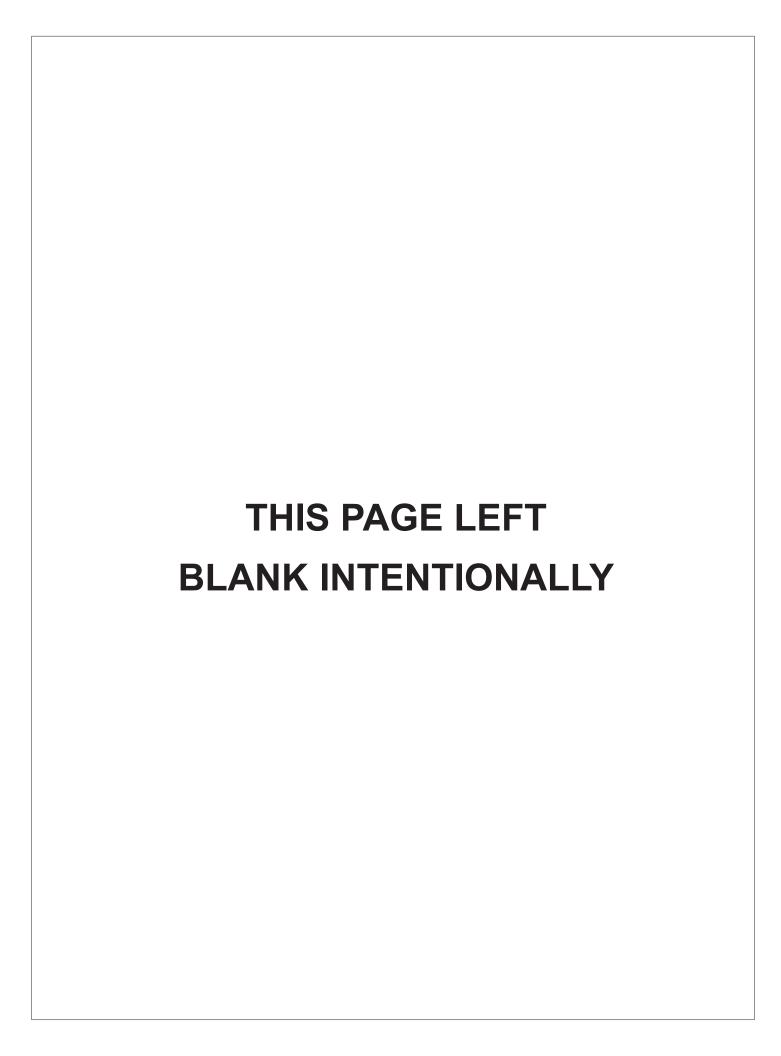
UNITED STATES BANKRUPTCY COURT

CENTRAL DISTRICT OF CALIFORNIA



Honorable Barry Russell, Chief Judge

Jon D. Ceretto, Executive Officer/Clerk of Court





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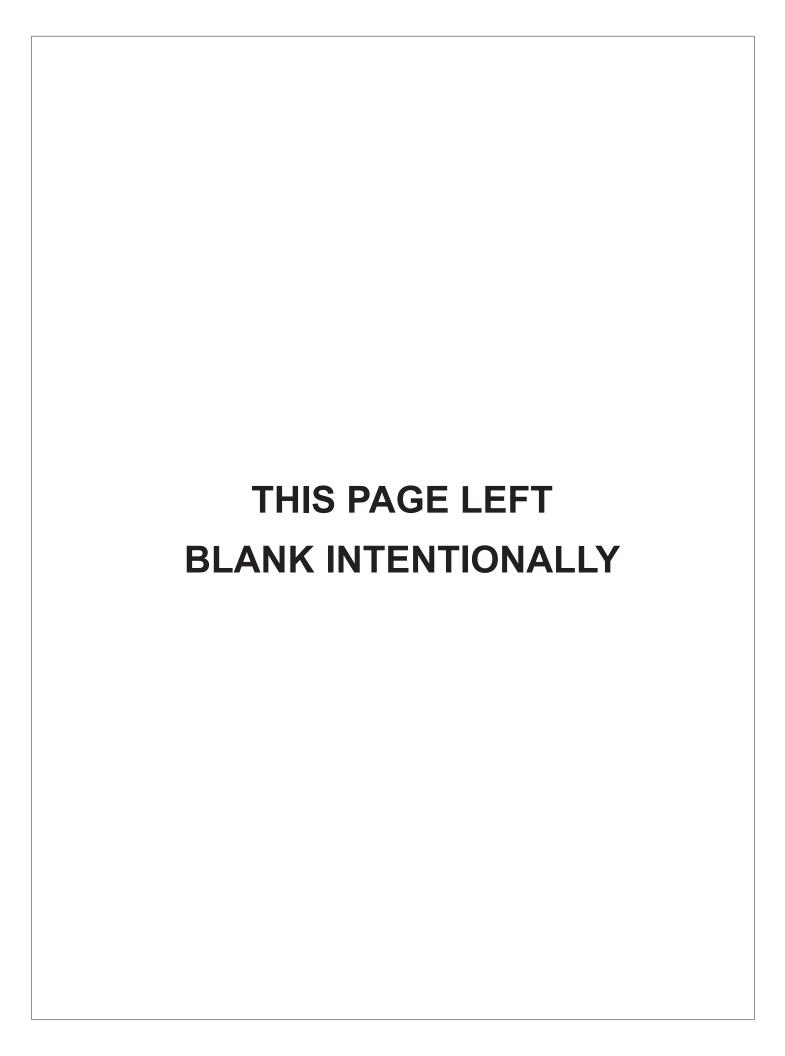


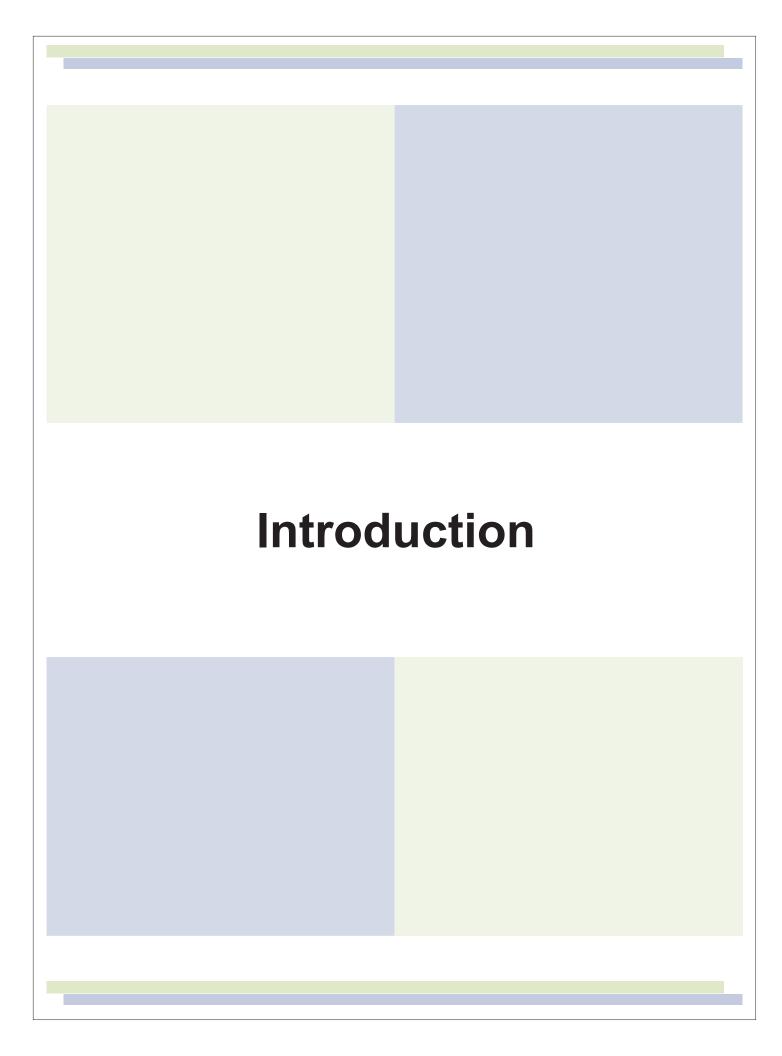


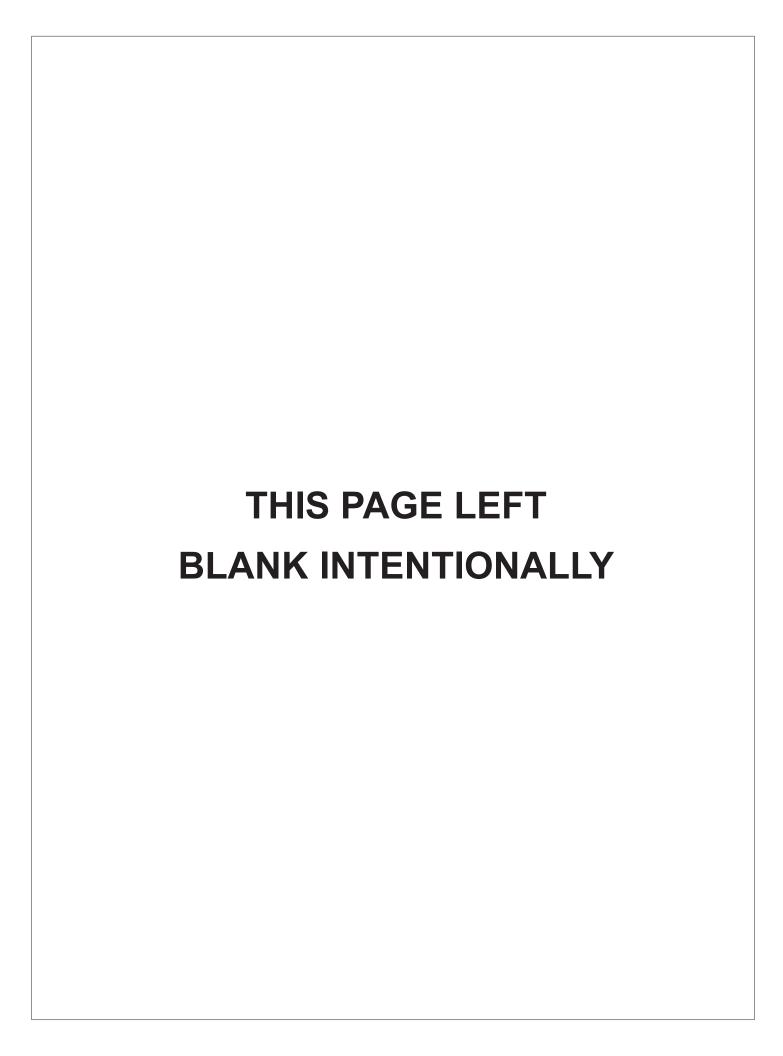
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Annual Report Executive Summary

ur Court overcame severe budget challenges in 2002 and continued its pursuit of excellence in the administration of justice. In spite of continued funding reductions, our Court moved forward with improved procedures for processing chapter 11 and 13 cases, along with key projects in the areas of automation and human resources management. Highlights of our Court's accomplishments in 2002 include:

Judge Barry Russell Appointed Chief Judge of the Bankruptcy Court

Following the completion of two three-year terms as Chief Judge of the Bankruptcy Court by Judge Geraldine Mund, Judge Barry Russell became the Chief Bankruptcy Judge, effective January 1, 2003. Judge Russell has served as a bankruptcy judge for the Central District since 1974.

Introduction of eFile Pilot Marks New Advance in Customer Service

In February 2002, the Court introduced eFile, a pilot system for accepting electronically filed court documents. Developed by the Clerk's Office, this user-friendly system saves staff labor by eliminating redundant operational processes through its integration with existing cashiering, docketing, calendaring, online case files, and order generation systems.

Court Achieves Outstanding National Ranking for Third Year

For the third year in a row, the Bankruptcy Court achieved an outstanding rank nationally in case processing efficiency. In statistics published by the Administrative Office, the Court achieved a rank of third or better in every quarter of 2002. This consistently excellent performance cements a remarkable turnaround that began in 1993, when the Court ranked 87 out of 90 districts in the nation.

Peter H. Carroll Appointed as Bankruptcy Judge

Peter H. Carroll received an appointment to serve as a bankruptcy judge for the Central District of California, effective August 1, 2002. Judge Carroll fills the vacancy created by the retirement of Judge Lynne Riddle and maintains his chambers in the Riverside Division.

Court Implements Uniform Chapter 11 Procedures

The Court implemented uniform procedures for the administration of chapter 11 cases on April 17, 2002. The new procedures are designed to increase uniformity in the administration of chapter 11 cases within the district and provide concise parameters for motions and other issues of importance in chapter 11 cases. The local bar associations provided extensive input in the development of the new procedures.

- The Court developed a disclosure agreement, which outlines the duties a debtor and his or her attorney agree to perform in a chapter 13 case, called the *Rights and Responsibilities Agreement* (RARA). Once the RARA has been signed by the debtor and his or her attorney, the attorney becomes eligible for fees up to a set amount without individual Court approval.
- Judge Ryan Assumes Role as Presiding Judge of Bankruptcy Appellate Panel
 On January 1, 2002, Judge John E. Ryan assumed the role of presiding judge of
 the Ninth Circuit's Bankruptcy Appellate Panel (BAP), succeeding Judge Barry
 Russell.

Six Judges Reappointed

The following six judges were reappointmented to the Bankruptcy Court for the Central District of California: Judges Arthur M. Greenwald, Robin L. Riblet, Kathleen T. Lax, Alan M. Ahart, Vincent P. Zurzolo, and Mitchel R. Goldberg. Also, Judge Kathleen P. March returned to private practice.

■ Clerk's Office Implements Sweeping New Human Resources System

The Clerk's Office implemented a new competency-based human resources system known as $A \ Red \ P$ (Alignment of the Court's Recruitment, Evaluation, Development, and Performance of employees). Developed by the Clerk's Office in cooperation with the Office of Personnel Management, $A \ Red \ P$ defines both the general and technical competencies for each position, integrating them into processes for recruitment, training, and performance evaluation. This benefits staff by providing specific expectations and increasing promotional opportunities, resulting in a more highly skilled workforce for the Court.

■ Clerk's Office Sustains Substantial Budget Reduction

As the result of a significant across-the-board budget cuts, the Court experienced a substantial budget shortfall. Expected to become a permanent fixture of future budgets, this budget cut required the Court to involuntarily separate 24 members of the Clerk's Office staff.

The Los Angeles Division spearheaded a pilot program known as the "Required Education for Debtors" (RED) that was designed to help chapter 13 *pro se* debtors succeed in the bankruptcy process. RED expands upon the *pro bono* programs, developed in cooperation with the local legal community, that are already in place in all five divisions and serve the relatively high number of *pro se* debtors in this district. In addition to the newly enacted RED, the *pro bono* programs address reaffirmation agreements and non-dischargeability proceedings.

■ Court Migrates to Lotus Notes E-Mail System

To comply with the judiciary's e-mail software upgrade to a national court standard, the Bankruptcy Court completed the migration of its e-mail system from the old *cc:Mail* system to Lotus Notes on March 7, 2002. The Lotus Notes system enables faster e-mail delivery from outside the district, routes e-mail directly to and from the recipient (rather than through hubs), and offers a variety of features not available in *cc:Mail*.

■ Court Continues to Enhance Case Management Automation

The Clerk's Office continued to enhance its case management automation during 2002 in the areas of case closing, new petition screening and case assignment, quality control, and the production of statistics.

■ District-Wide Network Upgraded

As part of a national migration by the Judiciary, the Court completed a project to upgrade its district-wide network to a frame relay network standard. The new standard improves communication and Internet access within the Court. Future upgrades and expansions will be less costly and will provide the Court with an improved growth path for the Judiciary's wide-area network.

■ High Profile Cases Filed During 2002

Several high profile bankruptcy cases were filed during 2002. With assets estimated in excess of \$231 million, Daewoo Motor America, Inc. filed a chapter 11 case in the Los Angeles Division (LA-02-24411). This was the first high profile chapter 11 case to be filed under the Court's new chapter 11 procedures. Consolidated Freightways Corporation of Delaware filed five related chapter 11 cases at the Riverside Division (consolidated under RS-02-24284). The corporation has approximately 300,000 creditors with estimated assets of over \$852 million.

■ Court Automates High Volume of Case Reassignments

During 2002, changes in judicial workloads necessitated the transfer of the caseloads of five judges in the district by the Clerk's Office. Using a program developed by technical staff, in conjunction with operations, cases and adversaries were automatically selected for reassignment and the dockets were successfully updated with no need for human intervention, except for quality control.

Revision of Fiscal Manual and Intake Cashiering System Manual Completed

In its first major revision since 1994, the Clerk's Office completed a project to update and expand both the *Fiscal Manual* and the accompanying *Intake Cashiering System Manual*. Through a process that involved all five divisions, "best practices" were agreed upon, resulting in standardized procedures that facilitate training and support amongst divisions.

■ Court's Mediation Program Largest of Its Type in Nation

Introduced in 1995, the Bankruptcy Court's Bankruptcy Mediation Program is believed to be the largest program of its type in the nation. Since its inception and through December 31, 2002, over 2,500 matters have been assigned to the program. Through this program, parties can resolve their disputes more quickly, at less cost, and often without the stress and pressure associated with litigation. The overall success of the program is demonstrated by responses to the participant satisfaction survey in which 93% of the respondents stated they would use the program again.

■ New Deputies-in-Charge Appointed for the Los Angeles and Riverside Divisions

On May 6, 2002, Dennis Tibayan and Chris Lippens were appointed as the Deputies-in-Charge of the Los Angeles and Riverside divisions, respectively. Their appointments were the result of the retirements of Velma Clayter in Los Angeles, after 33 years of service, and Victoria McMurray in Riverside, after 41 years of service. Mr. Tibayan and Mr. Lippens each have over 10 years of experience with the Court and have worked in various managerial positions.

■ District-Wide Audit Completed

During the second quarter, the Administrative Offices's Office of Audit conducted a district-wide audit of the Court; and the final report was issued in the third quarter. The Court's financial statements were found to be accurately prepared, and no material weaknesses in the Court's internal control procedures were found.

■ Court Upgrades Video Conference Sound Systems

The Court upgraded sound systems in all video-conferencing courtrooms throughout the district with ASPI EF600 units. Replacing the older Gentner systems, the new ASPI sound systems use digital echo canceling technology to reduce feedback and automatically adjust sound volumes.

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, Lynn Riddle (Retired), 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,

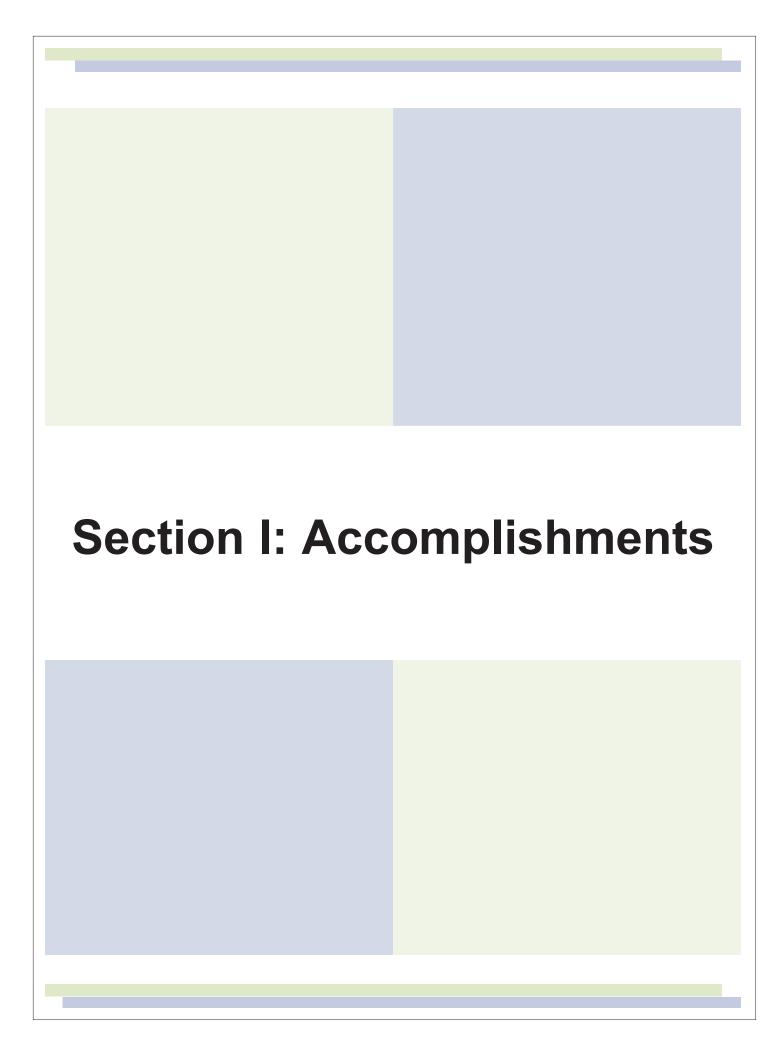
Lisa Hill Fenning (Resigned), Kathleen T. Lax

Not Pictured:

Sheri Bluebond, Peter H. Carroll

*Term of office concluded on November 9, 2002.

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Section 1 A

Judicial Committees

And consist of bankruptcy judges and consist 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. Chief Judge Geraldine Mund and Executive Officer/Clerk of Court Jon D. Ceretto were ex-officio members of each committee. The 2002 standing judicial committees were:

Executive Committee

Judge Mund, Chair

Judge Ahart

Judge Barr

Judge E. Carroll

Judge Jury

Judge Lax

Judge Russell

Case Management Committee

Judge Zurzolo, Chair

Judge Bufford

Judge Jury

Judge Riblet

Judge Robles

Chapter 13 Committee

Judge Donovan, Chair

Judge Goldberg

Judge Lax

Judge Ryan

Judge Smith

Judge Zurzolo

Education and Training Committee

Judge Jury, Chair

Judge Bluebond

Judge March

The task forces/ad hoc committees were:

Judicial Practices Task Force

Judge Bluebond, Chair

Judge Alberts

Judge Jury

Judge Lax

Judge Riblet

Judge Robles

Alternative Dispute Resolution

Judge Russell

Pro Se Committee

Judge Goldberg, Chair

Judge Barr

Judge Bufford

Judge Greenwald

Rules Committee

Judge E. Carroll, Chair

Judge Ahart

Judge Barr

Judge Bluebond

Space and Security Committee

Judge Zurzolo, Chair

Judge Greenwald

Judge Naugle

Judge Riblet

Judge Ryan

United States Trustee Liaison Committee

Judge Riblet, Chair

Judge Ahart

Judge Lax

Judge Naugle

Judge Ryan

Judge Smith

Legislation Liaison

Judge Bluebond

Judge Bufford

Judge Donovan

Judge Goldberg

Judge Riblet

Judge Ryan

Strategic Planning

Judge Ryan, Chair

Judge Riblet

Judge Zurzolo

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Judge Barry Russell Appointed Chief Judge of the Bankruptcy Court

Following the completion of two three-year terms as Chief Judge of the Bankruptcy Court by Judge Geraldine Mund, Judge Barry Russell was appointed Chief Bankruptcy Judge, commencing on January 1, 2003. Judge Russell, who maintains his chambers in Los Angeles, has served as a bankruptcy judge for the Central District since 1974. Judge Russell is the senior judge in the Ninth Circuit and is fourth in seniority of all bankruptcy judges in the United States. Judge Russell served on the Bankruptcy Appellate Panel (BAP) from 1988 to 2001, and served as chief judge of the BAP from 1999 through 2001. He established the Court's mediation program in 1995, (see Bankruptcy Mediation Program Assists the Court and Litigants, page 12) which has handled over 2.500 matters. Before his appointment to the Court, he served as an estate and gift tax examiner for the Internal Revenue Service, a public defender for Los Angeles County, and an assistant U.S. attorney in Los Angeles. He received his juris doctorate degree from the University of California at Los Angeles. He authors the "Bankruptcy Evidence Manual" published annually by the West Publishing Company.

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Judge Peter H. Carroll Appointed as Bankruptcy Judge of the Bankruptcy Court

On August 1, 2002, Peter H. Carroll was sworn in as the newest bankruptcy judge in the Central District of California by Judge David N. Naugle. Judge Carroll earned his juris doctorate degree from St. Mary's University in San Antonio. Texas, where he served on the St. Mary's Law Journal. He served as director of the California Bankruptcy Forum until his appointment to the bench and was previously director and president of the Central California Bankruptcy Association. He has had several articles published on bankruptcy-related topics. Judge Carroll served as an assistant United States Trustee for the Department of Justice primarily in Fresno. Prior to his tenure with the Office of the U.S. Trustee, he was engaged in private practice at the law firm of Brite & Drought in San Antonio from 1976 to 1993.

His formal investiture was held on November 14, 2002, in Riverside, where he maintains his chambers.

10

Pro Bono Programs Offer Debtor Assistance

The Court offers *pro bono* assistance programs to help *pro se* debtors (i.e., debtors not represented by an attorney) throughout the district. The programs operate in conjunction with volunteer attorneys and are designed to provide free legal assistance to debtors meeting certain eligibility requirements. The *pro bono* programs' goals are to familiarize debtors with the bankruptcy process and to ensure that they fully understand their legal rights. The programs benefit the Court by eliminating time delays caused by *pro se* debtors who are unfamiliar with the bankruptcy process and by enhancing the Court's commitment to service.

During 2002, the *pro bono* programs provided hundreds of low income *pro se* debtors assistance in preparing voluntary chapter 7 petitions and reaffirmation agreements as well as offering free legal representation in non-dischargeability adversary proceedings. (See Table 1, page 12).

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. During 2002, the DAP provided hundreds of qualified low income clients with assistance in preparing voluntary chapter 7 petitions and free legal representation in non-dischargeability adversary proceedings.

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 operates in the Santa Ana Division. Twice a month, the local bar association holds chapter 7 debtor counseling clinics to provide bankruptcy related training and counseling as well as assisting qualified debtors in preparing petitions and schedules.

Riverside Division

The Riverside Division's *pro bono* program operates in conjunction with the Public Service Law Corporation to assist *pro se* debtors in adversary proceedings. During 2002, 513 debtors applied for assistance, but the majority of them did not meet the financial eligibility requirements.

Northern Division

The Northern Division's *pro bono* program was established in 2000 and is handled by two local attorneys who alternate counseling *pro se* debtors. The attorneys attend Judge Riblet's monthly reaffirmation agreement calendar and make themselves available for *pro se* debtors in need of assistance. Interested debtors then meet with one of the attorneys prior to their hearings.

Table 1 Central District of California Bankruptcy Court <i>Pro Bono</i> Programs: 2002					
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	1,583		591	
San Fernando Valley	10/97	32	158	191	600*
Riverside	4/01	513*	3	N/A	N/A
Santa Ana	11/99	N/A	N/A	131	82
Northern	9/00	N/A	N/A	N/A	72
Total		2,128	161	913	754

^{*} includes both co-debtors if jointly filed

Court Expands *Pro Bono* Efforts with "Required Education for Debtors"

The Los Angeles Division initiated a six-month pilot program known as "Required Education for Debtors" (RED) program on October 1, 2002, which is designed to help *pro se* debtors succeed in the bankruptcy process. RED requires *pro se* filers of chapter 13 cases assigned to Judge Zurzolo to attend a 30-minute education program prior to their 341(a) meeting. During the session, debtors are offered free legal assistance and are advised of the common pitfalls that lead to case dismissal. RED is a cooperative effort by Judge Zurzolo, the Clerk's Office, Public Counsel, Chapter 13 Trustee Nancy Curry, the Office of the U.S. Trustee and members of the legal community. RED expands upon the *pro bono* programs, developed in cooperation with the local legal community, that are already in place in all five divisions and serve the relatively high number of *pro se* debtors in this district. RED was provided to 49 debtors during 2002.

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. Commonly known as the Bankruptcy Mediation Program, it enables parties to resolve their disputes more quickly, at less cost, and without the stress and pressure associated with litigation.

Section 1 A

As of December 31, 2002, 2,550 matters have been assigned to the Mediation Program since its inception in 1995. Of the matters assigned, 2,429 were concluded while 121 remained pending. Of the 2,429 completed matters, 1,533 (63%) were settled and 896 (37%) were not settled. Matters not settled resume litigation and are decided by a bankruptcy judge. Below are some key statistics about the Mediation Program since its inception:

Table 2 Central District of California - Bankruptcy Court Mediation Program Statistics: August 1995 - December 31, 2002		
Total number matters assigned to ADR	2,550	
Total number of matters concluded 1,533 matters settled (63%) 896 matters not settled (37%)	2,429	
Current number of pending matters	121	
Number of mediators	204	
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 statistical reports by such categories as individual judge, division, chapter, matter description, and status of matter.

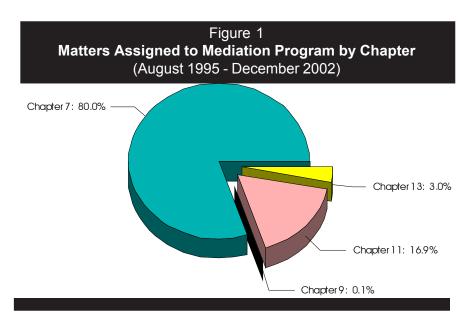
A comprehensive questionnaire enables the Court to determine the participants' perception of the Mediation Program. Data from these questionnaires are analyzed using a statistics computer program. Of the 6,470 questionnaires mailed to parties and attorneys who have attended mediation conferences, 2,102 completed questionnaires have been returned to the Court (representing a return rate of approximately 32%, which is considered excellent in view of the fact that questionnaires are anonymous and voluntarily submitted). Data from the completed questionnaires is outlined in Table 3.

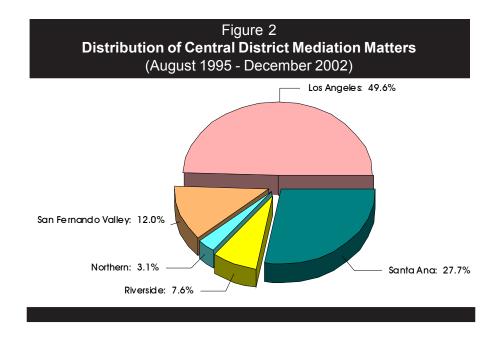
Table 3 Participant Satisfaction with Mediation Program as of December 31, 2002			
Respondents satisfied with the mediation process.	83%		
Respondents who would use the Mediation Program again.	93%		
Respondents who consdiered their settlement fair.	82%		
Respondents who believed parties will comply 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%		

Section 1 A

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 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 charts 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.)





Visiting Bankruptcy Judges Provide Support to the District

Judge Richard T. Ford, bankruptcy judge from the Eastern District of California, returned to the Northern Division as a visiting judge several times in 2002. During his visits, Judge Ford heard matters related to adversary proceedings and conducted trials from Judge Robin L. Riblet's caseload. Judge Ford began assisting the Northern Division in 1998 and completed his tenure as a visiting judge during 2002. He also adjudicated a Santa Ana Division adversary matter during the year. Judge John L. Peterson from Montana also presided over two trials on adversary matters from Judge Ellen Carroll's Los Angeles caseload.

PHOTO NOT AVAILABLE FOR PUBLIC VIEWING Judge Ryan Assumes Role as Presiding Judge of Bankruptcy Appellate Panel On January 1, 2002, Judge John E. Ryan assumed the role as presiding judge of the Ninth Circuit's Bankruptcy Appellate Panel (BAP), succeeding Judge Barry Russell. The BAP is composed of six Ninth Circuit judges. The BAP judges work in panels of three and hear arguments throughout the Ninth Circuit. Judge Ryan is following the strong leadership precedent established by former presiding judges.

Judge Lynne Riddle Retires

Judge Lynne Riddle retired from the Court in April 2002, upon the expiration of her 14-year term. During her tenure, Judge Riddle handled a number of high profile cases, including Edwards Theaters, First Alliance Mortgage Company, and Boston West LLC. Judge Riddle has been an active member of the Orange County Women Bankruptcy Lawyers, the Inland Empire Bankruptcy Forum, and the Orange County Bankruptcy Forum.

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Judge March Returns to Private Practice

After completing her 14-year term in the Los Angeles Division on November 9, 2002, Judge Kathleen P. March returned to private practice. Judge March handled a number of high profile cases during her tenure with the Court, including Standard Brands Paint Company, Kent & Spiegel Direct, Inc., and Daewoo Motor America, Inc. Before her departure, Judge March served on the Education and Training Committee, the Rules Committee, the Automation Committee, the Chapter 13 Committee, the Case Management Committee, and was the chair of the United States Trustee Liaison Committee.

Six Judges Reappointed

During 2002, the following six judges were reappointed to the Bankruptcy Court for the Central District of California. All six judges were originally appointed to the bench in 1988.

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. Judge Greenwald sat on the *Pro Se* and Space and Security Committees in 2002.

Judge Robin L. Riblet - Effective March 30, 2002, Judge Robin L. Riblet was reappointed to serve as a bankruptcy judge. Judge Riblet sat on the Case Management Committee, Space and Security Committee, Strategic Planning Committee, Judicial Practices Task Force, Legislation Liaison Committee, and served as the chair of the United States Trustee Liaison Committee in 2002.

PHOTO NOT AVAILABLE FOR PUBLIC VIEWING

PHOTO NOT AVAILABLE FOR PUBLIC VIEWING Judge Kathleen T. Lax - Judge Kathleen T. Lax was reappointed to serve as a bankruptcy judge effective April 4, 2002. Judge Lax sat on the Executive Committee, Chapter 13 Committee, United States Trustee Liaison Committee, and the Judicial Practices Task Force in 2002.

Judge Alan M. Ahart - Judge Alan M. Ahart was reappointed as a bankruptcy judge effective April 4, 2002. Judge Ahart sat on the Executive Committee, Rules Committee, and the United States Trustee Liaison Committee in 2002.

PHOTO NOT AVAILABLE FOR PUBLIC VIEWING

PHOTO NOT AVAILABLE FOR PUBLIC VIEWING **Judge Vincent P. Zurzolo** - Effective April 18, 2002, Judge Vincent P. Zurzolo was reappointed to serve as a bankruptcy judge. Judge Zurzolo sat on the Strategic Planning Committee. He also was the chair of the Case Management and Space and Security Committees in 2002.

Judge Mitchel R. Goldberg - Judge Mitchel R. Goldberg was reappointed to serve as a bankruptcy judge effective June 1, 2002. Judge Goldberg sat on the Chapter 13 Committee and the Legislation Liaison Committee. He also served as chair of the *Pro Se* Committee in 2002.

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Court Implements Uniform Chapter 11 Procedures

With the approval of General Order 02-02 on April 17, 2002, the Court implemented uniform procedures for the administration of chapter 11 cases. The new procedures are designed to increase uniformity in the administration of chapter 11 cases within the district. They also provide concise parameters for motions requiring emergency or expedited relief, motions for emergency use of cash collateral financing and/or cash management, motions for orders establishing procedures for the sale of the estate's assets, motions to employ professionals, and other issues of importance in chapter 11 cases. The local bar association provided extensive input during the development of these procedures.

Court Develops Chapter 13 Fee Guidelines/Rights and Responsibilities Agreement

The Chapter 13 Committee developed *Guidelines for Allowance of Attorneys Fees in Chapter 13 Cases* (Guidelines) that outline the amount attorneys may charge chapter 13 debtors without Court approval, when a *Rights and Responsibilities Agreement Between Chapter 13 Debtors and Their Attorneys* (RARA) is filed. The RARA serves three functions: (1) helps debtors understand their rights and responsibilities in a chapter 13 case; (2) ensures that debtors know what services must be performed by their attorney if this optional agreement is utilized; (3) and if signed and filed with the Court, establishes that the attorney is eligible for fees of up to \$3,000 for self-employed individuals, and \$2,500 for all other debtors without a fee application. Approved by the Court during 2002, the Guidelines and RARA will take effect in 2003, upon revision of Local Bankruptcy Rule 3015-1 and the addition of Appendix IV to the Local Bankruptcy Rules.

Local Bankruptcy Rules and Forms Revised

Several Local Bankruptcy Rules were revised during the year and will take effect in 2003. Most significantly, Local Bankruptcy Rule 3015-1 was revised to require chapter 13 debtors to make postpetition, preconfirmation mortgage payments directly to mortgage holders; delete the 6 Month Rule provisions; and outline the procedures to be followed by debtors and their attorneys who choose to use the new RARA form. (See *Court Develops Chapter 13 Fee Guidelines/Rights and Responsibilities Agreement,* above.) Several new Local Bankruptcy Rules Forms were added, including mandatory forms relating to the reaffirmation of debts and the approval of reaffirmation agreements. Other Local Bankruptcy Rules were revised to improve clarity or to make them more consistent with the Federal Rules of Bankruptcy Procedure.

Section 1 A

High Profile Cases Filed During 2002

With assets estimated in excess of \$231 million, Daewoo Motor America, Inc. filed a chapter 11 case in the Los Angeles Division (LA-02-24411). This is the first high profile chapter 11 case to be filed under the Court's new chapter 11 procedures. Consolidated Freightways Corporation of Delaware filed five related chapter 11 cases at the Riverside Division (consolidated under RS-02-24284). The corporation has approximately 300,000 creditors with estimated assets of over \$852 million.

Judges Active Outside the Court

Central District of California bankruptcy judges maintained busy schedules outside of the courtroom. Judges were frequent lecturers at law schools and legal forums. Various articles and books were also written by the judges. Below are a few of the activities the judges were involved in during 2002:

- Participated in educational bankruptcy law programs, including the Los Angeles Bankruptcy Forum, speaking engagements for bar association groups, and hosted lunch seminars for members of the bar and the public.
- Presented a scholarship award to one student from each of the five accredited law schools in the Los Angeles area.
- Assisted the Romanian government with establishing a bankruptcy system and bankruptcy laws in their country.
- Spoke with elementary and high school classes about the bankruptcy process.
- Organized a Volunteerism Committee that plans various social action events. The committee participated in blood drives, assisted the elderly at senior citizen care centers, and provided speakers for a variety of groups.
- Held courthouse tour for the public.
- Held an event to introduce members of the Court to the community.

Customer Service

Clerk's Office Launches and Expands eFile Pilot Program

On February 26, 2002, the Court received its first electronically filed motion through the *eFile* pilot program. Developed by the Clerk's Office, *eFile* is a system for electronically accepting filings from registered users via the Internet. This major customer service enhancement enables attorneys to electronically file selected documents around-the-clock from the convenience of their offices. Both the Court and end-users benefit from the use of *eFile* primarily through time and labor savings compared to the manual filing process.

Using retail web sites as a model, the Court incorporated many features into the *eFile* system to ensure that it is user-friendly. Formal user training is not necessary due to the online procedures, Frequently Asked Questions, and the availability of the *eFile* Support Center. The *eFile* Support Center is open during regular Court hours and is staffed with *eFile*-trained members of the Clerk's Office. This new program eliminates redundant operational processes through its integration with the Court's existing automated systems, including cashiering, docketing, calendaring, online case files, and order generation systems.

First introduced to five pilot attorneys for the electronic filing of Motions for Relief From Stay, *eFile* was substantially enhanced with the addition of the Judicial Order Generation System Phase II (JOGS II) in September 2002. After the order is generated utilizing data from *eFile*, JOGS II affixes the judge's signature, dockets the order, and attaches an image of the order to the appropriate online case file. As a benefit to users of *eFile*, the Clerk's Office serves conformed copies of the orders to the parties listed on the proof of service for the electronically filed motion.

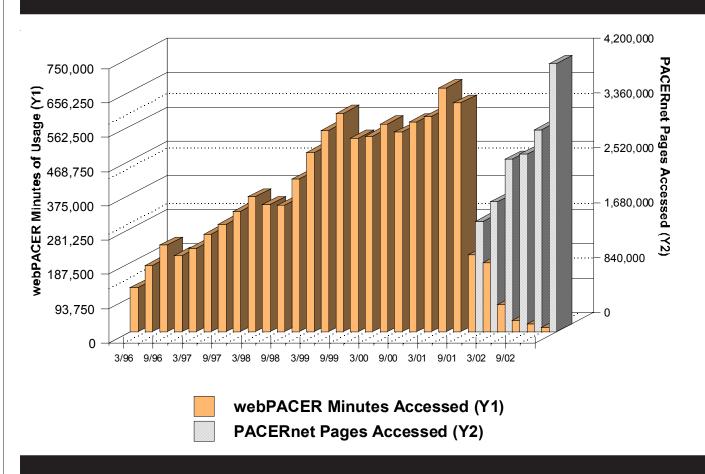
On November 19, 2002, *eFile* was expanded to accept the electronic filing of Adversary Proceedings. This *eFile* module enables the filer to complete an online Adversary Proceeding Cover Sheet (B104) and attach a portable document format (pdf) file with an image of the document. When the Court accepts the electronically filed adversary, the summons and a "filed" stamped copy of the adversary is automatically generated and e-mailed back to the plaintiff's attorney for service. The Clerk's Office saves time when adversaries are processed through *eFile*, as it does not have to complete/mail the summons nor cashier/enter data, docket, and image the adversary.

By the end of 2002, nine pilot attorneys and 14 pilot judges were participating in the *eFile* pilot program with a total of 310 relief from stay motions and 80 adversaries filed. The pilot program expired in January 2003, and the Court expanded the capability of *eFile* to enable all registered attorneys to file RFS motions and adversaries.

PACERnet Usage Soars During 2002

Public usage of PACERnet increased dramatically throughout 2002. The number of pages viewed by the public through PACERnet increased by 55% between the first and fourth quarters of 2002. Overall, a total of 12,564,202 pages were viewed during the year. PACERnet provides Internet access to the Court's online case file system and is an alternative to webPACER, the dial-up case access system. Since the introduction of PACERnet in July 2001, usage of webPACER has experienced a dramatic decline. A total of 138,462 usage minutes were logged during 2002, which is a sharp decrease from the 1,693,021 minutes logged in 2001. The PACERnet system offers users less expensive access to online case files, charging users \$.07 per page while webPACER charges \$.60 per minute. Users can also access files more quickly using PACERnet, which is web-based, than by using webPACER, which utilizes a dial-up modem.





Public Access to Online Case Files Continues to Increase

The Court has made it a priority in recent years to provide the public with greater online access to case files. To accomplish this goal, the Court images the bankruptcy case documents most requested by the public and provides access to the documents through the Court's PACERnet and webPACER systems. The systems enable the public to review and print online case file documents 24 hours a day, 7 days a week, from any computer with Internet access. In 2002, the Court added electronic images of over 2,000,000 documents to its 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 link each image to the appropriate online case file and docket entry. 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.

In addition to the bankruptcy case documents most requested by the public, the Court also images case documents in certain "high profile" cases. Several high profile bankruptcy cases were filed in the District, including Steakhouse Partners, Inc. (formerly associated with Texas Loosey's Restaurants), Daewoo Motor America, Inc., and Consolidated Freightways Corporation of Delaware.

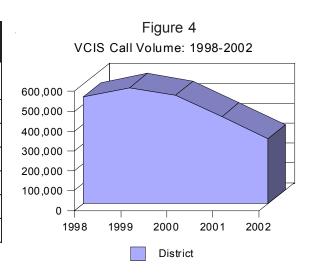
Drop Boxes Provide Convenience

Over 100,000 documents were filed through the drop boxes in the Los Angeles and San Fernando Valley divisions. Drop boxes enable the public to avoid waiting in line at Intake during peak periods while still allowing them to receive a conformed "filed" stamped copy of their documents. The Clerk's Office also benefits from being able to process drop box filings during non-peak hours.

Voice Case Information System Provides Basic Information

The Voice Case Information System (VCIS) is an automated service providing basic bankruptcy case information through the use of a touch-tone telephone. Since the implementation of VCIS, the Court has created other electronic alternatives to access case information such as webPACER and PACERnet. As a result, public usage of the VCIS system has steadily declined over the last several years. During 2002, an estimated 327,000 calls were made to the system, a 25% decrease from the previous year when an estimated 438,000 calls were placed. (See Table 4.) Despite the recent drop in VCIS usage, the Court continues to provide the service to those who have not enrolled in PACERnet or do not have Internet access.

Table 4 Estimated Voice Case Information System (VCIS) Usage: 2001-2002				
Division	Total Calls 2001	Total Calls 2002	Number Change	Percent Change
Los Angeles	195,000	159,000	-36,000	-18%
Riverside	90,000	51,000	-39,000	-43%
Santa Ana	63,000	45,000	-18,000	-29%
Northern	26,000	21,000	-5,000	-19%
San Fernando Valley	64,000	51,000	-13,000	-20%
District Total	438,000	327,000	-111,000	-25%



Section 1 C

Technology

The Clerk's Office staff developed the *eFile* system to electronically accept bankruptcy and adversary filings from registered attorneys. *eFile* uses Lotus Notes as a front end integrated to the Court's existing case management, calendaring, document retrieval, and order generation systems. The Court developed the system as an interim alternative to Case Management/ Electronic Case Files (CM/ECF) developed by the Administrative Office of the United States Courts. (The current version of CM/ECF does not contain the features required by the Central District for the efficient processing of the Court's caseload.) *eFile* screens were created from images of actual document forms used in the district and contain "click and fill" boxes. The Court also provides an online manual and a staffed help desk to answer user questions. *eFile* is expected to facilitate the Court's eventual migration to the national CM/ECF system. (See *Clerk's Office Launches and Expands eFile Pilot*, page 19.)

Court Successfully Migrates to Lotus Notes E-Mail System

The Court completed its migration from the obsolete *cc:Mail* e-mail system to Lotus Notes version 5 on March 7, 2002, as part of judiciary's e-mail software upgrade to the national court standard. The Administrative Office provided the Court with two new servers to enhance performance of this new system. Since Lotus Notes routes e-mail directly to/from the recipient/sender, instead of through hubs, transmission of e-mail is much faster. Lotus Notes also offers more features than *cc:Mail*, including an interactive calendar, scheduler, and a national court address book. As part of the migration to Lotus Notes, technical and training staff developed an extensive training program for all staff. Excellent preparation and planning facilitated a successful district-wide implementation of this system.

JOGS Phase II Facilitates Order Processing

The Court introduced Phase II of the Judicial Order Generation System (JOGS) to *eFile* pilot judges during September 2002. Phase II facilitates the efficiency of the Court by replacing many of the manual tasks associated with docketing and processing Orders for Relief From Stay. Phase II automatically dockets the order in NIBS, creates an image of the order for the online case file, attaches the electronic signature of both the judge and the clerk processing the order, affixes the proper stamps on the order, and affixes the docket entry number of the order. It also enables the order to be served on the parties on the same day it is signed by the judge.

Court Continues to Enhance Case Management Automation

Automation enhancements have been a key element in helping the Court become one of the most efficient bankruptcy courts in the nation. (See *Court Achieves Outstanding National Ranking for Third Year*, page 25.) During 2002, the Clerk's Office continued to develop and introduce enhancements to its case management automation systems. Among them are the following:

Automatic Dismissal Program Enhanced

The Clerk's Office enhanced the automatic dismissal reporting program for chapter 7 and 13 cases to automatically dismiss debtors who fail to comply with Bankruptcy Rules 1007 and 3015(b). The programs automatically print reports listing the candidate cases for dismissal for quality control by staff prior to automatic dismissal. This automatic dismissal program requests the dismissal notice and order from the Bankruptcy Noticing Center, automatically dockets it, and updates the case status.

Auto Closing of Dismissed Chapter 13 Cases

Expanding on the automatic closing programs already in place, a new program was developed to automatically close dismissed chapter 13 cases. Using parameters developed by Operations, the program automatically selects the appropriate cases, prints and dockets the Order Closing Case, creates an image of the order and attaches it to the online case file.

Auto Screening of Chapter 7 Case Filings

The Court's Intake Cashiering System was upgraded to automatically screen for undisclosed prior filings by debtors. The new program automatically reviews data in the case management system during the cashiering/filing of a bankruptcy petition and flags the case for referral to the assigned judge. Cases found to have a prior discharge are removed from the list of candidates in the NIBS automatic discharge program.

Assignment of Debtors to Pilot Pro Se Program Automated

A new pilot program requiring selected *pro se* debtors to attend a 30-minute training class (see *Court Expands Pro Bono Efforts with "Required Education for Debtors,"* page 12) benefitted from automation developed by the Clerk's Office. Using parameters developed under this pilot program, the Intake Cashiering System selects cases meeting the program criteria during the filing/cashiering process and automatically generates and dockets an order requiring the debtor to appear at the training class. It also schedules the 341(a) meeting to coincide with this session.

Analytical Reporting Automated

Most of the manual processes associated with the collection and transmission of district-wide case management data to the Administrative Office were automated. This new automation also replaces most of the manual processes previously required for production of monthly in-house statistical reporting.



District-Wide Network Upgraded

As part of a national migration by the Judiciary to a frame relay network standard, the Court completed a project to upgrade its district-wide network. The new standard improves communication and Internet access within the Court. Future upgrades and expansions will be less costly and will provide the Court with an improved growth path for the Judiciary's wide-area network.

Court Upgrades Video Conference Sound Systems

The Court completed a project to upgrade sound systems in all video-conferencing courtrooms throughout the district. Replacing older Gentner systems, new ASPI EF600 units were installed to improve communications during video and teleconference hearings. The new ASPI system features digital echo canceling and audio pollution technology that eliminates distracting feedback and automatically adjusts sound volumes.

Case Administration

Court Achieves Outstanding National Ranking for Third Year

The Bankruptcy Program Indicators (case processing measures published by the Administrative Office) for the 12 months ending December 31, 2002, continued to place the Court among the top bankruptcy courts nationally. The Court ranked third out of all 90 bankruptcy court districts and second among large courts (filings exceeding 20,000). The Court's performance exceeded the national average in 14 of the 16 case processing measures. Also, since the prior quarter, the Court maintained or improved upon its performance in 10 of 16 case processing measures. The Court has ranked in the top three for the last three years in a row.

District-Wide Audit Completed

During the second quarter, the Administrative Office's Office of Audit conducted a district-wide audit of the Court; and the final report was issued in the third quarter. The audit, which is done on a cyclical basis, was performed by the firm of Clifton Gunderson LLP. The audit examined Court financial records, property management, procurement activity, and human resource practices. The Court's staff assisted the auditors by supplying requested documents and information before and during their site visits. The Court's financial statements were found to be accurately prepared, and no material weaknesses in the Court's internal control procedures were found.

Fiscal and ICS Manual Project Completed

During 2002, the Court completed the first major revision to the *Fiscal Manual* and the *Intake Cashiering System Manual* since 1994. The Financial Services Department, with the assistance of the Court's Information Technology Division and Operations staff in all divisions, revised the manuals. Each manual was completely re-written to cover each function in precise detail, reflect changes in internal controls, and present the information in a more logical order. "Best practices" were agreed upon by the divisions, and input was solicited from various users to maximize the effectiveness of the new manuals across the district.

Pending Caseload Continues to Decrease

As of December 31, 2002, there were 43,713 pending bankruptcy cases in the district. This figure represents a 5.2% decrease from the 46,001 pending cases at the end of 2001. However, the number of pending adversary proceedings increased by 25.3%. The large increase in pending adversary proceedings is attributed to the 30.8% increase in adversary proceedings filed in 2002.

Not only has the number of pending cases dropped, 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 5, page 26.) In recent years, the Clerk's Office staff has made the closing of cases pending after three years a priority.

Table 5 Central District of California - Bankruptcy Court Analysis of Pending Case Aging: 1995 vs. 2002					
Chapter 7	Pending Case Aging Category	12/31/95	12/31/02	Percent Change	
	Percent 4 Months or Less	56.4%	82.0%	45.3%	
	Percent over 6 years	4.7%	1.2%	(74.5%)	
Chapter 11	Percent over 6 Years	18.5%	9.1%	(50.8%)	
Chapter 13	Percent 3 Years or Less	82.2%	82.8%	(0.7%)	
	Percent over 5 Years	5.0%	1.9%	(62.0%)	
Advesary Proceedings	Percent over One Year or Less	64.2%	80.8%	25.9%	
	Percent over 3 Years	13.9%	5.6%	(59.7%)	

Clerk's Office Maintains Excellent Performance in Areas of Docketing and Imaging

The Clerk's Office monitors the time it takes to enter a document on the bankruptcy or adversary docket from the day it is filed with the Court to foster efficient case processing and quick availability of case information to the public. During 2002, the Court continued its excellent performance by docketing 90.8% of all items within one day of filing and also had a high percentage of items imaged within one day of being entered on the docket. Through December 2002, 91.2% of all items throughout the district were imaged within one day of being entered on the docket. This rapid turnaround time provides the public with quicker access to case information and significantly contributes to the public acceptance of our online case files.

Human Resources

New Deputies-in-Charge Take Over in Los Angeles and Riverside

Dennis Tibayan and Chris Lippens were appointed as the Deputies-in-Charge of the Los Angeles and Riverside divisions, respectively, in 2002. Their appointments were necessitated by the retirements of Velma Clayter in Los Angeles after 33 years of service and Victoria McMurray after 41 years of service. Mr. Tibayan and Mr. Lippens each have over 10 years of experience with the Court and have worked in various managerial positions.

Clerk's Office Implements New Human Resources System

The Clerk's Office implemented a sweeping new human resources system known by the acronym $A \ Red \ P$, Alignment of the Court's Recruitment, Evaluation, Development, and Performance of employees. Developed by the Clerk's Office with the assistance of the Office of Personnel Management, this new system provides clearly defines job profiles for each position that specify both general and technical competencies critical for successful job performance. The benefits of competency-based management include clear expectations of job requirements, consistent recruitment and evaluation criteria, proactive training and development geared toward the attainment of the required competencies, and enhanced succession planning. Implementation of $A \ Red \ P$ is key to supporting the Court's goals and mission.

To facilitate the implementation of the new system, the Staff Development Department (SDD) created a new procedures methodology for assessing the needs of the Court. The SDD developed an online needs assessment survey for Case Initiation and Courtroom Services. The information from these surveys will help ensure a well-trained work force. The Clerk's Office also selected training liaisons at each division to be the focal point for training information and reporting training information.

Clerk's Office Sustains Substantial Budget Reduction

As the result of the 6.2% across-the-board budget cut implemented by the Administrative Office, the Court experienced a budget shortfall of approximately \$1.8 million for fiscal year 2003. This forced the Court to involuntarily separate 24 members of the Clerk's Office staff. This staffing reduction is in addition to that imposed in 2000, when the Clerk's Office separated 16 staff members The Clerk's Office achieved further necessary payroll reductions through normal staff attrition. Staff reductions were based upon either the abolishment of selected positions or upon seniority within individual job classifications and/or skill certifications.

Affected employees were given more than 30 days advance notice of their impending separation. During this notice period, these individuals were provided career transition assistance. Relieved of their regular job duties, they reported to the Court's Career Transition Center established in the Los Angeles Division. The Center was a joint venture of the Court and the Los Angeles County Displaced Worker Unit. The goal of the Center was to provide affected employees with tools to develop and implement career action plans, which included securing employment, returning to school to obtain a degree, or, in some cases, relocating or even changing career direction. The Center was equipped with telephones, computer workstations with Internet access, printers, a photocopy machine, and a fax machine. At the expiration of the notice period, eligible employees received a severance package.

Tuition Reimbursement Program Assists Eight Employees

Eight employees received over \$3,900 of financial assistance to pursue work-related educational goals. The funds enabled these individuals to work toward obtaining both undergraduate and graduate degrees. In addition, one employee earned an Adult/ Vocational Instruction Certificate and another earned a Human Resource Management Certificate with grants from the program. The Court's Tuition Reimbursement program has provided financial assistance to Court employees pursuing work-related educational goals since 1997.

Section 1E

Employees Honored in Annual Award Ceremonies

Executive Officer/Clerk of Court Jon D. Ceretto joined Chief Judge Geraldine Mund in extending appreciation to Court employees for another successful year during the 2002 Special Service Award Ceremonies held throughout the district during September. Every division hosted a ceremony where awards were given for outstanding commitment to service and for length of service. Chief Deputy of Operations Michael E. Rotberg, Chief Deputy of Administration Kathleen J. Campbell, and each division's respective deputy-in-charge were in attendance. In addition, Judge Barry Russell in Los Angeles, Judge Peter H. Carroll in Riverside, Judge Robert W. Alberts in Santa Ana, and Judge Robin L. Riblet in Santa Barbara also expressed their appreciation with congratulatory remarks. The ceremony was followed by a catered buffet, and each employee received a tote bag embroidered with the Court's logo as an expression of gratitude.

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Employee of the Month Program Continues to Reward Superior Service

Each month, the Court held an "Employee of the Month" ceremony to honor a staff member in the Clerk's Office who excelled at his or her position, put forth extra effort to assist fellow employees or the public, or improved the overall work environment. The Court presented the monthly recipient an "Employee of the Month" certificate, a customized plaque, a leather portfolio, and a moderate cash award. Additionally, an article spotlighting the employee appeared in the Court's monthly newsletter, the *Full Court Press*.

PHOTO NOT AVAILABLE FOR PUBLIC VIEWING

Back Row: (From Left)

Jon D. Ceretto, Executive Officer/Clerk of Court; Michelle Maxon, Santa Ana (July); Vickie Alcala, Los Angeles (February); Yvonne Gooch-Carter, Los Angeles (May); Denise O'Guin, Los Angeles (January); Richer Dubois, Riverside (August)

Front Row: (From Left)

Joyce Buchheit, Riverside (December); Jewell Roque, Santa Ana (November); Angelica Cervantes, Los Angeles (October); Adrianna Thompson, San Fernando Valley (June)

Not Present:

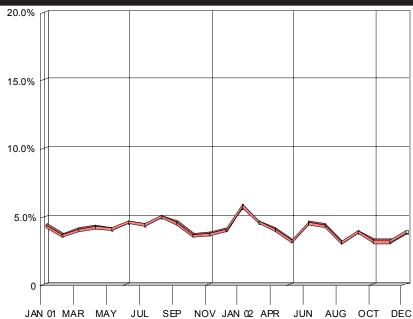
Kerri Goetsch, Northern Division (March); Donna Johnson, Los Angeles (September); Floyzelle Lowe, Los Angeles (April)

Quality Assurance/Training

Quality Control Efforts Continue to Show Improvement

For the year 2002, more than 96% of all new petitions processed in the district were entered into the Court's Intake Cashiering System without a single error. This is especially impressive when considering that hundreds of characters are entered into ICS for each petition. Moreover, this represented a 5.1% improvement over the error rate for 2001 and a 32.7% improvement over the error rate for 2000. The Court achieved this impressive statistic by providing staff with training targeted toward ensuring that all information from the petition is entered without error. The Court's reduced error rate was yet another example of the fulfillment of its mission to provide accurate information and quality service to the public.





Section 1F

QC/ICS Expanded to Include Adversary Proceedings

The quality control of newly filed adversary proceedings underwent an enhancement during 2002. The Court developed a program to automate quality control of data entered on new adversary proceedings. The new program, implemented in December 2002 after extensive testing, features screens identical to an adversary to enable fast and accurate review of entry data. It allows quality control of the new adversary filings, similar to the quality control process for bankruptcy petitions. It also supplies management with statistical data to track quality trends and error rates, which assist in determining training needs.

Clerk's Office Continues to Emphasize Staff Development

Throughout 2002, the Clerk's Office continued to provide staff with a variety of training opportunities to develop their skills. Over 11,000 hours of training in 1,818 classes were provided in 2002. (See Table 6.)

Table 6 District - Wide Training: 2002								
Classes			Staff Participant Hours					
Name	Quantity	Total Hours	LA	RS	SA	ND	SFV	
ABRA ESS	3	145	145	0	0	0	0	
Domino Administration	21	168	168	0	0	0	0	
FAS4T User Forum II	3	18	18	0	0	0	0	
Implementing Microsoft Windows XP Professional	5	26	0	0	0	26	0	
IntelliTrak	1	8	0	8	0	0	0	
JOGS - Court Staff	11	54	31	13	5	0	5	
JOGS - Judicial	14	52	21	10	6	8	7	
Lotus Notes	80	1,477.5	810	281	125	83.5	178	
PowerPoint	1	45	0	0	45	0	0	
TOTAL	139	1,993.5	1,193	312	181	117.5	190	
FJC/AO-SPONSORED PR				_		_		
Amistad: The Federal Courts and the Challenge to Slavery	2	15.5	0	0	15.5	0	0	
Basic Procurement Seminar	4	56	56	0	0	0	0	
CMECF Bankruptcy Software	1	10	10	0	0	0	0	
Court Forum: Managing Performance Problems	4	64.5	52.5	0	7.5	4.5	0	
Court to Court (Feb. 2002)	2	14.5	0	0	14.5	0	0	
Effective Time Management 2	1	0.5	0	0	0.5	0	0	
FAS ₄ T	1	6	6	0	0	0	0	
Financial Planning Series, Part One	1	5.5	0	0	5.5	0	0	
Hire and Coach the Right People from the Start	2	36	21	0	15	0	0	
How Cases Move Through the Bankruptcy Court		5	0	0	0	0	5	
IT Talk/IT Focus	3	6.5	6.5	0	0	0	0	
JPO Long Term Care Web Conference	1	2	2	0	0	0	0	
Leading in a Time of Crisis	2	10.5	0	0	10.5	0	0	
Leading Through Lessons of Experience	2	4	0	0	0	4	0	
Managing Staff Conflict	2	15	13.5	0	0	1.5	0	
Martin Luther King, Jr.: The Man and His Dream	5	27	9	0	18	0	0	
Negotiation and Effective Court Administration	2	21	21	0	0	0	0	
Rain of Terror	1	3	3	0	0	0	0	
Rights and Benefits When you Enter Active Duty	1	4.5	4.5	0	0	0	0	
Structured On-the-Job Training	4	16	0	0	0	16	0	
Workshop For Newly Appted. Court Training Specialists	4	8	8	0	0	0	0	
Workshop for Deputies-in-Charge	9	63	22.5	22.5	18	0	0	
TOTAL	55	394	235.5	22.5	105	26	5	
ОТН	ER TRAINING	⊋						
A RED P Orientation	19	403.5	187.5	93	51	18	54	
Safety Programs	25	233	52.5	0	60.5	0	120	
Coaching Yourself and Others for Peak Performance	2	14	14	0	0	0	0	
Retirement Seminars	11	237.5	104	73.5	40.5	19.5	0	
EAP Seminars	3	27	0	0	0	18	9	
Lunch and Learn/On-the-Job Training	1,538	7,153	2,909	2,843.5	647.5	231	522	
The Basics of Taking Physical Inventories	1	14	14	0	0	0	0	
Video Conferencing	2	10	7	0	0	0	3	
Who Moved My Cheese?	21	561	198	198	87	0	78	
Write to the Point	2	14	0	14	0	0	0	
Total	1,624	8,667	3,486	3,222	886.5	286.5	786	
		1				430.0	981.0	

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Section 1 G

Facilities/Emergency Preparedness

District-Wide Security Enhanced

In a continued response to the threat of terrorism following the tragic events of September 11, 2001, the Court strengthened its ability to protect itself and respond to any type of emergency. A District-Wide Emergency Coordinator was appointed to ensure that emergency planning and preparedness throughout the five divisions was uniformly and fully maintained. Established in past years, Building Security Committees at the divisions continued to focus on security and emergency preparedness issues specific to each division. These committees are comprised of judges, Clerk's Office management, and Federal law enforcement agencies.

The Court worked closely with local and Federal agencies to provide extensive emergency response training to key staff members, thereby improving the Court's ability to quickly and safely evacuate staff and the public if necessary. Fire drills were held for the general staff. In addition to those trained in prior years, selected staff completed training in the Los Angeles Fire Department's Certified Emergency Response Training (CERT) program, the handling of biohazards, use of special mail handling equipment, and general crime prevention.

Improvements made to Buildings throughout the District

As in the previous year, various cosmetic and operational improvements were made to buildings throughout the district. Some of these improvements are listed below:

Carpet Replacement Program

A cyclical maintenance project to replace carpeting in the Roybal Building began in 2001. During 2002, carpet was replaced in selected judicial chambers, executive areas and secured corridors on the 12th, 13th, 14th, 15th, and 16th floors. The only remaining chambers is that of Judge Donovan, which will be carpeted during the first quarter of 2003.

District-Wide Renovation Program Commenced

The district-wide repair/maintenance program is underway. The scope of work includes repairs and refinishing of all the courtrooms, touch-up of millwork in chambers, wall covering cleaning and general repairs in all divisions. Repairs to the Santa Ana's Ronald Reagan Building were also completed. The Woodland Hills and Santa Barbara divisional offices are expected to be completed during the third quarter of 2003. Repairs to the remaining Los Angeles and Riverside divisional offices are expected to begin during the summer of 2003.

Miscellaneous Improvements and Upgrades throughout the District

A secured parking structure for the judges in the Riverside Division was completed. This structure is being used by both Bankruptcy and District Court judges and staff. In Los Angeles, two air conditioning units were installed in the Roybal Building's computer room in an effort to protect delicate computer equipment from possible damage caused by variations in temperature. Throughout divisional offices in the district, a public area artwork program was completed. This program placed framed art pieces in public areas throughout the district. The artwork was selected by committees in each division and approved by judges and Court management.

Building Space Reconfigured

Several space reconfigurated projects were undertaken. These projects, which included the relocation of the Staff Development Department and the eFile team and the reconfiguration and streamlining of the Imaging area, resulted from various consolidations, department relocations and streamlining of functions within the Clerk's Office. All of these projects are expected to be completed during 2003.

<u>Video Hearing Room Approved for San Fernando Valley Division</u>

In late 2002, the Court received approval from the Ninth Circuit to construct a temporary video hearing room in the San Fernando Valley divisional office. This hearing room will be constructed on the first floor, in space recently vacated by the Office of the U.S. Trustee. It is expected to be completed in 2003.

Section 1 H

Community Outreach

Staff Contributes to CFC Campaign

In 2002, Court employees contributed \$44,814 to a multitude of charities through the Combined Federal Campaign (CFC). In addition to the contributions by staff, the Court also supplied the CFC with a "loaned executive," who helped coordinate various government agencies in determining and reaching common contribution goals. The CFC, established in 1963, is the only authorized charitable campaign in the federal government workplace. The CFC allows federal employees to contribute money to hundreds of different charities, which support worthwhile causes throughout the world.

Los Angeles and Riverside Divisions Participate in Blood Drives

Numerous staff members from the Los Angeles and Riverside divisions participated in blood drives during November. Participants were given a special "blood donor" t-shirt in appreciation of their efforts.

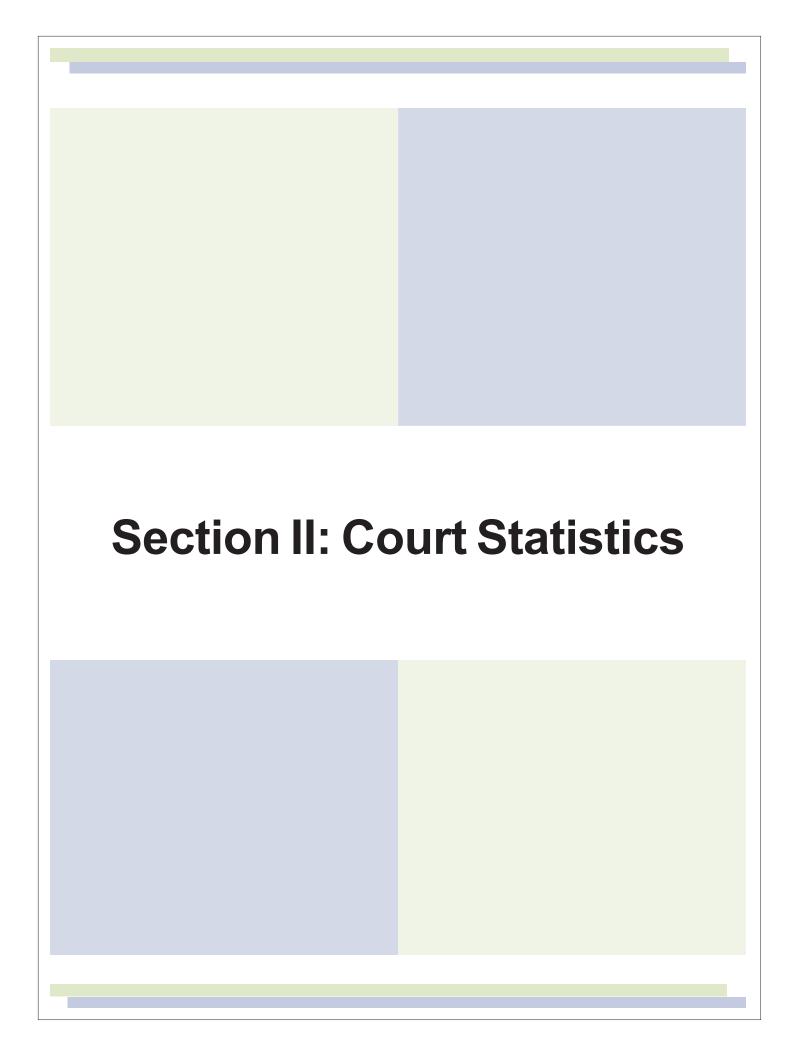
Santa Ana Division Participates in Numerous Charitable Causes

The Santa Ana Division was active in numerous charitable efforts. The division assisted the Orange County Rescue Mission House of Hope by donating food and clothing to the charity, which provides food, shelter, clothing, and health care to needy families. The division also donated clothing and toys to the Orangewood Children's Home, which provides temporary housing for children who have been removed from their home due to abuse.

Divisions Celebrate Youth Day 2002

The Court's annual Youth Day was held on April 25, 2002, with over 100 children participating throughout the district. The activities included: filing a mock petition, participating in a mock 341(a) meeting conducted by an actual trustee (Amy Goldman, Brad Krasnoff, Charles Daff, and Robert Whitmore), a poster art contest, and a presentation on personal finances (not spending more than you have). The participants also spent time with their sponsor to learn about the sponsor's job functions. The day concluded with each participant receiving a personalized certificate of attendance.





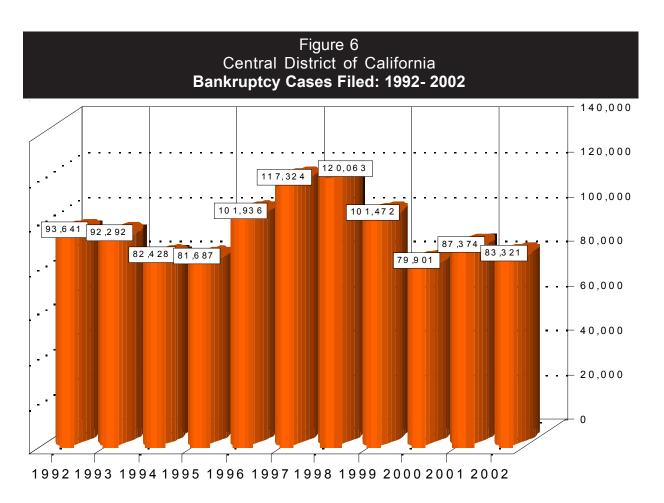


Court Statistics

Bankruptcy Case Filings Decrease in 2002

Bankruptcy case filings in the district decreased slightly. The Court received a total of 83,321 new bankruptcy case filings during 2002 representing a 4.6% decrease from the 87,374 cases filed in 2001. Filings decreased in all chapters, with the largest percentage decrease occurring in the number of chapter 11 filings (approximately 15%).

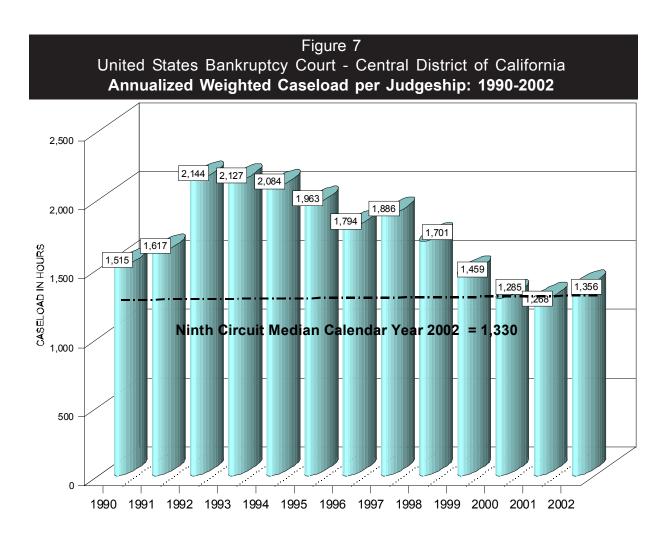
Filings of adversary proceedings in the district, however, increased during the year. The Court received a total of 5,776 adversary proceedings for 2002, a 44.5% increase over the previous year.



Section II

Weighted Caseload

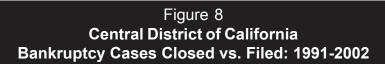
In March 1991, the Judicial Conference approved the bankruptcy case weights developed in the *Bankruptcy Judge Time Study* by the Federal Judicial Center. Initially established primarily for evaluating requests for additional judgeships, the weights also provide useful information about judicial workloads and facilitate judicial workload comparisons with other bankruptcy courts. For the 12 months ending December 2002, the average weighted caseload per Central District authorized judgeship was 1,356 caseload hours or 2.0% more than the 1,330 hour Ninth Circuit median. (See Figure 7.)

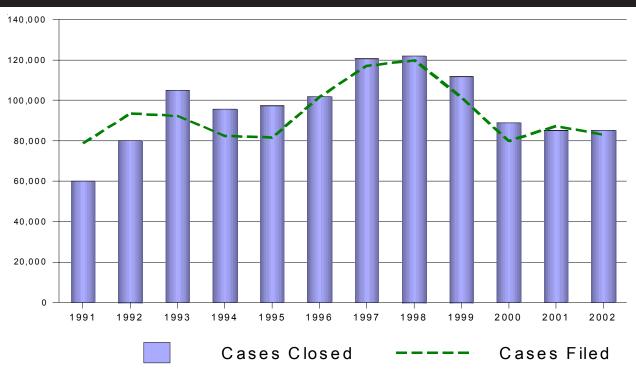


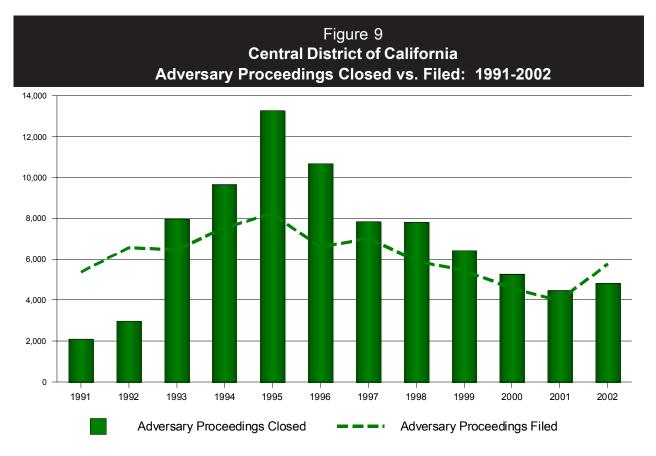
Section II

Bankruptcy and Adversary Closings

The Court closed 85,277 bankruptcy cases during 2002, a slight increase over the 85,126 cases closed in 2001. The decrease in bankruptcy filings during 2002 resulted in fewer cases needing to be closed, making the improvement over the 2001 closing figure even more impressive. The Court also closed 4,821 adversary proceedings during 2002, a 7.5% increase over the number of closings in 2001. (See Figures 8 and 9.)







Number of Relief from Stay Motions Increases

The Court received 17,429 relief from stay motions during 2002, a 2.7% increase from 2001. This is the first increase the Court has experienced in recent years, although the total number of motions filed in 2002 was significantly less than the number of motions filed per year prior to 1999. The ability of the Court to handle relief from stay motions promptly is attributable to the immediate dismissal of incomplete petitions before creditors file a motion for relief from stay.

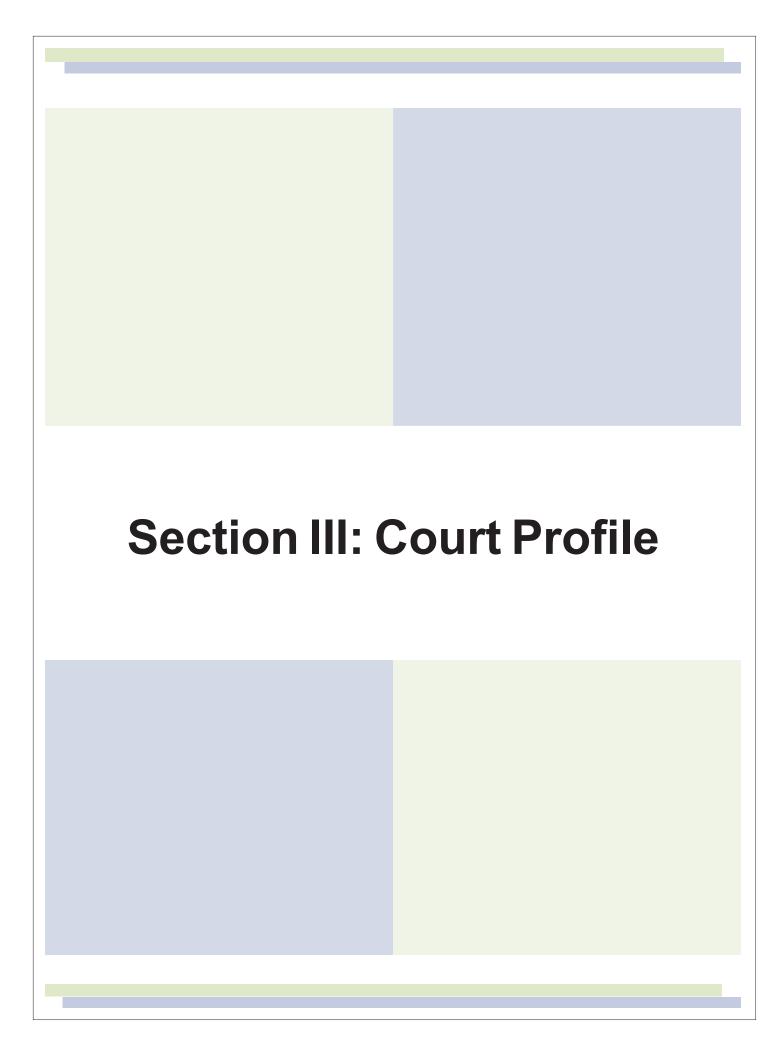
Pro Se Filings Continue at High Levels in the District

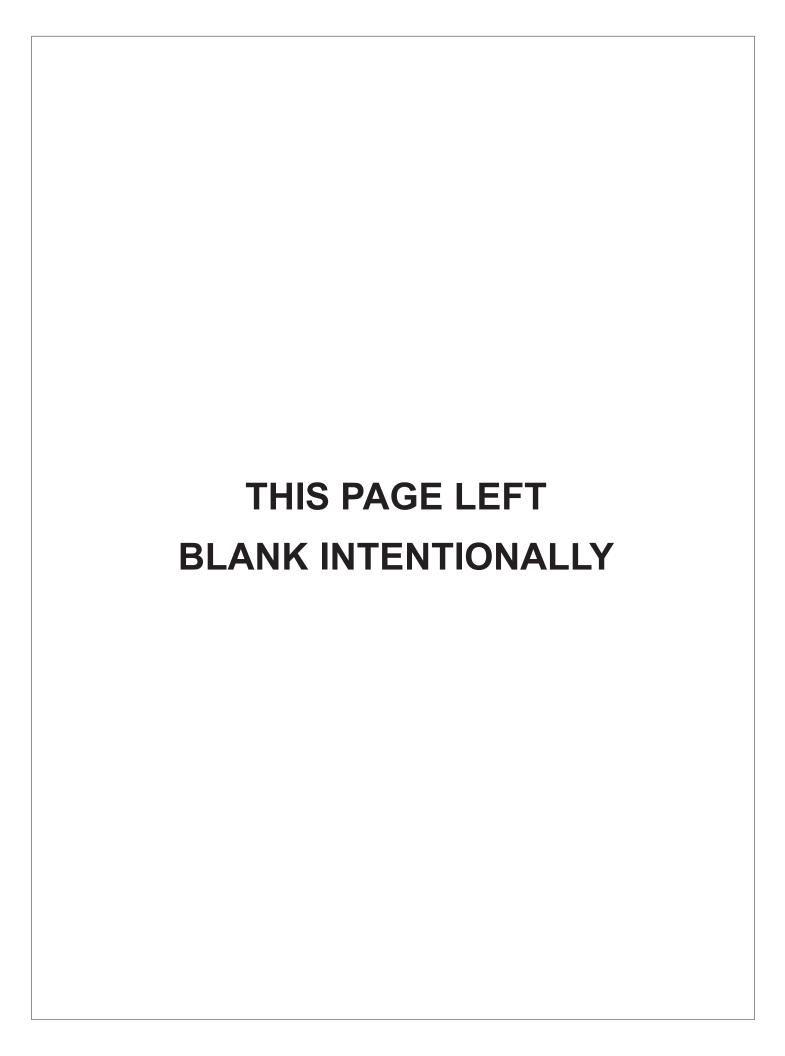
The percentage of *pro se* debtors (debtors filing without legal assistance) decreased slightly from 28% in 2001 to 27% in 2002. From 1994 through 2002, the percentage of chapter 7 and 13 cases filed *pro se* averaged about 33%, one of the highest rates in the country. Table 7 shows the estimated number of *pro se* filings from 1994 through 2002. The number of *pro se* filings is significant because it adversely impacts the judicial and Clerk's Office workloads in the Court.

Table 7 Central District of California Estimated Percentage of *Pro Se Filings*District-Wide: 1994-2002

Year	Chapter 7	Chapter 13	Total
1994	41%	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%
2002	28%	22%	27%
Average	33%	31%	33%







Section III A



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 Central Coast area of the state 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.

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Section III A

CENTRAL DISTRICT OF CALIFORNIA

San Fernando Valley Division Los Angeles Division Santa Ana Division Riverside Division Northern Division SAN BERNARDINO COUNTY RIVERSIDE COUNTY ORANGE COUNTY OS ANGELES COUNTY SANTA BARBARA COUNT SAN LUIS OBISPO **★** COURTHOUSE LOCATIONS

UNITED STATES BANKRUPTCY COURT

A Brief History of the Bankruptcy Court in California

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 court house in that city.
- 1999 The Santa Ana Division relocates to the new Ronald Reagan Federal Building and United States Courthouse.
- 2003 Court's electronic filing system, *eFile*, launched and accepted Motions for Relief from Stay and adversary proceedings.

Section III B

Population Served

With a population of approximately 17.8 million people, the Central District continues to represent slightly more than 50% of California's population of 35.3 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, Riverside and San Bernardino) and two of the five 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 1992 to 2002 compared to the number of bankruptcy cases filed for the same time period.

Table 8 Change in Population and Bankruptcy Filings: 1992 vs. 2002									
CENTRAL DISTRICT OF		POPULATION* BANKRUPTCY FILING			INGS				
CALIFORNIA COUNTIES	1992	2002	% Chg	1992	2002	% Chg			
Los Angeles	9,021,900	9,902,700	9.8%						
Ventura	684,000	785,700	14.9%	(0.010	52,228	-14.1%			
Santa Barbara	376,500	407,800	8.3%	60,819					
San Luis Obispo	220,300	254,500	15.5%						
	•			•	-				
Orange	2,483,300	2,954,500	18.4%	14,320	10,012	-30.1%			
Riverside	1,290,300	1,677,100	27.4%	18.509	21,081	13.9%			
San Bernardino	1,532,100	1,811,700	16.4%	10,309		10.7/0			
District Total	15,608,400	17,794,000	14.0%	93,648	83,321	-11.0%			

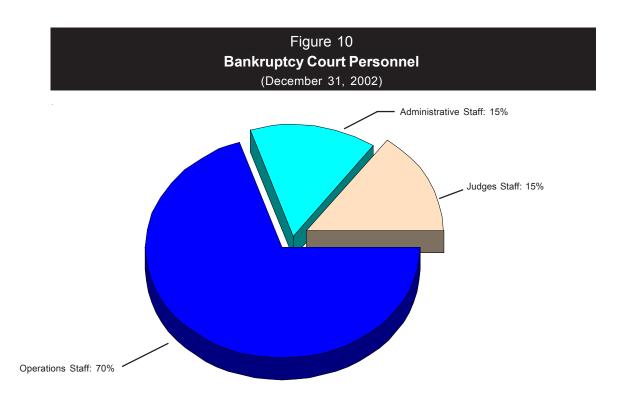
^{*} Source: United States Census Bureau, April 2000 Census (Internet release date April 2, 2001

Personnel

A total of 421 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, 2002.

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, Analysis & Information, and eFile departments. Another 15% of the Court's personnel consists of administrative staff, which includes the Executive Office, Human Resources, Financial Services, Information Technology, Office Services, and Space Planning. The judges' staffs, including law clerks and judicial assistants, comprise 15% of the total.

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



Receipts

In fiscal year 2002 (FY02), the Court collected \$22,589,221 in fees, compared to \$25,641,340 collected in FY01 and \$22,343,390 collected in FY00. The Court collects fees in 13 fund areas including: filing fees, bankruptcy noticing fees, unclaimed funds fees, copying fees, and fees for other services rendered.

The following table compares the money collected in the seven largest funds from FY00 through FY02.

Table 9 Monies Collected in the Seven Largest Funds FY00 - FY02								
FUND NAME	FY00	FY01	FY02	% Change FY01 vs FY02				
Funds Associated with Filing Fees:								
Filing Fees (086900, 086901)	\$2,948,299	\$2,970,692	\$2,803,301	-5.6%				
Fees for Bankruptcy Notices (092037) (1)	\$2,543,023	\$262,638	\$0	-100.0%				
Fees for Bankruptcy Oversight (507311 and 5073XX)	\$3,546,295	\$3,832,960	\$3,832,543	0.0%				
Bankruptcy Escrow Account (6855TT)	\$4,174,217	\$4,291,839	\$4,264,799	-0.6%				
Fees for Judicial Services (510000)	\$5,899,472	\$8,341,262	\$8,565,857	2.7%				
Payment of Unclaimed Monies (6047BK) (2)	\$2,932,277	\$5,732,958	\$2,932,561	-48.9%				
Remaining Funds	\$299,807	\$208,991	\$190,160	-9.0%				
TOTAL	\$22,343,390	\$25,641,340	\$22,589,221	-11.9%				

- (1) Decreases in FY01 and FY02 for bankruptcy notices (fund 092037) and increases for judicial services (fund 510000) resulted from a required change in the accounting of the \$30.00 administrative fee received for each petition. Effective November 12, 2000, the Court accounted for this fee in fund number 510000 rather than fund number 092037.
- (2) The decrease in FY02 in unclaimed monies (fund 6047BK) was primarily due to a deposit of \$3,286,250 in connection with Bullion Reserve of North America, case number LA-83-18026BR, in FY01.

Section III E

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, which is 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.

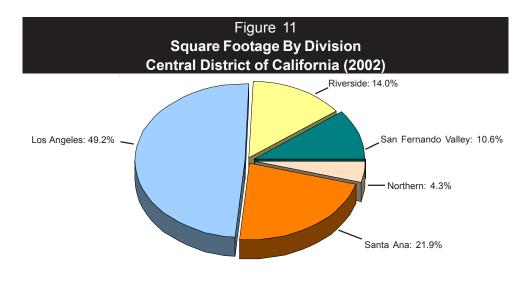
In fiscal year 2002 (October 1, 2001 through September 30, 2002), the Court was allocated a budget of \$22,045,496. This was a decrease from the \$22,272,577 received in fiscal year 2001. Even with this reduction, the Court was able to operate without any staff reductions.

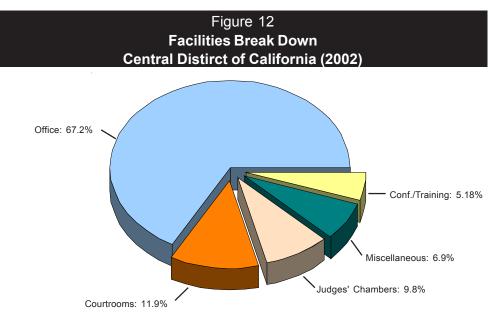
The fiscal year 2003 allotment, however, brought a further reduction in funds. This anticipated shortfall necessitated a staff reduction in December 2002. The Court is now reorganizing the remaining staff to maintain its consistently high level of service provided to the public.

Section III F

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).





Section III G Organizational Structure

Board of Judges

The Board of Judges consists of all of the bankruptcy judges in the Central District. The purpose of the Board of Judges is outlined in the Court Governance Plan and includes establishing overall administrative policies for the Court.

Chief Judge

The Chief Judge has a strategic leadership role in Court management and stewardship by 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 threeyear term, limited to two consecutive terms, and has many diverse duties that include:

- 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

Office of the Executive Officer/Clerk of Court

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:

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

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

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, including 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.

Analysis & Information

Analysis & Information (A&I) performs a wide range of administrative 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.

Administration

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.

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.

Financial Management

- **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.
- 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 manages the distribution of interoffice mail.

Human Resources

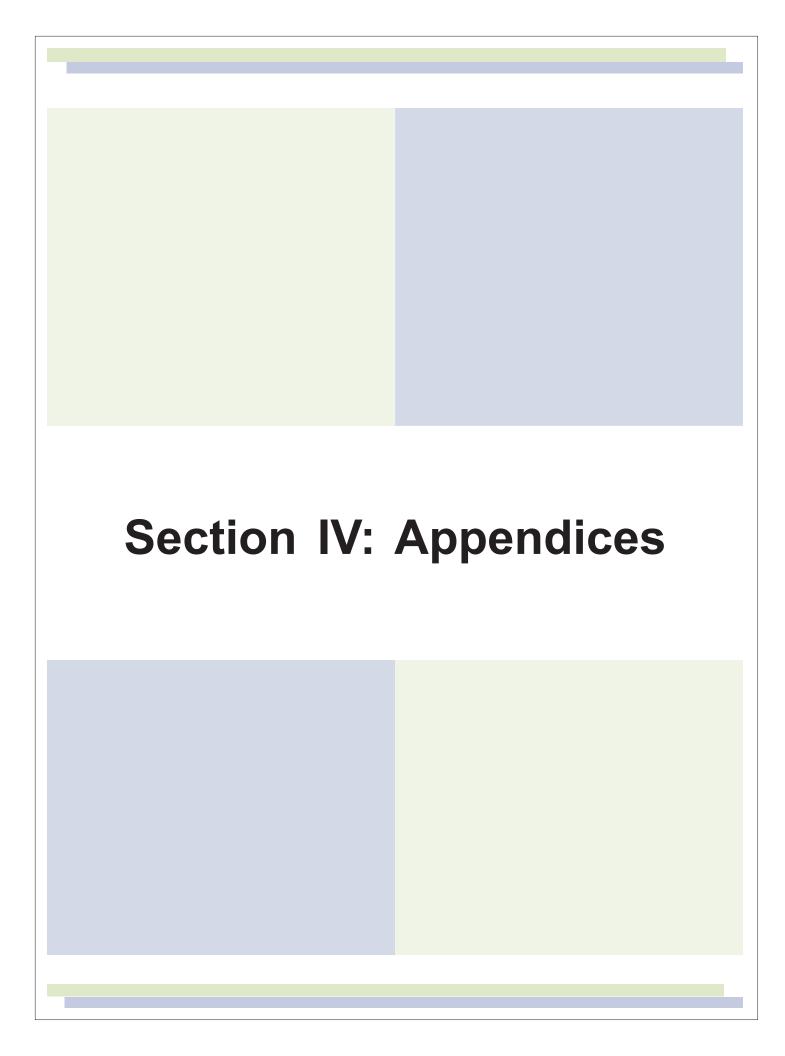
• Human Resources Department: is responsible for: recruitment; selection; classification; compensation; benefits administration; processing all personnel actions, including appointments, promotions, and separations; maintenance all personnel records including time, attendance, and leave records; development 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.

• Staff Development Department: is responsible for coordinating and executing the staff development program within the Court. This includes assessing each employee's current skills and developing individualized training plans. Based on the identified needs, department staff develop and deliver comprehensive technical and professional training classes that focus on the skills needed for staff to successfully perform their present job functions, as well as advance into new classification levels and positions.

Information Technology

- 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, and budget coordination. It also provides support and maintains the Court's telephone systems, video conferencing systems, fixed asset tracking software (Intellitrack), personnel tracking software (Abra), automation property coordination and related technology administrative areas.
- Network Management Division: provides managerial and technical oversight for the Court's wide and local area network systems, including network based software implementations; and establishes and maintains standards, defines, designs and integrates network related software and hardware systems to meet the specific technological needs of the Court.
- **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, financial accounting software (FAS₄T), webPACER, and the kiosks and computers in public areas.
- e-File Support and Development Section: partners with e-File Operations to develop, test, and support the Court's automated system through which attorneys electronically file court documents, such as motions for relief from stay and adversary complaints.

Space Planning Department: responsible for all leased office and judicial space occupied by the Bankruptcy Court, including ensuring 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.





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 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.

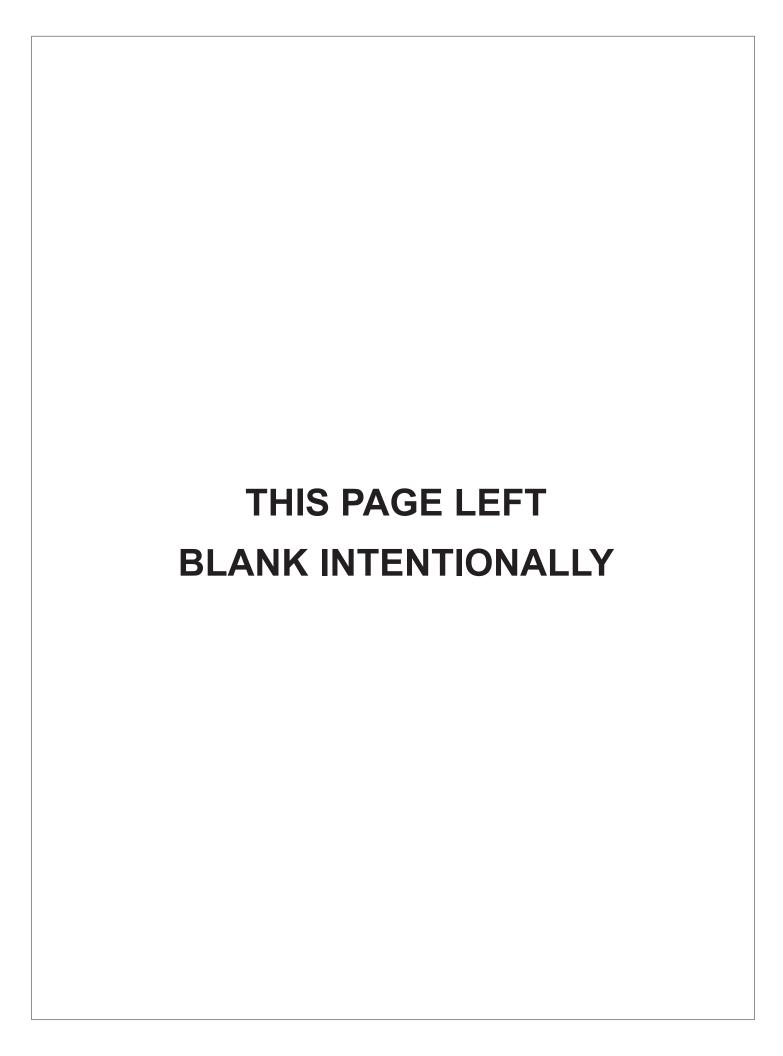
The September 2001 Plan is divided into four categories: (1) immediate, high-priority objectives; (2) long-term priorities; (3) maintenance goals (i.e., items that although completed, continue to be monitored so there is no decline); and (4) a historical list of accomplishments relating to the objectives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

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

Leadership (LD) - page 63
Ethics and Standards of Conduct (ES) - page 65
Case Management (CM) - page 66
Community Relations (CR) - page 70
Human Resources (HR) - page 71
Space and Facilities (SF) - page 80

The Court's accomplishments in fulfilling the Long Range Plan are detailed on pages 63-80.

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Appendix A

Goal				Classification				
Number	Description	Accomplishments	High Priority	Long- Term	Main- tenance	Completed/ Obsolete		
	ISSUE: Leadership (LD)							
LD1	Develop leadership skills throughout the Court.	Significant efforts have been made to enhance leadership skills throughout the Court.			*			
		Leadership Training Completed: Federal Court Leadership Program, Adaptive Manager, Peer Coaching, and Teamwork Essentials, Applied Supervision, Deputy Clerk Leadership Training, Performance Management, Zenger-Miller program, Applied Supervision, Front Line Leadership, CLEAR (Continuing Leadership Education and Realistic) Training, Leadership 2000, Essence of Leadership, Supervising in the Courts, Staff Mentor Program, Peer Coaching, Working Together, and other training.						
		Tuition Reimbursement Program 1997- present.						
		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; staffing adjustment planning, and other topics.						
		Other Examples of Leadership Development: Appointing project leaders (i.e., eFile, Quality Assurance) Acting Operations Managers, and Acting Supervisors.						
LD2	Increase effectiveness of the Court's communication and working relationships with other federal courts, agencies and Congress.	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			*			

Appendix A

Goal	Description	Accomplishments	Classification				
Number			High Priority	Long- Term	Main- tenance	Completed/ Obsolete	
		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 webPACER access provided to certain law enforcement agencies. Worked with U.S. Trustee's Office to create program to randomly assign trustees to chapter 7 cases. 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. Annual Reports provided to our					
		district's Senators and Representatives. Judge Fenning's written communications to the U.S. House of Representatives regarding the Private Trustee Reform Act of 1997. Meetings of Judge Mund with Senators Feinstein and Boxer.					
LD3	Improve communication and relations with state courts and legislative branches.	Free webPACER access provided to certain law enforcement agencies. Bankruptcy Fraud Task Force with State Courts. Article 9 Training.			*		
LD4	Initiate and formalize cooperative efforts with professional organizations and groups.	Pro Bono programs coordinated with all divisions and local bar associations. Los Angeles County Bar - Executive officer/senior staff attend meetings and provide reports; Bankruptcy Forums. 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. Provide free webPACER access to law professors for research.			*		

P a g e 64

Goal			Classification						
Number	Description	Accomplishments	High Priority	Long- Term	Main- tenance	Completed/ Obsolete			
	ISSUE: Ethics and Standards of Conduct (ES)								
ES1	Provide an impartial Court environment to all users.	Utilizing equipment to enable speech-impaired individuals to participate in hearings; handicapped access to facilities. Interpreter policy formulated. Ninth Circuit gender bias program. Judges' training at March 2000 BOJ Meeting with Dr. Zimmerman entitled "Communication Strategies in Bankruptcy Court." Pro Bono programs provide support to pro se debtors.			*				
ES2	Foster a workplace free of bias.	EEO/EDR Plan became effective in January 1999, with 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. Amended EEO/EDR Plan in November 2002.			*				
ES3	Foster a courtroom environment free of bias.	Interpreter policy, Judges' training - Dr. Zimmerman. Pro Bono program.				0			
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 BOJ Meeting with Dr. Zimmerman entitled "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.	Sub-goal.							

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Goal				Clas	ssification			
Number	Description	Accomplishments	High Priority	Long- Term	Main- tenance	Completed/ Obsolete		
	ISSUE: Case Management (CM)							
CMIA	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 Time-to-Image/Docket Excellence (TIDE) Award, with monthly feedback provided to staff on performance. Examples of communication include closing standards/monthly reporting, TIDE, standards/monthly reporting, Bankruptcy Program Indicators: newsletter articles re: performance, quality measures posted on the Court's web site, intranet access to "Staff News;" TIDE/Closing goals/status; Full Court Press; QC/ICS quality reporting; Adversary QC/ICS program, feedback to staff at various meetings (i.e., Employee of the Month Ceremonies, divisional Employee of the Month/Quarter, Annual Awards Ceremonies). Provided judges with individual reports regarding the case aging statistics for their own cases.			*			
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 ten-day appeal period. Implemented Adversary QC/ICS program.			*			
СМ1С	Develop and implement a fully automated and integrated bankruptcy fiscal system.	FAS4T, ICS (Intake Cashiering System), LAFS (Los Angeles Financial System).		*				
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, eFile system.				С		

Page 66

Goal			Classification			
Number	Description	Accomplishments	High Priority	Long- Term	Main- tenance	Completed/ Obsolete
СМ2В	Determine the feasibility of, and develop an approach for, creating a "paperless" Court through the use of an electronic case filing system.	eFile project. 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.				С
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 DNC. (Concept superseded by eFile.)				0
CM2D	Develop and implement "Windowsbased" 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.				С
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, Adversary QC/ICS, Time-to-Image/Docket Excellence (TIDE) monthly statistics/tracking, Methods Analysis Program (MAP), transcript review, docketing review, etc.			*	
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, JOGS (Phase II), etc.			*	

Goal			Classification				
Number	Description	Accomplishments	High Priority	Long- Term	Main- tenance	Completed/ Obsolete	
СМЗА	Implement court-wide, uniform self-calendaring system.	Interim self-calendaring systems implemented by participating judges. Judges have taken steps to standardize self-calendaring.		*			
СМЗВ	Develop uniform system for early publication of tentative rulings.	Court Calendaring Program (CCP) tentative ruling feature available for participating judges.				С	
CM4A	Implement video conferencing pilot project in at least four divisional offices within the district.	All divisions equipped with video hearing technology.				С	
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.				С	
CM4C	Review and determine the feasibility and desirability of accepting filings by fax.	Superseded by eFile.				0	
CM4D	Develop and implement an automated system to provide case information.	webPACER, Voice Case Information System (VCIS), online case files, Court's web site (for high profile cases).			*		
CM4E	Develop and implement an automated system to provide calendar information and self-calendaring capability.	Court calendar automated through Court Calendar Program (CCP) in all divisions, with data available through webPACER and lobby kiosks. Self-calendaring also available by voice mail systems with participating judges.				С	
CM4F	Develop an online universal forms catalog.	Court's web site provides staff and the public with all Local Bankruptcy Rules and other forms in fillable format.				С	

Goal				Classification				
Number	Description	Accomplishments	High Priority	Long- Term	Main- tenance	Completed/ Obsolete		
CM4G	Develop a cross-referenced topical index system for Court committee and Board of Judges discussions and actions to track issues, decisions, and implementation.			*				
CM5A	Revise, simplify and renumber the Local Bankruptcy 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.				O		
CM6A	Create guidelines for complex chapter 11 case management.	Procedures for handling all chapter 11 cases developed and approved by the Board of Judges (General Order 02-02).				С		
СМ6В	Eliminate wasteful and inefficient judicial variances without inappropriately interfering with a judge's judicial responsibilities.	Establish Judicial Practices Task Force and Judicial Variance Subcommittees.	*					
CM6C	In the next 12 to 24 months, the Court will implement the automation priorities in the following order: (1) A.Odirected 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 cc:Mail. (2) Phase I of the eFile system developed for the electronic filing of Relief From Stay motions, Phase II of pilot program (adversary filings) implemented in 12/02, Phases I and II opened to all registered attorneys in early 2003. (3) Gigabyte upgrade completed; frame relay conversion completed. (4) Pilot testing of Windows 2000 and Windows XP completed, with selection of Windows XP as operating system. (5) Began development of Integrated Calendaring and Order Generation System (ICOGS).				С		

Goal				Classification		
Number	Description	Accomplishments	High Priority	Long- Term	Main- tenance	Completed/ Obsolete
		ISSUE: Community Relations (C	(R)			
CRIA	Establish relationship with minority and culturally diverse bar organizations.	Judges created Diversity Outreach Task Force for 2003.		*		
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.			*	
CRIC	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. Judicial Variance Survey.		*		
CR1C sub-goal	Use the focus group process in the areas of chapter 7 and 13 cases to achieve CR1C.	Sub-goal. Bar bench lunch, brown bag lunch open to the community. Other forums held.			*	
CRID	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).				С
CR2A	Initiate periodic, outside input on Court operations.	Methods Analysis Program (MAP), Customer Service Survey available on the Courts' Court's web site and at each division. Judicial Performance Survey.			*	
CR3A	Conduct evaluation of public education needs concerning bankruptcy related issues and recommended solutions.	Education materials available to the public on the Court's 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.				0

Goal			Classification			
Number	Description	Accomplishments	High Priority	Long- Term	Main- tenance	Completed/ Obsolete
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. Pro Bono programs in all divisions. Mediation Program available on Court's web site. Required Education for Debtors (RED) pilot program for chapter 13 debtors.				С
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. Pro Bono programs in all divisions. Public Information areas provide the public with a video presentation on the bankruptcy process, printed information and forms, as well as pro bono referrals. Required Education for Debtors (RED) pilot program for chapter 13 debtors.			*	
CR3D	Initiate and maintain a regular liaison with local members of Congress.	Creation of legislation liaison committee of judges.			*	
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.	Pro Bono programs in all divisions.				0
CR4B	Establish a pro bono program at each divisional office location.	Pro Bono programs established in all divisions.				С
		ISSUE: Human Resources (HR)			
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.				С

Goal	Description	Accomplishments	Classification				
Number	Description	Accomplishments	High Priority	Long- Term	Main- tenance	Completed/ Obsolete	
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.				С	
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, Lotus Notes, and Print-on-Demand. eFile procedures for registration and filing Relief From Stay motions.			*		
HRID	Create a training program for all staff using the Code of Conduct.	Clerk's Office provided a Code of Conduct section for its 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.			*		
HRIF	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, CA(C) 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 all levels.	Classes provided to staff: Applied Supervision, Performance Management, Presentation Skills, grammar and writing classes, cross-training, certification program, staff details, etc.			*		

Goal	Description	Accomplishments	Classification			
Number	Description	Accomplishments	High Priority	Long- Term	Main- tenance	Complete/ Obsolete
HR1H	Increase training to develop written communication skills at all levels.	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," and AO-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 and tying that education to importance of job performance for real-life concerns of users.	"Lunch and Learn" programs, "Deputy Clerks Making a Difference," "Introduction to Bankruptcy," Extern and Law Clerk training.			*	
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 and 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.				С
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.				С

Goal	Description	Accomplishments		Cla	ssification	ı
Number			High Priority	Long- Term	Main- tenance	Complete/ Obsolete
		Performance Management Retreat held for team leaders, supervisors, 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.				
HR2C	Develop procedures 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. Video Hearing System Users Manual.			*	
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.				С

Goal		A P. L L		Classification			
Number	Description	Accomplishments	High Priority	Long- Term	Main- tenance	Complete/ Obsolete	
		Worked with OPM to establish court competencies for each Clerk's Office position in Court.					
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, QC/ICS, and Adversary QC/ICS. Enhancements are tested and piloted, with employee's experiences and feedback considered before implementation.				С	
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" all divisions.			*		
HR3A	Create employee feedback mechanisms. Replaced with New Goal #HR6B.	Team-based management structure. Statistics and feedback on: QC/ICS, Adversary QC/ICS, docketing quality, case close, time-to-docket, imaging speed. PE process/discussions.				С	
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 and Courtroom Services Clerk. New positions reflect new skill sets, new promotional opportunities, cross training opportunities, etc.				С	

Goal	Description	Accomplishments		Cla	ssification	
Number			High Priority	Long- Term	Main- tenance	Complete/ Obsolete
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.				С
HR3D	Improve upward and downward communication 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 J-Net. Bi-lingual Clerk's Office staff assist public as needed.			*	
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 Ninth Circuit Annual HR Conferences in 1999, 2000, 2001, and 2002 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			*	

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Goal	Description	Accomplishments		Cla	ssification	
Number	Beschphon	Accomplishments	High Priority	Long- Term	Main- tenance	Completed/ Obsolete
		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 implementing reductions in work force in December 2000 and December 2002, 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. Attended Federal Benefits Conference sponsored by OPM in June 2002.				
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 Deptartment 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 Department began work with OPM to create and implement competency-based human resources management.		*		

Goal	Danavintian	A a a a variliala va a vala		Cla	ssification	
Number	Description	Accomplishments	High Priority	Long- Term	Main- tenance	Complete/ Obsolete
HR6C	Conduct a needs assessment to identify training and development needs as they are reflected in the mission statement, 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 skills 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 implemented, which will ensure effective succession planning.		*		
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.	Draft individual development plans completed as part of OPM interagency agreement.		*		

Goal	Description	Accomplishments		Cla	ssification	
Number	Descripiloti	Accomplishments	High Priority	Long- Term	Main- tenance	Complete/ Obsolete
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 information from desktop.	*			
HR6H	Revise Personnel Policies and Information Handbook and make available on web site.	Revised Chapters 6 and 8 of Personnel Policies and Information Handbook 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 PC's to facilitate automated method of recording time and attendance.		*		
HR6J	Develop a management training program regarding the Personnel Policies and Information Handbook to ensure Court established guidelines are followed.			*		
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.		*		

Goal	D			Cla	ssification	
Number	Description	Accomplishments	High Priority	Long- Term	Main- tenance	Complete/ Obsolete
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.			*		
		SSUE: Space and Facilities (S	F)			
SF1A	Establish automated information systems in Court lobbies for tentative rulings and Court calendar information.	Kiosks in lobbies display judicial calendars.				С
SF1B	Establish pro bono lawyer consultation rooms in Court intake offices.	Facilities provided at Clerk's Offices for reaffirmation counseling (probono).				С
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 webPACER access; multiple terminals. Print-on-Demand. Policy on use of personal photocopiers.				С
SF2A	Advocate revision of A.O. Design Guides and GSA Standards and Guidelines regarding employee break rooms and restrooms, size of courtrooms, public space areas for high volume Courts, pro bono lawyer consultation facilities, and handicapped access (including hearing and visually impaired).	At the national level, the December 1997 revision of the U.S. Courts Design Guide addressed some of these issues including employee break rooms, restrooms and handicapped access.				С

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Appendix B

LISTOFEXHIBITS

Exhibit 1 Bankruptcy Filings: 1980-2002

Exhibit 2 Bankruptcy Filings by Month: 1994-2002

Exhibit 3 Bankruptcy Filings by Chapter: 1980-2002

Exhibit 4 Los Angeles Division Bankruptcy Filings by Chapter: 1980-2002

Exhibit 5 Riverside Division Bankruptcy Filings by Chapter: 1980–2002

Exhibit 6 Santa Ana Division Bankruptcy Filings by Chapter: 1980-2002

Exhibit 7 Northern Division Bankruptcy Filings by Chapter: 1992-2002

Exhibit 8 San Fernando Valley Division Bankruptcy Filings by Chapter: 1994-2002

Exhibit 9 Bankruptcy Filings and Percentage Change: 1980-2002

Exhibit 10 Monthly Closing Performance: 1999-2002

Exhibit 11 Comparison of Bankruptcy Cases Filed and Closed: 2002

Exhibit 12 Percent of District's Bankruptcy Filings by Division

Exhibit 13 Comparison of Bankruptcy filings 2001 vs. 2002

Exhibit 14 Comparison of Bankruptcy Closings 2001 vs. 2002

Exhibit 15 Comparison of Adversary Proceedings Filed and Closed: 1998-2002

Exhibit 16 Pending Bankruptcy Caseload by Division: 1998-2002

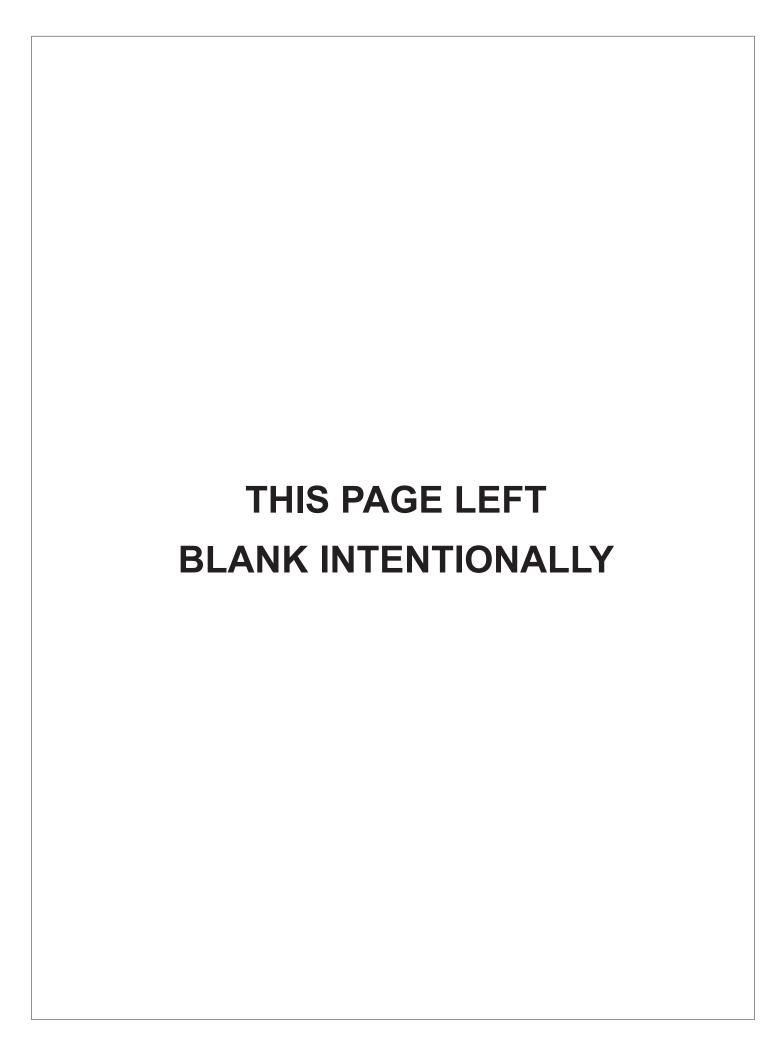


Exhibit 1

Central District of California

Bankruptcy Filings: 1980-2002

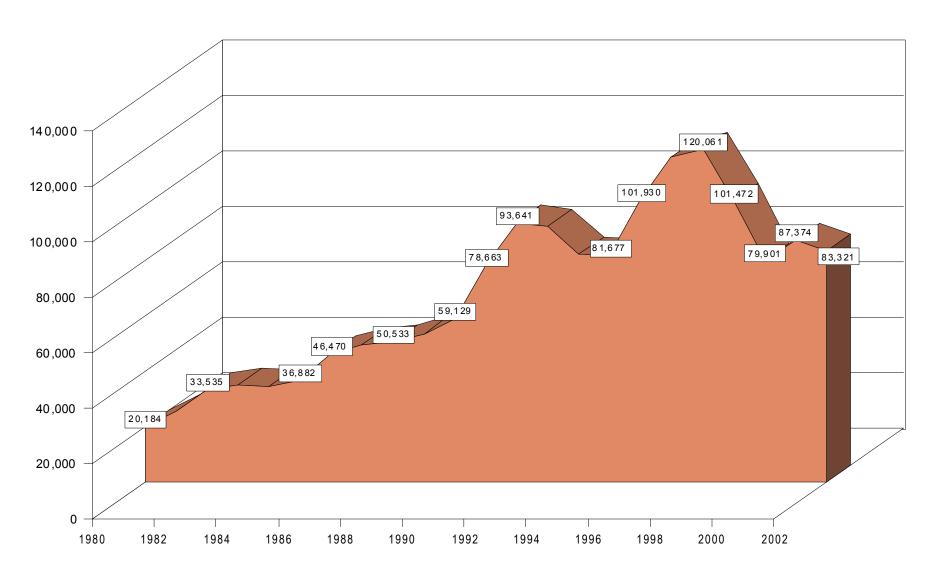


Exhibit 2

Central District of California

Bankruptcy Filings by Month: 1994-2002

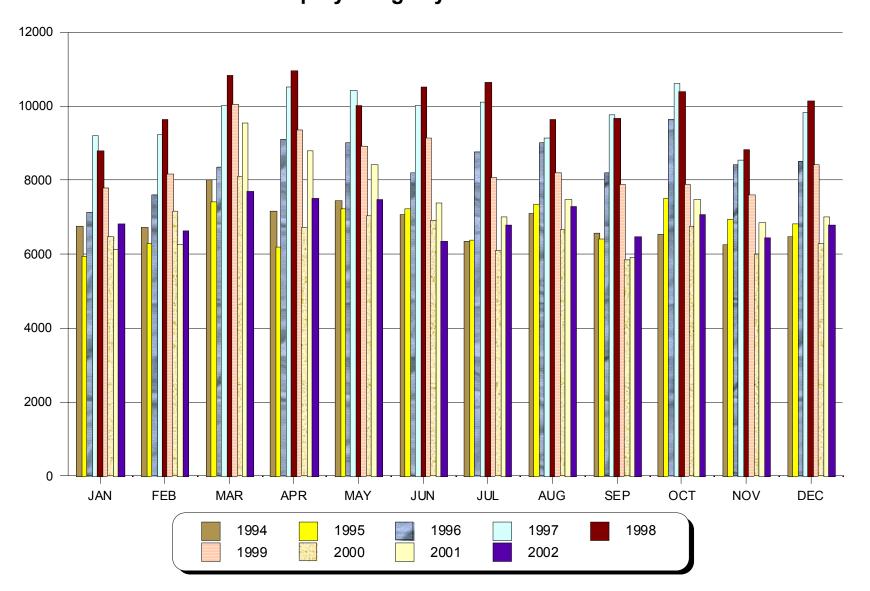


Exhibit 3

Central District of California

Bankruptcy Filings by Chapter: 1980-2002

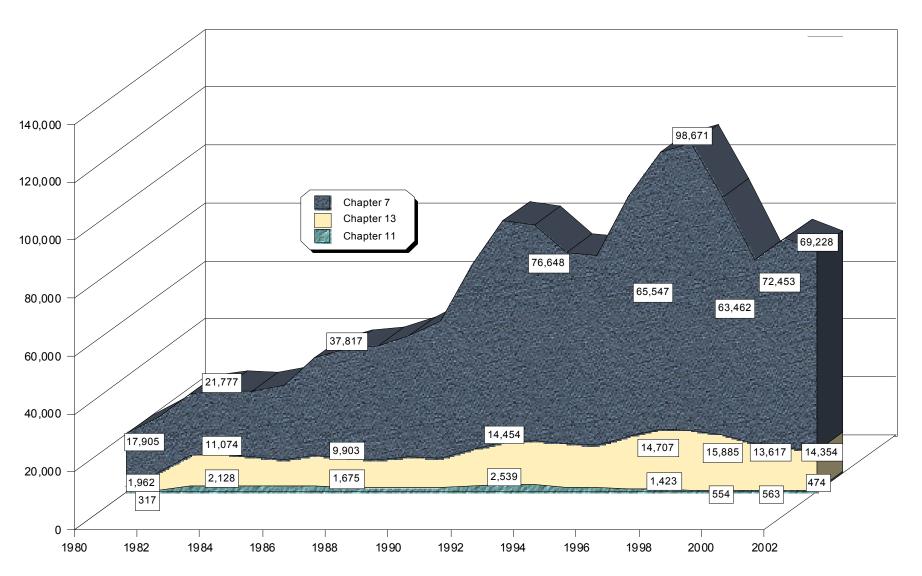
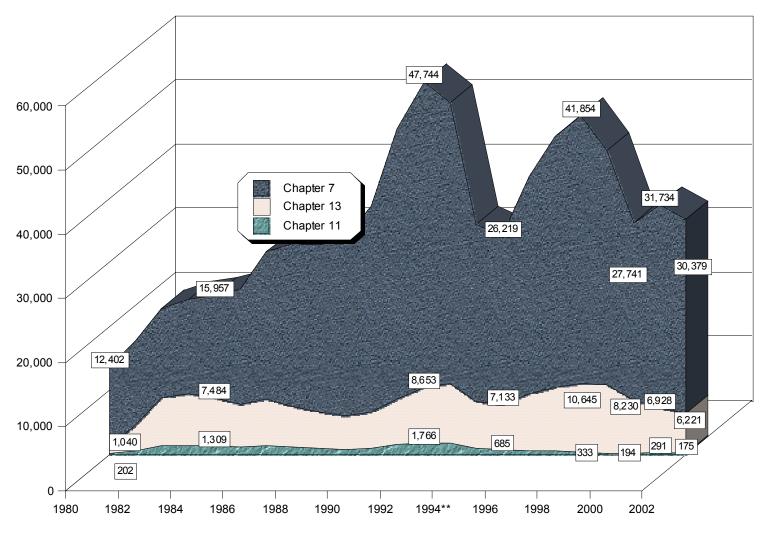


Exhibit 4Los Angeles Division
Bankruptcy Filings by Chapter: 1980-2002

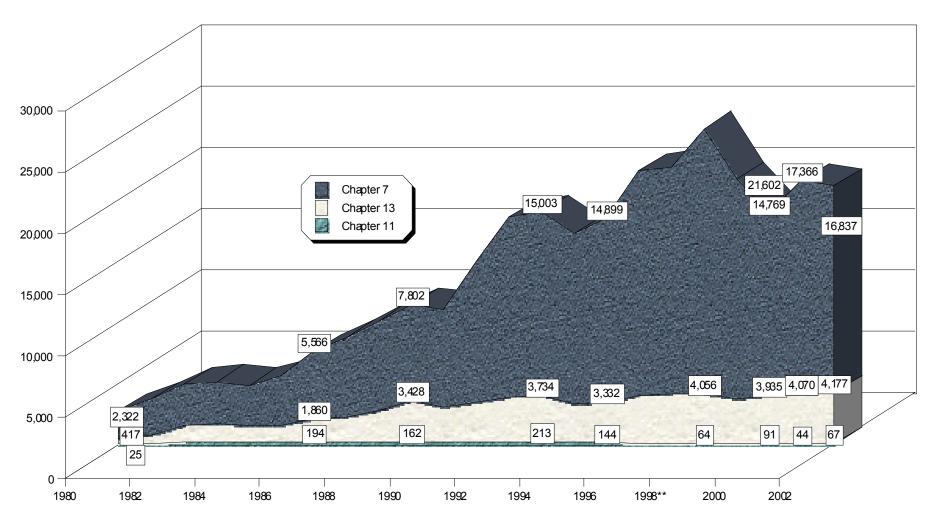


- * The drop in filings from 1992 to 1993 reflects the extraction of the Northern Division from the Los Angeles Division.
- ** The drop in filings from 1993 to 1994 reflects the extraction of the San Fernando Valley Division from the Los Angeles Division.

Exhibit 5

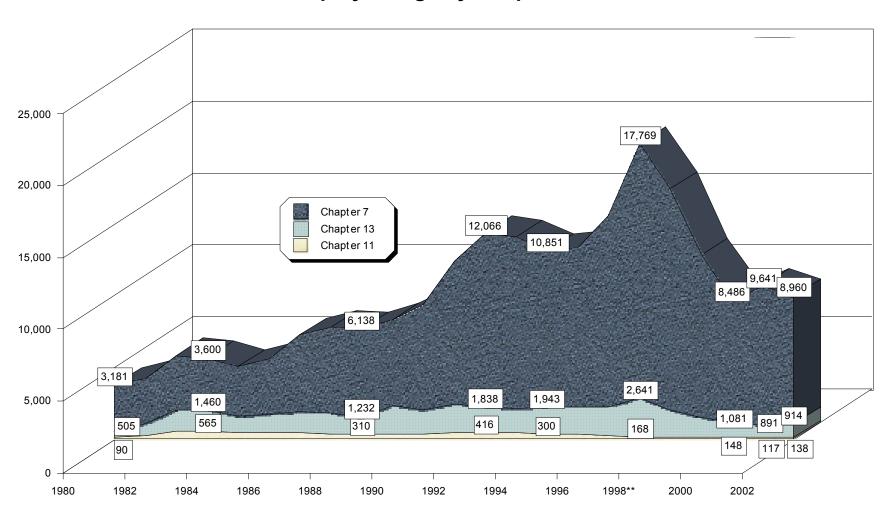
Riverside Division

Bankruptcy Filings by Chapter: 1980-2002



- * 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: 1980-2002

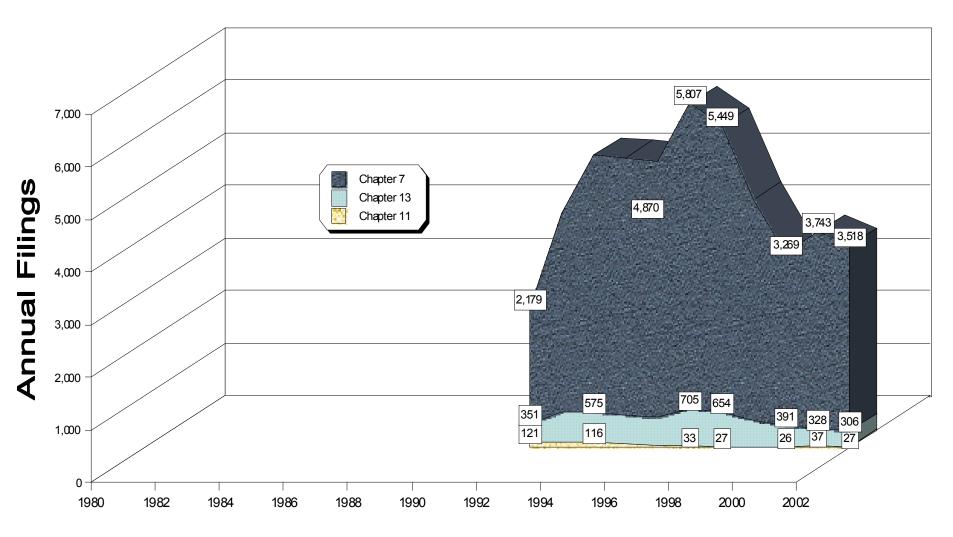


- * In March 1997, 12 zip codes were reassigned from the Riverside Division to the Santa Ana Division.
- ** In April 1998, the 12 zip codes were returned to the Riverside Division.

Exhibit 7

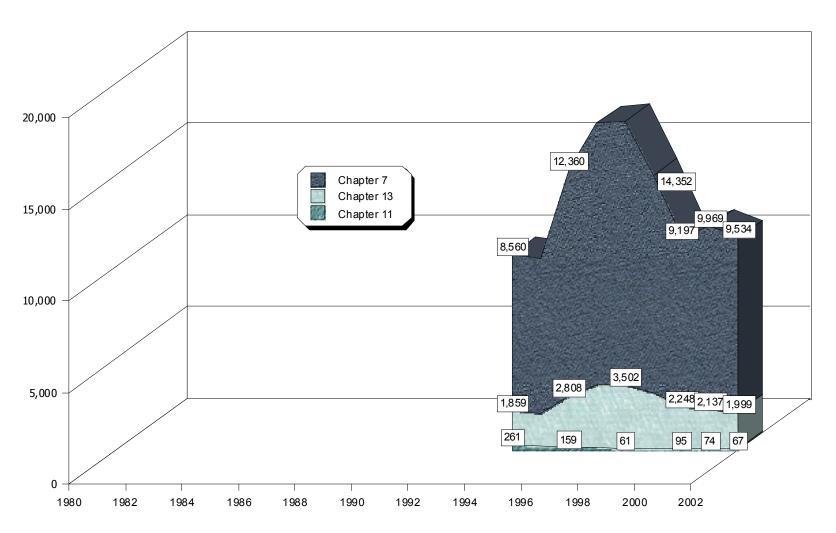
Northern Division

Bankruptcy Filings by Chapter: 1980-2002



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

San Fernando Valley Division
Bankruptcy Filings by Chapter: 1980-2002



^{*} Filings prior to 1993 were included in Los Angeles Division. (See Exhibit 4.)

Exhibit 9
Bankruptcy Filings and Percentage Change: 1980-2002

			kruptcy Filings					
Year	Ch 7	% Chg	Ch 11	% Chg	Ch 13	% Chg	Total	% Chg
			CENTRAL	DISTRICT O	F CALIFORNI	A		
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%
2002	69,228	-4.4%	474	-15.8%	13,617	-9.6%	83,319	-4.6%
			LC	S ANGELES D	IVISION			
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%
2002	30,379	-4.2%	175	-39.9%	6,221	-10.2%	36,777	-5.6%
	20,070						00,777	
				RNANDO VALL				
1004	0.500	•	ngs prior to 1994			,	40.000	- N/ 0
1994	8,560	N/A	261	N/A	1,859	N/A 5.29/	10,680	N/A
1995	8,449	-1.3%	231	-11.5%	1,762	-5.2% 50.4%	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%
2002	9,534	-4.3%	67	-9.4%	1,999	-6.4%	11,600	-4.8%

				RIVERSIDE DIV	ISION			
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% 14.3%
2001 2002	17,366	17.6% -3.0%	67	-51.6% 52.2%	4,070 4,177	3.4% 2.6%	21,483	-1.9%
2002	16,837	-3.0%			, , , , , , , , , , , , , , , , , , ,	2.0%	21,081	-1.9%
1000	2 101	NI/A	90	SANTA ANA DIV		NI/A	2.776	NI/A
1980	3,181	N/A 0.7%	188	N/A	505 865	N/A	3,776	N/A 12.7%
1981 1982	3,203 3,786	18.2%	531	108.9% 182.4%	1,519	71.3% 75.6%	4,256 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%	5,023	-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%
2002	8,960	-7.1%	138	17.9%	914	2.6%	10,012	-6.0%
			1	NORTHERN DIV	ISION			
		(Filin	ngs prior to 199	2 were included	in Los Angele	s 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%
2002	3,518	-6.0%	27	-27.0%	306	-6.7%	3,851	-6.3%

^{*} 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

Exhibit 10

MONTHLY CLOSING PERFORMANCE- CENTRAL DISTRICT Case Filings: 1999 - 2002 (Adjusted for Four-Month Closing Lag)

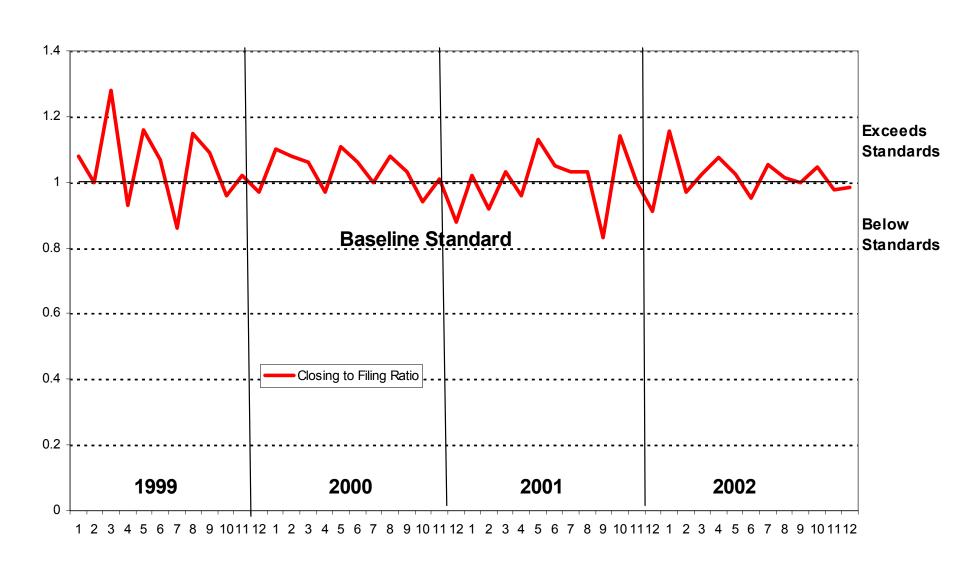


Exhibit 11

Central District of California Comparison of Bankruptcy Cases Filed and Closed: 2002

Chapter	Total Filed	Total Closed	Difference	Ratio (Closings/Filings)
		DISTR	ICT	
07	69,228	71,017	1,789	1.03
11	474	388	-86	0.82
12	2	1	-1	N/A
13	13,617	13,871	254	1.02
Total	83,321	85,277	1,956	1.02

	LOS ANGELES DIVISION					
07	30,379	31,220	841	1.03		
11	175	147	-28	0.84		
12	2	0	-2	N/A		
13	6,221	6,014	-207	0.97		
Total	36,777	37,381	604	1.02		

	RIVERSIDE DIVISION						
07	16,837	17,063	226	1.01			
11	67	64	-3	0.96			
12	0	1	1	N/A			
13	4,177	4,119	-58	0.99			
Total	21,081	21,247	166	1.01			

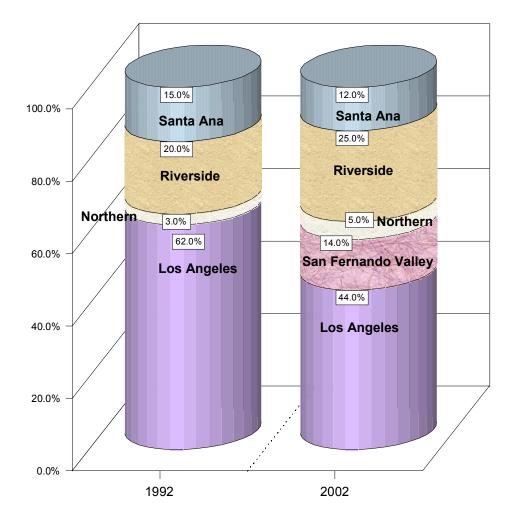
	SANTA ANA DIVISION						
07	8,960	9,176	216	1.02			
11	138	91	-47	0.66			
12	0	0	0	N/A			
13	914	1,282	368	1.40			
Total	10,012	10,549	537	1.05			

	NORTHERN DIVISION						
07	3,518	3,646	128	1.04			
11	27	23	-4	0.85			
12	0	0	0	N/A			
13	306	378	72	1.24			
Total	3,851	4,047	196	1.05			

	SAN FERNANDO VALLEY DIVISION					
07	9,534	9,912	378	1.04		
11	67	63	-4	0.94		
12	0	0	0	N/A		
13	1,999	2,078	79	1.04		
Total	11,600	12,053	453	1.04		

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 2001 vs. 2002

Chapter	2001	2002	% Chg
	DISTRI	СТ	
07	72,453	69,228	-4.5%
11	563	474	-15.8%
13	14,354	13,617	-5.1%
Total	87,374	83,319	-4.6%

LOS ANGELES DIVISION			
07	31,734	30,379	-4.3%
11	291	175	-39.9%
13	6,928	6,221	-10.2%
Total	38,953	36,775	-5.6%

RIVERSIDE DIVISION			
07	17,366	16,837	-3.0%
11	44	67	52.3%
13	4,070	4,177	2.6%
Total	21,483	21,081	-1.9%

SANTA ANA DIVISION			
07	9,641	8,960	-7.1%
11	117	138	17.9%
13	891	914	2.6%
Total	10,649	10,012	-6.0%

NORTHERN DIVISION			
07	3,743	3,518	-6.0%
11	37	27	-27.0%
13	328	306	-6.7%
Total	4,109	3,851	-6.3%

SAN FERNANDO VALLEY DIVISION			
07	9,969	9,534	-4.4%
11	74	67	-9.5%
13	2,137	1,999	-6.5%
Total	12,180	11,600	-4.8%

Exhibit 14

CENTRAL DISTRICT OF CALIFORNIA Comparison of Bankruptcy Closings 2001 vs. 2002

Chapter	2001	2002	% Chg
	DISTR	ICT	
07	71,518	71,017	-0.7%
11	370	388	4.9%
13	13,235	13,871	4.8%
Total	85,126	85,276	0.2%

LOS ANGELES DIVISION				
07	30,880	31,220	1.1%	
11	148	147	-0.7%	
13	6,422	6,014	-6.4%	
Total	37,450	37,381	-0.2%	

RIVERSIDE DIVISION			
07	17,068	17,063	0.0%
11	40	64	60.0%
13	3,319	4,119	24.1%
Total	20,429	21,246	4.0%

SANTA ANA DIVISION			
07	9,733	9,176	-5.7%
11	65	91	40.0%
13	1,147	1,282	11.8%
Total	10,945	10,549	-3.6%

NORTHERN DIVISION			
07	3,700	3,646	-1.5%
11	16	23	43.8%
13	374	378	1.1%
Total	4,091	4,047	-1.1%

SAN FERNANDO VALLEY DIVISION			
07	10,137	9,912	-2.2%
11	101	63	-37.6%
13	1,973	2,078	5.3%
Total	12,211	12,053	-1.3%

Exhibit 15

Central District of California

Comparison of Adversary Proceedings Filed and Closed: 1998-2002												
Year	Filed	% Chg	Closed	% Chg	Ratio (Closings/Filings)							
DISTRICT												
1998	5,920	-15.7%	7,804	5%	1.32							
1999	5,462	-7.7%	6,425	-17.70%	1.18							
2000	4,601	-15.8%	5,273	-17.9%	1.15							
2001	3,996	-13.1%	4,484	-15.0%	1.12							
2002	5,776	44.5%	4,821	7.5%	0.83							
LOS ANGELES DIVISION												
1998	2,826	-6.8%	3,781	1.4%	1.34							
1999	2,485	-6.8%	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							
2002	2,245	28.0%	2,131	4.3%	0.95							
4000	0.40	40.00/		DIVISION*	4.00							
1998	842	-16.6%	866	-43.8%	1.03							
1999	768	-8.8%	910	5.1% -6.2%	1.18							
2000	699	-9.0%	854		1.22							
2001	618	-11.6%	652	-23.7%	1.06							
2002	700	13.3%	607	-6.9%	0.87							
			SANTA ANA	A DIVISION*								
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							
2002	1,222	70.0%	968	15.7%	0.79							
			NORTHER	N DIVISION								
1998	333	-7.00%	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							
2002	304	90.0%	157	4.0%	0.52							
		SAN	FERNANDO.	VALLEY DIVIS	SION							
1998	998	-17.30%	1,270	34.7%	1.27							
1999	847	-15.10%	1,121	-11.7%	1.32							
2000	732	-13.6%	854	-23.8%	1.17							
2001	745	1.8%	800	-6.3%	1.07							
			İ	i								

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

958

19.8%

0.73

1,305

75.2%

2002

Exhibit 16

Central District of California Pending Bankruptcy Caseload by Division: 1998-2002*													
Year	Ch 7	% Chg	Ch 11	% Chg	Ch 13	% Chg	Total*	% Chg					
DISTRICT													
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%	1,053	7.0%	18,471	0.2%	46,001	5.7%					
2002	25,913	-2.1%	964	-8.5%	16,830	-8.9%	43,707	-5.0%					
Los Angeles Division													
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%					
2002	10,696	-5.7%	340	-14.1%	6,829	-9.3%	17,865	-7.3%					
			Rive	erside Div	rision								
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%					
2002	6,577	3.8%	88	-24.8%	5,113	-3.3%	11,778	0.3%					
			San	ta Ana Div	vision								
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%					
2002	3,797	0.1%	337	6.0%	1,455	-22.6%	5,590	-6.7%					
			Nor	thern Div	ision								
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%					
2002	1,274	-3.2%	60	-3.2%	512	-20.4%	1,846	-8.7%					
	San Fernando Valley												
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%					
2002	3,569	-3.2%	139	-13.1%	2,921	-6.6%	6,629	-4.9%					

^{*} 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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Michael E. Rotberg, Chief Deputy - Operations Kathleen J. Campbell, Chief Deputy - Administration

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