



Annual Report 2010

UNITED STATES BANKRUPTCY COURT
CENTRAL DISTRICT OF CALIFORNIA

Honorable Peter H. Carroll
Chief Judge

Kathleen J. Campbell
Executive Officer/Clerk of Court





Court's Mission

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

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Introduction

EDWARD R. ROYBAL FEDERAL BUILDING

MAIN ENTRANCE



EXECUTIVE SUMMARY

In 2010, the U.S. Bankruptcy Court for the Central District of California continued to provide quality public service while managing record-breaking filings. Highlights in 2010 include:

- Judge Peter H. Carroll was selected to assume the post of the next Chief Bankruptcy Judge for the Central District for the next four years. He succeeds Judge Vincent P. Zurzolo, who has served as Chief Bankruptcy Judge since 2007. Judge P. Carroll is the sixth Chief Bankruptcy Judge for the Central District and has served as a bankruptcy judge since 2002.
- Judges Catherine E. Bauer and Deborah J. Saltzman were sworn in by Chief Judge Zurzolo as judges for the Riverside Division. Judge Bauer and Judge Saltzman fill the judgeships left vacant by the retirements of Judges Mitchel R. Goldberg and David N. Naugle in 2008.
- Kathleen J. Campbell was appointed Executive Officer and Clerk of Court for the Central District, succeeding Jon D. Ceretto, who left the Court in 2009. Ms. Campbell is the fourth Clerk of Court for the Central District and previously served as Chief Deputy of Administration from 2001 to 2006.
- For the third consecutive year, the Central District led the nation in total bankruptcy filings. A total of 142,789 bankruptcy cases were filed in the Central District, a 31 percent increase over filings in 2009, and a 117 percent increase over filings in 2008.
- *Pro se* filings comprised 26 percent of all filings in 2010, more than four times higher than the national average of 6 percent, and an all-time Central District record. *Pro se* debtors at all divisions have access to *pro bono* and low cost legal services. In 2010, over 7,600 *pro se* parties were assisted throughout the district through *pro bono* and low cost legal services offered at each division.
- In response to the continued rise in filings, Chamber's and Clerk's Office staff grew to 365 employees. The Clerk's Office hired 48 temporary generalist clerks, who were deployed across the Central District. The Court also converted 43 temporary generalist clerks to permanent operations support clerks.
- The Court substantially increased its commitment to providing professional development opportunities to its employees, with staff completing 5,635 hours of training and 204 classes in 2010. Additionally, the Court welcomed four new staff development specialists to establish its Staff Development department. A total of five specialists now serve the district.

- Assisted by Chief Judge Zurzolo, the Clerk's Office significantly increased enforcement of General Order 06-03 and Local Bankruptcy Rule 5005-4, the Court's mandatory electronic filing requirements. Attorneys are subject to an Order to Show Cause for failure to comply and are subject to sanctions for continued violations.



Chief Judge Vincent P. Zurzolo,
Clerk of Court Kathleen J. Campbell

- Judge Tighe is representing the Court in a pilot being developed by the *Pro Se* Pathfinder, a national group assigned to develop a web-based application that will allow electronic data entry functionality for unrepresented debtors.
- The Court completed a systems upgrade to version 3.3.3 of CM/ECF which improved database and conflict-checking performance.
- On October 1, the Court implemented its new Performance Management Program, designed to communicate and clarify responsibilities, priorities, and performance expectations.
- Two videoconference rooms were constructed in the Riverside Division to accommodate hearings held by judges with other divisions. Beginning in 2011, these newly-constructed hearing rooms will be used by Santa Ana-based judge-appointees Scott C. Clarkson and Mark S. Wallace to hear Riverside Division cases via videoconference.
- The Clerk's Office assembled a Forms Task Force to manage the numerous requests for new and revised court forms, as well as to bring uniformity to the Court's Local Bankruptcy Rules (LBR) forms.
- In 2010, the Court hosted the Hispanic/Latino Heritage celebration and the Native American Heritage celebration. Both events featured speakers who educated and enlightened attendees with their messages.
- In 2010, the Clerk's Office paid out \$6.16 million in trustee payments, setting a post-BAPCPA record. The total trustee payments made were 59 percent greater than in 2009.



JUDGES

The Bankruptcy Judges of the Central District of California



Each Row Left to Right:

Top Row: Erithe A. Smith, Deborah J. Saltzman, Thomas B. Donovan, Theodor C. Albert, Ernest M. Robles

Second Row: Catherine E. Bauer, Maureen A. Tighe, Robert N. Kwan, Meredith A. Jury, Victoria S. Kaufman,
Sheri Bluebond, Samuel L. Bufford

Third Row: Robin L. Riblet, Kathleen Thompson, Richard M. Neiter, Ellen Carroll, Alan M. Ahart

Front Row: Geraldine Mund, Vincent P. Zurzolo (Chief Judge), Barry Russell, Peter H. Carroll

APPOINTMENTS AND MILESTONES

New Chief Bankruptcy Judge Selected

Judge Peter H. Carroll was selected to be the next Chief Bankruptcy Judge for the Central District of California. He will assume the post on January 1, 2011. Judge Carroll succeeds Judge Vincent P. Zurzolo, who has served as Chief Bankruptcy Judge since 2007. Judge Carroll will be the sixth Chief Bankruptcy Judge for the Central District.

Judge Carroll received his undergraduate degree from the University of California, Berkeley, and his Juris Doctorate degree from St. Mary's University in San Antonio, Texas, where he spent 14 years in private practice. Upon returning to California, Judge Carroll became an Assistant United States Trustee for the Department of Justice. Prior to his appointment to the bench, he served as Director of the California Bankruptcy Forum, as well as Director and President of the Central California Bankruptcy Association. He has served as a bankruptcy judge for the Central District since 2002.

Judge Carroll's appointment as Chief Bankruptcy Judge will run through 2014.

New Judges and Judge Appointments

Judge Catherine E. Bauer and Judge Deborah J. Saltzman were sworn in as bankruptcy judges for the Central District in early 2010. Both judges maintain their chambers in the Riverside Division.

Judge Bauer took her oath of office from Chief Judge Zurzolo on February 26. Judge Bauer filled the vacant judgeship of Judge Mitchel Goldberg, who had retired in April 2008. Before her appointment to the bench, Judge Bauer was with the Office of the U.S. Attorney and had served on the Central District's bankruptcy mediation panel.

Judge Saltzman was sworn in by Chief Judge Zurzolo on March 18. Judge Saltzman filled the vacant judgeship of Judge David Naugle, who had retired in September 2008. Prior to joining the Court, Judge Saltzman practiced bankruptcy law for 12 years, most recently as an associate with the law firm of DLA Piper in Los Angeles. Actively involved in her community, Judge Saltzman had also taught numerous continuing education programs on bankruptcy and restructuring.

Scott C. Clarkson, Mark S. Wallace, and Wayne Johnson were selected to be the newest judges to join the Central District. They fill vacant judgeships approved by the Ninth Circuit Council in late 2009 to address the Court's unprecedented growth in filings.



Chief Judge Peter H. Carroll



Judge Catherine E. Bauer



Judge Deborah J. Saltzman



Judge Scott C. Clarkson

Prior to his appointment, Mr. Clarkson was the managing attorney of Clarkson Gore & Marsella, APLC. He was a direct observer of and participant in the creation of the 1978 Bankruptcy Code in the U.S. House of Representatives. Mr. Clarkson is also a longtime member of the Los Angeles County Bar Association. He served on its Bankruptcy Committee as chair from 2004 to 2006, and its Commercial Law and Bankruptcy Section as chair from 2008 to 2009. He is expected to take his oath of office in February 2011.

Mr. Wallace has been of counsel at the law firm of Stutman Treister & Glatt, PC, since 1991. He is a member of the Board of Directors of the Los Angeles Bankruptcy Forum and has served as its liaison to the *Pro Bono* Bankruptcy Subcommittee since 2006. He also served on the Board of Directors of Public Counsel from 2006 to 2009. From 2005 to 2007, he served as chair of the Bankruptcy and Workouts Committee, an organization in which he was a founding member. He is expected to take his oath of office in February 2011.

Mr. Johnson has been a sole practitioner since 2003. Prior to that, he was a bankruptcy attorney in the Commerce and Finance Group of Brobeck, Phleger & Harrison, LLP. Mr. Johnson was an adjunct professor of law at Trinity Law School in Santa Ana, California from 1999 to 2001. He has published numerous articles on bankruptcy matters and is an active participant in bar association activities and programs, including the Bar Advisory Board for the Central District, the Inland Empire Bankruptcy Forum, and the American Bankruptcy Institute. Mr. Johnson is expected to take his oath of office in 2011.

Both Mr. Clarkson and Mr. Wallace will maintain their chambers in the Santa Ana Division and hear Riverside Division cases by videoconference. Mr. Wallace will also hear cases in the Santa Ana Division. Mr. Johnson will maintain chambers in the Riverside Division.

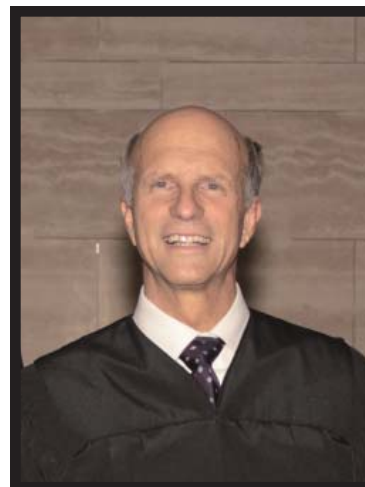
Judge Samuel L. Bufford Retires

In August 2010, Judge Samuel L. Bufford retired with almost 25 years of service with the Central District. He presided over more than 100,000 cases during his time with the Court.

Judge Bufford was appointed on November 25, 1985. During his time on the bench, he served on the Rules Committee that rewrote the Court's Local Rules after the adoption of the present bankruptcy code, and worked with attorneys to develop Local Rules for chapter 13 cases. Upon his retirement from the Bankruptcy Court, Judge Bufford joined the faculty at Pennsylvania State University, School of Law and School of International Relations.

Recalled Judge William Altenberger Serves in Riverside Division

In September, recalled Judge William Altenberger began assisting with the Riverside Division's caseload. Since late September, he has overseen hearings regarding reaffirmation agreements and reliefs from stay, as well as hearing some trials. Judge Altenberger was appointed bankruptcy judge for the Central District of Illinois in 1985. He has been working as a recalled judge since his retirement in 2000.



Judge Mark S. Wallace



Judge Wayne Johnson



Judge Samuel L. Bufford



Judge William Altenberger

Judge Maureen A. Tighe Honored

On February 25, Judge Maureen A. Tighe was honored with the Judge of the Year Award by the San Fernando Valley Bar Association (SFVBA). Over 300 guests attended the annual Judges' Night Dinner held in Woodland Hills where she received this honor. At the event, she expressed her pride in the attorneys of the SFVBA and acknowledged the importance of the work being accomplished at the San Fernando Valley Division's Help Desk. Judge Tighe is the 18th recipient of this award since its inception in 1992.



Judge Maureen A. Tighe

New Executive Officer/Clerk of Court

On February 1, 2010, Kathleen J. Campbell commenced her duties as the Executive Officer/Clerk of Court of the United States Bankruptcy Court for the Central District of California. Announcing the selection, Chief Bankruptcy Judge Vincent P. Zurzolo said, "The judges of our court unanimously support and applaud Kathy's return. We are confident she will provide the innovative and vibrant leadership our Clerk's staff and the public deserve."

Ms. Campbell, the Central District's fourth Clerk of Court, began her career with the Central District in 1980 and held a variety of management positions over the following decades, serving the Court for over 15 years in total. As Chief Deputy of Administration from 2001 to 2006, she oversaw the Court's transition from paper to electronic filing. Before returning to the Court, Ms. Campbell served as Human Resources Manager for the City of Santa Paula. She received her B.A. from the University of California, Santa Barbara and holds a Master of Public Administration from the University of Southern California (USC), where she was enrolled in the Judicial Administration Program.



Kathleen J. Campbell, Executive Officer/Clerk of the Court

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. The Chief Judge and the Executive Officer/Clerk of Court are *ex officio* members of each committee. Clerk's Office staff members attend meetings and support the judicial committees.

The members of the 2010 judicial committees were:

EXECUTIVE

Vincent P. Zurzolo, Chair
Alan M. Ahart
Theodor C. Albert
Sheri Bluebond
Ellen Carroll
Peter H. Carroll
Robin L. Riblet

RULES

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

CASE MANAGEMENT

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

SPACE AND SECURITY

Ellen Carroll, Chair
Peter H. Carroll
Geraldine Mund
Robin L. Riblet
Robert N. Kwan

CHAPTER 13

Robert N. Kwan, Chair
Catherine E. Bauer
Meredith A. Jury
Victoria S. Kaufman
Kathleen Thompson

ALTERNATIVE DISPUTE RESOLUTION

Ernest M. Robles, Chair
Catherine E. Bauer
Barry Russell
Maureen A. Tighe

EDUCATION AND TRAINING/ RETREAT

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



Bankruptcy Filings

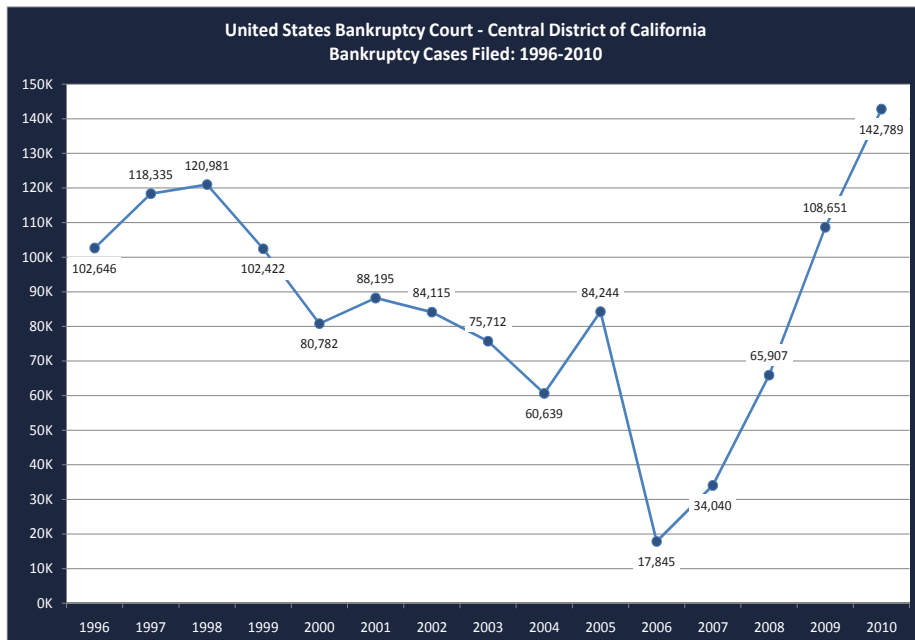
BANKRUPTCY FILINGS

In 2010, the U.S. Bankruptcy Court for the Central District of California surpassed 142,000 bankruptcy filings. The total bankruptcy petitions received in the district were the highest in the nation and established a new record high.

Bankruptcy Filings Increase for the Fourth Consecutive Year, Setting a New Record High

Bankruptcy filings during 2010 increased for the fourth consecutive year. A total of 142,789 new bankruptcy cases were filed in 2010, a 31.4 percent increase over the 108,651 filings in 2009 and 117 percent increase over filings in 2008. The increase in the number of total filings primarily resulted from a large increase in chapter 7 and 13 filings. Chapter 7 filings increased by 30.9 percent, while chapter 13 filings increased by 34.9 percent. Chapter 11 filings were nearly identical to 2009, with a slight decrease of 0.4 percent.

The total number of bankruptcy filings received in 2010 set a new record high, surpassing the 120,987 bankruptcy filings received in 1998 by 18 percent.



Central District of California Leads the Nation in Bankruptcy Filings for the Third Consecutive Year

For the third consecutive year, the Court led the nation in total bankruptcy filings. According to the national filing data released by the Administrative Office of the United States Courts, the Central District of California received 114 percent more bankruptcy filings than the Middle District of Florida, the second largest district. Additionally, the Central District of California led the nation with the highest total of chapter 7, 11, and 13, Business, and Non-Business filings.

2010 Bankruptcy Filings National Rankings	
District	Filings
1. CA-Central	142,789
2. FL-Middle	66,688
3. IL-Northern	66,016
4. GA-Northern	56,016
5. CA-Eastern	54,837

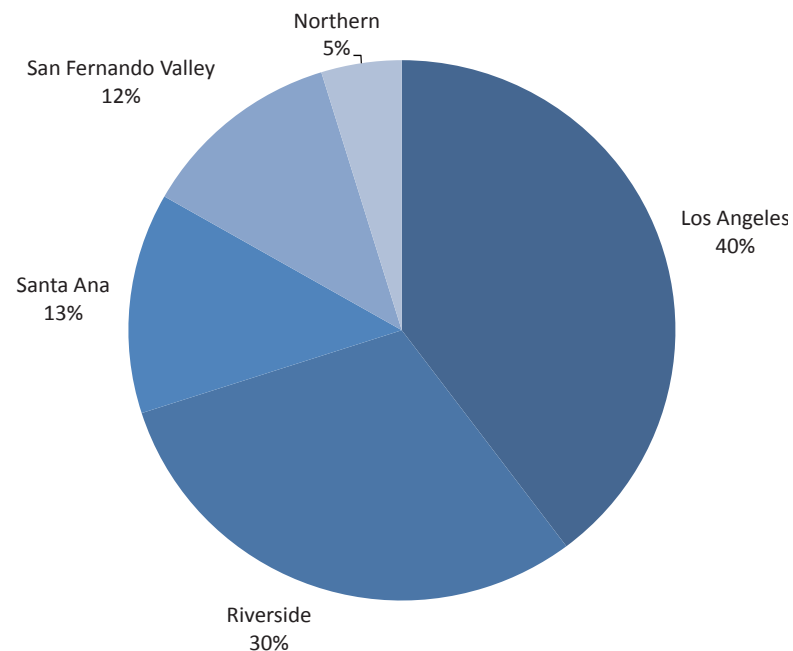
More than One in Four Bankruptcy Petitions Filed in the Central District of California in 2010 *Pro Se*

The percentage of bankruptcy cases filed in the Central District of California by debtors without the assistance of an attorney, or *pro se*, increased from 24.4 percent in 2009 to 26 percent in 2010. This was the third consecutive year in which the percentage of *pro se* debtors increased. Overall, the district received 37,132 *pro se* bankruptcy filings, 29 percent of all *pro se* bankruptcy filings throughout the nation in 2010. The total number of *pro se* bankruptcy filings in the Central District of California surpassed the totals of each judicial circuit.

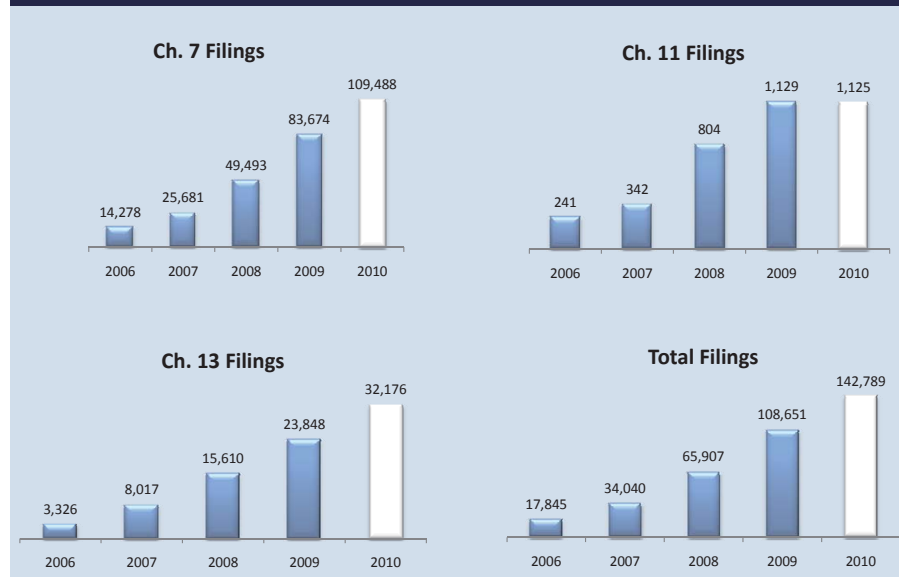
Circuit/District	Total <i>Pro Se</i> Filings
CA-Central	37,132
9th*	32,307
11th	19,001
6th	5,322
7th	5,858
4th	6,128
8th	2,175
5th	2,631
10th	5,974
3rd	3,272
2nd	5,060
* excludes filings from the Central District of California	

Year	Total <i>Pro Se</i> Filings	% of Overall Filings
2010	37,132	26.0%
2009	26,525	24.4%
2008	15,399	23.4%
2007	7,489	22.0%

United States Bankruptcy Court - Central District of California Percent of Bankruptcy Filings by Division 2010



United States Bankruptcy Court - Central District of California Bankruptcy Filings 2006 - 2010





PUBLIC OUTREACH

PUBLIC OUTREACH

Pro Se Debtors and Pro Bono Services

Over 26 percent of the Central District's total bankruptcy filings in 2010 came from *pro se* debtors (debtors who file without attorney representation), over four times the national average of 6 percent. Approximately 46 percent of the district's chapter 13 petitions were filed *pro se*, compared to 21 percent and 11 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 through each division's *pro bono* programs and other resources. In 2010, the Central District's *pro bono* programs cumulatively assisted 7,636 *pro se* parties. A complete listing of *pro bono* services and contact information is available on the main page of the Court's website under the heading "Don't Have an Attorney?"



Back row (from left): Retired Judge William J. Lasarow, Judge Thomas B. Donovan, Chief Judge Vincent P. Zurzolo, Jason Wallach, James T. King
Front row (from left): Keith Alan Higginbotham, Judge Maureen A. Tighe, and Illyse Klavir

Pro Bono Awards

The Debtor Assistance Project (DAP) held its annual *pro bono* awards ceremony on January 26. The ceremony is held each year to recognize significant *pro bono* work in the legal community. The evening also included the announcement of the grand opening of the Los Angeles Division Bankruptcy Self-Help Desk, located on the first floor of the 300 N. Los Angeles Street Federal Building. Chief Judge Zurzolo led the ceremony, and he, Judge Donovan, and Judge Tighe served as presenters of the awards.

Sponsored by Public Counsel Law Center in conjunction with the Los Angeles County Bar Association, DAP provides legal assistance for low-income debtors. Attorneys volunteer to assist debtors with various legal bankruptcy issues, such as evaluating a debtor's financial situation to determine whether bankruptcy would be beneficial; answering questions regarding the preparation of petitions; counseling for reaffirmation agreement hearings; and representing debtors during adversary proceedings.

Los Angeles Division Self-Help Desk and Clinic

The Los Angeles Division Self-Help Desk assisted 1,294 *pro se* parties in 2010. The *pro se* clinics assisted 258 individuals, and 1,555 filers received *pro bono* assistance for their reaffirmation agreement hearings.

The Los Angeles Division Self-Help Desk opened in 2009. In 2010, it relocated from the ninth floor of the Roybal Building to the first floor of the Federal Building at 300 N. Los Angeles Street. The Self-Help Desk provides debtors with chapter 7 and chapter 13 bankruptcy information, bankruptcy forms, access to reference materials, 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 a clinic to learn more about the bankruptcy process.



The desk and clinic are both sponsored by Public Counsel Law Center, the Central District Consumer Bankruptcy Attorneys Association, and the Los Angeles County Bar Association Commercial Law and Bankruptcy Debtor Assistance Subcommittee. The Self-Help Desk is open Mondays and Wednesdays from 10:00 am to 12:00 pm and 2:00 pm to 4:00 pm. The Los Angeles Reaffirmation Agreement Clinics are held twice each month prior to the reaffirmation agreement hearings.

San Fernando Valley Division Self-Help Desk

In 2010, 2,598 *pro se* parties received assistance from the San Fernando Valley Division Self-Help Desk. At reaffirmation agreement hearings, volunteer attorneys assisted 911 individuals.

Since its inception in 2007, the San Fernando Valley Division Self-Help Desk has been providing general bankruptcy information and offering legal help referrals to unrepresented parties. The Self-Help Desk is the result of a collaborative effort between the Court and local legal organizations, coordinated by Judge Tighe. The desk is open Mondays and Thursdays from 9:00 am to 12:00 pm and 1:00 pm to 4:00 pm. Bankruptcy seminars are also available on select days for debtors filing chapter 7 petitions.

Riverside Division Hosts Free Bankruptcy Seminars

In 2010, the Public Service Law Corporation (PSLC) hosted four free bankruptcy seminars for *pro se* parties in Riverside. The seminars helped guide individuals through each page of the chapter 7 petition package and answered questions from debtors. Each seminar hosted approximately 45 attendees.

Santa Ana Legal Clinic

The Santa Ana Legal Clinic provides legal advice on chapter 7 bankruptcy cases for low-income debtors not represented by an attorney. It is part of the Orange County Bankruptcy *Pro Bono* Program and is made possible through the cooperation of the Public Counsel Law Center, the Orange County Bar Association Commercial Law and Bankruptcy Section, and the Orange County Bankruptcy Forum. In 2010, the clinic assisted 649 *pro se* parties. In addition to receiving *pro bono* advice, debtors can view a DVD that explains general bankruptcy information while waiting for assistance. The legal clinic is open every other Friday from 9:00 am to 11:00 am.

Northern Division Consumer Debt Clinic

In 2010, the Northern Division Consumer Debt Clinic assisted 371 *pro se* debtors. In May, the clinic relocated from the Lompoc Courthouse to its current location at the Northern Division Courthouse in Santa Barbara. Launched in 2009, the clinic is made possible by the partnership between the Court and the Legal Aid Foundation of Santa Barbara County. It is open every other Friday from 9:30 am to 3:30 pm.

Legal Community Training and Programs

An Evening with Our Judges

On January 26, Judges Bauer, P. Carroll, and Saltzman served as panelists at “An Evening with Our Judges,” an event hosted by the Inland Empire Bankruptcy Forum. The judges answered questions submitted by attorneys before the event, and discussed various topics such as lien avoidances, filing adversary proceedings, motions to value, case assignments for the Riverside judges, reaffirmation hearing agreements, and fee installments.

Educating the Legal Community in Orange County

On February 10, team leaders from the Santa Ana Division spoke at a dinner for the National Association of Legal Professionals (NALS), Orange County, California Chapter. The two speakers discussed Local Bankruptcy Rules changes, time computation rules and forms, the Lodged Order Upload (LOU) Program, and chapter 11 monthly operating reports. They also presented a brief overview of the Court website’s home page.

Founded in 1959, NALS is an association for legal professionals with over 5,000 members. Its main objective is to enhance the competencies of legal professionals through continuing legal education, technology, and networking.

CDCBAA Hosts Meet the Court Clerk’s Office Seminar

On March 20, the Central District Consumer Bankruptcy Attorneys Association hosted a seminar titled, “Meet the Court Clerk’s Office: The Power Behind the Power.” The event provided members of the Consumer Bar the opportunity to meet and hear remarks from Clerk of Court Kathleen J. Campbell and Chief Deputy of Operations Michael E. Rotberg. Clerk’s Office staff presented the

Court's filing statistics and discussed electronic case filings. Law clerks Jeffrey Cozad and Donna Curtis also spoke on "What Law Clerks Wished We Knew." The two-hour session was attended by 90 attorneys and helped promote continued open communication between the Court and the Consumer Bankruptcy Bar.

Annual "Ask the Judges" Night

The Los Angeles Bankruptcy Forum hosted its annual "Ask the Judges" Night dinner on June 2 in downtown Los Angeles. Judges from throughout the Central District joined over 145 members of the legal community attending the event. Panelists included Chief Judge Zurzolo, Judges Ahart, Bauer, Bufford, Kwan, Neiter, Saltzman, and Tighe, with Judge Bluebond serving as moderator. The judges answered a wide array of questions touching on Local Bankruptcy Rules, procedures, and more.

Judge Saltzman Presents Chapter 11 First Day Motions Program

On June 3, Judge Saltzman collaborated with other members of the legal community to present "Chapter 11 Focus: First Day Motions" to an audience of over 30 Los Angeles County Bar Association members. The panel discussed types of first-day motions, local procedures, and recent changes in bankruptcy law.

Judges Provide Case Administration Tips to Santa Ana Bankruptcy Bar

On July 16, the Orange County Bankruptcy Forum hosted a discussion with Judge Albert, Judge Kwan, and Judge Smith on how to help expedite the processing of case matters. The judges' tips were included in discussion on the timely service of judge's copies for filed documents, requesting *ex parte* and shortened time proceedings for urgent matters, and completing reaffirmation agreements thoroughly.



Bankruptcy Basics Presentation in the Northern Division

Participating as a panel member, Judge Riblet helped review the basics of bankruptcy before a packed audience for the event, "Bankruptcy Basics: An Introduction to Chapter 7 Consumer Bankruptcy Law." Held on July 29 at the Santa Barbara College of Law, the event was co-sponsored by the Legal Aid Foundation of Santa Barbara County and the Public Counsel Law Center. The panel also offered tips to attorneys new to practicing bankruptcy law.



Chapter 13 Committee Holds Brown Bag Program in Los Angeles

The Court sponsored a brown bag session on October 29 to discuss methods to make chapter 13 court procedures more efficient. Judge Kwan served as the moderator for a panel that comprised Chief Judge Zurzolo, Judge Ahart, Judge Bauer, Judge Jury, and Judge Kaufman.

The judges fielded questions and comments from attorneys, trustees, and other legal professionals. Topics included Chapter 13 Rights and Responsibilities Agreements (RARA) between debtors and their attorneys, increasing fees allowed under the RARA, and scope of appearance. The judges also answered questions on the new Local Bankruptcy Rules forms, expediting confirmation of chapter 13 plans, and modifying time computations.



From left: Judge Ahart, Judge Kaufman, Judge Bauer, Judge Kwan, Judge Jury and Chief Judge Zurzolo

Seventeenth Annual Survey of Consumer Bankruptcy Law

Judge Bauer, Judge Jury, and Judge Saltzman served as panelists for the 17th Annual Consumer Law Seminar, held on October 2. The event was hosted by the Inland Empire Bankruptcy Forum. The judges addressed a variety of recent cases affecting consumer bankruptcy practice, focusing on decisions from the Supreme Court, the Ninth Circuit Court of Appeals, and the Bankruptcy Appellate Panel of the Ninth Circuit.

Seventh Annual Run for Justice

The seventh annual Run for Justice was held on March 20 at Dodger Stadium in conjunction with the 2010 Los Angeles Marathon. Each year, teams from law firms, corporations, government agencies, and non-profit organizations come together to help raise money for Public Counsel Law Center. Judge Tighe and several Chambers and Clerk's Office staff formed the U.S. Bankruptcy Court team. More than 400 individuals participated in this year's event, raising approximately \$70,000.



Second Annual Earle Hagen Golf Tournament for Debtor Assistance Program

The second annual Earle Hagen Golf Tournament was held on June 11 at the California Country Club in Whittier. Sponsored by the Los Angeles Bankruptcy Forum and the Central District Consumer Bankruptcy Attorneys Association, the tournament is held in memory of Earle Hagen, who practiced as a bankruptcy attorney for over 40 years.

Chief Judge Zurzolo and Judges Kwan, Smith, and Tighe participated with more than 90 attorneys, trustees, and other members of the legal community. The tournament raised approximately \$22,000, with all proceeds going to Public Counsel's Debtor Assistance Program.

Bar Advisory Board

The Bar Advisory Board was first proposed by Chief Judge Zurzolo and formed in 2009. The board is comprised of 12 volunteer attorneys who meet with the Chief Judge quarterly to discuss issues of mutual concern. The board has proven to be an invaluable means of soliciting ideas to improve the services provided by the Court. In 2010, the board created 21 forms that are under review by the Rules Committee and Board of Judges.

Combined Federal Campaign

In 2010, the Central District donated over \$42,000 through the Combined Federal Campaign. The Combined Federal Campaign (CFC) is a national workplace charity program in which federal, civilian, postal, and military employees can donate to participating nonprofit organizations of their choice. Since 1961, federal employees have raised over \$6 billion to support charities in the United States and around the world.



CFC Kickoff

Pro Se Pathfinder Pilot Proposal

In August, the Judicial Conference's Committee on Court Administration and Case Management approved a proposal by the Bankruptcy Court Administration Division for a pilot program allowing self-represented parties to file their cases electronically. The national group developing this e-file program is called the *Pro Se* Pathfinder. Judge Maureen A. Tighe is a member of the *Pro Se* Pathfinder and is leading the Court's participation in the pilot.

The e-file program being developed by the *Pro Se* Pathfinder is a web-based application that will allow electronic data entry functionality for unrepresented debtors. The application will capture and store all data included on the current official bankruptcy forms necessary for case upload. The debtors will then submit their paperwork to the Court's intake window, where a clerk will be able to extract the previously entered data into the case management system. The e-file program should improve filing accuracy and efficiency, as well as assist *pro se* debtors to navigate the filing process.

Three courts were chosen to pilot this program, scheduled for release in early 2011. The Central District will join the Districts of New Jersey and New Mexico in implementing electronic filing for unrepresented debtors. Judge Tighe has been guiding the Central District's local committee in developing systems and rules to enable a smooth implementation of the program.

Mediation Program

The Central District of California Bankruptcy Court established its Bankruptcy Mediation Program in 1995 to provide the public with effective and reliable assistance in resolving disputes without the time and expense associated with litigation. With 185 members, the mediation panel consists of attorneys and non-attorney professionals such as accountants, real estate brokers, physicians, and professional mediators.

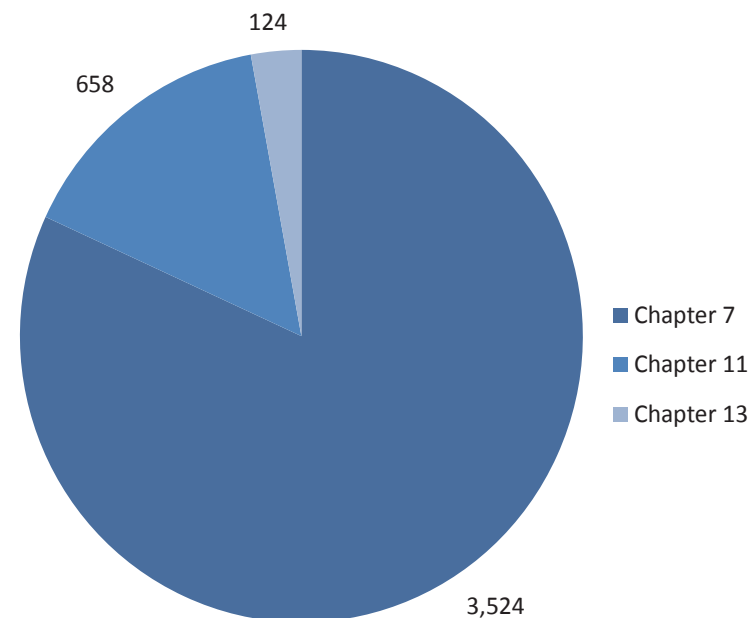


Judge Barry Russell

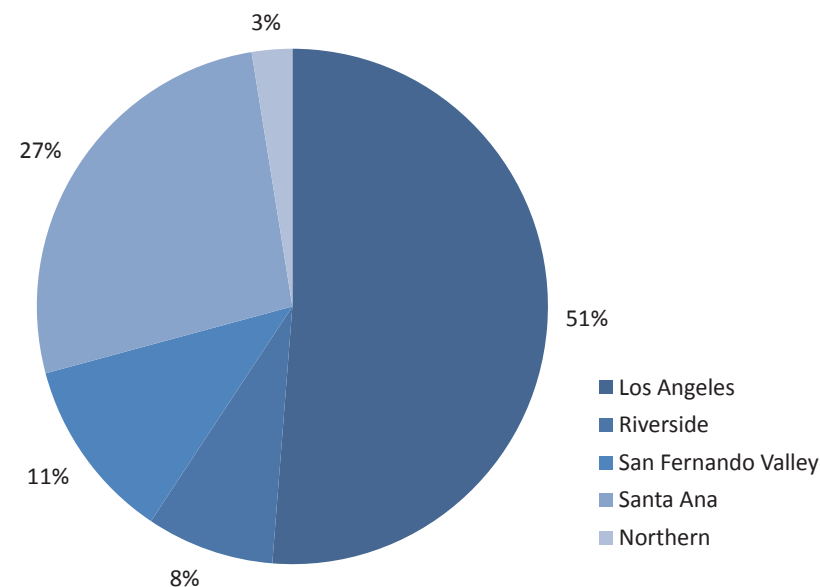
On October 5, the U.S. Bankruptcy Court and U.S. District Court co-hosted the Twelfth Annual Appreciation Luncheon, honoring mediators and settlement officers for the 2009-2010 term. Both courts recognized their panel members for their continued dedication and generous service in the field of Alternative Dispute Resolution. Over 100 guests attended the event, including Judge Ahart, Judge Bauer, Judge Bluebond, Clerk of Court Kathleen J. Campbell, and Chief Deputy of Operations Michael E. Rotberg. Judge Russell, the Central District's Mediation Program Administrator, spoke at the event.

During the 2009-2010 term, 4,258 matters were assigned to mediation and over 2,500 were settled. The settlement rate has remained at a very favorable 63 percent.

2010 Mediation Matters by Chapter



2010 Mediation Matters by Division



FACILITIES, SECURITY AND EMERGENCY PLANNING



FACILITIES, SECURITY AND EMERGENCY PLANNING

San Fernando Valley Division Lease Negotiations

Efforts by the Court to renew its lease for the San Fernando Valley Division building are in the closing phase. The lease is to be signed by the lessor and GSA by February 2011.

Northern Division Lease Extension

The Court communicated to the Ninth Circuit its decision to exercise a five-year lease extension for the Northern Division Bankruptcy Court building. The extension has not yet been enacted because GSA is still in the process of negotiating a more favorable rental rate on the building. The extension is expected to be enacted in early 2011, and the new lease will be effective in 2012.

New Server Room Air Conditioning Installed for Northern Division

A new air conditioning unit was installed in the Northern Division's server room in October. The new unit replaces the inefficient older unit that recently began failing due to wear and tear from age. With the new unit, Northern Division should avoid any potential disruptions to their operations.

Records Reconfiguration Project Completed

In June, the Clerk's Office completed an extensive reconfiguration of the Los Angeles Division Records area. The redesign created a more efficient layout for the mailroom and records area, and increased storage capacity for IT equipment and additional workspace for the Office Services department. The project, which ran from August 2009 to June 2010, repurposed nearly 18,000 square feet of space.

District-wide Upgrade of Uninterruptible Power Supply Systems

In order to address updated power and data requirements, the Court is in the process of removing the existing bulky Uninterruptible Power Supply (UPS)

systems in the divisional offices and reconfiguring the space to support rack mounted UPS systems. The upgraded UPS systems allow the network to be safely shut down during a loss of power, thereby preventing loss of data or damage to the network. The UPS systems in the San Fernando Valley and Santa Ana Divisions were completed in May, and Riverside Division's UPS systems were completed in June. The Court is awaiting information from GSA before continuing the project in the Los Angeles and Northern Divisions.

Continuity of Operations Plan (COOP)

The Continuity of Operations Plan (COOP) for the Central District provides guidance for maintaining essential court functions when the use of a division is diminished due to a man-made, technological, or natural disaster. The plan is designed for activation in the event that conditions require the Court to relocate to an alternative facility that may be geographically removed from the affected area. The Court's COOP has the capability to be operational within 12 hours of an emergency.

Court Demonstrates Readiness through District-wide COOP Exercise

Every year, the federal government conducts exercises to help agencies test and refine their COOP and emergency response procedures. On May 18, the Central District participated in the National Level Exercise: Eagle Horizon (NLE10). The exercise focused on testing the Court's ability to communicate during an emergency, as well as knowledge of the chain of command and the Relocation Team's preparation of vital records and equipment needed for relocation.

The outcome of this year's exercise was encouraging, with all notifications distributed on time and the appropriate response received. The operations managers and supervisors were able to assemble in the desired location within 10 minutes of the request and identify their vital records and relocation teams. They were also knowledgeable about the chain of command that would be used in the event of a COOP emergency.

Court Provides Emergency Kits for Employees

The Court continues to provide stocked emergency supply bags for all its divisional offices and departments. These kits include essential items such as water, food rations, masks, hand sanitizers, and crowbars. The items are checked regularly for expiration dates and can sustain employees for two days during a shelter-in-place emergency situation.

Radiological Dispersion Device COOP Exercise

On March 11, the Court's COOP representatives participated in the Radiological Dispersion Device (Dirty Bomb) COOP Tabletop Exercise called CESIUM DIEM. Conducted by the San Francisco Bay Area COOP Working Group, the exercise was on behalf of the San Francisco Bay Area Federal Executive Board, Region IX's Federal Emergency Management Agency, and the Department of Energy Radiological Assistance Program. The exercise provided a forum for the Court to critically assess and validate its own COOP plans against the challenges associated with responding to a radiological dispersion device incident.



KEY STUDIES AND ACTIVITIES

KEY STUDIES AND ACTIVITIES

Central District Attends National Conference of Bankruptcy Clerks

The U.S. Bankruptcy Court of the Western District of Pennsylvania hosted the National Conference of Bankruptcy Clerks (NCBC) in Pittsburgh, Pennsylvania. Held from June 30 to July 2, the conference was attended by more than 600 federal judiciary employees, 12 of whom were from the Central District of California. This year's NCBC marked 30 years of commitment in providing opportunities in advocacy and professional development to Bankruptcy Court employees.

Attendees were able to participate in breakout sessions on topics such as: Next Generation CM/ECF—Now What? Web 2.0 and Social Media Policies in the Bankruptcy Courts, Writing Skills for Case Management and Court Website Design. Upon return from the conference, the attendees gave a formal presentation on the best practices learned to the Board of Judges and senior staff.



Court Staff

Central District Participates in Courtroom Use Study

In 2010, the Central District participated in the Bankruptcy Courtroom Use Study conducted by the Federal Judicial Center (FJC). As part of the study, our district joined eight others to create over 4,100 scheduling events and 4,200 actual use events in 35 courthouses and other locations. This data makes it possible for the FJC to meet the needs of the judiciary by accurately analyzing how scheduling and use of bankruptcy courtrooms actually correspond.

New Forms Task Force

The Clerk's Office assembled a Forms Task Force with senior members from the Clerk's Office and law clerks. The Task Force developed a process for approving forms and established standards for the Court's LBR and other forms.

To better serve the Court's *pro se* debtors, the Forms Task Force completed an extensive project to convert all of the Court's case commencement forms into PDF fillable documents and revamped the "Petition Forms" web page. On November 15, national fillable forms replaced our in-house non-fillable case commencement forms, and local case commencement documents also required by the Court were made fillable. These forms are now included in the Court's chapter 7, 11, and 13 petitions forms packages. Instructions in the Court's Petition Forms package were also updated as part of this project.

The Forms Task Force also updated the "Petition Forms" web page to make it less cluttered and more user-friendly by including links to the Court's FAQs in English and Spanish, the "Don't Have an Attorney?" page, the Court's ZIP code search for where to file and other helpful information.

Winter Education Seminar

On December 10, 275 Chamber's and Clerk's Office staff members attended the annual Winter Education Seminar. Held in Los Angeles, the "Bankruptcy Refresh Project" promoted three goals: renew outlook, reinvent skills, and refresh attitudes. Speakers gave presentations on time management, generations in the workplace, and social media and the Court. Chief Judge Zurzolo and Clerk of Court Kathleen J. Campbell each expressed appreciation and gratitude to all the staff for their hard work in 2010.



Chief Judge Vincent P. Zurzolo



Clerk of Court Kathleen J. Campbell

United States Bankruptcy Court Staff



District-wide Picnic

On October 23, Judges, Court staff and their families enjoyed a district-wide picnic at Brookside Park in Pasadena. Attendees participated in activities such as softball, volleyball, tug-of-war, as well as a cooking contest and talent show. Children of staff were able to enjoy face painting, a jumper house, and balloon animals made by a clown.

Chief Judge Zurzolo and Clerk of Court Kathleen J. Campbell welcomed guests and recognized the dedication of all Court staff during the hard economic times. Judges in attendance included Judges Bauer, Bluebond, E. Carroll, P. Carroll, Donovan, Kwan, Mund, Robles, Thompson, and Tighe.



Heritage Celebrations

In 2010, the Court began hosting informal activities that focus on celebrating our diverse heritage in the workplace.

Hispanic/Latino Heritage Celebration

For the first time, the U.S. Bankruptcy Court and the U.S. District Court co-hosted Hispanic/Latino heritage celebrations for Hispanic Heritage Month, which lasts from September 15 to October 15. On October 12, the U.S. Bankruptcy Court invited George Yepes, an internationally known painter, muralist, and Director of the Academia de Arte Yepes, to speak at the celebration. During the event, Bankruptcy and District Court staff members enjoyed a slide presentation and a question and answer session with Mr. Yepes. On October 15, the U.S. District Court hosted a presentation by U.S. District Court Judge Philip S. Gutierrez. Judge Gutierrez shared his story of rising from humble beginnings to his confirmation to the bench.



Chief Judge Vincent P. Zurzolo, George Yepes,
Clerk of Court Kathleen J. Campbell

Native American Heritage Celebration

In celebration of Native American Heritage month, the Court invited Geri Keams to speak to Court staff. Ms. Keams is a Navajo (Dineh) storyteller, writer, and actress. On November 22 and 29, Ms. Keams visited the Los Angeles and Riverside Divisions to speak about her experiences of growing up on a reservation and tell stories from books she has authored.



Ms. Keams, Judge Peter H. Carroll

IT Department Court Management Review Program

At the request of the Court, during the week of July 12, the Administrative Office of the U.S. Courts (AO) conducted an on-site review of the Central District's IT department's management, organization, and operations. The visit was conducted under the consultative service known as the "Court Management Review Program," offered by the Bankruptcy Court Administration Division. The program is designed to provide an independent assessment of existing Clerk's Office operations and to propose recommendations for consideration by the Court. It also provides a good opportunity for AO staff to become more familiar with "better" practices being implemented in the courts and to share those practices with other districts.

Internal Controls and Audits: Maintaining Excellence in Our Court

Each year, the Court conducts internal reviews to ensure adherence to internal controls. Internal controls not only increase accountability and integrity within court operations, but also reduce inefficiencies and minimize the risk of fraud. Ten internal controls and audits were performed in 2010 at all five divisional offices and five administrative departments.

Clerk's Office Sets Post-BAPCPA Record for Trustee Payments in a Year

In 2010, the Clerk's Office paid out \$6.16 million in trustee payments, setting a post-BAPCPA record. The total trustee payments made were 59 percent greater than 2009, when the Clerk's Office paid out \$3.88 million. With nearly \$516,000 in payments made in January 2011, up nearly 23 percent from last year, the Clerk's Office should surpass the \$6.33 million in payments made in 1998.

Revisions to Local Bankruptcy Rules

Several modifications were made to the Local Bankruptcy Rules (LBRs) in 2010. Some of the major revisions included:

- LBR 1010-1 was revised so that the Court may dismiss a case if the petitioner of an involuntary petition fails to prepare a Summons and Notice of Status Conference. A number of involuntary petitions had been filed without the court-mandated form F 1010-1 Summons and Notice of Status Conference, and automatic dismissals would prevent these types of noncompliant cases from consuming valuable hearing time.
- LBR 3015-1(w)(3) places the burden on the debtor to schedule and provide the notice of response to a trustee's motion to dismiss a chapter 13 case. It is also the debtor's burden to lodge an order when the debtor files a non-hearing motion or application and the chapter 13 trustee files comments or other objections.
- LBR 7004-1(a) specifies that the attorney or party must prepare a Summons and Notice of Status Conference for execution by the clerk, using court-mandated form F 1010-1.1.SUMMONS for involuntary petitions or F 7004-1.1.SUMMONS for adversary proceedings, as opposed to just F 7004-1.

- LBR 9013-1(o)(2) was revised to include Motions to Value and avoid junior liens in chapter 11, 12, and 13 cases (“LAM” motions) under matters that may not be determined upon notice of opportunity to request hearing.

Public Notices 10-007, 10-009, 10-018, 10-020, 10-021, 10-023, 10-028, were issued to advise the public of revisions to Local Bankruptcy Rules.

Revisions to Court Manual

In 2010, several revisions were made to the Court Manual. The table of contents was modified to include page numbers next to each listed section and subsection. Instructions regarding service lists and BNC noticing were revised in Section 4-4 of the manual. A list of exceptions to serving a judge’s copy of filed documents was added to Appendix F. New helpful hints regarding invalid addresses were included in Appendix G: Section 2009-003. The updated Court Manual is available on the Court’s website under Forms/Rules/General Orders.

New Security Features Implemented for Certified Documents

On September 20, the Court implemented new security features for certified documents. Certified documents now have a watermarked certification sheet with a staple placed through the embossed gold seal at the top left-hand corner and the Court’s seal embossed over the Clerk’s signature. The previous practice of using a red ribbon and grommet has been discontinued. Parties wanting to verify the authenticity of a document can do so via PACER. PACER is available for a fee to registered users and at no cost at any of the Court’s divisions.



HUMAN RESOURCES

HUMAN RESOURCES

Staff Recognition for Length-of-Service and Special Service

The 2010 Annual Awards Ceremonies took place in each of the five divisions in the month of September. The ceremonies honored and recognized staff members for their service to the Court. Length-of-Service awards were presented to 34 Court personnel for their years of federal service, ranging from five years on. Special Service Awards were given to 143 employees to recognize their dedication and outstanding achievements.

Spot-on-Award for Recognition (SOAR)

In December, the Court launched a new employee recognition program called Spot-on-Award for Recognition (SOAR). SOAR replaced the Court's previous program for employee recognition, "ePause," but did not replace the Court's annual awards program or informal recognition of employees.

SOAR gives the Clerk's Office the opportunity to recognize an employee's contribution to the performance of a team, division, or the entire district. Awards are given based on contributions to the Court in the areas of customer service, outstanding performance, teamwork, suggestions, special acts, and special service. Awards are divided into three categories: monetary, non-monetary, and time off. There are also custom-minted coins that are awarded directly by the Clerk of Court or Chief Judge for significant contributions to the Court.



New Operations Support Team

As part of the Court's "Moving Forward Together" efforts to implement operations improvements, a new Operations Support Team was selected in 2010 and will begin work in 2011. The team will handle both ECF and CIAO! Help Desk functions and work in partnership with all divisional offices. In addition to supporting both internal and external district-wide users of the Court's case management system, the team will handle high-volume processes for district-wide operations tasks, such as quality control of electronically filed petitions, discharges, dismissals, and closings of no asset cases. The new Operations Support Team enables divisional operations staff to focus primarily on case management and more complex duties within their scope of responsibility, instead of routine tasks. The team supports the Court's continuity of operations planning efforts by allowing members to telework up to three days a week.

Staff Highlights

Court staff grew by nearly 26 percent in response to the continued increase in filings throughout 2010. The Clerk's Office hired 63 new personnel and Chambers staff increased by six, bringing the Court's total number of employees to 365. In addition to the new personnel, Central District judges were aided by 77 judicial externs, who each spent one semester with the Court.

Despite the overall growth in staff, the number of filings per Clerk's Office staff member rose from 445 in 2009 to 481 in 2010. To help manage the increasing workload, the Clerk's Office hired 49 temporary generalist clerks, selected from an applicant pool of over 600 candidates, who have been assigned across the district. The Court also converted 43 temporary generalist clerks to permanent operations support clerks. Ten of the new operations support clerks relocated from other divisions to join the new Operations Support Team in Los Angeles. There were 69 promotions throughout the Court last year.

The Court hired a total of 79 people this year. Of the new hires, 34 employees (43 percent) were in the 21 to 30 age range, 21 employees (27 percent) were in the 31 to 40 age range, 17 employees (22 percent) were in the 41 to 50 age range, and seven employees (9 percent) were over age 51. Similar to prior years, the largest percentage of employees overall (34 percent) continues to cluster in the 41 to

50 age range. The number of total Court employees over age 51 rose from 103 employees (34 percent) in 2009 to 116 employees (32 percent) in 2010. However, 119 employees (33 percent) are age 40 and under. Seventy of these 119 employees are under 30, which helps position the Court for future retirements.

Training and Staff Development

In 2010, the Court substantially increased its commitment to providing professional development opportunities to Court staff. Court staff attended 204 classes in 2010, a 38 percent increase over 2009. Court staff members participated in 5,635 hours of training, a 51 percent increase over the prior year.

From Chambers, 104 new law clerks and externs participated in training sessions conducted by bankruptcy judges and guest speakers in January, June, and September. The one-day course is designed to educate incoming law clerks and externs about the bankruptcy chapters and related topics. Overall, 76 percent of participants came from the Bankruptcy Court and the remaining participants from the District and Magistrate Courts. Upon the retirement of Judge Bufford in September, sponsorship of the program was transitioned to Judge Saltzman.

In the past year, many Court staff members had a chance to attend offsite training sponsored by the judiciary, including the National Conference of Bankruptcy Clerks, the Bankruptcy Operational Practices Forum, and CM/ECF Dictionary Training. District-wide training sessions were held in May and June to introduce and prepare staff for the Court's new Performance Management Program. All Clerk's Office staff completed the online course "Avoiding Ethics Pitfalls," which focuses on the judiciary's Code of Conduct. Operations staff used the Court's new Learning Management System to complete the online course, "Is It Legal Advice?"

District-wide Training		
Year	Number of Classes	Staff Participant Hours
2009	148	3,673
2010	204	5,635
Percent Change	38%	51%

Retirement and Benefits Training


On October 13, the Court offered two half-day seminars on retirement and benefits through Federal Benefit Solutions, an agency that specializes in providing benefits training to federal agencies. The seminars were held in the Los Angeles Roybal Building. Sponsored by the National Conference of Bankruptcy Clerks (NCBC) and Gallagher Benefits Services, Federal Benefit Solutions spoke with 38 employees from across the Central District who were eligible for retirement within the next five to 12 years. The participating employees learned more about the Federal Thrift Savings Plan, survivor benefit choices, continuation of federal employment health benefits, and other topics related to retirement and benefits.

Staff Development Team Expands

The Central District expanded its staff development capability by welcoming four new team members in October, for a total of five specialists serving the district. The newly-formed Staff Development department met with staff across the district to introduce themselves and conduct focus groups regarding the Court's training needs. Based on what was learned from the focus groups and the Clerk's Office action plan, the team developed a training-related strategic plan. High-priority initiatives were identified and the team launched classes on communication, conflict management, and supervisory skills to address these initiatives. Classes in office automation, such as Adobe Acrobat fillable forms, also commenced.



From Left: Christopher Evans, Tina Sandoval, Jessica Williams, Kimberly Rubal, Padraic Keohane



In addition to rolling out new programs, the Staff Development department participated in the project planning and marketing of Court initiatives, such as Heritage Celebration Days, the Winter Education Seminar, the NCBC Program, and the Ninth Circuit Human Resources Conference, while simultaneously designing new classes to launch in 2011. Administratively, the team is responsible for communicating and tracking all upcoming and completed district-wide training. Doing so helps prevent scheduling conflicts, promote interest in professional development, and increase efficiency in measuring skill competencies.

New Performance Management Program

On October 1, the Court implemented its new Performance Management Program. The program is designed to communicate and clarify responsibilities, priorities, and performance expectations. The goal is to ensure mutual understanding between supervisors and employees, thereby enabling Court staff to achieve the Court's mission and goals by effectively and efficiently serving the public. During the fiscal year, each employee will receive a performance plan, interim reviews, self-assessment reviews, performance appraisals, and, if applicable, step increases. This program applies to all employees covered under the Court Personnel System.

TECHNOLOGY



CM/ECF Hardware and Software Upgrade

In August, the Court completed a system upgrade to version 3.3.3 of CM/ECF. The upgrade addressed database issues and enhanced the conflict-checking module so that it checks for conflicts of interest between an attorney and a judge each time the attorney files a document. The Court also completed firmware updates to its CM/ECF servers. The new firmware resolved a number of bugs including a serious bug that would have caused data corruption.

Enforcement of Mandatory Electronic Filing Requirement

Spearheaded by Chief Judge Zurzolo, in 2010 the Clerk's Office began to actively enforce the Court's mandatory electronic filing requirement, under General Order 96-03 and Local Bankruptcy Rule 5005-4. Chief Judge Zurzolo worked closely with the Clerk's Office to put a process in place that relies upon automated reports generated by the Clerk's Office to identify non-complying attorneys. The Clerk's Office then sends letters to the attorneys, notifying them of their need to achieve compliance by completing CM/ECF training and becoming registered to use CM/ECF. If an attorney continues not to comply following this warning period, the Clerk's Office sets an Order to Show Cause hearing for the attorney that is heard by the Chief Judge.

In February, the Clerk's Office sent notices to approximately 150 attorneys who were not in compliance to advise that they would be subject to an Order to Show Cause if they failed to obtain their CM/ECF password by April 15, 2010. OSC hearings were held in July on 90 attorneys who failed to comply, and many received monetary sanctions up to \$50 per document filed manually at the intake window, or were barred from practice in the Central District until they received their CM/ECF password.

The enforcement of mandatory electronic filing significantly increased the number of CM/ECF users and reduced the workload for the Clerk's Office. Since fewer attorneys need to file documents at the intake window, Case Initiation has had more time and resources to serve *pro se* parties.

CM/ECF Reduced Paper Module

On July 19, the Central District implemented the Reduced Paper Module (RPM) feature in CM/ECF. The Reduced Paper Module has saved the judiciary an estimated \$367,000 by reducing redundant paper notices sent through the Bankruptcy Noticing Center (BNC). The implementation of RPM eliminated the practice of mailing registered CM/ECF users a paper copy of a notice or order entered on a case docket from the BNC. CM/ECF users now only receive an emailed Notice of Electronic Filing (NEF) with a link granting them free one-time viewing access of the document. However, registered users still receive a mailed copy of the "Notice of the First Meeting of Creditors" (Section 341 Meeting Notice). This notice will continue to be mailed from the BNC to maintain the confidentiality of debtors' social security numbers.

CIAO! Releases 5.1.3 Enhancement to Help Simplify Case Management

On April 15, the Court launched version 5.1.3 of the Court's electronic calendaring system. CIAO! was enhanced to allow Court staff to send automated email notifications to the uploading party upon rejection of an order. This function benefits both Court users and the Bar, because staff members no longer need to personally contact the party, and attorneys no longer need to wait for individual notification from the Court. Once an order is rejected, the uploading party will only have the option to "Add New Order." The party cannot reply to the email nor replace the rejected order.

A second new feature in CIAO! allows CM/ECF users to upload PDF exhibits or attachments, such as documents that must be scanned and signature pages from a party other than the uploading party, along with their electronic orders. Prior to this, attorneys would have had to file orders with an exhibit or attachment at the intake window or by mail.

The final enhancement allows Clerk's Office staff to update the CM Hearing Type function directly in CIAO! This feature ensures accurate judicial reporting to the AO when a hearing type needs to be altered at the time of the hearing.

Hardware Purchases and Rollout

In 2010, the Central District purchased and deployed 204 new computers and 163 replacement printers for its staff. The major hardware rollout was part of the Court's effort to equip and enable its employees. The Court spent approximately \$456,000 on total upgrades.

Two New Videoconference Rooms Constructed in Riverside

In October, GSA issued an order to proceed on the construction of the first floor videoconference room in the Riverside Division. The addition is scheduled for completion in January 2011. This will be the second videoconference room, as the first room began construction in 2009 and was completed in 2010. Both videoconference rooms will be used by the new Santa Ana judges to hear Riverside cases remotely.

Riverside Videoconference Room Improvements

The Clerk's Office improved the quality of sound and video in the Riverside Division videoconference room to alleviate issues with garbled audio and freezing video. The IT staff collaborated with phone companies and the sound system vendor to optimize settings. Judge Donovan and Judge E. Carroll of the Los Angeles Division used the videoconference room to hear a portion of newly filed Riverside Division bankruptcy cases.

Courtroom Sound System Upgraded

In 2010, the sound systems were upgraded in all courtrooms in the Los Angeles, Northern, San Fernando Valley, and Santa Ana Divisions. The courtroom analog sound systems were replaced with systems with digital signal processing, which have higher audio fidelity and are easier to maintain. The Riverside Division courtrooms are currently running a newer version of the analog system and will not need to upgrade to the digital system.



IN PROFILE



District Profile

The Central District of California is the largest bankruptcy court in the United States. With jurisdiction over seven counties, the Central District covers approximately 40,000 square miles. The Court serves the residents of Los Angeles, Orange, Riverside, San Bernardino, Santa Barbara, San Luis Obispo, and Ventura Counties, with courthouses in Los Angeles, Riverside, Santa Ana, Santa Barbara, and Woodland Hills.

The Central District is one of 13 bankruptcy courts within 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 terms of size, population, number of federal judges, and volume of litigation.

Population Served

With a population of more than 18.5 million people, the Central District of California represents nearly 50 percent of the state's population. According to the U.S. Census Bureau, the Central District of California is home to four of the five most populous counties in the state, and four of the 12 most populous counties in the United States (Los Angeles, Orange, Riverside, and San Bernardino Counties).

Bankruptcy Filings and Percentage Change: 1980-2010

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	25,681	79.9%	342	41.9%	8,017	141.0%	34,040	90.8%
2008	49,493	92.7%	804	135.1%	15,610	94.7%	65,907	93.6%
2009	83,674	69.1%	1,129	40.4%	23,848	52.8%	108,651	64.9%
2010	109,488	30.9%	1,125	-0.4%	32,176	34.9%	142,789	31.4%

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	9,662	59.9%	117	20.6%	2,861	155.7%	12,640	74.1%
2008	16,596	71.8%	193	65.0%	6,441	125.1%	23,230	85.8%
2009	28,028	68.9%	348	80.3%	9,100	41.3%	37,476	61.3%
2010	42,186	50.5%	485	39.4%	14,064	54.5%	56,735	51.4%

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	3,671	78.7%	74	80.5%	1,630	160.4%	5,375	97.5%
2008	7,129	94.2%	123	66.2%	3,572	119.1%	10,824	101.4%
2009	12,454	74.7%	238	93.5%	5,342	49.6%	18,034	66.6%
2010	12,059	-3.2%	204	-14.3%	4,852	-9.2%	17,115	-5.1%

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	6,436	113.1%	48	33.3%	2,659	128.4%	9,143	116.7%
2008	14,926	131.9%	302	529.2%	4,009	50.8%	19,237	110.4%
2009	25,800	72.9%	232	-23.2%	6,733	67.9%	32,765	70.3%
2010	33,618	30.3%	180	-22.4%	9,478	40.8%	43,276	32.1%

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	4,008	81.2%	91	59.6%	632	101.3%	4,731	83.2%
2008	7,635	90.5%	162	78.0%	1,186	87.7%	8,983	89.9%
2009	12,444	63.0%	258	59.3%	2,037	71.8%	14,739	64.1%
2010	15,764	26.7%	203	-21.3%	2,894	42.1%	18,861	28.0%

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	1,904	100.6%	12	20.0%	235	128.2%	2,151	102.5%
2008	3,207	68.4%	24	100.0%	402	71.1%	3,633	68.9%
2009	4,948	54.3%	53	120.8%	636	58.2%	5,637	55.2%
2010	5,861	18.5%	53	0.0%	888	39.6%	6,802	20.7%

LONG RANGE PLAN ACCOMPLISHMENTS



LONG RANGE PLAN

The United States Bankruptcy Court for the Central District of California implemented its second Long Range Plan in September 2006. Responding to the challenges the Court faced in the middle of the last decade, this Long Range Plan identified and addressed strategic needs in five areas—Case Management, Community Outreach, Facilities and Security, Human Resources and Information Management—with “an emphasis on streamlining the planning process in accord with the streamlining of operations of the Court.”

The second Long Range Plan has been substantially consummated, and a new Long Range Plan will be drafted in 2011 and implemented under the leadership of Chief Judge Peter Carroll. The new plan will respond to present challenges with a new set of objectives, such as adjusting to the budget pressures the Court is likely to face in the coming years and developing creative ways of using new technology to fulfill the Court’s mission.

The following pages list the second Long Range Plan’s objectives and provide a brief report on the status of each objective.

Case Management

Obj.#	Objective	Accomplishments/Status
1	Expand site-based <i>pro bono</i> assistance program.	<p>In May 2010, the Northern Division Consumer Debt Clinic relocated from the Lompoc Courthouse to the Northern Division Courthouse.</p> <p>The Los Angeles, Northern, San Fernando Valley, and Santa Ana Divisions now have onsite Self-Help Desks that provide free legal information and reference materials. Although Riverside Division does not yet offer an onsite Self-Help Desk, in 2010, the Public Service Law Corporation hosted four free bankruptcy seminars for <i>pro se</i> debtors in Riverside. Beginning in 2011, the seminars will be held on a bi-monthly basis.</p> <p>In August, the Judicial Conference’s Committee on Court Administration and Case Management approved a proposal by the Bankruptcy Court Administration Division for a pilot program allowing self-represented parties to file their cases electronically. The national group developing this e-file program is called the <i>Pro Se</i> Pathfinder.</p>
2	Encourage increased use of telephonic and video appearances where appropriate.	In 2010, two hearing rooms were constructed in the Riverside Division to allow judges from other divisions to hold hearings via videoconference. Beginning in 2011, judge-appointees Clarkson and Wallace will use these rooms to hear their Riverside cases from the Santa Ana Division.
3	Encourage judges to serve in a different division at least once a year.	Judges Bluebond, Bufford, E. Carroll, Donovan, and Neiter were assigned a portion of the Riverside Division case filings that they heard by videoconference from their Los Angeles Division courtrooms.
4	Facilitate the judges’ ability to prepare more orders.	<p>Objective completed.</p> <p>Lodged Order Upload (LOU) program launched in September 2007. Multiple enhancements implemented in CIAO!</p>

Obj.#	Objective	Accomplishments/Status
5	Reduce Clerk's Office labor component for all case processing and case management functions.	<p>Lodged Order Upload program launched in September 2007. Usage has increased steadily since then and is now about 75 percent. 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.</p> <p>Headers no longer needed to be inserted for the Proof of Service (POS) and Notice of Entry (NOE), greatly reducing staff labor. Orders are now much easier for attorneys to prepare, reducing time spent by Court staff answering questions, such as how to add POS and NOE pages, and also time spent by staff fixing orders where the formatting was unacceptable due to the way in which the POS and NOE were imported into the order.</p> <p>In 2010, commenced program to acknowledge staff who propose ideas for improving the Court's efficiency.</p>
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 alternative location. (<i>See also</i> Human Resources Objective #1)	Telework program in place. Clerk's Office staff at divisions use electronic systems to assist each other as needed. The new Operations Support Team supports the continuity of operations planning efforts by allowing team members to telework up to three days a week. Operations Support also performs quality control and other functions for the District's divisions.
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. Individual Chapter 11 Task Force formed and developed forms and procedures for individual chapter 11 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.	<p>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.</p> <p>In January 2010, the Court and Public Counsel Law Center initiated steps to partner with local colleges to have volunteer Spanish translation services available at reaffirmation hearings. The project, now spearheaded by Public Counsel Law Center, has students from CSULA and the Northridge Institute of Interpretation volunteering their translation services in the Los Angeles and San Fernando Valley Divisions.</p>
4	Create bankruptcy education programs.	The Education Committee continues to arrange bankruptcy education programs for the off-site Clerk's Office seminar, quarterly judges' 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 materials 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 also 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 reviewed 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 <i>stare decisis</i> .	Encourage judges to support participation in 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. A "Contact Us" feature was added in 2010 to enhance communication between the Clerk's Office and the public, and to receive suggestions about the website from users. A major overhaul of the website to make it more user-friendly and useful is underway. The Court is making headway in making more PDF forms fillable, including bankruptcy petition forms.
9	Encourage legal assistance from <i>pro bono</i> attorneys for parties who cannot afford an attorney. (See also Facilities and Security Objective #7)	Ongoing effort with LA County Bar Association's <i>Pro Bono</i> 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 <i>pro bono</i> 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. The Court is participating in a national effort to expand electronic filing to <i>pro se</i> debtors.

Obj.#	Objective	Accomplishments/Status
11	Publicize appropriate means to communicate suggestions for Court rules and procedures.	In 2009, the Court initiated the Bar Advisory Board, 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 and obtain input from the public on local rules, requesting comments through public notices and the <i>Court News</i> .

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, in order to maintain accessibility and service to the public and bar. The Court worked with GSA to negotiate 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 substantial portions 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 designed for activation in the event that conditions require the relocation of leadership and staff to an alternative facility that may be geographically removed from the affected area. The Court's COOP has the capability to be operational within 12 hours of an emergency. It 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, E. Carroll, Donovan, and Neiter were assigned a portion of the Riverside Division case filings that they heard by videoconference from their Los Angeles Division courtrooms. Judge-appointees Clarkson and Wallace will maintain chambers at the Santa Ana Division and will hear Riverside Division cases assigned to them by videoconference.
5	Establish or create technology to enable litigants to appear from wherever they are.	Judges Bluebond, Bufford, E. Carroll, Donovan, and Neiter held routine hearings on Riverside Division cases by videoconference 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>In 2009, local COOP training was conducted for all staff at the Winter Education Seminar.</p> <p>On May 18, the Central District participated in the National Level Exercise: Eagle Horizon (NLE10). The exercise focused on testing the Court's ability to communicate during an emergency, as well as knowledge of the chain of command and the Relocation Team's preparation of vital records and equipment needed for relocation. The outcome of this year's exercise was positive, with all notifications distributed on time with the appropriate response expected. The Operations Managers/Supervisors were able to assemble in the desired location within 10 minutes of the request and identify their vital records and relocation teams. They were all aware of the chain of command that would be used in the event of a COOP emergency.</p>

Obj.#	Objective	Accomplishments/Status
7	Explore providing space in the courthouses for providing <i>pro bono</i> legal assistance. (See also Community Outreach Objective #9)	The Los Angeles, Northern, San Fernando Valley, and Santa Ana Divisions have onsite Self-Help Desks to provide <i>pro se</i> parties with free legal information, reference material, and <i>pro bono</i> support. The Debtor Assistance Project provides <i>pro bono</i> support to <i>pro se</i> debtors prior to Reaffirmation Agreement hearings at the Los Angeles and San Fernando Valley Divisions. The Public Counsel Law Center, Orange County Bar Association, and the Orange County Bankruptcy Forum provide onsite <i>pro bono</i> assistance at the Santa Ana Division. The Legal Aid Foundation of Santa Barbara County provides onsite <i>pro bono</i> assistance at the Northern Division.
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. In 2010, the electronic locks were installed in all Roybal Building courtroom doors that open to chambers.

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 dismissals from remote and alternative locations. 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. The new Operations Support Team supports the continuity of operations planning efforts by allowing team members to telework up to three days a week.
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. To manage the record filings in 2010, the Clerk's Office hired 49 new generalist clerks, and converted 43 temporary generalist clerks to permanent operations support clerks. Additional administrative staff was hired to help support the growing operations team.
3	Recruit and retain a workforce consistent with the Court's technology.	The Court continued to use different recruiting channels to recruit candidates with relevant training and experience, including utilizing online job boards and posting positions at local university campuses. A high percentage of new hires have computer skills and 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 eight career interns in this program. In 2010, the new Staff Development Department began developing enhanced workforce training for Court staff.
4	Enhance training for all staff.	<p>In 2010, the Court substantially increased its commitment to providing professional development opportunities to Court staff. Court staff attended 204 classes in 2010, a 38 percent increase over 2009. Court staff members participated in 5,635 hours of training, a 51 percent increase over the prior year.</p> <p>From Chambers, 104 new law clerks and externs participated in training sessions conducted by bankruptcy judges and guest speakers in January, June, and September. Overall, 76 percent of participants came from the Bankruptcy Court and the remaining participants from the District and Magistrate Court. The one-day course is designed to educate incoming law clerks and externs about the bankruptcy chapters and related topics. Upon the retirement of Judge Bufford, sponsorship of the program was transitioned to Judge Saltzman in September.</p> <p>In the past year, many Court staff members had a chance to attend offsite training sponsored by the judiciary, including the National Conference of Bankruptcy Clerks, the Bankruptcy Operational Practices Forum, and CM/ECF Dictionary Training. District-wide training sessions were held in May and June to introduce and prepare staff for the Court's new Performance Management Program. All Clerk's Office staff completed the online course, "Avoiding Ethics Pitfalls," about the Court's Code of Conduct. Operations staff used the Court's new Learning Management System to complete the online course, "Is It Legal Advice?" about legal versus procedural advice.</p> <p>In 2010, the new Staff Development department began implementing workforce training for Court staff. The department surveyed the Court to assess staff needs, and introduced a calendar of training opportunities in technology and communication. The department will also be managing the Court's "Paths to Success" Leadership Program and the orientation program for newly-hired generalist clerks.</p>

Obj.#	Objective	Accomplishments/Status
5	Develop a new employee recognition program consistent with national guidelines.	<p>In December 2010, the Court launched a new employee recognition program called Spot-on-Award for Recognition (SOAR). SOAR replaced the Court's previous employee recognition program, "ePlause," but does not replace the Court's annual cash awards program or informal recognition of employees.</p> <p>SOAR gives the Clerk's Office the opportunity to recognize an employee's contribution to the performance of a team, division, or the entire district. Awards are given based on contributions to the Court in the areas of Customer Service, Outstanding Performance, Teamwork, Suggestions, Special Acts, and Special Service. Awards are divided into three categories: monetary, non-monetary, and time-off.</p> <p>There are also custom-minted coins that are awarded directly by the Clerk of Court or Chief Judge for especially significant contributions to the Court.</p>
6	Establish a mechanism for line staff to provide feedback to management staff.	Workplace Liaison program initiated by the Clerk's Office. In 2010, commenced program to acknowledge and reward staff who propose ideas for improving the Court's efficiency.
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 reviewing an automated leave management system called ELMO, short for Electronic Leave Management Organizer. The Court plans to begin testing the system in 2011.

Information Management

Obj.#	Objective	Accomplishments/Status
1	Expand CM/ECF to all constituents.	The Court now provides online CM/ECF training modules for those interested in obtaining access to CM/ECF or improving their skills. By the end of 2010, a total of 5,752 attorneys had been registered to electronically file documents via CM/ECF, a 53 percent increase over 2009.
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 emails 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 <i>pro se</i> e-filing safely and in accordance with applicable laws.	<p>Board of Judges approved proposal to enable <i>pro bono</i> attorneys to use ECF to file petitions with either fee waiver or fee installment applications.</p> <p>In August, the Judicial Conference's Committee on Court Administration and Case Management approved a proposal by the Bankruptcy Court Administration Division for a pilot program allowing self-represented parties to file their cases electronically.</p>
4	Educate other bankruptcy courts regarding the benefits and advantages of CIAO! and other software developed by the court.	<p>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.</p> <p>The AO ultimately decided to adopt another calendaring program, so the Court has scaled back promotional efforts behind CIAO! but continues to enhance features in CIAO! to serve the Court's own purposes.</p>
5	Provide computer terminals in Clerk's Offices for <i>pro se</i> litigants to use for filing court documents electronically.	The Board of Judges enabled <i>pro bono</i> attorneys to electronically file petitions with fee waiver or installment applications from <i>pro se</i> debtors. In August, the Judicial Conference's Committee on Court Administration and Case Management approved a proposal by the Bankruptcy Court Administration Division for a pilot program allowing self-represented parties to file their cases electronically.
6	Enable e-filing of proofs of claim by high volume claim filers such as the IRS.	<p>Objective completed.</p> <p>The Court registered the IRS and other high-volume claim filers to electronically file claims through CM/ECF.</p>
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.	The Court is currently reviewing an automated leave management system called ELMO, short for Electronic Leave Management Organizer. The Court plans to begin testing the system in 2011.

The background of the entire page is a photograph of a sunny outdoor scene. In the foreground, a bronze statue of a seated figure, possibly a person of justice or a historical figure, is visible. Behind the statue and to the left, there are several tall palm trees. In the background, a modern building with a white, curved facade is partially visible. The sky is clear and blue.

For additional information you may visit our website at www.cacb.uscourts.gov or contact the Clerk's Office at the locations below.

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