



Florida Courts E-Filing Authority Board

Service Desk Report November 2019



Customer Service Incidents

November 2019

Status	September 2019	October 2019	November 2019
Incidents Received	2,556	3,707	2,205
Incidents Worked	2,550	3,699	2,197
Carry Over	10	18	30
# of Submissions	1,394,937	1,641,117	1,354,538
# of Documents	2,029,274	2,384,568	1,976,986

Average Acknowledgement/Resolution Times			
Acknowledge Time	.03 Days 15 Minutes	.04 Days 24 Minutes	.02 Days 13 Minutes
Resolution Time	.09 Days 49 Minutes	.10 Days 57 Minutes	.07 Days 36 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 November 2019

Status	September 2019	October 2019	November 2019
Incidents Received	9	8	7
Incidents Worked	9	8	7
Carry Over	0	0	0
# of Submissions	131,420	163,907	129,243
# of Documents	132,462	171,950	136,044

Average Acknowledgement/Resolution Times			
Acknowledge Time	.01 Days 8 Minutes	.01 Days 6 Minutes	.01 Days 7 Minutes
Resolution Time	.04 Days 26 Minutes	.04 Days 23 Minutes	.03 Days 15 Minutes
Stakeholders: Judges, Judicial Assistants, General Magistrates, and Hearing Officers			



Pro Se Incidents November 2019

Status	September 2019	October 2019	November 2019
Incidents Received	723	780	571
Incidents Worked	719	775	567
Carry Over	4	8	11
# of Submissions	12,755	13,852	10,794
# of Documents	20,704	21,760	17,916

Average Acknowledgement/Resolution Times			
Acknowledge Time	.04 Days 24 Minutes	.05 Days 27 Minutes	.03 Days 15 Minutes
Resolution Time	.10 Days 55 Minutes	.11 Days 1 Hr 2 Minutes	.10 Days 55 Minutes
Stakeholders: Pro Se filers and Agent for Pro Se Filer			



Attorney Incidents November 2019

Status	September 2019	October 2019	November 2019
Incidents Received	1,891	2,919	1,634
Incidents Worked	1887	2,910	1,630
Carry Over	6	10	19
# of Submissions	1,163,545	1,365,810	1,131,782
# of Documents	1,769,104	2,057,752	1,725,014

Average Acknowledgement/Resolution Times			
Acknowledge Time	.03 Days 16 Minutes	.04 Days 23 Minutes	.03 Days 16 Minutes
Resolution Time	.09 Days 46 Minutes	.13 Days 1 HR 10 Minutes	.09 Days 47 Minutes
Stakeholders: Attorneys and their representatives			



Technical/System Incidents November 2019

Status	September 2019	October 2019	November 2019
Incidents Received	405	433	278
Incidents Worked	397	431	275
Carry Over	6	5	6
# of Submissions	12,355	14,751	13,357
# of Documents	15,734	18,496	17,062

Average Acknowledgement/Resolution Times			
Acknowledge Time	.04 Days 20 Minutes	.05 Days 26 Minutes	.04 Days 19 Minutes
Resolution Time	.35 Days 3 Hrs 6 Minutes	.38 Days 3 Hrs 20 Minutes	.35 Days 3 Hrs 0 Minutes
Stakeholders: Clerks of Court and their staff			



Top Types of Incidents & Percentage of Call Volume

Attorney					
Access	30%	Connectivity	2%	Correction Queue	10%
County Down	1%	E-Service Issue	7%	Filing Updated	1%
Information	33%	Payment Assistance	2%	Pending Registration	10%
Training	3%				

Self-Represented Litigant/Pro Se					
Access	30%	Connectivity	1%	Correction Queue	4%
E-Service Issue	2%	Filing Updated	1%	Information	41%
Payment Assistance	2%	Training	15%		

Judges					
Access	8%	Information	27%	Pending Registration	46%



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

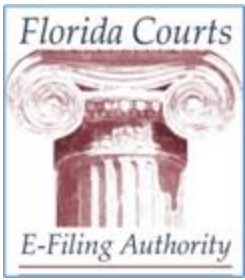
If you'd like to schedule an onsite visit or have questions, please feel free to contact the Service Center at **(850) 414-2210**.

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



At-A-Glance Statistics

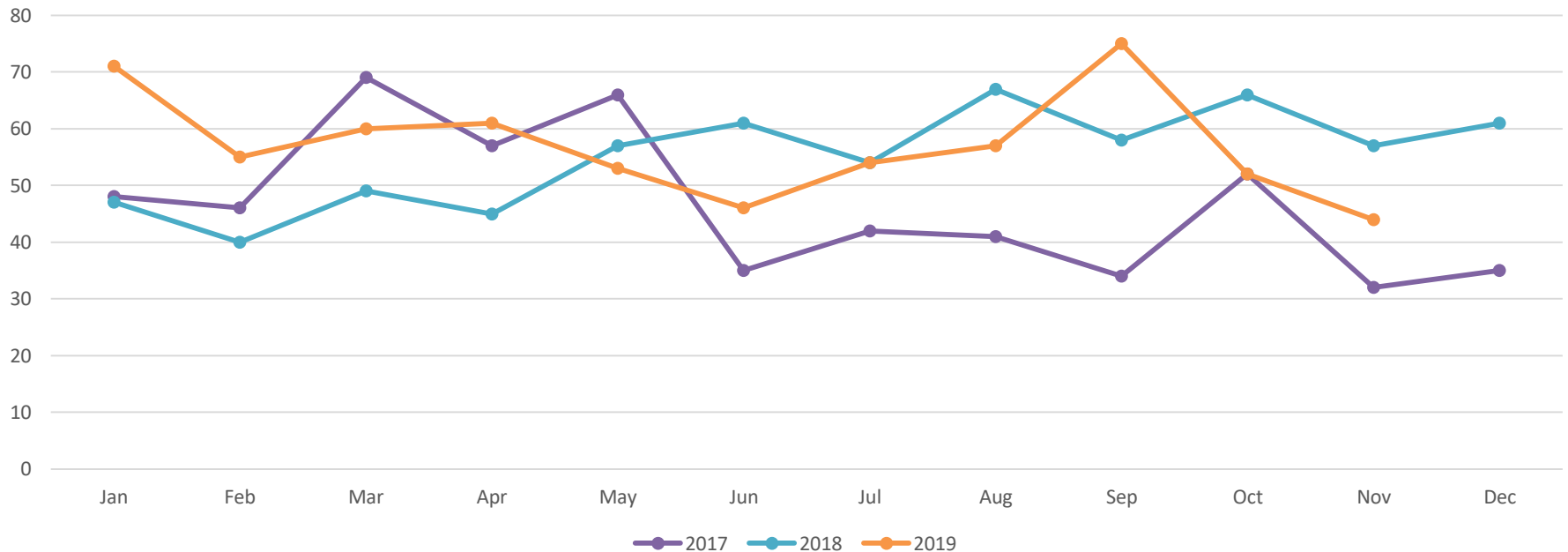
The following slides breakdown E-Portal Service Desk Calls, Filings, and Documents by year and month for Customer Service and Technical.



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	61	53	46	54	57	75	52	44	

County Accounts



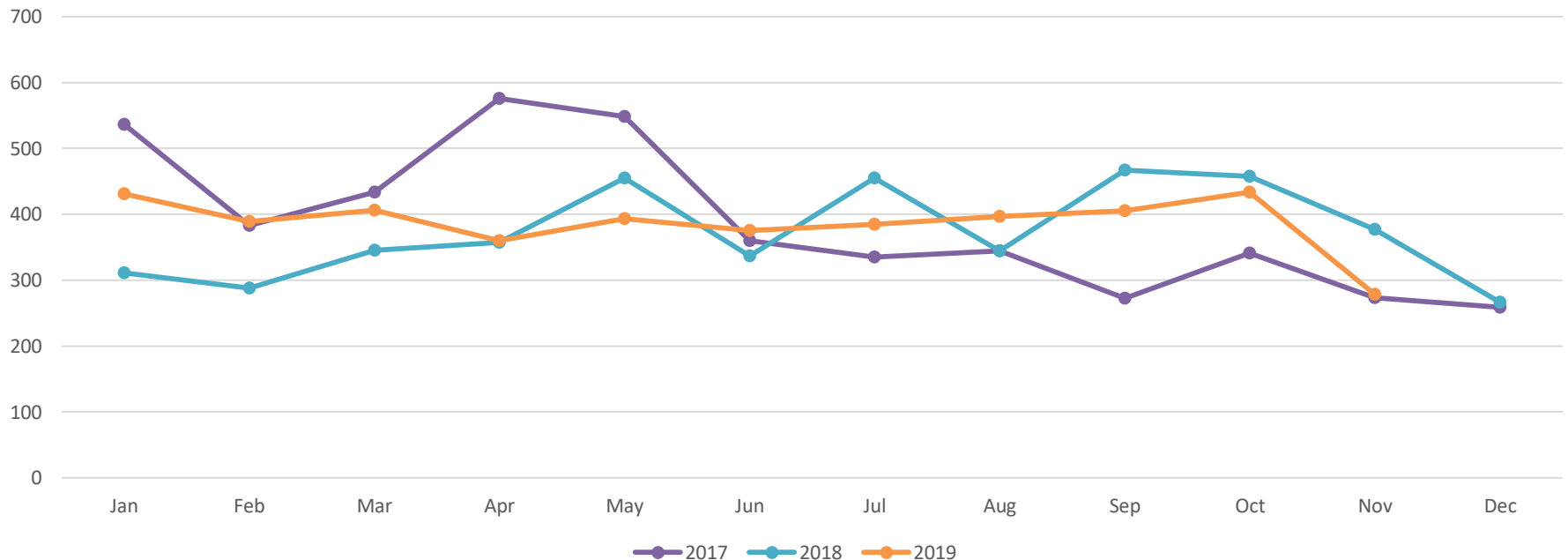
*Highest # of County Accounts 6/15: 126



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	360	393	375	385	397	405	433	278	

County Calls



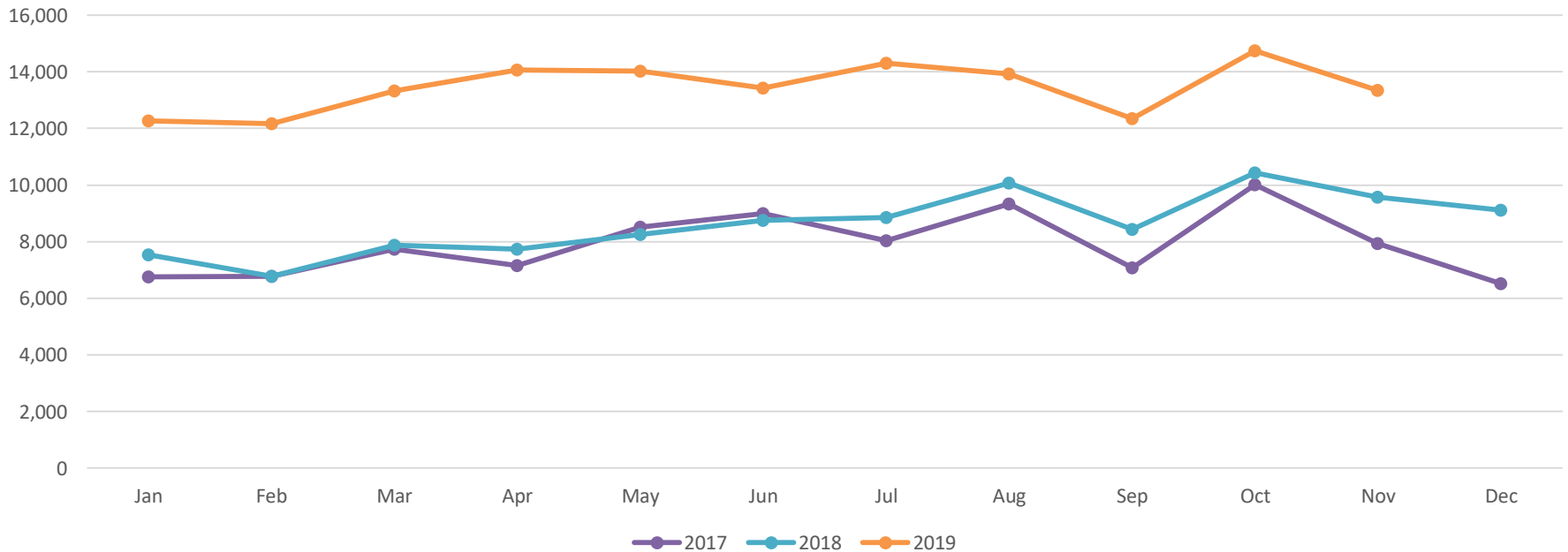
*Highest # of County Calls 3/14: 1,051



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	14,069	14,030	13,437	14,296	13,931	12,355	14,751	13,357	

County Filings

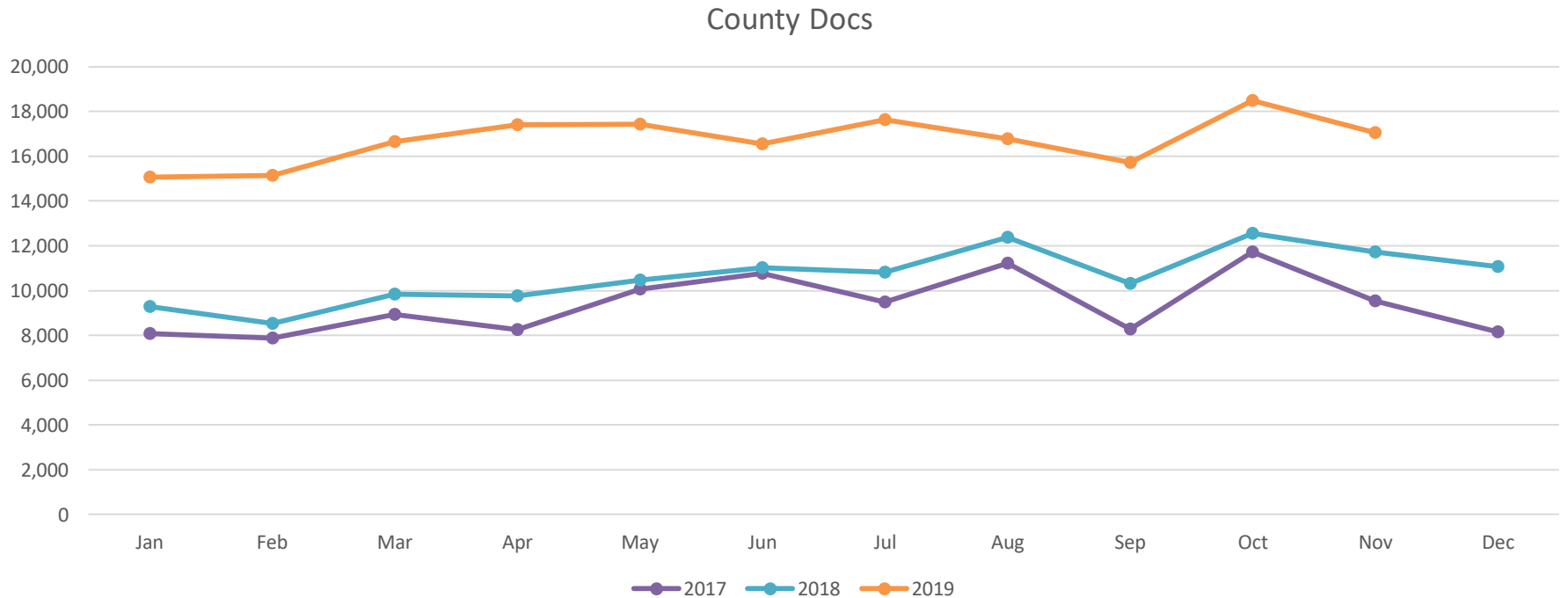


***Highest # of County Filings 10/19**



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	17,403	17,441	16,550	17,643	16,781	15,734	18,496	17,062	



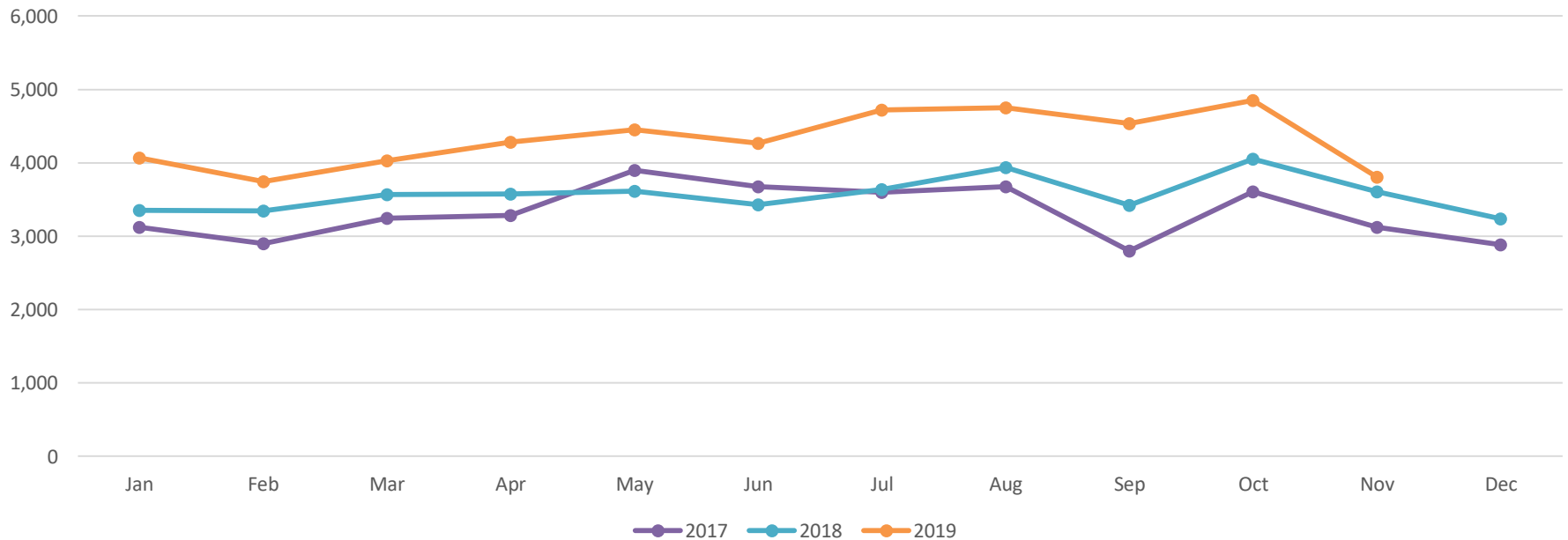
*Highest # of County Documents 10/19



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	4,283	4,449	4,269	4,720	4,692	4,538	4,850	3,805	

Customer Service Accounts



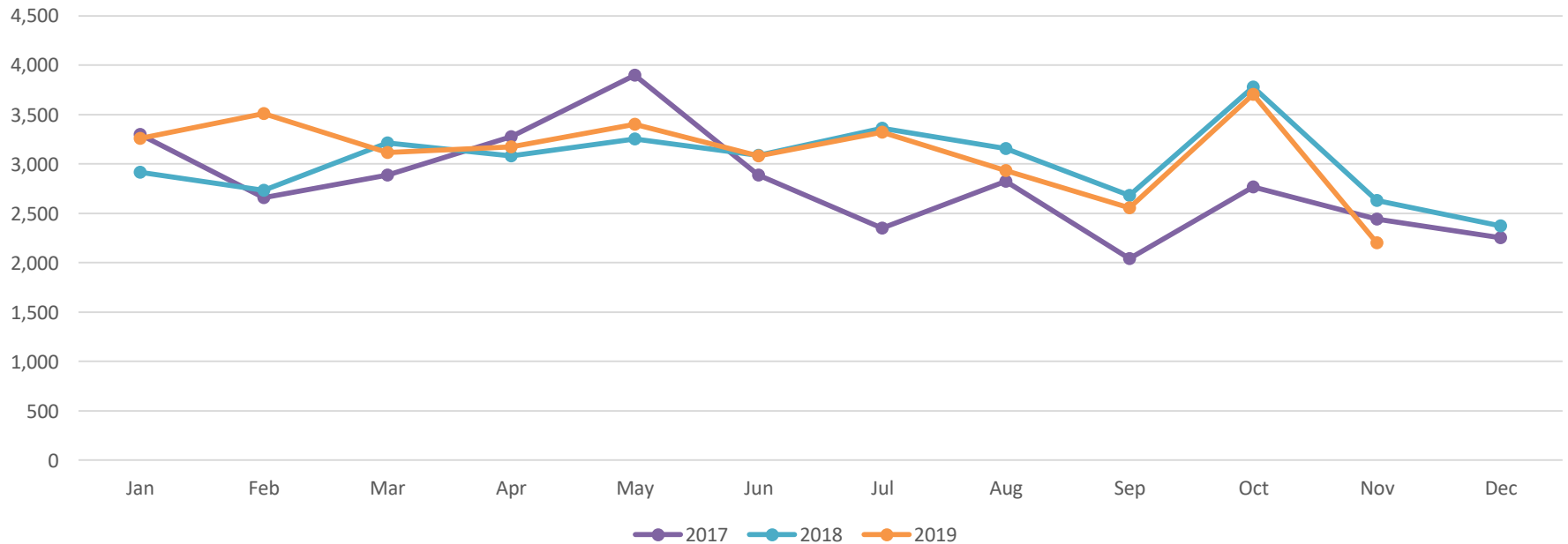
***Highest # of CS Accounts 10/19**



Customer Service Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	3,175	3,401	3,085	3,321	2,932	2,556	3,707	2,205	

Customer Service Calls



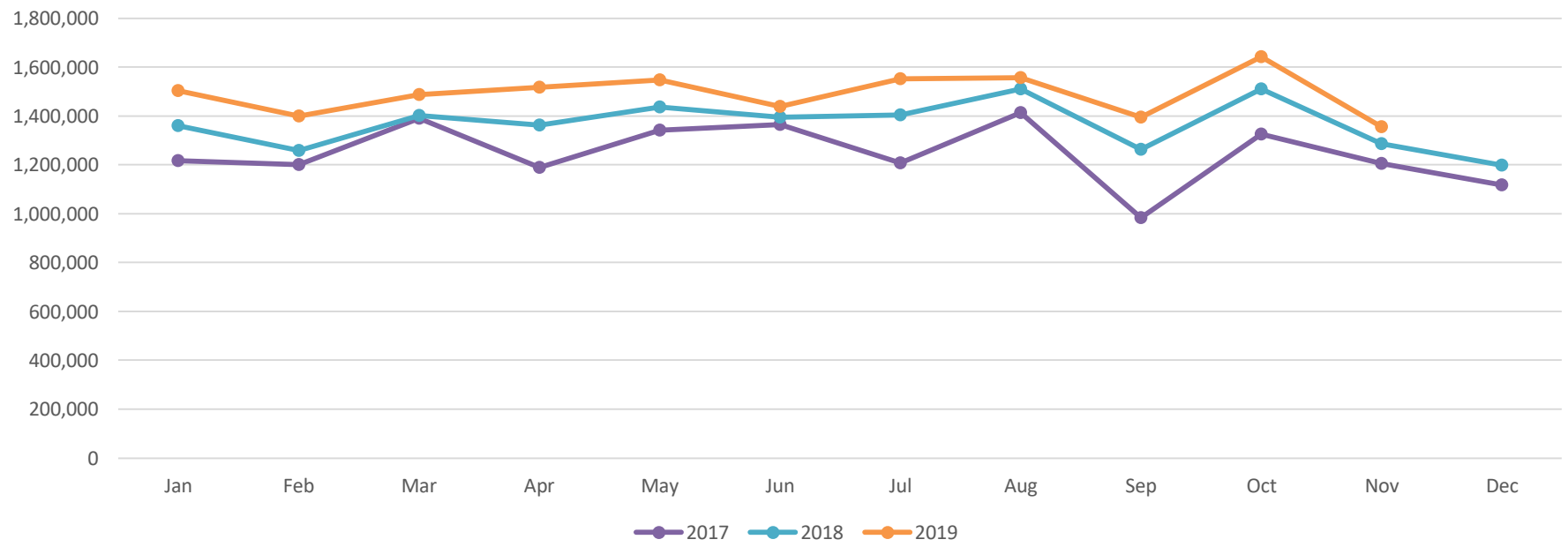
*Highest # of CS Call 10/14: 4,436



Customer Service Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	1,517,085	1,548,111	1,439,635	1,551,059	1,555,600	1,394,937	1,641,117	1,354,538	

Customer Service Filings

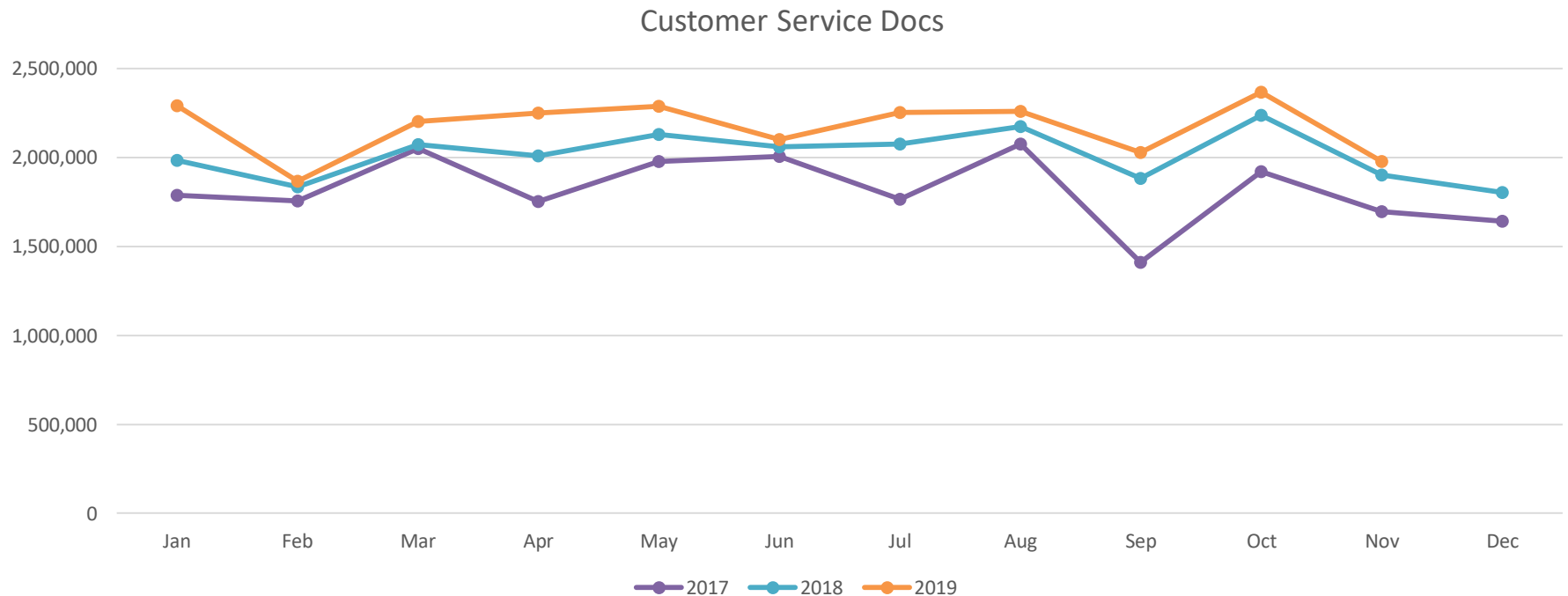


***Highest # of CS Filings 10/19**



Customer Service Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	2,249,105	2,286,824	2,101,626	2,252,104	2,260,513	2,029,274	2,366,072	1,976,986	



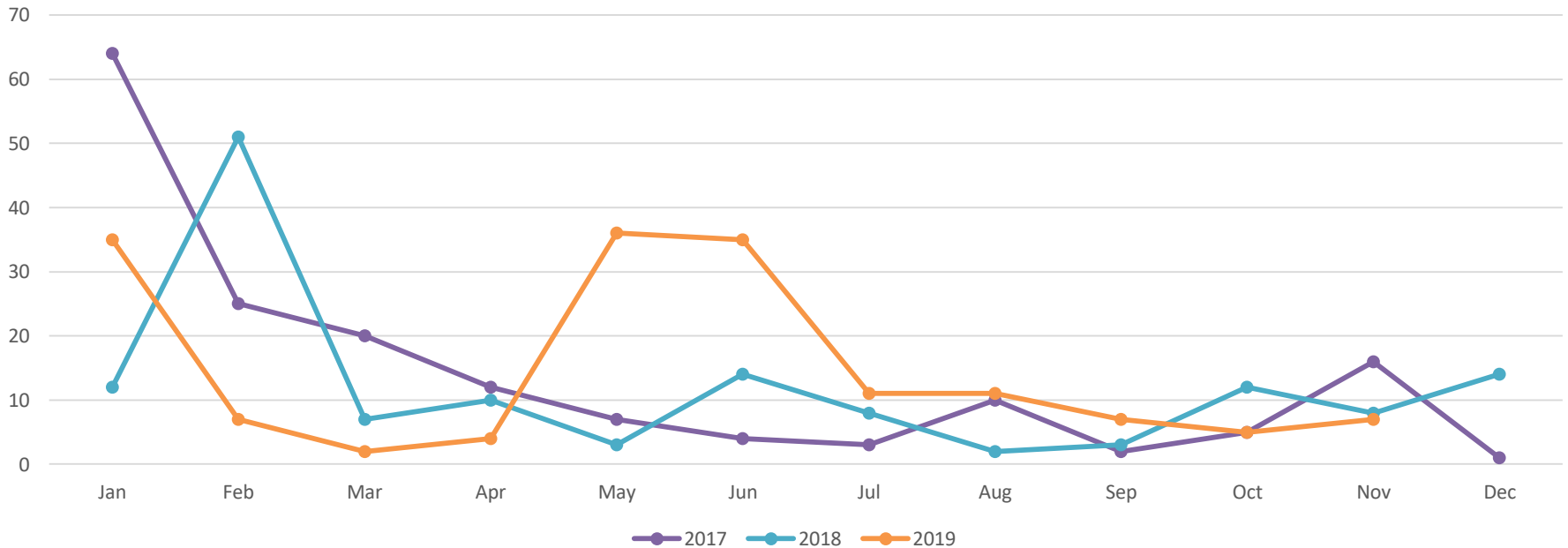
***Highest # of CS Docs 10/19**



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	4	36	35	11	11	7	5	7	

Judge Accounts



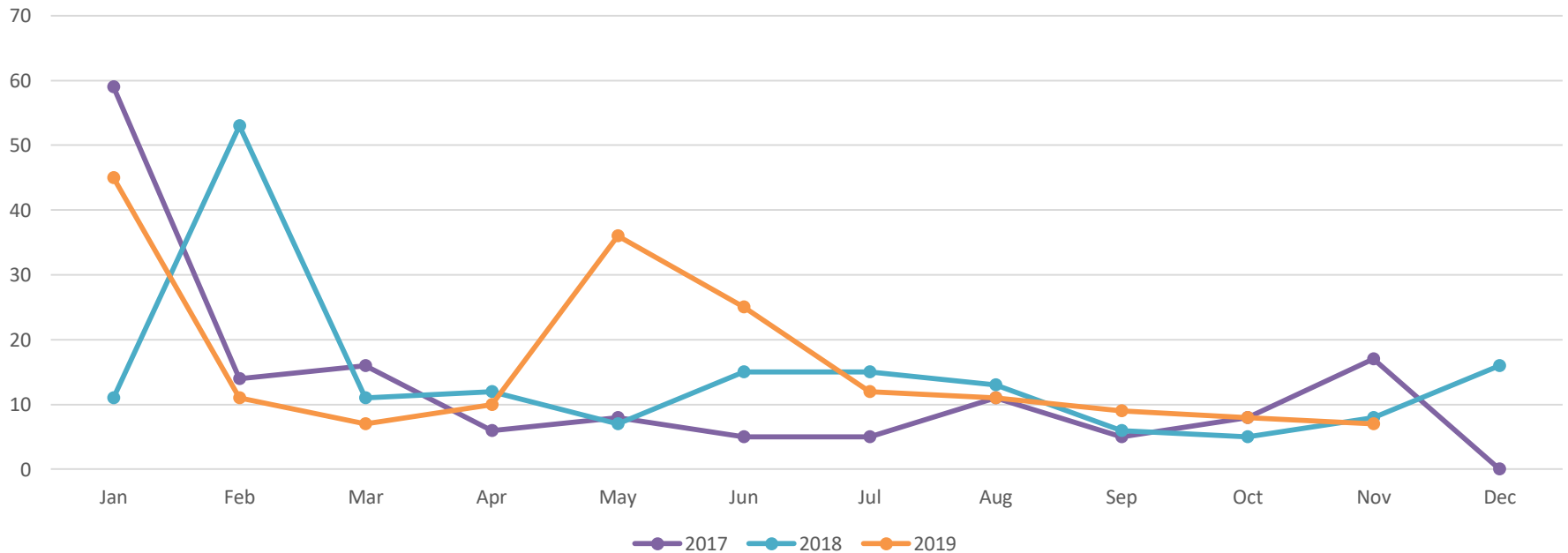
*Highest # of Judge Accounts 3/15: 129



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	10	36	25	12	11	9	8	7	

Judge Calls



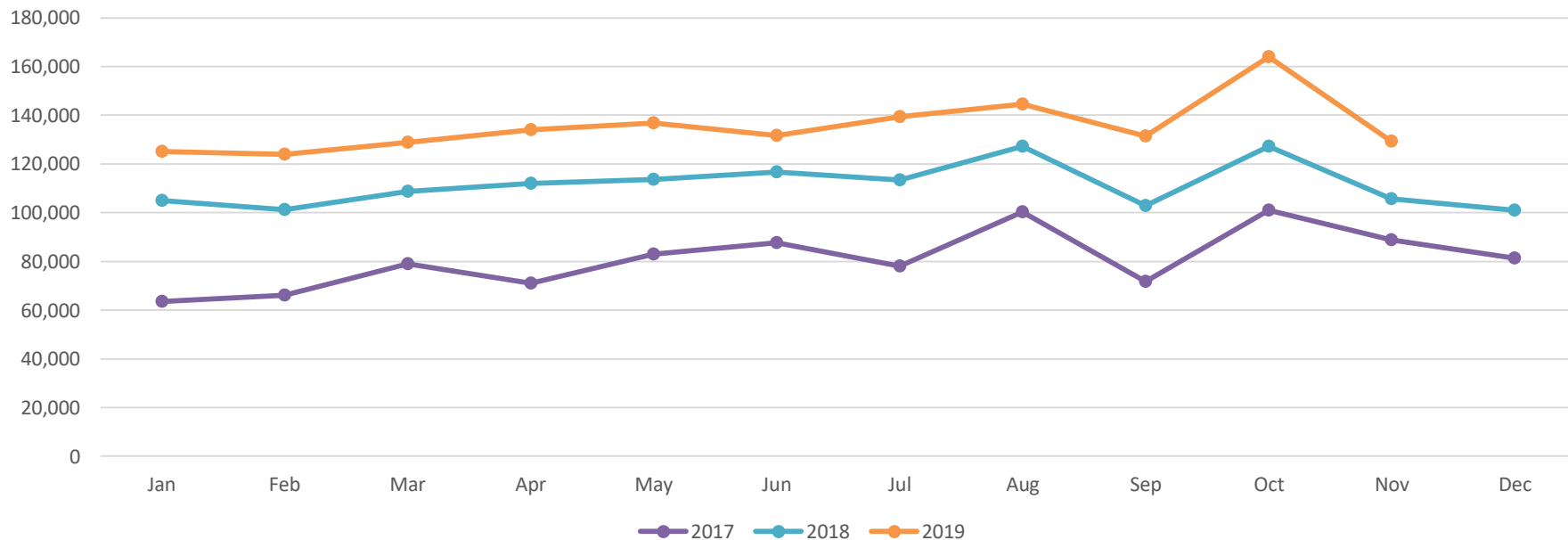
*Highest # of Judge Call 10/16: 60



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	133,909	136,736	131,648	139,437	144,430	131,420	163,907	129,243	

Judge Filings

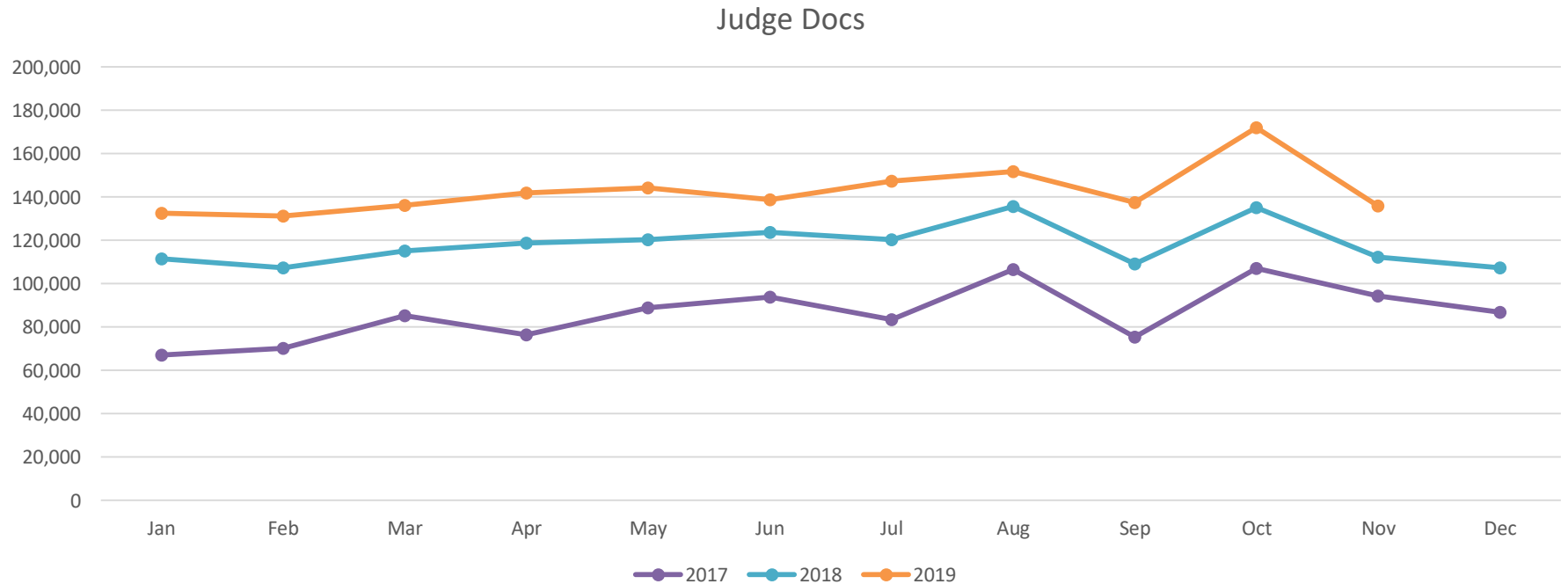


***Highest # of Judge Filings 10/19**



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	141,955	144,318	138,798	147,287	151,716	137,462	171,950	136,044	



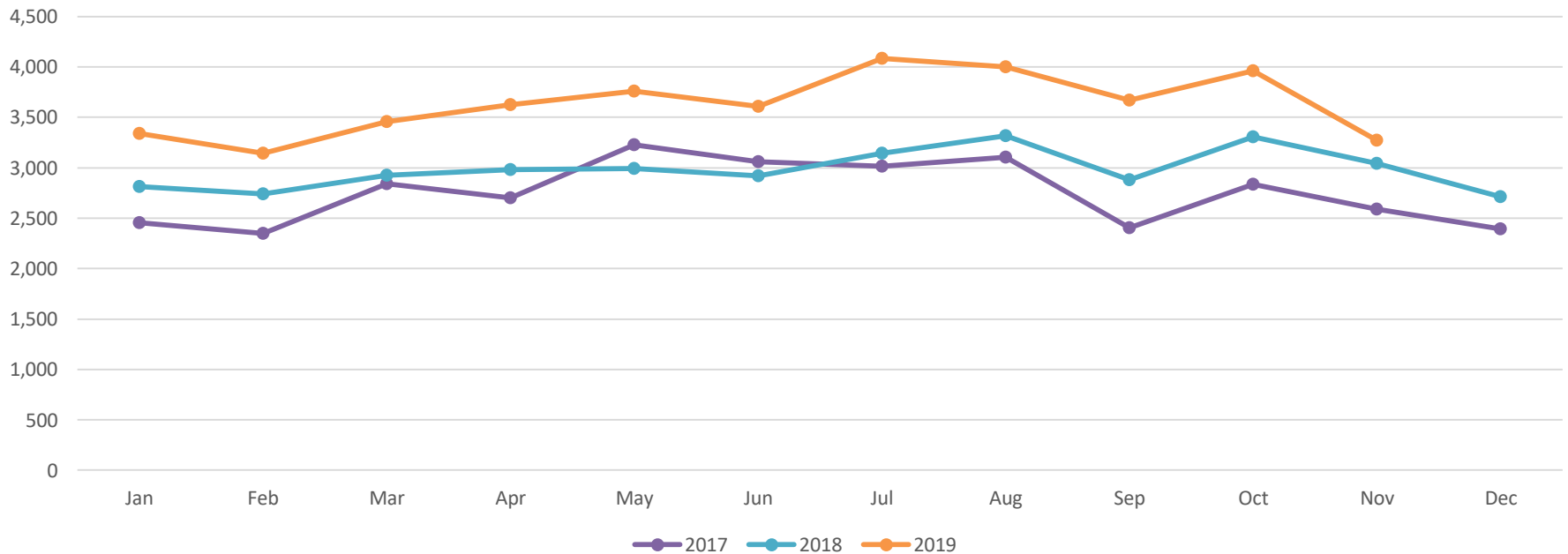
***Highest # of Judge Docs 10/19**



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	3,624	3,762	3,611	4,084	4,001	3,671	3,960	3,273	

Pro Se Accounts



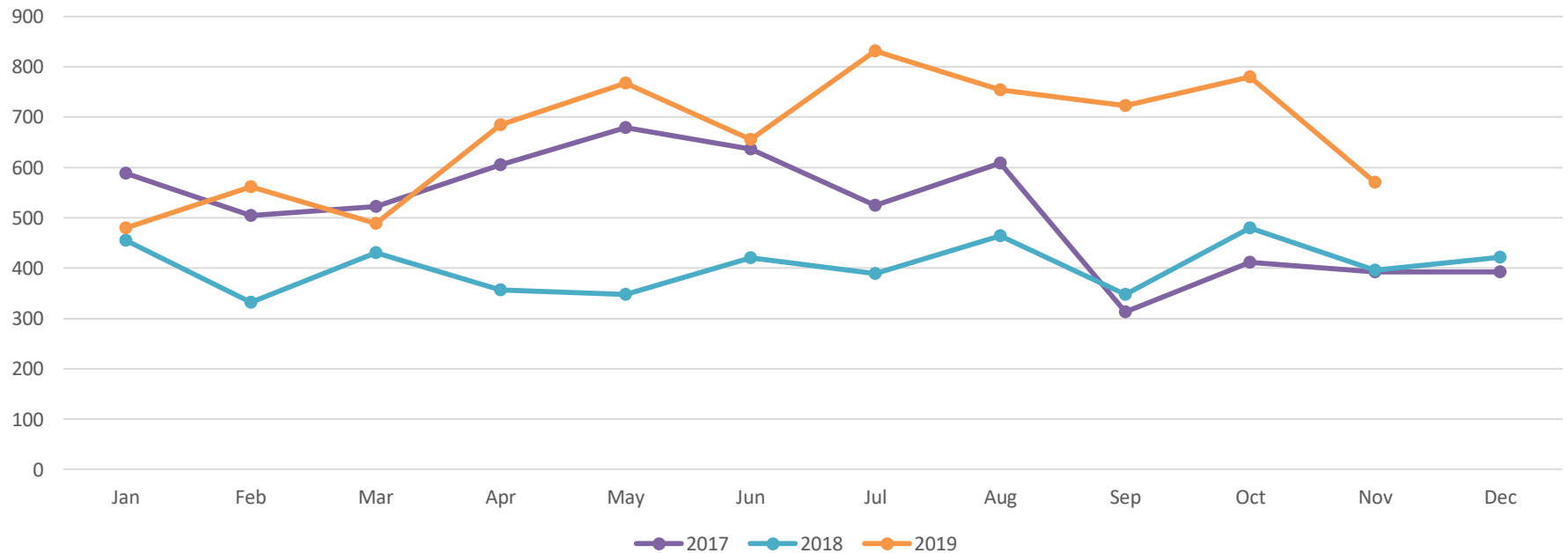
***Highest # of Pro Se Accounts 7/19**



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	685	768	656	831	754	723	780	571	

Pro Se Calls

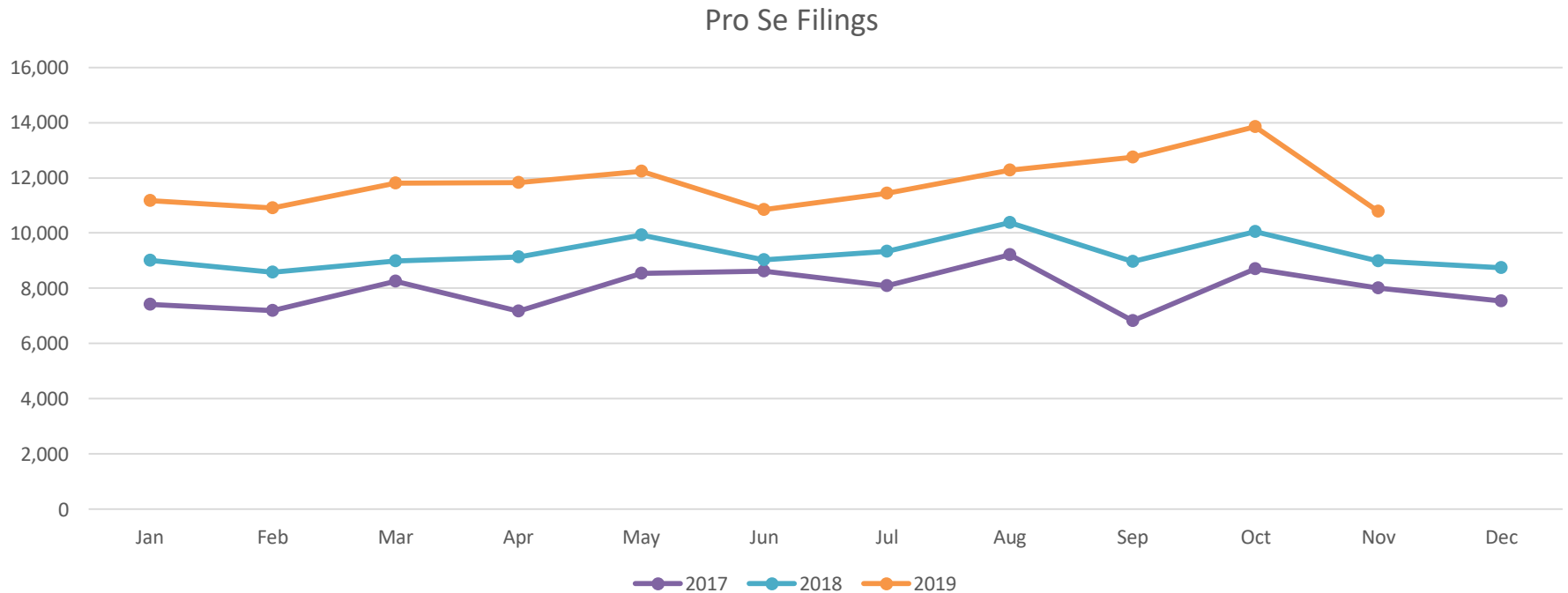


***Highest # of Pro Se Calls 7/19**



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	11,832	12,227	10,844	11,445	12,271	12,755	13,852	10,794	

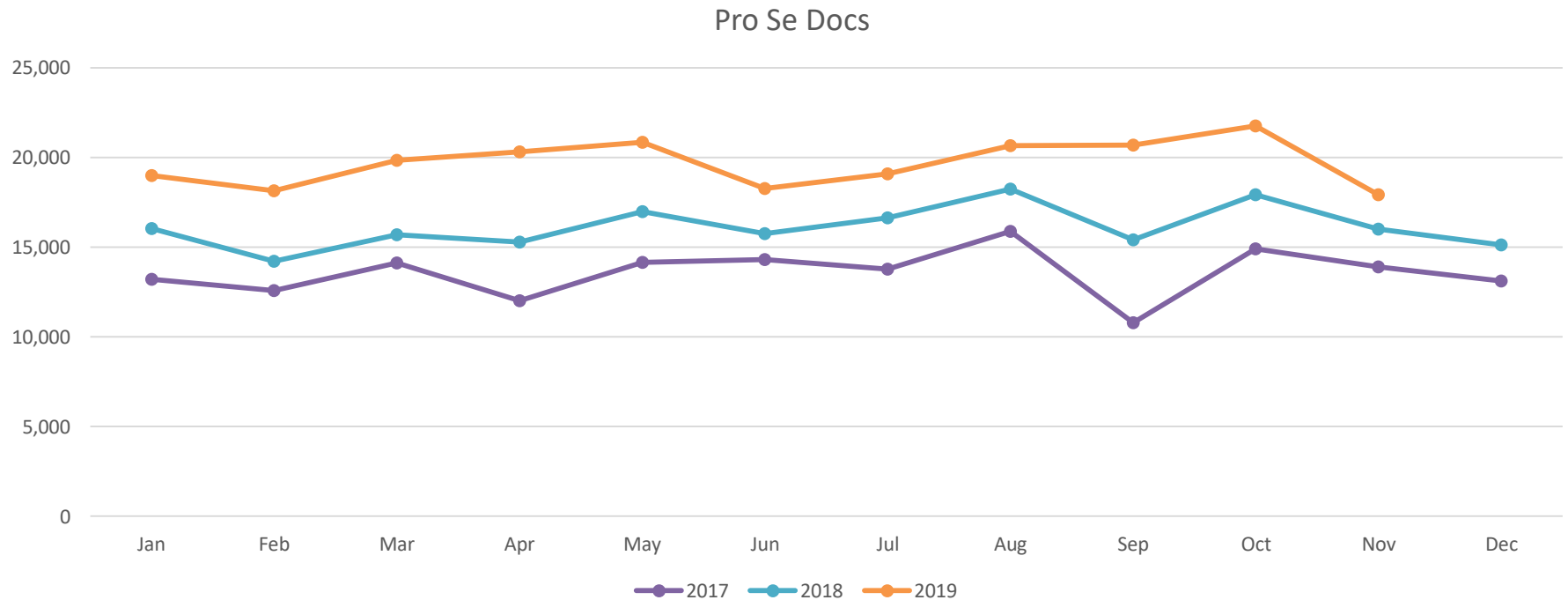


***Highest # of Pro Se Filings 10/19**



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	20,333	20,860	18,279	19,093	20,651	20,704	21,760	17,916	



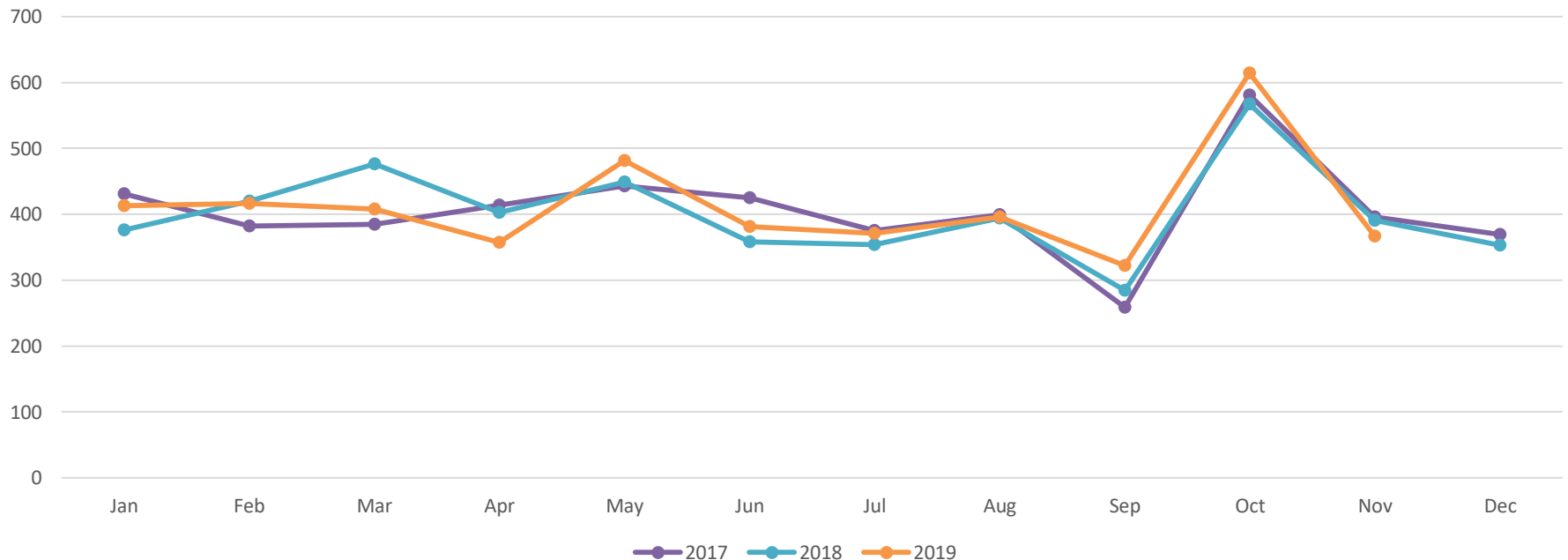
***Highest # of Pro Se Docs 10/19**



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	357	481	381	371	396	322	614	367	

Attorney Accounts

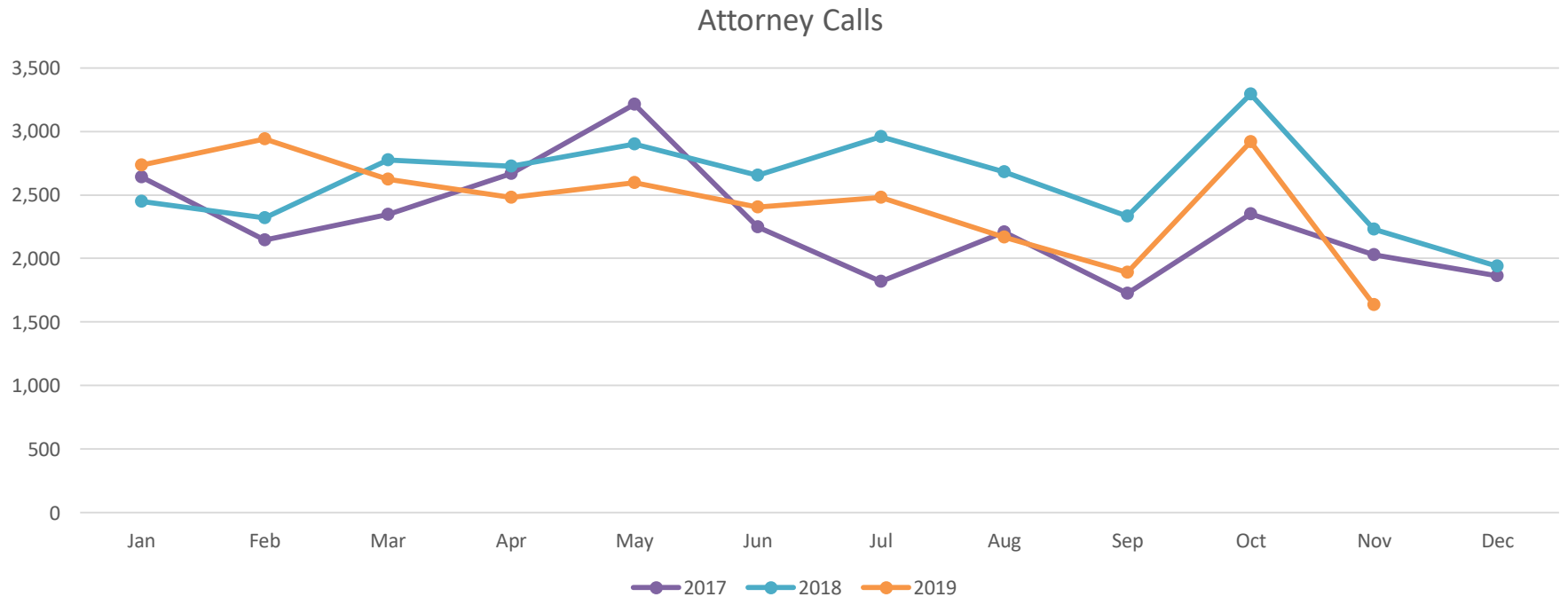


*Highest # of Attorney Accounts 4/14: 1,379



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	2,480	2,597	2,403	2,478	2,167	1,891	2,919	1,634	



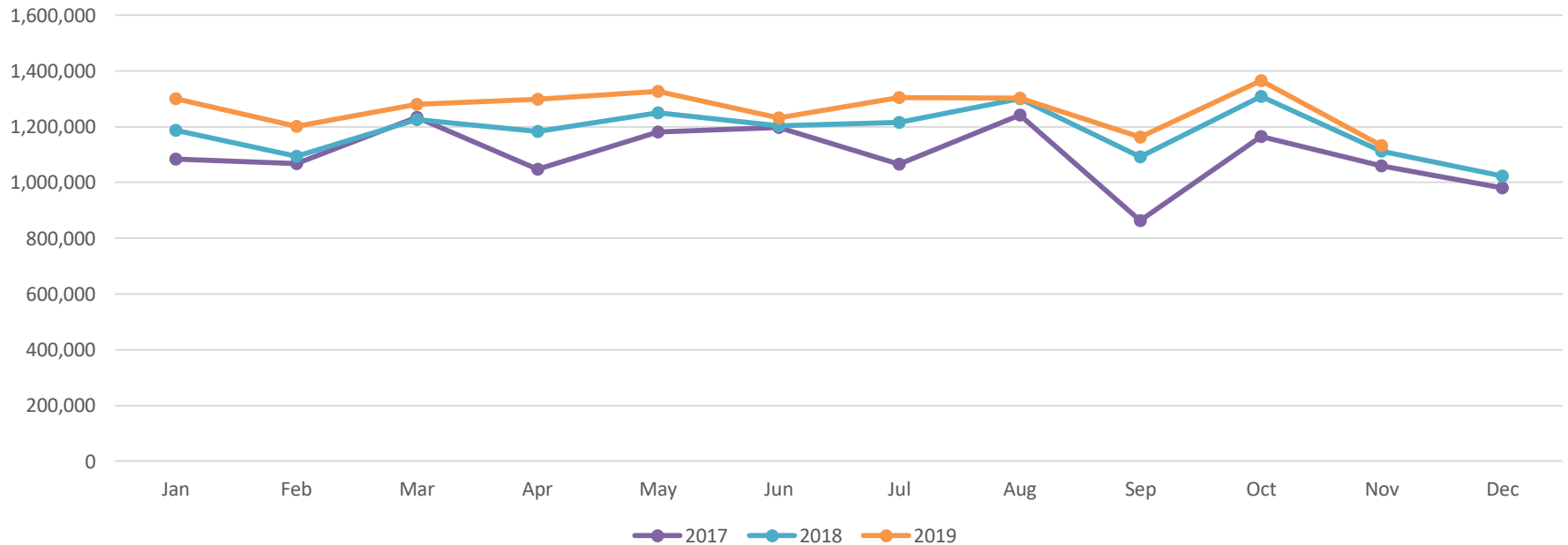
*Highest # of Attorney Calls 10/14: 4,237



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	1,299,422	1,326,599	1,231,895	1,304,534	1,302,563	1,163,545	1,365,810	1,131,782	

Attorney Filings



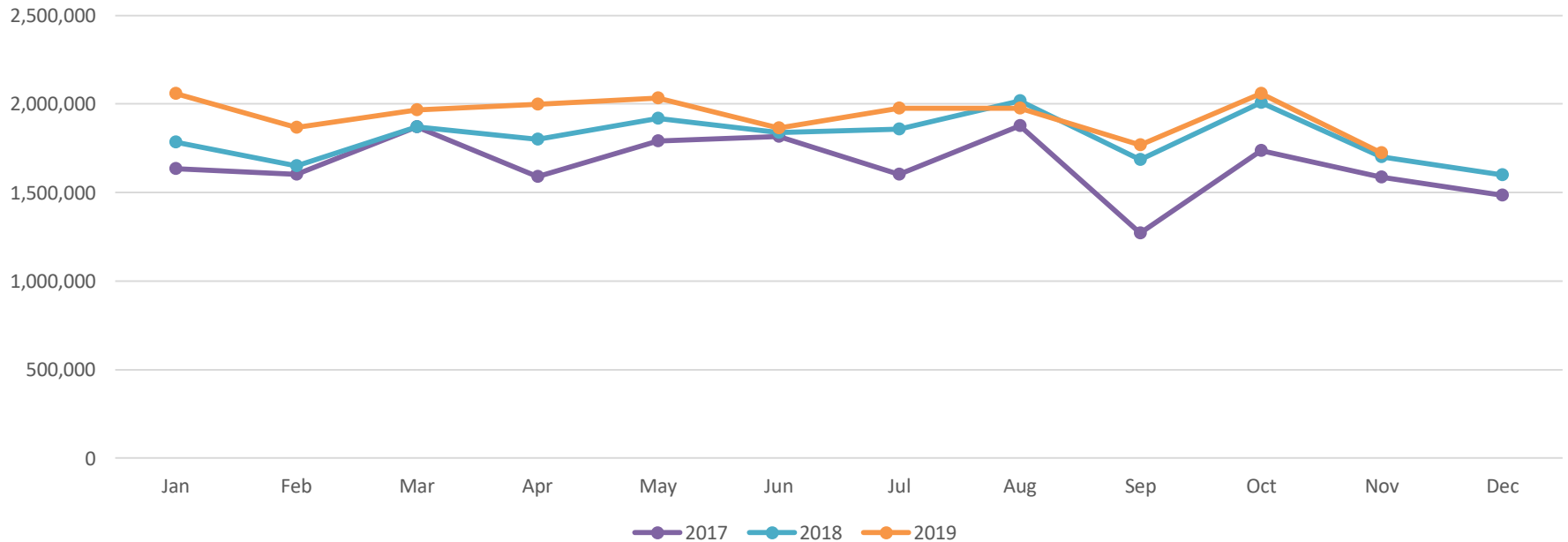
***Highest # of Attorney Filings 10/19**



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	1,484,653
2019	2,057,861	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	1,725,014	

Attorney Docs



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