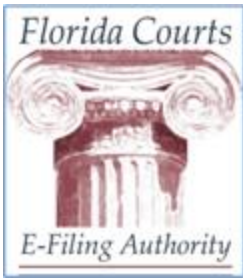




# Florida Courts E-Filing Authority Board

## Service Desk Report August 2018



# Customer Service Incidents August 2018

Status	June 2018	July 2018	August 2018
Incidents Received	3,088	3,362	<b>3,157</b>
Incidents Worked	3,075	3,352	<b>3,147</b>
Carry Over	18	15	<b>12</b>
# of Filings	1,395,289	1,405,049	<b>1,509,926</b>
# of Documents	2,058,654	2,076,534	<b>2,173,444</b>

Average Acknowledgement/Resolution Times			
Acknowledge Time	.01 Days 5 Minutes	.02 Days 11 Minutes	<b>.01 Days 6 Minutes</b>
Resolution Time	.05 Days 27 Minutes	.06 Days 33 Minutes	<b>.05 Days 25 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 August 2018

Status	June 2018	July 2018	August 2018
Incidents Received	15	15	<b>13</b>
Incidents Worked	15	15	<b>13</b>
Carry Over	0	0	<b>0</b>
# of Filings	116,763	113,503	<b>127,283</b>
# of Documents	123,668	120,263	<b>135,568</b>

Average Acknowledgement/Resolution Times			
Acknowledge Time	.00 Days 2 Minutes	.02 Days 11 Minutes	<b>.01 Days 3 Minutes</b>
Resolution Time	.02 Days 10 Minutes	.05 Days 27 Minutes	<b>.03 Days 14 Minutes</b>
Stakeholders: Judges, Judicial Assistants, General Magistrates, and Hearing Officers			



# Pro Se Incidents August 2018

Status	June 2018	July 2018	August 2018
Incidents Received	420	389	<b>464</b>
Incidents Worked	418	388	<b>460</b>
Carry Over	3	5	<b>4</b>
# of Filings	9,034	9,330	<b>10,379</b>
# of Documents	15,754	16,639	<b>18,257</b>

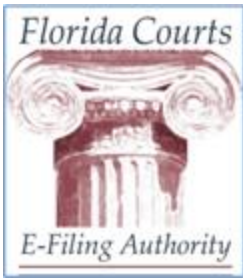
Average Acknowledgement/Resolution Times			
Acknowledge Time	.01 Days 5 Minutes	.01 Days 6 Minutes	<b>.01 Days 5 Minutes</b>
Resolution Time	.04 Days 23 Minutes	.04 Days 21 Minutes	<b>.05 Days 25 Minutes</b>
<b>Stakeholders: Pro Se filers and Agent for Pro Se Filer</b>			



# Attorney Incidents August 2018

Status	June 2018	July 2018	August 2018
Incidents Received	2,653	2,958	<b>2,680</b>
Incidents Worked	2,642	2,949	<b>2,674</b>
Carry Over	15	10	<b>8</b>
# of Filings	1,203,781	1,215,842	<b>1,299,672</b>
# of Documents	1,838,678	1,858,087	<b>2,018,550</b>

Average Acknowledgement/Resolution Times			
Acknowledge Time	.01 Days 5 Minutes	.02 Days 11 Minutes	<b>.01 Days 6 Minutes</b>
Resolution Time	.05 Days 27 Minutes	.06 Days 34 Minutes	<b>.05 Days 25 Minutes</b>
<b>Stakeholders: Attorneys and their representatives</b>			

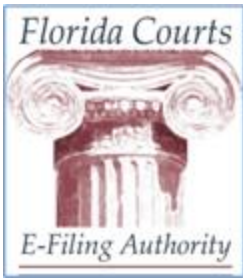


# Technical/System Incidents

## August 2018

Status	June 2018	July 2018	August 2018
Incidents Received	337	455	<b>344</b>
Incidents Worked	329	448	<b>331</b>
Carry Over	18	19	<b>13</b>
# of Filings	8,746	8,885	<b>10,077</b>
# of Documents	11,026	10,822	<b>18,257</b>

Average Acknowledgement/Resolution Times			
Acknowledge Time	.03 Days 16 Minutes	.04 Days 19 Minutes	<b>.03 Days 14 Minutes</b>
Resolution Time	.37 Days 3 Hours 19 Minutes	.37 Days 3 Hours 20 Minutes	<b>.23 Days 2 Hours 4 Minutes</b>
<b>Stakeholders: Clerks of Court and their staff</b>			



# Top Types of Incidents

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





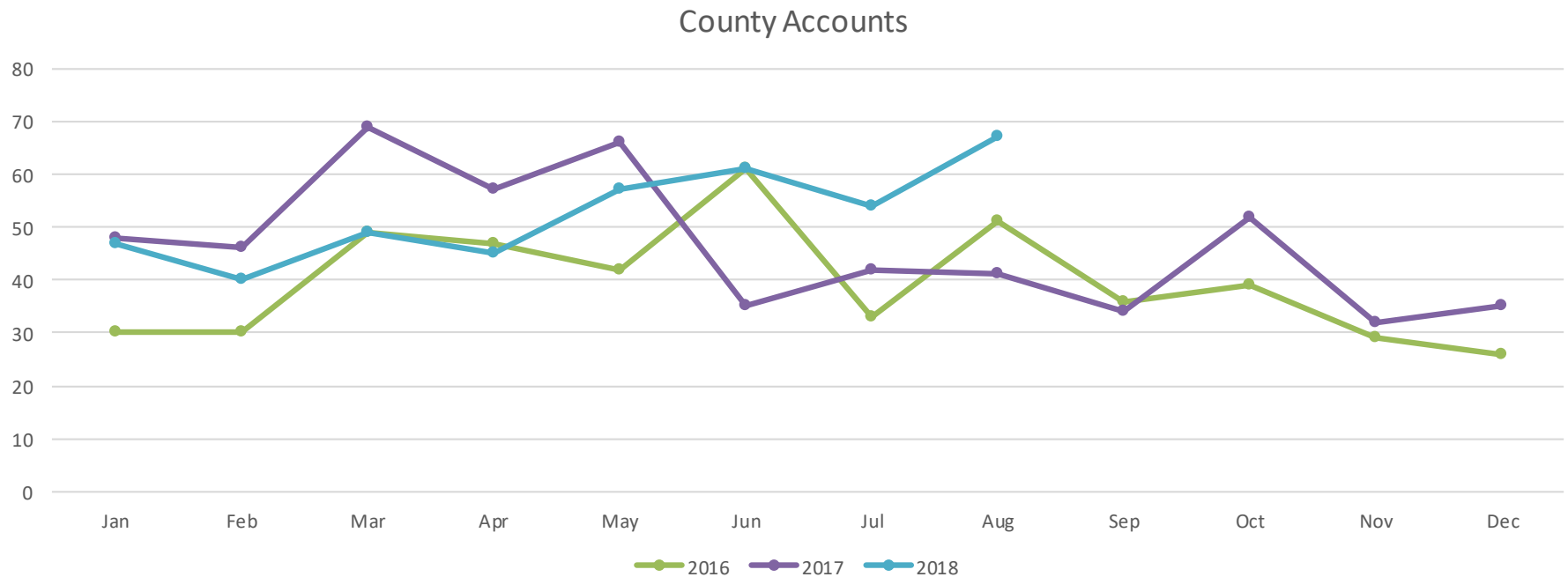
# At-A-Glance Statistics

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>2016</b>	30	30	49	47	42	61	33	51	36	39	29	26
<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				



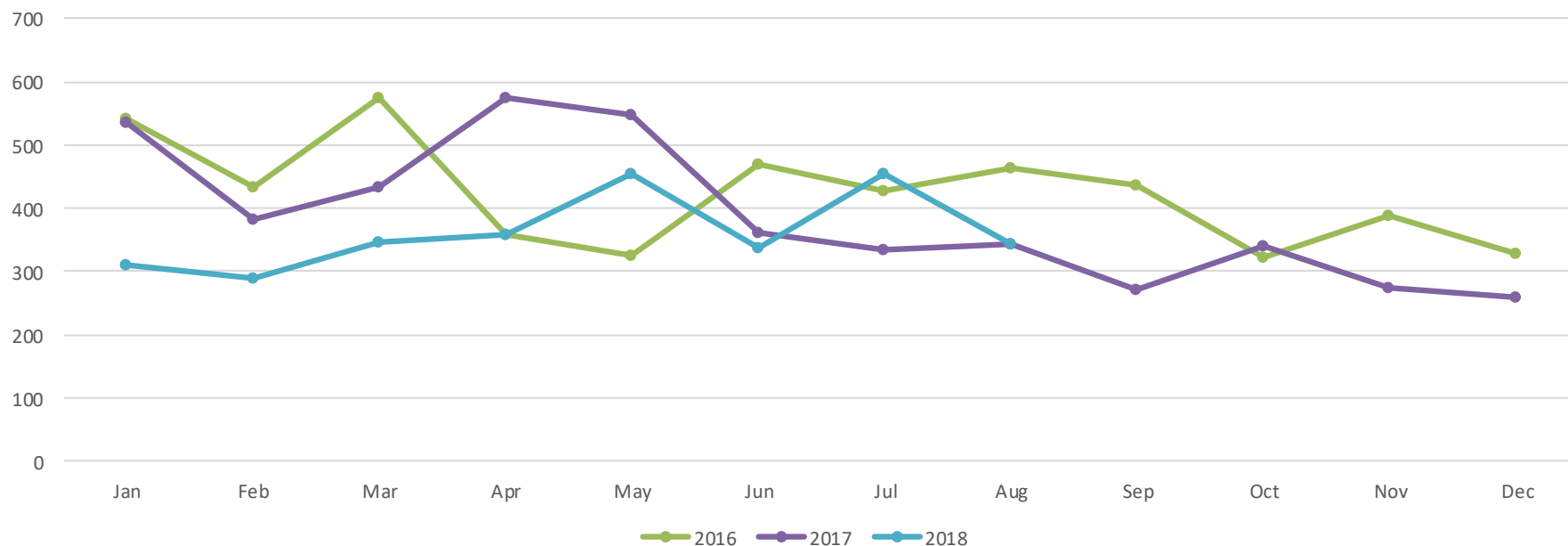
\*Highest # of County Accounts 6/15: 126



# County Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	542	433	575	359	324	468	426	463	437	323	389	329
<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				

County Calls



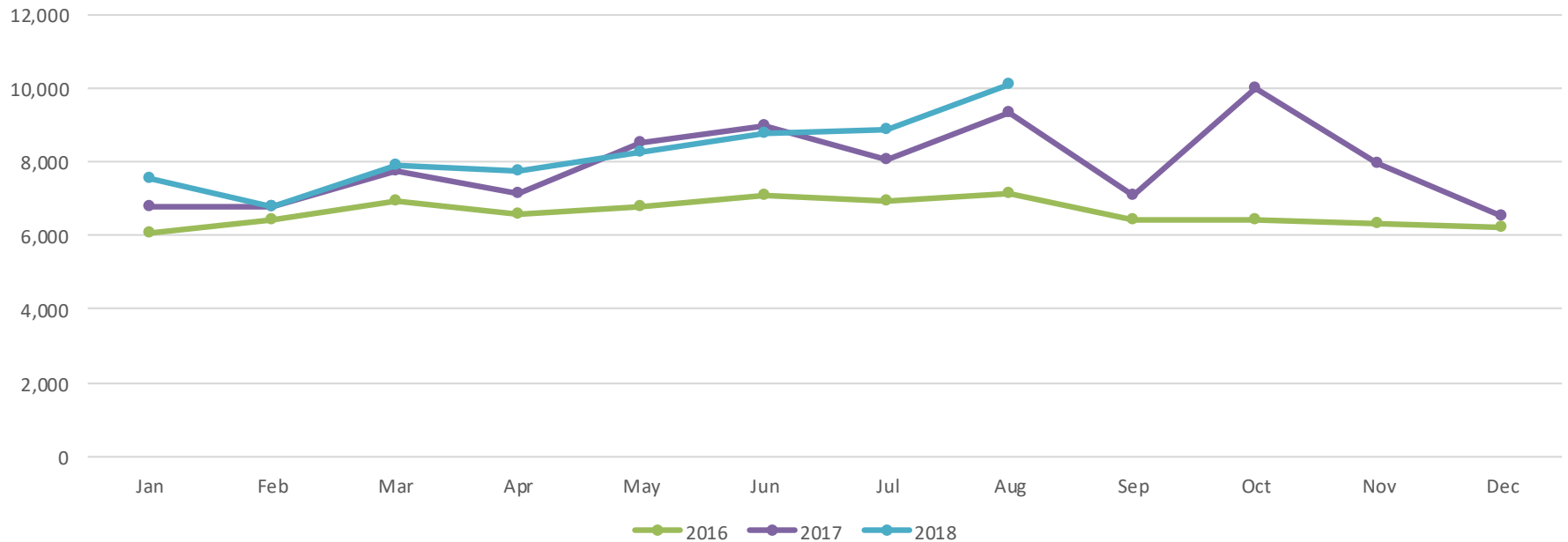
\*Highest # of County Calls 3/14: 1,051



# County Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	6,050	6,436	6,909	6,575	6,777	7,097	6,909	7,124	6,432	6,440	6,337	6,238
<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	<b>10,077</b>				

County Filings



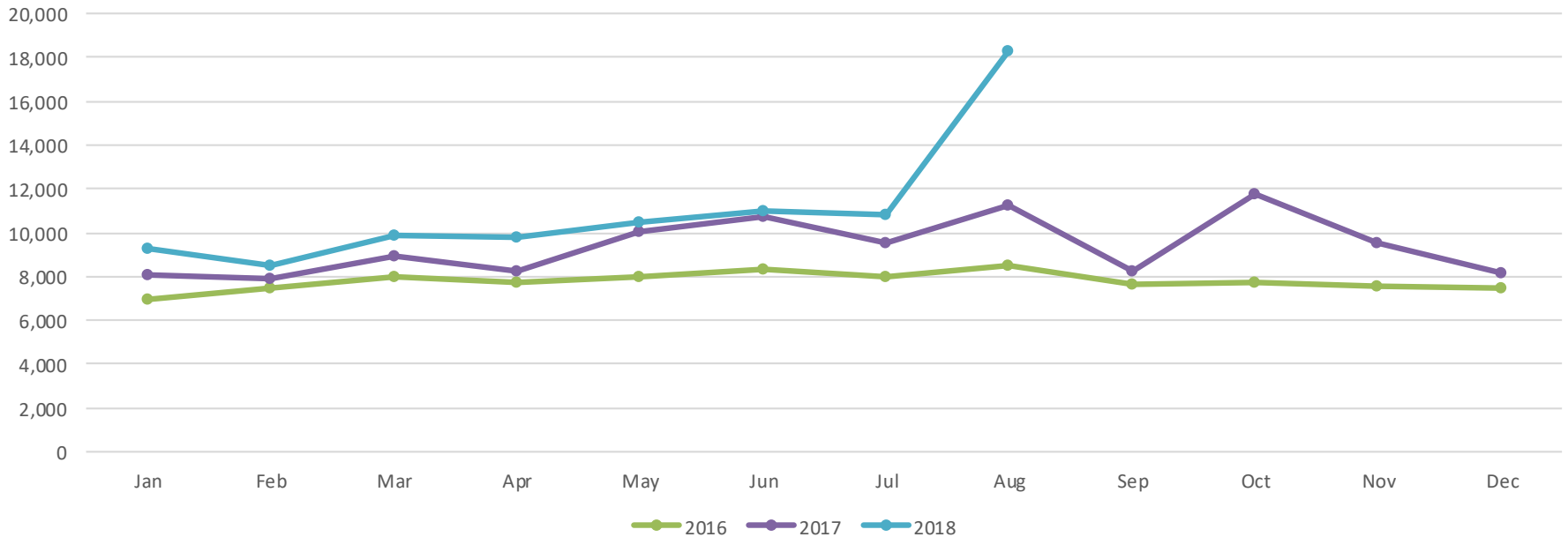
**\*Highest # of County Filings 8/18**



# County Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	6,926	7,457	7,952	7,724	7,945	8,283	7,955	8,525	7,666	7,723	7,551	7,462
<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	<b>18,257</b>				

County Docs



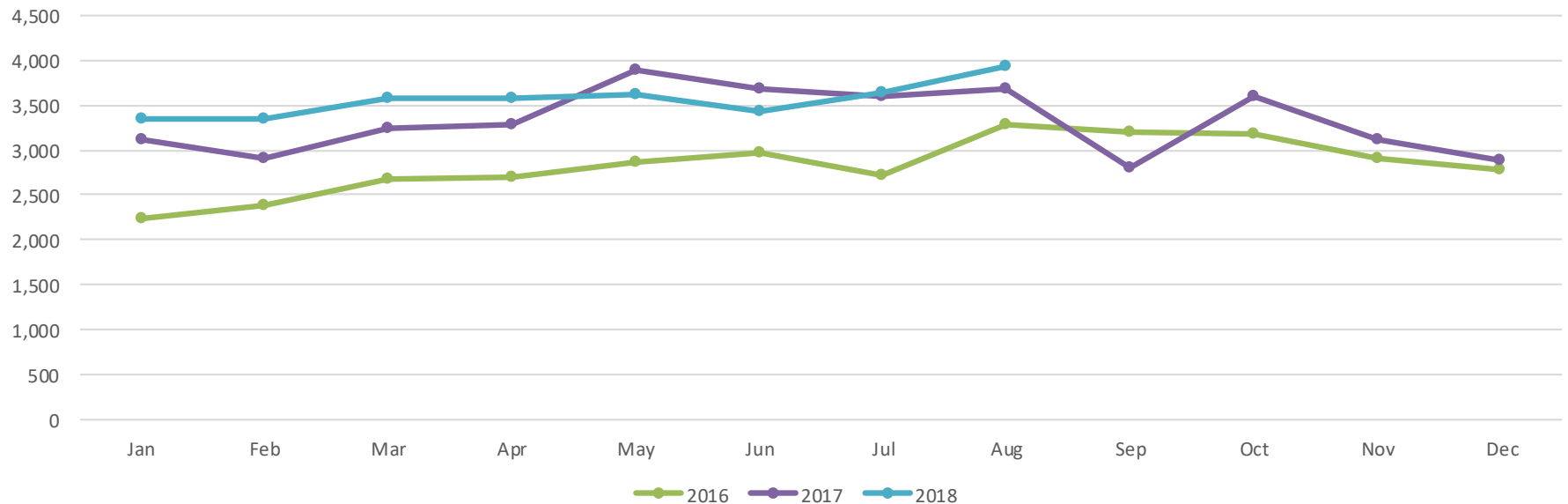
\*Highest # of County Documents 8/18



# Customer Service Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	2,243	2,376	2,666	2,687	2,874	2,973	2,709	3,287	3,191	3,181	2,915	2,778
<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	<b>3,933</b>				

Customer Accounts



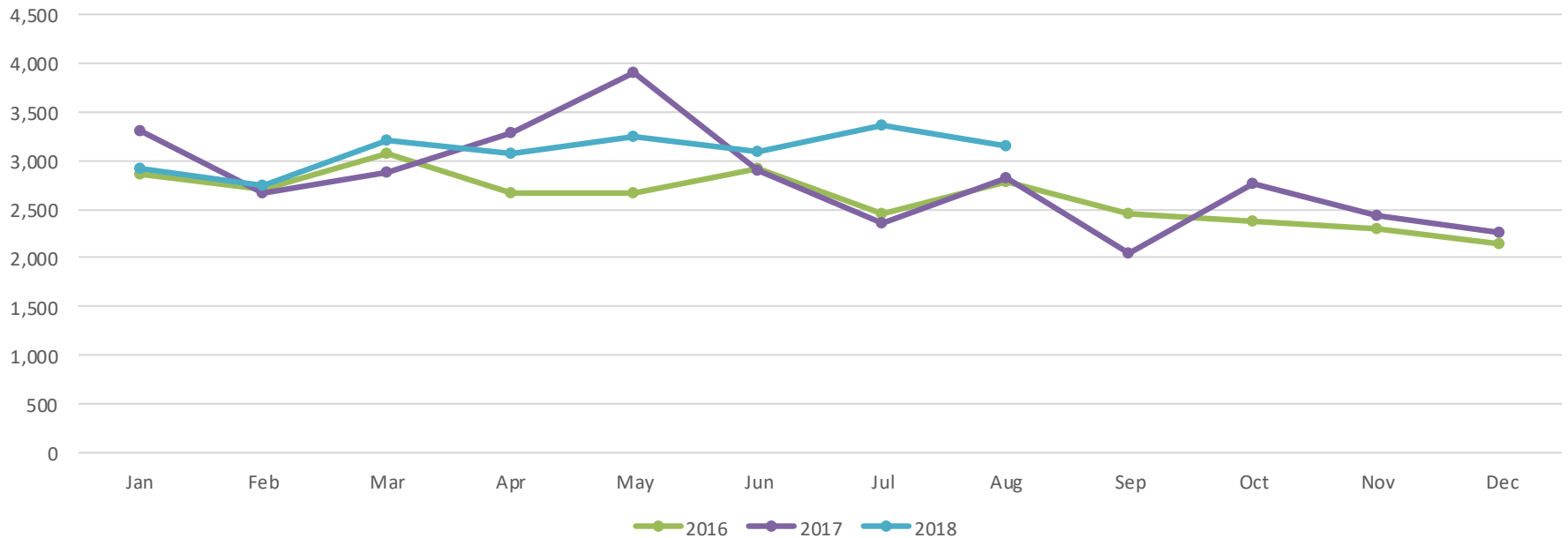
**\*Highest # of CS Accounts 8/18**



# Customer Service Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	2,852	2,712	3,081	2,671	2,669	2,922	2,456	2,773	2,452	2,385	2,302	2,136
<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				

Customer Service Calls



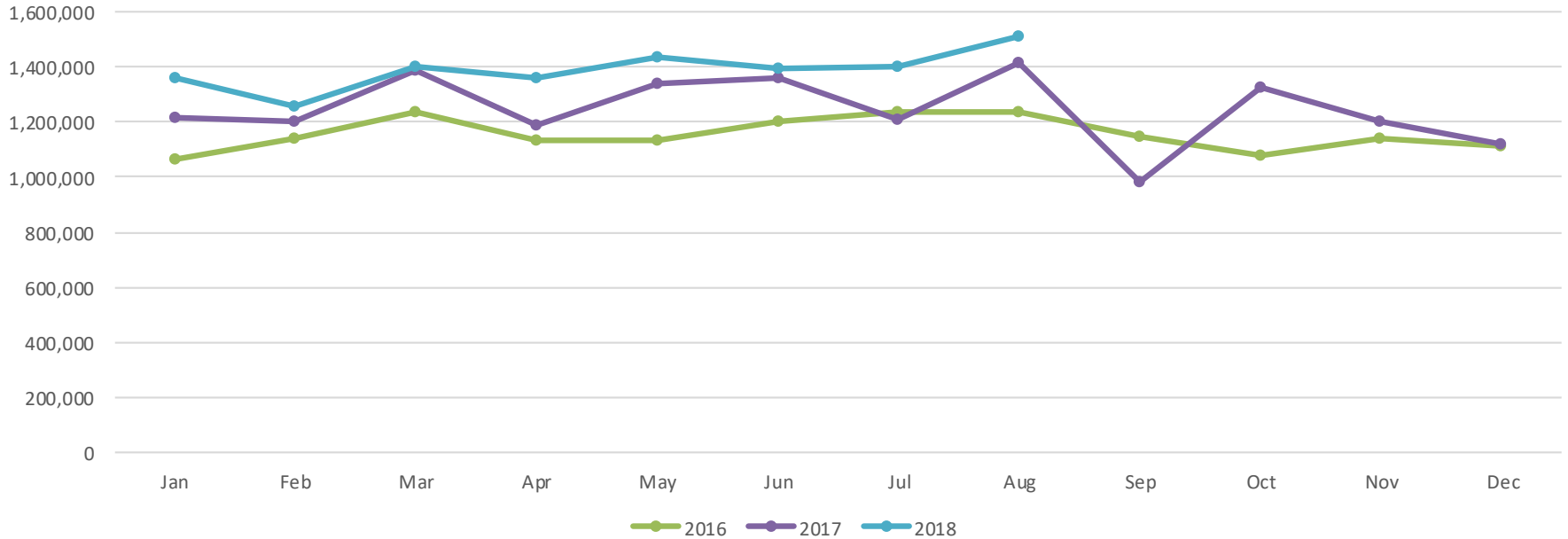
\*Highest # of CS Call 10/14: 4,436



# Customer Service Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	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
<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	<b>1,509,926</b>				

Customer Service Filings



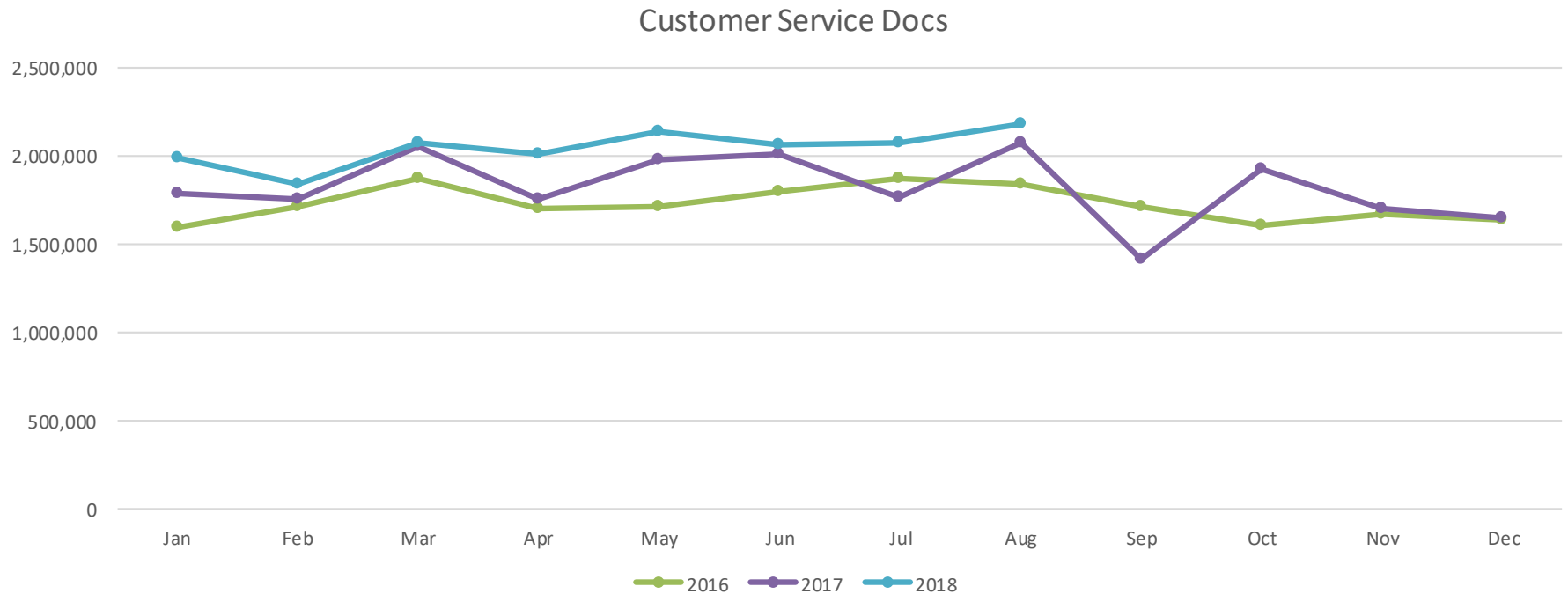
**\*Highest # of CS Filings 8/18**





# Customer Service Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	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
<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>	1,984,219	1,836,173	2,072,675	2,009,401	2,130,678	2,058,654	2,076,534	<b>2,173,444</b>				



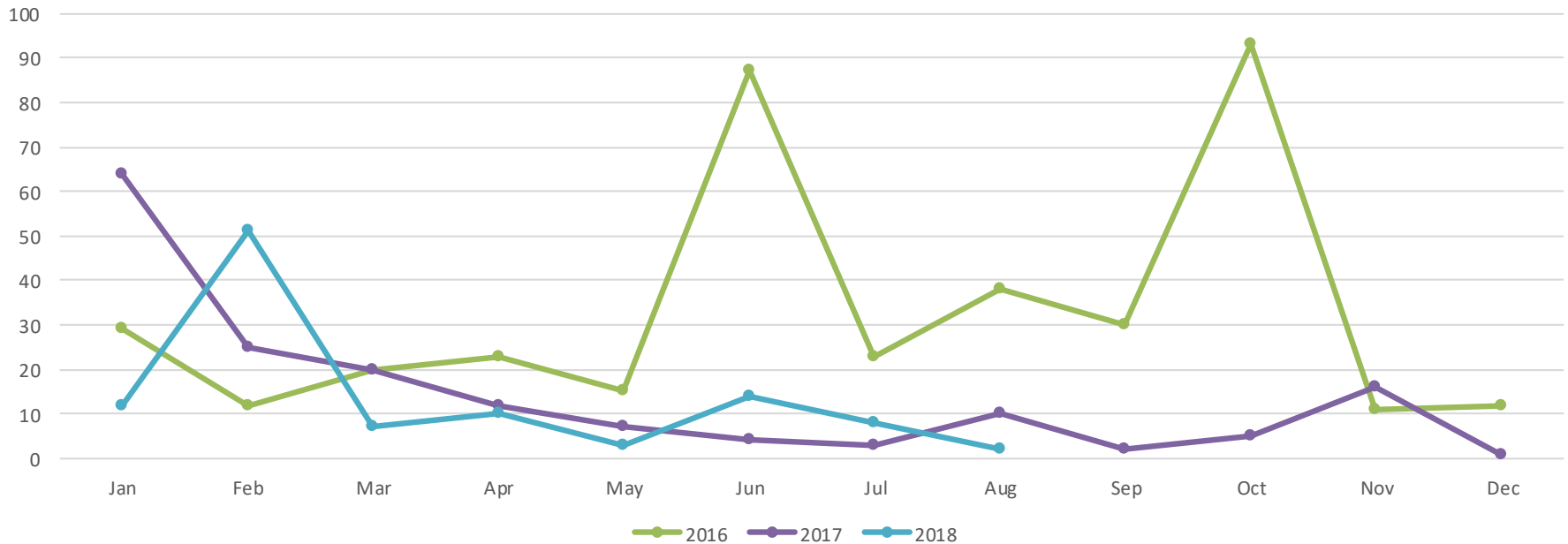
**\*Highest # of CS Docs 8/18**



# Judge Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	29	12	20	23	15	87	23	38	30	93	11	12
<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				

Judge Accounts



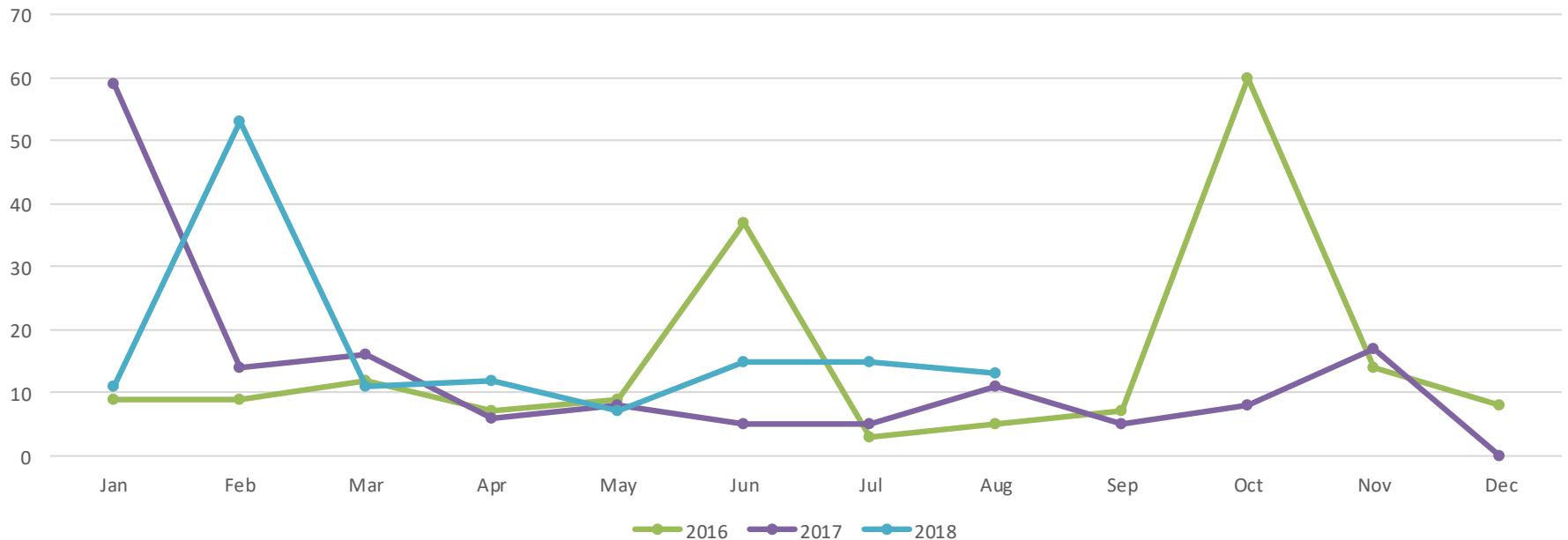
\*Highest # of Judge Accounts 3/15: 129



# Judge Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	9	9	12	7	9	37	3	5	7	<b>60</b>	14	8
<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				

Judge Calls

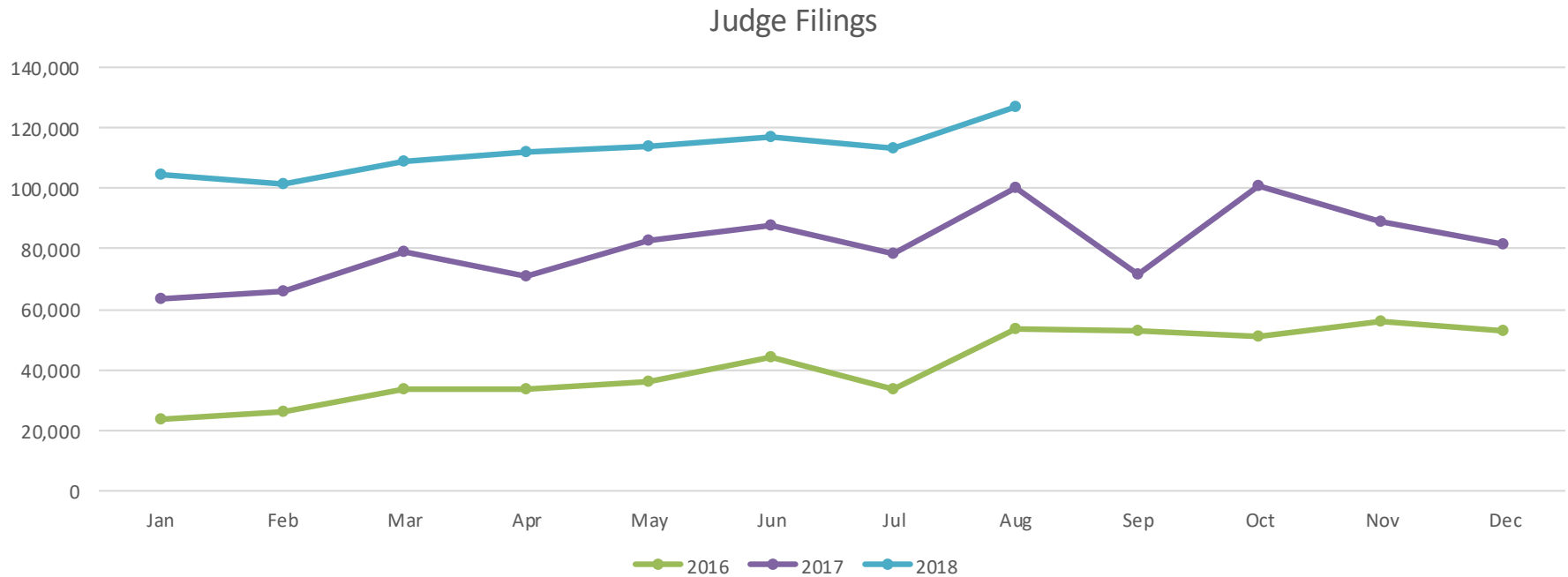


**\*Highest # of Judge Call 10/16: 60**



# Judge Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	23,632	26,312	33,590	33,443	36,062	44,448	33,590	53,640	53,133	51,170	55,942	52,603
<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	<b>127,283</b>				

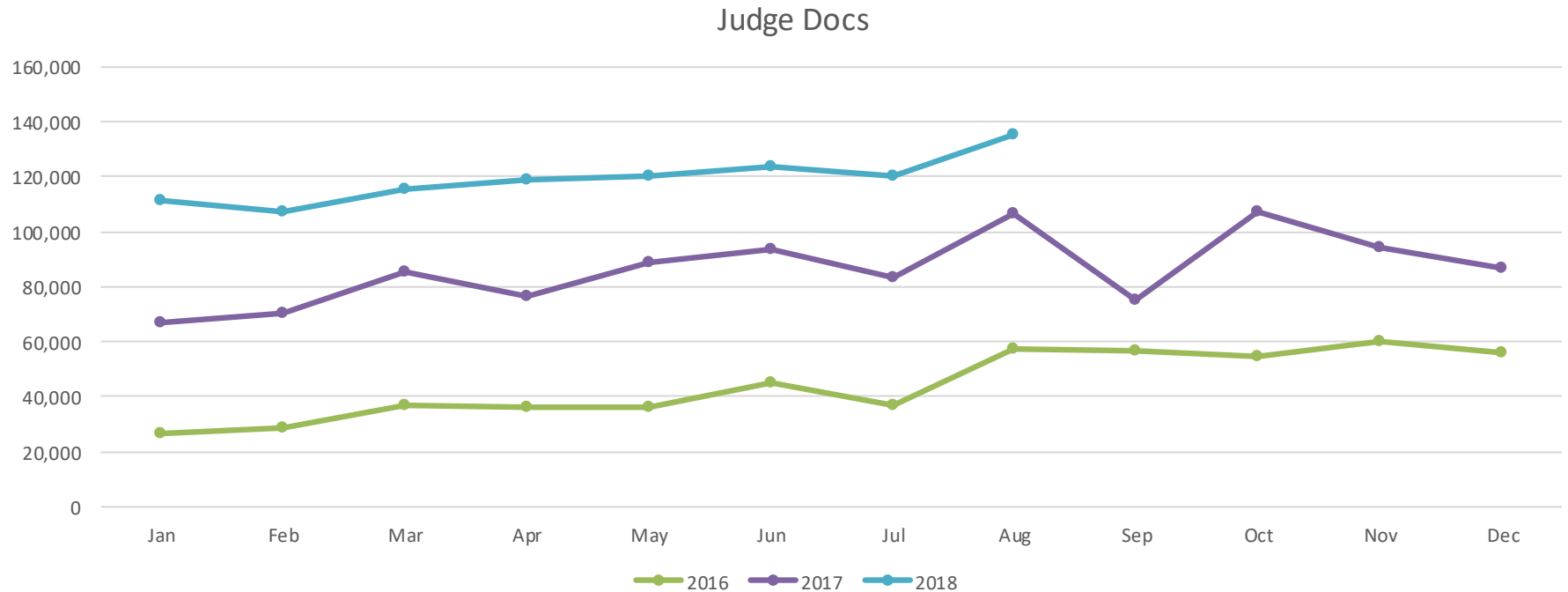


**\*Highest # of Judge Filings 8/18**



# Judge Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	26,256	28,859	36,639	36,417	36,062	45,032	36,639	57,357	56,598	54,607	59,853	56,071
<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>				

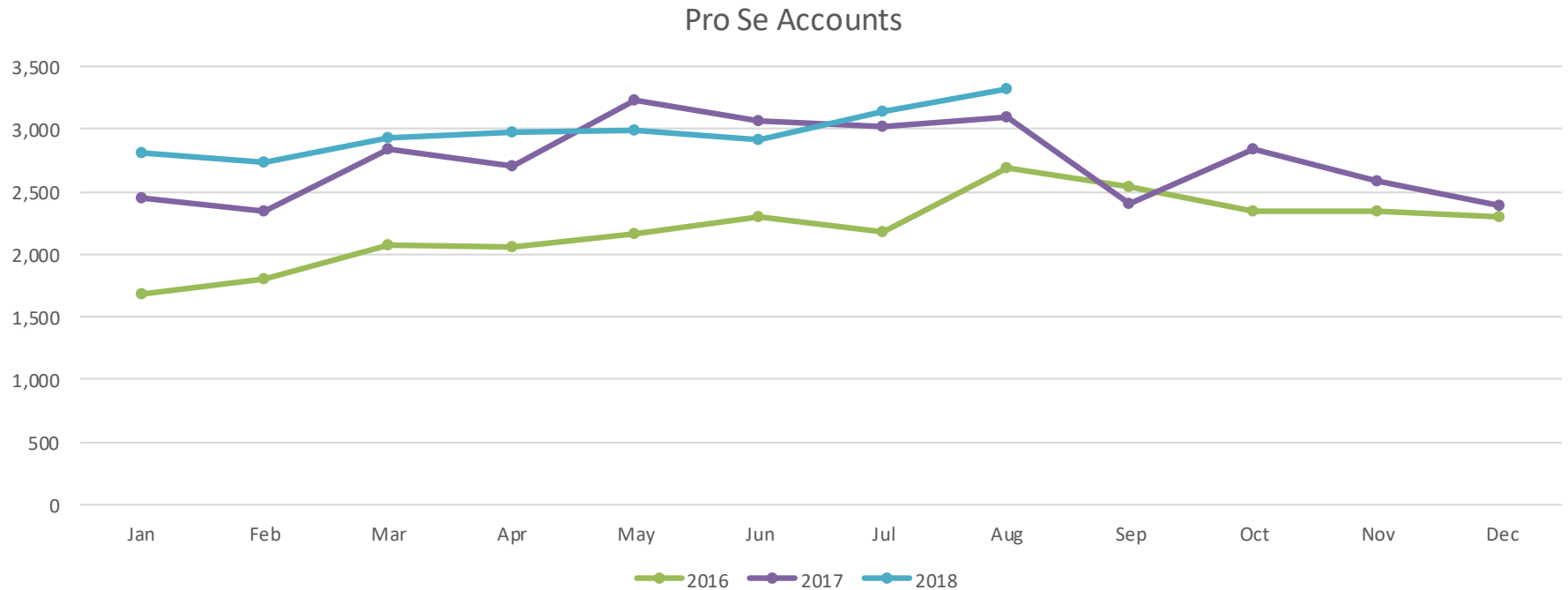


**\*Highest # of Judge Docs 8/18**



# Pro Se Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	1,686	1,803	2,074	2,054	2,166	2,300	2,176	2,689	2,547	2,346	2,345	2,304
<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>				

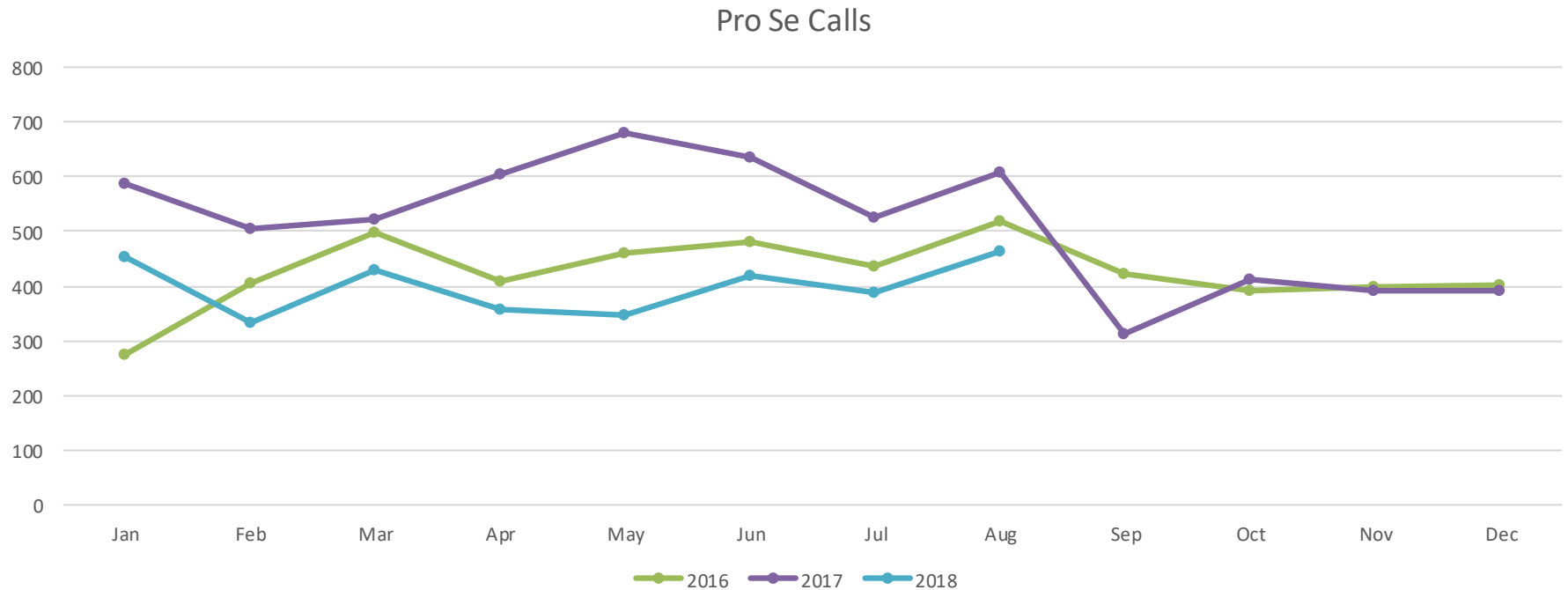


**\*Highest # of Pro Se Accounts 8/18**



# Pro Se Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	274	406	499	409	459	481	435	517	423	393	399	403
<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				

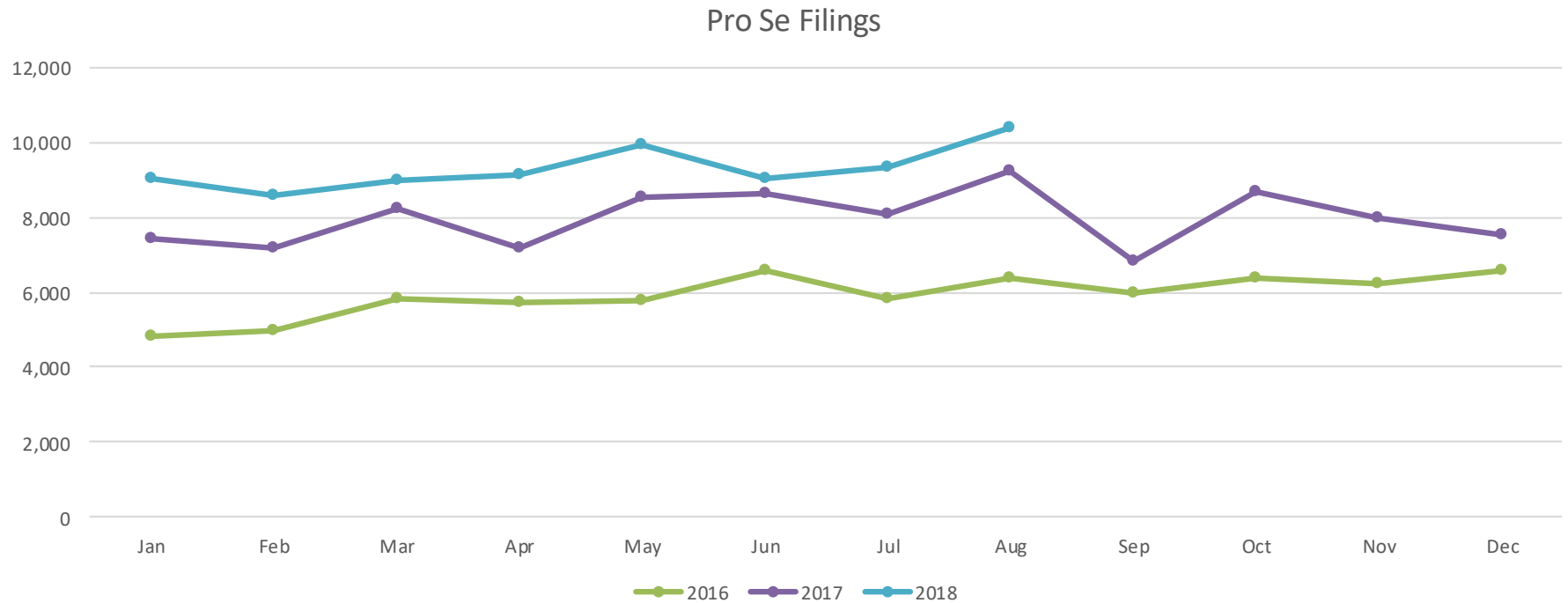


**\*Highest # of Pro Se Calls 5/17: 679**



# Pro Se Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	4,820	4,991	5,819	5,722	5,798	6,556	5,808	6,368	5,994	6,356	6,227	6,585
<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	<b>10,379</b>				



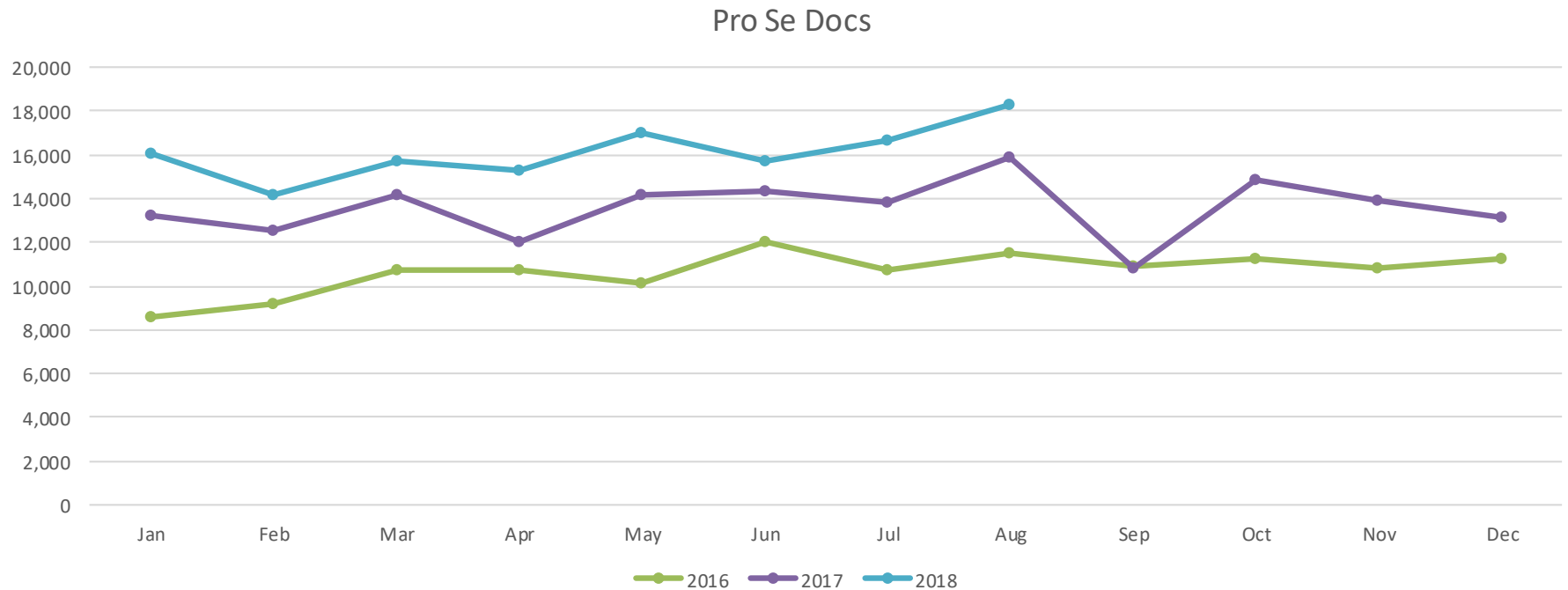
**\*Highest # of Pro Se Filings 8/18**





# Pro Se Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	8,625	9,146	10,706	10,772	10,135	11,980	10,695	11,479	10,867	11,219	10,822	11,240
<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	<b>18,257</b>				



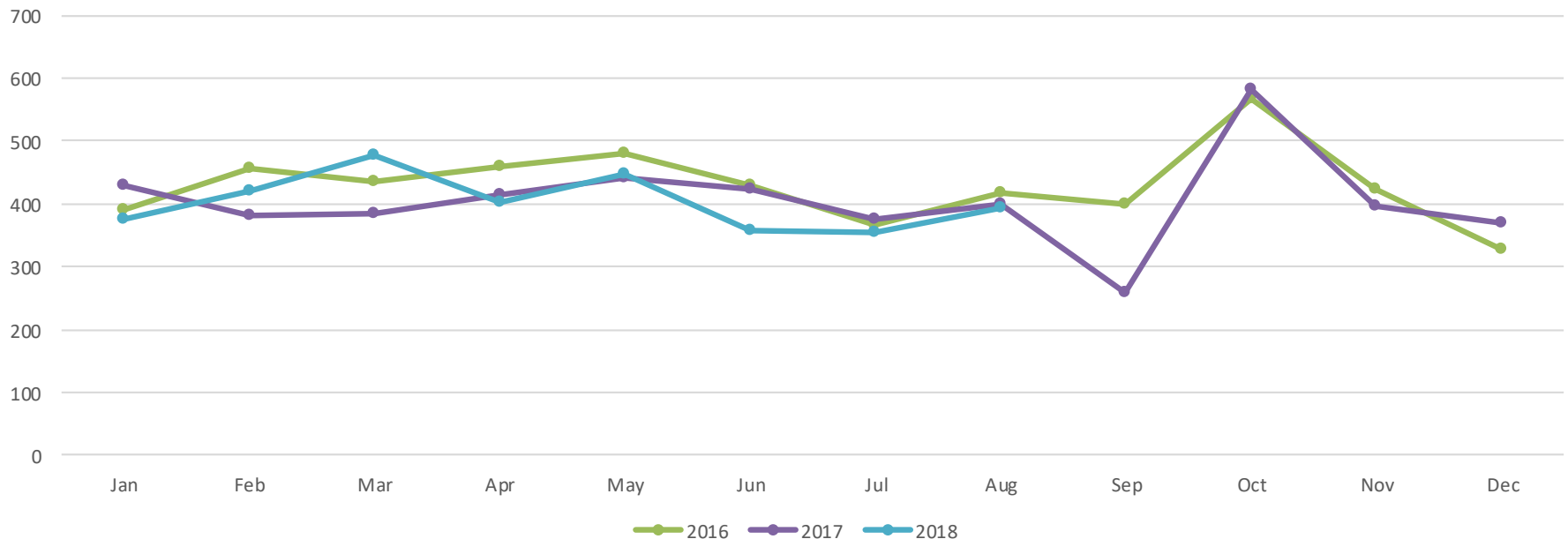
**\*Highest # of Pro Se Docs 8/18**



# Attorney Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	390	457	435	459	479	430	367	417	401	556	425	327
<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				

Attorney Accounts

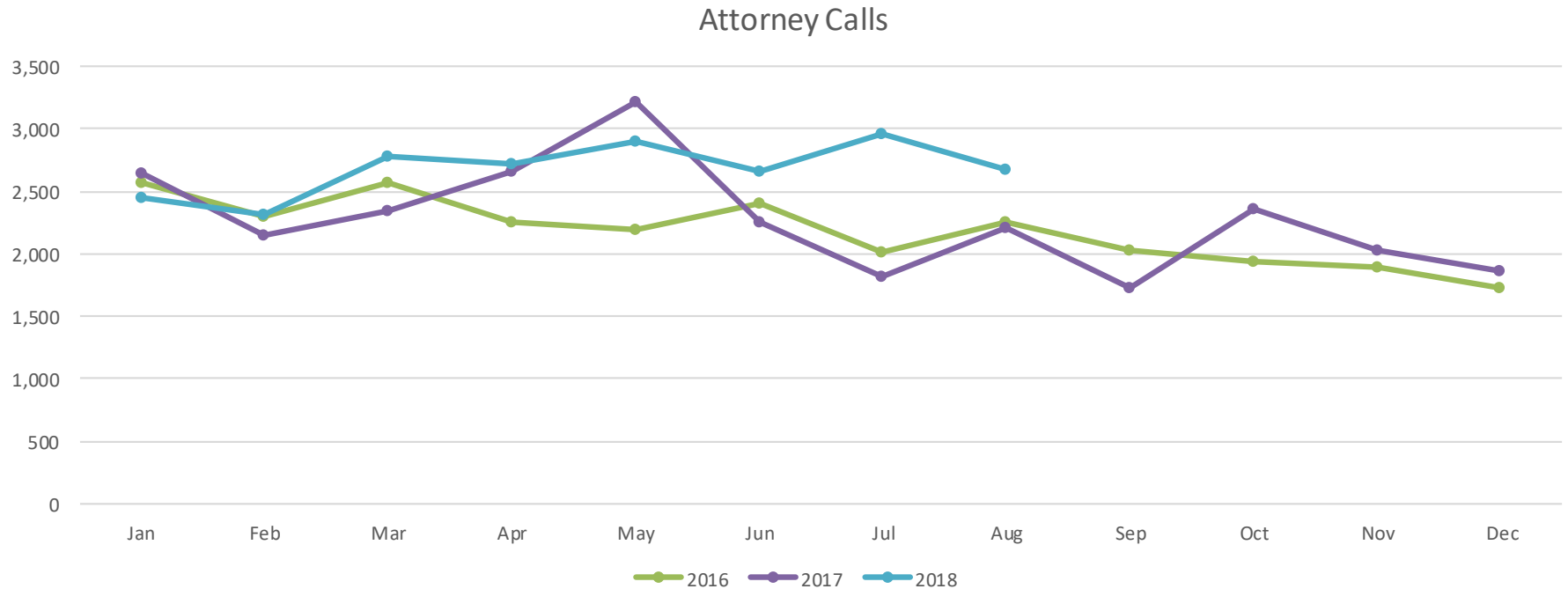


\*Highest # of Attorney Accounts 4/14: 1,379

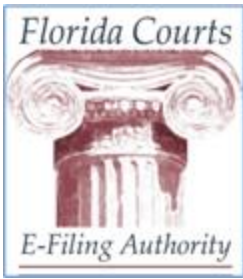


# Attorney Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	2,569	2,297	2,570	2,255	2,201	2,404	2,018	2,251	2,022	1,932	1,889	1,725
<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				

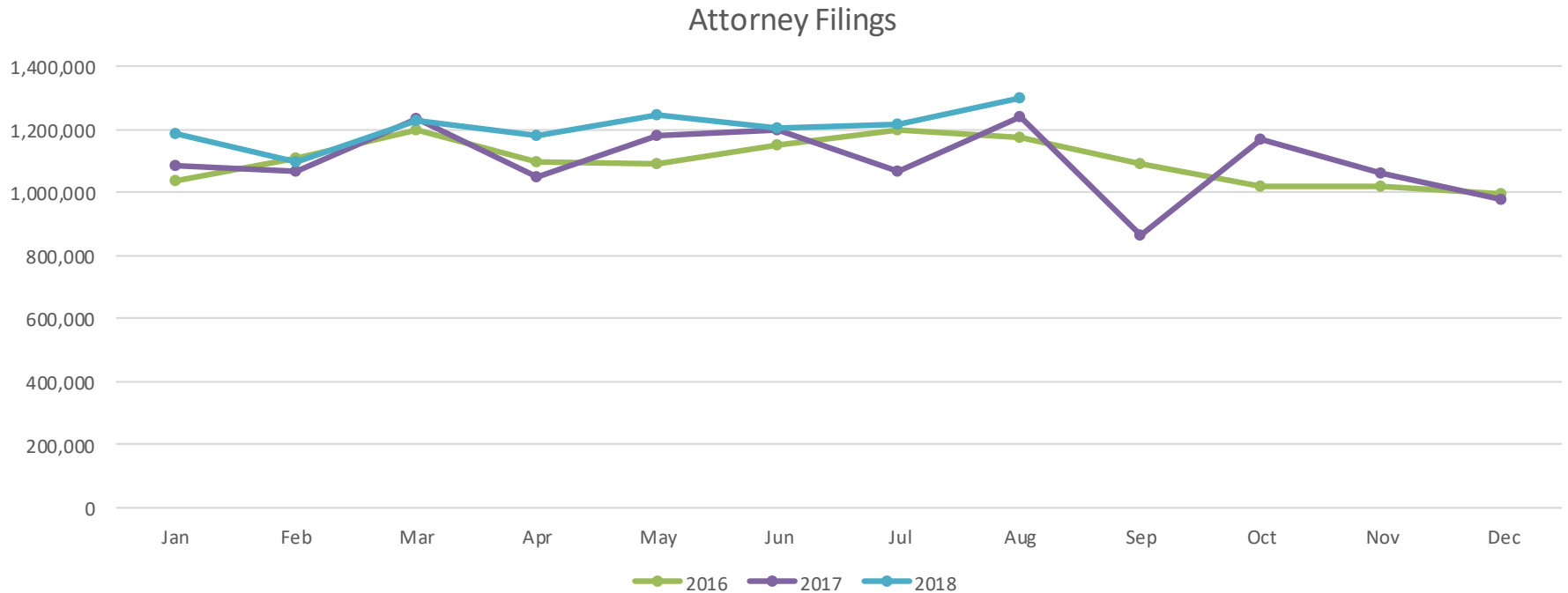


\*Highest # of Attorney Calls 10/14: 4,237



# Attorney Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	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
<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	<b>1,299,672</b>				

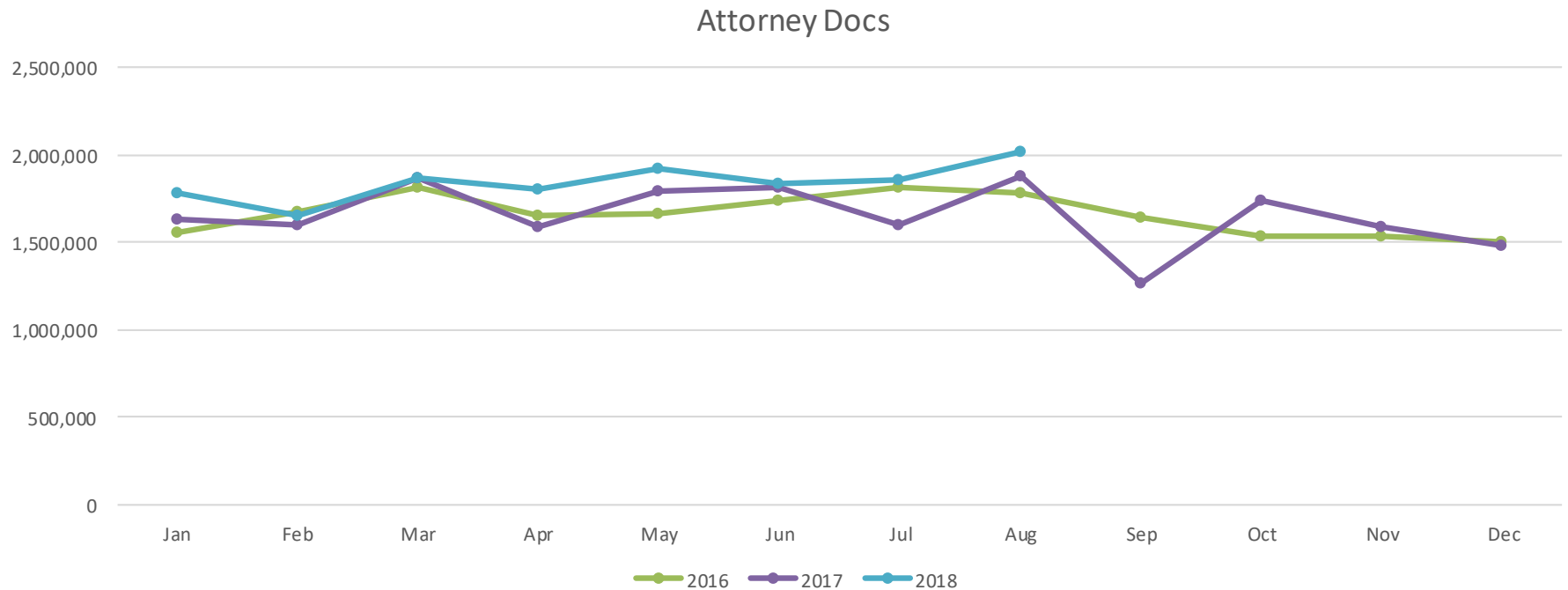


\*Highest # of Attorney Filings 8/18



# Attorney Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2016</b>	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
<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	<b>2,018,550</b>				



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