



# Florida Courts E-Filing Authority Board

## Service Desk Report October 2019



# Customer Service Incidents October 2019

Status	August 2019	September 2019	October 2019
Incidents Received	2,932	2,556	<b>3,707</b>
Incidents Worked	2,927	2,550	<b>3,699</b>
Carry Over	7	10	<b>8</b>
# of Submissions	1,555,600	1,394,937	<b>1,641,117</b>
# of Documents	2,260,513	2,029,274	<b>2,384,568</b>

Average Acknowledgement/Resolution Times			
Acknowledge Time	.03 Days 18 Minutes	.03 Days 15 Minutes	<b>.04 Days 24 Minutes</b>
Resolution Time	.10 Days 53 Minutes	.09 Days 49 Minutes	<b>.10 Days 57 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 October 2019

Status	August 2019	September 2019	October 2019
Incidents Received	11	9	8
Incidents Worked	11	9	8
Carry Over	0	0	0
# of Submissions	144,430	131,420	<b>163,907</b>
# of Documents	151,716	132,462	<b>171,950</b>

Average Acknowledgement/Resolution Times			
Acknowledge Time	.01 Days 4 Minutes	.01 Days 8 Minutes	<b>.01 Days 6 Minutes</b>
Resolution Time	.04 Days 24 Minutes	.04 Days 26 Minutes	<b>.04 Days 23 Minutes</b>
Stakeholders: Judges, Judicial Assistants, General Magistrates, and Hearing Officers			



# Pro Se Incidents October 2019

Status	August 2019	September 2019	October 2019
Incidents Received	754	723	<b>780</b>
Incidents Worked	750	719	<b>775</b>
Carry Over	3	4	<b>8</b>
# of Submissions	12,271	12,755	<b>13,852</b>
# of Documents	20,651	20,704	<b>21,760</b>

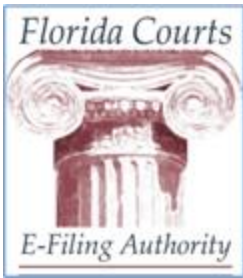
Average Acknowledgement/Resolution Times			
Acknowledge Time	.05 Days 27 Minutes	.04 Days 24 Minutes	<b>.05 Days 27 Minutes</b>
Resolution Time	.11 Days 1 Hr 1 Minutes	.10 Days 55 Minutes	<b>.11 Days 1 Hr 2 Minutes</b>
<b>Stakeholders: Pro Se filers and Agent for Pro Se Filer</b>			



# Attorney Incidents October 2019

Status	August 2019	September 2019	October 2019
Incidents Received	2,167	1,891	<b>2,919</b>
Incidents Worked	2,163	1887	<b>2,910</b>
Carry Over	4	6	<b>10</b>
# of Submissions	1,302,563	1,163,545	<b>1,365,810</b>
# of Documents	1,975,060	1,769,104	<b>2,057,752</b>

Average Acknowledgement/Resolution Times			
Acknowledge Time	.04 Days 24 Minutes	.03 Days 16 Minutes	<b>.04 Days 23 Minutes</b>
Resolution Time	.12 Days 1 Hr 3 Minutes	.09 Days 46 Minutes	<b>.09 Days 1 Hr 10 Minutes</b>
<b>Stakeholders: Attorneys and their representatives</b>			



# Technical/System Incidents October 2019

Status	August 2019	September 2019	October 2019
Incidents Received	397	405	433
Incidents Worked	390	397	431
Carry Over	5	6	5
# of Submissions	13,931	12,355	14,751
# of Documents	16,781	15,734	18,496

Average Acknowledgement/Resolution Times			
Acknowledge Time	.04 Days 21 Minutes	.04 Days 20 Minutes	.05 Days 26 Minutes
Resolution Time	.40 Days 3 Hrs 36 Minutes	.35 Days 3 Hrs 6 Minutes	.38 Days 3 Hrs 20 Minutes
Stakeholders: Clerks of Court and their staff			



# Top Types of Incidents & Percentage of Call Volume

Attorney					
Access	<b>27%</b>	Connectivity	<b>2%</b>	Correction Queue	<b>9%</b>
County Down	<b>1%</b>	E-Service Issue	<b>8%</b>	Filing Updated	<b>1%</b>
Information	<b>36%</b>	Payment Assistance	<b>2%</b>	Pending Registration	<b>10%</b>
Training	<b>3%</b>				
Self-Represented Litigant/Pro Se					
Access	<b>30%</b>	Connectivity	<b>1%</b>	Correction Queue	<b>4%</b>
E-Service Issue	<b>2%</b>	Filing Updated	<b>1%</b>	Information	<b>48%</b>
Payment Assistance	<b>4%</b>	Training	<b>10%</b>		
Judges					
Access	<b>11%</b>	Information	<b>26%</b>	Pending Registration	<b>44%</b>



# 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
Madison	May 2019

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

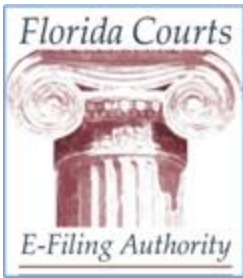
or contact me direct at: **Gia Howell (850) 577-4578** email: [ghowell@flclerks.com](mailto:ghowell@flclerks.com)





# At-A-Glance Statistics

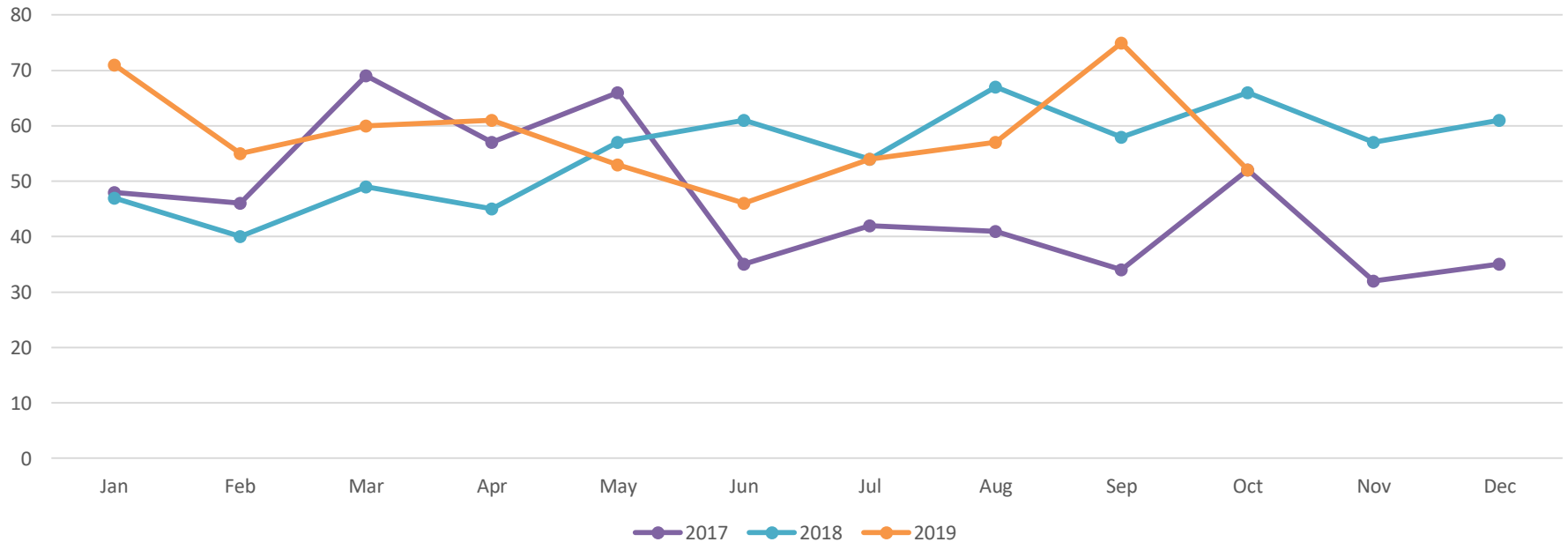
The following slides breakdown E-Portal Service Desk Calls, Filings, and Documents by year and month for Customer Service and Technical.



# 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	60	61	53	46	54	57	75	52		

County Accounts



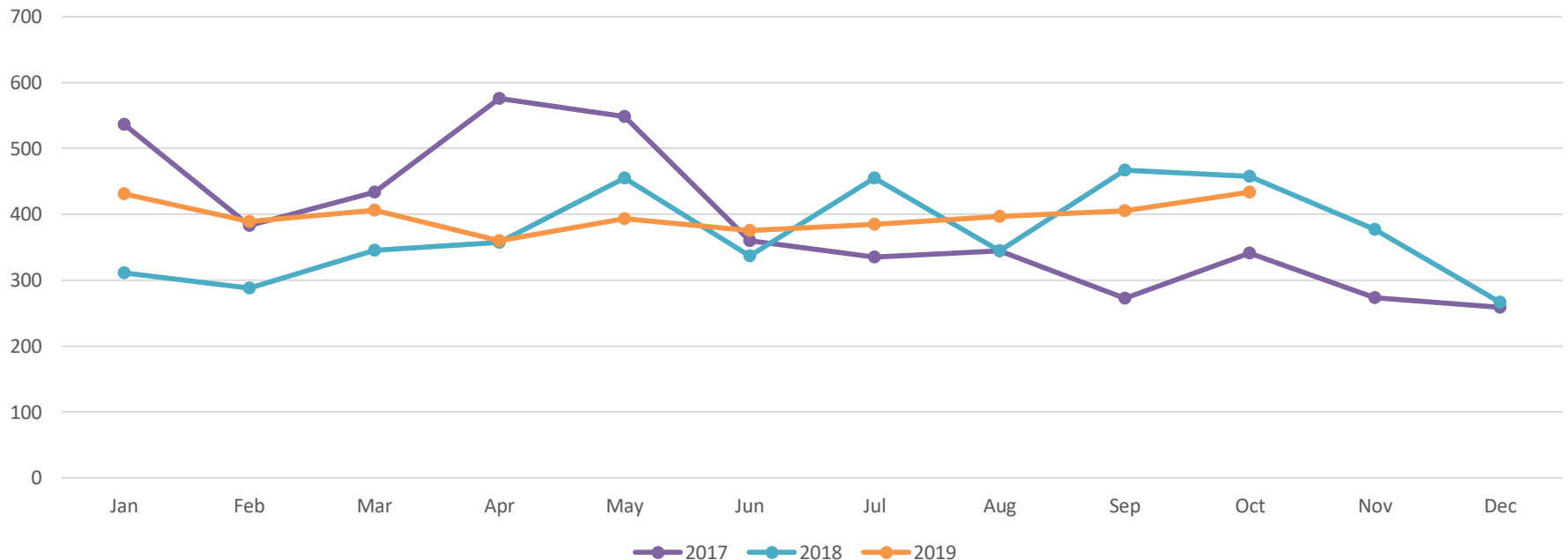
\*Highest # of County Accounts 6/15: 126



# 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	406	360	393	375	385	397	405	433		

County Calls

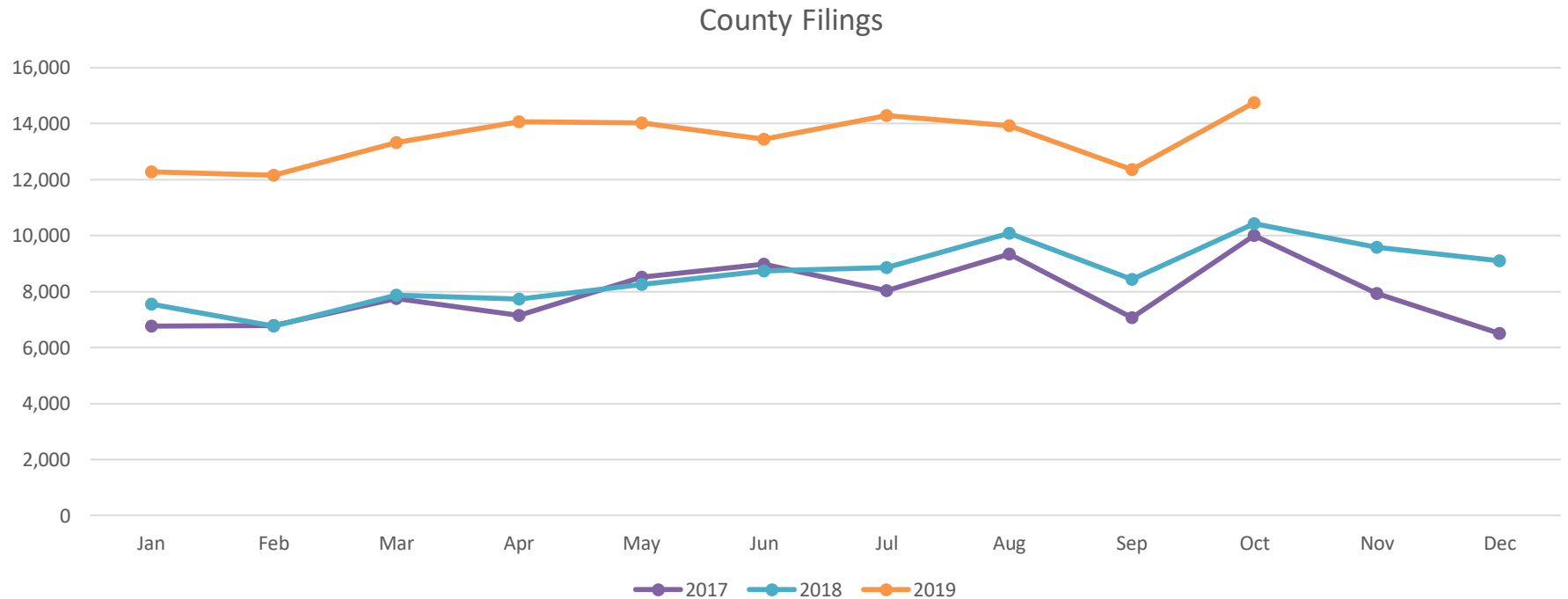


\*Highest # of County Calls 3/14: 1,051

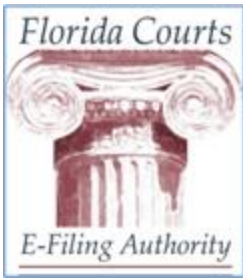


# County Filing Comparison

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>	12,276	12,161	13,320	14,069	14,030	13,437	14,296	13,931	12,355	<b>14,751</b>		

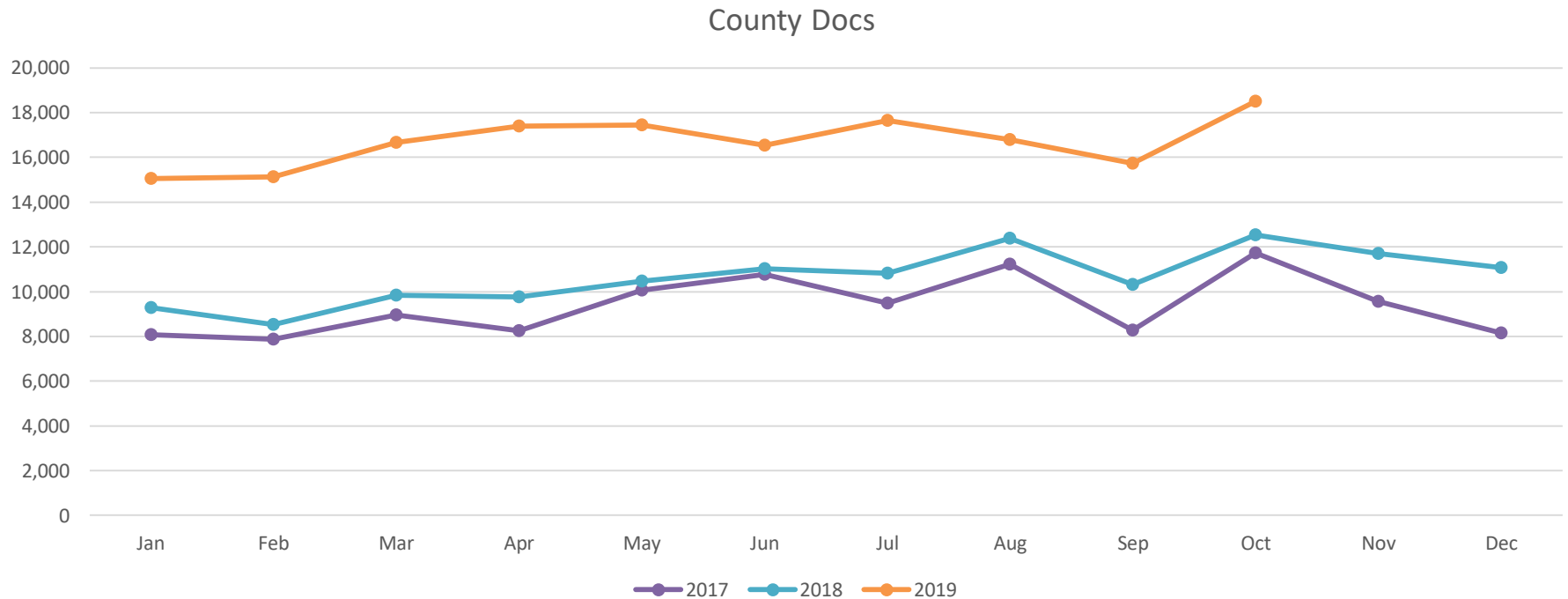


**\*Highest # of County Filings 10/19**



# 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	15,133	16,661	17,403	17,441	16,550	17,643	16,781	15,734	<b>18,496</b>		



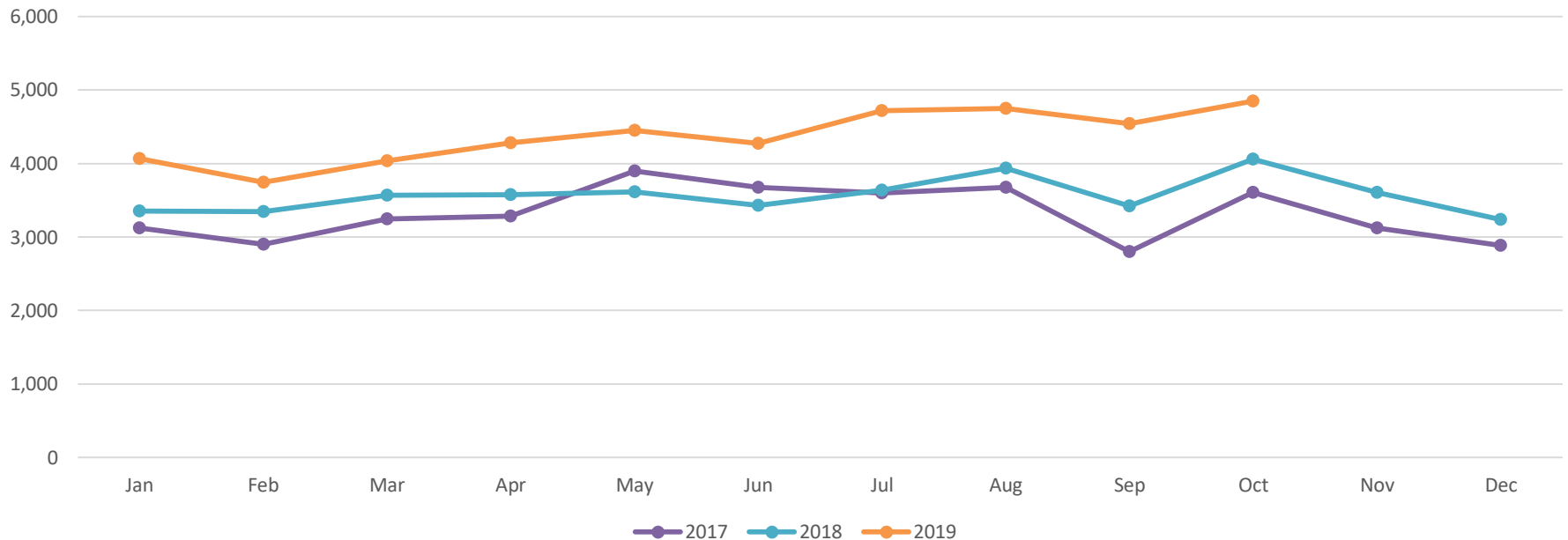
**\*Highest # of County Documents 10/19**



# 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>	4,069	3,743	4,031	4,283	4,449	4,269	4,720	4,692	4,538	<b>4,850</b>		

Customer Service Accounts



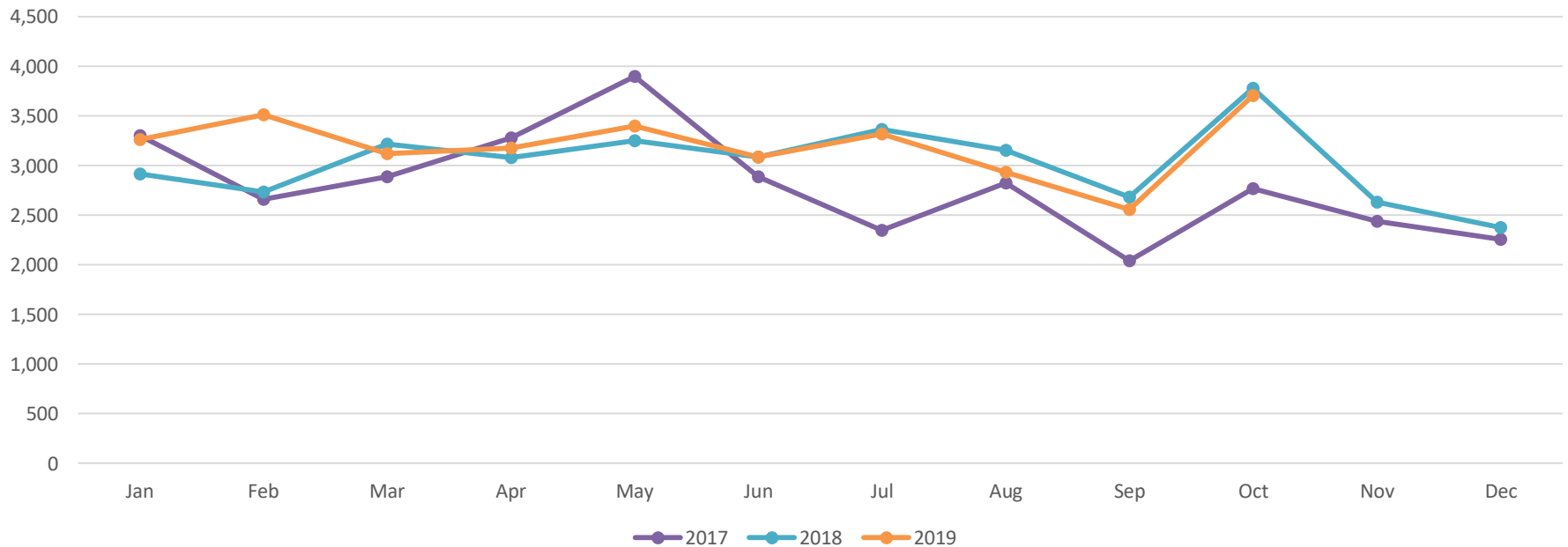
**\*Highest # of CS Accounts 10/19**



# 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	3,118	3,175	3,401	3,085	3,321	2,932	2,556	3,707		

Customer Service Calls



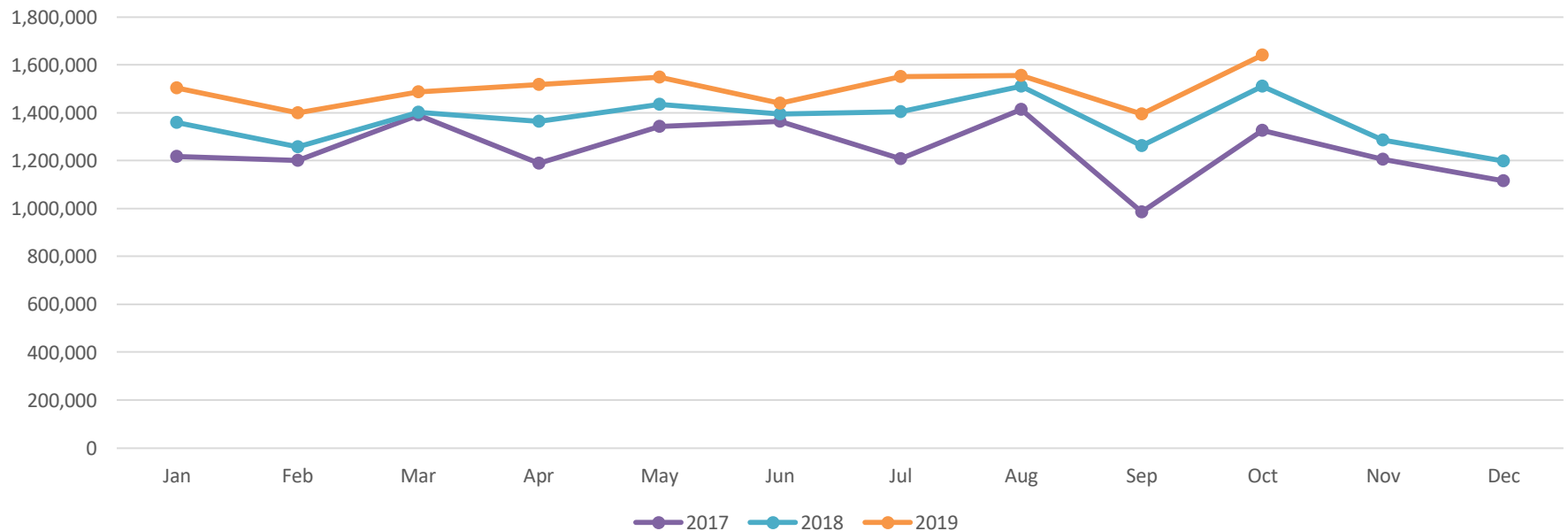
\*Highest # of CS Call 10/14: 4,436



# 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	1,511,178	1,285,545	1,197,810
<b>2019</b>	1,504,054	1,399,992	1,487,621	1,517,085	1,548,111	1,439,635	1,551,059	1,555,600	1,394,937	<b>1,641,117</b>		

Customer Service Filings



**\*Highest # of CS Filings 10/19**

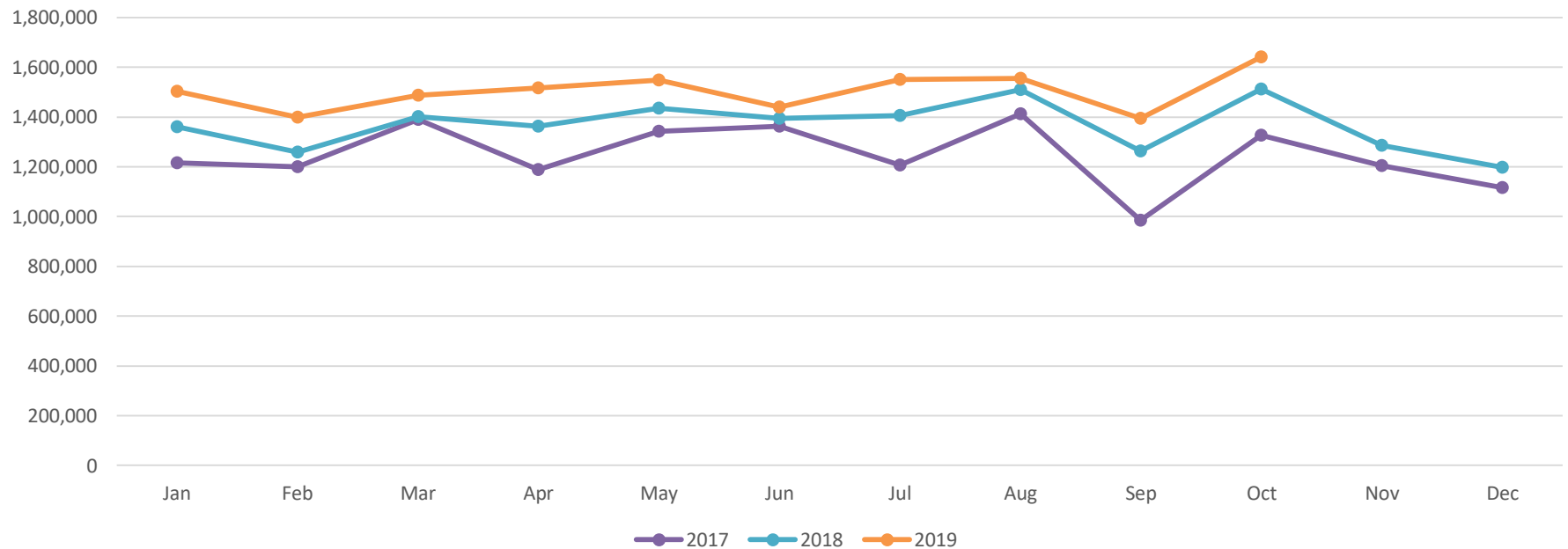




# Customer Service Doc Comparison

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>	2,292,420	2,096,672	2,203,328	2,249,105	2,286,824	2,101,626	2,252,104	2,260,513	2,029,274	<b>2,366,072</b>		

Customer Service Filings



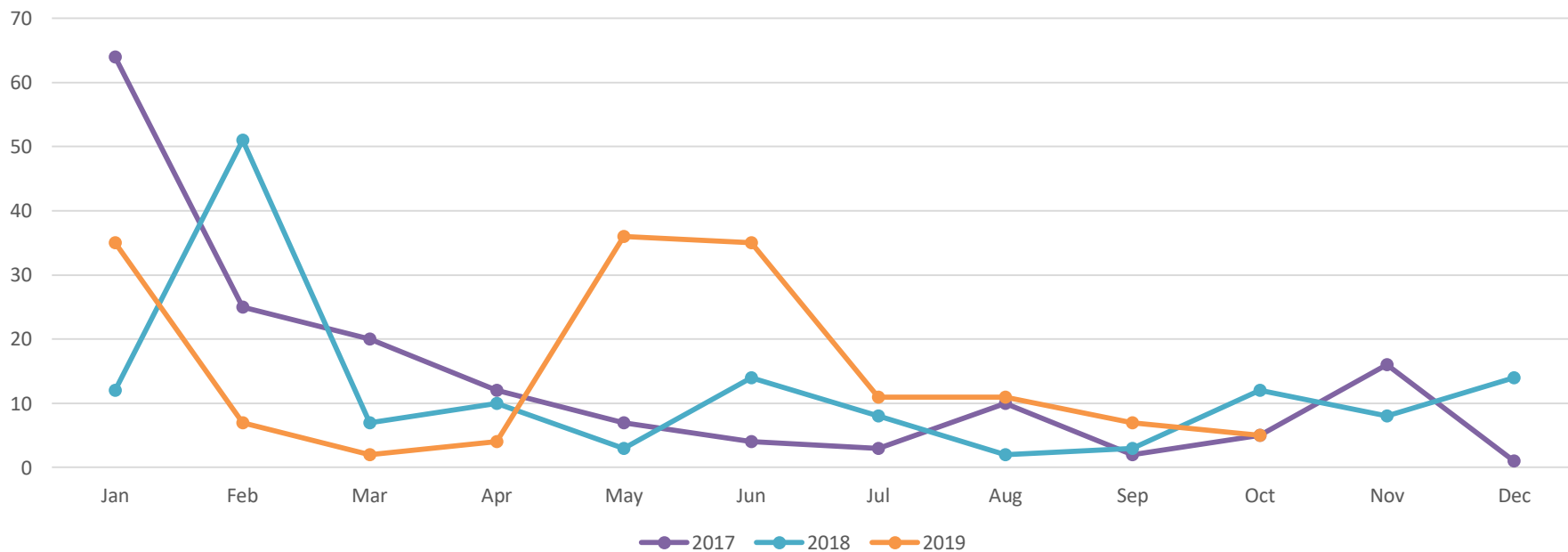
\*Highest # of CS Docs 10/19



# 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	2	4	36	35	11	11	7	5		

Judge Accounts



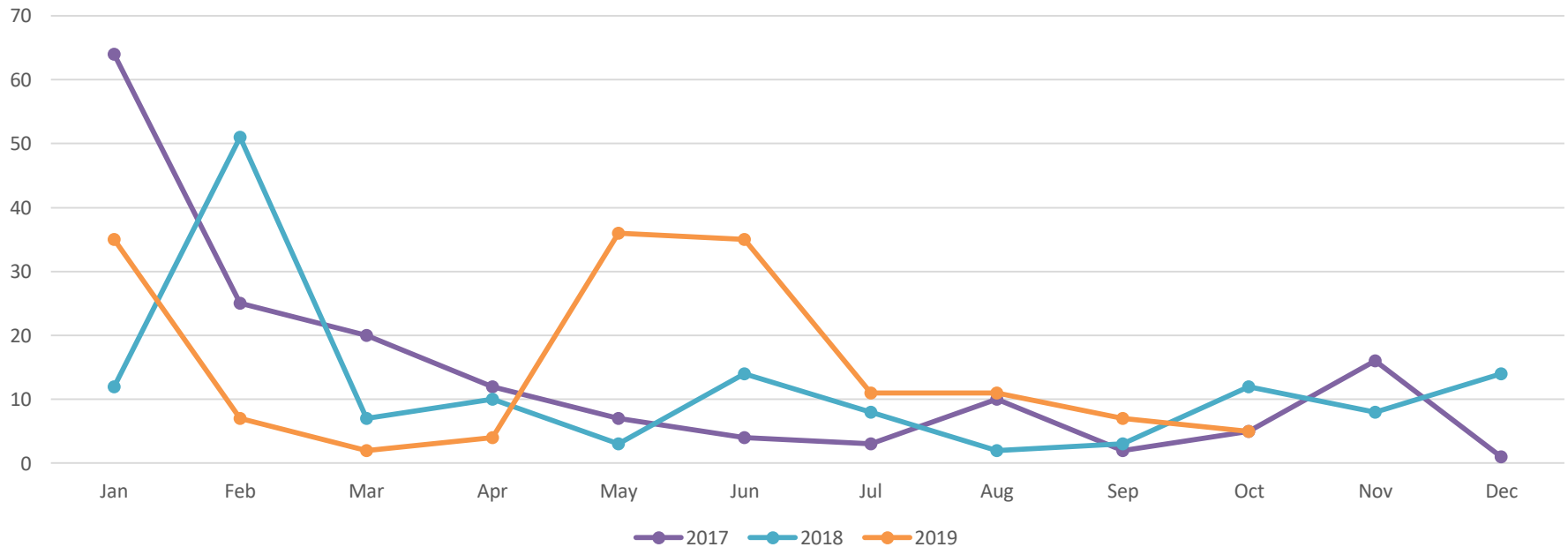
\*Highest # of Judge Accounts 3/15: 129



# 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	7	10	36	25	12	11	9	8		

Judge Accounts

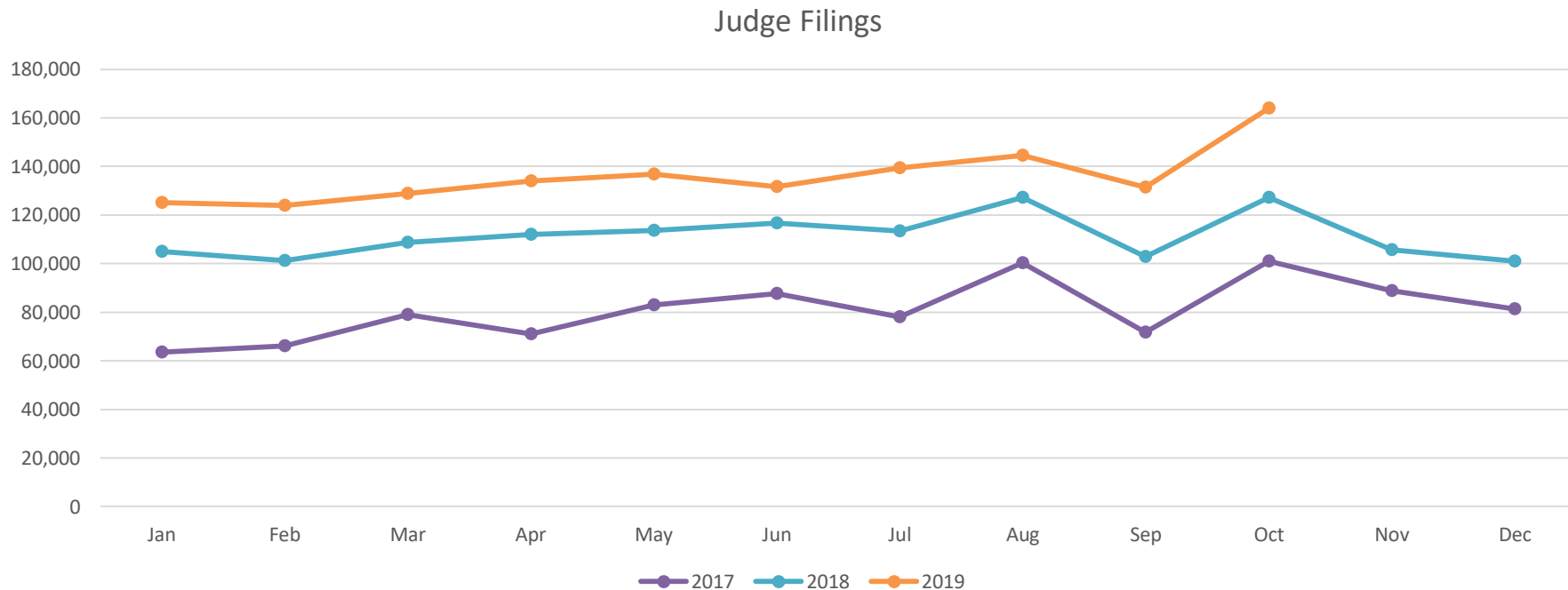


\*Highest # of Judge Call 10/16: 60



# 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	127,209	105,653	101,015
<b>2019</b>	125,137	123,970	128,883	133,909	136,736	131,648	139,437	144,430	131,420	<b>163,907</b>		



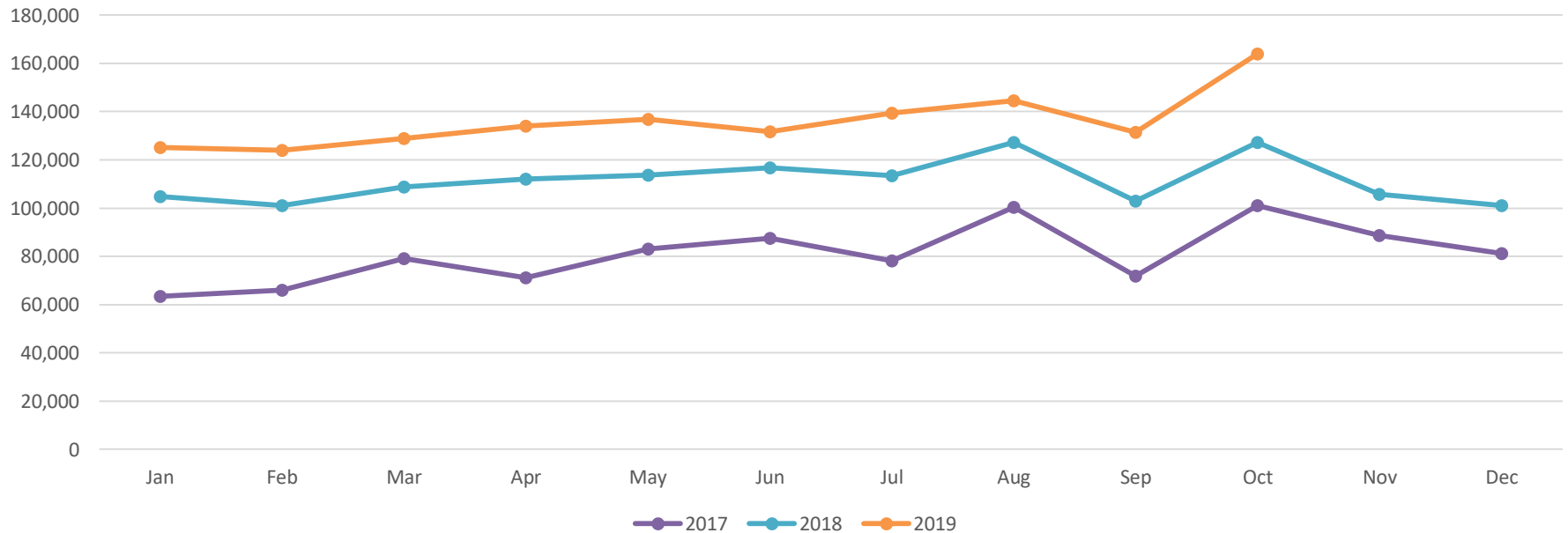
**\*Highest # of Judge Filings 10/19**



# 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	135,568	109,203	135,120	112,210	107,351
<b>2019</b>	132,466	131,127	136,214	141,955	144,318	138,798	147,287	151,716	137,462	<b>171,950</b>		

Judge Filings

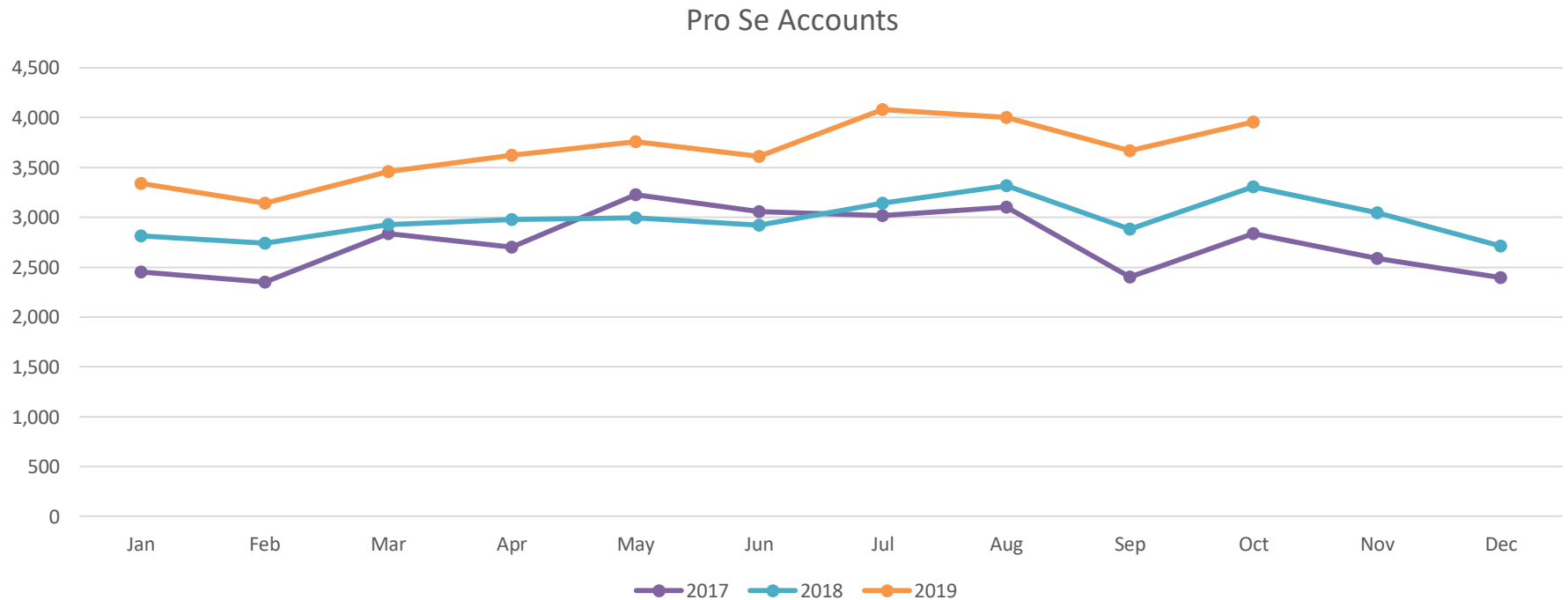


**\*Highest # of Judge Docs 10/19**



# 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	3,316	2,883	3,308	3,044	2,713
<b>2019</b>	3,339	3,145	3,457	3,624	3,762	3,611	<b>4,084</b>	4,001	3,671	3,960		

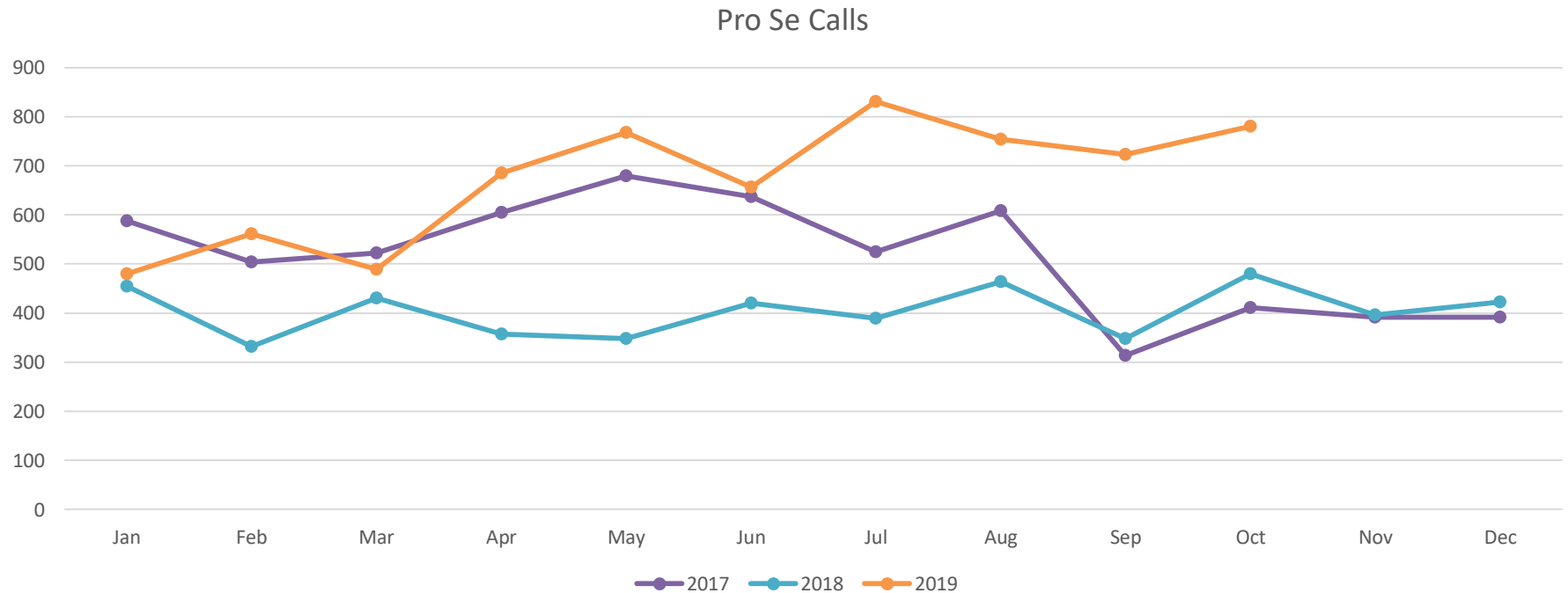


**\*Highest # of Pro Se Accounts 7/19**



# Pro Se Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2017</b>	588	504	522	605	679	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	489	685	768	656	<b>831</b>	754	723	780		



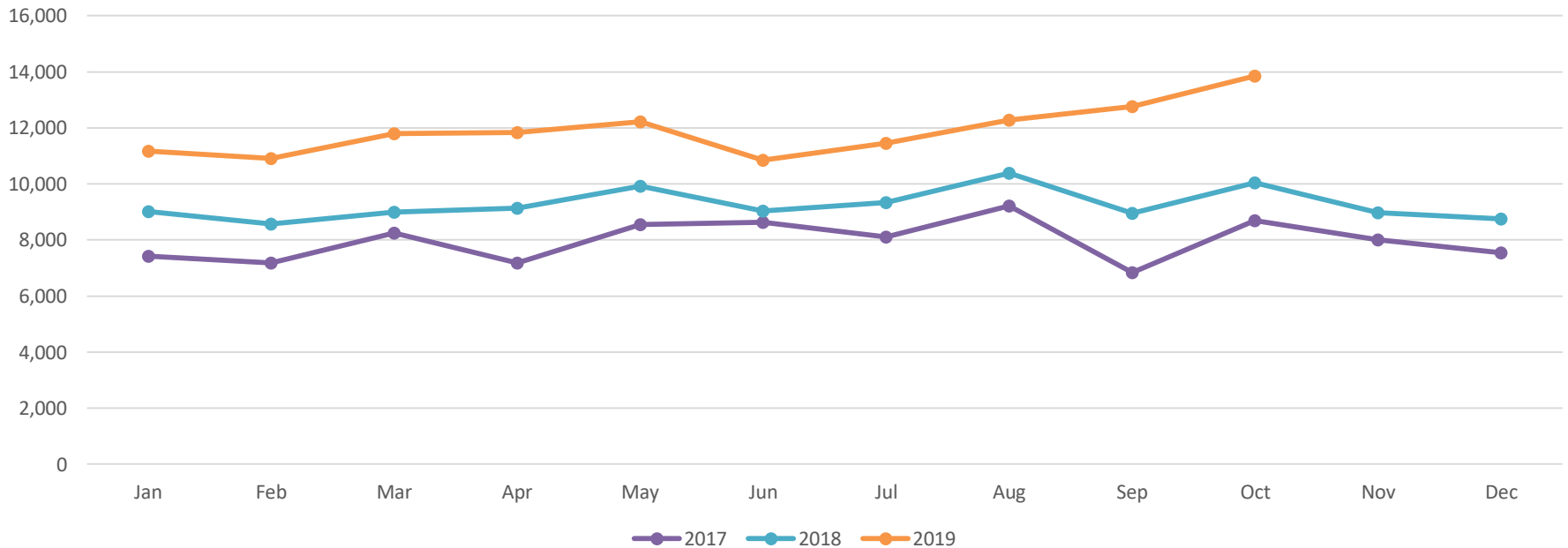
**\*Highest # of Pro Se Calls 7/19**



# 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>	11,178	10,918	11,804	11,832	12,227	10,844	11,445	12,271	12,755	<b>13,852</b>		

Pro Se Filings



**\*Highest # of Pro Se Filings 10/19**

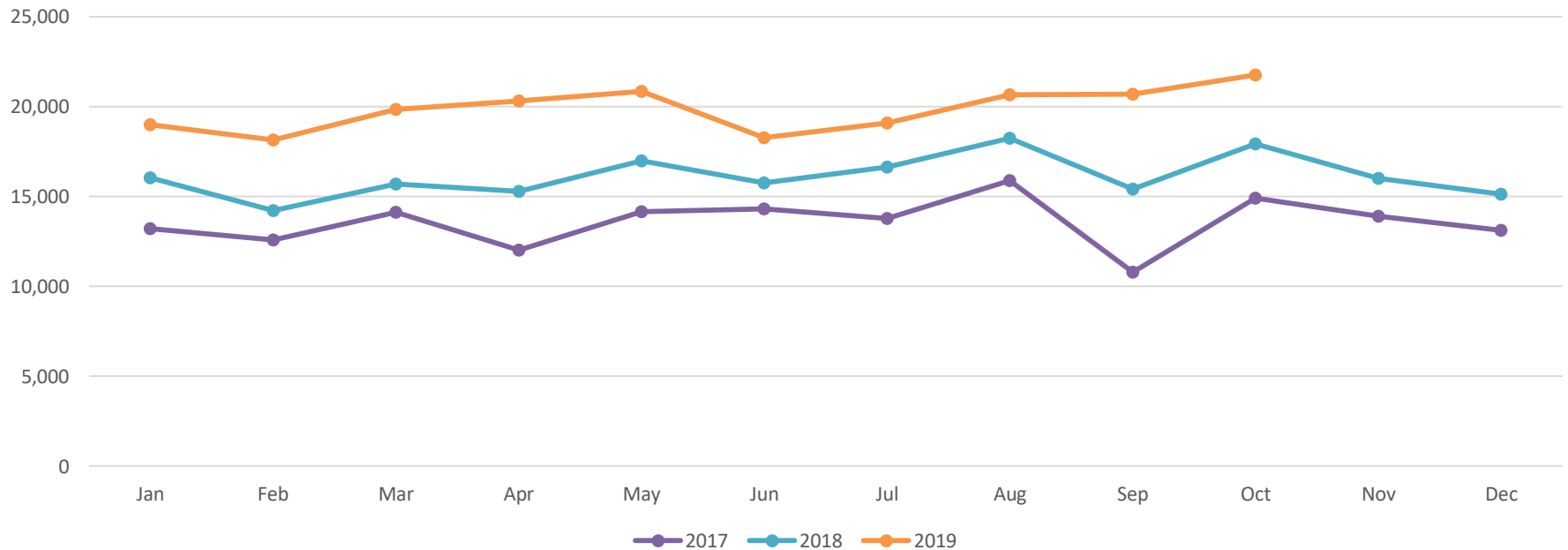




# Pro Se Doc Comparison

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>	18,983	18,152	19,847	20,333	20,860	18,279	19,093	20,651	20,704	<b>21,760</b>		

Pro Se Docs



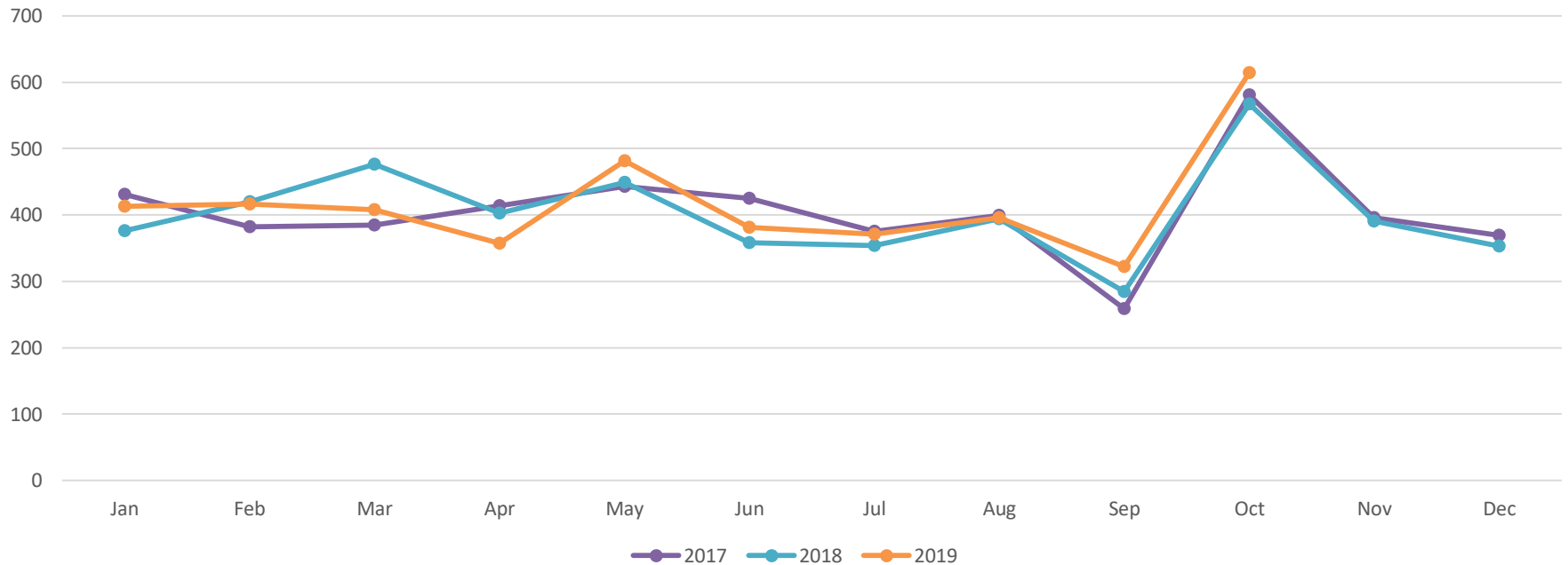
**\*Highest # of Pro Se Docs 10/19**



# 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	408	357	481	381	371	396	322	614		

Attorney Accounts

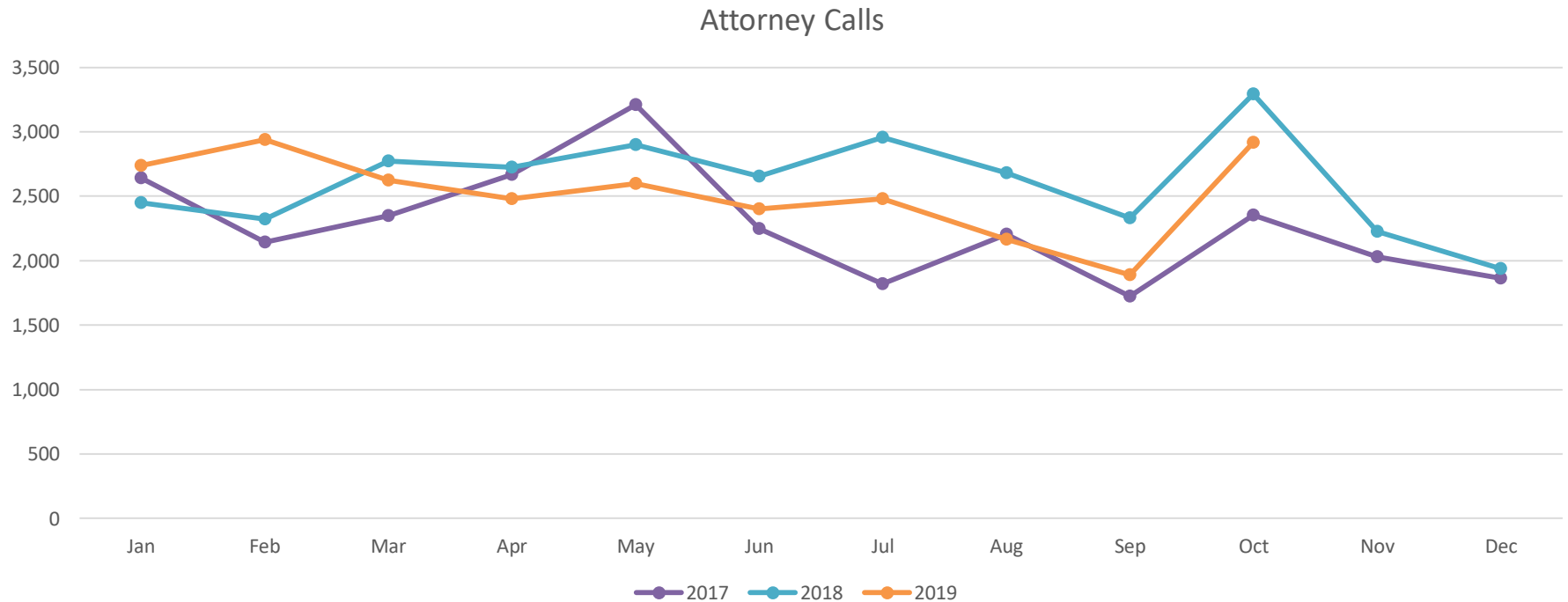


\*Highest # of Attorney Accounts 4/14: 1,379



# 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	2,622	2,480	2,597	2,403	2,478	2,167	1,891	2,919		



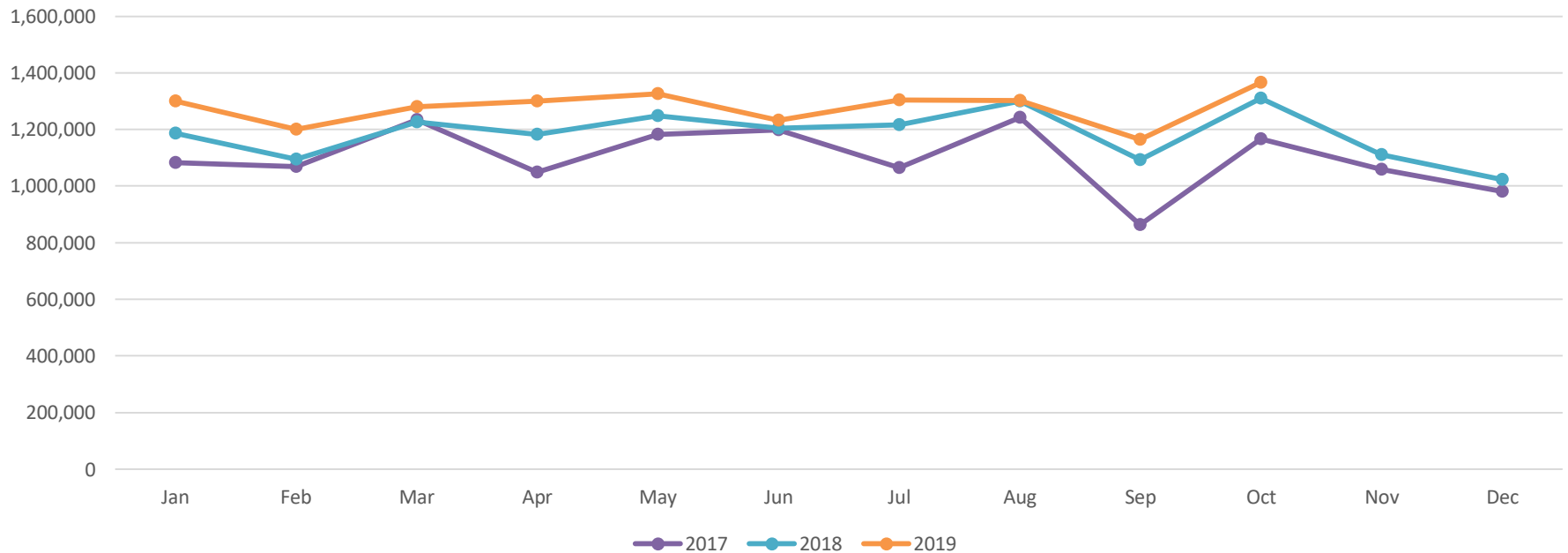
**\*Highest # of Attorney Calls 10/14: 4,237**



# 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	1,309,357	1,111,412	1,022,893
<b>2019</b>	1,299,550	1,200,599	1,279,936	1,299,422	1,326,599	1,231,895	1,304,534	1,302,563	1,163,545	<b>1,365,810</b>		

Attorney Filings

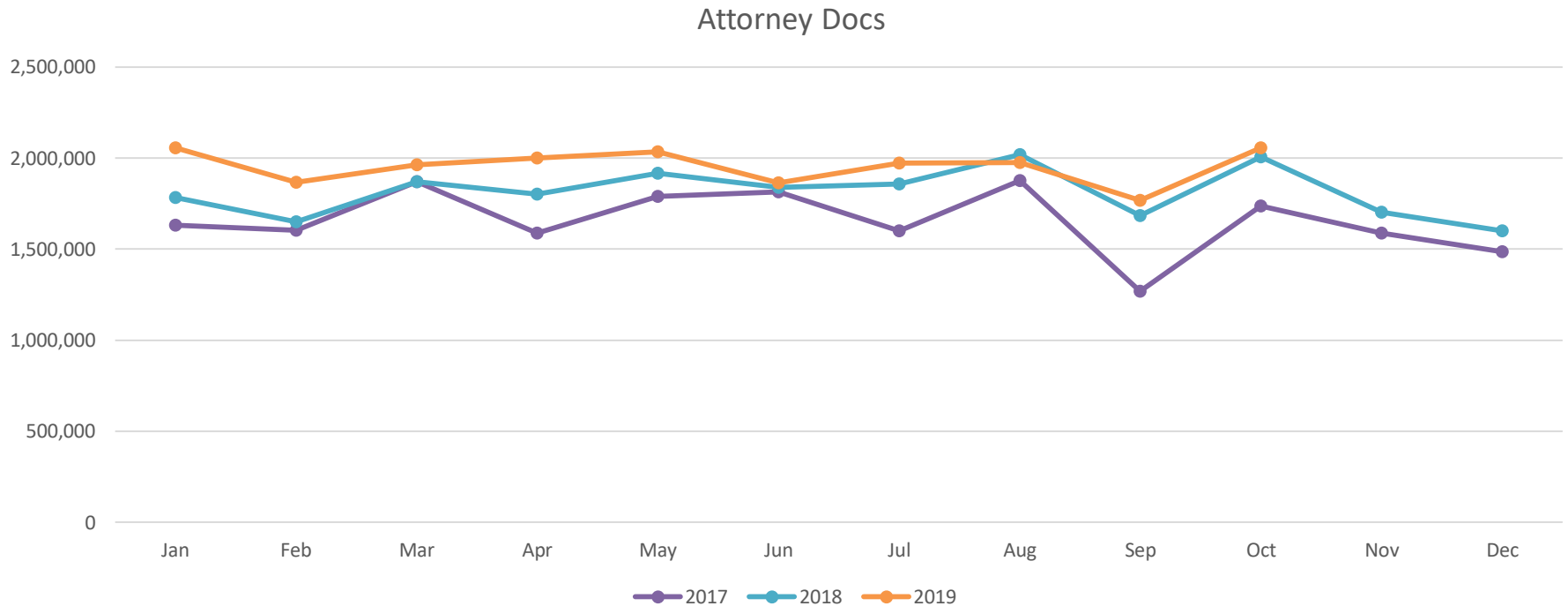


**\*Highest # of Attorney Filings 10/19**



# 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	1,484,653
<b>2019</b>	<b>2,057,861</b>	1,868,208	1,964,439	1,999,008	2,033,246	1,864,935	1,973,953	1,975,060	1,769,103	2,057,752		



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