



**ANNUAL REPORT
OF THE
CLERK'S OFFICE
2003**



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Message from the Clerk



Greetings and welcome to the 2003 Annual Review of the Clerk's Office. As I reflect back on the challenges and accomplishments of the year, I continue to feel fortunate to be part of a work force that remains committed to the goals of our organization and enthusiastic about meeting the future challenges of the court. Speaking of challenges, after several years of anticipating the arrival of electronic filing, the court received its wave assignment in April and the new Case Management/Electronic Case Filing (CM/ECF) system became a reality. This project is overwhelming and an enormous undertaking, especially for a court our size (11th in the country in case filings), but the judges and staff received the news with great excitement and energy.

I want to take this opportunity to pay a special tribute to our West Palm Beach staff member, Gil Bryan, who was called to military duty in early 2003 and is stationed in Iraq. We continue to pray for his safety, the well-being of his family and that he returns to us safely in 2004—but he is always with us in spirit. The West Palm Beach staff celebrated his birthday last September by using a blow up poster figure instead of having the real Gil present and placed it at the head of the birthday table. I'm not sure who blew out the candles? Our Miami staff also paid tribute to Gil and all the men and women serving in the armed forces by entering a building-sponsored "door decorating contest" for the Christmas holidays. Our decorations included photos and tributes to Gil and other staff family members serving in the military and our "door" won 2nd prize in the competition. These events are just a few examples of how our court family comes together in the spirit of unity, national pride and compassion to support one another in times of need and are qualities that I truly admire and appreciate.



In the following pages of this report, the narratives and statistical charts summarize what we accomplished during the past year but the key to our success has been the collaborative efforts of 101 members of the court whose hard work and dedication produce the data to fill the pages of this report. As we entered FY 2004, a bleak picture of uncertainty was painted of drastic budget cuts and staffing reductions. Whatever hurdles we face, I have no doubt that we will step up to the plate and prevail as did our World Series winning Marlins!!

Thank you for your faith and trust in my leadership.

Karen Eddy
Clerk of Court

2003 HIGHLIGHTS

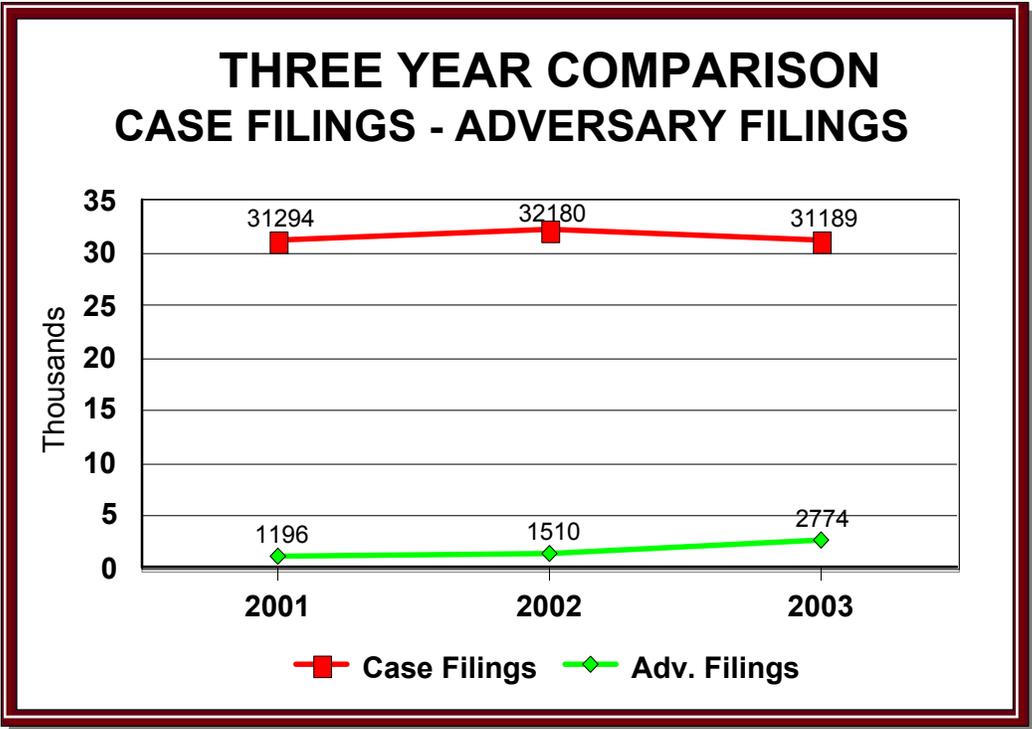
I FILINGS

District-wide, bankruptcy filings decreased 3% from 2002, after two years of historic filing increases. In 2003, 31,189 petitions were filed. Our pending caseload rose to 31,152, representing a 1.4% increase over 2002. Dade filings decreased 1.6% with a total of 14,709 cases filed for the year (47.2% of total filings). Broward filings decreased 4.9% with a total of 9,421 cases filed for the year (30.2% of total filings) and Palm Beach filings decreased 3.6% with a total of 7,059 cases filed for the year (22.6% of total filings).

For the first time in over a decade chapter 13 filings experienced a decrease of 4.4% with a total of 8,726 filings. Chapter 7 filings decreased 2.5% and chapter 11 filings decreased 9.6%.

Adversary proceeding filings increased by 83.7% for a total of 2,774. This was the largest increase in filings since 1991.

There were 114 bankruptcy appeals filed and processed by the clerk's office, representing a 5.6% increase from 2002.



II JUDGES



A. Jay Cristol
Chief Judge Emeritus



Judge Paul G. Hyman



Chief Judge Robert A. Mark



Judge Steven H. Friedman



Judge Raymond B. Ray

In 2003, the five bankruptcy judges for the southern district conducted court proceedings cumulatively totaling 738 days or 2,466 hours. This represents a 2.8% increase over 2002.

Visiting Judge Program

Visiting judge assistance continued throughout 2003, which enabled the court to close a total of 2,336 adversary proceedings. Besides our regular rotating team of judges (Judges Schermer, Lessen, and Utchig), our court was fortunate to also have Judge Basil Lorch, III, visit from New Albany, Indiana. The program provided a total of 31 weeks of assistance to the court. Due to the stalled bankruptcy legislation and this court's heavy caseload, we anticipate recruitment will continue throughout 2004.

Status of Bankruptcy Legislation

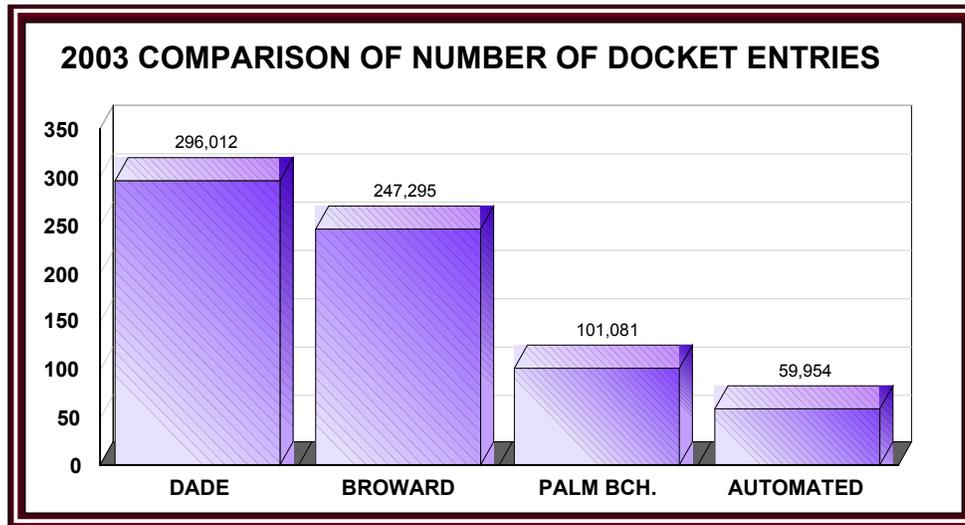
In the spring of 2003, the House of Representatives passed the Bankruptcy Abuse Prevention and Consumer Protection Act of 2003, in an effort to resurrect the bankruptcy reform legislation, but the Senate did not act on it. In the fall, the Senate passed a separate bill to extend Chapter 12 of the Bankruptcy Code for six months (from January 1 to July 1, 2004), but the House did not act before January 1, 2004, and Chapter 12 expired. In late December 2003, Senator Grassley introduced another senate bill that would make Chapter 12 permanent. This bill also included the provisions of the stalled bankruptcy reform bill. As the year came to a close, the Senate took no further action.

Because the bankruptcy judgeship legislation remains attached to different versions of the bankruptcy reform legislation, it too remains stalled. No new bankruptcy judges have been approved since 1992.

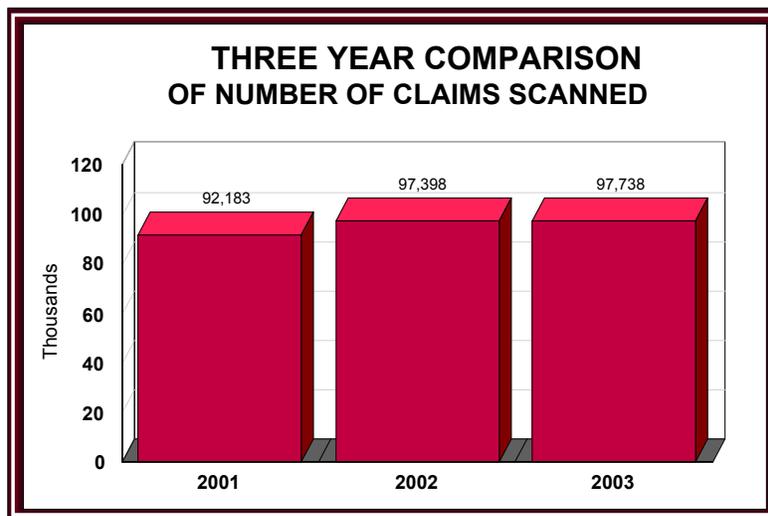
III COURT OPERATIONS

Case Administration and Claims

Our case administration teams maintained a high level of productivity throughout the year. Docketing activity reports reflected a total of 704,342 BANCAP entries (▲5.30%). The workload was spread over our three divisional offices as follows: Dade: 296,012 (▲1.3%); Broward: 247,295 (▲10.4%); and West Palm Beach: 101,081 (▲7.0%). Electronic entries totaled 59,954 (▲3.2%), accounting for 8.6% of total entries made during the year. Bankruptcy case closings for the year totaled 31,372 (▲4.0%).



Our operations clerks processed a total of 97,738 claims, consisting of 293,483 imaged pages. Upgraded scanners and PCs were purchased to enhance the claims scanning process and claims images were converted to pdf files in anticipation of CM/ECF.



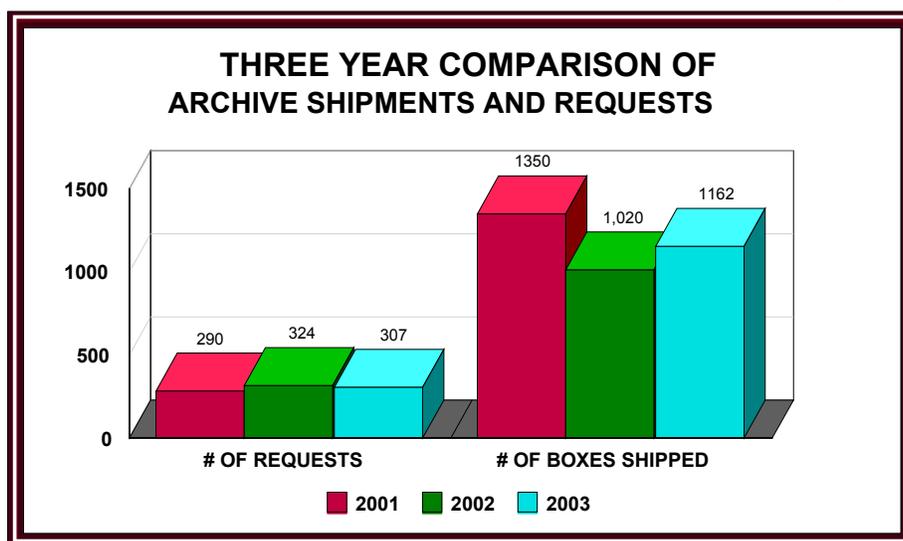
Bankruptcy Noticing Center (BNC)

The BNC processed and mailed 2,080,039 paper notices (▲4.25%) and generated 307,497 (▲69.27%) electronic notices for a total of 2,387,536 notices (▲9.68%).

By the end of 2003, 61 Electronic Data Interchange (EDI) Trading Partners and 48 Electronic Bankruptcy Noticing (EBN) recipients were registered with the court.

Records

Records staff prepared and shipped 1162 boxes (▲13.92%) of closed cases to the Federal Records Center and processed over 300 requests for archived files throughout the district.



Amendments to Federal Bankruptcy Rules Effective December 1, 2003

- **Policy on Privacy and Public Access:** The Judicial Conference approved proposed amendments to the Federal Bankruptcy Rules and Official Bankruptcy Forms to implement its policy on privacy and public access to electronic case files that it adopted in September 2001. The policy states that the Bankruptcy Code and Rules should be amended as necessary to allow the court to collect a debtor's full social security number but display only the last four digits. Bankruptcy Rules 1005, 1007 and 2002 were amended to address various issues relating to privacy and public access to information. The privacy amendments required changes that impacted nearly every section of the clerk's office. The court's case management program (BANCAP), public access systems (PACER and VCIS) and noticing processes were altered to ensure that only the last four digits of a debtor's social security number can be accessed. Additionally, new local forms were adopted and revisions to existing internal and local forms were required to ensure compliance with the amended rules.

- **Corporate Ownership Statement:** Bankruptcy Rule 1007(a) and new Rule 7007.1 now require corporate debtors in main cases and corporate parties in adversary proceedings to file corporate ownership statements.

Free Trade Area of the Americas Summit (FTAA)

The City of Miami hosted this event beginning November 16 and ending November 21 and planned throughout the year for more than 70,000 demonstrators to converge upon the city during this week. Due to major security concerns the Chief Judge of our district court entered an order on October 30, 2003, temporarily closing the Miami Federal Courthouse during this week. In anticipation of this outcome, the clerk's office management team methodically planned to relocate essential Miami court operations to the Ft. Lauderdale divisional office. This initiative was extremely successful and caused little disruption to public court services. Hats off to our highly capable management team who worked in concert to make this operation a success.

Judicial Conference Fee Increases

The Judicial Conference approved across-the-board fee increases that became effective November 1. The administrative portion of the petition fee and other miscellaneous bankruptcy fees were increased which required revisions to local rules, forms, clerk's filing instructions and the court's financial program.

Summary of 2003 Administrative Orders

The following Administrative Orders (AO) were entered:

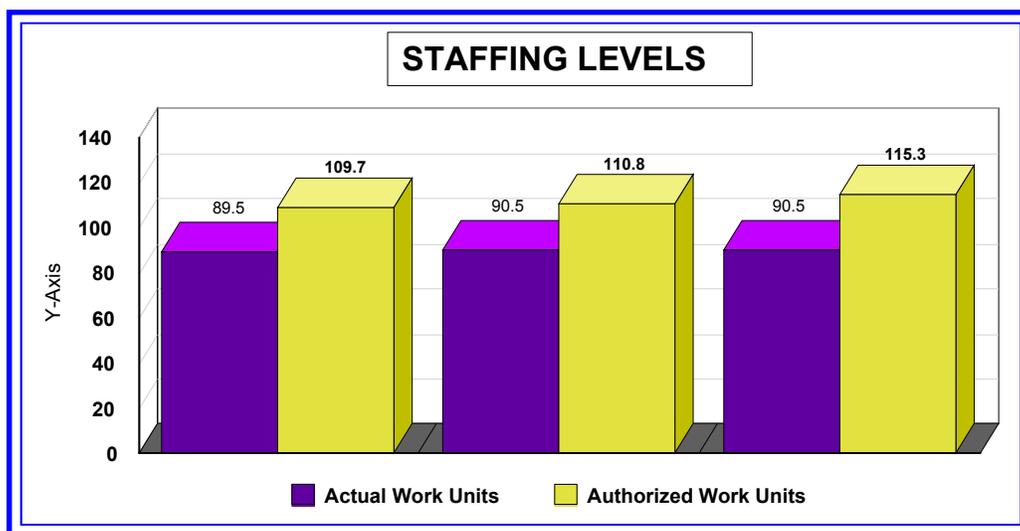
- **AO 03-1 Order Clarifying Deadline in Reinstated Cases for Filing Motions to Dismiss or for Serving Notices of Hearing Pursuant to BR 1017(e) (2/28/04):** At the request of the U.S. Trustee, this AO was entered to clarify the deadline to file a § 707(b) motion in cases dismissed before and after the § 341 meeting of creditors.
- **AO 03-2 Adoption of 10 Percent Increase to Transcript Fee Rates (3/24/03):** This AO adopted the March 14, 2003 - Judicial Conference rate increase for court transcripts.
- **AO 03-3 Order Clarifying Scope of Permissible Joinder or Parties in Adversary Proceedings (4/14/03):** This AO clarifies the scope of permissible joinder of parties in adversary proceedings to ensure that complaints listing multiple defendants are filed according to the provisions of the Bankruptcy Rules.

- **AO 03-4 Order Supplementing Local Rule 5001-2 (C) Regarding Court Security and Electronic Devices (10/6/03):** In conjunction with new security directives issued by the U.S. Marshal's Service, visitors (excluding federal employees, Florida Bar members, state and federal law enforcement officers, etc.) are prohibited from bringing electronic devices, including cell phones, into court facilities.
- **AO 03-5 Amendment to Local Rule 1006-1(A)(1) to Reflect Increase in Minimum Initial Filing Fee Installment Payment (10/21/03):** In conjunction with the increases to bankruptcy fees approved by the Judicial Conference effective November 1, 2003, the minimum payment established in this court that must accompany an application to pay filing fees in installments increased from \$30 to \$39.
- **AO 03-6 Order Temporarily Closing Miami Division Office from November 17 to November 21 (11/7/03):** This AO was issued in response to the U.S. District Court Administrative Order 2003-110 closing all Miami federal courthouse offices during the week of the FTAA Summit Meetings in Miami.
- **AO 03-7 Implementation of Federal Judiciary's Policy on Privacy and Public Access (11/26/03):** This AO was entered to implement the federal judiciary's policy and public access to electronic court files.

IV HUMAN RESOURCES

Staffing Levels

The staffing allocation for 2003 was 115.3, an increase of 4.5 work units. At the end of 2003, the clerk's office was staffed with one part-time and 90 full-time employees.



Recruitment

In continuing our efforts to maintain our headcount below authorized work units, the only recruitment was to fill vacated positions.

In February, Lourdes Paredes joined our court family in Miami as our Human Resources Assistant.

In September, Antonio (Tony) Diaz, transferred from district court to our Miami office as our Assistant Director of Information Technology.

In October, Daniel Munoz, joined our court family in Miami as an Operations Clerk.

Military Leave

Saturday, February 8, 2003, our local hero Gil Bryan received his marching orders to serve in the military's Iraqi Freedom effort and he reported for duty Monday, February 10, 2003. The short 2-day notice did not allow his co-workers to throw him a bon voyage party, however our crew has continued to keep in touch and celebrate his contributions. Specifically, the staff created a Memory Wall in his honor to post his letters, postcards, and pictures in the clerk's office hallway; celebrated his birthday and emailed him the pictures;

and he found time during an all-too-brief December vacation to stop in and visit.

While there, he is part of a transportation unit responsible for moving convoys to various locations. At any given time, he could be transporting medical supplies, food, clothing, and anything else important to our soldiers, across the Iraqi and other Middle-East territories. Gil is doing well, proud of his work, and remains hopeful that he will return home safe.

V Preparation for CM/ECF

The federal judiciary is well underway with the nationwide implementation of the new case management / electronic case files (CM/ECF) systems. CM/ECF not only replaces the courts' aging electronic docketing and case management systems, but also provides courts the option to have case file documents in electronic format, and to accept filings over the Internet.

In April 2003, our court received official notification from the AO that we have been selected to participate as a "wave 14" court, beginning with Phase I Implementation in May. The clerk immediately formalized a program management structure and project team headed by Joe Falzone, project manager, and Erwin Ruiz, back-up project manager. In turn the project team immediately identified and addressed several "global" CM/ECF issues such as the scope of the electronic filing program, service, notice of orders and judgments and other CM/ECF mechanics. The most significant decision—whether to implement electronic



filing simultaneously with the new case management system—was made early on by our court to go live with both components of the program.

While awaiting arrival of the required hardware, which was not delivered until late October, the CM/ECF project team remained hard at work completing numerous tasks required during the preliminary phase: documenting existing processes and workflows, reviewing current forms, comparing dictionary events and training

internal staff. An in-house CM/ECF training team was also established and its members participated in several "train the trainer" programs to develop their training skills. In September, the entire project team, including Judge Hyman, visited the South Carolina Bankruptcy court to observe the program in a live environment. Due to the delay in receiving our servers, configuration bugs, and the overwhelming scope of this project, our court does not anticipate going "live" until early 2005.

VI IT SERVICES

The IT Services Department focused its efforts on many improvements to the court's information technology systems, and it commenced several major new projects, during the year 2003.

A. SYSTEM ENHANCEMENTS

In January, Lara Loucks worked with court managers and members of the IT Services staff to roll out a totally paperless mechanism for requesting and authorizing new purchases of equipment and services, while maintaining all necessary controls and oversight as required by the Guide to Judiciary Policies and Procedures. This electronic Request for Expenditure and Approval Form (PRO-26) allows managers and judicial assistants to request "non-recurring" expenditures for equipment, furniture or services, which can then be approved by the clerk of court and forwarded to the budget analyst for processing, without the need to print and sign paper forms.

In late March through early April, José Rodriguez and his team converted our court's network servers to the Windows 2000 Server software. Lara Loucks helped by conducting short training sessions to familiarize court staff with the new login and security procedures related to this software. Some features and advantages of this software include the following:

- Active Directory: An advanced directory service providing a place to store information about network-based entities, such as applications, files, printers, and people. It provides a consistent way to name, describe, find, access, manage, and secure information about these individual resources.
- No need for host files to resolve network addresses. All addresses are handled by DNS (a feature of Active Directory).
- Allowed integration of ELMO client with Active Directory (a.k.a. AD), which allowed us to use AD for login to SQL Server.
- Dynamic Host Configuration Protocol (DHCP) is an Internet protocol for automating the configuration of computers that use TCP/IP. DHCP is an integrated feature of AD.
- More efficient replication services.
- Windows updates: We can now push down all critical security updates to court client PC's and servers.
- Microsoft 2000 Server operating system (OS) is more robust.
- Microsoft 2000 Servers can run most new if not all application programs (few software vendors continue to support Netware).
- Microsoft 2000 Server OS is faster and more efficient in most tests than Novell NetWare.

In late May, contractors installed and powered up a new, large-capacity UPS

(uninterruptible power supply) next to the Miami 6th floor data center. The MGE Galaxy 3000 was chosen after extensive research showed it to be the most cost-effective and compact solution to meet the reserve power requirements for the court's critical computer systems, including: BANCAP, WebPACER, VCIS, eClaim, ELMO, network servers storing important documents, and our Internet web server. This 1,900 lb. battery cabinet can provide up to two hours of reserve electrical power to the Miami data center. It is connected to a communications device that notifies IT Services staff when a prolonged loss of power is detected, allowing them to take prompt action to protect the court's vital information systems.

In early June, IT Services announced that our new Intranet site, <http://flsbnet>, was now operational. Among its features are links to Internal Controls, Human Resources, and other important procedural documents, and links to AO-developed CM/ECF Computer Based Training (CBT) modules, which will allow court staff to familiarize themselves with CM/ECF data entry. More recently, IT Services added CBT modules that helped staff with the transition to the new, Release 6 version of Lotus Notes, which is due for activation in early 2004.

In mid-August, IT Services activated a new feature on our web site, the "*Case Information and File Locator*," allowing staff and the public free of charge to obtain case file location, including NARA's (National Archives and Records Administration) accession, box and location numbers along with limited case information: (e.g., case type & number, assigned judge, chapter, date filed/discharged/closed and primary party names: debtor, co-debtor, plaintiff(s) and defendant(s)). This service provides the public with the information needed to request archived records for individual Chapter 7 & 13 cases directly from NARA, rather than through the court.

In early November, the new Financial System for Tomorrow (commonly referred to as: FAS₄T) program went live in our District. While much of the technical work for this implementation took place at District Court, IT Services assisted in the project by making sure that designated PC's were properly equipped to run the FAS₄T software. Carl Roper received training in the use of this system, to assist the Procurement Administrator, Naomi Knight, in creating FAS₄T purchase orders for information technology-related products and services.

On December 1, the court officially activated program changes to make its publicly-accessible computer systems, and all computer-generated Bankruptcy notices, compliant with the judiciary's new privacy policy, which mandates that the display of all social security numbers be redacted to only the last four digits. Mireille Delisfort had previously worked closely with operations personnel to test the soundness of the AO's test plan, which was to be used by all BANCAP courts to convert their legacy software to meet the new privacy policy needs.

CM/ECF - 2003 marked the year that our court commenced its effort to migrate from BANCAP to the judiciary's new, CM/ECF case management and electronic filing system.

IT Services was deeply involved from the beginning of this project, and it contributed to the achievement of the following milestones this year:

- By May 1, the date of the CM/ECF project kick-off, IT Services had supplied detailed technical information to the AO, which they used to generate the specifications for sizing our new, CM/ECF server hardware.
- By early May, Mireille Delisfort had restored data from 37 magnetic tapes, representing several years of closed BANCAP case dockets, into a closed case database on one of our Solaris servers. We will ultimately merge this data into CM/ECF. To provide ready access to these dockets should any of these cases ever be reopened.
- At the end of May, Frank Lu completed the task of converting all legacy claims image files from the TIFF file format, into the PDF file format. This change, in combination with modifications he made to the eClaim software, will allow our court to migrate all of its existing claims image files into the CM/ECF system.
- From August through the end of September, IT Services worked to procure many add-on components required for use with CM/ECF. Much emphasis was placed on reviewing solutions that other CM/ECF courts were using for scanning their case documents and uploading them into CM/ECF. After extensive research, including evaluating demos of three different scanning software packages that were installed in IT Services, the decision was made to procure the CourtWatch software package, to be used by deputy clerks whose PC's will be equipped with Fujitsu Model fi-4120C scanners. Total expenditures for CM/ECF-related equipment and software exceeded \$70,000.00 in FY2003.
- In late October, the AO shipped the CM/ECF server equipment to our court. Eugenio Lara and his programming team next performed configuration, setup, and initial tests of this equipment. On December 8, IT Services announced the availability of the CM/ECF server to the Dictionary Team members, who next began working to develop the court's CM/ECF data dictionary.

B. PC OFFICE AUTOMATION

In late February, after vendor personnel corrected connection problems with West Palm Beach's FJTN satellite service, IT Services began streaming video of FJTN broadcasts to WPB PC's. This early experiment in PC video technology pointed out the need for improvements, scheduled for 2004.

In late April, IT Services installed document scanners in all three court divisions, to allow staff to scan negotiable instruments and the corresponding SF 215 Deposit Ticket. This measure helped strengthen the court's financial record-keeping capabilities.

By July, several staff members were using the Virtual Private Network (VPN) solution offered through the 11th Circuit for high speed access to court information systems from remote locations (for those with DSL or cable modem service in their residences, for example). Early August, Erwin Ruiz received administrator access codes allowing him to directly add user accounts to the 11th Circuit VPN security system. By year end, at least seven members of the court, including Judge Hyman, were taking advantage of this technology.

In mid-August, IT Services received alerts from the Administrative Office about the worm W32.BLASTER, a computer virus that had begun infecting the DCN and had disabled many servers and PC's. For the next two weeks, Carl Roper, Alex Salazar, and Frank Cozza worked to detect and eliminate this virus, and other virus strains, from our court's PC's. During this time, and for some time afterward (due to other PC's outside our court but still inside the DCN being infected) Internet service was sporadic and this also affected access to Westlaw, Lexis, and e-mail service to addresses outside our court.

Throughout August and September, IT Services worked with managers to identify what office automation equipment the court would soon need. The following items were determined necessary and procured: 45 new desktop PC's to replace older units, 11 new laptop computers, a new server to support district-wide streaming video, a new server to support faster dial-up network access, bar code scanners for the FTL & WPB offices, additional hard drives to support our "hot-backup" server.

From mid-October through November 14, IT Services planned for the positioning of PC's and other equipment for Miami staff who would be working in Ft. Lauderdale during the week of the FTAA Meetings. IT Services also planned for Eugenio Lara to perform the rotation of the Miami servers' tape backups very early each morning during the FTAA week. During the week of FTAA, Tony Diaz and his team provided on-site technical support for the staff temporarily working in FTL.

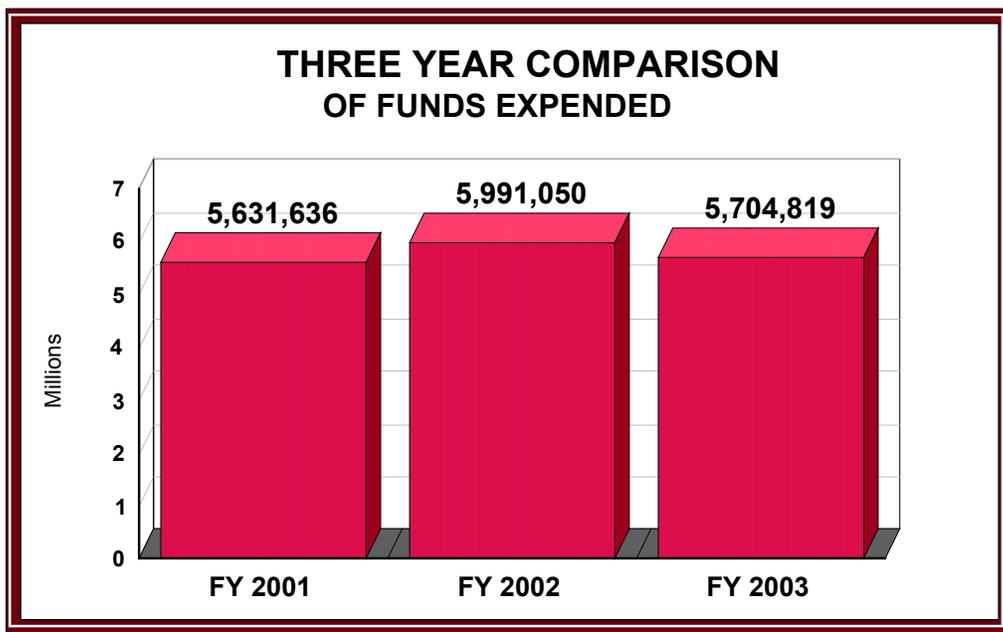
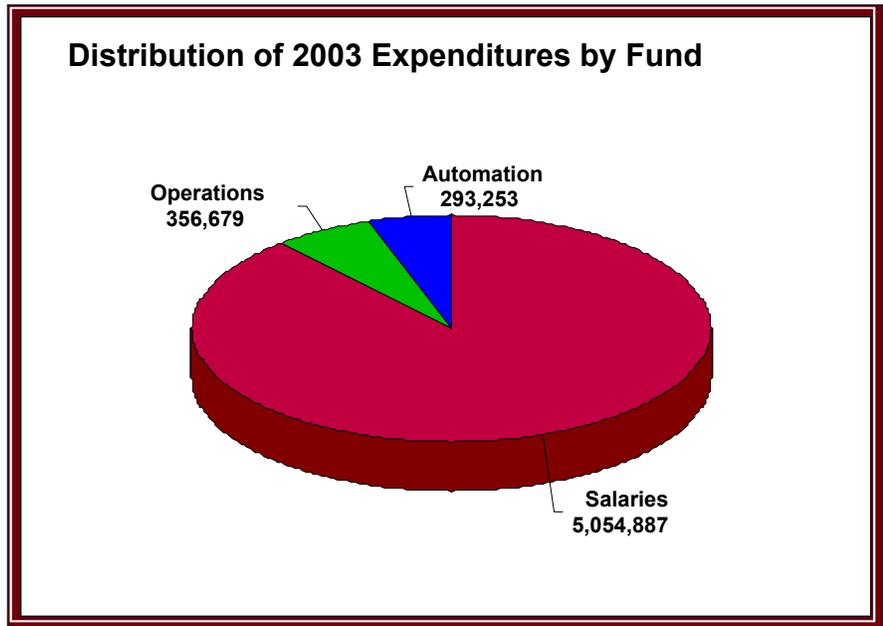
VII COURT ADMINISTRATIVE SERVICES

José Rodriguez was named the new Director of Administrative Services effective June 30, 2003. He immediately assumed the role of project manager for FAS₄T (the judiciary's new financial accounting system) assisted by Pat Gallagher. The entire administrative staff spent countless hours preparing for the implementation of FAS₄T, which was successfully launched on November 3, 2003. In preparation of FAS₄T, the court analyzed and developed new business work flow processes for procurement, budgeting, payment authorizations and financial reporting. As part of the transition the procurement team cleared past purchase orders from the existing financial system. These tasks required having to find and contact vendors, request current billing information and duplicate invoices. Our existing vendor's database was also prepared for the conversion to the new system, by eliminating duplicate vendors and verifying existing vendors tax identification numbers and billing information. Before the "go live" date, all information was entered manually into the new system and verified against the old system data. Training was conducted for all administrative staff in the different functional areas and their corresponding module in the FAS₄T system. Mid-October all purchasing and payment activities were suspended as the transition to the new system began. Procurement personnel worked hard to identify critical supplies and developed a stock of these supplies to prevent any disruption to the court workflow. As a tribute to the hard work and dedication of the administrative staff, the conversion to FAS₄T occurred without any errors or problems.

Simultaneous with the implementation of FAS₄T, the administrative staff prepared extensively for the Administrative Office and Gunther Anderson court audit scheduled for February 2004. Preparation included a detailed update of the Internal Controls Manual, procedural documents, and reference manuals. The financial office performed countless hours of reconciliation to all financial ledgers to ensure accuracy. The procurement and budget office verified that all purchase order files were up to date and consistent with the Guide to Judiciary Policy and Procedures.

DECENTRALIZED BUDGET

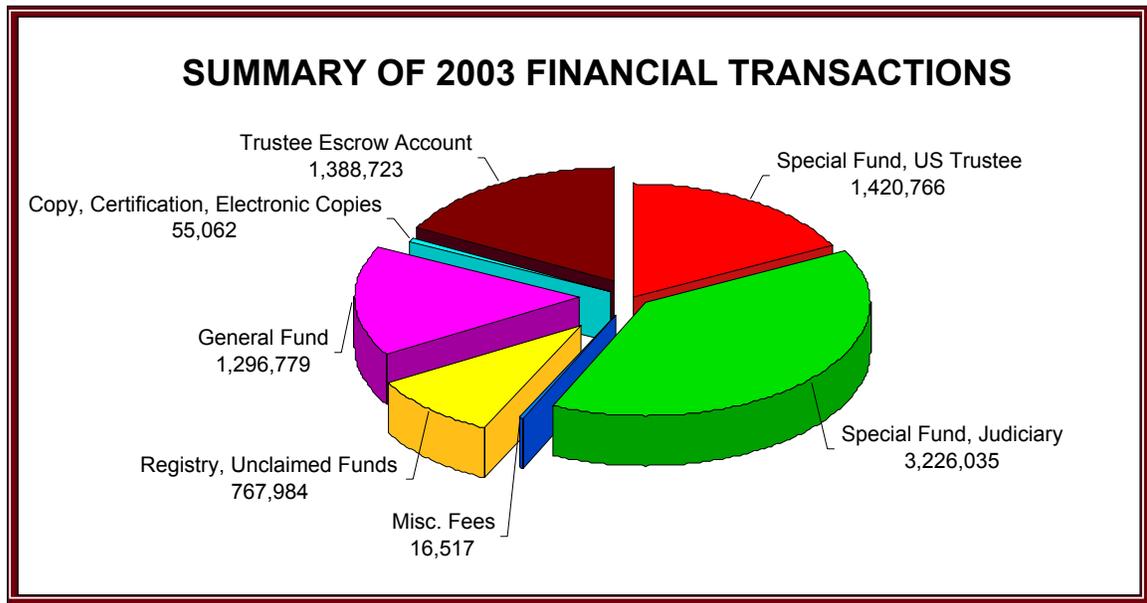
In spite of budget reductions in the FY2003, the court was able to fund training for CM/ECF and FAS₄T, the purchase of software and equipment for the implementation of CM/ECF, and various tenant alteration projects. The major source of funding for these projects was attributed to personnel savings, which were attained by maintaining staffing levels below the AO's authorized level.



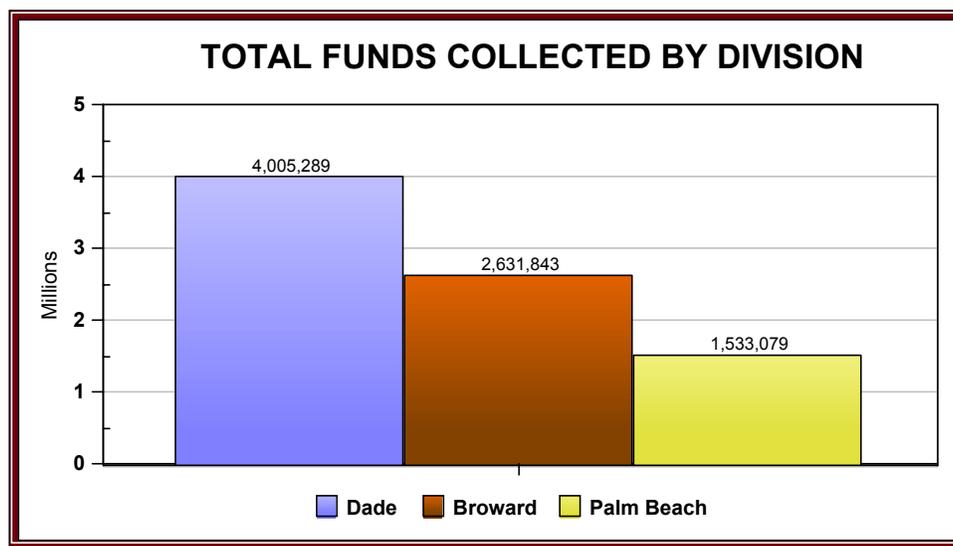
FINANCIAL

Financial Transactions

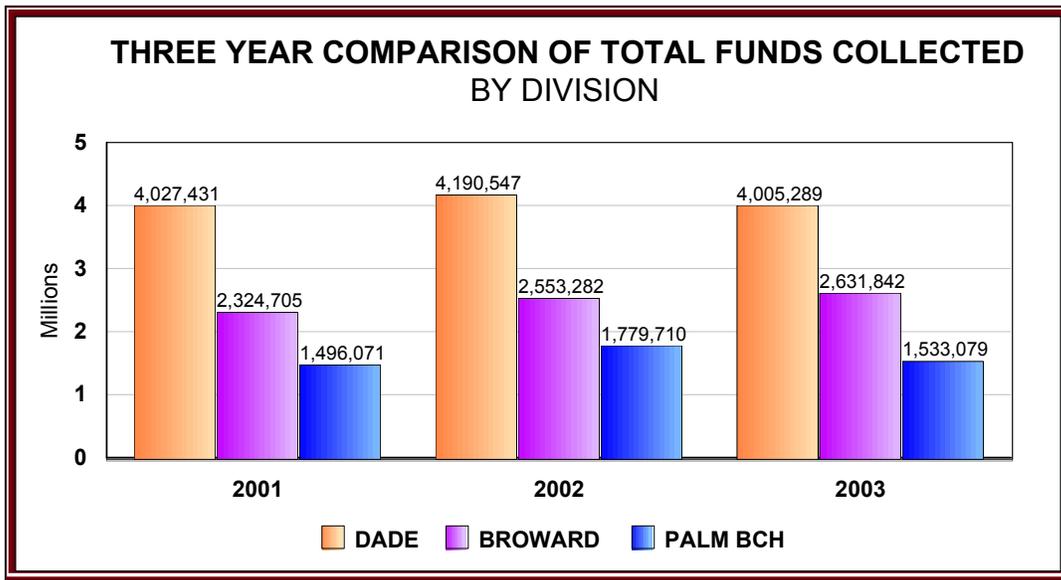
All courts maintain accounting systems that provide for the proper classification of, and accounting for, all financial transactions that flow through the court. All financial transactions are classified by fund accounts to which they relate. These fund accounts of the United States Treasury are classified within fund groups by certain programs and activities. These are used to account for the receipts and expenditures of the Judiciary. The total amount of funds collected in the district was \$8,171,865.80.



Below is a summary by division of the total funds collected in 2003.

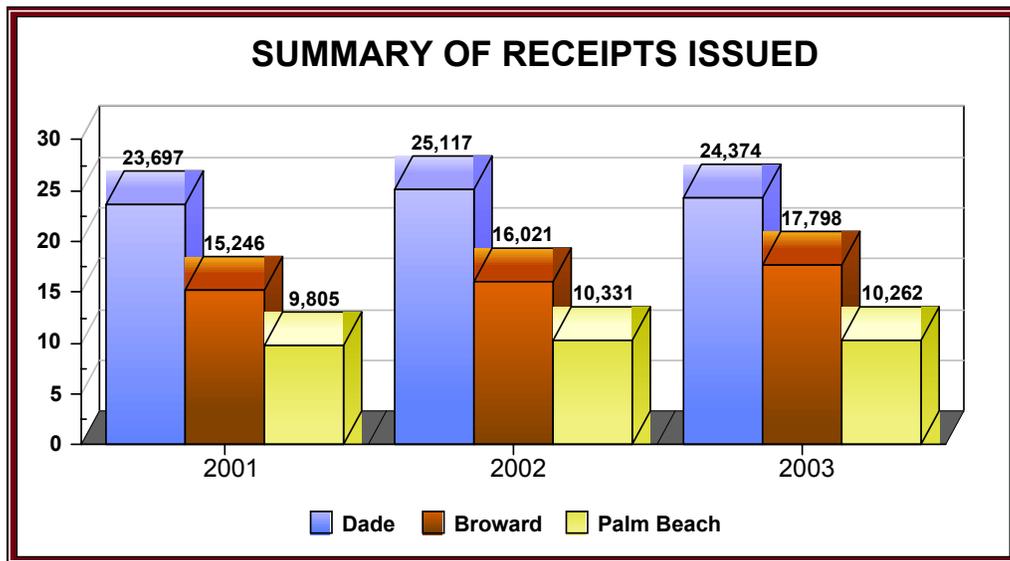


Below is a three-year comparison by division of the total funds collected.



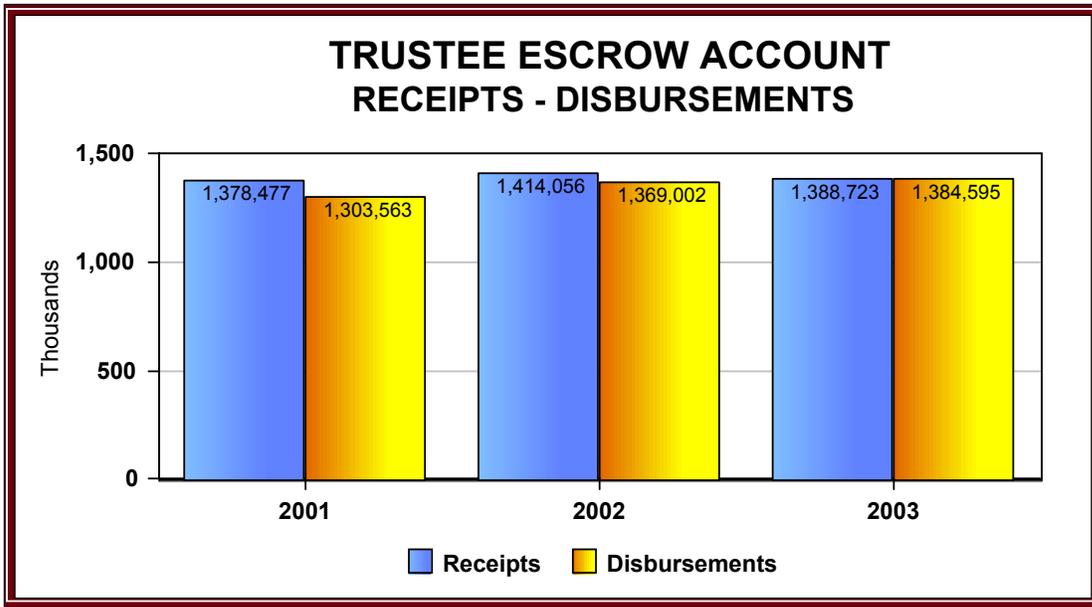
Receipts

Below is a summary by division of the number of receipts issued in 2003.



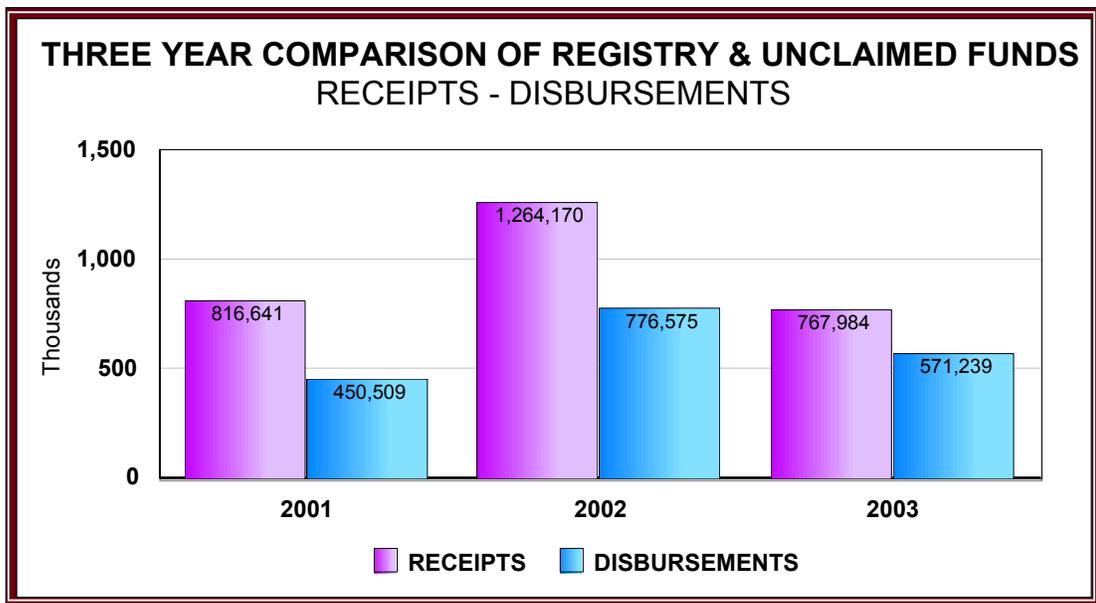
Trustee Voucher Payments

In 2003, trustee escrow fund disbursements of chapter 7 panel trustee fees exceeded \$1.34 million.



Registry and Unclaimed Funds

In 2003, registry and unclaimed funds deposits totaling \$767,984.40 reflected a 39.2% decrease from the previous year's deposits. The financial section was able to distribute 74.4 % of the funds collected.



VIII SPACE AND FACILITIES

A. MIAMI

The build-out of additional IT Services space that began in November 2002, was complete in the first quarter of 2003. The new space includes three private offices for managers, larger work spaces for line staff, and storage space. Besides the redesign of the IT Services space, GSA completed the installation of a new UPS to support the court's servers.

Design and construction of a new office for the records supervisor was also completed.

B. FORT LAUDERDALE

Construction of a new chambers and courtroom for Judge Hyman that was due to begin in late 2002 was postponed due to the District Court's request for reassignment of his space. The 11th Circuit Space Committee approved their request and reassigned Judge Hyman space previously occupied by Pre-Trial Services. Design of the new space was completed and submitted to GSA in July 2003. The project was delayed again due to lack of funding.

C. WEST PALM BEACH

The District Court has requested additional space in the Paul G. Rodgers Building requiring the move of the Bankruptcy Court to leased space. In May 2003, GSA met with the court to discuss our space needs. GSA published a notice on their website to solicit space within the Central Business District. A market survey was completed in October and buildings were selected to receive bid packages. In late December, GSA notified the court that one of the two of the buildings we deemed suitable had withdrawn their interest. Since only one building remained, GSA was required to seek sole source authority. Sole source approval is expected by the end of January 2004. The court's move is expected to occur late 2004.

IX TRAINING & DEVELOPMENT

Annual Bankruptcy Skills Workshop

On June 5 & 6, 2003, the University of Miami School of Law Center for Continuing Legal Education and the Bankruptcy Bar Association presented their Thirteenth Annual Bankruptcy Skills Workshop. The clerk's office portion of the program on June 5 included an update on CM/ECF presented by our esteemed Director of Information Technology Services, Erwin Ruiz, along with a showing of the FJTN Broadcast, *CM/ECF - The Attorney's Perspective*. The program offered two panel discussions: the judges' law clerks presented topics on *Practice, Pointers and Tips*; the courtroom deputies expounded on *Frequently Asked Questions* regarding calendars, scheduling of hearings, negative notice procedures, telephone appearances and other practices specific to their assigned judge.

CM/ECF Training Initiatives

Throughout the year, the clerk's office continued its preparation for CM/ECF by enhancing staff's overall knowledge of this new case management system and its electronic filing component. A total of 1,459 staff hours were devoted to CM/ECF related training that included technical training and soft skills development. A variety of learning modalities were used including instructor-led classroom training, Computer Based Training, and satellite broadcasts via the FJTN network.

CM/ECF Training Team

Shortly after receiving our CM/ECF wave assignment, the project team appointed an "in-house training team" led by Cameron Cradic and our two court trainers, Lara Loucks (Computer Software Training Specialist) and Pam Shuler (Operations Training Specialist). Other team members include Nilda Catala, Maria Cervino-Garcia, Jackie DeLaurentos, Randy Eisenberg, Edy Gomez, Susan Gutierrez, Maria Montilla, Dania Muniz, Olga Rodriguez and Noemi Sanabria.

The training team participated in a two-day kick-off workshop sponsored by the FJC entitled *Developing a CM/ECF Training Plan*. The program was conducted in Miami and facilitated by two experienced CM/ECF trainers, Renee Mitchell-Paxton and Diana Diaz. Two other train-the-trainer programs were offered to enhance the team members' presentation and technical skills: the FJC-sponsored *New Court Trainers Workshop* and the homegrown *Becoming an Effective Trainer* series developed and delivered by Lara and Pam. In the fall, the training team, in turn, presented *Email Essentials* classes to all staff that provided an opportunity for each team member to practice their newly acquired skills.

Applications & Dictionary Training

During the summer, members of the CM/ECF project team, dictionary team, senior case administrators and operations supervisors attended a one-week *Applications* program at

the AO Training Center in San Antonio, Texas. The dictionary team attended an additional week of *Dictionary* training.

Site Visit

In the fall, the project team members, including Judge Hyman, visited our mentor bankruptcy court in South Carolina to observe the program in a “live” environment.

FJC Management Programs

In July, José Rodriguez and Joe Falzone attended the four-day *FJC Workshop for Mid-Level Managers* in Atlanta, Georgia where they learned skills such as developing focused mission statements. In December, Karen Eddy and Kathy Gould-Feldman attended the biannual *FJC Workshop for Clerks and Chief Deputies* in New Jersey.

FAS₄T Training

To prepare for the implementation of FAS₄T, our administrative staff participated in several AO-sponsored training programs in Washington, D.C. José Rodriguez and Pat Gallagher attended the *FAS₄T Project Management Training* program. The administrative staff attended two weeks of FAS₄T training. This training was delivered locally at the District Court, with the rollout of FAS₄T. All employees were trained in their respective areas of FAS₄T. In August, José Rodriguez and Denise Eyeran attended the *New Financial Administrator Training* seminar.

Administrative staff, as well as, the clerk and chief deputy attended a local two-day *Appropriations Law/Certifying Officers’ Training* program with district court staff before going live with FAS₄T in November. The clerk and chief deputy attended a three-day *Stewardship* training program for court unit executives in Miami. At the end of the year, José Rodriguez began the 40-hour, online program *Managing the Court Unit’s Budget*.

11th Circuit Training Coordinators Conference

Lara Loucks attended the Eighth Annual Circuit training conference in Tampa, Florida, held May 28-30, 2003, as a representative of our court. The 11th Circuit Training Coordinators meet once a year to share best practices and discuss how to provide effective training with ever-decreasing funds. Training sessions offered at the 2003 Conference included *Analysis vs. Assumption* and *Who moved my cheese?* Lara will be the Agenda Committee Chair for the 2004 conference.

Operations Training and SWAT (SoftWare Applications Training)

Pamela Knox-Shuler delivered on-the-job training for *Case Reopening* and *Claims Scanning*. Operations training accounted for 117 man-hours of training. During the year, Lara Loucks continued with the successful computer training program, SWAT. Six software

courses were delivered including *Understanding the Computer Security Policy* and *Logging Into a Windows 2000 Network*. SWAT training accounted for 353 man-hours of training.

Third-Party Training

In June, Amelia Albury and Dania Muniz attended the three-day Certified Bankruptcy Assistants (CBA) seminar offered through the Association of Bankruptcy Judicial Assistants (ABJA) in New Orleans, Louisiana. The newly developed program is aimed specifically toward secretaries and other support personnel who have day-to-day contact with or in the bankruptcy courts. Topics covered were grammar usage and writing, Bankruptcy Code and Rules, legal ethics, and legal research and proper citation.

Also in June, FEMA offered a full day course on Understanding Weapons of Mass Destruction for Federal Government Managers that Denise Eyerma attended. The focus of the one-day course was handling threats and incidents that involve biological, chemical, radioactive or bomb explosives.

TRAINING PROVIDED TO SYSTEMS STAFF

Besides the classes provided in preparation to the implementation of CM/ECF, systems staff enhanced their skills by attending the following classes:

- ◆ Mireille Delisfort attended the class: Web Site Development with HTML/JavaScript.
- ◆ Alex Salazar attended a week-long training class: Implementing a Microsoft Windows 2000 Network Infrastructure.
- ◆ Carl Roper and Frank Cozza attended the training class: Implementing a Microsoft Windows 2000 Network Infrastructure.
- ◆ Frank Lu attended the training class: Introduction to Microsoft VisualBasic.Net in Tampa.

X COMMUNITY INVOLVEMENT

Throughout the year, court staff participated in various charitable programs. The bankruptcy court is proud to employ such generous and caring people. The generosity of staff is used to invest in solutions that not only change lives, but change our communities by helping children achieve success, making families strong, promoting economic independence, staying healthy and well, caring for our elderly, and responding to emergencies.

A. COMBINED FEDERAL CAMPAIGN

In 2003, contributions totaled \$7,300 plus six (United Way) cans filled with coins and dollars.

B. CASUAL FOR A CAUSE

The casual-for-cause fund was used to support a custodian in our building who had his home demolished during the July tornado that hit Riviera Beach. Money, food, and clothing were donated to this individual by several agencies in the building including our clerk's office.

C. HOLIDAY GIFT PROGRAMS

In 2003, we again joined hands with Voices for Children and participated in the Children's Holiday Gift Program. It is so heartwarming to know that we made the holidays a much happier season for 34 children.



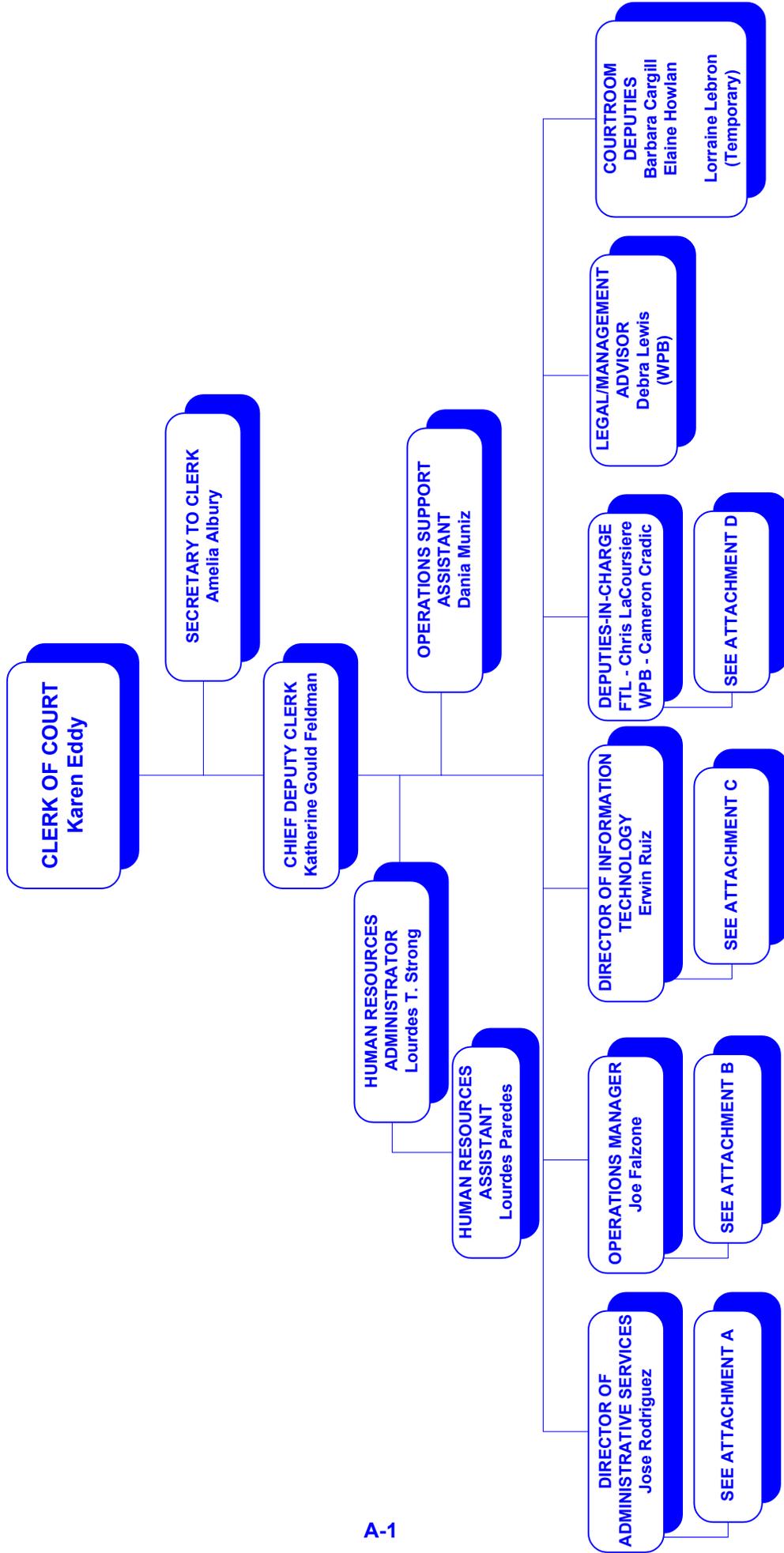
XI LOCAL RULES

At the end of 2002, the court issued amended local rules and forms. During 2003, these rules were supplemented by the issuance of several administrative orders that addressed amendments to federal and local bankruptcy practice, including implementation of the federal judicial policy on privacy and public access. Implementation of the privacy and public access policy required modifications to internal court operating procedures and most of the court's local and internal forms and clerk's instructions. In conjunction with the upcoming implementation of CM/ECF, the clerk's office is assisting the court by researching issues that will need to be addressed in the local rules or administrative orders to implement electronic filing. The court has entered an administrative order appointing a new local rules committee, which includes judicial, clerk's office, trustee and private attorney representatives who will be recommending amendments to the local rules that the court will consider adopting in 2004.

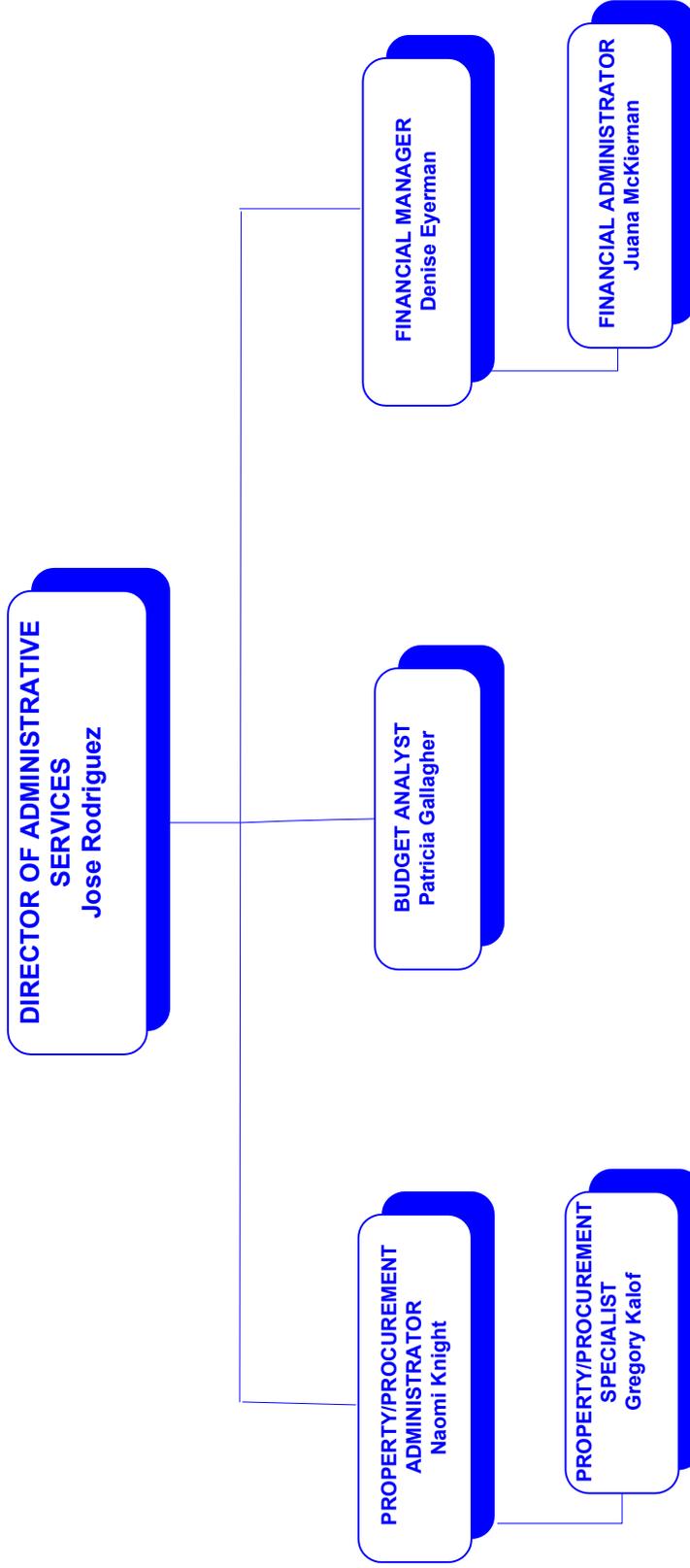
APPENDICES

**CLERK'S
OFFICE
ORGANIZATIONAL
CHARTS**

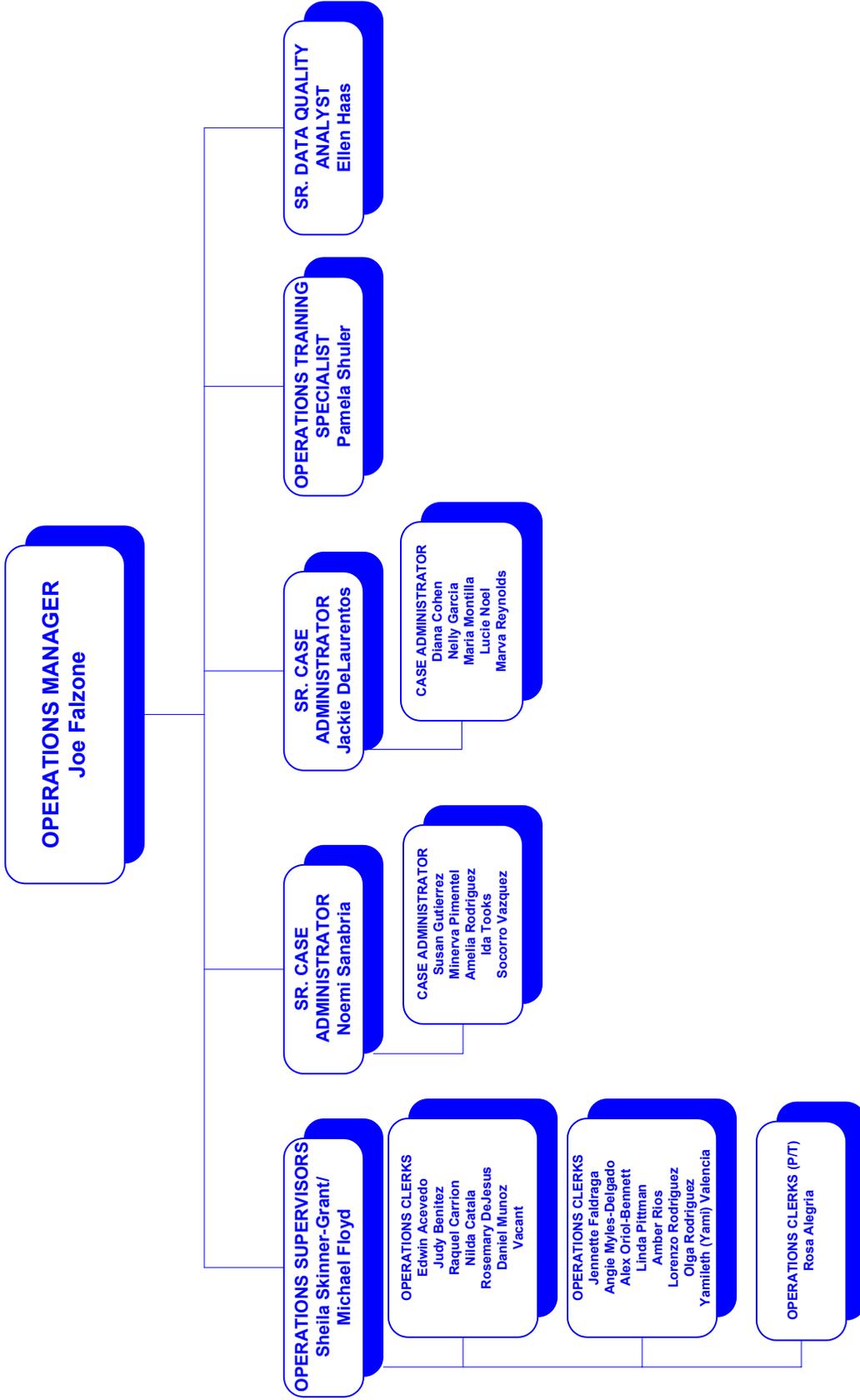
UNITED STATES BANKRUPTCY COURT SOUTHERN DISTRICT OF FLORIDA Management



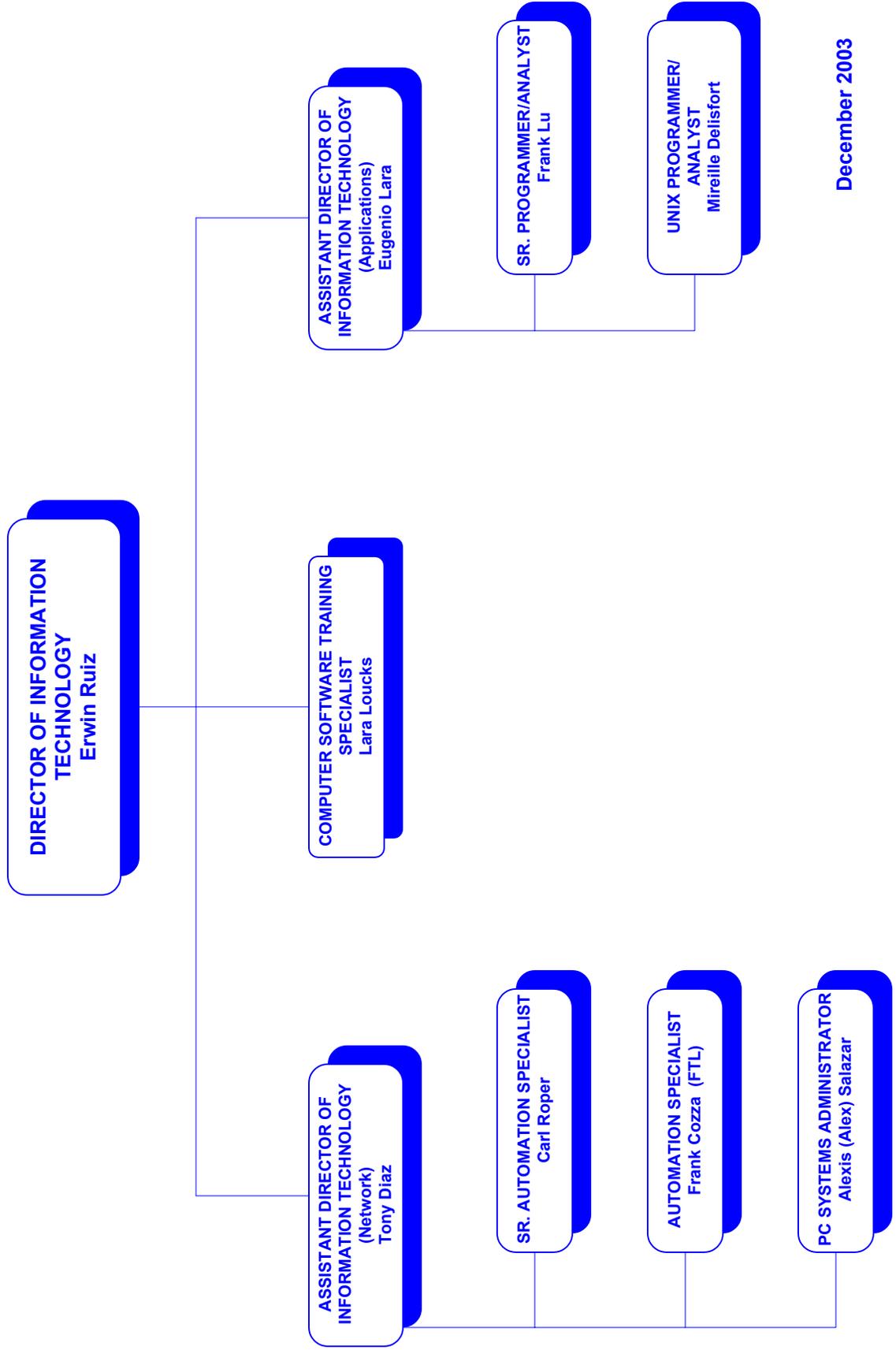
UNITED STATES BANKRUPTCY COURT SOUTHERN DISTRICT OF FLORIDA Administration



UNITED STATES BANKRUPTCY COURT SOUTHERN DISTRICT OF FLORIDA Operations

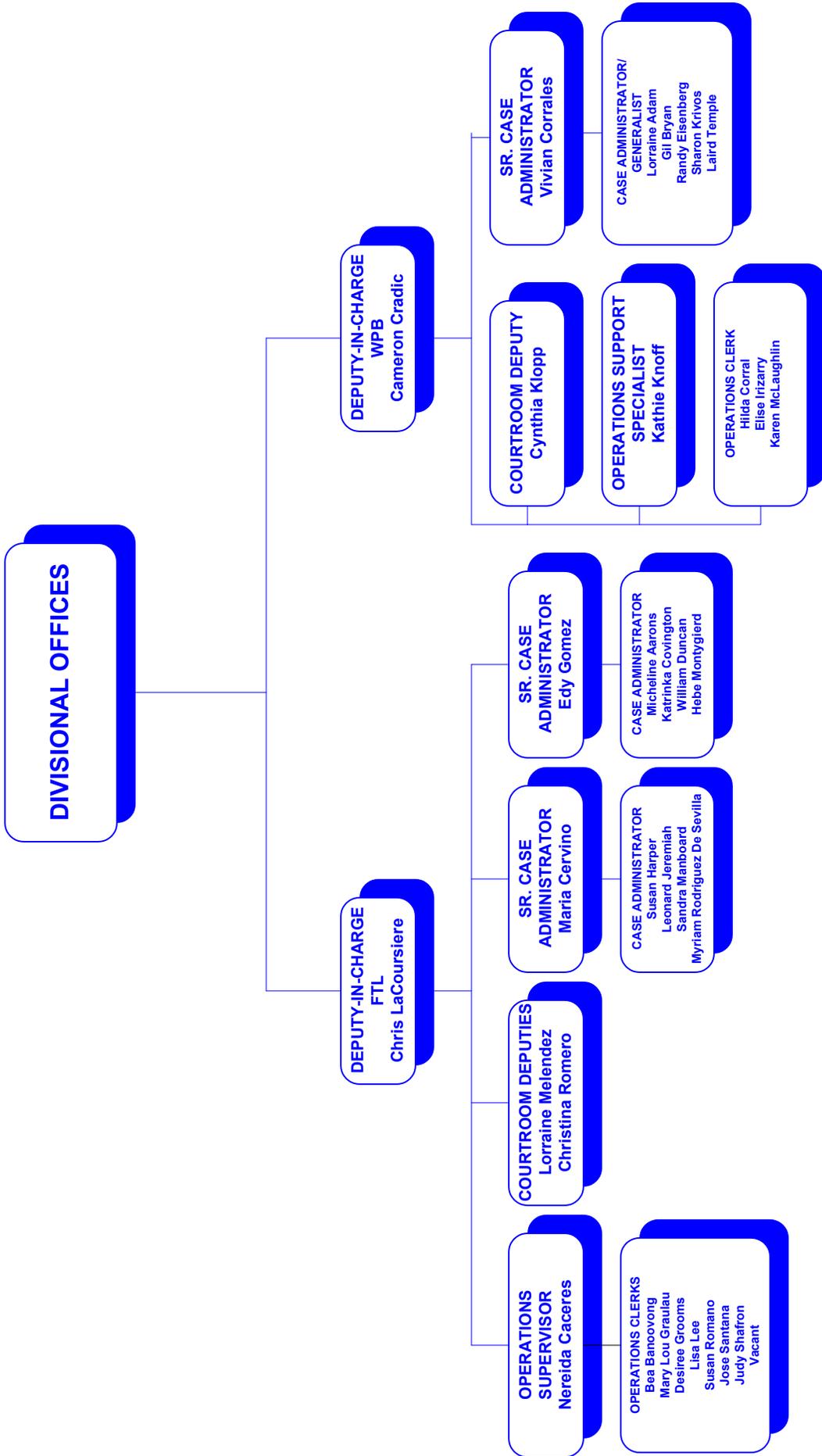


**UNITED STATES BANKRUPTCY COURT
SOUTHERN DISTRICT OF FLORIDA
INFORMATION TECHNOLOGY SERVICES**



December 2003

UNITED STATES BANKRUPTCY COURT SOUTHERN DISTRICT OF FLORIDA



STATISTICAL

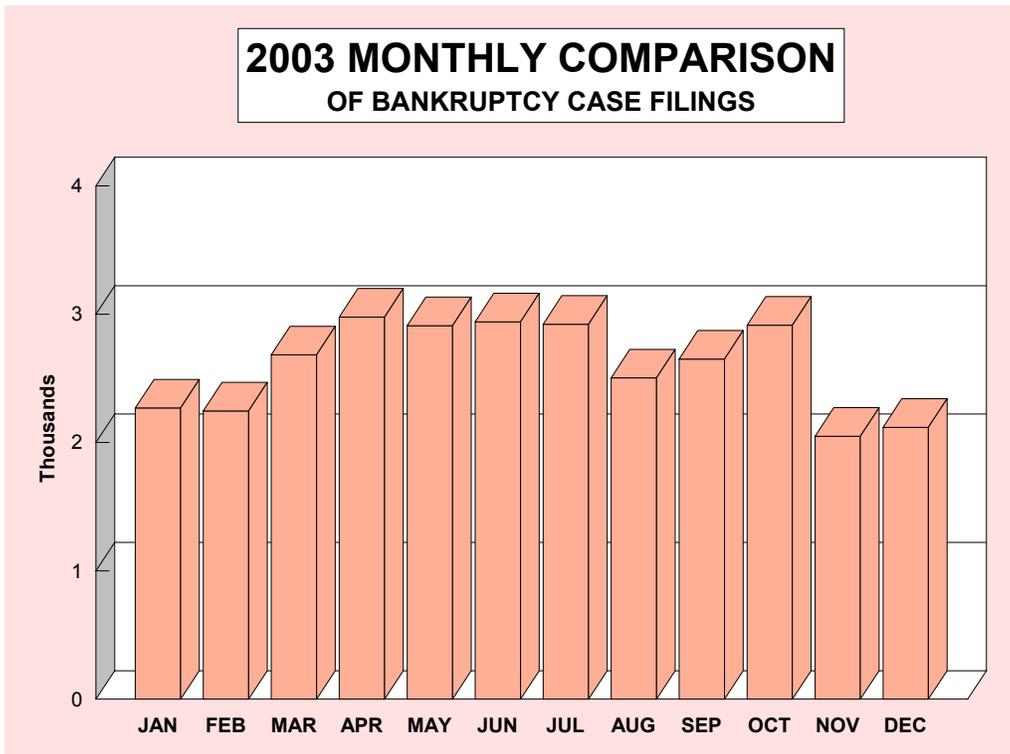
SUMMARIES

&

GRAPHS

2003 MONTHLY COMPARISON OF BANKRUPTCY CASE FILINGS

MONTH	FILINGS
JAN	2,269
FEB	2,246
MAR	2,683
APR	2,978
MAY	2,911
JUN	2,941
JUL	2,922
AUG	2,504
SEP	2,651
OCT	2,915
NOV	2,050
DEC	2,119
TOTAL	31,189



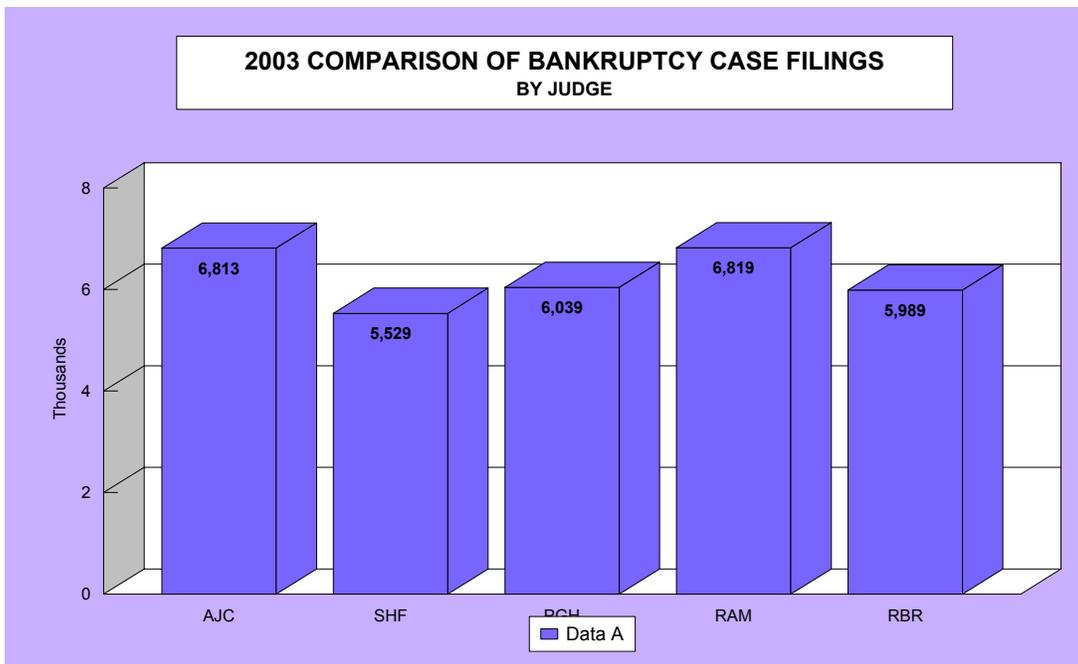
2003 MONTHLY COMPARISON OF BANKRUPTCY CASE FILINGS BY JUDGE

	AJC	SHF	PGH	RAM	RBR	TOTAL
JAN	477	411	458	473	450	2,269
FEB	475	422	442	475	432	2,246
MAR	561	479	536	561	546	2,683
APR	649	525	582	648	574	2,978
MAY	701	483	514	695	518	2,911
JUN	686	480	539	683	553	2,941
JUL	619	520	610	622	551	2,922
AUG	547	437	489	549	482	2,504
SEP	604	481	475	608	483	2,651
OCT	640	498	567	642	568	2,915
NOV	416	404	405	416	409	2,050
DEC	438	389	422	447	423	2,119
TOTALS	6,813	5,529	6,039	6,819	5,989	31,189

% of Total 21.8 17.7 19.4 21.9 19.2

2003 COMPARISON OF BANKRUPTCY CASE FILINGS BY JUDGE / CHAPTER

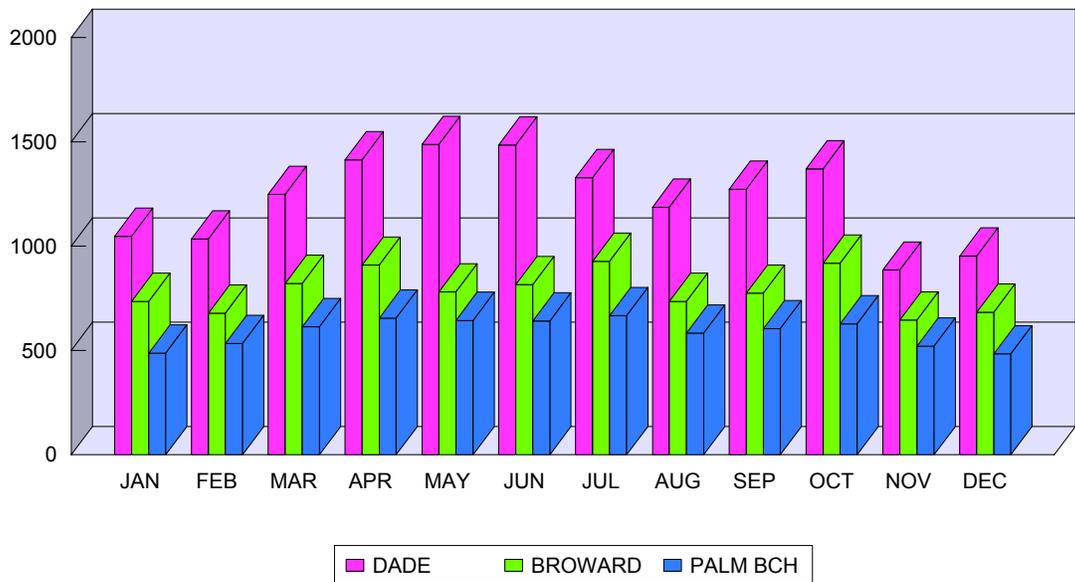
	CH 7	CH 11	CH 12	CH 13	SEC 304	TOTAL
AJC	4,706	34	0	2,073	0	6,813
SHF	4,268	26	0	1,233	2	5,529
PGH	4,270	101	0	1,667	1	6,039
RAM	4,713	41	0	2,063	2	6,819
RBR	4,256	44	0	1,689	0	5,989
TOTALS	22,213	246	0	8,725	5	31,189



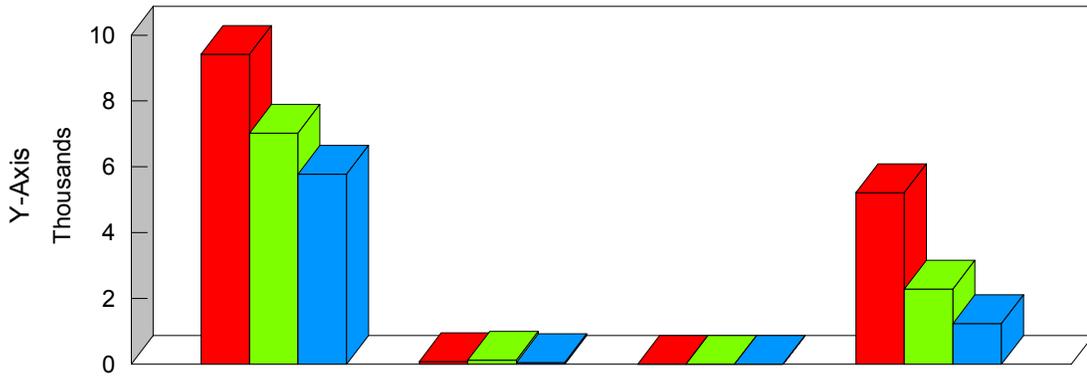
**2003 MONTHLY COMPARISON
OF BANKRUPTCY CASE FILINGS
BY DIVISION**

MONTH	DADE	BROWARD	PALM BCH	TOTAL
JAN	1047	735	487	2269
FEB	1034	679	533	2246
MAR	1248	821	614	2683
APR	1414	909	655	2978
MAY	1487	780	644	2911
JUN	1485	815	641	2941
JUL	1328	927	667	2922
AUG	1186	735	583	2504
SEP	1273	774	604	2651
OCT	1370	918	627	2915
NOV	885	645	520	2050
DEC	952	683	484	2119
TOTALS	14709	9421	7059	31189
% OF TOTAL	47.2	30.2	22.6	

**2003 MONTHLY COMPARISON BY DIVISION
OF BANKRUPTCY CASE FILINGS**



**2003 COMPARISON OF BANKRUPTCY FILINGS
BY DIVISION / CHAPTER**



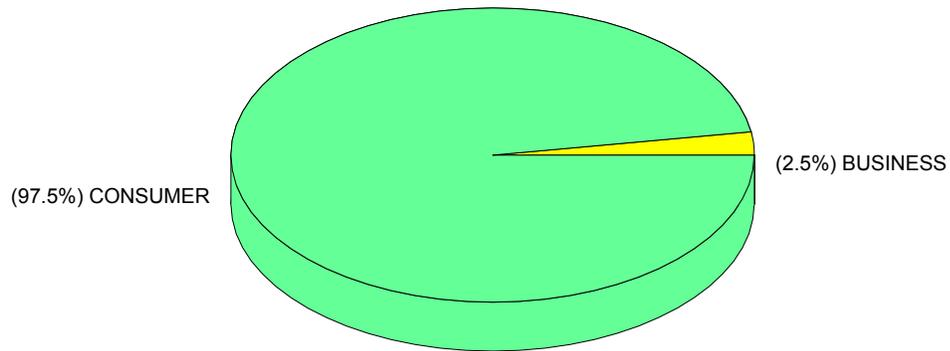
X-Axis	7	11	12	13
■ Dade	9419	75	0	5213
■ Broward	7020	120	0	2280
■ Palm Beach	5773	51	0	1233

**2003 COMPARISON OF BANKRUPTCY CASE FILINGS
BY DIVISION / BUSINESS - CONSUMER**

CHAPTER	BUSINESS				CONSUMER				TOTALS
	DADE	BROWARD	PALM BCH	SUBTOTAL	DADE	BROWARD	PALM BCH	SUBTOTAL	
7	196	144	191	531	9224	6875	5582	21681	22212
11	65	111	43	219	10	9	8	27	246
12	0	0	0	0	0	0	0	0	0
13	7	7	31	45	5205	2274	1202	8681	8726
TOTAL *	268	262	265	795	14439	9158	6792	30389	31184

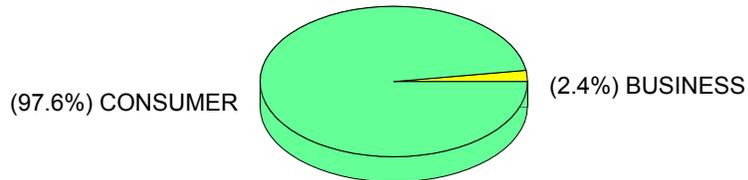
* TOTALS DO NOT INCLUDE SECTION 304 CASES

**COMPARISON OF BANKRUPTCY CASE FILINGS
BUSINESS / CONSUMER**

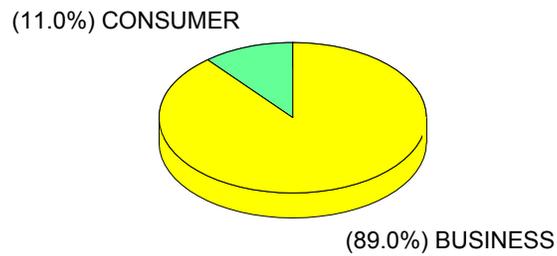


2003 COMPARISON OF BANKRUPTCY CASE FILINGS CHAPTER / BUSINESS - CONSUMER

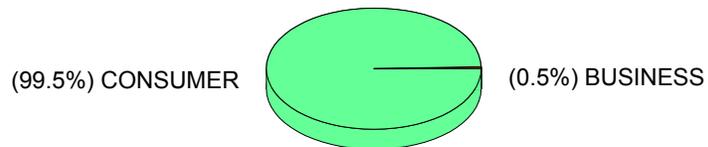
COMPARISON OF CHAPTER 7 BANKRUPTCY CASE FILINGS BUSINESS / CONSUMER



COMPARISON OF CHAPTER 11 BANKRUPTCY CASE FILINGS BUSINESS / CONSUMER



COMPARISON OF CHAPTER 13 BANKRUPTCY CASE FILINGS BUSINESS / CONSUMER



**2003 CASE FILING SUMMARY
BY CONSUMER/BUSINESS - COUNTY/CHAPTER**

CONSUMER						
COUNTY	7	11	12	13	304	TOTAL
DADE	9,041	9	0	5,160	0	14,210
MONROE	184	1	0	44	0	229
Division Sub-Tota	9,225	10	0	5,204	0	14,439
BROWARD	6,876	9	0	2,273	0	9,158
Division Sub-Tota	6,876	9	0	2,273	0	9,158
HIGHLANDS	243	2	0	41	0	286
INDIAN RIVER	416	0	0	37	0	453
MARTIN	335	0	0	49	0	384
OKEECHOBEE	131	0	0	48	0	179
PALM BEACH	3,675	5	0	775	1	4,456
ST LUCIE	780	1	0	254	0	1,035
Division Sub-Tota	5,580	8	0	1,204	1	6,793
SUB-TOTAL	21,681	27	0	8,681	1	30,390

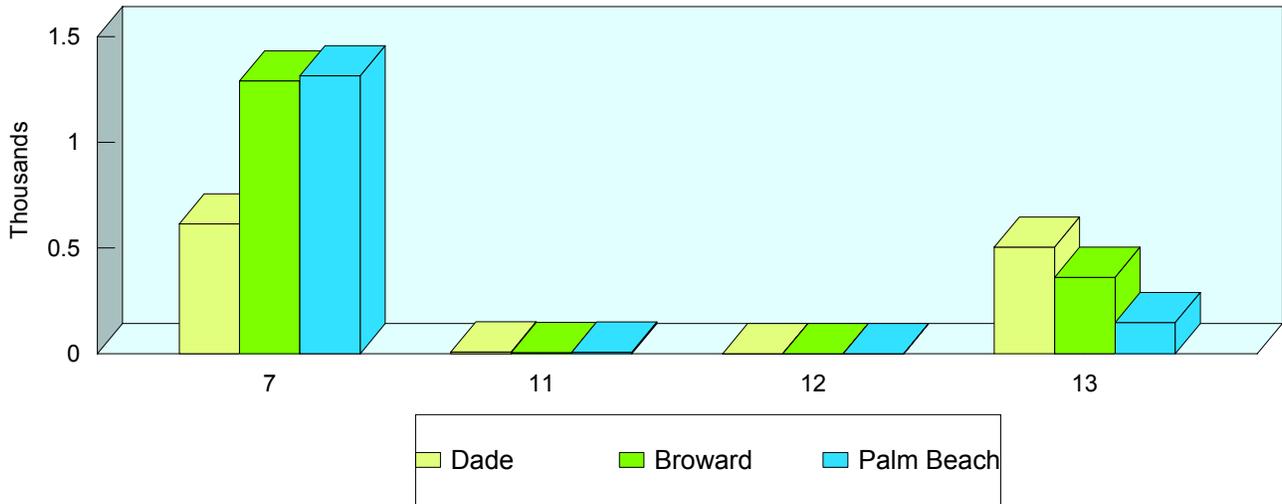
BUSINESS						
COUNTY	7	11	12	13	304	TOTAL
DADE	193	63	0	7	2	265
MONROE	3	2	0	0	0	5
Division Sub-Tota	196	65	0	7	2	270
BROWARD	144	111	0	7	1	263
Division Sub-Tota	144	111	0	7	1	263
HIGHLANDS	4	1	0	1	0	6
INDIAN RIVER	18	2	0	2	0	22
MARTIN	11	4	0	3	0	18
OKEECHOBEE	1	1	0	1	0	3
PALM BEACH	130	30	0	17	1	178
ST LUCIE	27	5	0	7	0	39
Division Sub-Tota	191	43	0	31	1	266
SUB-TOTAL	531	219	0	45	4	799

CASE FILING SUMMARY BY COUNTY						
COUNTY	7	11	12	13	304	TOTAL
DADE	9,234	72	0	5,167	2	14,475
MONROE	187	3	0	44	0	234
Division Sub-Tota	9,421	75	0	5,211	2	14,709
BROWARD	7,020	120	0	2,280	1	9,421
Division Sub-Tota	7,020	120	0	2,280	1	9,421
HIGHLANDS	247	3	0	42	0	292
INDIAN RIVER	434	2	0	39	0	475
MARTIN	346	4	0	52	0	402
OKEECHOBEE	132	1	0	49	0	182
PALM BEACH	3,805	35	0	792	2	4,634
ST LUCIE	807	6	0	261	0	1,074
Division Sub-Tota	5,771	51	0	1,235	2	7,059
GRAND TOTAL	22,212	246	0	8,726	5	31,189

2003 COMPARISON OF PRO SE BANKRUPTCY CASE FILINGS BY DIVISION / CHAPTER

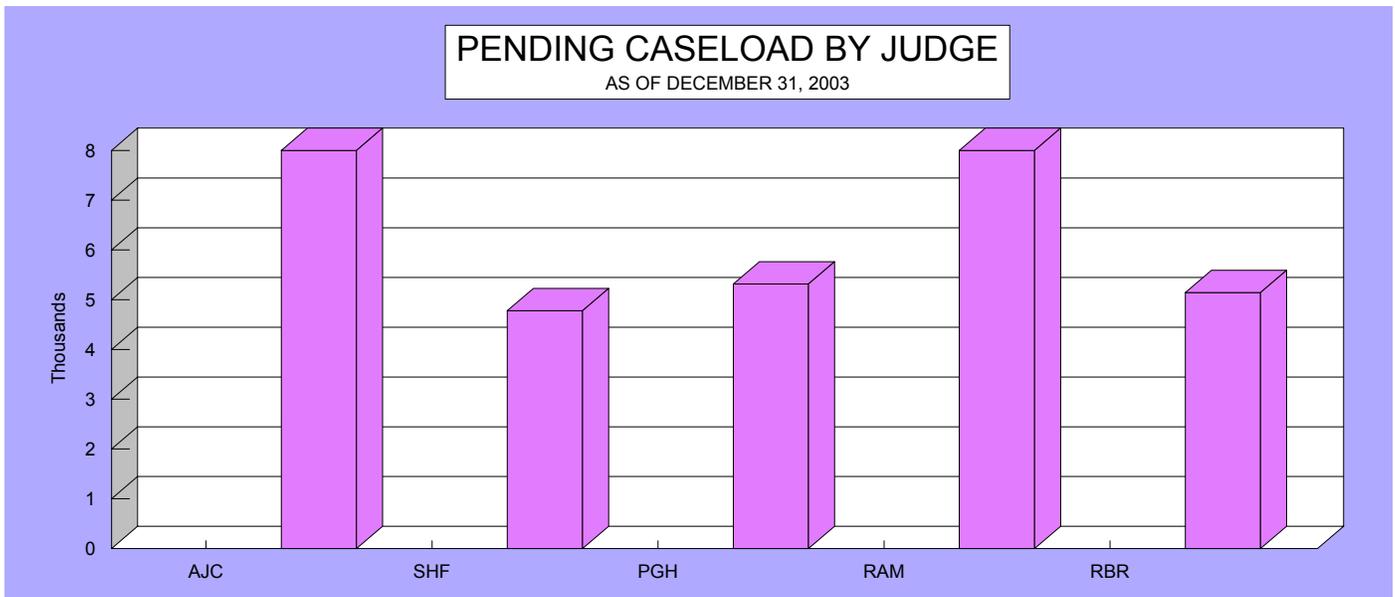
Chapter	7	11	12	13	Totals
Dade	614	8	0	504	1126
Broward	1291	5	0	361	1657
Palm Beach	1315	7	0	147	1469
Total	3,220	20	0	1,012	4,252

**2003 COMPARISON OF PRO SE BANKRUPTCY CASE FILINGS
BY DIVISION / CHAPTER**



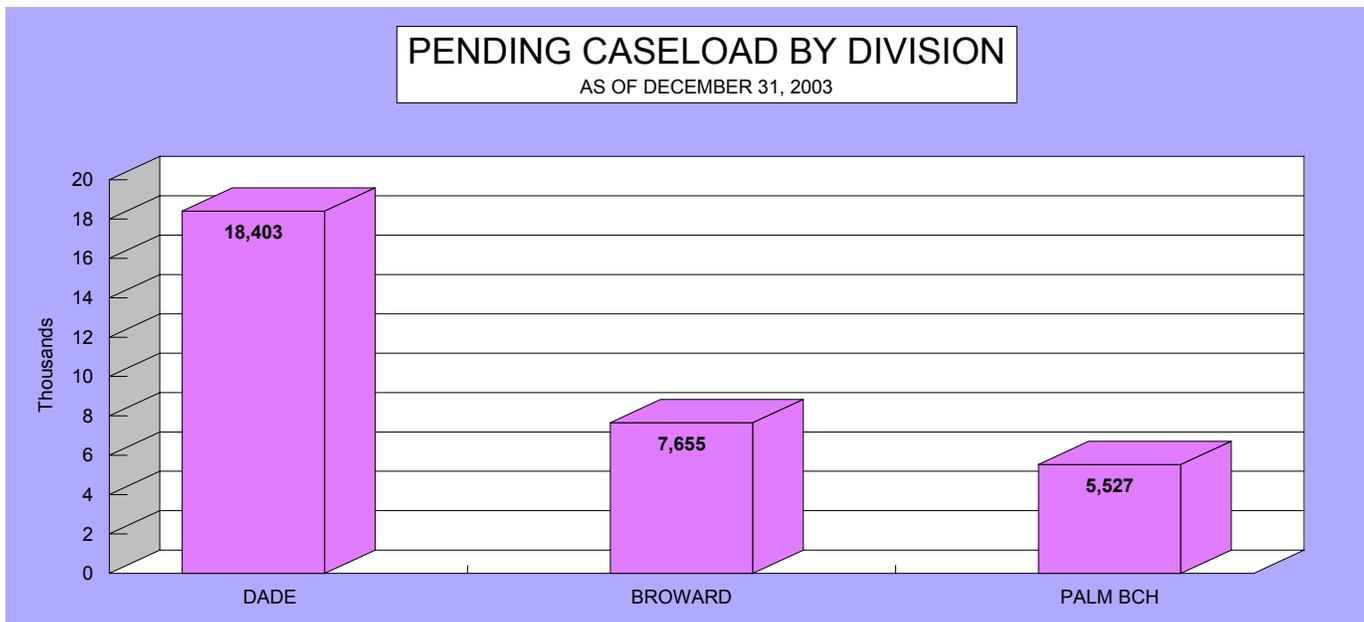
**PENDING CASELOAD BY JUDGE/CHAPTER
PERIOD ENDING 12/31/03**

JUDGES	CHAPTERS				CASES 304	TOTAL	% OF PENDING
	7	11	12	13			
AJC	2,245	88	1	5,754	2	8,090	25.6
SHF	1,967	32	0	2,775	7	4,781	15.1
PGH	1,928	156	0	3,232	1	5,317	16.8
RAM	2,321	149	0	5,779	4	8,253	25.0
RBR	1,846	84	0	3,214	0	5,144	16.3
TOTAL PENDING	10,307	509	1	20,754	14	31,585	



**PENDING CASELOAD BY JUDGE/DIVISION
PERIOD ENDING 12/31/03**

JUDGES	COUNTY			TOTAL
	DADE	BROWARD	PALM BCH	
AJC	8,084	4	2	8,090
SHF	3	3	4,775	4,781
PGH	1,048	3,534	735	5,317
RAM	8,238	0	15	8,253
RBR	1,030	4,114	0	5,144
TOTAL PENDING	18,403	7,655	5,527	31,585
% OF PENDING BY DIVISION	58.3	24.2	17.5	



**2003 MONTHLY COMPARISON BY DIVISION
ADVERSARY FILINGS**

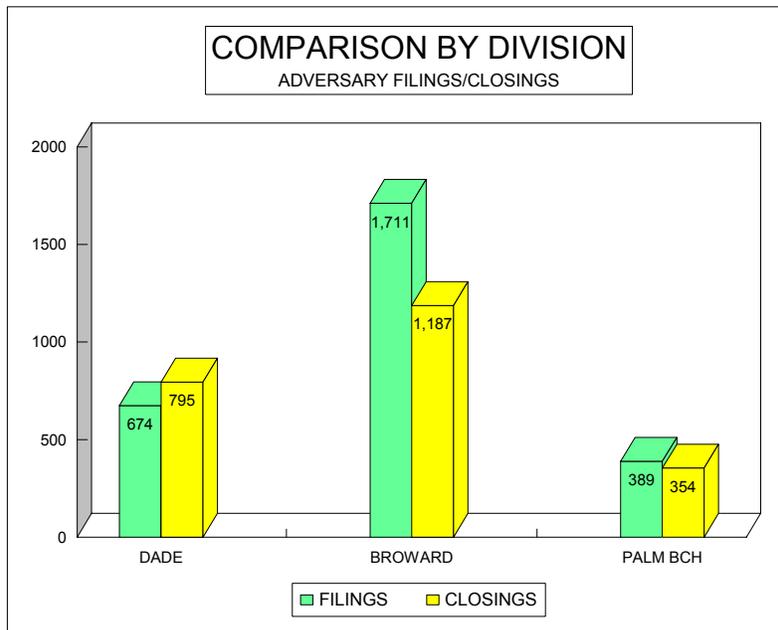
	DADE	BROWARD	PALM BCH	TOTAL
JAN	62	92	33	187
FEB	57	38	31	126
MAR	121	92	28	241
APR	73	75	19	167
MAY	121	60	40	221
JUN	35	578	49	662
JUL	25	353	27	405
AUG	37	126	30	193
SEP	20	191	32	243
OCT	83	38	50	171
NOV	12	38	26	76
DEC	28	30	24	82
TOTALS:	674	1,711	389	2,774

% OF FILINGS 24.3 61.7 14.0

ADVERSARY CLOSINGS

	DADE	BROWARD	PALM BCH	TOTAL
JAN	67	27	23	117
FEB	65	33	17	115
MAR	68	45	21	134
APR	62	63	37	162
MAY	118	59	17	194
JUN	73	90	22	185
JUL	85	138	46	269
AUG	30	205	48	283
SEP	79	115	27	221
OCT	71	195	33	299
NOV	32	61	40	133
DEC	45	156	23	224
TOTALS:	795	1,187	354	2,336

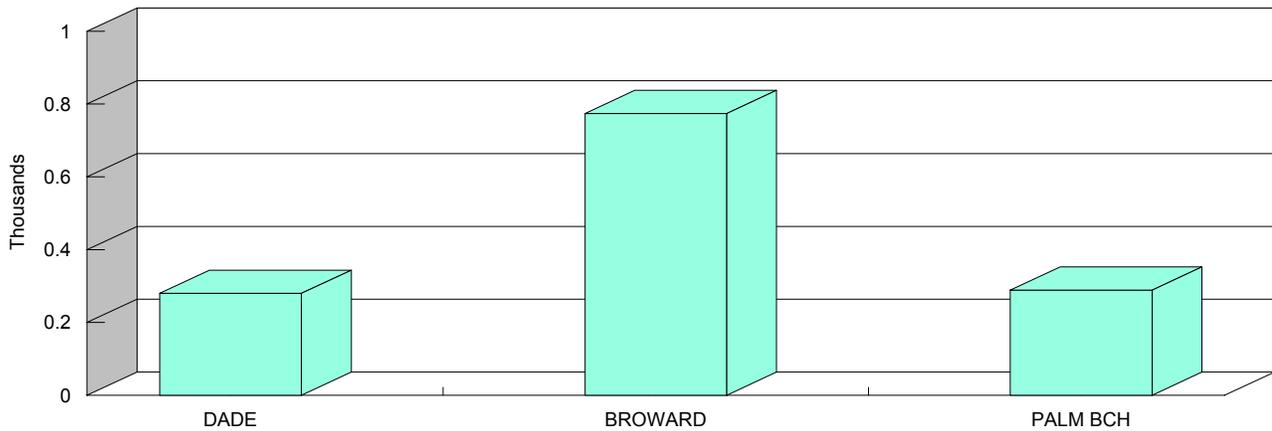
% OF FILINGS 34.0 50.8 15.2



**PENDING ADVERSARY CASELOAD BY JUDGE / DIVISION
PERIOD ENDING 12/31/03**

	DADE	BROWARD	PALM BCH	TOTAL	% OF PENDING
AJC	96	1	0	97	7.2
SHF	0	0	189	189	14.1
PGH	0	316	100	416	31.0
RAM	182	0	0	182	13.6
RBR	2	457	0	459	34.2
TOTAL PENDING	280	774	289	1343	

**COMPARISON OF PENDING ADVERSARY CASELOAD
BY DIVISION**

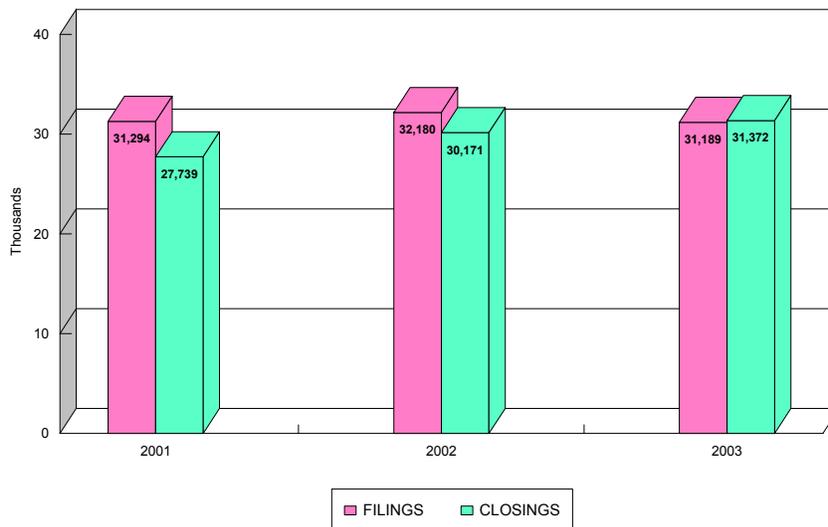


THREE YEAR COMPARISON OF BANKRUPTCY CASE FILINGS/CLOSINGS

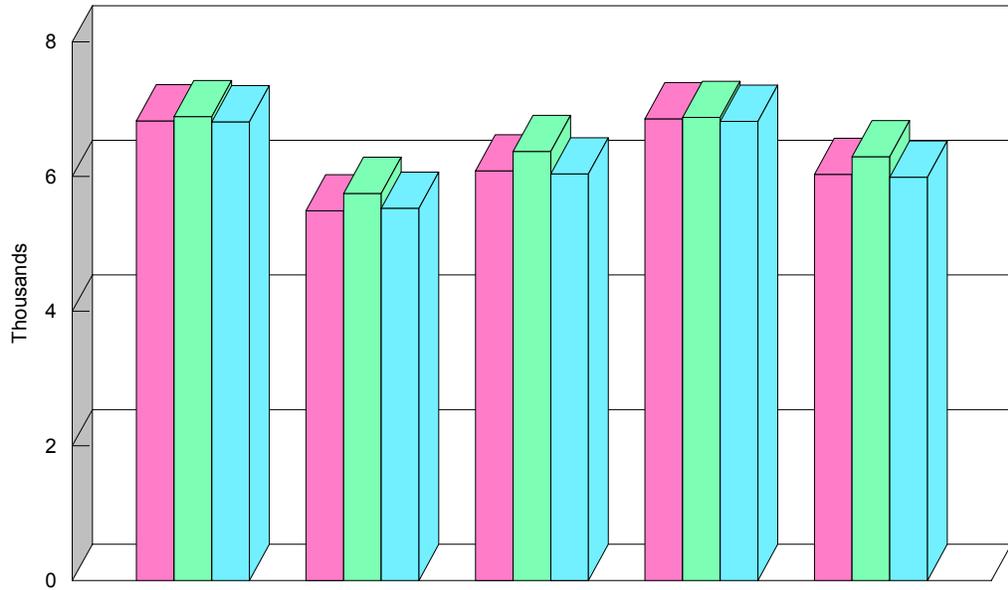
MONTH	FILINGS		
	2001	2002	2003
JAN	2,044	2,356	2,269
FEB	2,083	2,259	2,246
MAR	3,059	2,657	2,683
APR	2,984	2,883	2,978
MAY	3,090	2,940	2,911
JUN	2,742	2,662	2,941
JUL	2,606	2,711	2,922
AUG	2,722	2,922	2,504
SEP	2,245	2,639	2,651
OCT	2,748	3,000	2,915
NOV	2,559	2,566	2,050
DEC	2,412	2,585	2,119
TOTALS	31,294	32,180	31,189
% OF CHANGE		2.8	-3.1

MONTH	CLOSINGS		
	2001	2002	2003
JAN	2,362	2,625	3,209
FEB	1,585	2,415	2,517
MAR	2,601	2,125	2,633
APR	1,488	2,258	2,453
MAY	1,869	2,528	2,125
JUN	2,310	1,954	2,339
JUL	2,817	3,338	2,930
AUG	2,979	2,619	2,460
SEP	2,271	2,263	2,818
OCT	2,726	2,743	2,883
NOV	2,327	2,407	1,965
DEC	2,404	2,896	3,040
TOTALS	27,739	30,171	31,372
% OF CHANGE		8.8	4.0

**THREE YEAR COMPARISON
FILINGS/CLOSINGS**



**THREE YEAR COMPARISON OF BANKRUPTCY CASE FILINGS
BY JUDGE**

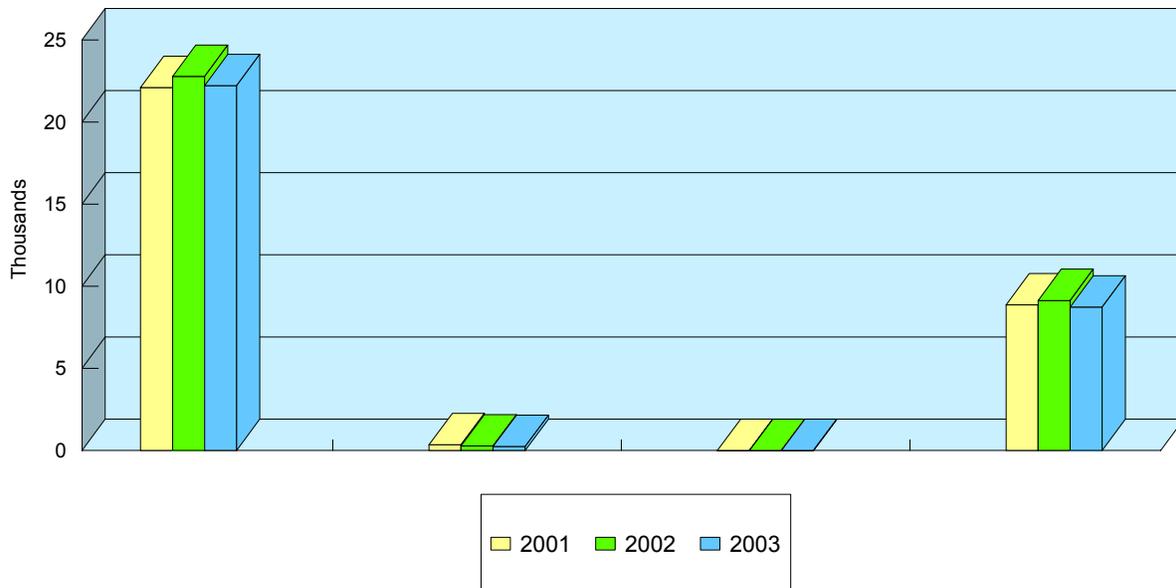


	AJC	SHF	PGH	RAM	RBR
2001	6827	5491	6084	6859	6033
2002	6889	5749	6372	6877	6293
2003	6,813	5,529	6,039	6,819	5,989

THREE YEAR COMPARISON OF BANKRUPTCY CASE FILINGS BY CHAPTER

	2001	2002	2003
CH 7	22094	22777	22212
% OF CHANGE		3.1	-2.5
CH 11	340	272	246
% OF CHANGE		-20.0	-9.6
CH 12	0	1	0
% OF CHANGE		0.0	0.0
CH 13	8858	9125	8726
% OF CHANGE		3.0	-4.4

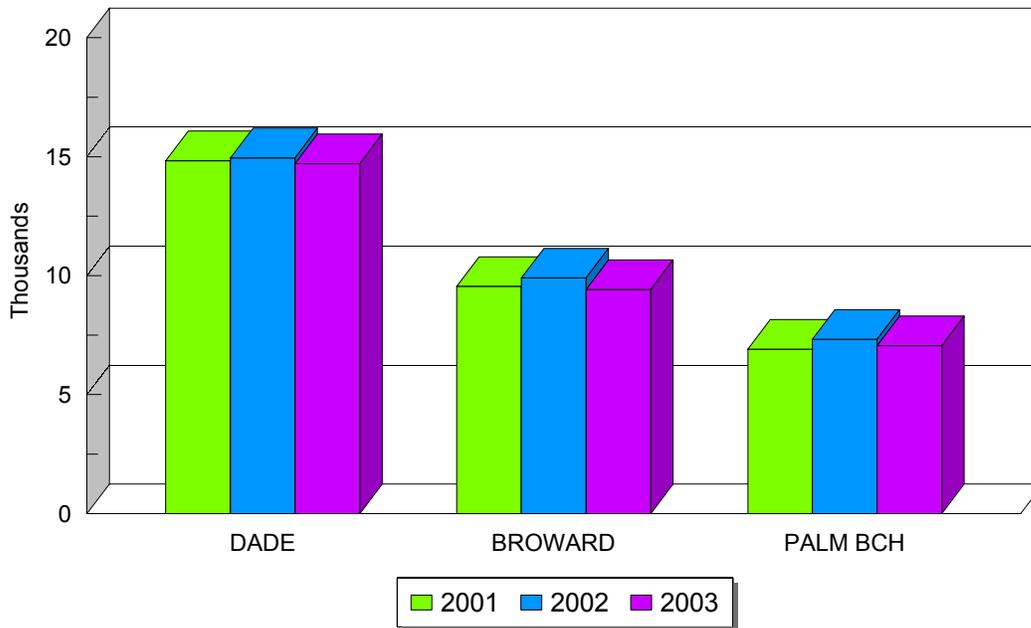
THREE YEAR COMPARISON OF BANKRUPTCY CASE FILINGS BY CHAPTER



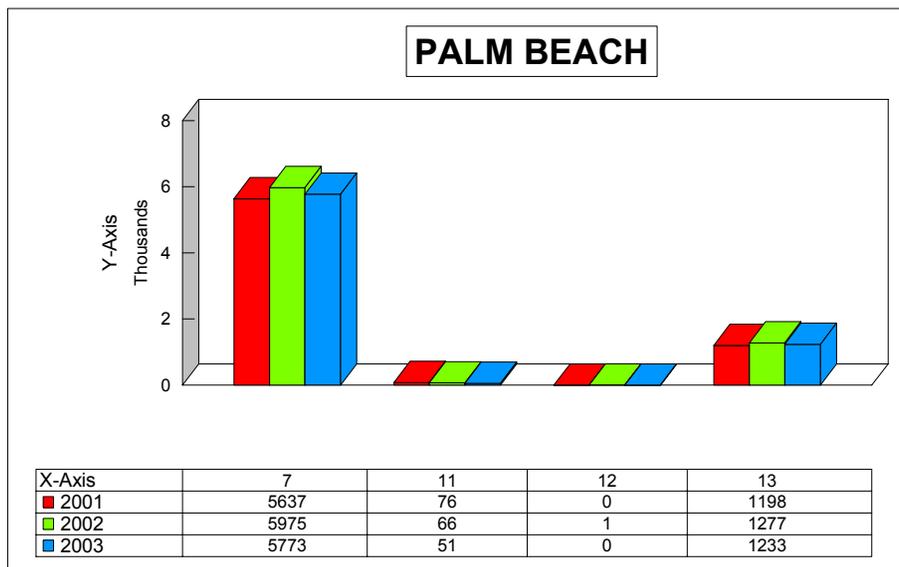
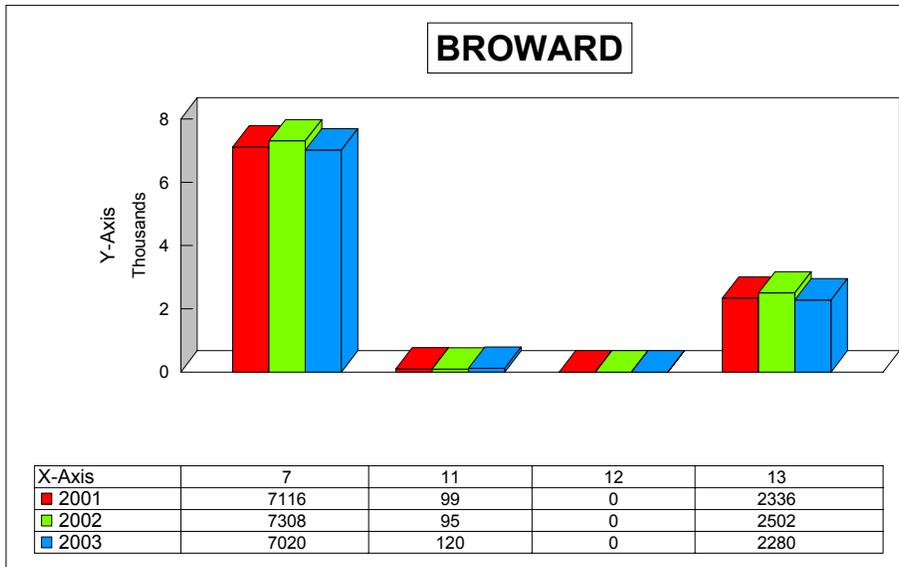
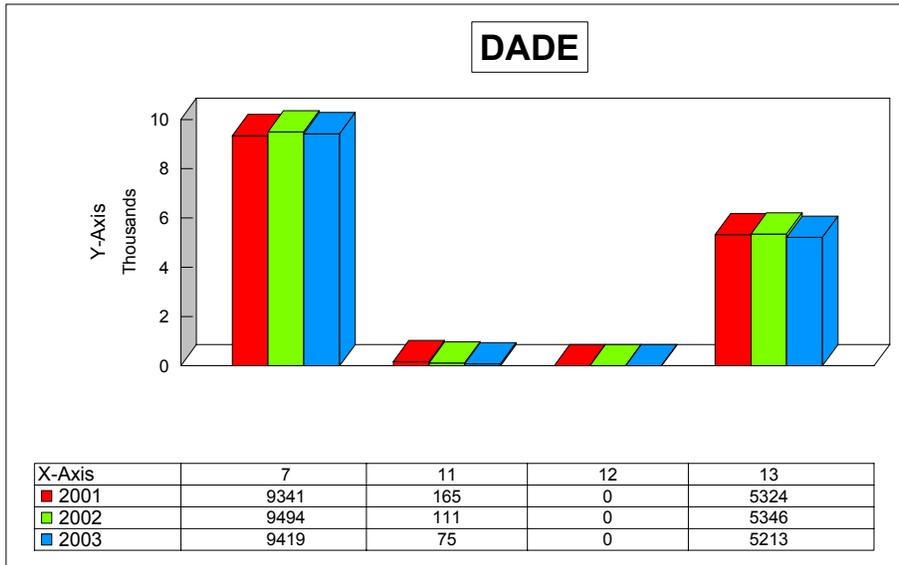
**THREE YEAR COMPARISON OF BANKRUPTCY CASE FILINGS
BY DIVISION**

	2001	2002	2003
DADE	14,832	14,953	14,709
% OF CHANGE		0.8	-1.6
BROWARD	9,551	9,905	9,421
% OF CHANGE		3.7	-4.9
PALM BCH	6,911	7,322	7,059
% OF CHANGE		5.9	-3.6

**THREE YEAR COMPARISON OF BANKRUPTCY CASE FILINGS
BY DIVISION**



**THREE YEAR COMPARISON OF BANKRUPTCY CASE FILINGS
DIVISION / CHAPTER**



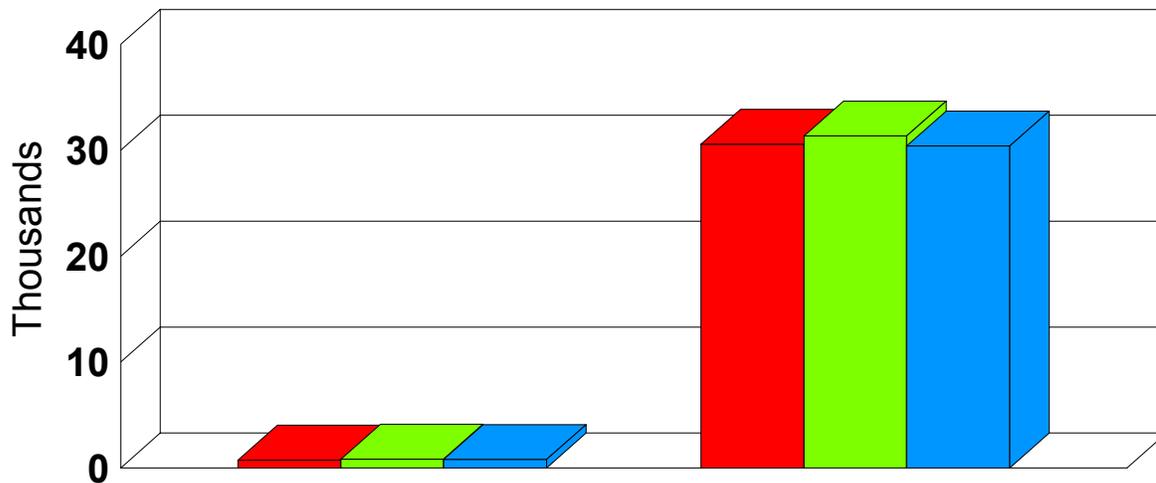
**THREE YEAR COMPARISON OF BANKRUPTCY CASE FILINGS
BY CHAPTER/ BUSINESS - CONSUMER**

CHAPTER	BUSINESS			CONSUMER		
	2001	2002	2003	2001	2002	2003
7	417	548	531	21677	22229	21681
11	314	248	219	26	24	27
12	0	1	0	0	0	0
13	4	36	45	8854	9089	8681
TOTAL	735	833	795	30557	31342	30389

% OF CHANGE 13.3 -4.6 2.6 -3.0

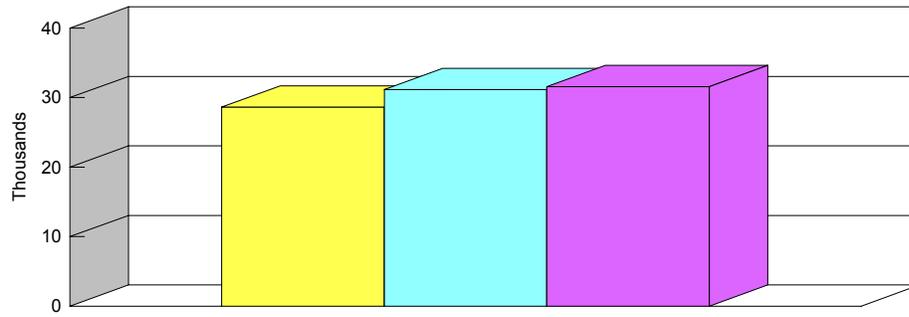
* TOTALS DO NOT INCLUDE SECTION 304 CASES.

**THREE YEAR COMPARISON OF BANKRUPTCY CASE FILINGS
BUSINESS / CONSUMER**



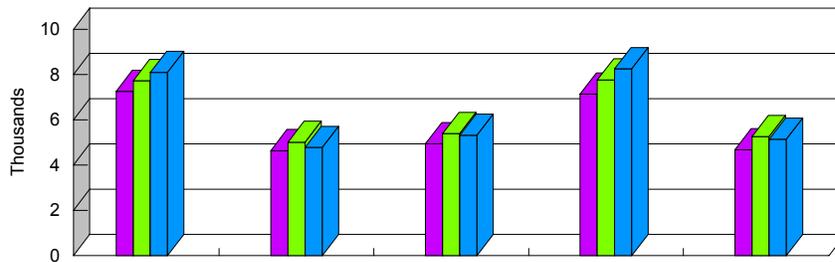
■ 2001	735	30557
■ 2002	833	31342
■ 2003	795	30389

THREE YEAR COMPARISON OF PENDING CASELOADS



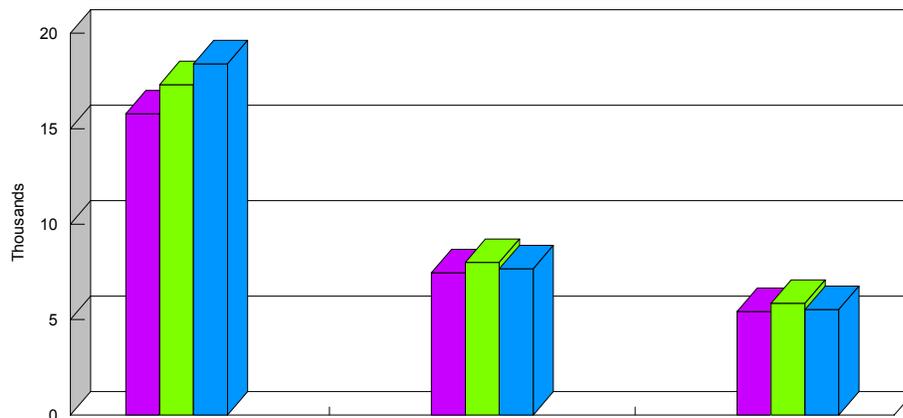
2001	28649
2002	31152
2003	31585

THREE YEAR COMPARISON OF PENDING CASELOAD BY JUDGE



	AJC	SHF	PGH	RAM	RBR
2001	7,258	4,638	4,940	7,135	4,678
2002	7,732	5,010	5,395	7,759	5,256
2003	8,090	4,781	5,317	8,253	5,144

THREE YEAR COMPARISON OF PENDING CASELOAD BY DIVISION



	DADE	BROWARD	PALM BCH
2001	15,779	7,450	5,420
2002	17,306	7,994	5,852
2003	18,403	7,655	5,527

THREE YEAR COMPARISON OF ADVERSARY FILINGS/CLOSINGS

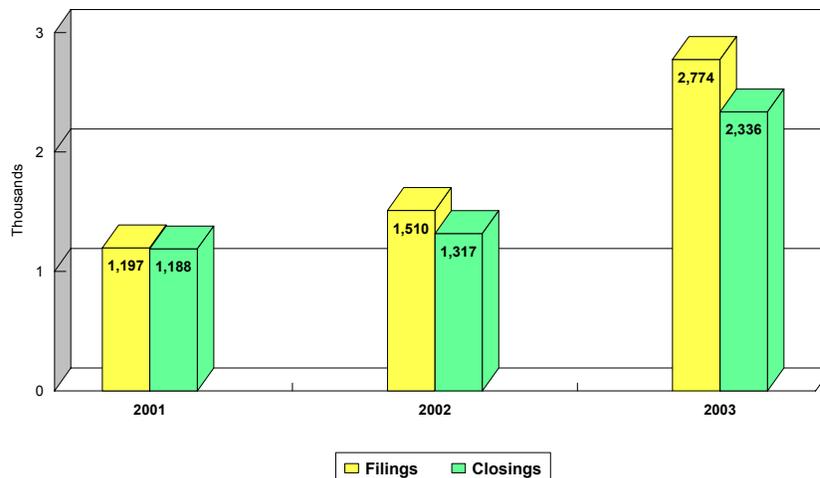
FILINGS

MONTH	2001	2002	2003
JAN	90	90	187
FEB	103	174	126
MAR	115	128	241
APR	62	91	167
MAY	72	97	221
JUN	78	85	662
JUL	93	137	405
AUG	128	100	193
SEP	110	166	243
OCT	134	138	171
NOV	102	130	76
DEC	110	174	82
TOTALS	1,197	1,510	2,774
% OF CHANGE		26.1	83.7

CLOSINGS

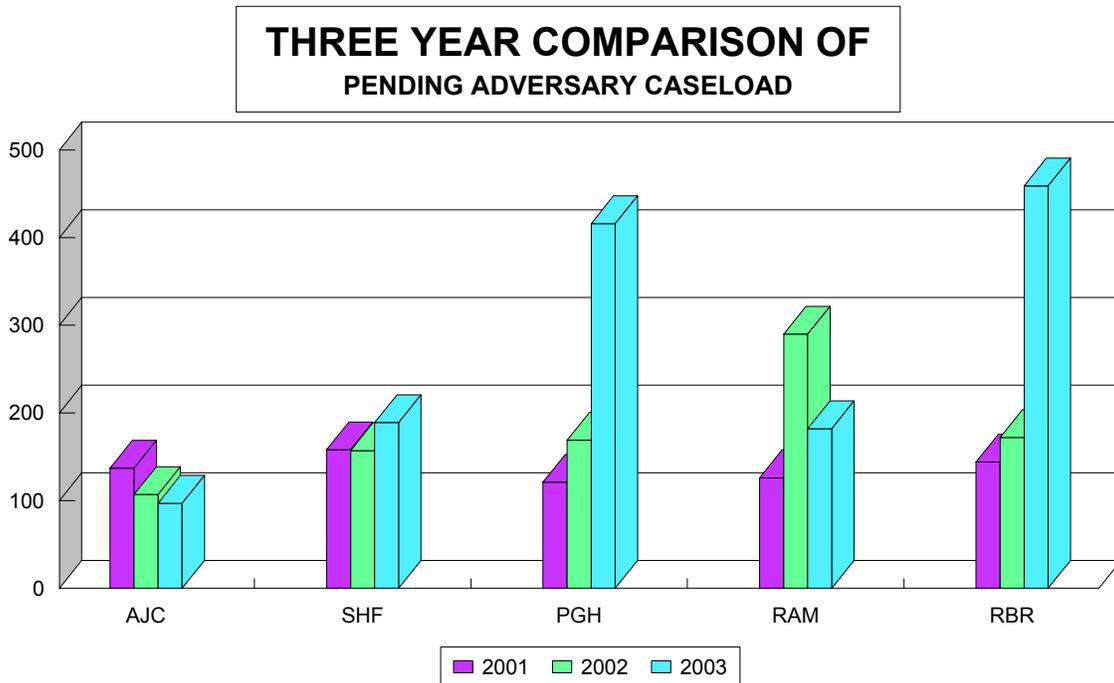
MONTH	2001	2002	2003
JAN	154	76	117
FEB	111	95	115
MAR	70	136	134
APR	105	88	162
MAY	82	107	194
JUN	76	129	185
JUL	76	133	269
AUG	132	98	283
SEP	52	104	221
OCT	132	123	299
NOV	85	99	133
DEC	113	129	224
TOTALS	1,188	1,317	2,336
% OF CHANGE		10.9	77.4

THREE YEAR COMPARISON OF ADVERSARY FILINGS / CLOSINGS



THREE YEAR COMPARISON OF PENDING ADVERSARY CASELOAD

	2001	2002	2003
AJC	137	107	97
SHF	158	157	189
PGH	121	169	416
RAM	126	290	182
RBR	144	172	459
TOTAL	686	895	1343
% OF CHANGE		30.5	50.1



THREE YEAR COMPARISON OF NOTICE OF APPEAL FILINGS

YEAR	2001	2002	2003
TOTAL FILED	66	108	114

