



# Florida Courts E-Filing Authority Board

## Service Desk Report December 2015



# E-Portal Service Desk Types of Incidents

- **Customer Service Incidents**

Attorneys

Process Servers

Mental Health Professionals

Mediators

Law Enforcement

Judges

Court Reporters

Creditor

Media

Local Agent

State Agent

Self-Represented Litigant

- **Technical and System Support Incidents**

Clerks Other Stakeholders



# Customer Service Incidents December 2015 Statistics

	<b>October 2015</b>	<b>November 2015</b>	<b>December 2015</b>
Incidents Received	3,282	2,786	2,182
Incidents Closed	3,239	2,770	2,191
Incidents Open at End of Month	53	26	9
Average Acknowledgement Time per Incident	.12 Days 1 Hour 6 Minutes	.05 Days 29 Minutes	.03 Days 14 Minutes
Average Resolution Time per Incident	.21 Days 1 Hour 52 Minutes	.12 Days 1 Hour 4 Minutes	.09 Days 48 Minutes
# of Filings	1,200,301	1,051,469	1,079,926
# of Documents	1,804,767	1,581,415	1,635,676



# Judge Incidents December 2015 Statistics

	<b>October 2015</b>	<b>November 2015</b>	<b>December 2015</b>
Incidents Received	2	5	1
Incidents Closed	2	5	1
Incidents Open at End of Month	0	0	0
Average Acknowledgement Time per Incident	.03 Days 18 Minutes	.01 Days 6 Minutes	.00 Days 2 Minutes
Average Resolution Time per Incident	.12 Days 1 Hour 6 Minutes	.02 Days 12 Minutes	.01 Days 6 Minutes
# of Filings	25,266	20,313	22,068
# of Documents	28,106	22,471	24,446



# Self-Represented Litigant Incidents

## December 2015 Statistics

	<b>October 2015</b>	<b>November 2015</b>	<b>December 2015</b>
Incidents Received	356	232	243
Incidents Closed	350	230	240
Incidents Open at End of Month	8	4	5
Average Acknowledgement Time per Incident	.14 Days 1 Hour 14 Minutes	.06 Days 33 Minutes	.03 Days 18 Minutes
Average Resolution Time per Incident	.22 Days 1 Hour 56 Minutes	.14 Days 1 Hour 14 Minutes	.09 Days 50 Minutes
# of Filings	5,626	4,839	4,617
# of Documents	9,239	8,307	7,855



# Attorney Incidents December 2015 Statistics

	<b>October 2015</b>	<b>November 2015</b>	<b>December 2015</b>
Incidents Received	2,924	2,549	1,940
Incidents Closed	2,887	2,535	1,935
Incidents Open at End of Month	49	26	17
Average Acknowledgement Time per Incident	.12 Days 1 Hour 5 Minutes	.05 Days 26 Minutes	.03 Days 14 Minutes
Average Resolution Time per Incident	.21 Days 1 Hour 52 Minutes	.11 Days 1 Hour 0 Minutes	.09 Days 48 Minutes
# of Filings	1,135,808	987,333	1,012,899
# of Documents	1,722,150	1,502,076	1,553,926



# Technical/System Support Incidents December 2015 Statistics

	<b>October 2015</b>	<b>November 2015</b>	<b>December 2015</b>
Incidents Received	497	480	455
Incidents Closed	506	476	451
Incidents Open at End of Month	5	12	9
Average Acknowledgement Time per Incident	.09 Days 50 Minutes	.04 Days 19 Minutes	.03 Days 15 Minutes
Average Resolution Time per Incident	.46 Days 4 Hours 9 Minutes	.43 Days 3 Hours 53 Minutes	.28 Days 2 Hours 29 Minutes
# of Filings	6,195	5,443	6,015
# of Documents	7,289	6,283	7,096



# Top 10 Types of Incidents For:

- **Attorneys**

Account Set-Up  
General Question  
Password Reset  
Referred To County

Case Question  
Login Issues  
Payment Question

E-Service Issue  
Party Tab Issue  
Pending Registration

- **Self-Represented Litigant**

Account Set-Up  
E-Service Issue  
Login Issues  
Referred To County

Case Question  
Filing Status Check  
Password Reset

Create New Filing  
General Question  
Pending Queue Reason

- **Judges**

Pending Registration





# Customer Service and Technical/System Average Incidents 2015

	<b>Customer Service Support</b>	<b>Technical/System Support</b>
Incidents Received	3,193	493
Incidents Closed	3,157	492
Incidents Open at End of Month	76	48
Average Acknowledge Time per Incident	.16 Days 1 Hour 2 Minutes	.11 Days 59 Minutes
Average Resolution Time per Incident	.31 Days 2 Hours 48 Minutes	.63 Days 5 Hours 38 Minutes
# of Filings	1,147,773	5,648
# of Documents	1,743,950	6,627



## Incidents Comparison 2014 and 2015 by Customer Type

	Calls		Difference	
	2014	2015	Total	%
E-Portal Service Desk Calls				
Judge	8	26	18	225.00%
Self-Represented Litigant	1,082	3,196	2,114	195.38%
Attorney	40,798	35,099	-5,699	-13.97%
Customer Service Totals	41,876	38,321	-3,555	-8.49%
Clerk	8,629	5,917	-2,712	-31.43%
<b>TOTAL</b>	<b>50,505</b>	<b>44,238</b>	<b>-6,267</b>	<b>-12.41%</b>



# Customer Service Support Averages 2014 and 2015

	<b>2014</b>	<b>2015</b>
Incidents Received	3,490	3,193
Incidents Closed	3,482	3,157
Incidents Open at End of Month	111	76
Average Acknowledge Time per Incident	.29 Days 2 Hours 35 Minutes	.16 Days 1 Hour 2 Minutes
Average Resolution Time per Incident	.57 Days 5 Hours 5 Minutes	.31 Days 2 Hours 48 Minutes
# of Filings	1,102,649	1,147,773
# of Documents	1,657,403	1,743,950



# Technical/System Support Averages 2014 and 2015

	<b>2014</b>	<b>2015</b>
Incidents Received	719	493
Incidents Closed	722	492
Incidents Open at End of Month	160	48
Average Acknowledge Time per Incident	.26 Days 2 Hours 28 Minutes	.11 Days 59 Minutes
Average Resolution Time Per Incident	1.14 Days 9 Hours 59 Minutes	.63 Days 5 Hours 38 Minutes
# of Filings	1,119	5,648
# of Documents	1,387	6,627



# Number of Filings by Filer Role

Filer Role	# of Filings		Difference Count
	2014	2015	
Attorney – Florida Bar	11,615,868	11,463,623	-152,245
Attorney - Pro Hac Vice	2,928	3,060	132
Attorney - Prosecuting / County	357,659	348,773	-8,886
Attorney – Internal Counsel for a State Agency	248,277	261,841	13,564
Law Firm Administrator	936,085	1,129,991	193,906
Assistant US Attorney	42	117	75
<b>Attorney Totals</b>	<b>13,160,859</b>	<b>13,207,405</b>	<b>46,546</b>
Judge	11,626	170,037	158,411
General Magistrate	0	1,035	1,035
Hearing Officer	83	5,206	5,123
<b>Judge Totals</b>	<b>11,709</b>	<b>176,278</b>	<b>164,569</b>



# Number of Filings by Filer Role

Filer Role	# of Filings		Difference
	2014	2015	Count
Mediator	1,825	12,823	10,998
System Support	2,954	3,408	454
Process Server	37,901	279,879	241,978
Court Reporter	323	4,937	4,614
Mental Health Professional	687	8,780	8,093
Law Enforcement	1,934	22,851	20,917
State Agent	0	482	482
Local Agent	0	17	17
Creditor	0	7	7
Media	0	2,675	2,675
<b>Other Filer's Total</b>	<b>45,624</b>	<b>335,859</b>	<b>290,235</b>
<b>Self-Represented Litigant</b>	<b>13,600</b>	<b>53,732</b>	<b>40,132</b>
Customer Service Totals	13,231,792	13,773,274	541,482
Clerk	13,424	67,777	54,353
<b>Totals</b>	<b>13,245,216</b>	<b>13,841,051</b>	<b>595,835</b>



# Number of Documents by Filer Role

Filer Role	# of Documents		Difference
	2014	2015	Count
Attorney – Florida Bar	17,328,367	18,101,680	773,313
Attorney - Pro Hac Vice	4,626	4,852	226
Attorney – Prosecuting / County	500,570	503,672	3,102
Attorney – Internal Counsel for a State Agency	369,906	377,562	7,656
Law Firm Administrator	1,577,052	1,190,968	-386,084
Attorney – Assistant US Attorney	42	121	79
<b>Attorney Totals</b>	<b>19,780,563</b>	<b>20,178,855</b>	<b>398,292</b>
Judge	13,640	189,349	175,709
General Magistrate	0	1,043	1,043
Hearing Officer	89	6,091	6,002
<b>Judge Totals</b>	<b>13,729</b>	<b>196,483</b>	<b>182,754</b>



# Number of Documents by Filer Role

Filer Role	# of Documents		Difference
	2014	2015	Count
Mediator	1,994	14,141	12,147
System Support	4,935	5,061	126
Process Server	60,988	393,566	332,578
Court Reporter	567	7,682	7,115
Mental Health Professional	1,627	15,079	13,452
Law Enforcement	2,176	27,061	24,885
State Agent	0	610	610
Local Agent	0	39	39
Creditor	0	9	9
Media	0	2,699	2,699
<b>Other Filer's Total</b>	<b>72,287</b>	<b>465,947</b>	<b>393,660</b>
<b>Self-Represented Litigant</b>	<b>22,260</b>	<b>86,120</b>	<b>63,860</b>
Customer Service Totals	19,888,839	20,927,405	1,038,566
Clerk	16,640	79,527	62,887
<b>Totals</b>	<b>19,905,479</b>	<b>21,006,932</b>	<b>1,101,453</b>