



NORTH CAROLINA JUDICIAL BRANCH



ANNUAL REPORT

July 1, 2013 – June 30, 2014

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.

TABLE OF CONTENTS

| | |
|----|---|
| 6 | A Special Message from the Chief Justice and the NCAOC Director |
| 7 | Court Organizational Structure and Routes of Appeal |
| 8 | Personnel and Budget Quick Facts |
| 9 | State Judicial Council |
| 10 | District Courts |
| 11 | Superior Courts |
| 12 | Court of Appeals |
| 13 | Supreme Court |
| 14 | Court Programs, Conferences, and Commissions |
| 15 | Judicial Branch Budget |
| 16 | Significant NCAOC Service Area Highlights |

On the Cover

The cover photo is of Buncombe County's new Judicial Complex. The new complex allows for video arraignment and secured access for court personnel. This newer courts building is a 118,000 square foot, four-story building designed to complement the original 1928 courthouse by using granite, limestone, and glass and aluminum curtain walls. This complex will serve as an added entrance to the courthouse and house courtrooms, judicial offices, holding cells, and administrative support areas. It is anticipated to meet the facility needs of the court system for the next 30 years with an improved security entrance and other security measures throughout the building, which have been included for the welfare and safety of the public who access this facility every day. The photo was taken by Cataldo Perrone, Buncombe County Public Relations, at the ribbon-cutting ceremony on November 7, 2013. Designed by Keith Hargrove Architect PC of Asheville.

A Special Message

FROM THE CHIEF JUSTICE
AND THE NCAOC DIRECTOR

Dear Friend of the Court,

We are pleased to provide this fiscal year 2013–14 Annual Report of the North Carolina Judicial Branch. We truly are proud of our 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 Branch and all of its component offices. This report also presents noteworthy accomplishments of the court system during the fiscal year.

For detailed and other information, visit our website, www.NCcourts.org; see our section, “Judicial Branch Data and Information.” This section of the website provides annual statistical and operational reports, activities of the North Carolina business courts, fact sheets, and other court-related data.

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

Sincerely,



Mark Martin

Mark Martin, Chief Justice
Supreme Court of North Carolina



J. Smith

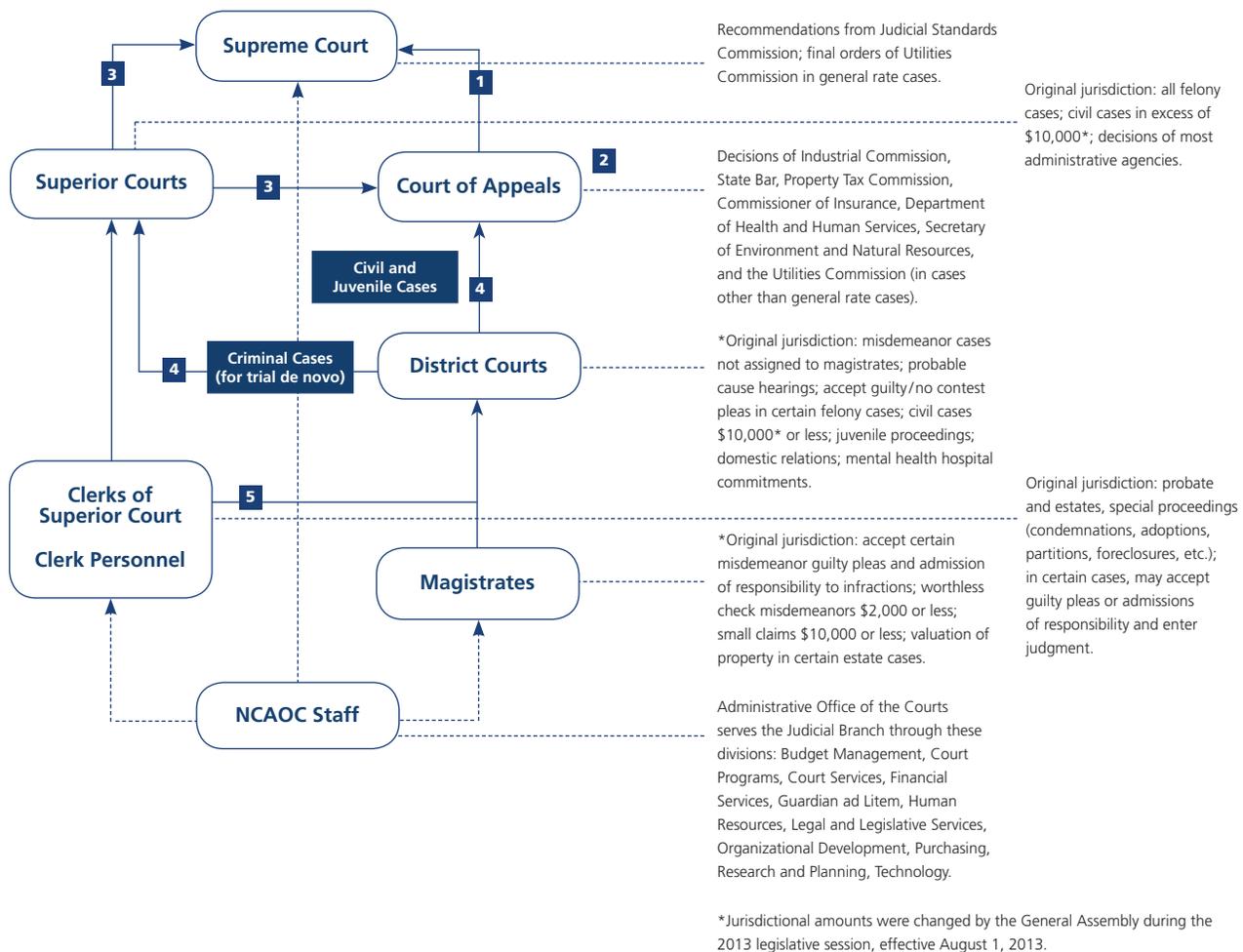
John W. Smith, Director
North Carolina Administrative
Office of the Courts

Special Note

Chief Justice Sarah Parker retired August 31, 2014.

Chief Justice Mark Martin was appointed September 1, 2014, then was elected to the office of Chief Justice, effective January 1, 2015.

COURT ORGANIZATIONAL STRUCTURE AND ROUTES OF APPEAL



1 Appeals from the Court of Appeals to the Supreme Court are by right in certain 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, and in cases in which the decision of the Court of Appeals appears to be in conflict with a decision of the Supreme Court.

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, in Utilities Commission general rate cases, and in redistricting 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). Currently, 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 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. However, due to an amendment, from August 1, 2013, through June 30, 2015, either the district court or the superior court is the proper division for the trial of civil actions in which the amount in controversy is between \$10,000 and \$25,000.

PERSONNEL AND BUDGET QUICK FACTS

Workload Formulas

The North Carolina Administrative Office of the Courts (NCAOC) partners with the National Center for State Courts to determine staffing needs for district court judges, clerks of superior court staff, magistrates, assistant district attorneys, and victim witness 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.

The workload and staffing needs information is used to request, if needed, additional resources from the General Assembly. Because the

current fiscal situation does not permit the filling of all vacancies, this information is the basis of the vacancy management system. Through this system, when resources permit some vacancies to be filled, vacancies are authorized to be filled first in the offices where workload most significantly exceeds staffing resources.

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; pay plan restoration for assistant and deputy clerks and magistrates; technology advancements; and adding employees based on needs as determined by workload formulas.

Personnel (All Funding Sources)

| Position | Total |
|-------------------------------------|------------------|
| JUSTICES AND JUDGES | |
| *Supreme Court justices | 7 |
| *Court of Appeals judges | 15 |
| *Superior court judges | 112 |
| *District court judges | 270 |
| AUTHORIZED PERSONNEL | |
| *District attorneys | 44 |
| Assistant district attorneys | 642 |
| *Clerks of superior court | 100 |
| Clerk personnel | 2,529.35 |
| Guardian ad Litem personnel | 147 |
| Magistrates | 674.60 |
| Administrative Office of the Courts | 377.10 |
| Court support staff | 1,046.10 |
| Trial court administrators | 9.625 |
| **Other | 45 |
| TOTAL | 6,018.775 |

*Independently elected judicial officials; the Judicial Branch has 548.

**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

| Certified Appropriations | |
|--|---------------|
| Total certified appropriations, 2013–14 | \$456,926,252 |
| *Percent increase from 2012–13 | 5.57% |
| Total certified appropriations as a percent of total state General Fund appropriations | 2.21% |

*Includes legislative increases due to inflation.

STATE JUDICIAL COUNCIL

The State Judicial Council is an advisory and oversight body for the Judicial Branch, 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 North Carolina 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 North Carolina Administrative Office of the Courts (NCAOC)
- Determining efficiencies, priorities, and improvements in support of the Judicial Branch's administration of justice
- 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 Branch 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 as of June 30, 2014

Judicial Branch Officials

Honorable Sarah Parker
Chief Justice
Supreme Court of North Carolina
Judicial Council chair

Honorable John C. Martin
Chief judge
North Carolina Court of Appeals

Honorable Robert Hobgood
Senior resident superior court judge

Honorable Mac Cameron
Chief district court judge

Honorable Brad Greenway
District attorney

Honorable Archie Smith
Clerk of superior court

Ms. LeAnn Melton
Public defender

Mr. Keith Knox
Magistrate

Other Members

Dr. Betsy Bennett
Mr. Hugh Campbell, III
Mr. David Childs
Mr. Robert Harper
Mr. John Wayne Kahl
Mr. Tom Maher
Mr. Fred H. Moody
Mr. James Phillips
Mr. Robert Spearman

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 \$25,000 are heard in district court, along with criminal cases involving misdemeanors and infractions. However, due to an amendment, from August 1, 2013, through June 30, 2015, either the district court or the superior court is the proper division for the trial of civil actions in which the amount in controversy is between \$10,000 and \$25,000.

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 2013–14 Statistical and Operational Report for Trial Courts, which is available on www.NCcourts.org in the Data and Information section.

Magistrates

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

Magistrates accept guilty pleas for minor misdemeanors and infractions, such as for 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 (\$10,000 or less), landlord eviction cases, and suits for recovery of personal property and motor vehicle mechanics' liens.

Caseload Inventory

| Case type | Filed | Disposed |
|---------------------------------|---------|----------|
| Civil | 180,521 | 183,863 |
| Civil magistrate (small claims) | 220,511 | 219,502 |
| Criminal–nontraffic | 551,549 | 627,212 |
| Criminal–traffic | 898,939 | 960,320 |
| Infractions | 628,712 | 642,758 |
| Civil license revocation | 39,084 | — |

Manner of Disposition

| Case type | Jury trial | Judge trial | Magistrate trial | Voluntary dismissal | Final order / judgment w/o trial | Clerk | Other* |
|---------------------------------|------------|-------------|------------------|---------------------|----------------------------------|--------|--------|
| Civil cases | 118 | 60,170 | 128 | 26,588 | 43,967 | 24,916 | 27,967 |
| Civil magistrate (small claims) | 2 | 204 | 150,201 | 48,819 | 432 | 32 | 19,812 |

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

| Case type | Trial | Plea | Dismissal with leave | Dismissal without leave | Dismissal after deferred prosecution | Other* |
|---------------------|--------|---------|----------------------|-------------------------|--------------------------------------|---------|
| Criminal–nontraffic | 19,802 | 175,061 | 15,333 | 277,318 | 18,342 | 121,355 |
| Criminal–traffic | 11,100 | 132,825 | 80,804 | 490,868 | 799 | 243,924 |

*"Other" includes felony heard and bound over, probable cause not found, probable cause waived, worthless check waiver, and felony superseding indictment.

| Case type | Waiver | Nonwaiver |
|-------------|---------|-----------|
| Infractions | 314,726 | 328,032 |

SUPERIOR COURTS

All felony criminal cases, civil cases involving more than \$25,000, and misdemeanor and infraction appeals from district court are tried in superior court. However, due to an amendment, from August 1, 2013, through June 30, 2015, either the district court or the superior court is the proper division for the trial of civil actions in which the amount in controversy is between \$10,000 and \$25,000.

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 50 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.

The North Carolina Business Court is a specialized forum of the North Carolina State Courts' trial 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.

Read more in the 2013–14 Statistical and Operational Report for Trial Courts, which is available on www.NCcourts.org in the Data and Information section.

Caseload Inventory

| Case type | Filed | Disposed |
|---------------------|---------|----------|
| Civil cases* | 18,659 | 20,424 |
| Estates | 68,083 | 68,426 |
| Special proceedings | 51,310 | 65,024 |
| Criminal–nontraffic | 124,397 | 142,610 |
| Criminal–traffic | 8,485 | 9,282 |

*"Civil cases" include 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 | 242 | 3,638 | 9,842 | 2,775 | 1,857 | 2,070 |
| Estates | — | — | 12 | 9 | 68,246 | 159 |
| Special Proceedings** | 1 | 217 | 23,482 | 115 | 39,609 | 1,600 |

*"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 without leave | Dismissal after deferred prosecution | Other* |
|---------------------|-------|--------|----------------------|-------------------------|--------------------------------------|--------|
| Criminal–nontraffic | 2,448 | 76,428 | 1,329 | 45,939 | 892 | 15,574 |
| Criminal–traffic | 284 | 2,265 | 232 | 3,545 | 0 | 2,956 |

*"Other" includes speedy trial dismissals.

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 law in cases appealed from superior and district courts and from some administrative agencies of the executive branch. Appeals range from infractions to non-capital murder cases.

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.

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 2013–14. “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.

Read more in the 2013–14 Statistical and Operational Report for the Appellate Courts, which is available on www.NCcourts.org in the Data and Information section.

Filings and Dispositions

| Cases filed | Number of cases |
|-----------------|-----------------|
| Cases on appeal | 1,439 |
| Petitions | 950 |
| Motions | 3,284 |

Filings and Dispositions of Appeals and Petitions

| Fiscal Year | Filings | Dispositions |
|-------------|---------|--------------|
| 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 |
| 2007–08 | 2,424 | 2,567 |
| 2006–07 | 2,484 | 2,634 |
| 2005–06 | 2,707 | 2,973 |
| 2004–05 | 2,719 | 2,731 |

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 of 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 Branch.

Read more in the 2013–14 Statistical and Operational Report for the Appellate Courts, which is available on the Data and Information section of www.NCcourts.org.

Caseload Inventory

| Cases filed | Begin pending (7/1/13) | Filed | Disposed | End pending (6/30/14) |
|--|---------------------------|------------|------------|--------------------------|
| PETITIONS FOR REVIEW* | | | | |
| Civil domestic | 2 | 15 | 10 | 7 |
| Juvenile | 8 | 21 | 24 | 5 |
| Other civil | 65 | 200 | 203 | 62 |
| Criminal (including death sentences) | 83 | 379 | 385 | 77 |
| Administrative agency decision | 0 | 0 | 0 | 0 |
| Total petitions for review | 158 | 615 | 622 | 151 |
| APPEALS** | | | | |
| Civil domestic | 2 | 3 | 3 | 2 |
| Petitions for review granted that became civil domestic appeals | 0 | 1 | 1 | 0 |
| Juvenile | 0 | 1 | 1 | 0 |
| Petitions for review granted that became juvenile appeals | 0 | 2 | 2 | 0 |
| Other civil | 18 | 19 | 24 | 13 |
| Petitions for review granted that became other civil appeals | 0 | 25 | 15 | 10 |
| Criminal, defendant sentenced to death | 0 | 0 | 0 | 0 |
| Other criminal | 20 | 42 | 43 | 19 |
| Petitions for review granted that became other criminal appeals | 0 | 22 | 22 | 0 |
| Administrative agency decision | 0 | 0 | 0 | 0 |
| Petitions for review granted that became appeals of administrative agency decision | 0 | 0 | 0 | 0 |
| Total appeals | 40 | 115 | 111 | 44 |
| OTHER PROCEEDINGS | | | | |
| Rule 16(b) additional issues | | 4 | 2 | |
| Motions | | 726 | 702 | |
| Total other proceedings | | 730 | 704 | |

*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 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 parenting agreements |
| Problem solving courts and other services | Local special courts and initiatives managed and operated by superior and district courts that attempt to address challenges before them |
| 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 |
| Unified family court | Coordinates 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 | 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 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 |
| 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, the bar, and public, non-attorney members to fulfill its duties as described in G.S. 7A-409.1 |

JUDICIAL BRANCH BUDGET

Detailed budget information is in the *Financial Statistical and Operational Report* on www.NCcourts.org.

Background

Under the North Carolina Constitution, the Judicial Branch is established as an equal branch of government 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 majority of operating expenses of the Judicial Branch are paid by the state, 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 2013–14 Budget

The Judicial Branch began FY 2013–14 with \$456.9 million in appropriations from the General Assembly; this appropriation represents 2.21 percent of the state’s overall General Fund of \$20.6 billion.

How the Budget Is Spent

Of the Judicial Branch’s \$456.9 million adjusted budget as approved by the General Assembly, 92 percent of it was used for employee salaries and benefits; this includes \$138 million (30 percent) used to pay salaries and benefits for elected judicial officials, magistrates, and appointed officials whose offices are constitutionally based.

The remaining 8 percent of the Judicial Branch FY 2013–14 budget supported operations. Nearly 86 percent of the budget was devoted to local court operations; central administration accounted for 3 percent; and technology services, equipment, and statewide infrastructure together accounted for 8 percent. Appellate courts, independent commissions, and pass-through 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 one percent of these monies stays with the court system. Monies are remitted to citizens, counties, the state treasurer, and other state agencies.

For FY 2013–14, \$740.6 million was disbursed by clerks of superior court—nearly 43 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 55 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 2013–14, the court system disbursed more than \$69 million to counties and municipalities, of which \$36.4 million was fine and forfeiture revenue, and \$14 million was facility fee revenue. More than \$348 million was distributed to citizens.

Chart 1
FY 2013–14 Clerk of Superior Court Disbursements

Total disbursed: \$740.6 million
(figures shown in millions)

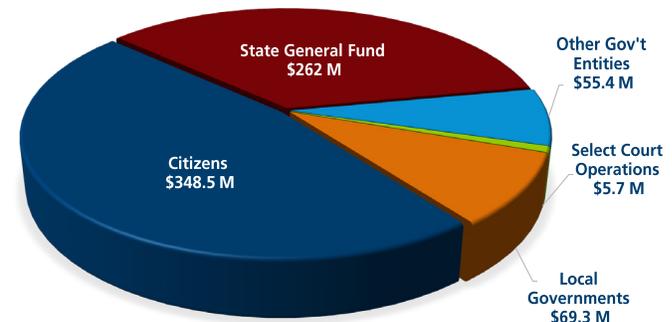
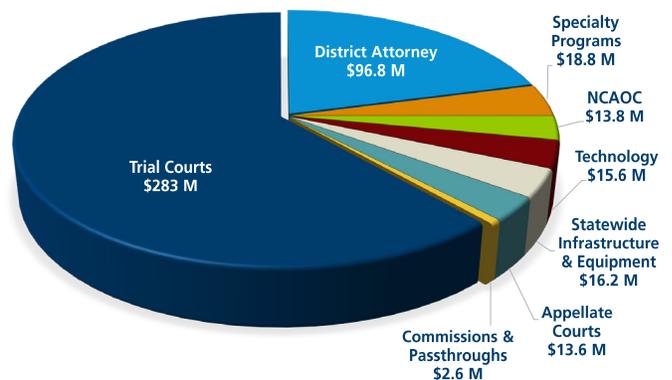


Chart 2
FY 2013–14 State General Fund Appropriations

Statewide Certified Budget Total: \$20.6 billion
Judicial Branch Certified Budget: \$456.9 million (2.21 percent of State General Fund)
(figures shown in millions)



SIGNIFICANT NCAOC SERVICE AREA HIGHLIGHTS

July 1, 2013–June 30, 2014

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. Its approach is to apply its professional expertise consistently in the best interests of the court system, which includes an employee base of about 6,000, of which 548 are independently elected judicial officials. This section highlights the many ways that the NCAOC supports the court system and judicial officials and staff statewide.

COURT PROGRAMS AND MANAGEMENT SERVICES

Alternative dispute resolution

2,917 family financial cases completed
3,006 court-ordered arbitration cases completed
6,703 mediated settlement cases completed

Child custody mediation

19,206 people attended orientation
10,445 child custody cases mediated
11,507 mediation sessions held
5,824 parenting agreements drafted

Family courts

43,470 domestic cases filed
82% of pending domestic cases were less than one year old

Language Access Services

10 NCAOC Spanish court interpreters
74 certified Spanish court interpreters
1 certified French court interpreter
1 certified Mandarin court interpreter
1 certified Vietnamese court interpreter

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, CCIS-CC)
Criminal Case Management System (CCIS-DA, CMS)
Discovery Automation System (DAS)
eFiling
Judgment abstracting
Juvenile index and case management system (JWise)
Leave tracking system (BEACON)
Microsoft Windows® applications
North Carolina Warrant Repository System (NCAWARE)
payNcticket
Outlook email application
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 North Carolina agencies:
 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
Jury management support

FINANCIAL SERVICES

Court funds management

\$893 million resources and fees managed
\$460 million appropriations
\$44 million special funds and grants
\$274 million pass-through fees
\$115 million other funds

Budget management

443 budget alignments

Accounting functions

\$118.5 million fixed assets management
93,045 payroll payments completed
97,510 vendor payments completed
15,095 employee travel forms processed
3,189 IRS 1099–MISC forms processed
3,151 IRS 1099–MISC forms processed
 for clerks of superior court offices
342 electronic transfers
2,343 deposits

GUARDIAN AD LITEM

Staff

3 regional administrator positions
137 field staff positions working in 69 offices
8 administrative, training, and legal staff positions
 (1 grant-funded)

Attorneys

73 paid attorneys
108 pro bono attorneys
9 staff attorney advocate positions
95 conflict attorneys

Volunteers

4,770 volunteer advocates
457,920 hours of service
\$10.3 million saved due to volunteer efforts
Volunteers donate on average 8 hours of service monthly. Independent Sector valued volunteer time during 2013 at \$22.55 per hour.

Program statistics

59,972 child abuse and neglect hearings
16,281 abused and neglected children received legal representation
195 juvenile appellate cases filed

HUMAN RESOURCES

Quick Facts

22 HR positions, each serve an average of 298 Judicial Branch positions
Just over 92% of the total Judicial Branch budget is allocated for salaries and benefits

Judicial Branch FTE positions supported (total 6,561.525)

287 hiring authorities
290 judges
5,048.675 court staff
38 commissions and conferences staff
522.75 Indigent Defense Services
375.1 NCAOC managers and staff

Number of personnel transactions

2,917

Number of position change transactions

2,305

Number of benefit actions

732 personal adjustments
15 new short-term disability cases
162 retirements

Unemployment insurance claims (total \$744,065)

113 claims paid out
\$6,585 average cost per claim

Workplace injuries (total \$889,000)

70 injuries or 1.1% of employee population

Employee Assistance Program referrals (total 52)

3 management referral
49 self referrals

Retirement eligible

8.0% 1 year
13.3% 3 year
19.9% 5 year

Employee turnover (total 8.5%)

7.0% voluntary (includes retirements)
1.5% involuntary
552 total separations (excludes temporaries)

Employee recognition

1,209 service awards
162 retirement certificates

Highest pre-tax benefit participation rates

41% supplemental retirement plans
60% North Carolina Flex Dental
53% North Carolina Flex Vision
94% State Health Plan
60% North Carolina Flex AD&D Core

HR Communications

Juno
610 web pages
Email news
32 email newsletters
150 articles
Policies and procedures
83 policies
534 pages

HR Training Provided

Deer Oaks EAP-5 events with 151 attendees

Voluntary Shared Leave

34 recipients
6,303 total hours received
185.38 average hours received
4-174 range of hours received

312 donors
9,198 total hours donated
29.48 average hours donated
4-396 range of hours donated

Recruitment

359 job postings
52,369 total applicants
146 average applicants per posting
1,622 web hits per posting
47,217 applicant notices

LEGAL AND LEGISLATIVE SERVICES

Legislative Tracking

During the 2013-14 legislative session, reviewed 2,162 bills for applicability and actively monitored, summarized the effect of, drafted forms and procedures for, or sought amendments for, 623 bills

Quality Assurance (satisfaction scores)

97% Education and training

99% Legal advice
98% Procedural advice
96% Legislative tracking

ORGANIZATIONAL DEVELOPMENT

Recent Projects

Essential Skills for the New Estate Clerk Part II:
Inventories and Accounting
Essential Skills for the New Hearing Clerks:
Incompetency Proceedings
NCJC Emergency Planning Training
Quick Reference Guides and Tutorials for
using the LearningCenter
Preventing Elder Abuse – Informational Brochure

Current / Ongoing Projects

CCIS-CC Roll-out
ACIS Public Inquiry Reference Guide
HR Rules and Tools for Supervisors
What Can I Say: Providing Legal Information to the Public
Unlawful Workplace Harassment
Semi-annual LearningCenter Newsletter

LMS Usage (January 1 – June 30, 2014)

1,381 NCAOC employees have received credit for
completing at least one training session
160 training sessions were scheduled and completed
in the LearningCenter

PURCHASING

Quick Facts

~1,675 transactions processed monthly, including:
Open market solicitations through various bid processes
Purchase orders for goods and services
Supply orders via the Online Store
Printing requests submitted through the Online Store
and in hardcopy format
~510 deliveries for supplies and equipment are made
statewide monthly
~3,700 estimated number of boxes delivered per month
(for a total weight exceeding 130,000 pounds)
~23,000 pounds of material from Judicial Branch
offices statewide shredded monthly by NCAOC
Warehouse personnel
~1,253,725 impressions generated monthly by NCAOC
Print Shop for stationery and other printing requests

RESEARCH AND PLANNING

Contracts

15 counties and municipalities
82.75 FTEs
~\$5.4 million

Grants

62 federal and local entities
68.25 FTEs
~\$9.2 million

TECHNOLOGY SERVICES

Criminal

1.12 million transactions daily
40.9 million criminal cases
4.7 million infraction cases

Civil

318,795 daily transactions
18.8 million civil cases

Discovery Automation System (DAS)

159,945 case folders
795,417 documents stored
138.9 million estimated number of pages stored

eCITATION

3,607 citations created daily
18,782 law enforcement officer users
420 law enforcement agencies implemented

Email

61,798,876 inbound emails
46,905,783 inbound SPAM messages blocked
14,893,093 inbound emails securely delivered

NCAWARE

10.4 million processes (both served and unserved)
41,960 court and law enforcement users
814,945 processes available to be served
2,083 processes served daily

payNcticket®

490,204 citations disposed
\$107.6 million total collected
\$86,697 collected daily (average)
*Note: Monies collected are disbursed to state and local
government agencies as directed by the North Carolina
General Assembly.*

Credit Card Payments in Courthouses

38,000 payments processed
\$6.3 million collected

Help Desk

56,844 call tickets processed
6,352 passwords reset via self-service

Security

96,469 system / application security requests processed

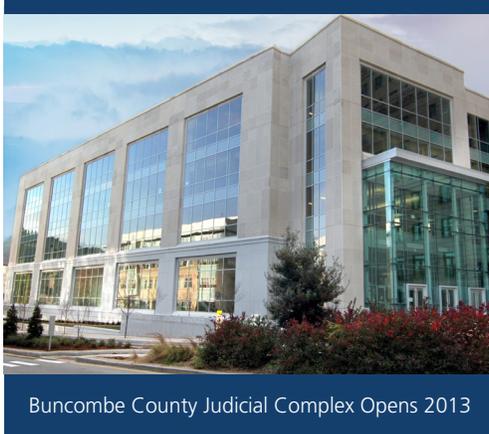


Photo by Cataldo Perrone, Buncombe County Public Relations

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