

# Court Date Notifications & Case Digitization Update

October 13, 2020



# 1. Introduction

## 2. Court Notification System

## 3. Court Record Digitization

## 4. Questions



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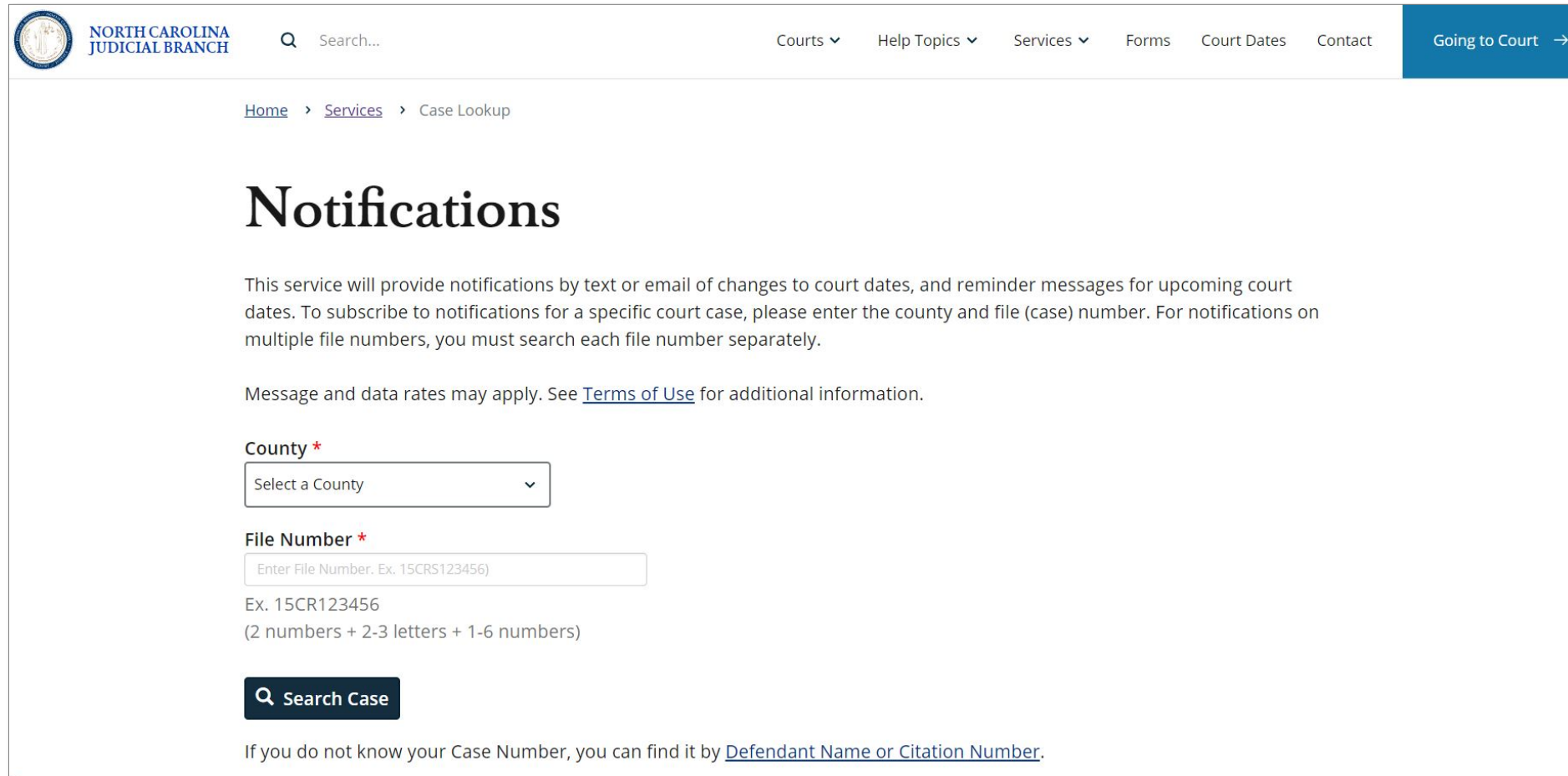
# Court Notification System Overview

- The NCAOC's current Automated Court Event Notification (ACEN) system was implemented statewide in October 2018
- Through ACEN, users "opt in" to receive court date notifications via email or text message
- Two ways individuals can opt in for notifications:
  - Sign up at [www.NCcourts.gov/services](http://www.NCcourts.gov/services) using county name and case number
  - Have Judicial Branch employee initiate sign-up process on the user's behalf



# Court Notification Sign

# -Up Page



The screenshot shows the 'Notifications' page on the North Carolina Judicial Branch website. The page header includes the logo and name of the North Carolina Judicial Branch, a search bar, and navigation links for Courts, Help Topics, Services, Forms, Court Dates, Contact, and a 'Going to Court' button. The breadcrumb trail is 'Home > Services > Case Lookup'. The main heading is 'Notifications'. Below this, a paragraph explains that the service provides text or email notifications for court date changes and upcoming court dates, requiring users to enter the county and file number. A note states that message and data rates may apply, with a link to the Terms of Use. The form includes a 'County' dropdown menu and a 'File Number' text input field with a placeholder 'Enter File Number. Ex. 15CRS123456'. Below the input field, an example 'Ex. 15CR123456' is provided with a breakdown: '(2 numbers + 2-3 letters + 1-6 numbers)'. A 'Search Case' button is located below the form. At the bottom, a note says 'If you do not know your Case Number, you can find it by [Defendant Name or Citation Number](#)'.

**Notifications**

This service will provide notifications by text or email of changes to court dates, and reminder messages for upcoming court dates. To subscribe to notifications for a specific court case, please enter the county and file (case) number. For notifications on multiple file numbers, you must search each file number separately.

Message and data rates may apply. See [Terms of Use](#) for additional information.

**County \***

Select a County

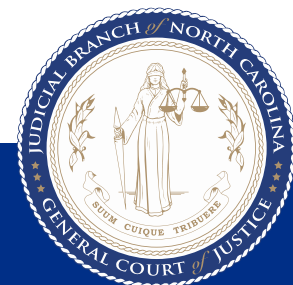
**File Number \***

Enter File Number. Ex. 15CRS123456

Ex. 15CR123456  
(2 numbers + 2-3 letters + 1-6 numbers)

**Search Case**

If you do not know your Case Number, you can find it by [Defendant Name or Citation Number](#).



# Court Notification System Overview

- Users receive email or text with confirmation link
  - Notifications only begin once users click the confirmation link
- Users are then immediately notified of court date, room, or session changes in criminal cases
- Court date reminders are sent out twice:
  - Seven days prior to court date; and
  - One day prior to court date
- Users may “opt out” at any point by clicking the “unsubscribe” link included in each email or by texting STOP to 82483 on their cell phones



# Court Notification System Stats

- Use of the Automated Court Event Notification System over past two years
  - 22,321 subscriptions
  - 30,104 notifications sent
  - 93,468 reminders sent



# eCourts and Court Notifications

- Judicial Branch contracted with Tyler Technologies to create a suite of eCourts tools that will dramatically expand online case management capabilities
  - ICMS- users create profiles to access case information
  - eWarrant- allows law enforcement to request a warrant easily from a tablet or laptop
  - eCitation- allows officers to create citations and schedule court dates electronically from the patrol car
- Using this eCourts technology, law enforcement officers, magistrates, and clerks will be able to add email and cell phone numbers for the purposes of notifications during and after case intake. Tyler Technologies systems support email and text notifications.





# eWarrant

**Tyler Warrants** Aaron Burr, Sir

+ Britanica Wallflowers

**User Information**

**Personal Information**

First Name B	Last Name Wall	Preferred Name B Wall	Job Title Product Specialist
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**Contact Information**

Email Address br lthall@ .com	Contact Number +15 '835724
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**Notification Information**

Notification Email Address br lthall@ com	<input checked="" type="checkbox"/> Email Notifications Enabled
Notification Contact Number +15' 935724	<input checked="" type="checkbox"/> Text Notifications Enabled



# eCitation

☰ eCitation (0) BZ0091706 Results (0) ☁️ ⌵ ✕

**Defendant Information**

Print Defendant

Print Officer

User/Court

Def./Emp.

Cond./Loc.

Offense

Witness

ALE

Notes

Driver's License Number: [redacted] DL State: [v] DL Class: [v] CDL: No [v]

First Name: [redacted] Middle: [redacted] Last Name: [redacted] Suffix: [v] Home Phone: [redacted]

Address: [redacted] City: [redacted] State: [v] NC [v] Zip: [redacted] [v]

SSN: [redacted] Race: [v] Gender: [v] DOB: [redacted] [📅] Age: [redacted] Email: [redacted]

**Vehicle Information**

Vehicle License Number: [redacted] State: [v] Year: [redacted]

Make: [redacted] [v]

CMV: No [v] Vehicle Type: [redacted] [v]

Trailer Type: [redacted] [v] Haz. Mat.: No [v]

**Employer Information**

Defendant's Employer: [redacted]

Address: [redacted]

City: [redacted] State: [v] NC [v] Zip: [redacted] [v]

Employer Phone: [redacted]



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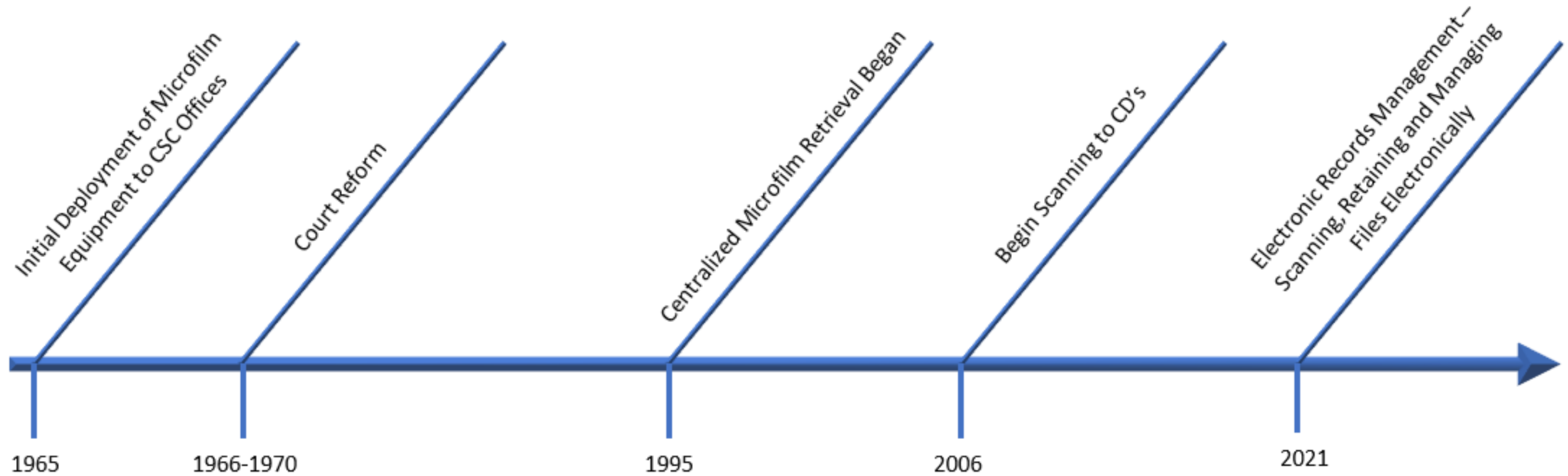
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# Timeline of Court Record Imaging



# Legacy Imaging

- 1965 – 2006
  - Clerks of Superior Court imaged paper files directly to microfilm
- 2006 – 2020
  - Clerks of Superior Court imaged paper files to CD's; CD's sent to NCAOC to produce microfilm
  - Microfilm traditionally utilized as inexpensive method for long term preservation of court records
  - Microfilm enables certain paper records to be destroyed ahead of their retention schedule; records may be recreated from microfilm<sup>1</sup>
  - Clerks scanning to CDs expedited the process for the Clerks of Superior Court during the imaging process, but NCAOC still processes all CD's received into a roll of microfilm for long term retention
  - Currently exploring options for moving files on CD's to a network accessible solution

1. N.C.G.S. 8-45.1 and 153A-436



# Moving from Legacy to Future Processes

Manual Process



Digitalized Process



# Future Imaging – 2021 Odyssey Implementation

- All records initiated on or after Odyssey is implemented will be managed and accessed electronically
- Policies will permit electronic documents to serve as record copies eliminating need for paper record retention except in certain circumstances
  - Exceptions include wills, drivers licences, original affidavits, etc.



# Future Imaging – 2021 Odyssey Implementation

- eFiling and Clerk scanning directly to Odyssey will expediate access to court filings
  - Public will access records via Portal
    - Except confidential or sealed files
    - Public filings with PII will be redacted
- Pre-scanning strategies being evaluated
  - To ensure files in a pending status (with minor exceptions) will be available for electronic access and management on go-live<sup>2</sup>
  - Currently exploring options for moving files on CD's to a network accessible solution

2. Traffic Infractions and Civil Magistrate cases are a couple exceptions





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# Thank You

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