



Florida Courts E-Filing Authority Board

Service Desk Report April 2019



Customer Service Incidents

April 2019

| Status | February 2019 | March 2019 | April 2019 |
|--------------------|---------------|------------|------------------|
| Incidents Received | 3,510 | 3,118 | 3,175 |
| Incidents Worked | 3,500 | 3,087 | 3,101 |
| Carry Over | 18 | 25 | 31 |
| # of Submissions | 1,399,992 | 1,487,621 | 1,517,085 |
| # of Documents | 2,096,672 | 2,203,3128 | 2,249,105 |

| Average Acknowledgement/Resolution Times | | | |
|--|------------------------|------------------------|---------------------------------------|
| Acknowledge Time | .03 Days 15 Minutes | .01 Days 8 Minutes | .03 Days 19 Minutes |
| Resolution Time | .09 Days 48 Minutes | .06 Days 35 Minutes | .13 Days 1Hr 6 Min 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 April 2019

| Status | February 2019 | March 2019 | April 2019 |
|--------------------|---------------|------------|----------------|
| Incidents Received | 11 | 7 | 10 |
| Incidents Worked | 11 | 7 | 10 |
| Carry Over | 0 | 0 | 0 |
| # of Submissions | 123,970 | 128,883 | 133,909 |
| # of Documents | 131,127 | 136,214 | 141,955 |

| Average Acknowledgement/Resolution Times | | | |
|--|-----------------------|------------------------|--------------------------------|
| Acknowledge Time | .01 Days 3 Minutes | .02 Days 13 Minutes | .02 Days 9 Minutes |
| Resolution Time | .02 Days 9 Minutes | .05 Days 28 Minutes | .04 Days 23 Minutes |
| Stakeholders: Judges, Judicial Assistants, General Magistrates, and Hearing Officers | | | |



Pro Se Incidents April 2019

| Status | February 2019 | March 2019 | April 2019 |
|--------------------|---------------|------------|---------------|
| Incidents Received | 561 | 489 | 685 |
| Incidents Worked | 555 | 480 | 669 |
| Carry Over | 10 | 8 | 16 |
| # of Submissions | 10,918 | 11,804 | 11,832 |
| # of Documents | 18,152 | 19,847 | 20,333 |

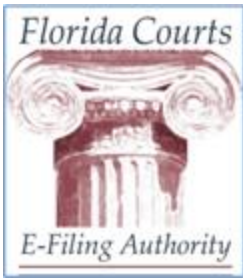
| Average Acknowledgement/Resolution Times | | | |
|---|------------------------|------------------------|--------------------------------|
| Acknowledge Time | .02 Days 8 Minutes | .02 Days 9 Minutes | .03 Days 15 Minutes |
| Resolution Time | .05 Days 29 Minutes | .10 Days 55 Minutes | .08 Days 43 Minutes |
| Stakeholders: Pro Se filers and Agent for Pro Se Filer | | | |



Attorney Incidents April 2019

| Status | February 2019 | March 2019 | April 2019 |
|--------------------|---------------|------------|------------------|
| Incidents Received | 2,938 | 2,622 | 2,480 |
| Incidents Worked | 2,932 | 2,600 | 2,432 |
| Carry Over | 8 | 17 | 25 |
| # of Submissions | 1,200,599 | 1,279,936 | 1,299,422 |
| # of Documents | 1,868,208 | 1,964,439 | 1,999,008 |

| Average Acknowledgement/Resolution Times | | | |
|--|------------------------|------------------------|------------------------------------|
| Acknowledge Time | .03 Days 16 Minutes | .01 Days 8 Minutes | .04 Days 22 Minutes |
| Resolution Time | .09 Days 51 Minutes | .06 Days 35 Minutes | .12 Days 1 Hr 2 Minutes |
| Stakeholders: Attorneys and their representatives | | | |

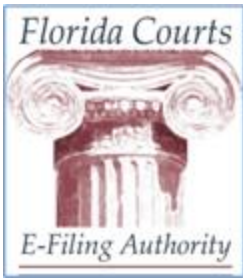


Technical/System Incidents

March 2019

| Status | February 2019 | March 2019 | April 2019 |
|--------------------|---------------|------------|---------------|
| Incidents Received | 389 | 406 | 360 |
| Incidents Worked | 375 | 394 | 346 |
| Carry Over | 15 | 9 | 10 |
| # of Submissions | 12,161 | 13,320 | 14,069 |
| # of Documents | 15,133 | 16,661 | 17,403 |

| Average Acknowledgement/Resolution Times | | | |
|--|--------------------------------|--------------------------------|---------------------------------------|
| Acknowledge Time | .05 Days 28 Minutes | .04 Days 24 Minutes | .04 Days 23 Minutes |
| Resolution Time | .80 Days 7 Hours 31 Minutes | .60 Days 5 Hours 24 Minutes | .60 Days 5 Hours 7 Minutes |
| Stakeholders: Clerks of Court and their staff | | | |



Top Types of Incidents & Percentage of Call Volume

| Attorneys | | | | | |
|----------------------------------|-------|----------------------|------|----------------------|-------|
| Case Look-Up | 2.3% | Create New Filing | 8.8% | E-Service Issues | 6.9% |
| Filing in Correction Queue | 3.3% | General Question | 4.4% | Login Issues | 6.6% |
| Password Reset | 7.2% | Payment Assistance | 5.2% | Pending Registration | 7.7% |
| Referred to County | 19.4% | | | | |
| Self-Represented Litigant/Pro Se | | | | | |
| Account Set-up | 4.2% | Case Look-Up | 2.7% | Create New Filing | 29.3% |
| Docket Question | 2.1% | E-Service Issue | 2.4% | General Question | 2.4% |
| Login Issue | 12.4% | Password Reset | 6.4% | Payment Assistance | 5.4% |
| Referred To County | 20.2% | | | | |
| Judges | | | | | |
| E-Service Issue | 10% | Pending Registration | 50% | Profile Edit | 10% |



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 |
| | |
| | |
| | |

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

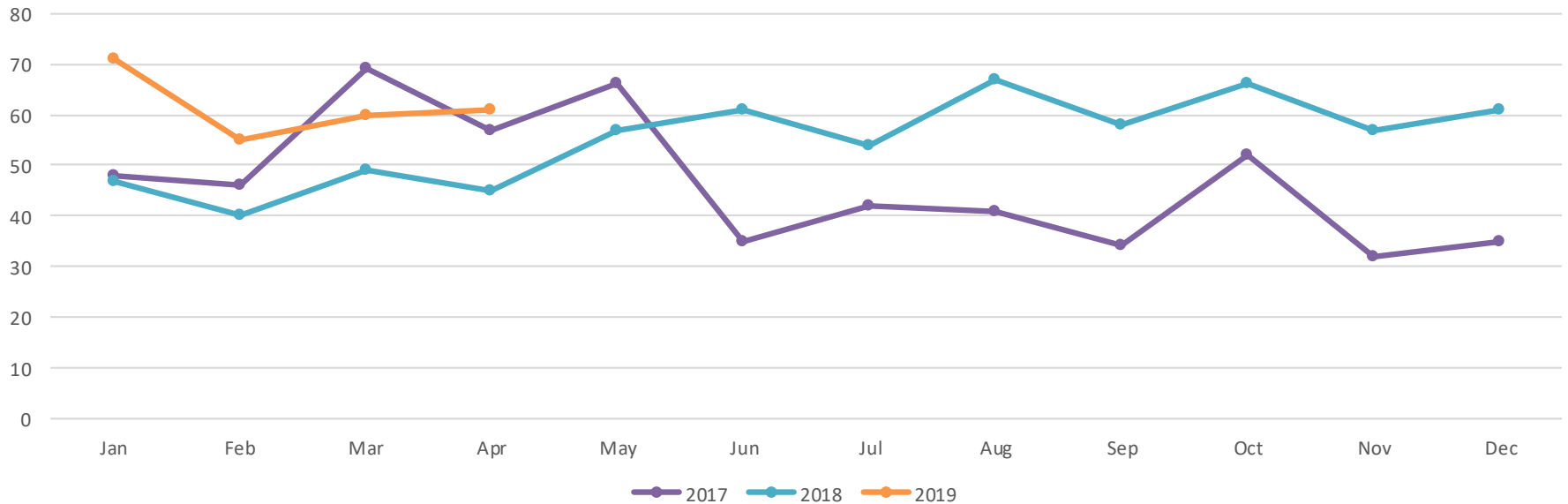
The following slides breakdown E-Portal Service Desk Calls, Filings, and Documents by year and month for Customer Service and Technical.



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 | 55 | 60 | 61 | | | | | | | | |

County Accounts



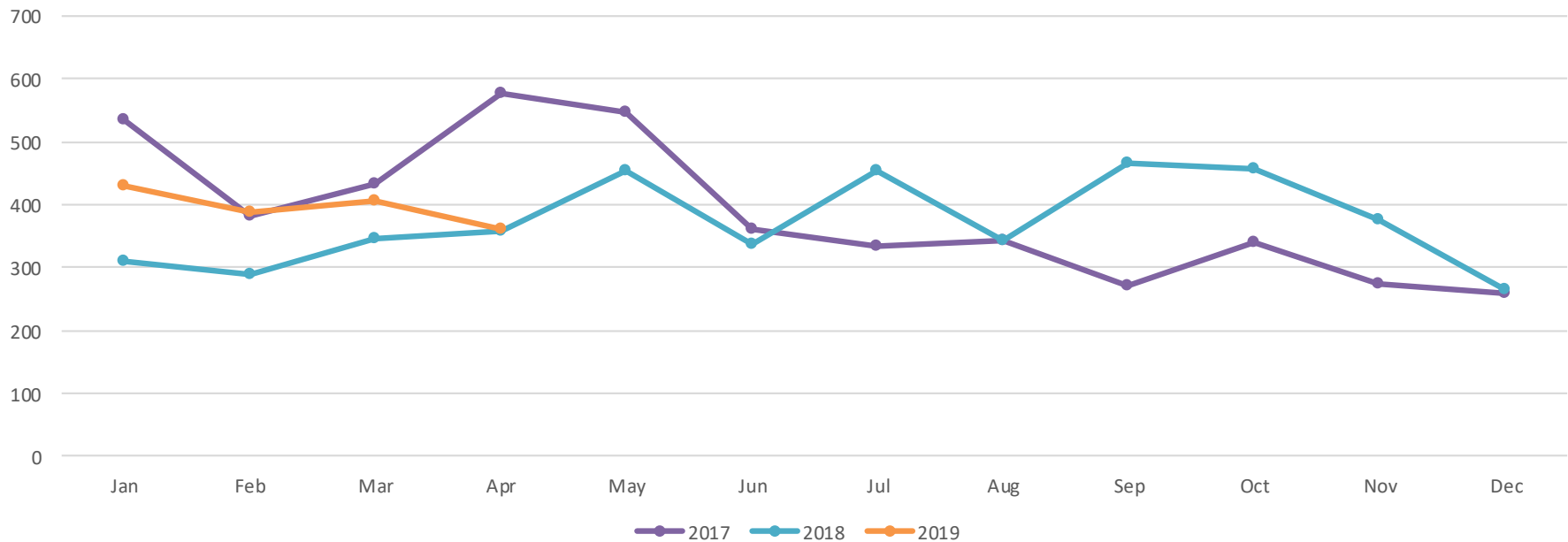
*Highest # of County Accounts 6/15: 126



County Call Comparison

| Mon | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 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 | 389 | 406 | 360 | | | | | | | | |

County Calls



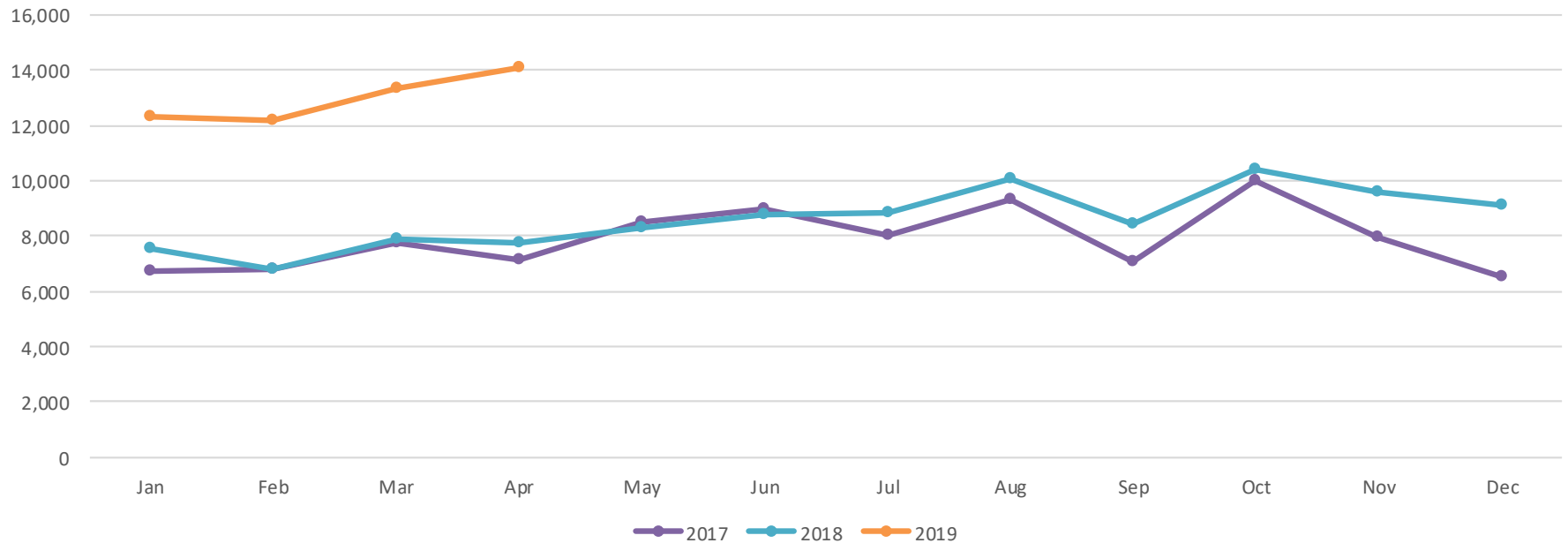
*Highest # of County Calls 3/14: 1,051



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 | 12,161 | 13,320 | 14,069 | | | | | | | | |

County Filings



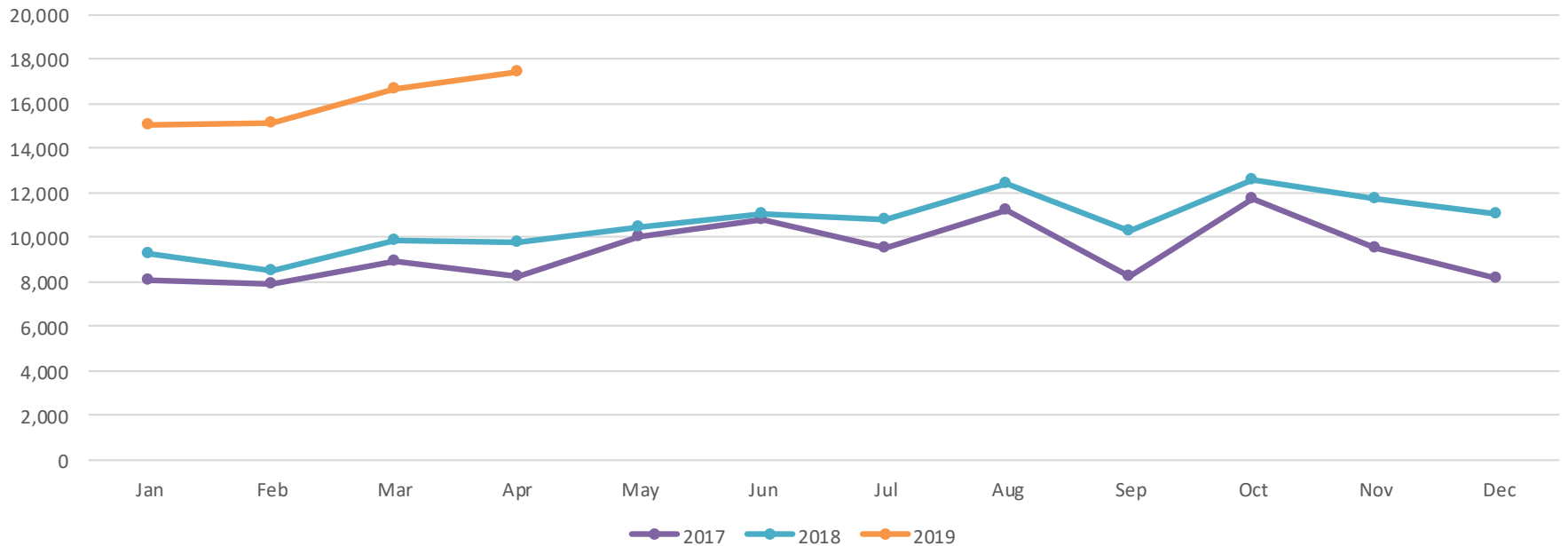
***Highest # of County Filings 4/19**



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 | 15,133 | 16,661 | 17,403 | | | | | | | | |

County Docs



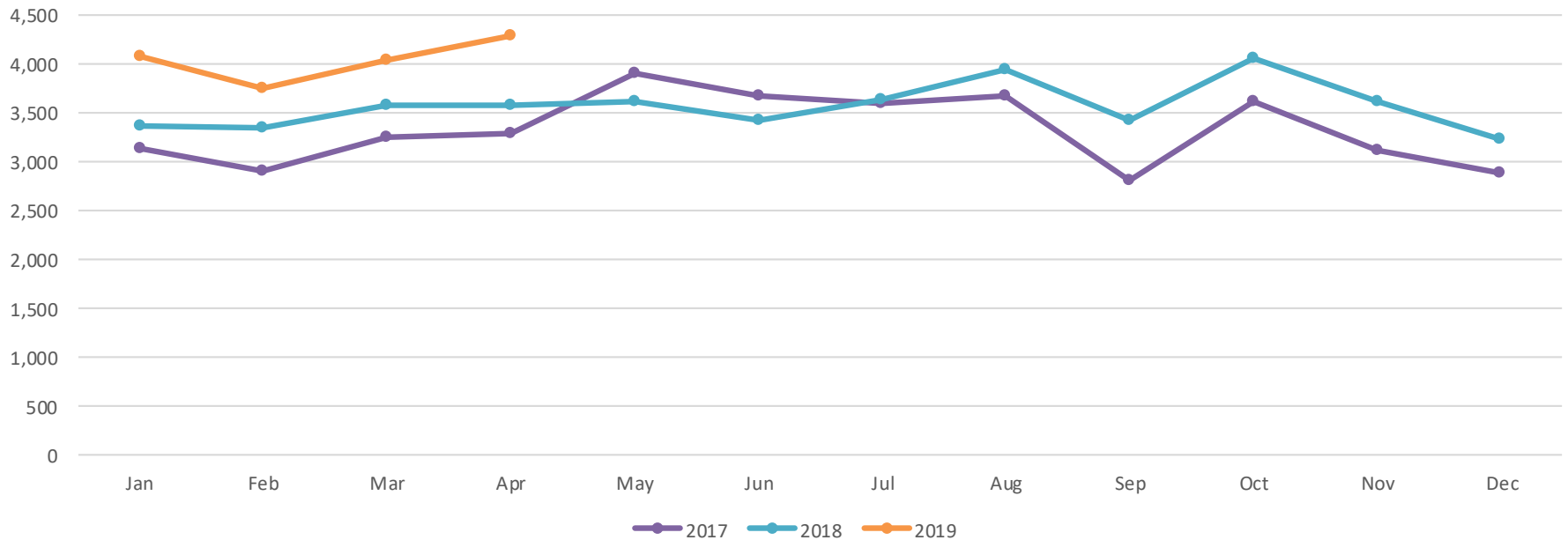
*Highest # of County Documents 4/19



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 | 3,743 | 4,031 | 4,283 | | | | | | | | |

Customer Service Accounts



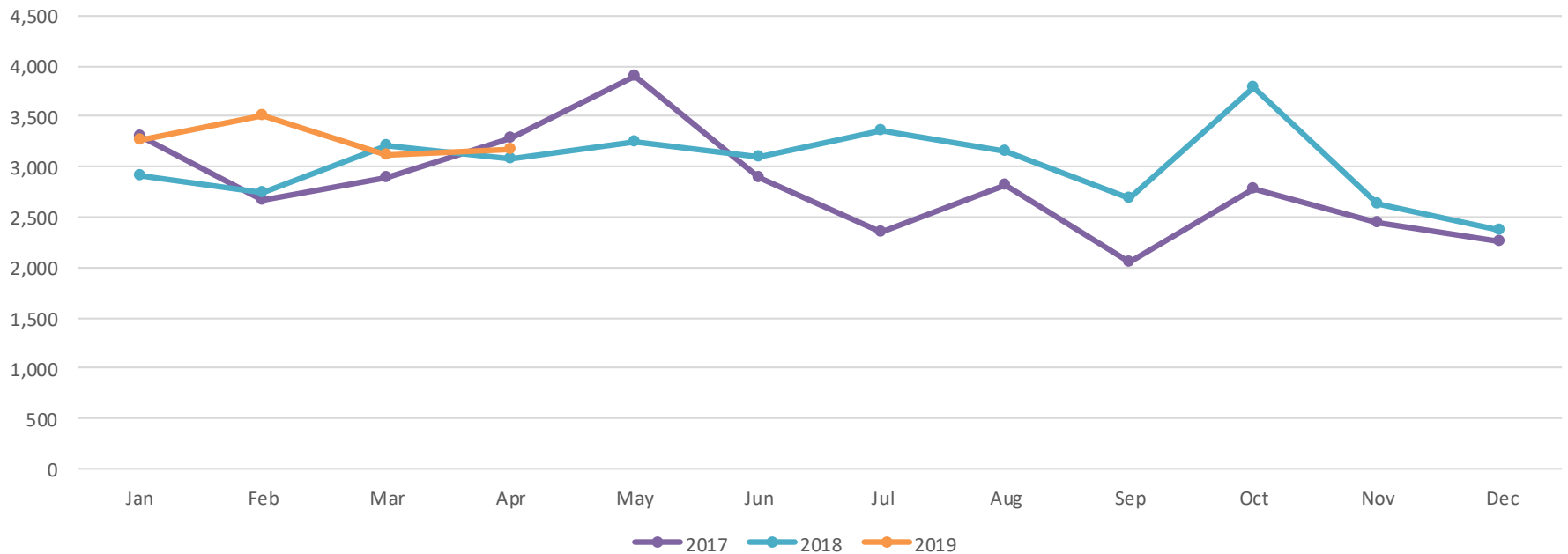
***Highest # of CS Accounts 4/19**



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 | 3,510 | 3,118 | 3,175 | | | | | | | | |

Customer Service Calls

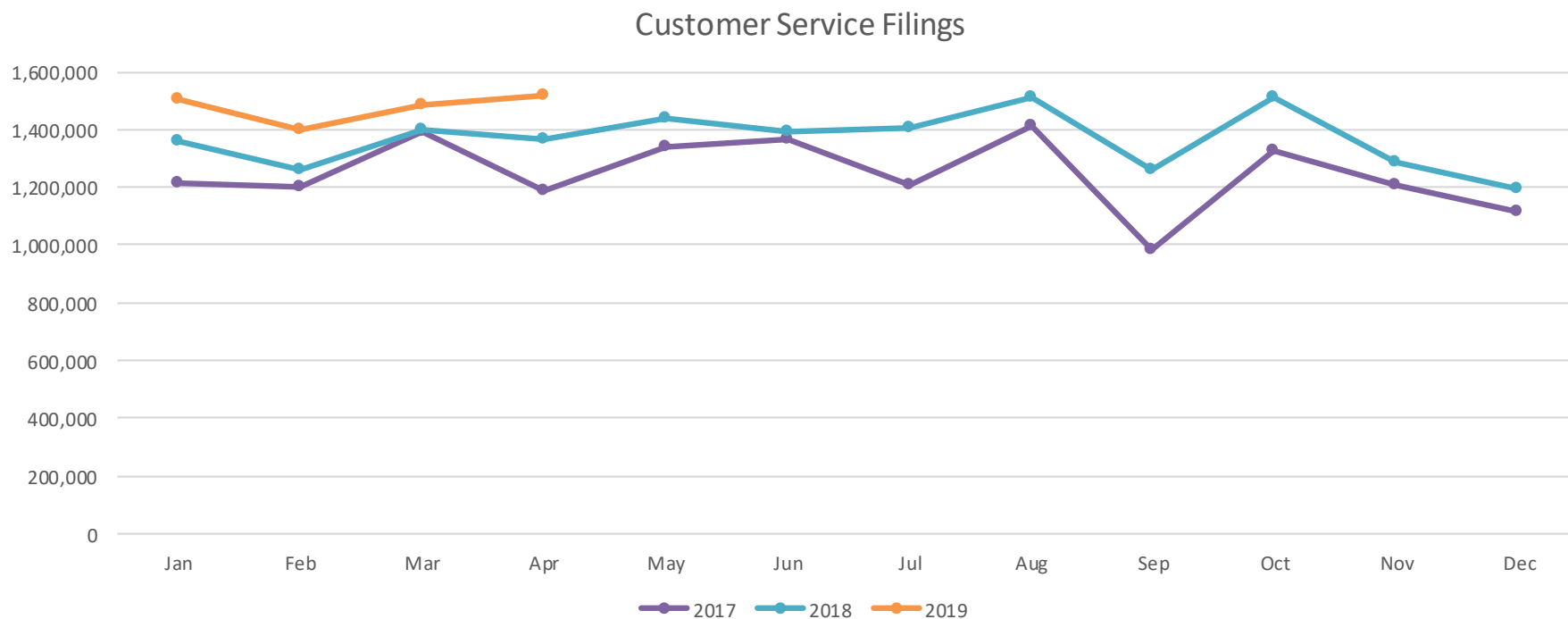


*Highest # of CS Call 10/14: 4,436



Customer Service Filing Comparison

| Mon | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-------------|-----------|-----------|-----------|------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 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 | 1,399,992 | 1,487,621 | 1,517,085 | | | | | | | | |

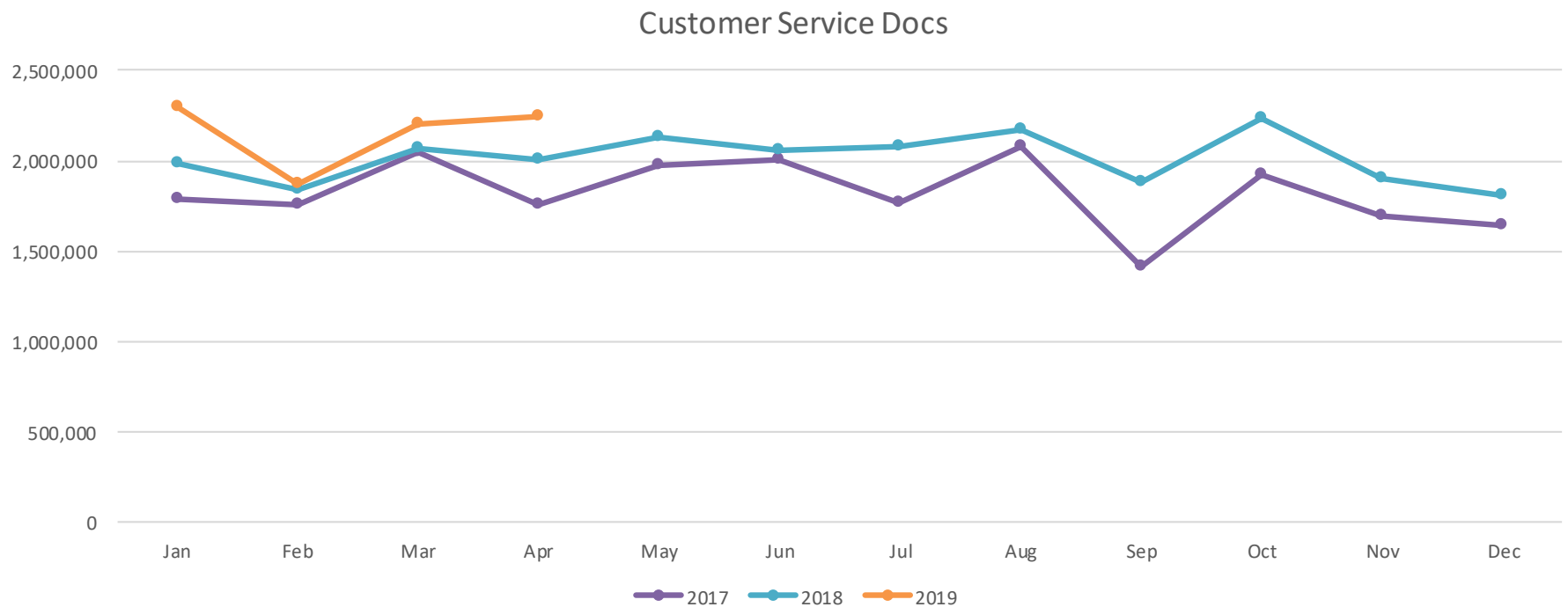


***Highest # of CS Filings 4/19**



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 | 2,096,672 | 2,203,328 | 2,249,105 | | | | | | | | |



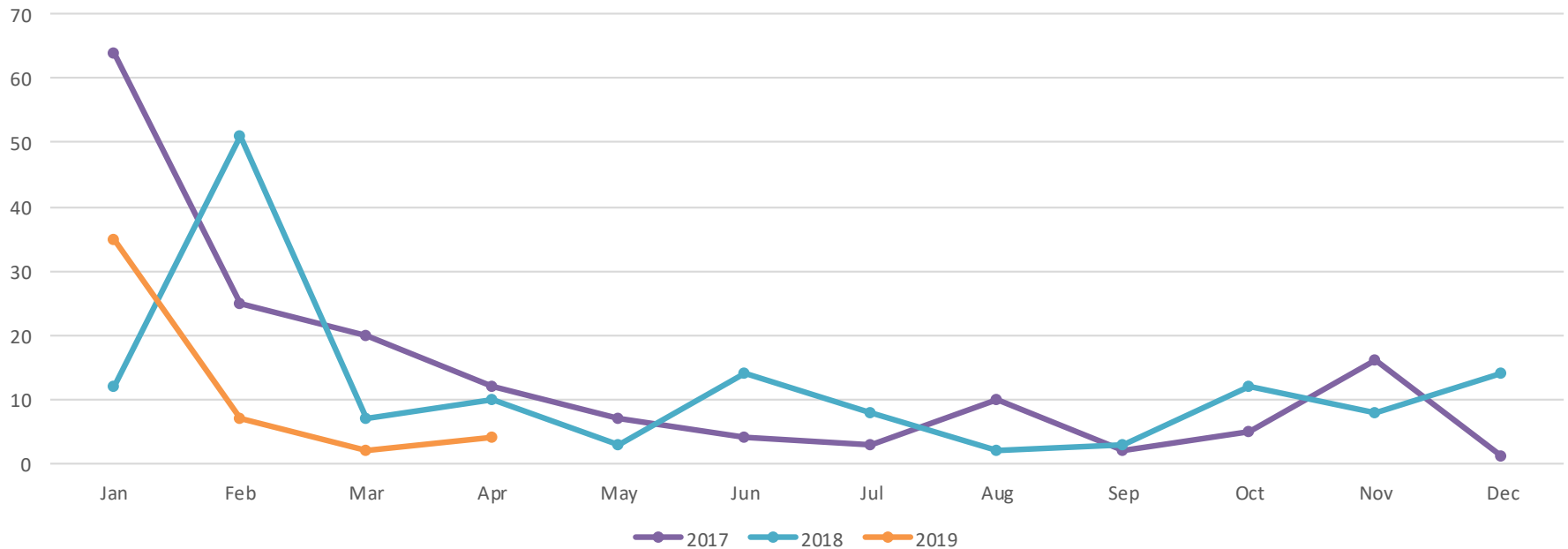
***Highest # of CS Docs 1/19**



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 | 7 | 2 | 4 | | | | | | | | |

Judge Accounts



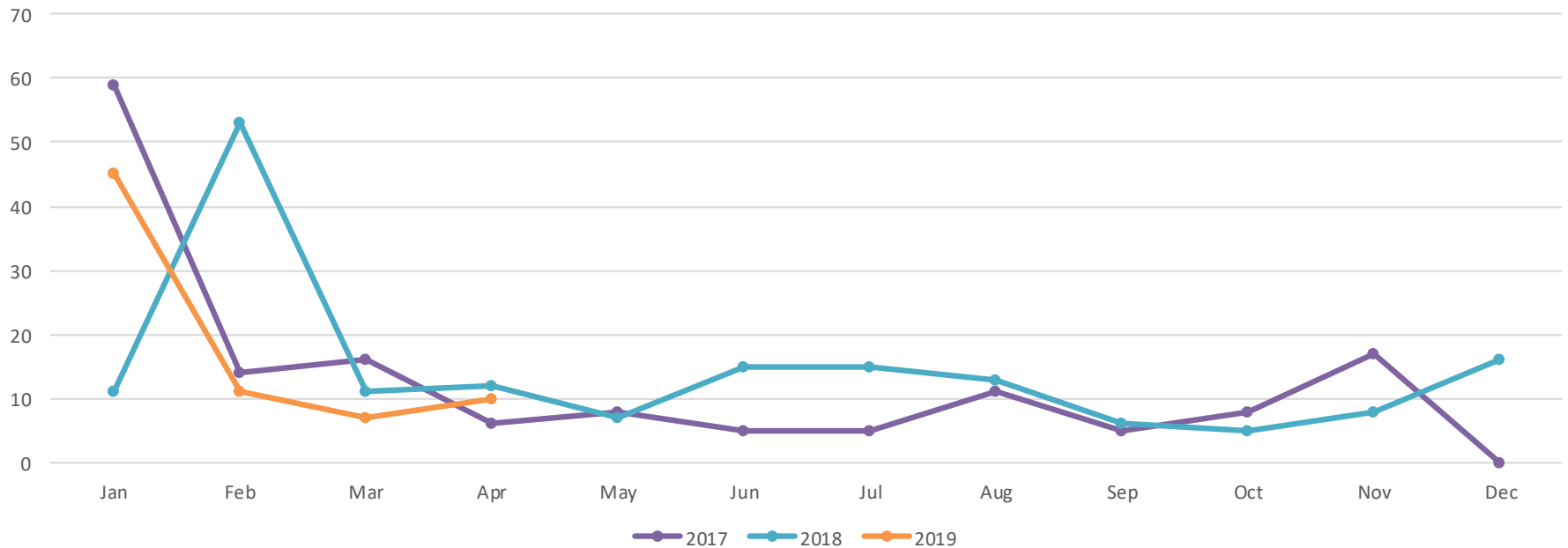
*Highest # of Judge Accounts 3/15: 129



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 | 11 | 7 | 10 | | | | | | | | |

Judge Calls

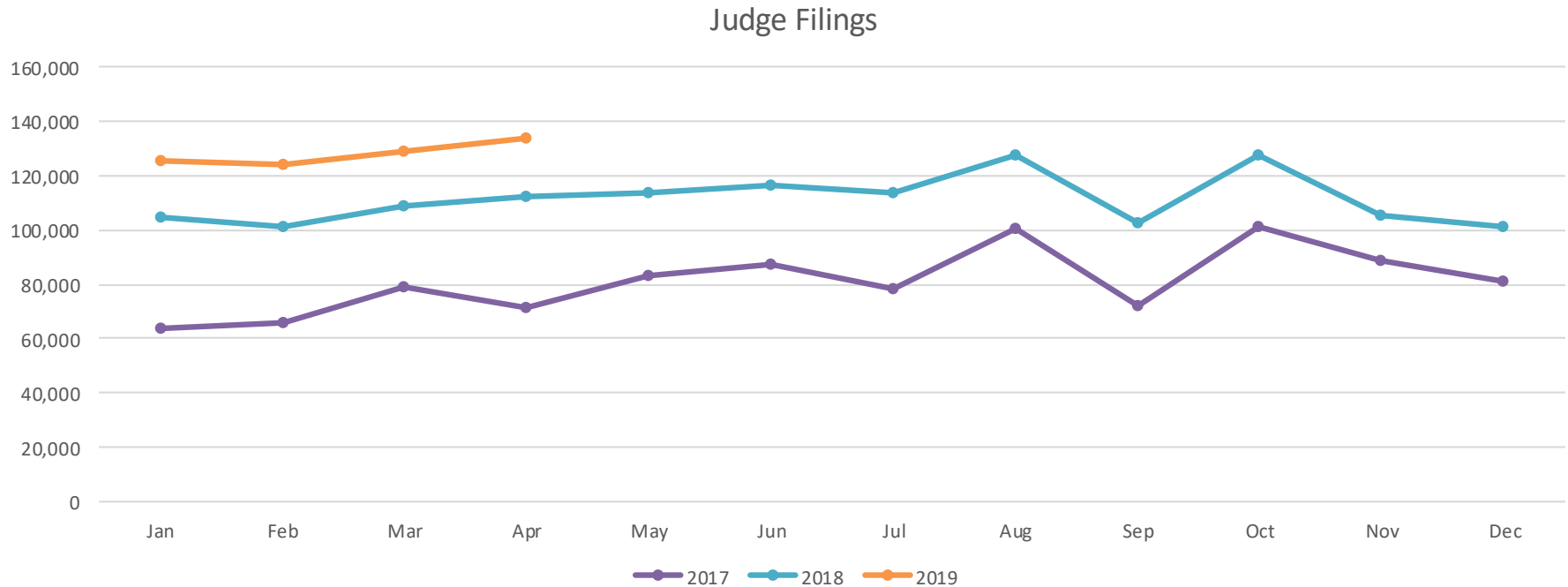


*Highest # of Judge Call 10/16: 60



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 | 123,970 | 128,883 | 133,909 | | | | | | | | |

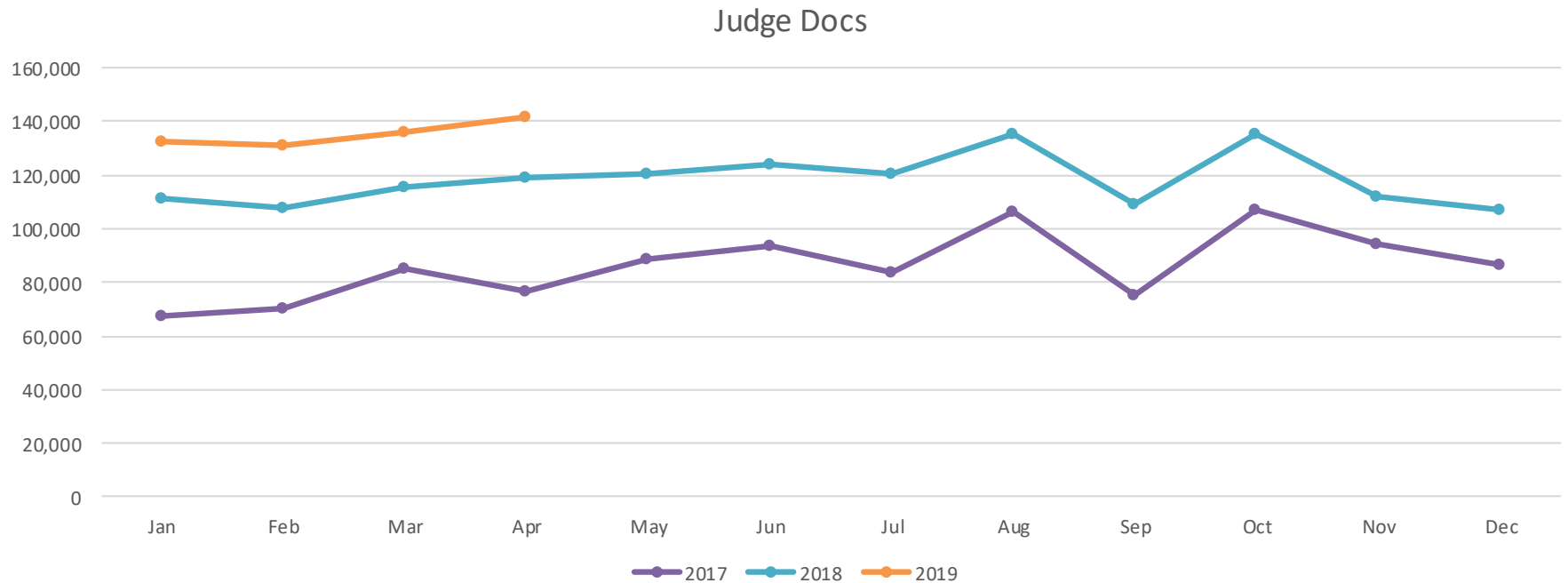


***Highest # of Judge Filings 4/19**



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 | 131,127 | 136,214 | 141,955 | | | | | | | | |



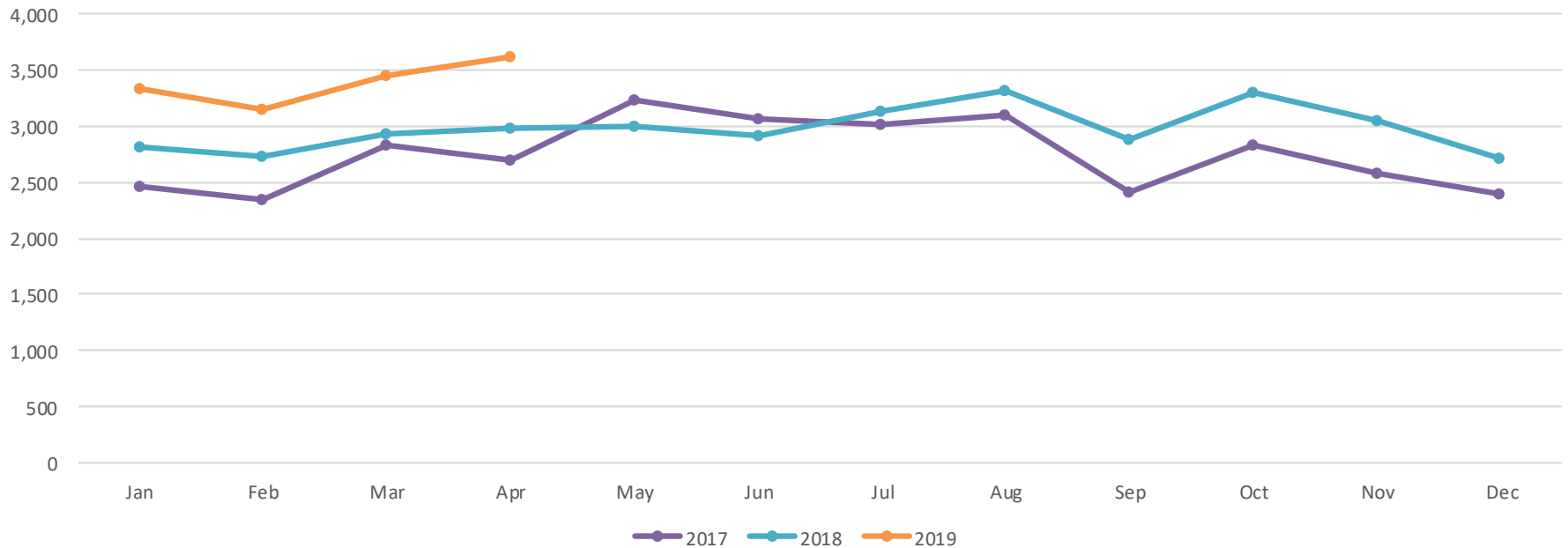
***Highest # of Judge Docs 4/19**



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 | 3,145 | 3,457 | 3,624 | | | | | | | | |

Pro Se Accounts



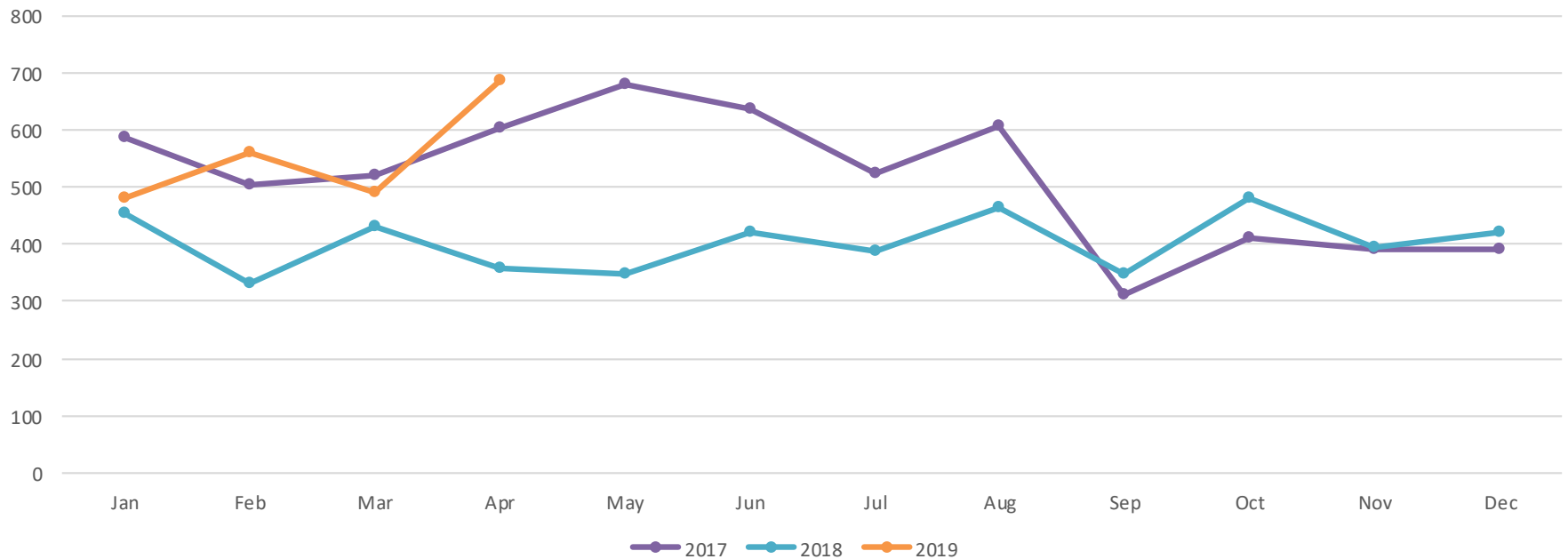
***Highest # of Pro Se Accounts 4/19**



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 | 561 | 489 | 685 | | | | | | | | |

Pro Se Calls



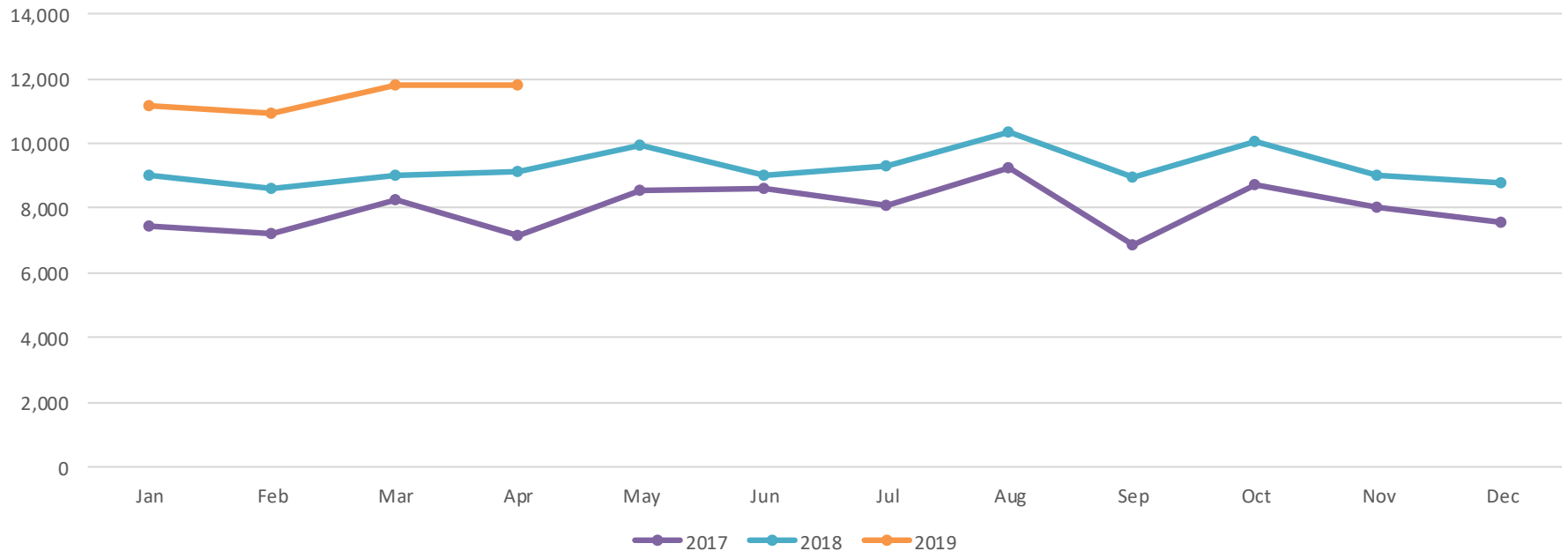
***Highest # of Pro Se Calls 4/19**



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 | 10,918 | 11,804 | 11,832 | | | | | | | | |

Pro Se Filings



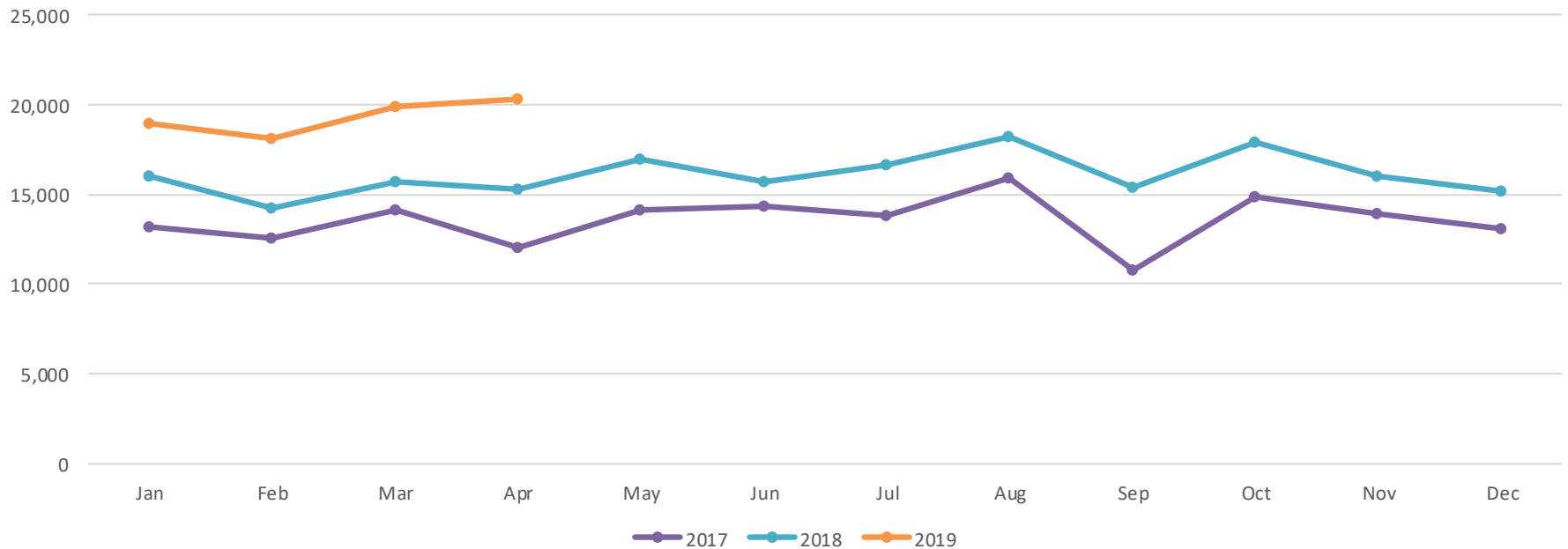
***Highest # of Pro Se Filings 4/19**



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 | 18,152 | 19,847 | 20,333 | | | | | | | | |

Pro Se Docs



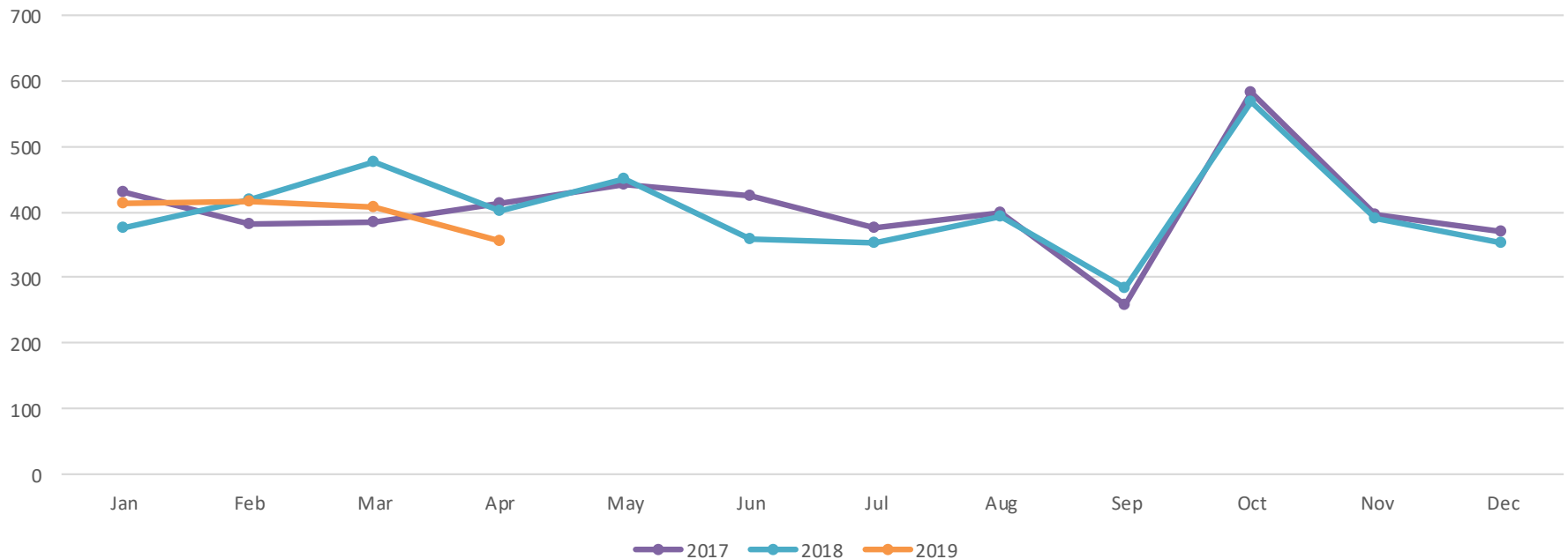
***Highest # of Pro Se Docs 4/19**



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 | 416 | 408 | 357 | | | | | | | | |

Attorney Accounts

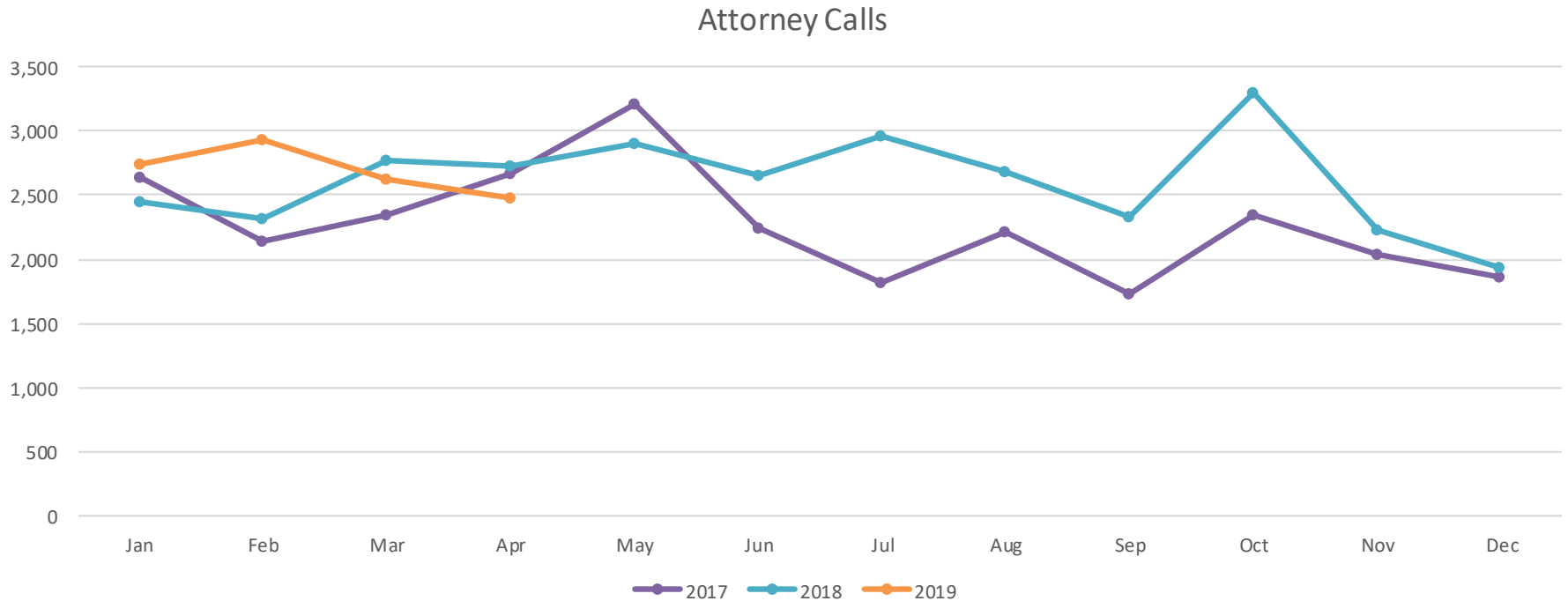


*Highest # of Attorney Accounts 4/14: 1,379



Attorney Call Comparison

| Mon | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 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 | 2,938 | 2,622 | 2,480 | | | | | | | | |

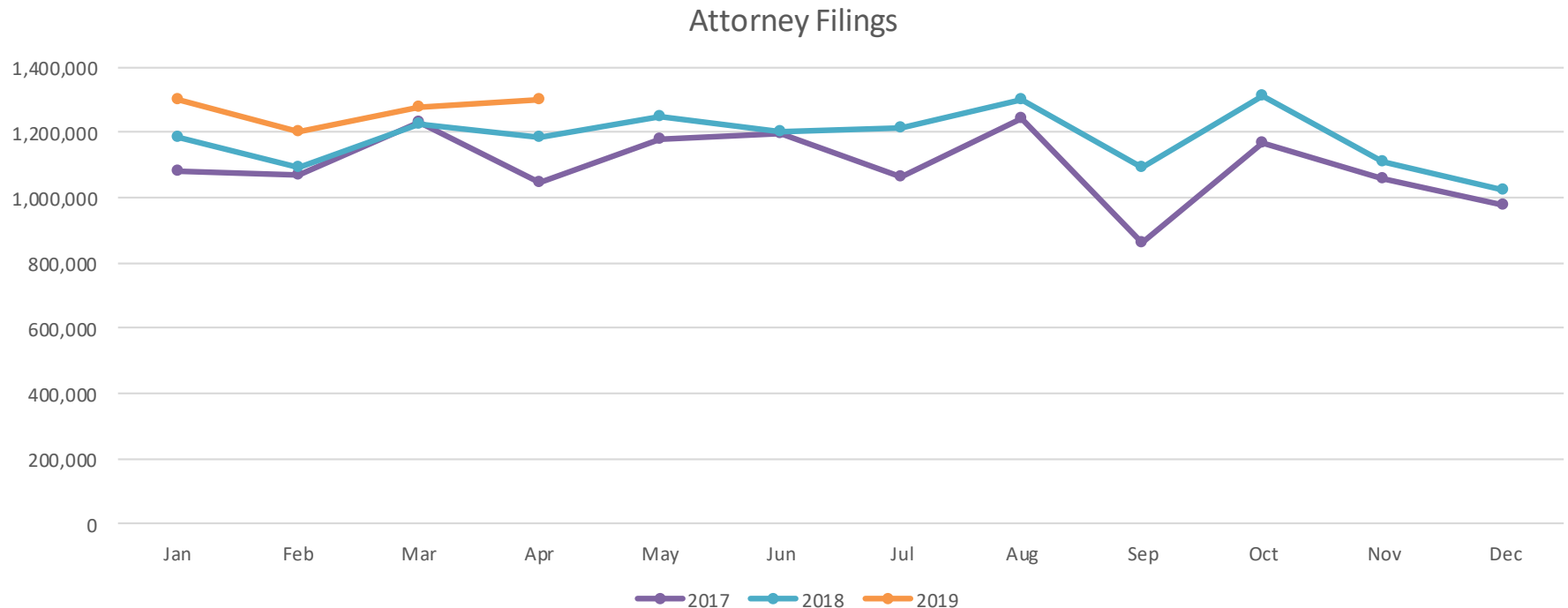


***Highest # of Attorney Calls 10/14: 4,237**



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 | 1,200,599 | 1,279,936 | 1,299,422 | | | | | | | | |



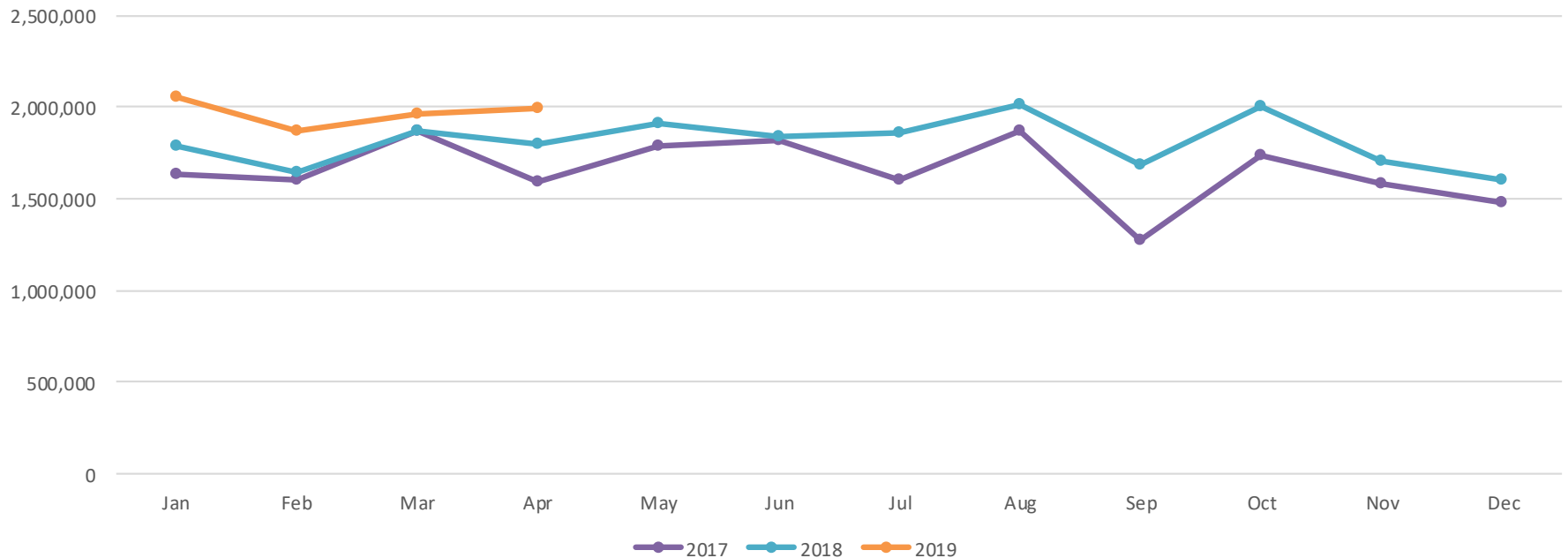
***Highest # of Attorney Filings 10/18**



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 | 1,868,208 | 1,964,439 | 1,999,008 | | | | | | | | |

Attorney Docs



*Highest # of Attorney Docs 1/19