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## ONLINE SERVICES

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### IMPORTANT STATISTICS AS OF JUNE 30, 2018

#### Online Collections and Payments

Over \$27.5 million collected in court costs, fines, fees, and probation payments for Fiscal Year 2017 – 18

#### Electronic Compliance and Dismissal

Includes 8 eligible offense types

Over 13,500 requests submitted

94% of requests for dismissal granted

#### payNcticket

Approximately 33.3% of waivable offenses\* paid using payNcticket

Over 888,000 cases disposed

*\*Court appearance may be waived by defendant.*

#### Online Reduction

January–July 2018

6,965 Reductions requested

4,204 Reductions offered

#### Civil eFiling

67,879 Initial and subsequent filings

215 Attorneys and paralegals registered

647 Attorneys and paralegals trained

### QUOTES FROM STAKEHOLDERS

#### New Hanover County Clerk of Superior Court

“If you come down to New Hanover Courthouse on any given day and look at the traffic of the public trying to pay fines and fees anytime, there’s a line. [With Online Collections and Payments], you won’t have to fight with driving down here or coming through the security system, or taking time off from work.”

#### Wake County District Attorney

“Not only does this streamline the process for [citizens], but by reducing the number of cases on the docket in court, [Electronic Compliance and Dismissal] also gives our prosecutors and the court more time to focus on other matters. ECAD is a great public service.”

#### Mecklenburg County Clerk of Superior Court

“The notion of payNcticket was born out of need to reduce processing and transactional work that requires a great deal of time for clerks of court. Building a system to address the workload for traffic citations makes great business sense, as this is one of the highest volume work areas for courts statewide.”

#### Chief District Court Judge, Judicial District 15A

“The recently introduced Electronic Protective Order System instituted in Alamance is one of the most dramatic advances in the handling of domestic violence cases in many years.”



# DON'T STAND IN LINE GO ONLINE

[NCCOURTS.GOV/SERVICES](http://NCCOURTS.GOV/SERVICES)

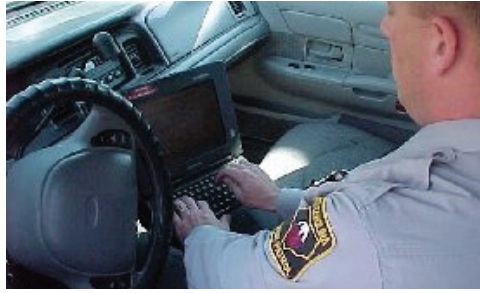
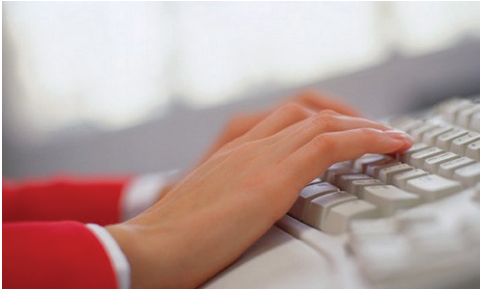
As part of the Judicial Branch’s eCourts initiative, expanded web-based services are available for the convenience of citizens and the improved efficiency of the judicial system. Citizens may go online to pay court-related costs and fees, request dismissal of minor traffic cases, pay or request a reduction for speeding tickets, and submit certain court filings.

Drivers who have received a ticket have several options for saving time and avoiding a trip to court. The Judicial Branch online services portal now offers a convenient, consolidated lookup for all traffic citations. The system interfaces directly with N.C. Department of Motor Vehicles (DMV) data as well as Judicial Branch criminal records to evaluate the user’s eligibility for all citation-related services and informs them of their online options. These may include payment of their ticket and related costs, request for dismissal of minor driver license, registration, inspection, and insurance offenses, or reduction of speeding charges.

Each of these options is fast and user-friendly for the public, while greatly reducing the time district attorneys and clerks need to review and process traffic cases. In addition, case data is updated automatically, resulting in quicker disposition of cases.

The online services portal also allows citizens to pay court costs, fines, and fees for most criminal and infraction cases online after disposition in court. For insurance offenses, the latest enhancement to the online services portal allows citizens to select an existing image from a laptop or PC of the appropriate DL-123 or FS-1 form provided by the insurance carrier. It also allows an image of the form to be captured using a mobile phone. These added features provide the added convenience of shorter lines and wait times for citizens at clerk cashier windows, less paperwork for judicial staff, and less traffic in courthouses.

The civil eFiling options allow court papers to be filed electronically, filing fees to be paid online, court notices to be sent, and court information to be retrieved via the internet. Initially piloted to allow electronic filing of civil superior cases and special proceeding foreclosure cases, civil eFiling is now available in certain counties for domestic violence cases. Through domestic violence eFiling, victims of domestic violence can apply for and obtain ex parte protective orders from a secure, remote location, offering an even greater benefit than convenience — safety. Additionally, eFiling is available for the Supreme Court, Court of Appeals, and Business Court.



## BENEFITS

- Offers an easy and convenient online payment option for citations with waivable offenses
- Allows citizens to make payments using credit and debit cards, which is an option not available via mail
- Allows citizens to take a picture of and upload from the DL-123 or FS-1 forms provided by the insurance carrier
- Allows quicker disposition of cases due to automatic updates of case records
- Reduces the number of payment transactions administered by courthouse cashiers and clerks
- Increases efficiencies among courthouse processes
- Allows for shorter lines and decreased wait times for citizens who still wish to pay fines, fees, and costs in person at the courthouse
- Results in greater customer satisfaction among all stakeholders

## IMPLEMENTATION TIMELINE

