



Florida Courts E-Filing Authority Board

Service Desk Report

March 2017



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

March 2017 Statistics

Policies and Procedures Page 5

	January 2017	February 2017	March 2017
Incidents Received	3,301	2,662	2,886
Incidents Closed	3,289	2,627	2,870
Incidents Open at End of Month	29	37	32
Average Acknowledgement Time per Incident	.05 Days 25 Minutes	.03 Days 17 Minutes	.04 Days 20 Minutes
Average Resolution Time per Incident	.14 Days 1 Hr 13 Minutes	.10 Days 51 Minutes	.11 Days 59 Minutes
# of Filings	1,216,780	1,200,505	1,391,103
# of Documents	1,787,852	1,757,366	2,051,735



Judge Incidents

March 2017 Statistics

Policies and Procedures Page 5

	January 2017	February 2017	March 2017
Incidents Received	59	14	16
Incidents Closed	59	14	16
Incidents Open at End of Month	0	0	0
Average Acknowledgement Time per Incident	.01 Days 6 Minutes	.01 Days 4 Minutes	.01 Days 4 Minutes
Average Resolution Time per Incident	.03 Days 14 Minutes	.05 Days 26 Minutes	.03 Days 16 Minutes
# of Filings	63,514	66,084	79,403
# of Documents	67,219	70,275	85,358



Pro Se Incidents March 2017 Statistics Policies and Procedures Page 5

	January 2017	February 2017	March 2017
Incidents Received	588	504	522
Incidents Closed	588	502	520
Incidents Open at End of Month	1	2	3
Average Acknowledgement Time per Incident	.05 Days 28 Minutes	.03 Days 19 Minutes	.03 Days 18 Minutes
Average Resolution Time per Incident	.14 Days 1 Hr 17 Minutes	.10 Days 52 Minutes	.10 Days 53 Minutes
# of Filings	7,419	7,183	8,248
# of Documents	13,218	12,575	14,140



Attorney Incidents

March 2017 Statistics

Policies and Procedures Page 5

	January 2017	February 2017	March 2017
Incidents Received	2,654	2,144	2,348
Incidents Closed	2,642	2,125	2,334
Incidents Open at End of Month	27	34	29
Average Acknowledgement Time per Incident	.05 Days 25 Minutes	.02 Days 8 Minutes	.03 Days 17 Minutes
Average Resolution Time per Incident	.13 Days 1Hr 9 Minutes	.08 Days 42 Minutes	.10 Days 53 Minutes
# of Filings	1,083,285	1,068,192	1,233,923
# of Documents	1,632,796	1,603,031	1,869,100



Technical/System Support Incidents

March 2017 Statistics

Policies and Procedures Page 5

	January 2017	February 2017	March 2017
Incidents Received	536	383	433
Incidents Closed	529	378	429
Incidents Open at End of Month	19	22	22
Average Acknowledgement Time per Incident	.03 Days 17 Minutes	.04 Days 22 Minutes	.03 Days 19 Minutes
Average Resolution Time per Incident	.51 Days 4 Hours 36 Minutes	.36 Days 3 Hours 13 Minutes	.35 Days 3 Hours 10 Minutes
# of Filings	6,761	6,781	7,745
# of Documents	8,069	7,870	8,944



Top 10 Types of Incidents For:

- **Attorneys**

Batch Filing

Login Issues

Payment Question

Referred To County

Case Question

Party Tab Issue

Pending Queue Problem

E-Service Issue

Password Reset

Pending Registration

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

Account Set-Up

Case Question

Login Issues

Referred To County

Case Look-Up

Create New Filing

Password Reset

Case Number Assist

Filing Status Check

Payment Question

- **Judges**

De-Activate Account

Login Issues

E-Service Issue

Pending Registration

Filing in Pending Queue



E-Portal Service Desk Initiatives

- Pending Filing Clean-Up:

Start Date	Count	End Date	Count
November 1, 2015	78,000	March 31, 2017	1,622

- E-Portal Service Desk doing onsite visits
 - Dixie County- February
 - Escambia County- May



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, contact:

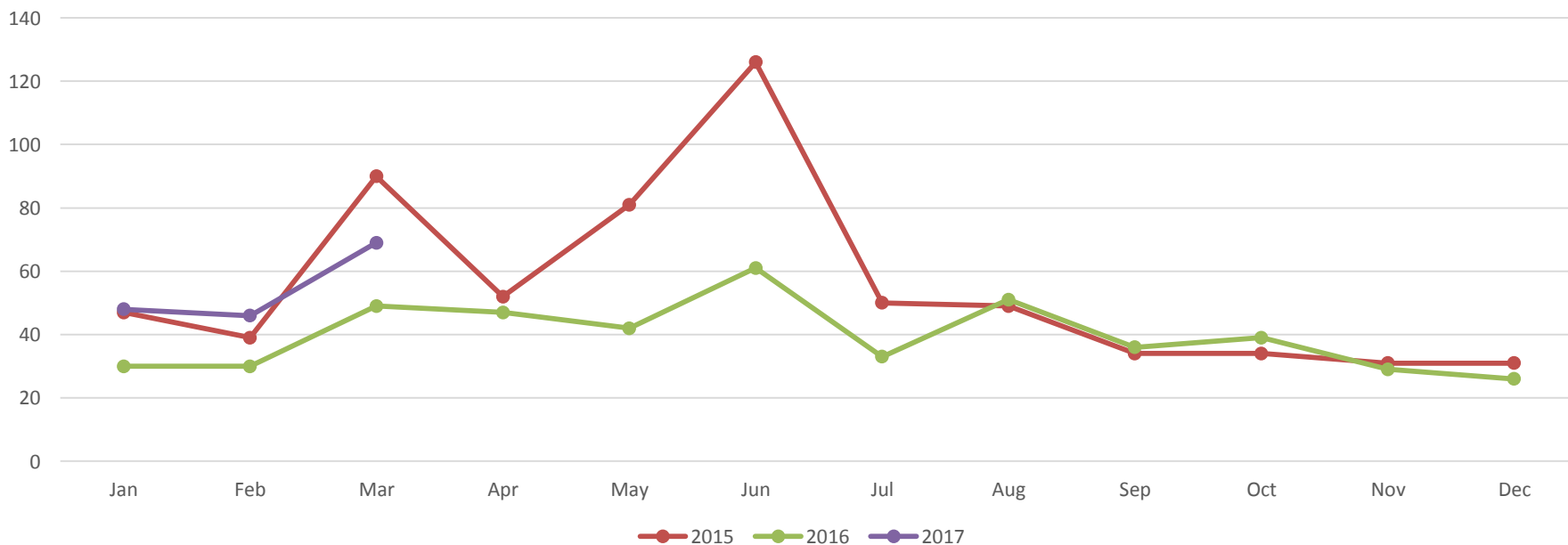
Gia Howell at Howell@flclerks.com



County Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	47	39	90	52	81	126	50	49	34	34	31	31
2016	30	30	49	47	42	61	33	51	36	39	29	26
2017	48	46	69									

County Accounts

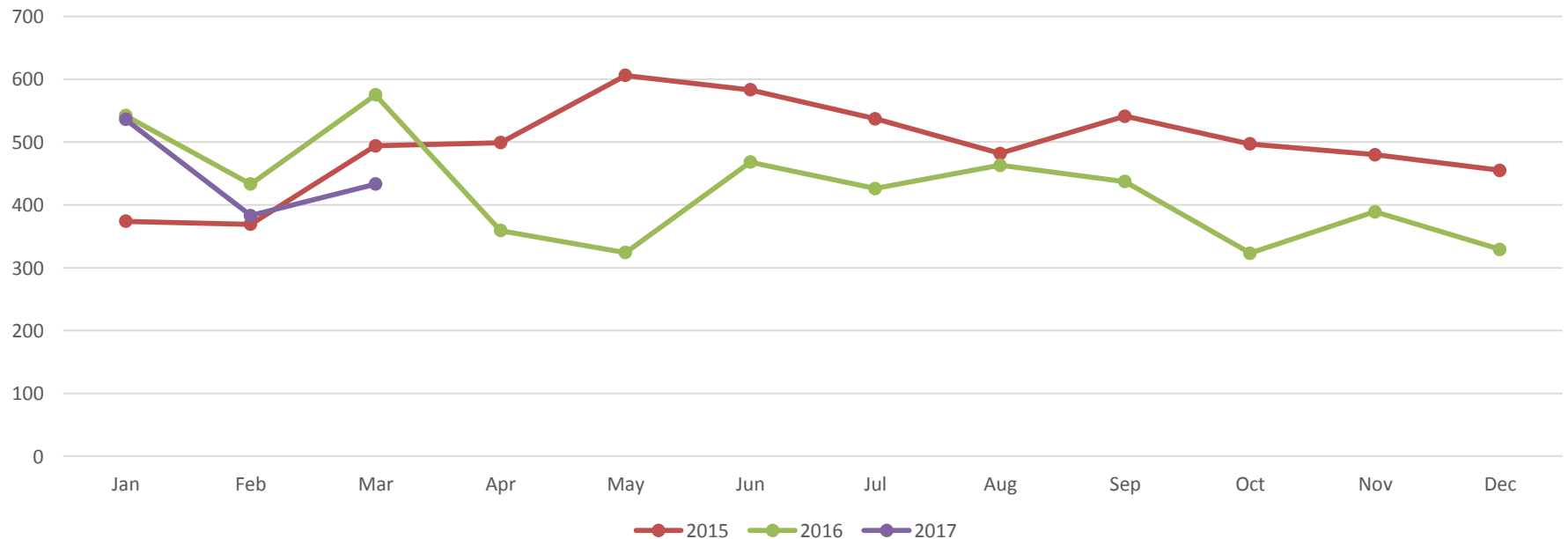




County Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	374	369	494	499	606	583	537	482	541	497	480	455
2016	542	433	575	359	324	468	426	463	437	323	389	329
2017	536	383	433									

County Calls

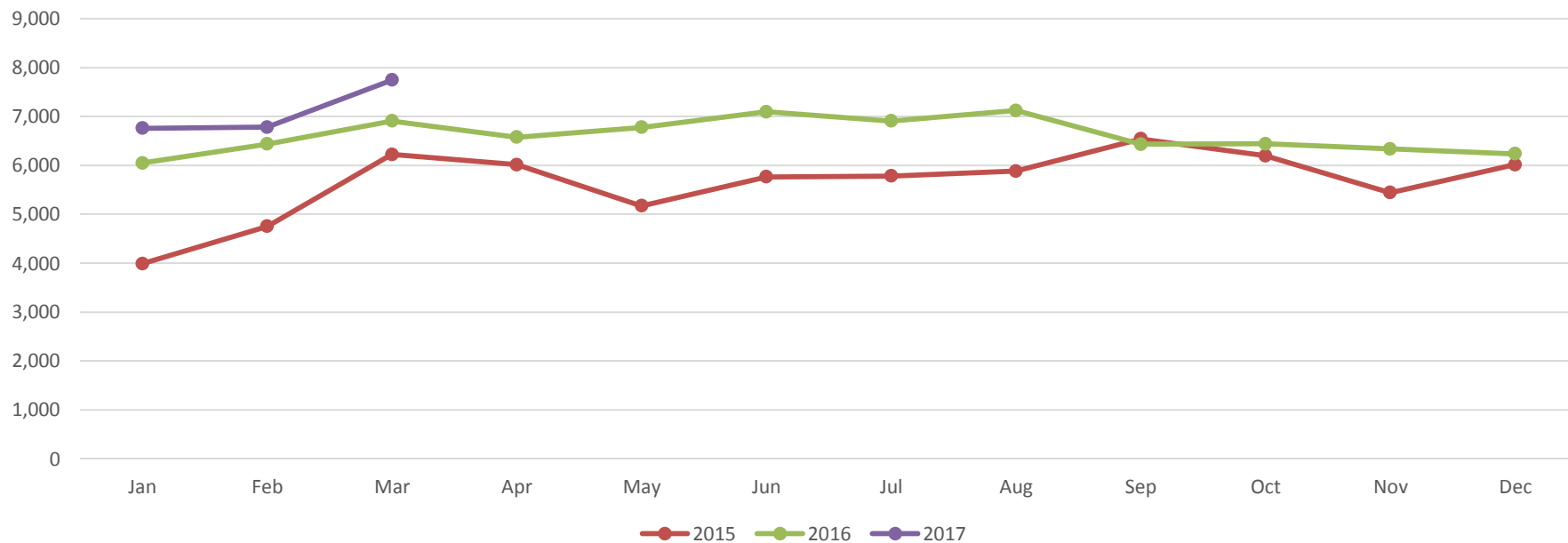




County Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	6,337	6,238
2017	6,761	6,781	7,745									

County Filings

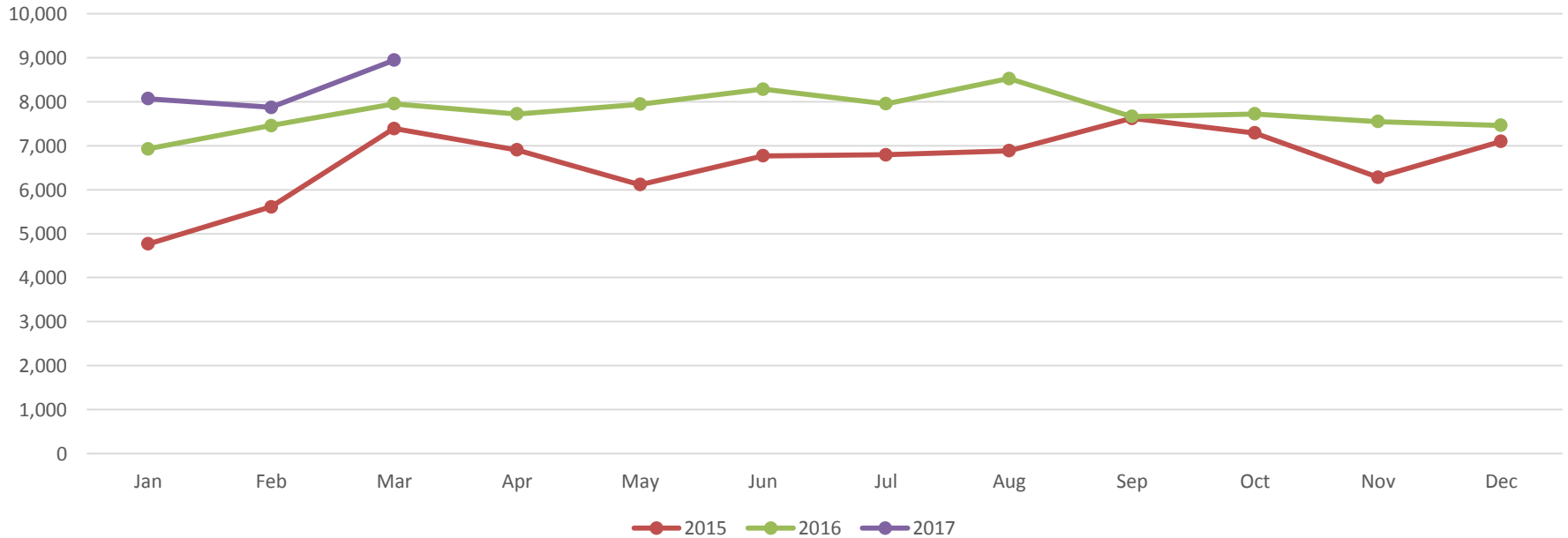




County Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	7,551	7,462
2017	8,069	7,780	8,944									

County Docs

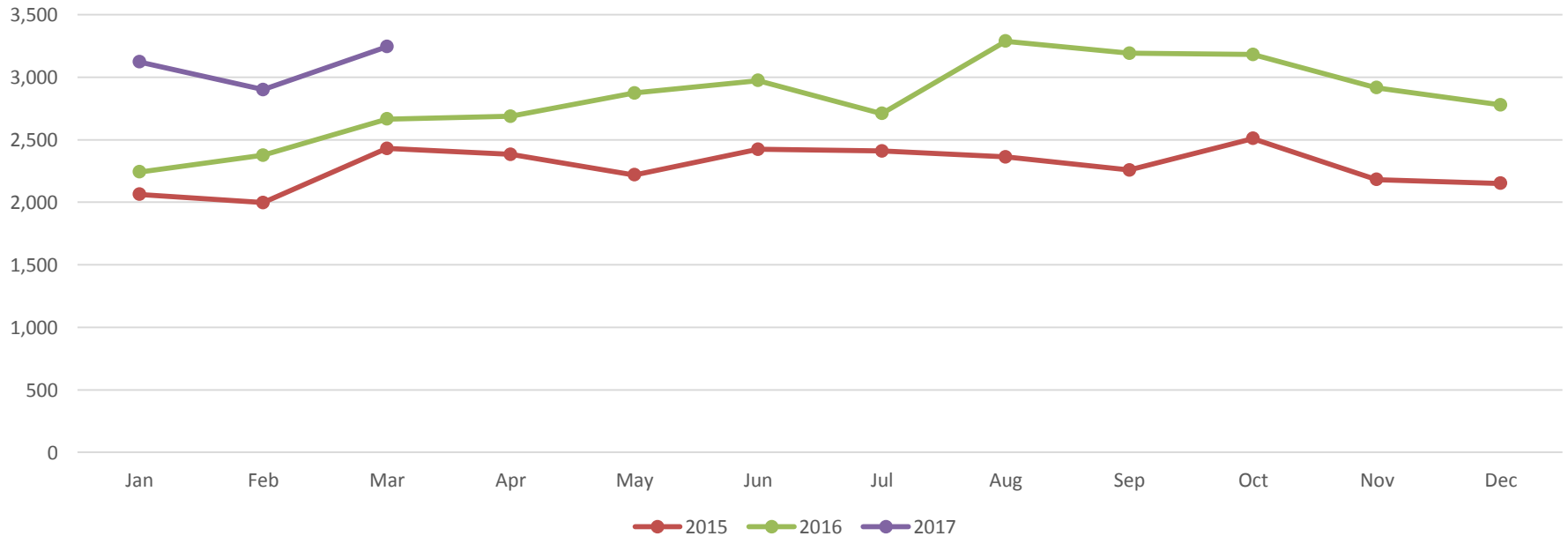




Customer Service Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	2,062	1,997	2,430	2,383	2,219	2,423	2,410	2,362	2,257	2,510	2,181	2,151
2016	2,243	2,376	2,666	2,687	2,874	2,973	2,709	3,287	3,191	3,181	2,915	2,778
2017	3,122	2,900	3,244									

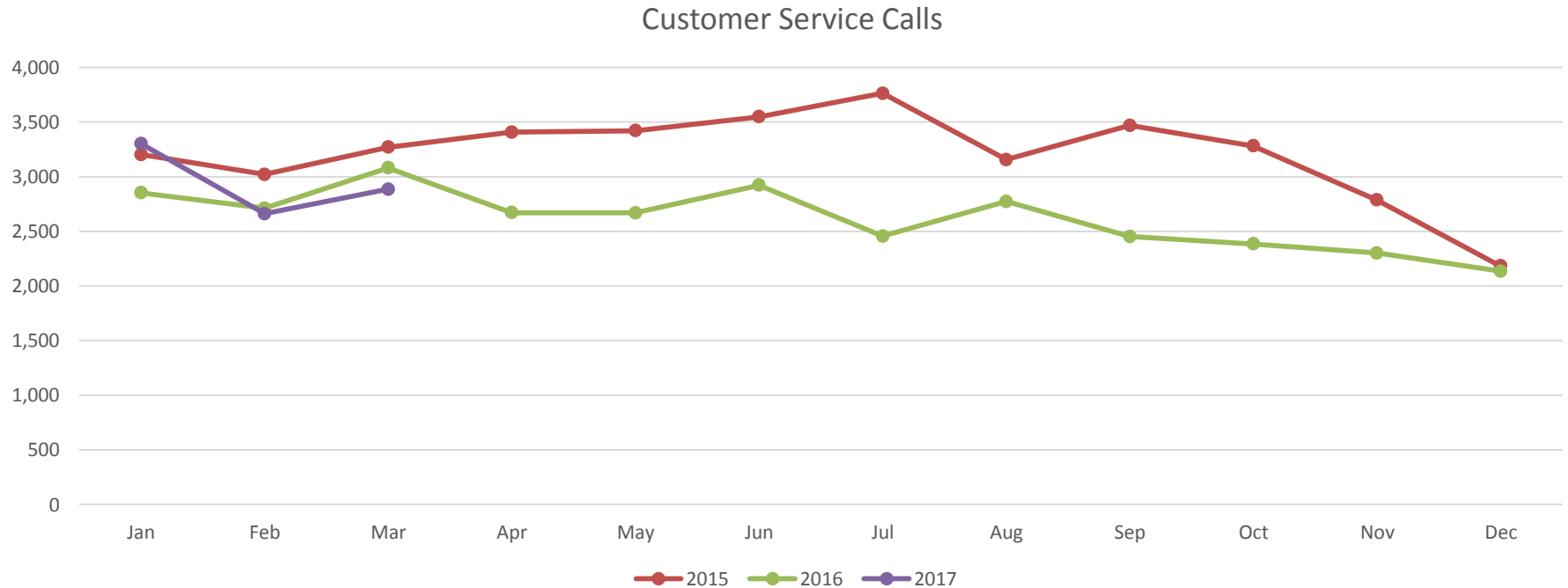
Customer Service Accounts





Customer Service Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	2,302	2,136
2017	3,301	2,662	2,886									

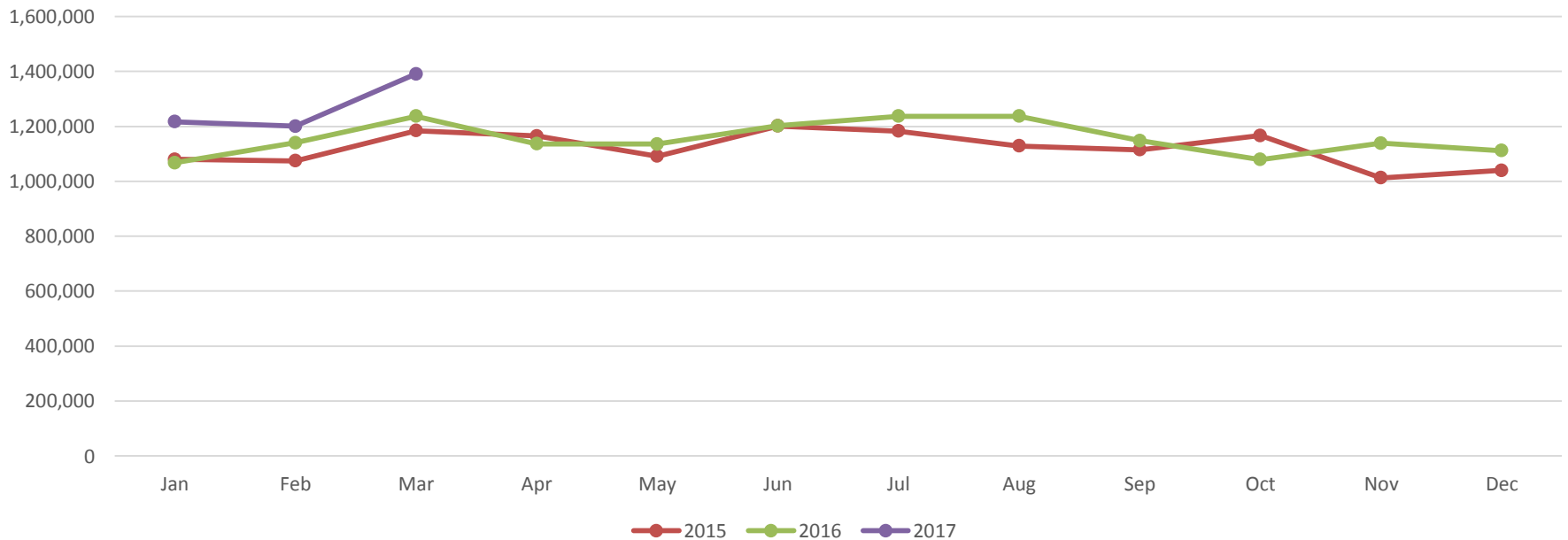


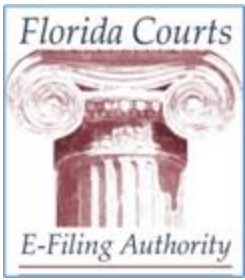


Customer Service Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	1,138,754	1,112,009
2017	1,216,780	1,200,505	1,391,103									

Customer Service Filings

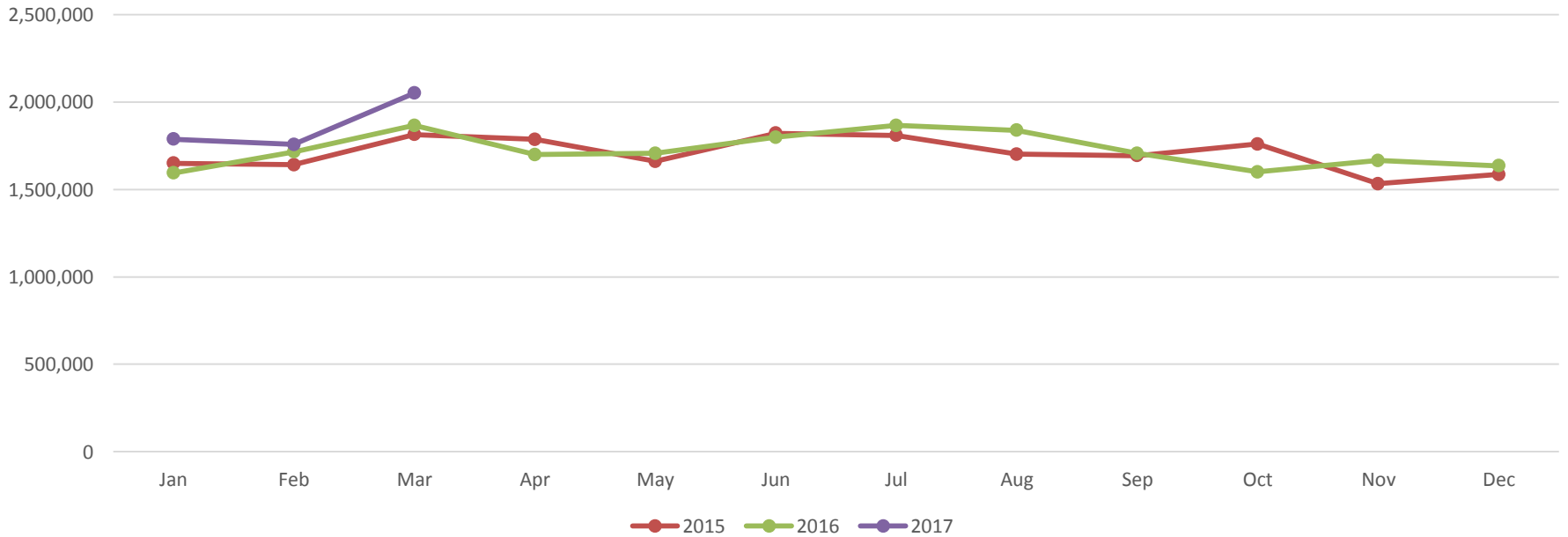




Customer Service Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	1,665,997	1,635,463
2017	1,787,852	1,757,366	2,051,735									

Customer Service Docs

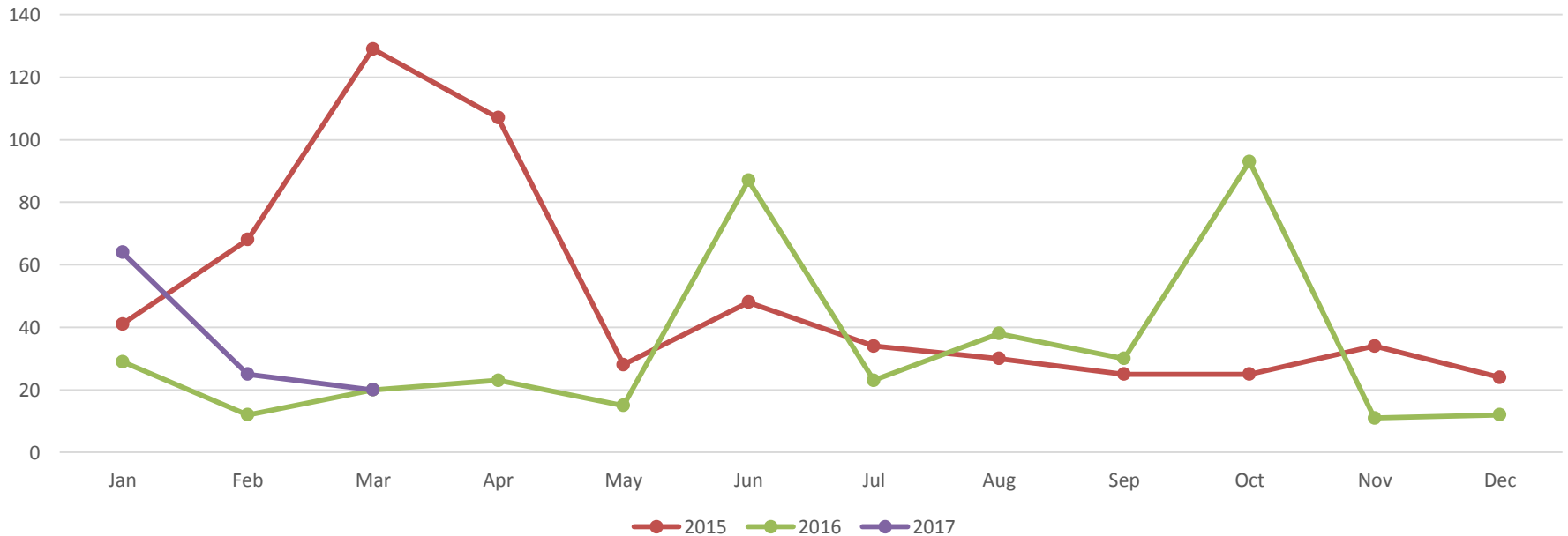




Judge Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	41	68	129	107	28	48	34	30	25	25	34	24
2016	29	12	20	23	15	87	23	38	30	93	11	12
2017	64	25	20									

Judge Accounts

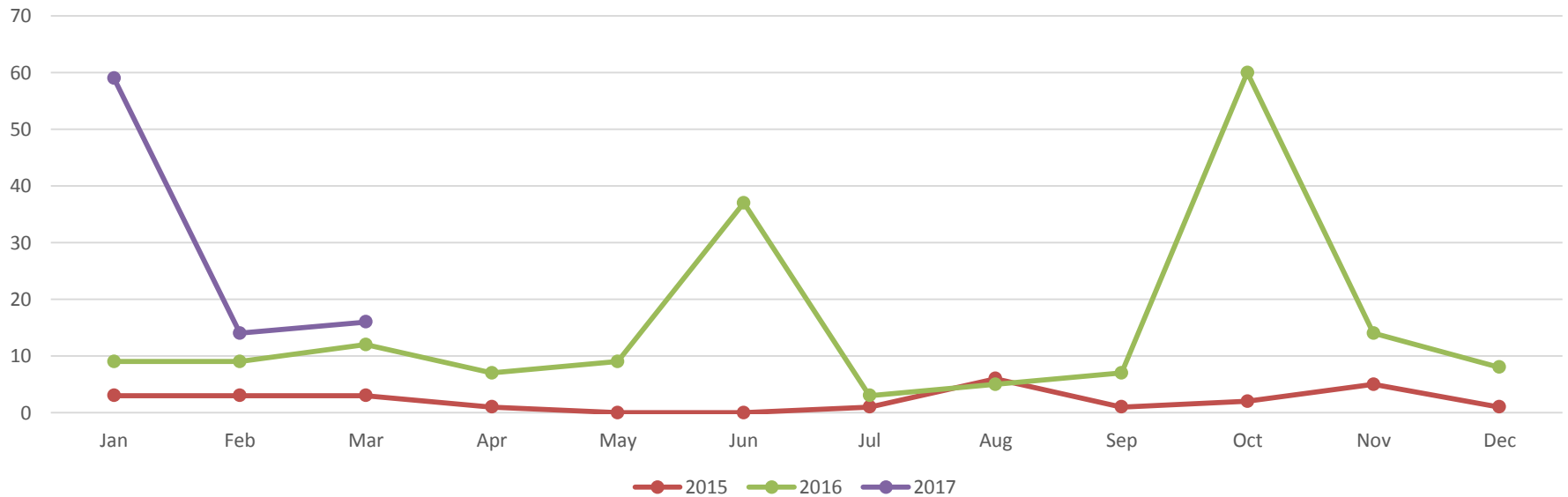




Judge Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	3	3	3	1	0	0	1	6	1	2	5	1
2016	9	9	12	7	9	37	3	5	7	60	14	8
2017	59	14	16									

Judge Calls

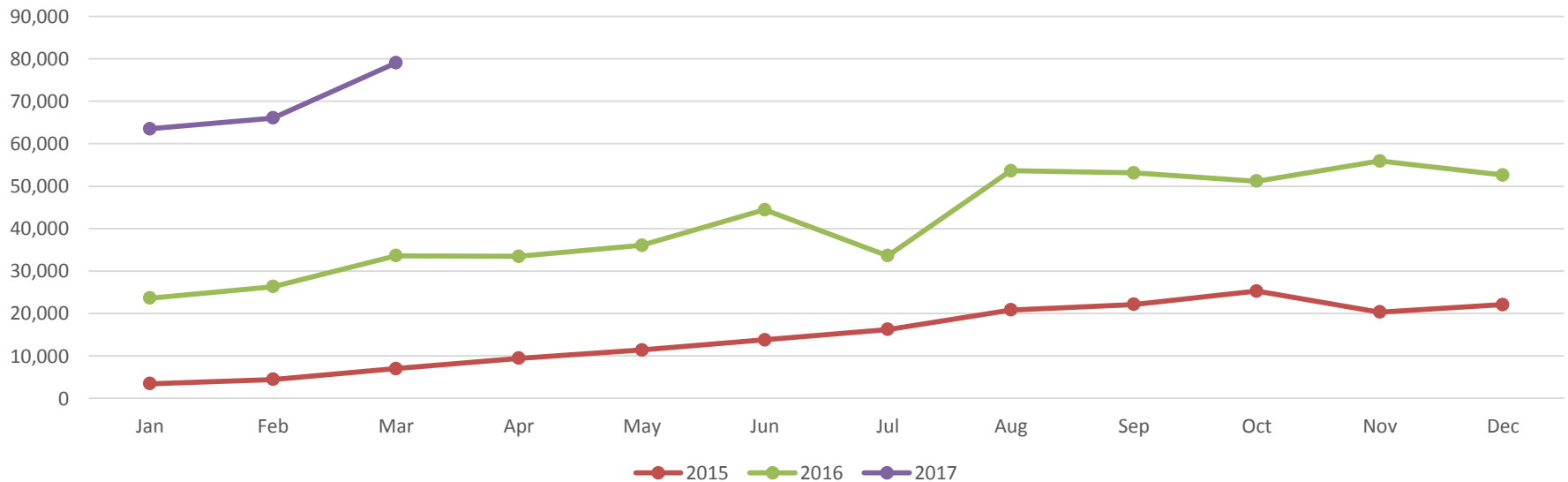




Judge Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	55,942	52,603
2017	63,514	66,084	79,403									

Judge Filings

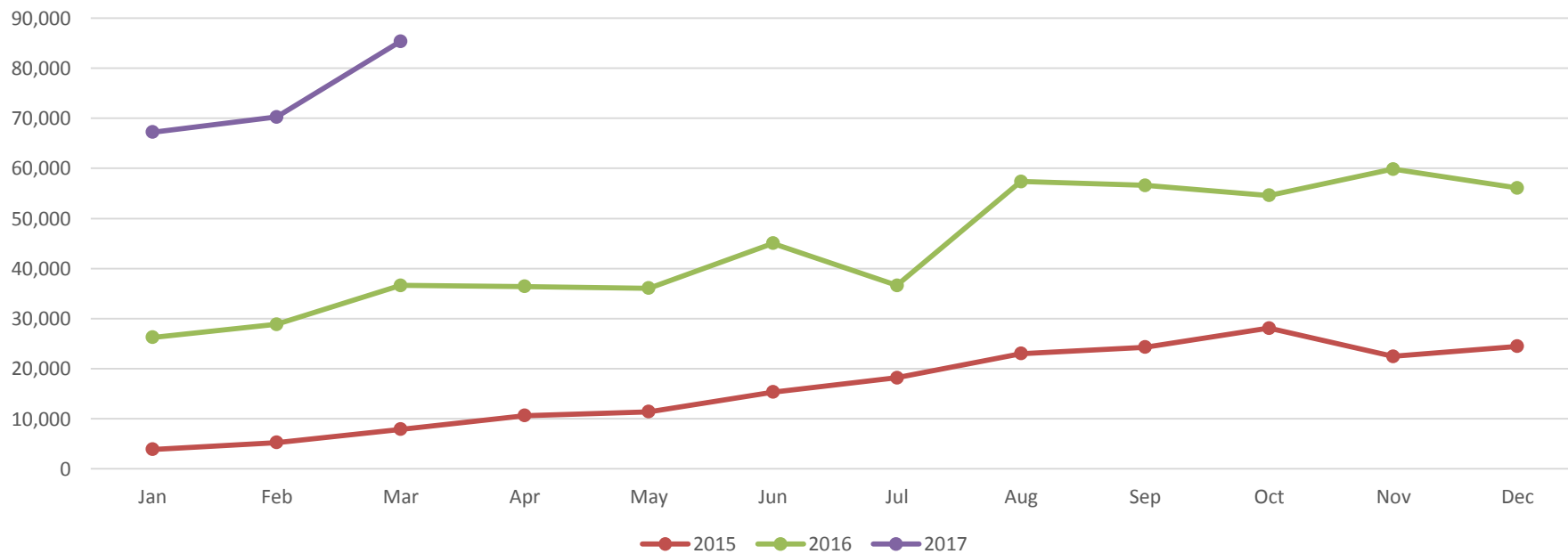




Judge Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	59,853	56,071
2017	67,219	70,275	85,358									

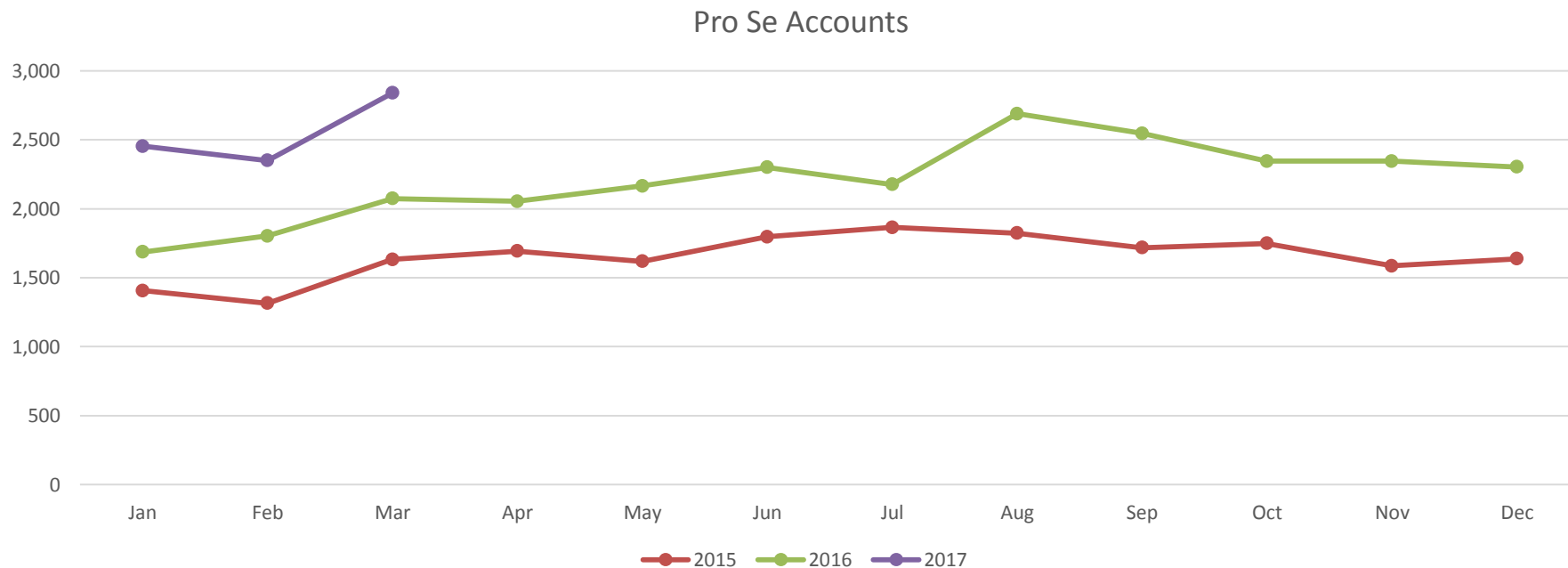
Judge Docs





Pro Se Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	1,406	1,1315	1,632	1,693	1,618	1,796	1,865	1,823	1,718	1,748	1,586	1,637
2016	1,686	1,803	2,074	2,054	2,166	2,300	2,176	2,689	2,547	2,346	2,345	2,304
2017	2,454	2,350	2,839									

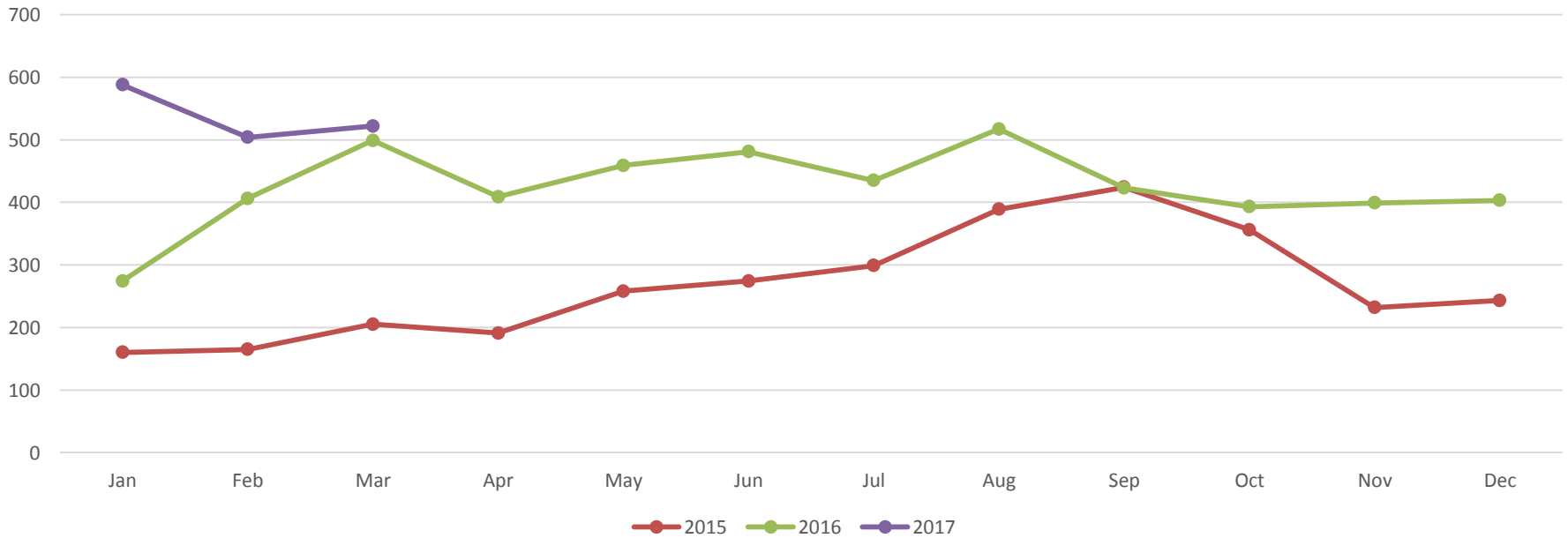




Pro Se Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	160	165	205	191	258	274	299	389	424	356	232	243
2016	274	406	499	409	459	481	435	517	423	393	399	403
2017	588	504	522									

Pro Se Calls

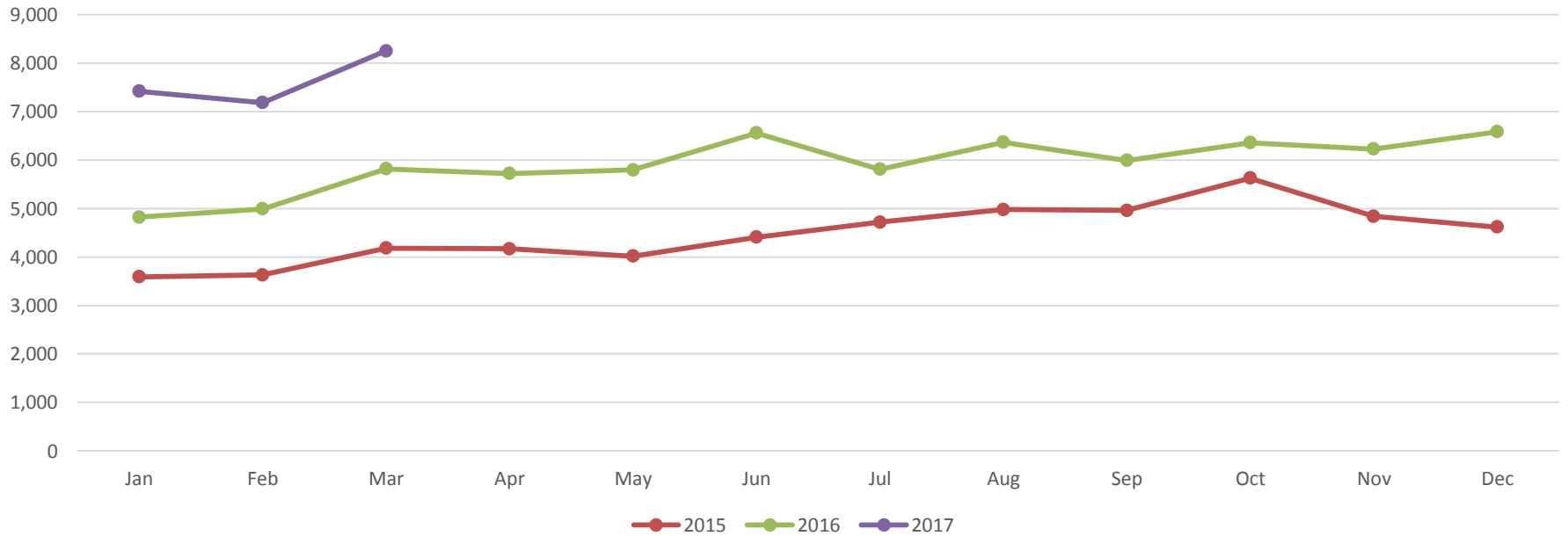




Pro Se Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	6,227	6,585
2017	7,419	7,183	8,248									

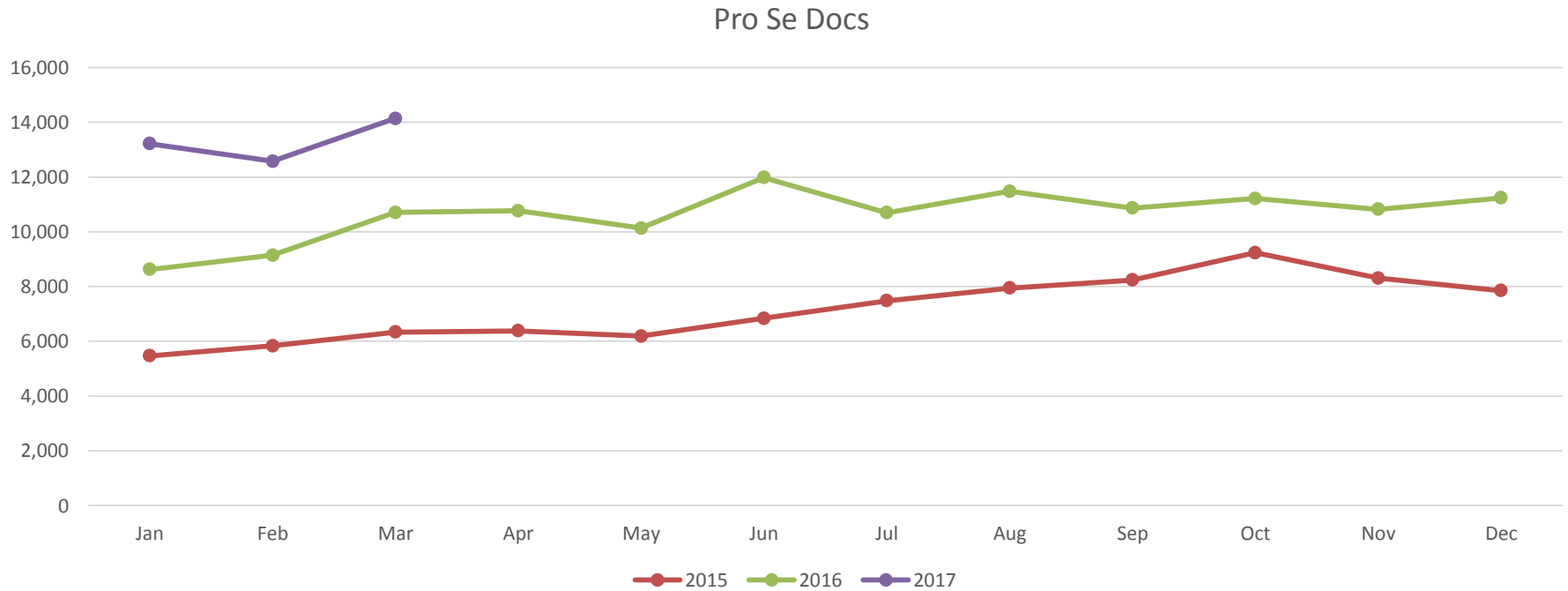
Pro Se Filings





Pro Se Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	10,822	11,240
2017	13,218	12,575	14,140									

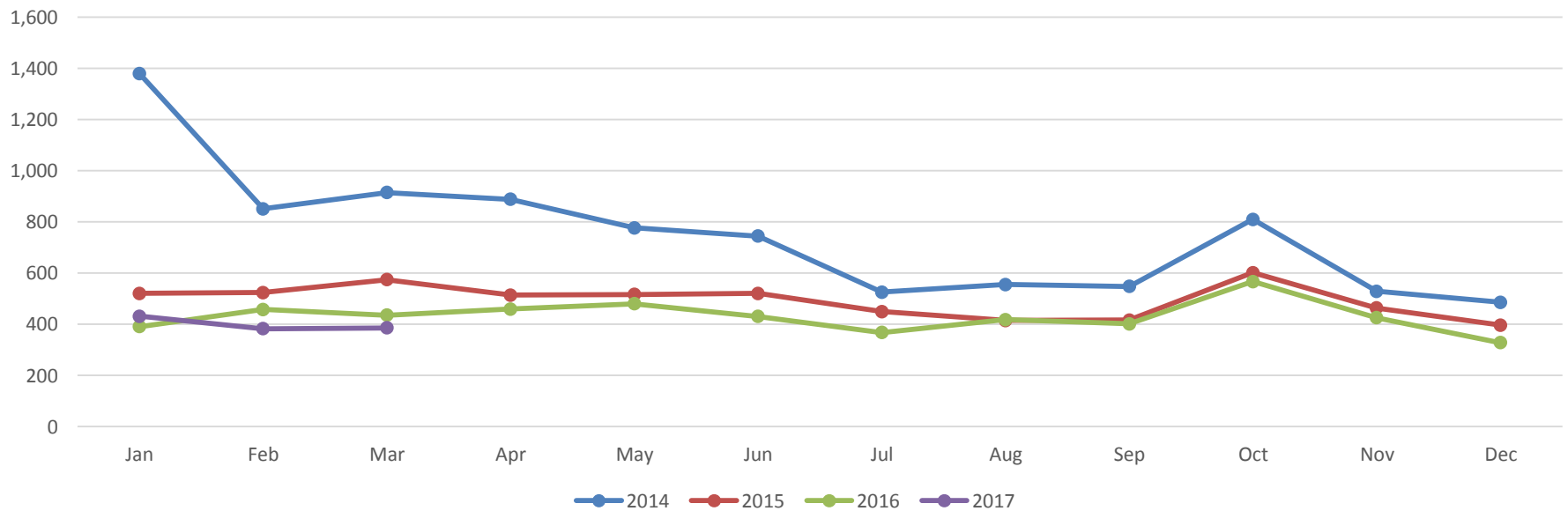




Attorney Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	520	523	574	513	516	520	449	414	416	601	463	396
2016	390	457	435	459	479	430	367	417	401	556	425	327
2017	431	382	385									

Attorney Accounts

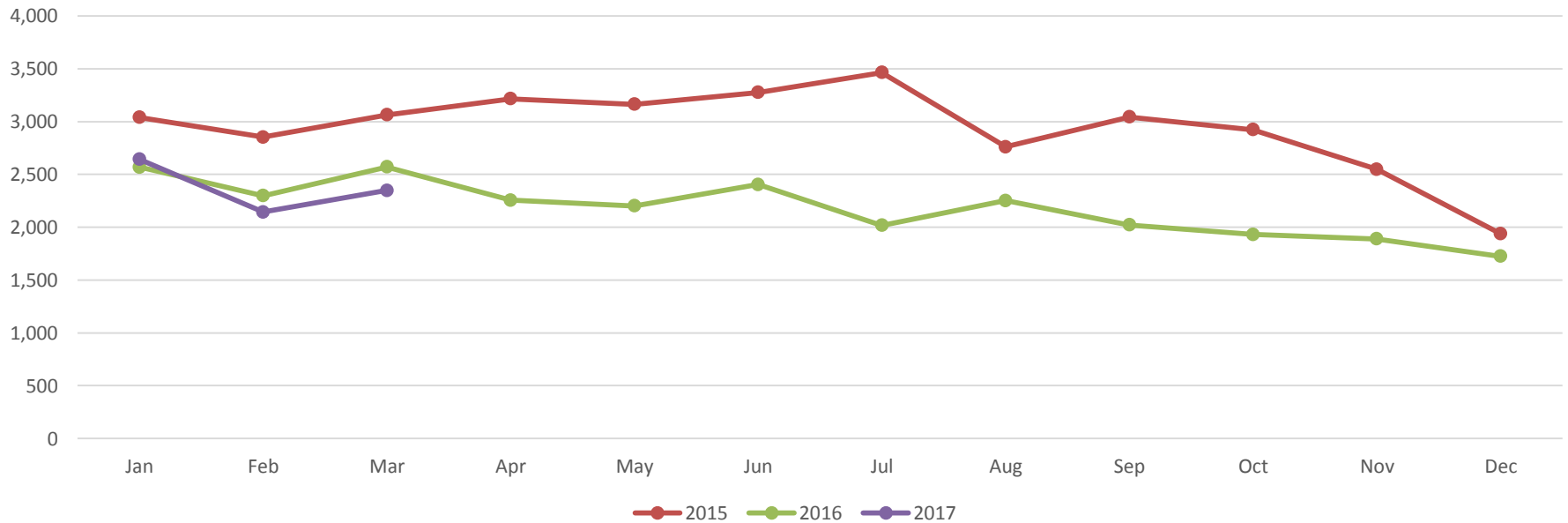




Attorney Call Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	1,889	1,725
2017	2,642	2,144	2,348									

Attorney Calls

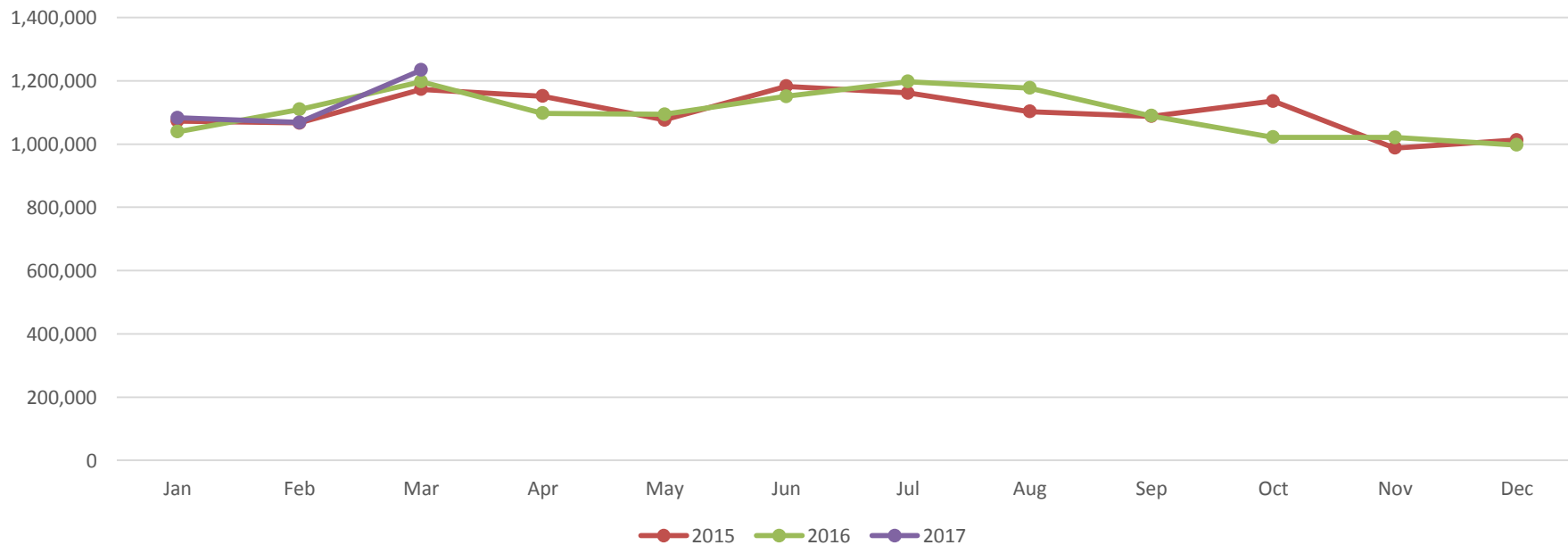




Attorney Filing Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	1,020,903	997,361
2017	1,083,285	1,068,192	1,233,923									

Attorney Filings





Attorney Doc Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	1,503,008	1,502,212
2017	1,632,796	1,603,031	1,869,100									

