



# Florida Courts E-Filing Authority Board

## Service Desk Report November 2021



# E-Portal Service Desk Summary

## November 2021

Month	September	October	November
Total Calls	4,713	5,145	4,610

Customer	Count	Volume %	Acknowledge	Resolved
Judge	↓ 11	↓ 45%	↑ 1 Hr. 35 Mins.	↑ 3 Hrs. 18 Mins.
Self-Rep	↓ 1,474	↓ 12%	↑ 1 Hr. 1 Min.	↓ 5 Mins.
Attorney	↓ 2,732	↓ 11%	↑ 44 Mins.	↓ 12 Mins.
<b>Total (Legal)</b>	↓ <b>4,217</b>	↓ <b>11%</b>	↑ <b>51 Mins.</b>	↓ <b>9 Mins.</b>
Clerks/Staff	↑ 393	↑ 8%	↑ 3 Mins.	↓ 38 Mins.



# Customer Service Incidents November 2021

Status	September 2021	October 2021	November 2021
Incidents Received	4,377	4,783	<b>4,217</b>
Incidents Worked	4,217	4,516	<b>3,985</b>
Carry Over	160	163	<b>232</b>
# of Submissions	1,801,621	1,652,349	<b>1,742,317</b>
# of Documents	2,626,134	2,474,693	<b>2,537,273</b>

## Average Acknowledgement/Resolution Times

Acknowledge Time	.24 Days 2 Hrs 11 Minutes	.30 Days 2 Hrs 43 Minutes	<b>.40 Days 3 Hrs 34 Minutes</b>
Resolution Time	.80 Days 6 Hrs 1 Minute	.82 Days 7 Hrs 22 Minutes	<b>.80 Days 7 Hrs 13 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 November 2021

Status	September 2021	October 2021	November 2021
Incidents Received	7	20	<b>11</b>
Incidents Worked	7	20	<b>10</b>
Carry Over	0	0	<b>1</b>
# of Submissions	228,805	240,816	<b>248,675</b>
# of Documents	240,018	252,388	<b>259,673</b>

Average Acknowledgement/Resolution Times			
Acknowledge Time	.05 Days 30 Minutes	.12 Days 1 Hr 3 Minutes	<b>.29 Days 2 Hrs 38 Minutes</b>
Resolution Time	.27 Days 2 Hrs 28 Minutes	.57 Days 5Hrs 9 Minutes	<b>.94 Days 8 Hrs 27 Minutes</b>
Stakeholders: Judges, Judicial Assistants, General Magistrates, and Hearing Officers			



# Self-Rep Litigant Incidents November 2021

Status	September 2021	October 2021	November 2021
Incidents Received	1,611	1,676	<b>1,474</b>
Incidents Worked	1,560	1,598	<b>1,379</b>
Carry Over	51	78	<b>95</b>
# of Submissions	15,279	15,348	<b>14,854</b>
# of Documents	32,652	31,921	<b>32,051</b>

Average Acknowledgement/Resolution Times			
	.29 Days	.37 Days	<b>.49 Days</b>
Acknowledge Time	2 Hrs 36 Minutes	3 Hrs 22 Minutes	<b>4 Hrs 23 Minutes</b>
	.73 Days	.98 Days	<b>.97 Days</b>
Resolution Time	6 Hrs 28 Minutes	8 Hrs 48 Minutes	<b>8 Hrs 43 Minutes</b>
<b>Stakeholders: Pro Se filers and Agent for Pro Se Filer</b>			



# Attorney Incidents November 2021

Status	September 2021	October 2021	November 2021
Incidents Received	2,759	3,087	<b>2,732</b>
Incidents Worked	2,650	2,898	<b>2,596</b>
Carry Over	109	189	<b>136</b>
# of Submissions	1,393,985	1,396,185	<b>1,316,964</b>
# of Documents	2,167,563	2,190,384	<b>2,044,417</b>

Average Acknowledgement/Resolution Times			
Acknowledge Time	.22 Days 1 Hr 56 Minutes	.26 Days 2 Hrs 23 Minutes	<b>.35 Days 3 Hrs 7 Minutes</b>
Resolution Time	.55 Days 6 Hrs 0 Minutes	.73 Days 6 Hrs 36 Minutes	<b>.71 Days 6 Hrs 24 Minutes</b>
<b>Stakeholders: Attorneys and their representatives</b>			



# Technical/System Incidents November 2021

Status	September 2021	October 2021	November 2021
Incidents Received	336	<b>362</b>	<b>393</b>
Incidents Worked	328	<b>338</b>	<b>371</b>
Carry Over	8	<b>24</b>	<b>22</b>
# of Submissions	16,720	<b>14,929</b>	<b>14,792</b>
# of Documents	19,693	<b>17,885</b>	<b>17,713</b>

Average Acknowledgement/Resolution Times			
Acknowledge Time	.04 Days 22 Minutes	.05 Days 26 Minutes	<b>.05 Days 29 Minutes</b>
Resolution Time	.38 Days 3 Hrs 27 Minutes	.43 Days 3 Hrs 52 Minutes	<b>.36 Days 3 Hrs 14 Minutes</b>
<b>Stakeholders: Clerks of Court and their staff</b>			



# Top Types of Incidents & Percentage of Call Volume

Attorney					
Access	<b>19%</b>	Connectivity	<b>3%</b>	E-Service	<b>5%</b>
Information	<b>25%</b>	Pending Registration	<b>14%</b>	Training	<b>5%</b>

Self-Represented Litigant/Pro Se					
Access	<b>17%</b>	Correction Queue	<b>3%</b>	E-Service	<b>1%</b>
Information	<b>30%</b>	Payment Assistance	<b>1%</b>	Training	<b>31%</b>

Judges					
<b>Access</b>	<b>27%</b>	Information	<b>18%</b>	Pending Registration	<b>27%</b>





# At-A-Glance Statistics

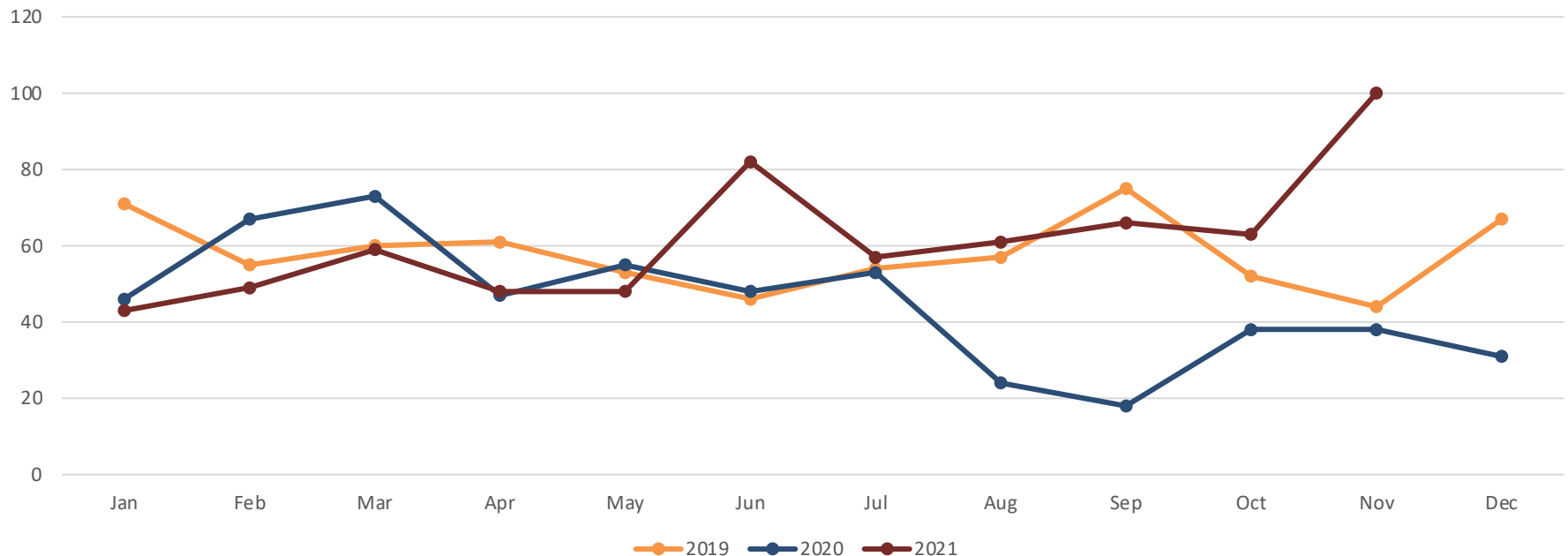
The following slides breakdown E-Portal Service Desk Calls, Filings, and Documents by year and month for Customer Service and Technical.



# County Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2019</b>	71	55	60	61	53	46	54	57	75	52	44	67
<b>2020</b>	46	67	73	47	55	48	53	24	18	38	38	31
<b>2021</b>	43	49	59	48	48	82	57	61	66	63	100	

County Accounts



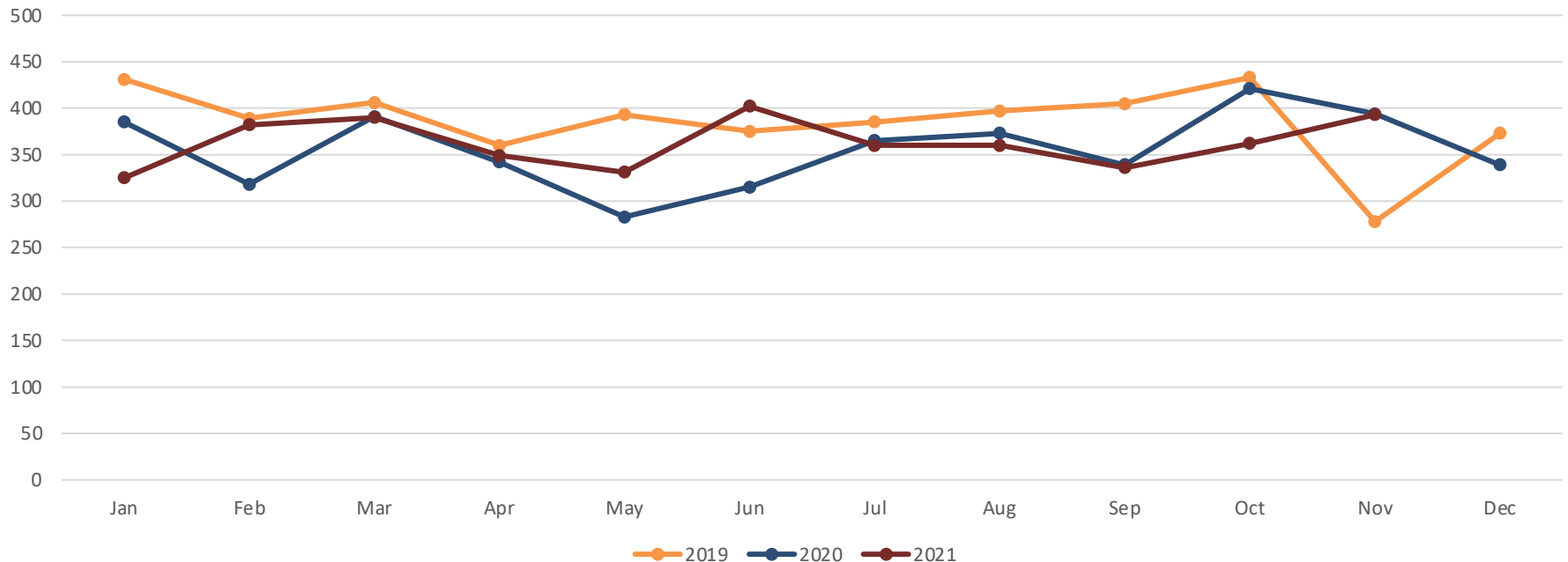
\*Highest # of County Accounts 6/15: 126



# County Ticket Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2019</b>	431	389	406	360	393	375	385	397	405	433	278	373
<b>2020</b>	385	318	391	342	283	315	365	373	339	421	394	339
<b>2021</b>	325	372	390	349	331	402	360	360	336	362	393	

County Tickets

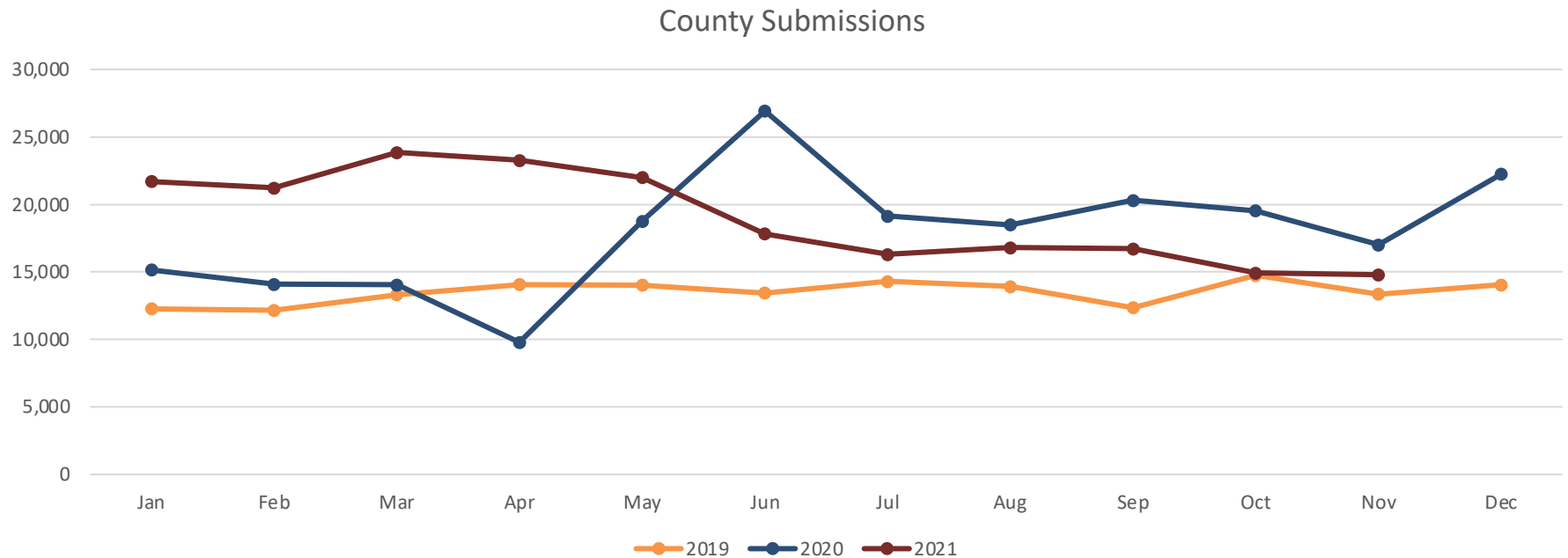


\*Highest # of County Calls 3/14: 1,051



# County Submission Comparison

Mon	Jan	Feb	Mar 227	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2019</b>	12,276	12,161	13,320	14,069	14,030	13,437	14,296	13,931	12,355	14,751	13,357	14,041
<b>2020</b>	15,144	14,098	14,047	9,786	18,762	<b>26,922</b>	19,132	18,497	20,301	19,542	17,007	22,238
<b>2021</b>	21,709	21,227	23,854	23,262	22,005	17,821	16,304	16,805	16,720	14,929	14,792	



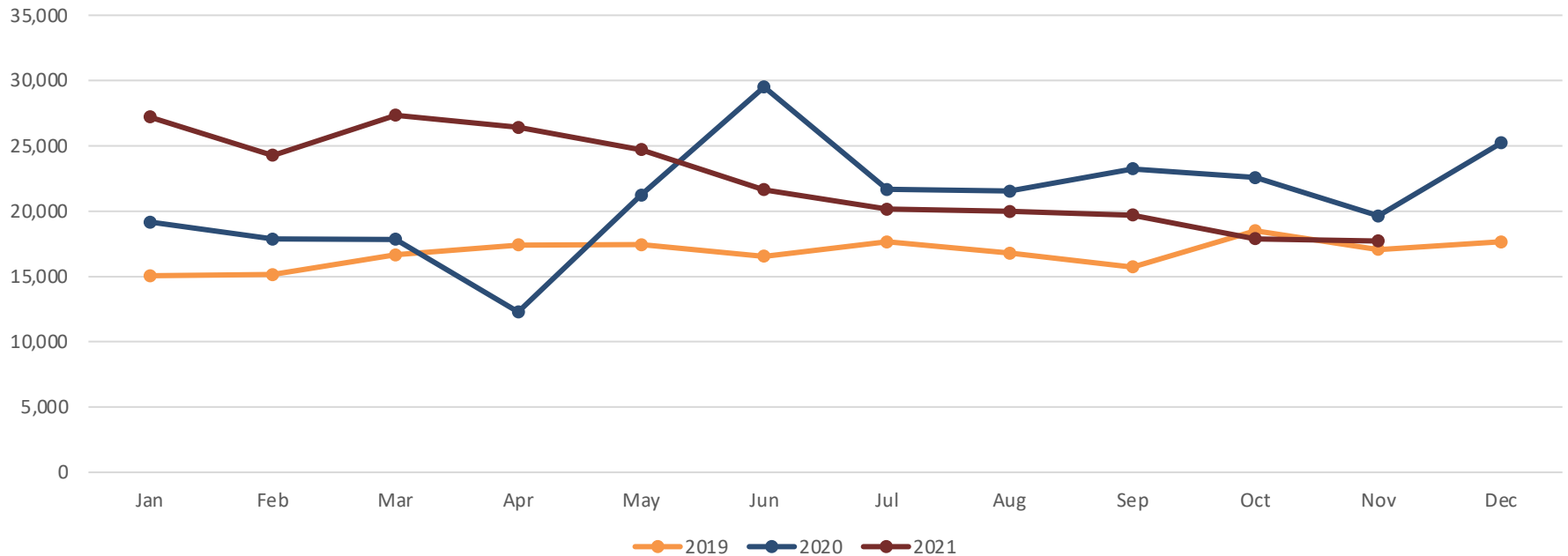
**\*Highest # of County Filings 6/20**



# County Document Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2019</b>	15,056	15,133	16,661	17,403	17,441	16,550	17,643	16,781	15,734	18,496	17,062	17,657
<b>2020</b>	19,150	17,864	17,850	12,283	21,227	<b>29,508</b>	21,667	21,536	23,244	22,576	19,626	25,231
<b>2021</b>	27,208	24,277	27,341	26,423	24,698	21,642	20,160	19,978	19,693	17,885	17,713	

County Documents



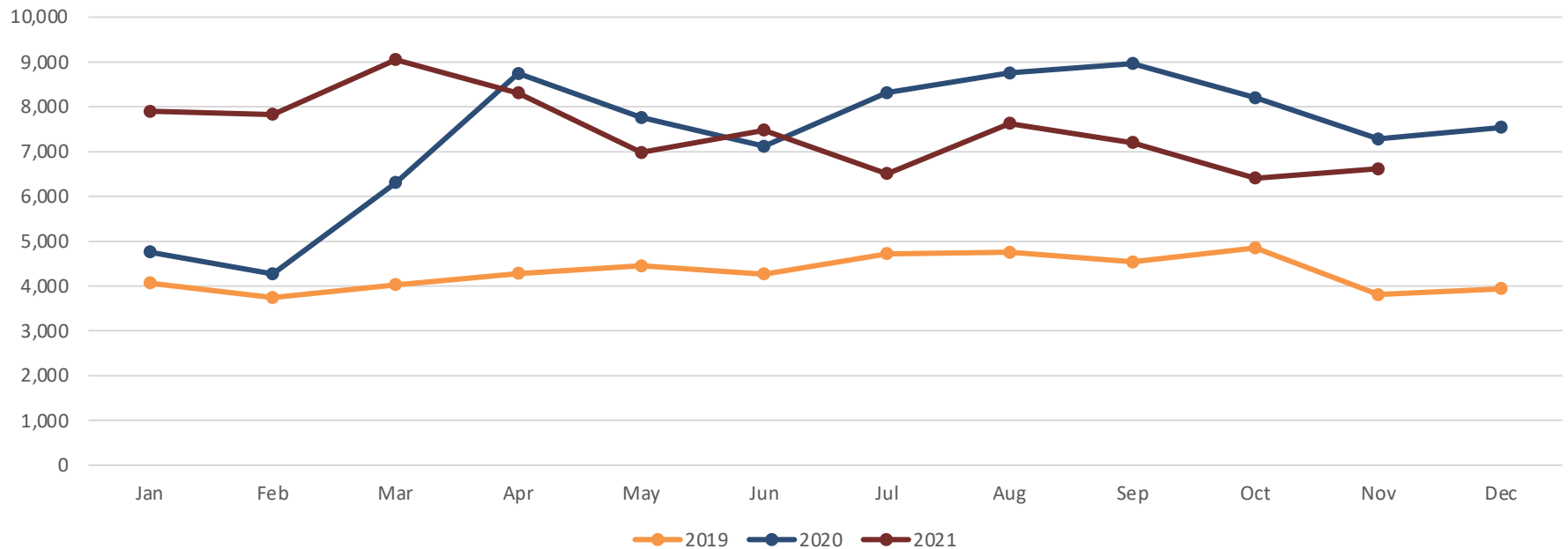
\*Highest # of County Documents 6/20



# Customer Service Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2019</b>	4,069	3,743	4,031	4,283	4,449	4,269	4,720	4,692	4,538	4,850	3,805	3,942
<b>2020</b>	4,760	4,270	6,305	8,741	7,761	7,121	8,313	8,752	8,963	8,199	7,284	7,542
<b>2021</b>	7,896	7,828	<b>9,050</b>	8,305	6,979	7,479	6,510	7,630	7,199	6,405	6,616	

Customer Service Accounts



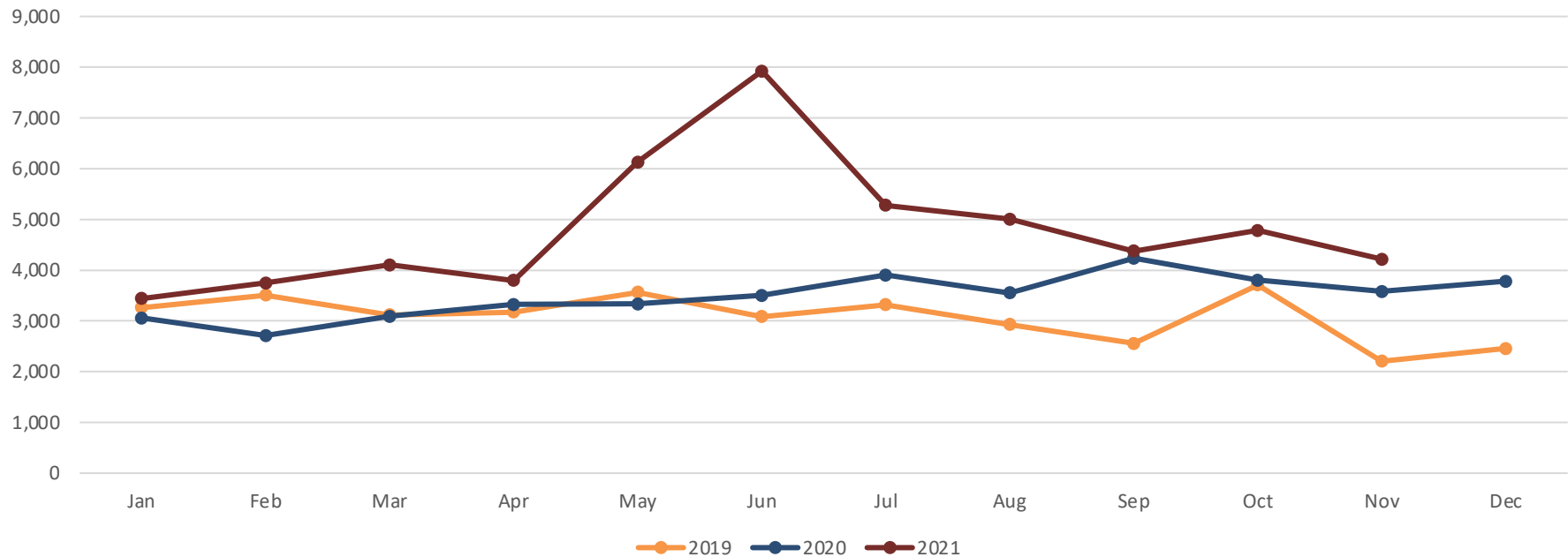
**\*Highest # of CS Accounts 3/21**



# Customer Service Ticket Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2019</b>	3,261	3,510	3,118	3,175	3,401	3,085	3,321	2,932	2,556	3,707	2,205	2,454
<b>2020</b>	3,058	2,713	3,091	3,323	3,334	3,500	3,902	3,551	4,236	3,804	3,579	3,779
<b>2021</b>	3,440	3,748	4,105	3,799	6,132	<b>7,924</b>	5,279	5,008	4,377	4,783	4,217	

Customer Service Tickets



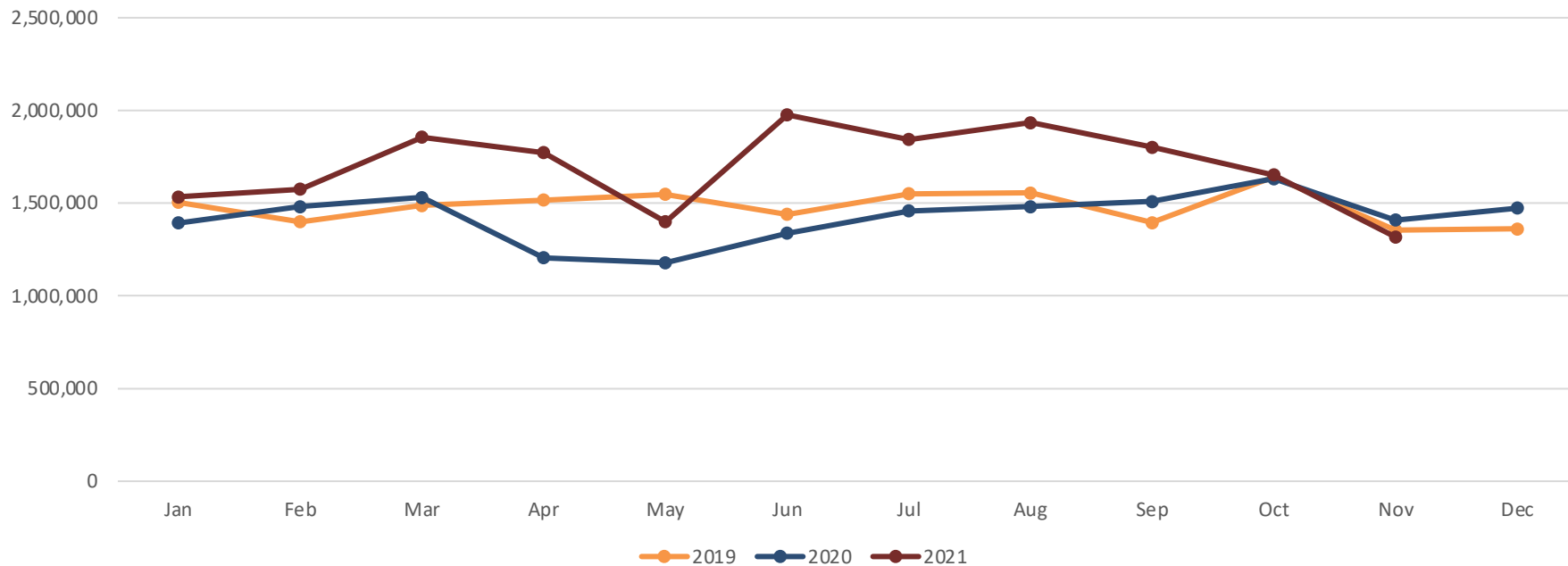
**\*Highest # of CS Call 6/21**



# Customer Service Submission Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2019</b>	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	1,360,968
<b>2020</b>	1,392,767	1,480,709	1,530,530	1,205,126	1,178,584	1,337,359	1,457,941	1,481,578	1,508,410	1,632,208	1,409,467	1,473,469
<b>2021</b>	1,533,541	1,574,985	1,855,386	1,773,174	1,400,025	<b>1,976,149</b>	1,843,728	1,933,728	1,801,621	1,652,349	1,316,964	

Customer Service Submissions



**\*Highest # of CS Filings 6/21**

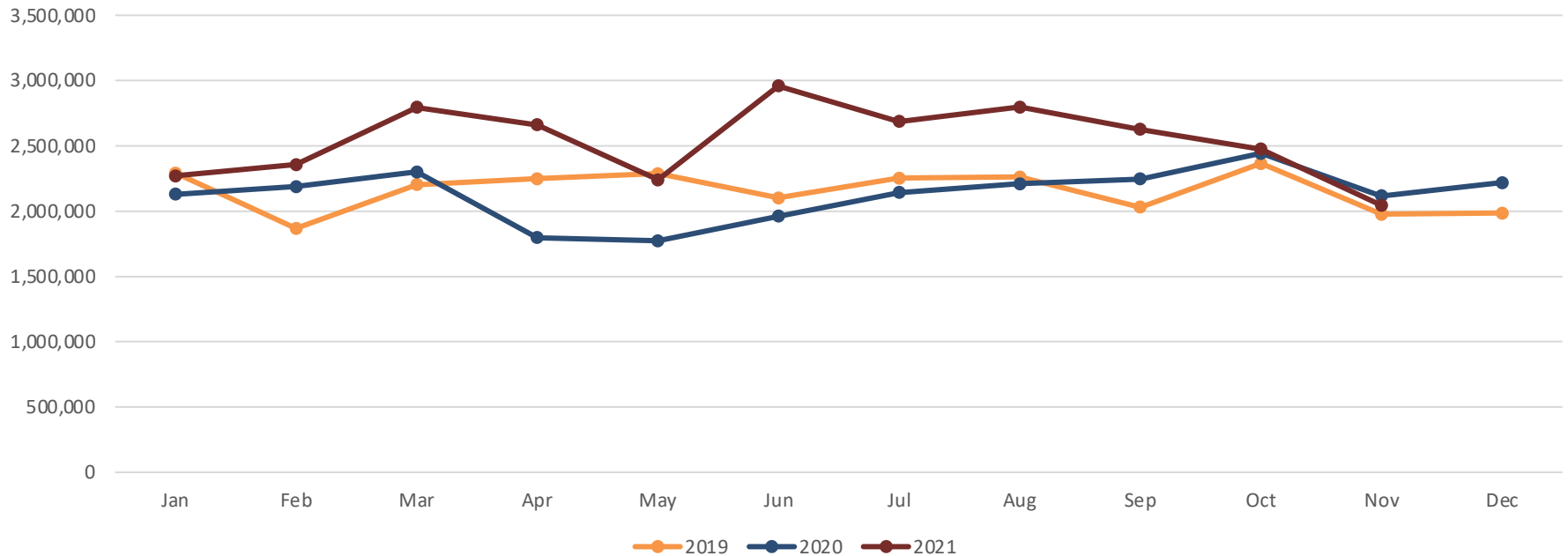




# Customer Service Document Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2019</b>	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	1,985,465
<b>2020</b>	2,130,092	2,188,107	2,299,401	1,796,384	1,773,400	1,961,458	2,141,663	2,210,222	2,245,939	2,443,345	2,116,559	2,217,610
<b>2021</b>	2,270,482	2,357,449	2,793,962	2,660,827	2,239,380	<b>2,958,056</b>	2,687,363	2,796,558	2,626,134	2,474,693	2,044,417	

Customer Service Documents



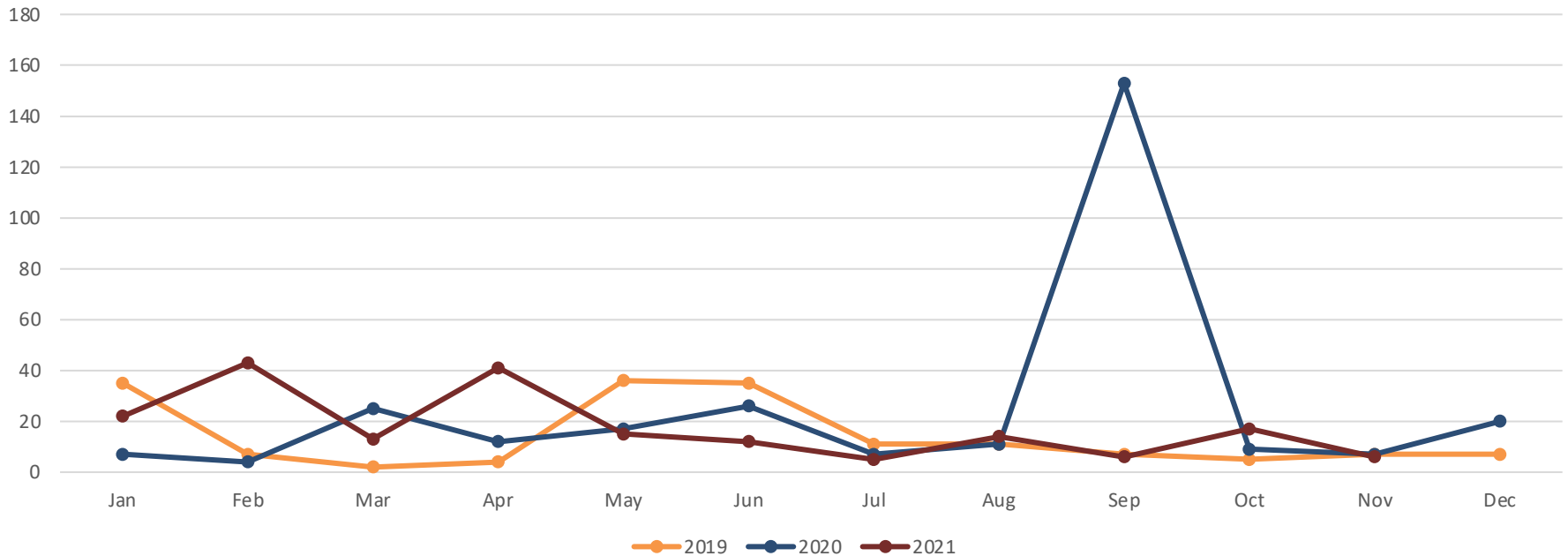
**\*Highest # of CS Docs 6/21**



# Judge Account Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2019</b>	35	7	2	4	36	35	11	11	7	5	7	7
<b>2020</b>	7	3	25	12	17	26	7	11	<b>153</b>	9	7	20
<b>2021</b>	22	43	13	41	15	12	5	14	6	17	6	

Judge Accounts



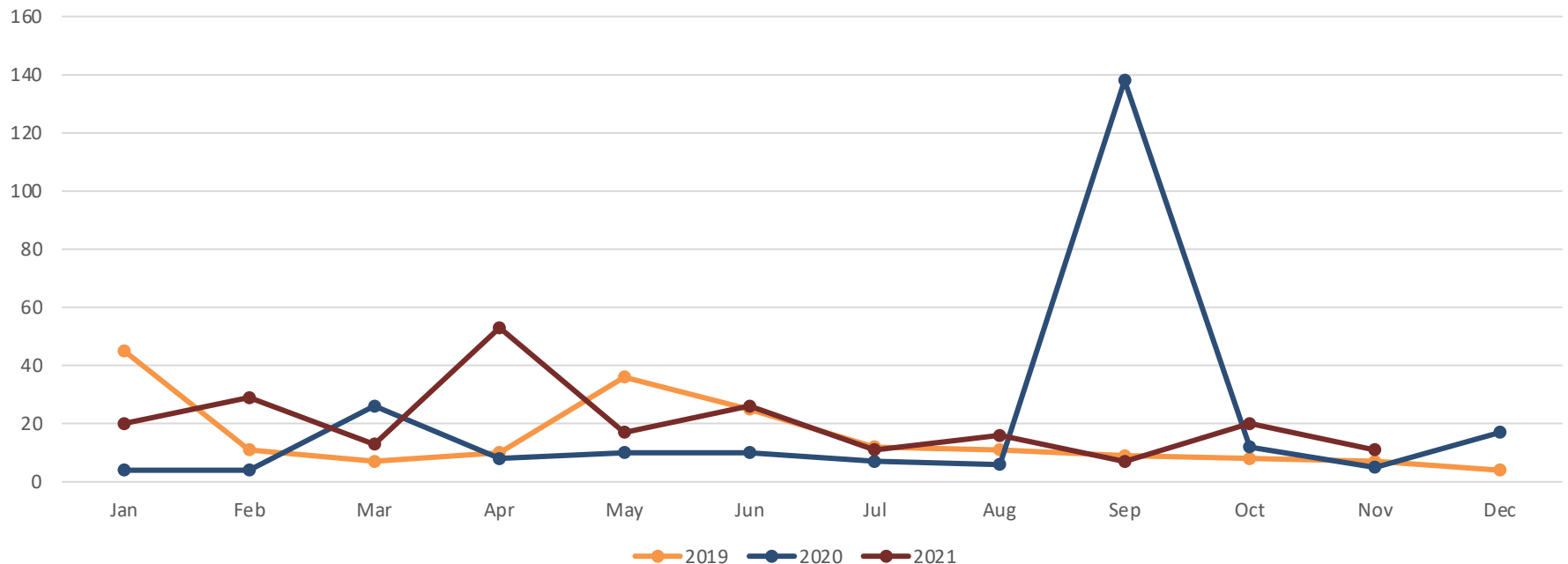
\*Highest # of Judge Accounts 9/20



# Judge Ticket Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2019</b>	45	11	7	10	36	25	12	11	9	8	7	4
<b>2020</b>	4	4	26	8	10	10	7	6	138	12	5	17
<b>2021</b>	20	29	13	53	17	26	11	16	7	20	11	

Judge Tickets



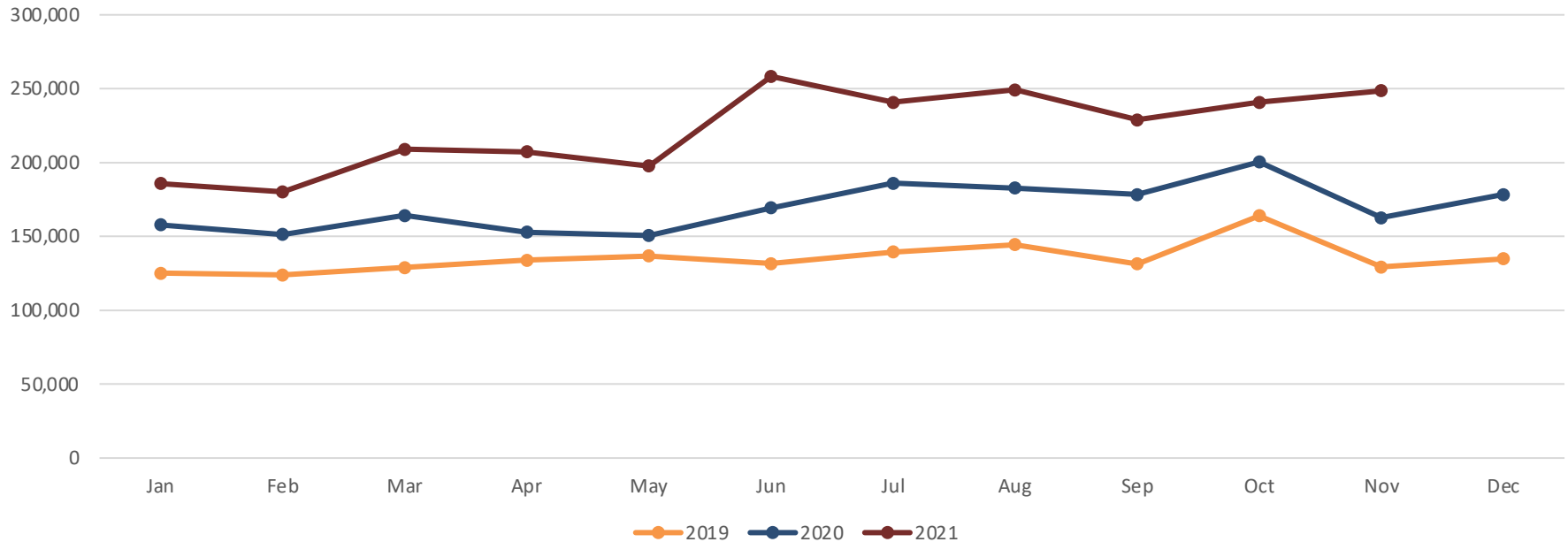
\*Highest # of Judge Call 10/16: 60



# Judge Submission Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2019</b>	125,137	123,970	128,883	133,909	136,736	131,648	139,437	144,430	131,420	163,907	129,243	134,795
<b>2020</b>	157,857	151,293	164,133	152,936	150,610	169,319	185,968	182,729	178,399	200,414	162,642	178,401
<b>2021</b>	185,746	180,184	208,936	207,328	197,758	<b>258,282</b>	240,703	249,120	228,805	240,816	248,675	

Judge Submissions

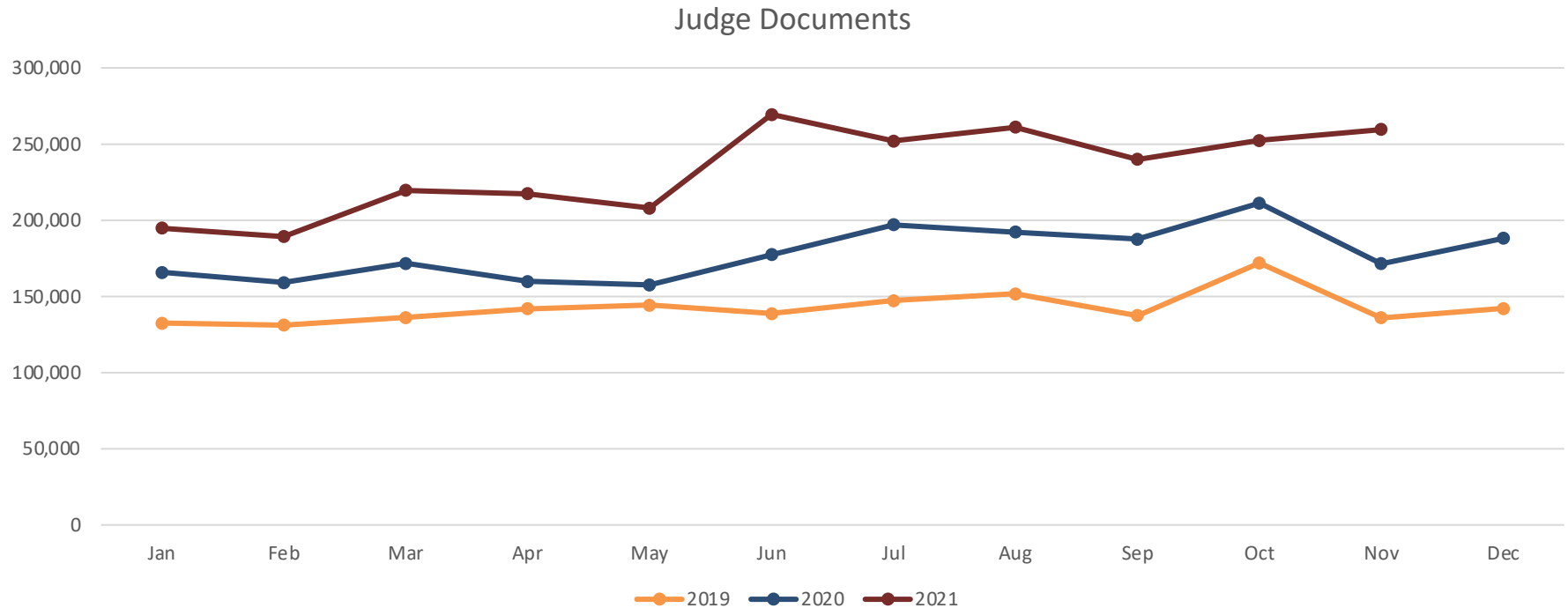


**\*Highest # of Judge Filings 6/21**



# Judge Document Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2019</b>	132,466	131,127	136,214	141,955	144,318	138,798	147,287	151,716	137,462	171,950	136,044	142,151
<b>2020</b>	165,698	159,130	171,656	159,838	157,565	177,467	197,105	192,207	185,571	211,249	171,552	188,132
<b>2021</b>	194,735	189,256	219,618	217,378	207,930	<b>269,465</b>	251,951	261,135	240,018	252,388	259,673	



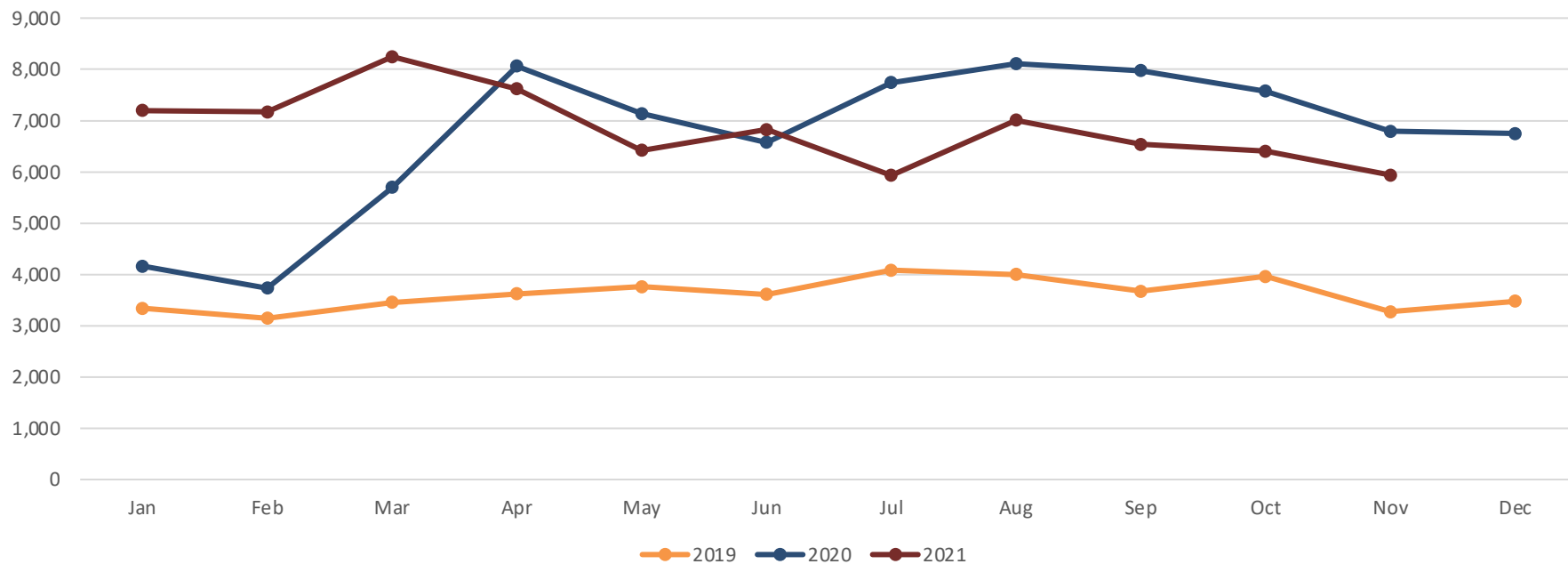
**\*Highest # of Judge Docs 6/21**



# Self-Rep Account Comparison

6,405	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2019</b>	3,339	3,145	3,457	3,624	3,762	3,611	4,084	4,001	3,671	3,960	3,273	3,476
<b>2020</b>	4,158	3,732	5,696	8,063	7,136	6,574	7,739	8,111	7,976	7,573	6,791	6,746
<b>2021</b>	7,196	7,167	<b>8,247</b>	7,617	6,420	6,828	5,932	7,010	6,537	6,405	5,939	

Self-Rep Accounts



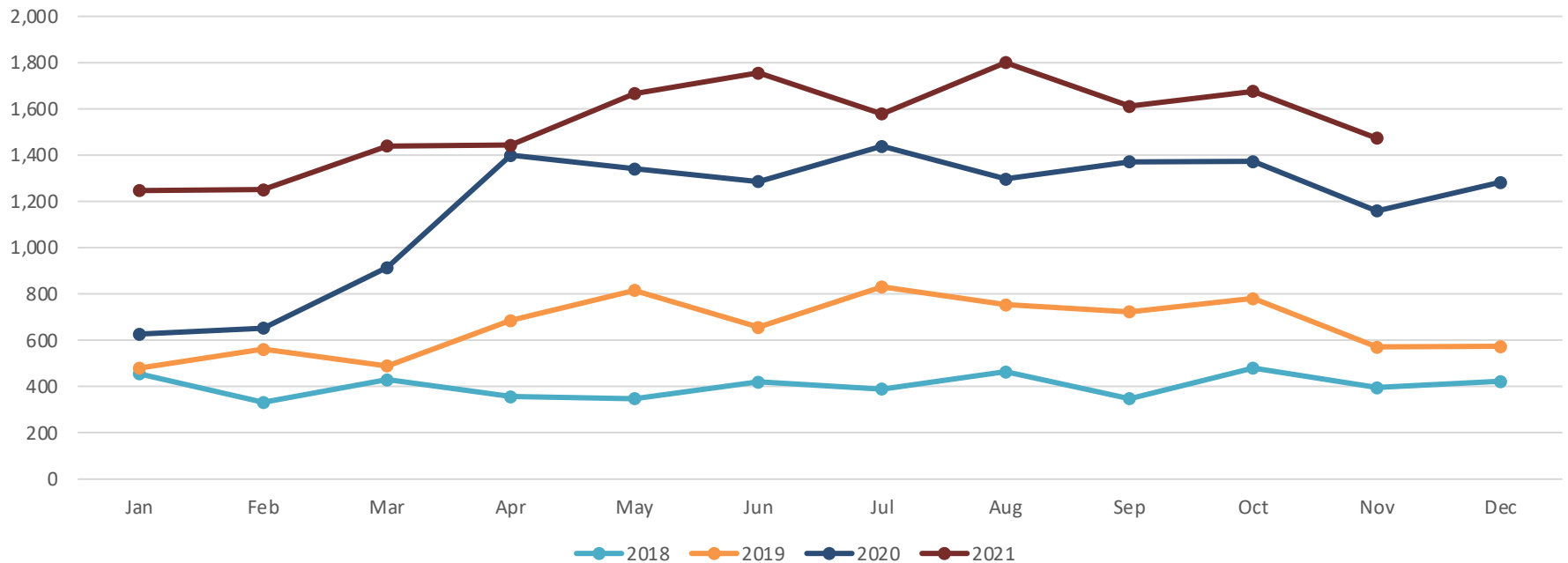
**\*Highest # of Pro Se Accounts 3/21**



# Self-Rep Ticket Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2019</b>	480	561	489	685	768	656	831	754	723	780	571	573
<b>2020</b>	627	653	915	1,400	1,341	1,286	1,439	1,297	1,372	1,373	1,159	1,282
<b>2021</b>	1,247	1,251	1,440	1,443	1,667	1,755	1,579	<b>1,800</b>	1,611	1,676	1,474	

Self-Rep Tickets



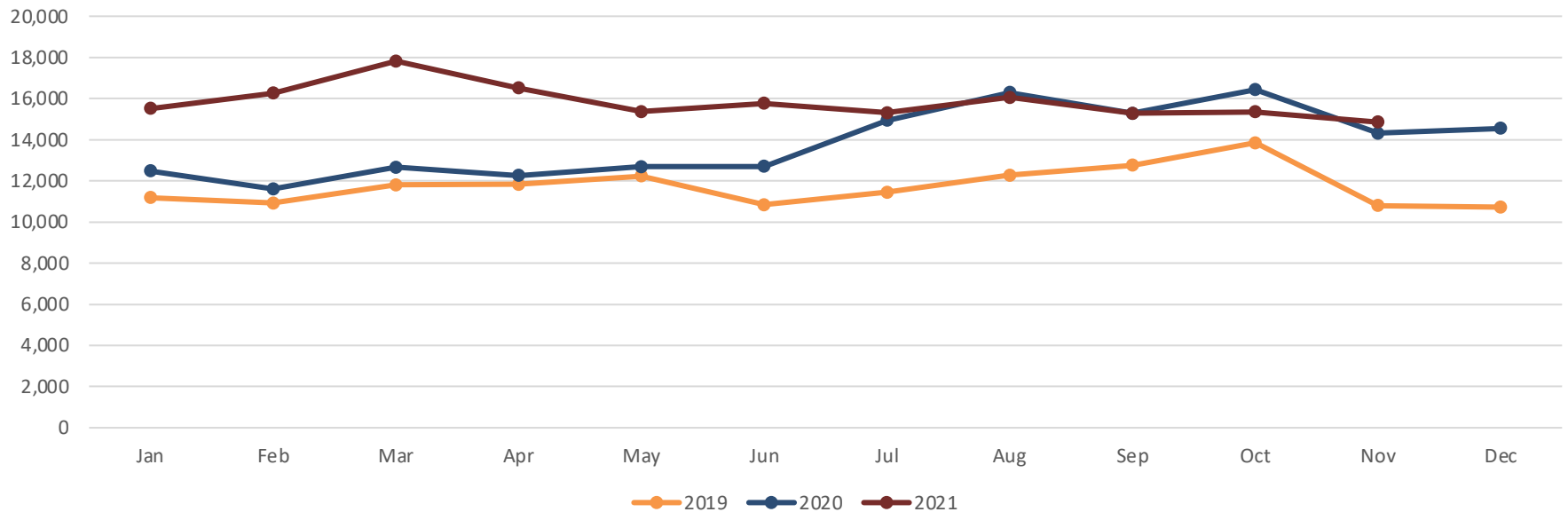
**\*Highest # of Pro Se Calls 8/21**



# Self-Rep Submission Comparison

14,854	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2019</b>	11,178	10,918	11,804	11,832	12,227	10,844	11,445	12,271	12,755	13,852	10,794	10,723
<b>2020</b>	12,474	11,609	12,656	12,257	12,690	12,707	14,939	16,289	15,287	16,430	14,318	14,550
<b>2021</b>	15,511	16,265	<b>17,820</b>	16,514	15,371	15,771	15,306	16,059	15,279	15,348	14,854	

Self-Rep Submissions



**\*Highest # of Pro Se Filings 3/21**

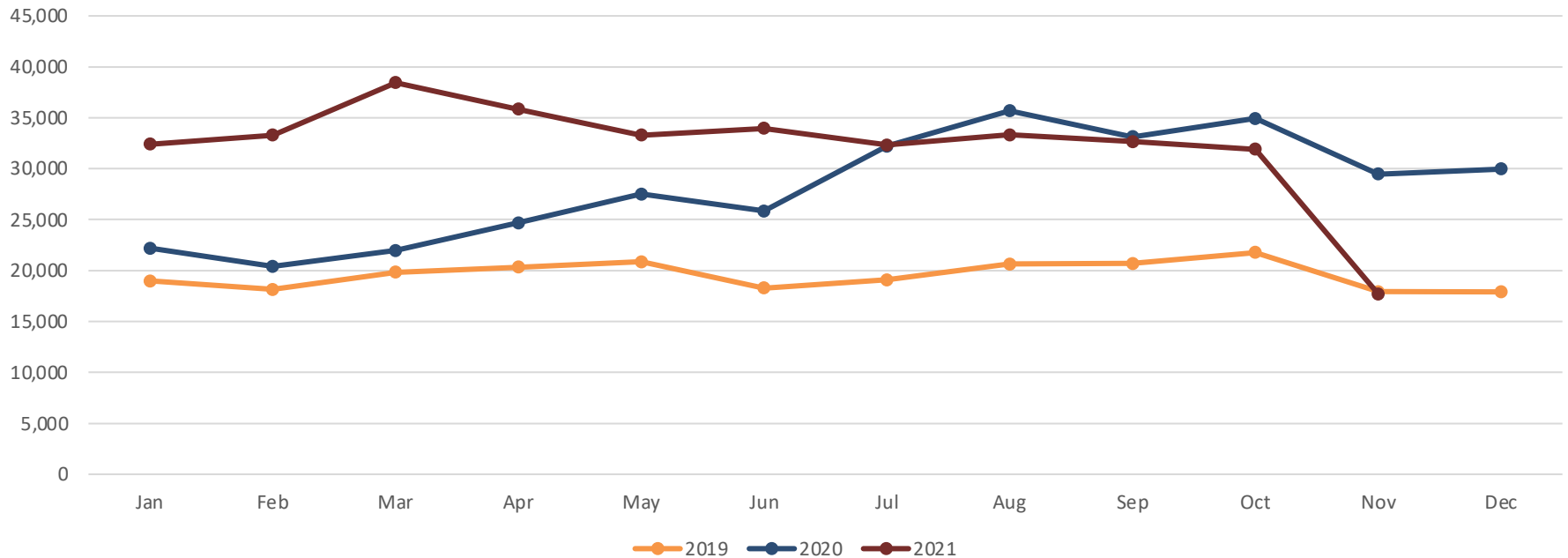




# Self-Rep Document Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2019</b>	18,983	18,152	19,847	20,333	20,860	18,279	19,093	20,651	20,704	21,760	17,916	17,907
<b>2020</b>	22,183	20,411	21,970	24,671	27,517	25,832	32,210	35,683	33,117	34,936	29,472	29,967
<b>2021</b>	32,404	33,303	<b>38,437</b>	35,853	33,289	33,946	32,328	33,329	32,652	31,921	17,713	

Self-Rep Documents



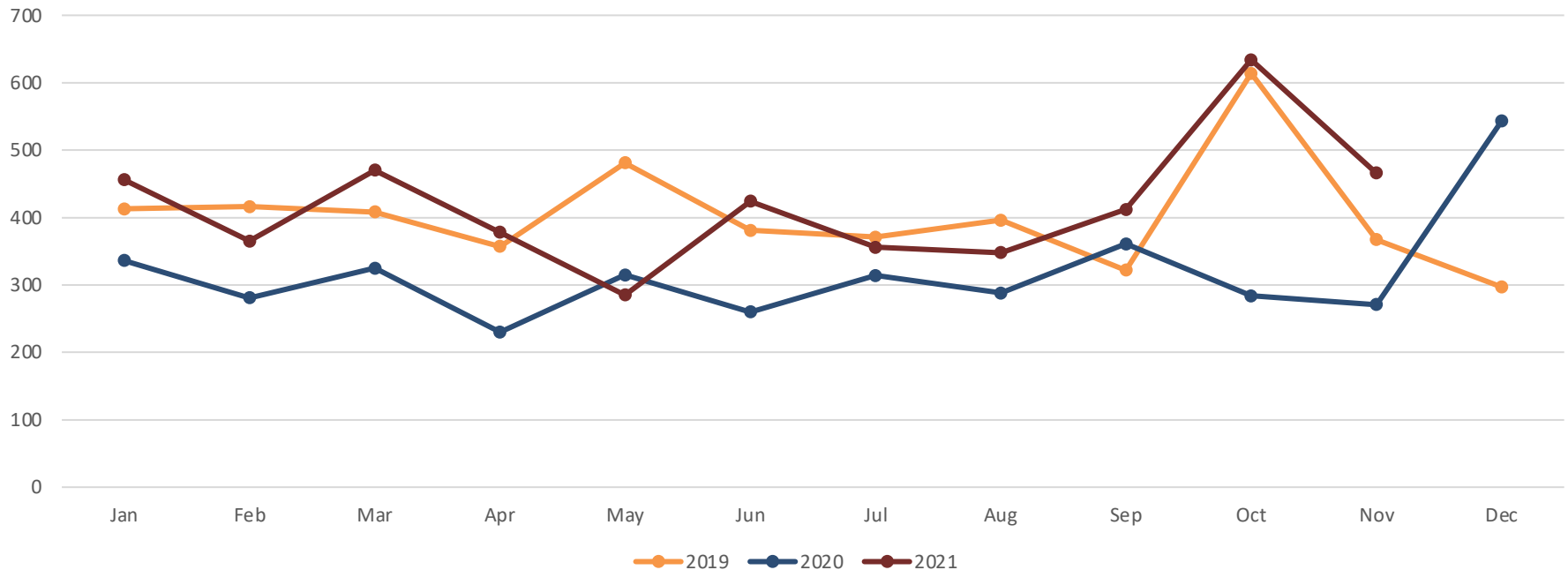
\*Highest # of Pro Se Docs 3/21



# Attorney Account Comparison

285	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2019</b>	413	416	408	357	481	381	371	396	322	614	367	297
<b>2020</b>	336	281	325	230	315	260	314	288	361	284	271	543
<b>2021</b>	456	365	470	378	285	424	356	348	412	634	466	

Attorney Accounts



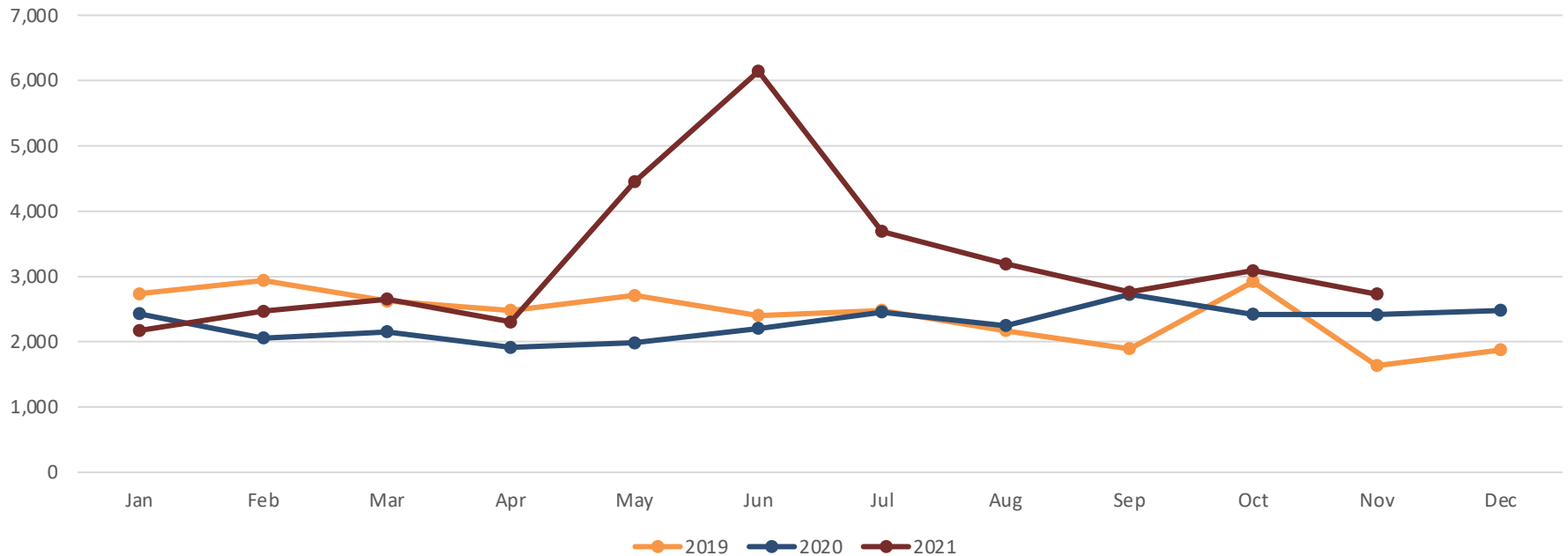
\*Highest # of Attorney Accounts 4/14: 1,379



# Attorney Ticket Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2019</b>	2,736	2,938	2,622	2,480	2,597	2,403	2,478	2,167	1,891	2,919	1,634	1,877
<b>2020</b>	2,427	2,056	2,150	1,914	1,983	2,204	2,456	2,248	2,726	2,419	2,415	2,480
<b>2021</b>	2,173	2,468	2,652	2,303	4,448	<b>6,143</b>	3,689	3,192	2,759	3,087	2,732	

Attorney Tickets



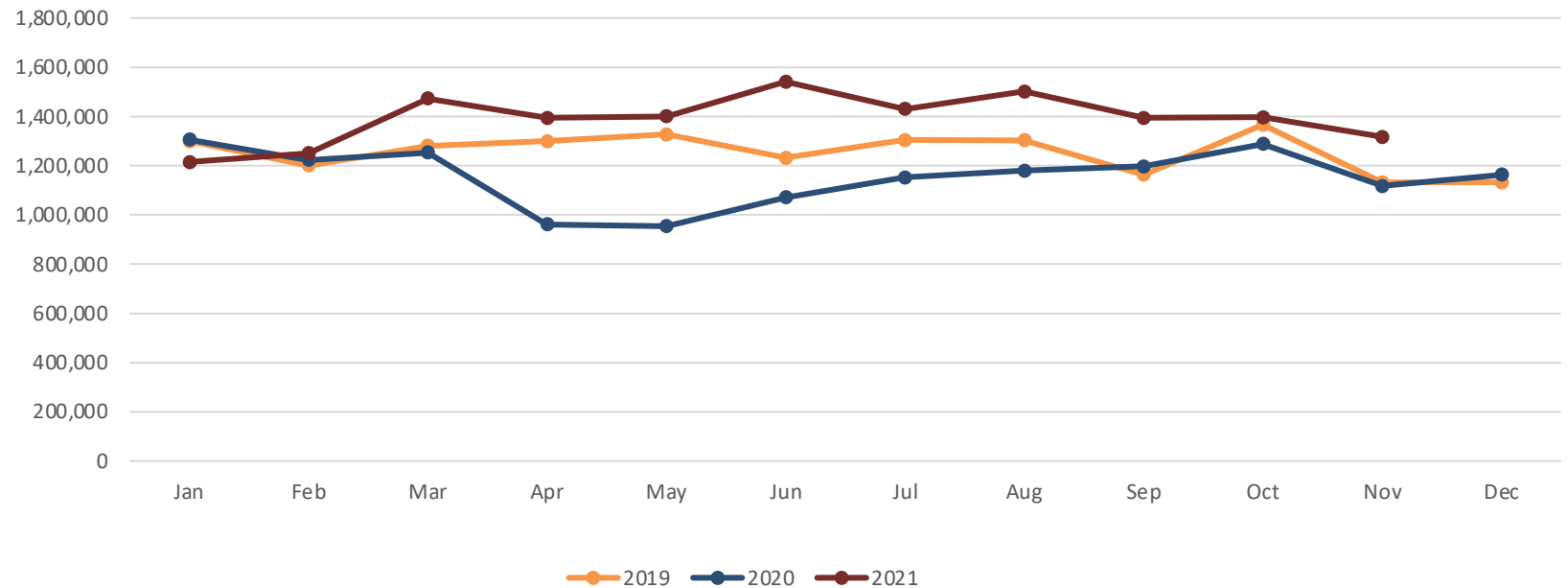
**\*Highest # of Attorney Calls 6/21**



# Attorney Submission Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2019</b>	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	1,131,881
<b>2020</b>	1,305,175	1,223,691	1,253,539	960,719	953,859	1,071,357	1,152,245	1,179,631	1,197,482	1,288,535	1,116,754	1,163,851
<b>2021</b>	1,214,885	1,250,724	1,471,867	1,393,990	1,400,025	<b>1,540,904</b>	1,430,656	1,500,784	1,393,985	1,396,185	1,316,964	

Attorney Submissions



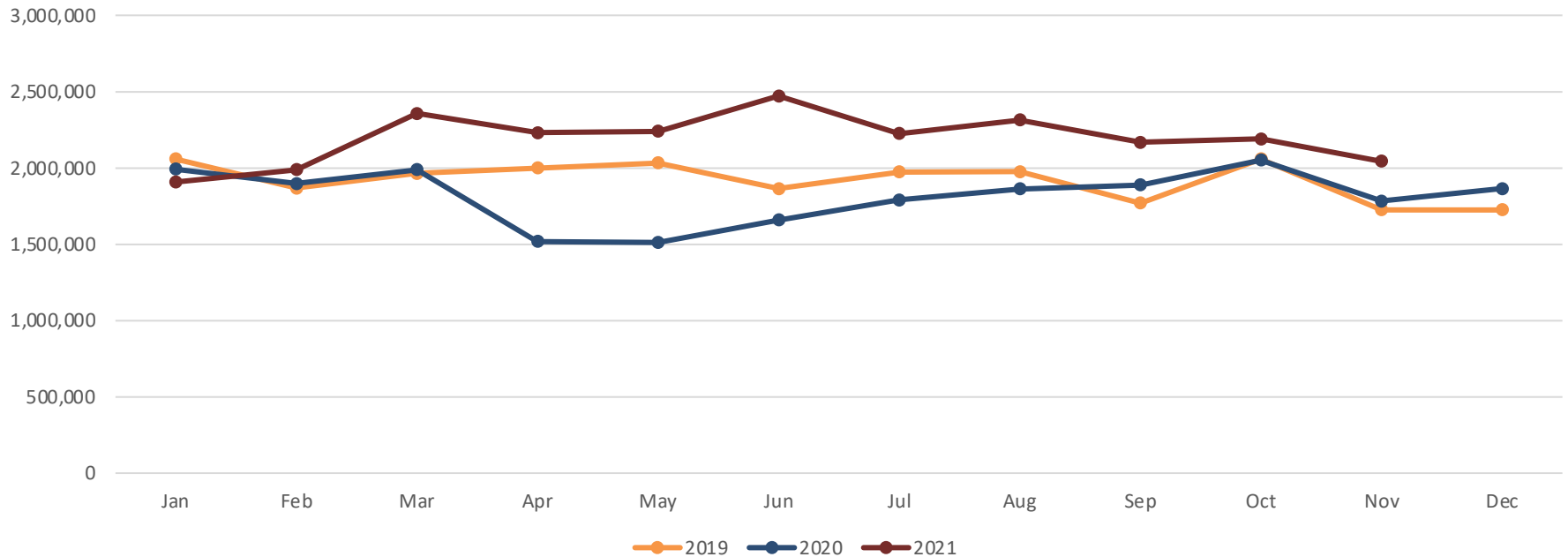
\*Highest # of Attorney Filings 6/21



# Attorney Document Comparison

Mon	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2019</b>	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	1,725,884
<b>2020</b>	1,991,280	1,897,741	1,987,848	1,518,973	1,511,656	1,659,232	1,790,933	1,861,987	1,888,529	2,050,522	1,782,921	1,864,757
<b>2021</b>	1,907,667	1,988,328	2,357,246	2,231,150	2,239,380	<b>2,471,748</b>	2,226,040	2,314,321	2,167,563	2,190,384	2,044,417	

Attorney Documents



\*Highest # of Attorney Docs 6/21