



Florida Courts E-Filing Authority Board

Service Desk Report March 2019



Customer Service Incidents

March 2019

Status	January 2019	February 2019	March 2019
Incidents Received	3,261	3,510	3,118
Incidents Worked	3,236	3,500	3,087
Carry Over	20	18	25
# of Submissions	1,504,054	1,399,992	1,487,621
# of Documents	2,292,420	2,096,672	2,203,3128

Average Acknowledgement/Resolution Times			
Acknowledge	.02 Days	.03 Days	.01 Days
Time	10 Minutes	15 Minutes	8 Minutes
Resolution	.06 Days	.09 Days	.06 Days
Time	33 Minutes	48 Minutes	35 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 March 2019

Status	January 2019	February 2019	March 2019
Incidents Received	45	11	7
Incidents Worked	45	11	7
Carry Over	0	0	0
# of Submissions	125,137	123,970	128,883
# of Documents	132,466	131,127	136,214

Average Acknowledgement/Resolution Times			
Acknowledge Time	.01 Days	.01 Days	.02 Days
	5 Minutes	3 Minutes	13 Minutes
Resolution Time	.10 Days	.02 Days	.05 Days
	9 Minutes	9 Minutes	28 Minutes
Stakeholders: Judges, Judicial Assistants, General Magistrates, and Hearing Officers			



Pro Se Incidents March 2019

Status	January 2019	February 2019	March 2019
Incidents Received	480	561	489
Incidents Worked	474	555	480
Carry Over	4	10	8
# of Submissions	11,178	10,918	11,804
# of Documents	18,983	18,152	19,847

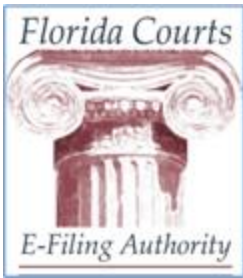
Average Acknowledgement/Resolution Times			
Acknowledge Time	.02 Days 8 Minutes	.02 Days 8 Minutes	.02 Days 9 Minutes
Resolution Time	.04 Days 27 Minutes	.05 Days 29 Minutes	.10 Days 55 Minutes
Stakeholders: Pro Se filers and Agent for Pro Se Filer			



Attorney Incidents March 2019

Status	January 2019	February 2019	March 2019
Incidents Received	2,736	2,938	2,622
Incidents Worked	2,717	2,932	2,600
Carry Over	16	8	17
# of Submissions	1,299,550	1,200,599	1,279,936
# of Documents	2,057,861	1,868,208	1,964,439

Average Acknowledgement/Resolution Times			
Acknowledge Time	.02 Days 10 Minutes	.03 Days 16 Minutes	.01 Days 8 Minutes
Resolution Time	.08 Days 43 Minutes	.09 Days 51 Minutes	.06 Days 35 Minutes
Stakeholders: Attorneys and their representatives			



Technical/System Incidents

March 2019

Status	January 2019	February 2019	March 2019
Incidents Received	431	389	406
Incidents Worked	409	375	394
Carry Over	19	15	9
# of Submissions	12,276	12,161	13,320
# of Documents	15,056	15,133	16,661

Average Acknowledgement/Resolution Times			
Acknowledge Time	.05 Days 26 Minutes	.05 Days 28 Minutes	.04 Days 24 Minutes
Resolution Time	.63 Days 5 Hours 41 Minutes	.80 Days 7 Hours 31 Minutes	.60 Days 5 Hours 24 Minutes
Stakeholders: Clerks of Court and their staff			



Top Types of Incidents & Percentage of Call Volume

Attorneys					
Account Set-up	2.4%	Create New Filing	10.2%	E-Service Issues	6.6%
Filing in Correction Queue	2.1%	General Question	4.1%	Login Issues	8.6%
Password Reset	7.1%	Payment Assistance	5.8%	Pending Registration	7.5%
Referred to County	19.4%				
Self-Represented Litigant/Pro Se					
Account Set-up	2.7%	Case Look-Up	2.3%	Create New Filing	26.1%
De-Activate Account	6.2%	Docket Question	1.4%	General Question	3.7%
Login Issue	17.7%	Password Reset	9.1%	Payment Assistance	6.4%
Referred To County	14.2%				
Judges					
Account Set-up	14.3%	Login Issues	28.6%	Pending Registration	28.6%



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

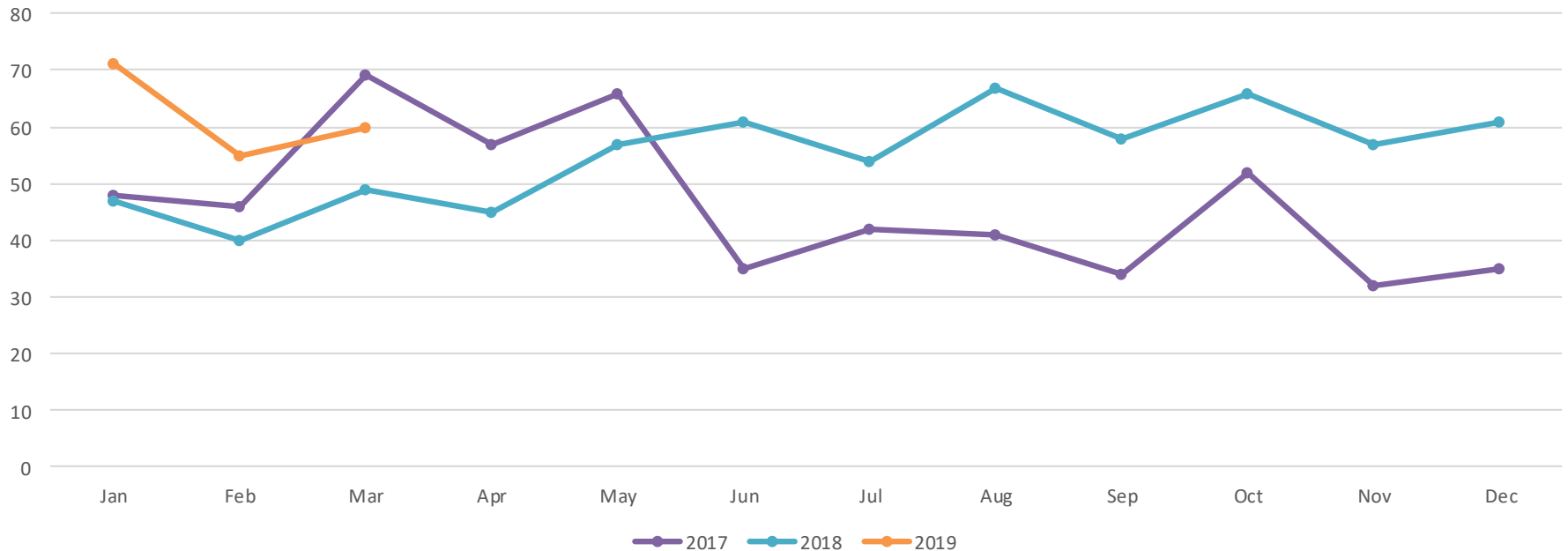
The following slides breakdown E-Portal Service Desk Calls, Filings, and Documents by year and month for Customer Service and Technical.



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	55	60									

County Accounts



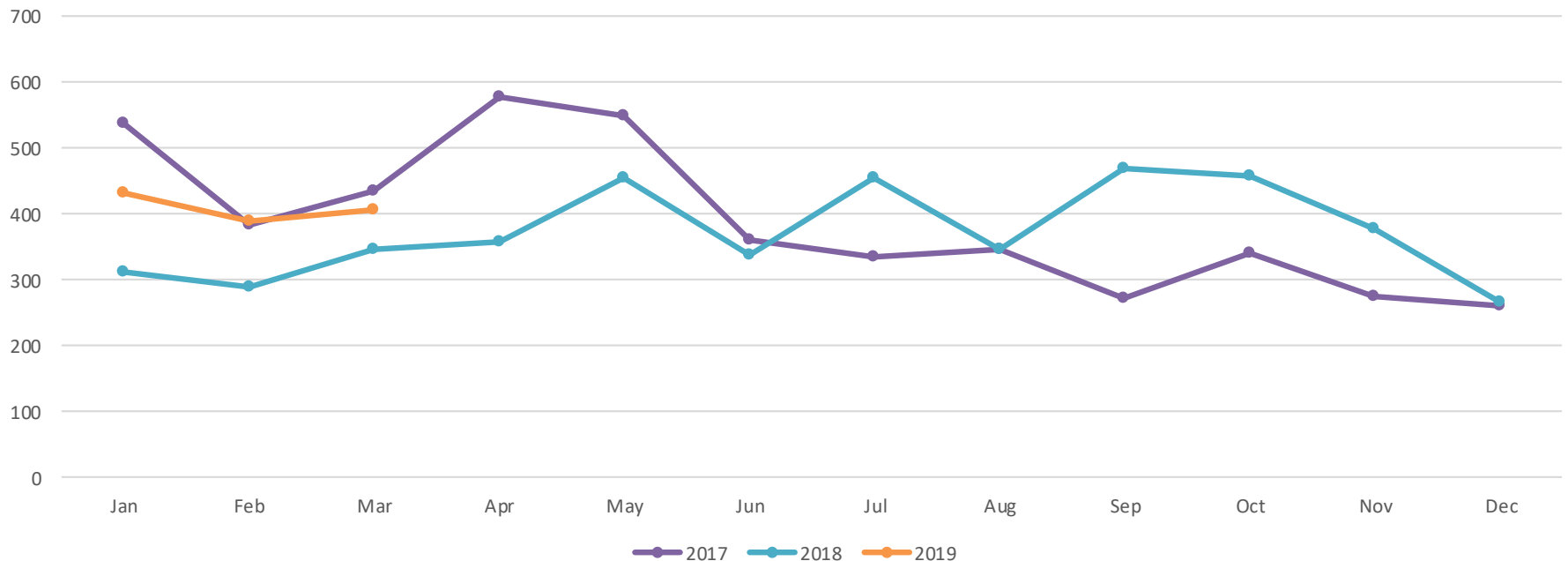
*Highest # of County Accounts 6/15: 126



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									

County Calls



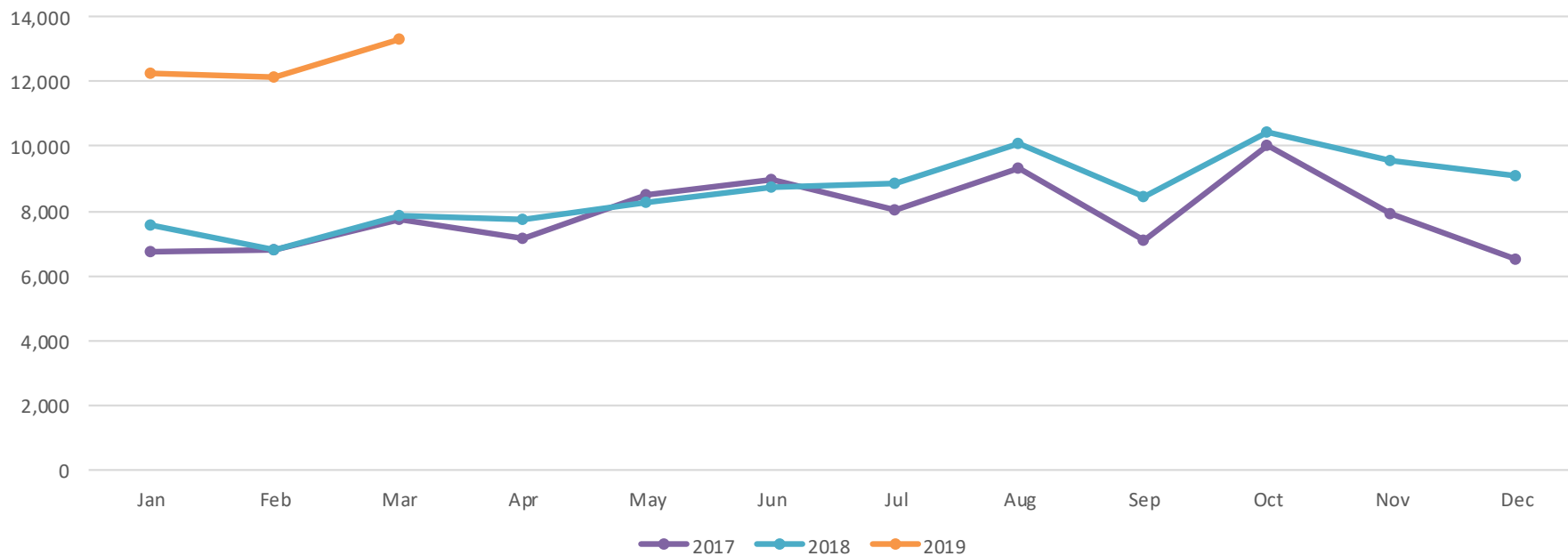
*Highest # of County Calls 3/14: 1,051



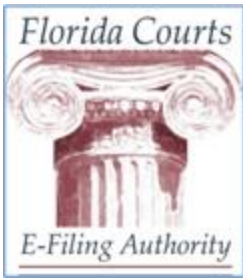
County Filing Comparison

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									

County Filings



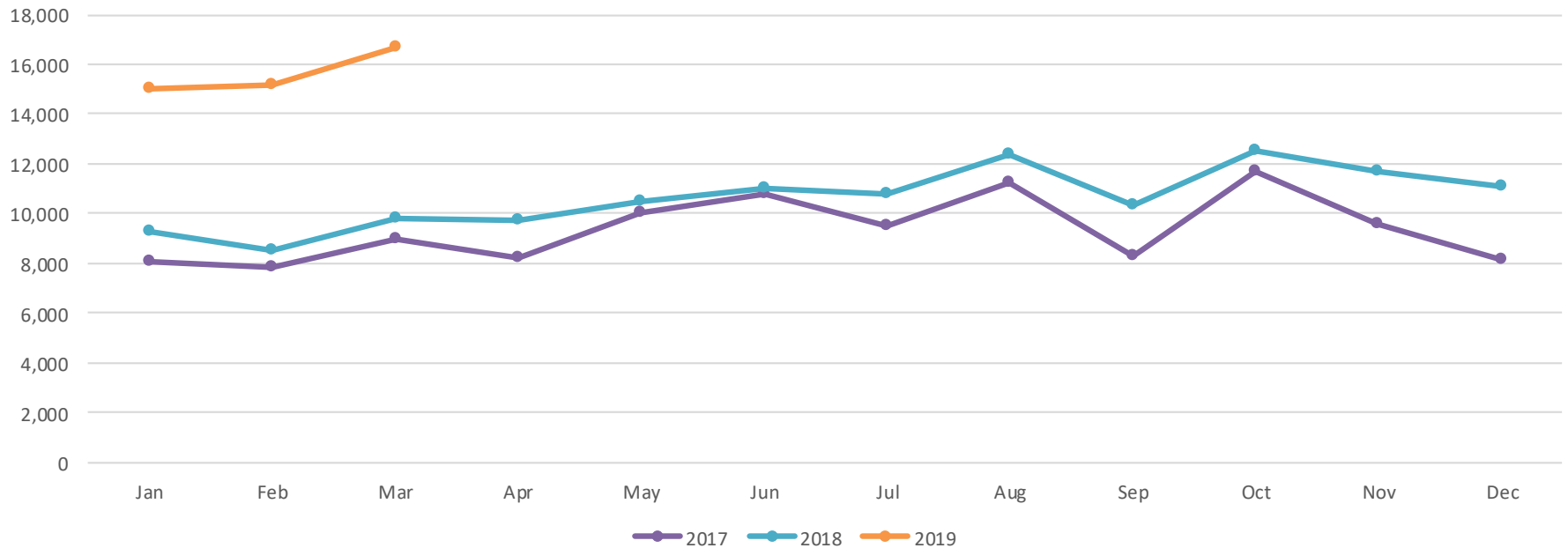
***Highest # of County Filings 3/19**



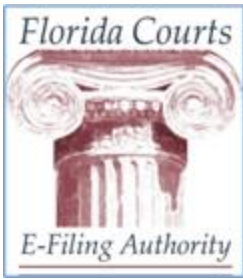
County Doc Comparison

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									

County Docs



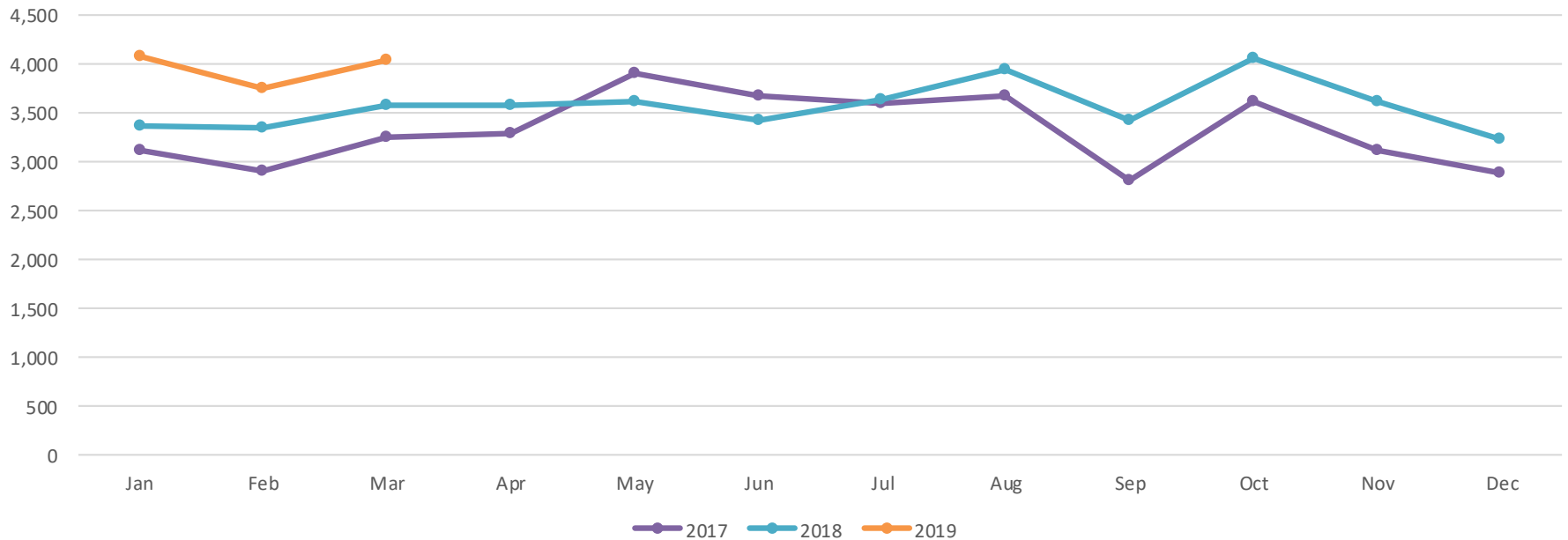
*Highest # of County Documents 3/19



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									

Customer Service Accounts

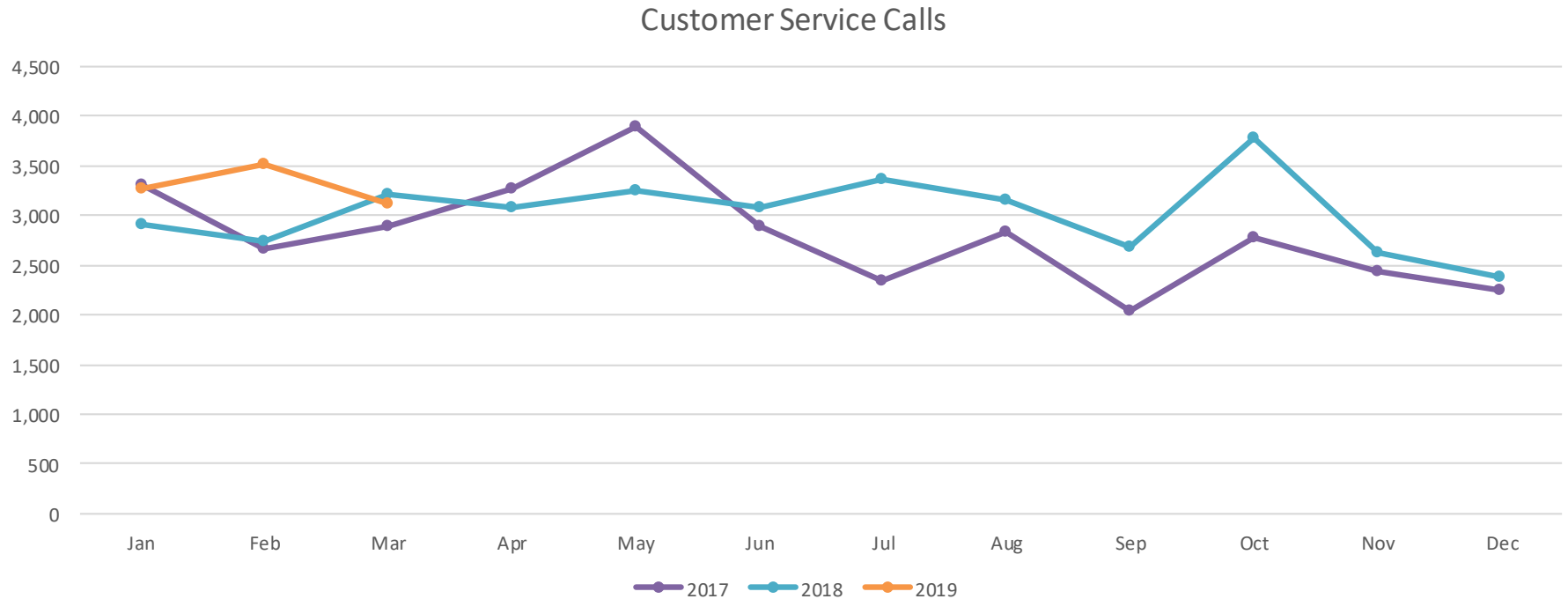


***Highest # of CS Accounts 1/19**



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	3,510	3,118									

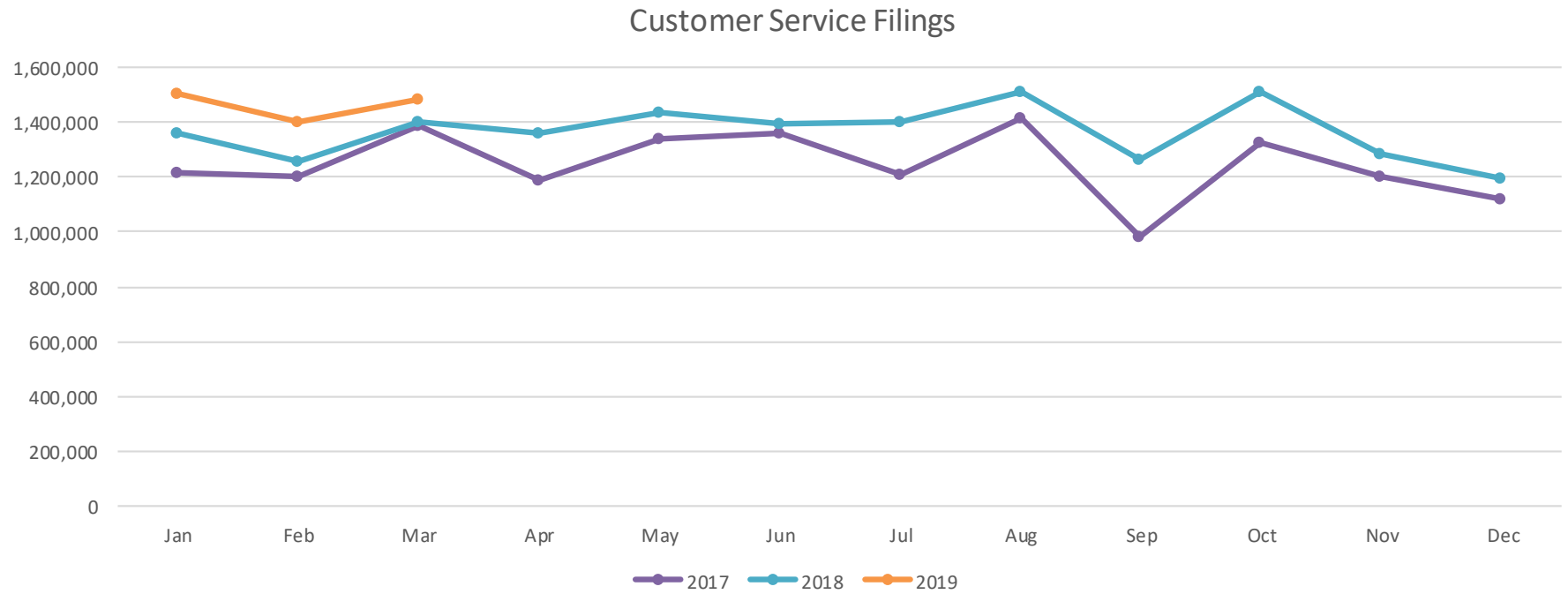


*Highest # of CS Call 10/14: 4,436

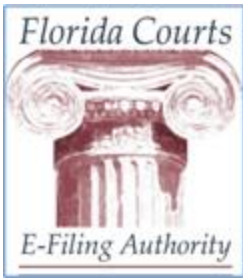


Customer Service Filing Comparison

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									



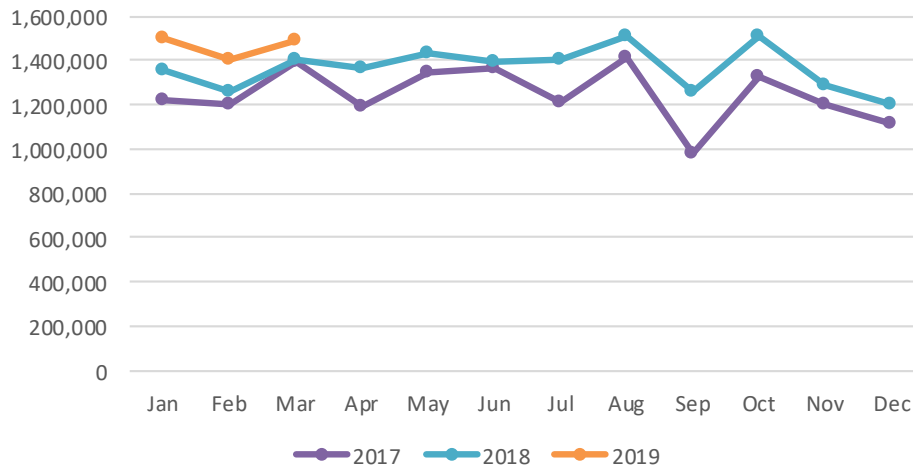
***Highest # of CS Filings 10/18**



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	2,096,672	2,203,328									

Customer Service Filings



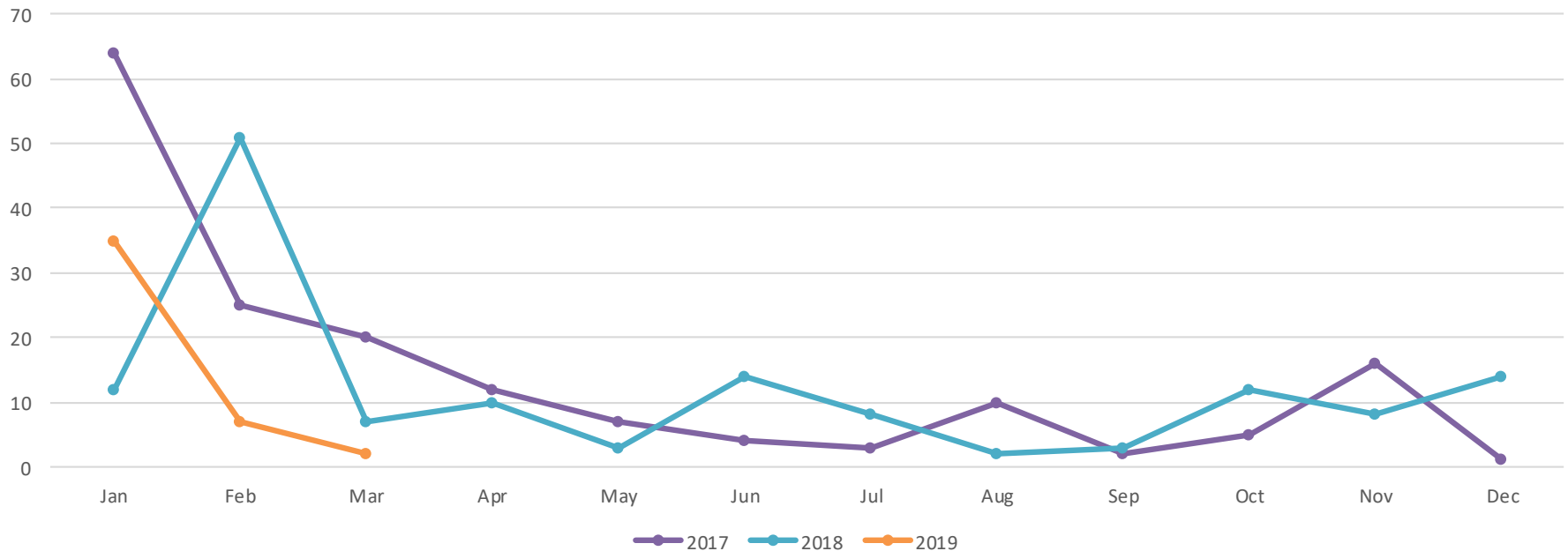
***Highest # of CS Docs 1/19**



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									

Judge Accounts



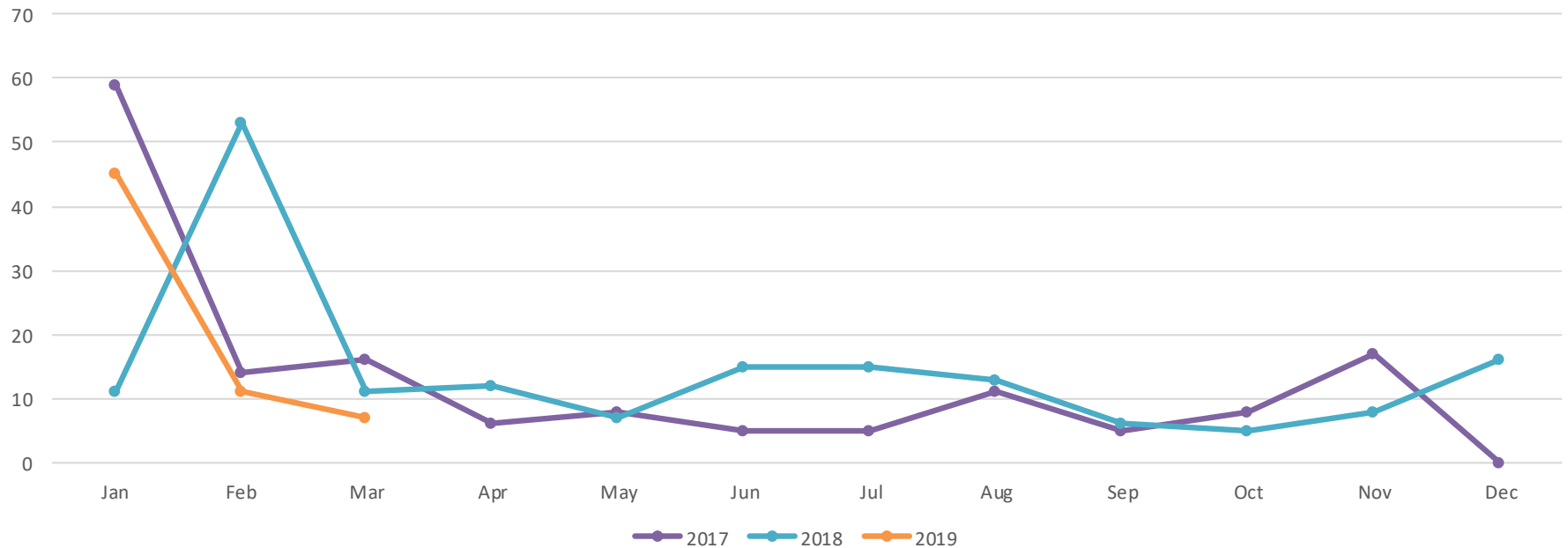
*Highest # of Judge Accounts 3/15: 129



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									

Judge Calls

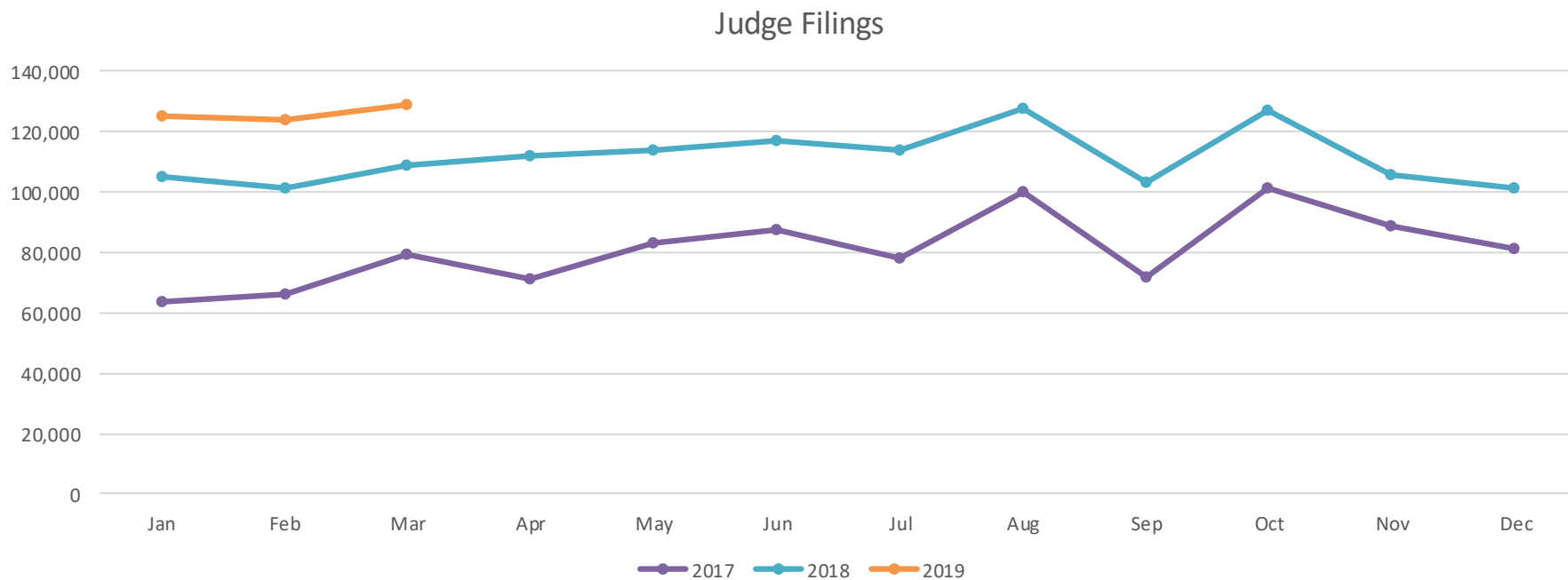


*Highest # of Judge Call 10/16: 60



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									

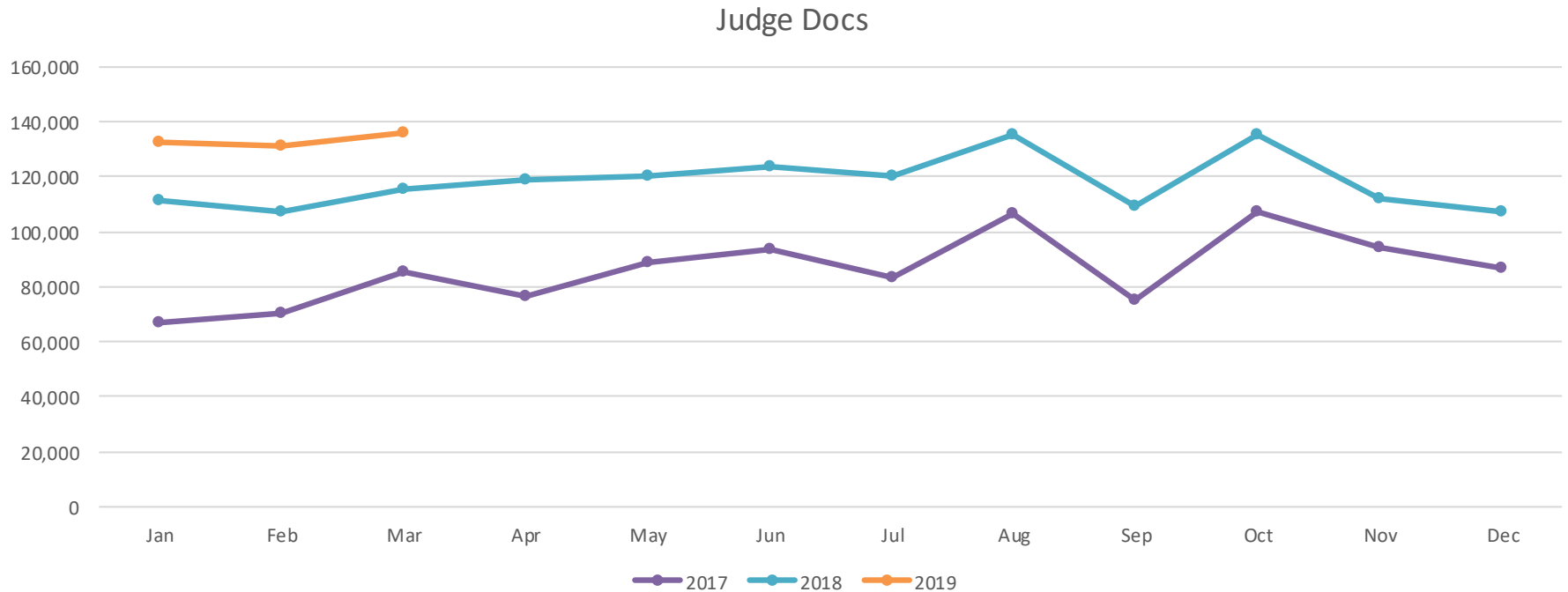


***Highest # of Judge Filings 3/19**



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									

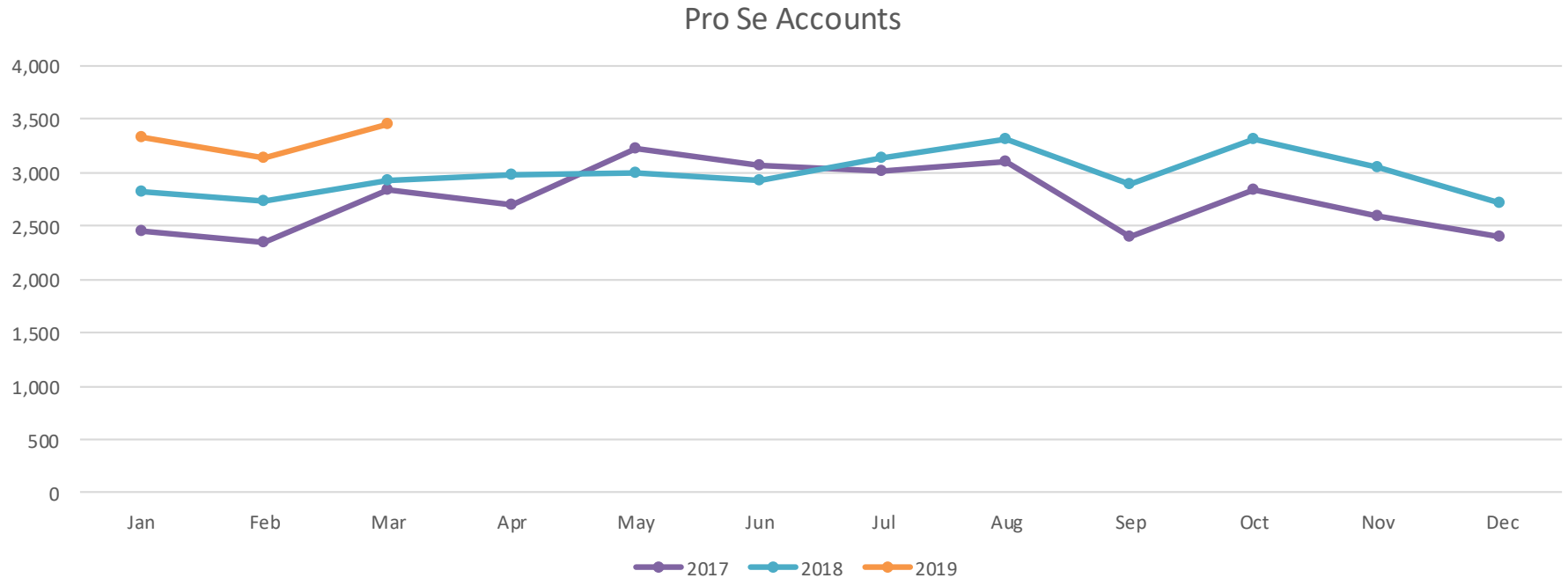


***Highest # of Judge Docs 3/19**



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									



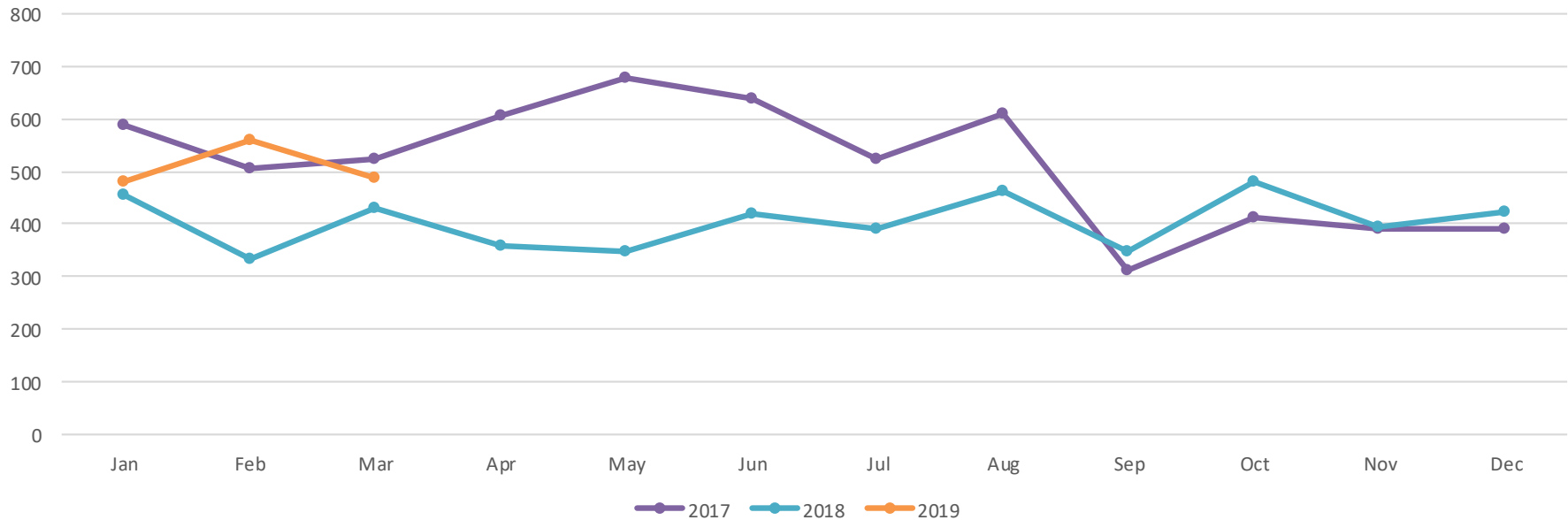
***Highest # of Pro Se Accounts 3/19**



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									

Pro Se Calls

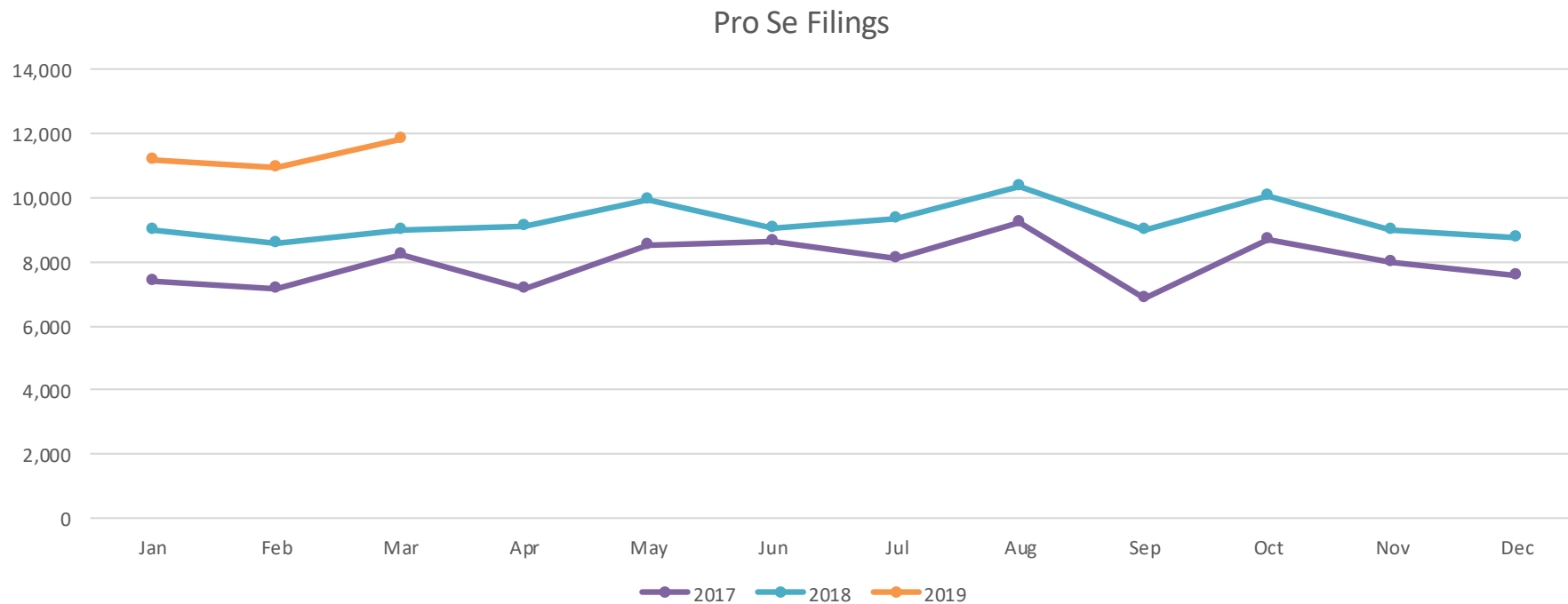


***Highest # of Pro Se Calls 5/17: 679**



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	10,918	11,804									



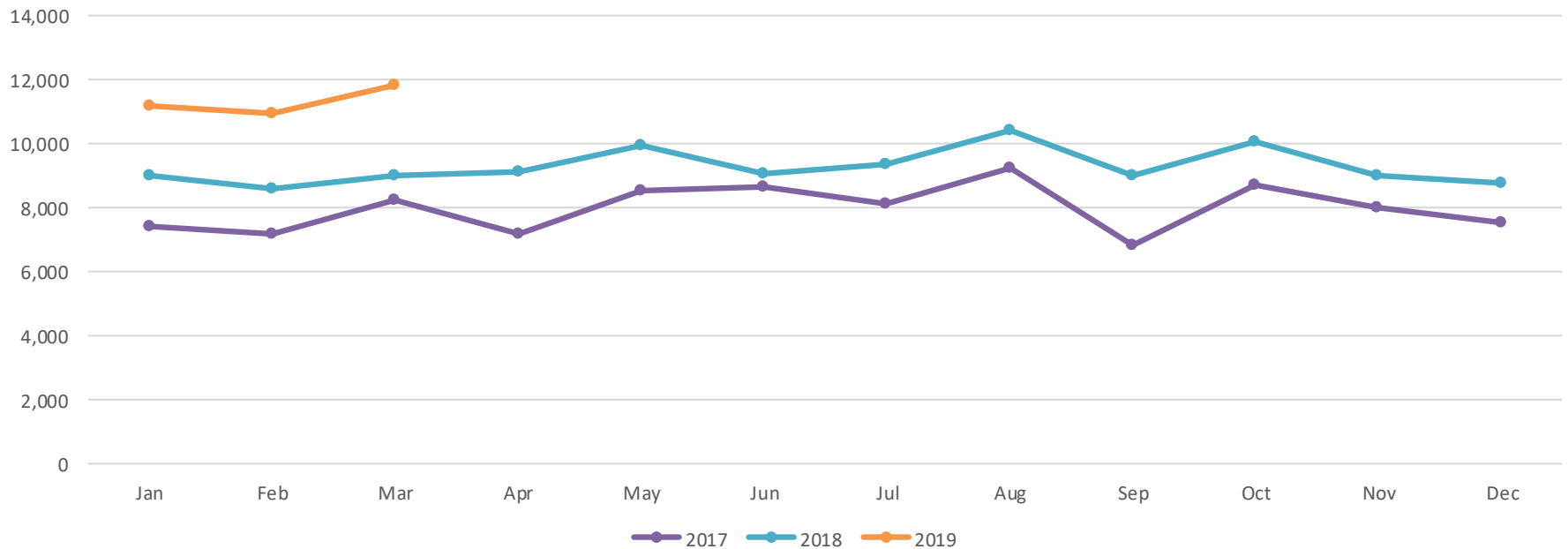
***Highest # of Pro Se Filings 3/19**



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									

Pro Se Filings



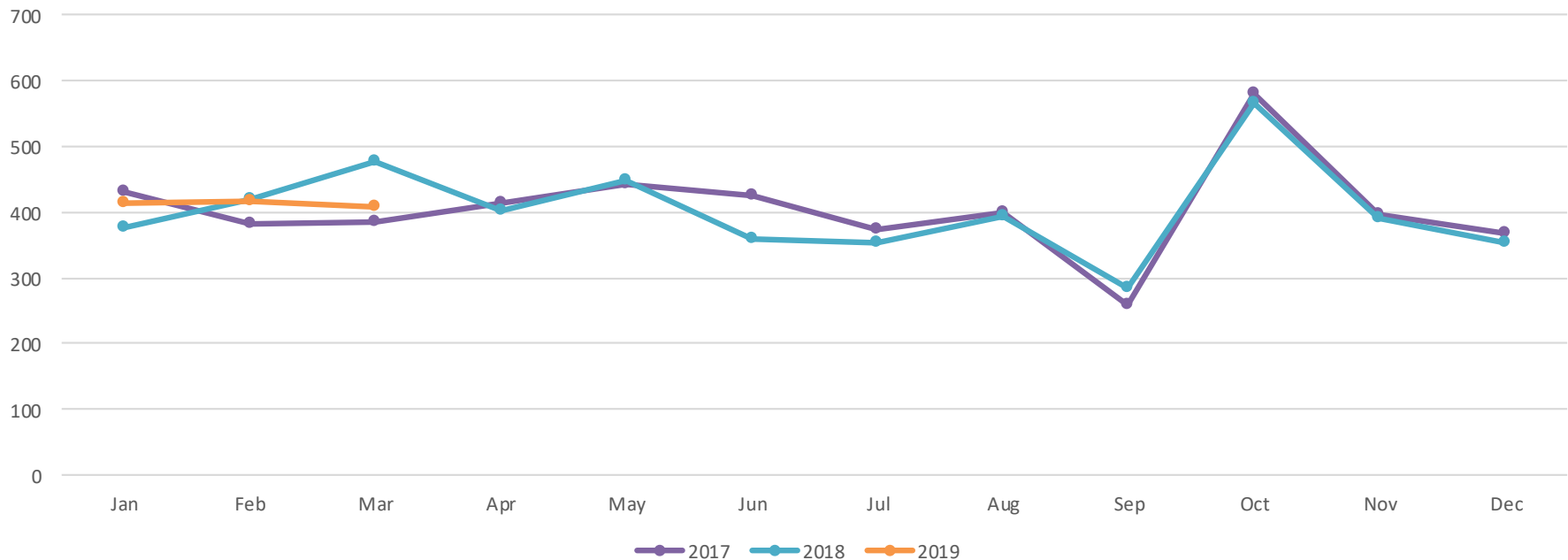
***Highest # of Pro Se Docs 3/19**



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									

Attorney Accounts

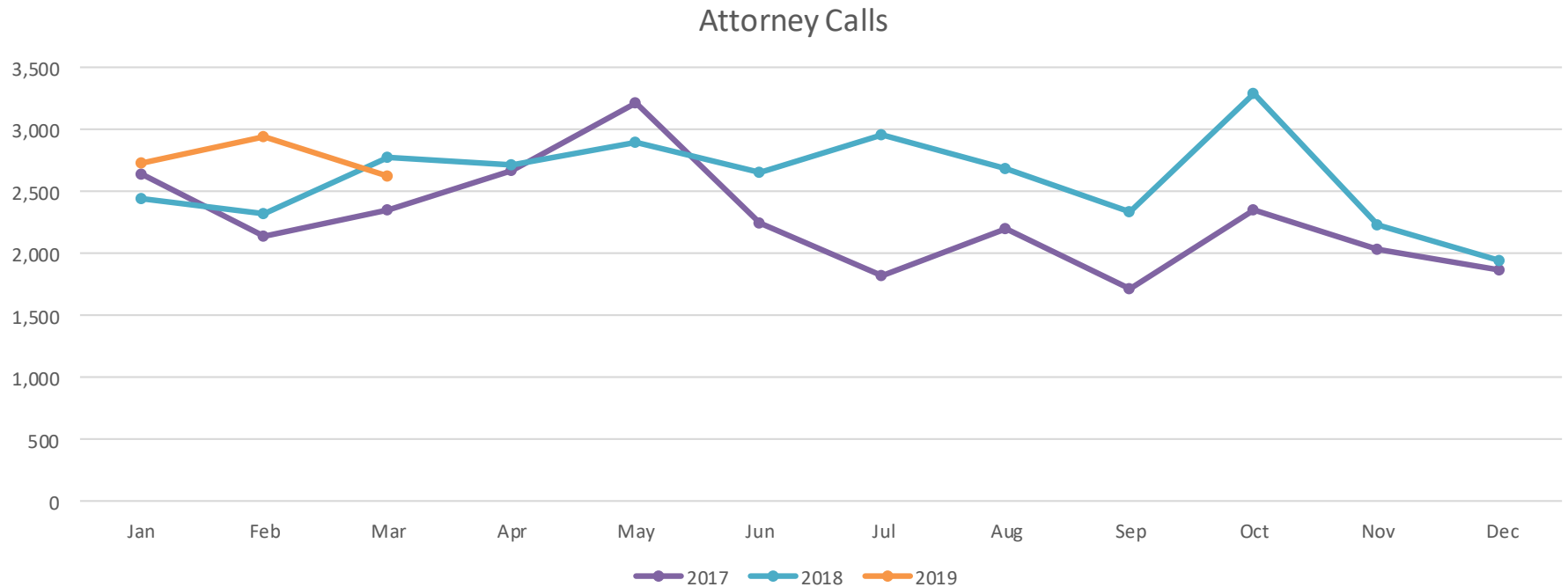


*Highest # of Attorney Accounts 4/14: 1,379



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									

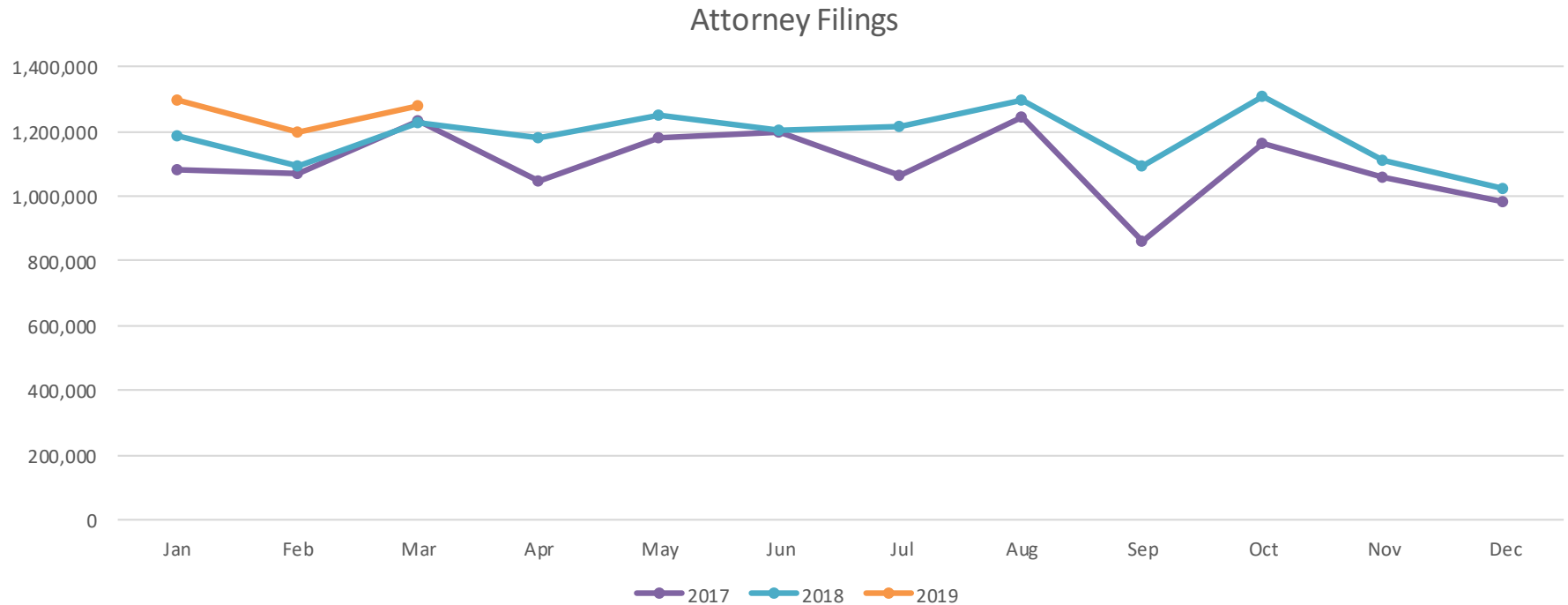


***Highest # of Attorney Calls 10/14: 4,237**



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									



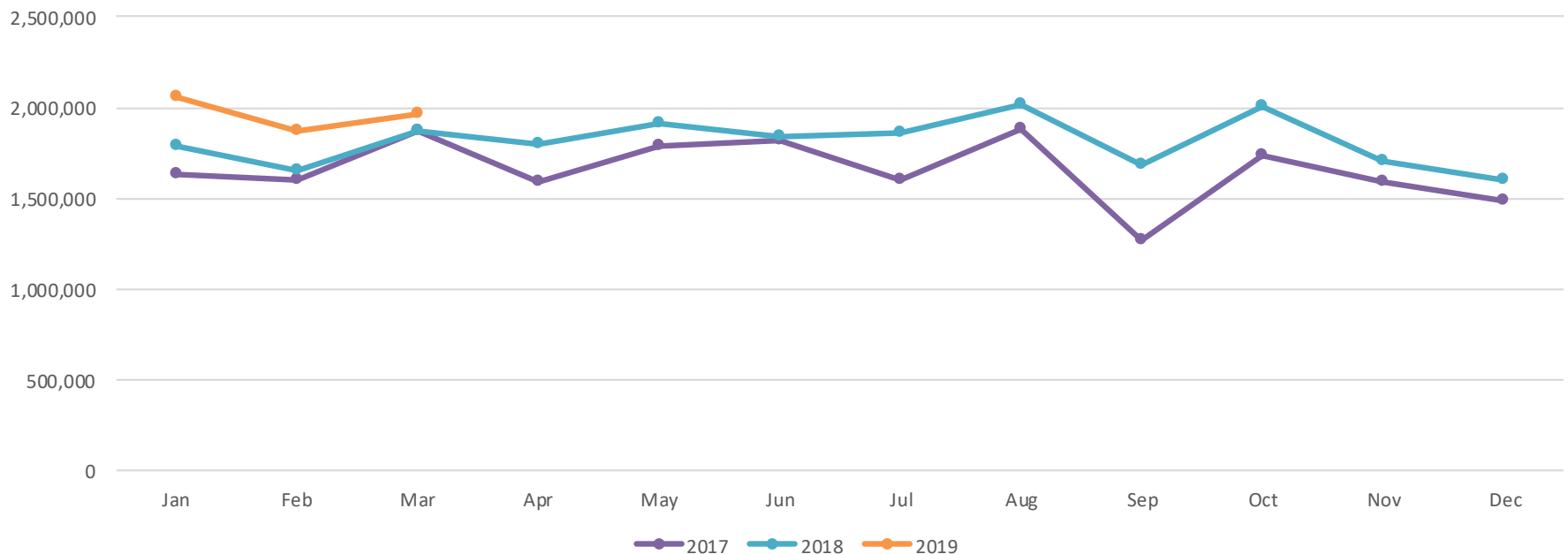
*Highest # of Attorney Filings 10/18



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									

Attorney Docs



*Highest # of Attorney Docs 1/19