



NORTH CAROLINA COURTS

Annual Report

July 1, 2009–June 30, 2010

Table of Contents

July 1, 2009 – June 30, 2010

- 3 Message from the Chief Justice and the NCAOC Director
- 4 Organizational Structure and Routes of Appeal
- 5 Personnel and Budget Quick Facts
- 6 State Judicial Council
- 7 District Courts
- 8 Superior Courts
- 9 Court of Appeals
- 10 Supreme Court
- 11 Court Programs, Conferences and Commissions
- 13 Budget
- 15 Significant NCAOC Service Area Highlights



Message from the Chief Justice and the NCAOC Director

Dear Friend of the Court,

We are pleased to provide this State Fiscal Year 2009–2010 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.

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

Sincerely,



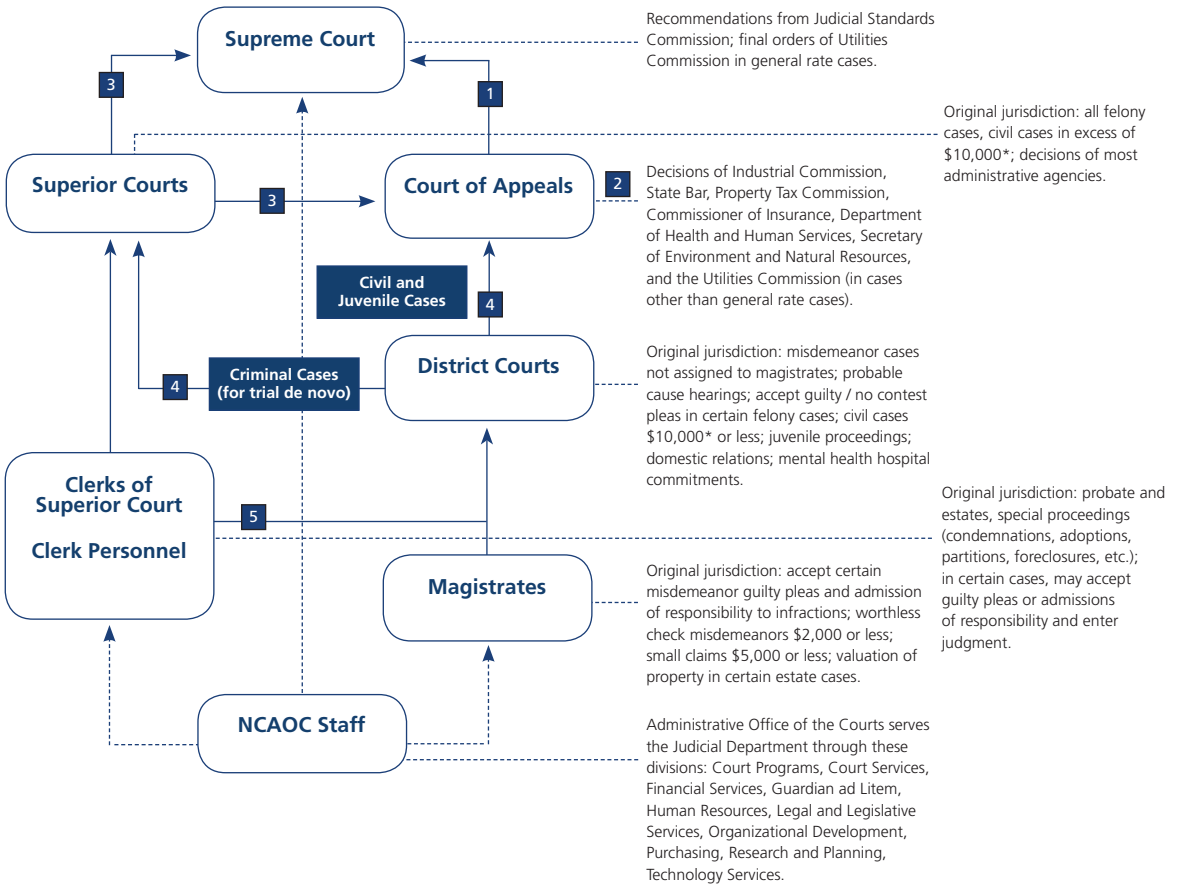
Sarah Parker, Chief Justice
Supreme Court of North Carolina



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

Court Organizational Structure and Routes of Appeal

As of June 30, 2010



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

State Fiscal Year July 1, 2009–June 30, 2010

Position	Total
JUSTICES AND JUDGES	
Supreme Court Justices	7.0
Court of Appeals judges	15.0
Superior Court judges	111.0
District Court judges	270.0
AUTHORIZED PERSONNEL	
District attorneys	43.0
Assistant district attorneys	642.0
Clerks of superior court	100.0
Assistant and deputy clerks	2,673.1
Guardian ad Litem staff	166.5
Magistrates	762.55
Administrative Office of the Courts	486.3
Court support staff	1,242.0
Trial court administrators	13.0
Other*	38.5
TOTAL	6,569.9

*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

State Fiscal Year July 1, 2009–June 30, 2010

Authorized Appropriations	
Total authorized appropriations, 2009-2010*	466,928,250
Percent increase from 2008-2009	-2.67
Total authorized appropriations (not including indigent defense) as a percent of total state general fund appropriations	2.29

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



N.C. Clerks of Superior Court

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 N.C. 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 N.C. 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 Peter Gilchrist
District attorney

Honorable Archie Smith
Clerk of superior court

Mr. Angus Thompson
Public defender

Mr. Lionel Gilbert
Magistrate

Other Members

Mr. Don Cowan
Dr. Richard Dean
Mr. Dumont Clarke
Mr. Jack Olsen
Mr. Lonnie Player
Ms. Jane Griffin
Mr. Tom Maher
Mr. Gary W. Thomas

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) involving 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.

They 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 magistrate (small claims)	247,759	247,048
Civil district	239,347	242,128
Criminal cases	1,724,556	1,715,330
Infractions	747,593	738,932
Civil License Revocations	48,743	

District court manner of disposition

Case type	Jury trial	Judge trial	Voluntary dismissal	Final order / judgement w/o trial	Clerk	Other
Civil cases	141	64,557	34,818	51,358	50,896	40,358
Criminal cases						
Non-motor vehicle	8,987	153,016	21,402	27,257	275,255	34,155
Case type	Waiver	Non-waiver				
Motor vehicle	160,700	166,941				
Infractions	371,514	375,544				

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 46 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	27,764	28,305
Estates	66,117	62,530
Special proceedings	142,849	123,219
Felonies	100,854	101,382
Misdemeanors	38,692	38,028

Manner of disposition

Case type	Jury trial	Judge trial	Voluntary dismissed	Final order / Judgement w/o trial	Clerk	Other
Civil cases	329	4,125	13,023	3,473	3,547	3,808

Case type	Trial	Guilty plea		DA dismissal		Other**
		To lesser offense	To charged offense	With leave	Without leave*	
Criminal cases	2,572	11,163	54,430	4,658	48,658	17,929
Felonies	1,881	10,755	46,175	3,466	35,727	3,378
Misdemeanors	961	408	8,255	1,192	12,934	14,551

*DA dismissal without leave includes dismissals after deferred prosecution.

**Other includes speedy trial dismissals.



Several judges of the N.C. Court of Appeals — Ann Marie Calabria, Linda McGee, John Martin (chief), Barbara Jackson (back) and Wanda Bryant — on the bench during a swearing-in ceremony.

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 the law in cases appealed from superior and district courts and from some administrative agencies of the executive branch. Appeals range from infractions to murder cases. If dissent arises 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, 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 state fiscal year 2009–2010. “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	1,677
Petitions	538
Motions	3,506

Filings and dispositions of appeals and petitions*

Fiscal Year	Filings	Dispositions
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
2000–2001	2,380	2,155

*Filings and dispositions shown here include appealed cases and petitions, but not motions.

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

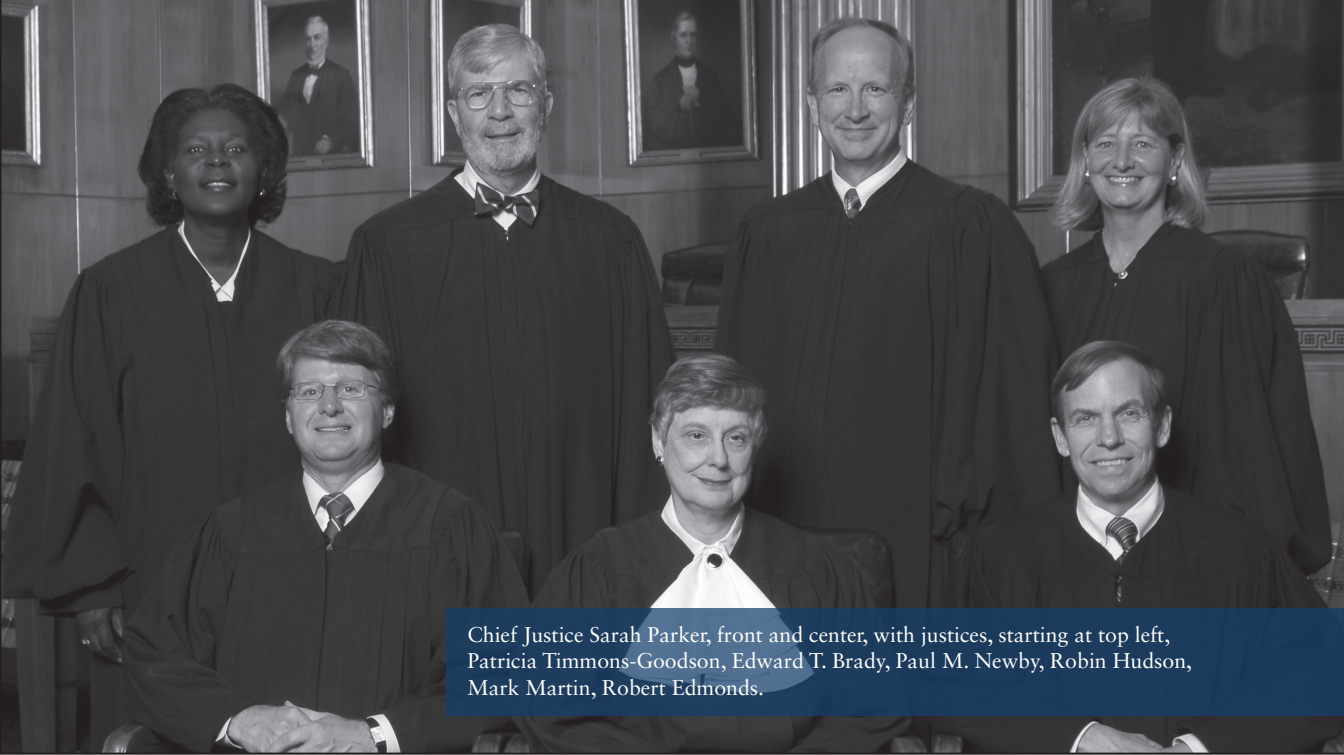
term. The Supreme Court makes no determination of fact; rather, it considers whether error occurred in trial or in judicial interpretation of the law. The Chief Justice also serves as the head of the Judicial Department.

Caseload inventory

Cases filed	Begin Pending (7/1/09)	Filed	Disposed	End Pending (6/30/10)
PETITIONS FOR REVIEW*				
Civil domestic	2	8	10	0
Juvenile	7	30	32	5
Other civil	79	262	246	65
Criminal	84	338	329	93
Administrative agency decision	0	0	0	0
Total petitions for review	172	642	648	166
APPEALS**				
Civil domestic	0	3	0	3
Petitions for review granted that became civil domestic appeals	0	1	1	0
Juvenile	1	2	3	0
Petitions for review granted that became juvenile appeals	0	7	1	6
Other civil	27	36	41	22
Petitions for review granted that became other civil appeals	0	10	9	1
Criminal, defendant sentenced to death	8	9	9	8
Other criminal	15	38	32	21
Petitions for review granted that became other criminal appeals	0	18	6	12
Administrative agency decision	1	0	1	0
Petitions for review granted that became appeals of administrative agency decision	0	0	0	0
Total appeals	53	127	105	75
OTHER PROCEEDINGS				
Rule 16(b) additional issues		9	11	
Motions		506	511	
Total other proceedings		515	522	

*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.

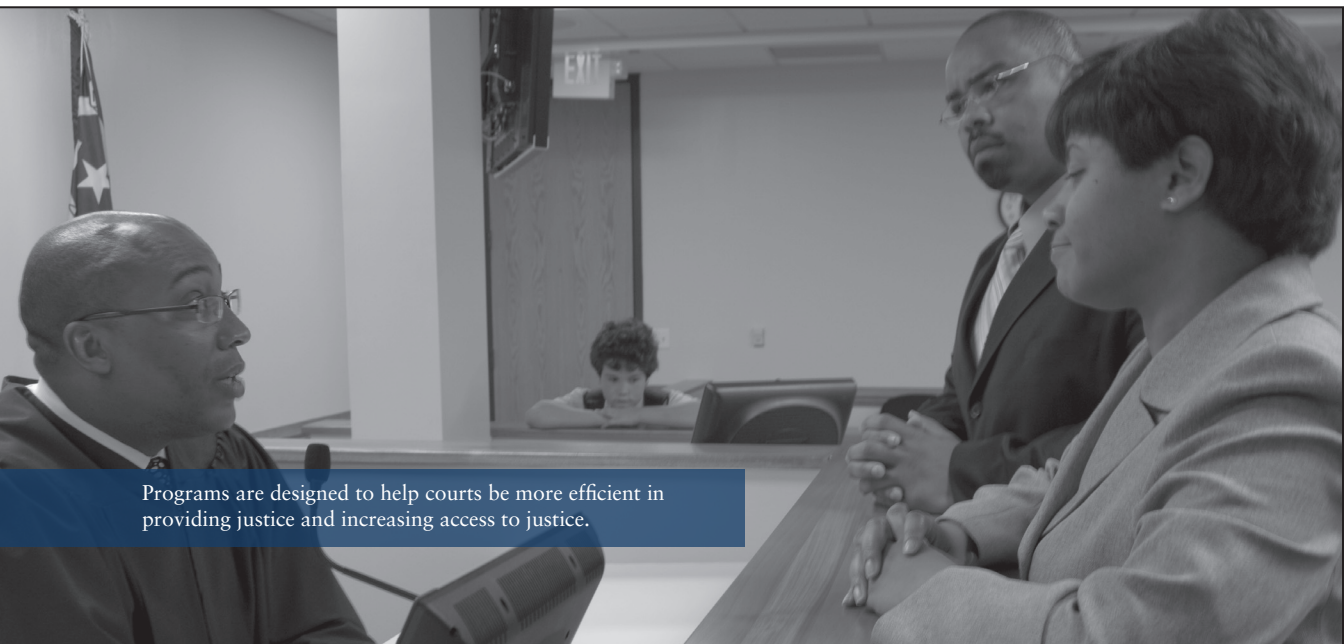


Chief Justice Sarah Parker, front and center, with justices, starting at top left, Patricia Timmons-Goodson, Edward T. Brady, Paul M. Newby, Robin Hudson, Mark Martin, Robert Edmonds.

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 N.C. 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.
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.



Programs are designed to help courts be more efficient in providing justice and increasing access to justice.

Budget

In fiscal year (FY) 2009–2010, of the state's \$20.4 billion General Fund budget [includes federal American Recovery and Reinvestment Act (ARRA) stabilization funds], 2.3 percent (\$466,928,250) was appropriated for Judicial Department operations (*Chart 2*). Nearly 83 percent of the FY 2009–2010 Judicial Department budget was devoted to local courtroom operations; central administration accounted for 3.4 percent, and technology services, equipment, and statewide infrastructure together accounted for 10.5 percent. Appellate courts, independent commissions, and pass-throughs account for the remaining 3.5 percent (*Chart 1*).

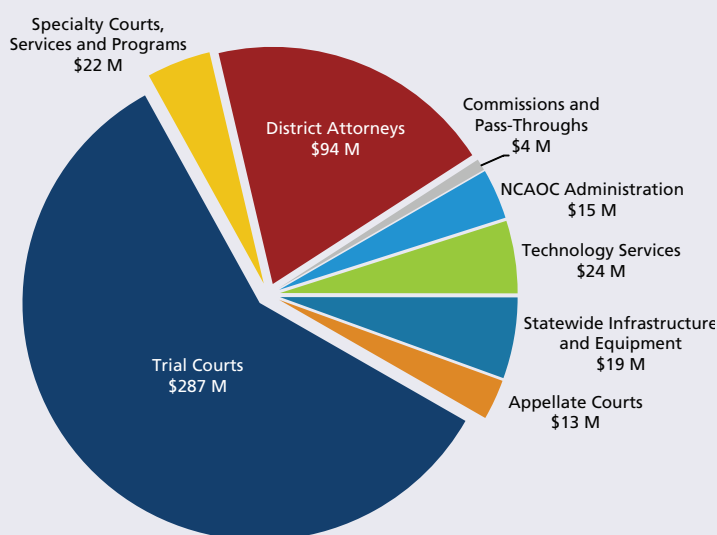
The Judicial Department, like most of the rest of state government, faced daunting reductions to its budget during the 2009 Session. At one point, the target was approaching \$80 million, or 16 percent of the annual judicial budget. The NCAOC's strategy going into the session was to work with the General Assembly, to relay the message that the Judicial Department is an integral part of the state's infrastructure and justice system, and

propose reasonable fee increases in lieu of budget reductions. That message was heard, and the General Assembly responded as favorably as possible given the limited budget available.

Total cuts to the Judicial Department budget for FY 2009–2010 were \$30.7 million, approximately six percent of the \$497,649,235 projected budget for the fiscal year. These reductions totaled more than \$9.7 million in personnel and \$21 million in operating funds. While local courtroom operations comprised 83 percent of the judicial budget, only 30.5 percent of the budget reductions were made in those areas. The Judicial Department also received credit for \$42 million in fee increases, which equated to about 8.5 percent in avoided reductions.

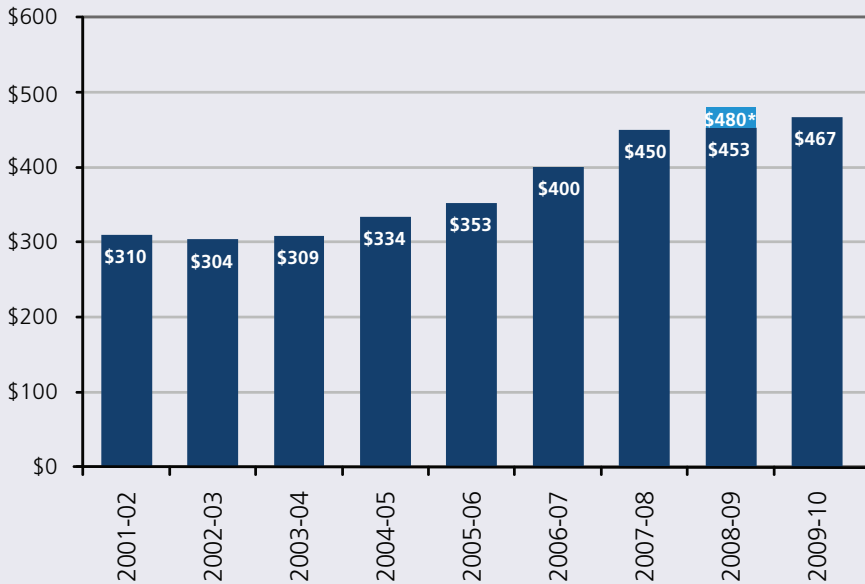
The clerks of court distributed \$674 million in FY 2009–2010, of which nearly half went to citizens and more than a third went to the State Treasurer for the support of the General Court of Justice, other state agencies, and law enforcement retirement.

Chart 1: Judicial Department General Fund Appropriations



Note: Chart does not include Indigent Defense Services

Chart 2: Judicial Department 10-Year Trends: General Fund Certified Budget

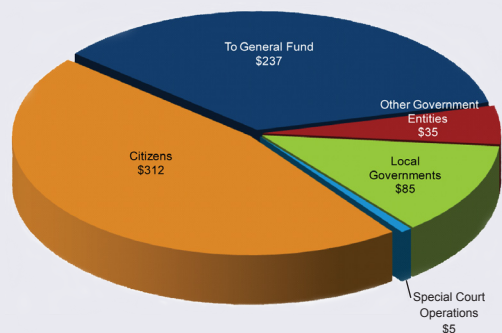


*FY 2009-2010 budget revised by governor; the revised budget of \$453 million includes federal American Recovery and Reinvestment Act (ARRA) funds.

In FY 2009–2010, General Court of Justice fees collected were equivalent to 46 percent of the Judicial Department’s state General Fund appropriations, up from 42 percent the prior year. These fees are sent to the State Treasurer and are included in the money appropriated by the General Assembly to all state agencies.

Counties and municipalities receive payments for fines, forfeitures (i.e. bond forfeitures), facilities 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 2009–2010, the court system disbursed \$85 million to counties and municipalities, of which \$51 million was fine and forfeiture revenue and \$189 million was facility fee revenue.

Chart 3: Disbursements



Significant NCAOC Service Area Highlights

July 1, 2009–June 30, 2010

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 and permanency mediation

9,415 child custody cases mediated
5,982 drafted parenting agreements
135 permanency cases mediated

Foreign language interpreting

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

Drug treatment courts

2,003 participants
71% participants in treatment more than six months
41% successful completions

Family courts

45,428 domestic cases
83.6% of pending domestic cases were less than one year old

Alternative dispute resolution

3,484 family financial cases
5,373 arbitration cases
10,241 mediated settlement cases

Juvenile court improvement projects

8 project directors
2,591 abuse / neglect / dependency petitions
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
N.C. 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 N.C. 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

\$874 million resources and fees managed
\$473 million includes appropriations
\$33 million special funds and grants
\$216 million pass through fees
\$151 million other funds

Budget management

153 General Assembly fiscal note responses
660 budget alignments

Accounting Functions

\$87.5 million fixed assets management
83,000 payroll payments
99,127 vendor payments
14,073 employee travel
3,175 1099 forms
395 electronic transfers
2,410 deposits

GUARDIAN AD LITEM

Staff

5 regional administrators
141 field staff statewide
8 administrative, training and legal staff

Attorneys

180 paid and pro bono attorneys
7 staff attorney advocates
30 conflict attorneys

Volunteers

4,919 volunteers
944,448 hours of service
\$19.7 million saved due to volunteer efforts

Program statistics

43,988 child abuse and neglect hearings
15,373 abused and neglected children received legal representation
150+ juvenile appellate cases resolved

HUMAN RESOURCES

Quick Facts

25 HR positions, each serve an average of 283 Judicial Department positions
90% of the total Judicial Department budget is allocated for salaries and benefits

Judicial Department FTE positions supported (total 7,070)

283 hiring authorities
289 judges
5,499 court staff
31.5 commissions and conferences staff
483.5 Indigent Defense Services
484 NCAOC managers and staff

Number of personnel transactions (total 2,084)

264 salary adjustments
448 new hires
497 separations

318 leaves of absence (family medical leave and other)
215 reinstatements
41 reclassifications
99 promotions
123 internal transfers
79 miscellaneous

Number of position change transactions (total 1,667)

151 new positions
105 abolished positions
21 budget amount
59 source of funding
136 reclassifications
572 transfers
228 supervisor
395 miscellaneous

Number of benefit actions

902 personal adjustments
21 new short term disability cases
152 retirements

Unemployment insurance claims

(total \$210,964)
56 eligible claims
44 claims actually paid out

Workplace injuries (total \$670,889)

51 injuries or .007% of employee population

Number of EEO complaints

6 or 0.08% total of workforce

Employee Assistance Program referrals (total 82)

3 referrals by management
79 self referral

Retirement eligible

8% 1 year
13% 3 year
20% 5 year

Employee turnover (total 6.8%)

5.7% voluntary (includes retirements)
1.1% involuntary
463 total separations (excludes temporaries)

Employee recognition

955 service awards
124 retirement certificates

Highest pre-tax benefit participation rates

36% supplemental retirement plans
 55% N.C. Flex Dental
 39% N.C. Flex Vision

HR Communications

Intranet site
 Email news broadcast (bimonthly)
 Policies and procedures
 Forms
 Publications

Training classes

Unlawful workplace harassment
 Safety and health
 Performance management
 Position description writing
 Effective hiring
 BEACON ESS / MSS

LEGAL AND LEGISLATIVE SERVICES

Inquiries

On average, legal staff manage 5,000+ phone calls and emails from court officials each month.

Legislative Tracking

During the 2007-2008 legislative session 4,980 bills were reviewed for applicability and actively monitored, appeared on, summarized the effect of, drafted procedures for or sought amendments for 923.

ORGANIZATIONAL DEVELOPMENT

Projects completed or underway to help clerks of court

Estates workflow and accompanying procedural checklists guide clerks through 12 types of estate administration. These rich resources are linked to relevant statutes, rules of recordkeeping, forms and policies. Underway is the development of an Estates Best Practices Handbook.

Bookkeepers in clerks of court offices now have online access to an increasing number of revised and updated chapters in their Financial Policies and Procedures Manual. Quick reference guides, relevant forms, worksheets and sample letters accompany the manual.

PURCHASING

Approximately, 1,840 transactions are processed monthly through the division. Transactions include open market solicitations through various bid processes; purchase orders for goods and services; supply orders via the Online Store; and printing requests submitted through the Online Store and in hardcopy format.

Approximately, 435 deliveries for supplies and equipment are made statewide monthly. The number of boxes delivered as a result is estimated at 3,618 per month for a total weight exceeding 111,100 pounds.

Approximately, 4,212 pounds of material from Judicial Department offices statewide is shredded monthly by NCAOC Warehouse personnel.

Approximately, 1.4 million impressions are generated monthly by the NCAOC Print Shop for both stationery and other printing requests.

RESEARCH AND PLANNING

Statistical analysis

Data is extracted and analyzed from various NCAOC databases, including ACIS, VCAP, JWISE, and NCAWARE, and used in policy analysis, media and legislative requests, and court performance management.

Grant and contract administration

Coordination, information, assistance and oversight are provided for all grants coming to and / or through the Judicial Department. In SFY 2009–2010, Research and Planning handled the following grant / contract transactions.

Grants

55 federal and local entities
 87 positions
 ~\$7.8 million

Contracts

16 counties and municipalities
 139 positions
 ~\$8.5 million

Workload Analysis

Workload models have been developed and maintained for district court judges, assistant district attorneys, victim witness / legal assistants, clerks of superior court staff, family court coordinators, and magistrates. Staffing ratios have been developed and maintained for district court judicial support staff, superior court judicial support staff, and trial court administrators.

Legislative Requests

Responses are provided to legislators and N.C. General Assembly staff ranging from workload and staffing matters to long-term policy research projects.

TECHNOLOGY SERVICES

Criminal

1.1 million daily transactions
34.5 million criminal cases
5.3 million infraction cases

Civil

464,446 daily transactions
15,578,646 million total civil cases

eCITATION

3,785 citations created each day
11,010 enforcement officer users
244 law enforcement agencies

Email (annual)

20,649 viruses prevented
31.9 million spam blocked
9,000 web viruses blocked
72 million total processed

NCAWARE

5.8 million processes (both served and unserved)
24,500 court and law enforcement users
611,388 processes in NCAWARE available to be served
1,650 processes served each day

Service Desk

99,611 call tickets logged last year

Internet

186,890 hits a day on web calendars

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.

Cost Statement

20 copies of this public document were printed at a cost of \$33.46 total, or about \$1.673 per copy. This annual report was printed inhouse by the N.C. Administrative Office of the Courts' Print Shop.

Prepared by



NORTH CAROLINA
ADMINISTRATIVE OFFICE
of the COURTS

901 Corporate Center Drive
Raleigh, NC 27607
919 890-1000
www.nccourts.org