



RESEARCH, POLICY, AND PLANNING

IMPORTANT STATISTICS FISCAL YEAR 2017-18

Contracts

21 counties and municipalities
106 FTE
~\$7.7 million

Grants

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

Legislative Requests

54 bills affecting the Judicial Branch
10 fiscal notes provided on proposed legislation

FISCAL YEAR 2016-17

Contracts

20 counties and municipalities
96 FTE
~\$6.1 million

Grants

56 federal and local entities
258 FTE
~\$16.8 million

Legislative Requests

430 bills affecting the Judicial Branch
68 fiscal notes provided on proposed legislation

WHO WE ASSIST

Court officials and support staff
News and trade media organizations
State agencies
Local government entities
Academics and researchers
Citizens of North Carolina
Judicial Branch commissions and councils



The North Carolina Administrative Office of the Courts (NCAOC) Research, Policy, and Planning Division is responsible for conducting research and generating reports on court process analysis, grant and contract administration, legislative requests, statistical analysis and workload analysis.

The purpose of the division is to provide expertise and planning in support of the NCAOC mission of helping the courts operate more efficiently and effectively. The major responsibilities and initiatives of the division include:

- Conducting research to provide insight on issues facing the Judicial Branch, including extracting and analyzing data from NCAOC databases (CCIS-CC, ACIS, VCAP, JWise, etc.)
- Generating reports to answer requests for data from Judicial Branch stakeholders and other external customers (media, other state agencies, etc.)
- Managing the Judicial Branch grants and contracts process
- Working with Judicial Branch staff to analyze workload and staffing needs
- Documenting court processes and providing recommendations to enhance uniformity and standardization of operations

NORTH CAROLINA COMMISSION ON THE ADMINISTRATION OF LAW AND JUSTICE

The North Carolina Commission on the Administration of Law and Justice (NCCALJ) is an independent, multidisciplinary commission, convened by Chief Justice Mark Martin in 2015 to undertake a comprehensive evaluation of the judicial system. Final recommendations for strengthening the court were presented to the Chief Justice in early 2017. The Research, Policy, and Planning Division staff assisted the work of the Commission in providing data and research on requested topics. The division continues to implement activities consistent with the recommendations outlined in the Final Report.

Case Management

Several of the NCCALJ committees provided recommendations for improving case management practices in North Carolina's civil and criminal courts. Research, Policy, and Planning Division staff assisted the National Center for State Courts (NCSC) in conducting 48 regional validation sessions with court system stakeholder groups to document and understand the detailed business requirements of a new integrated case and financial management system. Division staff also assisted NCSC with incorporating these business requirements into a Request for Proposal document to solicit a vendor solution.

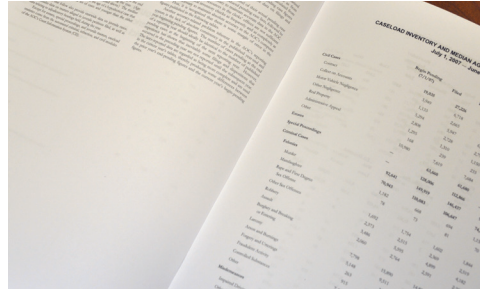
Court Performance Measurement

The Criminal Investigation and Adjudication Committee requested information on how North Carolina's courts currently measure performance. Research, Policy, and Planning Division staff convened the North Carolina Trial Court Performance Measures Committee, developed draft measures across major case types for Time to Disposition, and discussed the practicality of how those standards could be implemented using existing trial court data.

Making the Case for Expanded Online Court Services

The Technology Committee encouraged the expansion of online services to enhance the public's experience of interacting with the court system. Research, Policy, and Planning Division staff conducted a study in six sample counties and reported findings on the amount of time the public takes to come to the courthouse for one visit, the percentage of visitors who had to miss work or school to attend court, the percentage of visitors who had to arrange for child or dependent care, and the necessity of return for a subsequent court date. Findings also included the top three reasons why the public calls the clerk's office, and the average call duration.

Learning from court personnel and other subject matter experts to apply research, provide expertise, and implement plans in support of the NCAOC mission of helping the courts operate more efficiently and effectively



ABOUT RESEARCH, POLICY, AND PLANNING

Services	Brief Description
Court Process Analysis	Evaluate, identify, document, and recommend standard court business processes to streamline for future technological innovation and advancement. In addition, workflow studies are conducted, upon request, to provide consultation, assessment, and recommendations for office and procedural efficiency and effectiveness.
Grant and Contract Administration	Coordination, information, assistance, and oversight are provided for all grants coming to and/or through the Judicial Branch. Common partners are federal government agencies, state government agencies, county governments, local municipalities, and nonprofit agencies.
Legislative Requests	Responses are provided to legislators and North Carolina General Assembly staff ranging from workload, staffing, and fiscal impact matters to long-term policy research projects.
Statistical Analysis	Data is extracted and analyzed from the following NCAOC databases and is used in policy analysis, media and legislative requests, and court performance management: ACIS, VCAP, JWisE, and NCAWARE
Workload Analysis	Workload models have been developed and maintained for district court judges, assistant district attorneys, district attorney 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.

JUDICIAL BRANCH STATISTICS ACCESSIBLE ONLINE

In conjunction with NCAOC's transparency and accountability efforts, the Research, Policy, and Planning Division provides numerous data and information updates and reports much of which are available online at www.NCcourts.gov/about/data-and-statistics. Examples of reports provided:

- County-level and statewide statistics on civil and criminal case types
- Domestic relations cases not involving child support (non IV-D)
- Domestic violence
- Felony convictions
- Foreclosures (residential and commercial)
- Impaired driving charges
- Statistical and operational summary reports on trial court case load

NEW DATA VISUALIZATION PORTAL

As part of the redesign of NCcourts.gov this year, the Research, Policy, and Planning Division launched a new data visualization platform that allows the public to browse, analyze, and compare data about the court system through user-generated, and easy-to-understand charts and graphs. Explore for yourself at <https://data.NCcourts.gov>.

