



Fall Appellate Conference
NCAOC Update
December 7, 2023



Director Ryan S. Boyce

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Background on the NCAOC

Judicial Branch Mission

- The mission of the North Carolina Judicial Branch is to protect and preserve the rights and liberties of all the people, as guaranteed by the Constitution 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.

Administrative Office of the Courts Mission

- The mission of the Administrative Office of the Courts is to assist and equip the General Court of Justice to fulfill its constitutional mandate timely dispensing equal justice under the law.



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Background on the NCAOC

Article IV, Section 15, of the North Carolina Constitution makes legal provision for the North Carolina Administrative Office of the Courts (NCAOC) to provide centralized administration and budgeting services for the state's courts.

NCAOC's centralized operations for courts include:

- Budgeting
- Payroll
- Human Resources
- General Counsel
- General Services (equipment and supplies)
- Technology Services
- Communications
- Research, Policy, and Planning
- Training and Development
- Legislative Affairs

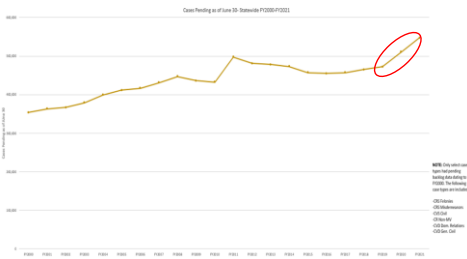


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State of the Dockets:
Steep Increase in Pending Cases Caused by COVID



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Backlog Overview

From 6/30/2019 to 3/31/2021, Statewide:

- Total Pending Felony Cases up **18.4%**
- Total Pending District Court Criminal and Infraction Cases up **18.1%**
- Total Pending Driving While Impaired Cases up **22.5%**
- Total Pending Superior Court Misdemeanors up **15.2%**
- Total Pending Superior Court Civil cases up **22.1%**
- Total Pending District Court Civil Cases up **16.5%**

Pending Case Backlog Rankings Report Prepared by ADC Research, Policy & Planning



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State of the Dockets: 7/31/23 v. pre-COVID Baseline

- Pending District Court Criminal + Infractions down 18.3%
- Pending District Court Civil cases down 0.2%
- Pending Felonies down 10%
- Pending DWIs down 7%
- Pending Superior Court Misdemeanors down 23.7%
- Pending Superior Court Civil cases up 15.1%



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Steep Decrease in Pending Cases

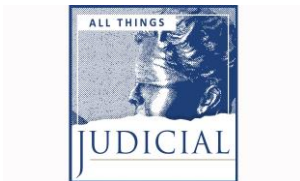


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Podcast episode on Backlog Reduction

The latest episode of [All Things Judicial](#) highlights Judicial Branch strategies and successes in reducing the pending case backlog in the North Carolina court system.

This episode is hosted by NCAOC Director **Ryan Boyce** and guests include NCAOC Research Policy and Planning Manager **Emily Mehta**, Chief District Court Judge **Scott Ussery**, and elected District Attorney **Jon David** from Bladen, Brunswick, and Columbus counties.



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UPGRADING FROM 40+ APPLICATIONS TO AN INTEGRATED CASE MANAGEMENT SYSTEM

- Automated Criminal / Infractions System (ACIS)
- CaseWise, Estates, and Juvenile (JWise)
- Civil Case Processing System (CCAPS)
- Criminal Court Information System for Clerks of Court (CCIS-CC)
- Criminal Court Information System for District Attorneys (CCIS-DA)
- Criminal Court Information System for Public Defenders (CCIS-PD)
- Court Information Public Records Search (CIPRS)
- Discovery Automation System (DAS)
- eCitation
- eFiling – Civil, Domestic Violence, Business Court
- Financial Management System (FMS) for Clerks of Court
- North Carolina Statewide Warrant Repository (NCAWARE)
- Online Services – Compliance and Dismissals, Payments, Requests for Induction of Speeding
- Web Court Calendars

FROM in-house, NCAOC-built, multiple case management / index systems housed on mainframes **TO** vendor-provided and hosted integrated case management system hosted in the cloud with eFiling for all case types.

odyssey
A HOK, JACOBS & LEONARDO SYSTEMS SOLUTION

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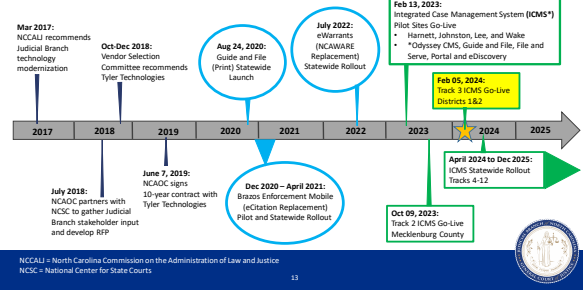
24/7 ELECTRONIC ACCESS BENEFITS ALL NORTH CAROLINIANS

- Provides 24/7 statewide service to judges, magistrates, district attorneys, clerks, law enforcement, attorneys, and the public — across rural and urban areas
- Small business owners (after-hours access)
- Law enforcement officers (remote appearances)
- Rural North Carolinians (reduced travel to courthouses)
- Victims of domestic violence (reduces the emotional trauma of in-person appearance)
- Sheriffs and corrections officers (inmates appearing virtually reduces security risks and transportation costs)
- Families (remote appearances for children and guardians ad litem in custody disputes)
- Doctors and expert witnesses (remote appearances means less time waiting in court and cost reduction)
- Attorneys (increased availability of records and ease of case management)
- Judicial officials (swifter administration of justice)

NCCOURTS.GOV/SERVICES STAY CONNECTED

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eCourts Program Timeline



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eCourts Success Metrics

- Over **65,000** cases disposed using Odyssey
- Estimated **2.1 million** sheets of paper saved
- Users average **10,000** daily searches on Portal
- Over **1.7 million** eCitations issued
- Statewide **93.0%** of citations are electronic

Location	Total # Accepted Filings
Harnett	42,072
Johnston	66,292
Lee	21,022
Mecklenburg	51,496
Wake	338,183
Total	519,065

Data as 11/13/2023

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Mecklenburg County Training

- On-site walkthroughs for court officials started in June 2023
- Intensive schedule of 75 walkthroughs in September 2023
- New Employee/Refresher Training – Starts week of September 11th
- Attorney Training / eFiling Training:
 - Webex/Online started week of August 28
 - In-person training in timeframe of September 21 – 28
- Quick Reference Guides (QRGs), user guides, FAQs, and more on nccourts.org/ecourts

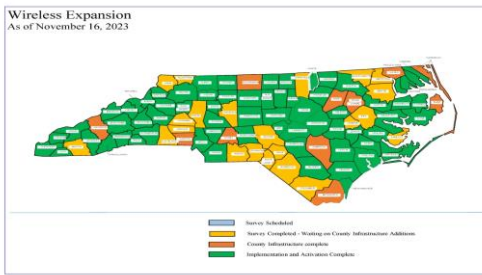


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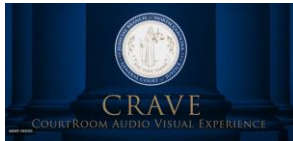


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CRAVE: Courtroom Audio Visual Experience

- Enhance capabilities to hold remote proceedings
- Tech solution provides attorneys, inmates, and other witnesses capability to participate in court
- Allows any Webex supported internet connected device to participate in courtroom hearings virtually from any location



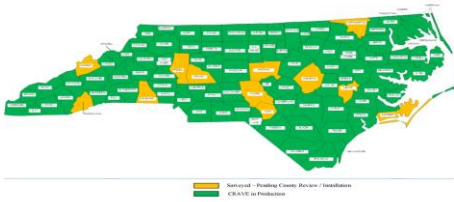
- Infrastructure includes cameras, microphones, and monitors
- Courthouse public kiosk connects with system, allowing self-represented litigants to make an appearance outside of a courtroom
- Reduces need for in-person appearances



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CRAVE Courtroom Audio Visual Experience
Implementation Status



Service - Pending County Review / Installation
CRAVE in Production



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2023 Legislative Session

Key Provisions

- Raises appellate mandatory retirement age to 76
- Elimination of right of appeal based on a dissent
- Changes to Judicial Standards Commission Membership
- Expansion of reimbursement eligibility for appellate judges



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2023 Legislative Session

Key Budget Provisions

- New judicial pay structure
- 7% increase for appellate court staff
- Four new district court judges
- Two new resident superior court judgeships; Ten new SSCJs
- Additional Labor Market Salary Adjustment Reserve funding



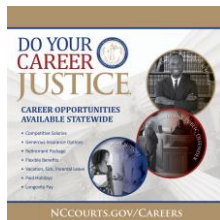
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AOC Initiatives

- "Do Your Career Justice" Campaign (launched in June)
- State Bar Dues Reimbursement
- Parking Reimbursement
- Increased Mileage/Travel Rates
- Behavioral Health Roundtable w/ DHHS
- Recovery Court Strategic Plan w/ UNC
- Courthouse Office/Safety



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Safe Babies Court

- ACEs Task Force recommendation
- Recovery court seeking to expedite permanency for ages 0-3
- Initial pilot in New Hanover, Mitchell, and Yancey counties
- Future pilot programs in Brunswick and Durham counties





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