



NORTH CAROLINA COURTS

Annual Report

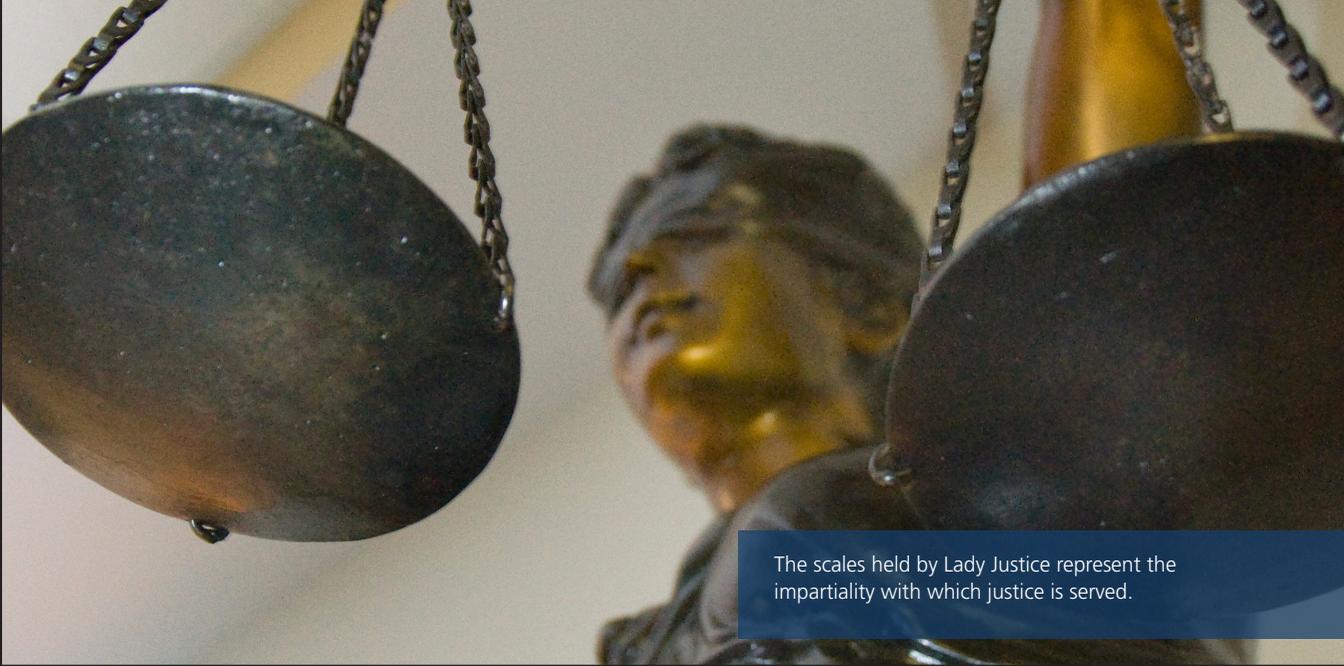
July 1, 2010–June 30, 2011



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The scales held by Lady Justice represent the impartiality with which justice is served.

Message from the Chief Justice and the NCAOC Director

Dear Friend of the Court,

We are pleased to provide this Fiscal Year 2010–2011 Annual Report of the North Carolina Judicial Department. 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 Department and all of its component offices. It also presents noteworthy accomplishments of the court system during the fiscal year. For detailed and other information visit our website, nccourts.org; see our new section, “Judicial Department Data and Information.” This section of the website provides annual statistical and operational reports, as well as fact sheets and other court-related data.

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

Sincerely,



Sarah Parker

Sarah Parker, Chief Justice
Supreme Court of North Carolina

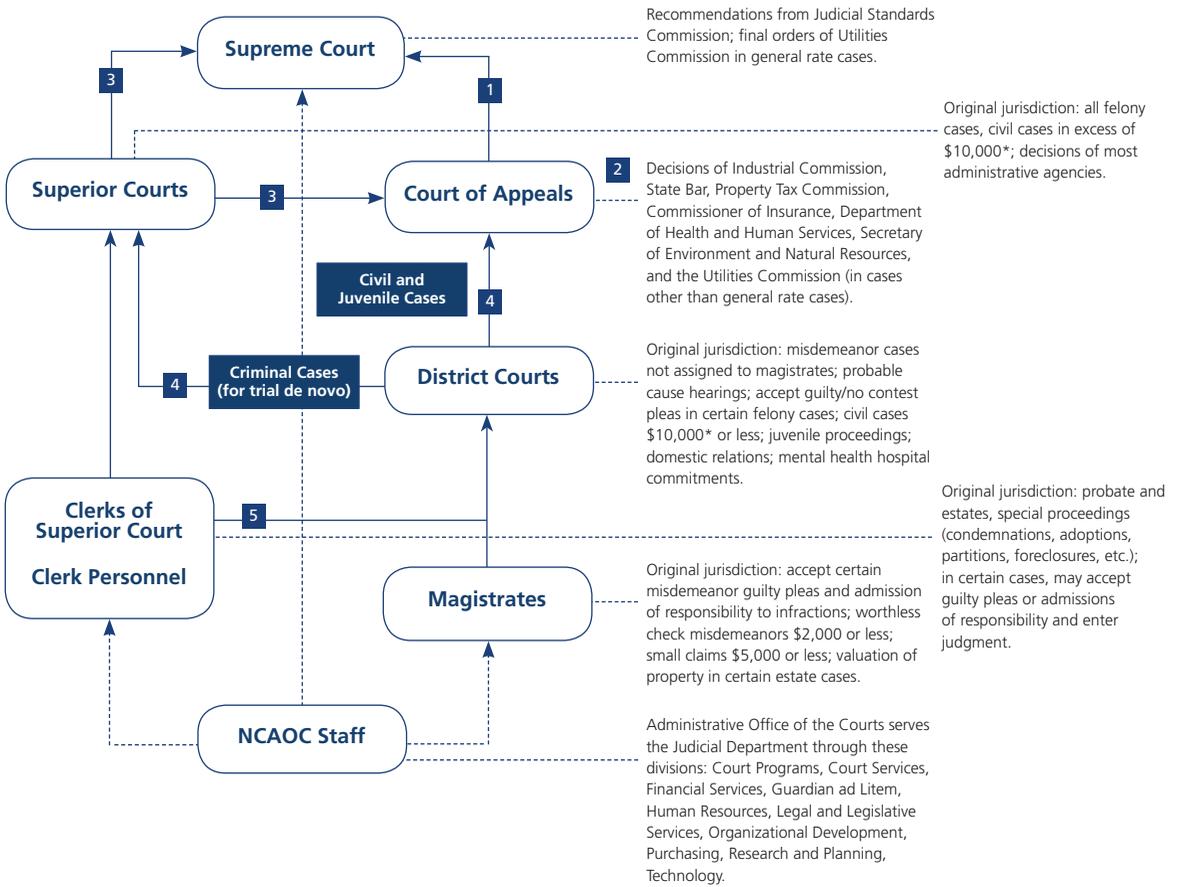


John W. Smith

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

Court Organizational Structure and Routes of Appeal

As of June 30, 2011



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).

Personnel and Budget Quick Facts

Personnel

Fiscal Year July 1, 2010–June 30, 2011

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	641
Clerks of superior court	100
Clerk personnel	2,645.25
Guardian ad Litem personnel	166.25
Magistrates	753.6
Administrative Office of the Courts	413.3
Court support staff	1,202.275
Trial court administrators	12
Other*	38.65
TOTAL	6,420.325

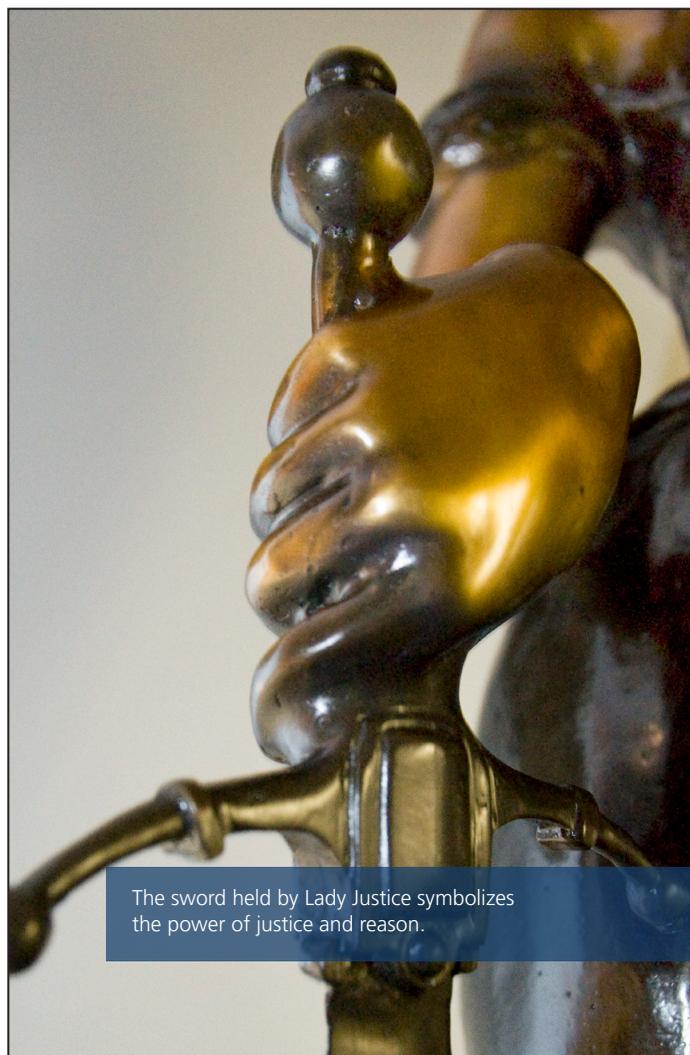
*Judicial Standards Commission, Conference of District Attorneys, Dispute Resolution Commission, Conference of Clerks of Superior Court, Innocence Inquiry Commission, Chief Justice's Commission on Professionalism, and Sentencing and Policy Advisory Commission positions.

Budget

Fiscal Year July 1, 2010–June 30, 2011

Authorized Appropriations	
Total authorized appropriations, 2010-2011*	450,319,124
Percent decrease from 2009-2010	-3.56%
Total authorized appropriations as a percent of total state general fund appropriations	2.38%

*Does not include Indigent Defense Services or State Bar / Civil Justice Act funds.



The sword held by Lady Justice symbolizes the power of justice and reason.

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 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.
- Confering with the chief justice on the budget prepared by the North Carolina 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

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

Honorable Beth Keever
Chief district court judge

Honorable Brad Greenway
District attorney

Honorable Archie Smith
Clerk of superior court

Ms. LeAnn Melton
Public defender

Mr. Lionel Gilbert
Magistrate

Other Members

Mr. Don Cowan
Dr. Richard Dean
Mr. Dumont Clarke
Mr. Jack Olsen
Mr. Lonnie Player
Mr. Tom Maher
Mr. Fred H. Moody

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) that involve 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.

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 (\$5,000 or less), landlord eviction cases, and suits for recovery of personal property and motor vehicle mechanics' liens.

Caseload inventory

Case type	Filed	Disposed
Civil	212,832	233,034
Civil magistrate (small claims)	252,519	252,874
Criminal – non-traffic	617,096	699,715
Criminal – traffic	1,117,325	1,228,944
Infractions	711,954	764,634
Civil license revocation	47,684	38,117

District court manner of disposition

Case type	Jury trial	Judge trial	Magistrate trial	Voluntary dismissal	Final order/judgement w/o trial	Clerk	Other
Civil cases	147	67,470	130	34,608	51,246	36,055	43,378
Civil magistrate (small claims)		538	174,167	52,876	222	49	25,022

Case type	Trial	Plea	Dismissal with leave	Dismissal without leave	Dismissal after deferred prosecution	Other
Criminal – non traffic	23,007	200,384	17,775	312,585	16,165	129,749
Criminal – traffic	11,243	165,451	106,337	638,454	699	306,760

Case type	Waiver	Non-waiver
Infractions	383,361	381,273

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 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.

Caseload inventory

Case type	Filed	Disposed
Civil cases	26,353	28,725
Estates	66,496	67,636
Special proceedings	77,756	70,305
Criminal – non traffic	124,866	147,785
Criminal – traffic	10,758	10,552

Manner of disposition

Case type	Jury trial	Judge trial	Voluntary dismissed	Final order / Judgement w/o trial	Clerk	Other*
Civil cases	298	4,340	13,416	3,355	3,354	3,962

Case type	Trial	Plea	Dismissal with leave	Dismissal without leave	Dismissal after deferred prosecution	Other
Criminal – non traffic	2,690	78,123	2,129	48,011	809	16,023
Criminal – traffic	269	2,457	311	3,654	7	3,854

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



This Lady Justice statue stands in the North Carolina Judicial Center to symbolize the moral force in judicial systems.

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 2010–2011. “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

Cases filed	Number of cases
Cases on appeal	1,650
Petitions	890
Motions	3,311

Filings and dispositions of appeals and petitions

Fiscal Year	Filings	Dispositions
2010–2011	2,549	2,671
2009–2010	2,493	2,126
2008–2009	2,502	2,307
2007–2008	2,424	2,567
2006–2007	2,484	2,634
2005–2006	2,707	2,973
2004–2005	2,719	2,731
2003–2004	2,674	2,562
2002–2003	2,572	2,496
2001–2002	2,388	2,441

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

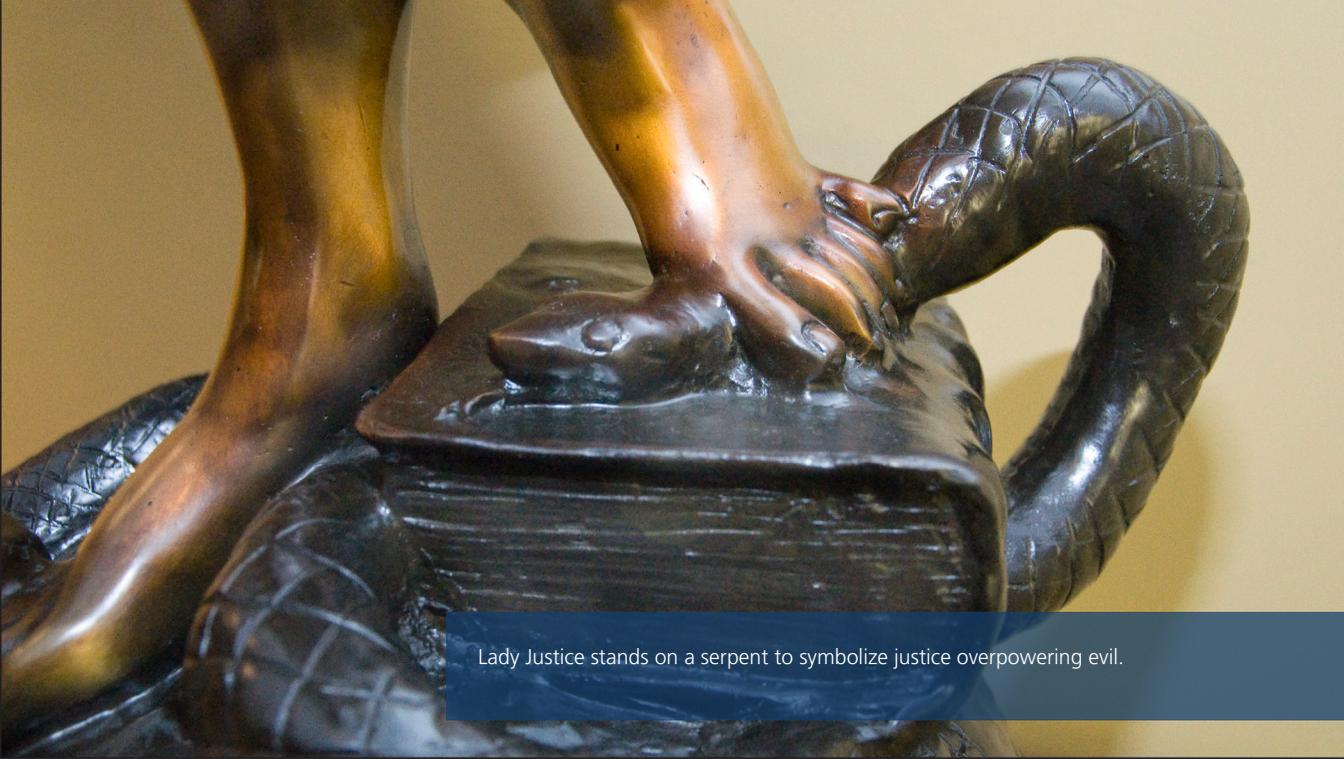
term. The Supreme Court makes no determination of fact; rather, it considers whether error occurred in trial or in judicial interpretation of the law. The chief justice also serves as the head of the Judicial Department.

Caseload inventory

Cases filed	Begin Pending (7/1/10)	Filed	Disposed	End Pending (6/30/11)
PETITIONS FOR REVIEW*				
Civil domestic	0	5	4	1
Juvenile	6	14	18	2
Other civil	64	270	257	77
Criminal	80	352	343	89
Administrative agency decision	0	0	0	0
Total petitions for review	150	641	622	169
APPEALS**				
Civil domestic	0	0	0	0
Petitions for review granted that became civil domestic appeals	0	1	0	1
Juvenile	1	2	3	0
Petitions for review granted that became juvenile appeals	0	3	3	0
Other civil	23	23	36	10
Petitions for review granted that became other civil appeals	0	21	9	12
Criminal, defendant sentenced to death	8	3	8	3
Other criminal	9	42	31	20
Petitions for review granted that became other criminal appeals	0	26	15	11
Administrative agency decision	0	0	0	0
Petitions for review granted that became appeals of administrative agency decision	0	0	0	0
Total appeals	41	121	105	57
OTHER PROCEEDINGS				
Rule 16(b) additional issues		6	8	
Motions		653	569	
Total other proceedings		659	577	

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

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

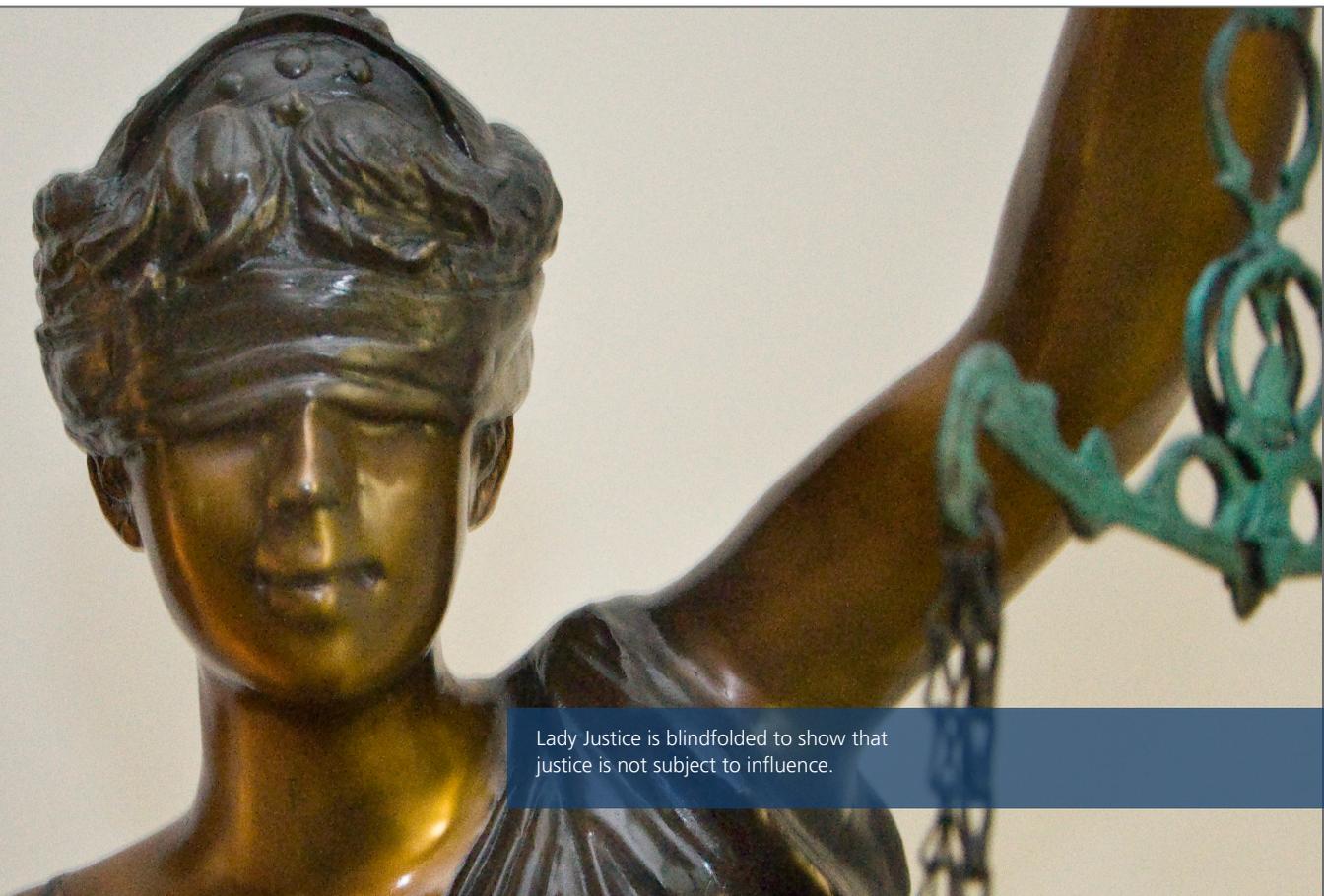


Lady Justice stands on a serpent to symbolize justice overpowering evil.

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 North Carolina 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.
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 NCGS 7A-409.1.



Lady Justice is blindfolded to show that justice is not subject to influence.

Judicial Department Budget

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

Background

Under the North Carolina Constitution, the judicial branch is established as an equal branch of state 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 appoints the director of the North Carolina Administrative Office of the Courts (NCAOC), who supervises the 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 2010-11 Budget

The Judicial Department began fiscal year (FY) 2010-11 with \$450 million in appropriations from the General Assembly; this appropriation represents 2.3 percent of the

state's overall General Fund of \$18.9 billion. This appropriation is down slightly from last fiscal year's appropriation of nearly \$467 million.

Reductions to the 2010-11 Budget

Total cuts to the Judicial Department budget for FY 2010-11 were \$13.4 million, approximately three percent of the \$463,753,479 projected budget for the fiscal year. These reductions totaled more than \$10.7 million in personnel and \$2.7 million in operating funds.

The budget reductions for FY 2010-11 were in addition to a reduction of \$30.7 million from the previous fiscal year. (See the 2009-10 Annual Report for more information.)

How the Budget is Spent

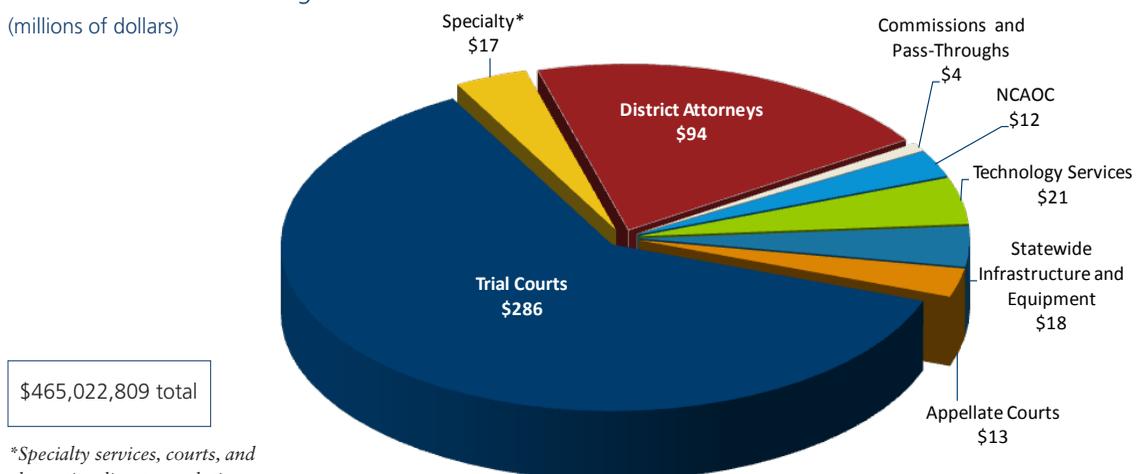
Of the Judicial Department's \$465 million adjusted budget, 92 percent of it was used for employee salaries and benefits; this includes \$132 million used to pay salaries and benefits for elected judicial officials, magistrates, and appointed officials whose offices are constitutionally based.

The remaining eight percent of the Judicial Department 2010-11 budget supported operations.

Nearly 85 percent of the budget was devoted to local court operations; central administration accounted for 2.1 percent; and technology services, equipment, and

CHART 1 Authorized Budget FY 2010-11

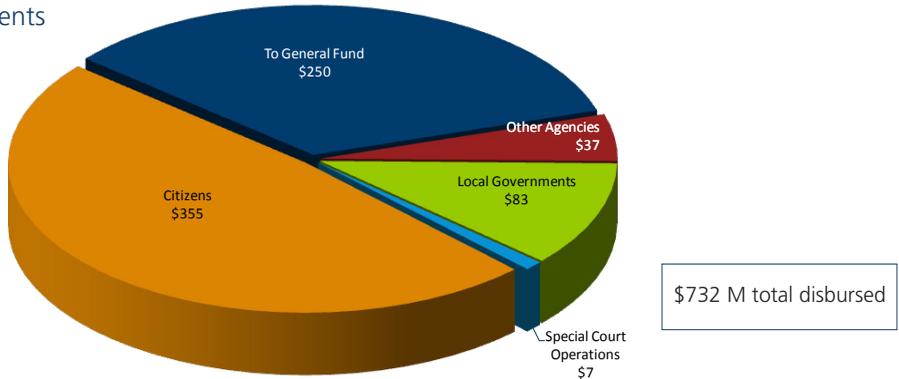
(millions of dollars)



*Specialty services, courts, and alternative dispute resolution

CHART 2 FY 2011 Clerk of Superior Court Offices Disbursements

(millions of dollars)



statewide infrastructure together accounted for 9.5 percent. Appellate courts, independent commissions, and pass-through appropriations accounted for the remaining 3.4 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 stay with the court system; monies are remitted to citizens, counties, the State Treasurer, and other state agencies.

For FY 2010-11, \$732 million was disbursed by clerks of superior court – more than a third went to the State Treasurer, other state agencies, and law enforcement retirement. Of the General Court of Justice monies remitted to the State Treasurer, funds equivalent to 49 percent were appropriated by the General Assembly to the Judicial Department.

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 2010-11, the court system disbursed \$83 million to counties and municipalities, of which \$49 million was fine and forfeiture revenue, and \$16.6 million was facility fee revenue.

Compliance rate for payments by offenders

Even in these hard economic times, most offenders promptly pay monies to the state’s courts. Financial records show that 99 percent of infractions are paid promptly, and 91 percent of unsupervised criminal offenders comply fully and promptly with judgments as well.

Planning for Savings to Take Into Fiscal Year 2011-12 Causes Immediate Pain Throughout Department

As the 2011-12 legislative session approached, the governor and state legislators warned of major cuts to the state budget and called upon state agencies to look for savings in the 2010-11 fiscal year that could carry forward to the next fiscal year.

In response, NCAOC began announcing in January 2011 to Judicial Department hiring authorities a time-limited Voluntary Reduction-In-Force (RIF) Plan. The goal of the plan was to identify additional vacant permanent positions supported by state appropriated funds that can be eliminated for the upcoming biennium. The plan also provided an opportunity for employees to voluntarily separate with a severance package. Only employees approved for the RIF plan by their hiring authority and the NCAOC could take advantage of the severance package.

As a result of the voluntary RIF, 194 positions were eliminated, which created a savings of nearly \$13 million to be applied against cuts for fiscal year 2011-12. This helped the Judicial Department meet budget cuts that the General Assembly was expected to require with the adoption of a new budget. While the financial savings would be applied later, the pain from the vacant positions was felt immediately.

Significant NCAOC Service Area Highlights

July 1, 2010–June 30, 2011

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 AND MANAGEMENT SERVICES

Child custody mediation

10,064 child custody cases mediated
6,341 drafted parenting agreements

Foreign language interpreting

10 NCAOC Spanish court interpreters
80 certified Spanish court interpreters
170 contract interpreters

Drug treatment courts

1,881 participants
76% participants in treatment more than six months
48% successful completions

Family courts

47,053 domestic cases
81% of pending domestic cases
were less than one year old

Alternative dispute resolution

4,396 family financial cases
3,964 arbitration cases
9,302 mediated settlement cases

Juvenile court improvement projects

7 project directors
Ongoing improvements to JWise information system
Ongoing cross-disciplinary specialized training

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, CCIS-CC)
Discovery Automation System (DAS)
eFiling
Estates Tracking System
Financial Management System
Involuntary Commitment Reporting (SPC-NICS)
Judgment abstracting
Juvenile index and case management system (JWise)
Leave tracking system (BEACON)
Microsoft Windows applications
North Carolina 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 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
\$885 million resources and fees managed
\$464 million appropriations
\$33 million special funds and grants
\$276 million pass through fees
\$110 million other funds

Budget management

532 budget alignments

Accounting Functions

\$92.8 million fixed assets management
 86,217 payroll payments
 97,730 vendor payments
 14,664 employee travel
 3,164 1099 forms
 216 electronic transfers
 2,517 deposits

GUARDIAN AD LITEM

Staff

3 regional administrator positions
 137 field staff positions
 7 administrative, training, and legal staff positions

Attorneys

160 paid and pro bono attorneys
 7 staff attorney advocate positions
 30 conflict attorneys

Volunteers

5,145 volunteers
 987,840 hours of service
 \$21.1 million saved due to volunteer efforts

Program statistics

54,398 child abuse and neglect hearings
 15,291 abused and neglected children received legal representation
 150+ juvenile appellate cases resolved

HUMAN RESOURCES

Quick Facts

24 HR positions, each serve an average of 289 Judicial Department positions
 92% of the total Judicial Department budget is allocated for salaries and benefits

Judicial Department FTE positions supported (total 6,936)

287 hiring authorities
 290 judges
 5,421 court staff
 31.5 commissions and conferences staff
 495.5 Indigent Defense Services
 411 NCAOC managers and staff

Number of personnel transactions (total 2,672)

246 salary adjustments
 517 new hires
 851 separations

321 leaves of absence (family medical leave and other)
 248 reinstatements
 85 reclassifications
 120 promotions
 224 internal transfers
 60 miscellaneous

Number of position change transactions (total 2,409)

50 new positions
 194 abolished positions
 457 budget amount
 264 source of funding
 130 reclassifications
 975 transfers
 274 supervisor
 65 miscellaneous

Number of benefit actions

516 personal adjustments
 25 new short term disability cases
 162 retirements

Unemployment insurance claims (total \$427,637)

83 claims paid out
 \$5,152 average cost per claim

Workplace injuries (total \$1,128,391)

42 injuries or .7% of employee population

Number of EEO complaints

4 or .07% total of workforce

Employee Assistance Program referrals (total 66)

3 management referrals
 63 self referrals

Retirement eligible

7% 1 year
 12% 3 year
 19% 5 year

Employee turnover (total 12.1%)

6.6% voluntary (includes retirements)
 5.4% involuntary (includes 196 voluntary RIFs)
 785 total separations (excludes temporaries)

Employee recognition

750 service awards
 162 retirement certificates

Highest pre-tax benefit participation rates

36% supplemental retirement plans

55% North Carolina Flex Dental

41% North Carolina Flex Vision

Communications

Intranet site

Email news broadcast (bimonthly)

Policies and procedures

Forms

Publications

HR Training Participation

5 unlawful workplace harassment for employees

6 unlawful workplace harassment for managers

43 safety and health for managers

13 performance management

19 BEACON ESS/MSS

34 managing difficult employee situations

29 navigating HR for hiring authorities

LEGAL AND LEGISLATIVE SERVICES

Inquiries

~5,000+ phone calls and emails from court officials each month.

Legislative Tracking

4,980 bills reviewed for applicability

923 bills actively monitored and managed

ORGANIZATIONAL DEVELOPMENT

Estates documentation and training

Online training tools

Workflow and procedural checklists

Links to relevant statutes, rules of recordkeeping, forms, and policies

Best Practices Handbook,

Bookkeeping documentation and training

Online access to updated financial policies and procedures

Expanding number of financial resources, including:

quick reference guides

relevant forms

worksheets

sample letters

other jobs aids

Targeted financial training

Domestic violence documentation

Domestic Violence and Civil No-Contact Procedures and Best Practices, an online resource for domestic violence clerks

PURCHASING

~ 1,707 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.

~ 481 deliveries for supplies and equipment are made statewide monthly.

3,808 estimated number of boxes delivered per month (for a total weight exceeding 130,621 pounds).

~ 9,795 pounds of material from Judicial Department offices statewide shredded monthly by NCAOC Warehouse personnel.

~ 1,201,021 impressions generated monthly by NCAOC Print Shop for both stationery and other printing requests.

RESEARCH AND PLANNING

Contracts

15 counties and municipalities

119 positions

~ \$7.3 million

Grants

62 federal and local entities

97 positions

~ \$8.6 million

TECHNOLOGY SERVICES

eCITATION

3,650 citations created each day

13,333 enforcement officer users

335 law enforcement agencies

Email

62.8 million spam blocked

70.36 million emails securely delivered

NCAWARE

8.76 million processes (both served and unserved)

34,610 court and law enforcement users

2,000 processes served each day

payNCticket

350 citation payments made per day

\$62,043 collected per day

Help Desk

113,500 call tickets logged last year

Internet

24,509 unique users on web calendars per day

192,171 unique users on nccourts.org per month

Discovery Automation System (DAS)

30,530 case folders

101,412 documents stored

10.5 million estimated number of pages stored

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.

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