



Florida Courts E-Filing Authority Board

Service Desk Report October 2016



E-Portal Service Desk

Types of Incidents

- **Customer Service Incidents (Section 2)**

- Attorneys Process Servers Mental Health Professionals
- Pro Se Mediators Law Enforcement
- Judges Court Reporters Creditors
- Media Local Agent State Agent
- Case Managers Domestic Violence Case Initiators

- **Technical and System Support Incidents (Section 3)**

- Clerks Other Stakeholders



Customer Service Incidents

October 2016 Statistics

Policies and Procedures Page 5

	August 2016	September 2016	October 2016
Incidents Received	2,773	2,452	2,385
Incidents Closed	2,756	2,447	2,362
Incidents Open at End of Month	34	22	41
Average Acknowledgement Time per Incident	.05 Days 25 Minutes	.04 Days 22 Minutes	.03 Days 18 Minutes
Average Resolution Time per Incident	.10 Days 54 Minutes	.10 Days 54 Minutes	.10 Days 52 Minutes
# of Filings	1,299,489	1,206,034	1,138,789
# of Documents	1,922,737	1,774,912	1,616,200



Judge Incidents

October 2016 Statistics

Policies and Procedures Page 5

	August 2016	September 2016	October 2016
Incidents Received	5	7	60
Incidents Closed	5	7	60
Incidents Open at End of Month	0	0	0
Average Acknowledgement Time per Incident	.01 Days 4 Minutes	.04 Days 21 Minutes	.01 Days 4 Minutes
Average Resolution Time per Incident	.16 Days 1 Hour 27Minutes	.07 Days 35 Minutes	.03 Days 16 Minutes
# of Filings	53,640	53,133	51,170
# of Documents	57,357	56,598	54,607



Pro Se Incidents

October 2016 Statistics

Policies and Procedures Page 5

	August 2016	September 2016	October 2016
Incidents Received	517	423	393
Incidents Closed	511	421	387
Incidents Open at End of Month	8	4	8
Average Acknowledgement Time per Incident	.05 Days 27 Minutes	.06 Days 27 Minutes	.03 Days 17 Minutes
Average Resolution Time per Incident	.11 Days 58 Minutes	.13 Days 1 Hour 3 Minutes	.10 Days 54 Minutes
# of Filings	6,368	5,994	6,356
# of Documents	11,479	10,867	11,219



Attorney Incidents

October 2016 Statistics

Policies and Procedures Page 5

	August 2016	September 2016	October 2016
Incidents Received	2,251	2,022	1,932
Incidents Closed	2,240	2,019	1,915
Incidents Open at End of Month	26	18	33
Average Acknowledgement Time per Incident	.05 Days 24 Minutes	.04 Days 20 Minutes	.03 Days 18 Minutes
Average Resolution Time per Incident	.10 Days 53 Minutes	.10 Days 52 Minutes	.09 Days 50 Minutes
# of Filings	1,176,750	1,088,793	1,021,632
# of Documents	1,781,116	1,639,454	1,534,350



Technical/System Support Incidents

October 2016 Statistics

Policies and Procedures Page 5

	August 2016	September 2016	October 2016
Incidents Received	463	437	323
Incidents Closed	453	432	322
Incidents Open at End of Month	13	18	22
Average Acknowledgement Time per Incident	.03 Days 17 Minutes	.04 Days 21 Minutes	.03 Days 15 Minutes
Average Resolution Time per Incident	.41 Days 3 Hours 44 Minutes	.44 Days 3 Hours 58 Minutes	.31 Days 2 Hours 45 Minutes
# of Filings	7,124	6,432	6,440
# of Documents	8,525	7,666	7,723



Top 10 Types of Incidents For:

- **Attorneys**

Account Set-up

Case Validation Error

Login Issues

Referred To County

Case Number Assistance

E-Service Issue

Password Reset

Case Question

Filing Status Check

Pending Registration

- **Self-Represented Litigant/Pro Se**

Account Set-Up

Case Question

General Question

Referred To County

Case Look-up

Create New Filing

Login Issues

Case Number Assistance

Email Issues

Password Reset

- **Judges**

Password Reset

Profile Edit



E-Portal Service Desk Initiatives

- Pending Filing Clean-Up:

Start Date	Count	End Date	Count
Nov. 1, 2015	78,000	October 31, 2016	1,530

- Testing Release 2016.02



Pro Se Data

Requested by Clerk Green and Clerk Smith

The data provided on the following slides displays the number of Pro Se Filer accounts and unique Pro Se Filers by County as well as how and when Pro Se Filers are contacting the E-Portal Service Desk for assistance.



Pro Se Filer Count by County

County Name	Pro Se Filer		Agent for Pro Se Filer	
	# of Accts	# of Unique Accts	# of Accts	# of Unique Accts
Alachua	407	388	0	0
Baker	12	11	0	0
Bay	442	421	0	0
Bradford	24	24	0	0
Brevard	819	773	0	0
Broward	4,355	4,075	3	3
Calhoun	4	4	0	0
Charlotte	187	179	0	0
Citrus	123	118	0	0
Clay	383	355	0	0
Collier	309	293	0	0
Columbia	106	103	0	0
Dade	4,299	3,982	9	9
Desoto	13	12	0	0
Dixie	7	7	0	0
Duval	1,520	1,354	1	1
Escambia	645	623	0	0



Pro Se Filer Count by County

County Name	Pro Se Filer		Agent for Pro Se Filer	
	# of Accts	# of Unique Accts	# of Accts	# of Unique Accts
Flagler	141	129	0	0
Franklin	10	9	0	0
Gadsden	69	65	0	0
Gilchrist	37	35	0	0
Glades	2	2	0	0
Gulf	18	17	0	0
Hamilton	1	1	0	0
Hardee	10	10	0	0
Hendry	38	36	0	0
Hernando	288	263	0	0
Highlands	79	78	0	0
Hillsborough	2,779	2,591	1	1
Holmes	19	16	0	0
Indian River	191	183	0	0
Jackson	45	36	0	0
Jefferson	11	11	0	0
Lafayette	0	0	0	0



Pro Se Filer Count by County

County Name	Pro Se Filer		Agent for Pro Se Filer	
	# of Accts	# of Unique Accts	# of Accts	# of Unique Accts
Lake	546	503	0	0
Lee	1,044	968	0	0
Leon	1,040	993	0	0
Levy	58	55	0	0
Liberty	14	12	0	0
Madison	8	8	0	0
Manatee	413	393	0	0
Marion	554	519	0	0
Martin	305	295	0	0
Monroe	113	101	0	0
Nassau	90	85	0	0
Okaloosa	300	286	0	0
Okeechobee	67	65	0	0
Orange	3,738	3,507	0	0
Osceola	592	563	0	0
Palm Beach	6,215	5,730	2	2
Pasco	837	792	0	0



Pro Se Filer Count by County

County Name	Pro Se Filer		Agent for Pro Se Filer	
	# of Accts	# of Unique Accts	# of Accts	# of Unique Accts
Pinellas	1,961	1,824	0	0
Polk	663	635	0	0
Putnam	59	55	0	0
St. Johns	313	300	0	0
St. Lucie	660	625	0	0
Santa Rosa	406	391	0	0
Sarasota	514	475	0	0
Seminole	1,125	1,070	0	0
Sumter	75	70	0	0
Suwannee	42	41	0	0
Taylor	26	23	0	0
Union	7	7	0	0
Volusia	784	738	0	0
Wakulla	72	68	0	0
Walton	47	45	0	0
Washington	37	37	0	0
Totals	40,118	38,881	16	16



Pro Se Call Times by Hour

Hour	Phone	Email	Total
12 AM	0	69	69
1 AM	0	149	149
2 AM	0	56	56
3 AM	0	46	46
4 AM	0	15	15
5 AM	0	21	21
6 AM	0	48	48
7 AM	0	123	123
8 AM	165	413	578
9 AM	338	835	1,173
10 AM	329	1,066	1,395
11 AM	294	1,446	1,740



Pro Se Call Times by Hour

Hour	Phone	Email	Total
12 PM	254	987	1,241
1 PM	267	960	1,227
2 PM	419	1,033	1,452
3 PM	369	1,096	1,465
4 PM	409	910	1,319
5 PM	12	563	575
6 PM	2	302	304
7 PM	2	187	189
8 PM	0	207	207
9 PM	0	145	145
10 PM	0	108	108
11 PM	0	112	112



At-A-Glance Statistics

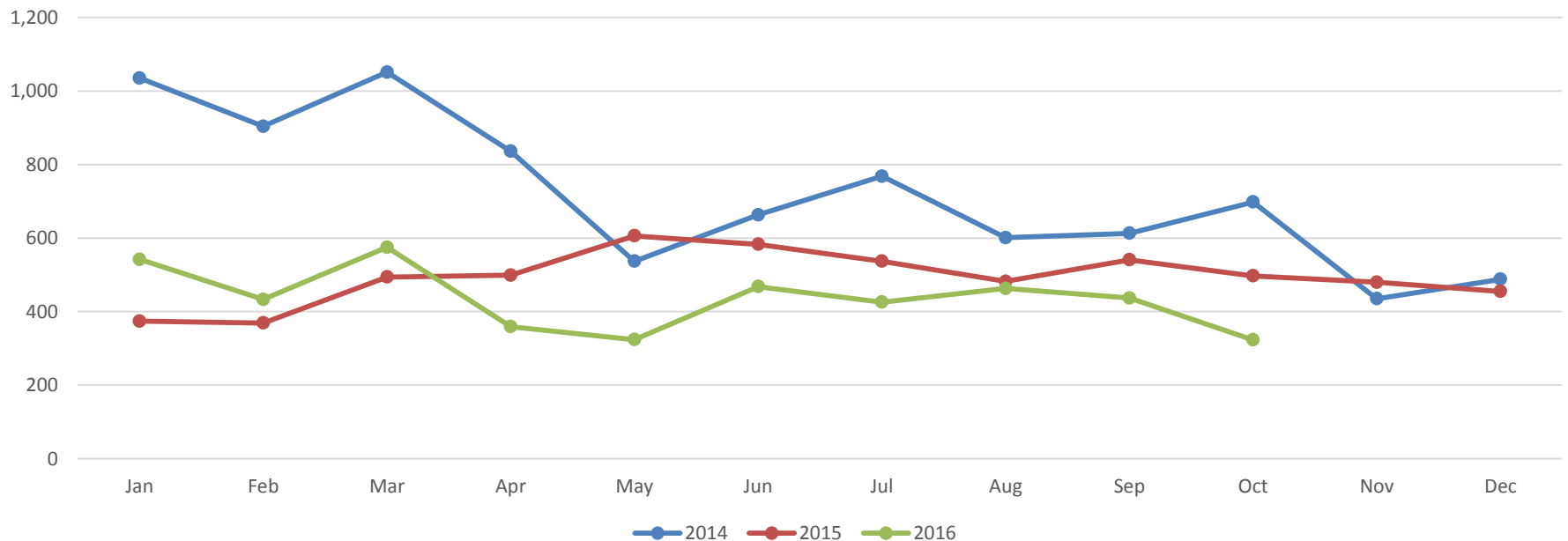
The following slides breakdown E-Portal Service Desk Calls, Filings, and Documents by year and month for Customer Service and Technical. If you have any questions, please contact Gia Howell at Howell@flclerks.com.



County Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	1,035	904	1,051	836	537	663	768	601	613	698	435	488
2015	374	369	494	499	606	583	537	482	541	497	480	455
2016	542	433	575	359	324	468	426	463	437	323		

County Calls

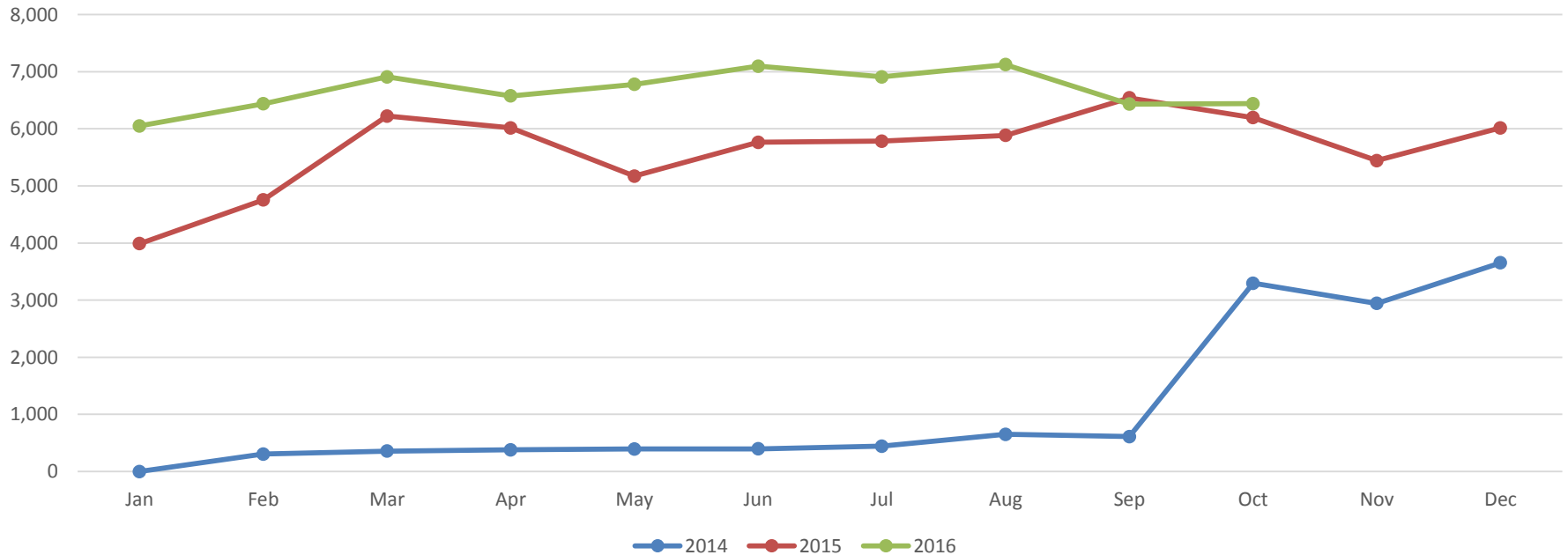


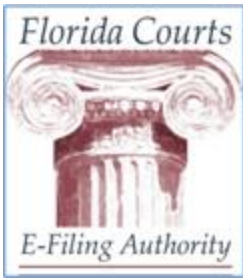


County Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	0	304	357	379	394	395	442	651	610	3,295	2,943	3,654
2015	3,990	4,753	6,223	6,015	5,172	5,764	5,783	5,884	6,540	6,195	5,443	6,015
2016	6,050	6,436	6,909	6,575	6,777	7,097	6,909	7,124	6,432	6,440		

County Filings

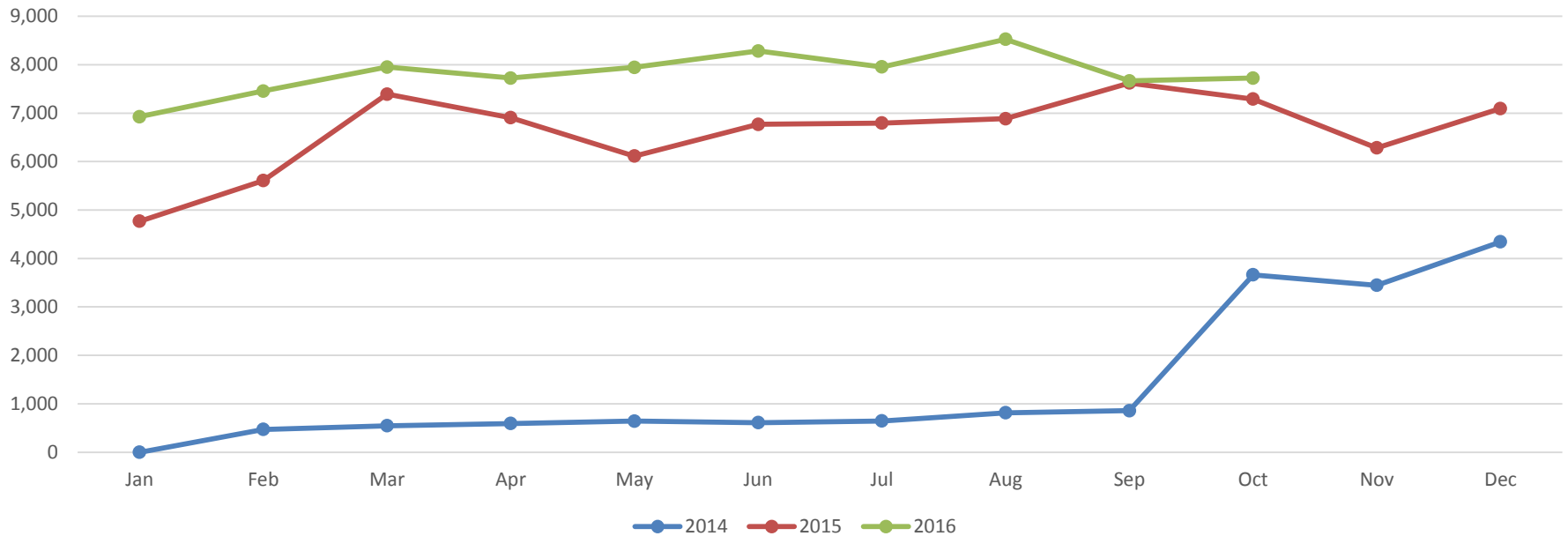




County Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	0	471	548	594	643	612	647	815	859	3,662	3,447	4,342
2015	4,768	5,608	7,391	6,906	6,115	6,769	6,795	6,885	7,622	7,289	6,283	7,096
2016	6,926	7,457	7,952	7,724	7,945	8,283	7,955	8,525	7,666	7,723		

County Documents

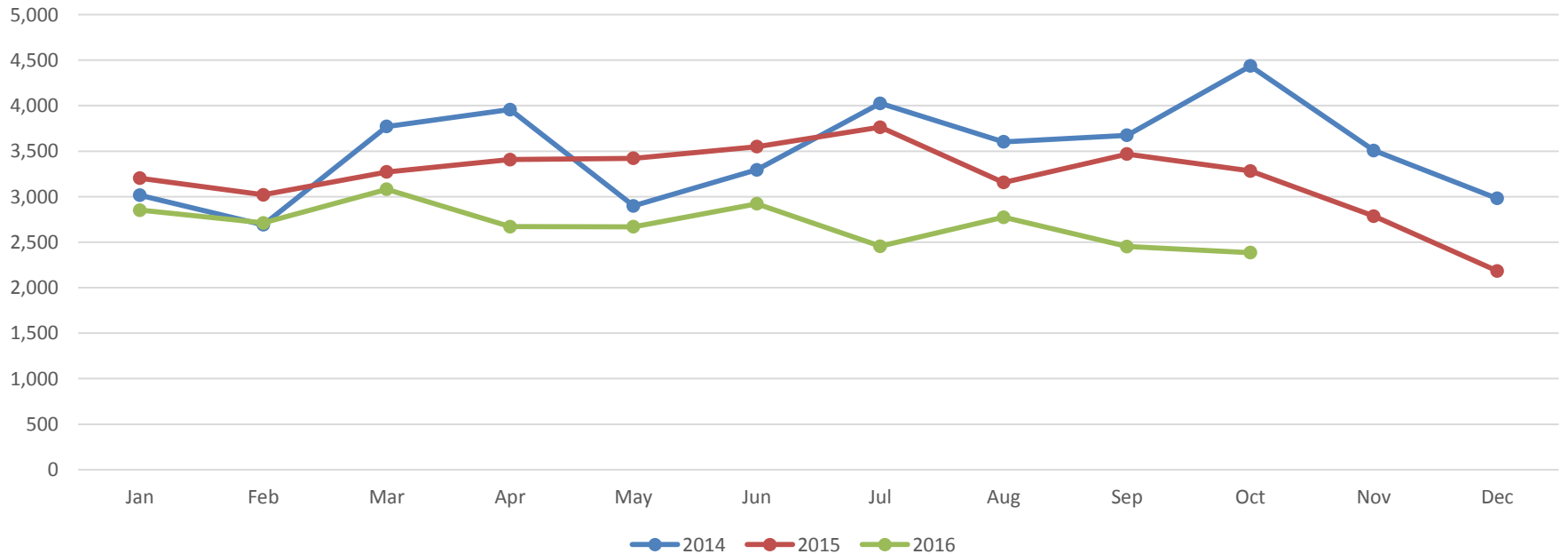




Customer Service Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	3,015	2,691	3,771	3,957	2,898	3,295	4,025	3,603	3,674	4,436	3,508	2,982
2015	3,203	3,021	3,271	3,407	3,421	3,549	3,764	3,156	3,469	3,282	2,786	2,184
2016	2,852	2,712	3,081	2,671	2,669	2,922	2,456	2,773	2,452	2,385		

Customer Service Calls

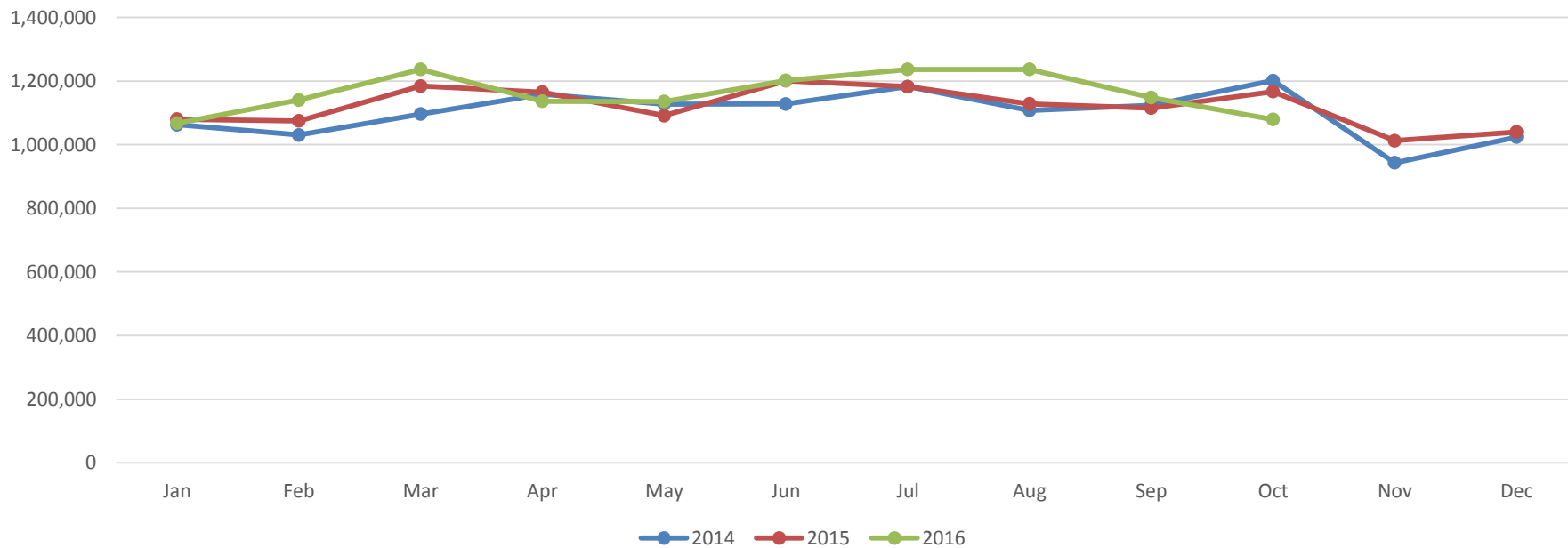




Customer Service Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	1,062,497	1,030,499	1,095,960	1,158,749	1,127,684	1,128,132	1,182,619	1,107,967	1,123,854	1,201,469	943,197	1,023,541
2015	1,080,109	1,074,817	1,184,109	1,164,815	1,091,394	1,200,965	1,182,545	1,128,309	1,115,091	1,166,700	1,012,485	1,039,584
2016	1,067,747	1,140,458	1,236,627	1,136,218	1,135,684	1,201,808	1,236,631	1,236,758	1,147,920	1,079,158		

Customer Service Filings

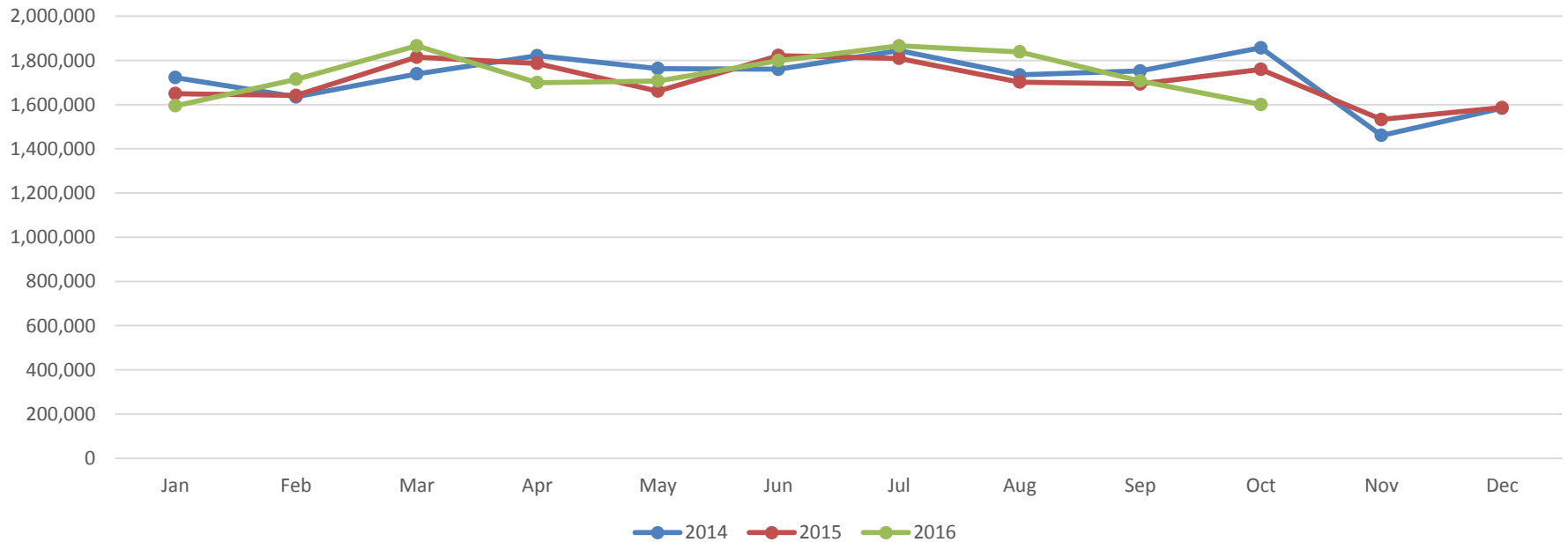




Customer Service Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	1,722,437	1,635,165	1,739,029	1,820,982	1,763,240	1,760,187	1,844,454	1,734,190	1,752,510	1,856,679	1,460,719	1,584,162
2015	1,649,347	1,641,519	1,814,544	1,786,124	1,660,997	1,821,824	1,809,267	1,701,816	1,693,795	1,759,495	1,532,854	1,586,227
2016	1,594,688	1,714,780	1,865,776	1,699,662	1,707,096	1,798,999	1,865,858	1,838,473	1,706,919	1,600,176		

Customer Service Documents

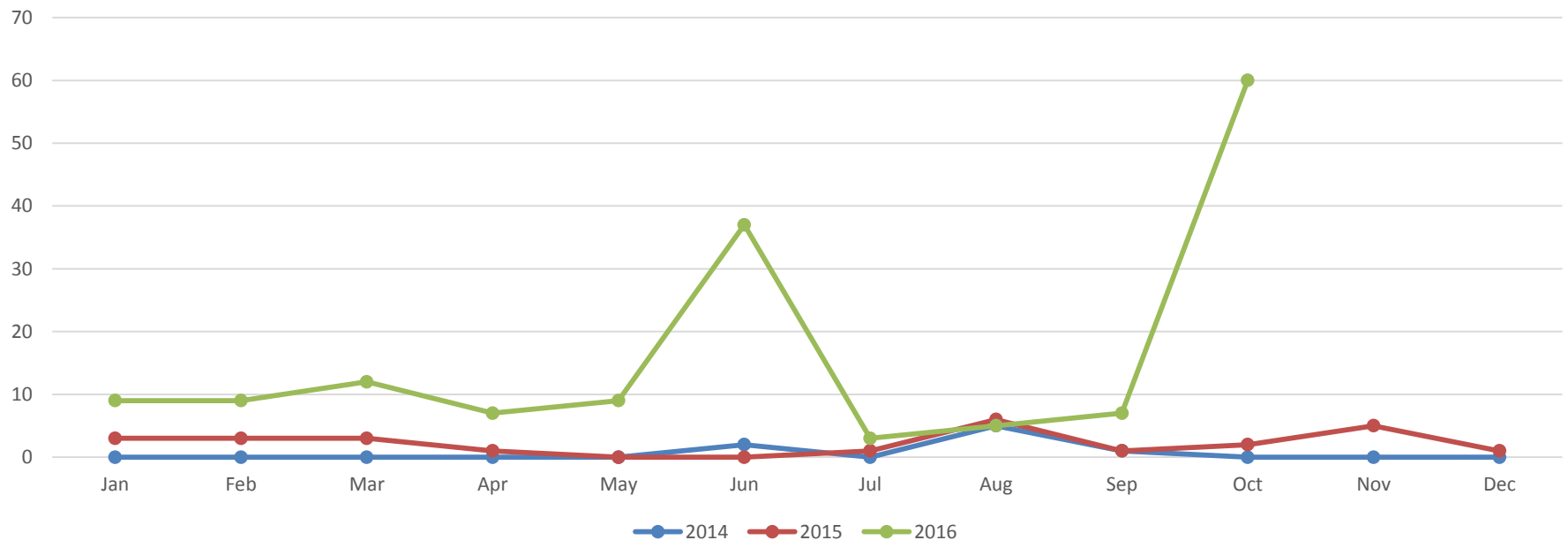




Judge Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	0	0	0	0	0	2	0	5	1	0	0	0
2015	3	3	3	1	0	0	1	6	1	2	5	1
2016	9	9	12	7	9	37	3	5	7	60		

Judge Calls

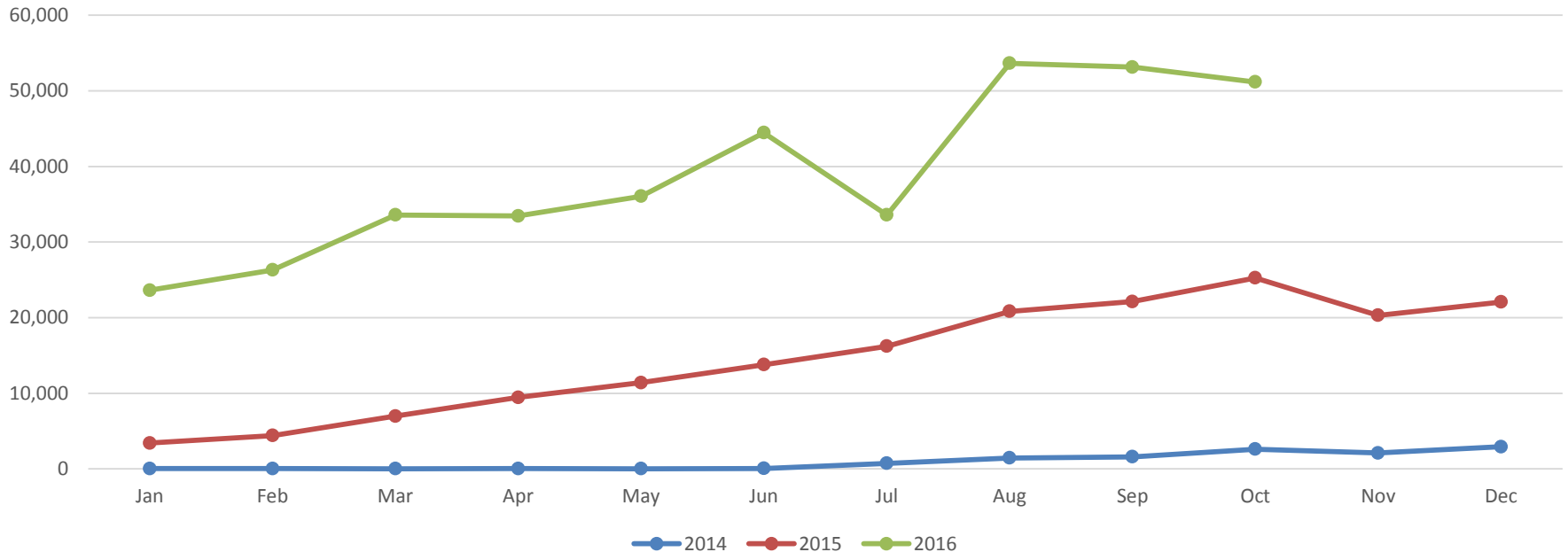


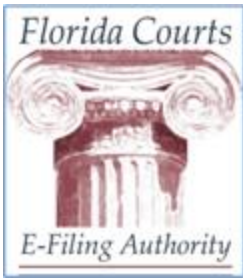


Judge Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	36	37	35	53	31	56	743	1,459	1,599	2,606	2,116	2,938
2015	3,427	4,414	6,981	9,450	11,397	13,786	16,224	20,829	22,123	25,266	20,313	22,068
2016	23,632	26,312	33,590	33,443	36,062	44,448	33,590	53,640	53,133	51,170		

Judge Filings

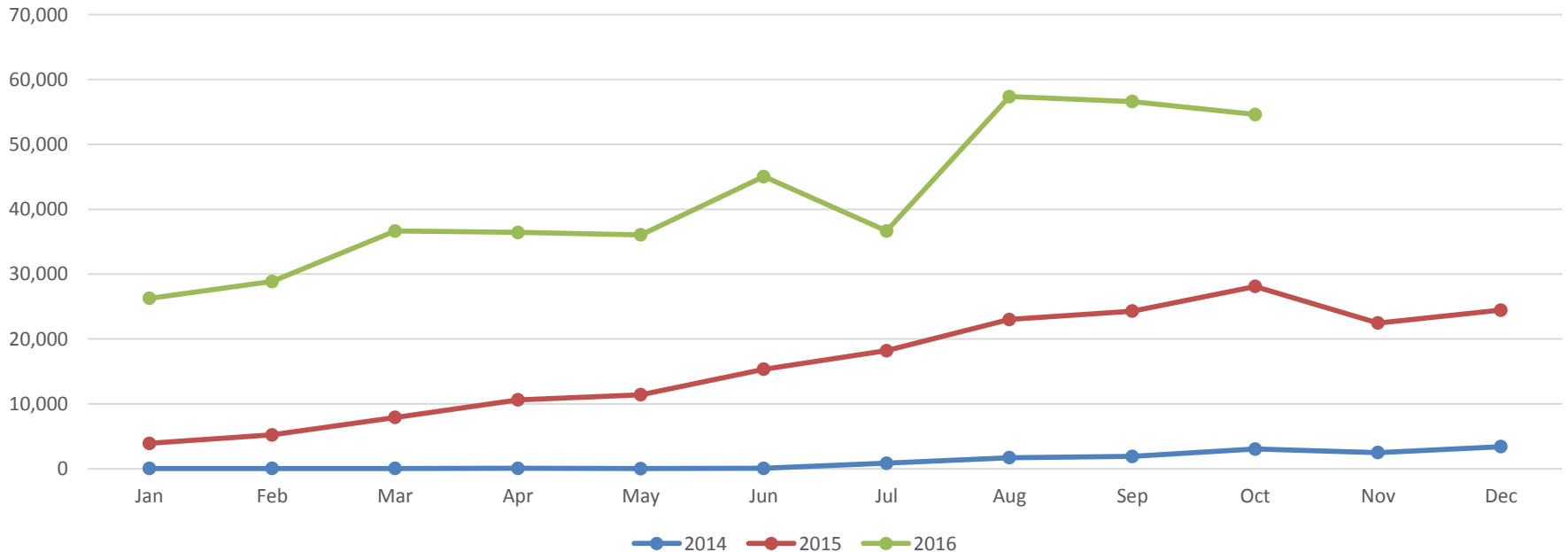




Judge Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	44	45	48	68	31	75	850	1,711	1,902	3,032	2,495	3,419
2015	3,902	5,232	7,900	10,630	11,397	15,342	18,193	23,000	24,308	28,106	22,471	24,446
2016	26,256	28,859	36,639	36,417	36,062	45,032	36,639	57,357	56,598	54,607		

Judge Documents

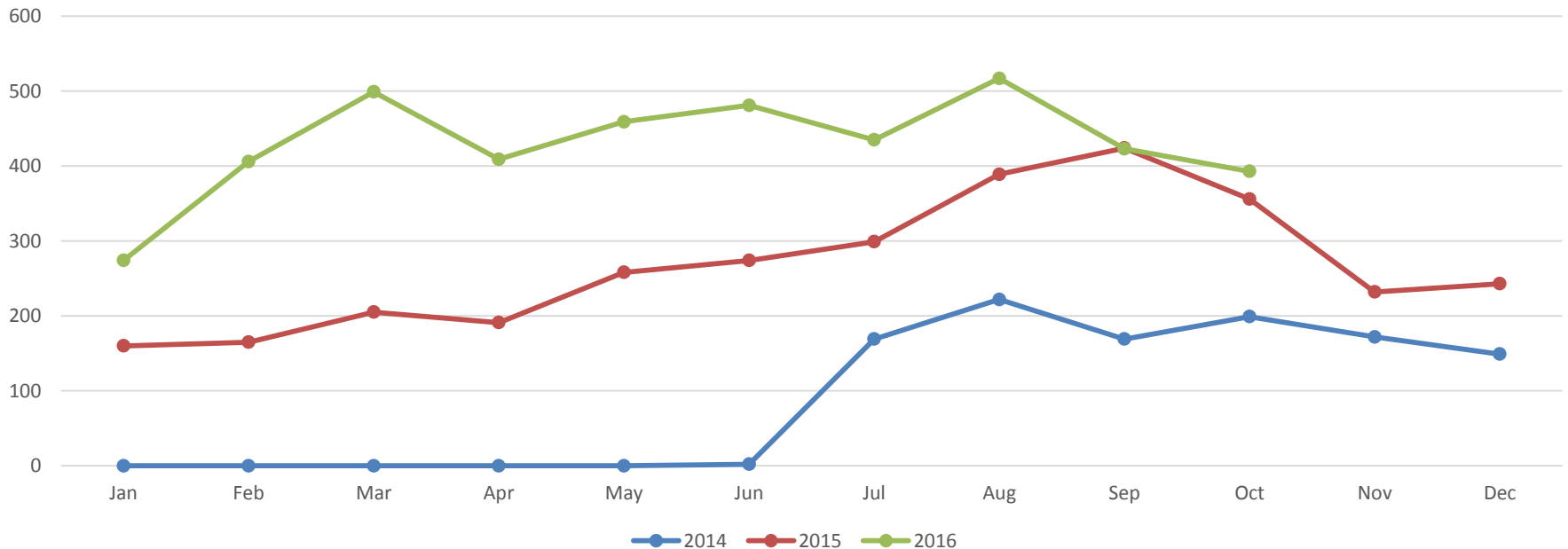




Pro Se Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	0	0	0	0	0	2	169	222	169	199	172	149
2015	160	165	205	191	258	274	299	389	424	356	232	243
2016	274	406	499	409	459	481	435	517	423	393		

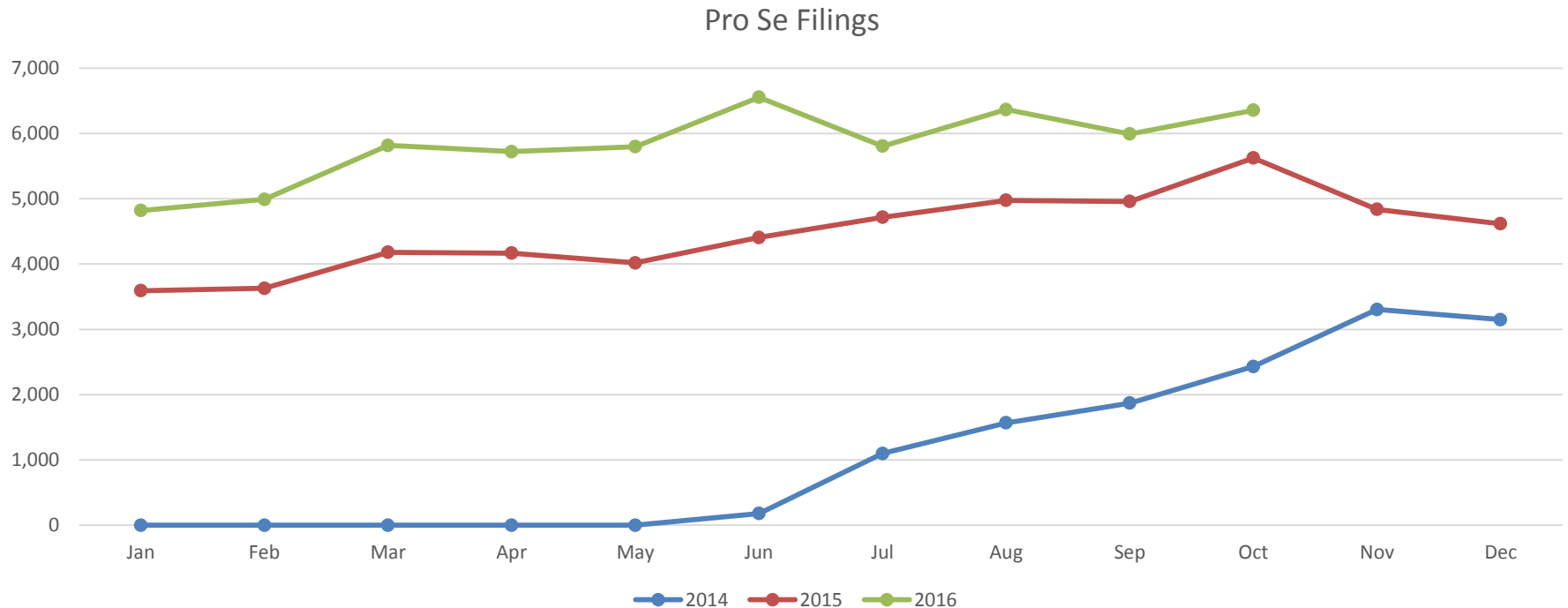
Pro Se Calls





Pro Se Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	0	0	0	0	0	179	1,099	1,567	1,871	2,431	3,305	3,148
2015	3,592	3,630	4,181	4,167	4,018	4,407	4,718	4,977	4,960	5,626	4,839	4,617
2016	4,820	4,991	5,819	5,722	5,798	6,556	5,808	6,368	5,994	6,356		

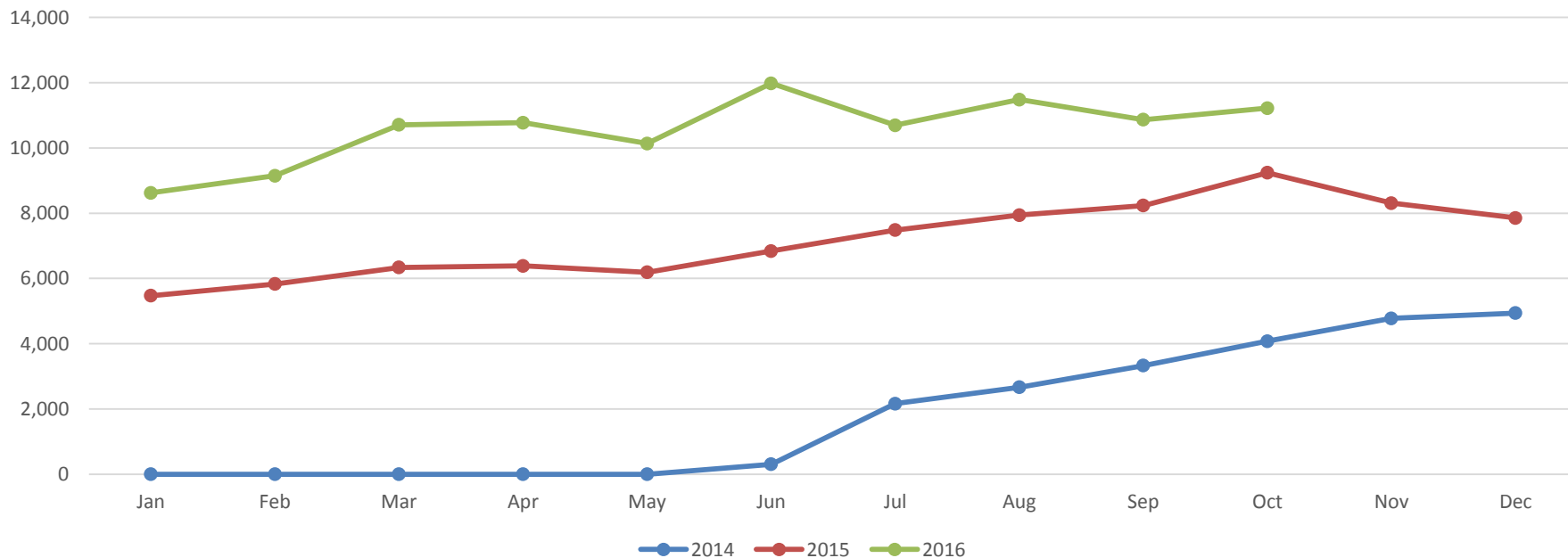




Pro Se Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	0	0	0	0	0	308	2,164	2,665	3,330	4,078	4,777	4,938
2015	5,473	5,831	6,338	6,386	6,188	6,841	7,483	7,943	8,236	9,239	8,307	7,855
2016	8,625	9,146	10,706	10,772	10,135	11,980	10,695	11,479	10,867	11,219		

Pro Se Documents

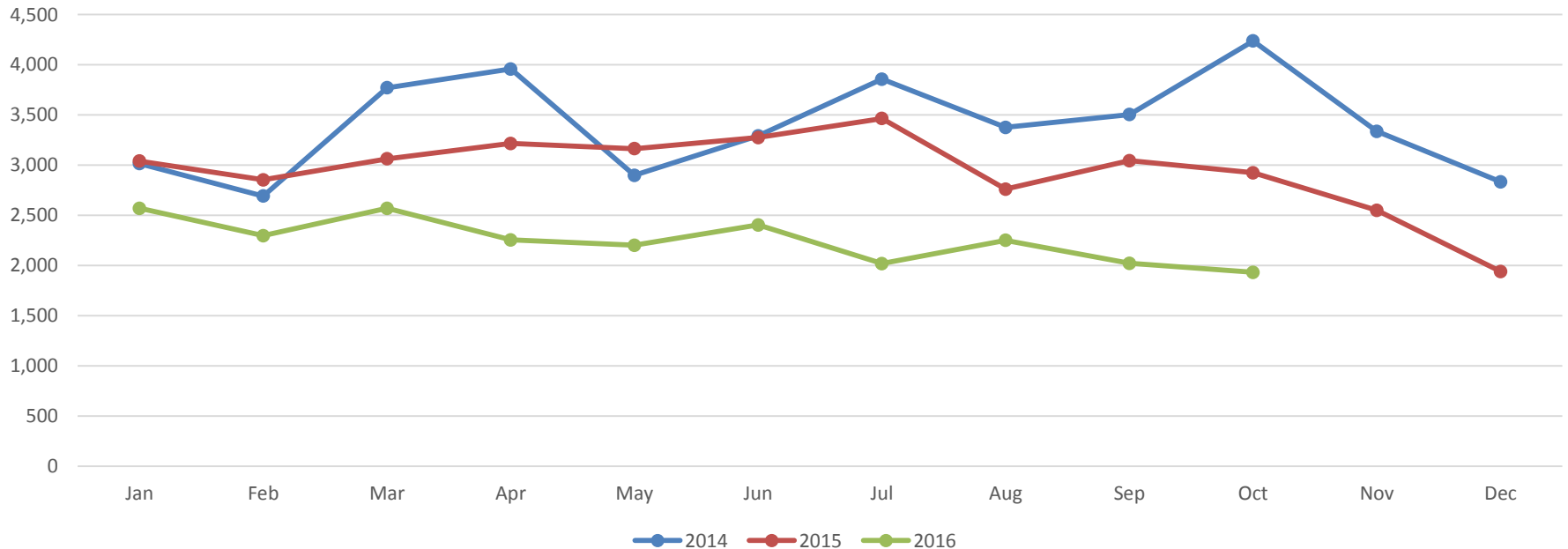




Attorney Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	3,015	2,691	3,771	3,957	2,898	3,291	3,856	3,376	3,504	4,237	3,336	2,833
2015	3,040	2,853	3,063	3,215	3,163	3,275	3,464	2,761	3,044	2,924	2,549	1,940
2016	2,569	2,297	2,570	2,255	2,201	2,404	2,018	2,251	2,022	1,932		

Attorney Calls

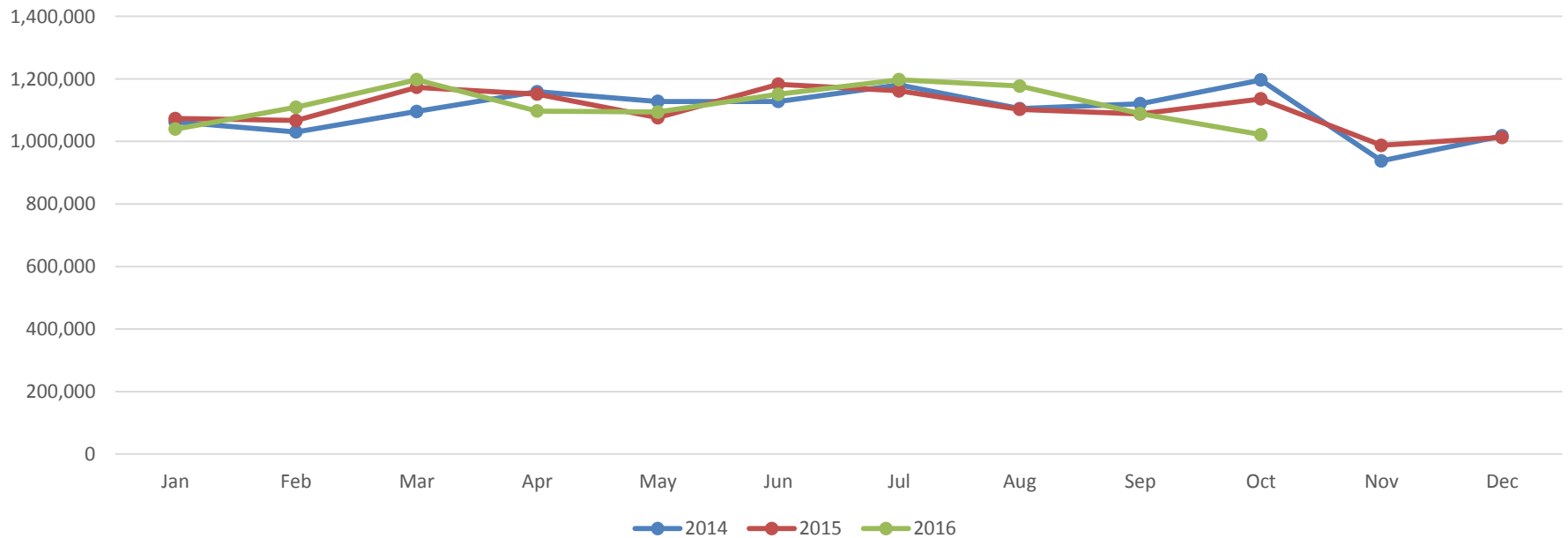




Attorney Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	1,062,461	1,030,396	1,095,925	1,158,696	1,127,653	1,127,897	1,180,777	1,104,941	1,120,384	1,196,432	937,776	1,017,455
2015	1,073,090	1,066,773	1,172,947	1,151,198	1,075,979	1,182,772	1,161,603	1,102,503	1,088,008	1,135,808	987,333	1,012,899
2016	1,039,295	1,109,155	1,197,218	1,097,053	1,093,824	1,150,804	1,197,233	1,176,750	1,088,793	1,021,632		

Attorney Filings





Attorney Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	1,722,393	1,635,120	1,738,981	1,820,914	1,763,209	1,759,804	1,841,440	1,732,479	1,747,278	1,849,569	1,453,447	1,575,805
2015	1,639,972	1,630,456	1,800,306	1,769,108	1,643,412	1,799,641	1,783,591	1,678,816	1,661,251	1,722,150	1,502,076	1,553,926
2016	1,559,807	1,676,775	1,818,431	1,652,473	1,660,899	1,741,987	1,818,524	1,781,116	1,639,454	1,534,350		

Attorney Documents

