

NEW YORK STATE ATTORNEY-CLIENT FEE DISPUTE RESOLUTION PROGRAM

ANNUAL REPORT TO THE ADMINISTRATIVE BOARD OF THE COURTS



2013

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Background

Two thousand thirteen marked the Fee Dispute Resolution Program's eleventh full year of operation. The Board of Governors for the Fee Dispute Resolution Program (FDRP) continued to ensure that attorneys and clients have access to cost-effective, high-quality methods of resolving fee disputes. The Board also continued to monitor local programs across New York State, and support their efficient operation by providing funding, training volunteer arbitrators, and responding to myriad legal and programmatic questions from staff of local programs as well as attorneys and clients.

Summary of Highlights

Below is a brief summary of the FDRP's main accomplishments during 2013. Each item will be discussed in greater detail:

- Local Programs opened 591 new cases in 2013. During this period, local programs closed 1,118 cases, a slight increase compared to the 1,105 cases closed in 2012.
- The Board posted Part 137 case summaries on the nycourts.gov/feedispute website.
- The Board recommended raising the panel threshold from \$6,000 to \$10,000.
- At the request of the local programs, the Board issued the memo, "Handling Malpractice Claims during Arbitration", reciting the procedure for responding to clients' claims of malpractice raised during the arbitration.
- The Board amended certain local programs' rules to promote consistency in language among them, Standard Written Instructions (Form UCS 137-3), and Part 137.
- The Board amended the Model Client Request for Fee Arbitration Form (UCS 137-4a) for clarity.

Subcommittees

Subcommittees meet independently of the Board of Governors and operate with the assistance of co-counsel. Each subcommittee has an appointed chairperson who reports suggestions and findings to the Chair. The subcommittees' work and recommendations are subject to review and approval by the full Board of Governors at plenary meetings. The Board is supported by co-counsel, Daniel M. Weitz, Esq., and Amy Sheridan, Esq. Co-counsel also act as liaisons between the Board and the local programs, public, and bar.

The subcommittees and their respective chairs are:

- **Program Approval** -Martha E. Gifford, Esq.
- **Legal Issues**- John H. Pennock, Esq.
- **Qualifications and Training for Neutrals**- Stephen W. Schlissel, Esq.
- **Outreach & Education**- Linda M. Campbell, Esq.
- **Review Subcommittee**- Martha E. Gifford, Esq.
- **Panel Threshold Subcommittee**- Paul M. Hassett, Esq.

Legal Issues Subcommittee

Background

The Legal Issues Subcommittee researches legal questions as they arise and provides guidance to the Board of Governors, local programs and arbitrators. Complex or weighty issues that merit extended discussion are brought to the attention of the full Board of Governors for consideration. The Board of Governors regularly brings important policy issues to the attention of the Administrative Board of the Courts for guidance and direction, particularly where local programs request amendments to or deviations from Part 137 or other applicable statutes or rules. The Board also consults with the Office of Court Administration's Counsel's Office on various legal issues. For example, in 2013, the Board asked whether it would be appropriate to post Part 137 Case Summaries including a disclaimer, prepared by co-counsel, to the Part 137 website.

In 2013, the Legal Issues Subcommittee responded to a variety of inquiries from local program administrators, such as:

- Whether an attorney and client may consent to arbitrate disputes where the fee to be paid by the client has been determined pursuant to statute or rule and allowed as of right by a court; or where the fee has been determined pursuant to a court order (137.1(b)(5).
- Whether the Program has jurisdiction over a fee dispute where the attorney claims the dispute is with the guarantor and not the client.
- Whether representation of a prisoner to set aside conviction pursuant to 28 USC § 2255 “Federal custody; remedies on motion attacking sentence” constitutes representation in a criminal matter.
- Whether flat fee arrangements are arbitrable under Part 137.
- Whether Part 137 has jurisdiction over disputes where representation is in a guardianship matter.
- Whether an arbitration panel may issue a subpoena for family court records for the purpose of ascertaining the attorney's appearances in court.
- Whether arbitrators should subpoena information that relates to issues that the parties have not raised themselves.
- Whether an administrator may accept a case where client filed for fee arbitration after receiving notice by first class mail (rather than by certified mail or personal service as required by the rule) and where client did not dispute jurisdiction.
- Whether arbitrators may indicate their dissent on arbitration awards.
- Whether failing to swear-in a party requires the program to offer parties a new arbitration.

The Legal Issues Subcommittee responds to inquiries on a frequent basis and the Board of Governors is grateful for all of their hard work. In October of 2013, the Chair of this subcommittee, John H. Pennock, Esq., resigned after many years of dedicated service.

Program approval subcommittee

Background

The Program Approval Subcommittee monitors approved local programs to ensure compliance with the Standards and Guidelines, as well as Part 137. In its beginning years, the subcommittee reviewed program proposals submitted by bar associations and Judicial District Administrative Judges’ Offices to the Board of Governors. Now, the subcommittee reviews program requests for rule amendments, form amendments, and other local programmatic changes.

The Subcommittee presents proposals to the Board of Governors with recommendations for approval or other action. The guiding criterion for the Subcommittee and the full Board is whether the proposed program provides a fair and efficient process for the resolution of attorney-client fee disputes. A table of dates that local programs were approved can be found in Appendix B.

In 2013, local program administrators suggested revisions to the Model Client Request for Arbitration Form (UCS 137-4a) and the Local Program Rules. After discussion with other local program administrators at the 2013 Local Program Administrators' Meeting, the Board agreed to amend both the form and the respective rules.

The Board of Governors is grateful to the members of the Program Approval Subcommittee, led by Martha E. Gifford, Esq., for all of their hard work.

Qualifications and Training for Neutrals Subcommittee

Background

Section 9 of the Standards and Guidelines prescribes minimum training requirements and addresses the qualifications and duties of Part 137 arbitrators. In developing these requirements, the Board sought to assure high-quality services and preserve local program flexibility without overburdening volunteer arbitrators. The training includes a 90-minute Part 137 orientation program for experienced arbitrators and a six-hour program for new arbitrators (inclusive of the orientation).

The Board of Governors has to date approved two mediation programs (Joint Committee on Fee Disputes and Conciliation and Brooklyn Bar Association¹), both of which follow generally accepted standards within the mediation field and utilize trained mediators whose credentials and qualifications have been approved under recognized court-annexed or community dispute resolution programs.

The Subcommittee provides logistical and other assistance to local programs in organizing the training sessions for arbitrators. Members of the Board of Governors frequently attend these training sessions and thank the participants for agreeing to serve as volunteers in the Fee Dispute Resolution Program.

The Board of Governors is grateful to the members of the Qualifications and Training for Neutrals Subcommittee, led by Stephen W. Schlissel, Esq., for all of their hard work.

¹ As of the publication of this report, the Brooklyn Bar Association has asked to put their mediation program on inactive status.

Education and Outreach Subcommittee

Background

This subcommittee's mandate is to educate the public about the FDRP.

Part 137 Case Summaries

In 2013, the Education and Outreach Subcommittee recommended adding Part 137 case summaries to the Part 137 website (nycourts.gov/feedispute). The Board suggested reaching out to the Office of Court Administration's Counsel's Office for guidance. Counsel's Office advised that there would be no prohibition on posting the summaries and approved a disclaimer notifying readers that the summaries are for informational purposes only.

These case summaries are provided for informational purposes only and for the convenience of those interested in learning more about the Attorney-Client Fee Arbitration Program. The summaries should not be construed as an endorsement of any particular case by the Board of Governors or the Office of Court Administration, and do not constitute legal advice or counsel.

The Board of Governors is grateful to the members of the Education and Outreach Subcommittee, led by Linda M. Campbell, Esq., for all of their hard work.

Review Subcommittee

Background

A Review Subcommittee was created to address any concerns that may be raised by Part 137 parties and the public about the program, staff, and arbitrators. The subcommittee recommends action to the Board and assists co-counsel with any inquiries received. The subcommittee offers vital support to the program in light of the Board's responsibility pursuant to the rule and standards, as well as the Attorney General Opinion (Formal Opinion 2004-F3) which provides for defense and indemnification for arbitrators.

On a rolling basis, the Subcommittee also reviews resumes of new arbitrators who have taken a Part 137 arbitrator training and who wish to serve on local program rosters. This is part of an on-going process to monitor the Program and to ensure that neutrals continue to receive defense and indemnification pursuant to the Attorney General Opinion 2004-F3.

Panel Threshold Subcommittee

Background

A "Panel Threshold" Subcommittee was created to explore raising the \$6,000 threshold for panel arbitrations in response to the ratio of one-member and three-member panels reaching parity and to the increase in the number of member panels. Since the Program's inception, panel arbitrations have increased to the point where, in 2013, they outnumbered one-member arbitrations by about 20%. At annual meetings, program administrators reported that scheduling three-member panels is more labor intensive and thus leads to delays in scheduling arbitrations.

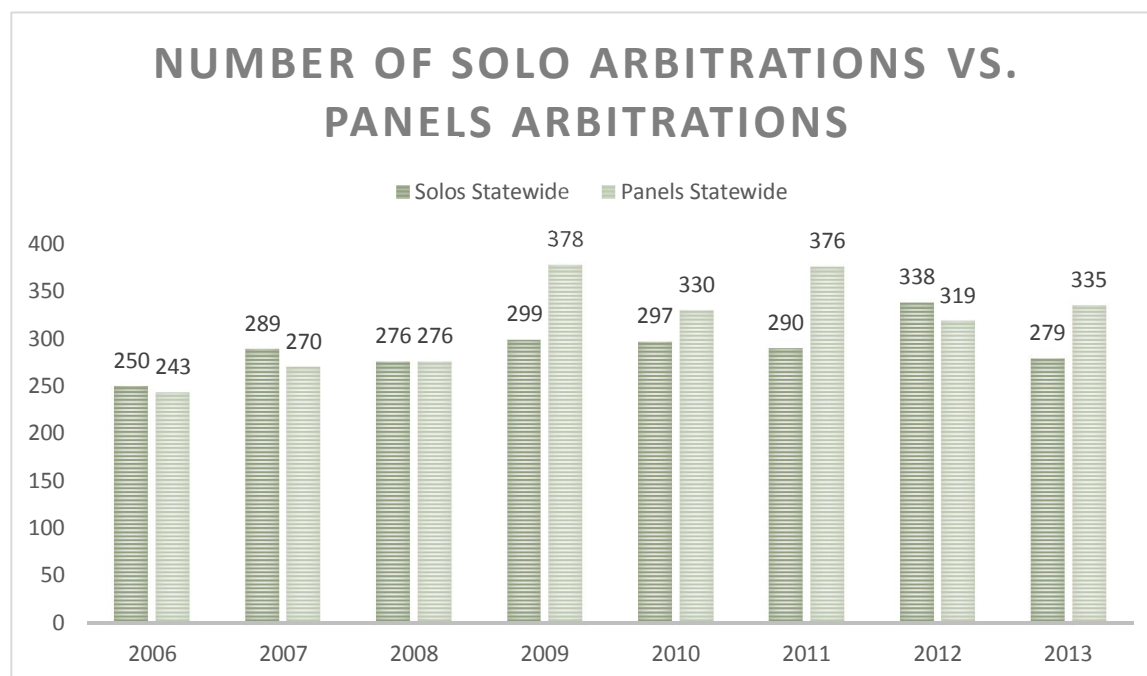
In 2010 the Panel Threshold Subcommittee discussed options to resolve the threshold issue, such as a pilot program to study the effects of raising the threshold. On April 1, 2011, the Administrative

Board of the Courts issued an Administrative Order for the program to develop a pilot wherein four programs would institute a ten-thousand dollar threshold for panel arbitrations.

In 2012, the Board continued to receive completed surveys and to input the data into a spreadsheet for analysis. One hundred eighteen surveys were received from arbitrators and one hundred surveys were received from parties. Data was submitted to the Division of Human Resources for compilation in early January 2013.

The Panel Threshold Subcommittee reviewed the data compiled by Human Resources staff in 2013. The Subcommittee concluded that it appeared an increased threshold would not impact parties' perception of fairness or satisfaction of the process. However, it would address the administrators' difficulty in scheduling panels by decreasing the frequency of panel use. As such, they recommended the panel threshold be raised to \$10,000. The Board approved the recommendation and a request was sent to the Administrative Board of the Courts in late 2013 to raise the panel threshold².

The Board of Governors is grateful to the members of the Panel Threshold Subcommittee, led by Paul M. Hassett, Esq., for all of their hard work.



² At the time of publication, the Administrative Board of the Courts approved raising the threshold to \$10,000.

Board Membership

The Board said goodbye to two longstanding members during 2013. Elaine Z. Cole, Esq. resigned on June 10, 2013. Ms. Cole was appointed in 2007 by the Fourth Department Presiding Justice Henry J. Scudder. John H. Pennock, Esq. resigned October 31, 2013. Mr. Pennock was one of the Board's founding members and was appointed by the former Third Department Presiding Justice Anthony V. Cardona in 2001. The Board will greatly miss the great work and dedication of both Ms. Cole and Mr. Pennock.

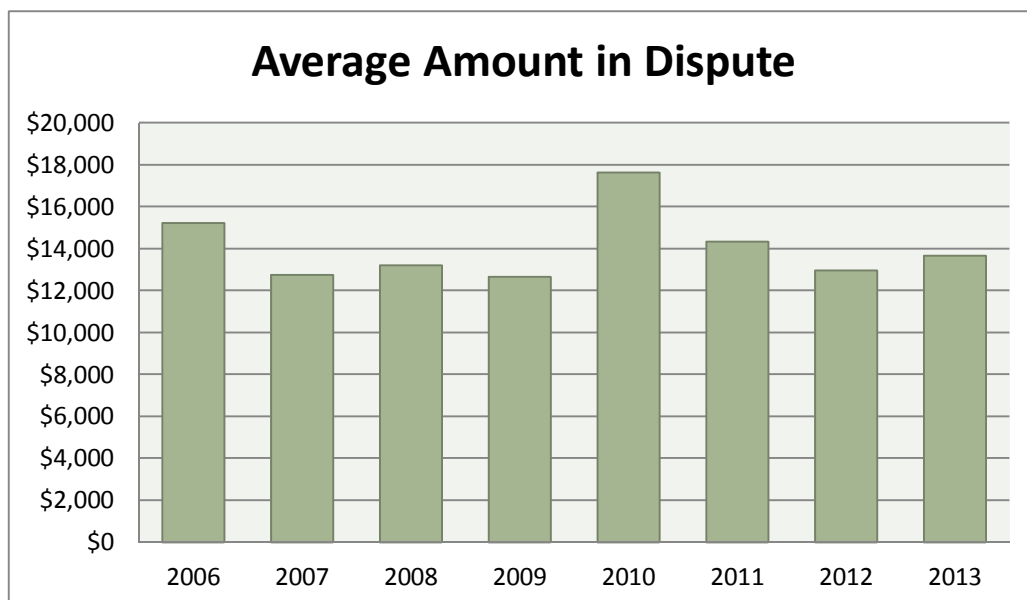
There were no appointments made in 2013.

2013 Caseload Activity

Summary of Data Collected from Local Programs

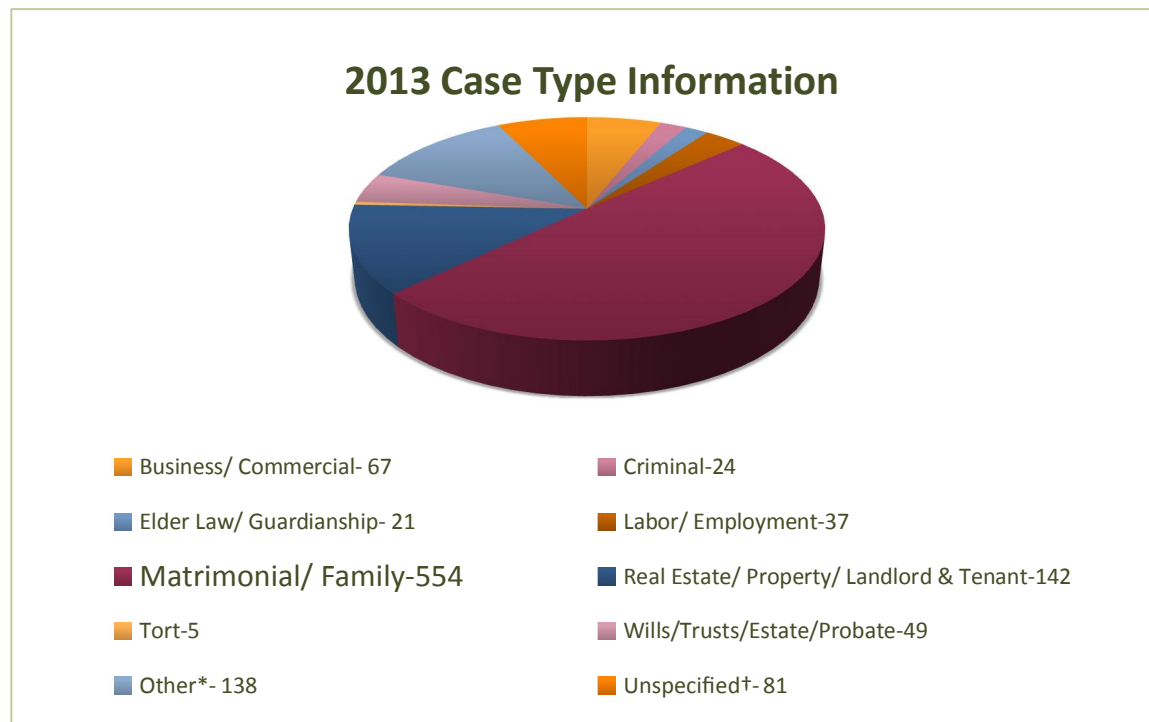
Since its inception in January 1, 2002, the Fee Dispute Resolution Program has closed more than 8,864 cases. During 2013, local programs closed 1,118 cases, which is a slight increase from the 1,105 cases closed in 2012.

Of the 1,118 cases closed in 2013, 614 were arbitrated. Arbitrators issued awards in 395 of the 614 cases arbitrated. Two hundred seventy-one cases were either dismissed for lack of jurisdiction or withdrawn by the filing party. Two hundred twenty-five cases were resolved outside of arbitration. Cases resolved outside of arbitration include 198 cases settled prior to arbitration or mediation and 27 mediated cases. Single arbitrators arbitrated 279 cases, while panels of three arbitrators arbitrated 335 cases. Statewide, the average amount in dispute was \$13,673.89, which is a 5.4% increase in the average amount in dispute among 2012 cases (\$12,967.51).



Case Type Information

As in previous years, the majority of cases handled by the program involved matrimonial and family representation. These cases made up just about half of all cases closed in 2013 at 554. The chart below depicts a relational breakdown of case-types.



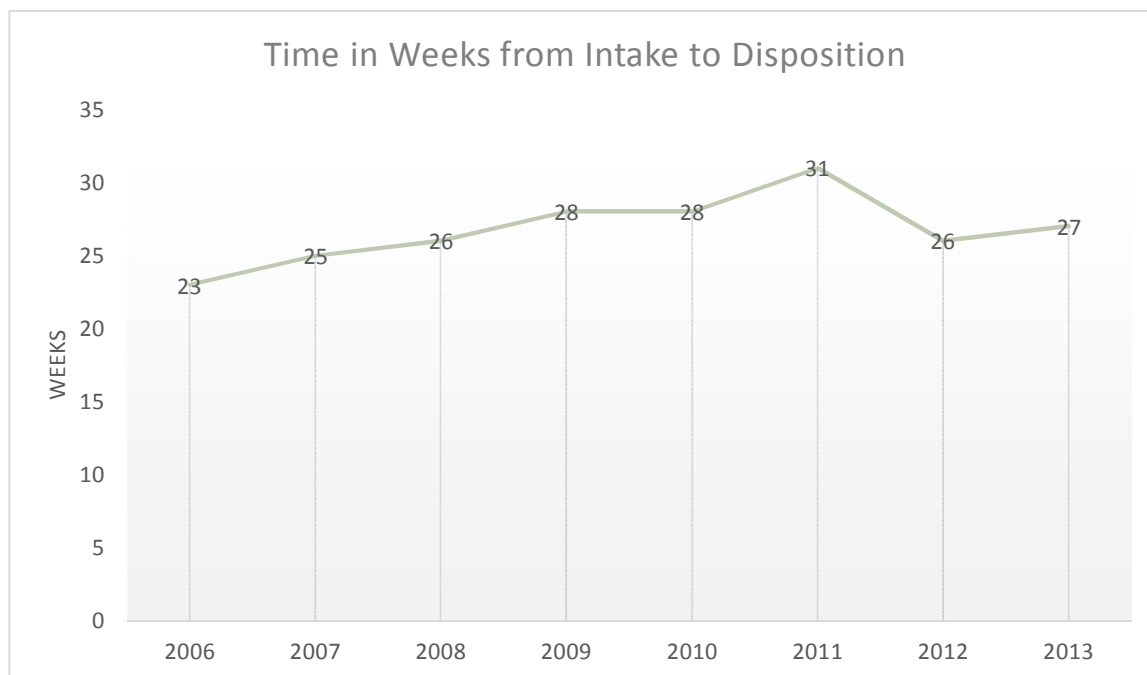
* Other is mostly used for: immigration, bankruptcy, collection, Medicaid, nursing home, school issues, civil contracts, IRS, retirement planning, stock, pension, patent law, defamation, lobbyist.

† Unspecified is generally used as a temporary place-holder until the admin receives more information in order to designate a case type. Where more information is not obtained, some cases are dismissed for lack of jurisdiction.

Time from Intake to Disposition

In 2013, it took an average of 27 weeks from case intake to disposition. This is one week longer than the average time in which local programs closed cases in 2012. The Board will be studying case data in 2014 and going forward, to determine whether the time to disposition decreases at all and whether there is any relationship between disposition time and the new \$10,000 threshold.

Data from the prior years show a gradual increase in the time it took to dispose of a case. In 2006, it took an average of 23 weeks for cases to proceed from intake to disposition, while in 2007 it took an average of 25 weeks for cases to proceed from intake to disposition. In 2008 the average was 26 weeks, in 2009 and 2010 it took 28 weeks, and 2011 31 weeks.



Funding

The Office of Court Administration continues to fund the following programs in order to help defray costs: the Bar Association of Erie County (BAEC); the New York County Lawyers Association (NYCLA), which administers the Joint Committee on Fee Disputes and Conciliation in Bronx and New York Counties; the Onondaga County Bar Association (OCBA); and the Monroe County Bar Association (MCBA). Beginning in 2007, all funding to bar associations occurs pursuant to the terms of negotiated multi-year contracts based on a fiscal year. The following is a breakdown of the funding that each program received during the fiscal year *April 1, 2013- March 31, 2014*: BAEC - \$8,917; NYCLA - \$78,021; OCBA - \$13,375; MCBA - \$17,109.

Prior to 2007, the Office of Court Administration funded programs through the less formal memoranda of understanding. This change reflects the evolution of the funding process from ad hoc, annual memoranda of understanding to a structured process of negotiated multi-year contracts. As a result of this change, bar associations that obtain funding in support of their local fee dispute resolution programs submit detailed annual budgets for review and approval, and they are required to file reconciliation reports on a quarterly basis. This change brings the funding of Part 137 programs into conformity with the standard budget and contract practices of the Unified Court System. The Board of Governors believes that this change promotes greater accountability and that the budget negotiation process provides an opportunity for local programs and the Board of Governors to address collaboratively any impediments to a fair, expeditious and efficient process for attorneys and clients.

Local Program Administrator Meetings

As in previous years, due to fiscal constraints, the 2013 meeting was held by video conference. However, participants who could travel or who live or work close to New York City attended in-person. While there is always a preference to meet in person, the ability to meet by video cut down on travel costs and made it easier for administrators, who may be unable to travel due to other obligations, to participate. Scheduling is also more convenient, thus promoting greater attendance and participation.

Looking Ahead

The Board of Governors continues to ensure that there are sufficient numbers of well-trained and qualified arbitrators around the State to preside over fee arbitrations in a fair and timely manner. The Board recognizes the importance of continued outreach so that judges, attorneys and clients remain aware of the FDRP.

The Board will continue to consult with local program administrators to identify concerns and will continue to work with the Administrative Board of the Courts and the Office of Court Administration to oversee this valuable program.

Conclusion

In this annual report to the Administrative Board of the Courts, covering the eleventh full year of operation, the Board of Governors expresses its gratitude for the high level of cooperation we have received, without exception, from county-level bar associations in New York State and from District Administrative Judges across the State. We have benefitted greatly from the highly motivated and

hands-on lawyers and members of the public who have been appointed by you to serve as members of the Board of Governors. Virtually every one of them has evinced great dedication to their task of implementing Part 137 and working with local programs to ensure the success of this Program.

We, the members of the Board of Governors, greatly appreciate the interest, responsiveness, and support we have received from the Administrative Board of the Courts. We believe that we continue to provide a process that guarantees the fair and speedy resolution of fee disputes and furthers the interests of the public and the legal profession.

APPENDIX A- BOARD OF GOVERNORS

<i>Member</i>	<i>Appointment</i>
<i>Hon. Guy J. Mangano</i>	Chief Judge Jonathan Lippman
<i>Gene A. Johnson</i>	Chief Judge Judith S. Kaye
<i>Mary Loewenguth</i>	Chief Judge Jonathan Lippman
<i>Martha E. Gifford, Esq.</i>	Chief Judge Jonathan Lippman
<i>Simeon H. Baum, Esq.</i>	Chief Judge Judith S. Kaye
<i>Paul M. Hassett, Esq.</i>	Chief Judge Jonathan Lippman
<i>William J. Dockery, Esq.</i>	Presiding Justice Joseph P. Sullivan
<i>Vacant</i>	Presiding Justice (App. Div. 1 st Dept.)
<i>Vacant</i>	Presiding Justice (App. Div. 1 st Dept.)
<i>Stephen W. Schlissel, Esq.</i>	Presiding Justice A. Gail Prudenti
<i>Yolanda A. Walker</i>	Presiding Justice A. Gail Prudenti
<i>Robert J. Avallone, Esq.</i>	Presiding Justice A. Gail Prudenti
<i>Ferdinand J. Acunto</i>	Presiding Justice Anthony V. Cardona
<i>James L. Chivers, Esq.</i>	Presiding Justice Anthony V. Cardona
<i>John H. Pennock, Esq.</i> <i>Resigned October 31, 2013</i>	Presiding Justice Anthony V. Cardona
<i>Linda M. Campbell, Esq.</i>	Presiding Justice Eugene F. Pigott, Jr.
<i>Elaine Z. Cole, Esq.</i> <i>Resigned June 10, 2013</i>	Presiding Justice Henry J. Scudder
<i>Katherine S. Bifaro</i>	Presiding Justice Henry J. Scudder

<i>Ex Officio</i> <i>Abigail Wickham, Esq.</i>
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APPENDIX B – APPROVED PROGRAMS

Program Approval Status- Statewide Overview

As of December 31, 2013

District	Administrator	Status
<i>First (Manhattan)</i>	Joint Committee on Fee Disputes and Conciliation	Joint program of New York County Lawyers Assn, Bronx County Bar Assn, and Assn of the Bar of the City of New York. Program operates out of NYCLA headquarters. Approved to administer program as of 3/4/2002
<i>Second (Kings)</i>	Brooklyn Bar Assn	Approved to administer program as of 8/20/2002
<i>Third (Albany, Schoharie, Rensselaer, Greene, Columbia, Ulster, Sullivan)</i>	District Administrative Judge's Office. (Program covers entire District)	Approved to administer program as of 7/23/2002
<i>Fourth (Schenectady, Saratoga, Montgomery, Fulton, Washington, Warren, Hamilton, Essex, St. Lawrence, Franklin, & Clinton)</i>	District Administrative Judge's Office (Program covers entire District)	Approved to administer program as of 5/1/2005
<i>Fifth (Onondaga, Herkimer, Jefferson, Lewis, Oneida, Oswego)</i>	Onondaga County Bar Assn, in partnership with the District Administrative Judge's Office (Program covers entire District)	Approved to administer program as of 7/24/2002
<i>Sixth (Broome, Chemung, Chenango, Cortland, Delaware, Madison, Otsego, Schuyler, Tioga & Tompkins)</i>	District Administrative Judge's Office (Program covers entire District)	Approved to administer program as of 4/16/2003
<i>Seventh (Monroe, Cayuga, Livingston, Ontario, Seneca, Steuben, Wayne & Yates)</i>	Monroe County Bar Assn, in partnership with the District Administrative Judge's Office (Program to cover entire District)	Approved to administer program as of 10/1/2002
<i>Eighth (Erie, Allegany, Cattaraugus, Chautauqua, Genesee, Niagara, Orleans & Wyoming)</i>	Bar Assn of Erie County (Program covers entire District)	Approved to administer program as of 2/6/2002
<i>Ninth (Westchester, Dutchess, Orange, Putnam, Rockland)</i>	District Administrative Judge's Office (Program covers entire District)	Approved to administer program as of 2/24/2003

<i>District</i>	<i>Administrator</i>	<i>Status</i>
<i>Tenth (Nassau)</i>	District Administrative Judge's Office (Program covers Nassau County)	Approved to administer program as of 2/24/2003
<i>Tenth (Suffolk)</i>	Suffolk County Bar Assn (SCBA Pilot program ran from Feb. 28, 2003 to Nov. 22, 2004 to arbitrate disputes of \$3000 and above only in Suffolk County; District Administrative Judge's Office arbitrated disputes between \$1,000 and \$3,000. The SCBA now handles all Part 137 fee disputes.)	Approved to administer program as of 10/9/2002
<i>Eleventh (Queens)</i>	District Administrative Judge's Office	Approved to administer program as of 4/24/2003
<i>Twelfth (Bronx)</i>	Same as First District	Same as First District
<i>Thirteenth (Staten Island)</i>	Richmond County Bar Assn	Approved to administer program as of 1/9/2003

APPENDIX C- CASELOAD DATA

The following pages summarize the caseload data that local programs reported.

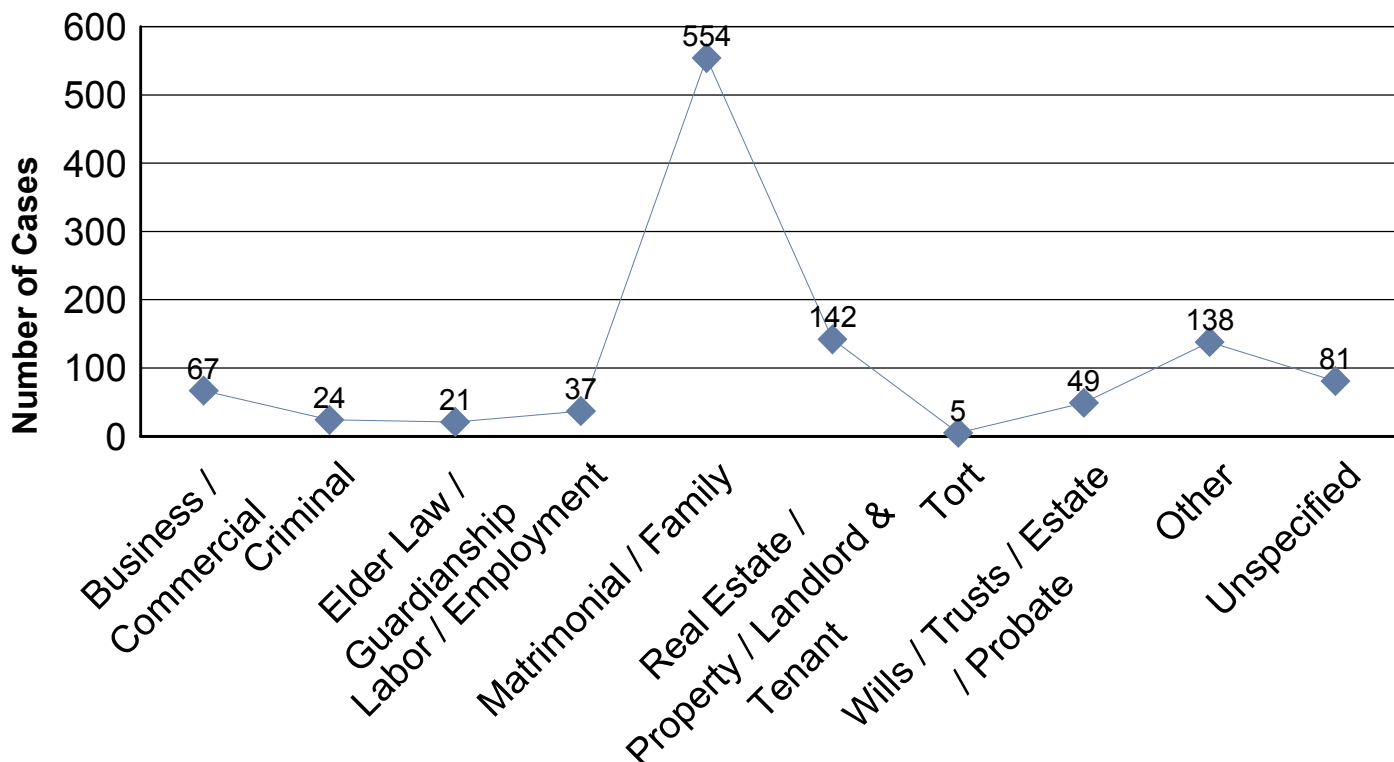
Quarterly Activity Report: 2013

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Total
Cases Closed	290	287	267	274	1,118
Average Number of Weeks from Intake to Disposition	27.3	27.6	23.8	27.6	26.6
<u>Cases Arbitrated or Settled During Arbitration</u>					
Cases Assigned to One Arbitrator	74	64	71	70	279
Cases Assigned to Three Arbitrators	62	109	73	91	335
Total Admin. Fees Collected from Parties	\$20,915.00	\$23,170.00	\$21,895.00	\$21,210.00	\$87,190.00
Average Amount in Dispute (All Cases)	\$15,169.35	\$13,019.54	\$11,271.88	\$15,117.15	\$13,673.89

Filing Parties

Attorney	Client	Not Reported
95	968	55

Case Type Information



Disposition Information

	Number of Cases
Arbitrated - Award Issued	395
Arbitrated - No Award Issued	88
Mediated - Settlement Reached	26
Mediated - No Settlement Reached	1
Settled During Arbitration	131
Settled Prior to Arbitration or Mediation	198
Claim Withdrawn	28
Lack of Jurisdiction (see below)	243
Others	8
Total	1,118

Cases Dismissed for Lack of Jurisdiction

	Number of Cases
<i>Amount in Dispute > \$50,000</i>	9
<i>Amount in Dispute < \$1,000</i>	19
<i>Services Provided Outside Local Program's Geographic Jurisdiction</i>	18
<i>Referred to Grievance Committee for Apparent Attorney Misconduct</i>	11
<i>Substantial Legal Question</i>	21
<i>Other</i>	165

	Statewide	1st & 12th JDs	2nd JD	3rd JD	4th JD	5th JD	6th JD	7th JD
<u>Disposition Information</u>								
Total Cases Closed	1,118	227	67	40	19	21	16	65
Average Weeks from Intake to Disposition	26.62	38.06	37.11	12.71	15.89	30.52	14.56	25.61
Total Cases Arbitrated	614	121	44	2	11	17	6	21
Cases Arbitrated With Awards Issued	395	102	23	2	6	13	5	13
Cases Settled During Arbitration	131	10	11	0	5	4	1	8
Arbitration Held But No Award Issued	88	9	10	0	0	0	0	0
Cases Arbitrated by One Arbitrator	279	49	20	1	1	13	5	10
Cases Arbitrated by Three Arbitrators	335	72	24	1	10	4	1	11
Total Cases Resolved Outside of Arbitration	225	75	6	6	1	2	4	22
Total Number of Settled Cases	198	52	5	6	1	2	4	19
Settlements Prior to Arbitration	194	48	5	6	1	2	4	19
Settlements Prior to Mediation	4	4	0	0	0	0	0	0
Total Number of Mediated Cases	27	23	1	0	0	0	0	3
Cases Mediated to Agreement	26	23	0	0	0	0	0	3
Cases Mediated With No Agreement	1	0	1	0	0	0	0	0
Total Cases Withdrawn and Dismissed for Lack of Jurisdiction	271	28	17	32	7	2	6	19
Cases Withdrawn	28	2	2	0	1	1	0	5
Cases Dismissed for Lack of Jurisdiction	243	26	15	32	6	1	6	14
<u>Financial Information</u>								
Total Admin. Fees Collected From Parties	\$87,190.00	\$31,300.00	\$18,200.00	\$0.00	\$0.00	\$1,275.00	\$0.00	\$7,725.00
Average Amount in Dispute	\$13,673.89	\$24,452.58	\$8,489.00	\$11,137.40	\$6,501.74	\$5,270.57	\$7,917.63	\$11,803.43

	8th JD	9th JD	10th JD - Nassau	10th JD - Suffolk	11th JD	13th JD
<u>Disposition Information</u>						
Total Cases Closed	65	102	234	202	49	11
Average Weeks from Intake to Disposition	18.77	37.36	19.20	21.64	10.77	58.90
Total Cases Arbitrated	27	64	125	146	27	3
Cases Arbitrated With Awards Issued	19	36	35	114	24	3
Cases Settled During Arbitration	8	21	29	31	3	0
Arbitration Held But No Award Issued	0	7	61	1	0	0
Cases Arbitrated by One Arbitrator	17	26	52	62	22	1
Cases Arbitrated by Three Arbitrators	10	38	73	84	5	2
Total Cases Resolved Outside of Arbitration	6	23	37	33	6	4
Total Number of Settled Cases	6	23	37	33	6	4
Settlements Prior to Arbitration	6	23	37	33	6	4
Settlements Prior to Mediation	0	0	0	0	0	0
Total Number of Mediated Cases	0	0	0	0	0	0
Cases Mediated to Agreement	0	0	0	0	0	0
Cases Mediated With No Agreement	0	0	0	0	0	0
Total Cases Withdrawn and Dismissed for Lack of Jurisdiction	32	14	72	23	16	3
Cases Withdrawn	7	0	1	5	4	0
Cases Dismissed for Lack of Jurisdiction	25	14	71	18	12	3
<u>Financial Information</u>						
Total Admin. Fees Collected From Parties	\$6,490.00	\$0.00	\$0.00	\$21,200.00	\$0.00	\$1,000.00
Average Amount in Dispute	\$7,122.98	\$14,715.22	\$10,610.32	\$13,010.31	\$7,387.57	\$14,314.73