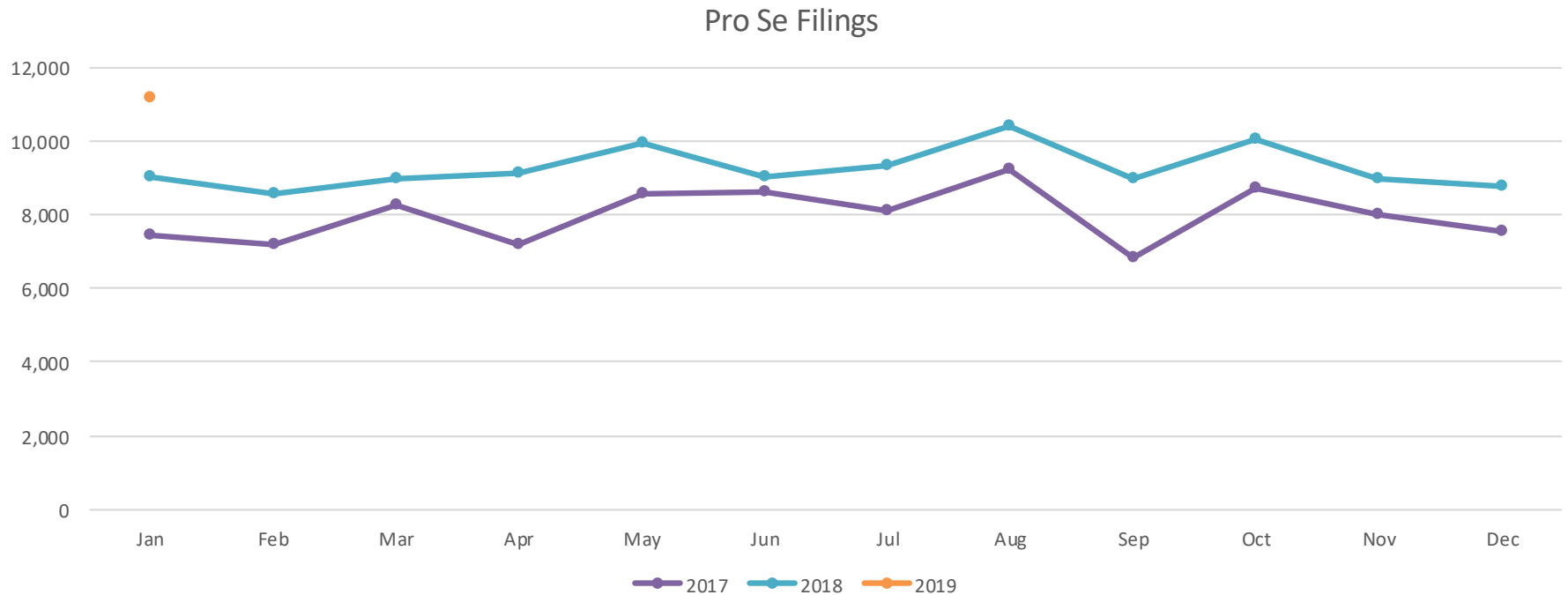


***Highest # of Pro Se Calls 5/17: 679**



Pro Se Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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
2019	11,178											

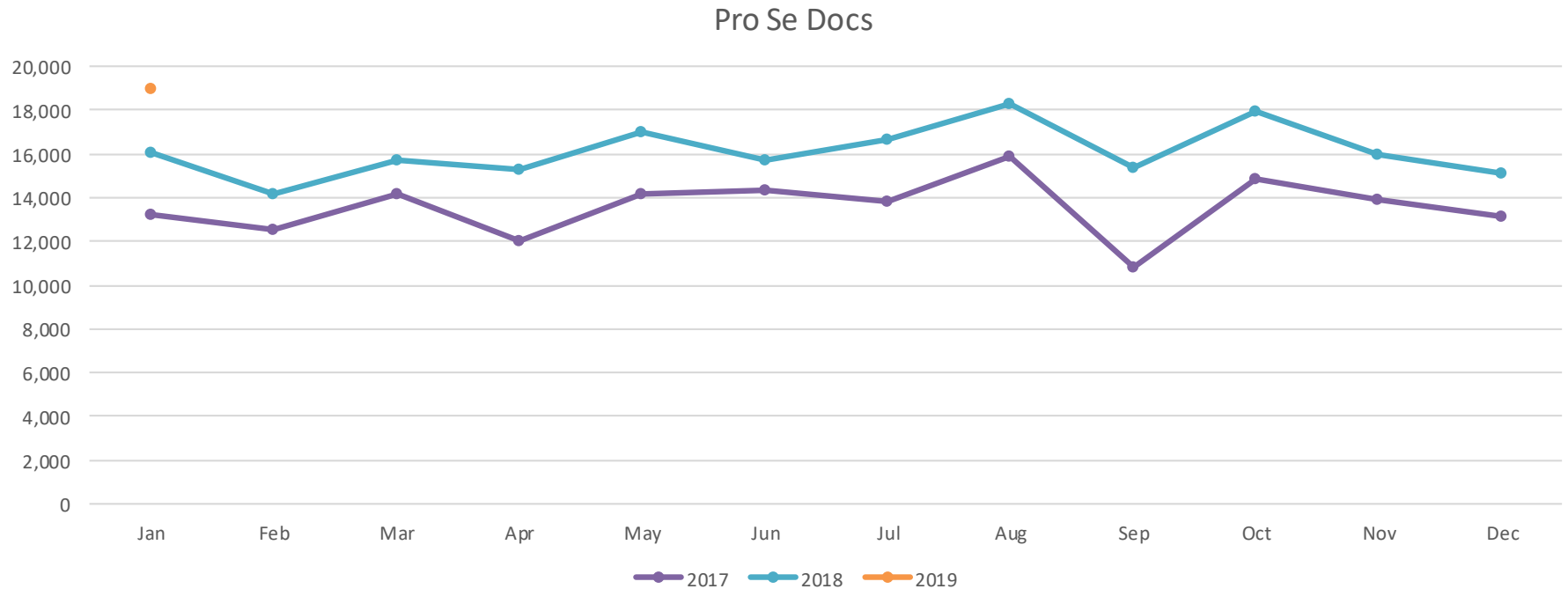


***Highest # of Pro Se Filings 1/19**



Pro Se Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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
2019	18,983											

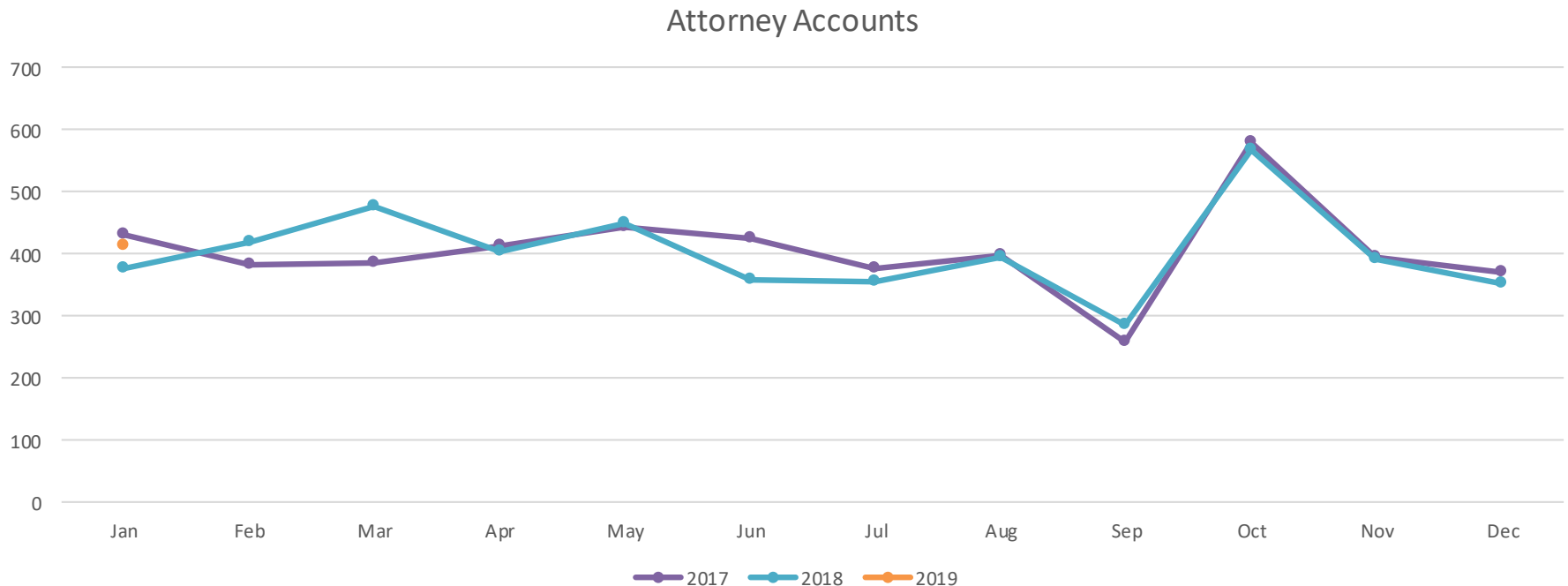


***Highest # of Pro Se Docs 1/19**



Attorney Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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
2019	413											

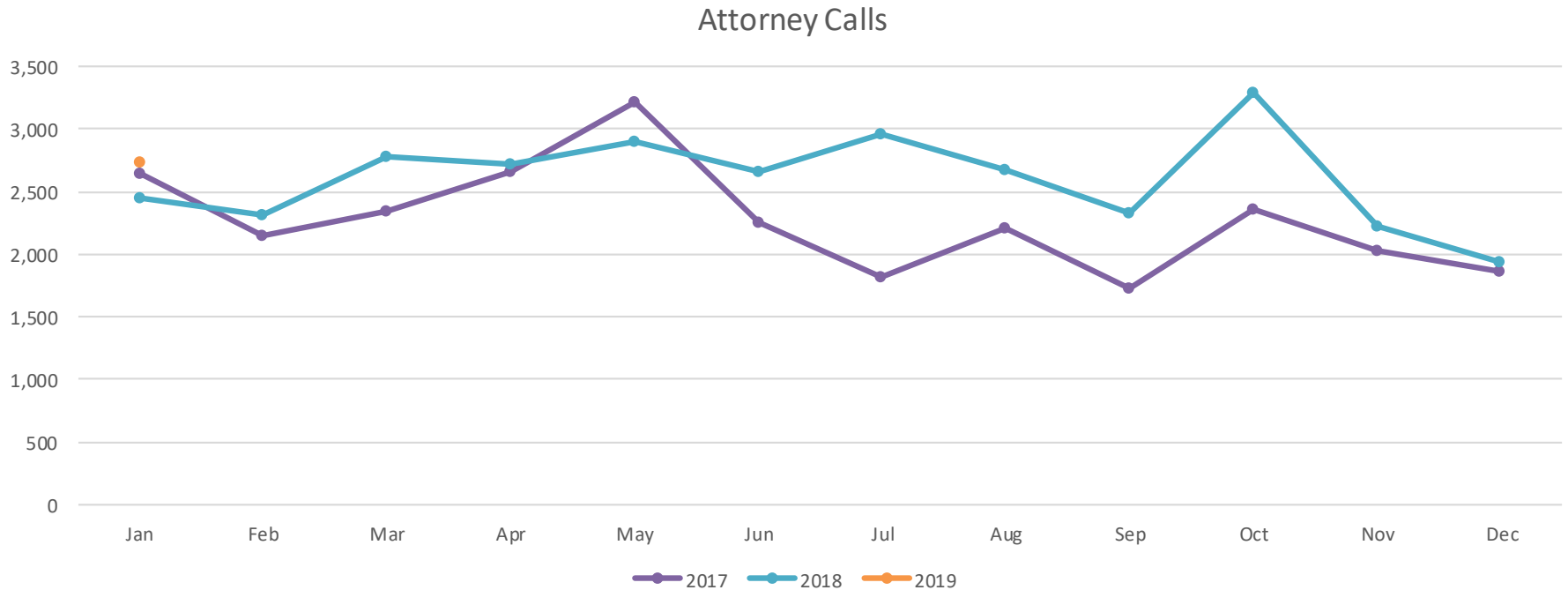


*Highest # of Attorney Accounts 4/14: 1,379



Attorney Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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
2019	2,736											



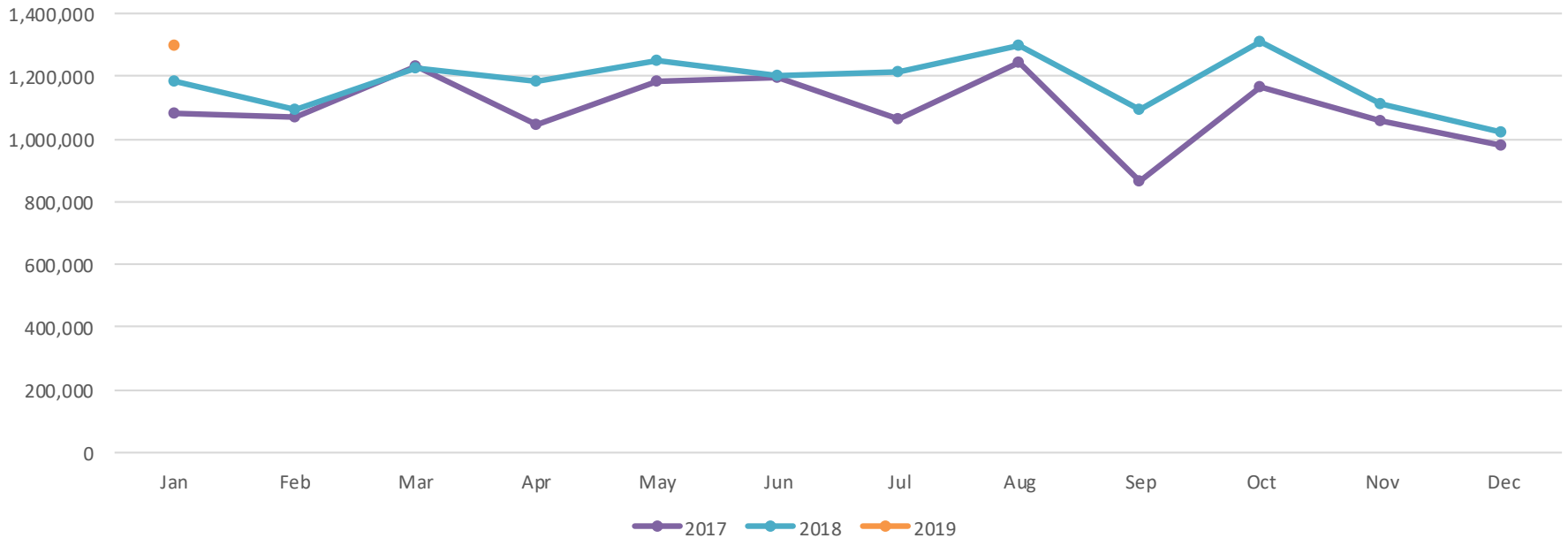
***Highest # of Attorney Calls 10/14: 4,237**



Attorney Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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
2019	1,299,550											

Attorney Filings

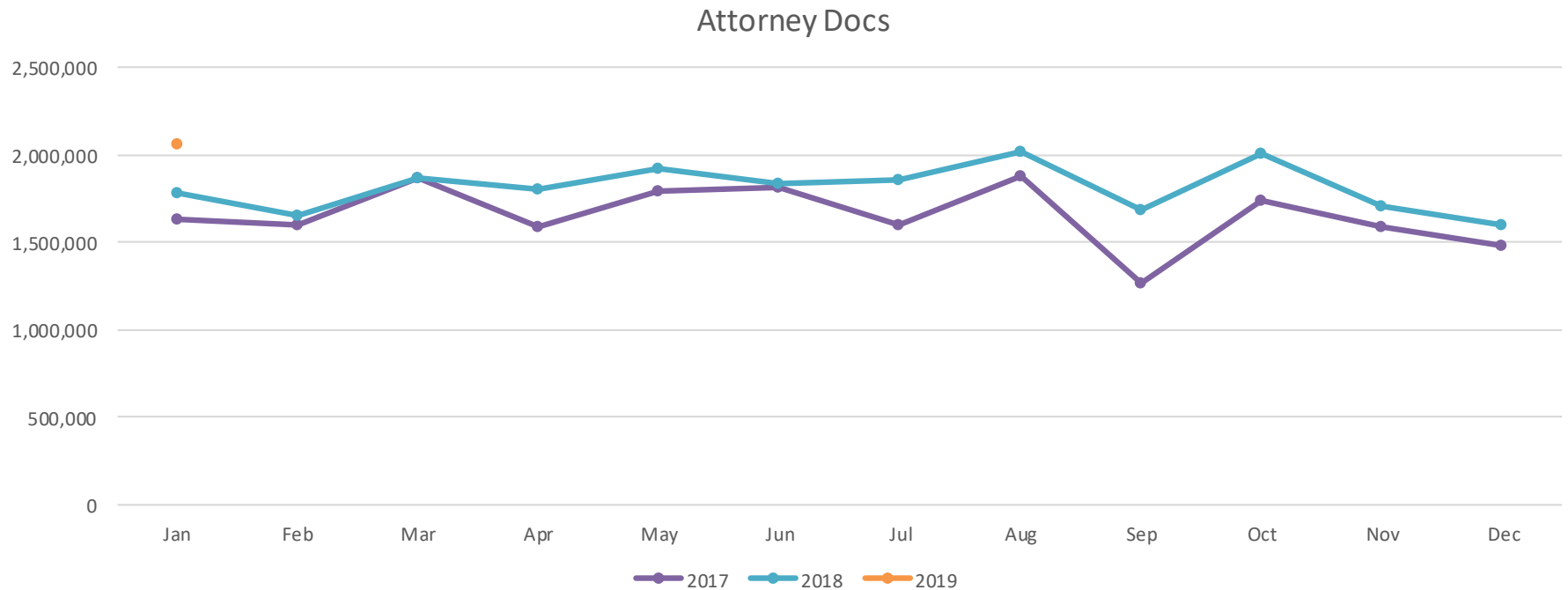


***Highest # of Attorney Filings 10/18**



Attorney Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	
2019	2,057,861											



***Highest # of Attorney Docs 1/19**