



# 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](http://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

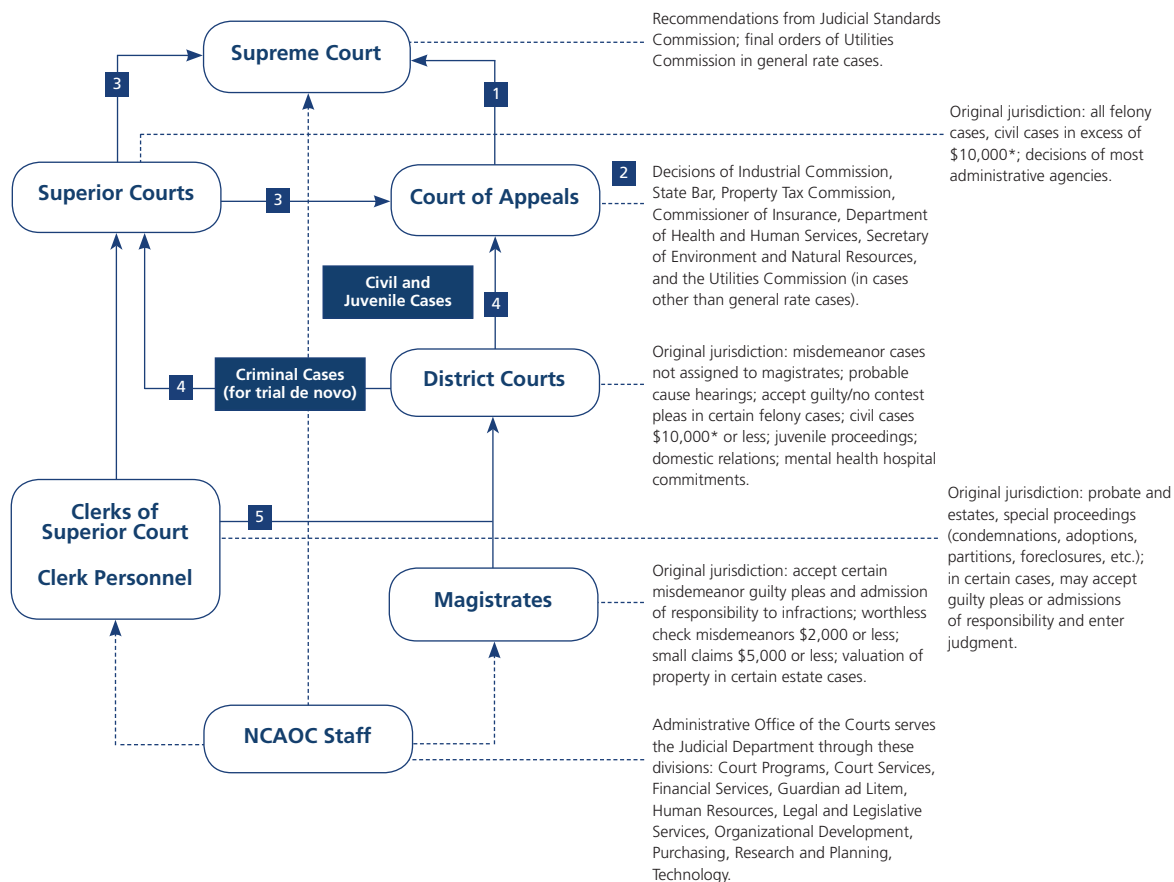


*John W. Smith*

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

# Court Organizational Structure and Routes of Appeal

As of June 30, 2011



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.

Criminal cases proceed to the superior court for trial de novo. Civil and juvenile cases proceed to the court of appeals.

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
<b>JUSTICES AND JUDGES</b>	
Supreme Court Justices	7
Court of Appeals judges	15
Superior Court judges	112
District Court judges	270
<b>AUTHORIZED PERSONNEL</b>	
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
<b>TOTAL</b>	<b>6,420.325</b>

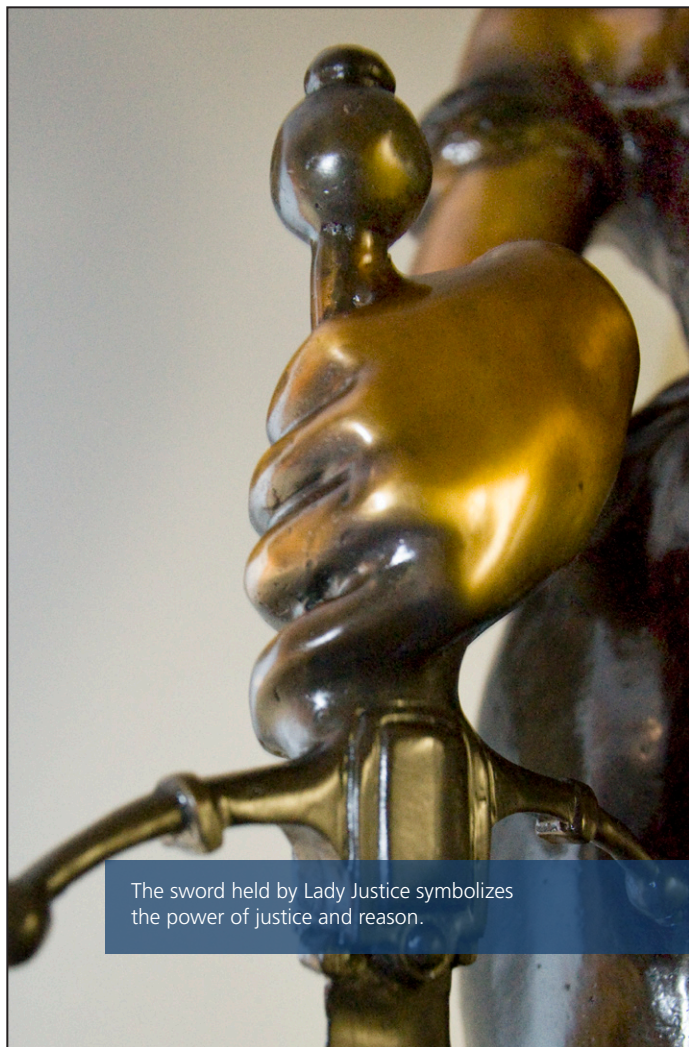
\*Judicial Standards Commission, Conference of District Attorneys, Dispute Resolution Commission, Conference of Clerks of Superior Court, Innocence Inquiry Commission, Chief Justice's Commission on Professionalism, and Sentencing and Policy Advisory Commission positions.

## Budget

Fiscal Year July 1, 2010– June 30, 2011

<b>Authorized Appropriations</b>	
Total authorized appropriations, 2010-2011*	<b>450,319,124</b>
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.
- Conferring 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
<b>2010–2011</b>	<b>2,549</b>	<b>2,671</b>
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

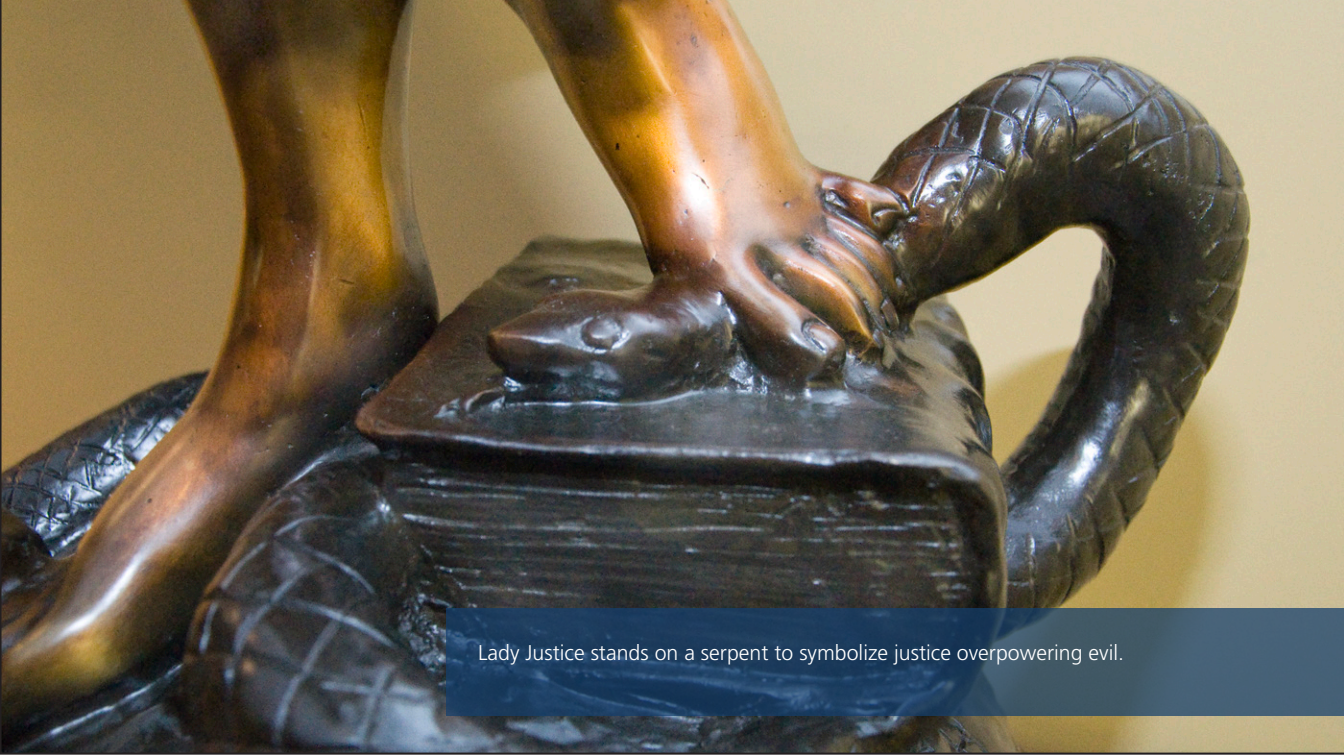
term. The Supreme Court makes no determination of fact; rather, it considers whether error occurred in trial or in judicial interpretation of the law. The Chief Justice also serves as the head of the Judicial Department.

### Caseload inventory

Cases filed	Begin Pending (7/1/10)	Filed	Disposed	End Pending (6/30/11)
<b>PETITIONS FOR REVIEW*</b>				
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
<b>Total petitions for review</b>	<b>150</b>	<b>641</b>	<b>622</b>	<b>169</b>
<b>APPEALS**</b>				
<b>Civil domestic</b>	0	0	0	0
Petitions for review granted that became civil domestic appeals	0	1	0	1
<b>Juvenile</b>	1	2	3	0
Petitions for review granted that became juvenile appeals	0	3	3	0
<b>Other civil</b>	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
<b>Other criminal</b>	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
<b>Total appeals</b>	<b>41</b>	<b>121</b>	<b>105</b>	<b>57</b>
<b>OTHER PROCEEDINGS</b>				
Rule 16(b) additional issues		6	8	
Motions		653	569	
<b>Total other proceedings</b>		<b>659</b>	<b>577</b>	

\*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.



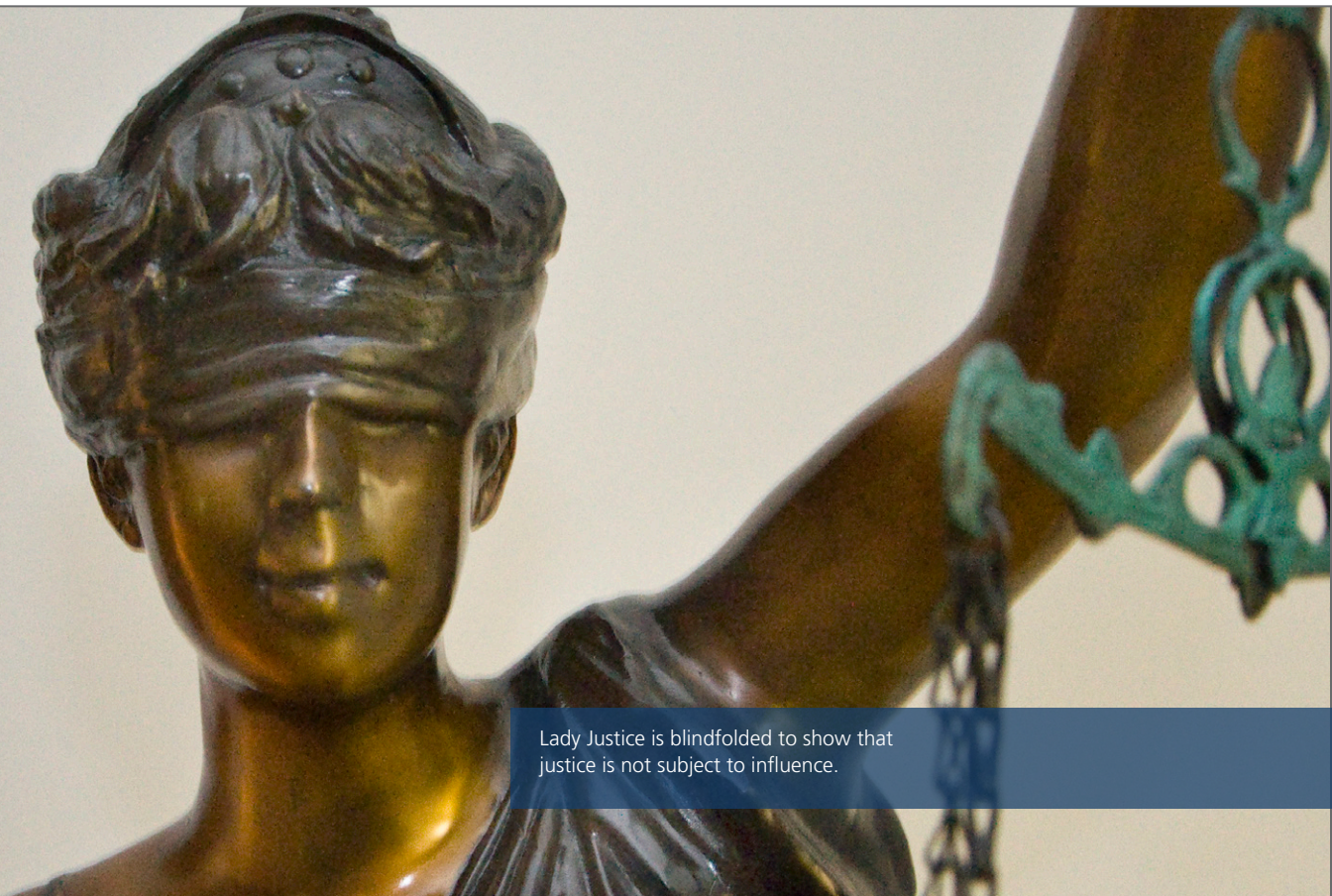
Lady Justice stands on a serpent to symbolize justice overpowering evil.

## 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

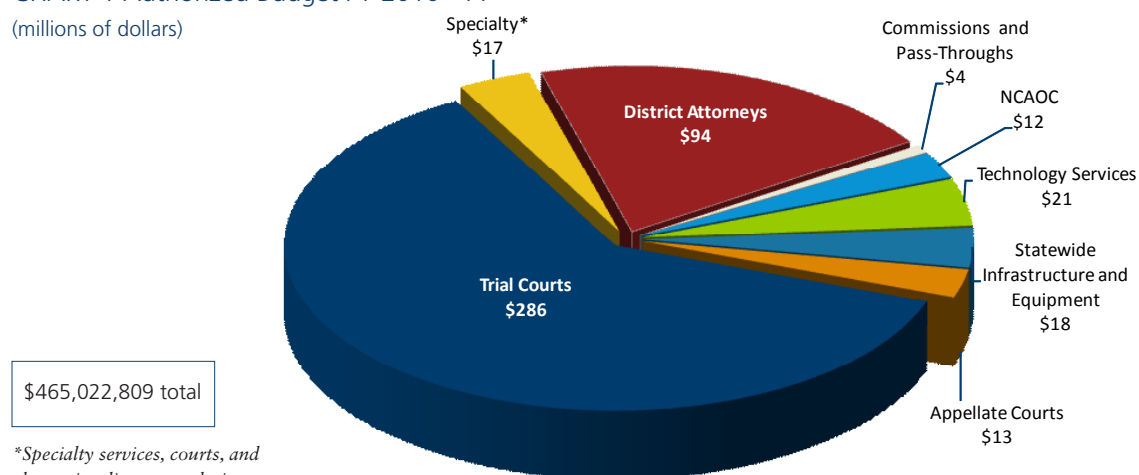
Of the Judicial Department's \$465 million adjusted budget, 92 percent of it was used for employee salaries and benefits; this includes \$132 million used to pay salaries and benefits for elected judicial officials, magistrates, and appointed officials whose offices are constitutionally based.

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

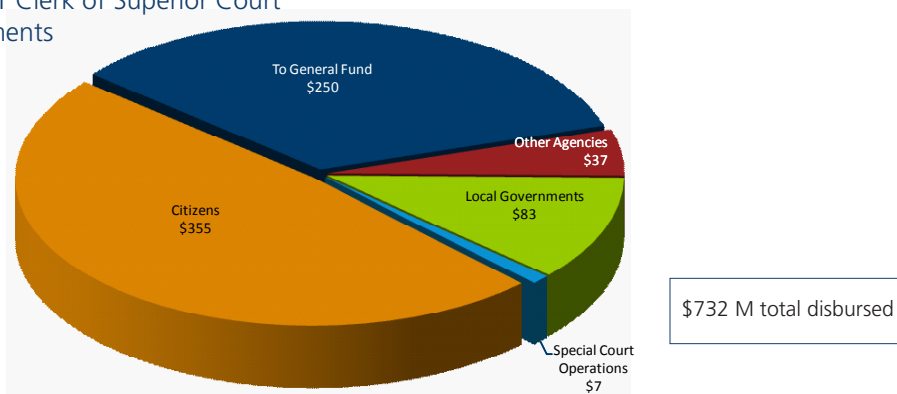
Nearly 85 percent of the budget was devoted to local court operations; central administration accounted for 2.1 percent; and technology services, equipment, and

## CHART 1 Authorized Budget FY 2010-11

(millions of dollars)



**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

#### Cost Statement

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## 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.



Prepared by



NORTH CAROLINA  
ADMINISTRATIVE OFFICE  
*of the* COURTS

901 Corporate Center Drive  
Raleigh, NC 27607  
919 890-1000  
[www.nccourts.org](http://www.nccourts.org)