

UNITED STATES BANKRUPTCY COURT
CENTRAL DISTRICT OF CALIFORNIA

2001

Annual Report



Honorable Geraldine Mund
Chief Judge

Jon D. Ceretto
Executive Officer/Clerk of Court



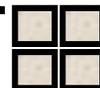


TABLE OF CONTENTS

List of Tables and Graphs i

Introduction

Executive Summary 1
Mission of the Court 4
The Bankruptcy Judges of the Central District of California 5

Section I: Accomplishments

Judges 9
Customer Service 17
Facilities/Emergency Preparedness 22
Human Resources 23
Quality Assurance/Training 26
Technology 29
Case Administration 34
Community Outreach 38

Section II: Court Statistics

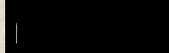
Court Statistics 43

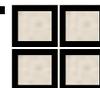
Section III: Court Profile

District Profile 51
Population Served 54
Personnel 55
Operating Budget 56
Receipts 57
Space and Facilities 58
Organizational Structure 59

Section IV: Appendices

Appendix A: Long Range Plan 67
Appendix B: List of Exhibits 89



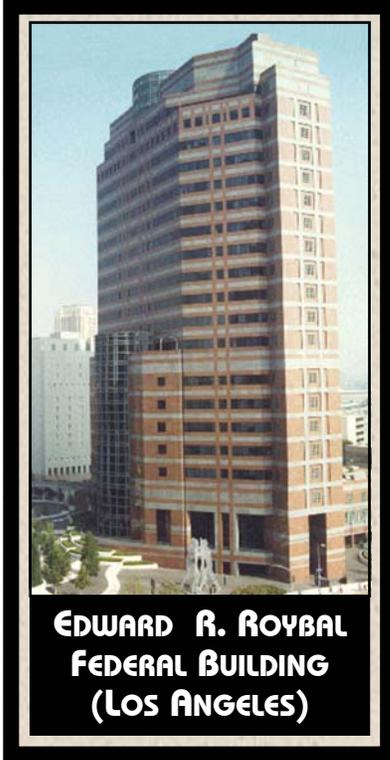


LIST OF TABLES AND GRAPHS

Title	Page
Central District of California Bankruptcy Court <i>Pro Bono</i> Programs: 2001	12
Mediation Program Statistics through December 31, 2001	13
Participant Satisfaction with Mediation Program as of December 31, 2001	14
Matters Assigned to Mediation Program by Chapter	15
Distribution of Central District Mediation Matters	15
PACERnet vs. webPACER Utilization	18
Estimated Voice Case Information System (VCIS) Usage: 2000-2001	19
Customer Service Questionnaire: Services Used in 2001	19
Customer Service Questionnaire: Length of Wait	20
Customer Service Questionnaire: Who Responded	20
Percent of New Bankruptcy Petitions with Data Entry Errors	26
District-Wide Training: 2001	27
Case Processing Ranking Out of 90 Districts: 1990-2001	34
Bankruptcy Program Indicators 12 Months Ending December 31, 2001	35
Analysis of Pending Case Aging: 1995 vs. 2001	36
Pending Caseload vs. Bankruptcy Filings: 1991-2001	37
Combined Federal Campaign (CFC) Program: 2000-2001	38
Bankruptcy Cases Filed: 1992-2001	43
Annualized Weighted Caseload per Judgeship: 1990-2001	44
Bankruptcy Cases Closed vs. Filings: 1991-2001	45
Adversary Proceedings Closed vs. Filings: 1991-2001	45



Title	Page
Percent of Bankruptcy Cases That are Unlawful Detainer Filings: 1991-2001	46
Estimated Annual Unlawful Detainer Filings: 1991-2001	47
Estimated Percentage of <i>Pro Se</i> Filings District-Wide: 1994-2001	47
United States Bankruptcy Court Central District of California Map	52
A Brief History of the Bankruptcy Court	53
Change in Population and Bankruptcy Filings: 1991 vs. 2001	54
Bankruptcy Court Personnel	55
Monies Collected in the Seven Largest Funds FY99-FY01	57
Square Footage By Division	58
Facilities Make-Up	58



Introduction

Executive Summary

During the year 2001, our Court overcame several difficult obstacles including a reduction in work force, the California energy crisis, and the September 11 attack on our Country to achieve our mission in the administration of justice. In spite of these circumstances, our Court advanced its commitment to customer service and greater operational effectiveness. Among the highlights for the year 2001 were:

- **Court Receives Two Public Service Image Awards**

The Court received two awards at the 2001 Annual Public Service Image Awards. The Public Service Image Awards, sponsored by the Federal Executive Board of Greater Los Angeles, recognize public agencies that epitomize the highest standard of customer service. The first award recognized the Court for the establishment of *pro bono* programs in all five divisions. The second award acknowledged the Court's dramatic improvement in the nationwide *Bankruptcy Program Indicators*. [See page 17.]

- **Pro Bono Services Now Available in All Divisions**

By the end of the year 2001, *pro bono* services were made available to qualified individuals in all five divisions. The programs, staffed by volunteer attorneys, offer debtors a wide range of services. It is estimated that approximately 6,400 *pro se* debtors have been offered assistance with their cases since the inception of the programs. [See page 11.]

- **Chapter 11 Procedures Streamlined**

After obtaining input from bankruptcy practitioners throughout the district, a committee of bankruptcy judges and attorneys developed revised procedures governing chapter 11 bankruptcy cases filed in the district. The committee designed the procedures to increase uniformity and efficiency in the administration of chapter 11 cases within the district. [See page 9.]

- **Six Bankruptcy Judges Reappointed**

In December 2001, the Ninth Circuit Court of Appeals announced the reappointment of six judges to the Bankruptcy Court for the Central District of California. They are Judges Arthur M. Greenwald, Robin L. Riblet, Alan M. Ahart, Kathleen T. Lax, Vincent P. Zurzolo, and Mitchel R. Goldberg. All received their initial appointments in 1988. [See page 10.]

- **Sheri Bluebond Selected as a Bankruptcy Judge**

On January 17, 2001, Chief Judge Mary M. Schroeder of the U.S. Court of Appeals for the Ninth Circuit announced the selection of Sheri Bluebond as a bankruptcy judge for the Central District of California in the Los Angeles Division. Judge Bluebond's appointment commenced on February 1, 2001. [See page 10.]

- **Judge Ryan Selected as Presiding Judge of Bankruptcy Appellate Panel**

On October 3, 2001, Judge John E. Ryan was selected as the presiding judge of the Ninth Circuit Bankruptcy Appellate Panel. He succeeded Judge Barry Russell, who had served on the BAP since 1988 and as presiding judge since 1999. Judge Ryan assumed the role as presiding judge on January 1, 2002. [See page 11.]

- **Central District's Case Processing Performance Continues to Excel**

Based on 16 measures in the *Bankruptcy Program Indicators* published by the Administrative Office of the United States Courts, the Court ranked second of the 90 bankruptcy courts in the nation for the 12-month period ending December 31, 2001. This performance represents a remarkable turnaround that began in 1993, when the Court ranked 87th in the nation. [See page 34.]

- **Quality of New Petition Data Entry Improves**

The data entry error rate for new petitions decreased during 2001, when compared to the previous year. Through December 2001, the error rate for the district improved 29% over the year 2000 error rate. [See page 26.]

- **PACERnet Successfully Debuted in the Central District**

On July 1, 2001, PACERnet became available for public use in the Central District. PACERnet provides a web-based alternative to webPACER (a dial-up system) for accessing online case information. PACERnet offers customers a number of advantages over the webPACER system. Unlike webPACER, PACERnet is billed per page rather than per minute, making it more cost-effective for the customer. PACERnet also provides a user-friendly and intuitive interface for the customer. The public quickly accepted this new method of accessing case information online. [See page 18.]

- **Print-for-Fee Program Commences**

The Court implemented the Print-for-Fee program in every division in early 2001. The Print-for-Fee program enables the public to automatically request a printed copy of a document in an online case file without the assistance of Clerk's Office staff. The program eliminates the need for customers to personally request copies from Court staff, which saves customers time and reduces the staff's workload. [See page 31.]

- **Time-to-Image/Docket Performance Excels**

Throughout 2001, 90.4% of all documents throughout the district were docketed within one day of filing. In addition, 90.1% of all items were imaged within one day from the date they were docketed. This fast turnaround provides the public with quick access to case information and contributed to the widespread public acceptance of online case files. [See page 37.]

- **Court Establishes New Building Security Measures**

In response to the security issues raised by the September 11 terrorist attacks and the subsequent anthrax mailing threat, the Clerk's Office undertook several measures to ensure the safety of both the staff and the public. The new initiatives included increased building security at all five divisions. Additional measures included the provision of training and instructions in how to handle various emergency situations (e.g., anthrax, building evacuations), the purchase and distribution of safety supplies, and revised emergency manuals to ensure the Court can act swiftly in the event of an emergency. [See page 22.]

- **Bankruptcy Filings Increased in 2001**

The downward trend in bankruptcy filings experienced since 1999 was reversed during 2001. A total of 87,374 new bankruptcy cases were filed in 2001, representing a 9.4% increase over the 79,901 filings in 2000. The increase in filings primarily resulted from an increase in chapter 7 filings, which rose by more than 14% during 2001. Chapter 11 filings increased slightly by 1.6%, while filings under chapter 13 decreased by 9.6%. [See page 43.]

- **Pending Caseload Remained at Low Level**

The Court's pending bankruptcy caseload remained at low levels during 2001, despite a 9.4% increase in filings during the year. As of December 31, 2001, the Court had 46,001 bankruptcy cases pending, an increase of only 5.7% over the 43,517 cases pending at the end of 2000. This represents nearly 55% fewer cases than the record 103,207 cases pending at the end of August 1992. [See page 36.]



- **Long Range Plan Modified**

The Board of Judges approved a modified Long Range Plan for the Court in September 2001. The Plan was substantially updated to better reflect the current goals and objectives of the Court, in light of dwindling resources and new technology. [See page 67.]

- **Court Completed Staff Restructuring**

In response to the decrease in the fiscal year 2001 budget, particularly the amount allocated for staff salaries, the Court was forced to reorganize and downsize its Clerk's Office staff. Many employees were reclassified into jobs which more accurately portrayed the person's skills. Additionally, the Court offered assistance to the displaced employees by opening a temporary Career Transition Center. The reorganization was successfully completed during the first quarter of 2001. [See page 23.]

- **Use of Video Conference Hearing Technology Expanded**

The Clerk's Office installed new cabling and infrastructure to improve support for video hearings in all five divisions. The new equipment also improved the ability of judges to conduct regularly scheduled hearings for an assigned caseload from another division. [See pages 31 and 32.]

- **ASPI Sound Systems Installed District-Wide**

To improve communications during video and teleconferencing, the Court replaced its Gentner sound system with a new ASPI system in selected courtrooms in all five divisions. The new system features digital echo canceling and audio pollution technology that eliminates distracting feedback and automatically adjusts sound volumes, thereby improving the sound quality of video proceedings. [See page 33.]

- **Court Developed Power Outage Plans**

In response to the California energy crisis, each division developed a *Power Outage Action Plan*. The plans outlined procedures for minimizing damage to both equipment and data in the event of a prolonged power outage and also the steps necessary for quickly restoring Court operations. [See page 22.]

- **Participants Continue Accolades for the Court's Mediation Program**

Introduced in 1995, the Bankruptcy Court's Bankruptcy Mediation Program is believed to be the largest program of its type in the nation. The overall success of the program is demonstrated by the responses to the participant satisfaction survey, in which 93% of the respondents stated they would use the program again. [See page 13.]



MISSION OF THE COURT

The mission of the United States Bankruptcy Court for the Central District of California is to serve the public by:

- ◆ Resolving matters referred to the Court in a just, efficient, and timely manner
- ◆ Supplying prompt and accurate information
- ◆ Responding fairly and courteously to the needs of the entire community
- ◆ Providing leadership in the administration of justice in the bankruptcy system

In fulfilling our mission, the Court recognizes the importance of:

- ◆ Demonstrating respect for the dramatic impact that bankruptcy has on the lives of our customers
- ◆ Instilling confidence in the competence, impartiality, and ethics of the entire Court

The Bankruptcy Judges of the Central District of California

Photo not available
for public viewing

TOP ROW (FROM LEFT):

ALAN M. AHART, ARTHUR M. GREENWALD, ERNEST M. ROBLES, DAVID N. NAUGLE, JOHN E. RYAN,
VINCENT P. ZURZOLO

CENTER ROW (FROM LEFT):

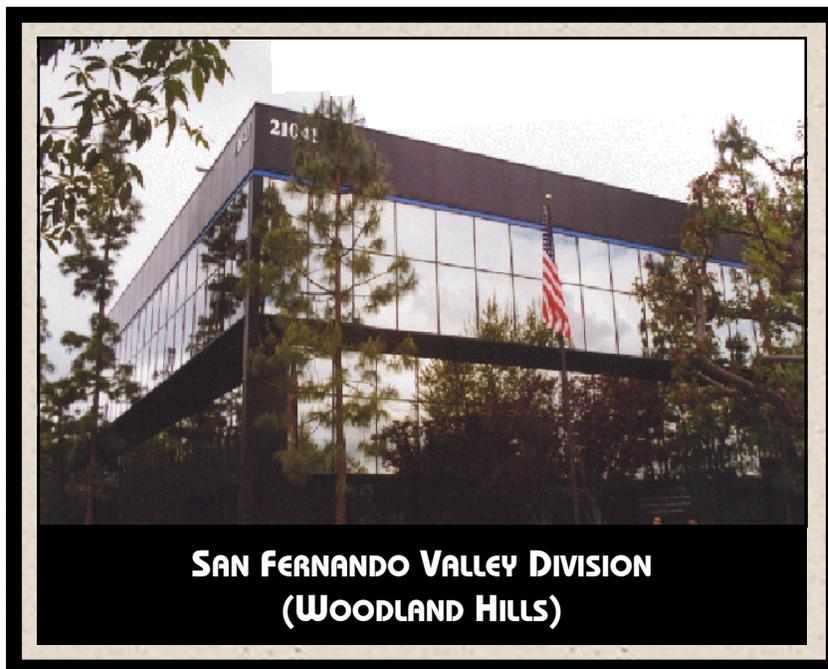
BARRY RUSSELL, MITCHEL R. GOLDBERG, ROBERT W. ALBERTS, LYNNE RIDDLE, KATHLEEN P. MARCH,
THOMAS B. DONOVAN, SAMUEL L. BUFFORD, JAMES N. BARR

FRONT ROW (FROM LEFT):

MEREDITH A. JURY, ELLEN CARROLL, ERITHE A. SMITH, GERALDINE MUND (CHIEF JUDGE),
ROBIN L. RIBLET, LISA HILL FENNING (RESIGNED), KATHLEEN T. LAX

NOT PICTURED:

SHERI BLUEBOND



Section I: Accomplishments

Judges

Judicial Committees

The judicial committees address Court-related issues and consist of bankruptcy judges and management staff from the Clerk's Office. These committees are responsible for providing feedback regarding Court operations and administrative issues. During 2001, the standing judicial committees were:

- Executive Committee
- Case Management Committee
- Chapter 13 Committee
- Education and Training Committee
- *Pro Se* Committee
- Rules Committee
- Space and Security Committee
- United States Trustee Liaison Committee

The task force/*ad hoc* committees were:

- Alternative Dispute Resolution Committee
- Complex Chapter 11 Case Committee
- Judicial Practices Task Force
- Judicial Variance Survey Subcommittee
- Legislation Liaison
- Strategic Planning Committee

General Order to Streamline Chapter 11 Procedures

After obtaining input from bankruptcy practitioners from throughout the district, a committee of bankruptcy judges and attorneys developed new procedures governing chapter 11 bankruptcy cases filed in the district. The procedures were designed to increase uniformity and efficiency within the district in the administration of chapter 11 cases. They provide concise parameters for motions requiring emergency or expedited relief, motions for emergency use of cash collateral financing and cash management, motions for orders establishing procedures for the sale of the estate's assets, motions to employ professionals, and address other issues of importance in chapter 11 cases.



Sheri Bluebond Appointed Bankruptcy Judge

Photo not available for public viewing.

On January 17, 2001, it was announced that Sheri Bluebond was selected as a bankruptcy judge for the Central District of California in the Los Angeles Division, a vacancy created by the resignation of Judge Lisa Hill Fenning. Judge Bluebond's appointment commenced on February 1, 2001. Judge Bluebond received both her undergraduate and law degrees from the University of California at Los Angeles. She has given numerous lectures on bankruptcy-related topics and is a member of several bankruptcy-related organizations including the American Bankruptcy Institute, the Bankruptcy Committee of the Commercial Law and Bankruptcy Section of the Los Angeles County Bar Association (of which she was chair at time of her appointment to the bench), and was a mediator for the Bankruptcy Mediation Program for the Central District of California. She is also the vice-president of the Jewish Big Brothers/Camp Max Strauss.

Six Judges Receive Reappointment

United States bankruptcy judges are appointed to 14-year terms by the Ninth Circuit Court of Appeals. In December 2001, six Central District of California bankruptcy judges received notification of their reappointment:

Photo not available for public viewing.

Judge Arthur M. Greenwald - Effective March 9, 2002, Judge Arthur M. Greenwald was reappointed to serve as a bankruptcy judge. First appointed as a bankruptcy judge in 1988, Judge Greenwald maintains his chambers in the San Fernando Valley Division. Judge Greenwald also serves as a director of the Los Angeles Bankruptcy Forum.

(Judges from left):

**Alan M. Ahart, Mitchel R. Goldberg,
Arthur M. Greenwald, Kathleen T. Lax,
Robin L. Riblet, Vincent P. Zurzolo,
Geraldine Mund - Chief Judge**

Judge Robin L. Riblet - Effective March 30, 2002, Judge Robin L. Riblet was reappointed to serve as a bankruptcy judge. Judge Riblet maintains her chambers in the Northern Division and was first appointed as a bankruptcy judge in 1988. Judge Riblet formerly chaired the Court's Rules Committee and is currently chair of the U. S. Trustee Liaison Committee.

Judge Kathleen T. Lax - Judge Kathleen T. Lax was reappointed to serve as a bankruptcy judge effective April 4, 2002. Originally appointed as a bankruptcy judge in 1988, Judge Lax maintains her chambers in the San Fernando Valley Division. Judge Lax previously chaired the Court's Chapter 13 Committee.



Judge Alan M. Ahart - Judge Alan M. Ahart was reappointed to a second term as a bankruptcy judge effective April 4, 2002. Originally appointed as a bankruptcy judge in 1988, Judge Ahart maintains his chambers in the Los Angeles Division. Judge Ahart formerly chaired the Court's Case Management Committee and is the current chair of the Education and Training Committee.

Judge Vincent P. Zurzolo - Effective April 18, 2002, Judge Vincent P. Zurzolo was reappointed to serve as a bankruptcy judge. Judge Zurzolo chairs both the Court's Space and Security Committee and the Case Management Committee. Judge Zurzolo was originally appointed as a bankruptcy judge in 1988 and maintains his chambers in the Los Angeles Division.

Judge Mitchel R. Goldberg - Judge Mitchel R. Goldberg was reappointed to serve as a bankruptcy judge effective June 1, 2002. Judge Goldberg also chairs the Court's *Pro Se* Committee. Judge Goldberg was originally appointed as a bankruptcy judge in 1988 and maintains his chambers in the Riverside Division.

Judge Ryan Selected as Presiding Judge of Ninth Circuit Bankruptcy Appellate Panel

Photo not available for public viewing.

On October 3, 2001, John E. Ryan was selected as the presiding judge of the Ninth Circuit Bankruptcy Appellate Panel (BAP). He succeeds Judge Barry Russell, who served on the BAP from 1988 through 2001, and as presiding judge from 1999 through 2001. Judge Ryan assumed the role of presiding judge on January 1, 2002.

The BAP is composed of six judges from the Ninth Circuit. The BAP judges hear arguments from throughout the Ninth Circuit in panels of three. Judge Ryan plans to follow the strong leadership precedent established by former presiding judges. He intends to continue the practice of allowing *pro tem* judges to participate on various panels, enabling other bankruptcy judges to gain experience with the appellate process.

Court Expands *Pro Bono* Programs to All Divisions

The Court, in cooperation with local bar associations, offers *pro bono* programs to assist the high number of *pro se* debtors (debtors not represented by an attorney) throughout the district. These programs provide free legal assistance from volunteer attorneys in all divisions of the Court to *pro se* debtors meeting certain eligibility requirements. *Pro se* debtors have filed approximately 33% of all bankruptcy cases since 1994 in the Central District, one of the highest percentage of *pro se* debtors in the nation. The *pro bono* programs serve to benefit both the Court and the *pro se* debtors. The *pro bono* programs benefit the Court by helping to eliminate some of the time delays caused by *pro se* debtors unfamiliar with the bankruptcy process. Additionally, by receiving explanations of their rights, *pro se* debtors are able to make informed decisions that protect their rights.

During the year 2001, these *pro bono* programs provided hundreds of qualified low income debtors with assistance in preparing voluntary chapter 7 petitions and free legal representation in non-dischargeability adversary proceedings. Project attorneys assisted 801 debtors in understanding their rights prior to reaffirmation agreement hearings. (See Table 1.)



Table 1
Central District of California Bankruptcy Court *Pro Bono* Programs: 2001

Division	Date Program Introduced	Debtors Offered Discharge-ability Assistance	Debtors Provided with Discharge-ability Assistance	Debtors Offered Reaffirmation Agreement Assistance	Debtors Provided Reaffirmation Agreement Assistance
Los Angeles	10/97	1,200	144	329	600
San Fernando Valley	10/97	510		378	
Santa Ana	11/99	N/A	N/A	126	114
Northern	9/00	N/A	N/A	87	87
Riverside	4/01	425	9	N/A	N/A
Total		2,135	153	920	801

Riverside Division

In April 2001, the Riverside Division initiated a *pro bono* program coordinated by the Public Service Law Corporation to assist *pro se* debtors in § 523 and § 727 adversary proceedings. Four hundred twenty-five debtors were offered, and nine accepted, dischargeability assistance by volunteer local attorneys during the nine months the program operated during 2001.

Los Angeles/San Fernando Valley Divisions

In the Los Angeles and San Fernando Valley divisions, a *pro bono* program known as the Debtor Assistance Project (DAP) was established in 1997 by the Los Angeles County Bar Association's Commercial Law and Bankruptcy Section and Public Counsel, a not-for-profit legal organization, with the assistance and cooperation of the judges. For debtors meeting certain eligibility requirements, this program provides free legal assistance in the preparation of a chapter 7 bankruptcy petition and also representation in § 523 dischargeability adversary proceedings. Additionally, volunteer attorneys also provide free legal assistance to *pro se* debtors to ensure that they fully understand the legal impact of the Court approving their requests for reaffirmation agreements.

Information about the DAP is prominently featured on the Court's web site, including program-related public notices, educational materials on reaffirmation agreements in both English and Spanish, and training and sign-up materials for attorneys interested in volunteering for the program. The training materials include a brief overview of bankruptcy law and procedure, and also of the issues that might arise when representing low income chapter 7 debtors. Since its inception, over 200 attorneys have volunteered their services under the program.



Santa Ana Division

Through the joint efforts of the Orange County Bar Association, the Orange County Bankruptcy Forum, the Orange County Public Law Center, and the division’s judges and clerks, a *pro bono* program was established in the Santa Ana Division in 1999. The program, which was modeled after a similar program established in the Los Angeles and San Fernando Valley divisions, was designed to help *pro se* debtors better understand their rights prior to reaffirmation agreement hearings. Each month, judges in the Santa Ana Division consolidate their reaffirmation agreement hearings into one calendar to afford volunteer attorneys an opportunity to provide these debtors counseling one hour before the hearings. The judges in the division hear these matters on a rotating basis from month to month.

Northern Division

The Northern Division’s *pro bono* program is handled by two local attorneys who alternate counseling debtors. The two attorneys attend Judge Riblet’s monthly reaffirmation agreement calendar. Before the hearings begin, the volunteer attorney makes an announcement in the courtroom that he is available to consult with any *pro se* debtors who want assistance. Debtors interested in the service then meet with the attorney for consultation in a conference room prior to their hearings.

Bankruptcy Mediation Program Assists the Court and Litigants

Recognizing that formal litigation of disputes in bankruptcy cases and adversary proceedings frequently imposes significant economic burdens on parties and often delays resolution of those disputes, the Court established an Alternative Dispute Resolution (ADR) Program in 1995 that is believed to be the largest of its type in the nation. The Mediation Program for Bankruptcy Cases and Adversary Proceedings, commonly known as the “Mediation Program,” enables parties to resolve their disputes more quickly, at less cost, and without the stress and pressure associated with litigation. Currently, over 200 mediators participate in this program. Mediators are required to complete a minimum of 30 hours of mediation training and agree to provide one day of mediation at no charge each quarter.

As of December 31, 2001, 2,355 matters have been assigned to the Mediation Program since its introduction. Of the matters assigned, 2,245 matters have been concluded while 110 remain pending. Of the 2,245 completed matters, 1,420 (63%) were settled and 825 (37%) were not settled. Matters not settled resume litigation and are decided by a bankruptcy judge. Below are some key statistics regarding the Mediation Program since its inception:

Table 2
Central District of California - Bankruptcy Court
Mediation Program Statistics through December 31, 2001

Total number of matters assigned to ADR since July 1995	2,355
Total number of matters concluded 1,420 matters settled (63%) 825 matters not settled (37%)	2,245
Current number of pending matters	110
Number of mediators	205
Number of employees needed to administer the project	3



A computer program developed in-house tracks all matters assigned to the Mediation Program, monitors the mediators' assignments and availability, and generates numerous types of statistical reports almost instantly by such categories as individual judge, division, chapter, matter description, and status of matter.

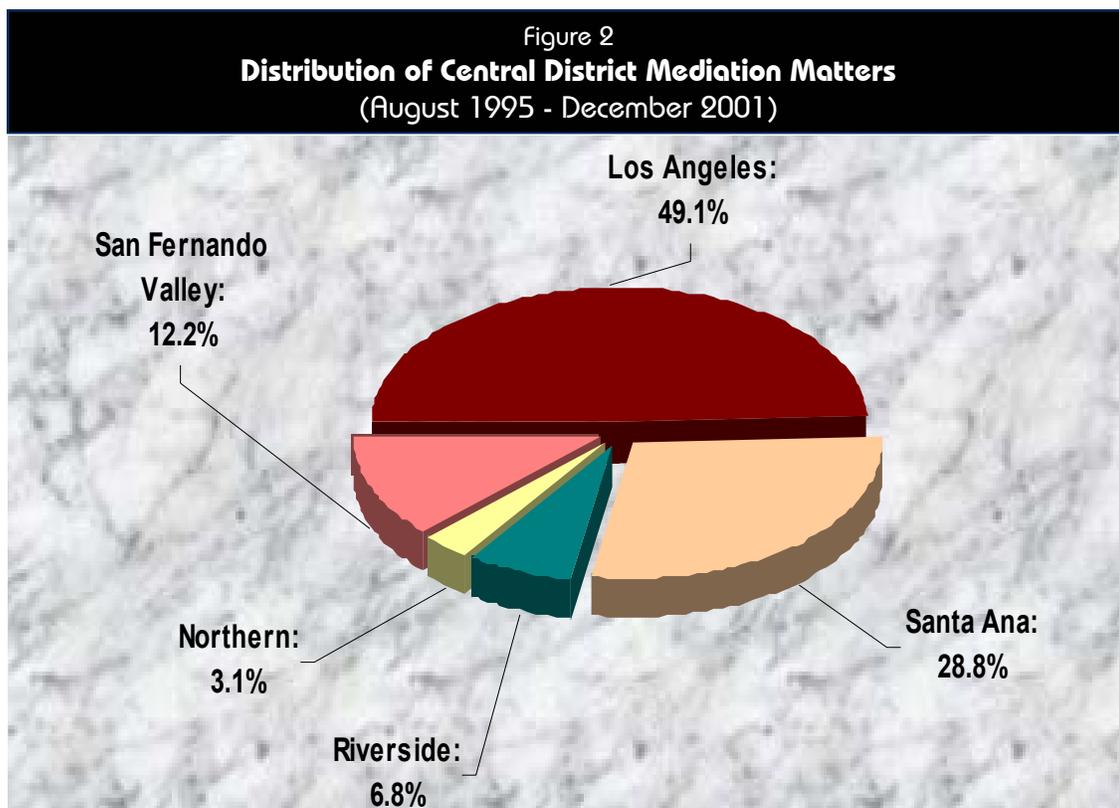
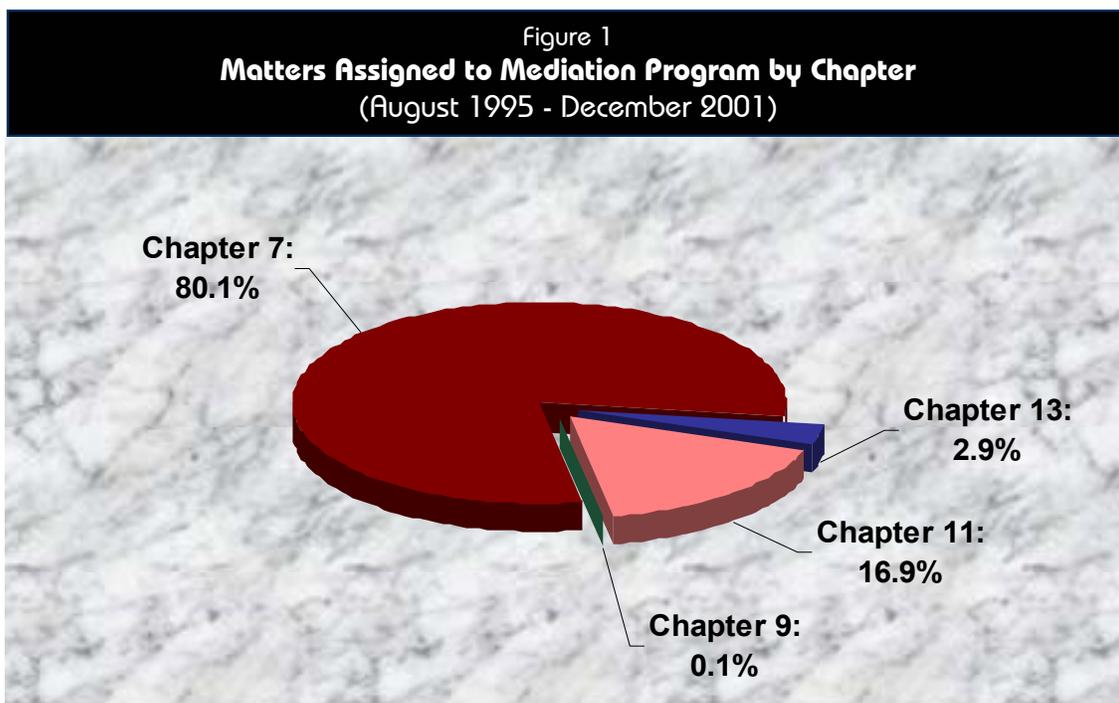
A comprehensive questionnaire enables the Court to determine the participants' perception of the Mediation Program. Data from these questionnaires are analyzed using a statistics software program. Of the questionnaires mailed to parties and attorneys who have attended mediation conferences, 2,133 completed questionnaires have been returned to the Court (representing a return rate of approximately 36%, which is considered excellent in view of the fact that questionnaires are anonymous and voluntarily submitted). Data from the completed questionnaires are outlined in Table 3 below.

Table 3
Participant Satisfaction with Mediation Program as of December 31, 2001

Respondents satisfied with the mediation process.	83%
Respondents who would use the Mediation Program again.	93%
Respondents who considered their settlement fair.	81%
Respondents who believed parties will comply with settlement.	87%
Respondents who believed mediator was effective in encouraging clients to engage in meaningful negotiations.	84%
Respondents who believed mediator was effective in getting the attorneys to engage in meaningful negotiations.	85%

The Central District continues to benefit from the Mediation Program, enabling judges to focus on matters truly requiring judicial intervention. The Mediation Program also provides the judiciary with much-needed data demonstrating that mediation can resolve cases more quickly and at less cost, while reducing the stress and pressure of litigation. The program also provides a model for implementing other successful programs throughout the United States.

The following figures display the matters assigned to the Mediation Program by chapter, as well as the distribution of mediation matters within the various divisions of the Court. (See Figures 1 and 2, below.)





Visiting Bankruptcy Judge Provides Support to the Northern Division

Judge Richard T. Ford, bankruptcy judge from the Eastern District of California, returned to the Northern Division as a visiting judge several times in 2001. During his visits, Judge Ford heard matters related to adversary proceedings from Judge Robin L. Riblet's caseload. Judge Ford held 36 trials and evidentiary hearings during 2001.

Judges Display Commitment to Community Involvement

The bankruptcy judges of the Central District of California maintained a busy schedule outside of the courtroom during 2001. Judges were frequent lecturers at law schools and legal forums. Various articles were also published by the judges during the year. Below are a few of the activities the judges were involved with in 2001:

- Teaching bankruptcy law at a law school and university.
- Judging moot court competitions for various Los Angeles area law schools.
- Co-authoring book on International Insolvency.
- Publishing various articles on bankruptcy-related issues, including a 2001 Editor's Award-winning piece on enforcing non-dischargeable money judgments.
- Serving on multiple bankruptcy committees including the Ninth Circuit's Bankruptcy Education Committee, the Executive Committee of the American Bar Association National Conference of Federal Trial Judges, and the American Inns of Court Movement.
- Serving on the ABA committee drafting guidelines for bankruptcy laws for developing countries.
- Serving as chair of the International Judicial Relations Committee of the National Conference of Bankruptcy Judges and the Ethics 2000 Liaison Committee of the Los Angeles County Bar Association.
- Speaking engagements in front of a variety of local and California bar groups, and numerous attorney "Brown Bag" seminars.



Customer Service

Court Received Two Public Service Image Awards

On June 26, 2001, the Court received two awards from the Federal Executive Board of Greater Los Angeles at its Annual Public Service Image Awards Ceremony. The Public Service Image Awards recognize public agencies that epitomize the highest standard of customer service. The Court received one award in recognition of the establishment of *pro bono* programs in all five divisions designed to ensure that low-income debtors are not legally disadvantaged due to an inability to afford legal representation. The second award acknowledged the Court's dramatic improvement in the nationwide *Bankruptcy Program Indicators* rankings. (See article: *Bankruptcy Court Achieves Extraordinary Improvement in Case Management*, page 34.) Between the years 1993 and 2001, the Court jumped from 87th to a second place ranking among the nation's bankruptcy courts. The Court's excellent performance in the rankings is indicative of the level of customer service provided to the public.

Public Use of Online Case Files Continued to Increase

Online case files were first introduced in the Los Angeles, Northern, and San Fernando Valley divisions in 1998 and expanded to the Riverside and Santa Ana divisions in 1999. By imaging the bankruptcy case documents most requested by the public (i.e., petitions, schedules, amended schedules, chapter 11 and chapter 13 plans, and orders) and making them available through the Court's PACER system, the Court has enabled the public to review and print online case file documents 24 hours a day, 7 days a week, from any computer equipped with either a modem or Internet access. In 2001, electronic images of over two million documents, equating to 4,436,698 pages, were added to the Court's online case files.

Online case file automation is integrated into the Court's existing case management system. High-speed imaging equipment is used to scan case documents, and bar-coded cover sheets assist in linking each image to the appropriate online case file. During the year, this process was streamlined by the Clerk's Office through the introduction of enhanced case management software for several document types. (See article: *Clerk's Office Continues to Add Case Management Enhancements*, page 30.) Before being made available to the public, imaged documents are quality controlled for legibility and to ensure they are linked to the appropriate case and docket entry.

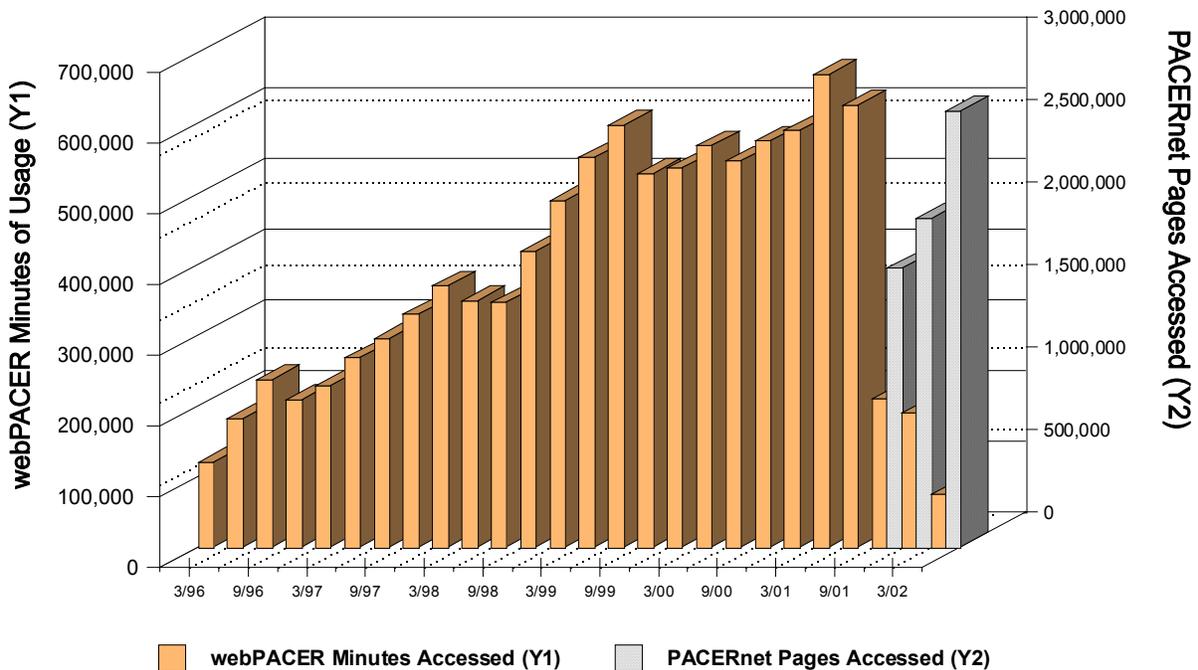
Occasionally, there are "high profile" cases filed in the district that generate a high degree of public interest. In these instances, the Court images every document filed in the case and makes it available for public viewing via PACER. There were two cases during 2001 for which this service was initiated. In relation to the California energy crisis, California Power Exchange Corporation filed for bankruptcy relief under chapter 11 during 2001. Reed Slatkin, the founder of Earthlink, also filed a high profile bankruptcy during 2001, which is available for public viewing.



PACERnet Access to Online Case Files Debuts in the Central District

On July 1, 2001, the public's ability to access online case information through the PACER system expanded with the introduction of PACERnet. PACERnet provides the public with access to the Court's online case file system via the Internet and is an alternative to the older webPACER, a dial-up system. One advantage of the speedier PACERnet system is that it is less expensive to access case files, charging users \$0.07 per page while webPACER charges \$0.60 per minute. Additionally, files can be accessed more quickly since PACERnet is web-based, while webPACER utilizes a dial-up modem to view case files. During the third quarter, the quarter in which the two systems were first made simultaneously available, the two systems generated similar revenue. By the end of the first quarter of 2002, approximately 80% of the billings were from the public's use of PACERnet. It is expected that PACERnet usage will continue to increase as the public becomes more aware of and comfortable with the service.

Figure 3
Central District of California - Bankruptcy Court
PACERnet vs. webPACER Utilization



Voice Case Information System Continues to Provide Information to the Public

The Voice Case Information System (VCIS) is an automated telephone system providing the public with basic bankruptcy case information (i.e., case number, case filing date, chapter, status of case, and asset information) through the use of a touch-tone telephone. This free service is available 24 hours a day, 7 days a week. Due to the increasing popularity of the PACER system, which gives users online access to full case information, usage of VCIS decreased in each of the past two years. During 2001, VCIS received an estimated 438,000 calls, a 19% decrease from the 544,000 handled the previous year. (See Table 4.) However, this decrease was more than offset by the increased usage of the PACER online case information system by the public.

Table 4
Estimated Voice Case Information System (VCIS) Usage: 2000-2001

Division	Total Calls 2000	Total Calls 2001	Number Change	Percent Change
Los Angeles	285,000	195,000	(90,000)	(32%)
Riverside	91,000	90,000	(1,000)	(1%)
Santa Ana	69,000	63,000	(6,000)	(9%)
Northern	31,000	26,000	(5,000)	(16%)
San Fernando Valley	68,000	64,000	(4,000)	(6%)
District Total	544,000	438,000	(106,000)	(19%)

Public Recognizes High Customer Service Levels Provided by Clerk's Office Staff

The 2001 *Customer Service Questionnaire* gave Court staff high marks for competence, courtesy, and efficiency. The purpose of the questionnaire is to gain a user's perspective on the Court's operations. The questionnaire covers topics such as the performance of the Court employee who assisted the customer, the length of the customer's wait, and the appearance of the facility. It also provides customers the opportunity to leave comments and suggestions for the Court's consideration. The following is a breakdown of the results of the 2001 questionnaires:

- Approximately 98% of the respondents rated the "overall service" they received as excellent. "Overall service" includes the courtesy, competence, and speed of the Court employee with whom the customer dealt.
- Nearly 98% of the respondents judged the appearance and the convenience of the facility they visited as excellent.
- Over 82% of the respondents described their wait as short, and 54% indicated that they were served immediately.
- A majority of the respondents (70%) also indicated that they would take advantage of electronic access to the Court (e.g., e-filing, online case access, etc.).

The following table and figures summarize the services used by *Customer Service Questionnaire* respondents, the waiting times encountered, and the types of customers who responded:

Table 5 Customer Service Questionnaire: Services Used in 2001 (Multiple responses possible)	
Intake/Filing Counter	77%
Records	13%
Public Information Office	17%
Courtroom Services	11%
Other	2%



Figure 4
Customer Service Questionnaire: Length of Wait
(January - December 2001)

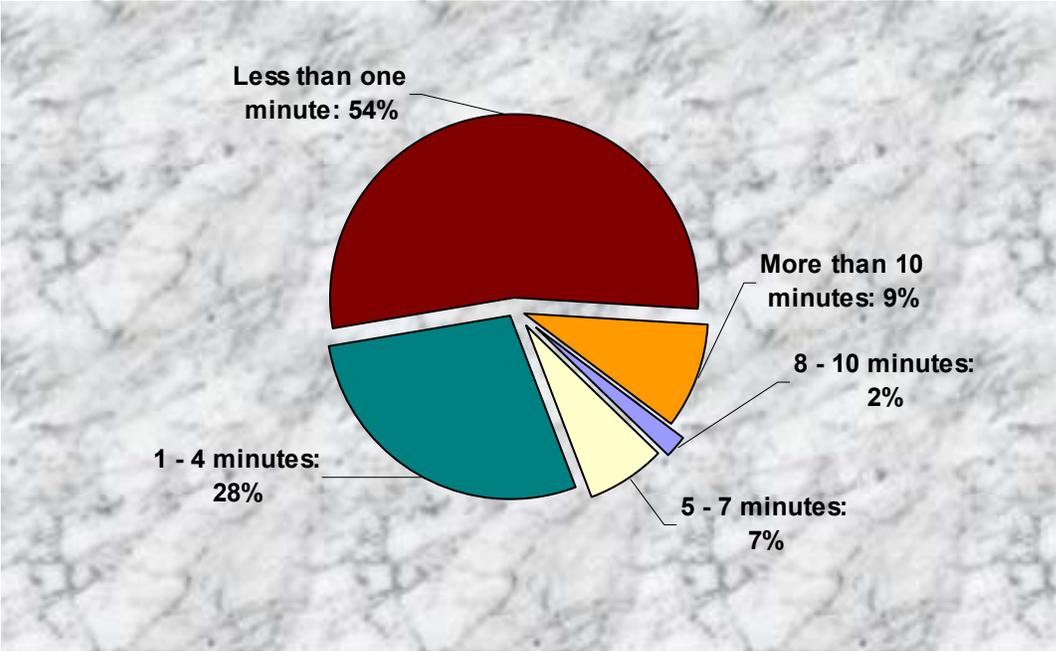
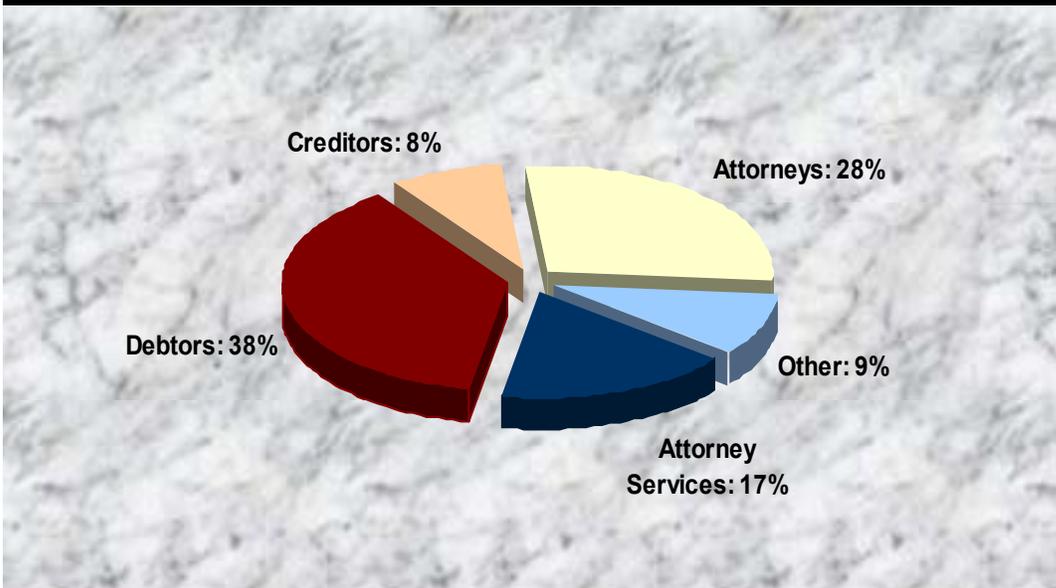


Figure 5
Customer Service Questionnaire: Who Responded
(January - December 2001)



**Security Concerns Force Change in Drop Box Policies**

In light of security concerns and District Court efforts to address these concerns, the Court eliminated the drop boxes in the Riverside and Santa Ana divisions. However, drop boxes remain available for public use in the Los Angeles and San Fernando Valley divisions. The drop boxes are available from 7:00 a.m. to 6:00 p.m. at the courthouses in Los Angeles and the San Fernando Valley. The boxes give the public an opportunity to file documents after normal court hours and can also be used during business hours to avoid waiting in line.

JNS Copy Service Awarded New Contracts

JNS Copy Service was awarded the on-site copy service contracts for all five divisions. The contracts took effect on October 1, 2001. The photocopy charges for the public decreased for all divisions as a result of the new two-year contracts. The Clerk's Office was responsible for soliciting the bids and awarding the contracts in a new decentralized procedure with guidance from the Administrative Office of the United States Courts.



Facilities/Emergency Preparedness

Building Security Measures Undertaken

In response to security issues raised by the September 11 terrorist attacks in New York City and Washington, D.C., and the subsequent national anthrax mail threat, the Clerk's Office undertook several measures to ensure the safety of both the staff and the public. The new initiatives included increased security at all five divisions and instructions for employees on handling various emergency situations. Additional supplies (e.g., gloves, face masks, portable showers, etc.) were distributed for the safety of those individuals handling mail. Instructions on what to do in the event of possible exposure to anthrax were provided to all staff. Also, the Clerk's Office revised and updated the existing emergency manuals to ensure that the Court could act swiftly in the event of an emergency.

Court Responds to State Energy Crisis

In response to the energy crisis in the state of California, the Court implemented a district-wide disaster recovery plan in March 2001 to ensure that current data would be available for restoration in the event of a disaster or data corruption at any of the divisions. Each division also developed Power Outage Action Plans, which outline procedures for staff to follow to minimize damage in the event of a prolonged power outage and to also restore court operations as soon as possible.

Improvements Made to Court Facilities throughout the District

Numerous physical and operational improvements were made to Court facilities throughout the district in 2001. Below is a list of the major projects undertaken.

- In line with cyclical maintenance directives, a carpet replacement program was initiated in 2001 in the Edward R. Roybal Federal Building involving public corridors and judges' chambers. Carpeting was replaced in public corridors on the 9th, 10th, 12th, and 13th floors. Carpet replacement also began in the judicial areas of the building.
- Flush-mounted, in-wall monitors providing electronic hearing dates, times, and locations were installed in the main lobby and on the 5th and 6th floors of the Santa Ana Division. The Court Calendar Program, the NIBS electronic calendaring enhancement, provides the public with up-to-date calendar information via these monitors.
- The installation of Federal Judicial Television Network (FJTN) satellite dishes in the Riverside, Northern, and San Fernando Valley divisions completed this communication link to both the Administrative Office of the United States Courts and the Federal Judicial Center for the entire district. The satellite dishes enable the independent direct reception of programs and other training-related broadcasts by each division.
- A district-wide repair/maintenance program was launched. The scope of work includes repairs and refinishing of all courtrooms, touch-up of millwork in chambers, wallcovering cleaning, and general repairs in all divisions.
- A public areas artwork program was approved. Artwork committees in each division made selections.
- Construction of a secured parking structure for the judges in the Riverside Division has begun. Completion is expected in the first quarter of 2002.



Human Resources

Court Completes Staff Restructuring

In response to the decrease in the fiscal year 2001 budget, particularly the amount allocated for staff salaries, the Court was forced to reorganize and reduce its staff. Many employees were reclassified into jobs that more accurately reflected the person's skills. The Court offered assistance to displaced employees by opening a temporary Career Transition Center. The Court also promoted cross-training among employees in different departments.

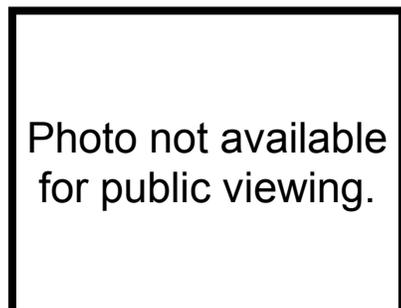
In order to improve staff development procedures, the Court reorganized the Quality Assurance/Training Department into two separate entities: Staff Development and Quality Assurance. The mission of the revamped Staff Development Department is to create a broad Court training plan that provides for comprehensive training to all employees focusing on their present job function while developing staff skills to ensure that the Court's staffing needs can be met in-house. The Quality Assurance function, which handles quality control issues such as improving procedures and developing software, was transferred to the Analysis and Information Department. The reorganization was completed during the first quarter of 2001.

Tuition Reimbursement Program Assists Staff in Achieving Educational Goals

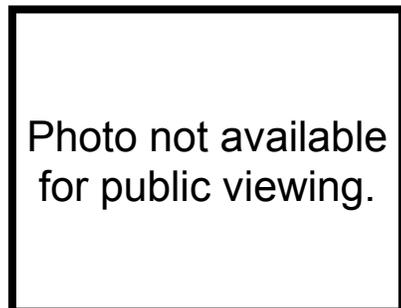
Providing financial assistance to Court employees pursuing work-related educational goals since 1997, the Court's Tuition Reimbursement Program helped 11 employees earn college credit during the year. One employee earned a master's degree during 2001 with support from the program. Overall, the employees received nearly \$4,000 in tuition reimbursement during 2001.

Superior Performance by Staff Recognized during Annual Awards Ceremonies

Once again, each divisional office held a Special Service Award ceremony to honor Court employees for their hard work during the year. Executive Officer/Clerk of Court Jon D. Ceretto joined Chief Judge Geraldine Mund in expressing appreciation for another successful year and reiterated the Court's important function during the national crisis. The ceremony also featured additional "thank you's" from Judge Russell in Los Angeles, Judge Jury in Riverside, Judge Ryan in Santa Ana, and Judge Riblet in Santa Barbara. Length of Service Awards were presented by each division's Deputy-in-Charge to employees based on the length of their tenure with the Court. Chief Deputy of Operations Michael Rotberg and former Chief Deputy of Administration David Grube presented individual service awards to employees who demonstrated an outstanding commitment to service. Each ceremony was followed by a catered buffet and the presentation of a rolling-style backpack embroidered with the Court's logo as a show of gratitude to employees. However, the festivities reflected a note of somberness, as the majority of the ceremonies were delayed due to the terrorist attacks of September 11. At the ceremonies, Judge Mund emphasized the need for greater community involvement and called on staff to create volunteer service programs at each division.



San Fernando Valley



Northern Division



Abra ESS Rolled Out for Staff Access

The Abra Employee Self-Service (ESS) program was rolled out to all Clerk's Office employees in November 2001. Abra ESS allows employees to view their personal data maintained by the Human Resources Department, such as basic employee demographic information, emergency information, salary data, performance evaluation due dates, and leave balances, from their own desktop computers. Users are also able to link to a variety of human resource-related web sites and submit requests to update personal information from within Abra ESS. The Human Resources Department prepared a user-friendly manual that was distributed to the entire Court staff. The manual provides users with step-by-step instructions on accessing and navigating through the system.



Employee of the Month Successfully Continued in 2001

Each month, the Court bestows an "Employee of the Month" award upon a staff member in the Clerk's Office who has gone above and beyond the scope of his or her responsibilities to either assist the public, help fellow employees, or improve the work environment. At a special monthly ceremony, each winner received a moderate cash award, an "Employee of the Month" certificate, a leather portfolio, a special award to display in his or her workstation and a photograph of the presentation. Additionally, an article spotlighting the employee appeared in the Court's monthly newsletter, the *Full Court Press*.

2001 Employees of the Month



TOP ROW (FROM LEFT):

JON D. CERETTO, EXECUTIVE OFFICER/CLERK, DANIELLE CHACKEL - NORTHERN (OCTOBER),
LITAUN LEWIS - LOS ANGELES (JULY), ANGEL PAVIA - LOS ANGELES (SEPTEMBER),
NANCY VANDENSTEEN - LOS ANGELES (MARCH), JAMES SANDINO - LOS ANGELES (AUGUST)

BOTTOM ROW (FROM LEFT):

ED PABROS - RIVERSIDE (APRIL), JESSIE TENG - LOS ANGELES (MAY),
JANE FOMOCOD - LOS ANGELES (JANUARY), THANHVI NGUYEN - SANTA ANA (JUNE),
LATISHA McDONALD - RIVERSIDE (DECEMBER), VERONICA MAGNO - SAN FERNANDO VALLEY (FEBRUARY)

NOT PICTURED:

FERN CAMPBELL - SAN FERNANDO VALLEY (NOVEMBER)



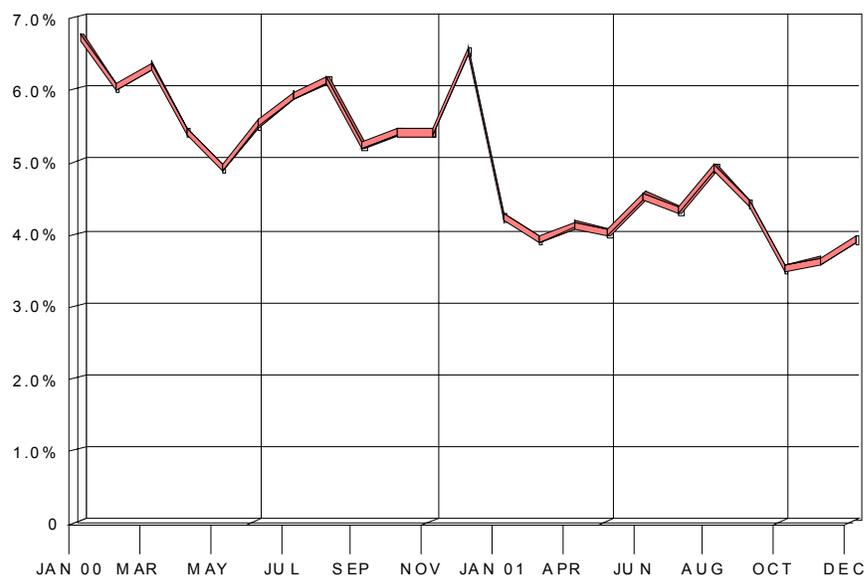
Quality Assurance/Training

Quality Control Efforts Result in Improved Data Entry of New Petitions

The Clerk's Office achieved a 29% reduction in the number of petitions containing a data entry error in 2001, compared to its performance in 2000. This was an impressive achievement given that each petition contains hundreds of characters that must be entered into the Intake Cashiering System (ICS). During 2001, nearly 96% of all petitions were entered into ICS completely error free. The improvement resulted from better data entry procedures implemented during 2001, along with an increased emphasis on quality.

A new version of the automated program used for the quality control of new petition data entry (QC/ICS) was implemented throughout the district in March 2001. The new version of the program is more user-friendly and accurate than the original version. The system has increased reporting capabilities for all new petitions throughout the district, which provides management with information on common input errors. It allows each division to detect and correct any errors prior to entering petition data into NIBS, the case management system, and PACER. It also decreases the amount of time taken to correct errors before information is entered in the case management system. The new automated program resulted in multiple benefits such as saving approximately 40 hours of staff time per month in the review of new petitions, and enhancing customer service by improving the accuracy of petitions. Additionally, the error data collected by QC/ICS enabled management in each division to identify specific areas of weakness and tailor corrective action to address those areas.

Figure 6
Central District of California - Bankruptcy Court
Percent of New Bankruptcy Petitions with Data Entry Errors



Court Continues to Develop Staff Skills

As in years past, the Court continued to emphasize the development of skills in the areas of automation, bankruptcy operations, team building, leadership, and general office skills. During 2001, a total of 10,425 hours of training was provided to staff through 1,579 training sessions and courses. (See Table 6.)



**Table 6
District-Wide Training: 2001**

Classes		Staff Participant Hours					
Name	Quantity	Total	LA	AS	SA	ND	SFV
SOFTWARE/COMPUTER TRAINING							
Judges/Judicial Assistants Automation (various)	25	150	78	6	54	-	12
Abra ESS	9	45	25	7	6	2	5
QC/ICS	7	130	56	18	20	12	24
Intellitrack	1	1	-	-	-	-	1
Citrix	2	3	-	-	3	-	-
CISCO	2	11	-	-	7	4	-
Lotus Notes	28	200	21	176	3	-	-
Windows XP	1	105	105	-	-	-	-
Java Script	3	42	42	-	-	-	-
Netware	4	8	-	-	8	-	-
Visual Basics	5	360	360	-	-	-	-
PowerPoint	3	136	94	-	42	-	-
SOFTWARE/COMPUTER TRAINING TOTAL	90	1,191	781	207	143	18	42
FJC/RO-SPONSORED PROGRAMS & FJTN PRESENTATIONS							
Leadership for Results	16	150	78	38	24	2	8
Human Resources Benefits and Information (various)	25	263	95	53	42	7	66
How to Think Like Leonardo da Vinci	1	13	13	-	-	-	-
Information Technology Talk	2	10	7	-	3	-	-
Lotus Notes Migration	2	6	4	-	2	-	-
Manager as Writing Coach II	2	12	6	-	-	-	6
Making Your Mark By Proofreading	2	73	60	-	-	-	13
Court Forum: Managing Performance Problems	4	67	26	26	10	5	-
Workshop for the 9th Circuit Judicial Sec's and JA's	4	28	14	14	-	-	-
How Cases Move Through The Bankruptcy Court I-IV	4	69	69	-	-	-	-
Adobe Acrobat Forms, Security and Web Capture	1	1	-	-	-	1	-
FJTN Lotus Notes/ECF	1	2	-	-	2	-	-
FJC/RO-SPONSORED PROGRAMS & FJTN PRESENTATIONS	64	694	372	131	83	15	93
OTHER TRAINING							
On the Job Training/Lunch and Learn	1,334	6,508	271	4,110	1,267	201	659
Simply Grammar	10	298	198	50	14	-	36
Write to the Point	8	222	144	-	42	12	24
Video P/A	6	40	-	-	40	-	-
Time Management	2	27	20	-	-	7	-
Presentation Skills	2	28	14	14	-	-	-
ASPI	1	7	-	-	7	-	-
New Employee Orientation	4	10	6	2	-	-	2
Asset Inventory Procedure Training	3	66	38	5	8	5	10
FERS/CSRS Retirement	14	239	49	120	44	22	4
Video Conferencing	1	3	-	-	-	-	3
Emergency Preparedness/Personal Safety	13	147	39	13	32	-	63
Extern Training	6	276	234	6	6	6	24
Who Moved My Cheese?	3	57	21	-	-	36	-
Clerk's Office Seminar	15	588	315	84	63	42	84
New Financial Administrator	2	16	16	-	-	-	-
Transition and Change	1	8	-	-	-	-	8
OTHER TRAINING TOTAL	1,425	8,540	1,365	4,404	1,523	331	917
GRAND TOTAL	1,579	10,425	2,518	4,742	1,749	363	1,052

**Skills Criteria Established for Case Initiation and Courtroom Services**

As part of the staff reorganization commenced in 2000, the Clerk's Office developed a list of basic skills for the majority of Case Initiation and Courtroom Services positions. The list identifies the proficiencies that are required for specific positions within the two operational sections and provides employees with a clearer understanding of the skills they must possess in order to advance. The Court will benefit through a better trained workforce that is capable of performing a wider range of tasks. During 2001, 21 employees were promoted, having achieved the proficiencies required for advancement.



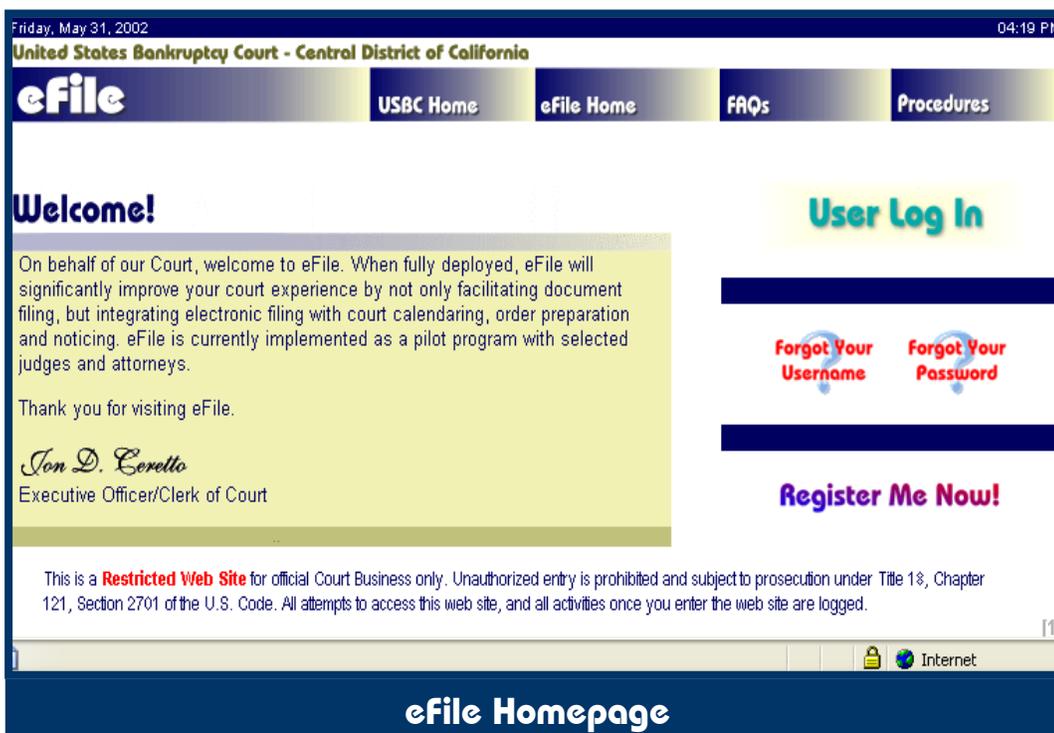
Technology

***eFile* Pilot Nears Launch Date**

By the end of 2001, the Clerk's Office had neared completion of a project to launch *eFile*, a user-friendly program for accepting electronically filed documents. An *eFile* pilot program for the electronic filing of motions for relief from the automatic stay commenced in the Los Angeles Division in early 2002 and plans are underway to expand the *eFile* pilot by increasing the number of participating judges, divisions, and types of documents that can be accepted by *eFile*.

Developed utilizing Lotus Notes, *eFile* features screens that emulate the current paper relief from stay motion forms, with fill-in fields and check boxes. Once the user has completed an online registration, filing an *eFile* motion becomes similar to completing a "fillable" online form. Because the user interface is uncomplicated and intuitive, formal user training is not necessary. Online procedures are posted on the Court's web site and an *eFile* administrator is available for support by telephone.

eFile eliminates redundant operational processes through its integration with the Court's existing automated systems, including those for cashiering, docketing, calendaring, and online case files. A motion filed through *eFile* is automatically cashiered, a docket entry is entered on the case docket, the hearing is placed on the judge's calendar, and an image of the *eFile* motion is attached to the online case file. An *eFile* enhancement, currently under development, will enable participating judges to instantly generate orders from the bench that are automatically signed and entered on the docket. Integration of *eFile* into existing systems enables the Court to continue to benefit from the numerous programs and enhancements developed by the Clerk's Office that have become essential factors in achieving its exemplary levels of case processing efficiency. *eFile* has been designed as a forerunner to the Court's eventual migration to the national Case Management/Electronic Case Files system.





Clerk's Office Continues to Add Case Management Enhancements

The Clerk's Office continued to develop and introduce systems enhancements to its case management automation, adding to the over 60 automation enhancements that have been incorporated since 1995. These enhancements help streamline case processing and save staff time, while improving the delivery of reliable case data to the public. Automation enhancements are designed to reduce redundant data entry, improve the quality and timeliness of case data, track cases and critical case events, and improve customer service. These systems enhancements have been a major factor in enabling the Court to dramatically improve its overall case processing efficiency from a consistently low national ranking amongst bankruptcy court districts in the early 1990's to top rankings by 2000. (See article: *Bankruptcy Court Achieves Extraordinary Improvement in Case Management*, page 34.) During 2001, the Clerk's Office initiated the following case management software enhancements in all divisions:

- **New Petition QC/ICS Program** - An automated program for the quality control of new petition data was successfully launched in all five divisions on March 26, 2001. (See article: *Quality Control Efforts Result in Improved Data Entry of New Petitions*, page 26.) The new program streamlines and standardizes the quality control process for new petition data entry for the entire district, enabling each division to detect and correct any errors prior to the upload of new petition data from the cashiering system to the Court's case management system. The new program also greatly improves upon the collection and analysis of data, and enables management to identify quality trends and specific training needs. QC/ICS also saves approximately 40 hours of staff time each month in the production of monthly statistical reports.
- **Professional Fee Module** - To facilitate complete and accurate records for professional fees, a NIBS enhancement was introduced that automatically displays the professional fees module when the appropriate docket entry is made so that the entry of the professional fee data is not overlooked. The search feature was also improved to enable staff to more quickly locate professionals already in this vast database.
- **Quality Control Automation for Document Images** - A new automated quality control program was developed by the Clerk's Office to identify missing document images. It produces reports of all docket entries that should have a related document image but do not, enabling staff to take timely corrective action. This user-friendly program can be run by operations staff.
- **Auto-Imaging of Order Closing Adversary Proceedings** - Modeled after enhancements for the order closing discharged and dismissed chapter 7 cases, this new automation feature saves labor involved in creating an image of the order closing an adversary proceeding and attaching it to the online case file. This feature is estimated to save approximately 50 hours of district-wide labor per month.
- **Case Data Archive Program** - The Clerk's Office successfully implemented a program designed to archive NIBS case data for cases closed as of April 1997 (with no activity since then). The program reduced the size of the large Los Angeles Division NIBS database, resulting in increased system stability. The archived cases are easily accessible by selecting "Los Angeles Archives" in PACER from the "Select a Division" pull down menu.



Servers Upgraded to Support Higher Speeds and Additional Capacity

During 2001, servers in the district were upgraded to increase the processing speed and hard drive capacity of the system. The network operating system was also upgraded from Novell Netware 3.2 to Novell Netware 5.1. The new operating system enables centralized administration of user accounts, access rights, file systems, and network printers from one common interface. The new features streamline network administrative tasks and enable technical staff to more easily provide support among divisions.

Print-for-Fee Provides Additional Public Access to Online Case Files

Developed by the Clerk's Office, the Print-for-Fee program enables customers visiting the courthouses to automatically request a printed copy of documents in online case files, without the assistance of the Clerk's Office staff. Using a user-friendly interface from computers in the public areas of all divisions, customers can electronically request a copy of a document from an online case file. The requested document pages are printed by an Intake cashier upon receipt of payment from the requesting party. The service initially cost \$0.50 per page, but was reduced to \$0.10 per page on July 1, 2001. In the six weeks following the price reduction, usage of the system doubled compared to the six weeks prior to the cost reduction. The increasing popularity of the Print-for-Fee system decreases the workload for the district staff and provides the public with easier access to case information.

Court Continues to Rely Upon Video Conference Hearing Technology

Introduced in 1999, video conference hearing technology continued to provide the Court with flexibility in administering its caseload by enabling judges to handle cases in two or more divisions without the time, cost, and inconvenience associated with travel. This technology also enables judges from other districts to provide support in the capacity of visiting judge without traveling to the district.

- **Major Upgrade of Video Conference Hearing Technology Completed** - The Clerk's Office completed a project commenced in 2000 to upgrade the cabling, infrastructure, and systems for video conference hearings in all five divisions. With the upgraded cabling and infrastructure installed in all courtrooms, video conference hearing equipment that is on a mobile "video cart" can be shared among courtrooms, saving equipment expense, while providing access to backup video equipment. The new video conference system features a user interface that is easier to use than the previous system, thus improving the ability of judges and courtroom staff to manage video hearings. The system also enables more screen configurations and increases flexibility in setting up a variety of courtroom views.



Mobile Video Cart



- **Intra-District Case Assignments Facilitated by Video Conference Hearing Technology** - During 2001, to balance its caseload between divisions without changing geographical boundaries, the Court continued to rely upon video conference hearing equipment to facilitate the routine assignment of intra-district cases to judges. Judges James N. Barr and John E. Ryan, both located in the Santa Ana Division, were assigned partial caseloads from the Riverside Division that they heard on a regular basis through video conference hearing technology. Judge Barr and Judge Ryan have been handling Riverside Division cases in this manner since 1999. Judge Robin L. Riblet continued to receive a partial caseload from the San Fernando Valley Division which she heard from her Northern Division courtroom, as she has done since February 2000.
- **Other Uses of Video Conference Hearing Technology**
 - The Bankruptcy Appellate Panel met at the Santa Ana Division to handle bankruptcy appeals from throughout the Ninth Circuit and utilized video hearing technology to hear arguments from litigants in both Portland, Oregon, and Las Vegas, Nevada.
 - Judge John L. Peterson, from the District of Montana, used video conferencing to hear adversary proceeding matters assigned to Judge Ellen Carroll in the Los Angeles Division.
 - Judge Ruggero J. Aldisert, a Senior Circuit Judge for the Third Circuit Court of Appeals who resides in Santa Barbara, used the Northern Division's video conferencing equipment to attend a Third Circuit hearing in Philadelphia.
 - Chief Judge Thomas T. Glover of Seattle, Washington, provided assistance to the Los Angeles Division by hearing matters assigned to Judge Samuel L. Bufford by video conference.

New Tape Backup Procedures Improve Disaster Recovery Preparedness

To improve the Court's ability to recover vital data in the event of a disaster or other data loss, the Court developed a system to backup data tapes without the cost of an outside service. The backup tapes include all user files, electronic dockets and other case data, as well as online case files.

San Fernando Valley Phone Tree Improves Emergency Readiness

Modeled after telephone paging trees in the Riverside, Santa Ana, and Northern divisions, the San Fernando Valley Division upgraded its phone system to enable selective telephone paging. This password-protected system enables management to dial a code that corresponds to a specific zone in the division (or the entire division) to address staff through the external telephone speakers. This paging system improves the ability of staff to effectively respond to emergency situations.



ASPI Sound Systems Installed District-Wide

To improve communications during video and teleconferencing, the Court replaced its Gentner sound system with a new ASPI system in selected courtrooms in all five divisions. The new system features digital echo canceling and audio pollution technology that eliminates distracting feedback and automatically adjusts sound volumes, thereby improving the sound quality of video proceedings.

All Local Bankruptcy Rules Forms Upgraded to Fillable Format

The Clerk's Office upgraded all Local Bankruptcy Rules forms to a "fillable" format and posted the forms on the Court's web site. The "fillable" forms were created in response to input from attorneys who wanted convenient online access to the forms. The forms, which can be used without additional software, can be found on the Court's web site under "Procedures/Rules/Forms" under the subcategory of "Local Bankruptcy Rules Forms." The "fillable" forms are easier for the public to complete and improve the legibility of documents filed with the Court.

Remote Computer Access Expanded

Citrix, a system that improves remote computer access to network-based applications, was expanded to include all bankruptcy judges throughout the district. A combination server and software, Citrix enables users to dial in and access their files over regular telephone lines. Since the programs accessed through Citrix actually run on the servers in the office instead of on a remote laptop or remote desktop computer, considerably less data is transmitted. This reduction in the exchange of data over telephone lines significantly improves the speed and response times of the remote computers over the previously supported PC Anywhere software.



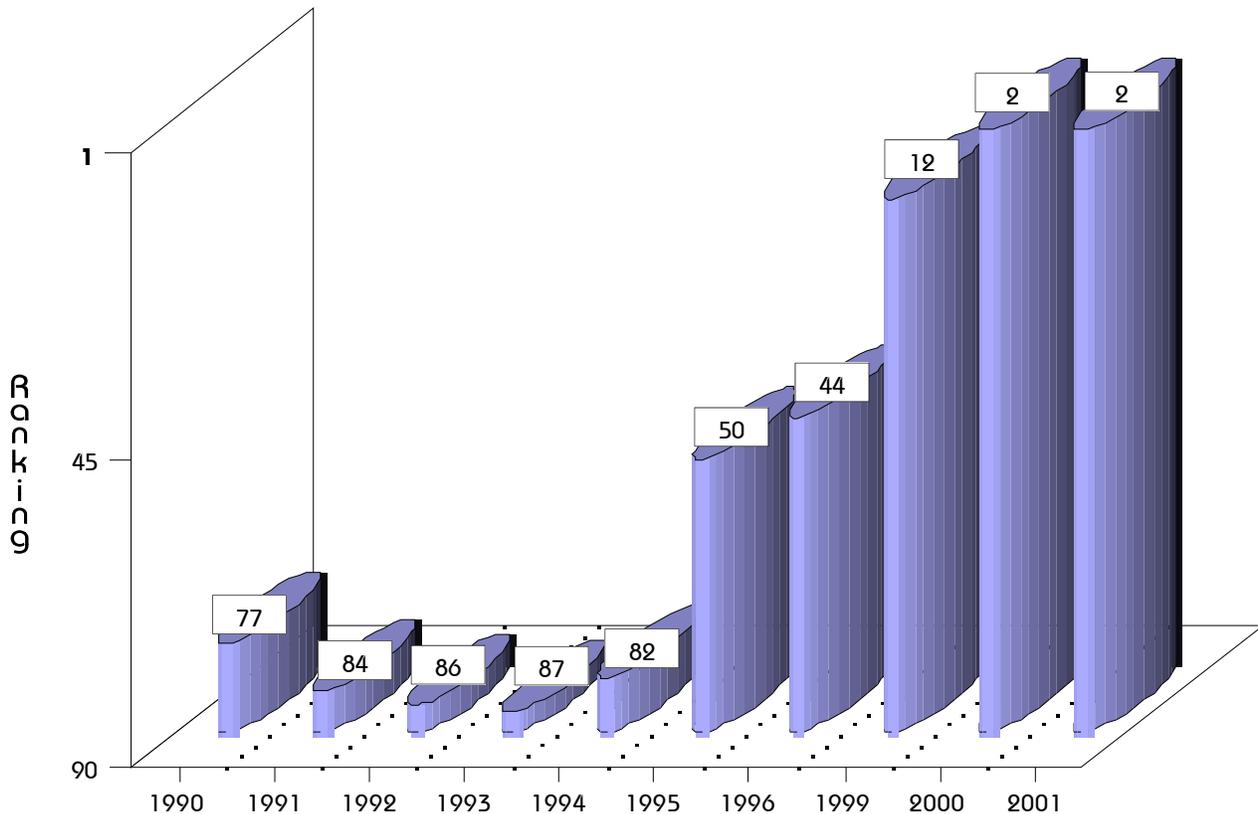
Case Administration

Bankruptcy Court Achieves Extraordinary Improvement in Case Management

The Court ranked second in the nation in case management efficiency for the 12-month period ending December 31, 2001. Based on the 16 measures in the *Bankruptcy Program Indicators* measuring case processing efficiency, the Central District of California Bankruptcy Court continued to rank second nationally out of the 90 courts in the nation. The performance continues a remarkable turnaround which began in 1993, when the Court ranked 87th in the nation.

In addition to providing comparisons with other bankruptcy courts throughout the nation, the *Bankruptcy Program Indicators* are also utilized by the Court to track its case management performance. (See Table 7, next page.) From December 2000 to December 2001, the Court improved or maintained its performance in 9 of the 16 case processing categories measured by the *Bankruptcy Program Indicators*. Further, the Court exceeded or equaled the national average in 15 of the 16 measures. Surpassing the most optimistic projections made just a few years ago, the Court achieved this phenomenal success through effective goal setting, streamlined operations, and the integration of well-designed automation enhancements.

Figure 7
Central District of California - Bankruptcy Court
Case Processing Ranking Out of 90 Districts: 1990-2001*



*No rankings available for 1997 and 1998



Table 7
Bankruptcy Program Indicators
12 Months Ending December 31, 2001

Chapter 7 Cases	National Median	Central District of California			
		2001	2000	1999	1998
Median Disposition Time	3.8 mos	3.6 mos	3.6 mos	3.6 mos	3.9 mos
% Open After 6 Months	12.1%	5.0%	4.9%	5.4%	7.8%
% Open After 12 Months	5.9%	2.1%	1.7%	1.7%	2.3%
% Open After 36 Months	1.2%	0.4%	0.4%	0.6%	1.0%
Average Age of Pending Cases	9.4 mos	5.7 mos	5.3 mos.		
Chapter 13 Cases					
Median Disposition Time	38.1 mos	10.6 mos	10.9 mos	13.5 mos	15.9 mos
% Open After 6 Months	91.1%	58.0%	62.4%	65.6%	81.8%
% Open After 36 Months	40.4%	12.4%	11.6%	14.6%	17.0%
% Open After 72 Months	1.4%	0.4%	0.2%	0.1%	0.1%
Average Age of Pending Cases	22.8 mos	19.3 mos	18.5 mos		
Chapter 11 Cases					
% Open After 48 Months	16.9%	11.6%	13.2%	16.6%	14.8%
Average Age of Pending Cases	25.5 mos	25.5 mos	40.6 mos		
Adversary Proceedings					
Dischargeability (11 U.S.C. § 523) Median Disposition Time	6.0 mos	4.9 mos	5.1 mos	5.6 mos	6.0 mos
Average Age of Pending Cases	9.6 mos	8.5 mos	9.0 mos		
Other than Dischargeability Median Disposition Time	6.9 mos	7.8 mos	7.8 mos	7.2 mos	8.2 mos
Average Age of Pending Cases	14.4 mos	14.3 mos	14.2 mos		



Pending Caseload Remained Low Despite Increase in Bankruptcy Filings

During 2001, the pending caseload for the Bankruptcy Court increased from the record low number of pending cases reached in the previous year. As of December 31, 2001, a total of 46,001 bankruptcy cases were pending, a 5.7% increase from the 43,517 cases pending at the end of 2000. The gain in the number of pending cases resulted from the increase in bankruptcy filings during 2001. However, the percentage increase in the pending caseload was less than the percentage increase in overall filings. (There were 87,374 new filings during 2001 compared to 79,901 filings in 2000, representing a 9.4% increase.)

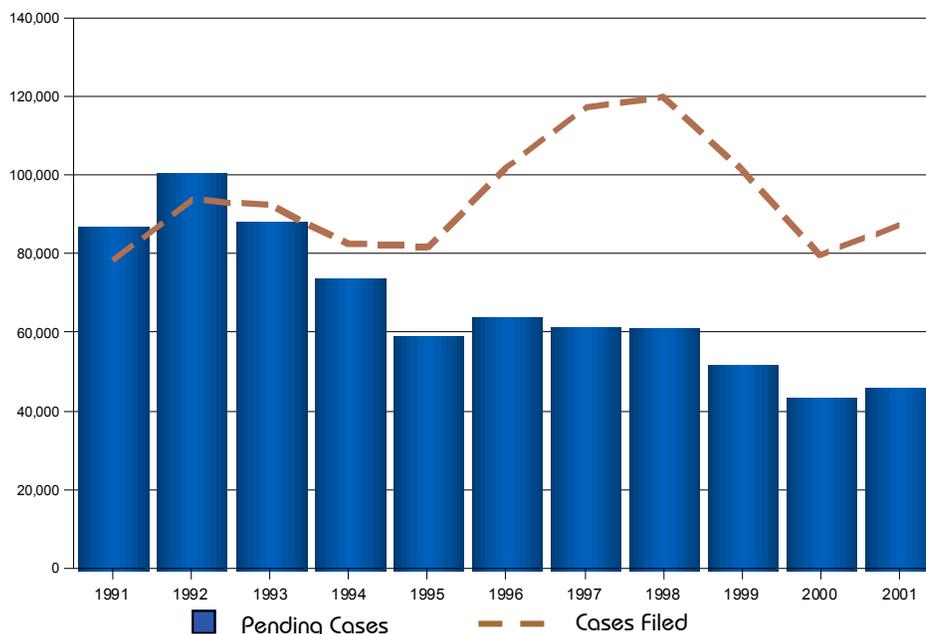
Not only has the Clerk's Office carefully monitored and controlled the number of pending cases, but the age of the pending caseload has also improved. Compared to 1995, the Court now has remarkably fewer cases that have been open for more than six years. Since 1995 (the first year for which information is available), the Court has made significant reductions in the percentage of older cases that remain pending. (See Table 8, below.) The Clerk's Office staff has made the closing of cases open for more than three years a priority in recent years.

Table 8
Central District of California - Bankruptcy Court
Analysis of Pending Case Aging: 1995 vs. 2001

	Pending Case Aging Category	12/31/95	12/31/01	Percent Change
Chapter 7	Percent ≤ 4 Months	56.4%	81.0%	30.4%
	Percent over 6 Years	4.7%	1.2%	(75.5%)
Chapter 11	Percent over 6 Years	18.5%	9.2%	(50.3%)
Chapter 13	Percent 3 Years or Less	82.2%	81.5%	(.09%)
	Percent over 5 Years	5.0%	1.8%	(64.0%)
Adversary Proceedings	Percent ≤ One Year	64.2%	70.4%	8.8%
	Percent over 3 Years	13.9%	6.6%	(52.6%)



Figure 8
Central District of California - Bankruptcy Court
Pending Caseload vs. Bankruptcy Filings: 1991-2001



Docketing and Imaging Performance Continues to Excel

To ensure efficient case processing and the timely availability of case information to the public, the Clerk’s Office monitors the time it takes to enter a document on the bankruptcy case or adversary proceeding docket from the day it is filed with the Court. The outgrowth of this monitoring resulted in the creation of Time-to-Docket goals, which are a series of targets that measure the number of days it takes to docket orders and other items. The attainment of these goals generates a sense of friendly competition between the divisions. During 2001, the Clerk’s Office docketed a remarkable 90.4% of the 3,320,023 documents filed with the Court within one day of filing (excluding automated entries), a continuation of the excellent docketing performance achieved in 2000.

Along with docketing statistics, the Court also tracks the time it takes for a document to be imaged from the date it was entered on the case docket. During 2001, 90.1% of all items were imaged within one day of docketing. The timely imaging of documents gives the public timely access to the most recent documents filed in the online case files.



Community Outreach

Court Employees Increase Charitable Contributions

In 2001, Court employees contributed \$49,691 to a number of charities through the Combined Federal Campaign (CFC). This represents a 7% increase from the total contributions pledged in 2000. The CFC, established in 1963, is the only authorized charitable campaign in the federal government workplace. The CFC enables federal employees to contribute money to hundreds of different charities, supporting worthwhile causes throughout the world. The Court also supplies the CFC with a “loaned executive,” who coordinates the campaign with various government agencies in determining and reaching common contribution goals. For 2001, employees were also allowed to contribute to agencies established for those affected by the September 11 terrorist attacks.

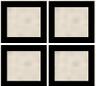
Division	2000 Dollars	2001 Dollars	Percent Change
Los Angeles and San Fernando Valley	\$33,654	\$35,873	6%
Riverside	\$5,933	\$6,332	6%
Santa Ana	\$6,212	\$6,888	10%
Northern	\$756	\$598	(21%)
TOTAL	\$46,555	\$49,691	7%

Caregiver Support Group Continues in Riverside

The Riverside Division continued to hold meetings for the “Caregivers in the Workplace” support group during 2001. The meetings, which started in February 2000, are facilitated by the Inland Caregiver Resource Center (ICRC). The ICRC is a non-profit organization that aids the families of persons with adult-onset brain disorders (e.g., Alzheimers, Parkinson’s disease, Huntington’s disease, Multiple Sclerosis, stroke, etc.). Lunch hour meetings are held once a month and revolve around the discussion of different topics, such as placement issues or the effect of the terrorist attacks. Occasionally, outside speakers are invited to give presentations to the group. The meetings provide an outlet for individuals who care for special-needs family members.

Court Assists Speech-Impaired Debtor

Maintaining the Court’s objective of achieving an impartial environment, special assistance was provided to a speech-impaired debtor to facilitate the debtor’s understanding of and participation in the hearing. A projector was linked to a laptop computer to display text typed by the debtor on a retractable screen in the courtroom. The judge’s extern also read the comments aloud for the record and for improved clarity. The Court also added a new sign language interpreter policy during 2001 to streamline and standardize the process. This situation exemplified the Court’s commitment to assisting physically-impaired individuals involved in hearings.



Youth Day Observed in District

Over 130 children throughout the district participated in Youth Day held on April 26, 2001. Each division developed a program to show the children the purpose of the Court and provide an overview of the judicial system. The programs consisted of several activities including scavenger hunts, mock trials, sitting in on court hearings, a poster contest, and a demonstration of the electronic recording of a hearing. Court employees, acting as “chaperones,” explained their job duties and led such games as “Bankruptcy Bingo” and “Bankruptcy Word Search.” The day was a fun experience for young and old alike.

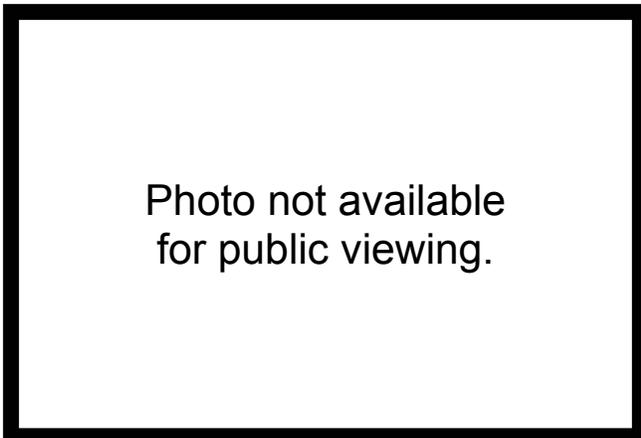


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for public viewing.

Los Angeles Division

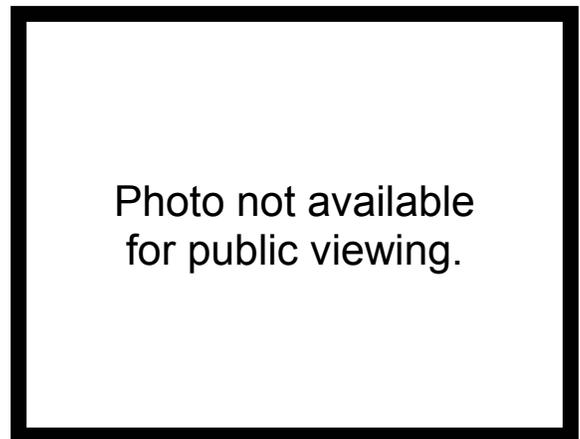


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Riverside Division



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for public viewing.

Santa Ana Division



Section II: Court Statistics

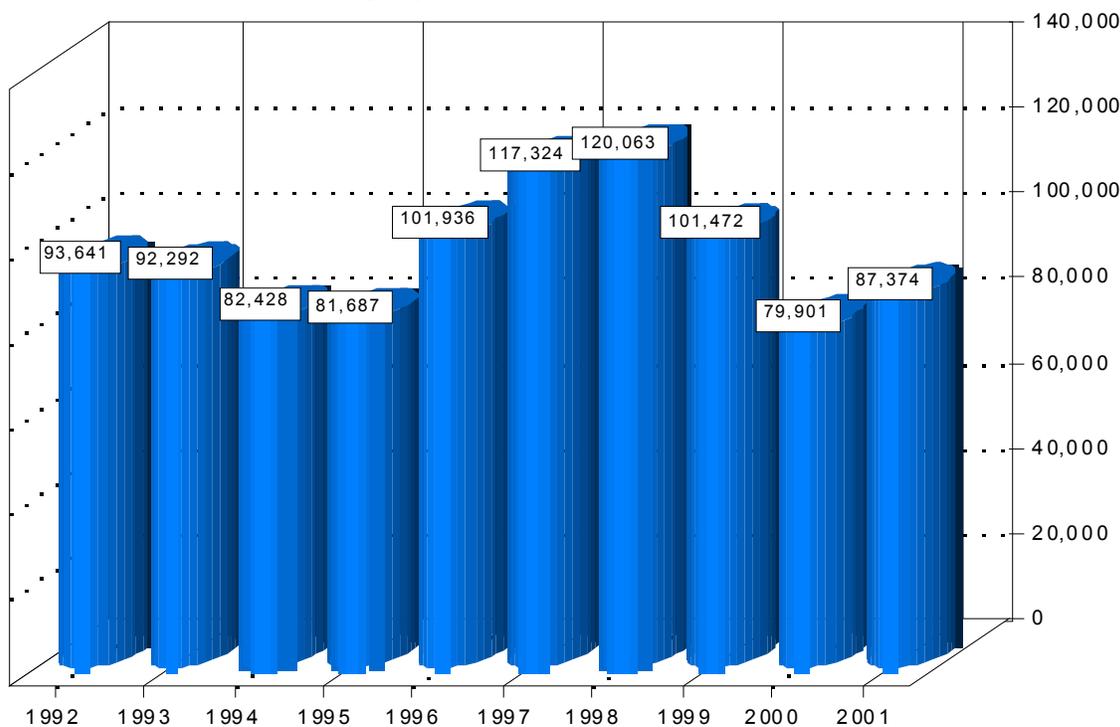


Bankruptcy Case Filings Increase in 2001

Bankruptcy filings during 2001 increased for the first time in three years. A total of 87,374 new bankruptcy cases were filed in 2001, a 9.4% increase over the 79,901 filings in 2000. The increase in the number of total filings primarily resulted from the increase in chapter 7 filings. Chapter 7 filings increased by more than 14% in 2001, compared to the number filed during 2000. Chapter 11 filings also slightly increased by 1.6%, while chapter 13 filings decreased by 9.6% compared to last year. Adversary filings decreased by 13% during 2001, compared to the previous year. There were 3,996 adversary proceedings filed during 2001, compared to the 4,601 filings during 2000.

The following graph illustrates bankruptcy case filing statistics from 1992 through 2001.

Figure 9
Central District of California - Bankruptcy Court
Bankruptcy Cases Filed: 1992-2001

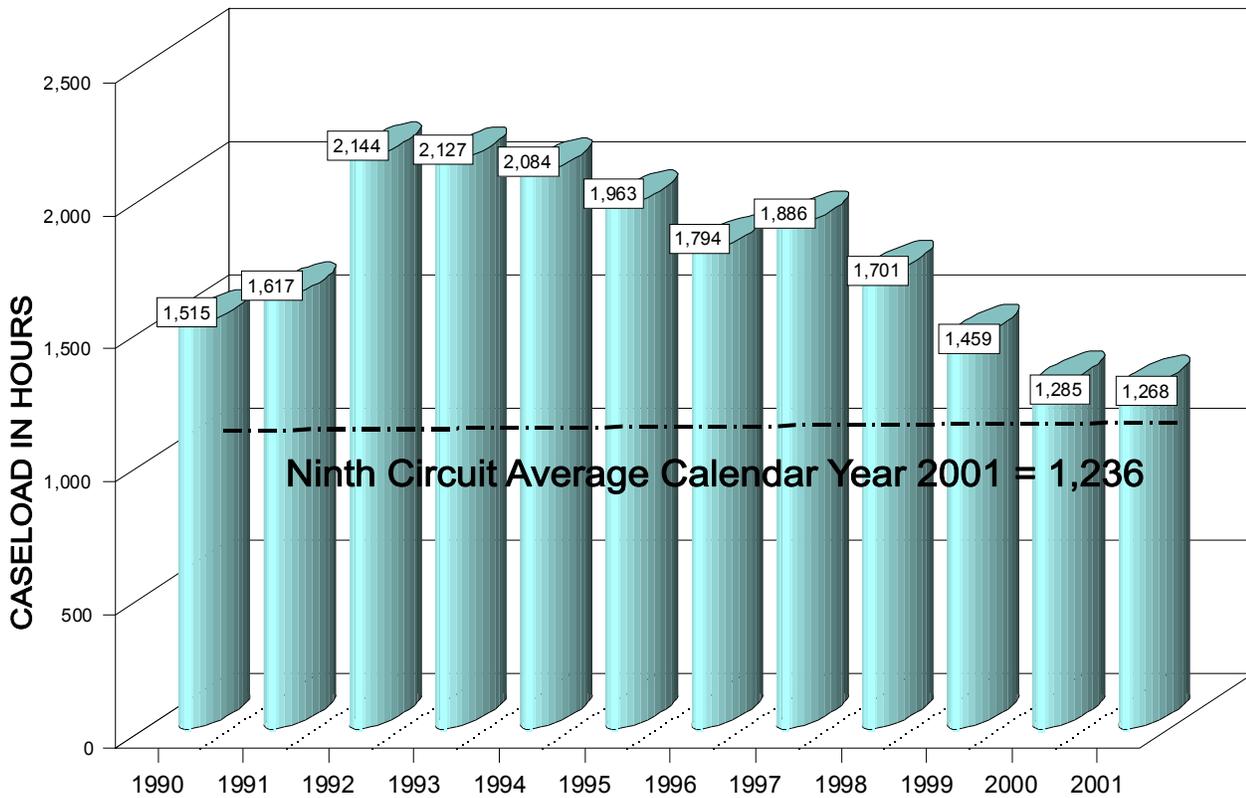




Judge Weighted Caseload Remains Above Ninth Circuit Average

In March 1991, the Judicial Conference approved the bankruptcy case weights developed in the *Bankruptcy Judge Time Study* by the Federal Judicial Center. Initially established primarily for evaluating requests for additional judgeships, the weights also provide useful information about judicial workloads and facilitate judicial workload comparisons with other bankruptcy courts. For the 12 months ending December 2001, the average weighted caseload per Central District bankruptcy judge was 1,268 caseload hours, or 3% more than the 1,236 hour Ninth Circuit average. (See Figure 10, below.)

Figure 10
 Central District of California - Bankruptcy Court
Annualized Weighted Caseload per Judgeship: 1990-2001



Bankruptcy Case and Adversary Proceeding Closings

During the year 2001, the Clerk’s Office closed a total of 85,126 bankruptcy cases. This slight decrease in closings, when compared to the number of cases closed in 2000, resulted from the increased number of filings in 2001 coupled with the four-month “life” of the average case. During the year 2001, there were 4,484 adversary proceedings closed, which is about 12% higher than the 3,996 adversary proceedings filed during the year.

Figure 11
Central District of California - Bankruptcy Court
Bankruptcy Cases Closed vs. Filings: 1991-2001

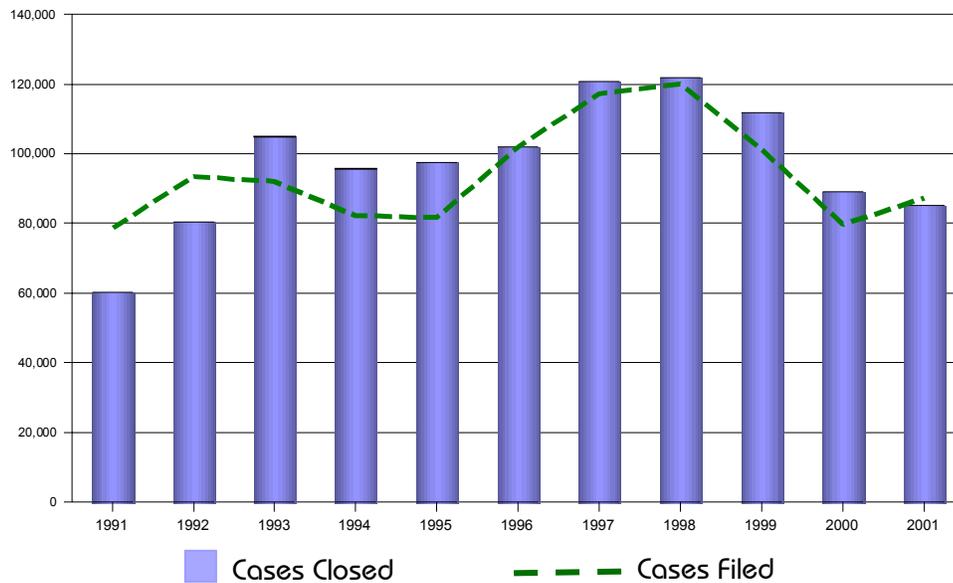
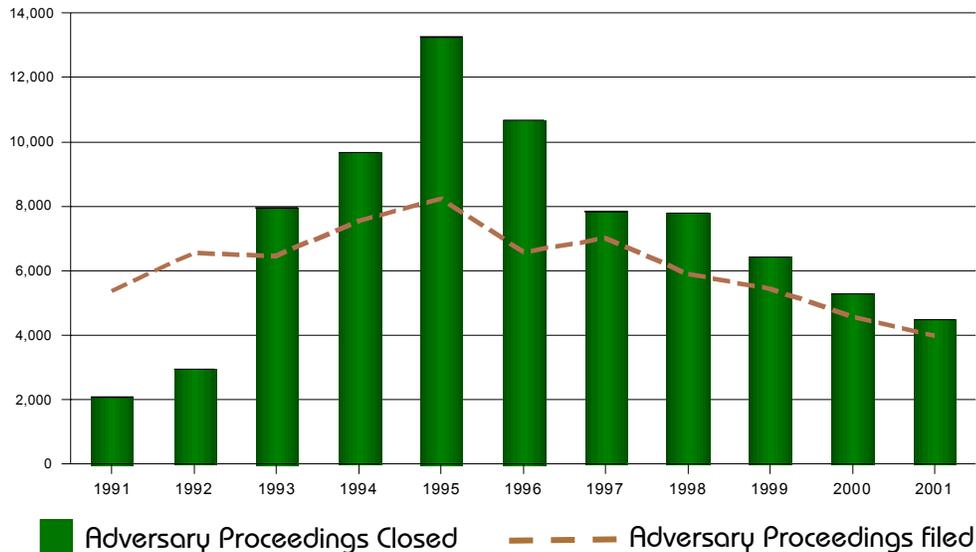


Figure 12
Central District of California - Bankruptcy Court
Adversary Proceedings Closed vs. Filings: 1991-2001





Number of Relief From Automatic Stay Motions Continued to Decrease

The number of motions for relief from the automatic stay filed in the Central District continued to decrease as has been the trend in recent years. During 2001, a total of 16,962 motions were filed in the district, representing a decrease of 5.5% from the 17,940 motions filed in 2000. The decline over the past four years continues to be primarily attributable to the prompt dismissal of incomplete petitions before creditors file a motion for relief from stay.

2001 Unlawful Detainer/Mill Incidence Case Study Completed

The results of the 2001 Unlawful Detainer/Mill Study indicated a further decrease in the number of bankruptcy cases filed to delay evictions during the year. The sample, taken from cases filed in April 2001, indicated that only 2.2% of petitions involved an unlawful detainer (UD) issue. The most common type of UD motions filed was against month-to-month tenants. This is the lowest rate since 1991, when the Court began studying this variable.

Petitions prepared by mills also decreased during 2001. A bankruptcy mill is a non-attorney who files a petition on behalf of the debtor, who is often misled about the petition and the consequences of filing for bankruptcy. Only two cases in the sample were filed by mills, which represented just .02% of the total sample of 1,150 cases, which is also the lowest rate since this study began in 1991.

Table 10
PERCENT OF BANKRUPTCY CASES THAT ARE UNLAWFUL DETAINER FILINGS: 1991-2001

Year	Los Angeles (inc. ND/SFV)	Los Angeles (LA)	San Fernando Valley (SFV)	Northern (ND)	Santa Ana (SA)	Riverside (RS)	District Total
1991	22.4%	*	*	*	10.9%	2.6%	16.9%
1992	12.9%	*	*	*	9.4%	6.4%	11.0%
1993	11.9%	12.8%	*	1.3%	3.2%	1.2%	8.3%
1994	13.3%	14.5%	12.4%	7.0%	4.0%	2.3%	9.5%
1995	3.2%	3.5%	4.2%	0.2%	1.4%	3.6%	3.0%
1996	10.9%	11.2%	121.7%	3.6%	2.2%	7.3%	8.8%
1997	10.4%	10.2%	12.8%	5.4%	6.9%	1.2%	8.0%
1998	9.0%	10.2%	7.4%	3.3%	3.8%	3.7%	7.1%
1999	6.6%	6.8%	6.8%	3.5%	4.6%	2.4%	5.4%
2000	4.8%	3.4%	7.6%	9.8%	8.3%	11.9%	8.5%
2001	2.9%	3.2%	4.0%	.7%	.8%	1.6%	2.2%

* Included in the Los Angeles Division numbers.

Table 11
ESTIMATED ANNUAL UNLAWFUL DETAINER FILINGS: 1991-2001

Year	Los Angeles (inc. ND/SFV)	Los Angeles	San Fernando Valley (SFV)	Northern (ND)	Santa Ana	Riverside	District Total
1991	11,152	*	*	*	1,298	382	12,832
1992	7,602	*	*	*	1,307	1,170	10,079
1993	6,860	6,804	*	56	436	225	7,521
1994	6,604	4,931	1,292	381	512	390	7,506
1995	1,607	1,167	429	11	182	656	2,446
1996	6,907	4,792	1,926	189	337	1,621	8,865
1997	7,639	5,022	2,265	352	1,408	271	9,318
1998	6,877	5,355	1,321	201	659	949	8,485
1999	4,383	3,204	1,014	165	584	518	5,485
2000	2,439	1,223	881	362	813	2,244	5,523
2001	1,775	1,247	487	41	852	344	2,971

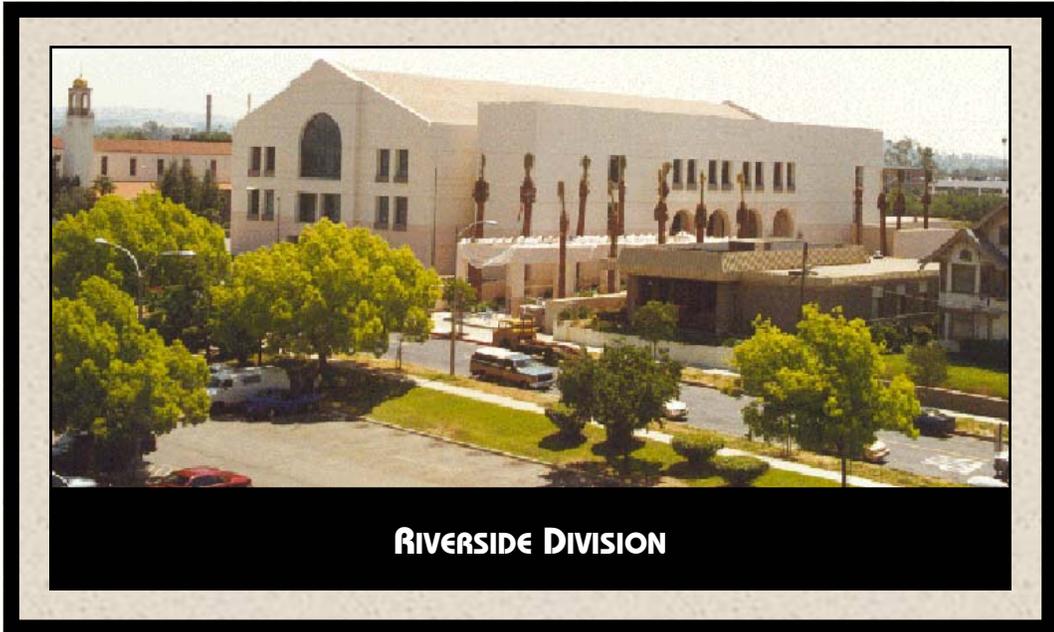
* Included in the Los Angeles Division numbers.

Pro Se Filings

The number of debtors filing cases *pro se* increased for the first time since 1997. The number of debtors filing *pro se* (i.e., filed by an individual not represented by an attorney) increased by 4% in 2001 from the previous year. From 1994 through 2001, the number of chapter 7 and 13 cases filed *pro se* averaged about 33%, one of the highest rates in the country. The following table shows the estimated number of *pro se* filings from 1994 through 2000. The number of *pro se* filings is significant because it adversely impacts the judicial and Clerk's Office workloads.

Table 12
 Central District of California - Bankruptcy Court
ESTIMATED PERCENTAGE OF PRO SE FILINGS DISTRICT-WIDE: 1994-2001

Year	Chapter 7	Chapter 13	Total
1994	40%	44%	42%
1995	36%	35%	36%
1996	35%	38%	36%
1997	37%	37%	37%
1998	32%	32%	32%
1999	33%	29%	31%
2000	27%	19%	24%
2001	29%	24%	28%
Average	34%	32%	33%



Section III: Court Profile



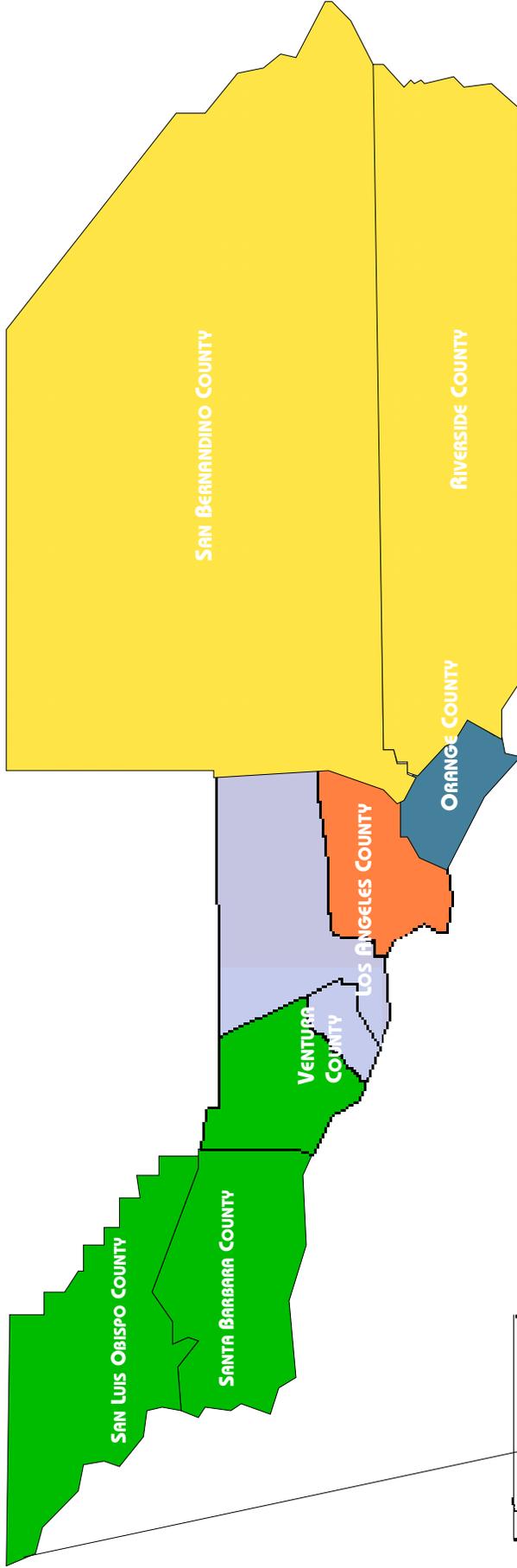
The Central District of California is the largest bankruptcy court in the United States. Presently, the district holds court in Los Angeles, Riverside, Santa Ana, Santa Barbara, and the San Fernando Valley.

The Central District of California covers approximately 40,000 square miles and stretches from the Pacific Ocean eastward to the Nevada and Arizona borders. The Court has jurisdiction in the seven-county region comprised of Los Angeles, Orange, Riverside, San Bernardino, Santa Barbara, Ventura, and San Luis Obispo Counties.

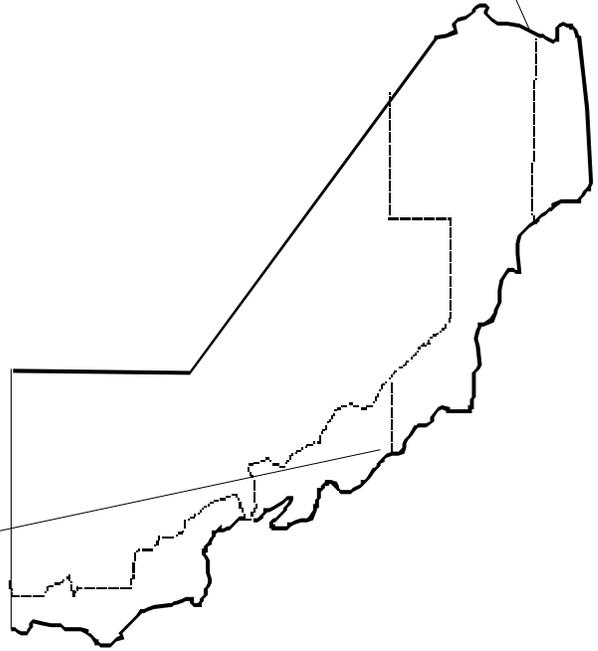
The Central District is part of the Ninth Circuit, which encompasses the federal courts of nine states (Alaska, Arizona, California, Hawaii, Idaho, Montana, Nevada, Oregon, and Washington), the Territory of Guam, and the Commonwealth of the Northern Mariana Islands. The Ninth Circuit is the largest of the 12 federal circuits in size, population, number of federal judges, and volume of litigation. It includes 15 federal district courts, 13 bankruptcy courts, a court of appeals, and a bankruptcy appellate panel.

UNITED STATES BANKRUPTCY COURT

CENTRAL DISTRICT OF CALIFORNIA



- Los Angeles Division
- Riverside Division
- Santa Ana Division
- Santa Barbara Division
- San Fernando Valley Division



A Brief History of the Bankruptcy Court

The first system of federal courts west of the Rocky Mountains was created with the establishment of the Ninth Circuit in 1848. Some other milestones are listed below.

- 1850 The State of California was admitted to the Union.
- 1850 The Southern and Northern Districts of California were created.
- 1898 The Bankruptcy Act of 1898 gave district courts exclusive jurisdiction over bankruptcies.
- 1900 Congress divides Southern District of California into two divisions: Northern Division, meeting in Fresno, and the Southern Division, meeting in Los Angeles and comprised of the counties of San Luis Obispo, Santa Barbara, Ventura, San Bernardino, Los Angeles, Riverside, Orange, Imperial, and San Diego.
- 1929 Congress adds a third division to Southern District. The designation of Los Angeles was changed from Southern to Central Division, and the San Diego court is designated the new Southern Division of the Southern District.
- 1957 A divisional bankruptcy office was opened in San Bernardino.
- 1959 A divisional bankruptcy office was opened in Santa Ana.
- 1966 California was divided into four judicial districts: the Central Division in Los Angeles becomes the Central District; the Southern Division in San Diego becomes the Southern District; the Northern Division in Fresno become the Eastern District; and the Northern District remains in San Francisco.
- 1978 The Bankruptcy Reform Act of 1978 passed by Congress.
- 1984 The Bankruptcy Amendments and Federal Judgeship Act becomes law.
- 1986 Bankruptcy Judges, United States Trustees, and Family Farmer Act passed.
- 1992 Congress passes act establishing three divisions in the Central District of California.
- 1992 A divisional bankruptcy office was opened in Santa Barbara.
- 1992 The Los Angeles Division begins moving into the newly constructed Roybal Federal Building and Courthouse.
- 1994 Bankruptcy Reform Act of 1994 enacted.
- 1996 A divisional bankruptcy office was opened in the San Fernando Valley.
- 1997 The San Bernardino Division becomes the Riverside Division by relocating to a new courthouse in that city.
- 1999 The Santa Ana Division relocates to the new Ronald Reagan Federal Building and United States Courthouse.



Population Served

With a population of more than 17.5 million people, the Central District represents slightly more than 50% of California's population of nearly 35 million people. Based on projections by the Demographic Research Unit of the California Department of Finance, the Central District of California is home to four of the six most populous counties in California (Los Angeles, Orange, San Bernardino and Riverside) and two of the six most populous counties in the United States (Los Angeles and Orange).

The following table details changes in population for the Central District of California from 1991 to 2001 compared to the number of bankruptcy cases filed in 1991 and 2001.

Table 13
Change in Population and Bankruptcy Filings: 1991 vs. 2001

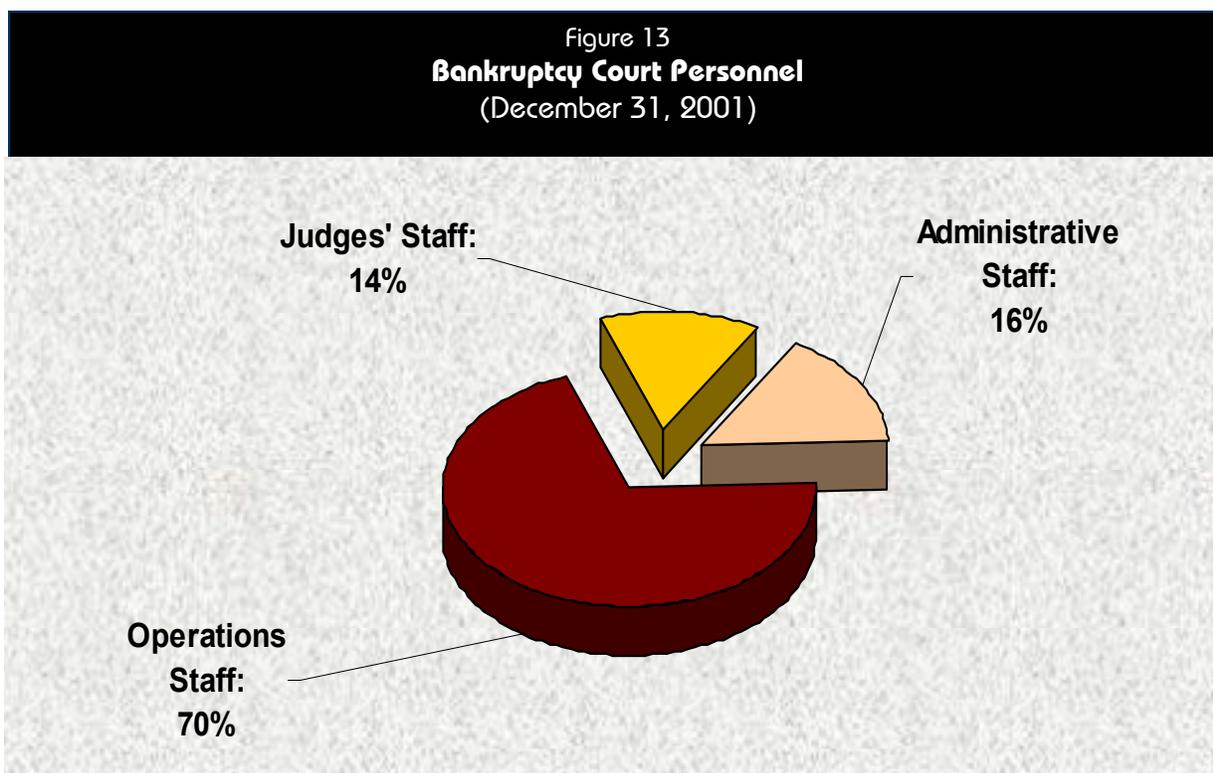
CENTRAL DISTRICT OF CALIFORNIA COUNTIES	POPULATION			BANKRUPTCY FILINGS		
	1991	2001	% Chg	1991	2001	% Chg
Los Angeles	9,200,400	9,802,780	6.5%	51,369	55,242	7.5%
Ventura	687,200	773,539	12.6%			
Santa Barbara	382,800	408,855	6.8%			
San Luis Obispo	224,700	252,067	12.2%			
Orange	2,484,500	2,925,741	17.8%	12,368	10,649	(13.9%)
Riverside	1,249,400	1,609,356	28.8%	14,926	21,483	43.9%
San Bernardino	1,500,400	1,764,334	17.6%			
District Total	15,729,400	17,536,672	11.5%	78,663	87,374	11.1%

Personnel

A total of 433.5 full-time equivalent employees (including judges, judges' staff, and the Clerk's Office) were on the payroll of the Bankruptcy Court in the Central District of California as of December 31, 2001.

The following chart displays the allocation of Central District personnel. The majority of staff work in Clerk's Office operations (70%). Operations includes the staff of the Case Initiation, Courtroom Services, and Analysis & Information Departments. Another 16% of the Court's personnel consists of administrative staff, which includes the Executive Office, Court Resources, Financial Services, Information Technology, Office Services, and Space Planning. The judges' staffs, including law clerks and judicial assistants, comprise the remaining 14% of the total. (See Figure 13.)

The majority of employees work in Los Angeles (55%), followed by Riverside (18%), Santa Ana (12%), the San Fernando Valley (11%), and the Northern Division (4%).





Operating Budget

In 1994, the Judicial Conference and the Administrative Office of the United States Courts (A.O.) decentralized budget management in order to provide court units with greater autonomy in long-range planning, improved cost-control, and flexibility in meeting local needs. Budget decentralization has proven to be a cost-effective, successful program, unique in the federal budget environment.

In accordance with the budget decentralization policy, the Bankruptcy Court for the Central District of California adopted the Appropriated Funds Financial Management and Budget Organization Plan. This plan defines the roles and responsibilities for the receipt, budgeting, and disbursement of funds provided to the Court by the United States Congress, via the Judicial Conference and the A.O.

Each year, the A.O. provides the Court with budget allotments for salaries, operating expenses, and automation. These budget allotments are determined by formulas that are based on variables such as the number of bankruptcy filings, current authorized judgeships, judicial staffing, and Clerk's Office staffing levels.

At the start of each fiscal year, the Court develops a spending plan to implement its operating objectives within the confines of the budget allotments. Throughout the year, the Court continually monitors expenditures, which may necessitate the reevaluation and reprioritization of scheduled projects.

In fiscal year 2001 (October 1, 2000 through September 30, 2001), the Court was allocated a budget of \$22,237,577. This was a decrease from the \$22,681,896 received in fiscal year 2000. Using the 4.17% cost of living increase approved by Congress, the FY01 allotment translated to a base line budget purchasing shortfall of approximately \$1 million. The shortfall, coupled with cost of living increases and within-grade increases, necessitated staff reductions at a time when filings were increasing. In spite of these occurrences, the Court was able to maintain its consistently high level of service.

For fiscal year 2002, the Court has been allocated a budget of \$22,020,496, a further decrease from FY01. Approximately 86% of this budgeted amount is earmarked for salaries, while the remaining 14% is targeted for automation and other operating expenses.

Receipts



In fiscal year 2001 (FY01), the Court collected \$25,641,340 in fees, compared to \$22,343,390 collected in FY00 and to \$25,741,401 collected in FY99. The Court collects fees in 13 fund areas including: filing fees, bankruptcy noticing fees, copy fees, unclaimed funds, and fees for other services rendered.

The following table compares the money collected in the seven largest funds for FY99, FY00 and FY01.

Table 14
Monies Collected in the Seven Largest Funds FY99-FY01

FUND NAME	FY99	FY00	FY01	% Change FY01 vs FY00
Funds Associated with Filing Fees:				
Filing fees (086900)	\$3,509,902	\$2,948,299	\$2,970,692	0.76%
Fees for Bankruptcy Notices (092037) ¹	\$3,205,075	\$2,543,023	\$262,638	(89.67%)
Fees for Bankruptcy Oversight (507300)	\$3,437,714	\$3,546,295	\$3,832,960	8.08%
Bankruptcy Escrow Account (6855TT)	\$5,380,150	\$4,174,217	\$4,291,839	22.82%
Fees for Judicial Services (510000)	\$6,612,692	\$5,899,472	\$8,341,262	41.39%
Payment of Unclaimed Monies (6047BK) ²	\$6,612,692	\$2,932,277	\$5,732,958	95.51%
Remaining Funds	\$3,254,480	\$299,807	\$208,991	(30.20%)
TOTAL	\$25,741,401	\$22,343,390	\$25,641,340	14.76%

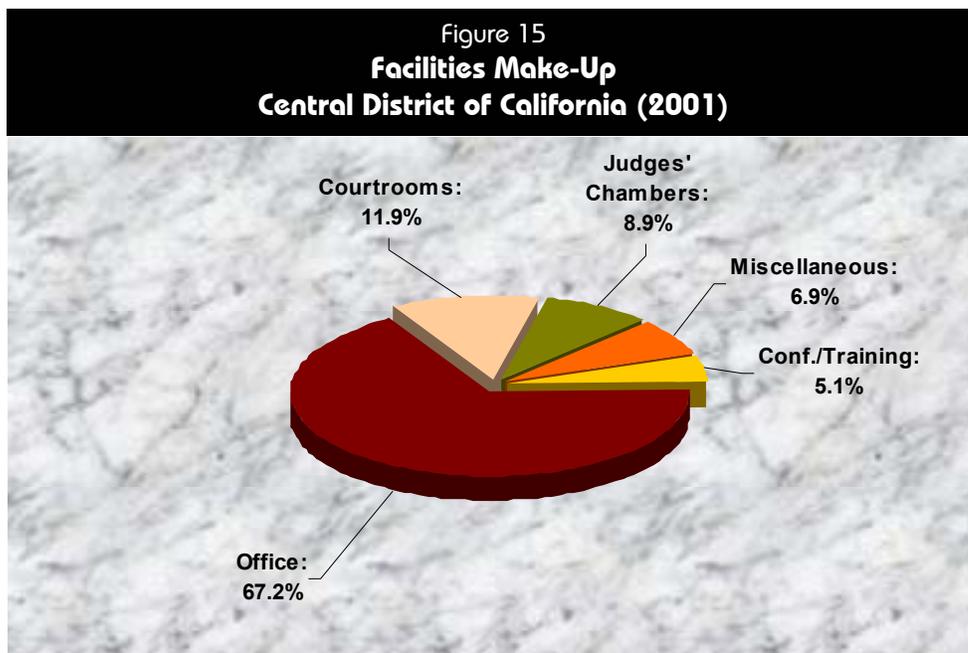
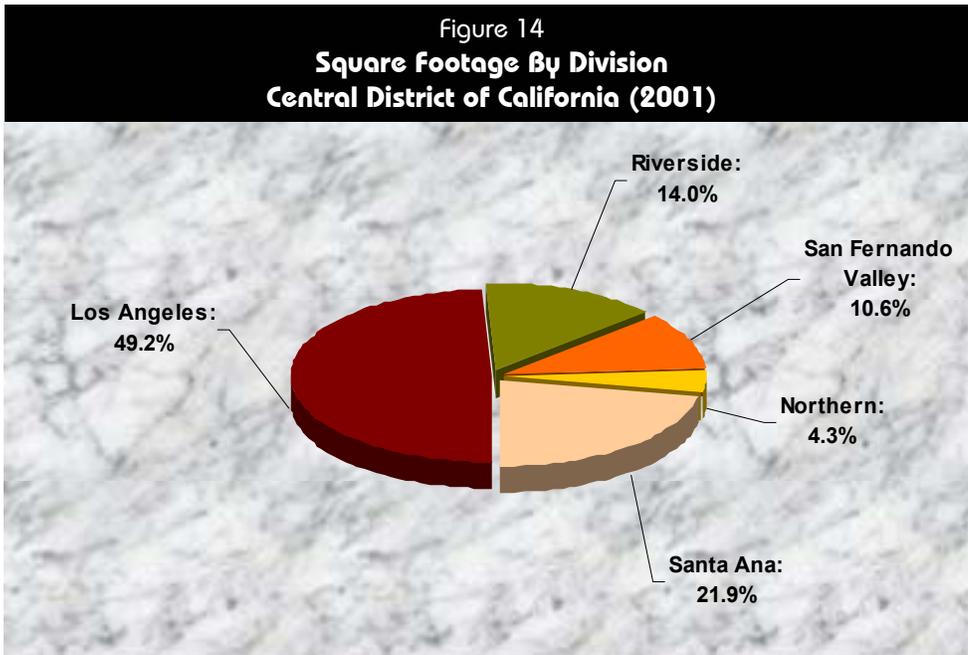
¹The 89.67% decrease for bankruptcy notices (fund 092037) and the increase of 41.39% for judicial services (fund 510000) resulted from a required change in the accounting of the \$30 administrative fee received for each petition. Effective November 13, 2000, the Court accounted for this fee in fund number 510000 rather than fund number 092037.

²The 95.51% increase in unclaimed monies (fund 6047BK) is primarily due to a deposit of \$3,286,250 in connection with Bullion Reserve of North America, case number LA 83-18026BR.



Space and Facilities

The Bankruptcy Court rents approximately 459,064 square feet of space from the General Services Administration (GSA). (GSA is the landlord for all government owned and leased space.) GSA's responsibilities include rent negotiations, lease awards, tenant improvements and alterations, and daily maintenance. The graphs below delineate the square footage of space rented for each division and the percentage of space district-wide used for courtrooms, judges' chambers, office space, conference and training rooms, and miscellaneous space (which includes restrooms, hallways, and storage space).





Organizational Structure

Board of Judges

The Board of Judges consists of all of the bankruptcy judges in the Central District. (See photo, page 5.) The purpose of the Board of Judges is outlined in the Court Governance Plan and includes establishing the overall administrative policies for the Court.

Chief Judge

The Chief Judge has a strategic leadership role in Court management and stewardship, defining strategic goals, ensuring the Court is administered effectively and efficiently, and setting management principles and standards of the Court. The Chief Judge serves a three-year term, limited to two consecutive terms, and has many diverse duties that include:

Photo not available for public viewing.

- Serving as chief presiding officer of the Court
- Delegating responsibility and maintaining oversight of financial management, personnel, procurement, space and facilities, property management, and property disposal
- Chairing the Executive Committee and Board of Judges
- Keeping all judges fully and timely informed of matters of court-wide interest
- Serving as spokesperson for the Court
- Monitoring the management of each judge’s assigned cases
- Monitoring the case management system, identifying problems, and initiating change
- Creating judicial committees

**Chief Judge
Geraldine Mund**

Office of the Executive Officer/Clerk

The Clerk of the Bankruptcy Court is appointed by the bankruptcy judges in the Central District and serves an indefinite term. The Clerk has many diverse duties that include:

Photo not available for public viewing.

- Directing all aspects of the Clerk’s Office, including the development of policies and procedures
- Formulating and executing the Court’s budget
- Providing case administration support
- Managing space, facilities, automation, and other resources of the Court
- Recruiting, hiring, and managing Clerk’s Office personnel
- Advising the Board of Judges and the Chief Judge on administrative and policy matters
- Acting as the Clerk’s Office liaison with civic, community, and professional organizations.

**Executive Officer/Clerk
Jon D. Ceretto**

Photo not available for public viewing.

The Clerk’s Office is organized into two functional areas: Operations and Administration.

Executive Office



Operations

In each of the five divisions, Operations is responsible for the day-to-day case management activities of the Clerk's Office and support for judges' hearings. Reflecting the volume of activity that must be performed, approximately 82% of the Clerk's Office staff is assigned to Operations. The tasks they perform include the acceptance of case filings and subsequent documents; docketing of cases; tracking of cases; sending notices; responding to inquiries from the public; imaging selected case documents; retrieving, maintaining, and archiving case files; calendaring hearings; electronic recording of hearings; support of courtroom activities, including video conference hearings; support for the general management of the Court's caseload; and closure of cases. Also part of Operations, but performing administrative functions in support of all of the divisions, is the Analysis & Information Department.

Photo not available for public viewing.

LOS ANGELES DIVISION

Photo not available for public viewing.

NORTHERN DIVISION

Photo not available for public viewing.

RIVERSIDE DIVISION

Photo not available for public viewing.

SANTA ANA DIVISION

Photo not available for public viewing.

SAN FERNANDO VALLEY



- **Analysis & Information** Analysis & Information (A&I) performs a wide range of tasks, including district-wide quality control. Some of these tasks include: developing and assessing procedures, operating methods, and work flow; making recommendations for improvements to existing procedures; establishing and monitoring performance for Operations; compiling statistical information regarding filings, closings, and case management; and providing information to the public. The quality assurance area of A&I analyzes data, makes recommendations for improving quality control, and coordinates district-wide quality control programs. A&I also prepares a wide variety of reports, as well as a wide range of public and internal documents.

Photo not available for public viewing.

Administration

Court Resources

The Court Resources Division is responsible for the administration of the Court's personnel, staff development, communications, and budget.

- **The Human Resources Department** is responsible for: recruitment; selection; classification; compensation; benefits administration; processing of all personnel actions, including appointments, promotions, and separations; maintenance of all personnel records including time, attendance, and leave records; development and enhancement of personnel policies and procedures; providing guidance to management and staff in the interpretation and administration of personnel policies; coordination and monitoring of employee performance evaluations; updating and maintaining the Court's *Personnel Handbook* and other Human Resources publications; coordination of special ceremonies and awards; ensuring adherence to the tenets of the Court's Employment Dispute Resolution (EDR) Plan and Equal Employment Opportunity (EEO) policies; and preparing the Court's annual EDR report.
- **The Budget Section** develops budget estimates to fund all operating costs of the Court; prepares the overall budget summary justification; develops and monitors the Court's budget and spending plan; prepares justifications for supplemental requests of additional allotments; prepares and oversees the preparation of recurring reports of obligations and expenditures; and monitors the fiscal and procurement activities that affect the budget process.

Photo not available for public viewing.



- **The Staff Development Department** is responsible for coordinating and executing the Court’s staff development program. This includes assessing each employee’s current skills and developing individualized training plans. Based on the identified needs, department staff develops and delivers comprehensive technical and professional training that focuses on the skills needed for staff to successfully perform their present job functions, as well as advance into new classification levels and positions.

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Photo not available for public viewing.

- **The Communications Department** is responsible for district-wide publications, forms, judicial support, public relations, call management systems, electronic communications, the Court’s web site, and coordination of special events.

Information Technology

The Information Technology Division was reorganized this year in an effort to increase its overall effectiveness and improve service delivery. Information Technology is now comprised of three functional divisions, which work together as a team to ensure the successful completion of all information technology projects.

Photo not available for public viewing.

- **The Technology Administration Division** ensures Court compliance with Judiciary Information Resource Management (IRM) bulletins and regulations, as well as district-wide technology project management, configuration management, operational support, budget coordination, automation property coordination and related technology administrative areas.
- **The Network Management Division** provides managerial and technical oversight for the Court’s wide and local area network systems (including network-based software implementations); establishes and maintains standards; and defines, designs, and integrates network-related software and hardware systems to meet the specific technological needs of the Court.
- **The Systems Development Division** provides automation support for the Court and the Clerk’s Office and develops and maintains the Court’s automated systems, including: the case management system (NIBS); the cashiering and case opening system (ICS); the case file inventory system (RMS); public access to automated case information and other data; the network; imaging software and hardware; telephone systems; video conferencing systems; fixed asset tracking software (Intellitrack); personnel tracking software (Abra); financial accounting software (FAS₄T); PACER; and the kiosks and computers in public areas.



Financial Management

The Financial Management Division includes the Financial Services Department, the Office Services Department, and the Space Planning Department, and is responsible for district-wide financial and procurement functions of the Court.

- **The Financial Services Department** is responsible for the fiscal and audit functions of the Court and the Clerk's Office. This includes such activities as maintaining all financial records of funds received and paid by the Court, as well as all accounts payable.

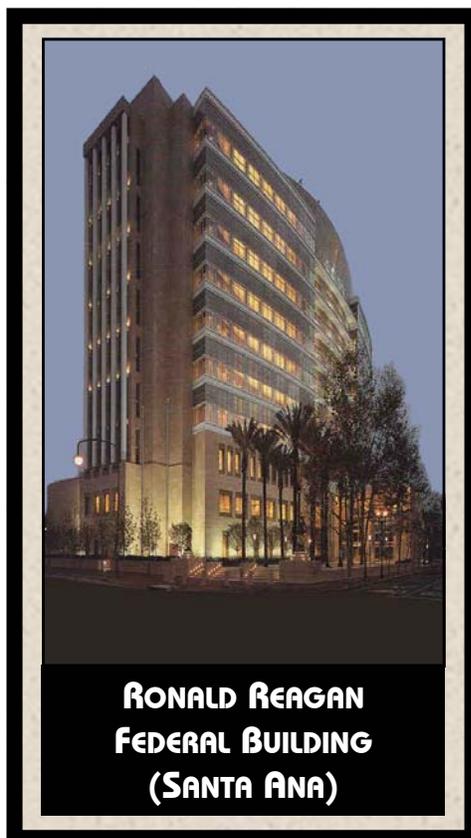
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Photo not available for public viewing.

- **The Office Services Department** is responsible for purchasing all supplies and services required by the Court and the Clerk's Office, including consumable supplies, furniture, equipment, forms, and services. The Department is also responsible for maintaining the inventory of all fixed assets owned by the Court. In addition, Office Services coordinates the daily maintenance of Court facilities with GSA. In the Los Angeles Division, Office Services also handles the distribution of interoffice mail.

- **The Space Planning Department** is responsible for all leased office and judicial space occupied by the Bankruptcy Court, and ensures that the current space adequately meets the needs of staff. The department also monitors all phases of the Court's facility-related projects, from conceptual design and development to the completion and review of construction documents.

Photo not available for public viewing.



Section IV: Appendices



Long Range Plan



The third revision of the Long Range Plan for the United States Bankruptcy Court, Central District of California, was approved by the Board of Judges on September 28, 2001. The Court issued its first plan in April 1994, and completed a substantial revision in March 1998.

The new Plan addresses the Court's strategy for meeting the challenges it will face in the years ahead. It reflects recent changes in the Court's environment, such as new technology and dwindling resources, while continuing to promote advancements in efficiency, customer service, staff development, and ethical conduct.

The September 2001 Plan is divided into four categories: (1) immediate, high-priority objectives; (2) long-term priorities; (3) maintenance goals (i.e., items that although completed, continue to be monitored so there is no decline); and (4) an historical list of accomplishments relating to the objectives identified in previous versions of the Court's Plan.

The *Long Range Plan* is organized into six key planning areas:

- Leadership (LD) - page 68
- Ethics and Standards of Conduct (ES) - page 71
- Case Management (CM) - page 72
- Community Relations (CR) - page 76
- Human Resources (HR) - page 78
- Space and Facilities (SF) - page 87

The Court's accomplishments in fulfilling the Long Range Plan are detailed on pages 68-87.



LEADERSHIP (LD)

Goal #	Description	Accomplishments	Classification			
			HP	LT	M	C/O
LD1	Develop leadership skills throughout the Court.	<p>Significant efforts have been made to enhance leadership skills throughout the Court.</p> <p>Leadership Training Completed: Federal Court Leadership Program, Adaptive Manager, Peer Coaching, Teamwork Essentials, Applied Supervision, Deputy Clerk Leadership Training, Performance Management, Zenger-Miller program, Front Line Leadership, CLEAR (Continuing Leadership Education and Realistic) Training, Leadership 2000, Essence of Leadership, Supervising in the Courts, Staff Mentor Program, Working Together, and other training.</p> <p>Tuition Reimbursement Program 1997-present.</p> <p>Clerk's Office Retreat Leadership Topics: Analysis of Performance Management Systems; Administering Performance Appraisals; Planning Our Performance Management System; Coping with Change; Hire the Right Person/Effective Interviewing; Exceptional Leaders in Exceptional Organizations (Dr. Arthur Lange), Competency Based Performance Management, and other topics.</p> <p>Other Examples of Leadership Development: Appointing project leaders (i.e., e-filing, Quality Assurance).</p>			*	

HP - High Priority LT - Long Term M - Maintenance C/O - Completed/Obsolete



LEADERSHIP (LD)

Goal #	Description	Accomplishments	Classification			
			HP	LT	M	C/O
LD2	Increase effectiveness of the Court's communication and working relationships with other federal courts, agencies and Congress.	<p>Online Case Files, Judicial Workload Equalization Program (JWEP), Visiting Judge Program, U.S. Trustee Liaison Committee, Fraud Task Force, IRS participation in Court's Electronic Bankruptcy Noticing program (EBN), FAS₄T training, participation in various U.S. Agency for International Development programs (Romania), Methods Analysis Program (MAP) and other projects/programs where Clerk's Office staff participate with and provide support to other agencies and bankruptcy courts. Free PACER access provided to certain law enforcement agencies.</p> <p>Representation on the District Court's Bankruptcy Committee and other District Court committees, biweekly meetings with the other court unit executives, membership on Circuit and Conference Committees, designated liaisons for the House and Senate, joint meetings of the District and Bankruptcy Court executive committees.</p> <p>Annual Reports provided to our district's Senators and Representatives.</p> <p>Judge Fenning's written communications to the U.S. House of Representatives regarding the Private Trustee Reform Act of 1997.</p> <p>Meetings of Chief Judge Mund with Senators Feinstein and Boxer, Congressman Berman, and various congressional staff.</p>			*	

HP - High Priority **LT** - Long Term **M** - Maintenance **C/O** - Completed/Obsolete



LEADERSHIP (LD)

Goal #	Description	Accomplishments	Classification			
			H	LT	M	C/O
LD3	Improve communication and relations with state courts and legislative branches.	Free PACER access provided to certain law enforcement agencies. Bankruptcy Fraud Task Force with State Courts.			*	
LD4	Initiate and formalize cooperative efforts with professional organizations and groups.	<i>Pro bono</i> programs coordinated with all divisions and local bar associations. Los Angeles County Bar, Bankruptcy Forums - Executive officer/senior staff attend meetings and provide reports. Bankruptcy Fraud Task Force. Bench/bar committee regarding guidelines for complex chapter 11 cases. Judges' participation in local bar associations and other outside professional organizations.			*	

HP - High Priority **LT** - Long Term **M** - Maintenance **C/O** - Completed/Obsolete



ETHICS AND STANDARDS OF CONDUCT (ES)

Goal #	Description	Accomplishments	Classification			
			HP	LT	M	C/O
ES1	Provide an impartial Court environment to all users.	Utilizing equipment to enable speech-impaired and hearing-impaired to participate in hearings; handicapped access to facilities. Interpreter policy formulated. Ninth Circuit gender bias program. Judges' training at March 2000 Board of Judges Meeting with Dr. Zimmerman titled "Communication Strategies in Bankruptcy Court." <i>Pro bono</i> programs provide support to <i>pro se</i> debtors.			*	
ES2	Foster a workplace free of bias.	EEO/EDR Plan became effective in January 1999. All staff provided with copies of the plan for their Personnel Handbooks and trained in its provisions. Grievance Procedure/EDR Plan training presented to management staff. Annual EEO report, diversity training, sexual harassment training. The Court is currently reviewing an EDR Plan revised by the Ninth Circuit in 2001.			*	
ES3	Foster a courtroom environment free of bias.	Interpreter policy, Judges' training - Dr. Zimmerman. <i>Pro bono</i> program. The Court is currently working on a judicial evaluation instrument.			*	
ES4	Foster civility within the Court environment.	Clerk's Office staff attended FJC training designed to improve communication with co-workers and others. Judges' training at March 2000 Board of Judges Meeting with Dr. Zimmerman titled "Communication Strategies in Bankruptcy Court."	*			
ES4 sub-goal	Create civility guidelines for Court that addresses interactions between judges and public, staff and public, judges and staff, and judges to judges. Furthermore, create a Court civility training program for attorneys, judges, and staff.	New sub-goal.	*			

HP - High Priority LT - Long Term M - Maintenance C/O - Completed/Obsolete



CASE MANAGEMENT (CM)

Goal #	Description	Accomplishments	Classification			
			HP	LT	M	C/O
CM1A	Institute ongoing communication among judges, judicial staff, and Clerk's Office regarding expectations, progress and case processing performance.	There is much communication occurring regarding expectations, progress and performance through monthly, quarterly, and annual reports. Also, there is friendly 'competition' between the divisions with the Closing Trophy and the TIDE Award, with monthly feedback provided to staff on performance. Examples of communication include: closing standards/monthly reporting, TIDE (Time-to-Image/Docket Excellence) standards/monthly reporting, Bankruptcy Program Indicators, newsletter articles re: performance, quality measures posted on web, intranet access to "Staff News," TIDE/Closing goals/status, <i>Full Court Press</i> , QC/ICS quality reporting, feedback to staff at various meetings (i.e., Employee of the Month Ceremonies, divisional Employee of the Month/Quarter, Annual Awards Ceremonies). Periodic meetings of judges in each division with divisional staff, quarterly meetings of judges and teams.			*	
CM1B	Develop and implement district-wide quality control program to monitor and evaluate case management functions.	QC/ICS - Case Initiation review (100%). Transcript Review, Docketing Review by Team Leaders, Appeal Review, Re-open policy, Dismissal policy, Report on cases closed prior to expiration of 10-day appeal period.			*	
CM1C	Develop and implement a fully automated and integrated bankruptcy fiscal system.	FAS ₄ T, ICS (Intake Cashiering System), LAFS (Los Angeles Financial System).		*		

HP - High Priority LT - Long Term M - Maintenance C/O - Completed/Obsolete



CASE MANAGEMENT (CM)

Goal #	Description	Accomplishments	Classification			
			HP	LT	M	C/O
CM2A	Expand and enhance automated docketing.	Auto Closing of Discharged Cases, Auto Closing of Dismissed Cases, Cmatrix, Automated Docketing and Noticing of 341(a) Meetings, automated docketing of certificates of mailing, ICS to NIBS interface, docket-driven events, EDI, automated candidate list of dismissals, Closing-to-Image program.				C
CM2B	Determine the feasibility of, and develop an approach for, creating a “paperless” Court through the use of an electronic case filing system.	Online case files, posting of most current version of documents (e.g., Docket Code Dictionary, Telephone Directory, forms, various publications) on Court’s web site, <i>cc:Mail</i> .				○
CM2C	Develop and implement “file anywhere, anytime” policy.	Drop box, use of Citrix server to allow connection to Los Angeles ICS from Santa Ana during Democratic National Convention. (Concept superseded by eFile.)				○
CM2D	Develop and implement “Windows-based” case management system.	Development of various components for NIBS in Visual FoxPro (e.g., auto closing of discharged and dismissed cases, auto docketing and noticing of 341(a) meeting, Pending Chapter 11 report). Court to eventually move to CM/ECF.		*		
CM2E	Convert to one uniform case management system for the entire district.	All divisions using same integrated versions of NIBS/ ICS/ CCP/ VRMS. eFile System.				C
CM2F	Review and evaluate performance of all case processing functions: opening, docketing, noticing, filing, calendaring, handling correspondence, conforming copies, recording proceedings, retrieval of and routing files to judges, and closing.	Bankruptcy Program Indicators (national), Case Aging Reports, QC/ICS, Time-to-Image/Docket Excellence (TIDE) monthly statistics/tracking, Methods Analysis Program (MAP), transcript review, docketing review, Judicial Practices Committee, etc.			*	

HP - High Priority LT - Long Term M - Maintenance C/O - Completed/Obsolete



CASE MANAGEMENT (CM)

Goal #	Description	Accomplishments	Classification			
			HP	LT	M	C/O
CM2G	Eliminate or reduce redundancies and delay points in the processing of cases.	Auto Closing of Discharged Cases, Auto Closing of Dismissed Cases, Cmatrix, Automated Docketing and Noticing of 341(a) Meetings, automated docketing of certificates of mailing, ICS to NIBS interface, Closing-to-Image, docket-driven events, efile System, etc.			*	
CM3A	Implement court-wide, uniform self-scheduling system.	Interim self-scheduling systems implemented by all judges.		*		
CM3B	Develop uniform system for early publication of tentative rulings.	Courtroom Calendar Program (CCP) tentative ruling feature available for participating judges. Judicial Practices Committee currently reviewing Court's practices.		*		
CM4A	Implement video conferencing pilot project in at least four divisional offices within the district.	All divisions equipped with video hearing technology, five judges using video to handle inter-divisional caseload.				C
CM4B	Implement an electronic files system within the court to make documents available online to all interested parties.	Online case files available in all divisions.				C
CM4C	Review and determine the feasibility and desirability of accepting filings by fax.	Superseded by efile.				O
CM4D	Develop and implement an automated system to provide case information.	PACER, Voice Case Information System (VCIS), online case files, Court's web site (for high profile cases).				O
CM4E	Develop and implement an automated system to provide calendar information and self-scheduling capability.	Court calendar automated through Courtroom Calendar Program (CCP) in all divisions, with data available through PACER and lobby kiosks. Self-scheduling also available by voice mail systems with participating judges.				C

HP - High Priority LT - Long Term M - Maintenance C/O - Completed/Obsolete



CASE MANAGEMENT (CM)

Goal #	Description	Accomplishments	Classification			
			HP	LT	M	C/O
CM4F	Develop an online universal forms catalog.	Court's web site provides staff and the public with most current online forms.				C
CM4G	Develop a cross-referenced topical index system for Court committee and Board of Judges discussions and actions to track issues, decisions, and implementation.	Posting list of Committee assignments on Court's intranet.		*		
CM5A	Revise, simplify and renumber the Local Rules. Coordinate with the District, Circuit and Local Advisory Committee on Bankruptcy Rules projects regarding local rule organizational structure.	Revision of Local Bankruptcy Rules completed, including the modification of the numbering system to conform to the national rules.				C
CM6A	Create guidelines for complex chapter 11 case management.	Procedures for handling all chapter 11 cases developed and approved by the Board of Judges.				C
CM6B	Eliminate wasteful and inefficient judicial variances without inappropriately interfering with a judge's judicial responsibilities.	Established Judicial Practices Task Force and Judicial Variance Subcommittee.	*			
CM6C	In the next 12 to 24 months, the Court will implement the automation priorities in the following order: (1) A.O.-directed Lotus Notes e-mail conversion; (2) electronic filing; (3) upgrade the DCN to the new A.O. standards (frame-relay and gigabit speed); (4) new desktop operating system; and (5) develop and implement a new calendaring program.	(1) Developed plan and training program for Court's migration to Lotus Notes from <i>cc:Mail</i> . (2) Phase I of the eFile System developed for the electronic filing of Relief From Stay motions. (3) Gigabyte upgrade completed. (4) Pilot testing of Windows 2000 and Windows XP completed, with selection of Windows XP as operating system.	*			

HP - High Priority LT - Long Term M - Maintenance C/O - Completed/Obsolete



COMMUNITY RELATIONS (CR)

Goal #	Description	Accomplishments	Classification			
			HP	LT	M	C/O
CR1A	Establish relationship with minority and culturally diverse bar organizations.			*		
CR1B	Make frequently-used informational documents available in multiple languages.	Separate pamphlets of general bankruptcy information for chapters 7, 11, and 13 available in Spanish on the Court's web site and at divisions. Selected information about reaffirmation agreements and the Debtor's Assistance Program in Spanish.			*	
CR1C	Determine information needs of community via surveys, focus groups, and interviews.	Customer Service Survey available on the Court's web site and at each division. Example - PACER billing module by client introduced based on feedback from users. Judicial Variance Survey.		*		
CR1C sub-goal	Use the focus group process in the areas of chapter 7 and 13 cases to achieve CR1C.	New sub-goal.		*		
CR1D	Make translation services available, as feasible.	Translation services currently available within A.O. guidelines and a list of qualified interpreters (language and sign) is available through the J-Net. Bilingual staff provide support as needed in Clerk's Office. CA(C) Bankruptcy Court Interpreter policy (April 2001).				C
CR2A	Initiate periodic, outside input on Court operations.	Methods Analysis Program (MAP), Customer Service Survey available on the Court's web site and at each division. Modified billing module for PACER to allow identification of client information as a result of feedback.			*	

HP - High Priority LT - Long Term M - Maintenance C/O - Completed/Obsolete



COMMUNITY RELATIONS (CR)

Goal #	Description	Accomplishments	Classification			
			HP	LT	M	C/O
CR3A	Conduct evaluation of public education needs concerning bankruptcy-related issues and recommended solutions.	Education materials have been made available to the public on web site. Customer Service Survey available on the Court's web site and at each division. U.S. Trustee educational program for high school students on the use of credit.			*	
CR3B	Establish regular communication with and provide appropriate bankruptcy-related educational materials and programs to community groups and educational institutions.	Judges and Clerk's Office staff speak at many functions. Petition packages. <i>Pro bono</i> programs in all divisions. Mediation Program available on Court's web site.			*	
CR3C	Explore opportunities and make available Court representatives to participate in the education of the public concerning issues related to bankruptcy.	Judges and Clerk's Office staff speak at many functions. <i>Pro bono</i> programs in all divisions. Public Information Desks provide the public with a video presentation on the bankruptcy process, printed information and forms, as well as <i>pro bono</i> referrals.			*	
CR3D	Initiate and maintain a regular liaison with local members of Congress.	Chief Judge Mund assigned judges to interface with congressional staff.			*	
CR4A	Create and staff an ombudsperson position in each division to assist the public with legal or procedural questions that the Clerk and his staff are prohibited from answering.	<i>Pro bono</i> programs in all divisions.				○
CR4B	Establish a <i>pro bono</i> program at each divisional office location.	<i>Pro bono</i> programs established in all divisions.				●

HP - High Priority LT - Long Term M - Maintenance C/O - Completed/Obsolete



HUMAN RESOURCES (HR)

Goal #	Description	Accomplishments	Classification			
			HP	LT	M	C/O
HR1A	Establish accurate, specific, uniform, and comprehensive job descriptions and recruitment bulletins.	Job descriptions/titles standardized district-wide. Recruitment expanded to the Court's web site. Recruitment bulletins redesigned to correctly identify required knowledge, skills, and abilities for each position. Development of court competencies.				C
HR1B	Develop training programs to instill problem-solving orientation.	Team-based training. Ongoing training, including Federal Judicial Television Network training broadcasts, Zenger-Miller programs, etc. Encompassed by HR1E and HR1F.				C
HR1C	Develop and implement an online training system covering all automated system applications used by the Court.	Online Manuals: NIBS Docket Code Dictionary, Citrix Users Manual, Attorney Admissions Database Instructions, and Print-on-Demand. efile procedures for registration and filing Relief From Stay motions.			*	
HR1D	Create a training program for all staff using the Code of Conduct.	Clerk's Office provided a Code of Conduct section for their Personnel Policies and Information Handbook in 1996. All Clerk's Office staff were provided with an overview upon its introduction.			*	
HR1E	Develop in-house training programs to prepare staff for broader technical, analytical, and managerial responsibilities, including compliance with government contracting laws.	Classes provided to staff: Adaptive Manager, Working, FAS ₄ T, Train the Trainer, Presentation and Development Techniques, Leadership 2000, Hire the Right Person, Applied Supervision, writing and grammar classes, QuattroPro, WordPerfect, PowerPoint, etc. Training programs and quarterly meetings for Judicial Assistants.			*	

HP - High Priority LT - Long Term M - Maintenance C/O - Completed/Obsolete



HUMAN RESOURCES (HR)

Goal #	Description	Accomplishments	Classification			
			HP	LT	M	C/O
HR1F	Continue the development of training programs to further develop employee job skills.	Classes provided to staff: writing and grammar classes, software training (QuattroPro, WordPerfect, PowerPoint, etc.), customer service, video production, CAC operations software (ICS, NIBS, CCP, VRMS, etc.), and others. Library (list posted on Court's web site) made available to staff consisting of books, audio and video tapes on subjects ranging from communication and management skills to bankruptcy.			*	
HR1G	Increase training and development of leadership skills at <u>all levels</u> .	Classes provided to staff: Applied Supervision, Performance Management, Presentation Skills, grammar and writing classes, etc., cross-training, certification program, staff details, etc.			*	
HR1H	Increase training to develop written communication skills at <u>all levels</u> .	Writing and grammar classes provided regularly by outside vendor. Detail staff to assess and develop skills (e.g., Fiscal Manual).			*	
HR1I	Train staff to recognize and effectively deal with cultural diversity.	EDR training provided for management staff.			*	
HR1J	Train staff on providing helpful and courteous service.	Clerk's Office developed and introduced customer service training program "The Public: How to Deal with Them." A.O.-sponsored "Deputy Clerks Making a Difference" program, and "Dealing with Difficult People."			*	
HR1K	Provide increased staff education about importance and role of bankruptcy system in general economy and legal system, tying that education to importance of job performance for real-life concerns of users.	"Lunch and Learn" programs, and "Deputy Clerks Making a Difference," "Introduction to Bankruptcy," Extern and Law Clerk training, <i>Full Court Press</i> "Ask the Judge" column.			*	

HP - High Priority LT - Long Term M - Maintenance C/O - Completed/Obsolete



HUMAN RESOURCES (HR)

Goal #	Description	Accomplishments	Classification			
			HP	LT	M	C/O
HR2A	Improve the performance evaluation process. Replaced with New Goal #HR6B.	Performance Evaluation (PE) form simplified; management staff received training in improving staff performance through enhanced written evaluations; “Administering Performance Appraisals” training provided; implementation of Abra (personnel automation) enables management to track performance evaluation due dates to ensure timeliness. Clerk’s Office also performs statistical analysis of summary PE ratings for all staff at each division.				C
HR2B	Establish performance standards. Replaced with New Goal #HR6B.	Within Grade Increase certifications have been combined with the annual Performance Evaluations process, eliminating redundancies and discrepancies in assessing job performance. Synchronized with step increase; track mean/median by division. Performance Management Retreat held for team leaders, supervisors, and managers included classes in analysis of performance management, administering performance appraisals, and planning the Court’s performance management system. A Performance Standards Committee was formed that has reviewed performance standards from other courts and other related material and has also drafted performance standards for a number of positions.				C
HR2C	Develop procedure manual for each position as training tool to encourage uniformity and facilitate establishing performance standards.	Intake Manual(s), Certification training, Comprehensive docketing procedures, Established uniform district-wide policies for use of the Order to Comply (ORCO), Case Commencement Deficiency Notice (CCDN), Case Initiation Action Notice (CIAN), and Rejection Notice. JOGS manual for eFile System.			*	

HP - High Priority LT - Long Term M - Maintenance C/O - Completed/Obsolete



HUMAN RESOURCES (HR)

Goal #	Description	Accomplishments	Classification			
			HP	LT	M	C/O
HR2D	Establish consistent performance expectations and measurements for all positions. Replaced with New Goal #HR6B.	District-wide Operations job descriptions were revised and specific skill sets were delineated for each classification. Training outlines identifying expected performance at each level have been drafted. Certification program developed and implemented. Performance Management Retreat held for management that included classes in analysis of performance management, administering performance appraisals, and planning the Court's performance management system. A Performance Standards Committee was formed that has reviewed performance standards from other courts and other related material and has drafted performance standards for many positions. Worked with OPM to establish court competencies for each Clerk's Office position in Court.				C
HR2E	Establish job performance self-evaluation as part of performance review process. Replaced with New Goal #HR6B.	Staff do self-evaluation and submit to supervisor, who considers self-rating before actual evaluation is prepared and discussed with employee. Discrepancies between self and actual ratings are key discussion points during administration of PE.			*	
HR2F	Monitor and support the transition to automation.	Measurement of performance on time-to-docket, time-to-image quality, and QC/ICS. Enhancements are tested and piloted, with employee's experiences and feedback considered before implementation.				C

HP - High Priority LT - Long Term M - Maintenance C/O - Completed/Obsolete



HUMAN RESOURCES (HR)

Goal #	Description	Accomplishments	Classification			
			HP	LT	M	C/O
HR2G	Develop and implement a program to enhance employee job satisfaction.	Annual Awards Ceremonies, Employee of the Month (district-wide), and various Employee of the month/quarter programs in divisions. Cross-training of new skills, Certification Program, EAP presented "Coping With Change" in all divisions.			*	
HR3A	Create employee feedback mechanisms. Replaced with New Goal #HR6B.	Team-based management structure. Statistics and feedback on: QC/ICS, docketing quality, case closing, time to docket, imaging speed. PE process/discussions.				C
HR3B	Clarify role definition for chambers and courtroom staff, including Courtroom Deputies, Judicial Assistants, Law Clerks, Electronic Court Recording Operators, and Relief Courtroom Deputies.	Created new positions of Case Initiation Clerk, Courtroom Services Clerk, Case Initiation Specialist, and Courtroom Service Specialist. New Positions - reflect new skill sets, new promotional opportunities, cross-training opportunities, etc.			*	
HR3C	Develop and implement employee orientation program for Clerk's Office and Chambers staff.	Intern/Extern training for new interns/externs. Full day orientation for Clerk's Office staff including Personnel Handbook, half-day orientation for judicial staff.				C
HR3D	Improve upward and downward communications among divisions and between divisional offices.	E-mail, monthly senior staff meetings, annual seminars for team leaders and above, participants rotated. District-wide training. <i>Full Court Press</i> . Joint efforts: NIBS Procedures Manual, ICS/NIBS Committee, etc. Group Training: Abra, VRMS, FAS ₄ T, leadership.			*	
HR4A	Provide multilingual service capability (e.g., bilingual staff).	Translation services currently available within A.O. guidelines and a list of qualified interpreters (language and sign) is available through the JNet. Bilingual Clerk's Office staff assist public as needed.			*	

HP - High Priority LT - Long Term M - Maintenance C/O - Completed/Obsolete



HUMAN RESOURCES (HR)

Goal #	Description	Accomplishments	Classification			
			HP	LT	M	C/O
HR4B	Improve human resource programs that ensure parity between the employee force and the labor force.	Employment Dispute Resolution Plan implemented; commuter benefits; child care; cafeteria plan; flexible spending plan; medical spending accounts; long-term care; retirement services; open season information; COLAs; Family Medical Leave; locality pay differential; tuition reimbursement program, etc.			*	
HR5A	Compare current personnel practices to personnel practices of other organizations and identify possible improvements in each practice.	Benefits: HR staff members attended 9th Circuit Annual HR Conferences in 1999, 2000, and 2001 with A.O.'s Personnel Office and other federal judiciary HR professionals. Compared personnel practices in the areas of recruitment, benefits administration, personnel manual layouts, etc. HR also attended Judiciary Benefits Conferences in 1999 and 2000 to discuss personnel issues and network with other HR professionals. As a result of the conferences: Identified a need to create a Benefits Specialist position to handle the growing area of benefits administration in order to provide more effective service to Court staff. Filled the position in March 2000. Utilized knowledge gained at conferences to assist in implementation of the reduction in work force in December 2000, which became especially useful in areas of saved grade/saved pay and severance regulations. Able to effectively develop and present training seminars to staff on various benefits programs. As a result of training received, HR's ability to counsel staff on benefits programs, especially in retirement planning area, was enhanced. Based upon A.O. information received at seminars, initiated an ongoing internal HR project to ensure that all staff are classified in correct retirement system.			*	

HP - High Priority LT - Long Term M - Maintenance C/O - Completed/Obsolete



HUMAN RESOURCES (HR)

Goal #	Description	Accomplishments	Classification			
			HP	LT	M	C/O
HR6A	Create training and staff development programs to address the identified needs of all staff.	Entered into inter-agency agreement with OPM to identify needs and training programs for all staff. Staff Development Department developed draft needs assessment with OPM.		*		
HR6B	Redesign employee performance evaluation process to incorporate performance standards and measurement, convey performance expectations, and provide employee feedback mechanisms.	Staff Development Dept. began work with OPM to create and implement competency-based human resources management.		*		
HR6C	Conduct a needs assessment to identify training and development needs as they are reflected in the mission, duties and goals of the area of assignment and/or in the performance review process. Incorporate a competency gap analysis into the assessment process.	Drafted needs assessment for all Operations positions. Competency gap analysis initiated and will be completed at the conclusion of the needs assessment rollout.	*			
HR6D	Develop and implement a method for evaluating training and development to ensure application of skill learned.	Researched methods to evaluate training and development of staff.	*			
HR6E	Develop and implement a program for succession planning to ensure the availability of a highly qualified work force to cover vacancies experienced through retirement, promotion and other attrition.	Competency-based human resources system begun, which will ensure effective succession planning.		*		

HP - High Priority **LT** - Long Term **M** - Maintenance **C/O** - Completed/Obsolete



HUMAN RESOURCES (HR)

Goal #	Description	Accomplishments	Classification			
			HP	LT	M	C/O
HR6F	Create individual development plans for Clerk's Office staff which specify the training and development activities the employee was involved in during that previous rating period, the impact those activities had on the individual's performance, and the educational activities which would enhance performance during the next rating period.	Competency-based human resources system begun, which will ensure effective succession planning. Draft individual development plans completed as part of OPM inter-agency agreement. To be completed in 2002 as part of transition to competency-based management.		*		
HR6G	Enhance HR and employee communication through implementation of programs to provide "Employee Self-Service."	Implemented Abra ESS district-wide, providing all Clerk's Office and judicial staff with access to HR info from desktop.	*			
HR6H	Revise <i>Personnel Policies and Information Handbook</i> and make available on web site.	Revised Chapters 6 and 8 of <i>Personnel Policies and Information Handbook</i> placed on Court's web site.	*			
HR6I	Develop mechanism to automate recording of time and attendance, ensuring that all audit guidelines are followed.	Deployed Abra ESS to all desktop PCs to facilitate automated method of recording time and attendance.		*		
HR6J	Develop a management training program regarding the <i>Personnel Policies and Information Handbook</i> to ensure Court established guidelines are followed.	New Goal.		*		

HP - High Priority LT - Long Term M - Maintenance C/O - Completed/Obsolete



HUMAN RESOURCES (HR)

Goal #	Description	Accomplishments	Classification			
			HP	LT	M	C/O
HR6K	Provide a comprehensive training program to employees regarding all Federal Employee Benefits.	Created position of Benefits Specialist. Specialist developed and conducted training in all divisions on following subjects: CSRS, FERS, TSP.		*		
HR6L	Develop a supervisory training/ orientation program on HR polices and procedures including time and attendance, performance evaluation and jury service.	Supervisory Development Program.		*		
HR6M	Establish an employee development component as part of the recruitment process to provide career counseling to employees applying for positions where they are minimally qualified but not competitive.	Staff Development Department worked with OPM to create court competencies.			*	
HR6N	Develop a program for judges and their staffs to foster appreciation and understanding of the duties, responsibilities, and contributions that deputy clerks make to the Court.	New Goal.		*		

HP - High Priority LT - Long Term M - Maintenance C/O - Completed/Obsolete



SPACE AND FACILITIES (SF)

Goal #	Description	Accomplishments	Classification			
			HP	LT	M	C/O
SF1A	Establish automated information systems in Court lobbies for tentative rulings and Court calendar information.	Kiosks in lobbies display judicial calendars.				C
SF1B	Establish <i>pro bono</i> lawyer consultation rooms in Court intake offices.	Facilities provided at Clerk's Offices for reaffirmation counseling (<i>pro bono</i>).				C
SF1C	Factor technology needs of public users into the development of facilities (for example, space for portable terminals, copiers).	Electric outlets in public carrels. Free on-site PACER access; multiple terminals. Print on demand. Policy on use of personal photocopiers.				C
SF2A	Advocate revision of <u>U.S. Courts Design Guide</u> and <u>GSA Standards and Guidelines</u> regarding employee break rooms and restrooms, size of courtrooms, public space areas for high volume Courts, <i>pro bono</i> lawyer consultation facilities, and handicapped access (including hearing and visually impaired).	At the national level, the December 1997 revision of the <u>U.S. Courts Design Guide</u> addressed some of these issues including employee break rooms, restrooms and handicapped access.			*	
SF2B	Develop procedures to create a security system that protects Court documents and property.	Numerous programs, upgrades and activities outlined in Clerk's Office Reports, including: imaging (less handling of files/less risk of loss and damage), archiving files faster, computer equipment and data safeguarded by upgrading UPS and air conditioning units, public carrels modified district-wide, additional cameras added at key locations, database backup tapes exchanged between divisions, etc. PACER allows public to access documents without the need to have the actual case file/docket in their possession.		C		

HP - High Priority LT - Long Term M - Maintenance C/O - Completed/Obsolete

LIST OF EXHIBITS

- Exhibit 1** Bankruptcy Filings: 1980-2001
- Exhibit 2** Bankruptcy Filings by Month: 1994-2001
- Exhibit 3** Bankruptcy Filings by Chapter: 1980-2001
- Exhibit 4** Los Angeles Division Bankruptcy Filings by Chapter: 1980-2001
- Exhibit 5** Riverside Division Bankruptcy Filings by Chapter: 1980-2001
- Exhibit 6** Santa Ana Division Bankruptcy Filings by Chapter: 1980-2001
- Exhibit 7** Northern Division Bankruptcy Filings by Chapter: 1992-2001
- Exhibit 8** San Fernando Valley Division Bankruptcy filings by Chapter: 1994-2001
- Exhibit 9** Bankruptcy Filings and Percentage Change: 1980-2001
- Exhibit 10** Chapter 7 Monthly Closing Performance: 1998- 2001
- Exhibit 11** Comparison of Bankruptcy Cases Filed and Closed: 2001
- Exhibit 12** Percent of District's Bankruptcy Filings by Division
- Exhibit 13** Comparison of Bankruptcy filings 2000 vs. 2001
- Exhibit 14** Comparison of Bankruptcy Closings 2000 vs. 2001
- Exhibit 15** Comparison of Adversary Proceedings Filed and Closed: 1997-2001
- Exhibit 16** Pending Bankruptcy Caseload by Division: 1997-2001

Exhibit 1
Central District of California
Bankruptcy Filings: 1980-2001

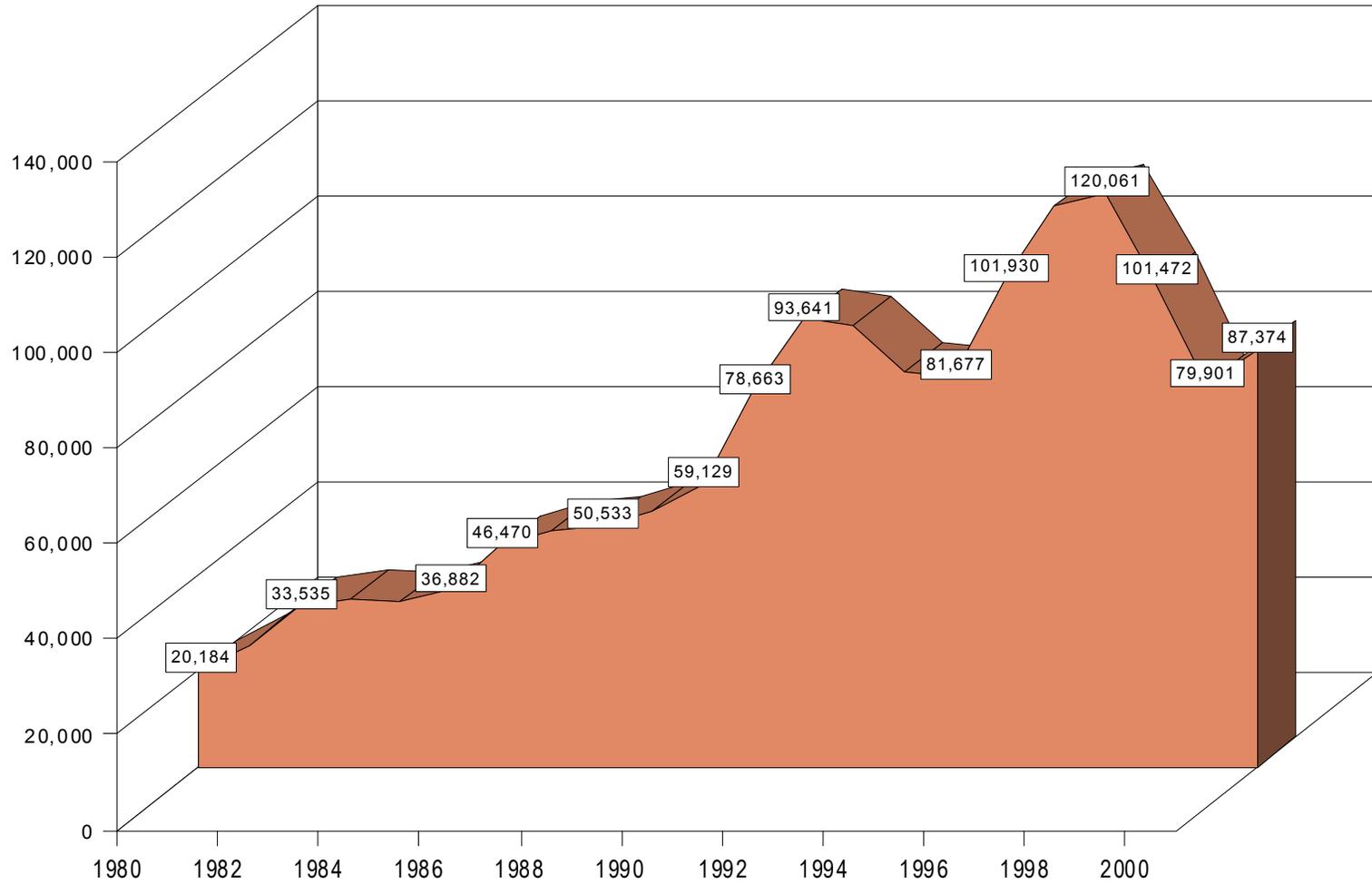


Exhibit 2
 Central District of California
Bankruptcy Filings by Month: 1994-2001

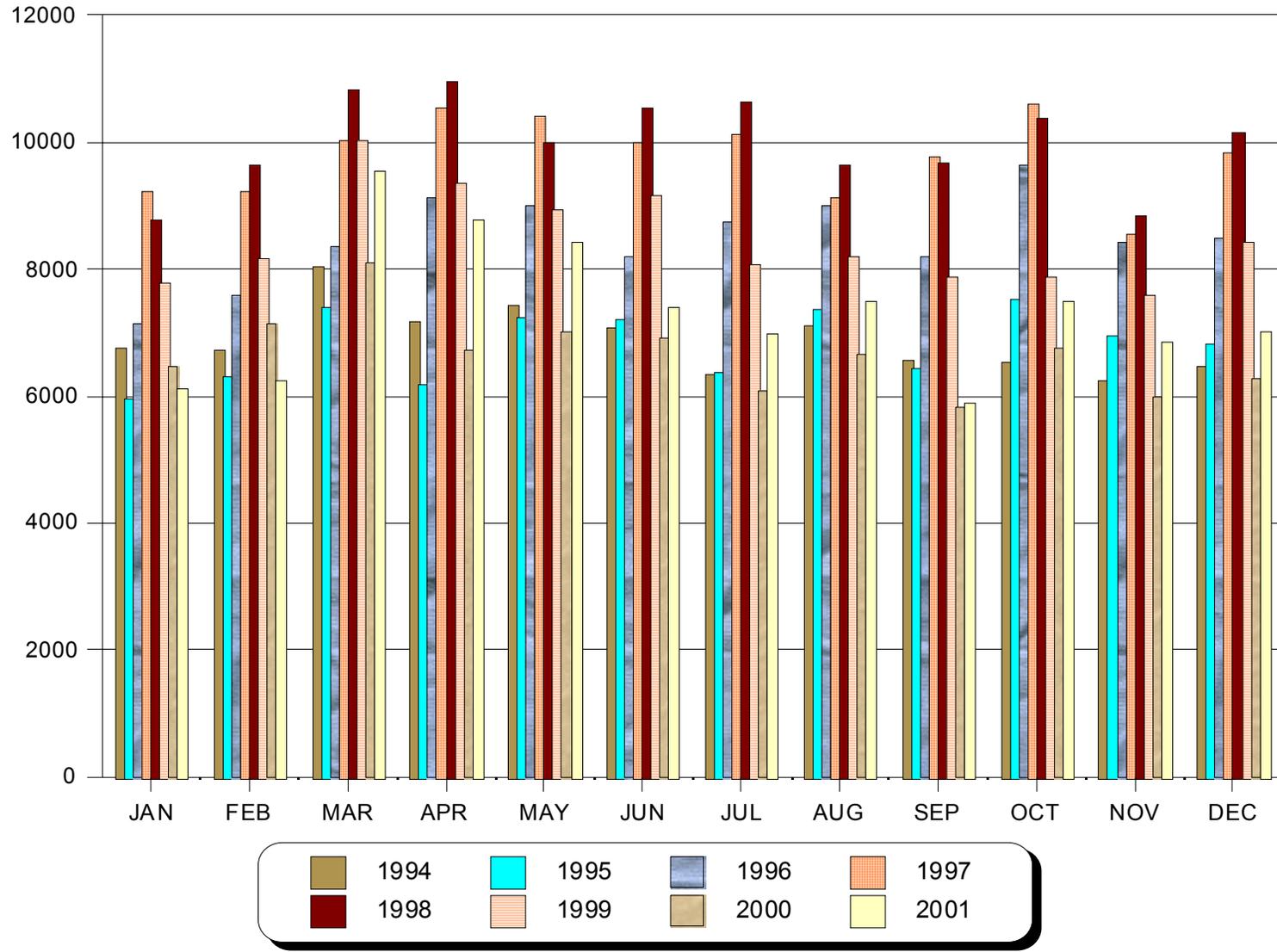


Exhibit 3
 Central District of California
Bankruptcy Filings by Chapter: 1980-2001

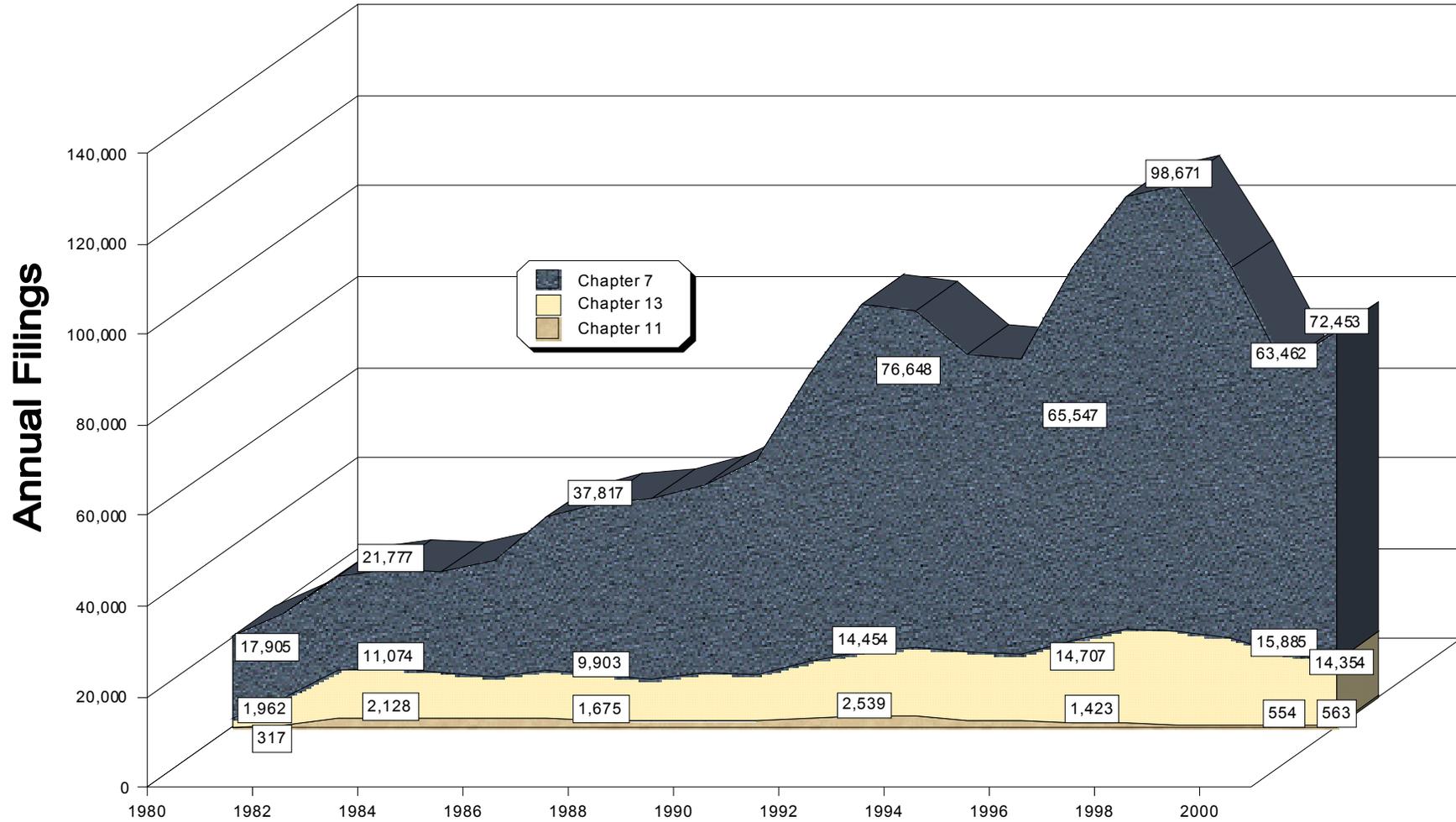
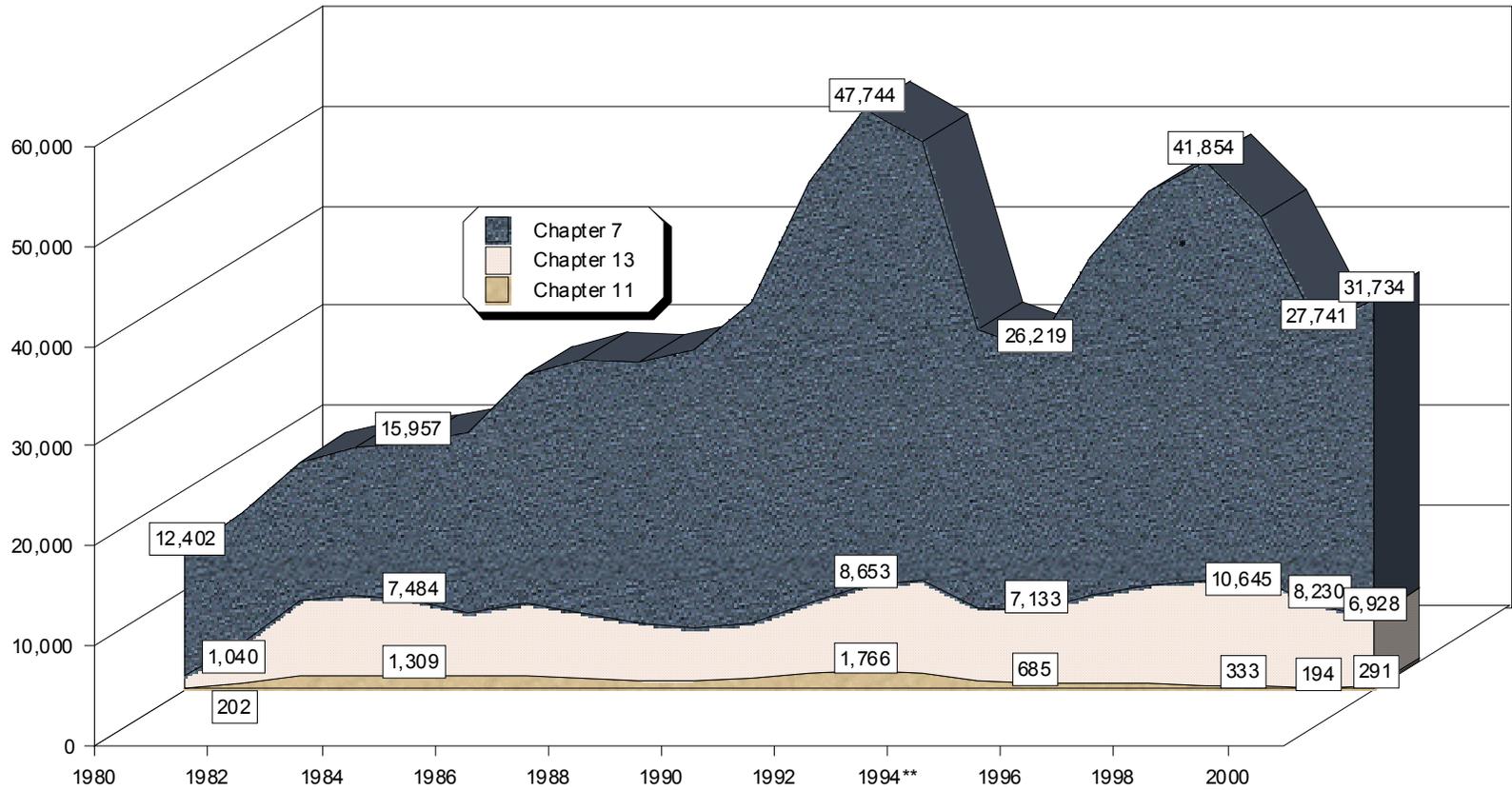


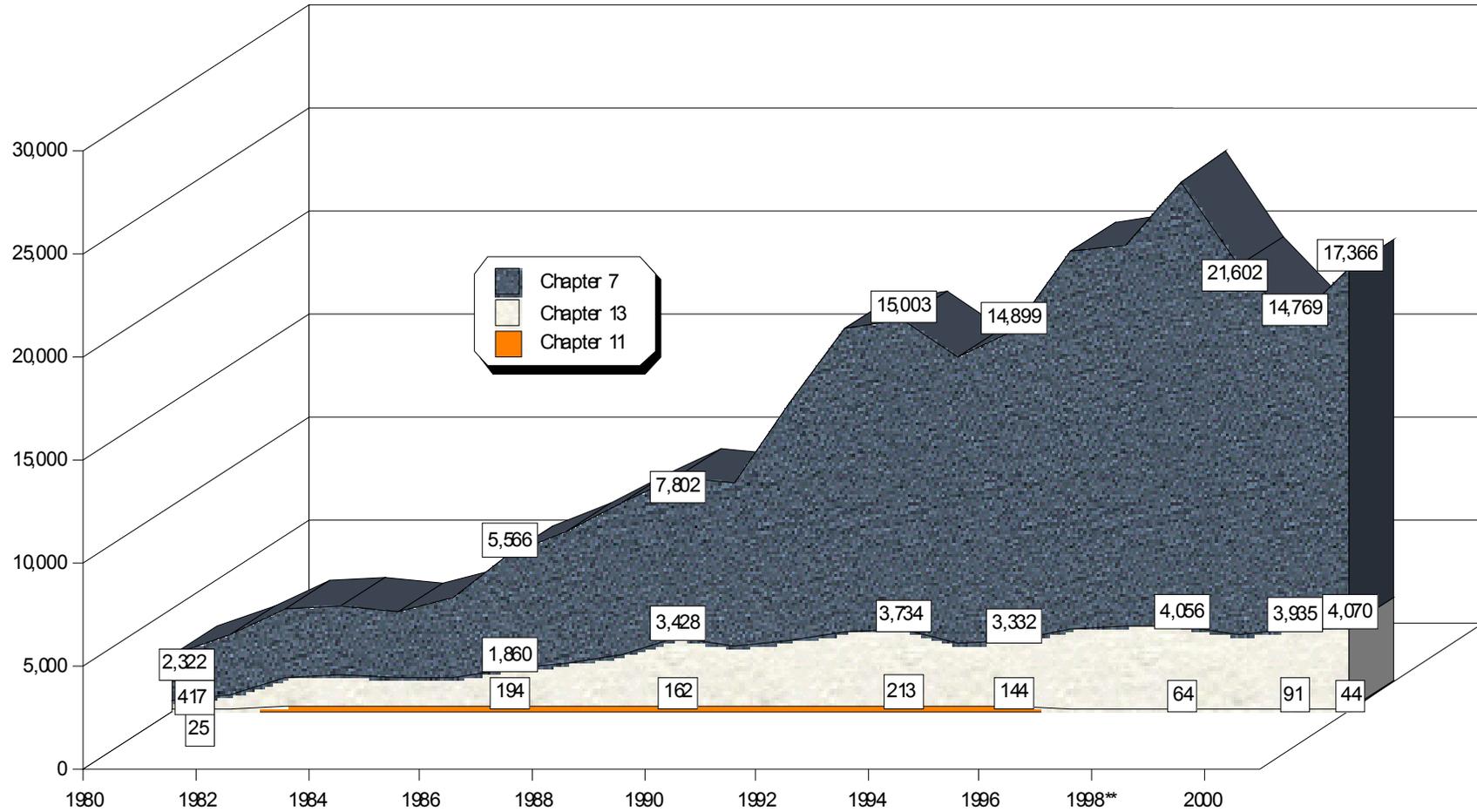
Exhibit 4
 Los Angeles Division
Bankruptcy Filings by Chapter: 1980-2001



* The drop in filings from 1992 to 1993 reflects the extraction of the Northern Division from the Los Angeles Division.

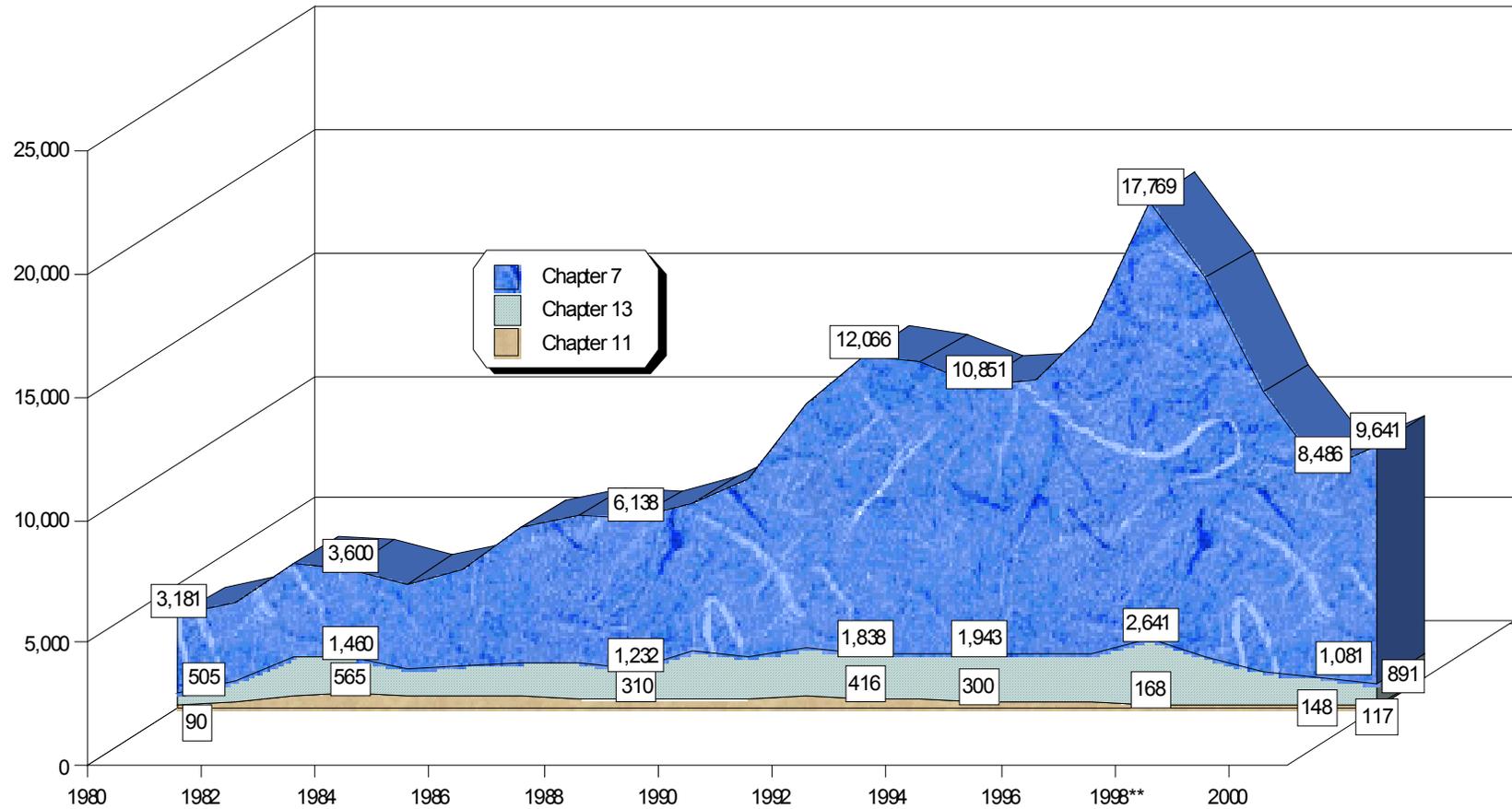
** The drop in filings from 1993 to 1994 reflects the extraction of the San Fernando Valley Division from the Los Angeles Division.

Exhibit 5
 Riverside Division
Bankruptcy Filings by Chapter: 1980-2001



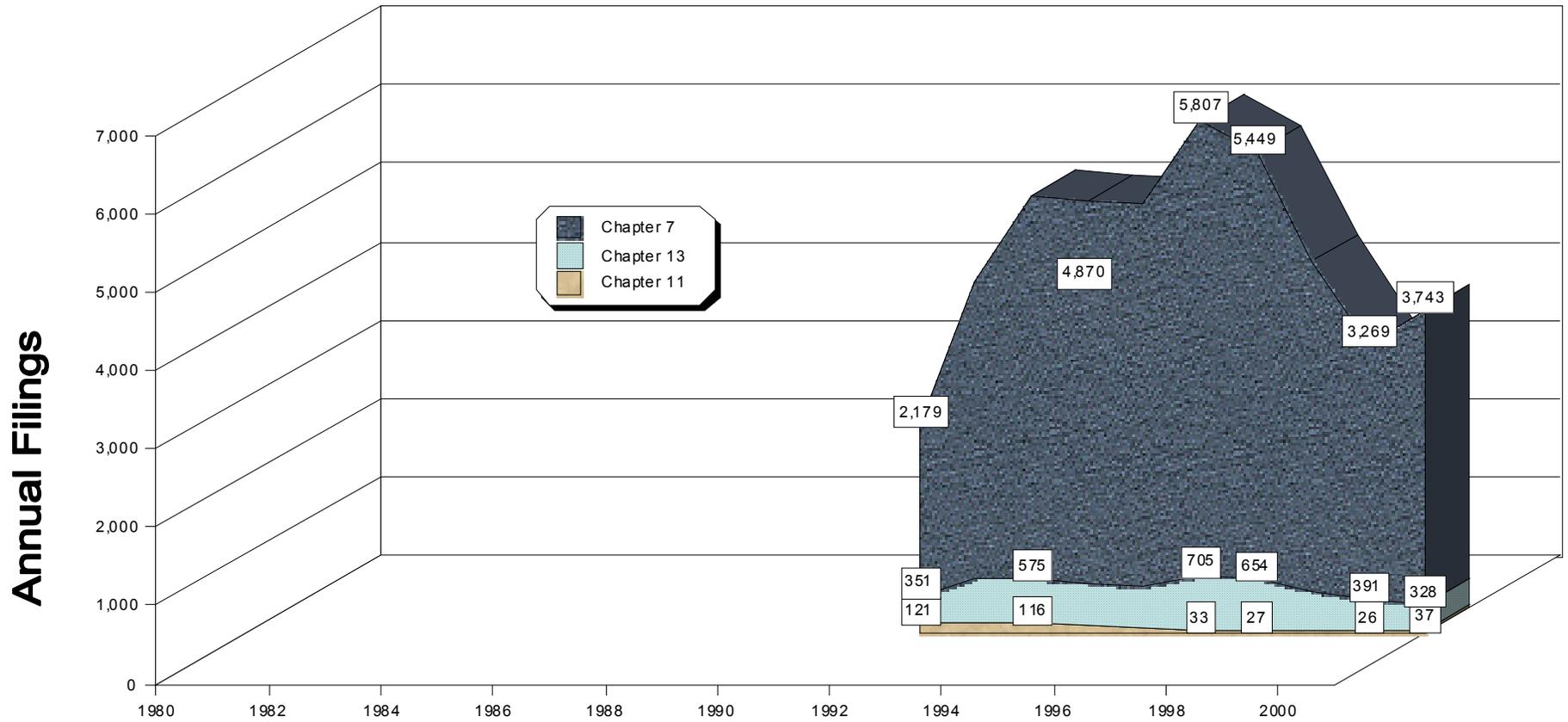
* In March 1997, 12 zip codes were reassigned from the Riverside Division to the Santa Ana Division. In April 1998, the 12 zip codes were returned to the Riverside Division.

Exhibit 6
 Santa Ana Division
Bankruptcy Filings by Chapter: 1980-2001



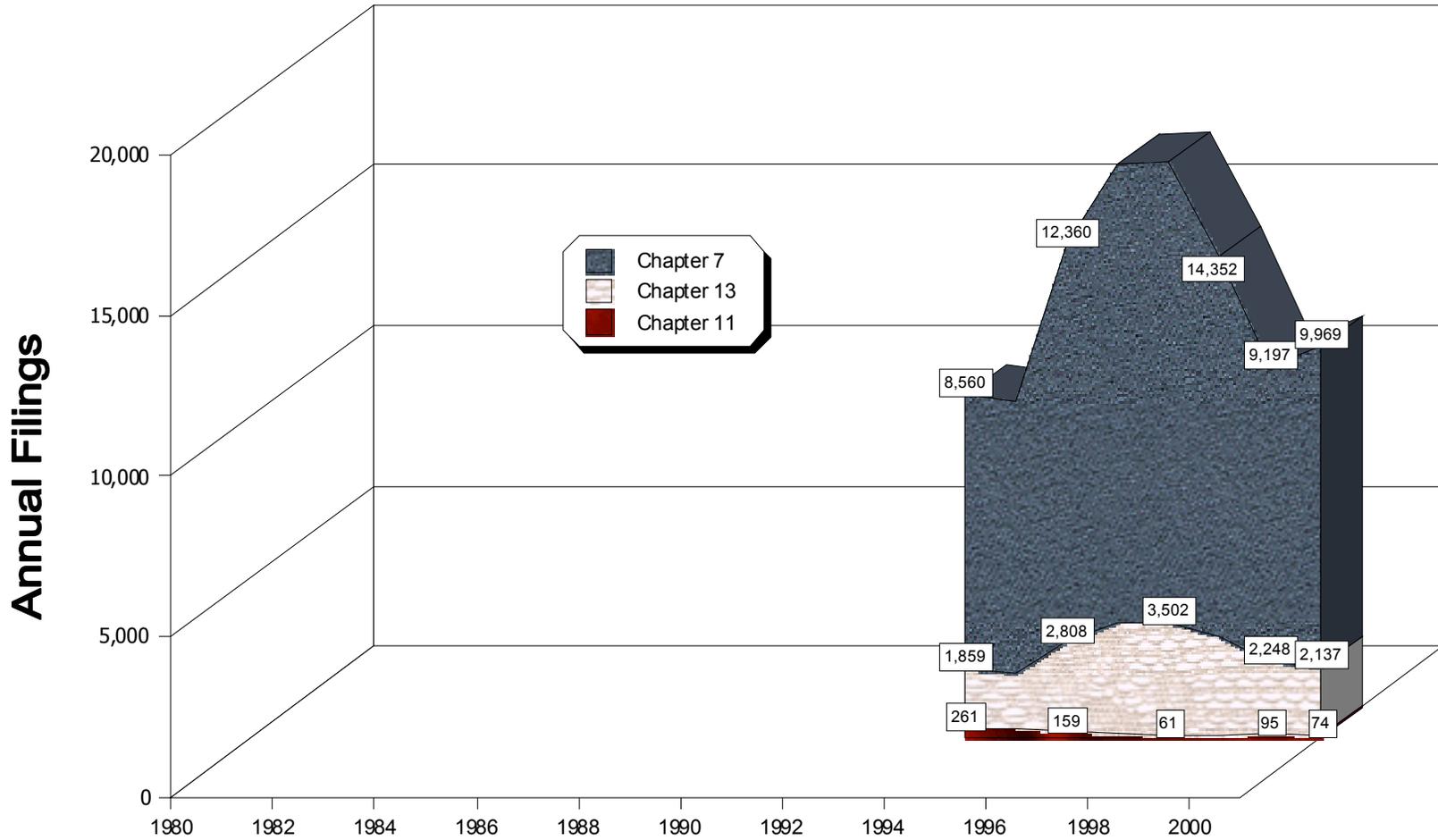
* In March 1997, 12 zip codes were reassigned from the Riverside Division to the Santa Ana Division. In April 1998, the 12 zip codes were returned to the Riverside Division.

Exhibit 7
Northern Division
Bankruptcy Filings by Chapter: 1992-2001*



* Filings prior to 1992 were included in Los Angeles Division. (See Exhibit 4.)

Exhibit 8
 San Fernando Valley Division
Bankruptcy Filings by Chapter: 1994-2001*



* Filings prior to 1994 were included in Los Angeles Division. (See Exhibit 4.)

**Exhibit 9
Bankruptcy Filings and Percentage Change: 1980-2001**

Year	Ch 7	% Chg	Ch 11	% Chg	Ch 13	% Chg	Total	% Chg
CENTRAL DISTRICT OF CALIFORNIA								
1980	17,905	N/A	317	N/A	1,962	N/A	20,184	N/A
1981	19,087	6.6%	787	148.3%	5,723	191.7%	25,597	26.8%
1982	20,985	9.9%	2,022	156.9%	10,528	84.0%	33,535	31.0%
1983	21,777	3.8%	2,128	5.2%	11,074	5.2%	34,979	4.3%
1984	22,669	4.1%	2,003	-5.9%	10,001	-9.7%	34,673	-0.9%
1985	25,927	14.4%	1,937	-3.3%	9,018	-9.8%	36,882	6.4%
1986	33,943	30.9%	2,082	7.5%	10,445	15.8%	46,470	26.0%
1987	37,817	11.4%	1,675	-19.5%	9,903	-5.2%	49,395	6.3%
1988	39,665	4.9%	1,358	-18.9%	9,510	-4.0%	50,533	2.3%
1989	41,556	4.8%	1,391	2.4%	10,662	12.1%	53,609	6.1%
1990	47,370	14.0%	1,478	6.3%	10,281	-3.6%	59,129	10.3%
1991	64,090	35.3%	2,268	53.5%	12,305	19.7%	78,663	33.0%
1992	76,648	19.6%	2,539	11.9%	14,454	17.5%	93,641	19.0%
1993	74,528	-2.8%	2,421	-4.6%	15,343	6.2%	92,292	-1.4%
1994	65,828	-11.7%	1,792	-26.0%	14,808	-3.5%	82,428	-10.7%
1995	65,547	-0.4%	1,423	-20.6%	14,707	-0.7%	81,677	-0.9%
1996	82,760	26.3%	1,026	-27.9%	18,144	23.4%	101,930	24.8%
1997	95,572	15.5%	886	-13.6%	20,860	15.0%	117,318	15.1%
1998	98,671	3.2%	605	-31.7%	20,785	-0.4%	120,061	2.3%
1999	81,794	-17.1%	452	-25.3%	19,224	-7.5%	101,470	-15.5%
2000	63,462	-22.4%	554	22.6%	15,885	-17.4%	79,901	-21.3%
2001	72,453	14.2%	563	1.6%	14,354	-9.6%	87,374	9.4%
LOS ANGELES DIVISION								
1980	12,402	N/A	202	N/A	1,040	N/A	13,644	N/A
1981	13,023	5.0%	508	151.5%	4,162	300.2%	17,693	29.7%
1982	13,838	6.3%	1,291	154.1%	7,655	83.9%	22,784	28.8%
1983	14,795	6.9%	1,361	5.4%	8,074	5.5%	24,230	6.3%
1984	15,957	7.9%	1,309	-3.8%	7,484	-7.3%	24,750	2.1%
1985	18,018	12.9%	1,263	-3.5%	6,473	-13.5%	25,754	4.1%
1986	22,974	27.5%	1,426	12.9%	7,164	10.7%	31,564	22.6%
1987	25,374	10.4%	1,125	-21.1%	6,392	-10.8%	32,891	4.2%
1988	26,157	3.1%	884	-21.4%	5,709	-10.7%	32,750	-0.4%
1989	27,797	6.3%	867	-1.9%	5,247	-8.1%	33,911	3.5%
1990	32,078	15.4%	1,005	15.9%	5,659	7.9%	38,742	14.2%
1991	42,723	33.2%	1,583	57.5%	7,063	24.8%	51,369	32.6%
1992	47,744	11.8%	1,766	11.6%	8,653	22.5%	58,163	13.2%
1993	43,875	-8.1%	1,693	-4.1%	9,281	7.3%	54,849	-5.7%
1994	27,701	-36.9%	930	-45.1%	7,308	-21.3%	35,939	-34.5%
1995	26,219	-5.4%	685	-26.3%	7,133	-2.4%	34,037	-5.3%
1996	33,873	29.2%	493	-28.0%	8,917	25.0%	43,283	27.2%
1997	39,217	15.8%	486	-1.4%	10,018	12.3%	49,721	14.9%
1998	41,854	6.7%	333	-31.5%	10,645	6.3%	52,832	6.3%
1999	36,510	-12.8%	210	-36.9%	10,608	-0.3%	47,328	-10.4%
2000	27,741	-24.0%	194	-7.6%	8,230	-22.4%	36,165	-23.6%
2001	31,734	14.4%	291	50.0%	6,928	-15.8%	38,953	7.7%
SAN FERNANDO VALLEY DIVISION								
(Filings prior to 1994 were included in Los Angeles Division)								
1994	8,560	N/A	261	N/A	1,859	N/A	10,680	N/A
1995	8,449	-1.3%	231	-11.5%	1,762	-5.2%	10,442	-2.2%
1996	12,360	46.3%	159	-31.2%	2,808	59.4%	15,327	46.8%
1997	14,287	15.6%	123	-22.6%	3,407	21.3%	17,817	16.2%
1998	14,352	0.5%	61	-50.4%	3,502	2.8%	17,915	0.6%
1999	11,850	-17.4%	63	3.3%	3,060	-12.6%	14,973	-16.4%
2000	9,197	-22.4%	95	50.8%	2,248	-26.5%	11,540	-22.9%
2001	9,969	8.4%	74	-22.1%	2,137	-4.9%	12,180	5.5%

RIVERSIDE DIVISION								
1980	2,322	N/A	25	N/A	417	N/A	2,764	N/A
1981	2,861	23.2%	91	264.0%	696	66.9%	3,648	32.0%
1982	3,361	17.5%	200	119.8%	1,354	94.5%	4,915	34.7%
1983	3,382	0.6%	202	1.0%	1,540	13.7%	5,124	4.3%
1984	3,248	-4.0%	220	8.9%	1,384	-10.1%	4,852	-5.3%
1985	3,983	22.6%	194	-11.8%	1,363	-1.5%	5,540	14.2%
1986	5,566	39.7%	194	0.0%	1,860	36.5%	7,620	37.5%
1987	6,463	16.1%	166	-14.4%	2,091	12.4%	8,720	14.4%
1988	7,370	14.0%	164	-1.2%	2,569	22.9%	10,103	15.9%
1989	7,802	5.9%	162	-1.2%	3,428	33.4%	11,392	12.8%
1990	7,978	2.3%	164	1.2%	2,903	-15.3%	11,045	-3.0%
1991	11,449	43.5%	228	39.0%	3,249	11.9%	14,926	35.1%
1992	14,659	28.0%	236	3.5%	3,612	11.2%	18,507	24.0%
1993	15,003	2.3%	213	-9.7%	3,734	3.4%	18,950	2.4%
1994	13,846	-7.7%	185	-13.1%	3,123	-16.4%	17,154	-9.5%
1995	14,899	7.6%	144	-22.2%	3,332	6.7%	18,375	7.1%
1996	18,374	23.3%	114	-20.8%	3,836	15.1%	22,324	21.5%
1997*	18,492	0.6%	76	-33.3%	4,089	6.6%	22,657	1.5%
1998	21,602	16.8%	64	-15.8%	4,056	-0.8%	25,722	13.5%
1999	17,944	-16.9%	46	-28.1%	3,639	-10.3%	21,629	-15.9%
2000	14,769	-17.7%	91	97.8%	3,935	8.1%	18,795	-13.1%
2001	17,366	17.6%	44	-51.6%	4,070	3.4%	21,483	14.3%
SANTA ANA DIVISION								
1980	3,181	N/A	90	N/A	505	N/A	3,776	N/A
1981	3,203	0.7%	188	108.9%	865	71.3%	4,256	12.7%
1982	3,786	18.2%	531	182.4%	1,519	75.6%	5,836	37.1%
1983	3,600	-4.9%	565	6.4%	1,460	-3.9%	5,625	-3.6%
1984	3,464	-3.8%	474	-16.1%	1,133	-22.4%	5,071	-9.8%
1985	3,926	13.3%	480	1.3%	1,182	4.3%	5,588	10.2%
1986	5,403	37.6%	462	-3.8%	1,421	20.2%	7,286	30.4%
1987	5,980	10.7%	384	-16.9%	1,420	-0.1%	7,784	6.8%
1988	6,138	2.6%	310	-19.3%	1,232	-13.2%	7,680	-1.3%
1989	5,957	-2.9%	362	16.8%	1,987	61.3%	8,306	8.2%
1990	7,314	22.8%	309	-14.6%	1,719	-13.5%	9,342	12.5%
1991	9,918	35.6%	457	47.9%	1,993	15.9%	12,368	32.4%
1992	12,066	21.7%	416	-9.0%	1,838	-7.8%	14,320	15.8%
1993	11,874	-1.6%	393	-5.5%	1,762	-4.1%	14,029	-1.4%
1994	10,851	-8.6%	300	-23.7%	1,943	10.3%	13,094	-6.7%
1995	11,088	2.2%	285	-5.0%	1,932	-0.6%	13,305	1.6%
1996	13,292	19.9%	213	-25.3%	2,034	5.3%	15,539	16.8%
1997*	17,769	33.7%	168	-21.1%	2,641	29.8%	20,578	32.4%
1998	15,414	-13.3%	120	-28.6%	1,928	-27.0%	17,462	-15.1%
1999	11,300	-26.7%	116	-3.3%	1,397	-27.5%	12,813	-26.6%
2000	8,486	-24.9%	148	27.6%	1,081	-22.6%	9,715	-24.2%
2001	9,641	13.6%	117	-20.9%	891	-17.6%	10,649	9.6%
NORTHERN DIVISION								
(filings prior to 1992 were included in Los Angeles Division)								
1992	2,179	N/A	121	N/A	351	N/A	2,651	N/A
1993	3,776	73.3%	122	0.8%	566	61.3%	4,464	68.4%
1994	4,870	29.0%	116	-4.9%	575	1.6%	5,561	24.6%
1995	4,892	0.5%	78	-32.8%	548	-4.7%	5,518	-0.8%
1996	4,861	-0.6%	47	-39.7%	549	0.2%	5,457	-1.1%
1997	5,807	19.5%	33	-29.8%	705	28.4%	6,545	19.9%
1998	5,449	-6.2%	27	-18.2%	654	-7.2%	6,130	-6.3%
1999	4,190	-23.1%	17	-37.0%	520	-20.5%	4,727	-22.9%
2000	3,269	-22.0%	26	52.9%	391	-24.8%	3,686	-22.0%
2001	3,743	14.5%	37	42.3%	328	-16.1%	4,109	11.5%

* In March 1997, 12 zip codes were reassigned from the Riverside Division to the Santa Ana Division. In April 1998, those 12 zip codes were returned to the Riverside Division.

Monthly Closing Performance - Central District Chapter 7 Case Filings: 1998 - 2001 (Adjusted for 4 Month Closing Lag)

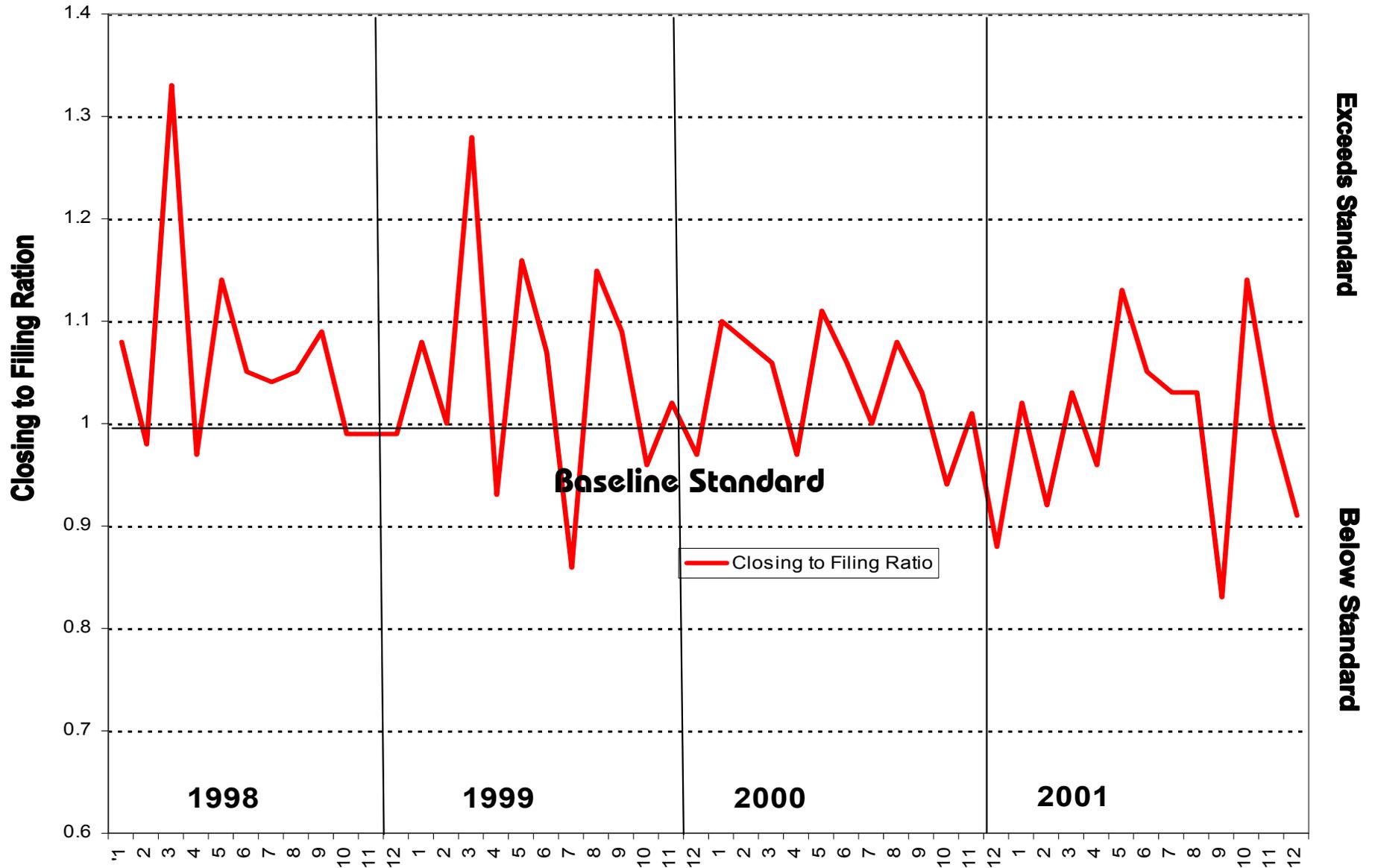


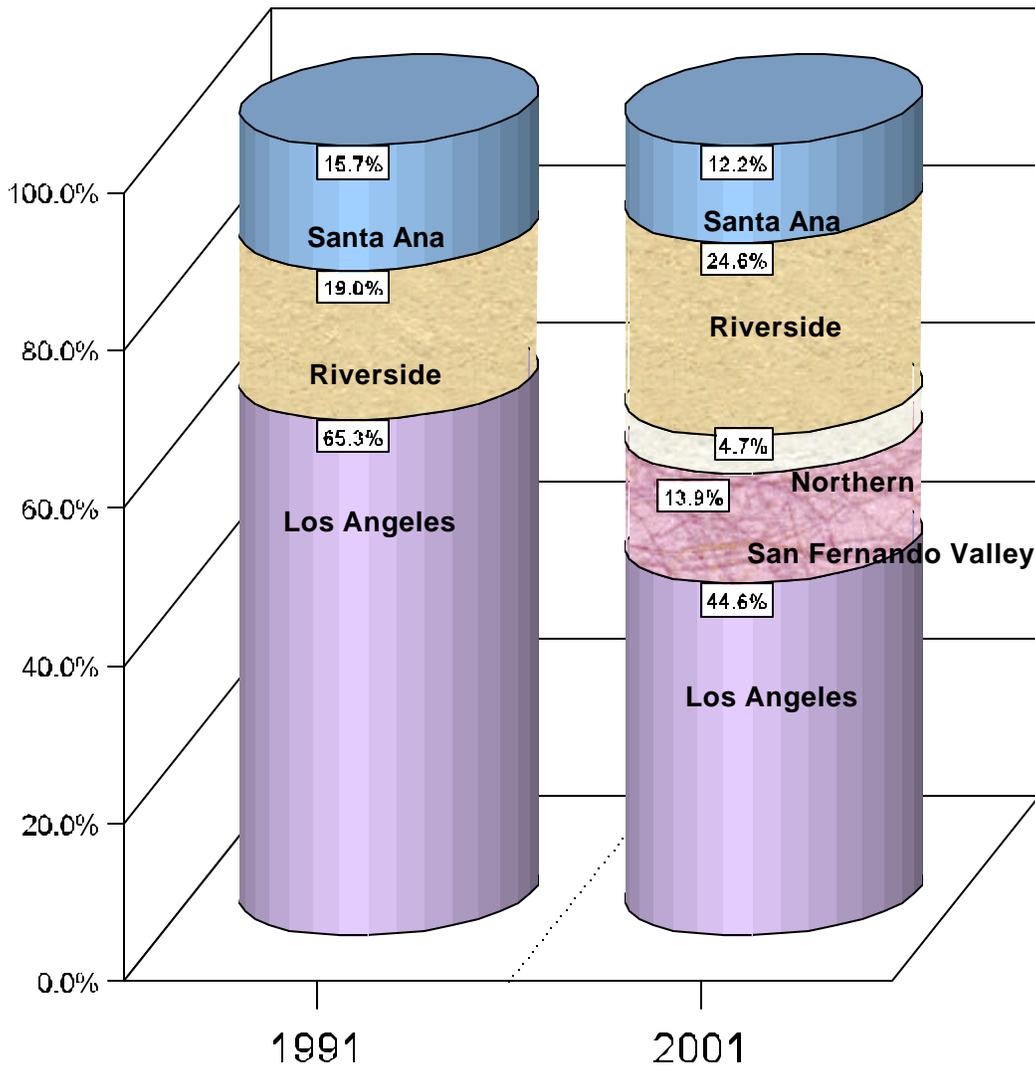
Exhibit 11

Central District of California Comparison of Bankruptcy Cases Filed and Closed: 2001

Chapter	Total Filed	Total Closed	Difference	Ratio (Closings/Filings)
DISTRICT				
07	72,453	71,518	-935	0.99
11	563	370	-193	0.66
12	3	3	0	N/A
13	14,354	13,235	-1,119	0.92
Total	87,374	85,126	-2,248	0.97
LOS ANGELES DIVISION				
07	31,734	30,880	-854	0.97
11	291	148	-143	0.51
12	0	0	0	N/A
13	6,928	6,422	-506	0.93
Total	38,953	37,450	-1,503	0.96
RIVERSIDE DIVISION				
07	17,366	17,068	-298	0.98
11	44	40	-4	0.91
12	2	2	0	N/A
13	4,070	3,319	-751	0.82
Total	21,482	20,429	-1,053	0.95
SANTA ANA DIVISION				
07	9,641	9,733	92	1.01
11	117	65	-52	0.56
12	0	0	0	N/A
13	891	1,147	256	1.29
Total	10,649	10,945	296	1.03
NORTHERN DIVISION				
07	3,743	3,700	-43	0.99
11	37	16	-21	0.43
12	1	1	0	N/A
13	328	374	46	1.14
Total	4,109	4,091	-18	1.00
SAN FERNANDO VALLEY DIVISION				
07	9,969	10,137	168	1.02
11	74	101	27	1.36
12	0	0	0	N/A
13	2,137	1,973	-164	0.92
Total	12,180	12,211	31	1.00

Exhibit 12

Central District of California Percent of District's Bankruptcy Filings by Division*



* The Northern and San Fernando Valley Divisions were separated from the Los Angeles Division in 1992 and 1994, respectively.

Exhibit 13

CENTRAL DISTRICT OF CALIFORNIA Comparison of Bankruptcy Filings 2000 vs. 2001

Chapter	2000	2001	% Chg
DISTRICT			
07	63,462	72,453	14.2%
11	554	563	1.6%
13	15,885	14,354	-9.6%
Total	79,901	87,374	9.4%

LOS ANGELES DIVISION			
07	27,741	31,734	14.4%
11	194	291	50.0%
13	8,230	6,928	-15.8%
Total	36,165	38,953	7.7%

RIVERSIDE DIVISION			
07	14,769	17,366	17.6%
11	91	44	-51.6%
13	3,935	4,070	3.4%
Total	18,795	21,483	14.3%

SANTA ANA DIVISION			
07	8,486	9,641	13.6%
11	148	117	-20.9%
13	1,081	891	-17.6%
Total	9,715	10,649	9.6%

NORTHERN DIVISION			
07	3,269	3,743	14.5%
11	26	37	42.3%
13	391	328	-16.1%
Total	3,686	4,109	11.5%

SAN FERNANDO VALLEY DIVISION			
07	9,197	9,969	8.4%
11	95	74	-22.1%
13	2,248	2,137	-4.9%
Total	11,540	12,180	5.5%

Exhibit 14

CENTRAL DISTRICT OF CALIFORNIA Comparison of Bankruptcy Closings 2000 vs. 2001

Chapter	2000	2001	% Chg
DISTRICT			
07	71,836	71,518	-0.4%
11	419	370	-11.7%
13	16,711	13,235	-20.8%
Total	88,966	85,126	-4.3%

LOS ANGELES DIVISION			
07	31,428	30,880	-1.7%
11	179	148	-17.3%
13	9,288	6,422	-30.9%
Total	40,895	37,450	-8.4%

RIVERSIDE DIVISION			
07	16,307	17,068	4.7%
11	51	40	-21.6%
13	4,006	3,319	-17.1%
Total	20,364	20,429	0.3%

SANTA ANA DIVISION			
07	9,834	9,733	-1.0%
11	105	65	-38.1%
13	1,139	1,147	0.7%
Total	11,078	10,945	-1.2%

NORTHERN DIVISION			
07	3,764	3,700	-1.7%
11	22	16	-27.3%
13	414	374	-9.7%
Total	4,200	4,091	-2.6%

SAN FERNANDO VALLEY DIVISION			
07	10,503	10,137	-3.5%
11	62	101	62.9%
13	1,864	1,973	5.8%
Total	12,429	12,211	-1.8%

Exhibit 15

Central District of California Comparison of Adversary Proceedings Filed and Closed: 1997-2001

Year	Filed	% Chg	Closed	% Chg	Ratio (Closings/Filings)
DISTRICT					
1997	7,022	6.5%	7,841	-26.5%	1.12
1998	5,920	-15.7%	7,804	-.5%	1.32
1998	5,920	-15.7%	7,804	-.5%	1.32
1999	5,462	-7.7%	6,425	-17.7%	1.18
2000	4,601	-15.8%	5,273	-17.9%	1.15
2001	3,996	-13.1%	4,484	-15.0%	1.12
LOS ANGELES DIVISION					
1997	3,032	1.2%	3,729	-42.0%	1.23
1998	2,826	-6.8%	3,781	1.4%	1.34
1999	2,485	-12.1%	3,049	-19.4%	1.23
2000	2,182	-12.2%	2,360	-22.6%	1.08
2001	1,754	-19.6%	2,044	-13.4%	1.17
RIVERSIDE DIVISION*					
1997	1,010	-6.4%	1,541	37.7%	1.53
1998	842	-16.6%	866	-43.8%	1.03
1999	768	-8.8%	910	5.1%	1.18
2000	699	-9.0%	854	-6.2%	1.22
2001	618	-11.6%	652	-23.7%	1.06
SANTA ANA DIVISION*					
1997	1,415	12.2%	1,227	-19.8%	0.87
1998	921	-34.9%	1,439	17.3%	1.56
1999	1,101	16.3%	975	-32.2%	0.89
2000	814	-26.1%	942	-3.4%	1.16
2001	719	-11.7%	837	-11.1%	1.16
NORTHERN DIVISION					
1997	358	-7.0%	401	11.7%	1.12
1998	333	-7.0%	448	11.7%	1.35
1999	261	-21.6%	370	-17.4%	1.42
2000	174	-33.3%	256	-30.8%	1.47
2001	160	-8.0%	151	-41.0%	0.94
SAN FERNANDO VALLEY DIVISION					
1997	1,207	37.5%	943	-22.9%	0.78
1998	998	-17.3%	1,270	34.7%	1.27
1999	847	-15.1%	1,121	-11.7%	1.32
2000	732	-13.6%	854	-23.8%	1.17
2001	745	1.8%	800	-6.3%	1.07

* In March 1997, 12 zip codes were reassigned from the Riverside Division to the Santa Ana Division and returned in April 1998.

Exhibit 16

Central District of California Pending Bankruptcy Caseload by Division: 1997-2001*								
Year	Ch 7	% Chg	Ch 11	% Chg	Ch 13	% Chg	Total*	% Chg
DISTRICT								
1997	40,286	-5.5%	1,715	-20.9%	19,511	3.1%	61,512	-3.5%
1998	38,661	-4.0%	1,178	-31.3%	21,232	8.8%	61,071	-0.7%
1999	30,210	-21.9%	894	-24.1%	20,628	-2.8%	51,732	-15.3%
2000	24,093	-37.7%	984	-16.5%	18,436	-13.2%	43,517	-28.7%
2001	26,471	9.9%	1053	7.0%	18,471	0.2%	46,001	5.7%
Los Angeles Division								
1997	14,782	-8.5%	636	-23.4%	7,851	-5.3%	23,269	-7.9%
1998	14,680	-0.7%	437	-31.3%	9,917	26.3%	25,034	7.6%
1999	12,706	-13.4%	310	-29.1%	9,404	-5.2%	22,420	-10.4%
2000	10,217	-30.4%	311	-28.8%	7,597	-23.4%	18,035	-28.0%
2001	11,337	11.0%	396	27.3%	7,531	-0.9%	19,264	6.8%
Riverside Division								
1997	8,053	-13.3%	124	-32.6%	5,206	4.7%	13,383	-7.3%
1998	9,936	23.4%	109	-12.1%	4,862	-6.6%	14,907	11.4%
1999	6,762	-31.9%	102	-6.4%	5,027	3.4%	11,891	-20.2%
2000	5,638	-16.6%	127	24.5%	4,737	-5.8%	10,504	-11.7%
2001	6,339	12.4%	117	-7.9%	5,288	11.6%	11,747	11.8%
Santa Ana Division								
1997	8,022	4.7%	470	-18.8%	3,178	14.6%	11,670	6.0%
1998	5,515	-31.3%	332	-29.4%	2,801	-11.9%	8,648	-25.9%
1999	4,720	-14.4%	258	-22.3%	2,437	-13.0%	7,415	-14.3%
2000	3,653	-22.6%	290	12.4%	2,239	-8.1%	6,183	-16.6%
2001	3,793	3.8%	318	9.7%	1,881	-16.0%	5,993	-3.1%
Northern Division								
1997	3,380	0.0%	121	-24.4%	944	25.0%	4,445	20.9%
1998	2,668	-21.1%	97	-19.8%	862	-8.7%	3,627	-18.4%
1999	1,626	-39.1%	63	-35.1%	769	-10.8%	2,458	-32.2%
2000	1,210	-25.6%	57	-9.5%	710	-7.7%	1,978	-19.5%
2001	1,316	8.8%	62	8.8%	643	-9.4%	2,023	2.3%
San Fernando Valley								
1997	6,049	-10.9%	364	-12.1%	2,332	9.3%	8,745	-6.3%
1998	5,862	-3.1%	203	-44.2%	2,790	19.6%	8,855	1.3%
1999	4,396	-25.0%	161	-20.7%	2,991	7.2%	7,548	-14.8%
2000	3,465	-21.2%	199	23.6%	3,153	5.4%	6,817	-9.7%
2001	3,686	6.4%	160	-19.6%	3,128	-0.8%	6,974	2.3%

* Does not include chapters 9 or 12.

For additional information regarding this report or the Bankruptcy Court for the Central District of California, you may contact the senior staff of the Clerk's Office.

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