

FORSYTH COUNTY CLERK OF SUPERIOR COURT AND DISTRICT ATTORNEY

BENEFITS OF UTILIZING TECHNOLOGY

Susan S. Frye, Clerk of Forsyth County Superior Court

Jim O'Neill, Forsyth County District Attorney

Mary Szawara, Chief Assistant to the Clerk

Bert Barber, Director of Process Improvement



MAXIMIZE PRODUCTIVITY THROUGH PROPER UTILIZATION OF TECHNOLOGY AND EXISTING RESOURCES

- Child Support OFA
- Jury Service
 - Who should report
 - History previous numbers called
 - Self help lookup
- Foreclosures
 - Listing
 - Upset bid - history
- Request File Copy
 - Civil Record
 - Criminal Records
 - Estates
- Request to Dismiss Traffic Infractions
- Managing Citations with a Paperless Process
- E-shuck / E Citations
- Electronic filing of bookkeeping reports
- Estates – Wills for Safe Keeping (11,647)





INFRACTION COURT

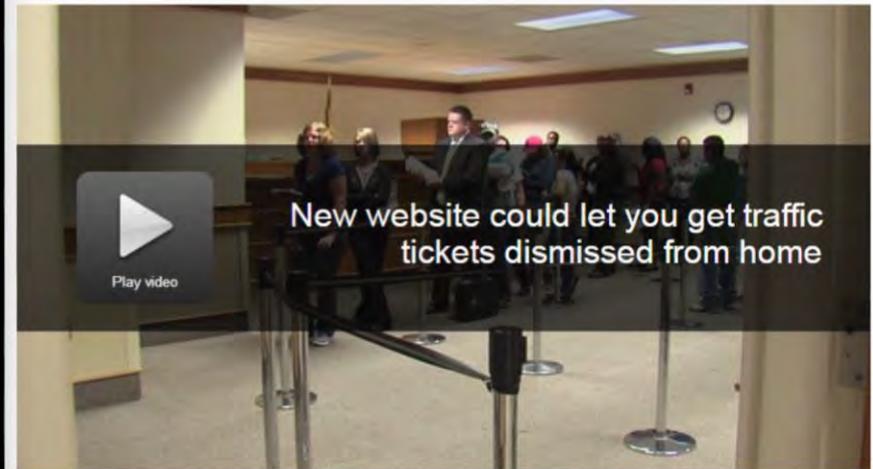
You must appear in Infraction Court in Room 1B on the date set on your ticket unless you pay off the ticket. You may ask for a reduction or charge if you have a good driving record. If you are 16, 17, 18, or 19 years old we will not reduce any speed unless you attend a safety class. Call Forsyth Technical College (336-761-1002) and ask for additional information on "ALIVE AT 25".

Minor Infractions may be dismissed by emailing your citation and proof of corrective actions. For more detail visit; www.NCFCC.us, Traffic Court, Request to Dismiss Traffic Infraction(s).

New website could let you get traffic tickets dismissed from home

POSTED 6:01 PM, OCTOBER 30, 2014, BY MICHAEL HENNESSEY

f FACEBOOK 368 t TWITTER 5 g- GOOGLE p PINTEREST r REDDIT e EMAIL



WINSTON-SALEM, N.C. — Anyone who has had to visit a courthouse to get a traffic ticket dismissed knows it can be a day filled with long lines, missed appointments and frustration. [Play Video](#)



Forsyth County Clerk of Superior Court - Susan S. Frye

REQUIREMENTS TO ENHANCE / INCREASE EFFICIENCY OF PROCESSING TRAFFIC INFRACTIONS

1. Simple - clear, concise and user friendly
2. Detailed instructions to prevent phone calls to District Attorney **and Clerk's Office requesting assistance**
3. Functional
 - Timely response to defendant - request has been received in **the DA's office** – provide defendant proof of request
 - **Easy access and use by the DA's staff in determining disposition**
 - **Notifying defendant of DA's disposition of the case** – proof of disposition
 - **Notifying Clerk's Office electronically of DA's determination**
 - eliminating printed citations
 - multiple handling of shucks
 - increased efficiency in time, materials and space



IMPACT OF RECLASSIFYING 31 MISDEMEANORS AS INFRACTIONS

Benefits of Enhanced Processing System:

District Attorney's Office

- Assistant District Attorney's review and make disposition, not required to be in courtroom
- Handle multiple cases in a timely manner (24 /7)
- 2 key strokes
 - Creates electronic record of disposition
 - Notifies Defendant of disposition
 - **Notifies Clerk's Criminal Records Office of disposition**

Clerk's Office

- Reduce the number of individuals entering the court house, lessens security requirements, reduces time and materials for printing extremely long dockets, time required for handling sorting and refiling court documents/shucks/folders
- **Automatically receives disposition from DA's Office**
- Electronic storage of all daily requests / dispositions



Request to Dismiss Traffic Infraction(s)

Due to the high volume of traffic cases, the District Attorney's Office is **unable to discuss Traffic Infraction cases over the telephone.**

Please use the service described below or simply come to court on your given court date (and time).

The District Attorney's Office requires a MINIMUM of TEN (10) working days to process your request which does not count weekends and holidays as working days.

The following process is best viewed using a Google web browser.



FUNCTIONALITY

REQUIREMENTS TO USE THIS SERVICE

You must have the following five (5) items and or capabilities to use this service.

- 1) A valid and active email address.
- 2) Your citation, must be clear and easily readable. Do not attempt to use this service if the citation is unreadable.
- 3) Taken the necessary step(s) to correct the infraction(s) / violation(s) you have been charged with and have a clear and readable copy of the supporting documents showing the infraction(s) / violation(s) have been corrected.
- 4) A cell/mobile phone or other device (camera / scanner) capable of producing an electronic image of your ticket / citation and proof of correction(s). File types accepted are; png, jpg, jpeg or gif. Most cell/mobile phones will produce a jpg / jpeg file. You must know how to access the images / pictures once you have taken a picture. The images must be attached to the proper infraction and must be clear and easily readable. Images must be in the upright position when uploaded. Once the upload process begins DO NOT interfere with or stop the process.
- 5) A copy of the updated, corrected and current license(s) or registration card(s) for each offense you were charged with.

It is strongly recommended you use a tablet, laptop or desktop computer to complete the "Request to Dismiss Traffic Infraction" form.

Attaching the wrong image, misspelled names or other typographical errors will result in the immediate denial of your request(s) and you will then be required to appear in court on your assigned date and time.

The Forsyth County Clerk's Office or District Attorney's Office Staff is unable to answer questions regarding the above items.



FUNCTIONALITY

STATEMENT OF AGREEMENT

By submitting the following form you are requesting a "DISMISSAL" of one or more of the "INFRACTIONS" you have checked below. You understand:

- You must read and understand all the directions before you begin the following process.
- All request must be submitted by 4:00 P.M., Tuesday two (2) weeks before your court date. For example; if your court date is set for Tuesday, September 16, 2014 or Thursday, September 18, 2014 your request must be submitted by 4:00 P.M. Tuesday, September 2, 2014. The District Attorney's Office requires a MINIMUM of TEN (10) working days to process your request. Do not count weekends and holidays as working days.
- If you do not receive an email indicating the status of your request at least 48 hours prior to your assigned court date, you must appear in court on the day (and time) indicated on the Ticket / Citation.
- It is your responsibility to correct the issue(s) you have been charged with and acquire the proper documentation to provide as proof the "INFRACTION(s)" have been corrected.
- It is your responsibility to accurately enter all information in Sections "1" and Sections "2". Entering improper spelling of your First or Last Name, incorrect Phone Number or Ticket/Citation Number will result in the immediate denial of your request.
- Only one image per infraction can be attached and uploaded, so be sure the correct image is submitted, is clear / readable / legible and in the upright position.
- The submission of multiple requests for the same citation will result in the immediate "DENIAL" of all request(s) for the Ticket/Citation.
- There is no guarantee your request will be granted.
- All fields in Section "1 - NAME OF PERSON CHARGED / DEFENDANT INFORMATION" must be completed.
- It is your responsibility to monitor your email address for a CONFIRMATION email from the office of Jim O'Neill, District Attorney, Forsyth County, 21st District of North Carolina, your request has been approved or denied.
- In the event of inclement weather the Clerk's Office will notify you by U.S. Mail of your new court date and time. It is your responsibility to keep the Clerk's Office, Criminal Records (336-779-6302) up-to-date if your address changes.
- Our staff is unable to change any information once it has been submitted. NO EXCEPTIONS. It is your responsibility to ensure ALL INFORMATION IS CORRECT/ACCURATE before submitting your request.
- All fields with a red "*" are required.
- Any submission with missing or incorrect information will be denied. NO EXCEPTIONS.



FUNCTIONALITY

Section 1 - NAME OF PERSON CHARGED / DEFENDANT INFORMATION (ALL fields in this section are required)

You will need to enter the following;

- All fields with a red "*" are required.
- Name of Person Charged / Defendant - First Name, Last Name, (make sure spelling is correct). Any errors will automatically deny your request(s).
- Email address – this should be the Person Charged / Defendant's email address and must be current and active. This should be the address to which all correspondences are sent and received. Be sure you check your spam or other filter(s) program(s) for message from our team. The email address you enter is the address to which a confirmation of this email will be sent.
- Confirm Email address – re-enter your email address. By re-entering your email address you are confirming your email address is current and active.
- Phone number – enter three (3) digit area code and seven (7) digit phone number, be sure all numbers are entered correctly. Any errors will automatically deny your request(s).
- Court Date - Enter the date the Person Charged / Defendant is to appear in District Court. Usually located on the ticket / citation in an area with red lettering.
- Ticket / Citation Number – enter exactly as it is on the Ticket / Citation (including any dashes). Ticket / Citation number is after a red "C" on the top center of hand written tickets / citations and is in the upper right hand corner on computer printed tickets / citations. To create an image of your citation or documents, try to use as much available (natural) sun light as possible, you may need to tape each of the corners down, then take a picture of the document(s). Review the image to make sure it is clear and easily readable. Repeat the above for each supporting document. Know where and how to access each of the images, they will need to be uploaded (attached to your request) in Section 2.

It is recommended you print a copy of the Confirmation email when you receive it and retain it for your records.

Please take your time and enter the information in each of the areas correctly. If any information is entered incorrectly or misspelled your request will automatically be denied. There will be NO EXCEPTIONS!



FUNCTIONALITY

All fields with a red "*" are required.

Name of Person Charged / Defendant *

Enter the person's name which appears on the ticket / citation

First

Last

Email *

Email address you want your reply sent to

Confirm Email Address *

Re-enter Email address

Phone *

Enter phone number as 000-000-0000, be sure to include the dashes "-" after each set of numbers.

Court Date *

Person Charged / Defendant to appear in District Court date

Ticket / Citation Number *

Enter the ticket / citation number

Attach File (copy ticket / citation) *

Choose File

No file chosen

Select the copy / picture / scanned file you created of the ticket / citation to be uploaded / attached to your request



FUNCTIONALITY

If you are charged with any other infraction(s) you must report to the Forsyth County Hall of Justice, 200 North Main Street, Winston-Salem, NC on the scheduled to "Appear in District Court Date and Time".

1. Click in each of the check boxes next to the Infraction you are requesting to be dismissed.
2. Click on "Choose File", this will give you the option to browse your computer or phone storage area for the images you created earlier.
3. Locate the image (on your computer or phone storage area) of the corrective action you took
4. Click on the image, the image name will appear to the right of the "Choose File" button, actually replaces the words "No file chosen".
5. Be sure to select an image for each Infraction check box you selected in step 1 above.
6. Once all images / files have been selected and the confirmation in section three (3) has been completed clicking on the Submit button (only click on the Submit button once) below should attach each image / file to your request.

Note: "G.S." refers to North Carolina General Statutes.



Section 2 - INFRACTIONS

Only the following infractions will be considered for dismissal.

- No Operator's License (G.S. 20-7(A))
- Expired Operator's License (G.S. 20-7(F))
- Driver's License not in possession (G.S. 20-7(A))
- Failure to carry a Valid Driver License (G.S. 20-7(A))
- Failure to notify DMV of address change (G.S. 20-7.1)
- No Insurance (G.S. 20-313(A))
- Expired Registration Card/Expired License Plate (G.S. 20-111(2))
- Failure to Carry Registration Card (G.S. 20-57(C))
- Failure to Sign Registration Card (G.S. 20-57(C))
- Registration Card Address Change Violation (G.S. 20-67(A))
- Expired / No Inspection (G.S. 20-183.8(A)(1))



FUNCTIONALITY

No Operator's License (G.S. 20-7(A))

Choose File No file chosen

Attach file of corrective action for the infraction listed to the left.

Expired Operator's License (G.S. 20-7(F))

Choose File No file chosen

Attach file of corrective action for the infraction listed to the left.

Driver License not in possession (G.S. 20-7(A))

Choose File No file chosen

Attach file of corrective action for the infraction listed to the left.

Failure to carry a Valid Driver License (G.S. 20-7(A))

Choose File No file chosen

Attach file of corrective action for the infraction listed to the left.

Failure to notify DMV of address change (G.S. 20-7.1)

Choose File No file chosen

Attach file of corrective action for the infraction listed to the left.

No Insurance (G.S. 20-313(A))

Choose File No file chosen

Attach file of corrective action for the infraction listed to the left.

Expired Registration Card / Expired License Plate (G.S. 20-111(2))

Choose File No file chosen

Attach file of corrective action for the infraction listed to the left.



FUNCTIONALITY

Section 3 - CONFIRMATION (check one) *

If you are charged with any other offense than those listed above, you must report to the Forsyth County Hall of Justice on the date and time as indicated on your citation.

- I, have read, understand and followed the above instructions. By submitting this request I affirm I have provided proof of the true and accurate corrections. I understand the penalties for providing or submitting false or inaccurate information.
- I do not wish to submit a request at this time. If you decided not to use this service and would like more information [click here](#).

All correspondences from the District Attorney's Office should be printed and stored in a safe place, they CANNOT be recreated.

Within ten (10) minutes of clicking on the "Submit" button below you should receive NOTIFICATION at the email address you provided above, your request has been received.

VERIFICATION

Please enter any two digits *

Example: 12

Submit





Susan Frye, Clerk of Forsyth County Superior Court
21st District of North Carolina

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Request to Dismiss Traffic Infraction(s)

Your Request to Dismiss Traffic Infraction(s) has been received.

You should receive a reply, to the email address you provided at least 48 hours prior to the court date on the ticket / citation.

Thank you for contacting us. We hope this new service has been helpful.

Jim O'Neill, District Attorney, Forsyth County, 21st Judicial District of North Carolina.

State Law prohibits the Clerk's Office staff from; providing any legal advice, providing instructions for completing forms, referring an attorney, or recommending specific ways to pursue legal action.

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GRANTED - Your request to dismiss the Traffic Infraction listed below has been granted!

- There are no further action(s) or steps required by you.
- It is strongly recommended you print this email and store it in a safe place. In the event questions arise in the future it will serve as proof your request was GRANTED.

DENIED – Your request to dismiss the Traffic Infraction as listed below has been denied!

- The information you provided was improper or insufficient.
- You are required to appear in court on the day (date) and time indicated on your Citation.
- It is your responsibility to ensure you bring the proper paper work with you to court.



Forsyth County Clerk of Superior Court - Susan S. Frye

NCFCC.US – PROPER UTILIZATION OF EXISTING RESOURCES

- Request to Dismiss Traffic Infractions
 - Began offering on-line last week of November 2014
 - 1,784 requests
 - 91.5% (1,632) granted
 - 8.5% denied (152)
 - majority denied due to not meeting 10 day requirement
 - 411,455 Statewide Dispositions in 2013-2014
 - 307,716 were DISMISSED



NCFCC.US – PROPER UTILIZATION OF EXISTING RESOURCES

- Request to Dismiss Traffic Infractions
 - Save the defendant 1.5 hours ($307,716 \times 1.5$) = 461,574?
 - Not have to leave work
 - Not have to hire a baby sitter
 - Not have to arrange transportation to the Court House
 - Not have to be part of long line waiting to enter the Court House
 - 50% Potential hours saved 230,787 (avg. \$10 / \$2,307,870)?
 - **What could the savings (\$'s and time) be for the DA and Clerk's Office and Staff ?**
 - What if an application were linked to appropriate data bases to further automate the process, what could the \$ savings could be?
 - What if 307,716 requests processed at \$10. each?
 - **Potentially fund 96 of 128 positions Clerk's Offices across the state are short**



INFRACTION COURT

You must appear in Infraction Court in Room 1B on the date set on your ticket unless you pay off the ticket. You may ask for a reduction if you have a good driving record. If you are 16, 17, 18, or 19 years old we will not reduce any speed unless you attend a safety class. Call Forsyth Technical Community College (336-761-1002) and ask for additional information on "ALIVE AT 25".

Minor Infractions may be dismissed by emailing your citation and proof of corrective actions. For more detail visit: www.NCFCC.us, Traffic Court, Request to Dismiss Traffic Infraction(s).

1. **REDUCE SPEED REQUEST:** Bring a copy of your driving record if you are going to ask for a speed reduction. To obtain a copy of your driving record, complete Form #12 (see below), attach \$8.00 certified funds and mail to NCDMV, Driver License Records Unit, 3113 Mail Service Center, Raleigh, NC 27699-3113. OR go to <http://www.ncdot.gov/dmv/online/records/> and click on "Start a Driving Record Request". You must have a valid e-mail address to obtain your driving record online. This website allows you to print your non-certified record upon online payment of \$8.00. We cannot give legal advice, such as how a speed reduction will affect your insurance points. Ask your attorney or insurance agent before court.
2. **BRING WITH YOU:** your copy of the ticket, or get a print out from Room 216 and CASH or CREDIT CARD, it will save you a lot of time.
3. **PLACE:** Forsyth County Hall of Justice, 200 North Main Street, Winston-Salem, N.C. First (1st) Floor, Room 1B
4. **DATE:** You should appear **ONLY** on the court date indicated on your ticket.
5. **TIME:** Anytime between 8:00 a.m. and 1:00 p.m.
6. **ATTORNEYS:** This is an informal procedure, you may appear with or without an attorney or an attorney can appear for you in your absence.
7. **COURT COSTS / FINES:** CASH, MONEY ORDERS, CERTIFIED BANK CHECKS or CREDIT CARDS are accepted, **PERSONAL CHECKS ARE NOT ACCEPTED.** An Improper Equipment carries an additional fee of \$50.00. If you do not have money to pay your total costs and fines, your case may be continued one (1) time, or you may be given a compliance date to make full payment.
8. **CONTINUANCES: WE DO NOT CONTINUE CASES OVER THE PHONE.** If you cannot appear in court on your assigned day, you can have your attorney or someone appear to find out the new court date.
9. **NO SHOWS:** If you do not appear for court, DMV will revoke your license and impose a \$50.00 penalty. You will also be charged a **\$200.00 FAILURE TO APPEAR FINE.**
10. **EXPIRED DRIVER'S LICENSE, EXPIRED LICENSE PLATE or EXPIRED INSPECTION:** Bring a current up-to-date Driver's License; a current up-to-date Vehicle Registration Form for your license plate, a current up-to-date Vehicle Inspection Form or a copy of proof of sell. Bring the above required documentation to court with you. It is likely by presenting the above required documents your case will be dismissed.
11. **NO INSURANCE:** "NO INSURANCE" tickets will only be dismissed if you had **insurance in force on the day your ticket occurred** and can provide proof of same. Bring a letter from your insurance agent showing insurance was in force. A receipt showing you paid for an insurance policy is not sufficient.

----- cut along this line ----- cut along this line ----- cut along this line -----

12. REQUEST FOR MOTOR VEHICLE RECORDS

I, _____, NC Driver License # _____,
Print name exactly as it appears on your NC Driver License

Date of Birth _____, am requesting my driver license record (MVR). I am qualified to receive this information for use in connection with a criminal proceeding in State Court. I understand that I may not re-disclose this information.

Signature (Required) _____ Date: _____

Mailing Address: _____

City: _____ State: _____ Zip Code: _____

Please allow 10 business days to process your request, excluding time for delivery to and from the NCDMV. Make checks payable to the NCDMV (please be sure your Driver License Number is written on the check or money order). Mail requests to NCDMV, Driver License Records Unit, 3113 Mail Service Center, Raleigh, NC 27699-3113.



Q & A



Forsyth County Clerk of Superior Court - Susan S. Frye

FORSYTH COUNTY CLERK OF SUPERIOR COURT AND DISTRICT ATTORNEY

BENEFITS OF UTILIZING TECHNOLOGY

Susan S. Frye, Clerk of Forsyth County Superior Court 336-779-6350, Susan.S.Frye@nccourts.org

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North Carolina Forsyth County Courts www.ncfcc.us

<https://ncfcc.us/rdi>



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