

ANNUAL REPORT
of the
NORTH CAROLINA
JUDICIAL BRANCH

2017-18

JULY 1, 2017 - JUNE 30, 2018

NCCOURTS.GOV



MISSION *of the*
NORTH CAROLINA JUDICIAL BRANCH

TO PROTECT AND PRESERVE THE RIGHTS AND
LIBERTIES OF ALL THE PEOPLE AS GUARANTEED BY THE
CONSTITUTIONS AND LAWS OF THE UNITED STATES
AND NORTH CAROLINA BY PROVIDING A FAIR,
INDEPENDENT, AND ACCESSIBLE FORUM
FOR THE JUST, TIMELY, AND ECONOMICAL
RESOLUTION OF THEIR LEGAL AFFAIRS



justice for all

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A SPECIAL MESSAGE
from
CHIEF JUSTICE MARK MARTIN
and
DIRECTOR
JUDGE MARION R. WARREN



Without a doubt, fiscal year 2017 – 18 was a momentous year for the North Carolina Judicial Branch. We continue to be very proud of the North Carolina court system and its employees as we continue to serve the citizens and great state of North Carolina.

We are pleased to provide this fiscal year 2017 – 18 Annual Report of the North Carolina Judicial Branch. This report features noteworthy updates and accomplishments about the component parts and offices of the North Carolina Judicial Branch. Highlights of this fiscal year include the following:

- 2017 marked the celebration of the Court of Appeals' 50th Anniversary and the Superior Court's 240th Anniversary. Celebrate.NCcourts.org
- Thank you to the counties around the state for participating in the Judicial Branch's first statewide Juror Appreciation Month. Chief Justice Mark Martin has declared the month of July as Juror Appreciation Month in North Carolina "to recognize the importance of jury service to the community."
- The 2017-19 budget was ratified by the General Assembly to increase the N.C. courts' budget more than 9.34% over the biennium and includes support toward improving access to justice.
- On August 31, the Supreme Court of North Carolina honored the African-American justices — former Chief Justice Henry E. Frye, former Associate Justice James A. Wynn Jr., former Associate Justice G.K. Butterfield, former Associate Justice Patricia Timmons-Goodson, Associate Justice Cheri Beasley, and Associate Justice Michael Morgan — who have served on the state's highest court.
- eCourts launched an online request for reduction of speeding offenses statewide that will potentially allow for processing of citations without anyone having to appear at the courthouse. NCcourts.gov/services
- In honor of the 20th anniversary of the Chief Justice's Commission on Professionalism (CJCP), Chief Justice Mark Martin proclaimed 2018 to be the "Year of Professionalism." NCcourts.gov/NCCJCP
- School Justice Partnerships (SJP) are being developed as a result of the state's recently enacted Raise the Age law. The strength and success of SJP North Carolina depends on local collaborations that will occur in communities throughout the state. SJP.nccourts.gov

- On April 10, the Supreme Court of North Carolina honored the women justices — former Chief Justice Susie Sharp, former Chief Justice Rhoda Billings, Former Chief Justice Sarah Parker, former Associate Justice Patricia Timmons-Goodson, Associate Justice Robin E. Hudson, Associate Justice Barbara Jackson, and Associate Justice Cheri Beasley — who have served on the state's highest court.
- As part of its bicentennial celebration, the Supreme Court of North Carolina held its May sessions of court in Morganton, Hendersonville, and Asheville.
- The Judicial Branch launched a new public website, NCcourts.gov. The site is mobile-friendly, accessible, and user-focused. "This new and easy-to-use website, our court system is responding to the needs of our digital society," Chief Justice Mark Martin said.

For more details, visit www.NCcourts.gov, and search "Data and Statistics" which will provide you with annual statistical and operational reports, activities of the North Carolina business courts, fact sheets, and other court-related data.

We appreciate your interest in the North Carolina Judicial Branch.

Sincerely,



Mark Martin
Mark Martin
Chief Justice, Supreme Court
of North Carolina



Marion R. Warren
Judge Marion R. Warren
Director, North Carolina
Administrative Office of the Courts

JULY IS JUROR APPRECIATION MONTH



Chief Justice Mark Martin has proclaimed the month of July as the annual Juror Appreciation Month in the state of North Carolina. Juror Appreciation Month is being established “to recognize the importance of jury service to the community.”

“Jurors are a fundamental part of the American judicial system,” said Chief Justice Martin. “Were it not for the thousands of North Carolinians who perform this important civic duty throughout our great state each month, the Judicial Branch could not complete its important mission of administering justice for all.”

The Sixth Amendment to the United States Constitution and Article I, Section 24, of the North Carolina Constitution provide a person charged with a crime the right to a trial by a jury. Most North Carolina citizens usually come into contact with the Judicial Branch through jury service. [Juror Appreciation Month](#) is an opportunity to educate the public and to help raise awareness of the importance of jury service, while extending a small token of thanks to the many citizens who devote their time to the Judicial Branch and our court system.

For information about this civic education opportunity or to read the official Juror Appreciation Month proclamation from Chief Justice Martin, visit www.NCcourts.gov/about/juror-appreciation-month.



JUDICIAL FELLOWSHIP EXPANDS TO HELP THE TRIAL COURTS



In April 2017, NCAOC launched the North Carolina Judicial Fellowship Program. This program is a recommendation by the Civil Justice Committee of the North Carolina Commission on the Administration of Law and Justice (NCCALJ).

The Judicial Fellowship program provides legal support exclusively for trial court judges. Fellows conduct in-depth legal research, attend hearings and trials, draft orders, prepare bench briefs, and perform a variety of other tasks. These tasks consist of drafting orders and memos in response to motions for appropriate relief, providing bench briefs and other supplemental materials for both Rule 2.1 civil cases and three judge panel constitutional cases, giving advice on case specific questions, and answering to general legal issues.

The Fellowship is currently staffed by a senior fellow and seven judicial fellows. The fellows serve two-year, staggered

terms and deliver services similar to those provided by research assistants in both appellate courts. Fellows are based out of the North Carolina Judicial Center in Raleigh but are available to travel to courthouses throughout the state.

The fellows have attended pro se and family court hearings in district courts across the state, as well as hearings on motions for appropriate relief, and a selection of other types of hearings. From June 2017 until July 2018, the Fellowship has completed 462 individual projects: 258 from Superior Court and 204 from District Court. Learn more information about the Fellowship program at www.NCcourts.gov/fellowship.

Celebrate

NORTH CAROLINA COURTS



BICENTENNIAL CELEBRATION HONORING THE SUPREME COURT of NORTH CAROLINA



This year marks the beginning of a much anticipated celebration of the Supreme Court of North Carolina. The Supreme Court will turn 200 next year and will commemorate this bicentennial anniversary by bringing the Court to people around the State.

Established in 1819, the Court was initially comprised of three justices who served “for periods of good behavior” that essentially became life terms. The Court originally met only in Raleigh, a location that proved burdensome to many residents as the state’s population began to push westward in the first half of the nineteenth century. Prompted by its western constituency, the North Carolina General Assembly enacted legislation requiring the Court to hold monthly sessions in Morganton starting in 1847.

During its time in Morganton, the Court heard arguments in almost 500 cases. Remarkably, over two-thirds of these cases were argued by either one of two Asheville brothers, John and Nicholas Woodfin. These court sessions continued until 1861, when tensions preceding the Civil War prevented the Court from leaving its permanent home in the state capital.

The Court has remained in Raleigh since that time but has recently held special sessions of court in Burke and Chowan Counties. **Thanks to legislation passed last year by the North Carolina General Assembly, the Court will convene several additional sessions of oral argument outside of Raleigh over the next three years as a part of its 200th anniversary celebration. Taking the Court on the road will help promote discussion about the role of courts and the importance of the rule of law in a free society.**

The first traveling court sessions were held in May in Morganton, Hendersonville, and Asheville. Next, we will hold sessions in Halifax, Greenville, and New Bern. Over time, we hope to convene sessions of court in 20 or more North Carolina cities and towns. Each visit will be paired with local civics education initiatives to maximize public interaction and provide learning opportunities for North Carolinians of all ages.

Every part of our state is rich in history, and the Court is eager to share our bicentennial with the people who call North Carolina home. This event celebrated the enduring nature of our state courts and legacy of providing justice for all.

Honoring African-American Justices

On August 31, the Supreme Court of North Carolina honored African-American justices who have served on the state’s highest court.

The event featured a portrait sitting and a program honoring *(pictured left to right, front row)* former Associate Justice James A. Wynn Jr., former Chief Justice Henry Frye, former Associate Justice G.K. Butterfield, *(back row)* Associate Justice Michael Morgan, former Associate Justice Patricia Timmons-Goodson, and Associate Justice Cheri Beasley.



“The history of this court is a book with many chapters, and one of the most significant chapters was written through the dedication and hard work of today’s honorees,” said Chief Justice Mark Martin.

Honoring Women Justices

On April 10, the Supreme Court honored the women justices who have served the Court. The event featured a portrait sitting and a program honoring former Chief Justice Susie Sharp *(deceased)* and *(pictured left to right)* Associate Justice Barbara Jackson, Associate Justice Robin E. Hudson, former Chief Justice Rhoda Billings, former Chief Justice Sarah Parker, former Associate Justice Patricia Timmons-Goodson, and Associate Justice Cheri Beasley.



“Today, we recognize their superb contributions to the rule of law,” said Chief Justice Mark Martin.

E-COURTS TECHNOLOGY INITIATIVES AND UPDATES



Alamance, Cumberland, Davidson, Durham, Forsyth, Guilford, Onslow, and Wake counties are fully operational with the domestic violence eFiling system. The award-winning system started in Alamance County in 2013.

The eCourts Civil Domestic Violence System provides a safer way for victims of domestic violence to get protective orders. The new system provides electronic filing for protective orders with the assistance of a domestic violence advocate, and the victim has total access to the district court community, including law enforcement, without the need to leave the safety of a secure remote location or compromise their privacy and confidentiality. Instead of multiple stops, the victim has one safe stop to seek protection.

“The ability to file electronically is the court system of the future,” stated Cumberland County Chief District Court Judge Robert J. Stiehl III. “By example, this project will alleviate a parent at Fort Bragg from having to load the car with children, drive the 12 miles to the courthouse and back, and shuffle between multiple offices to initiate a domestic violence civil protective suit.” Once implementation concludes in 2019, the system will be live in 16 counties. For information, visit www.NCcourts.gov.

Business Court Launches eFiling

The North Carolina Business Court launched a new electronic filing system in June, and provides much improved functionality and features for attorneys, filers, and judicial staff.

“Under Judge Ben Tennille’s leadership, the N.C. Business Court was an early pioneer in implementing eFiling for state courts,” said Chief Business Court Judge James Gale. “Our initial system has served us well, but we are now excited as we move to a more modern system that will help us achieve even more efficiencies in today’s litigation environment.”

Registered attorneys and filers using the new system are able to file documents electronically and securely at any time. Users may access court documents, case histories, status notifications, and other case information.

Online Reductions of Speeding Offenses

Citizens may now request online reductions of speeding offenses in every county with the launch of the N.C. courts’ newest online service. The efficient, user-friendly service provides 24/7 convenience for motorists who receive a speeding ticket and meet eligibility criteria to potentially reduce and process their citation without ever having to appear at the courthouse.

“Online reductions of speeding tickets are more efficient and convenient to process the most commonly cited traffic

eCourts

offenses,” said NCAOC Director Judge Marion R. Warren. Following Chief Justice Mark Martin’s vision for establishing eCourts and a modern court system, the online services portal bolsters the Judicial Branch’s commitment to providing broader and more convenient access to justice.

The new request for reduction service is part of a multi-phase initiative to provide the public a convenient, user-friendly means of resolving most waivable offenses online, and enable the courts to efficiently process citations outside of the courtroom. For clerks and district attorneys, it means less paperwork, less data entry, and shorter lines in traffic court and courthouses across the state. For citizens, it means timely resolutions of court matters without the hassle of taking off work and standing in line at the courthouse.

Public Upload of Proof of Insurance Online

North Carolina courts expanded online services to allow the public to upload proof of insurance from their computer or mobile device in order to request dismissal of a driving without insurance charge. Eligible drivers may now upload an image of a DL-123 or FS-1 form from an insurance carrier showing active coverage as proof of compliance.

The courts process over 58,000 driving without insurance charges each year. A single citation lookup evaluates eligibility for all online services, based on the individual’s circumstances and history (interfacing with NCDMV and court system data), and informs the user which options, if any, are available.

1 Millionth Citation Disposed Online

North Carolina courts’ online services disposed its 1 millionth citation on March 3. Online services provide citizens 24 / 7 convenience to efficiently resolve court matters without going to the courthouse. Launched in June 2010, citizens pay costs and fines online for most North Carolina waivable offenses. It is estimated to have saved court cashiers over 45,000 hours of in-person payments and saved the public more than 2 million hours in time spent going to courthouses and waiting in line.



2018 IS THE “YEAR OF PROFESSIONALISM”



In honor of the 20th anniversary of the Chief Justice’s Commission on Professionalism, Chief Justice Martin proclaims 2018 to be the “Year of Professionalism.” Professionalism is the conduct, aims, or qualities that characterize or mark a profession or a professional person.

“Professionalism is more than just fulfilling our ethical duties,” said Chief Justice Martin. “It is about going above and beyond, being above reproach, and aspiring to the highest standards of civility and integrity that will earn the respect of our colleagues, our clients, and our communities.”

In addition to the Chief Justice’s [proclamation](#), monthly events have been planned throughout 2018 to celebrate the CJCP’s 20 years of enhancing professionalism and to encourage the rededication of North Carolina lawyers to the goals and ideals of professionalism.

Established in September 1998, the Chief Justice’s Commission on Professionalism (CJCP) is responsible for providing ongoing attention and assistance through a variety of programs, projects, and publications, in order to ensure that the practice of law remains a high calling, dedicated to the service of clients and the public good.

The CJCP consists of a chairperson, who is the Chief Justice or their designee (currently, Supreme Court of North Carolina Senior Associate Justice Paul M. Newby); two judges serving on trial benches of the courts of the state or the United States; and one appellate court judge either from the state or federal courts. Other members include two law school faculty members from accredited North Carolina law schools, seven practicing lawyers, and three non-lawyer

citizens who are active in public affairs. All members, with the exception of the chairperson, serve a three-year term.

CJCP’s mission is to foster professionalism within the legal community through creation, organization, and participation in a wide variety of activities and programs that promote appropriate professional behavior required by the Rules of Professional Conduct, respect for others, and a commitment to the values underpinning the rule of law. For more information about the CJCP, visit www.NCcourts.gov/NCCJCP.

TO ENHANCE PROFESSIONALISM AMONG NORTH CAROLINA LAWYERS, JUDGES, AND LAW STUDENTS



CELEBRATING
20
YEARS
1998-2018

YEAR OF PROFESSIONALISM

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PROCLAMATION A CEREMONIAL RESOLUTION

NORTH CAROLINA JUDICIAL BRANCH

2018 IS THE “YEAR OF PROFESSIONALISM”

TO RECOGNIZE THE CONTRIBUTIONS AND ACCOMPLISHMENTS OF THE CHIEF JUSTICE’S COMMISSION ON PROFESSIONALISM OVER THE PAST 20 YEARS AND TO ENCOURAGE THE REDEDICATION OF NORTH CAROLINA LAWYERS TO THE GOALS AND IDEALS OF PROFESSIONALISM, 2018 IS HEREBY DECLARED THE “YEAR OF PROFESSIONALISM.”

WHEREAS, LAWYERS PLAY A VITAL ROLE IN THE PRESERVATION OF CIVIL SOCIETY AND ARE AN IMPORTANT FORCE IN PRESERVING GOVERNMENT UNDER LAW; AND

WHEREAS, THE FULFILLMENT OF THIS ROLE REQUIRES AN UNDERSTANDING BY LAWYERS OF THEIR RELATIONSHIP TO THE LEGAL SYSTEM AND OF THE PROFESSIONAL RESPONSIBILITIES OF EACH OTHER; AND

WHEREAS, IN NORTH CAROLINA, THE RELATIONSHIP OF LAWYERS TO THE LEGAL SYSTEM IS GOVERNED BY THE RULES OF PROFESSIONAL CONDUCT; AND

WHEREAS, IN RECOGNITION OF THE NEED FOR THE EMPHASIS UPON AND ENCOURAGEMENT OF PROFESSIONALISM IN THE PRACTICE OF LAW, AS SET FORTH IN THE RULES OF PROFESSIONAL CONDUCT, THE NORTH CAROLINA SUPREME COURT ENTERED AN ORDER ON SEPTEMBER 22, 1998, ESTABLISHING THE CHIEF JUSTICE’S COMMISSION ON PROFESSIONALISM; AND

WHEREAS, IN HONOR OF THE 20TH ANNIVERSARY OF THE CREATION OF THE CHIEF JUSTICE’S COMMISSION ON PROFESSIONALISM AND IN RECOGNITION OF THE CONTINUED VITALITY AND RELEVANCE OF ITS MISSION TO ENHANCE PROFESSIONALISM AMONG NORTH CAROLINA’S LAWYERS, JUDGES, AND LAW STUDENTS;

NOW, THEREFORE, THE CHIEF JUSTICE, ON BEHALF OF THE NORTH CAROLINA JUDICIAL BRANCH, DOES HEREBY PROCLAIM 2018 TO BE THE “YEAR OF PROFESSIONALISM.”

Mark Martin
MARK MARTIN, CHIEF JUSTICE
SUPREME COURT OF NORTH CAROLINA

JUDICIAL BRANCH LAUNCHES NEW PUBLIC WEBSITE



The new public website for the unified court system is mobile-friendly, accessible, and user-focused. The project goals were designed around user-focused areas of website architecture, navigation, accessibility, and content to improve findability and usability.

The website is the 24x7 public face of the North Carolina Judicial Branch. [NCCourts.gov](https://nccourts.gov) has been developed to align with both the Discovery Phase findings of the web redesign project and the [recommendations in the Final Report](#) of the North Carolina Commission on the Administration of Law and Justice (NCCALJ). The website aims to address the following goals and result in a court system website that enables external stakeholders to perform online interactions and transactions with the Judicial Branch **anytime, anywhere, on any device**.

“By unveiling a new and easy-to-use website, our court system is responding to the needs of our digital society,” Chief Justice Mark Martin said. “The website is our way to reach our citizens and give them easy, 24-hour access to information about our courts and the portal for online services. We continue looking for ways that new technology can reduce costs and improve the public’s access to court services, re-imagine how courts and citizens interact with each other, and ensure that our courts truly provide justice for all.”

“The 21st century public expects to manage their lives and a host of other things remotely from their smartphones and other electronic devices,” said Supreme Court Associate Justice Barbara Jackson, who chaired the NCCALJ Technology Committee and served as the sponsor for the website redesign project. Justice Jackson, along with the Judicial Branch Communications Office and a diverse, deep-reaching group of co-sponsors throughout the Judicial Branch worked to advise and help champion this project. During the Discovery Phase, research methods such as surveys, polls, and focus groups were used to engage various stakeholders to identify motivations and needs on behalf of the identified user groups to meet the guiding principles and the public’s expectations of fairness, accessibility, transparency, efficiency, and effectiveness.

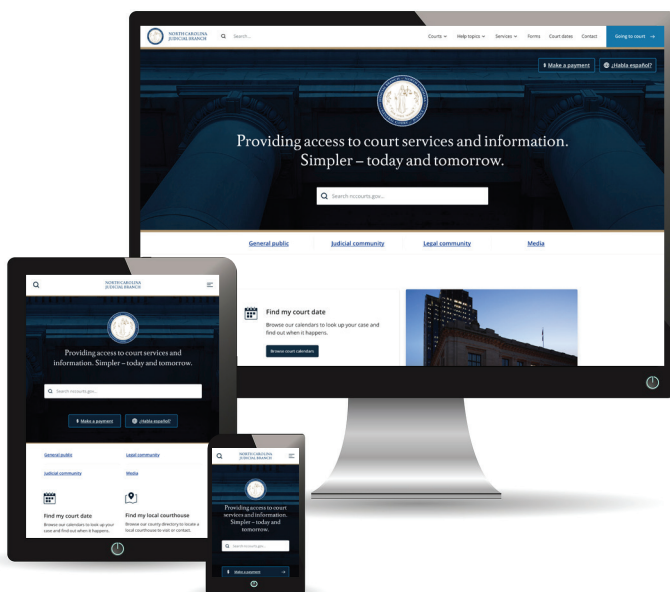
Thanks to our Website Advisory Group

The advisory group served as a champion of the project by providing advisory and subject matter support to ensure that their judicial group’s voice was heard and to manage risks and approve key project deliverables.

(Sponsor) Supreme Court of North Carolina Associate Justice Barbara A. Jackson, *(Co-Sponsors)* Jordan Beltz, NCAOC Technology Services; Elizabeth Croom, NCAOC Office of General Counsel; Pamela Escobar, Community Access & Outreach Administrator, Mecklenburg County; Thomas Estes, Business Court Coordinator; Susan Frye, Clerk of Superior Court, Forsyth County; Jennifer Harjo, Public Defender, New Hanover County; Bradley Letts, Superior Court Judge, Haywood County; Rudy Locklear, Magistrate, Robeson County; Linda McGee, Chief Judge, Court of Appeals; Emily Mehta, NCAOC Research, Policy, and Planning; Regan Miller, Chief District Court Judge, Mecklenburg County; Sharon Orr, District Court Trial Court Coordinator, Henderson County; and Fred Wood, IT Director, Supreme Court

By the Numbers

- **26** stakeholders interviewed
- **20+** new Help Topics written by **64** attorney experts
- **40+** subject matter experts (focus groups): judicial officials and court staff, law librarians, leadership of the North Carolina Administrative Office of the Courts, NCCALJ commissioners and staff, private attorneys
- **11** applications updated or interfaces built
- **~3 million** visits per year
- **50.9%** mobile usage
- **1,863** submissions of external (public) survey
- **22** new videos produced to help explain court processes, programs, commissions, and routes of appeal
- **600+** pages in Compendium of results
- **7,000** webpages reduced to **900**
- **5** language translations provided for key content



BUDGET AND PERSONNEL QUICK FACTS



WORKLOAD FORMULAS

The North Carolina Administrative Office of the Courts (NCAOC) partners with the National Center for State Courts to develop methodology that is used to determine staffing needs for district court judges, superior court judges, clerks of superior court staff, magistrates, assistant district attorneys, and legal assistants.

Using extensive time-study information, a case weight based approach was employed to determine staffing shortfalls. Using the same approach, NCAOC has conducted workload studies for family court case coordinators and custody mediators.

This information is used to advise the General Assembly about needs for staffing and other resources. Whenever the fiscal situation does not permit the filling of all vacancies, this information is the basis of the vacancy management system. In addition, the workload information is used to reassign vacant resources to needier offices throughout the state.

EXPANSION NEEDS

The Judicial Branch continues to have constitutionally mandated services that are either unfunded or underfunded. These services include foreign language access, juror and witness fees, technology advancements, and adding employees based on needs as determined by workload formulas.



The North Carolina General Assembly meets in the Legislative Building located at 16 West Jones Street in Raleigh. Outside the doors leading into the building is the state seal of North Carolina, containing its motto: *Esse Quam Videri* — “To Be Rather Than to Seem.”

Certified Appropriations	Budget
Total certified appropriations, 2017–18	\$530,239,572
Percent increase from 2016–17	3.61%
Total certified appropriations as a percent of total state General Fund appropriations	2.25%

Personnel (All Funding Sources)

Position	Total
JUSTICES AND JUDGES	
*Supreme Court Justices	7
*Court of Appeals Judges	15
*Superior Court Judges	107
*District Court Judges	272
AUTHORIZED PERSONNEL	
*District Attorneys	44
Assistant District Attorneys	681.50
*Clerks of Superior Court	100
Clerk Personnel	2,623.10
Guardian ad Litem Personnel	178.875
Magistrates	671.60
Administrative Office of the Courts Staff	403.75
Court Support Staff	1,200.425
Trial Court Administrators	8
**Other	61
TOTAL	6,373.25

*Independently elected judicial officials; the Judicial Branch has 545.

**Judicial Standards Commission, Conference of District Attorneys, Dispute Resolution Commission, Conference of Clerks of Superior Court, Equal Access to Justice Commission, Innocence Inquiry Commission, Chief Justice’s Commission on Professionalism, Sentencing and Policy Advisory Commission, Pro Bono Resource Center, and the North Carolina Commission on the Administration of Law and Justice.



JUDICIAL BRANCH BUDGET



Detailed budget information is in the Budget Management and Financial Services Statistical and Operational Report at www.NCcourts.gov.

BACKGROUND

The North Carolina Constitution establishes the Judicial Branch as an equal branch of government, along with the Legislative and Executive branches. North Carolina’s court system, called the General Court of Justice, is a unified statewide and state-operated system.

The state pays the majority of operating expenses of the Judicial Branch, including salaries and travel expenses of all court officials, juror and witness fees, and equipment and office supplies for the judicial system. By state statute, G.S. 7A – 302, counties and municipalities are responsible for the physical facilities occupied by court personnel across the state.

The Chief Justice of the Supreme Court of North Carolina appoints the director of the North Carolina Administrative Office of the Courts (NCAOC). G.S. 7A – 343 sets forth the duties of the director, which include identifying staffing needs and managing and authorizing expenditures for the judicial budget.

APPROPRIATIONS FOR FISCAL YEAR 2017–18 BUDGET

The Judicial Branch began FY 2017 – 18 with \$530.2 million in appropriations from the General Assembly; this appropriation represents 2.25 percent of the state’s overall General Fund of \$23.5 billion.

HOW THE BUDGET IS SPENT

Of the Judicial Branch’s \$530.2 million adjusted budget as approved by the General Assembly, 91.9 percent of it was used for employee salaries and benefits; this includes \$157 million (29.6 percent) used to pay salaries and benefits for elected judicial officials, magistrates, and appointed officials whose offices are constitutionally based.

The remaining 8.15 percent of the Judicial Branch FY 2017 – 18 budget supported operations. More than 87 percent of this operations budget was devoted to local court operations; central administration accounted for 3 percent; and technology services, equipment, and statewide infrastructure together accounted for 7 percent. Appellate courts, independent commissions, and passthrough appropriations accounted for the remaining 3 percent (Chart 1).

MONIES COLLECTED BY THE COURTS DO NOT STAY WITH THE COURTS

Monies disbursed — such as fines, fees, forfeitures, restitution, and civil judgments that are paid to the courts — come through clerk of superior court offices. Although the monies are collected and receipted by the courts, less than 1 percent of these monies stays with the court system. Monies are remitted to citizens, counties, the state treasurer, and other state agencies.

For FY 2017 – 18, \$711.1 million was disbursed by clerks of superior court — nearly 41 percent went to the state treasurer, other state agencies, and law enforcement retirement (Chart 2). Of the General Court of Justice monies remitted to the state treasurer, funds equivalent to 45 percent were appropriated by the General Assembly to the Judicial Branch.

Counties and municipalities receive payments for fines, forfeitures (i.e., bond forfeitures), facilities fees, officer fees, pretrial civil revocation fees, service of process fees, and jail fees. City crime labs receive fees paid by offenders for lab work conducted at their facilities. Fines and forfeitures, which are required by the state Constitution to go to local schools, make up the largest sum of money received by counties. Facilities fees, which are paid as part of court costs in both criminal and civil cases, are the next largest source of revenue.

In FY 2017 – 18, the court system disbursed \$70 million to counties and municipalities, of which \$38 million was fine and forfeiture revenue and \$12.7 million was facility fee revenue, and \$346.5 million was distributed to citizens.

Chart 1

FY 2017 – 18 State General Fund Appropriations

Statewide Certified Budget Total: \$23.5 billion
Judicial Branch Certified Budget: \$530.2 million (2.25 percent of the State General Fund) (figures shown in millions)

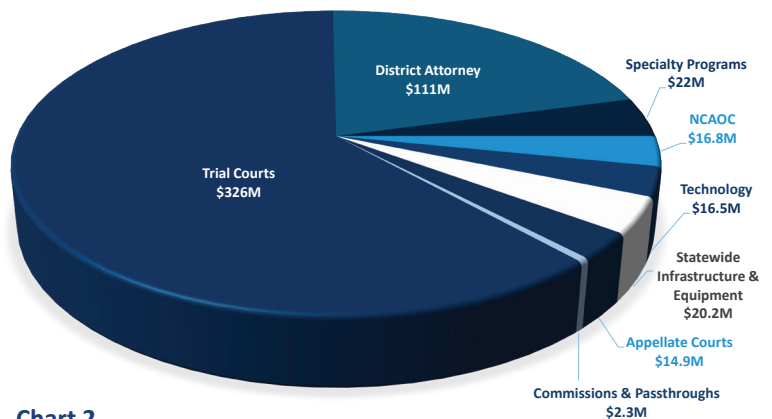
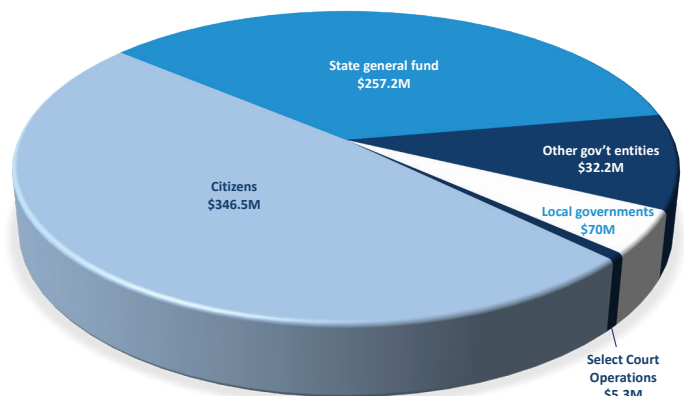


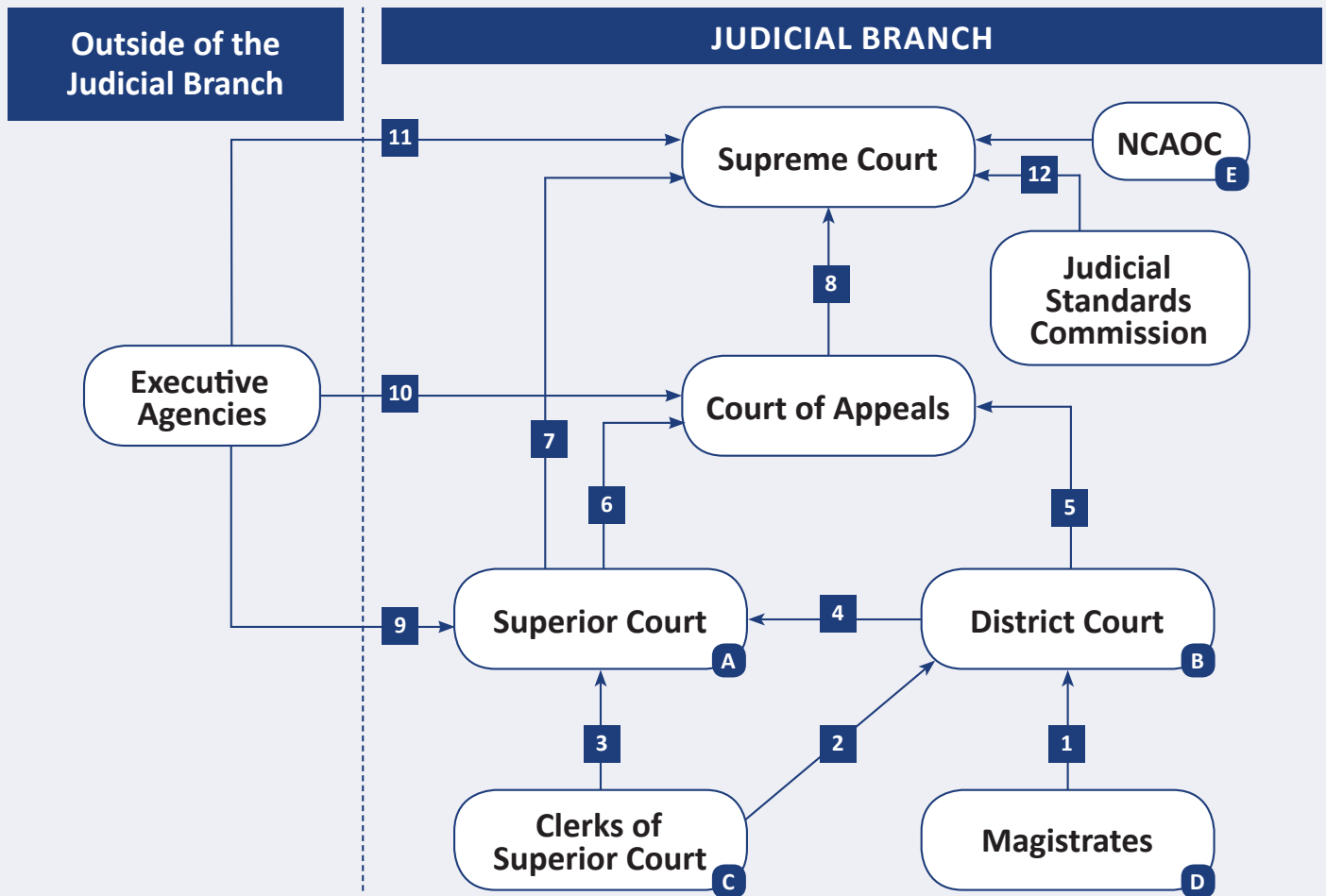
Chart 2

FY 2017 – 18 Clerk of Superior Court Disbursements

Total disbursed: \$711.1 million (figures shown in millions)



JUDICIAL BRANCH ORGANIZATIONAL STRUCTURE AND ROUTES OF APPEAL



- A. Superior courts have original jurisdiction over all felony cases and civil cases in which the amount in controversy exceeds \$25,000.*
 - B. District courts have original jurisdiction over misdemeanor cases not assigned to magistrates; probable cause hearings; accept guilty / no contest pleas in certain felony cases; civil cases in which the amount in controversy is \$25,000 or less;* juvenile proceedings; domestic relations; mental health hospital commitments.
 - C. Clerks of superior court have original jurisdiction over probate and estates, certain special proceedings (condemnations, adoptions, partitions, foreclosures, etc.); in certain cases, may accept guilty pleas or admissions of responsibility and enter judgment.
 - D. Magistrates have original jurisdiction to accept certain misdemeanor guilty pleas and admission of responsibility to infractions; worthless check misdemeanors valued at \$2,000 or less; small claims in which the amount in controversy is \$10,000 or less; valuation of property in certain estate cases.
 - E. The Chief Justice appoints the Director of the North Carolina Administrative Office of the Courts (NCAOC). The NCAOC serves the Judicial Branch through Budget Management; Communications; Court Programs and Services; Financial Services; General Counsel; General Services; Governmental Affairs; Human Resources; Judicial Fellowship; Research, Policy, and Planning; Technology Services; and Training and Development.
1. Most appeals from magistrates go to the district court for de novo proceedings.
 2. Appeals involving adoptions; appeals of foreclosures of a certain jurisdictional amount may go to the district court.
 3. All appeals not handled by the district court.
 4. Appeals in all criminal cases for de novo trial.
 5. Appeals in all civil and juvenile cases.
 6. All appeals that do not proceed directly to the Supreme Court.
 7. Appeals in cases in which a first-degree murder defendant has been sentenced to death. Appeals from the Business Court. Appeals in redistricting cases. The Supreme Court conducts discretionary review of appeals directly from the trial courts in cases of significant public interest, in cases involving legal principles of major significance, in cases where delay would cause substantial harm, or in cases where the Court of Appeals docket is unusually full.
 8. Appeal of right exists in cases involving certain constitutional questions and in cases in which there has been a dissent in the Court of Appeals. The Supreme Court also conducts discretionary review of appeals from the Court of Appeals in cases of significant public interest, in cases involving legal principles of major significance, in cases where delay would cause substantial harm, or in cases where the Court of Appeals docket is unusually full.
 9. Appeals from administrative decisions that do not proceed directly to the Supreme Court or the Court of Appeals.
 10. Appeals of the Industrial Commission, the North Carolina State Bar, the Property Tax Commission, the Commissioner of Insurance, the Department of Health and Human Services, the Secretary of Environmental Quality, and the Utilities Commission (in decisions other than general rate cases).
 11. Appeals of final orders of the Utilities Commission in general rate cases.
 12. Recommendations from the Commission for removal, suspension, censure, or public reprimand.

*The district and superior courts have concurrent original jurisdiction in civil actions (G.S. 7A-240). The small claims court is the proper division for the trial of civil actions in which the amount in controversy is \$10,000 or less, and the district court division is the proper division for matters of \$25,000 or less (G.S. 7A-243); the superior court division is the proper division for matters exceeding \$25,000 in controversy.

SUPREME COURT OF NORTH CAROLINA



The Supreme Court of North Carolina is the state's highest court, and there is no further appeal from its decisions on matters of state law. It is made up of the Chief Justice, who also serves as the head of the Judicial Branch, and six associate justices. Each justice serves an eight-year term. The Supreme Court has no jury and makes no determinations of fact, but considers whether error occurred at trial or in judicial interpretation of the law. Read more in the 2017–18 Statistical and Operational Report for the Appellate Courts, available at www.NCcourts.gov.



Seated (left to right): Senior Associate Justice Paul M. Newby, Chief Justice Mark Martin, Associate Justice Robin Hudson. Standing (left to right): Associate Justice Sam J. Ervin IV, Associate Justice Barbara A. Jackson, Associate Justice Cheri Beasley, Associate Justice Michael Morgan.

POISED TO HIT THE ROAD

The Supreme Court will turn 200 in 2019, and is pleased to commemorate this bicentennial anniversary by bringing the Court to people around the State. Taking the Court on the road will help promote discussion about the role of courts and the importance of the rule of law in a free society.

In May, the Court's first traveling court sessions were held in Morganton, Hendersonville, and Asheville. Each of these visits were paired with local civics education initiatives to maximize public interaction and provide learning opportunities for North Carolinians of all ages, as well as required CLE offerings for attorneys.

Every part of our state is rich in local history, and the Court is eager to share its 200th anniversary with all of the more than 10 million people who call North Carolina home. Please join as we celebrate the enduring nature of our state courts and their proud legacy of providing justice for all.

Caseload Inventory

Cases Filed	Begin Pending (7/1/17)	Filed	Disposed	End Pending (6/30/18)
PETITIONS FOR REVIEW*				
Civil domestic	0	18	15	3
Juvenile	4	16	19	1
Other civil	66	177	182	61
Criminal (including death sentences)	61	300	276	85
Administrative agency decision	3	2	3	2
TOTAL PETITIONS FOR REVIEW	134	513	495	152
APPEALS**				
Civil domestic	0	5	3	2
Petitions for review granted that became civil domestic appeals	5	1	2	4
Juvenile	0	2	2	0
Petitions for review granted that became juvenile appeals	3	1	3	1
Other civil	24	35	36	23
Petitions for review granted that became other civil appeals	6	11	17	0
Criminal, defendant sentenced to death	5	1	4	2
Other criminal	23	49	44	28
Petitions for review granted that became other criminal appeals	13	37	24	26
Administrative agency decision	1	0	1	0
Petitions for review granted that became appeals of administrative agency decision	0	0	0	0
TOTAL APPEALS	80	142	136	86
OTHER PROCEEDINGS				
Rule 16(b) additional issues	0	2	3	0
Motions	0	745	965	0
TOTAL OTHER PROCEEDINGS	0	747	968	0

*Petitions for review are cases in which the Court is asked to accept discretionary review of decisions of the Court of Appeals and other tribunals.

**The Appeals category comprises cases within the Court's appellate jurisdiction.

COURT OF APPEALS



The Court of Appeals is the state’s intermediate appellate court. The court has 15 judges who serve eight-year terms and hear cases in panels of three. The court is led by a Chief Judge, who is appointed Chief Judge by the Chief Justice of the Supreme Court of North Carolina.

The Court of Appeals reviews the proceedings that occurred in the trial courts for errors of law or legal procedure; it decides only questions of law – not questions of fact. Appeals range from infractions to non-capital murder cases and come from superior and district courts and from some of the state’s administrative agencies.

If there has been a dissent in an opinion of the Court of Appeals, the parties to the case have the right to have the Supreme Court review the decision. If there is no dissent, then the Supreme Court may still review the case upon a party’s petition.

Read more in the 2017 – 18 Statistical and Operational Report for the Appellate Courts available at www.NCcourts.gov.

Filings and Dispositions

Cases Filed	Number Of Cases
Cases on appeal	1,441
Petitions	773
Motions	4,744

Filings and Dispositions of Appeals and Petitions

Fiscal Year	Filings	Dispositions
2017 – 18	2,214	2,178
2016 – 17	2,264	2,201
2015 – 16	2,183	2,229
2014 – 15	2,377	2,312
2013 – 14	2,389	2,435
2012 – 13	2,564	2,490
2011 – 12	2,549	2,775
2010 – 11	2,549	2,671
2009 – 10	2,493	2,126
2008 – 09	2,502	2,307

These tables summarize filing and disposition activity in the Court of Appeals.

In addition to trend data for the past 10 years, these tables provide filings and dispositions for cases on appeal, petitions, and motions during fiscal year 2017 – 18. “Cases on appeal” include cases appealed from district courts, superior courts, and administrative agencies. They are counted as appeals only after a record is filed with the clerk’s office and a docket number is assigned.

The “petition” category includes petitions involving only the four “extraordinary” writs set out in Article V of the Rules of Appellate Procedure: certiorari, mandamus, prohibition, and supersedeas. “Motions” encompass any type of relief sought from the Court of Appeals, either in a case already filed with the Court of Appeals or one on its way to the Court of Appeals but not yet filed.

Cases on appeal represent the largest portion of the Court of Appeals’ workload, since most are disposed of by written opinion. The other methods of disposition include the court’s dismissal of the appeal and an appealing party’s withdrawal of the appeal.

THE JUDGES OF THE NORTH CAROLINA COURT OF APPEALS



Special thanks to the 50th Anniversary Committee of the North Carolina Court of Appeals for presenting the Court with the Judges’ Portrait Wall, which is located on the landing between the second and third floors of the Court of Appeals Building in downtown Raleigh.

SUPERIOR COURTS



The superior court division has original jurisdiction over all felony criminal cases, civil cases involving more than \$25,000, and misdemeanor and infraction appeals from the district court.

The Constitution stipulates that a jury of 12 renders the verdict for any criminal defendant who pleads not guilty. In civil cases, a judge generally will decide the case without a jury, unless a party to the case requests one.

Superior court is divided into eight divisions and 50 districts across the state. Every six months, superior court judges rotate among the districts within their divisions. The rotation system is provided for by the state Constitution and designed to minimize conflicts of interest that might result from having a permanent judge in one district.

Read more in the 2017 – 18 Statistical and Operational Report for Trial Courts, available at www.NCcourts.gov.

Caseload Inventory

Case Type	Filed	Disposed
Civil cases*	17,044	15,990
Estates	75,327	78,516
Special proceedings	39,016	40,394
Criminal – nontraffic	123,328	148,688
Criminal – traffic	7,773	8,066

*"Civil cases" includes cases heard by Business Court.

Manner of Disposition

Case Type	Jury Trial	Judge Trial	Voluntary Dismissal	Final Order/ Judgment W/O Trial	Clerk	Other*
Civil cases	107	2,457	7,776	2,731	1,118	1,801
Estates	0	3	16	17	78,281	199
Special proceedings**	3	102	5,817	241	26,539	7,692

*"Other" includes magistrate trial, dismissal on order of the court, and discontinued.

**The number of special proceedings cases filed and disposed reflects those cases that are non-confidential.

Case Type	Trial	Plea	Dismissal With Leave	Dismissal After Deferred Prosecution	Other*
Criminal – nontraffic	2,260	77,754	1,789	1,414	65,471
Criminal – traffic	204	2,087	223	6	5,546

*"Other" includes speedy trial dismissals, and in FY 2018, dismissal without leave.

NORTH CAROLINA BUSINESS COURT

The North Carolina Business Court is a specialized forum of the superior court division. Cases involving complex and significant issues of corporate and commercial law in our state are assigned by the Chief Justice of the Supreme Court of North Carolina to a special superior court judge who oversees resolution of all matters in the case through trial.

A complex business case might include factors like a large number of parties with diverse interests or the involvement of complex legal issues. Specialization in business court cases allows the Business Court judge to develop expertise in both the substantive business law and the case management issues that arise in complex business cases, and leads to greater efficiency.

Established in 1996, the Business Court currently has four locations across the state in Charlotte, Greensboro, Raleigh, and Winston-Salem. For more information about the North Carolina Business Court, visit www.nccourts.gov/courts/business-court.

DISTRICT COURTS



District courts hear cases involving civil, criminal, juvenile, and magistrate matters. District courts are divided into 43 districts across the state and sit in the county seat of each county. They may also preside in certain other cities and towns specifically authorized by the General Assembly. Unlike the superior court, the district court districts are not grouped into larger judicial divisions. Each administrative district court district has a chief district court judge who manages the administrative duties of the court.

Civil cases such as divorce, child custody, child support, and cases involving less than \$25,000 are heard in district court, along with criminal cases involving misdemeanors and infractions (non-jury).

Civil cases are heard by a jury if a party requests one, but certain cases are always decided by a judge without a jury, such as child custody disputes. The district court also hears juvenile cases (age 16 and under) that involve delinquency issues, and it has the authority to hear juvenile undisciplined cases (ages 16 and 17). It also considers abuse, neglect, and dependency cases involving children younger than 18.

Read more in the 2017 – 18 Statistical and Operational Report for Trial Courts, available at www.NCcourts.gov.

MAGISTRATES

A magistrate is an independent judicial officer, recognized by the North Carolina Constitution as an officer of the district court. Magistrates perform numerous duties in both civil and criminal proceedings. Magistrates are not elected, but are

nominated for office by the clerk of superior court, appointed by the senior resident superior court judge, and supervised by the chief district court judge. A magistrate serves an initial term of two years, with subsequent terms of four years

In civil cases, the magistrate is authorized to try small claims cases (\$10,000 or less); landlord eviction cases; and suits for recovery of personal property and motor vehicle mechanics' liens. In criminal cases, the magistrate is authorized to issue warrants for arrest; set bail; accept guilty pleas for minor misdemeanors and infractions; and accept waivers of trial for certain worthless check cases if authorized by the chief district court judge to do so.

Read more in the role of the magistrate fact sheet, available at www.NCcourts.gov.

Caseload Inventory

Case Type	Filed	Disposed
Civil	188,088	189,630
Civil magistrate (small claims)	206,328	205,925
Criminal – nontraffic	501,748	596,862
Criminal – traffic	885,987	1,040,557
Infractions	505,951	566,656

Manner of Disposition

Case Type	Jury Trial	Judge Trial	Magistrate Trial	Voluntary Dismissal	Final Order / Judgment W/O Trial	Clerk	Other*
Civil cases	112	61,510	87	32,217	42,154	27,054	26,496
Civil magistrate (small claims)	0	103	134,639	52,795	464	41	17,883

*"Other" includes dismissal on order of the court and discontinued dispositions.

Case Type	Trial	Plea	Dismissal With Leave	Dismissal After Deferred Prosecution	Other*
Criminal – nontraffic	15,110	156,007	17,460	11,669	396,616
Criminal – traffic	8,595	105,530	105,925	1,567	818,940

*"Other" includes felony heard and bound over, probable cause not found, probable cause waived, worthless check waiver, felony superseding indictment, and in FY 2018, dismissal without leave.

Case Type	Waiver	Nonwaiver
Infractions	242,232	324,424

COURT PROGRAMS, CONFERENCES, AND COMMISSIONS



Program	Description
Alternative dispute resolution services	Offers a less adversarial, more expeditious process for settling legal disputes
Child custody mediation services	Provides neutral, non-adversarial court-ordered mediation services in cases involving custody/visitation of minor children
Family court	Coordinates the management of family law cases to ensure timely and efficient resolution of legal matters within established time standards
Foreign language interpreting services	Helps facilitate equal access to justice for limited English proficient (LEP) speaking and/or deaf and hard of hearing people involved in court proceedings
Guardian ad Litem	Team representation model consisting of attorney advocates, volunteers, and staff appointed to protect and promote the best interest of abused and neglected children under the jurisdiction of North Carolina juvenile courts
Juvenile Court Improvement Project	Coordinates the management of child abuse, neglect, and dependency cases to ensure timely, efficient, and effective resolution of cases
Recovery courts and other services	Local special courts and initiatives managed and operated by superior and district courts that attempt to address the challenges of litigants before them

Conference	Description
Conference of Clerks of Superior Court	Serves as the primary point of contact between the 100 elected clerks of superior court, the General Assembly, the NCAOC, and other state, local, and public entities to ensure the effective and efficient exchange of information
Conference of District Attorneys	Serves the 44 elected district attorneys in their pursuit of justice and improvement of the administration of criminal law by providing training, materials, research, technical support, and monitoring criminal legislation

Commission	Description
Chief Justice’s Commission on Professionalism	Enhances professionalism among North Carolina’s lawyers while providing ongoing attention and assistance to ensure that practice of law remains a high calling, dedicated to the service of clients and the public good
Dispute Resolution Commission	Certifies and regulates private mediators who serve North Carolina’s courts; also recommends dispute resolution policy, provides support to court-based mediation programs, and certifies mediation training programs
Innocence Inquiry Commission	Reviews, investigates, and hears post-conviction innocence claims if new evidence of innocence comes to light by providing an independent and balanced truth-seeking forum
Judicial Standards Commission	Considers complaints against state district, superior, and appellate court judges and justices and, where appropriate, makes recommendations for discipline
Sentencing and Policy Advisory Commission	Makes recommendations to the General Assembly for the modification of sentencing laws and policies, and for the addition, deletion, or expansion of sentencing options as necessary to achieve policy goals
State Judicial Council	Advisory and oversight body for the Judicial Branch of government, chaired by the Chief Justice of the Supreme Court and consisting of representatives from every component of the court system and the bar, and from public, non-attorney members, to fulfill its duties as described in G.S. 7A-409.1

SIGNIFICANT NCAOC SERVICE AREA HIGHLIGHTS



July 1, 2017 – June 30, 2018

The North Carolina Administrative Office of the Courts (NCAOC) is the administrative services provider that the North Carolina judicial community can rely on as a partner to help our unified court system operate more efficiently and effectively. The NCAOC's approach is to apply professional expertise consistently and uniformly in the best interest of the court system, which includes a personnel base of more than 6,300, of whom 545 (judges, justices, district attorneys, and clerks) are independently elected judicial officials. This section highlights the NCAOC's support of the court system, judicial officials, and staff statewide.

BUDGET MANAGEMENT

Court funds management

\$969 million resources and fees managed
\$536 million appropriations
\$40.09 million special funds and grants
\$260.41 million pass-through fees
\$132.5 million other funds

COMMUNICATIONS

New projects

Judicial Branch websites
(Refer to page 6 about website project)

Ongoing projects

16,800 Celebrate.NCcourts.org views
Speakers Bureau program:
368 volunteer speakers
152 speaking events and media interviews
Social media for the Judicial Branch
(Continuing second year of social media)
1,909 Facebook followers
3,048 LinkedIn followers
2,125 Twitter followers
131 YouTube subscribers
28.6 million webpage views
1,216 web updates
453 public inquiries
314 news articles
296 media inquiries
67 press releases
46,000 survey views

COURT PROGRAMS AND SERVICES

Alternative dispute resolution

2,647 family financial cases completed
3,346 cases were sent to arbitration
5,346 mediated settlement cases completed

Child custody mediation

19,463 people attended orientation
10,386 child custody cases mediated
11,239 mediation sessions held
5,283 parenting agreements drafted

Family courts

45,627 domestic cases filed
29.7% of pending domestic cases were less than one year old

Language access services

9 NCAOC Spanish court interpreters
89 certified Spanish court interpreters
1 certified French court interpreter
2 certified Mandarin court interpreters
1 certified Vietnamese court interpreter

FINANCIAL SERVICES

Accounting functions

\$128.6 million fixed assets management
91,899 payroll payments completed
92,783 vendor payments completed
16,545 employee travel forms processed
2,898 IRS 1099 – MISC forms processed
3,369 IRS 1099 – MISC forms processed for clerks of superior court offices
387 electronic transfers
3,256 deposits

GENERAL COUNSEL

Legislative tracking during the 2017 – 18 legislative session

1,922 bills reviewed for applicability
494 bills actively monitored and summarized

GENERAL SERVICES

Quick facts

1,707 transactions processed monthly, including:
Open market solicitations through various bid processes
Purchase orders for goods / services
Supply orders via the Online Store
Printing requests submitted through Online Store and in hard-copy format
545 deliveries for supplies and equipment made statewide monthly
Over 4,000 estimated number of boxes delivered per month (for a total weight exceeding 1.6 million pounds)

GUARDIAN AD LITEM

Staff

3 regional administrator positions
139 field staff positions working in 69 offices
7 administrative, training, and legal staff positions
26 grant-funded volunteer supervisor positions
2 grant-funded training and support positions

Attorneys

64 paid attorneys
147 pro bono attorneys
12 staff attorney advocate positions
116 conflict attorneys

Volunteers

5,455 volunteer advocates
523,680 hours of service
\$12.64 million saved due to volunteer efforts

Volunteers donate on average 8 hours of service monthly. Independent Sector valued volunteer time during 2017 at \$24.14 per hour.

Program statistics

70,212 child abuse and neglect hearings
18,060 abused and neglected children received legal representation
213 juvenile appellate cases filed

HUMAN RESOURCES

Quick facts

22 HR positions, each serving an average of 315 Judicial Branch positions
91.9% of the total Judicial Branch budget is allocated for salaries and benefits

Judicial Branch FTE positions supported (total 6,920.25)

294 hiring authorities
284 judges
5,362.50 court staff
51 commissions and conferences staff
527 indigent defense services
401.75 NCAOC managers and staff

Employee recognition

1,151 employees eligible for a service award
849 service awards processed
137 retirement certificates

Voluntary shared leave

46 recipients
8,497 total hours received
185 average hours received
4-280 range of hours received
304 donors
8,853 total hours donated
29 average hours donated
4-240 range of hours donated

Recruitment

525 job postings
56,991 total applicants
109 average applicants per posting
1,228 web hits per posting
23,465 applicant notices

HR online training

529 unlawful workplace harassment
37 HR rules and tools

RESEARCH, POLICY, AND PLANNING

Contracts

21 counties and municipalities
106 FTE positions
~\$7.7 million

Grants

51 federal and local entities
253.14 FTE positions
~\$17.5 million

TRAINING AND DEVELOPMENT

Recent projects

Adoptions
Bond Forfeiture update
Bulk Scanning
eCitation / NCAWARE
Public Records

Current / ongoing projects

Blood Borne Pathogens
Civil CIPRS
Digital Recording
Domestic Violence Awareness
Estates 1 eLearning
Estates Tracking
Evidence Handling
Human Resources Interview Skills
Human Resources Salary Management systems

Introduction to Bookkeeping (eLearning)
Introduction to Civil blended learning
Introduction to Criminal blended learning

Resources developed

Estates Hub on Juno
Juvenile Attorney Access Module

LMS usage

126 LearningCenter training events
362 judicial instructor-led sessions
2,333 judicial instructor-led session Completions
37 judicial eLearning course modules
2,628 judicial eLearning completions
35 judicial training materials
1,320 judicial training material completions
27 judicial video courses
282 judicial video completions

Computer applications supported

Child support enforcement system (SES)
Civil case management (CaseWise)
Civil, estates, and special proceedings index (VCAP)
Criminal and infractions case index (ACIS, CCIS-CC)
Criminal Case Management System (CCIS-DA, CCIS-PD)
Criminal Information Public Records Search (CIPRS)
Discovery Automation System (DAS)
Electronic Compliance and Dismissal (ECAD)
eFiling
HR-Payroll System
Judgment abstracting
Juvenile index and case management system (JWise)
N.C. Warrant Repository System (NCAWARE)
payNCticket®
Online Payments
Online Collections and Payments (OCAP)
Worthless check program

Technical needs supported

Clerk of superior court procedural matters
Digital recording of court sessions
Evidence handling
Fingerprint tracking
Interfacing with North Carolina agencies:
Division of Motor Vehicles (DMV)
Division of Social Services (DSS)
North Carolina State Archives
State Bureau of Investigation (SBI)
Improved workflow and file security
Jury management

TECHNOLOGY SERVICES

Criminal

1.18 million average daily transactions
46.73 million criminal cases
4.45 million infraction cases

Civil

503,200 average daily transactions
21.97 million civil cases

Discovery Automation System (DAS)

410,530 total number of DAS case folders
2.4 million total number of DAS documents
475 million estimated number of DAS pages

eCITATION

3,764 eCITATIONS created daily
23,179 law enforcement officer users
484 law enforcement agencies implemented

Email

43 million inbound spam / malware attacks blocked
35 million emails securely delivered

NCAWARE

13,872,850 processes (served / unserved)
48,883 court and law enforcement users
923,676 processes available to be served
1,900 average processes served daily

payNCticket

888,045 citations disposed
More than \$212 million collected
Note: Monies collected are disbursed to state and local government agencies as directed by the North Carolina General Assembly.

Credit card payments in courthouses

741,674 payments processed
More than \$126.5 million collected

Help Desk

114,238 call tickets processed
32,581 passwords reset via self-service

Support Services – Access Administration

18,402 access requests processed at an average of 1,534 per month

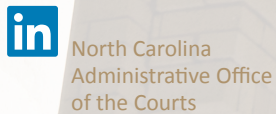


More information about the North Carolina Judicial Branch and NCAOC service areas is available at NCCourts.gov.



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