



# Florida Courts E-Filing Authority Board

## Service Desk Report December 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 December 2016 Statistics Policies and Procedures Page 5

|   | <b>October 2016</b>    | <b>November 2016</b>   | <b>December 2016</b>   |
|---|------------------------|------------------------|------------------------|
| Incidents Received                              | 2,385                  | 2,302                  | 2,136                  |
| Incidents Closed                                | 2,362                  | 2,295                  | 2,122                  |
| Incidents Open at<br>End of Month               | 41                     | 23                     | 30                     |
| Average<br>Acknowledgement<br>Time per Incident | .03 Days<br>18 Minutes | .03 Days<br>19 Minutes | .03 Days<br>17 Minutes |
| Average Resolution<br>Time per Incident         | .10 Days<br>52 Minutes | .09 Days<br>48 Minutes | .09 Days<br>48 Minutes |
| # of Filings                                    | 1,138,789              | 1,138,754              | 1,112,009              |
| # of Documents                                  | 1,616,200              | 1,665,997              | 1,635,463              |



# Judge Incidents

## December 2016 Statistics

### Policies and Procedures Page 5

|   | <b>October 2016</b>    | <b>November 2016</b>  | <b>December 2016</b>   |
|---|------------------------|-----------------------|------------------------|
| Incidents Received                        | 60                     | 14                    | 8                      |
| Incidents Closed                          | 60                     | 14                    | 8                      |
| Incidents Open at End of Month            | 0                      | 0                     | 0                      |
| Average Acknowledgement Time per Incident | .01 Days<br>4 Minutes  | .00 Days<br>2 Minutes | .02 Days<br>10 Minutes |
| Average Resolution Time per Incident      | .03 Days<br>16 Minutes | .01 Days<br>4 Minutes | .03 Days<br>14 Minutes |
| # of Filings                              | 51,170                 | 55,942                | 52,603                 |
| # of Documents                            | 54,607                 | 59,853                | 56,071                 |



# Pro Se Incidents

## December 2016 Statistics

### Policies and Procedures Page 5

|   | <b>October 2016</b>    | <b>November 2016</b>   | <b>December 2016</b>   |
|---|------------------------|------------------------|------------------------|
| Incidents Received                        | 393                    | 399                    | 403                    |
| Incidents Closed                          | 387                    | 396                    | 402                    |
| Incidents Open at End of Month            | 8                      | 4                      | 2                      |
| Average Acknowledgement Time per Incident | .03 Days<br>17 Minutes | .03 Days<br>14 Minutes | .04 Days<br>20 Minutes |
| Average Resolution Time per Incident      | .10 Days<br>54 Minutes | .08 Days<br>41 Minutes | .10 Days<br>53 Minutes |
| # of Filings                              | 6,356                  | 6,227                  | 6,238                  |
| # of Documents                            | 11,219                 | 10,822                 | 11,240                 |



# Attorney Incidents

## December 2016 Statistics

### Policies and Procedures Page 5

|   | <b>October 2016</b>    | <b>November 2016</b>   | <b>December 2016</b>   |
|---|------------------------|------------------------|------------------------|
| Incidents Received                        | 1,932                  | 1,889                  | 1,725                  |
| Incidents Closed                          | 1,915                  | 1,885                  | 1,712                  |
| Incidents Open at End of Month            | 33                     | 19                     | 28                     |
| Average Acknowledgement Time per Incident | .03 Days<br>18 Minutes | .04 Days<br>20 Minutes | .03 Days<br>16 Minutes |
| Average Resolution Time per Incident      | .09 Days<br>50 Minutes | .09 Days<br>50 Minutes | .09 Days<br>47 Minutes |
| # of Filings                              | 1,021,632              | 1,020,903              | 997,361                |
| # of Documents                            | 1,534,350              | 1,530,008              | 1,502,212              |



# Technical/System Support Incidents

## December 2016 Statistics

### Policies and Procedures Page 5

|   | <b>October 2016</b>            | <b>November 2016</b>           | <b>December 2016</b>           |
|---|--------------------------------|--------------------------------|--------------------------------|
| Incidents Received                        | 323                            | 389                            | 329                            |
| Incidents Closed                          | 322                            | 382                            | 324                            |
| Incidents Open at End of Month            | 22                             | 20                             | 21                             |
| Average Acknowledgement Time per Incident | .03 Days<br>15 Minutes         | .04 Days<br>22 Minutes         | .05 Days<br>25 Minutes         |
| Average Resolution Time per Incident      | .31 Days<br>2 Hours 45 Minutes | .49 Days<br>4 Hours 22 Minutes | .42 Days<br>3 Hours 45 Minutes |
| # of Filings                              | 6,440                          | 6,337                          | 6,238                          |
| # of Documents                            | 7,723                          | 7,551                          | 7,462                          |



# Top 10 Types of Incidents For:

- **Attorneys**

Case Question  
Login Issues  
Password Reset  
Referred To County

Document Tab  
My Case Screen  
Pending Queue Reason

E-Service Issue  
Part Tab Issue  
Pending Registration

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

Account Set-Up  
Create New Filing  
General Question  
Referred To County

Case Number Assistance  
Document Tab  
Login Issues

Case Question  
Filing Status Check  
Password Reset

- **Judges**

Account Set-up

Pending Registration





# E-Portal Service Desk Initiatives

- Pending Filing Clean-Up:

| Start Date       | Count  | End Date          | Count |
|------------------|--------|-------------------|-------|
| November 1, 2015 | 78,000 | December 31, 2016 | 2,433 |

- Finalize Testing Release 2016.02



# 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:

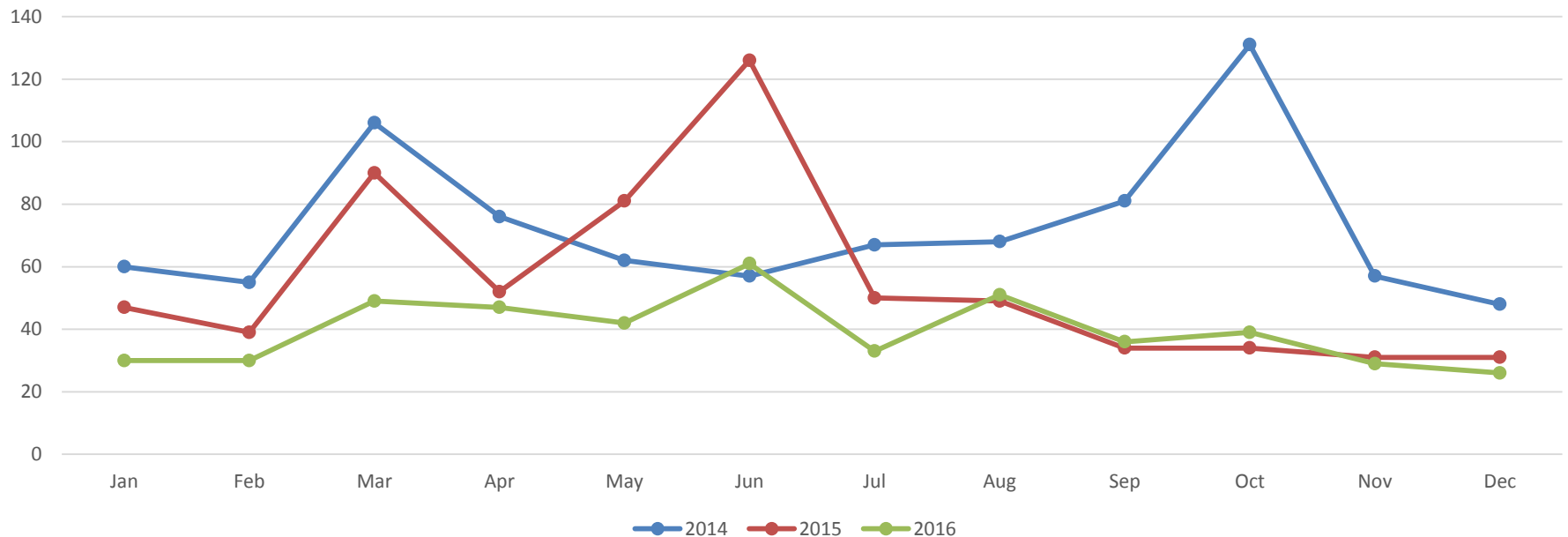
Gia Howell at [Howell@flclerks.com](mailto:Howell@flclerks.com)



# County Account Comparison

| Mon         | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>2014</b> | 60  | 55  | 106 | 76  | 62  | 57  | 67  | 68  | 81  | 131 | 57  | 48  |
| <b>2015</b> | 47  | 39  | 90  | 52  | 81  | 126 | 50  | 49  | 34  | 34  | 31  | 31  |
| <b>2016</b> | 30  | 30  | 49  | 47  | 42  | 61  | 33  | 51  | 36  | 39  | 29  | 26  |

County Accounts Created

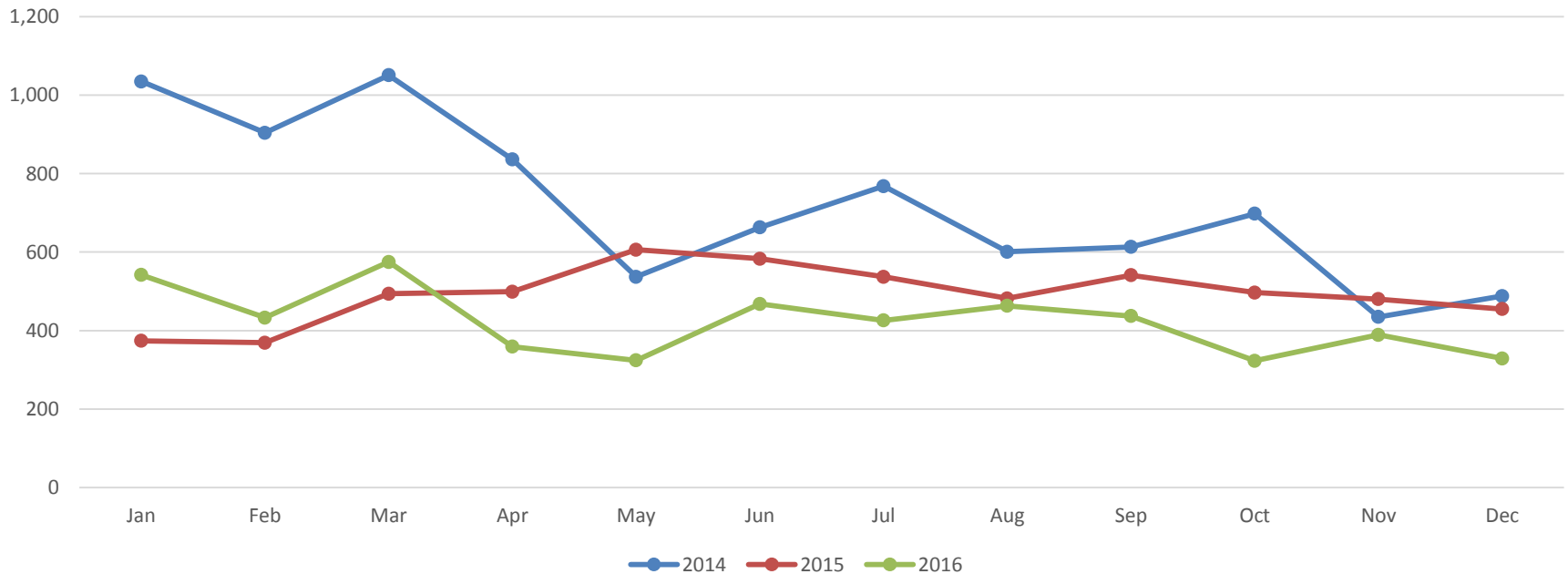




# County Call Comparison

| Mon         | Jan   | Feb | Mar   | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-------------|-------|-----|-------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>2014</b> | 1,035 | 904 | 1,051 | 836 | 537 | 663 | 768 | 601 | 613 | 698 | 435 | 488 |
| <b>2015</b> | 374   | 369 | 494   | 499 | 606 | 583 | 537 | 482 | 541 | 497 | 480 | 455 |
| <b>2016</b> | 542   | 433 | 575   | 359 | 324 | 468 | 426 | 463 | 437 | 323 | 389 | 329 |

County Calls

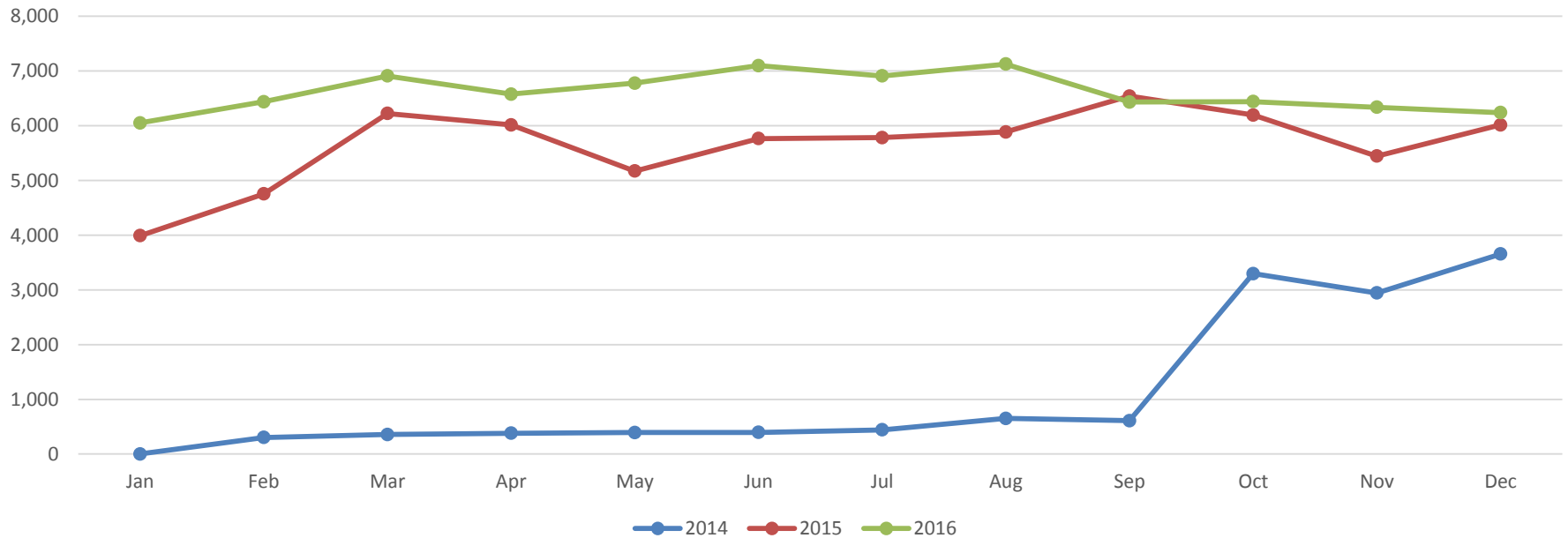


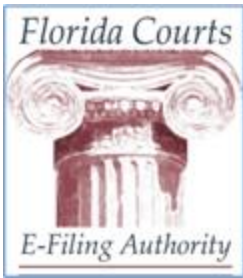


# County Filing Comparison

| Mon         | Jan   | Feb   | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   | Oct   | Nov   | Dec   |
|-------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| <b>2014</b> | 0     | 304   | 357   | 379   | 394   | 395   | 442   | 651   | 610   | 3,295 | 2,943 | 3,654 |
| <b>2015</b> | 3,990 | 4,753 | 6,223 | 6,015 | 5,172 | 5,764 | 5,783 | 5,884 | 6,540 | 6,195 | 5,443 | 6,015 |
| <b>2016</b> | 6,050 | 6,436 | 6,909 | 6,575 | 6,777 | 7,097 | 6,909 | 7,124 | 6,432 | 6,440 | 6,337 | 6,238 |

County Filings

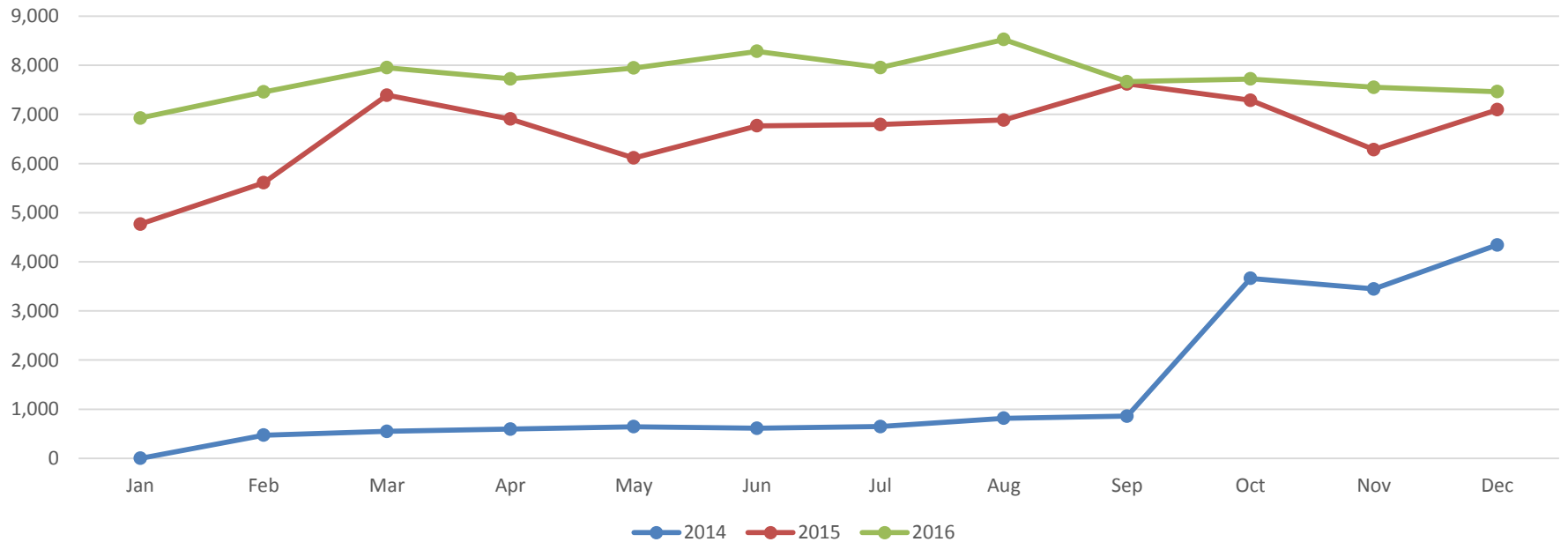




# County Doc Comparison

| Mon         | Jan   | Feb   | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   | Oct   | Nov   | Dec   |
|-------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| <b>2014</b> | 0     | 471   | 548   | 594   | 643   | 612   | 647   | 815   | 859   | 3,662 | 3,447 | 4,342 |
| <b>2015</b> | 4,768 | 5,608 | 7,391 | 6,906 | 6,115 | 6,769 | 6,795 | 6,885 | 7,622 | 7,289 | 6,283 | 7,096 |
| <b>2016</b> | 6,926 | 7,457 | 7,952 | 7,724 | 7,945 | 8,283 | 7,955 | 8,525 | 7,666 | 7,723 | 7,551 | 7,462 |

County Documents

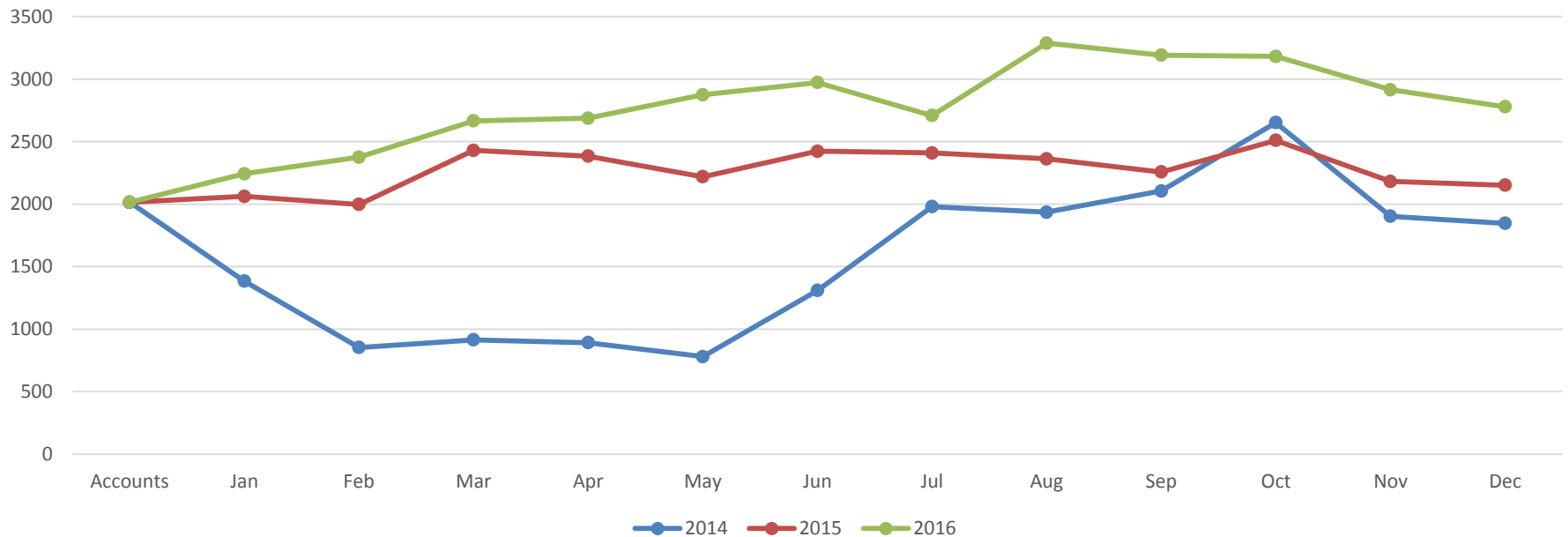




# Customer Service Account Comparison

| Mon         | Jan   | Feb   | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   | Oct   | Nov   | Dec   |
|-------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| <b>2014</b> | 1,384 | 853   | 914   | 892   | 780   | 1,309 | 1,980 | 1,935 | 2,105 | 2,652 | 1,903 | 1,846 |
| <b>2015</b> | 2,062 | 1,997 | 2,430 | 2,383 | 2,219 | 2,423 | 2,410 | 2,362 | 2,257 | 2,510 | 2,181 | 2,151 |
| <b>2016</b> | 2,243 | 2,376 | 2,666 | 2,687 | 2,874 | 2,973 | 2,709 | 3,287 | 3,191 | 3,181 | 2,915 | 2,778 |

Customer Service Accounts Created

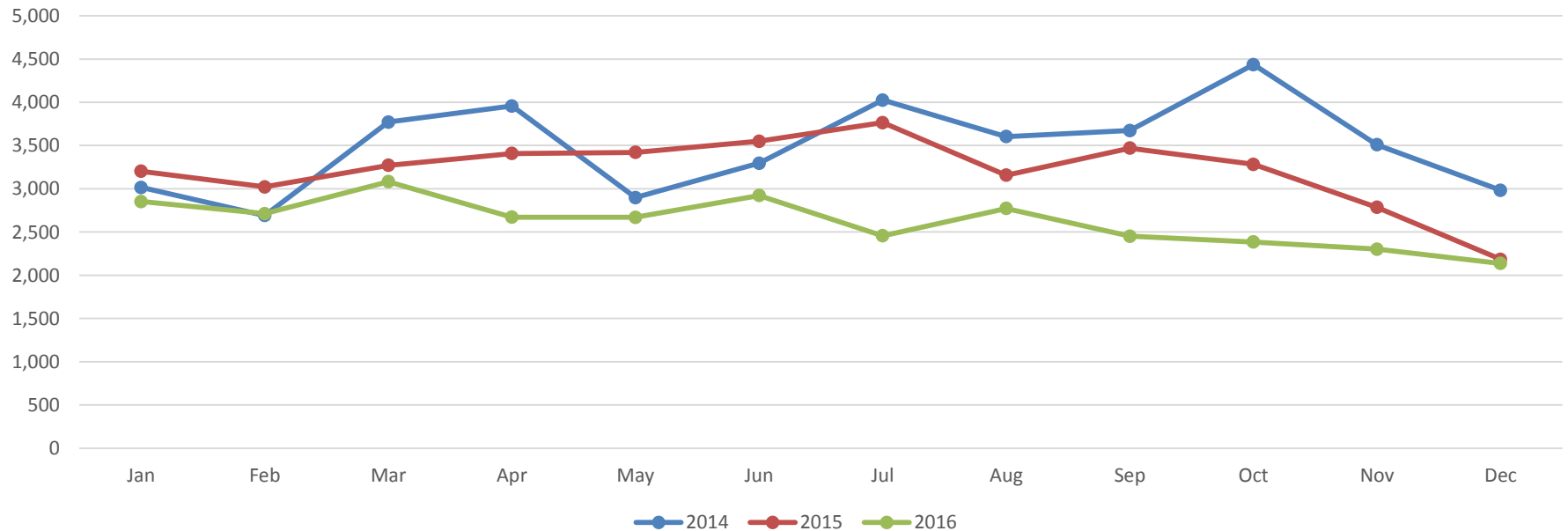




# Customer Service Call Comparison

| Mon         | Jan   | Feb   | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   | Oct   | Nov   | Dec   |
|-------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| <b>2014</b> | 3,015 | 2,691 | 3,771 | 3,957 | 2,898 | 3,295 | 4,025 | 3,603 | 3,674 | 4,436 | 3,508 | 2,982 |
| <b>2015</b> | 3,203 | 3,021 | 3,271 | 3,407 | 3,421 | 3,549 | 3,764 | 3,156 | 3,469 | 3,282 | 2,786 | 2,184 |
| <b>2016</b> | 2,852 | 2,712 | 3,081 | 2,671 | 2,669 | 2,922 | 2,456 | 2,773 | 2,452 | 2,385 | 2,302 | 2,136 |

Customer Service Calls



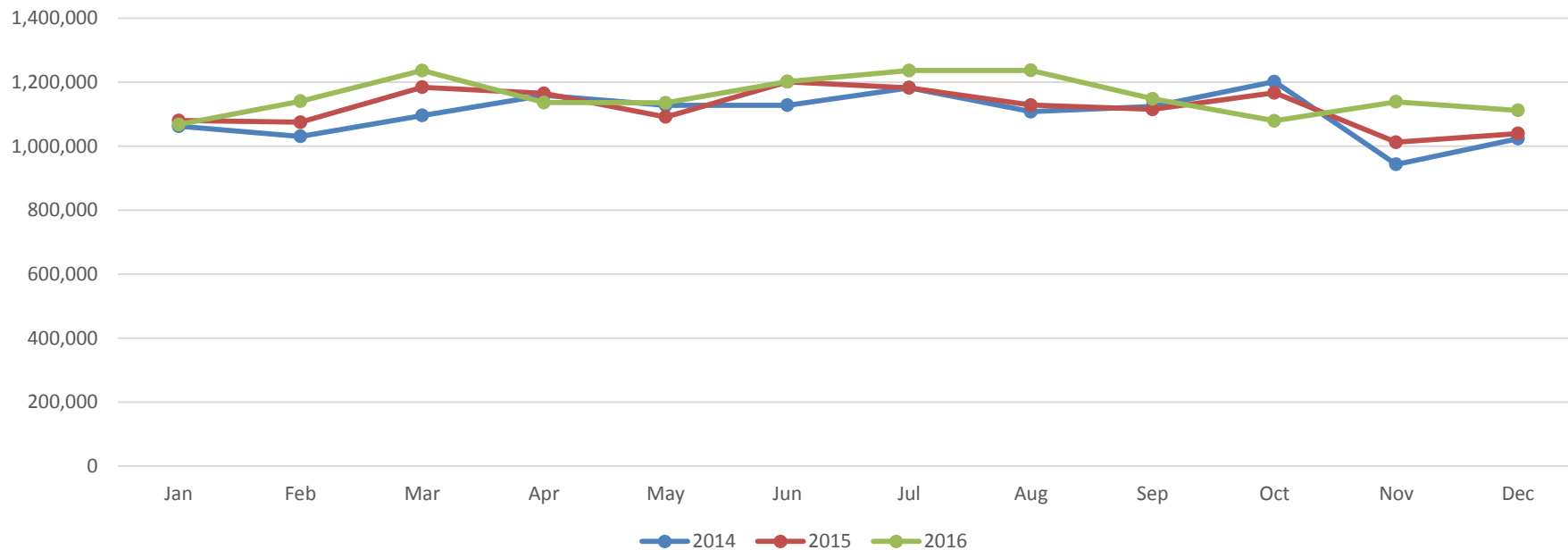




# Customer Service Filing Comparison

| Mon         | Jan       | Feb       | Mar       | Apr       | May       | Jun       | Jul       | Aug       | Sep       | Oct       | Nov       | Dec       |
|-------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| <b>2014</b> | 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 |
| <b>2015</b> | 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 |
| <b>2016</b> | 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 |

Customer Service Filings

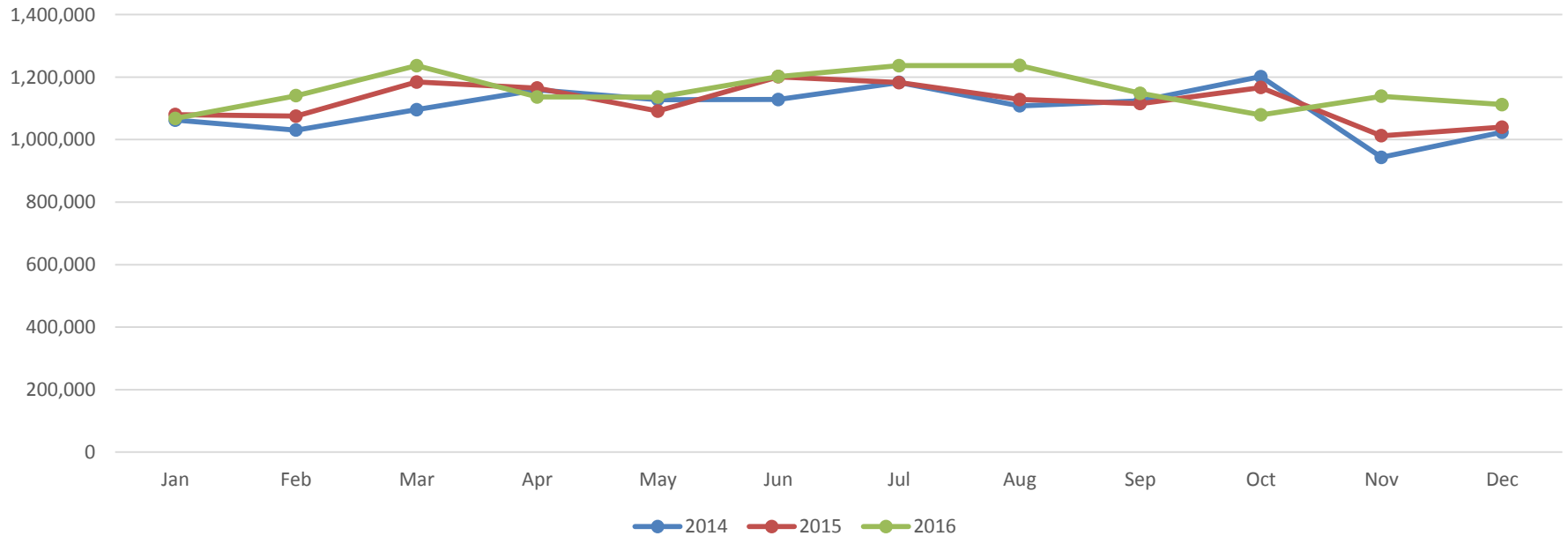




# Customer Service Doc Comparison

| Mon         | Jan       | Feb       | Mar       | Apr       | May       | Jun       | Jul       | Aug       | Sep       | Oct       | Nov       | Dec       |
|-------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| <b>2014</b> | 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 |
| <b>2015</b> | 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 |
| <b>2016</b> | 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 |

Customer Service Filings

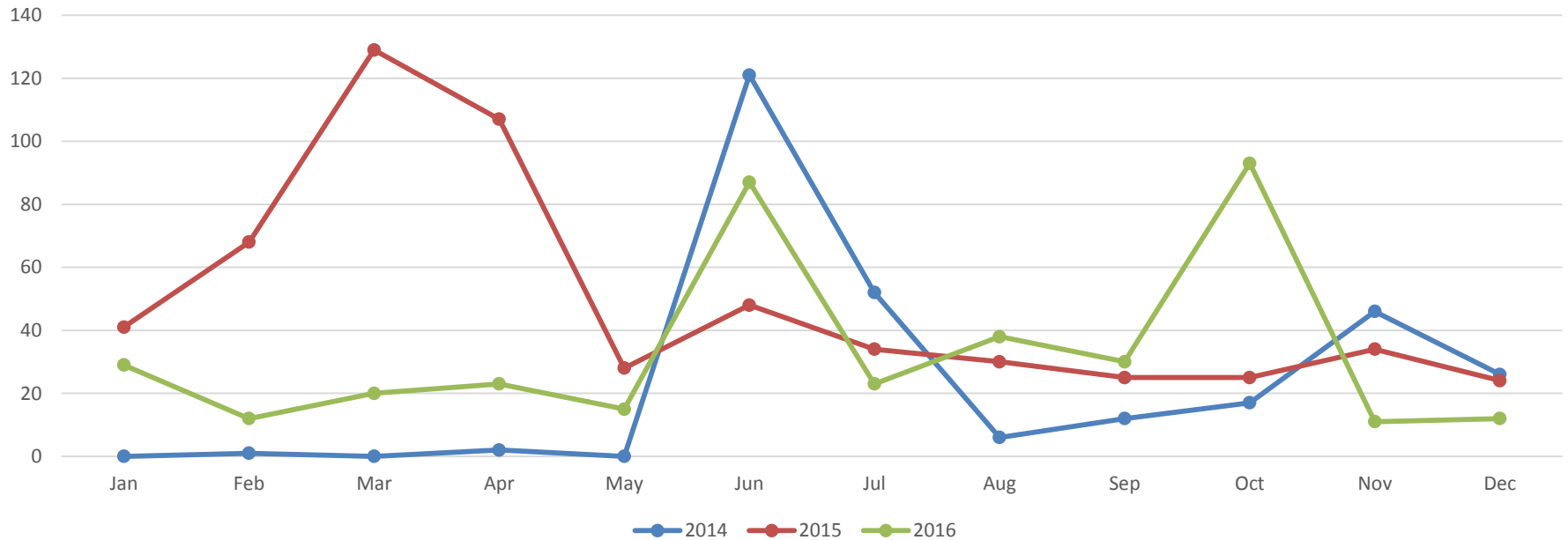




# Judge Account Comparison

| Mon         | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>2014</b> | 0   | 1   | 0   | 2   | 0   | 121 | 52  | 6   | 12  | 17  | 46  | 26  |
| <b>2015</b> | 41  | 68  | 129 | 107 | 28  | 48  | 34  | 30  | 25  | 25  | 34  | 24  |
| <b>2016</b> | 29  | 12  | 20  | 23  | 15  | 87  | 23  | 38  | 30  | 93  | 11  | 12  |

Judge Accounts Created

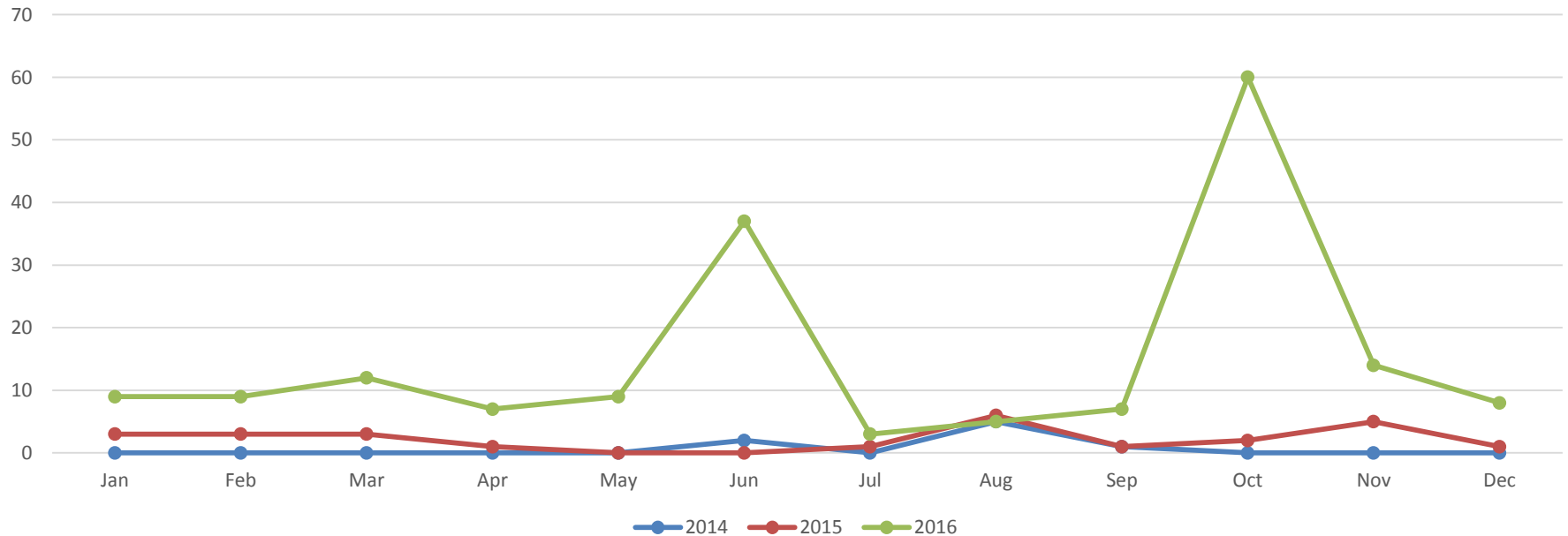




# Judge Call Comparison

| Mon         | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>2014</b> | 0   | 0   | 0   | 0   | 0   | 2   | 0   | 5   | 1   | 0   | 0   | 0   |
| <b>2015</b> | 3   | 3   | 3   | 1   | 0   | 0   | 1   | 6   | 1   | 2   | 5   | 1   |
| <b>2016</b> | 9   | 9   | 12  | 7   | 9   | 37  | 3   | 5   | 7   | 60  | 14  | 8   |

Judge Calls

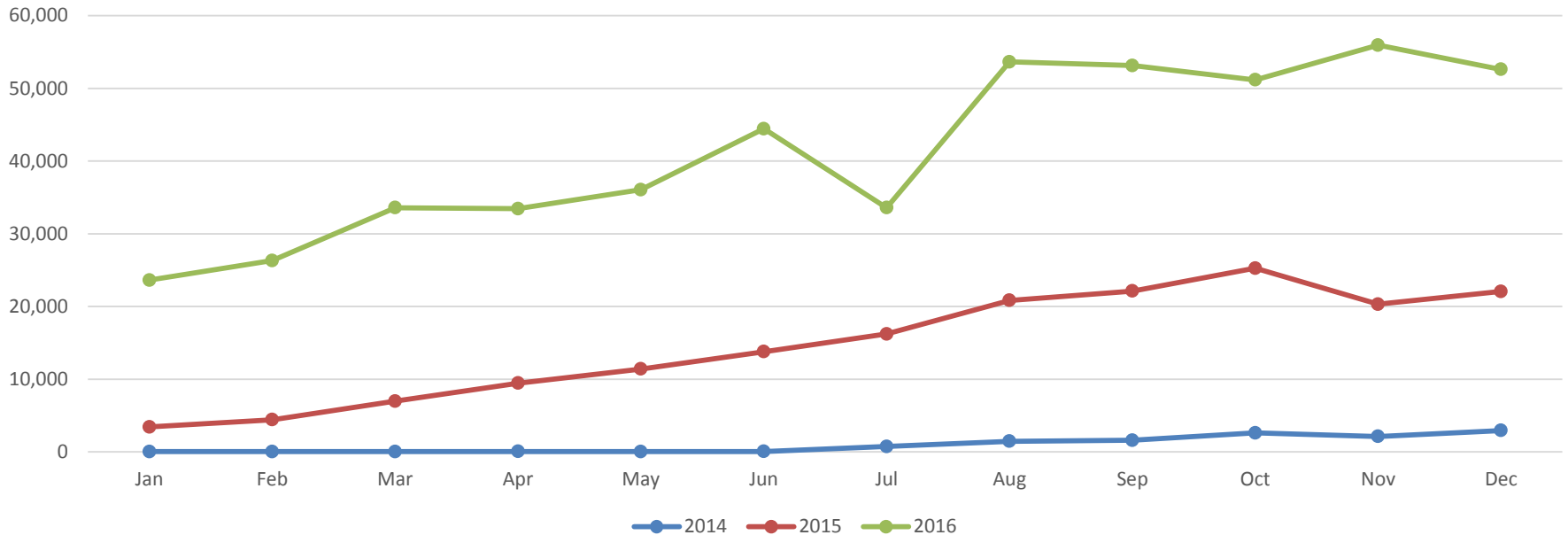




# Judge Filing Comparison

| Mon         | Jan    | Feb    | Mar    | Apr    | May    | Jun    | Jul    | Aug    | Sep    | Oct    | Nov    | Dec    |
|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| <b>2014</b> | 36     | 37     | 35     | 53     | 31     | 56     | 743    | 1,459  | 1,599  | 2,606  | 2,116  | 2,938  |
| <b>2015</b> | 3,427  | 4,414  | 6,981  | 9,450  | 11,397 | 13,786 | 16,224 | 20,829 | 22,123 | 25,266 | 20,313 | 22,068 |
| <b>2016</b> | 23,632 | 26,312 | 33,590 | 33,443 | 36,062 | 44,448 | 33,590 | 53,640 | 53,133 | 51,170 | 55,942 | 52,603 |

Judge Filings

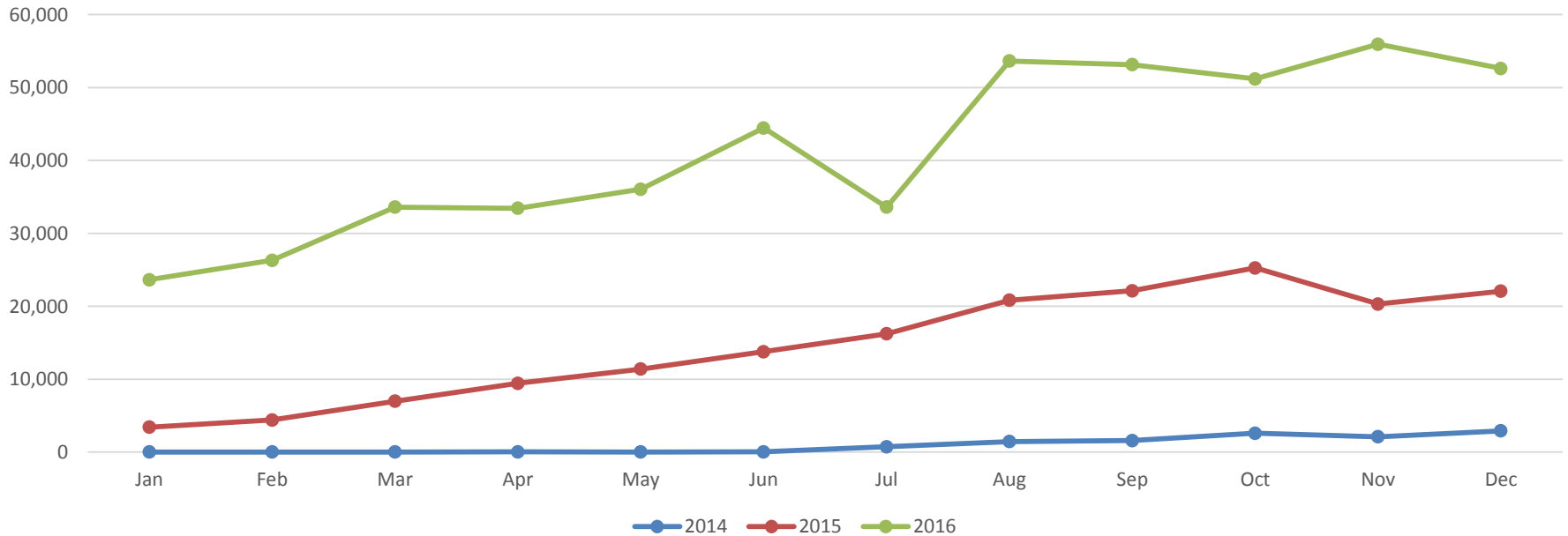




# Judge Doc Comparison

| Mon         | Jan    | Feb    | Mar    | Apr    | May    | Jun    | Jul    | Aug    | Sep    | Oct    | Nov    | Dec    |
|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| <b>2014</b> | 44     | 45     | 48     | 68     | 31     | 75     | 850    | 1,711  | 1,902  | 3,032  | 2,495  | 3,419  |
| <b>2015</b> | 3,902  | 5,232  | 7,900  | 10,630 | 11,397 | 15,342 | 18,193 | 23,000 | 24,308 | 28,106 | 22,471 | 24,446 |
| <b>2016</b> | 26,256 | 28,859 | 36,639 | 36,417 | 36,062 | 45,032 | 36,639 | 57,357 | 56,598 | 54,607 | 59,853 | 56,071 |

Judge Filings

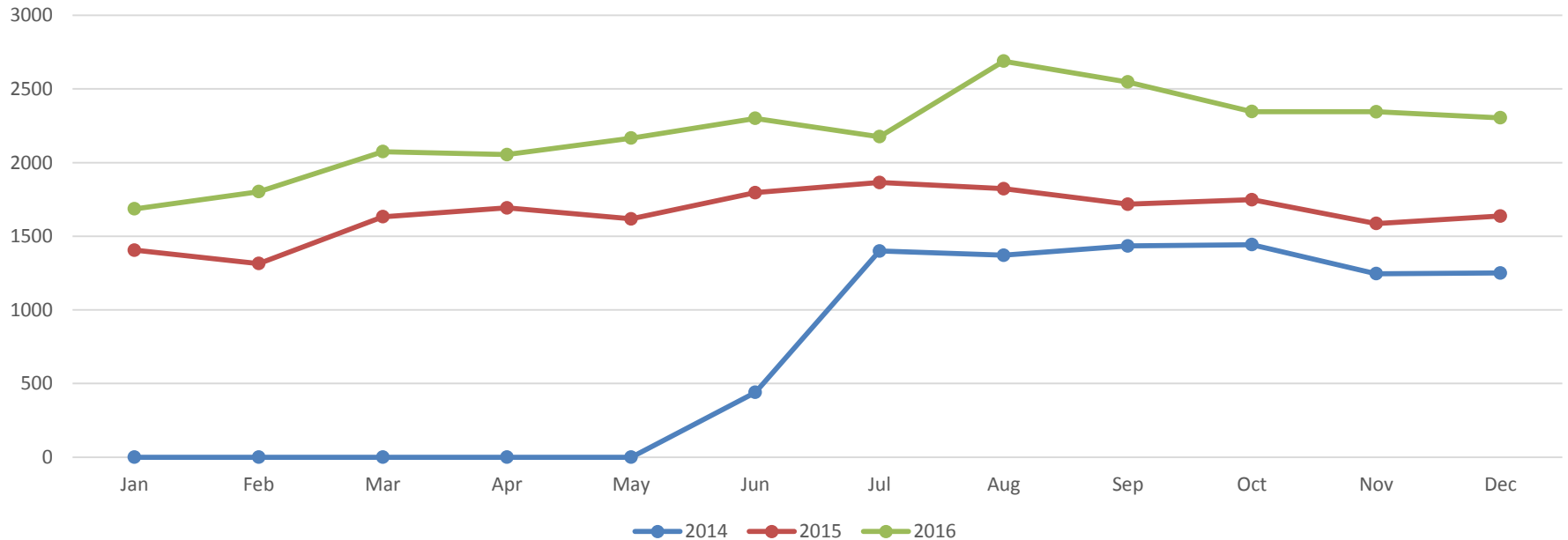




# Pro Se Account Comparison

| Mon         | Jan   | Feb    | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   | Oct   | Nov   | Dec   |
|-------------|-------|--------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| <b>2014</b> | 0     | 0      | 0     | 0     | 0     | 440   | 1,400 | 1,371 | 1,431 | 1,443 | 1,246 | 1,251 |
| <b>2015</b> | 1,406 | 1,1315 | 1,632 | 1,693 | 1,618 | 1,796 | 1,865 | 1,823 | 1,718 | 1,748 | 1,586 | 1,637 |
| <b>2016</b> | 1,686 | 1,803  | 2,074 | 2,054 | 2,166 | 2,300 | 2,176 | 2,689 | 2,547 | 2,346 | 2,345 | 2,304 |

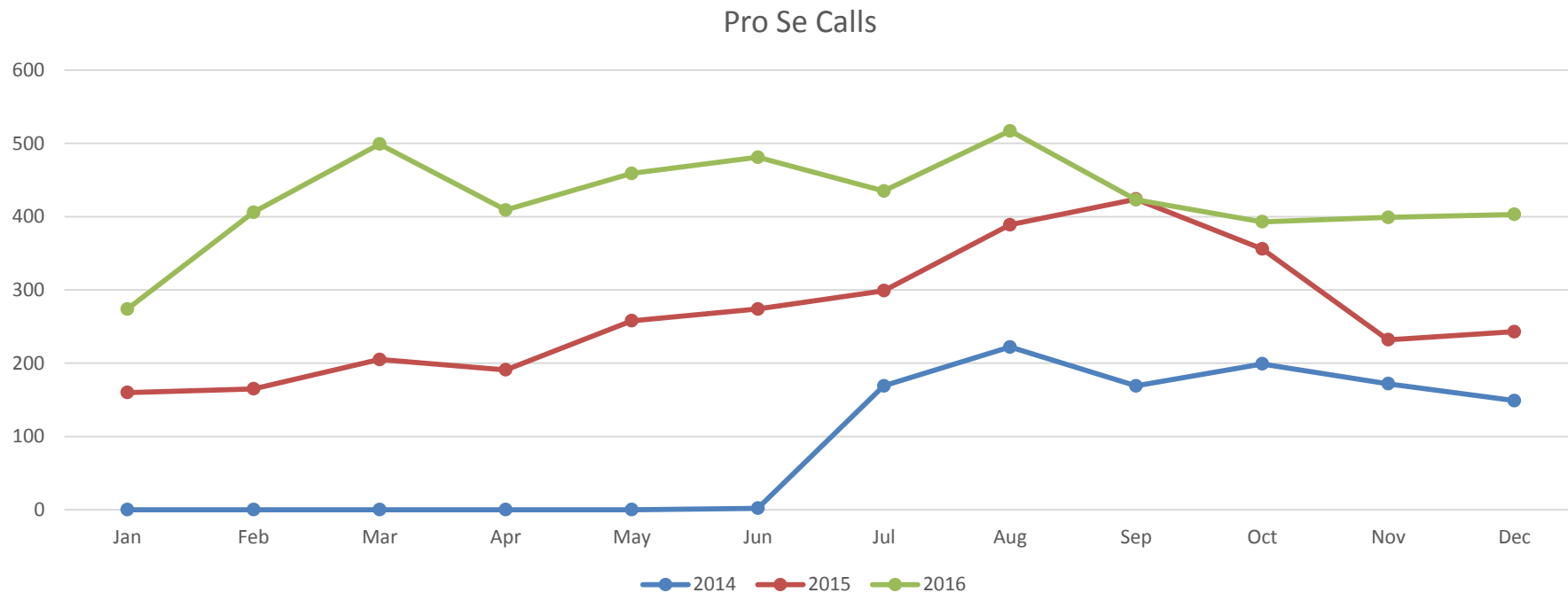
Pro Se Accounts Created





# Pro Se Call Comparison

| Mon         | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>2014</b> | 0   | 0   | 0   | 0   | 0   | 2   | 169 | 222 | 169 | 199 | 172 | 149 |
| <b>2015</b> | 160 | 165 | 205 | 191 | 258 | 274 | 299 | 389 | 424 | 356 | 232 | 243 |
| <b>2016</b> | 274 | 406 | 499 | 409 | 459 | 481 | 435 | 517 | 423 | 393 | 399 | 403 |

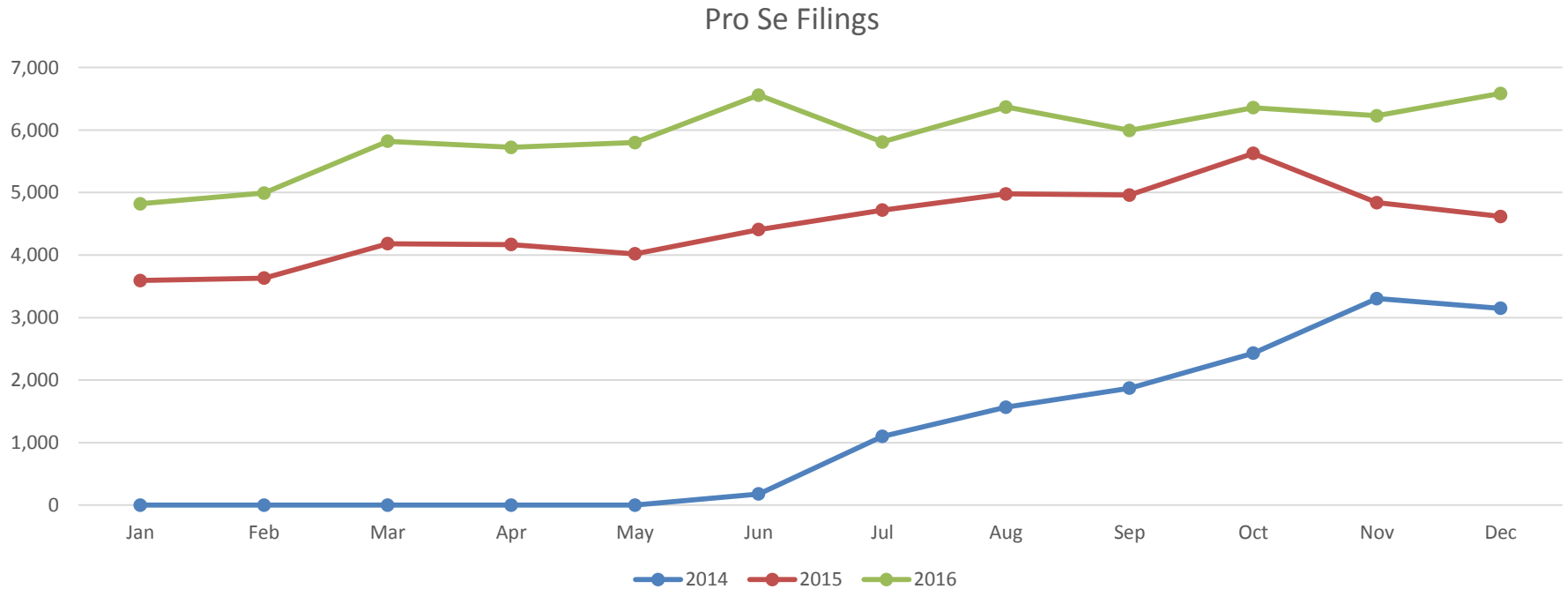






# Pro Se Filing Comparison

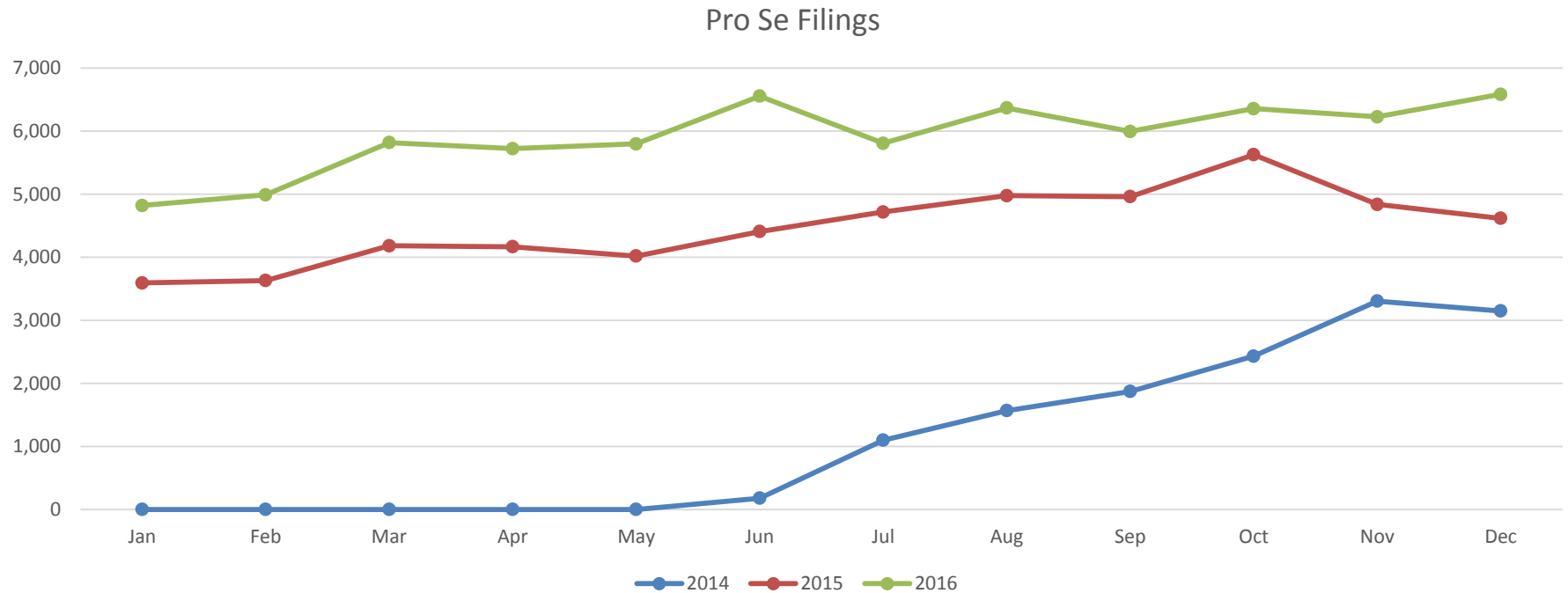
| Mon         | Jan   | Feb   | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   | Oct   | Nov   | Dec   |
|-------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| <b>2014</b> | 0     | 0     | 0     | 0     | 0     | 179   | 1,099 | 1,567 | 1,871 | 2,431 | 3,305 | 3,148 |
| <b>2015</b> | 3,592 | 3,630 | 4,181 | 4,167 | 4,018 | 4,407 | 4,718 | 4,977 | 4,960 | 5,626 | 4,839 | 4,617 |
| <b>2016</b> | 4,820 | 4,991 | 5,819 | 5,722 | 5,798 | 6,556 | 5,808 | 6,368 | 5,994 | 6,356 | 6,227 | 6,585 |

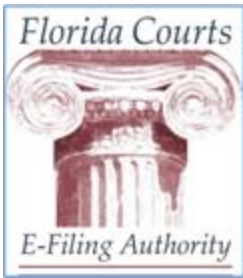




# Pro Se Doc Comparison

| Mon         | Jan   | Feb   | Mar    | Apr    | May    | Jun    | Jul    | Aug    | Sep    | Oct    | Nov    | Dec    |
|-------------|-------|-------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| <b>2014</b> | 0     | 0     | 0      | 0      | 0      | 308    | 2,164  | 2,665  | 3,330  | 4,078  | 4,777  | 4,938  |
| <b>2015</b> | 5,473 | 5,831 | 6,338  | 6,386  | 6,188  | 6,841  | 7,483  | 7,943  | 8,236  | 9,239  | 8,307  | 7,855  |
| <b>2016</b> | 8,625 | 9,146 | 10,706 | 10,772 | 10,135 | 11,980 | 10,695 | 11,479 | 10,867 | 11,219 | 10,822 | 11,240 |

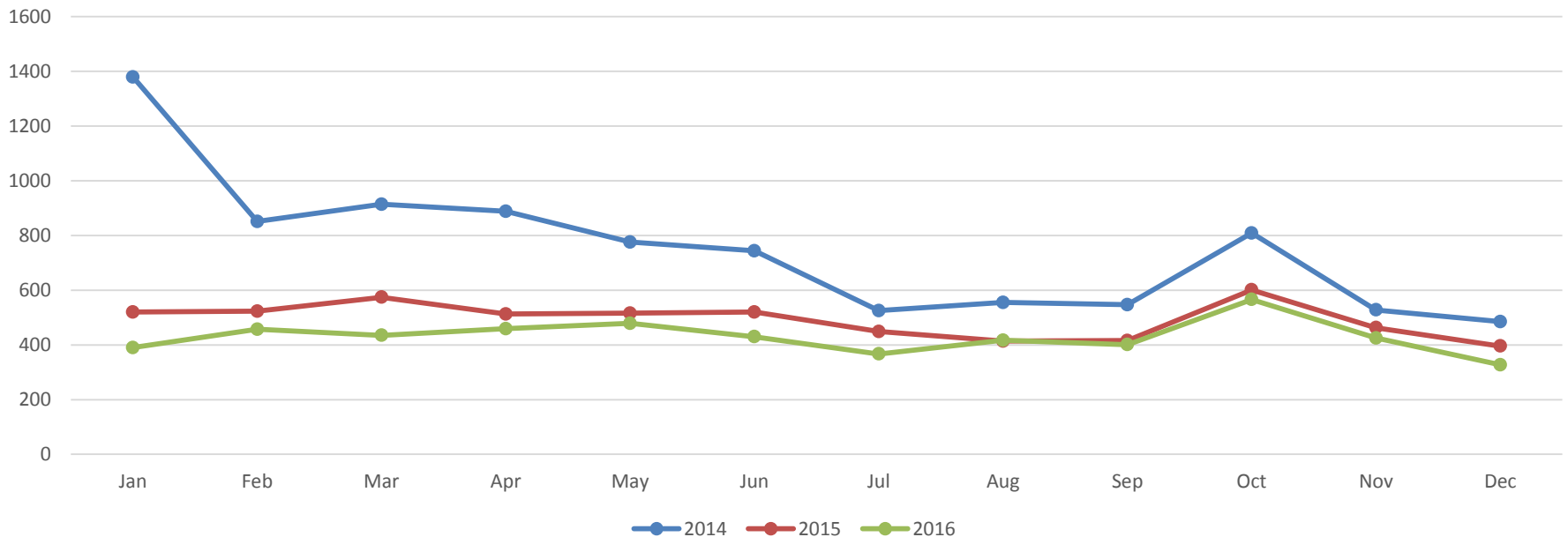




# Attorney Account Comparison

| Mon         | Jan   | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-------------|-------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>2014</b> | 1,379 | 851 | 914 | 888 | 776 | 744 | 525 | 555 | 547 | 809 | 528 | 485 |
| <b>2015</b> | 520   | 523 | 574 | 513 | 516 | 520 | 449 | 414 | 416 | 601 | 463 | 396 |
| <b>2016</b> | 390   | 457 | 435 | 459 | 479 | 430 | 367 | 417 | 401 | 556 | 425 | 327 |

Attorney Accounts Created

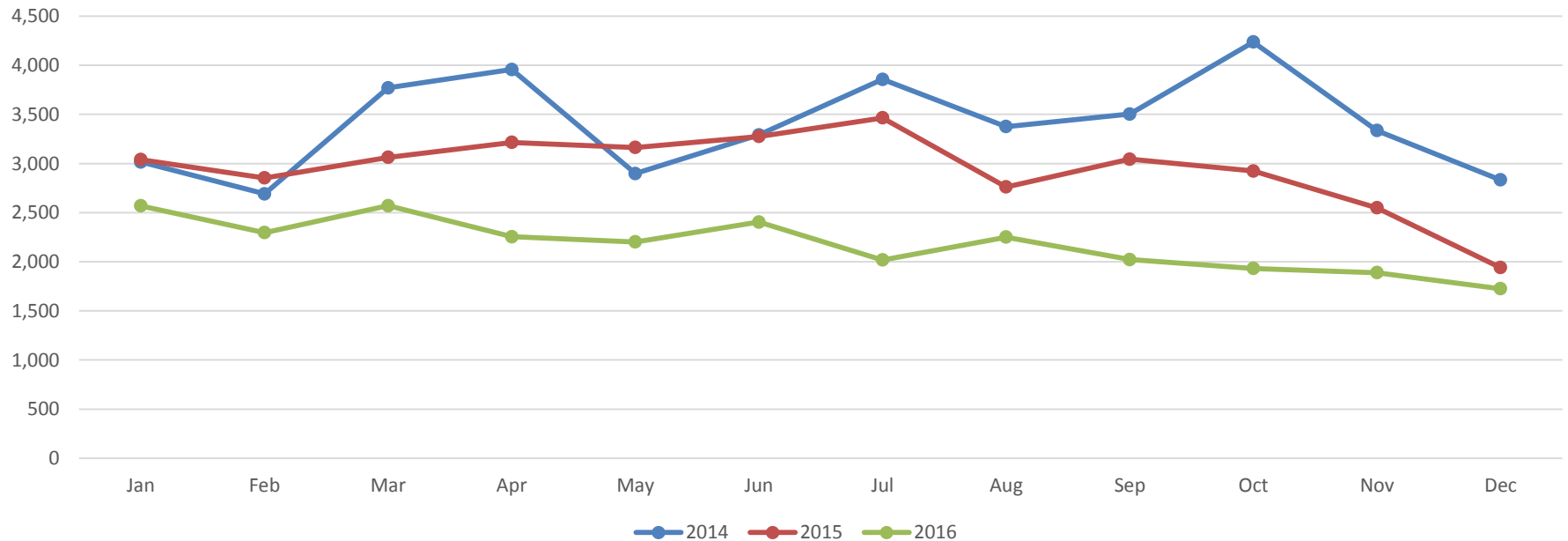




# Attorney Call Comparison

| Mon         | Jan   | Feb   | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   | Oct   | Nov   | Dec   |
|-------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| <b>2014</b> | 3,015 | 2,691 | 3,771 | 3,957 | 2,898 | 3,291 | 3,856 | 3,376 | 3,504 | 4,237 | 3,336 | 2,833 |
| <b>2015</b> | 3,040 | 2,853 | 3,063 | 3,215 | 3,163 | 3,275 | 3,464 | 2,761 | 3,044 | 2,924 | 2,549 | 1,940 |
| <b>2016</b> | 2,569 | 2,297 | 2,570 | 2,255 | 2,201 | 2,404 | 2,018 | 2,251 | 2,022 | 1,932 | 1,889 | 1,725 |

Attorney Calls

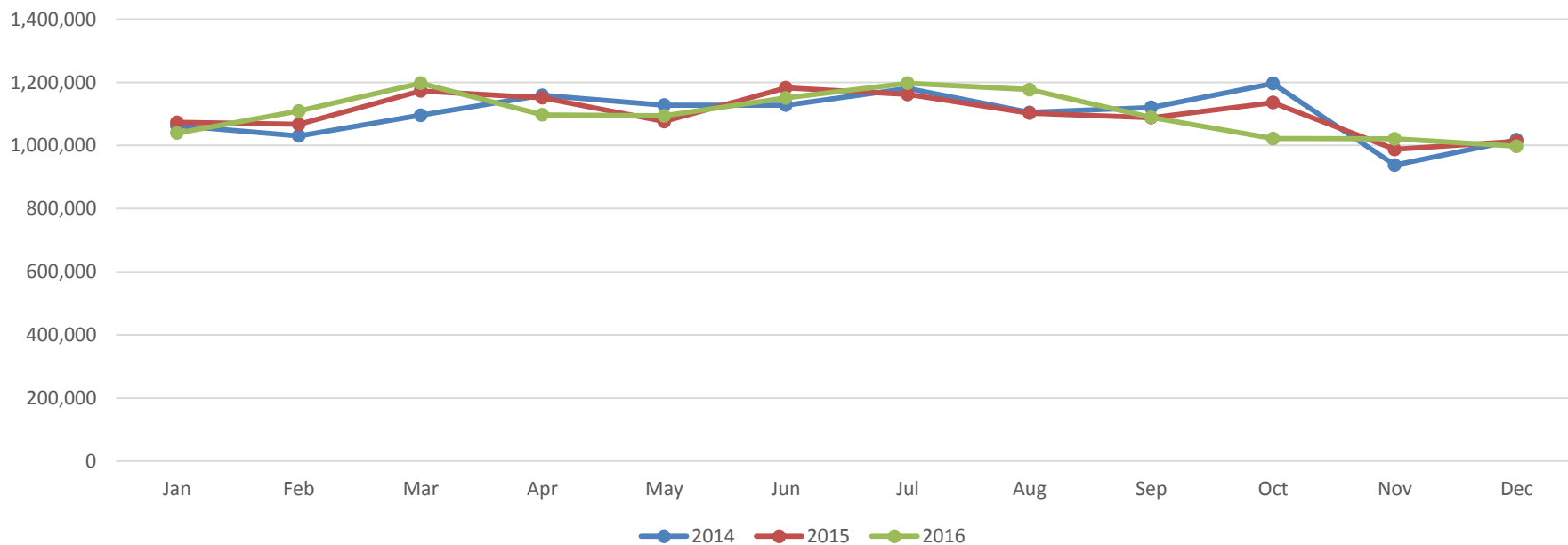




# Attorney Filing Comparison

| Mon         | Jan       | Feb       | Mar       | Apr       | May       | Jun       | Jul       | Aug       | Sep       | Oct       | Nov       | Dec       |
|-------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| <b>2014</b> | 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 |
| <b>2015</b> | 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 |
| <b>2016</b> | 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   |

Attorney Filings





# Attorney Doc Comparison

| Mon         | Jan       | Feb       | Mar       | Apr       | May       | Jun       | Jul       | Aug       | Sep       | Oct       | Nov       | Dec       |
|-------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| <b>2014</b> | 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 |
| <b>2015</b> | 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 |
| <b>2016</b> | 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 |

Attorney Filings

