

UNITED STATES BANKRUPTCY COURT  
CENTRAL DISTRICT OF CALIFORNIA

# ANNUAL REPORT 2009



Honorable Vincent P. Zurzolo  
Chief Judge

Kathleen J. Campbell  
Executive Officer/Clerk of Court



THIS PAGE LEFT BLANK INTENTIONALLY

# TABLE OF CONTENTS

## INTRODUCTION

Executive Summary .....	5
The Bankruptcy Judges of the Central District of California .....	6
New Executive Officer/Clerk of Court Appointed .....	6

## COURT APPOINTMENTS, COMMITTEES, AND PROGRAMS

Appointments and Milestones .....	7
Central District Receives Approval to Fill Two Vacant Judgeships .....	8
2009 Judicial Committees .....	8

## COMMUNITY OUTREACH

Bar Advisory Board Established .....	9
<i>Pro se</i> Debtors and <i>Pro Bono</i> Services .....	9
Santa Ana Legal Clinic Continues to Provide Service .....	9
Los Angeles Self-Help Desk Opens .....	9
San Fernando Valley Self-Help Desk Expands Operating Hours .....	9
Northern Division Debt Clinic Launched .....	10
Serbian Bankruptcy Officials Visit Los Angeles Division .....	10
Legal Community Training, Programs and Brown Bag Lunches .....	10
2009 Combined Federal Campaign .....	12
Spanish Translation of Frequently Asked Questions .....	12

## BANKRUPTCY FILING STATISTICS

Bankruptcy Cases Filed: 1996-2009 .....	13
Quarterly Bankruptcy Filings Post-BAPCPA .....	14
Percent of Bankruptcy Filings by Division 2009 .....	14

## COURT ACCOMPLISHMENTS AND INNOVATIONS

Revisions to Local Bankruptcy Rules .....	15
New Court Manual Released .....	15
New Procedure for Statement of Social Security Number Introduced .....	15
Court Completes Multiple CM/ECF System Upgrades .....	15
CM/ECF Online Training Continues to Expand .....	16
Judge Bufford Begins Receiving Riverside Case Assignment .....	16
Electronic Submission of Transcripts .....	16
Riverside Division Hosts Winter Education Seminar .....	16
Staff Shifted to Cope with Growing Backlog .....	16
Free Wireless Network Available to Attorney & Trustees District-Wide .....	16
Staff Effort Accelerates Fee Payments to Trustees .....	17
Court Expands Telework Program.....	17
Court Collaborates with District Agencies to Evaluate COOP .....	17
Court Participates in State-Wide Earthquake Drill .....	17
ITD Active Directory Introduced .....	17
Courtroom Sound System Upgrades Completed .....	17
Los Angeles Lotus Domino Mail Server Upgraded .....	17
Phone System Upgraded .....	17

## COURT ACCOMPLISHMENTS AND INNOVATIONS (CONTINUED)

New Workstations Installed in Human Resources and Administrative Services .....	18
New Overflow Intake Area in Los Angeles Now Available .....	18
New Judicial Conference Room Available in Riverside .....	18
San Fernando Valley Divisional Office Undergoes Extensive Renovations .....	18
Changes Made to Northern Division Workstations .....	18
Mediation Program .....	19

## HUMAN RESOURCES

Staffing Highlights .....	20
Training and Staff Development .....	20
Career Intern Program .....	20
Staff Awarded with Length of Service and Outstanding Achievement Awards .....	21
Employee Recognition Program (ePlause) Continues .....	22

## WHO WE ARE

District Profile .....	23
Population Served .....	23
Bankruptcy Filings and Percentage Change: 1980-2009 .....	24

## LONG RANGE PLAN

Accomplishments .....	27
-----------------------	----

# INTRODUCTION

## Executive Summary

In 2009, the Court continued to provide quality public service to all Court stakeholders, despite the challenges of a skyrocketing caseload and technology-related obstacles. Highlights for 2009 include:

- Assistant U.S. Attorney Catherine E. Bauer and Los Angeles attorney Deborah J. Saltzman were selected in September by the Ninth Circuit to serve as bankruptcy judges in the Riverside division and will be sworn in early 2010. Ms. Bauer and Ms. Saltzman will fill judgeships left vacant by the retirements of Judges Mitchel R. Goldberg and David N. Naugle in 2008.
- In 2009, a Bar Advisory Board of volunteer attorneys was formed. This Board has proven to be an invaluable means of soliciting ideas to improve the services provided by the Court.
- Bankruptcy case filings in the Central District increased by 65% over 2008, from 65,858 to 108,660. On average, a bankruptcy case was filed with the Court almost every five minutes in 2009. Chapter 7 case filings experienced the largest percentage increase, up 69%. *Pro se* filings made up 24% of all filings in 2009, four times higher than the national average of 6%.
- For the second consecutive year, the Central District led the nation in total bankruptcy filings.
- Due to the staggering increase in filings in the Riverside division in 2009, Los Angeles division Judge Samuel L. Bufford joined fellow Los Angeles Judges Sheri Bluebond, Thomas B. Donovan, Richard M. Neiter, in receiving Riverside case assignments. The majority of the hearings relating to these cases were heard by video conference.
- In response to the unprecedented growth in filings, the Court submitted a request to the Ninth Circuit to fill two of the three vacant temporary judgeships authorized for our district. Recognizing the growing bankruptcy workload in the district, the Circuit quickly approved the filling of these positions.
- The Court, in collaboration with the Administrative Office of the U.S. Courts, completed a major hardware and software upgrade to CM/ECF in October. The new split-server architecture and upgraded software helped the Court mitigate frequent system slowdowns due to CM/ECF's inability to handle the Court's heavy workload.
- Throughout 2009, the Court hired 37 temporary generalist clerks to assist with the large volume of bankruptcy petitions received throughout the district.
- The Court revised its Local Bankruptcy Rules (LBRs) with general updates, as well as changes to bring the LBRs in conformance with the Statutory Time-Periods Technical Amendments Act of 2009. The amendment revises time periods to multiples of 7 days and clarifies time computation procedures for both Court staff and attorneys.
- The Court migrated to a new network operating system, Microsoft's Active Directory, this past year. The new system significantly improves the technical administration of the Court's network, and provides other additional features.
- The Court continued its partnership with local legal organizations to provide assistance to the large *pro se* population in the district. A Bankruptcy Self-Help Desk and Clinic opened in the Los Angeles division and the Bankruptcy Self-Help Desk operations in the San Fernando Valley division were expanded. The self-help desks provide debtors and creditors with general information on bankruptcy forms, procedures, and other legal resources. Additionally, the Court released a Spanish translation of the Court's most Frequently Asked Questions (FAQs).

## THE BANKRUPTCY JUDGES OF THE CENTRAL DISTRICT OF CALIFORNIA

PHOTO NOT AVAILABLE FOR PUBLIC VIEWING

Top Row (From Left)

Theodor C. Albert, Victoria S. Kaufman, Ernest M. Robles, Peter H. Carroll, David N. Naugle (ret.),  
Alan M. Ahart, Thomas B. Donovan

Center Row (From Left)

Richard M. Neiter, Robin L. Riblet, Robert N. Kwan, Erithe A. Smith, Meredith A. Jury,  
Samuel L. Bufford, Ellen Carroll

Front Row (From Left)

Geraldine Mund, Barry Russell, Maureen A. Tighe, Vincent P. Zurzolo (Chief Judge),  
Sheri Bluebond, Mitchel R. Goldberg (ret.), Kathleen Thompson

---

### New Executive Officer/Clerk of Court Appointed

After a thorough search and vetting process by the Board of Judges for the Central District, Kathleen J. Campbell was selected as the new Executive Officer/Clerk of Court for the United States Bankruptcy Court - Central District of California. Ms. Campbell commenced her duties on February 1, 2010. Campbell replaces former Clerk of Court Jon D. Ceretto, who left the Court in early September 2009. Ms. Campbell previously worked at the Court for 15 years and served as Chief Deputy of Administration until 2006, when she left to work for

the City of Santa Paula. Chief Deputy of Operations Michael E. Rotberg served as Acting Clerk of Court while the recruitment process was underway.

The Court received 351 applications for the position, and six talented candidates were ultimately interviewed. Upon Ms. Campbell's selection, Chief Judge Vincent Zurzolo stated, "We feel confident that Ms. Campbell will do an excellent job of leading our Clerk's staff as it faces new and continued challenges."

## COURT APPOINTMENTS, COMMITTEES, AND PROGRAMS

### APPOINTMENTS

#### New Judges

Catherine E. Bauer and Deborah J. Saltzman have been appointed by the Ninth Circuit Court to serve as bankruptcy judges for the Central District of California. Ms. Bauer and Ms. Saltzman will serve at the Riverside division and will assume judgeships left vacant in 2008 by the retirements of Judge Mitchel R. Goldberg and Judge David N. Naugle.

as a bankruptcy attorney in the Los Angeles area. Additionally, Ms. Saltzman has received numerous honorable mentions throughout her career, including being voted for six consecutive years (2004-2009) as the Southern California Rising Star by her fellow attorneys.

PHOTO NOT AVAILABLE FOR  
PUBLIC VIEWING

Chief Judge Vincent P. Zurzolo, Catherine E. Bauer

- Ms. Bauer was with the Office of U.S. Attorney since 2001, and served on the Central District's bankruptcy mediation panel since 1995. Ms. Bauer is a member of the Debtor Assistance Project, several bar associations, and the Federal Executive Board.

PHOTO NOT AVAILABLE FOR  
PUBLIC VIEWING

Chief Judge Vincent P. Zurzolo, Deborah J. Saltzman

- Ms. Saltzman was an associate with the law firm DLA Piper and has practiced for the last 10 years

### Milestones

PHOTO NOT AVAILABLE FOR  
PUBLIC VIEWING

Judge Barry Russell

- Judge Barry Russell was honored with the Stanley Mosk Legacy of Justice Award by the San Fernando Valley Bar Association on February 19, 2009. Judge Russell received his award at the annual Judges' Night Dinner for his many years of service, most notably for leading the Court's mediation program, mentoring the Court's many externs, and for his dedication in working with federal law enforcement.



PHOTO NOT AVAILABLE FOR  
PUBLIC VIEWING

Judge Geraldine Mund

- Judge Geraldine Mund was nominated and inducted into the American College of Bankruptcy in March 2009. The American College of Bankruptcy, formed in 1989, is an honorary association of bankruptcy and insolvency professionals.

## Central District Receives Approval to Fill Two Vacant Judgeships

To address the continued unprecedented growth in bankruptcy filings in the Central District of California, the Court submitted a request in early November to Chief Circuit Judge Alex Kozinski and the Ninth Circuit Council for the authority to fill two of the three vacant temporary judgeships. Upon receiving the judgeship request, the Ninth Circuit promptly approved the request and immediately began the recruitment process. It is expected the judgeships will be filled by late 2010, due to the Circuit's speedy action. Both judgeships will maintain chambers in the Santa Ana division, while utilizing video conferencing to hear cases in the Riverside division. One of the judges will also handle a partial caseload from the Santa Ana division.

## 2009 Judicial Committees

In accordance with the Court Governance Plan, judicial committees appointed by the Chief Judge address court-related issues and provide feedback to the entire Board of Judges regarding court operations and administrative issues. Clerk's Office staff members attend meetings and support the judicial committees. The Chief Judge and the Executive Officer/Clerk of Court are ex-officio members of each committee. The members of the 2009 judicial committees were:

### EXECUTIVE

Vincent P. Zurzolo, Chair  
Alan M. Ahart  
Theodor C. Albert  
Sheri Bluebond  
Ellen Carroll  
Peter H. Carroll  
Kathleen Thompson

### RULES

Peter H. Carroll, Chair  
Theodor C. Albert  
Thomas B. Donovan

### CASE MANAGEMENT

Sheri Bluebond, Chair  
Robert N. Kwan  
Robin L. Riblet  
Maureen A. Tighe

### SPACE AND SECURITY

Ellen Carroll, Chair  
Geraldine Mund  
Peter H. Carroll  
Robin L. Riblet  
Erithe A. Smith

### CHAPTER 13

Robert N. Kwan, Chair  
Meredith Jury  
Victoria S. Kaufman  
Kathleen Thompson

### ALTERNATIVE DISPUTE RESOLUTION

Ernest M. Robles, Chair  
Barry Russell  
Maureen A. Tighe

### EDUCATION AND TRAINING/RETREAT

Richard M. Neiter, Chair  
Alan M. Ahart  
Samuel L. Bufford  
Geraldine Mund



## COMMUNITY OUTREACH

### Bar Advisory Board Established

In 2009, Chief Judge Zurzolo presented a proposal to the Board of Judges, and received their full support, to form a Bar Advisory Board (Board). The Board is comprised of twelve volunteer attorneys who meet with the Chief Judge quarterly to discuss issues of mutual concern. This has proven to be an invaluable means of soliciting ideas to improve the service provided by the Court. Since its first meeting on May 19, 2009, the Board has already worked with the Court to develop a list of exceptions to the judges copy requirement, revamp the 341(a) meeting notice, and enhance the Court Manual.

### Pro se Debtors and Pro Bono Services

The overall percentage of *pro se* debtors (i.e., debtors who file without attorney representation) exceeded 24 percent during 2009, four times the national average of 6 percent. Approximately 45 percent of the district's Chapter 13 petitions were filed *pro se*, compared to 19 percent and 13 percent of Chapter 7 and Chapter 11 petitions, respectively. *Pro se* debtors at all divisions have access to *pro bono* and low cost legal services. A complete listing of *pro bono* programs and contact information is available on the main page of the Court's website under the heading "Don't Have an Attorney?"

Central District of California 2009 Pro Se Filings			
Chapter 7	Chapter 11	Chapter 13	Total
15,798	144	10,584	26,526
83,674	1,129	23,848	108,651
18.9%	12.8%	44.4%	24.4%

### Santa Ana Legal Clinic Continues to Provide Service

The Santa Ana division's Legal Clinic continues to provide free legal advice for low-income debtors in Chapter 7 bankruptcy cases who do not have an attorney. The clinic is available every other Friday from 9:00 am to 11:00 am in the Santa Ana division. In addition to *pro bono* advice, debtors can view a DVD discussing general bankruptcy information while waiting for assistance. The legal clinic is part of the Orange County Bankruptcy Pro Bono Program and is made possible through the cooperation of the Public Law Center, Orange County Bar Association-Commercial Law and Bankruptcy Section, and the Orange County Bankruptcy Forum.

PHOTO NOT AVAILABLE FOR  
PUBLIC VIEWING

Los Angeles Self-Help Desk

### Los Angeles Self-Help Desk Opens

On August 17, a Self-Help Desk and Clinic opened in the Los Angeles division. The desk is available Mondays and Wednesdays from 10:00 am to 1:00 pm. It provides debtors and creditors without legal representation with general information on bankruptcy procedures, forms, and referrals for additional legal assistance. Income eligible individuals interested in obtaining more information on filing for bankruptcy can also apply at the Self-Help Desk to participate in the clinic. The desk and clinic are both sponsored by the Public Counsel, the Central District Consumer Bankruptcy Attorneys Association, and the Los Angeles County Bar Association - Commercial Law and Bankruptcy Debtor Assistance Subcommittee.

PHOTO NOT AVAILABLE FOR  
PUBLIC VIEWING

San Fernando Valley Self-Help Desk

### San Fernando Valley Self-Help Desk Expands Operating Hours

Due to greater demand, the San Fernando Valley Self-Help Desk increased its operating hours. The number of visitors to the desk quadrupled this year, from 451 visitors

in 2008 to 2,258 visitors in 2009. Since its inception in 2007, the self-help desk has assisted 2,753 people by providing general bankruptcy information and referrals. The self-help desk is the result of a collaborative effort between the Court and local legal organizations, all brought together by Judge Maureen A. Tighe.

The desk is currently open on Mondays from 1:00 pm to 4:00 pm, Thursdays from 9:00 am to 12:00 pm and 1:00 pm to 4:00 pm. *Pro bono* attorneys also hold weekly seminars to give general information on bankruptcy, as well as answer questions.

To provide further aid for *pro se* debtors, on April 2, two computers were installed in the Intake lobby of the San Fernando Valley division. One computer runs a 30 minute video of "Bankruptcy Basics" for Chapter 7 and 13 debtors, and the second computer is available for all customers who wish to watch and listen to key principles of bankruptcy while they wait for assistance.

The San Fernando Valley Self-Help Desk was also profiled in the August edition of the *Los Angeles Daily News*. In the article, visitors to the desk stated that the volunteer staff helped to make the bankruptcy process less daunting and intimidating.

## Northern Division Debt Clinic Launched

On September 8, the Northern division officially launched a Consumer Debt Clinic in partnership with the Legal Aid Foundation of Santa Barbara County (LAFSBC). For an interim period, the clinic is located off-site at the Lompoc Courthouse's Legal Resource Center in Lompoc, California. An LAFSBC staff attorney is available to answer questions on Mondays, Tuesdays, and Wednesdays from 9:00 am to 3:30 pm. The LAFSBC hopes to expand the clinic to a location within or near the Northern division courthouse in early 2010.

## Serbian Bankruptcy Officials Visit Los Angeles Division

Judge Samuel L. Bufford hosted a study tour for six Serbian bankruptcy officials during the week of October 26. The visiting officials were provided with a tour of the Los Angeles division, attended hearings, observed a contested hearing held by Judge Sheri Bluebond on a plan of reorganization, and held meetings with U.S. Trustee Peter Anderson and Dean Starr of the Pepperdine Law School.

## Legal Community Training, Programs and Brown Bag Lunches

During 2009, the Court continued to build upon strong relationships with the legal community. Judges throughout the district actively participated in legal community trainings and conducted numerous Brown Bag Lunch and Learn sessions. These events helped to explain, clarify, and present information to individuals of the legal community.

- On January 28, Judge Maureen A. Tighe hosted a group of students from Kaplan College, a school for paralegals. The students sat in on the Judge's Court calendar that included motions for relief from the automatic stay and status conferences. After the hearings, Judge Tighe met with the students to answer questions.
- Also in January, Judge Maureen A. Tighe held brown bag discussions throughout the district for Chapter 7 consumer debtor attorneys. The judge obtained feedback regarding limited scope representation, post-BAPCPA consumer debtor representation, and the possibility of a Chapter 7 Rights and Responsibility Agreement.
- The Inland Empire Bankruptcy Forum (IEBF) presented "An Evening with Our Judges" night on January 29, at the Canyon Crest Country Club in Riverside. Judges Sheri Bluebond, Peter H. Carroll, Meredith A. Jury, and Richard M. Neiter were in attendance and answered questions submitted in advance by members of the IEBF.
- On March 16, Judge Peter H. Carroll gave a presentation to the Inland Empire Bankruptcy Forum on recent revisions to the Court's Local Bankruptcy Rules (LBRs). The new version of the LBRs became effective January 5, 2009, and incorporated several existing General Orders, new rules for mandatory orders, new rules for mandatory electronic filing, and service of documents.
- On March 19, Judge Maureen A. Tighe held a mock trial for middle school students from Calmont School in Calabasas, California. The judge presented a case during the mock trial for approximately 20 students to demonstrate the various aspects of a hearing.

- Also on March 19, the Orange County Bankruptcy Forum (OCBF) held a meeting entitled "The Nuts and Bolts of the Changes of to the New Local Bankruptcy Rules Effective January 2009." The event took place at the Santa Ana division and included a presentation by Judge Theodor C. Albert. The OCBF is a college of lawyers and others dedicated to the study of bankruptcy and insolvency.

PHOTO NOT AVAILABLE FOR  
PUBLIC VIEWING

- Judges Theodor C. Albert, Robert N. Kwan, and Erithe A. Smith participated in a Brown Bag session on April 16 sponsored by the OCBF on reaffirmation protocol and policy. The judges from the Santa Ana division served as panelists at the discussion, which included topics such as: what makes a reaffirmation agreement valid, when a reaffirmation agreement triggers the court to set a hearing, and what kind of evidence is required by the judges.
- On April 23, Judge Theodor C. Albert participated in a program held at the Santa Ana division by the Orange County Chapter of the Federal Bar Association. The program enabled members of the local bar to view the courtrooms and chambers of participating federal judges. Attendees were encouraged to ask questions to help them as practitioners during hearings.
- San Fernando Valley division Judges Geraldine Mund, Maureen A. Tighe, and Kathleen Thompson, in collaboration with the Central District Consumer Bankruptcy Attorneys Association, hosted a Brown Bag lunch session titled, "Perspectives from Outside the Box" on April 29. Each of the judges discussed a different topic on the history of bankruptcy law, including bankruptcy law in ancient civilizations, the making of the 1978 bankruptcy code, and the intersection between criminal and bankruptcy law.

PHOTO NOT AVAILABLE FOR  
PUBLIC VIEWING

(from left to right)

Judges Sheri Bluebond, Alan M. Ahart, Samuel L. Bufford, Thomas B. Donovan, Victoria S. Kaufman, Robert N. Kwan, Richard M. Neiter, Ernest M. Robles, Maureen A. Tighe

- Judges from all throughout the Court gathered with members of the local legal community on June 8 as part of the Los Angeles Bankruptcy Forum's "Ask the Judges" dinner at the Omni Hotel in downtown Los Angeles. The event, attended by Judges Sheri Bluebond, Alan M. Ahart, Samuel L. Bufford, Thomas B. Donovan, Victoria S. Kaufman, Robert N. Kwan, Richard M. Neiter, Ernest M. Robles, Maureen A. Tighe and more than 200 local legal professionals, served as an opportunity for networking and discussion. The judges touched on a variety of procedures and legal issues. They promoted the Court's self-help desks in the San Fernando Valley and Santa Ana divisions, and asked for more attorneys to volunteer their time. Judge Bluebond clarified the rules behind judges' copies of pleadings, and the judges also discussed ECF accessibility issues. They also answered questions about witnesses, trustee fees, BAPCPA, and whether auctions should be held in Chapter 11 asset sales.

PHOTO NOT AVAILABLE FOR  
PUBLIC VIEWING

- On June 26, Judges Theodor C. Albert and Erithe A. Smith presented a Lunch and Learn session on topics on the differences between trials and evidentiary hearings, how bankruptcy can help those facing foreclosures and short sales, and whether or not a domestic partnership can file jointly.

PHOTO NOT AVAILABLE FOR  
PUBLIC VIEWING

- On July 15, Judge Bufford held a training session on international insolvency and Chapter 15 cases for chambers staff district-wide, as well as District and Magistrate Court judges. He explained the history and intricacies of international bankruptcy law, its repercussions on various countries, and the eventual introduction of Chapter 15 bankruptcy by the Bankruptcy Abuse Prevention and Consumer Protection Act of 2005.
- On November 3, Chief Judge Vincent P. Zurzolo held a Brown Bag lunch forum in the Los Angeles division on judge's copy requirements and exceptions. The topics included the purpose of serving a judge's copy, documents that do not have to be served on a judge, and how serving a judge's copy is part of being a persuasive advocate.

## 2009 Combined Federal Campaign

The Central District continued to participate in the Combined Federal Campaign (CFC), a national workplace charity program in which Federal civilian, postal, and military employees can donate to participating nonprofit organizations of their choice. The Court has supported the CFC for over a decade and employees donated nearly \$25,000 in 2009, a 25% increase over 2008.

## Spanish Translation of Frequently Asked Questions

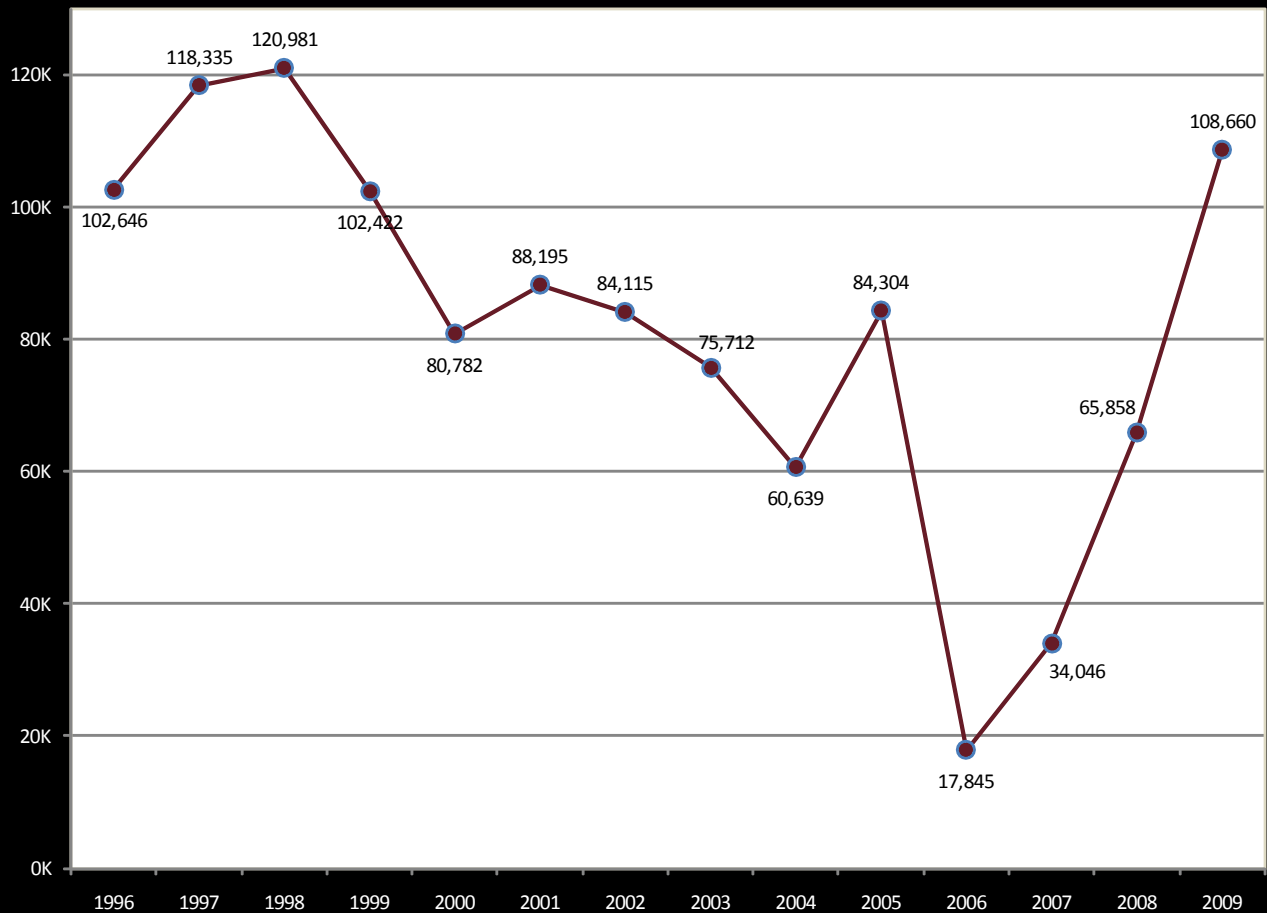
In July, the Court released a Spanish translation of its Frequently Asked Questions (FAQs). The nearly 100 FAQs are now available in both English and Spanish and provide helpful bankruptcy-related information for both debtors and creditors. The FAQs, in both English and Spanish, are located on the Court's website under *Information*.

## BANKRUPTCY FILING STATISTICS

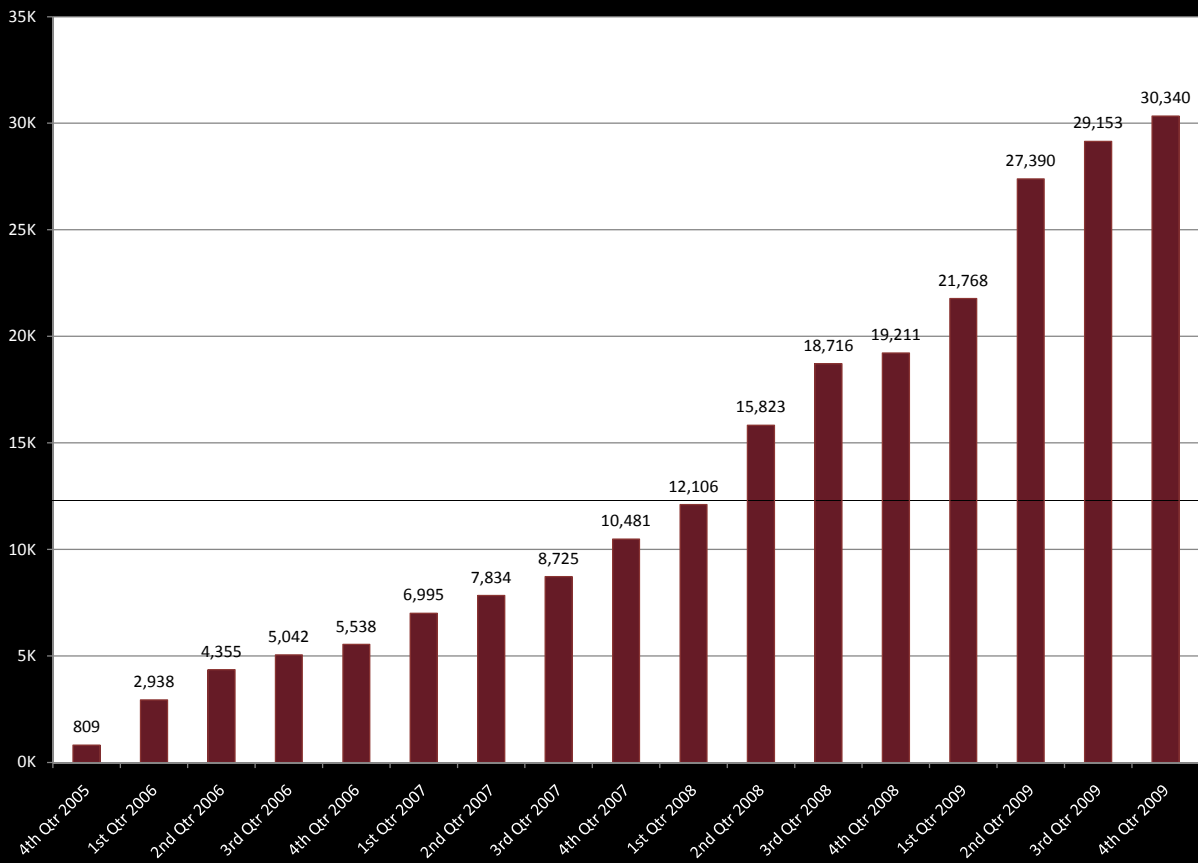
During 2009, 108,660 bankruptcy cases were filed in the Central District of California. This was a 65 percent increase over 2008 and the highest number of filings in the nation. The number of filings in 2009 surpassed the Court's pre-BAPCPA total of 60,639 filings in 2004, and was the third highest number of filings in the Court's

history. Of the filings in 2009, 77 percent were filed under Chapter 7; 1 percent under Chapter 11; and 22 percent under Chapter 13. Chapter 13 filings, which increased 56 percent from 2008, are significantly more labor-intensive for the Court than Chapter 7 filings.

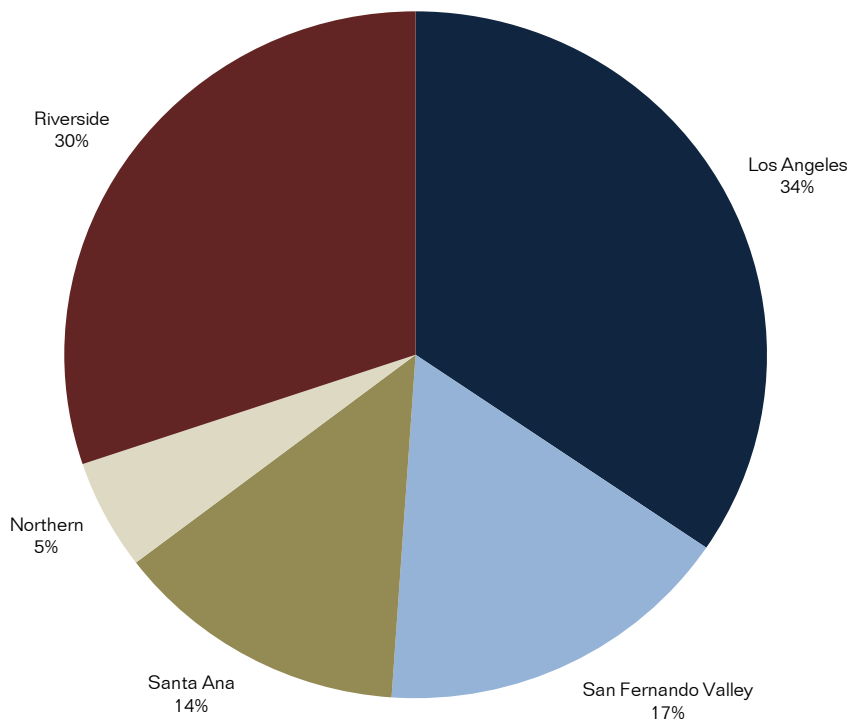
United States Bankruptcy Court - Central District of California  
Bankruptcy Cases Filed: 1996-2009



United States Bankruptcy Court - Central District of California  
Quarterly Bankruptcy Filings Post-BAPCPA  
November 2005 to December 2009



United States Bankruptcy Court - Central District of California  
Percent of Bankruptcy Filings by Division 2009





## COURT ACCOMPLISHMENTS AND INNOVATIONS

### Revisions to Local Bankruptcy Rules

The Local Bankruptcy Rules (LBRs) underwent two major revisions in 2009. In January, the LBRs were reorganized to comply with the revised Uniform Numbering System for Local Bankruptcy Court Rules adopted by the Judicial Conference of the United States in May 2003. The revised LBRs incorporate several existing General Orders and new rules for mandatory electronic filing of documents and electronic service. The LBRs were also revised in accordance with the Guidelines for Drafting and Editing Court Rules, published by the Administrative Office of U.S. Courts, to make them easier to understand and apply.

Later in the year, LBRs were modified to become consistent with the Statutory Time-Periods Technical Amendments Act of 2009 (Publ. L. No. 111-016) enacted on May 7, 2009, and changes made to the federal rules effective on December 1, 2009. The statutory adjustment revises time periods to multiples of 7 days allowing for most deadline expirations to occur on a weekday as the numbering convention for deadlines now consists of 7, 14, 21, and 28 days.

These changes were made to simplify time computation provisions, as well as, to eliminate inconsistencies found in the Appellate, Bankruptcy, Civil and Criminal Rules, since in some instances weekends and holidays were excluded. The new time-computation policy counts “days as days” without omitting weekends and holidays; and nine sections of the Bankruptcy Code, the Federal Rules of Bankruptcy Procedure (FRBP), petition forms, CM/ECF, orders, and over 30 LBR forms were amended accordingly.

### New Court Manual Released

A new Court Manual for the United States Bankruptcy Court, Central District of California, was released on January 5, 2009.

The new Court Manual replaces the Desk Reference Manual and consolidates procedures and forms previously located in various areas of the Court’s website, including the CM/ECF Manual and LOU Procedures.

The revised LBRs, Court Manual, and cross-reference guide are all available on the Court’s website, and for a fee, at the Intake area of all five divisions.

### New Procedure for Statement of Social Security Number Introduced

Beginning January 1, 2009, attorneys electronically filing petitions through the Court’s CM/ECF system are required to submit the Statement of Social Security Number(s) (Official Form B 21) immediately after every new petition filed on behalf of individual debtors.

Form B21 must now be filed bearing the debtors’ holographic signatures and docketed separately from the petition under a “private” docket event code. The private docket event code prevents the debtors’ full social security numbers from appearing on the public docket.

Prior to 2009, attorneys electronically filing petitions did not have to submit a Form B21 on behalf of their debtors, but had to maintain a hard copy of the document, making verification of social security numbers difficult.

### Court Completes Multiple CM/ECF System Upgrades

With filings skyrocketing to unprecedented heights, CM/ECF struggled to meet the increased demand placed on it by the Court’s numerous stakeholders in 2009. Determined not to be impacted by system degradation caused by heavy usage, the Court implemented multiple upgrades in 2009 to improve CM/ECF’s system performance and to meet new mandated requirements.

In March, the Court completed the first of two major systems upgrades to CM/ECF, moving from software version 3.3 to 3.3.1. The upgrade provided for numerous user interface enhancements, as well as the collection of data needed by the Executive Office of the U.S. Trustees.

The second major system upgrade came in October, when the Court upgraded to CM/ECF version 3.3.2 and reconfigured CM/ECF to a new, split-server architecture to enhance system performance.

The most significant change in the update was the reinforcement of the privacy protection requirements under Federal Rules of Bankruptcy Procedure (F.R.B.P.) 9037. The login page for electronic filers was updated with new, modified language requiring the filer to acknowledge they have read and will comply with the redaction requirements.



The new software and hardware architecture for CM/ECF has generally improved overall performance. The Court continues to limit the usage of some internal processes, including running large reports during non-peak hours and narrowing search criteria for other frequently used reports. This has resulted in fewer system slowdowns and outages.

## CM/ECF Online Training Continues to Expand

Since its release in December 2008, the CM/ECF Online Training courses have successfully trained prospective CM/ECF users interested in filing in the Central District. As of December 31, 2009, 2,206 individuals have registered for training and 753 individuals have been registered to electronically file through CM/ECF. The online training program replaced the on-site classroom training previously offered at the Court and meets the requirements for the issuance of an attorney login or limited filer login to complete filing documents electronically. Additionally, the flexibility of the online training allows attorneys to train at their own pace and assists in training attorney support staff.

## Judge Bufford Begins Receiving Riverside Case Assignment

Los Angeles division Judge Samuel L. Bufford began receiving Chapter 13 bankruptcy case assignments for cases filed at the Riverside division on September 1. In preparation for the video conferencing hearings related to his Riverside division cases, Judge Bufford and his team attended a training session on the use of video conferencing equipment. Judge Bufford's team in Los Angeles also coordinated and exchanged ideas with its Riverside division counterparts prior to the start of the hearings.

## Electronic Submission of Transcripts

Following the Court's conversion to CM/ECF version 3.3.1 in March, transcription companies serving the Court began electronically filing transcripts at the Court in lieu of printed paper copies. The transcripts are accessible to Court staff via the case docket, and are available through PACER to the requesting party for the first 90 days. After 90 days, the transcripts are available to the public via PACER.

PHOTO NOT AVAILABLE FOR  
PUBLIC VIEWING

Chief Judge Vincent P. Zurzolo

## Riverside Division Hosts Winter Education Seminar

On December 4, the Riverside division hosted the Court's annual Winter Education Seminar. This year's seminar included topics of the new Performance Management plan, changes in time-computation, and Continuity of Operations Plan (COOP) in the event of an emergency, such as pandemic influenza outbreak. Chief Judge Vincent P. Zurzolo and Acting Clerk of Court Michael Rotberg both expressed recognition and gratitude to all of the Court staff for their hard work in 2009.

## Staff Shifted to Cope with Growing Backlog

In 2009, Court leadership devised new and more efficient ways of coping with the rapid increase in filings. In March, under the Workload Equalization Plan, staff from various administrative departments began assisting with Operations-related tasks district-wide. In addition to their normal duties, one day a week, these individuals performed operations tasks such as quality control, closing and discharging of Chapter 7 No Asset Cases, dismissals, and entering claims.

The plan allowed staff from one division to carry out tasks on behalf of another division on the basis of backlogs, staffing levels and shortages, fluctuating workloads, available resources, and other circumstances.

## Free Wireless Network Available to Attorneys & Trustees District-Wide

In October, a wireless network became available, free of charge, on all courtroom floors in all divisions of the Court. Wireless access is available with a wired equivalent privacy (WEP) key to provide security to its intended users.

## Staff Effort Accelerates Fee Payments to Trustees

Following CM/ECF performance issues that hampered case processing during the summer, the Clerk's Office mounted an even more aggressive effort to discharge and close cases. As a result, over \$1 million in fees were distributed to the panel trustees in the months of September and October. In 2009, the Court paid nearly \$3.9 million in fees, approximately twice the amount paid last year. Administration staff, newly hired generalist clerks, and teleworkers provided the extra staff labor to achieve this success.

## Court Expands Telework Program

The Court's existing telework policy was expanded and revised in August, making it available to a larger group of Operations, Administration, and Chambers staff. In the new operations component of the policy, particular tasks, such as quality control of electronically filed petitions, dismissals of Chapter 7 and 13 cases, discharges, and closing of cases, have been authorized to be performed offsite, and production standards were established. The revised and expanded policy also outlines criteria for how staff will be selected for telework, as well as the rotation process for adding new teleworkers. In addition, the Court developed an emergency plan for Operations staff that created telework shifts during non-peak hours to take advantage of lower CM/ECF system usage. The revised telework program was launched with 21 Clerk's Office staff.

## Court Collaborates with District Agencies to Evaluate COOP

In January 2009, the Court's Continuity of Operations Plan (COOP) Team attended the 9th Circuit COOP Conference in San Francisco. The conference was held for 9th Circuit court executives, COOP coordinators, and presenters from across the country. As a result of the conference, the Court's COOP team has participated in a new interagency COOP group with fellow judicial agencies in the Central District. The group met monthly throughout the year to discuss and compare the agencies' plans, with the goal of coordinating the responses of each agency.

## Court Participates in State-wide Earthquake Drill

The Court participated in the Great Shakeout, a statewide earthquake drill designed to help people and organizations prepare for major earthquakes, on October 15. Staff members in the Los Angeles, Riverside, Santa Ana, and San Fernando Valley divisions were instructed to "duck, cover, and hold" during the building-wide earthquake drill, and floor wardens were tasked to bring all staff to their designated Shelter-in-Place zones.

## ITD Active Directory Introduced

Throughout 2009, the Court successfully migrated to a new network operating system. The new system, Microsoft's Active Directory, replaced the older, less robust, Novell Netware. The migration changed very little for the end user, but significantly improved network administration. Benefits of the new system include improved administration of the Court's network and increased network consistency between the divisions. As divisions converted to the new system, short training sessions were provided to staff members to ensure that all personnel were aware of and understood the changes.

## Courtroom Sound System Upgrades Completed

Thirteen sound systems in the Los Angeles and Santa Ana divisions have been upgraded. Installations began in March and were completed in August of 2009. The replacement of the sound systems provides the ability to adjust the volume on individual microphones and enables improved sound clarity, especially for telephonic appearances. A newly equipped panel also allows Court Recorders to perform recording functions more efficiently.

## Los Angeles Lotus Domino Mail Server Upgraded

The Los Angeles Lotus Domino Mail Server upgrade was successfully completed on February 28. The process took approximately 12 hours with zero down time during the upgrade. The e-mail server upgrade is part of a judiciary-wide project to enhance the Judiciary's Lotus Notes e-mail system. The new software enhancements include a new look, message recall, instant spell check, and enhanced Out-of-Office reply, among other features.

## Phone System Upgraded

The Clerk's Office successfully completed the upgrade to the Court's telephone switch in August. New Nortel telephone switches were installed in Riverside, Santa Ana, and San Fernando Valley divisions to replace the older Toshiba systems. The new phone switches are the same type as those currently utilized in the Los Angeles division and provide for more efficient telephone management system. In addition to reducing expenses, the new system increases flexibility by enabling staff who are teleworking to answer calls to their Court phone from home. It also allows those divisions with the new telephone switches to forward lines between offices.



PHOTO NOT AVAILABLE FOR  
PUBLIC VIEWING

### **New Workstations Installed in Human Resources and Administrative Services**

New workstations were installed in Human Resources and Administrative Services departments over the Martin Luther King, Jr. Holiday weekend. The new cubicles occupy less space and are more ergonomic than the previous workstations. Office Services staff were able to accommodate 10 workstations in Human Resources, two more than existed previously. The new workstation's lay-out creates an open work environment and promotes team interaction.

### **New Overflow Intake Area in Los Angeles Now Available**

Office Services completed several projects affecting the appearance and configuration of the Intake section in the Los Angeles division. The mail area was reconfigured to increase efficiency and provide some much-needed office space for the review and quality control of filed documents. In March, the installation of electronic announcement displays in the new waiting area and Intake lobby was completed. New chair rails, as part of the regular maintenance of the LA intake area, were installed in May. Additionally, because of the increase in filings, the Courtroom Services conference room was converted into an overflow waiting area for Intake. Two doors leading from the conference room into the public corridor were installed. In addition to the seating, the overflow area also houses an AO-developed video on bankruptcy that the public may view while waiting to be served.

### **New Judicial Conference Room Available in Riverside**

The creation of a new judicial conference room on the second floor of the Riverside division was completed in mid-November. The conference room project repurposes space that was previously used as storage and satisfies the need for a dedicated meeting space for the judges.

### **San Fernando Valley Divisional Office Undergoes Extensive Renovations**

In 2009, the San Fernando Valley divisional office underwent a major refinishing project. This project included the replacement of the Intake public counters, along with painting and carpet replacement in the Case Initiation area. Additionally, the flooring and wall coverings of the division were replaced, and most of the building was repainted.

### **Changes Made to Northern Division Workstations**

On January 22, input platforms - movable, ergonomic work surface panels - were installed in two offices and two workstations in the Northern division. The platforms allow users to adjust the height and angle of their keyboard and writing space with minimal effort. Ergonomic workspaces help reduce lower-back pain and other related injuries from sitting at a computer for sustained periods of time.

## MEDIATION PROGRAM

### ALTERNATIVE DISPUTE RESOLUTION

The Central District of California Bankruptcy Court established its Bankruptcy Mediation Program in July 1995 to provide the public with effective and reliable assistance in resolving disputes without much of the time and expense associated with litigation. The Court has remained at the forefront of alternative dispute resolution ("ADR") programs since then. With about 185 mediators on the panel, it is the largest bankruptcy ADR Program in the nation.

Since the Program's inception, 4,088 matters have been assigned to mediation. The settlement rate has consistently averaged 63 percent. All participants are polled, with nearly 90 percent of respondents reporting satisfaction with the mediation process; 96 percent indicating they would use the Program again; and 93 percent stating they would use the same mediator again.

In October 2009, the Central District of California Bankruptcy Court and District Court hosted the eleventh annual joint luncheon to honor our mediators and the District Court's settlement officers for their service in 2008-2009. Over 100 guests attended the event, including the Hon. Barry Russell, Judge of the U.S. Bankruptcy Court for the Central District of California

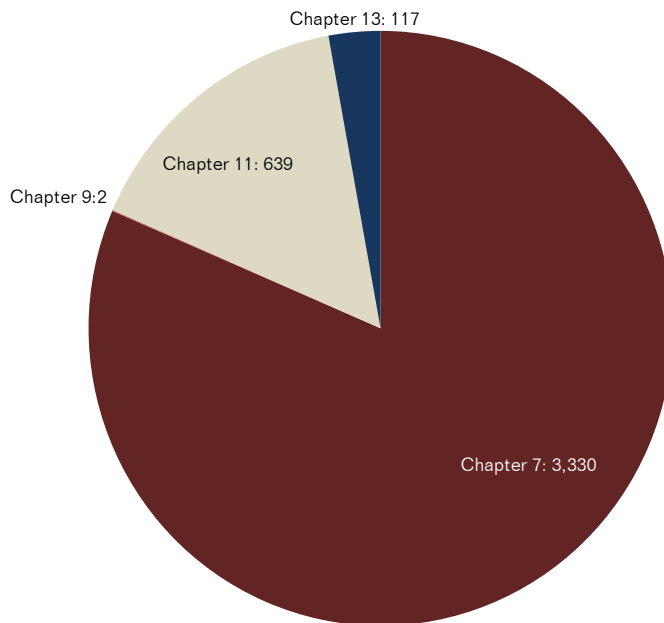
PHOTO NOT AVAILABLE FOR  
PUBLIC VIEWING

Judge Barry Russell

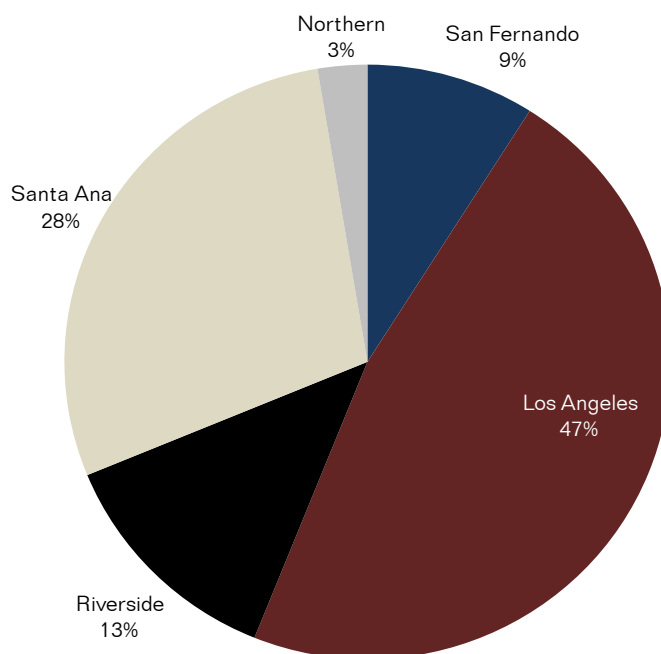
and Administrator of the Bankruptcy Court Mediation Program; the Hon. Audrey B. Collins, Chief Judge of the U.S. District Court for the Central District of California; and the Hon. Philip S. Gutierrez, Chair of the Alternative Dispute Resolution Committee of the U.S. District Court.

The following charts display the matters assigned to the Program by Code chapter as well as the distribution of mediation matters within the various divisions of the Court.

United States Bankruptcy Court -  
Central District of California  
Mediation Matters by Chapters



United States Bankruptcy Court -  
Central District of California  
Mediation Matters by Division



# HUMAN RESOURCES

## Staffing Highlights

In 2009, Chambers and Clerk's Office staff increased to 306 employees, not including 103 externs who spent one semester with the Court. The increase in staff was necessary for the Court to handle the continuous growth of filings received throughout the year.

The majority of new hires were for the Clerk's Office, where 37 temporary generalist clerks were selected from more than 18,000 applicants. The temporary generalist clerks were assigned throughout the district.

Two employees from the Court accepted early retirement ("Early-out"), along with six voluntary separations. As in past years, the AO provided this opportunity to help courts manage anticipated reductions in future funding.

## Training and Staff Development

In 2009, the Court offered 148 training classes, a 17 percent increase over 2008. With increasing workloads, the number of staff participant hours dropped approximately 16 percent to 3,673 hours, indicating that while more classes were attended, they were shorter in duration.

2009 District-wide Training	
Number of Classes	Staff Participant Hours
148	3,673

The courses offered in 2009 focused more on employee and management development and less on automation training. While most training continued to be held onsite, there was a small increase in employees taking advantage of online training resources, including online training broadcasts and study materials from the Federal Judicial Center and the Judicial Online University. In July, the CACB Lending Library, the Court's centralized library maintained by the Human Resources Department, was relaunched online, allowing all district staff to browse and check out educational and training resources via the Court's website.

A total of 157 new law clerks and externs participated in three separate training sessions held throughout 2009. The June 2009 training was attended by 76 participants, a new attendance high. Of the 76, almost a third of participants came from District Court, while the remaining came from the Bankruptcy Court.

Training sessions on the Active Directory network operating system were made available to Court staff across the district prior to each division's conversion.

The Winter Education Seminar, the Court's annual training program for all Court employees, was held in Riverside and featured presentations on the Court's new Performance Management Plan, changes to Time Computation in Operations, and the COOP epidemic plan regarding the H1N1 virus.

PHOTO NOT AVAILABLE FOR  
PUBLIC VIEWING

Career Interns

## Career Intern Program

The Career Intern Program, launched in 2007 by the Clerk's Office, continued into its third year. Designed to prepare interns for future roles within the Clerk's Office as part of its succession planning strategy, a total of 14 interns have joined the Clerk's Office since its inception.

The 2007 class of Career Interns successfully completed their two-year internships in September, and a "graduation ceremony" was held on November 5 to celebrate their achievement. The five 2007 class members are continuing their careers with the Court in various departments throughout the District.

The 2008 class of Career Interns successfully completed their first-year assignments and began their fifth and final year-long rotations on October 5. Court managers were asked to participate in determining where the interns would spend their rotations by submitting proposals to have interns assigned to their departments. Based on proposals and the needs of the Court, the five interns are currently working in both Operations and Administrative departments in the Los Angeles and Santa Ana divisions.

After a rigorous recruitment process, which included individual and group interviews, four candidates of the 2009 class of Career Interns accepted offers and began their employment as interns with the Court on August 10, 2009. Interns rotate through Operations and Administration divisions and departments during their first year.



PHOTO NOT AVAILABLE FOR  
PUBLIC VIEWING

Los Angeles Division

PHOTO NOT AVAILABLE FOR  
PUBLIC VIEWING

Santa Ana Division

PHOTO NOT AVAILABLE FOR  
PUBLIC VIEWING

Northern Division

PHOTO NOT AVAILABLE FOR  
PUBLIC VIEWING

Riverside Division

PHOTO NOT AVAILABLE FOR  
PUBLIC VIEWING

San Fernando Valley Division

### **Staff Awarded with Length of Service and Outstanding Achievement Awards**

In September 2009, award ceremonies were held at each division to honor and recognize Court personnel for their service to the Court. Length of Service awards were presented to staff members for their years in federal service, ranging from 5 to 40 years. Special Service awards were also given out to 116 employees from throughout the district to recognize their dedication and outstanding achievements.

PHOTO NOT AVAILABLE FOR  
PUBLIC VIEWING

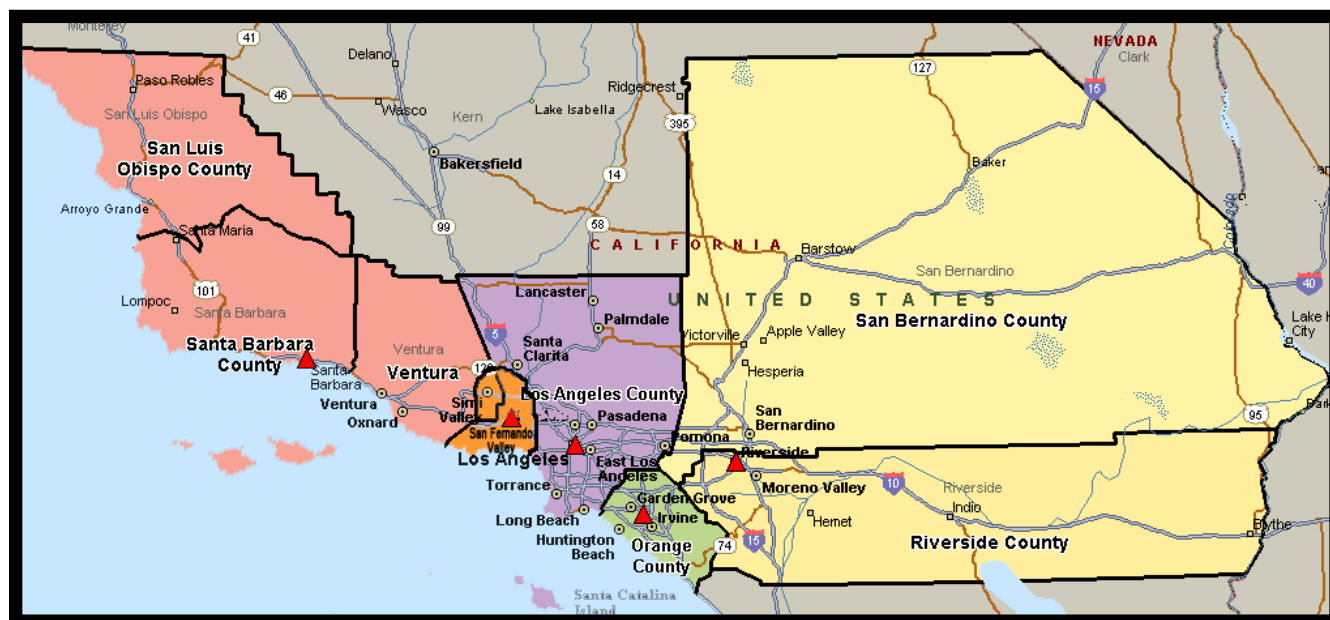
Employee Recognition - Los Angeles Division

### Employee Recognition Program (ePlause) Continues

In September, Court staff members throughout the district were recognized at ePlause award ceremonies held at each division. ePlause, the Court's employee recognition program, recognizes employee accomplishments in the areas of Customer Service, Outstanding Performance, Teamwork, Suggestions, Special Act, Special Service and General Appreciation. The ePlause Recognition Team (ERT), which consists of staff representing a cross-section of departments and all divisions of the Court, reviews all submitted ePlause cards on a monthly basis and makes its recommendations to the Executive team.



# WHO WE ARE



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

## District Profile

The Central District of California is the largest bankruptcy court in the United States. From the coast of California eastward to the Nevada and Arizona borders, the Central District covers approximately 40,000 square miles. The Court has jurisdiction over the Los Angeles, Orange, Riverside, San Bernardino, Santa Barbara, San Luis Obispo, and Ventura counties, with courthouses in Los Angeles, Woodland Hills, Riverside, Santa Ana, and Santa Barbara.

The Central District is part of the Ninth Circuit, which encompasses the federal courts of Alaska, Arizona, California, Hawaii, Idaho, Montana, Nevada, Oregon, Washington, Guam (a U.S. Territory), and the Northern Mariana Islands (a U.S. Commonwealth). The Ninth Circuit is the largest of the 12 federal circuits in size, population, number of federal judges, and volume of litigation. There are 13 bankruptcy courts within the Ninth Circuit.

## Population Served

With a population of more than 19 million people, the Central District of California represents approximately 50 percent of the state of California's population. Based on estimates from the Demographic Research Unit of the California Department of Finance, the Central District of California is home to four of the five most populous counties in the state, and two of the five most populous counties in the United States (Los Angeles and Orange counties).

### Court's Mission

To provide efficiently justice to all parties affect by bankruptcy in the most populous and diverse district in the country.

**Bankruptcy Filings and Percentage Change: 1980-2009**  
**CENTRAL DISTRICT OF CALIFORNIA**

Year	Ch 7	% Chg	Ch 11	% Chg	Ch 13	% Chg	Total	% Chg
1980	17,935	N/A	317	N/A	1,963	N/A	20,215	N/A
1981	19,145	6.7%	787	148.3%	5,723	191.5%	25,655	26.9%
1982	21,027	9.8%	2,022	156.9%	10,528	84.0%	33,577	30.9%
1983	21,831	3.8%	2,128	5.2%	11,074	5.2%	35,033	4.3%
1984	22,669	3.8%	2,003	-5.9%	10,001	-9.7%	34,673	-1.0%
1985	25,983	14.6%	1,937	-3.3%	9,018	-9.8%	36,938	6.5%
1986	34,286	32.0%	2,079	7.3%	10,452	15.9%	46,817	26.7%
1987	38,097	11.1%	1,675	-19.4%	9,903	-5.3%	49,675	6.1%
1988	39,962	4.9%	1,360	-18.8%	9,548	-3.6%	50,870	2.4%
1989	41,869	4.8%	1,394	2.5%	10,838	13.5%	54,101	6.4%
1990	47,663	13.8%	1,482	6.3%	10,345	-4.5%	59,490	10.0%
1991	64,338	35.0%	2,272	53.3%	12,355	19.4%	78,965	32.7%
1992	76,842	19.4%	2,542	11.9%	14,483	17.2%	93,867	18.9%
1993	74,864	-2.6%	2,423	-4.7%	15,353	6.0%	92,640	-1.3%
1994	65,933	-11.9%	2,057	-15.1%	16,696	8.7%	84,686	-8.6%
1995	66,276	0.5%	1,449	-29.6%	15,104	-9.5%	82,829	-2.2%
1996	83,366	25.8%	1,065	-26.5%	18,253	20.8%	102,684	24.0%
1997	96,277	15.5%	911	-14.5%	20,999	15.0%	118,187	15.1%
1998	99,461	3.3%	622	-31.7%	20,904	-0.5%	120,987	2.4%
1999	82,623	-16.9%	472	-24.1%	19,340	-7.5%	102,435	-15.3%
2000	64,183	-22.3%	573	21.4%	16,028	-17.1%	80,784	-21.1%
2001	73,179	14.0%	573	0.0%	14,482	-9.6%	88,234	9.2%
2002	69,940	-4.4%	484	-15.5%	13,686	-5.5%	84,110	-4.7%
2003	65,227	-6.7%	371	-23.3%	10,088	-26.3%	75,686	-10.0%
2004	54,892	-15.8%	302	-18.6%	5,445	-46.0%	60,639	-19.9%
2005	79,948	45.6%	268	-11.3%	4,028	-26.0%	84,244	38.9%
2006	14,278	-82.1%	241	-10.1%	3,326	-17.4%	17,845	-78.8%
2007	25,688	79.9%	344	42.7%	8,014	141.0%	34,046	90.8%
2008	49,451	92.5%	789	129.4%	15,611	94.8%	65,851	93.4%
2009	83,674	69.2%	1,129	43.1%	23,848	52.8%	108,651	65.0%

**LOS ANGELES DIVISION**

Year	Ch 7	% Chg	Ch 11	% Chg	Ch 13	% Chg	Total	% Chg
1980	12,430	N/A	202	N/A	1,041	N/A	13,673	N/A
1981	13,055	5.0%	508	151.5%	4,162	299.8%	17,725	29.6%
1982	13,868	6.2%	1,291	154.1%	7,655	83.9%	22,814	28.7%
1983	14,825	6.9%	1,361	5.4%	8,074	5.5%	24,260	6.3%
1984	15,950	7.6%	1,309	-3.8%	7,484	-7.3%	24,743	2.0%
1985	18,051	13.2%	1,263	-3.5%	6,473	-13.5%	25,787	4.2%
1986	23,206	28.6%	1,423	12.7%	7,169	10.8%	31,798	23.3%
1987	25,599	10.3%	1,125	-20.9%	6,392	-10.8%	33,116	4.1%
1988	26,365	3.0%	886	-21.2%	5,746	-10.1%	32,997	-0.4%
1989	28,017	6.3%	870	-1.8%	5,423	-5.6%	34,310	4.0%
1990	32,306	15.3%	1,008	15.9%	5,718	5.4%	39,032	13.8%
1991	42,894	32.8%	1,586	57.3%	7,107	24.3%	51,587	32.2%
1992	47,853	11.6%	1,768	11.5%	8,678	22.1%	58,299	13.0%
1993	44,065	-7.9%	1,694	-4.2%	9,286	7.0%	55,045	-5.6%
1994	27,701	-37.1%	1,190	-29.8%	9,189	-1.0%	38,080	-30.8%
1995	26,661	-3.8%	700	-41.2%	7,485	-18.5%	34,846	-8.5%
1996	34,165	28.1%	518	-26.0%	8,989	20.1%	43,672	25.3%
1997	39,533	15.7%	498	-3.9%	10,086	12.2%	50,117	14.8%
1998	42,181	6.7%	343	-31.1%	10,721	6.3%	53,245	6.2%
1999	36,837	-12.7%	220	-35.9%	10,668	-0.5%	47,725	-10.4%
2000	28,008	-24.0%	203	-7.7%	8,306	-22.1%	36,517	-23.5%
2001	32,010	14.3%	296	45.8%	7,009	-15.6%	39,315	7.7%
2002	30,626	-4.3%	181	-38.9%	6,252	-10.8%	37,059	-5.7%
2003	28,661	-6.4%	146	-19.3%	4,380	-29.9%	33,187	-10.4%
2004	24,664	-13.9%	153	4.8%	2,204	-49.7%	27,021	-18.6%
2005	37,166	50.7%	91	-40.5%	1,542	-30.0%	38,799	43.6%
2006	6,043	-83.7%	97	6.6%	1,119	-27.4%	7,259	-81.3%
2007	9,664	59.9%	115	18.6%	2,857	155.3%	12,636	74.1%
2008	16,574	71.5%	185	60.9%	6,438	125.3%	23,197	83.6%
2009	28,028	69.1%	348	88.1%	9,100	41.3%	37,476	61.6%

SAN FERNANDO VALLEY DIVISION (Filings prior to 1994 were included in Los Angeles Division)								
Year	Ch 7	% Chg	Ch 11	% Chg	Ch 13	% Chg	Total	% Chg
1994	8,560	N/A	261	N/A	1,859	N/A	10,680	N/A
1995	8,524	-0.4%	239	-8.4%	1,794	-3.5%	10,557	-1.2%
1996	12,470	46.3%	167	-30.1%	2,836	58.1%	15,473	46.6%
1997	14,451	15.9%	131	-21.6%	3,466	22.2%	18,048	16.6%
1998	14,490	0.3%	62	-52.7%	3,531	1.9%	18,083	0.2%
1999	12,005	-17.1%	68	9.7%	3,088	-12.5%	15,161	-16.2%
2000	9,344	-22.2%	101	48.5%	2,284	-26.0%	11,729	-22.6%
2001	10,123	8.3%	76	-24.8%	2,164	-5.3%	12,363	5.4%
2002	9,652	-4.7%	68	-10.5%	2,019	-6.7%	11,739	-5.0%
2003	9,063	-6.1%	52	-23.5%	1,505	-25.5%	10,620	-9.5%
2004	7,440	-17.9%	45	-13.5%	873	-42.0%	8,358	-21.3%
2005	11,083	49.0%	68	51.1%	658	-24.6%	11,809	41.3%
2006	2,054	-81.5%	41	-39.7%	626	-4.9%	2,721	-77.0%
2007	3,674	78.9%	75	82.9%	1,633	160.9%	5,382	97.8%
2008	7,123	93.9%	121	61.3%	3,579	119.2%	10,823	101.1%
2009	12,454	74.8%	238	96.7%	5,342	49.3%	18,034	66.6%
RIVERSIDE DIVISION								
Year	Ch 7	% Chg	Ch 11	% Chg	Ch 13	% Chg	Total	% Chg
1980	2,324	N/A	25	N/A	417	N/A	2,766	N/A
1981	2,886	24.2%	91	264.0%	696	66.9%	3,673	32.8%
1982	3,370	16.8%	200	119.8%	1,354	94.5%	4,924	34.1%
1983	3,394	0.7%	202	1.0%	1,540	13.7%	5,136	4.3%
1984	3,255	-4.1%	220	8.9%	1,384	-10.1%	4,859	-5.4%
1985	3,994	22.7%	194	-11.8%	1,363	-1.5%	5,551	14.2%
1986	5,622	40.8%	194	0.0%	1,861	36.5%	7,677	38.3%
1987	6,483	15.3%	166	-14.4%	2,091	12.4%	8,740	13.8%
1988	7,403	14.2%	164	-1.2%	2,570	22.9%	10,137	16.0%
1989	7,838	5.9%	162	-1.2%	3,428	33.4%	11,428	12.7%
1990	8,017	2.3%	164	1.2%	2,908	-15.2%	11,089	-3.0%
1991	11,494	43.4%	229	39.6%	3,255	11.9%	14,978	35.1%
1992	14,715	28.0%	237	3.5%	3,613	11.0%	18,565	23.9%
1993	15,080	2.5%	213	-10.1%	3,737	3.4%	19,030	2.5%
1994	13,846	-8.2%	189	-11.3%	3,128	-16.3%	17,163	-9.8%
1995	15,015	8.4%	146	-22.8%	3,343	6.9%	18,504	7.8%
1996	18,484	23.1%	116	-20.5%	3,841	14.9%	22,441	21.3%
1997*	18,616	0.7%	77	-33.6%	4,093	6.6%	22,786	1.5%
1998	21,761	16.9%	65	-15.6%	4,062	-0.8%	25,888	13.6%
1999	18,110	-16.8%	48	-26.2%	3,658	-9.9%	21,816	-15.7%
2000	14,933	-17.5%	93	93.8%	3,951	8.0%	18,977	-13.0%
2001	17,540	17.5%	46	-50.5%	4,080	3.3%	21,666	14.2%
2002	17,026	-2.9%	67	45.7%	4,185	2.6%	21,278	-1.8%
2003	15,445	-9.3%	64	-4.5%	3,266	-22.0%	18,775	-11.8%
2004	12,306	-20.3%	31	-51.6%	1,751	-46.4%	14,088	-25.0%
2005	15,623	27.0%	40	29.0%	1,185	-32.3%	16,848	19.6%
2006	3,020	-80.7%	36	-10.0%	1,164	-1.8%	4,220	-75.0%
2007	6,440	113.2%	48	33.3%	2,660	128.5%	9,148	116.8%
2008	14,928	131.8%	302	529.2%	4,009	50.7%	19,239	110.3%
2009	25,800	72.8%	232	-23.2%	6,733	67.9%	32,765	70.3%

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

SANTA ANA DIVISION								
Year	Ch 7	% Chg	Ch 11	% Chg	Ch 13	% Chg	Total	% Chg
1980	3,181	N/A	90	N/A	505	N/A	3,776	N/A
1981	3,204	0.7%	188	108.9%	865	71.3%	4,257	12.7%
1982	3,789	18.3%	531	182.4%	1,519	75.6%	5,839	37.2%
1983	3,612	-4.7%	565	6.4%	1,460	-3.9%	5,637	-3.5%
1984	3,464	-4.1%	474	-16.1%	1,133	-22.4%	5,071	-10.0%
1985	3,938	13.7%	480	1.3%	1,182	4.3%	5,600	10.4%
1986	5,458	38.6%	462	-3.8%	1,422	20.3%	7,342	31.1%
1987	6,015	10.2%	384	-16.9%	1,420	-0.1%	7,819	6.5%
1988	6,194	3.0%	310	-19.3%	1,232	-13.2%	7,736	-1.1%
1989	6,014	-2.9%	362	16.8%	1,987	61.3%	8,363	8.1%
1990	7,340	22.0%	310	-14.4%	1,719	-13.5%	9,369	12.0%
1991	9,950	35.6%	457	47.4%	1,993	15.9%	12,400	32.4%
1992	12,095	21.6%	416	-9.0%	1,841	-7.6%	14,352	15.7%
1993	11,933	-1.3%	394	-5.3%	1,764	-4.2%	14,091	-1.8%
1994	10,929	-8.4%	301	-23.6%	1,945	10.3%	13,175	-6.5%
1995	11,149	2.0%	285	-5.3%	1,933	-0.6%	13,367	1.5%
1996	13,361	19.8%	217	-23.9%	2,036	5.3%	15,614	16.8%
1997*	17,839	33.5%	171	-21.2%	2,647	30.0%	20,657	32.3%
1998	15,548	-12.8%	124	-27.5%	1,936	-26.9%	17,608	-14.8%
1999	11,449	-26.4%	119	-4.0%	1,405	-27.4%	12,973	-26.3%
2000	8,599	-24.9%	150	26.1%	1,094	-22.1%	9,843	-24.1%
2001	9,736	13.2%	118	-21.3%	899	-17.8%	10,753	9.2%
2002	9,092	-6.6%	141	19.5%	924	2.8%	10,157	-5.5%
2003	8,780	-3.4%	77	-45.4%	714	-22.7%	9,571	-5.8%
2004	7,434	-15.3%	53	-31.2%	443	-38.0%	7,930	-17.1%
2005	11,505	54.8%	58	9.4%	480	8.4%	12,043	51.9%
2006	2,212	-80.8%	57	-1.7%	314	-34.6%	2,583	-78.6%
2007	4,007	81.1%	94	64.9%	629	100.3%	4,730	83.1%
2008	7,626	90.3%	157	67.0%	1,183	88.1%	8,966	89.6%
2009	12,444	63.2%	258	64.3%	2,037	72.2%	14,739	64.4%
NORTHERN DIVISION								
(Filings prior to 1992 were included in Los Angeles Division)								
Year	Ch 7	% Chg	Ch 11	% Chg	Ch 13	% Chg	Total	% Chg
1992	2,179	N/A	121	N/A	351	N/A	2,651	N/A
1993	3,786	73.7%	122	0.8%	566	61.3%	4,474	68.8%
1994	4,897	29.3%	116	-4.9%	575	1.6%	5,588	24.9%
1995	4,927	0.6%	79	-31.9%	549	-4.5%	5,555	-0.6%
1996	4,886	-0.8%	47	-40.5%	551	0.4%	5,484	-1.3%
1997	5,838	19.5%	34	-27.7%	707	28.3%	6,579	20.0%
1998	5,481	-6.1%	28	-17.6%	654	-7.5%	6,163	-6.3%
1999	4,222	-23.0%	17	-39.3%	521	-20.3%	4,760	-22.8%
2000	3,299	-21.9%	26	52.9%	393	-24.6%	3,718	-21.9%
2001	3,770	14.3%	37	42.3%	330	-16.0%	4,137	11.3%
2002	3,544	-6.0%	27	-27.0%	306	-7.3%	3,877	-6.3%
2003	3,278	-7.5%	32	18.5%	223	-27.1%	3,533	-8.9%
2004	3,048	-7.0%	20	-37.5%	174	-22.0%	3,242	-8.2%
2005	4,571	50.0%	11	-45.0%	163	-6.3%	4,745	46.4%
2006	949	-79.2%	10	-9.1%	103	-36.8%	1,062	-77.6%
2007	1,903	100.5%	12	20.0%	235	128.2%	2,150	102.4%
2008	3,200	68.2%	24	100.0%	402	71.1%	3,626	68.7%
2009	4,948	54.6%	53	120.8%	636	58.2%	5,637	55.5%

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

# LONG RANGE PLAN ACCOMPLISHMENTS

Case Management		
Obj.#	Objective	Accomplishments/Status
1	Expand site-based pro bono assistance program.	Los Angeles division Self-Help Desk established to provide free legal information and reference material. San Fernando Valley division Self-Help Desk continued into its second year. Santa Ana division provides onsite pro bono assistance.
2	Encourage increased use of telephonic and video appearances where appropriate.	Objective completed.
3	Encourage judges to serve in a different division at least once a year.	Judges Bluebond, Bufford, Donovan, and Neiter were assigned a portion of the Riverside division case filings that they heard by video conference from their Los Angeles division courtrooms.
4	Facilitate the judges' ability to prepare more orders.	Lodged Order Upload (LOU) program launched in September 2007. Implemented multiple enhancements to CIAO!  Objective completed.
5	Reduce Clerk's Office labor component for all case processing and case management functions.	Lodged Order Upload (LOU) program launched in September 2007 and usage has increased steadily since then and is now about 75%. ECF usage became mandatory on April 1, 2007. High volume claim filers registered to use ECF. Quality control tracking program developed to identify common errors and users with high error rates to target training/remedial action. Online training modules developed to replace CM/ECF classroom training. Reinstated automatic dismissal of deficient cases to reduce referrals to the judges. Adopted district-wide procedures for the electronic service of adequate protection orders and relief from stay orders.
6	Standardize docket entries.	Trained registered ECF attorneys to use correct docket codes. Discontinued routine docketing of unused orders. Quality control tracking program developed to identify common errors and users with high error rates to target training/remedial action. Online training modules developed to target common errors/inconsistencies.
7	Explore the ability to process documents while working at an alternate location. (See also Human Resources Objective #1)	Telework program in place. Clerk's Office staff at divisions use electronic systems to assist each other as needed.
8	Facilitate, as appropriate, the administration of small cases.	Proposals from trustee working committee forwarded to Rules Committee for consideration. Made new national forms available on the Court's website for small business cases.

Community Outreach		
Obj.#	Objective	Accomplishments/Status
1	Expand relations with minority bar associations.	No Status to Report.
2	Obtain funding for foreign language interpretation and translation services.	The Court's FAQs were translated into Spanish and posted on the Court's website in a project coordinated by the Debtor Assistance Project and funded by the Attorney Admissions Fund.
3	Encourage effective cross-cultural communication in the courtroom.	The Court's FAQs were translated into Spanish and posted on the Court's website in a project coordinated by the Debtor Assistance Project and funded by the Attorney Admissions Fund.
4	Create bankruptcy education programs.	The Education Committee continues to arrange bankruptcy education programs for the off-site BOJ Seminar, other quarterly BOJ meetings, and for interns/law clerks.
5	Create pamphlets in Spanish available for the public on the nature of Chapters 7, 11, and 13.	All bankruptcy reference material at the Los Angeles division and San Fernando Valley division self-help desks are available in Spanish. A Spanish translation of the Court's FAQs was posted on the Court's website in 2009.
6	Review all information available to the public and revise it to accord with changes in the law.	Public Information QC Committee project underway to review the Court's website/some changes implemented, including a major overhaul of the FAQs. "Don't Have An Attorney" section added to the Court's website. Project completed to modify Local Bankruptcy Rules, forms, notices, and other court documents to conform with the Statutory Time-Periods Technical Amendments Act of 2009.
7	Provide public education on issues such as separation of powers, judicial independence, rule of law, and stare decisis.	Encourage judges to support attendance at programs sponsored by universities, law schools, bar associations, etc.
8	Update the Court's website periodically to keep it current and user-friendly.	The Court's website is updated regularly to reflect current court information and processes, public notices, judges' practices, etc.
9	Encourage legal assistance from pro bono attorneys for parties who cannot afford an attorney. (See also Facilities and Security Objective #7)	Ongoing effort with LA County Bar's Pro Bono Bankruptcy Subcommittee and other local bar associations.
10	Make electronic filing more accessible to the public.	Completed numerous ECF training sessions for members of the local and national bar. Online training modules developed to replace CM/ECF classroom training for new attorneys, as well as targeted error prone areas and LOU. Board of Judges approved proposal to enable pro bono attorneys to use ECF to file petitions with either fee waiver or fee installment applications. Case Management Committee believes that in other respects, this objective is not feasible.
11	Publicize appropriate means to communicate suggestions for Court rules and procedures.	In 2009, the Court initiated the Bar Advisory Board. This board is comprised of representatives from local bar associations that provide feedback and suggestions to the Court. Judges and executive management attend local bar functions to maintain open communication. The Court continues to seek input from the public on local rules, requesting comments through public notices and the Court News publication.



## Facilities and Security

Obj.#	Objective	Accomplishments/Status
1	Review divisional organization of the Court.	Following consideration of a combined Northern division and San Fernando Valley division to be located in Ventura County, the Court has decided not to revise its five-division structure at this time and currently is in the process of negotiating a new lease for the San Fernando Valley division.
2	Create a plan for court operation in the event of a natural disaster or other catastrophe that affects all or substantially all of the district.	<p>The Court's Continuity of Operations (COOP) team is working with fellow district agencies to coordinate agency COOP plans and recommend inter-agency policy in the event of a district-wide disaster. The agencies continue to meet to discuss preparedness issues on a monthly basis.</p> <p>The Court's COOP plan establishes policy and guidance to ensure the execution of mission essential functions in the event that an emergency in the district threatens or incapacitates operations. The plan is continuously revised and updated to ensure that essential Court functions will be maintained under all circumstances.</p>
3	Determine the amount of space used by the court that is necessary to serve the public.	The Space and Security Committee has merged this Objective with Objective #1 above.
4	Establish a "virtual" courtroom system.	Judges Bluebond, Bufford, Donovan, and Neiter were assigned a portion of the Riverside division case filings that they heard by video conference from their Los Angeles division courtrooms.
5	Establish or create technology to enable litigants to appear from wherever they are.	Judges Bluebond, Bufford, Donovan, and Neiter, held routine hearings on Riverside division cases by video conference from their Los Angeles division courtrooms.
6	Validate efficacy of Continuity of Operations Plan (COOP) on a continuing basis	<p>The Court's COOP plan is being updated to ensure it adheres to the latest available version/template and that it reflects the Court's current organizational structure. In addition, the COOP development/implementation team has attended several COOP workshops and validated the Court's plan with those suggested by these workshops. The Court's COOP team also drafted a COOP audit program aimed at validating and testing the information and policies currently outlined in the COOP plan.</p> <p>The Court's COOP team tested and validated the COOP plan through numerous workshops hosted by the Greater Los Angeles Federal Executive Board and the Ninth Circuit. Additionally, local COOP training was conducted for all staff at the Winter Education Seminar.</p>
7	Explore providing space in the courthouses for providing pro bono legal assistance. (See also Community Outreach Objective #9)	Los Angeles and San Fernando Valley divisions have onsite self-help desks to provide pro se debtors with free legal information, reference material, and pro bono support. Debtors Assistance Project provides pro bono support to pro se debtors prior to Reaffirmation Agreement hearings at the Los Angeles and San Fernando Valley divisions. Santa Ana division provides onsite pro bono assistance.
8	Make electronic locks and access to doors, elevators, and locations more universal, and limit physical keys and cipher locks.	Card readers and security cameras have been installed in the judicial chambers within the Roybal Federal building. Following a request by the Court, the U.S. Marshal obtained funding for electronic locks for Roybal building courtroom doors that open to chambers. The electronic locks will be installed in 2010.



## Human Resources

Obj.#	Objective	Accomplishments/Status
1	Evaluate and modify, if necessary, the use of the telework program. (See also Case Management Objective #7).	The Clerk's Office reviewed the telework program in 2009 and expanded the program to enable Operations staff to perform quality control, case closing and dismissal. Emergency Operations Telework program initiated to enable select Clerk's Office staff to work during non-peak hours and weekends from home to minimize the impact on CM/ECF, when necessary. The telework program was also expanded to Chambers and Administrative staff.
2	Ensure a smooth transition as senior staff members retire.	The Clerk's Office initiated its Career Intern program in 2007 with five interns. A new class of five interns joined the Court in 2008, and another four career interns came onboard in 2009.
3	Recruit and retain a workforce consistent with the court's technology.	The Court expanded the number and type of recruiting channels used in the past year to recruit candidates with relevant training and experience, including more online job boards and posting of positions at local university campuses. A high percentage of new hires have computer skills and either college degrees and/or relevant work experience, enabling these new hires to quickly become productive staff members. Employee retention continues to be high, consistent with the judiciary overall. The Clerk's Office initiated its Career Intern program in 2007 and now has 14 career interns in this program.
4	Enhance training for all staff.	<p>A total of 146 classes were held for staff in 2009. The Court's 2009 Winter Education Seminar highlighted the Court's new Performance Management Plan, reviewed changes related to the Statutory Technical Amendments Act of 2009, and concluded with a COOP presentation on the H1N1 flu.</p> <p>Operations staff received ongoing refresher training on CM/ECF, CIAOI, LOU, and related topics, including the release of CM/ECF 3.3.1 and 3.3.2. Approximately three dozen Operations staff were trained in 2009 to gather data for the national Courtroom Use Study to commence in 2010.</p> <p>ITD training on the Court's new Active Directory operating system was offered to all staff district-wide prior to implementation at each division.</p> <p>The Court continued to provide online training resources, including the Judicial Online University. The Human Resources/Staff Development Department launched an online electronic search and checkout function, available to all staff across the district, to access CACB Lending Library materials.</p>
5	Develop a new employee recognition program consistent with national guidelines.	In 2006, the Court developed ePraise, an employee recognition program that is consistent with national guidelines. During 2009, 70 staff members were recognized during 4 ceremonies across the district.
6	Establish a mechanism for line staff to provide feedback to management staff.	Workplace Liaison program initiated by the Clerk's Office.
7	Explore alternative work schedules for staff.	The Court offers telework opportunities for staff. An Emergency Telework Program was launched in 2009 to enable Operations staff, with prior approval, to work evenings and weekends when necessary.
8	Implement digital time card and leave tracking/management systems.	The Court is currently participating in testing of the AO's new time-card system.

Information Management		
Obj.#	Objective	Accomplishments/Status
1	Expand CM/ECF to all constituents.	The Court now provides online CM/ECF training modules to improve access for those interested in obtaining access to CM/ECF or improve their skills. By the end of 2009, a total of 3,757 attorneys had been registered to electronically file documents at the Court through CM/ECF.
2	Reduce paper/printer costs.	New networked copiers were made available throughout the Court to enable duplex printing, eliminate the need for separate fax machines, and reduce toner expense. The use of PDF files that can be viewed, either from e-mails or from the Court's website, continues to increase (e.g., judicial committee minutes, procedural manuals, reports, newsletters, etc.). The Court studied printing practices and costs to help the Court make business decisions on how to acquire supplies and services more effectively and efficiently reduce expenses.
3	Enable pro se e-filing safely and in accordance with applicable laws.	Board of Judges approved proposal to enable pro bono attorneys to use ECF to file petitions with either fee waiver or fee installment applications.
4	Educate other bankruptcy courts regarding the benefits and advantages of CIAO! and other software developed by the court.	Judge Peter H. Carroll and members of the Clerk's Office provided an overview of CIAO! to a national panel from the AO and other courts in 2008. In 2009, a member of the Clerk's Office demonstrated CIAO! to the CM/ECF Next Generation task force.
5	Provide computer terminals in Clerk's Offices for pro se litigants to use for filing court documents electronically.	Because of the staff support required to assist <i>pro se</i> debtors to electronically file petitions and other documents, this objective is not practical. The Board of Judges enabled <i>pro bono</i> attorneys to electronically file petitions with fee waiver or installment applications from pro se debtors.
6	Enable e-filing of proofs of claim by high volume claim filers such as the IRS.	The Court registered the IRS and other high volume claim filers to electronically file claims through CM/ECF.  Objective Completed.
7	Modify CIAO! so tentative rulings are easily included in the docket as findings of fact and conclusions of law in support of court findings.	No Status to Report.
8	Implement digital time card and leave tracking/management systems.	Implementation of digital timecard and leave tracking is on hold. The AO is preparing to rollout a national time card system, and the Court has offered to participate in testing this new system.

For additional information regarding this report or the United States Bankruptcy Court for the Central District of California, you may contact the Clerk's Office at the locations below.

**Los Angeles Division**

Edward R. Roybal Federal Building  
255 E. Temple Street  
Suite 940  
Los Angeles, CA 90012

(213) 894-3118

**Santa Ana Division**

411 West Fourth Street  
Suite 2030  
Santa Ana, CA 92701

(714) 338-5300

**Riverside Division**

3420 Twelfth Street  
Riverside, CA 92501

(951) 774-1000



**Northern Division**  
1415 State Street  
Santa Barbara, CA

(805) 884-4800



**San Fernando Valley Division**  
21041 Burbank Boulevard  
Woodland Hills, CA 91367

(818) 587-2900

**Executive Office**

Kathleen J. Campbell, Executive Officer/Clerk  
Michael E. Rotberg, Chief Deputy of Operations  
Edward R. Roybal Federal Building & Courthouse  
255 East Temple Street  
Los Angeles, CA 90012

[www.cacb.uscourts.gov](http://www.cacb.uscourts.gov)