



# Florida Courts E-Filing Authority Board

## Service Desk Report June 2019



# Customer Service Incidents

## June 2019

| Status             | April 2019 | May 2019  | June 2019        |
|--------------------|------------|-----------|------------------|
| Incidents Received | 3,175      | 3,563     | <b>3,085</b>     |
| Incidents Worked   | 3,101      | 3,490     | <b>3,072</b>     |
| Carry Over         | 31         | 50        | <b>25</b>        |
| # of Submissions   | 1,517,085  | 1,548,111 | <b>1,439,635</b> |
| # of Documents     | 2,249,105  | 2,286,824 | <b>2,101,626</b> |

| Average Acknowledgement/Resolution Times |                            |                             |                                    |
|--|----------------------------|-----------------------------|------------------------------------|
| Acknowledge Time                         | .03 Days<br>19 Minutes     | .05 Days<br>27 Minutes      | <b>.04 Days<br/>23 Minutes</b>     |
| Resolution Time                          | .13 Days<br>1 Hr 6 Minutes | .13 Days<br>1 Hr 15 Minutes | <b>.13 Days<br/>1 Hr 7 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 June 2019

| Status             | April 2019 | May 2019 | June 2019      |
|--------------------|------------|----------|----------------|
| Incidents Received | 10         | 36       | <b>25</b>      |
| Incidents Worked   | 10         | 36       | <b>25</b>      |
| Carry Over         | 0          | 0        | <b>0</b>       |
| # of Submissions   | 133,909    | 136,736  | <b>131,648</b> |
| # of Documents     | 141,955    | 144,318  | <b>138,798</b> |

| Average Acknowledgement/Resolution Times   |                        |                        |                                |
|--|------------------------|------------------------|--------------------------------|
| Acknowledge Time   | .02 Days<br>9 Minutes  | .02 Days<br>11 Minutes | <b>.01 Days<br/>5 Minutes</b>  |
| Resolution Time  | .04 Days<br>23 Minutes | .08 Days<br>40 Minutes | <b>.02 Days<br/>12 Minutes</b> |
| Stakeholders: Judges, Judicial Assistants, General Magistrates, and Hearing Officers |                        |                        |                                |



# Pro Se Incidents June 2019

| Status             | April 2019 | May 2019 | June 2019     |
|--------------------|------------|----------|---------------|
| Incidents Received | 685        | 816      | <b>656</b>    |
| Incidents Worked   | 669        | 800      | <b>648</b>    |
| Carry Over         | 16         | 21       | <b>11</b>     |
| # of Submissions   | 11,832     | 12,227   | <b>10,844</b> |
| # of Documents     | 20,333     | 20,860   | <b>18,279</b> |

| Average Acknowledgement/Resolution Times                      |                        |                            |                                |
|---|------------------------|----------------------------|--------------------------------|
| Acknowledge Time  | .03 Days<br>15 Minutes | .04 Days<br>20 Minutes     | <b>.04 Days<br/>18 Minutes</b> |
| Resolution Time   | .08 Days<br>43 Minutes | .12 Days<br>1 Hr 3 Minutes | <b>.10 Days<br/>51 Minutes</b> |
| <b>Stakeholders: Pro Se filers and Agent for Pro Se Filer</b> |                        |                            |                                |



# Attorney Incidents June 2019

| Status             | April 2019 | May 2019  | June 2019        |
|--------------------|------------|-----------|------------------|
| Incidents Received | 2,480      | 2,711     | <b>2,403</b>     |
| Incidents Worked   | 2,432      | 2,673     | <b>2,392</b>     |
| Carry Over         | 25         | 27        | <b>14</b>        |
| # of Submissions   | 1,299,422  | 1,326,599 | <b>1,231,895</b> |
| # of Documents     | 1,999,008  | 2,033,246 | <b>1,864,935</b> |

| Average Acknowledgement/Resolution Times                 |                            |                            |                                |
|--|----------------------------|----------------------------|--------------------------------|
| Acknowledge Time   | .04 Days<br>22 Minutes     | .04 Days<br>22 Minutes     | <b>.04 Days<br/>21 Minutes</b> |
| Resolution Time  | .12 Days<br>1 Hr 2 Minutes | .12 Days<br>1 Hr 0 Minutes | <b>.10 Days<br/>52 Minutes</b> |
| <b>Stakeholders: Attorneys and their representatives</b> |                            |                            |                                |



# Technical/System Incidents June 2019

| Status             | April 2019 | May 2019 | June 2019     |
|--------------------|------------|----------|---------------|
| Incidents Received | 360        | 393      | <b>375</b>    |
| Incidents Worked   | 346        | 373      | <b>368</b>    |
| Carry Over         | 10         | 15       | <b>5</b>      |
| # of Submissions   | 14,069     | 14,030   | <b>13,437</b> |
| # of Documents     | 17,403     | 17,441   | <b>16,550</b> |

| Average Acknowledgement/Resolution Times             |                                |                               |                                       |
|--|--------------------------------|-------------------------------|---------------------------------------|
| Acknowledge Time                                     | .04 Days<br>24 Minutes         | .04 Days<br>23 Minutes        | <b>.04 Days<br/>18 Minutes</b>        |
| Resolution Time                                      | .60 Days<br>5 Hours 24 Minutes | .60 Days<br>5 Hours 7 Minutes | <b>.62 Days<br/>6 Hours 1 Minutes</b> |
| <b>Stakeholders: Clerks of Court and their staff</b> |                                |                               |                                       |



# Top Types of Incidents & Percentage of Call Volume

|                  |           |  |  |  |
|------------------|-----------|--|--|--|
| Correction Queue | <b>8%</b> |  |  |  |
|------------------|-----------|--|--|--|

|             |            |                    |           |                      |           |
|-------------|------------|--------------------|-----------|----------------------|-----------|
| Access      | <b>22%</b> | Connectivity       | <b>7%</b> | Correction Queue     | <b>8%</b> |
| County Down | <b>1%</b>  | E-Service Issue    | <b>8%</b> | Filing Updated       | <b>1%</b> |
| Information | <b>31%</b> | Payment Assistance | <b>9%</b> | Pending Registration | <b>7%</b> |
| Training    | <b>4%</b>  |                    |           |                      |           |

## Self-Represented Litigant/Pro Se

|             |            |                    |           |                  |            |
|-------------|------------|--------------------|-----------|------------------|------------|
| Access      | <b>28%</b> | Connectivity       | <b>1%</b> | Correction Queue | <b>5%</b>  |
| County Down | <b>1%</b>  | E-Service Issue    | <b>1%</b> | Filing Updated   | <b>1%</b>  |
| Information | <b>48%</b> | Payment Assistance | <b>2%</b> | Training         | <b>12%</b> |
|             |            |                    |           |                  |            |

## Judges

|        |           |              |           |                      |            |
|--------|-----------|--------------|-----------|----------------------|------------|
| Access | <b>8%</b> | Connectivity | <b>8%</b> | Pending Registration | <b>84%</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 2010 |
|         |          |
|         |          |

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

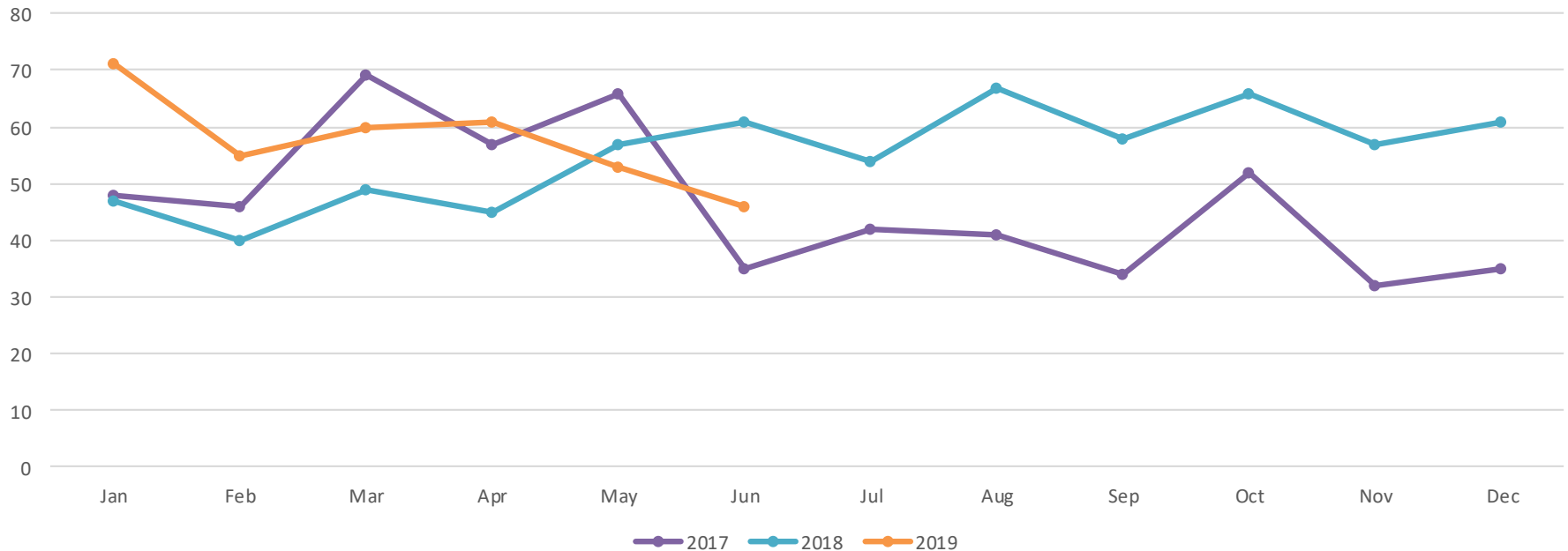
The following slides breakdown E-Portal Service Desk Calls, Filings, and Documents by year and month for Customer Service and Technical.



# 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  |     |     |     |     |     |     |

County Accounts



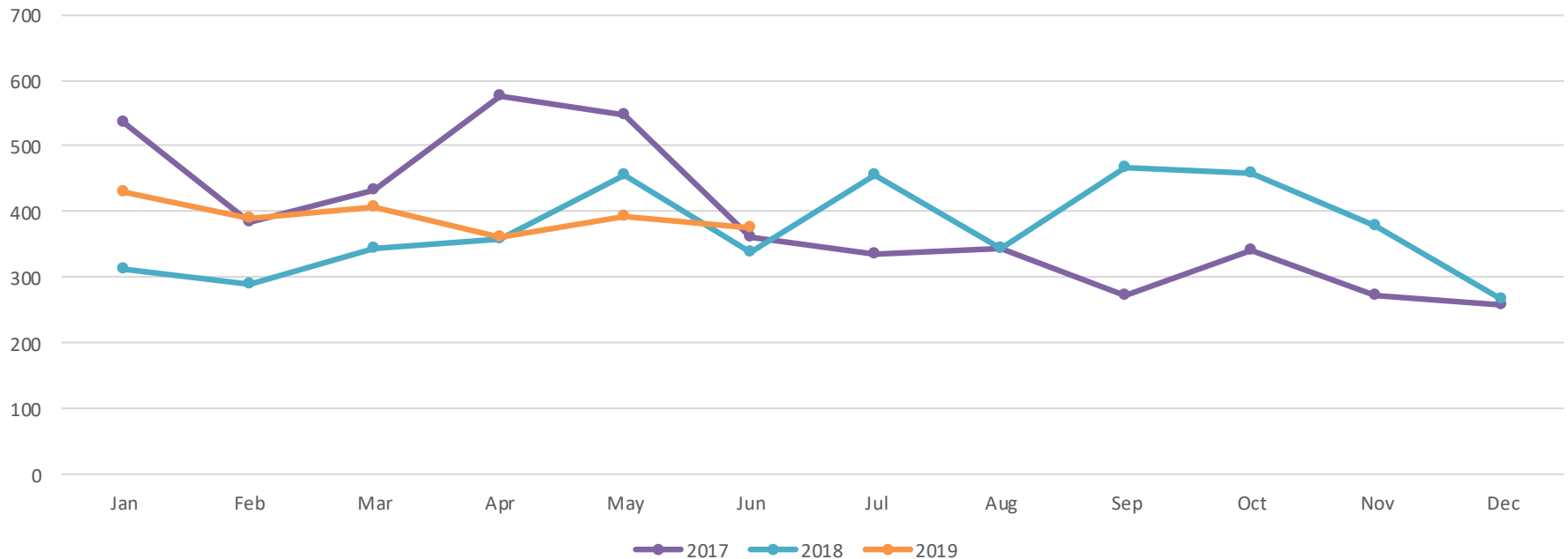
\*Highest # of County Accounts 6/15: 126



# 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 |     |     |     |     |     |     |

County Calls

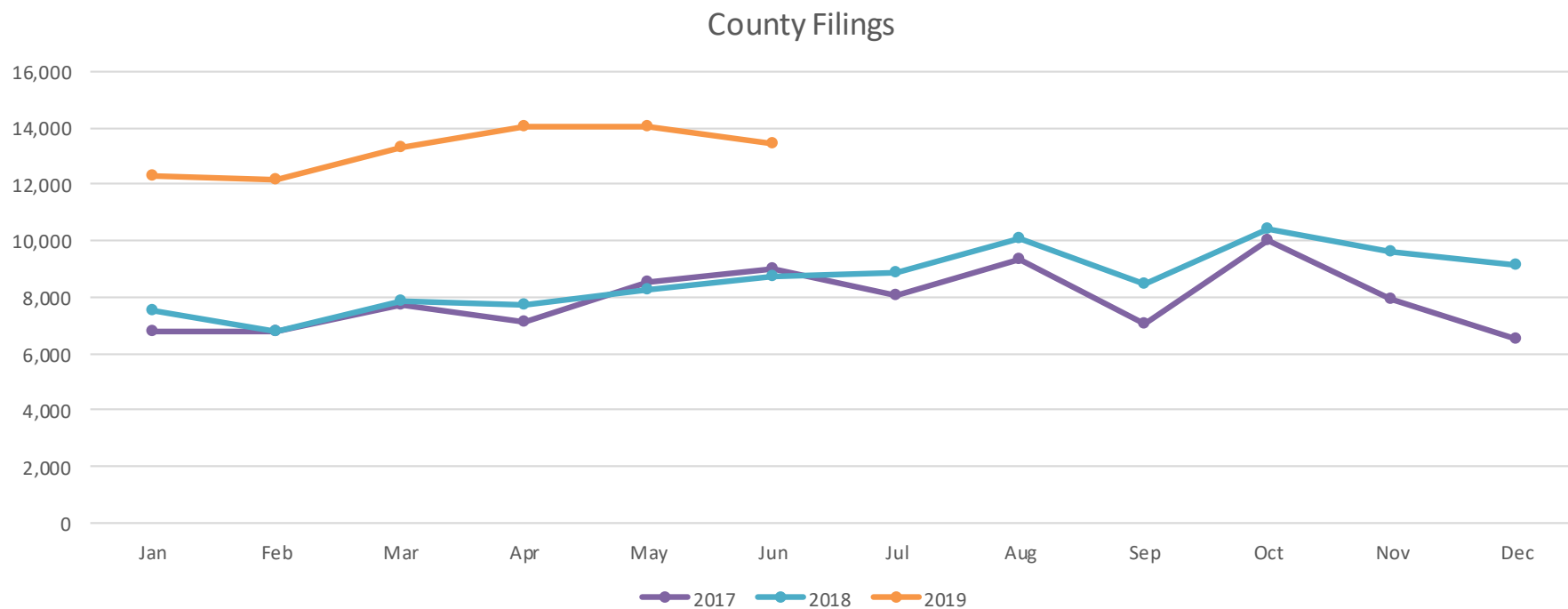


\*Highest # of County Calls 3/14: 1,051



# 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 | <b>14,069</b> | 14,030 | 13,437 |       |        |       |        |       |       |



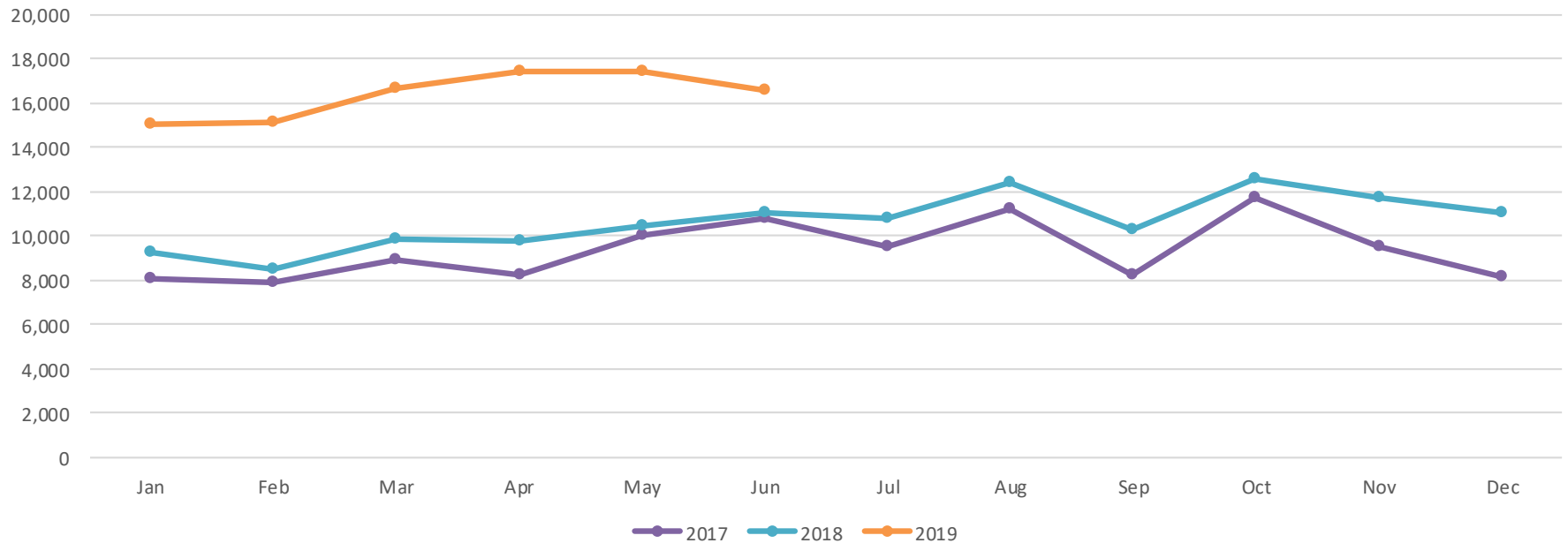
**\*Highest # of County Filings 4/19**



# 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 | <b>17,441</b> | 16,550 |        |        |        |        |        |        |

County Docs



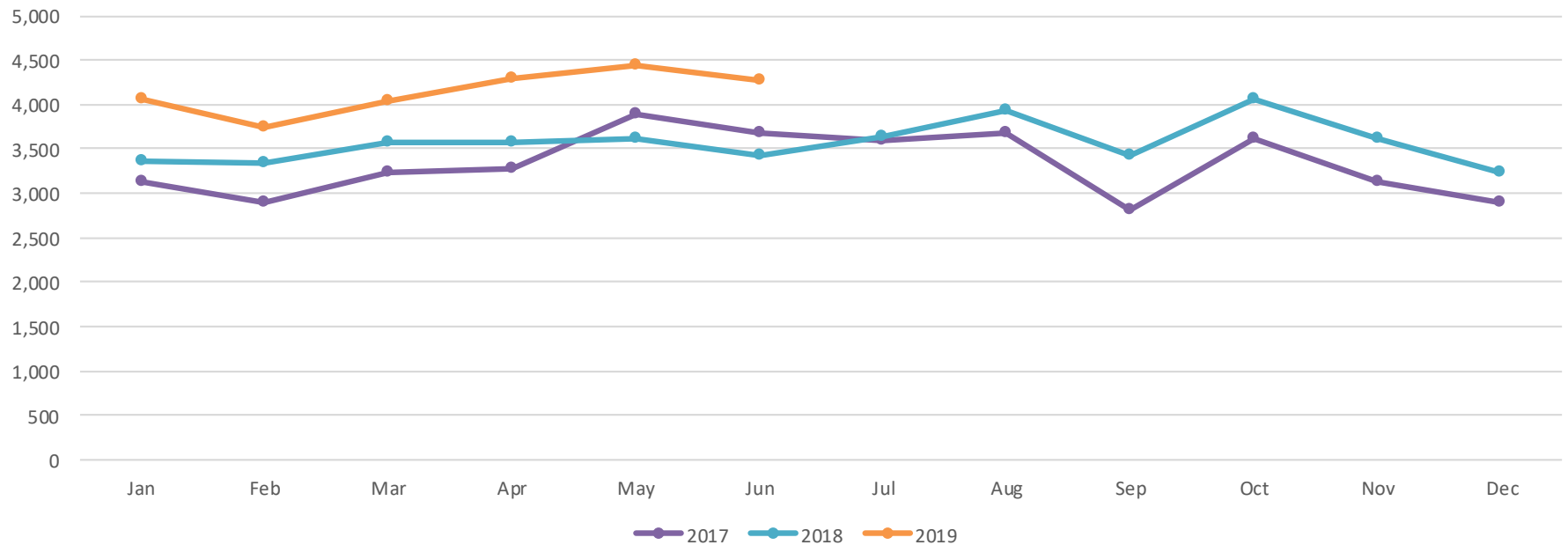
\*Highest # of County Documents 5/19



# 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 | <b>4,449</b> | 4,269 |       |       |       |       |       |       |

Customer Service Accounts



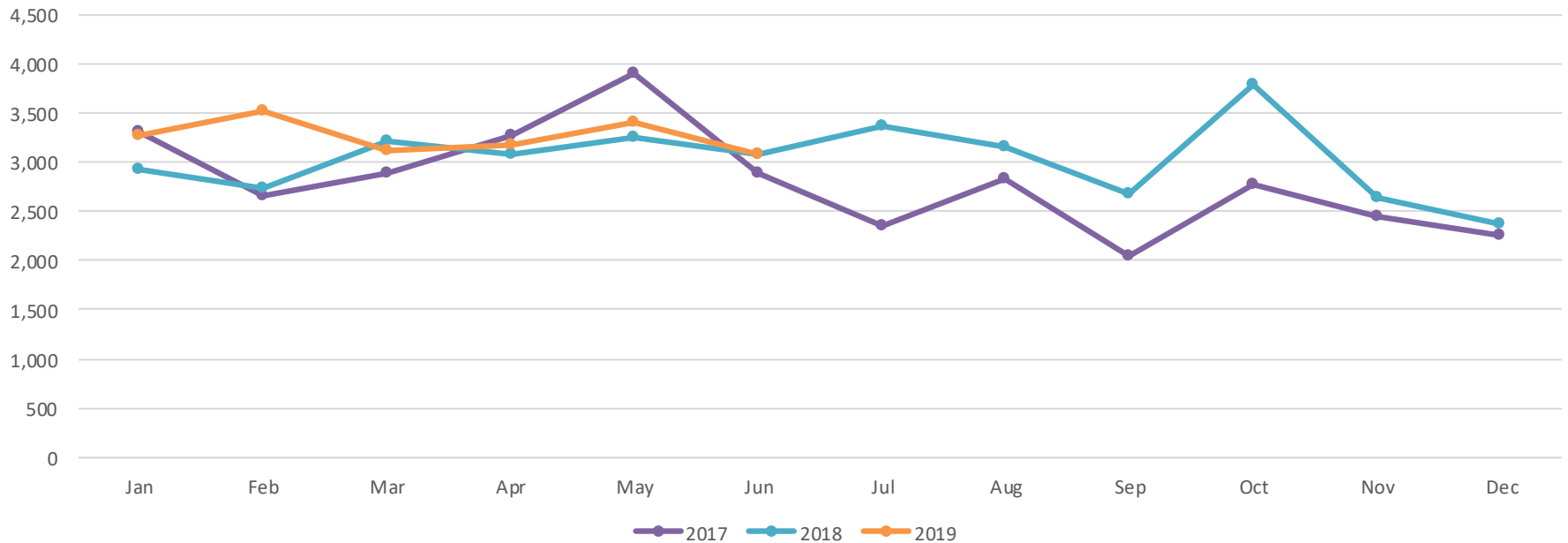
**\*Highest # of CS Accounts 5/19**



# 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 |       |       |       |       |       |       |

Customer Service Calls



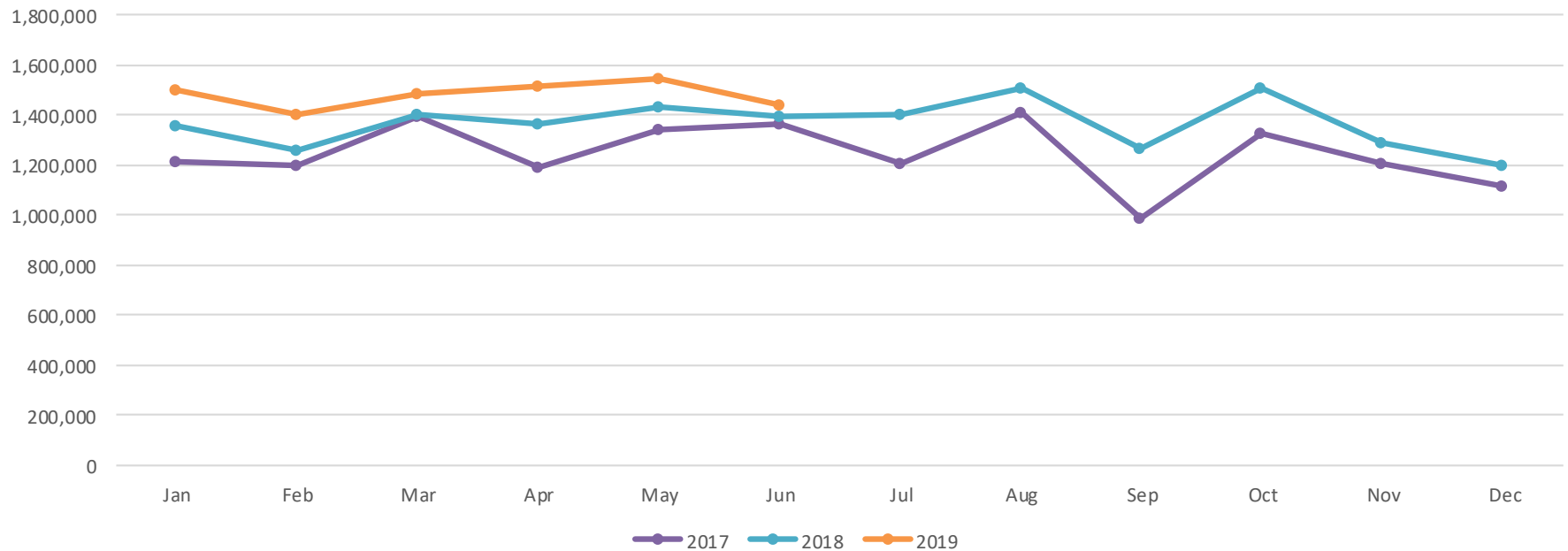
\*Highest # of CS Call 10/14: 4,436



# 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 | <b>1,548,111</b> | 1,439,635 |           |           |           |           |           |           |

Customer Service Filings



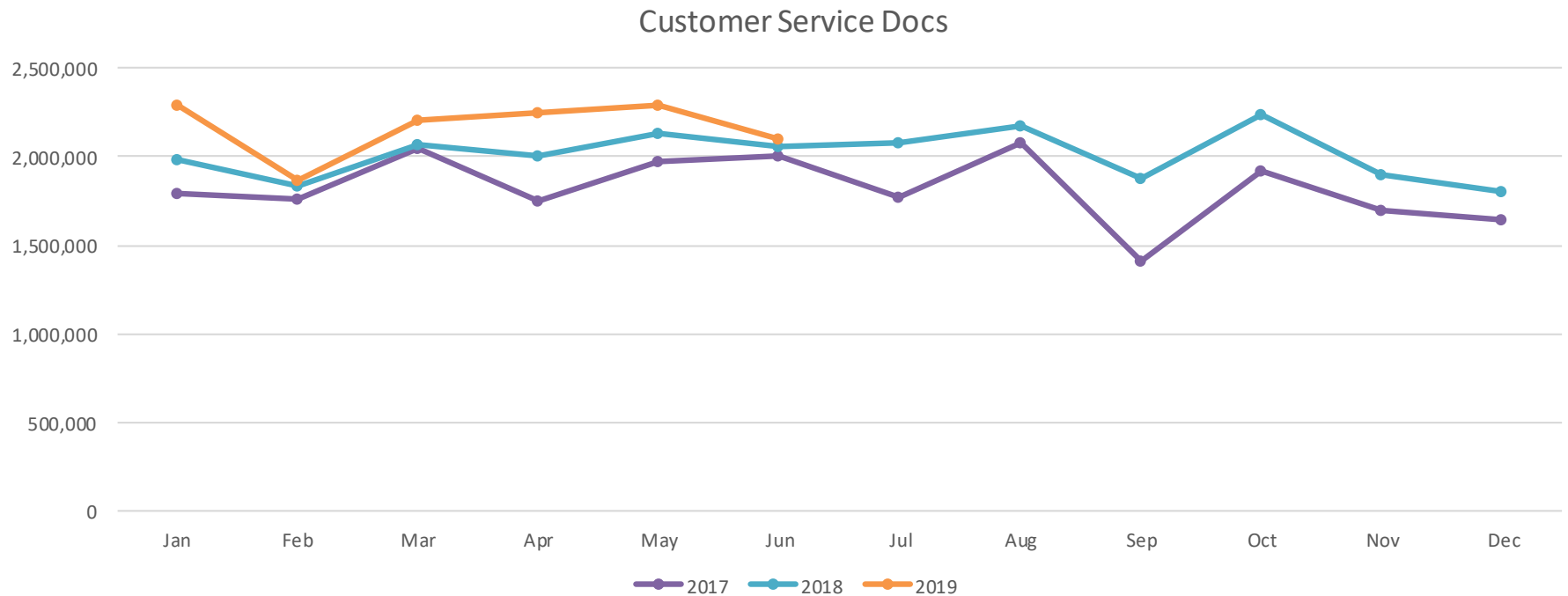
**\*Highest # of CS Filings 5/19**





# 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> | <b>2,292,420</b> | 2,096,672 | 2,203,328 | 2,249,105 | 2,286,824 | 2,101,626 |           |           |           |           |           |           |



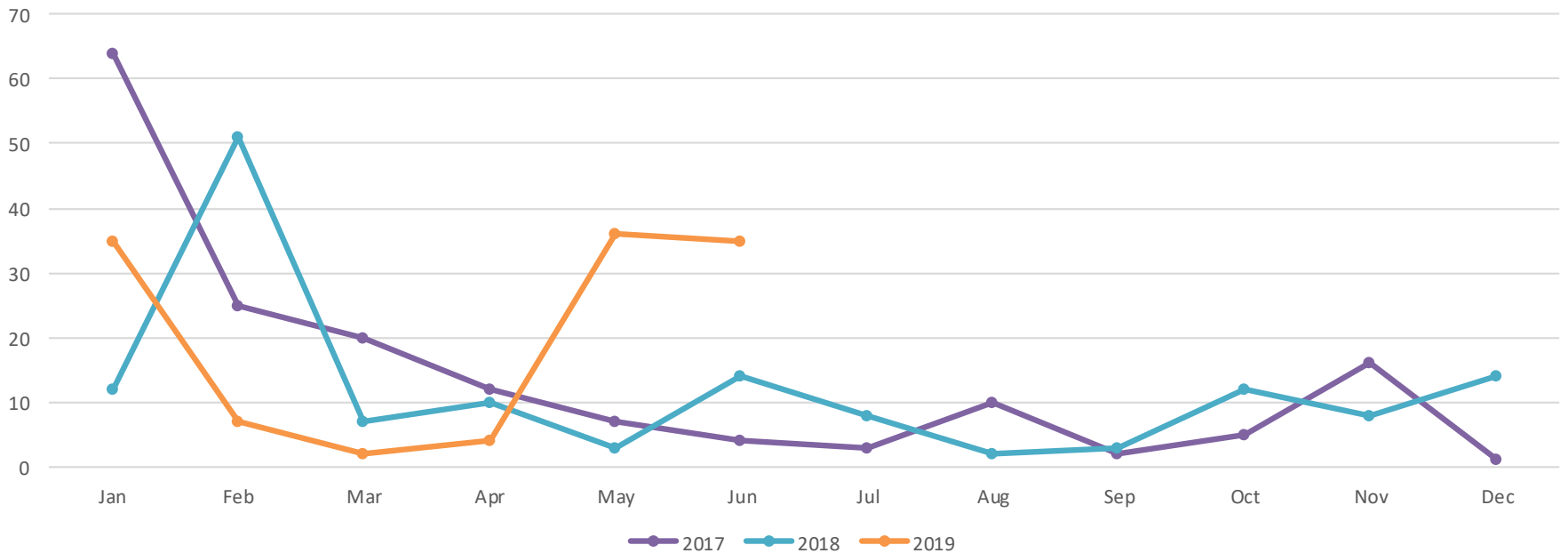
**\*Highest # of CS Docs 1/19**



# 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  |     |     |     |     |     |     |

Judge Accounts



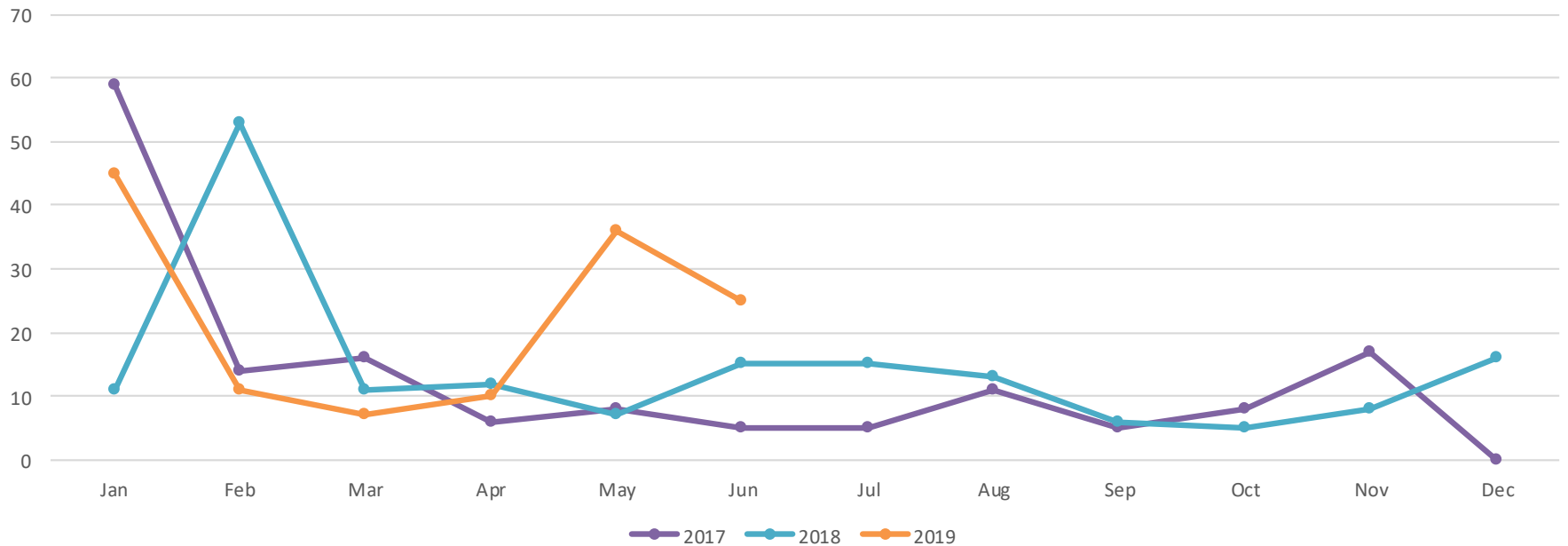
\*Highest # of Judge Accounts 3/15: 129



# 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  |     |     |     |     |     |     |

Judge Calls

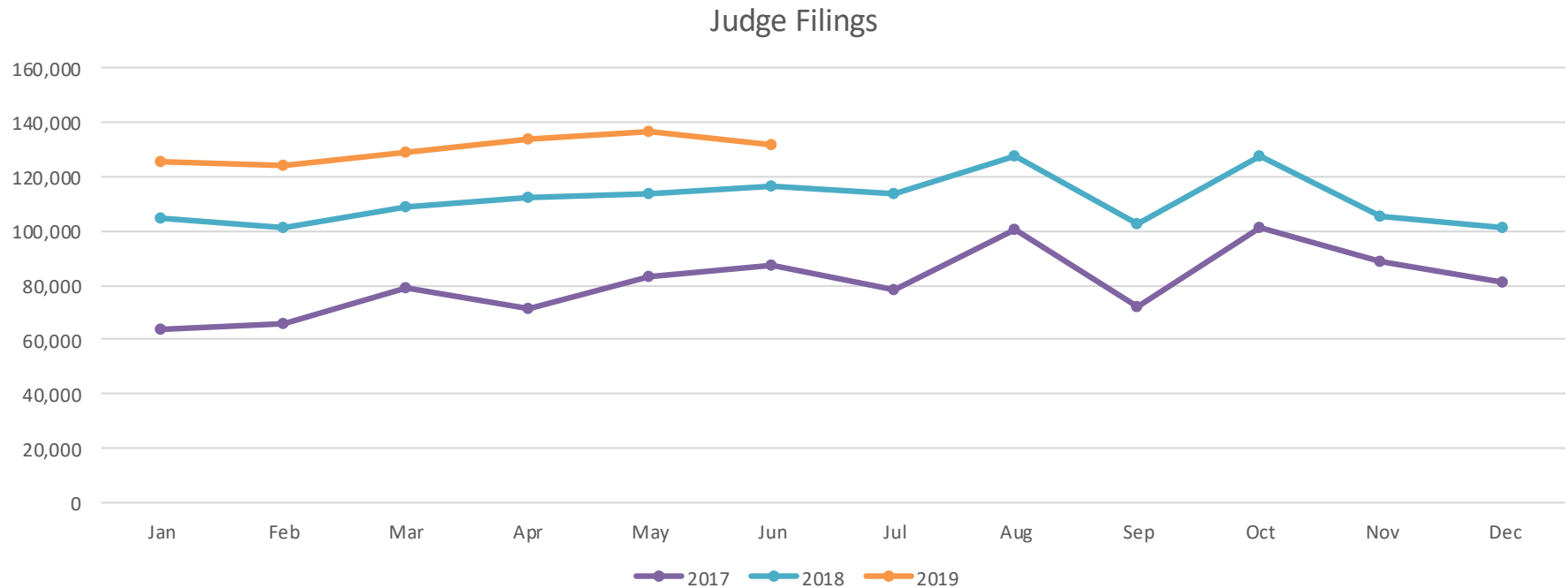


\*Highest # of Judge Call 10/16: 60



# Judge Filing Comparison

| Mon         | Jan     | Feb     | Mar     | Apr     | May            | Jun     | Jul     | Aug     | Sep     | Oct     | Nov     | Dec     |
|-------------|---------|---------|---------|---------|----------------|---------|---------|---------|---------|---------|---------|---------|
| <b>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 | <b>136,736</b> | 131,648 |         |         |         |         |         |         |

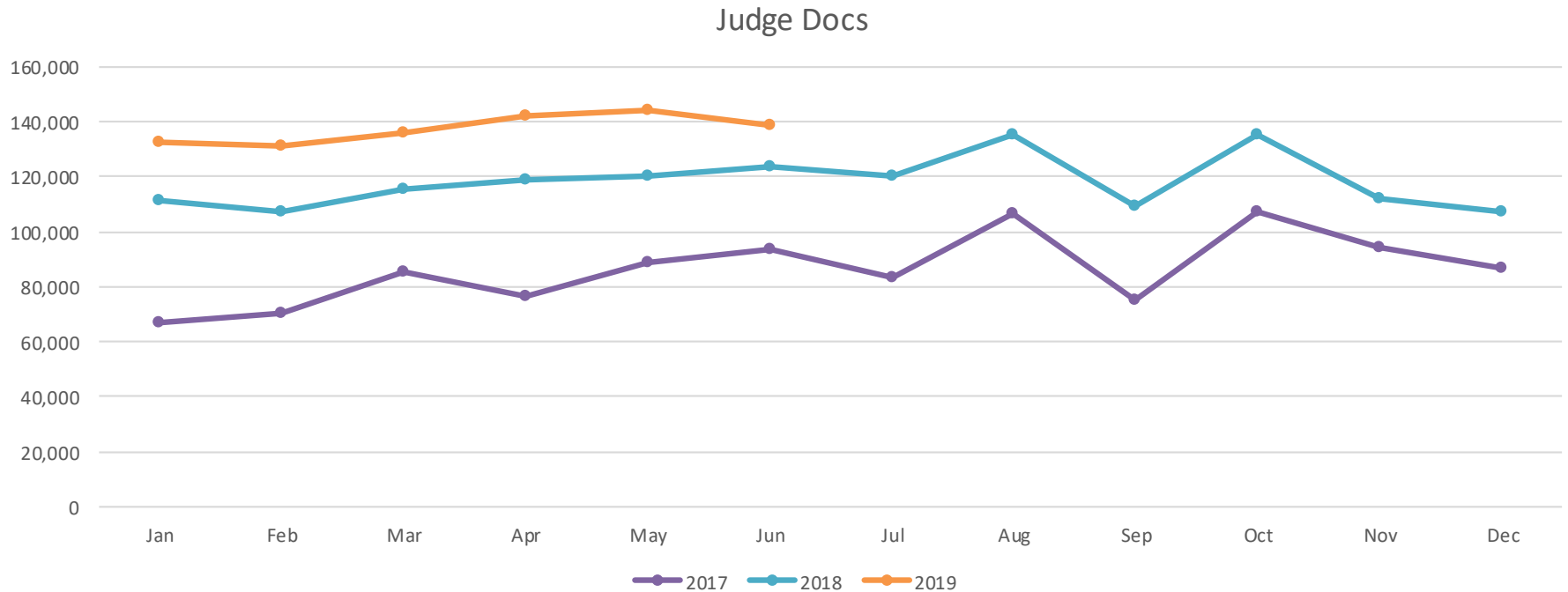


**\*Highest # of Judge Filings 5/19**



# 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 | <b>144,318</b> | 138,798 |         |         |         |         |         |         |

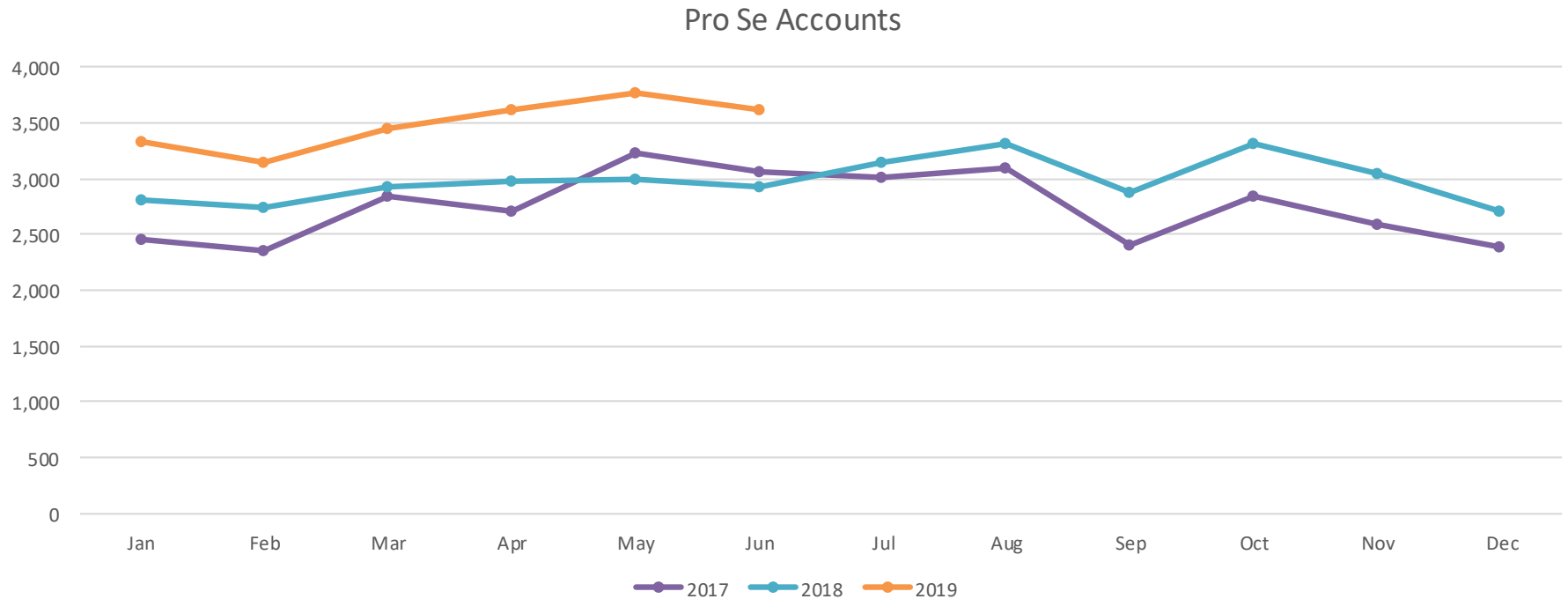


**\*Highest # of Judge Docs 5/19**



# 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 | <b>3,762</b> | 3,611 |       |       |       |       |       |       |



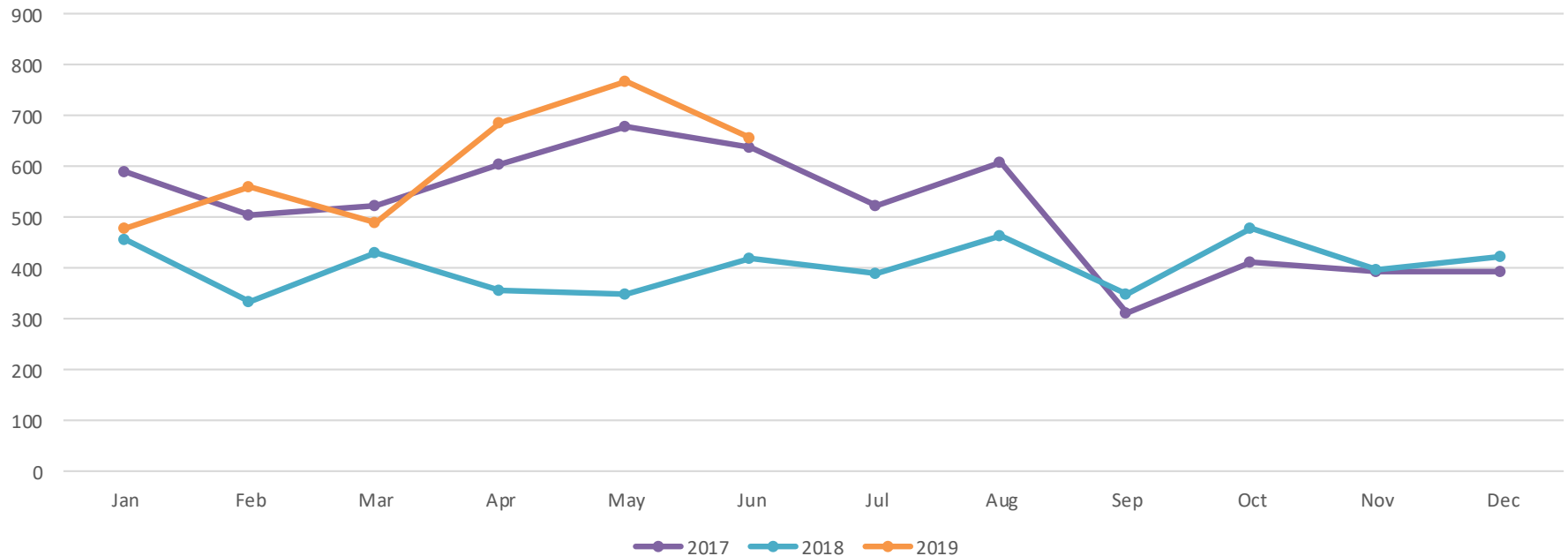
**\*Highest # of Pro Se Accounts 5/19**



# 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 | <b>768</b> | 656 |     |     |     |     |     |     |

Pro Se Calls

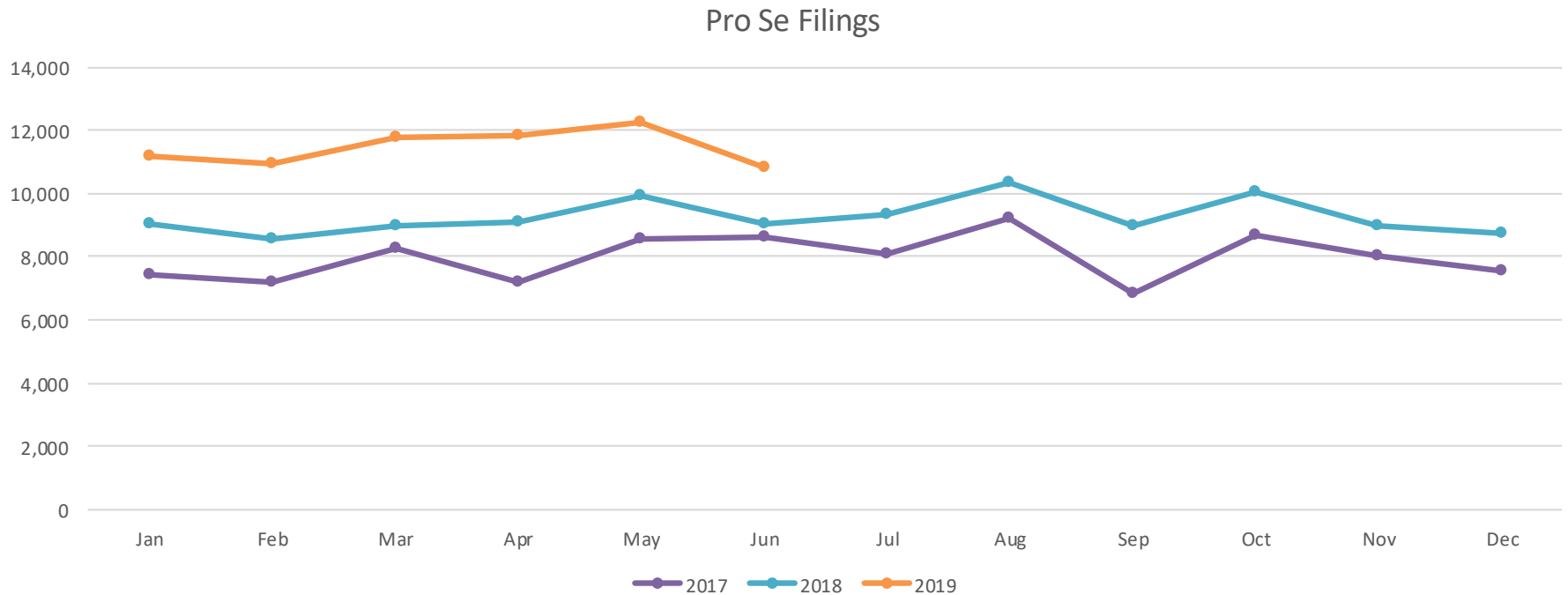


**\*Highest # of Pro Se Calls 5/19**



# 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 | <b>12,227</b> | 10,844 |       |        |       |        |       |       |



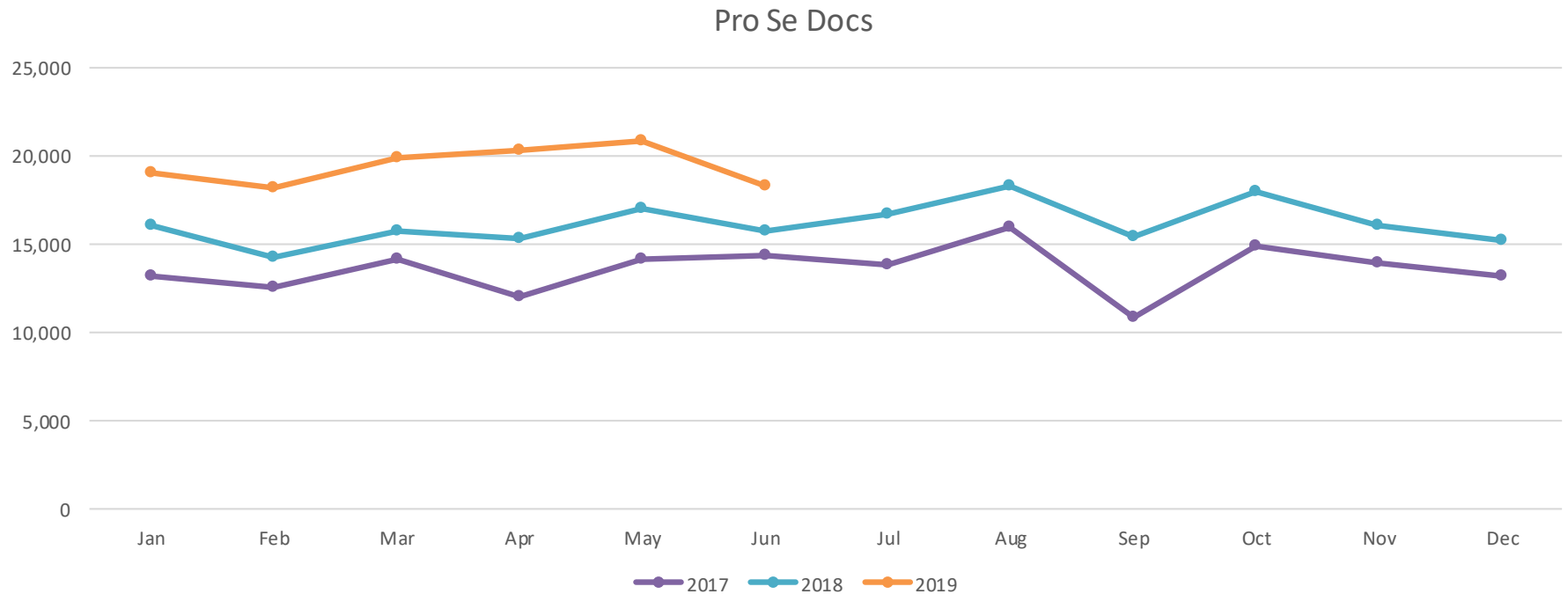
**\*Highest # of Pro Se Filings 5/19**



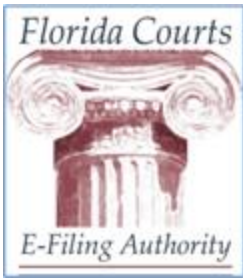


# Pro Se Doc Comparison

| 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 | <b>20,860</b> | 18,279 |        |        |        |        |        |        |



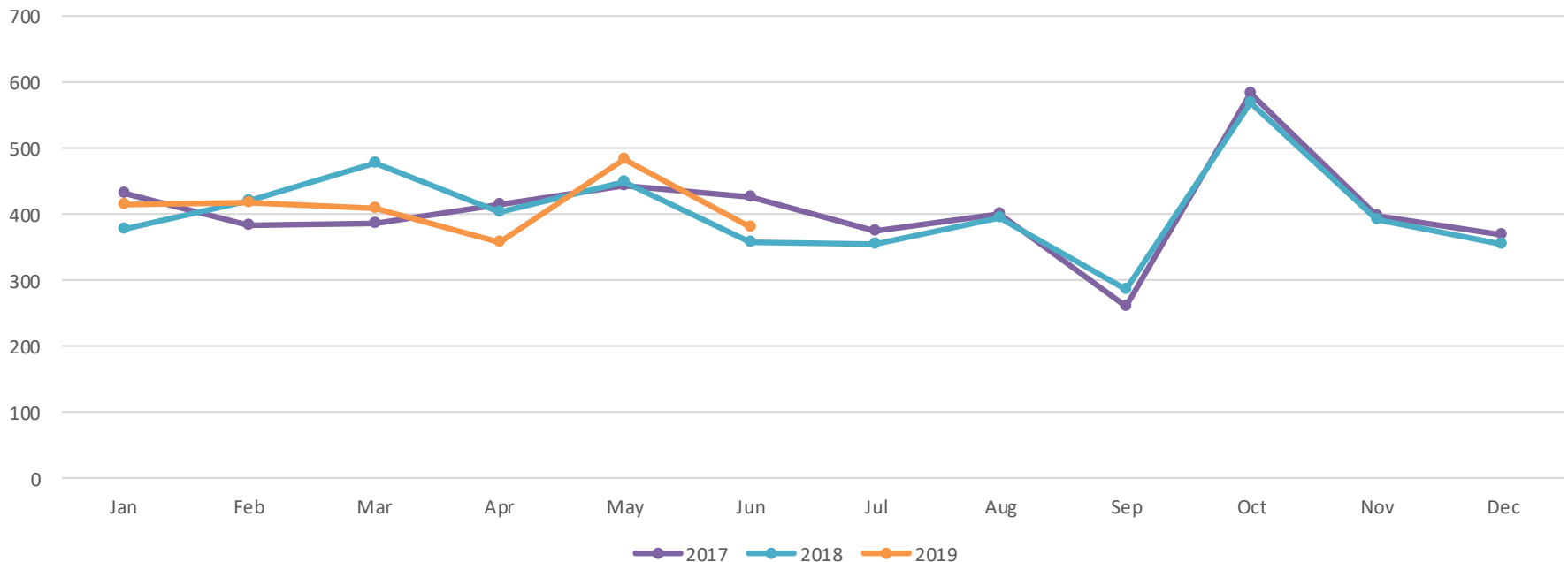
**\*Highest # of Pro Se Docs 5/19**



# 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 |     |     |     |     |     |     |

Attorney Accounts

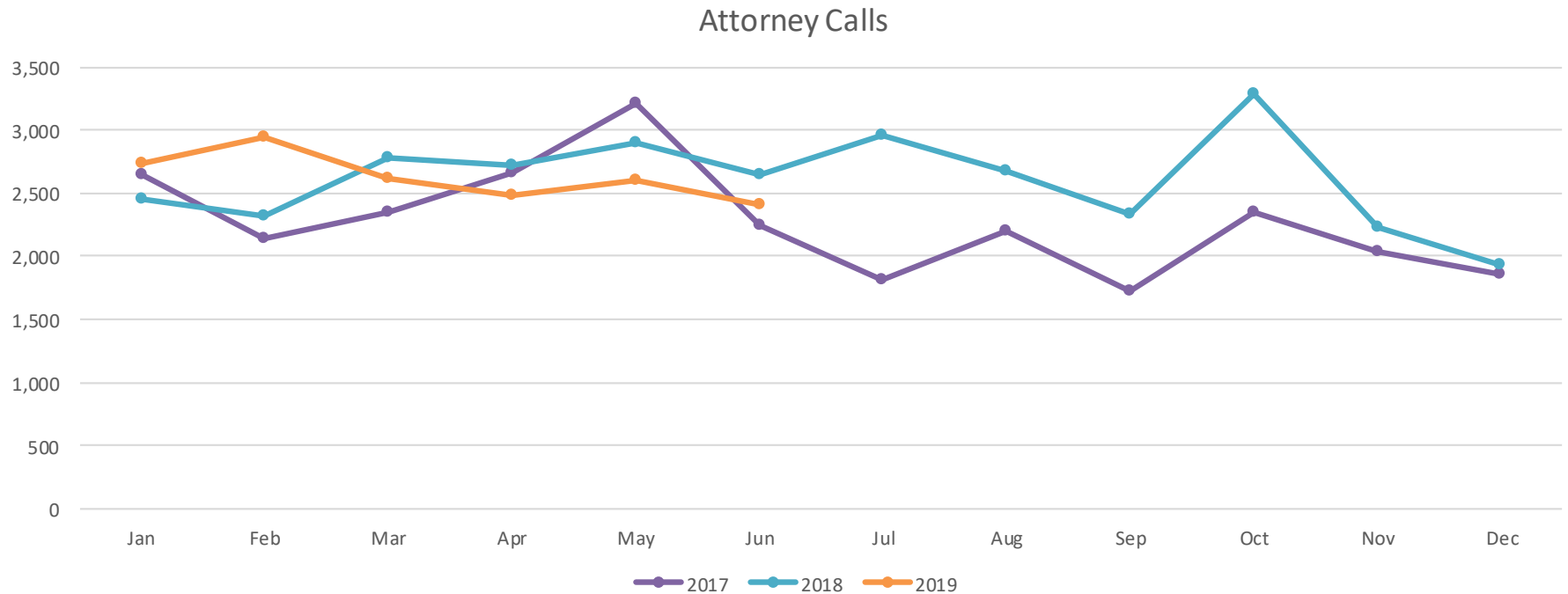


\*Highest # of Attorney Accounts 4/14: 1,379



# 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 |       |       |       |       |       |       |

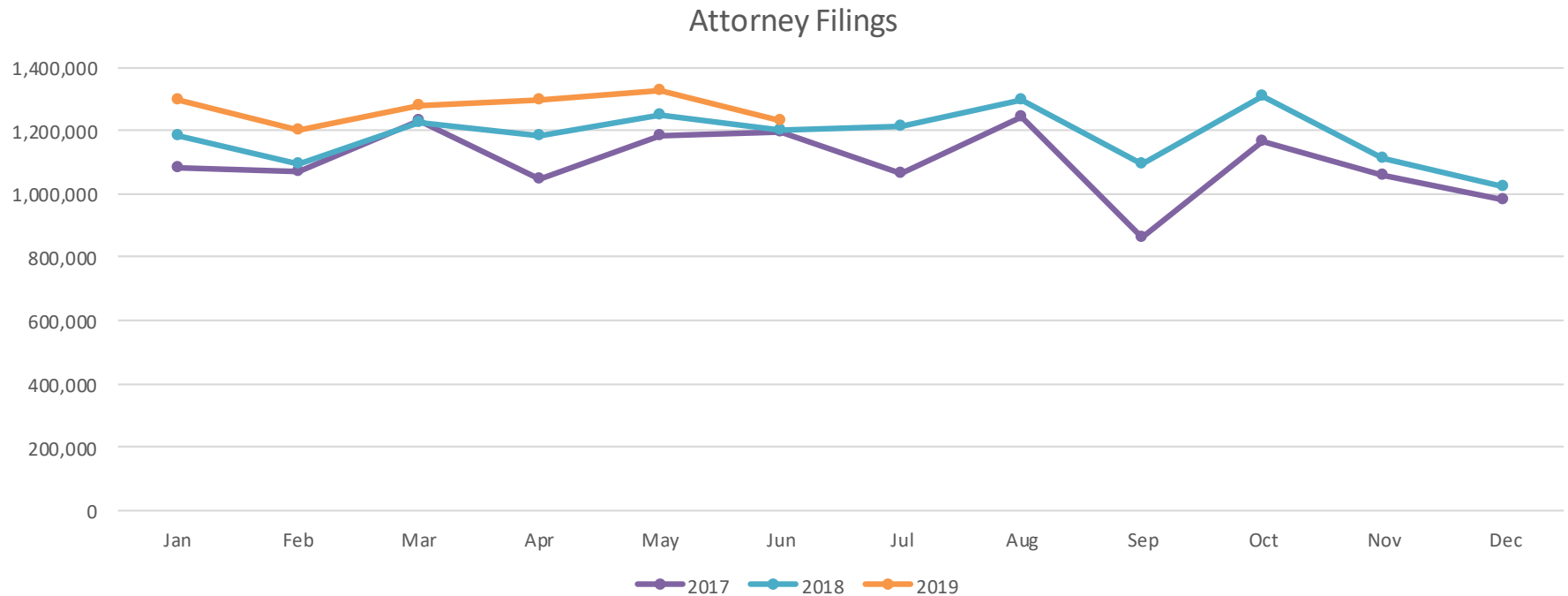


\*Highest # of Attorney Calls 10/14: 4,237



# 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 | <b>1,326,599</b> | 1,231,895 |           |           |           |           |           |           |



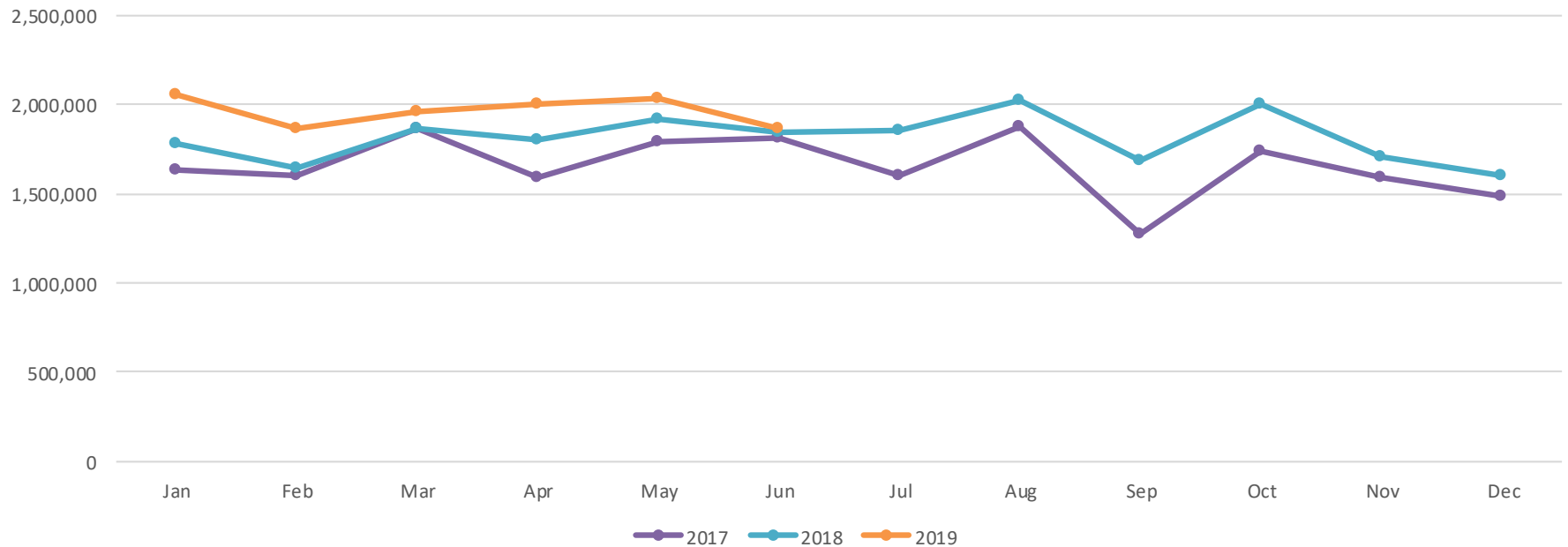
**\*Highest # of Attorney Filings 5/19**



# 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 |           |           |           |           |           |           |

Attorney Docs



\*Highest # of Attorney Docs 1/19