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Role of AI in Court Administration: enhancing effectiveness and addressing personnel shortages – AI Use in the Courts

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National Center for State Courts

Introduction to NCSC

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Overview and Purpose

Role and Mission

NCSC leads efforts to modernize judicial systems and improve justice administration domestically and internationally.
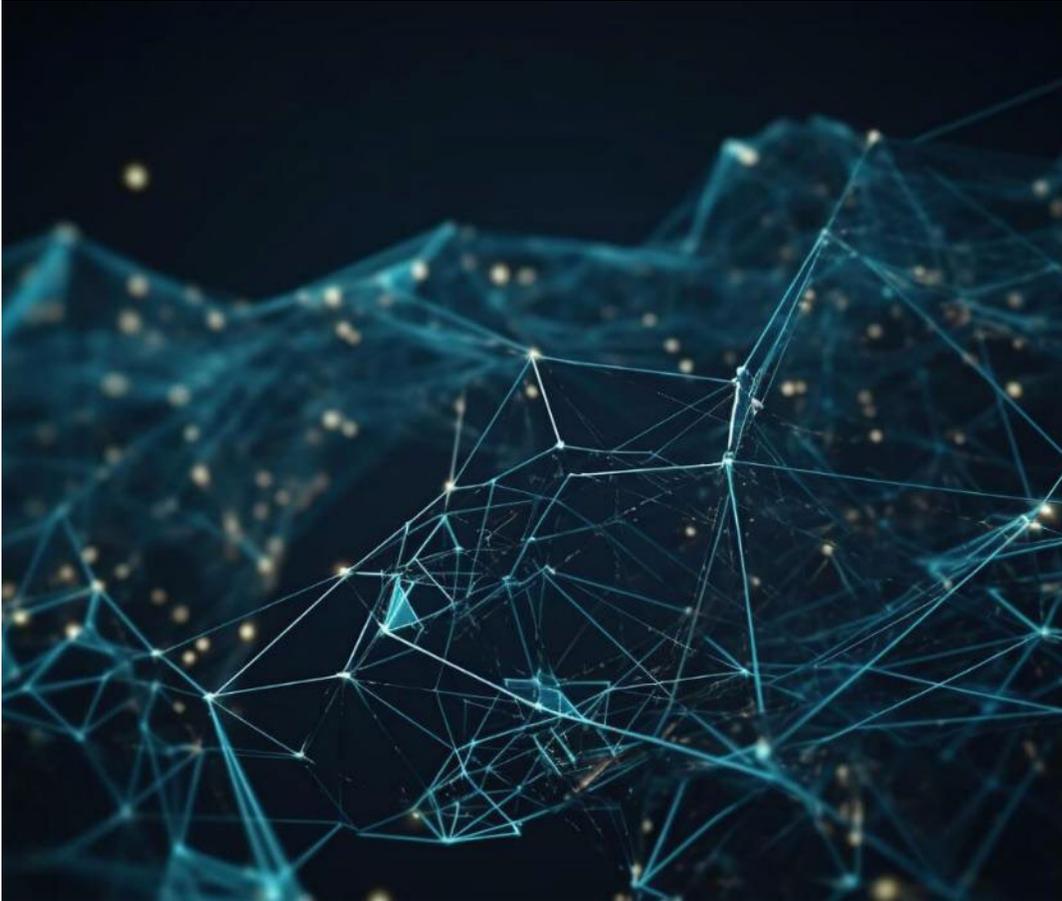
Key Services Provided

NCSC offers research, technology, education, and consulting to enhance court operations and justice institutions.

Focus on Innovation

NCSC emphasizes digital transformation to increase accessibility, transparency, and efficiency in courts.

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Governance and Ethics

Risk levels make governance and ethics absolutely critical

- Protecting Fairness and Due Process

- Maintaining Public Trust in the Justice System

- Safeguarding Rights and Minimizing Harm

- Ensuring Accountability and Oversight

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AI Readiness - Framework

Building foundations	Implementation	Post-project feedback
AI governance	Change management	**Post-project feedback cycle**
Guiding principles	Scope & resource assessment	
Internal use policy	**Build or buy?**	Case Studies
Data governance	**Vendor engagement**	
AI literacy strategy		
Choosing the first project		

SJI State Justice Institute   NCSC

AI Foundation in Action – In Progress

Idaho Judicial Branch

- AI Governance & Data Governance Program Development

- Based on AI Readiness Project assets

- Building cross-functional governance teams to ensure inclusive, transparent, and accountable implementation.

- Conducting stakeholder engagement and training to promote AI literacy and responsible adoption across the judiciary.

- Aligning AI and data governance efforts with long-term strategic goals to support sustainable innovation and public trust.

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Human Resources

Municipal Court Victoria Texas

- Using ChatGPT for job descriptions and Performance Improvement Plans

- Reduced time for job description development by 60%

- Performance Improvement Plans drafted in hours, not days

ChatGPT in HR

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Administration/Operations

District of Columbia Courts

- Bot for Invoice Processing

- Validates and lists Exceptions

- Reduced staff time from 16 hours per day between four staff to 4 hours each day, one staff

- Allows additional time for Data Analysis

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Administration/Operations

Palm Beach County Florida E-filing Automation

- 150 documents

- 9 bots = 45 Full Time Employees

- 42% of filings are never reviewed by a human

- 4 times number of filings processed by bot vs. human

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Orange County California – EVA & EMI

EVA

- All Case Types except Juvenile incorporated in their Chatbot

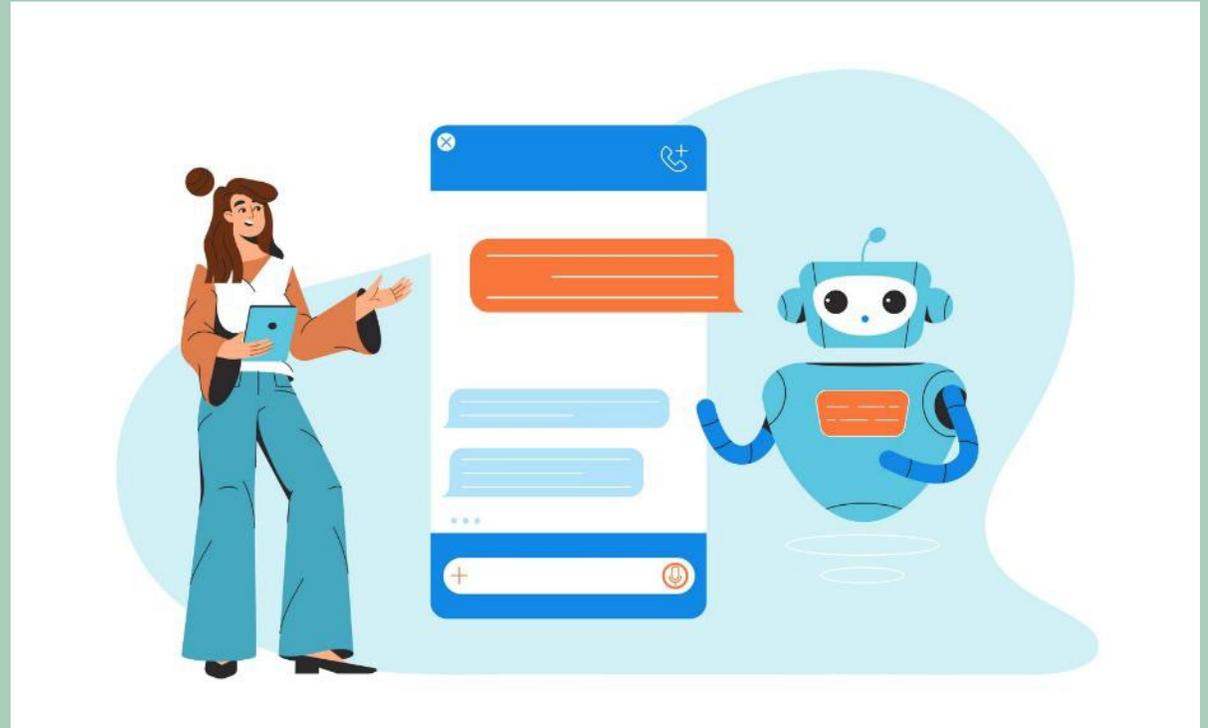- Reduced staff training from 2 to 3 months to 2 to 3 weeks

EMI

- Employee Resources

- How much vacation time do I have?

- How to obtain a new ID card

- Family Leave process

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Public Facing Chatbot

Los Angeles Superior Court chatbots

- Traffic Citations

- Pay ticket

- Register Traffic School

- Schedule a Court Date

- Jury Service Inquires

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Commonalities of Initial AI Court Use Cases

- Low Risk – High Value

- Mostly Internal

- Reducing Error

- Scalability

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Strategic Takeaways

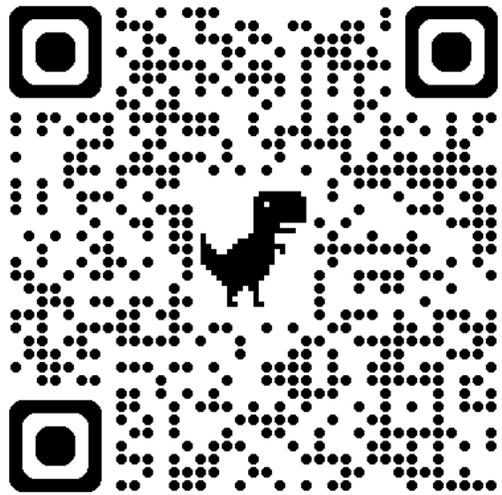**Readiness Ensures Direction** – Establishes the foundation for structured AI adoption

Governance Sustains Trust – Maintains integrity, oversight, and public confidence

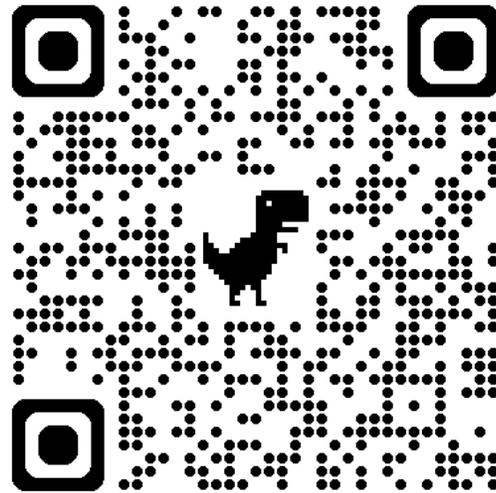**Start Small** – Small wins lead to continued momentum

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Pathways to Acceleration

For courts ready to move forward, these are proven pathways to accelerate strategy and implementation.
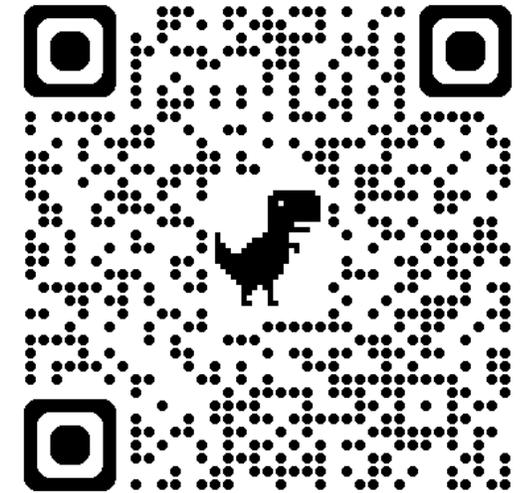
ncsc.org/ai

TRI/NCSC AI Policy Consortium
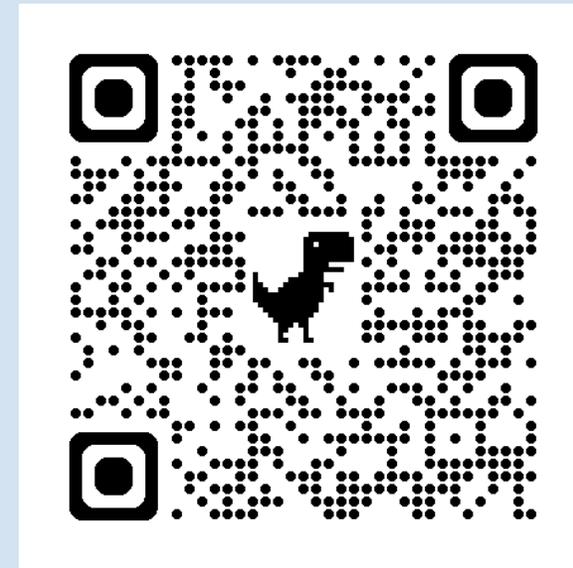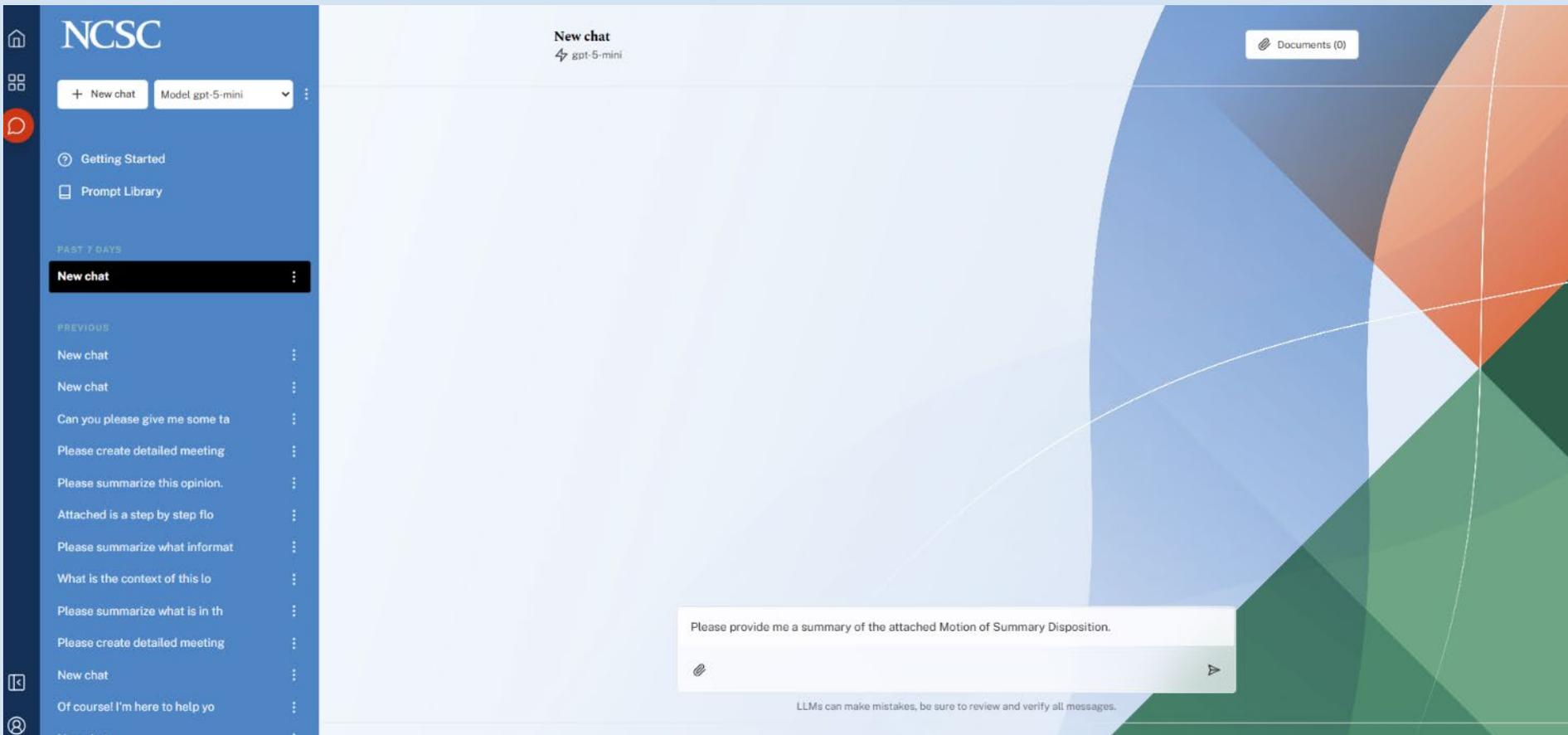
ncsc.org/ai-readiness

NCSC AI Readiness

ncsc.courtlms.org/ai-literacy

NCSC AI Literacy

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NCSC Sandbox

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Perspective

"I want AI to do my laundry and dishes so that I can do art and writing, not for AI to do my art and writing so that I can do my laundry and dishes."

Author and videogame enthusiast **Joanna Maciejewska** nails it (although bathroom cleaning goes ahead of laundry and dishes)

—mentary in snack-sized mouthfuls

"I'm sure I des—

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Thank You!

Questions?

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