California Court Reporters Association

C C R A O N L I N E

IN THIS ISSUE:

VOLUME 16 | ISSUE 1

A Look Back on the 2015 CCRA Convention	Pages 5–15
Cloud Computing	Page 21
How to Interrupt Proceedings	Page 24
Tributes In Memory Of Pa	age 28 – 29

Photo (from left): Elder Dallin H. Oaks; Brooke Ryan, CCRA President; Justice George Nicholson, Third District Court of Appeal

WWW.CAL-CCRA.ORG

OFFICERS

President Brooke Ryan, CSR brooke.ryan@cal-ccra.org

President-elect Kim Thayer, CSR, RPR, CRR kim.thayer@cal-ccra.org

Vice President Abby Reisig, CSR, RPR, CRR abby.waller@cal-ccra.org

Secretary-Treasurer Steven Kosmata steven.kosmata@cal-ccra.org

ONLINE COMMITTEE

Lesia J. Mervin Connie Parchman, Editor 3420 Finnian Way #219 Dublin, CA 94568 Tel: (510) 853-5260 connie.parchman@cal-ccra.org

MAIN OFFICE

CCRA 65 Enterprise Aliso Viejo, CA 92656 Tel: (949) 715-4682 Fax: (949) 715-6931 info@cal-ccra.org

www.cal-ccra.org



MISSION STATEMENT

The mission of the California Court Reporters Association is to advance the profession of verbatim shorthand reporting by promoting professional reporting excellence through education, research, and the use of state-of-the-art technology; establishing and maintaining professional standards of practice; and advocating before legislative and regulatory bodies on issues which impact the judicial system and others served by the court reporting profession of California.

CCRA ONLINE COPY DEADLINES

The deadline for ad and article copy for CCRA Online is the first of the month prior to the scheduled publication date. Articles, ad copy, changes of address, complaints of nondelivery, and subscription requests should be directed to CCRA, 65 Enterprise, Aliso Viejo, CA 95656 or call (949) 715-4682. Advertising inquiries should also be directed to the Association office. Photographs accompanying articles should be RGB color JPEG files at least 600 pixels x 800 pixels with a resolution no less than 150 dpi.

©2016 All rights reserved. No part of this publication may be republished without written permission. Statements of fact and opinion in articles or advertisements are the responsibility of the authors and advertisers alone and do not imply an opinion on the part of the officers and directors of CCRA.



IN THIS ISSUE

President's Message	3
2015 Convention	5
The CCRA Table	5
Back to Cali	
NCRA CEO Mike Nelson Gained Good Insight About Profession at CCRA's Annual Convention	ç
Freelancers Profited at the Convention	11
My Convention Experience from the Inside!!	12
Convention Networking	15
Student Scholarship Winner	15
Theory Competence and Speed Building Success	16

Court-Clergy Conference	. 17
Ask Mr. Modem (www.MrModem.com)	. 19
Caption It Forward: Introducing CCRA's	
New CART/Broadcast Board Member!	. 20
Writing Our Future in the Cloud	21
Gadget of the Month: Shared Storage	. 21
Online/Cloud Service Comparison	23
How to Interrupt Proceedings: Feel the Fear and Speak	
Up Anyway	. 24
Frank O. Nelson: A True Pioneer	. 28
In Memoriam: William S. Greenley	. 29



PRESIDENT'S MESSAGE

By Brooke Ryan, CSR President, CCRA

I am so excited to write my first-ever president's message. I've been talking to numerous working reporters and students about our amazing profession over the years. I have had the honor to speak on this topic in small settings, but it's time to let everyone know how I feel.

Well, here it goes. We are one community. We help each other. We advocate for and protect the profession as a whole. What happens to one of us, happens to all of us. While our jobs may have a past, our profession has a future.

Nothing has been more demonstrative of this assertion than when numerous officials around this state lost their job a number of years ago. They were thrust into the freelance arena that was foreign to many. Around the state freelance reporters and firm owners embraced their friends and colleagues and were willing to share their knowledge and skills.

During this same time we have seen the growth in the CART/Captioning arena. Again, many captioners have taken the time to share their expertise. They see the potential growth and are willing to help at every turn.

Court reporters are an incredibly generous group of people. This generosity will carry us forward as we dive into the predicted shortage of court reporters in our state in the very near future. It's predicted that we will need anywhere between 2,800 and 3,500 new reporters in the next three years.

We have hired a media consultant who is helping us create a campaign to address this shortage. Numerous young reporters have volunteered to go speak at high schools. Many working reporters have signed on to be mentors through CCRA. We all fit into this amazingly beautiful and giving community.

What I need and desperately want to scream from the mountaintops is that we need to go back to one state association. We spend at least \$100,000 a year just keeping the association afloat. That means the other associations do as well. Just imagine what we could do if we combined those monies. We could give out substantial scholarships.



We could purchase airtime to promote our profession. It's time for reunification. Let's all be part of this solution.

I hope you are having a wonderful holiday season full of good cheer! It is well deserved. I look forward to conquering great things in 2016 with all of you.

I look forward to seeing many of you at BOOT CAMP in Sacramento on Saturday, January 30th.

Cheers, Brooke Ryan, President



Court Reporter & Stenographer Insurance

Official General Liability and E&O Agency for:

Our policy is designed for:

- Court ReportersAttorney Services
- Interpreters
- Depositions
- Legal Videographers

- **Our Policy Covers:**
- Commercial General Liability \$1,000,000 Each occurrence \$2,000,000 General Liability
- Commercial General Liability Amendatory
- Errors and Omissions Liability (E&O) Endorsement \$1,000,000
- Sexual Abuse & Molestation \$100,000
- Business Personal Property Coverage \$50,000
- Care, Custody, Control Amendatory Endorsement \$100,000

- Cyber Liability Coverage \$300,000
- Lost Key Liability Endorsement
- Real Property Damage Amendatory Endorsement
- Additional Insured Designated Person (Blanket)

(800) 843-8550

amisinsurance.com

bwest@amiscorp.com



2015 CONVENTION

By Amanda Scott

Looking back at this year's convention, it is overwhelming to try to capture all the highlights and memories that were made. From learning and advancing in this career I love so much to networking and making friends in a fabulous location, this convention was a huge success and one I was happy to be a part of.

First, I was so impressed by the turnout that we had! It was great to see such a huge response to our convention this year, and it made it that much more fun to be among so many peers and friends. I always love seeing students at our events, and I was so happy to have the opportunity to briefly meet one of the students that I mentor, Kaaren Perry, although I wish we had more time.

Speaking of things I wish we had more time for, taking advantage of our fabulous location! The Pure Blu spa, lounging poolside, shopping at Fashion Island. The schedule was packed with so many solid classes and events that as it was I wasn't able to attend all the classes I would have liked to, let alone get that luxurious massage I had been dreaming about! I did, however, venture over to Fashion Island with some lovely company long enough to discover my new favorite restaurant, Canaletto. I think the meal I had there was alone worth the drive to Newport Beach!

Honestly, as boring as it may sound, Saturday's business lunch was one of my favorite parts of the weekend! It was so rewarding to sit with my fellow board members and share some of what we had been busy working on all year, as well as the direction we are moving this year. I don't think anyone was left with a dry eye as we said a farewell and thank you to Carlos for doing so much and leading so strongly these past two years. We couldn't stay sad for long, however, because next we got to see Brooke sworn in as president. I was so inspired by her speech, and I am grateful and honored to be continuing to serve on the board with her as our new leader!

Thank you to everyone who attended the convention and made it as memorable as it was! We are looking at a great year ahead, and I hope to see you all next October in Yosemite to celebrate with us again!

THE CCRA TABLE

By Karen Kronquest

I don't mind being busy; in fact, I rather like it. That's why I chose to "work" at the CCRA table at this year's convention. It wasn't the only thing I did to help out; I also helped prepare for the President's reception, monitored a few sessions and other tasks. Perhaps I'm a bit weird, but I find those kinds of things fun. The best part about working at the table? Almost every attendee at some point will stop by, either to purchase raffle tickets or ask questions. It's a great opportunity to meet many people and talk about court reporting. I had some great conversations with students about the field, getting through school and sharing with them how CCRA benefits reporters throughout the state. I encouraged them to contact CCRA to be paired with a mentor and to think about attending next year's convention at Yosemite.

I always return to work after attending reporting functions energized and motivated anew. I work in a small court, so the opportunity to hear from other reporters and learn new ways to do things is immeasurable. There's always the chance to learn new ways of doing the same old thing, discovering new technology and, my favorite, talking with other official reporters and hearing about the happenings in their court. I'm always amazed that even though there are different aspects of court reporting, whether it's freelance, CART or captioning, or working in court, we all have so much in common. It reminds me that if we all work together we can accomplish great things.

I'm sure next year at Yosemite you'll see me at the table again. If I'm lucky, it will be situated as it was this year: across the hallway from the wonderful rescue dogs!

PHILIP L. LIBERATORE, CPA — A COURT REPORTER'S TAX EXPERT

- > Highest professional standards
- > Personalized care
- > Ongoing trusting relationships
- > IRS Problem Solver

> Member NCRA, CCRA & DRA

"Phil Liberatore has saved me thousands of dollars and he'll give you the same friendly, professional service."

we have over 30 years of experience serving Thousands of Court Reporters.



A PROFESSIONAL CORPORATION

16800 VALLEY VIEW AVE. | LA MIRADA, CA 90638-5533 PH 562.404.7996 or 714.522.3337 | FX 562.404.3126 | WWW.LIBERATORECPA.COM

BACK TO CALI

By Matthew Martinez

This year's convention was a great "welcome back" for me in more ways than one. After having left California to work in Miami for almost three years, by the end of the convention and after having spent time with so many colleagues and friends -- old and new -- and being surrounded by so many people who care about and take pride in this profession, I was reassured in my having made the decision to return back to work in California. CCRA is a strong association that represents one of the best states to work in as a court reporter, and I can say this without being conceived as bias because I spent a good amount of time working as a reporter on the outside looking in, so to speak. The annual conventions always bring together hundreds of court reporters throughout the state, which I have always thought is rewarding and important, because our profession is constantly evolving and it is vital that all reporters stay "in the know" of what is going on in the court reporting world. I tell every fellow court reporter that the best way to stay knowledgeable about your career is to attend a convention.

While all of the seminars that I attended were great and each had their own tidbit to walk away with, my favorite parts of this year's convention, as is usually the case with most, were the evening receptions and the presidential party. Not just because of the constant flow of libations, laughing, and conversation that often carries on late into the night, but because I truly believe this is when you can learn a lot. These are the times during the convention where you have the opportunity to meet reporters all throughout the state. If you're a freelancer, it's a great way to network and potentially find a new agency or firm to work with, and it's also a way to see how other freelancers are marketing themselves and establishing working relationships and obtaining their desired amount of work. If you're an official, it's a great way to find out what's going on in the various courts in different counties, what issues they may be facing, and what the reporters in that county are doing to address them. This is very important, as all counties do things differently, and learning what the officials are doing in one county could tremendously help officials in another county, especially when negotiations between the court and the reporters are in progress. If you're a student, there is so much to gain. The motivation to finish school and the great sources of information that will come from seasoned professionals in all of the different facets in the court reporting arena will be invaluable. I say all of this not as suggestions, which they certainly could be used as such, but because having worked as both a freelancer and official court reporter, and once a student, this is what I do at these social events and parties and why I enjoy them so much. And let's be real. What court reporter doesn't like to have at least one drink and get the chance to say all the things we can't while we are silently taking down the spoken word.

The 2015 CCRA convention in Newport Beach will always be a memorable convention for me, as I had the honor and privilege of being installed on the association's board at the business luncheon. I anxiously look forward to attending all future annual conventions as a board member, as well as to the start of working with my fellow board members in serving our association's membership and making monumental changes that benefit our one-ofa-kind profession!

WHY AREN'T YOU SELLING YOUR OLD DEPOSITIONS YET?

Let EXPERT DEPOS Help You Get Paid For Your Work!

Under CA Civil Code §2025.570 court reporters may sell deposition transcripts reported after January 1, 1998 to ANYONE.

Visit EXPERTDEPOS.COM to see how you can sell your depositions under this statute at NO COST TO YOU.

EXPERT DEPOS www.expertdepos.com 11278 Los Alamitos Blvd., #168 Los Alamitos, CA 90720

NCRA CEO MIKE NELSON GAINED GOOD INSIGHT ABOUT PROFESSION AT CCRA'S ANNUAL CONVENTION

CCRA's recent convention drew one of the highest attendances in recent years, attracting more than 400 participants, of which more than 60 were students. Among the attendees was NCRA Executive Director and CEO Mike Nelson, CAE, who took the reins of the national association in June. Since then, he has been attending a number of state events in an effort get to know the membership and garner a better understanding of how leadership at the state and local levels are addressing today's challenges. Below is what Mike had to say about his attending CCRA's convention.

It was an honor to be able to attend CCRA's recent annual convention held Oct. 9-12 in Newport Beach, Calif. This event provided me with the opportunity to gather valuable grassroots insight from members, court reporting instructors, and students who attended, about the numerous challenges facing the court reporting and captioning professions.

This profession has some very big challenges before it, the most pressing being the need to attract and retain students in court reporting schools to ensure that, as the need arises to fill vacant positions in the coming years, there are qualified candidates to step into those jobs.

The exceptionally large turnout at CCRA's event provided me the chance to engage in one-one-one and group conversations with a vast number of professionals and learn more about issues that are specific to the areas and segments of the profession they work in.

It was not only insightful, but very valuable to have the opportunity to meet with so many of our boots-on-theground professionals, and it was especially exciting to have the chance to meet so many students and hear first-hand their stories and the challenges they face as they take the journey through court reporting school.



I was equally impressed to hear how many students were attending thanks to sponsorships by CCRA members. Clearly they understand that today's court reporting students are the future of this profession and the importance of their support was made clear by every student I spoke with.

I was also grateful for the opportunity to address conference attendees during the general board meeting and installation of officers' luncheon and share with them NCRA's commitment to work together with CCRA to move the profession into the future by reaching out to potential new students, mentoring current students, and supporting court reporting schools in their efforts to produce the best and the brightest professionals.

As we look to the future, each of us needs to embrace the notion that to remain a viable and healthy profession, we need to remain nimble, embrace change, and garner creativity because the only constant in today's world is change. This is true of no matter what segment of the profession we are serving.

To remain nimble in this world of constant change, collaboration among our states and NCRA must be a priority. We need to be stronger in our collaboration to tackle these challenges rather than spend time doubling our efforts.

I sincerely thank Carlos Martinez and the entire CCRA leadership, as well as the many members, court reporting instructors, and students for welcoming me to their conference and look forward to working together as we navigate our profession's future.

The Steno Doctor has moved!



Our new location is in the same business complex: The Steno Doctor 2328 N. Batavia Street, Suite 108 Orange, CA 92865 714-937-5457 www.stenodoctor.com

FREELANCERS PROFITED AT THE CONVENTION

By Christy Cannariato, CSR, RPR, CRR, CCP

ICCRA'S 105TH Annual Convention lived up to its hype. It was four days of education and fun. The freelancer board members and advisors created a valuable program for us. If you missed this collection of seminars in Newport Beach, mark your calendars for Yosemite in October 2016.

The convention opened on Friday afternoon with "Opening Doorways with Effortless Realtime Technology" where LiveDeposition discussed how to be a more powerful and profitable reporter by using their LocalRealtime™ technology. I was surprised to see over 70 freelancers attend this seminar on a Friday afternoon! Freelancers know that attorneys now demand that realtime be delivered wirelessly on an iPad or a tablet. I have been a user of Live Deposition for over a year. My favorite aspect of delivering realtime on iPads is: No more crawling under the table to plug in netbooks. I can wear skirts again!

Open bar at the Friday night reception meant effortless networking. Not only could freelance deposition reporters meet other colleagues and firm owners from all over the state, but they could network with officials and captioners as well. Deposition reporters who freelance in court made excellent contacts with officials, who are invaluable for expert advice when an appeal question comes up. It is rare today for a reporter to stay in one field exclusively for an entire career, so the CCRA convention, with 400 in attendance from all walks of reporting, annually offers a wonderful opportunity to chat and network with the pros from other fields.

The seminar I was most excited to see was "Antitrust 101 in Rate Setting," presented by Craig A. Waldman, Esq., a partner at Jones Day and a member of the California State Bar's Executive Committee for the Antitrust Section. I had the great privilege of recruiting him for this seminar. From the time we were in school, we have had drilled into us that our rates for our services must be a closely held secret. But did you know that you can advertise your rates online, just like any other service provider? Did you know that you can post reviews of depo firms on Yelp? Mr. Waldman provided these revelations and many other excellent practical tips and advice on the relevant antitrust laws and best practices around setting our rates, advertising, remaining competitive, but most of all, avoiding antitrust risk.

At the last moment we had to move his seminar to a larger room, and Craig remarked to me afterward that he



was surprised at the level of interest in this topic and truly impressed with how intelligent our questions were. Craig is already considering returning to CCRA's 2016 convention in Yosemite, and CCRA is working on producing a video presentation of this important topic.

And, as independent contractors, because negotiating rates is a crucial topic, one that speaks to not only who we are as small business owners, I taught "It's All Negotiable: Getting Paid What You're Worth." I was very happy to see that we had standing room only for this seminar but chagrined when I saw only a small show of hands for how many freelancers have responded to a job offer and requested a higher pay rate. If I imparted anything of value during that 60 minutes, I hope it was that reporters need to be active in rate setting. No matter how ethical and wonderful the company's employees are, no company is going to pay you what you are worth simply out of the goodness of its corporate heart. You must advocate for yourself.

MY CONVENTION EXPERIENCE FROM THE INSIDE!!

BY: Steven Kosmata

With this being my first year on the CCRA Board of Directors, and, of course, wanting to make the best impression possible, my road to the 2015 Newport Beach CCRA Convention is a slightly different path than most anyone else.

I am a bit of a technology nerd and like to understand how and why things work the way they work or how come they're not working as I think they should be. One afternoon I was sitting in my office at the courthouse with some time to spare during lunch. I was mindlessly surfing the net as most anyone would nowadays. And there it was, how to make a great impression to the board, and that was how to build your own app for any platform: phones, tablets, or the web. I immediately wanted to know more and started reading to see how it worked, and is it something that CCRA could use?

This website that I was looking at said you could build your own app free. It sounded a bit too good to be true. Right? Free? Well, I trepidatiously went ahead and started building what I soon learned was a "limited app" for free, you know, without all of the bells and whistles. As I was having fun playing around during lunch, I'm thinking "How can I use this for CCRA?"

And as things worked out, in January there was the CCRA BOOT CAMP in Burbank. How about I try out this "free" app at BOOT CAMP, get some user feedback, and see if it works as advertised or would it be a major catastrophe? Well, as the saying goes "nothing ventured, nothing gained." This is now early December.

Early January rolls around, and I decided to show off my new discovery with fake classes to the Board of Directors at our board meeting so they could hopefully get a favorable impression of how this might benefit BOOT CAMP and CCRA by possibly doing the full version for the convention in Newport Beach later in the year.

After showing off my new discovery, answering several questions from the board while sharing my larger vision on how this could be beneficial to our members and CCRA, I got an affirmative nod from everyone. I knew I didn't have enough time do this all alone for our one-day BOOT CAMP in such a short period of time, the end of January, so I reached out and recruited Connie Parchman, Vice President of CCRA at the time, to help get this project off the ground from a bare-bones skeleton to a fully functional free app that we could be proud of.

I soon realized we were in for a huge learning curve, and the weight is now bearing down all on my shoulders. I was learning how to upload photos, do text within a class, make corrections, send out updates, explain what a QR code is, and the list seemed to be growing larger and larger every day instead of getting smaller and smaller. There were so many details to manage for a one-day event.

The decision was made to let people download the app a few days before BOOT CAMP so they could be prepared and get excited about BOOT CAMP. For Connie and I, it meant fewer days to prepare, work out the kinks, and test everything.

We got it done. And much to our happiness, it all worked as hoped. We had over 200 downloads of the free app. People could refer to something or go back and read something if they wanted. Connie and I took a deep breath, smiled, and high-fived each other at the end of the day. "Job well done".....for now!!

I drove home in the rain after the seminar convincing myself that this would work on a grander scale for CCRA's convention... four days, multiple speakers, multiple tracks, bios, handouts, silent auction items, inbox messaging -and the list goes on. I kept thinking as I'm driving home, "I'm here on the board. It was meant to be this way. Nothing happens by accident. Let's not stop at this event. Let's put the pedal to the metal and go all the way. Full steam ahead!"

So now armed with the success of the "free app" and knowing that the paid version would be so much more dynamic, I set my eyes on the next board meeting. I had until April, our next CCRA Board Meeting, to put my best ideas and proposal forward. The paid version with all of the fancy features was going to be a very large expense and consideration for the board, and I wasn't sure how I was going to sell this to everyone and still make economic sense out of it.

I decided to preview my ideas to our Executive Committee -- Carlos Martinez, Brooke Ryan, and Connie Parchman -- to get some feedback. They liked the idea. After presenting how this could be beneficial to everyone, the board approved in late April the expenditure of funds and asked our Executive Director, Jerry Packer, to negotiate the best price he could on our behalf with the app company.

MY CONVENTION EXPERIENCE FROM THE INSIDE!! CONTINUED ON PAGE 13

MY CONVENTION EXPERIENCE FROM THE INSIDE!! CONTINUED FROM PAGE 12

Jerry Packer went to work immediately, and he was able to negotiate a much fairer and reasonable price for us. So we signed the contract, and it felt as if I was suddenly carrying that heavy load of not only a one-day seminar, but now four times larger for our four-day convention with hundreds of people. This is now the big times, big pressure, and big expectations. I somewhat felt like a deer in headlights not knowing what my first step was going to be to put this all together.

We're approximately five months out from the first seminar on Friday afternoon at 3:00 PM. I needed help, so I turned once again and asked my friend Connie Parchman to help me out. I was afraid this time she might turn me down because a technology nerd she is not. She was keenly aware that it's four times as much work with more bells and whistles to integrate.

And luckily for me, she agreed. I owe her a huge "Thank you" for being there for me and our CCRA members.

We got right to it. We were slowly building the schedule, adding the descriptions for each class; getting the pictures of each of the speakers; getting the biographical information on everyone; the products and gadgets that were going to be talked about during the seminars were all under the Amazon tab, so more pictures and descriptions; an interactive map of all of the classes; making sure each speaker was associated with a classroom on the map; making sure the class was associated with the speaker; silent auction items, more pictures and more descriptions; putting links to everyone's Facebook, Twitter, Instagram pages, Youtube channels, and links to companies --this time the magnitude of things to do seemed to be growing faster than we could possibly keep up, and the clock was ticking away.

About six weeks away from the convention, the President of CCRA was wanting to get the app out to everyone who had registered two weeks before the convention. "Great!" I said. Connie and I were burning the candle on both ends before the new two-week deadline. It felt as though time was speeding up.

The deadline approached, and we were about 95% ready. There were a few rough patches and corners we could work out in the next few days, but the majority of it was done. We checked to make sure everything connected -- links, rooms, bios, Amazon products, more pictures, surveys, and, of course, updates, updates, and more updates.

One thing I had tasked Connie Parchman with doing about a month out from the convention was the Treasure Hunt, which President-elect Ryan thought would be a great way to get our members more involved. It turned out to be a very popular feature in the app. If you were able to find all of the QR codes at the convention and could show us the puzzle answer when you had collected all of the clues, you would be entered into a drawing for an iPad mini.

After many sleepless nights reworking, recounting, redoing things in my head, asking myself, had we done things correctly? The first day of the convention is finally here. How well is it going to be received as CCRA goes "green" for the first time on such a major scale?

Now it's left up to the frontline at the convention, the CCRA volunteers at the check-in desk who were helping everyone download the app, if they hadn't done so already. We were seeing a lot of smiles and could overhear people, "Oh, this is great!" We knew we could sleep a little easier, but the biggest test was yet to come.

Day two arrives, Saturday, and this is where the majority of the people attending the convention are going to be signing up, downloading, and putting stress on the app to perform at its peak. Once again, a huge success. I had a deep sigh after the first software classes began at 9:00 on Saturday. Everything was still working. We had a few glitches with some phones, but felt okay, and I knew we had passed the big Saturday bulge with flying colors.

Now I could turn my attention to other aspects of the app, and that was updating the silent auction, room updates, speaker updates, last-minute changes, sending out inbox messages.

I know many of you didn't see much of me because I was mostly monitoring classes in the back or you may have seen me at the Business Luncheon. I was doing my little part at our CCRA convention to make sure your experience was a joyful and happy one and something top-notch that you'd expect from a CCRA convention.

And according to the many of you who spoke to me or filled out the survey after the convention, we hit a homerun.

So that was my unusual path to the convention. I thank you all so much for your confidence and opportunity to serve my fellow reporters in this capacity for my second year as Secretary/Treasurer. It's my pleasure in doing what I can!

NOW RECRUITING FOR BOOT CAMP 2016!





FOR ADDITIONAL INFORMATION VISIT WWW.CAL-CCRA.ORG

CONVENTION NETWORKING

By Abby Reisig

Each year, my favorite part of the convention is catching up with other reporters I've met across the state. Since I began as a reporter, I've found nothing more valuable, next to keeping up on technology, than networking with others in our profession. Whether it's the newest update on what they've negotiated for their contract in their county or the latest tip or trick they've learned on their software, I always come away learning something valuable. Of course, this applies when attending the seminars the convention has to offer as well.

Before I attend the convention, as a director on the board or as a member, I promise myself to come away from the weekend with at least five items I can and will use in my career. Then I know it was a successful trip. As we all know, there is so much to absorb, sitting in seminars and ending days with socializing, that you know not everything will sink in. That's where this goal of the five items comes in for me. In fact, I have found this so valuable that I recommended it to a few attendees at the convention who have come up to me asking for advice.

Especially for students and transitioning reporters, networking is so important. Meeting other reporters could mean obtaining a job right out of school, getting you on a

call list for available openings, even enlightening you to a different aspect of the reporting profession that you hadn't realized was an avenue to pursue. This was integral for me in obtaining my officialship first in Yolo County in 2007, and second, as an official most recently in Sacramento County. I was able to find out about openings and what the working environment was in each area to know if they were places I wanted to be.

Next, networking helped me in realizing how important it was to get my realtime certification. Even though my theory taught me to come out of school realtime-ready, I didn't quite fathom the benefits of providing it full-time in court and/or as a freelancer. Not only does it keep our profession relevant and at the brink of technology offered in legal settings; it also enables you to make much more money. Meeting people like Lesia Mervin and Sandy Bunch Vanderpol, leaders in our profession, inspired me and helped me realize the possibilities are endless when providing the latest and greatest services, like realtime.

Altogether, I came away with a handful of helpful tips for my day-to-day knowledge on the job and exchanged almost of my business cards. I'd say this was one of the most successful conventions by CCRA for me yet! I look forward to next year in Yosemite and the unique experience it will bring.

STUDENT SCHOLARSHIP WINNER

By Andrew Semograd, Student

As a student, when I was invited to attend the 2015 Annual CCRA convention, I wasn't exactly sure what to expect. I was sure of the informative seminars and chances to try the newest writers available. However, after having attended, I can say it was much more than just that. I met more people than I could ever imagine, and I can now put faces with names I've heard at school and I've seen online. Seeing how many people who have made a living for themselves and chosen the same career path that I have chosen has really made me eager and excited for my future.

The seminars were interesting and a lot more relevant to me as a student than I had originally thought. I took at least one thing from each one that I can confidently remember and be sure I'll need to know as a working reporter. Some were geared towards well-seasoned reporters, and others were geared towards fresh reporters and students.

In addition to the seminars, I was able to see some familiar faces of people who graduated from my own school. With the familiar faces, I was able to meet a lot of new friends who I can turn to whenever I have any questions about anything. Every reporter I met had nothing but excitement and inspiration to give me, and this gave me the biggest amount of motivation and confidence to return back to school. This really proved to be true, because the following week I passed two tests at school and moved into my final speed class!

On the last day of the convention, it was announced that I had won the student scholarship essay contest that I entered a few weeks prior. The essay was very simple. Getting on my soapbox about something I felt passionate about was all it required for me to win. It would have been silly for me not to enter.

Overall, I highly recommend attending any CCRA annual convention to anybody in the court reporting field. It's a nice way to spend a weekend incorporating learning, networking, as well as fun. I definitely plan on attending another CCRA annual convention and look forward to doing so.

THEORY COMPETENCE AND SPEED BUILDING SUCCESS

By Margaret Ortiz

Department Chair, Court Reporting and Related Technologies, West Valley College, Saratoga, California. Margaret.Ortiz@westvalley.edu

Students often ask me, "What can I do to make faster progress in speed building?" Practice is important, of course, but theory literacy is the first step to success. Hesitation while trying to remember how to write a word or phrase is the bane of every student trying to build machine shorthand speed. Understanding and memorizing theory concepts and briefs, then practicing them on the machine until they become automatic, facilitates speed.

You will not make rapid progress in speedbuilding without a strong theory foundation. Unfortunately, for most people, one or two semesters of theory is simply not enough time to memorize all of the realtime theory concepts and to assimilate them into their writing. The solution: Pull out your textbook and review your theory lessons on a daily basis. (You may skip the beginning chapters with simple phonetic words with no conflicts.) Reading a few pages a day and/ or focusing on one particular chapter for several days in a given week can make a big difference in bringing the correct outlines to mind when you're writing on the machine. I've had students tell me that they were shocked by what they discovered they had forgotten when they went back to their theory texts, especially when it came to using the correct realtime prefixes and suffixes.

For reinforcement and to build correct muscle memory, incorporate word and sentence drills from one chapter each week into your daily practice or create your own practice recordings at a comfortable speed, using words and phrases covered in the lessons, alternating them with easy words that you can write without too much thought. Example: "chat, interrogate, step, intermingle, cow, interaction, ring, interception," and so on. This forces you to approach problem fingering patterns from other fingering positions, as opposed to simply hitting the same keys over and over, which does nothing to train your fingers. Your goal is to be able to hit any key combination from any other key combination so mix it up!

Make notes in the margins of your theory text with word and phrase outlines you have changed because yours are easier for you to write and to remember. For example, if your theory uses "FRIMT" for "from time to time" but you have changed it to "FRAOIM," write in your new outline. That way, you can make it part of your daily theory review. You may not remember your new brief when you need it if you simply add it to your main CAT dictionary but, if you keep a running list of words and phrases that you need to review and practice daily, you will have a customized powerful reinforcement tool.

When you've gone through your theory book, start again and repeat the process. Make it a long-term habit. Regular reinforcement will ensure that you don't suffer from "memory fade."

If you are still a theory student or simply have trouble retaining a particular theory concept in spite of review and practice, don't rely on rote (simple repetition) alone to remedy the problem. Try teaching the concept to someone else. Here's a secret all teachers know: Teaching others is one of the most powerful tools there is for developing a deep understanding of, and retaining, new material. If you don't have anyone available to sit through a stenography lesson, you can still benefit from explaining the concepts out loud when you are by yourself. Pretend that you are teaching a class and take it seriously. You will be amazed at how effective explaining the concepts in your own words is at increasing your own understanding and retention.

Realtime writing proficiency is a valuable, marketable skill. If you review and practice specific theory concepts regularly, you will be able to write more quickly and accurately and you will benefit from having a solid realtime theory foundation when you go into the workplace.



COURT-CLERGY CONFERENCE

Sometimes you volunteer for something and it moves you.

First, family friend Justice Nicholas of the Third District Court of Appeal approached me with an idea while celebrating his granddaughters' birthday at an ice cream parlor. This would make sense if there was alcohol involved; there was not. I kid you not, we discussed the topic standing outside of the restrooms.

Justice Nicholson was involved in the first-ever California Court-Clergy Conference that was held in 2014. Since it was going to be in Sacramento this year, he was asking me if a court reporter would be willing to report the conference and then produce a transcript. I proceeded to tell him about CART/Captioners and reporting church services for the hard-of-hearing community.

Before I knew it, there I was reporting the Court-Clergy Conference and streaming realtime to all attendees. That may have been a bit nerve racking, considering that I'm not very well versed on church lingo. The conference started with an opening prayer from leaders of different faiths: Rabbi Mona Alfi, Father Gerry Robinson and Imam Mohamed Abdul-Azeez. They were beautiful.

There were three professors from Pepperdine University as well as the keynote speaker Dallin Oaks. The biography for Dallin Oaks reads as follows: Since 1984, he has been a member of the Quorum of the Twelve Apostles of The Church of Jesus Christ of Latter-day Saints. He was president of Brigham Young University, a professor of law at the University of Chicago Law School and a justice of the Utah Supreme Court. He was a true delight to report.

The topics covered were, among others, Religious Freedom in Age of Same Sex Marriage, How Can Clergy Respond When an Act is Legally Permissible but Religiously Prohibited, and so on.

The most intriguing part for me was Professor Michael Helfand's presentation. He is an expert on religious law and religious liberty. He delved into the US Supreme Court's Obergefell decision as well as the Religious Freedom Restoration Act. It was truly fascinating. I may have asked him if he was interested in visiting Yosemite next October.

This was an experience unlike no other. I'm grateful that Justice Nicholson approached me with his idea. It turned into something bigger: Letting two different communities know about our skills and abilities. I have never had so many people thank me for providing realtime.

DIADAANTESAID IT BETTER!



What do I love about my Diamante?

"It's like they have created your personal writing machine. The keys adjust incrementally for your perfect touch, the tension settings are limitless to your writing style, and all stacking has been eliminated. And I love how light it is."

Jan Schmitt, RPR, CSR, CCR Schmitt Reporting & Video, Inc.

What does my firm love about the Diamante?

"We want our reporters to use the Diamante because it reflects the high standards at YOM. The touch and reliability are second to none."

Cheryl A. Mangio, CMRS, CRR, RMR, CCR Yamaguchi Obien Mangio (YOM) Reporting & Video





What do I love about my Diamante?

"Over the past 50 years, the one constant in my court reporting career has been using Stenograph writers, and without doubt, the Diamante is the finest yet. My writing differs from morning to afternoon, and the new profile settings let me adjust the writer on the fly to handle the changes. No matter what I throw at it, it just works!"

Rick Greenspan, FAPR, RMR, CRR, FPR U.S. Legal Support

What does my firm love about the Diamante?

"The reporters at Wood & Randall love the new Diamante because of its light touch, its great audio backup, and how quick and easy it is to set up with or without being hooked up to a laptop."

Christine Randall, CSR, RPR Wood & Randall–Owner and President

Stenograph



800.323.4247 • stenograph.com

You Tube

ASK MR. MODEM www.MrModem.com



Help: Email Causes Freezes!

Q. Sometimes people I send email to tell me that when they open my message, their computer freezes. I'm sending you one of my emails that did this. Can you tell me what I'm doing wrong that might be causing this?

A. The email you sent me contains eight graphical animations, including four animated closings, "Goodbye," "Adios," "CUL8TR," and "Sayonara." While I understand that "cutesy" is in the eyes of the beholder, I would encourage some measure of restraint when it comes to email "enhancements" of this type for several reasons:

First, all those graphics and animations increase the size of your email exponentially, turning what should be a simple message into a bloated e-mess. For recipients with older systems or computers running a minimal amount of memory, opening your graphical extravaganza can be overwhelming to the system, resulting in a freeze.

Keep in mind, whether you're using IncrediMail or some other email fluffer-upper, there are only so many graphics and related animations, and graphically inclined senders all tend to gravitate towards the same ones. Toward that end, you can't go wrong if you extend the courtesy of asking your intended recipients if it's okay if you include animations. If they decline, thank them and honor their request not to include them. If they do not respond, do not assume that's an implied permission to continue sending cutesy. It is not.

In your case, remove the graphics and animations from your message and re-send it. Individuals who previously experienced a computer freeze will then be able to view your message without any problem.

Q. I notice that my 4-port USB hub feels warm to the touch. Is this normal or are flames about to leap out and cause me grief. Do you think I am worrying over nothing? Thanks, Mr. M.

A. There are components within the hub that can get warm, so some amount of warmth is normal. If it is too hot to touch, I wouldn't take any chances and I would replace it immediately.

My rule of thumb for something like this is if it makes me uncomfortable -- rightly or wrongly -- I replace it. It might not really need replacing, but if it's going to drive me to distraction to that extent then I will just replace it and be done with it. I would keep the USB hub that was replaced as a spare. And if the replacement hub ultimately feels about the same temperature as the one I replaced, then I'll walk to a mirror, look into it and say, "You moron! You replaced it for nothing," though the peace of mind alone would be worth it.

Q. I would like to ask your advice and opinion about a software program called Driver Robot. It's supposed to scan your PC and then list all the drivers that are out of date. It then provides a link you can use to download and install the most current drivers.

A. Personally, I wouldn't touch a program like that with a borrowed ten-foot pole. It is of no consequence if drivers are old or outdated if everything is working properly. I have computers here that haven't had new or updated drivers installed in years. It's simply not necessary unless a problem arises, so this clearly falls within the advice category of, "If it ain't broke, don't fix it."

If you are experiencing a computer problem, by all means, it should be addressed. Otherwise, just enjoy your computer. When things are running smoothly, you're not going to make them run smoother by installing anything new.

Mr. Modem's DME (Don't Miss 'Em) Sites of the Month

AllerGlobal – Create a ready-to-print card listing your food allergies, in any number of languages. For example, let's say I'm allergic to anchovies and it's time for my annual visit to Uncle Sven at the family farm in Hudiksvall, Sweden. Sven loves his kroppkakor and silltallrik thin-crust pizza with extra anchovies. If I accidentally eat a slice of delicious kroppkakor, when the paramedics arrive all I have to say is, "Jag är allergisk eller intolerant mot följande näringsämnen ansjovis," before I lose consciousness, and I'll be in good hands. www.allerglobal.com

American Car Brochures – Original, factory brochures that harken back to an era when cars were cars, not today's everything-looks-alike boxes. If you're like me and yearn for the good old days of massive tail fins, hood ornaments, hubcaps, white-wall tires, curb feelers, column shifts, slippery bench seats (without seat belts), and non-padded dashboards with eviscerating projectiles, you won't want to miss this site. www.lov2xlr8.no/broch1.html

PicLits.com – A creative-writing site that matches beautiful images with carefully selected keywords in an effort to inspire you. No, seriously. The object is to put the right words in the right place and in the right order to capture the essence, story and meaning of a given picture. Click the "Learn It" link for additional information. www.piclits.com

To subscribe to Mr. Modem's award-winning weekly computer-help newsletter and also receive personal responses to your questions, visit www.MrModem.com.

CAPTION IT FORWARD INTRODUCING CCRA'S NEW CART/BROADCAST BOARD MEMBER!



By Regina DeMoville, CSR, CRC

I had the privilege of attending CCRA's 105th Annual Convention in Newport Beach. I attended a lot of the captioning seminars, met lots of new people, and even took CCRA's new CCG exam! I attended the dress for success event and watched part of the magic show. There were some pretty awesome speakers with really great information. There was definitely something for everyone at this year's convention!

Speaking of pretty awesome speakers, CCRA also appointed new members to its Board of Directors. One of those new members is Debra Bollman, who was also the Keynote Speaker at the convention luncheon. Anyone heard of "syzygy" or "cattywampus"? Or how about "onomatopoeia"? These are just a few of the words that Debra Bollman and other captioners were challenged with by famous basketball player Nigel Hayes at a press conference. The story went viral when while waiting for a press conference to start, he whispered "God, she's beautiful" not knowing the microphones were on and everyone in the press room heard his comment. He was speaking of, yes, the very beautiful and talented Debra Bollman! After the press conference, she had a chance to speak with Nigel Hayes and said "He was truly a kind young man with solid manners." In talking with her recently, she went on to say "It would be great if people knew that I'm actually really good at what I do. This isn't just a pretty face."

On behalf of the CCRA CART/Broadcast Committee, I would like to introduce you to Debra Bollman (pictured, dressed in all white). She has many years' experience in the CART and Broadcast field. She was seen as the best fit for the BOD and we have no doubt she will lead our committee in a successful direction! We are excited to have her on board! If you see her around, please give her a nice big warm welcome to CCRA!

And congratulations to all the new Board members! That includes a huge congratulations to our new CCRA President, Brooke Ryan!

Take a little time this month to say Thank You to the inspirational people in your lives! Many people, such as on the CCRA BOD, work hard behind the scenes to make CART and Broadcast careers better for the future!

Thank YOU to the CART/Broadcast Committee for all your hard work this past year! I have enjoyed working with all of you!



WRITING OUR FUTURE IN THE CLOUD

By Brian Clune, CLVS

Published to NCRA members on July 20, 2011 in a report titled "Writing our Future," the need for online access was highlighted as one of the goals for members of the organization to remain competitive. Within the report were the following survey results identifying a list of factors for stenographic reporters to stay competitive as determined by the NCRA members:

THE SIX LARGEST FACTORS INFLUENCING OUR PROFESSION OVER THE NEXT 15 TO 20 YEARS WERE IDENTIFIED, IN ORDER, AS:

- 1. The shrinking population of reporters; we must support our schools.
- 2. Enhanced/improved ER/DAR; their advancements are not waiting for us.
- 3. Market demand for paperless court reporting, courtrooms, and e-filing.
- 4. The market accepts ER/DAR as steno's equal.
- 5. Continued proliferation of ER/DAR in courts and depositions.
- 6. Larger population of court reporters providing realtime."

The 2011 member survey went on to report;

"49 percent of you feel NCRA can have a strong impact on the future demand for paperless reporting by engaging in a sustained campaign to increase ... and encourage reporters to move to and help manage paperless systems, and to promote such systems to consumers."

> WRITING OUR FUTURE IN THE CLOUD... CONTINUED ON PAGE 22



GADGET OF THE MONTH: SHARED STORAGE

By Brian Clune, CLVS

Shown: WD My Cloud 4TB Personal Cloud Storage - NAS (WDBCTL0040HWTNESN) by Western Digital \$185.98

http://bit.ly/WD_MY_CLOUD_4TB

A few things to know up front:

- 1. This device cannot be plugged directly into a computer for use.
- 2. It needs a hard wired ethernet connection - it cannot connect to your network wirelessly. My Cloud (cont.) The My Cloud probably has one of the best web-based configuration interfaces I've seen. In fact it's possible on most home routers to find the device just by pointing a browser at wdmycloud. local - you don't even need to dig around in your router settings to find its IP address. Once in it's very easy to configure folders and users.

Also of note is that the Macs, Windows PCs, and even smart TVs in the house could immediately find and access the drive through their native interfaces. This drive can be accessed remotely with you laptop, phone or tablet. The drive offers the ability to restrict access by user, including hiding folders from those who do not have access and assigning read only access to certain users.

WRITING OUR FUTURE IN THE CLOUD... CONTINUED FROM PAGE 21

To meet the challenges of the future and to provide full function paperless delivery of stenographic records, reporters should follow the rest of the computing world and look to the cloud.

The cloud was the new buzz word for the future of computing in 2011. In the past 4 years each of us have become more comfortable with working online, we recognize the advantages of access to our data from any location, using any of the various devices we own and use regularly. The delivery of music was originally the most popular use for cloud access with the rollout of Apple's cloud music service causing a stir as well as Amazon Cloud Player and Google Music beta following fast behind.

YouTube is one of the top four most visited sites on the Internet. Video is now not just for your TV set, it is currently the number one activity that people go online for. We are not limited in our access. We use desktops, laptops and portable devices like netbooks and phones to get to the streaming content. The key to the success of YouTube is the easy sharing of content. 490 million unique users each month go into the cloud for video and we expect to be able to access it from any device from any location at any time.

Where does that lead us for delivery of Transcripts? Court access, attorney access, collaborative access and cooperation, are the next step for delivery of transcripts. How will court reporters address this demand for access to their content?

COMMON CLOUD COMPUTING TERMS

Let's start out with a definition of terms. Cloud computing is a model of computing in which your computer or other device acts as a terminal and a network of servers handles the processing power and storage for you. It is delivery of content through an Internet connection. Files are not necessarily saved on the local device. The files and changes and/or comments made to the files are left "in the cloud." Contrast that with an email attachment and download of content, which is also delivery of content through an Internet connection except that the files must be saved locally.

Cloud Back-up is a service that will backup your files, and for many providers this is an automatic function. Not specifically designed for sharing with others this services refers to maintaining a copy of all your computer files in a cloud location, i.e. on the internet. Cloud back-up providers have a variety of features which may include the preservation of previous versions of documents of files.

Cloud Storage is similar to having a network drive for storage of documents. You select what is to be stored and who, if anyone, will have access to your stored documents. Providers list a variety of options, which may include notification of changes to a document, or expiration of access for shared documents. Another acronym that is widely used in connection with cloud computing is SaaS, meaning "Software as a Service." The difference from desktop computing is the programs do not live on your computer; you do not have a local copy of the program. The program is on the web and the program runs in a web interface. With SaaS you are not paying for equipment just for the access to that remote equipment's resources. Microsoft Office 365 is an example of SaaS, where the most recent version of office products is always available to the subscriber.

ADOPTION OF PAPERLESS DELIVERY

Why would any of our clients want this? Let's discuss "why" the cloud. The simple answer is access. Many reporters provide access to their content as a download. It's very convenient - 24/7 access to transcripts, exhibits and documents. The problem with downloads is access to modifications and collaboration. Once files are downloaded the access to any mark-ups or notes are restricted to the device or devices that store the download. If the user is away from the device, access may be limited or nonexistent. With the download model collaboration is limited to one user at a time requiring the download of a copy and subsequent upload of an update for sharing.

The answer to the access and versioning issues is the cloud. Using the cloud for delivery does not eliminate 24/7 access to download your content but it does add collaborative functionality that attorneys and support staff will use on an increasing basis. Cloud computing is a model for enabling ubiquitous, convenient, on-demand network access to a shared pool of knowledge and work product. It is more than the model of downloading your own version of a file. It is seeing the file and the work that other team members have put into understanding and digesting the content. All of this cloud collaboration is available from any Internet connected device.

SECURITY

Security of content in the cloud is where court reporters and court reporting firms may want to look to legal-specific cloud applications. Resistance to adoption of cloud computing related to security uncertainties is a current roadblock to more universal adoption. So court reporters need to look for more security features than other nonlegal-specific vendors may provide.

Online banking and e-commerce are now universally accepted as relatively secure or at least secure enough to see constant growth in participation. Through the careful use of encryption and password protection, online banking is arguably as secure as using checks or carrying cash. This same level of comfort in the security infrastructure will need to be established in the delivery of transcripts and litigation materials.

WRITING OUR FUTURE IN THE CLOUD... CONTINUED FROM PAGE 22

DELIVERY

The ability to securely deliver content in the cloud will supply both providers and clients with the online tools and security that will make the market generally accepted. For example, with YesLaw Online a reporter can deliver a "corrected" transcript copy to all parties, or a large consolidated appeal transcript with a simple click of a button. For courts and reporters this may be reason enough to encourage paperless cloud delivery over current traditional methods.

With cloud delivery there is no necessity for the attorney to save every transcript or document on a local computer. The cloud provides nearly instant access to all the case documents from anywhere at any time. This secure access hopefully will allow each attorney to be more efficient and effective than those stuck in the "paper world".

Reporters are the "guardians of the record" but also tasked with distribution of the transcript to the court and all parties. Download and unauthorized distribution is still available to those that work to avoid paying for copies despite the rules against such behavior. Cloud access to content requires the sharing of personal passwords and authentication by the server holding the content. I would suggest that distribution of a personal password is less likely to occur than the simple forward of an email with a transcript as an attachment. By using a cloud delivery system, reporters are the administrators for authentication of users and will hopefully retain more control of the distribution.

In the 2011 NCRA survey of members identified paperless delivery as essential to staying competitive. Four years later the online delivery of content is fast becoming the standard for stenographic reporters. Official reporters, pro tem reporters and freelance reporters must recognize and adapt to the paperless demand and cloud delivery of content.

Brian Clune is a legal video firm owner, a member of the CLVS council, and Vice President of YesLaw which is an independent provider of cloud delivery to the court reporting industry.

ONLINE/CLOUD SERVICE COMPARISON A SNAPSHOT IN A CHANGING MARKET

	Computer Back-up & Restore			File Back-up and Share					
	Carbonite	iDrive	BACKBLAZE	DropBox	Google Drive	iCloud	Microsoft OneDrive	Hightail	Box
	CARBÔNITE Backtup.Getit back	IDriv@ ®	BACKBLAZE	Sector Dropbox	Google Drive		ConeDrive 🍋	Ē	box
Free service	15 days	Yes	15 days	Yes	Yes	Yes	Yes	Yes *	Yes
Free Storage	unlimited	5 GB	unlimited	2 GB	15 GB	5 GB	15 GB	2 GB	10 GB
Pay service	\$59.99 to \$99.99/yr	\$59.50 to \$99.50/yr	\$50/yr.	9.99/month	1.99/month	.99/month	\$1.99/month	\$15.99/month**	\$15./Mo. per user*
Paid Storage Size	unlimited	1 TB-250 GB	unlimited	1 TB	100 GB	50 GB	100 GB	unlimited	unlimited
Features									
Multiple Computers	no	Yes	no	Yes	Yes	Yes	Yes	yes	yes
Automated Backups	Yes (continuous)	Yes (continuous)	Yes (continuous)	Yes	Yes	Yes	Yes	no	Yes
Remote Access	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
notes	4 GB limit to auto back- up	Option for Physical HD via mail	Lost computer locator	Trying to improve business support	Document Changes tracking	iCloud Keychain remembers passwords	\$6.99 with Office365 and 1 TB storage	** 5 e-signatures *unlimited e-signatures Audit Trail and Expiration of document	* 3 user minimum, Custom Branding, API available

HOW TO INTERRUPT PROCEEDINGS: FEEL THE FEAR AND SPEAK UP ANYWAY

By Ana Fatima Costa, RPR, CSR

"My court reporter is great, but when she was on vacation, her replacement kept interrupting while I was questioning a key witness. I had my secretary advise the reporting firm not to send him back."¹

Thus begins a fictitious Q&A in my blog post, *The Court Reporter's Dilemma: Interrupt or Drop*, which was published in August 2015 on the Bar Association of San Francisco's [BASF] website.

After BASF informed me that my blog was the #1 most viewed and "liked" in the history of the Bar, it inspired me to write *Educating the Legal Community Through Social Media*, which was published in CCRA Online's September 2015 issue. I suggested that we use the viral capability of social media to educate the legal community about our work as guardians of the record.

At my presentation *Speak Up NOW: The Art of Interruption* at CCRA's 105th annual convention in October 2015, reporters shared their frustration with attorneys who complain when they interrupt for clarification.

So why am I writing about this again?

Because this issue keeps showing up in discussion forums on LinkedIn and Facebook. It keeps coming up in conversations with attorneys, reporters and reporting students whom I mentor through reporter-of-record internships at mock events. My interns' #1 task is to speak up as often as needed to get the most accurate record they can. It scares them, and they are not alone.

Most official court reporters have judges who back them up when they interrupt, but freelance reporters are often alone in the room with attorneys who are oblivious to their needs or how to make a good record. Feeling unsupported and intimidated, they don't speak up.

So what happens when an attorney's secretary calls the reporting firm to complain about a reporter interrupting? Each situation is unique, but in this highly competitive field, managers and/or firm owners cannot risk losing business, so they hastily apologize. Instead of taking the time to educate, which may infuriate the client, they abide by his request, especially if it's a long-term relationship or he provides a lot of revenue for the firm. It's a Catch-22 situation. Unfortunately, the reporter feels like s/he got thrown under the bus. If you are that reporter, being told you're not welcome back makes you feel frustrated and discouraged that the agency didn't back you up. And now this is having an impact on your income, so you're also angry and worried. You were doing your job - interrupting when necessary to get the most accurate record possible. If this scenario keeps happening, it could drive you to rely on audio.

After I posted my BASF article in LinkedIn and Facebook groups, court reporters from all over the U.S. had plenty to say about this topic. Below are just a few examples:

- I'll tell you, it's so tough with the interrupting and knowing when to do it. Sometimes I'm unsure of a word, but there's a certain familiarity to it that I know I can figure it out later, so I don't interrupt. Medical words as well can usually be figured out. But those times when you just know there's no way you can get it unless you use audio (if it doesn't malfunction) are the times when it just has to be done.
- Court participants have become so disrespectful. I am only trying to do my job. I will be the one up at midnight trying to discern audio, if they don't speak out and stop talking on top of one another.
- I just retired and began freelancing. Before, I felt like a failure. My judge was a horrible speaker. He sets the tone, I feel, for how the lawyers conduct themselves. They would interrupt, talk to one another whispering, and go on and off the record without me knowing which. I really began to feel like I wasn't capable. That is so not the case.
- Audio has for sure enhanced our jobs. People get so annoyed with reporters using audio, thinking it's cheating, telling us we shouldn't use it. I think of it in the same light of telling a doctor he has to use only x-rays instead of an MRI because it's cheating. It's a great tool when used appropriately. Unfortunately, it's being abused. It's a fine line for sure.
- As the new court reporters have come into the field, they do not interrupt because they are relying on the audio. They don't know any other way because they've always had audio. Of course, they're new, terrified and unsure of themselves. They're not forced to interrupt because they have their audio, so this has become the new trend.

HOW TO INTERRUPT PROCEEDINGS... CONTINUED ON PAGE 25

HOW TO INTERRUPT PROCEEDINGS... CONTINUED FROM PAGE 24

- The depos have become a circus with the cross-talk and ungettable speeds because few court reporters are interrupting. I've seen the problem developing for the last ten years. I do use audio sync at depositions but never want to rely on it to hear what I don't!
- Unfortunately, all too often, the attorneys have requested of the agencies not to be interrupted and/or the agencies have given instructions to the court reporters not to interrupt. The attorneys now see it as a sign of incompetence, where it should be looked at as just the opposite. The horror stories go on and on, where a court reporter who interrupts only a few times is asked not to return.
- I've been at this 31 years, and it used to be a source of comfort for the attorneys if we'd interrupt – not continually but occasionally – because they felt sure they had a good reporter who cared about the record. Now it's a source of annoyance for them, as you mentioned in your article. Since the institution of audio, more and more reporters have stopped interrupting and are depending on the audio.

YET, THE LAW IS CLEAR - AT LEAST IN CALIFORNIA

Recently, the Court Reporters Board of California [CRB] published four Best Practice Pointers covering a range of topics. Below are two key quotes from *Best Practice Pointer No. 1: How to Interrupt Proceedings*:

"The fundamental duty of a court reporter is to protect the record, including interrupting if the accuracy of the record is jeopardized. California Code of Regulations Title 16, Division 24, Article 8, section 2475 requires the reporter to promptly notify the parties present or the presiding officer upon determining that one is not competent to continue an assignment. Business and Professions Code 8017 defines shorthand reporting as the making of a verbatim record.

Note: The stenographic notes are the official record. If a complaint is received as to the accuracy of the transcript, the Board looks to the transcript and the stenographic notes, not an audio file that may exist. In other words, do NOT rely upon your backup audio recording for transcript production."²

In this slide from my CCRA presentation, I show that the need to speak up, combined with fear of interrupting, creates an inner conflict. We know it's our job to get a verbatim transcript, but most of us are too intimidated to speak up.



Yet the Court Reporters Board emphasizes that we must not rely on audio. So what to do?

TAKE CHARGE IN FOUR STEPS

1. DO YOUR HOMEWORK

Ask for and review the Notice of Deposition and a previous transcript; Google the case, attorneys and witness; build a job dictionary; and familiarize yourself with case-specific terminology. Talk to other reporters on the case to get important information, such as what the attorneys are like; any issues or special needs; transcript orders; and delivery requests. This is especially important when you're providing realtime. The more prepared you are, the better you will feel. And attorneys will appreciate that you showed up prepared and confident.

2. ACKNOWLEDGE YOUR FEELINGS AND NEEDS

If you start to feel anxious and your mind starts chattering:

"I'll clean that up later." "OMG, what was that word?" "Should I drop?" "No, the witness is slow. I can catch up."

This is precisely when you *need* to interrupt because you're about to drop.

If you need a glass of water, a break, some fresh air, a bite to eat or to use the rest room, speak up – politely but firmly. If your basic physical needs are not met, your mind and body will pester you, and you will be too distracted to capture a verbatim record.

If the noticing attorney says he's going to order food so they can work through lunch and asks everyone except you what they want, tell him: "Counsel, I need _____ minutes to eat and get a breath of air before continuing. I want to do

HOW TO INTERRUPT PROCEEDINGS... CONTINUED ON PAGE 26

HOW TO INTERRUPT PROCEEDINGS... CONTINUED FROM PAGE 25

the best job I can for you, and to do that I need a break." Chances are that others in the room will silently thank you.

3. SIT UP STRAIGHT AND BREATHE

When stressed, you are unaware that your shoulders are up under your ears and that you are holding your breath or are breathing shallowly. This constricts the blood vessels and makes your heart work harder to pump oxygen to the head and extremities – your hands and fingers. Sit up so that your lungs can take in more air. Breathe deeply into your belly. This will calm your body and mind, lower your blood pressure, and give you the ability to respond to stressful situations with greater clarity.

4. REMEMBER: IT'S NOT PERSONAL

Some reporters hesitate to interrupt because they don't want to break the flow of Q&A or colloquy. If they have to interrupt several times, they may begin to think they're not good enough or worry that attorneys will see them as incompetent. Yet if you can't hear or understand something, you must interrupt. Don't take attorneys' responses or facial expressions personally. Explain politely and clearly that it is your legal and ethical duty to get a verbatim record. As with every new skill, it gets easier.

HOW AND WHEN TO INTERRUPT

From CRB's Best Practice Pointer No. 1: Be polite, but firm and loud.

- Say, "Please speak one at a time, for the record."
- If the witness keeps talking over the questioner, "Excuse me. For the record, the witness needs to let the question finish before answering."
- If they are speaking too fast: "Excuse me. You are speaking at 325 wpm. For the record, I need you to please slow down."
- If you interrupt more than three times and nothing changes, raise your hands shoulder height so they are clearly away from the machine and say, "Stop. We are off the record." Then state what you need from them, politely but firmly.
- Say, "This is what I have right now," and read back the last clear portion you have in your notes.
- Ask the speaker to repeat the last thing that was said. "And I revised Mr. Schledinger's ..."
- For court proceedings, the CRB suggests that all requests for clarification of the record be addressed to the judge: "Your Honor, could we have Ms. Smith repeat what she just said?" However, this can get exhausting if you have to go through the judge every time. I suggest that you speak to the judge before the matter begins to ask his

preference. If appropriate, state that it will save time and be more efficient for everyone if you speak directly to the attorneys and witnesses. If he insists that you speak through him, then do it his way.

OTHER TIPS:

- Don't interrupt for an unusual phrase. If possible, wait for a natural pause in the proceedings, such as marking an exhibit or changing topics.
- Get spellings during breaks.
- If the witness or counsel is a mumbler, ask to take a break and move your chair closer.
- If the witness has a heavy accent, put an extra netbook with realtime in front of him/her (with attorney's permission) to minimize interruptions. 3

SUPPORT FROM TWO SAVVY LITIGATORS

"Lawyers should not be worried about being interrupted at trial or at deposition. First, the whole point of having a court reporter is to have the record. If the reporter does not interrupt to get it straight, there is no accurate record. What is the point of that? Second, lawyers have to be prepared for interruptions to their flow because that is the nature of what we do. Opposing counsel will interrupt to slow you down or make you lose your momentum, a Judge may interrupt you for a recess or other Court business, so you should be prepared for interruptions. It shouldn't matter that you are interrupted briefly by a court reporter."

- Elizabeth L. Riles, Esq., Bohbot & Riles

"The one thing that became very clear to me quite quickly is the fact that the Court Reporter is, in the end, one of the most important persons in the room when taking a deposition. Understanding their significance to your process, respecting them as colleagues rather than "the help," ensuring they are asked if they are in need of a break, and not simply expecting them to do your bidding without question, goes a long way.

I remember one of my first depositions the reporter warning me that if I did not slow down, she would never work with me again. Considering it is her role to get down every word said, I was horrified that I had not even considered my normal speed and how that was affecting her.

Although I can't say I'm a slow speaker, I have always kept that in mind and have worked hard to speak clearly, as slowly as I can, and warn every reporter that works with me before we get started to simply kick me under the table if I am going too fast. I now have my regular reporters whose faces I love to see and who know me and my style well enough that they have not warned me they would never return. A little respect for who they are, how important they are to us attorneys, and having some consideration for how

> HOW TO INTERRUPT PROCEEDINGS... CONTINUED ON PAGE 27

HOW TO INTERRUPT PROCEEDINGS... CONTINUED FROM PAGE 26

difficult their jobs can be should always be in the forefront of our minds when we walk into that deposition conference room."

— Karine Bohbot, Esq., Bohbot & Riles

CONCLUSION

Susan Jeffers, Ph.D., author of *Feel the Fear and Do It Anyway*, wrote *The Five Truths about Fear*. Fear Truth #3 states: "The only way to feel better about yourself is to go out and ... do it! With each little step you take into unknown territory, a pattern of strength develops. You begin feeling stronger and stronger and stronger."⁴

The attorney's job is to represent her client to the best of her ability. It's your job to get the most accurate record that you can. Acknowledge your fear, breathe, speak up as often as you need to, educate attorneys about why you need to interrupt, and let go of everything else.



AUTHOR BIO

ANA FATIMA COSTA, RPR, CSR is a consultant, author, coach and speaker. She uses the knowledge she gained from her 35-year reporting career to support court reporting students and CSRs. Her reporter-of-record internships at mock depositions and mock trials offer students and new reporters opportunities to speak up, mark exhibits and produce

rough draft or final transcripts - while also educating the legal profession about our crucial role as guardians of the record. In addition, she uses transformative coaching tools that help students and reporters release obstacles to their success and happiness.

Ana's e-book, 0 - 225: Your Guide to Writing Mastery was published in October 2015. Click here to download your copy https://anafatimacosta.leadpages.co/0-225-writingmastery and to schedule a 15-minute complimentary Steno Mastery Strategy Session. To learn more about Ana's work, visit www.anafatimacosta.com. You can reach her at afccoaching@gmail.com.

RESOURCES

1 The Court Reporter's Dilemma: Interrupt or Drop (Ana Fatima Costa, RPR, CSR, Bar Association of San Francisco, Legal by the Bay blog, July 28, 2015)

http://blog.sfbar.org/2015/07/28/the-court-reportersdilemma-interrupt-or-drop/

2 Best Practice Pointer No. 1: How to Interrupt Proceedings (Court Reporters Board) http://www.courtreportersboard.ca.gov/formspubs/ best_interrupt.pdf

3 Best Practice Pointer No. 1: How to Interrupt Proceedings (Court Reporters Board) and Suggestions on When and How to Interrupt (Kramm Court Reporting blog, April 20, 2014)

http://kramm.com/court-reporters-suggestions-onwhen-and-how-to-interrupt/

4 The Five Truths About Fear (Susan Jeffers, Ph.D., from Feel the Fear and Do It Anyway and Feel the Fear and Beyond)

http://www.susanjeffers.com/home/5truths.cfm

FRANK O. NELSON – A TRUE PIONEER

The court reporting community has lost a legend. Today's court reporters, and those of the future, should remember the name Frank O. Nelson, as he was at the forefront of the technology we today know and take for granted: Computer-Aided Transcription or CAT. For decades, court reporters have routinely utilized computers to do their jobs. But there was a time when computers for court reporters, and most everyone else in the world, did not exist.

Frank was a freelance agency owner in Los Angeles, establishing his agency in 1955 and later moving the business to Santa Barbara, Santa Maria and the Central Valley. Frank served on many committees, on the CCRA Board of Directors, and served as president of the association in 1959, 1960, 1961, 1962 and 1968. Yes, you read that right -- Frank was the CCRA president five times.

Of course, California didn't keep him a secret and he served court reporting on the national level as well. Frank served as president of NSRA (the name later changed to NCRA to eliminate "shorthand"); was a Fellow of the Academy of Professional Reporters; and was awarded the Distinguished Service Award by both CCRA and NCRA, the highest recognition any member of these organizations can be awarded.

But back to computers. Gary Cramer recalls joining Jack Winters from the Los Angeles Superior Court Reporters Association on a visit to Frank's office in Los Angeles. Frank was gathering court reporter leaders together to view a demonstration of a computer, something not easily explained as their use was in most recent times exclusive to the military. And remember, there were also no computerized steno machines at that time. Frank had the foresight to be the first to invest in the future -- a computer, a foreign concept in the early 1970's. Gary describes seeing a very large piece of equipment, approximately 7 feet tall and 9 feet long. Frank provided an explanation on how this large contraption worked, then demonstrated inserting something into it. The material was then transferred somehow to Maryland for translation. Since the attendees would have had to wait many hours or overnight for the material to be returned, those assembled then left the demonstration. Imagine how much this monster of a box must have cost and how little functionality would have been available. But Frank knew this was the future and was willing to step toward it wholeheartedly as the first in the nation to use CAT.

That was Frank's nature. Always thoughtful, well liked, and having an excellent reputation as a court reporter, Frank and his lovely wife Edna were staples at state and national conventions. The ever gracious Silver Fox and his impeccably dressed wife would walk into a room, be immediately surrounded by well-wishers, and know everyone's name.

Past President Candace (Candy) Sharkey remembers a time when CCRA was trying to educate legislators about what CAT reporting was all about. Our esteemed lobbyist at the time, Frank Murphy, thought it would be very helpful for his lobbying efforts if we could "show" them instead of just "tell" them. So a live CAT demonstration was arranged for a panel of legislators using what was very rudimentary equipment. It was in the very early '80s and Frank Nelson agreed to be the reporter/writer. Alison Graff and Candy, two brave newbies who were also writing realtime in their jobs at the time, were placed behind a curtain with a computer that was wired to Frank's machine, editing away so a final transcript of the proceedings could be printed and handed out immediately after the demo ended. As Candy put it, "Frank Nelson was sweating bullets and it was a REALLY hard assignment. I don't know anyone else who could have pulled it off. He always answered the call. He was Mr. Reliable to us for decades, always willing and available. I loved the guy like a brother." That's just one example of all the times CCRA called on Frank Nelson to come back and pitch in or help out.

Frank was the very first recipient of the Santo J. Aurelio Award for Altruism presented by the NCRA Foundation. This award is presented to a long-time court reporter who has given back selflessly to the profession or the community. How fitting an award, presented to a man who put his money, efforts and reputation on the line and pioneered the creation of CAT, something we take for granted today.

We offer our sincere sympathy to Edna and the rest of the family. Frank, who passed away two months ago at the age of 89, was a true gentleman in every sense of the word and will be missed by those who knew and loved him, personally and professionally. Here's to a life well lived and a name to remember.

IN MEMORIAM: WILLIAM S. GREENLEY

William S. Greenley, 70, passed away on October 30, 2015, as a result of a heart attack.

A memorial was held on November 8, in Petaluma, California. In attendance were his family (wife, son, daughter, and two granddaughters), his many friends and colleagues.

Bill Greenley was a well-respected visionary and leader in the court reporting profession. An icon. Bill was a principal in one of the largest deposition/court reporting firms in San Francisco, Combs & Greenley, Inc., from 1980 – 1997; was affiliated with Merrill Legal Solutions from 1997 – 2008; and from 2008 to 2015 was the principal in William Greenley Consulting.

As a pioneer in court reporter technology, Bill was instrumental in the development and the implementation of a broad spectrum of technological services to his many clients, colleagues, and other firm owners. Examples of such technological pursuits include the development of one of the most premiere deposition office software programs, RB Software; a pioneer in the implementation of realtime reporting and the training of court reporters in realtime writing and interactive realtime; the formation of Video Solutions, one of the first-ever video deposition services.

Bill was on the ground floor in starting National Network Reporting Company (NNRC) as well as, in the mid-1990's, along with his partner, Ken Combs, forming an alliance of independent California firms, AlterNet. The AlterNet group included Frank Nelson in Santa Barbara, Ray Eggebraaten in Fresno, Bob and Paula Killion in LA and Eureka, and Diane Saunar in San Diego.

In addition to running a successful business, Bill was very generous with his "extra" time and volunteered to serve the court reporting profession at both the national and state levels. Bill served on the board of the National Court Reporters Association, developed and chaired for many years the Technology Evaluation Committee, and was on the development committee of the Realtime Systems Administrator program and the Trial Presentation program. Much of Bill's volunteer time included, both at the national and state conventions, the presentation of numerous seminars relating to court reporting technology. Bill often could be "heard" dictating the licensing exam for the California Court Reporters Board. Bill has been honored and awarded the Distinguished Service Award from the California Court Reporters Association and is a Fellow of the Academy of Professional Reporters.

Bill will be remembered for many things, especially his sincerity, integrity, passion, professionalism, nurturing, kindness, and, above all, his genuine love for court reporting. Bill will be missed by the thousands of court reporters he has inspired!

