



2008–2009

NORTH CAROLINA COURTS Annual Report

July 1, 2008 – June 30, 2009



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Cover photo of Nash County Courthouse
All courthouse photos in this year's Annual Report were taken
and contributed by NCAOC Director Judge John W. Smith



Message from the Chief Justice and the NCAOC Director

Dear Friend of the Court,

We are pleased to provide this State Fiscal Year 2008–2009 Annual Report of the North Carolina Judicial Department. We truly are proud of the North Carolina court system, and we thank you for this opportunity to share our successes, even during this time of economic hardship.

This report describes the North Carolina Judicial Department and all of its component offices. It also presents noteworthy accomplishments of the court system during the fiscal year.

Your interest in the North Carolina Judicial Department is greatly appreciated.

Sincerely,



Sarah Parker

Sarah Parker, Chief Justice
Supreme Court of North Carolina

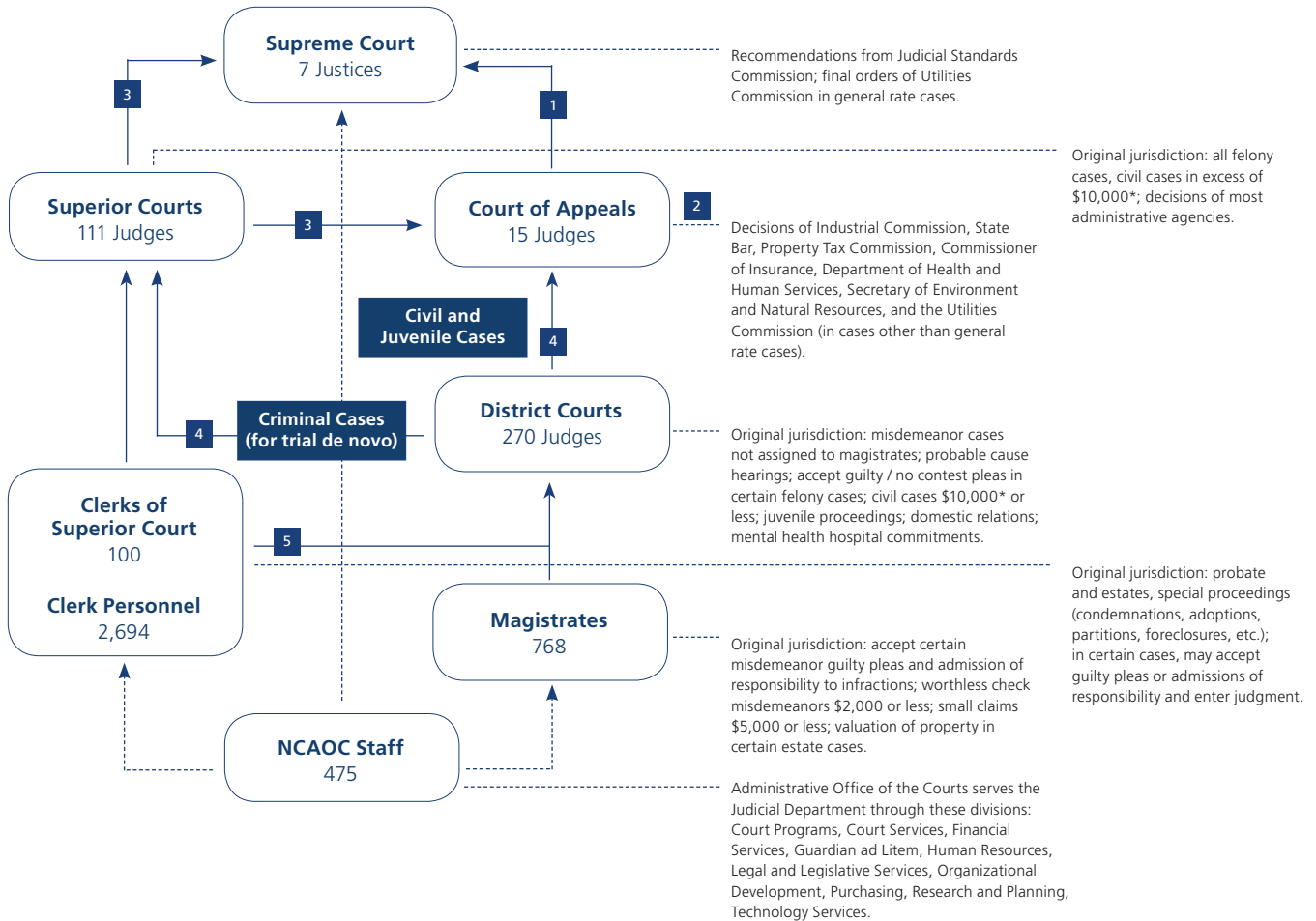


J. Smith

Judge John W. Smith, Director
N.C. Administrative Office of the Courts

Court Organizational Structure and Routes of Appeal

As of June 30, 2009



1 Appeals from the court of appeals to the Supreme Court are by right in cases involving constitutional questions, and cases in which there has been dissent in the court of appeals. In its discretion, the Supreme Court may review court of appeals decisions in cases of significant public interest or cases involving legal principles of major significance.

2 Appeals from these agencies go directly to the court of appeals.

3 As a matter of right, appeals go directly to the Supreme Court in first degree capital murder cases in which the defendant has been sentenced to death, and in Utilities Commission general rate cases. In all other cases appeal as of right is to the court of appeals. In its discretion, the Supreme Court may hear

appeals directly from the trial courts in cases of significant public interest, in cases involving legal principles of major significance, where delay would cause substantial harm, or when the court of appeals docket is unusually full.

4 Criminal cases proceed to the superior court for trial de novo. Civil and juvenile cases proceed to the court of appeals.

5 Most appeals from judicial proceedings before the clerk are to the superior court. A few matters, such as adoptions, are appealed to the district court.

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



▲ Burke County Courthouse

Judicial Department Fact Sheet

Judicial Department Personnel

State Fiscal Year July 1, 2008–June 30, 2009

Numbers of justices and judges

Supreme Court Justices	7.00
Court of appeals judges	15.00
Superior court judges	111.00
District Court judges	270.00

Numbers of other authorized personnel

District attorneys	43.00
Assistant district attorneys	643.00
Public defenders	16.00
Assistant public defenders	238.00
Clerks of superior court	100.00
Assistant and deputy clerks	2,694.10
Indigent defense services and support staff	225.50
Guardian ad Litem staff	165.00
Magistrates	768.05
N.C. Administrative Office of the Courts	483.50
Court support staff	1,254.025
Trial court administrators	13.00
Other*	36.00

Total Judicial Department personnel 7,082.175

*Judicial Standards Commission, Conference of District Attorneys, Dispute Resolution Commission, Conference of Clerks of Superior Court, Innocence Inquiry Commission, Chief Justice's Commission on Professionalism, and Sentencing and Policy Advisory Commission positions.

Budget

Total Judicial Department authorized appropriations, 2008–2009	\$479,845,767
Percent increase from 2007–2008	6.61%
Total Judicial Department authorized appropriations (not including indigent defense) as a percent of total state general fund appropriations	2.25%

Budgeted increase funded through increased court costs and fees.

The State Judicial Council

The State Judicial Council is an advisory and oversight body for the Judicial Department, chaired by the Chief Justice of the Supreme Court of North Carolina and consisting of representatives from every component of the court system, the bar and non-attorney public members. Its general duties (refer to the N.C. General Statutes) encompass studying and monitoring the operations of the court system and identifying areas for improvement.

The Judicial Council's specific areas of responsibility include:

- Advising the Chief Justice on priorities for funding.
- Conferring with the Chief Justice on the budget prepared by the N.C. Administrative Office of the Courts (NCAOC).
- Recommending to the General Assembly the salaries of justices and judges and changes in expense allowances, benefits and other compensation for other judicial officials.
- Recommending the creation of judgeships.
- Recommending to the Chief Justice performance standards for all courts and all judicial officials.
- Implementing guidelines for the assignment and management of cases, including monitoring the effectiveness of alternative dispute resolution programs.
- Recommending changes to the boundaries of judicial districts or divisions.
- Monitoring the administration of justice and assessing the effectiveness of the Judicial Department in serving the public and advising the Chief Justice and the General Assembly on changes needed to assist the General Court of Justice to better fulfill its mission.

Members of the State Judicial Council

July 1, 2008–June 30, 2009

Judicial Department Officials

Honorable Sarah Parker
Chief Justice

Supreme Court of North Carolina
Judicial Council Chair

Honorable John C. Martin
Chief judge
N.C. Court of Appeals

Honorable Robert Hobgood
Senior resident superior court judge
District 9

Honorable Beth Keever
Chief district court judge
District 12

Honorable Peter Gilchrist
District attorney
District 26

Honorable Archie Smith
Clerk of superior court
Durham County

Mr. Angus Thompson
Public defender
District 16B

Mr. Lionel Gilbert
Magistrate
Polk County

Other Members

Mr. Edwin M. Speas*
Attorney
Raleigh

Mr. John Medlin
Winston-Salem

Mr. Don Cowan
Attorney
Raleigh

Mr. Dumont Clarke
Attorney
Charlotte

Mr. Jack Olsen
Jackson Spring

Mr. Lonnie Player
Attorney
Fayetteville

Ms. Jane Griffin
Ocracoke

Professor Rhoda Billings
Former Chief Justice, retired
Lewisville

Mr. Gary W. Thomas
Attorney
Statesville

**Mr. Speas served until January 2009*

▼ Iredell County Courthouse



The District Courts

District courts hear cases involving civil, criminal and juvenile matters, as well as appeals from the magistrate. Like superior court, district court sits in the county seat of each county. It may also sit in certain other cities and towns specifically authorized by the General Assembly.

Civil cases such as divorce, custody, child support and cases involving less than \$10,000 are heard in district court, along with criminal cases involving misdemeanors and infractions. 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) involving delinquency issues, and it has the authority to hear juvenile undisciplined cases (ages 16 and 17). It also considers dependency, neglect and abuse cases involving children younger than 18.

District court caseload

Caseload inventory and median ages of district court cases

July 1, 2008–June 30, 2009

	Filed	Disposed
Civil cases	501,526	502,166
Civil magistrate (small claims)	262,126	262,071
Civil district	239,400	240,095
Criminal cases	1,675,210	1,692,218
Infractions	768,922	773,173
Civil License Revocations	49,836	

Manner of disposition of district court cases

July 1, 2008–June 30, 2009

	Jury trial	Judge trial	Voluntary dismissal	Final Order/ judgment w/o trial	Clerk	Other
Civil cases	153	61,079	32,319	49,411	54,809	42,324

Criminal cases	Waiver*	Guilty		DA Dismissal Without Leave		Other	Probable Cause Matters (Felonies)			
		Plea	Trial	With Leave	Without Leave**		Heard and bound	Probable cause not	Probable Cause	Superceding Indictment
Non-motor vehicle	11,555	159,675	21,648	33,844	278,019	36,192	1,097	1,578	15,824	81,616
Motor vehicle	Waiver:	160,737		Non-waiver:		890,433				
Infractions	Waiver:	371,514		Non-waiver:		361,659				

*Non-motor vehicle waiver includes guilty plea before a magistrate and worthless check waivers.

**"DA Dismissal Without Leave" includes dismissals after deferred prosecution.



▲ Yadkin County Courthouse

Magistrates

Magistrates are appointed by the senior resident superior court judge from nominations provided by the clerk of superior court.

They accept guilty pleas for minor misdemeanors and infractions, such as hunting or fishing violations or for traffic violations, and may accept waivers of trial for certain worthless check cases if authorized by the chief district court judge. In civil cases, the magistrate is authorized to try small claims cases (\$5,000 or less), landlord eviction cases and suits for recovery of personal property and motor vehicle mechanics' liens.

The Superior Courts

All felony criminal cases, civil cases involving more than \$10,000 and misdemeanor and infraction appeals from district court are tried in superior court. A jury of 12 must decide the case 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 46 districts across the state. Every six months, superior court judges rotate among the districts within their divisions. The rotation system helps minimize conflicts of interest that might result from having a permanent judge in one district.



▲ Brunswick County Courthouse

The superior court caseload

Caseload inventory and median ages of superior court cases

July 1, 2008–June 30, 2009

	Filed	Disposed
Civil cases	29,908	28,374
Estates	64,540	62,462
Special proceedings	125,866	111,101
Criminal cases	150,502	152,005
Felonies	110,347	112,013
Misdemeanors	40,155	39,992

*On this table, criminal cases in superior court are aged from their original filing date, which was the district court filing date if the case originated in district court. (Data in annual reports and supplements prior to FY 1996-1997 aged such cases from their filing date in superior court, and therefore excluded any time prior to transfer of such cases to superior court.)

Manner of disposition of superior court cases

July 1, 2008–June 30, 2009

	Jury Trial	Judge Trial	Voluntary Dismissal	Judgment Without Trial	Clerk	Other
Civil cases	325	3,934	13,390	3,434	3,452	3,839
		Guilty Plea		DA Dismissal		
	Jury Trial	to Lesser Offense	to Charged Offense	With Leave	Without Leave*	Other
Criminal cases	2,793	11,919	59,973	5,320	54,441	17,559
Felonies	1,995	11,470	50,796	3,829	40,175	3,748
Misdemeanors	798	449	9,177	1,491	14,266	13,811

*"DA Dismissal Without Leave" includes dismissals after deferred prosecution.



▲ Court of Appeals

The 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 of appeals decides only questions of the law in cases appealed from superior and district courts and from some administrative agencies of the executive branch. Appeals range from infractions to murder cases. If dissent arises 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, the Supreme Court may still review the case upon a party’s petition.

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 state fiscal year 2008–2009. “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 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.

Filings and dispositions of appeals and petitions

1999–2000 to 2008–2009

Fiscal Year	Filings	Dispositions
1999–2000	2,268	2,057
2000–2001	2,380	2,155
2001–2002	2,388	2,441
2002–2003	2,572	2,496
2003–2004	2,674	2,562
2004–2005	2,719	2,731
2005–2006	2,707	2,973
2006–2007	2,484	2,634
2007–2008	2,424	2,567
2008–2009	2,502	2,307

Filings and dispositions shown here include appealed cases and petitions, but not motions.

The number of dispositions is greater than the number of filings because cases can be carried over from previous state fiscal years.

Filings and dispositions

July 1, 2008–June 30, 2009

	Filings	Dispositions
Cases on appeal	1,673	
Petitions		717
Motions		3,552

The Supreme Court

The Supreme Court of North Carolina is the state's highest court, and the state has no further appeal from its decisions. The court comprises the Chief Justice and six associate justices, each of whom serves an eight-year term. The Supreme Court makes no determination of fact; rather, it considers whether error occurred in trial or in judicial interpretation of the law. The Chief Justice also serves as the head of the Judicial Department.

▼ Supreme Court of North Carolina



Supreme Court of North Carolina caseload inventory

July 1, 2008–June 30, 2009

	Begin pending	Filed	Disposed	End pending
Petitions for review*				
Civil domestic	0	4	2	2
Juvenile	11	17	21	7
Other civil	97	251	269	79
Criminal	94	313	322	85
Administrative agency decision	0	4	4	0
Total petitions for review	202	589	618	173

*Data represents cases with petitions requiring a ruling by the Court.

Appeals

Civil domestic	0	1	1	0
Petitions granted that became civil domestic	0	0	0	0
Juvenile	1	6	6	1
Petitions granted that became juvenile appeals	0	4	2	2
Other civil	25	38	37	26
Petitions granted that became other civil appeals	0	18	12	6
Criminal, defendant sentenced to death**	5	13	7	11
Other criminal	19	51	51	19
Petitions granted that became other criminal appeals	0	15	2	13
Administrative agency decision	0	1	0	1
Petitions for review granted that became appeals of administrative agency decision	0	0	0	0
Total appeals	50	147	118	79
Other proceedings				
Rule 16(b) additional issues re dissent		11	16	
Motions		482	483	
Total other proceeding		493	499	

Disposed appeals include cases receiving opinions, dismissed, withdrawn.

**Death cases filed include cases in which the record has not yet been received.

Court Programs, Conferences and Commissions

Program	Description
Alternative dispute resolution services	Offer a less adversarial, more expeditious process for settling legal disputes.
Child custody mediation services	Provide neutral, non-adversarial court-ordered mediation services in cases involving custody / visitation of minor children parenting agreements.
Drug treatment court	Provide intensive judicial supervision to high-risk, high-need chemically addicted adult offenders, juvenile delinquents and parent respondents in child abuse, neglect and dependency cases.
Foreign language interpreting services	Help 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	Collaborative model involving attorney advocates, volunteers and staff, who all work together to protect and promote the best interests of abused and neglected children petitioned into the N.C. court system.
Juvenile Court Improvement Project	Coordinate the management of child abuse, neglect and dependency cases to ensure timely, efficient and effective resolution of cases.
Unified family court	Coordinate the management of family law cases to ensure timely and efficient resolution of legal matters within established time standards.
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	Conducts training and research, monitors victims' rights and produces various publications to assist district attorney personnel and the public they serve.



▲ Moore County Courthouse

Commission	Description
Chief Justice's Commission on Professionalism	Enhances professionalism among North Carolina's lawyers while providing ongoing attention and assistance to ensure the 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.

Judicial Department Budget

In 2008–2009, of the state’s \$20.5 billion General Fund, 2.3 percent (\$479,845,767 million) was appropriated for Judicial Department operations; an additional \$118 million was allocated to Indigent Defense Services. The overall judicial budget represents a slight increase from 2007–2008 (2.2 percent). Nearly 80 percent of the fiscal year (FY) 2008–2009 Judicial Department budget is devoted to local courtroom operations; central administration accounts for less than 15 percent, 70 percent of which is used toward technology.

During FY 2008–2009, the governor withheld an additional 5.6 percent (\$26.7 million) of the judicial budget due to reduced revenues. The N.C. Administrative Office of the Courts (NCAOC) worked to take these reductions in areas that would least affect citizens and the administration of justice. Nearly half of the funds reverted by the Judicial Department to meet the governor’s target were funds designated for administrative support functions

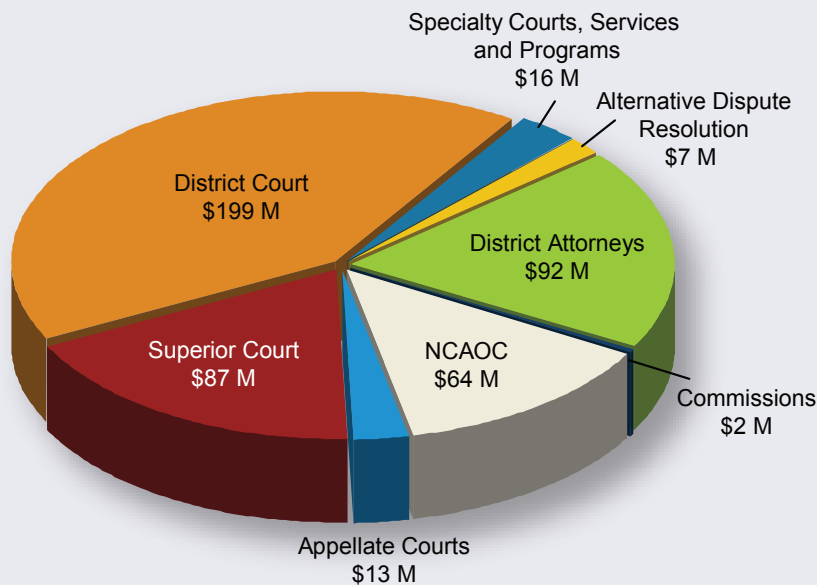
of the NCAOC, such as contractual services, maintenance, rent and travel.

Timing of budget reductions – quarterly allotments

NCAOC implemented these cost saving measures:

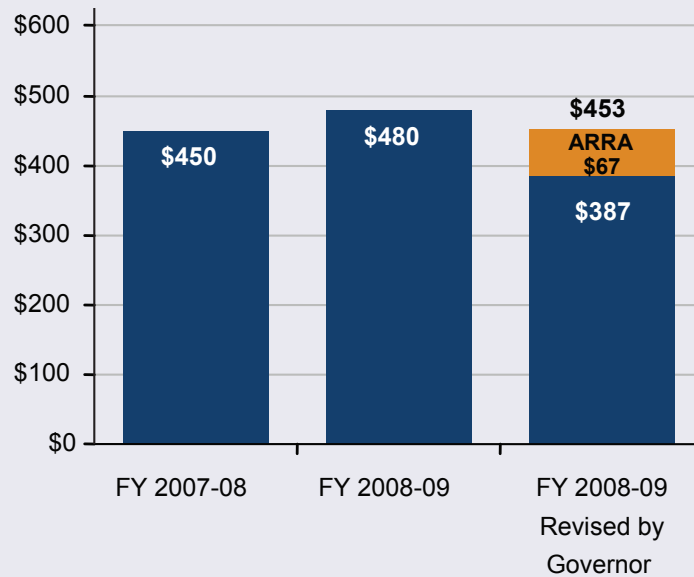
- Limited expenditures to payroll and legally-required expenditures for the last quarter of the fiscal year.
- Curtailed travel, and mileage reimbursement rates.
- Froze vacancies.
- Halted the use of emergency judges.
- Suspended the constitutionally-required rotation of superior court judges.
- Met nearly two-thirds of payroll obligations with nonrecurring federal ARRA funds rather than State appropriations.

Chart 1: Judicial Department Appropriations



Note: NCAOC includes supply and equipment reserves. Technology Services makes up 70% of the Administration budget.

Chart 2: Judicial Department Budget Reductions



Court employees and elected officials tighten belts to ease state shortfall and keep courts running

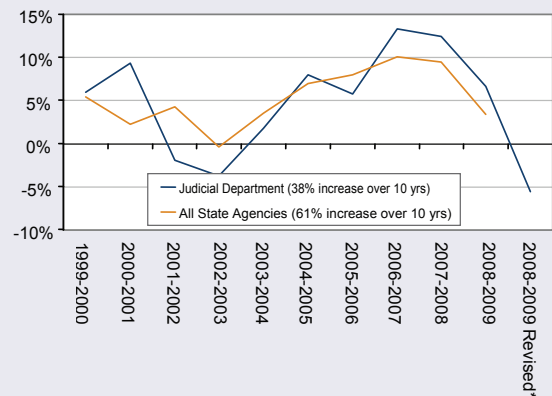
In 2008, the General Assembly authorized 300 new judicial positions to address growing workload issues. However, budget shortfalls in 2008-09 brought the court’s funding – including the new positions – back to 2007-08 levels. Chief Justice Sarah Parker agreed to match the governor’s 10-hour furlough of state employees (1.5 percent salary reduction in May and June) for judicial employees. At the urging of the Chief Justice, 95 percent of the state’s 395 judges agreed to waive their constitutional right to not have their salaries reduced and voluntarily agreed to participate in the furlough salary reduction. Over a three-month period, 44 retired judges volunteered their services free of charge to keep the courts running.

Budget trends

During the past 10 years, Judicial Department funding has fluctuated more than overall state funding. One reason is that new judicial positions tend to come in waves. In the 2007–2009 biennium, the General Assembly authorized an increase of nearly 700 judicial positions, compared to an increase of fewer than 300 positions in 2005–2007 and fewer than 100 positions in 2003–2005. Overall, since 1999–2000, Judicial Department appropriations have grown

38 percent, while State General Fund appropriations for all agencies have grown 61 percent (excludes Governor’s 2008–2009 revisions). The increased budget in the 2007–2009 biennium was concurrent with increased revenue generated by newly increased court fees.

Chart 3: Annual Percentage Change in Appropriations



Operating trends

Staffing Trends for Select Position Types

In FY 2008–2009 the court system would have required an additional 71 district court judges and 321 deputy and assistant clerks in order to devote proper time to and dispose of all filings over the course of the year. In 2007, the NCAOC commissioned a workload study, conducted by the National Center for State Courts (NCSC). The NCSC study assigned weights to the various types of cases and other activities handled by district court judges and clerk staff, and estimated the number of positions that would be required to adequately handle annual court workload. Based on the NCSC workload study, North Carolina’s district courts are operating with 79 percent of the judges required, up from 73 percent in FY 2000–2001. There has been virtually no change in this percentage in the last three years.

Clerk staffing levels have improved in the last few years, moving from a low of 80 percent in 2005–2006 to 90 percent. However, clerk staff still lags behind workload needs. In 2008–2009, the clerk staffing levels were still inadequate to handle the 2000–2001 court workload.

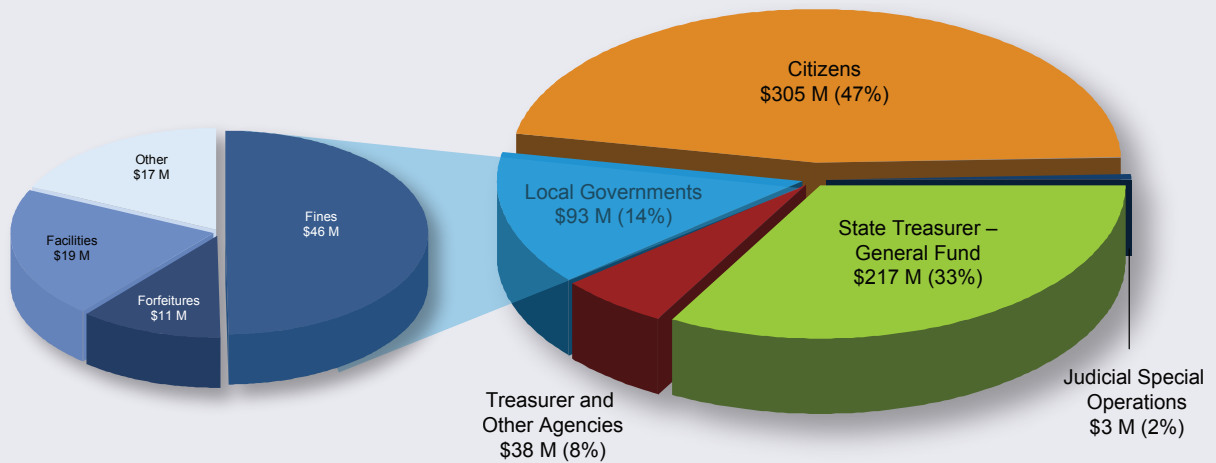
Revenue highlights

- Clerks of court distributed \$657 million in FY 2008–2009, of which nearly half went to citizens and more than a third went to the State Treasurer to be credited to the General Fund.
- In 2008–2009, General Court of Justice fees collected were equivalent to 42 percent of the Judicial Department’s state General Fund appropriations. These fees are sent to the State Treasurer and included in the money appropriated by the General Assembly to all state agencies.
- Revenues from General Court of Justice fees were down slightly in FY 2008–2009. In FY 2007–2008, revenue increased substantially due to fee increases of at least \$10. Court fees have been raised at least once every biennium in this decade.

Local revenue distribution

Counties and municipalities receive payments for fines, forfeitures (i.e. bond forfeitures), facilities fees, pretrial

Chart 4: \$657 Million Disbursed in 2008-2009



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 2008–2009, the court system distributed \$93 million to counties and municipalities, of which \$57 million was fine and forfeiture revenue and \$19 million was facility fee revenue.

Between FY 2005–2006 and FY 2008–2009, the courts distributed \$319 million to local governments in fines, forfeitures and facilities fees (the three largest sources). Compared to the previous year, local government revenue from these sources was slightly lower in 2008–2009, \$76 million compared to \$81 million in 2007–2008. Forfeiture revenue in particular — primarily from bond forfeitures has steadily declined in the last four years. Both fines and facilities fees have remained relatively stable over the four-year period.

Burke County Courthouse ▼





Significant NCAOC Service Area Highlights

July 1, 2008–June 30, 2009

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.

This section highlights the many ways that the NCAOC supports the court system and judicial officials and staff statewide.

Court Programs

Child custody mediation and permanency mediation

9,096 child custody cases mediated
3,515 child custody agreements signed
186 permanency cases mediated

Foreign language interpreting

10 NCAOC court interpreters
80 certified court interpreters
170 contract interpreters

Drug treatment courts

1,198 participants admitted
64% participants in treatment more than six months
35% successful completions

Family courts

43,995 domestic cases
79% of pending domestic cases were
less than one year old

Alternative dispute resolution

2,400 family financial cases
4,934 arbitration cases
10,185 mediated settlement cases

Juvenile court improvement projects

8 project directors
Ongoing improvements to JWisE information system
Ongoing cross-disciplinary specialized training



▲ North Carolina Judicial Center

Court Services

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)
Criminal Case Management System (CCIS-DA, CCIS-CC)
Discovery Automation System (DAS)
eFiling
Financial Management System
Judgment abstracting
Juvenile index and case management system (JWisE)
Leave tracking system (BEACON)
Microsoft Windows applications
N.C. Warrant Repository System (NCAWARE)
payNcticket
TAO and Outlook email applications
Worthless check program

Technical needs supported

Digital recording of court sessions
Scanning / microfilming of paper files
Fingerprint tracking
Evidence handling
Disaster preparedness
Interfacing with other N.C. state agencies such as:
Division of Motor Vehicles (DMV)
State Bureau of Investigation (SBI)
Department of Social Services (DSS)
State Archives
Clerk of superior court procedural matters
Improved workflow and file security

Financial Services

Court funds management

Over \$911 million resources
and fees managed
\$472 million includes appropriations
\$28 million special funds and grants
\$273 million pass through fees
\$136 million other funds

Budget management

153 General Assembly fiscal note responses
577 budget alignments

Accounting functions

\$84.8 million fixed assets managed
~ 84,000 payroll payments
92,781 vendor payments processed
17,219 employee travel reimbursements
3,400 1099 forms issued
476 electronic transfers
2,537 deposits

Guardian ad Litem

Staff

5 regional administrators
159 field staff statewide
11 administrative staff

Attorneys

180 paid and pro bono attorneys
7 staff attorney advocates
30 conflict attorneys

Volunteers

4,805 volunteers
922,560 hours of service
\$18.6 million saved due to volunteer efforts

Program statistics

35,942 child abuse and neglect hearings
15,866 abused and neglected children received legal representation
150+ juvenile appellate cases resolved

Human Resources

Number of personnel transactions (total 4,330)

1,856 salary adjustments
748 new hires
631 separations
330 leaves of absence (family medical leave and other)
212 reinstatements
157 reclassifications

141 promotions
176 internal transfers
79 miscellaneous
3,191 number of position transactions

Awards and recognition

N.C. Flex – first place in enrollment for 2009

Number of benefit actions

543 personal adjustments
29 new short term disability cases

Unemployment insurance claims (total \$210,964)

56 eligible claims
44 claims actually paid out

Workplace injuries (total \$856,800)

71 injuries or 1% of employee population

Training classes

unlawful workplace harassment
safety and health
performance management
position description writing
effective hiring
BEACON ESS / MSS

Percent of EEO Complaints

10 or 0.14% total of workforce
52 Employee Assistance Program referrals
5 management
47 self referral

Retirement eligible

8% 1 year
12% 3 year
18% 5 year

Employee turnover (total 8.4%)

7.2% voluntary (includes retirements)
1.2% involuntary
577 total separations (excludes temporaries)

Employee recognition

720 service awards
124 retirement certificates

Absences

4,631 employees that earn leave
14 avg. number of approved leave days
8 avg. number of sick leave days

Highest pre-tax benefit participation rates

34% supplemental retirement plans
53% N.C. Flex Dental
34% N.C. Flex Vision

Legal and Legislative Services

Inquiries

On average, legal staff manage 5,000+ phone calls and emails from court officials each month.

Legislative Tracking

During the 2007-2008 legislative session 4,980 bills were reviewed for applicability and actively monitored, appeared on, summarized the effect of, drafted procedures for or sought amendments for 923.

Organizational Development

Projects completed or underway to help clerks of court

Estates workflow and accompanying procedural checklists guide clerks through 12 types of estate administration. These rich resources are linked to relevant statutes, rules of recordkeeping, forms and policies. Underway is the development of an Estates Best Practices Handbook.

Bookkeepers in clerks of court offices now have online access to an increasing number of revised and updated chapters in their Financial Policies and Procedures Manual. Quick reference guides, relevant forms, worksheets and sample letters accompany the manual.

Purchasing

Approximately, 1,840 transactions are processed monthly through the division. Transactions include open market solicitations through various bid processes; purchase orders for goods and services; supply orders via the Online Store; and printing requests submitted through the Online Store and in hardcopy format.

Approximately, 435 deliveries for supplies and equipment are made statewide monthly. The number of boxes delivered as a result is estimated at 3,618 per month for a total weight exceeding 111,100 pounds.

Approximately, 4,212 pounds of material from Judicial Department offices statewide is shredded monthly by NCAOC Warehouse personnel.

Approximately, 1,195,500 impressions are generated monthly by the NCAOC Print Shop for both stationery and other printing requests.

Research and Planning

Statistical Analysis

Data is extracted and analyzed from various NCAOC databases, including ACIS, VCAP, JWIS, and NCAWARE, and used in policy analysis, media and legislative requests, and court performance management.

Grant and Contract Administration

Coordination, information, assistance, and oversight are provided for all grants coming to and/or through the Judicial Department. In SFY 2008-09:

- 50 grants were administrated for \$6.3 million
- 31 contracts were administrated for \$7.4 million
- 95 total positions (grants and contracts combined)

Workload Analysis

Workload models have been developed and maintained for District Court Judges, Assistant District Attorneys, Victim Witness / Legal Assistants, Clerks of Superior Court staff, Family Court Coordinators, and Magistrates. Staffing ratios have been developed and maintained for District Court Judicial Support Staff, Superior Court Judicial Support Staff, and Trial Court Administrators.

Legislative Requests

Responses are provided to legislators and N.C. General Assembly staff ranging from workload and staffing matters to long-term policy research projects.

Technology Services

Criminal

- 1.2 million daily transactions
- 34.4 million criminal cases

Civil

- 481,423 daily transactions
- 15.6 million total civil case filings

eCITATION

- 4 million total citations processed

Email

- 7,735 viruses prevented
- 54.4 million spam blocked
- 14,154 web viruses blocked
- 97.5 million total processed

NCAWARE

- 4.7 million total processes

Help Desk

- 84,990 calls received from judicial officials and staff

Mission of the North Carolina Judicial Department

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.

Prepared by the



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