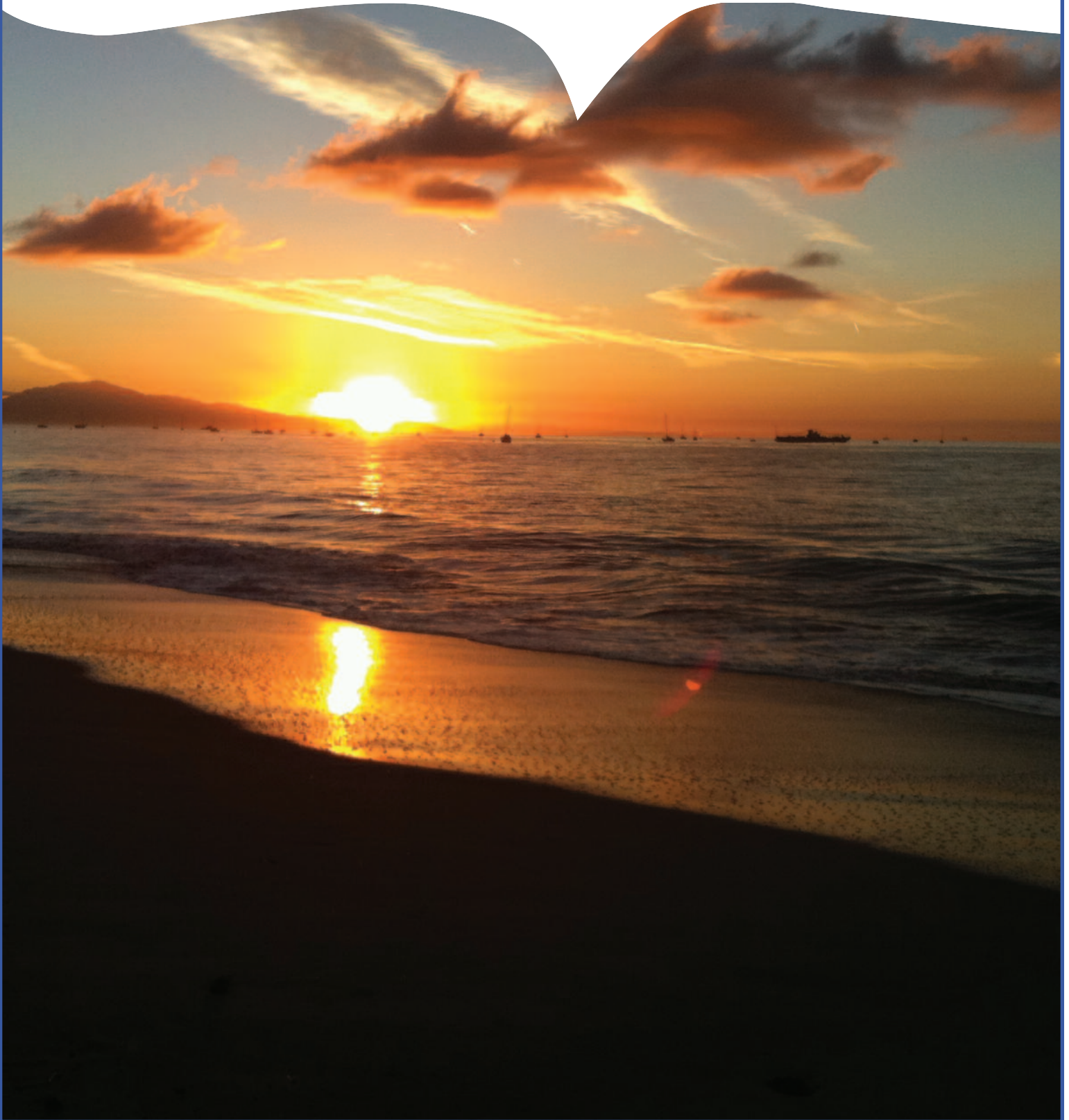


CCRA *online*

Volume 11 | Issue 5



Features

- 3-4 **President's Message —
CCRA and The American President**
- 6-7 **Letters to Assemblyman Wagner**
- 9 **Another View:
In Real Life, Court Reporters Count**
- 11 **Letter in Support of Nomination of
Chris Crawford for NACM Award of Merit**
- 12 **Did You Know?**
- 14-15 **Ask Mr. Modem! — www.MrModem.com**
- 16 **On Behalf of the Ethics First Task Force**
- 18 **The Brighter Side of Freelance Life**
- 19 **One Word/Two Words**
- 21-22 **Rebuttal to the Sacramento Bee Article**
- 23 **The Coincidental Deposition**
- 24-26 **California State Legislature —
Glossary of Legislative Terms
(H, I, J, K, L & M)**
- 27 **Vocabulary Test**

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 92656 or call (949) 715-4682. Advertising inquiries also should be directed to the Association office. Photographs accompanying articles should be RGB color JPEG files with a resolution no less than 120 ppi.

©COPYRIGHT 2011

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 or advertisers alone and do not imply an opinion on the part of the officers and directors of CCRA.



The Electronic Magazine of
the California Court Reporters Association

CCRA Online Committee

Lesia J. Mervin
Debby Steinman
Connie Parchman, Editor
3275 Royalton Court
Pleasanton, CA 94588
Tel: (510) 853-5260
parchman1@aol.com

Main Office

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

Join us online at
[California Court Reporters Association](http://CaliforniaCourtReportersAssociation.com)

facebook

CCRA OFFICERS

President

Debby Steinman
debby.steinman@cal-ccra.org

President-Elect/

Vice President Freelance

Early Langley
early.langley@cal-ccra.org

Vice President Official

Kristi Garcia
kegarcya@comcast.net

Secretary-Treasurer

Therese Claussen
TKClau@aol.com

Past President

Carolyn Dasher
carolyn.dasher@cal-ccra.org

CCRA 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.

President's Message — CCRA and The American President

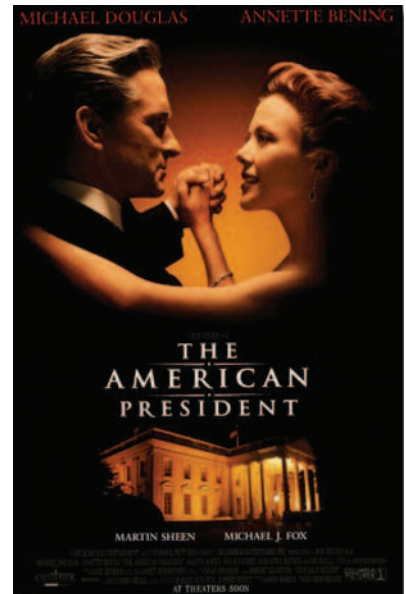
By Debby Steinman, CSR, CRR, RDR
CCRA President



I'm a big fan of the movie *The American President*. In one scene, the president is arguing against getting into a character debate with his opponent, Bob Rumson, but is finally convinced by his aides to do so since people were only listening to Mr. Rumson because he was the only one doing the talking. Remember that scene?

Without the constant efforts to educate our California legislators to the benefits afforded by court reporters and the perils of ER, "Bob Rumson" or in this case, Donald Wagner, could have succeeded.

Your board members, along with your fellow workers from all over the state, freelance and official, went to visit their legislators and/or their staff, giving realtime demonstrations, distributing information, and educating them about our profession and the dangers of supporting AB 803, the bill brought by Orange County legislator, Donald Wagner, to implement ER in all courts in the state and to phase out reporters by 20 percent a year, except in felony courts.



The hearing on this bill was heard Tuesday, April 26, 2011. The one speaker Donald Wagner had at the hearing was a salesman from CourtSmart, a digital ER equipment company.

CCRA was there, represented by Carolyn Dasher and Arnella Sims, who both testified before the committee.

In an affirmative show of support for the state's court reporters, many organizations spoke in opposition to the bill, including the Los Angeles County Court Reporters Association; the California District Attorneys Association; the California Public Defenders Association; the California Attorneys for Criminal Justice; the Statewide Association of Criminal Defense Attorneys; the California Federation of Court Interpreters; the Service Employees International Union; the Professional and Technical Engineers Local 21; the California Official Court Reporters Association; the Laborers Local 777, 792; the San Diego County Court Employees Association; the California Labor Federation; the American Federation of State, County and Municipal Employees; the California Judges Association; and the California Defense Counsel.

How much more persuasive could CCRA be? It speaks volumes when all of these different groups show up to support verbatim court reporters and the quality of the record.

When the vote was taken, there were six "no" votes and two "aye" votes.

To quote Dennis Peyton, a freelance reporter: **The "digital" court reporter is not new. It's a repackaging of the tape recorder and is still short of training for the professional reporter. There are many examples which you may not see by not knowing transcription errors — for instance, sound alike — and the lack of ability of a typist not trained in a proceeding to know the difference between words like discreet and discrete, or the many homonyms that come up in the English language. I use this as one of many examples — some others I'm sure you can come up with — such as which to use — for instance, to, too, two.**

Court reporters are trained and licensed — your replacements are not — they have no accountability to the litigants...Take some time out and visit a courtroom of the future with court reporters — they are very impressive.

continued on Page 4

President's Message — CCRA and The American President

(continued from Page 3)

From Melanie Sonntag, NCRA's President: "Congratulations to you and your team on your victory over AB 803."

"A huge way to go from Texas! Congrats!!"

From Minnesota: "Hard work with great rewards! Congrats! If California went ER, I believe that would influence decisions being made in other states. So thank you for your diligence and hard work!"

We received many, many more comments just like this from our fellow reporters around the country.

What we do pays off. This is a perfect example of what your membership and donations allow us to do, and we appreciate your help. What we provide to the judicial system is the best procedure for making the record. I thank you all for your support. Let's continue to be the best that we can be. We owe it to all the people who depend on us for the record, and all the people who believe in us and support us.

Way to go, CCRA, and all you fabulous reporters! With your help, we'll continue to defeat the "Bob Rumsons" of court reporting legislation.

Here is a list of the reporters and board members who went on the visits:

Assemblyman Feuer – Buford James and Bobbi Newlander

Assemblyman Wagner – Debby Steinman and Dina Lidis

Assemblyman Wieckowski – Early Langley and Renee Bush

Assemblyman Monning – Kristi Garcia and Oscar Moreno

Assemblyman Huffman – Carlos Martinez and Barrie Hart

Assemblyman Jones – Joanne Salaz and Steve Salaz

Assemblywoman Huber – Pam Katros and Sandra von Haenel

Assemblyman Dickinson – Brooke Ryan

Assemblywoman Atkins – Jim Partridge

If you happen to run into one of the volunteers, give them a big High Five!





Tidwell & Associates

Certified Legal Video Specialists (CLVS)

Trial Presentation Professionals (TPP)

Certified Media Expert (CME)

Transcription Services

(209) 679-4495

www.tidwellandassociates.com

- *Depositions
- *Video Synching
- *A Day in the Life
- *Streaming Video



2010/11 CCRA Officers

Officers

President
Debby Steinman

Vice President Officials
Kristi Garcia

**President-Elect/
Vice President Freelance**
Early Langley

Secretary-Treasurer
Therese Claussen

Board of Directors

District A
Pam Katros
pam.katros@cal-ccra.org

District D
Christine Taylor
christine.taylor@cal-ccra.org

District B
Kelly Roemer
kroemer@aikenwelch.com

District E – (At Large)
Brooke Ryan
burgundy.ryan@sbcglobal.net

District C
Kim Thayer
kim.thayer@cal-ccra.org

District F – (At Large)
Lynden Glover
lynden@lyndenj.com

Committees and Chairpersons

Bylaws
Arnella Sims

NCRA Testing
Lesia Mervin

CCRA Online
Connie Parchman

Nominating
Carolyn Dasher

Continuing Education
Carolyn Dasher

PACCRA
Jim Partridge

Depo Advisory
Early Langley

Public Relations
Kim Thayer

Finance
Lynden Glover

**Support
Our Students**
Gerie Bunch

Judicial Procedures
Tom Pringle

Technology
Lesia Mervin

Legislative Advisory
Carlos Martinez

Visionary
Tom Pringle

Past President
Carolyn Dasher

Letters to Assemblyman Wagner

Here are a few examples of letters that were sent to Assemblyman Wagner opposing AB803.

**SACRAMENTO OFFICIAL COURT REPORTERS
800 II STREET, SUITE 300
SACRAMENTO, CALIFORNIA 95814**

Honorable Don Wagner
Vice Chair, Assembly Judiciary Committee
State Capitol, Room 4153
Sacramento, California 95814

April 13, 2011

Dear Assembly Member Wagner:

The Sacramento Official Court Reporters oppose Assembly Bill 803.

A fully trained licensed professional court reporter is the best method available for capturing and preserving the record of proceedings in the courts of this state. A court reporter using computer-aided transcription (CAT), the most technologically advanced method of making the record, uses a computer as the basis of creating a written transcript. Electronic or digital recording methods present the possibility of electronic malfunction or operator error which, without the presence of a court reporter and the stenographic record, would leave unavailable any record or transcript whatsoever.

Every official court reporter in California currently purchases their own equipment and all of the additional supplies required to produce court transcripts, including regularly upgrading their computers and writing machines, at no cost to the taxpayers. We feel it makes more sense to continue to have court reporters absorb these expenses, rather than using state funds to pay for the initial set-up and continuing upgrade and maintenance costs of electronic recording equipment.

In the current economic climate which finds our state strapped for financial resources, now is not the time to shift from professional court reporters to a prohibitively expensive and less reliable system to capture the record of court proceedings. After examining all costs – direct, hidden, and shifting – electronic and digital recording processes are far more costly than the continued utilization of a professional licensed court reporter.

Sincerely,

Dianne Coughlin,
President, Sacramento Official Court Reporters
CC
Mike Feuer, Chair, Assembly Judiciary Committee

**LOS ANGELES COUNTY
COURT REPORTERS ASSOCIATION**
111 NORTH HILL STREET, ROOM 606-A
LOS ANGELES, CALIFORNIA 90012
213-974-8910
Fax 213-486-1619
laeca@gmail.com

April 12, 2011

The Honorable Donald P. Wagner
Vice Chair, Assembly Judiciary Committee
State Capitol, Room 4153
Sacramento, CA 95814

Sent by e-mail and US mail

Re: Assembly Bill 803 – OPPOSE

Dear Assemblymember Wagner:

The 600 members of the Los Angeles County Court Reporters Association object to passage of AB 803. We are official court reporters employed by the Los Angeles County Superior Court, the largest court in California as well as the United States. Every day we provide a value-added service to the judiciary, the bar and the public.

The legislature has over the past 35 years studied the issue of replacing official court reporters with recording technology on several occasions. Those studies and several pieces of legislation have failed to show a cost savings or any additional service that would improve access to justice. There has not been any credible study in California that has been shown to favor recording over a trained and licensed professional court reporter. The often-referenced 1994 study by the Administrative Office of the Courts was, at the time of its production, refuted by the ADC's own accounting firm which found court reporters to be less costly.

The facts show that use of a court reporter is less costly than using recording equipment. Though recording technology has been digitized, that minor improvement does not address the need for instantaneous access to the record and timely accurate production of transcripts from court proceedings, neither of which recording equipment can provide.

Judges and attorneys understand the excessive use of time required to review a tape recording. In addition, an inadequate record is made, as shown in many studies which we believe you have been provided. Other states have chosen to record court proceedings, only to make a turn back to court reporters as the most effective computerized and digitized system for today's technological age.

We therefore respectfully urge a "NO" vote on AB 803.

**SAN DIEGO SUPERIOR COURT REPORTERS
ASSOCIATION**
220 West Broadway, M.S. C-44, D-14
San Diego, CA 92101

The Honorable Don Wagner
Vice Chair, Assembly Judiciary Committee
State Capitol, Room 4153
Sacramento, CA 95814

April 14, 2011

Dear Assembly Member Wagner:

The San Diego Superior Court Reporters Association opposes Assembly Bill 803.

A licensed, professional court reporter using computer-aided transcription (CAT) is one of the court systems most valuable resources, and we remain the best and most cost-efficient method for reporting the record in this state's increasingly busy court system. Electronic or digital recording methods are susceptible to various kinds of equipment failures, risking the possibility that a day or more of a hearing or trial would be lost if an audio/digital file disappears or is corrupted. We combine modern technology with human skill, instincts, and experience to ensure an accurate record is captured and never lost.

It does not make good financial sense, in these difficult economic times, to burden the taxpayers with buying new audio/digital equipment for California courtrooms at a cost of \$48 million or more. San Diego County alone has over 160 courtrooms. That is \$4.32 million for our county alone, not to mention the loss of jobs to our skilled professional court reporters and the affect that would have on the economy.

Besides the upfront costs, the trial courts would stand to lose \$40 million of revenue collected from court reporter fees pursuant to Government Code Sections 68086 and 68086.1.

These are undoubtedly difficult economic times for our state, and it is very clear that when you look at all costs, direct, unsean, constantly changing, including replacing obsolete courtroom equipment, outdated storage methods, and then having to pay additional fees for labor in producing transcripts from recordings, the professional court reporter is still the most cost-effective and efficient means of reporting the record.

Sincerely,
Russell Walker
President, San Diego Superior Court Reporters' Association
CC Mike Feuer, Chair, Assembly Judiciary Committee



Advancing our profession
for over 100 years. >>>

continued on Page 7



Letters to Assemblyman Wagner

(continued from Page 6)

CCRA
California Court Reporters Association
Advancing our profession for over 100 years. >>>

Honorable Don Wagner,
Vice Chair, Assembly Judiciary Committee
State Capitol, Room 4153
Sacramento, California 95814

Dear Assembly Member Wagner,

March 14, 2011

The California Court Reporters Association opposes Assembly Bill 803. Implementation of electronic recording and elimination of official court reporters in California is not cost-effective. There are over 550 courtrooms in the Los Angeles Superior Court. Implementation in Los Angeles would cost almost \$13 million in upfront costs alone. Los Angeles represents only 30 percent of the courts in our state. **Upfront costs for statewide acquisition of equipment would cost upwards of \$48 million.**

Under Government Code Sections 68086 and 68086.1, litigants pay a user fee for court reporters in civil actions. **If official court reporters were eliminated in civil courts, the state would lose revenue of \$40 million per year.**

In family law and juvenile proceedings, personal information would be distributed through tapes given to litigants **violating privacy and security of health information (HIPAA law) and increasing the possibility of identity theft as well distribution of sensitive material related to minors.**

This table compares a Court Reporter to Electronic Recording (ER) in a five-day trial in Los Angeles County:

Cost Component	Court Reporter	Digital Recording
1. Personnel (5 days)	\$2,743	\$1,288
2. Transcript (1,000 pages)	\$2,970	\$4,500
SUBTOTAL	\$5,713	\$5,788
3. Delivery costs	\$ 0	\$ 13.50
4. Tech acquisition/maintenance	\$ 0	\$ 35
5. IT network upgrades	\$ 0	\$1,110
6. Added servers	\$ 0	\$ 220
7. Management overhead	\$ 16	\$ 80
TOTAL COST COMPARISON	\$5,729	\$7,247.50

*The cost to purchase a single ER unit is approximately \$2,800, hardwire installation is approximately \$20,000, and a one-year maintenance agreement is approximately \$200. As with all

California Court Reporters Association • 66 Enterprise • Aliso Viejo, CA 92656
Office (949) 715-4882 • Fax (949) 715-6531 • www.cal-crra.org

CCRA
California Court Reporters Association
Advancing our profession for over 100 years. >>>

technology, ER equipment must have a life-cycle replacement, which we estimate to be every five years," referencing a report written by Christopher Crawford of Justice Served.

The Justice Served report was conservative in its findings. In August 2008, Los Angeles Superior Court reported purchasing updated electronic recording equipment to be used for statutorily-allowed courtrooms. **The equipment cost \$27,000 per courtroom.** If you figure in over 1,800 courtrooms in the state, the figures reach up to \$48.6 million in upfront costs.

Court reporters produce and deliver transcripts acting as independent contractors using privately purchased hardware, software, computer networks, supplies, shipping costs and even labor. A major shift to ER would require that California courts purchase recording equipment, hardware courtrooms, fund technology improvements to support the capture, transmission and storage of massive electronic audio files, and become the primary administrator of transcript production and delivery operations.

There are currently over 7,000 certified court reporters in the State of California, representing both the freelance and official markets. Court reporters are licensed professionals certified through the Court Reporters Board under the Department of Consumer Affairs. All of these reporters pay a license renewal fee every year. This fee self-funds their board and also funds a Transcript Reimbursement Fund (TRF) for indigent citizens of California, thus enabling them access to justice. **To eliminate official court reporters would mean less funding for the TRF and diminish the meaningful and timely access to justice for all litigants.** Similar proposals have been considered by the legislature numerous times, in good and bad budget years, and the legislature has always determined that recording equipment as currently authorized is used for appropriate case types. Expanding its use would jeopardize the court record and create additional expense for the state and litigants.

If you have any questions or need further clarification, please feel free to contact me. Thank you for your time and consideration.

Sincerely,
Debby Steinman

Debby Steinman,
President, California Court Reporters Association
Debby.steinman@cal-crra.org

Cc
Mike Feuer, Chair Assembly Judiciary Committee
Members of the Assembly Judiciary Committee
Kevin Baker, Deputy Chief Consultant, Assembly Judiciary Committee
Mark Redmond, Republican Consultant



Advancing our profession
for over 100 years. >>>



We Free You to Focus on What's *Truly Important* in Your Life!



IRS Problems don't go away by themselves. That is why you need professionals.



PHILIP L. LIBERATORE, CPA

A PROFESSIONAL CORPORATION

- Accounting
- Bookkeeping
- Corporate Value Added Services
- Individual Tax Preparation
- Corporate Tax Preparation
- Tax Planning Services
- Corporation Formation
- LLC Formation
- Consulting

562.404.7996

www.LiberatoreCPA.com

PHIL LIBERATORE, CPA



- Statute of Limitations
- Penalty Abatements
- Audits
- Unfiled Tax Returns
- Collection/Bank Levies
- Installment Agreements
- Garnishment Releases
- Lien Releases
- IRS Representation

877.676.5837

www.YourIRSProblemSolvers.com

When you've got
MAJOR LEAGUE TAX PROBLEMS,
IRS problem solvers is your
HEAVY HITTER!



Another View: In Real Life, Court Reporters Count

The Sacramento Bee

Published Sunday, May 01, 2011

Re “Court reporters’ monopoly must come to an end” (Editorial, April 26):

The Bee’s editorial sounds good on first blush: We are told California could save \$100 million a year by switching from certified shorthand court reporters to electronic recording. Electronic recording works well for the Supreme Court and Courts of Appeal. Why not our trial courts too?

The answer is simple: There is a world of difference between appellate and trial courts. In appellate courts, attorneys stand at a podium and give formal arguments, one person talking at a time. Factual findings were already made in the trial courts, where it is not unusual for several people to be talking at once.

The trial lawyer is not finished with her question but the witness is already answering; while opposing counsel interposes an objection. This happens every day.

Court reporters sort this out or have the speaker repeat something missed. They get the complete testimony of the timid or mumbling witness, for which electronic recording cannot be relied upon. The court reporter also augments the record — noting if the witness cries, nods or shakes his head.

And in real trials people move around: Counsel approaches the witness — witness steps down and sketches a diagram — attorney retrieves exhibits from the evidence table, and so on. The court reporter tracks all of this, stopping proceedings to clarify as necessary.

Finally, the court reporter can immediately read back testimony on request, such as an answer given the previous day or two weeks ago. Most courtrooms also have the reporter’s live transcript displayed upon the judge’s bench. Counsel in complex cases can have transcripts prepared to review the next day. The deliberating jury can have the court reporter read back specific testimony on request.

The Bee’s editorial noted the Sacramento Superior Court currently uses electronic reporting in traffic court and misdemeanor arraignment courts. From this The Bee concludes electronic reporting should work well in trials too. Instead, it reflects our court’s experience concerning where electronic reporting is useful and where it is not — where it works and where it doesn’t.

The Bee’s call to eliminate court reporters sounds good — until you ask someone familiar with real life trials. Just ask people who try the cases. Virtually every judge, district attorney or defendants’ counsel will tell you court reporters are essential to ensuring an adequate trial record.

©Copyright The Sacramento Bee. All rights reserved.

Judge Steve White is the presiding judge of Sacramento Superior Court



Cozy up
to
thousands
in savings
with



STENOCAT[®]

Annual Subscription

Includes Software, Updates, Support, and Select Webinars

Custom Smart Briefs
Integrated Address Book
Virtual Seating Chart

Realtime Speedometer (WPM)
PDF with Digital Signature
Windows[®] 7 32/64 Bit Compatible

only
\$699
Per year

800-909-9199

www.stenocat.com

Letter in Support of Nomination of Chris Crawford for NACM Award of Merit



Advancing our profession
for over 100 years. >>>

April 9, 2011

Duane B. Delaney
Clerk of Court
DC Superior Court
500 Indiana Ave., N.W., #2500
Washington, CA 20001

Re: Letter in support of nomination of Chris Crawford for NACM Award of Merit

Dear Mr. Delaney:

I, on behalf of California Court Reporters Association, am aware of the nomination of Chris Crawford for the NACM Award of Merit and I am strongly in support of his nomination.

Chris was a well-respected advocate for court efficiency, and has demonstrated that by aiding in the implementation of technological methods for making the record. He was also very instrumental in facilitating and teaching court professionals to strategically plan for the future.

Chris had the ability to teach you to think outside the box, and to always be forward thinking, whether that was for services that you could offer or embracing the latest technological advances. He had a unique ability to sift through issues and come to conclusions and compromises agreeable to all parties.

Chris had integrity, was passionate about his profession, and was diligent in the pursuit of perfection. While we may not always agree with the position or philosophy of someone, meritorious service should be recognized.

I strongly urge the Award of Merit subcommittee give strong consideration to Chris' nomination.

Sincerely,

Debby Steinman
President, California Court Reporters Association



Did You Know?

Official and Official Pro Tempore Reporters, are you aware that the **original** and **all copies** of transcripts must contain your certifying signature?

According to Rule 8.336(d)(2)

The reporter must prepare an original and the same number of copies of the reporter's transcript as (c) requires of the clerk's transcript, and must certify each as correct.

(c)(5) The clerk must certify as correct the original and all copies of the clerk's transcript.

While this rule seems confusing, looking at Rule 8.320, normal record, under (g), it states that the clerk's and reporter's transcripts must comply with Rules 8.144, which is the form of the record section

that delineates formatting, indexing, and binding rules; must conform with 8.328, the section dealing with confidential proceedings; and must confirm with 8.336, the section dealing with preparing, certifying, and sending of the record.

Therefore, you must sign all copies under 8.336.

This information is contained in CCRA's 2011 Compendium, a compilation of Rules and Codes that govern the conduct of California's official court reporters.

Both Freelance and Official Compendiums are in stock and ready to be shipped. **The cost is \$35.00 for CCRA members, \$45.00 for nonmembers. Price includes sales tax and shipping.**



Order your Compendium
online at www.cal-ccra.org
or by calling CCRA at
949-715-4682.

The Official Videographers Of The CCRA!!

Let Us Make Your Day Easier!

Independent



*We Cover
ALL of
NorCal!*

SACRAMENTO LEGAL VIDEO CENTER, INC.
3028 U STREET SACRAMENTO, CA 95817
916-451-7600 FAX 916-451-7646
A Solar Powered Company www.saclvc.com

We  **Court Reporters!**

Northern California's Most Trusted Legal Video Business



Perturbed by Passwords

Q. When filling out online log-ins and some forms, why do I have to type in my email address and password twice? It's not hard to do, but it's a pain in the neck. Is there a reason for that?

A. Yes, there is. Its primary purpose is, of course, to ruin your day, and secondarily, to make sure whatever you enter is correct. There is always a chance that a finger can slip when typing something the first time resulting in an inadvertent typo. Typing it twice virtually eliminates that possibility.

Because we're required to remember so many usernames and passwords, while most browsers remember them, it's a good idea to keep a copy in a secure location in case you ever need to manually enter them. In the alternative, you can use a password manager such as Roboform (www.roboform.com).

I keep passwords in a document file that I renamed something only I know, changing the file extension in the process, and moving the file to an undisclosed location on an external drive. I also send the file to one of my Gmail accounts as an attachment, so it's safe and secure in a remote location, out of harm's way, yet I can access it at any time.

Q. I recently started using Gmail, thanks to your recommendation. I like it a lot, but what I can't figure out is how to email something I copied from Excel. When I paste a portion of my spreadsheet into the body of my Gmail message, it loses its formatting. How can I avoid that?

A. I recommend sending data as an attachment rather than placing it within the body of an email to avoid formatting issues such as you describe. The process of attaching a file involves little more than clicking the ATTACH button and selecting a file, so it's not a particularly arduous activity.

If your recipient has a large font selected as the default, for example, or is using a text-based format and your Excel data is inserted in the body of a message, all native formatting (within Excel) will be removed. But if you send it as an attachment, when the recipient opens your Excel or Word document, he or she will see it within their own Excel, Word or other compatible application, and it will appear exactly as you sent it. As senders, we cannot control what others see when we paste anything into the body of a message.

Having said that, to send Excel snippets (ExSnips?) within a Gmail message, send it as Rich Formatting, not Plain Text. Directly above where you enter your message in the Compose window of Gmail, you will see "Rich Formatting" that you can click to enable. Then copy and paste the Excel data into your message and it should be fine. If not, think "attachment."

Q. I received an alert advising that I needed to update my Adobe Flash Player if I was using an older version. I don't know how to locate the Adobe Flash Player to check which version I have. I am feeling very dumb again. Thanks for being there, Mr. M.

A. A very easy way to determine the version is to simply play a YouTube (www.youtube.com) video. Right-click the video when it's playing and it will display the version of the Flash player being used.

continued on Page 15

(continued from Page 14)

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

Congoo News

A comprehensive news source that aggregates stories from more than 25,000 free and subscription-based publications and Web sites. All news stories are sourced and time-stamped so you know how current each item is. Click U.S. or World and select your city or country, then drill down to news and information of interest to you.

www.congoo.com

Drug Digest

A non-commercial, consumer-information resource you can use to check drug interactions within a database that contains more than 5,000 drugs, vitamins and herbals, and 11,500 potential interactions. Visit the Drug Library to compare drugs, to view top performers, and side effects. You can search by health condition or drug name, plus review symptoms, treatments and risk factors. This site subscribes to the HON (Health on the Net) Code (<http://healthonnet.org>), which assures reliable information.

www.drugdigest.org

Price Protectr

This watchdog site's purpose is to make sure you get the best online deal possible. If you purchase items from any Price Protectr (yes, that's the correct spelling) supported retailers, enter the URL of the item you purchased. If a drop in price occurs within the item's "price protection" period, you will receive an email with instructions how to obtain the price differential as a refund. The site supports more than 160 retailers, including Amazon, Apple, Best Buy, Costco, Sears and Staples. Be sure to read the FAQ (www.priceprotectr.com/faq.jsp) before diving in.

www.priceprotectr.com

For plain-English answers to your questions by email, plus great computing tips, subscribe to Mr. Modem's award-winning WEEKLY newsletter. Subscribe using Promo Code 4022 and receive TWO free months (eight weekly issues!) with your 12-month subscription. To view a sample issue or subscribe, visit www.MrModem.com

Cal-e-licious

By Gerie Bunch

CHEESE STUFFED MEATBALLS & ARTICHOKE HEART SAUCE

Ingredients:

1 pkg. ground turkey
6 patties of turkey sausage
1 egg
½ - 2/3 c. bread crumbs
½ lg. onion, sautéed
½ c. chopped fresh parsley
1 tsp. Worcestershire sauce

½ tsp. oregano
½ tsp. basil
½ tsp. salt
¼ tsp. pepper
4 string cheese, cut into ½ inch chunks

Sauce:

1 tbsp. olive oil



1 leek, sliced, rinsed & then chopped
3 cloves garlic, minced
1 lg. can stewed tomatoes
(or more if desired)
1 lg. can artichoke hearts, quartered
¼ c. red wine
1/8 tsp. pepper flakes
Italian spices and salt & pepper to taste

Preheat oven 350. Mix together the first 11 ingredients; grab about a quarter cup of meat, stuff a cube of cheese in the middle and form into a ball. Place on a foil-lined oblong pan sprayed with Pam. Bake for about an hour, until nicely browned.

Meanwhile, sauté leeks and garlic in olive oil for 5 minutes, then add the stewed tomatoes, spices and wine and simmer for 15 minutes or so. Then add the artichokes and resume simmering for an additional 10 minutes. Turn to low or off until the meatballs are just about done, then reheat the sauce, place in the bottom of a shallow serving dish, top with cooked meatballs and sprinkle with parmesan cheese and broil just until melted.

This dish is perfect served with a tossed green salad and sour dough garlic bread. Serves six.

Co-Chairs

Mary Ann Ridenour, RPR

Summerville, SC

Sandra Bunch VanderPol, RMR, CRR

Lotus, CA

Members

Michele E. Balmer, RPR

Yuma, AZ

Lisa Migliore Black

Louisville, KY

Laurel L. Eiler, RDR

Brentwood, TN

Sharon L. Gaughan, RDR, CRR

Billings, MT

Melody Jeffries Peters, RDR, CRR

Missoula, MT

Holly Kapacinskas, RPR, CRR

Debary, FL

Erlyn Langley, RMR

Danville, CA

William A. McNutt, III, FAPR RMR

Scottsdale, AZ

John P. Squires, CM

San Ramon, CA

Gail Inghram Verbano, RDR, CRR

Boothwyn, PA

Board Liaison

Mark H. Renzi, RPR

Trenton, NJ

Staff Liaison

Adam Finkel, Government Relations Specialist

Mona B. Savino, Ethics Counsel

Vienna, VA

*By Sandy Bunch VanderPol and
Mary Ann Ridenour*

I just wanted to provide everyone with an update from Ethics First. It has been a very successful 2010 and 2011 as membership in Ethics First has grown to over 450 members and 50 firms signing the Ethics First pledge.

One question that I often get is, “**Why should I join Ethics First?**”

The task force created this video using real testimonials from our members as to why you should join. Please pass it along to friends, family, and anyone else associated with court reporting or the legal field.



<http://www.youtube.com/watch?v=pqfLYwfPB3Q>

And if you haven't, please sign yourself up and, if you own or manage a court reporting firm, sign your firm up today as well!

<http://www.ncraonline.org/ethicsfirst>



Authorized Service Provider



www.stenodoctor.com

888/ 367-7836 or 714/ 937-5457

2324 N. Batavia Street, Suite 116, Orange, CA 92865

The Brighter Side of Freelance Life

By Early Langley, CSR, RMR

Out-of-town depositions can be fun. You get to know the attorneys, stay at a hotel or with your friends and get some exercise too. Take your jogging shoes, workout clothes, and enjoy the gym or jog around the local environs. Take your camera while you're at it.



Greeting the sunrise on the beaches of Santa Barbara was a real treat for me recently. With my running shoes on, iPod and my lightweight camera — an iPhone 4, with a decent little camera in it — out I went, waiting for that magic moment of light that captures the warm tones of life. In the distance my eye caught the silhouette of twigs formed in the shape of a chair. Nobody was around. Several shots later produced a homeless person's handmade chair. The simple makings of life.



Back at the deposition. Everyone's kind of anxious that first day. Will we all meet at the right place at the right time? Did everyone get that e-mail? Do the accommodations have a working phone line?

Well, it all seems to work out, maybe after a couple of calls. But funny things happen, too. Like this testimony:

“Q. Let me ask you this: Have you ever done any work where you had to disturb any existing ceilings at any residence?”

A. Sealers?

Q. Ceiling. A ceiling.

A. Oh, on the ceiling?

Q. Yes, sir. I apologize if the question was over your head.”

Life's full of surprises when you're out on the road.



One Word/Two Words

By Margie Wakeman-Wells

The decision for whether to make words like *any more/anymore*, *every day/everyday*, and *some time/sometime* one word or two needs to be made each time these words are used.

Here are a few of the more common ones:

Awhile/a while

A *while* can always be two words, and in many instances, it has to be two words. There is never a need to make it one word. Take it out of your dictionary as one word!

I have seen him for a while.

It occurred a while back.

It happened a while ago.

Anymore/any more

Anymore as one word means “from this time forward” or “from now on.”

I don't like him anymore.

He is not there anymore.

It is tough to get in to see him anymore.

Any more as two words means “anything or anyone additional.” If you can substitute the word *additional* for *more*, you want this to be two words.

I don't need any more to do.

He does not see any more that he needs.

There is not any more that he could do.

Everyday/every day

Everyday as one word is used only as a direct adjective (right in front of the word it modifies) and means “usual, ordinary, routine.”

It is one of my everyday jobs.

She does her everyday chores each morning.

It is an everyday conversation that she has with him.

Every day as two words means “each and every individual day.” Unless it is a direct adjective, it is two words.

I will go with her every day.

She does that every day that she is here.

We see him every day in that role.


Margie Wakeman Wells has taught court reporting 35 years and has given over 300 reporter seminars on punctuation. She is the author of the definitive reference text on punctuating the court reporting transcript — *Court Reporting: Bad Grammar/Good Punctuation* — and an accompanying workbook. Order these books at ncraonline.org/store.





PHILIP L. LIBERATORE, CPA

A PROFESSIONAL CORPORATION



“Phil Liberatore has saved Me thousands of dollars and He’ll give you the same friendly, professional service”

- ***Highest Professional Standards.***
- ***Personalized Care.***
- ***Ongoing Trusting Relationships.***

*Call or visit our website
and find out why our clients
return year after year!*

562-404-7996 or 714-522-3337
www.LiberatoreCPA.com



Rebuttal to the Sacramento Bee Article

By Sheri Turner Gray

Certified Shorthand Reporter #7350

Official Court Reporter, Shasta County Superior Court

Past President, California Court Reporters Association

Past Owner, D&B Deposition Reporters, Sacramento

Past Instructor, Bryan College of Court Reporting, Sacramento

My rebuttal thoughts to the Sacramento Bee article, geared toward education of the public at large. It is too long to be published as an editorial, but it may be useful somehow, somewhere, someday for educational purposes. ~Sheri.

There are 7,600 licensed Certified Shorthand Reporters in the state of California. Only 1500-1600, however, are employed by the court system. The remainder of the 7,600 licensees work as freelance reporters, plying their skills to private businesses, reporting depositions and hearings, doing broadcast closed captioning, providing CART services for hearing-impaired students in schools and universities. They are also hired privately by attorneys to report court proceedings when the court does not provide a reporter and the attorneys and their clients feel a record from electronic recording will not be adequate for their case.

The issue of a live court reporter vs. electronic recording in our courts is certainly a complicated one. Before making a rash judgment in support of replacing reporters, one should have a comprehensive understanding of all the issues involved, not just a few points of argument.

A live, trained, highly skilled, tested and licensed court reporter has skills far superior to any recording technology available. A reporter's brain can decipher overlapping speech and interruptions, can filter out extraneous courtroom noises like coughs, papers shuffling, books slamming, interpreters' voices, to name a few, and can make an extremely accurate verbatim linear record of a multidimensional proceeding. Reporters are trained in extensive vocabulary including legal, medical, highly technical and scientific terminology, and can distinguish between a multitude of accents of speakers and witnesses. Realtime hookup enables the judges and attorneys to view instantly what is going into the record and affords them the opportunity to clarify in the moment anything they see that isn't what they think they said. The reporter

prepares the transcript on his or her own time, nights and weekends, and certifies the transcript as being an accurate and complete record of the proceedings.

The reporter is licensed by the Court Reporters Board of California, which guarantees consumer protection by ensuring that reporters perform all of their reporting and transcribing duties with utmost competence and professionalism. License fees paid by reporters completely fund the Court Reporters Board and also the Transcript Reimbursement Fund which provides free transcripts to indigent litigants. The only ways that courts can save money over the cost of a live reporter are by the following means:

They cannot afford the cost of purchasing, installing, maintaining, and upgrading the very expensive state-of-the-art video recording equipment in their courtrooms. They opt for the less or least expensive audio recording systems with commensurate degradation of recordings.

They cannot afford to pay a monitor, a conclusion recommended by the 1993 pilot study program, to constantly monitor the equipment to make sure it is functioning correctly. They leave the button-pushing to other courtroom personnel who are performing other duties. Not having a constant monitor has resulted in frequent, documented equipment failures, sometimes entire trials not being recorded or saved. Having to retry cases and not having records of cases costs the courts even more money and compromises due process.

The courts must outsource transcription of the recordings, sometimes offshore to transcriptionists who use English as a second language. Transcriptionists are not licensed nor certified in any way, cannot certify a transcript as accurate, and are not required to make a verbatim record of the recording. There is no consumer protection if they don't. They were not at the proceeding and did not have any opportunity to interrupt if something wasn't clear. If there is something

continued on Page 22

Rebuttal to the Sacramento Bee Article

(continued from Page 21)

unintelligible or that they can't hear in the recording, they simply leave it out, giving the appearance of a pristine transcript when, in actuality, the transcript could be missing vital information and testimony. Florida, a state that has switched to electronic recording, recently had to change all of their laws requiring an "accurate transcript" of proceedings to say an "adequate transcript" of proceedings, because they now recognize that obtaining an "accurate transcript" of recordings is impossible. They are compromising justice.

Some courts shift transcription costs to the attorneys by selling the attorneys a copy of the recording and leaving the attorneys to come up with their own transcription. The attorney spends up to \$9 a page for their copy of the transcript that they could have obtained from the reporter for \$0.41 a page in L.A. County, and even less in other counties. Each attorney ends up with a different transcript, the transcripts don't match and none are certified, so which does the court accept? The judge then has to spend valuable time and expense comparing each and every transcript and trying to decide which is more accurate and acceptable. This is neither economical nor efficient.

The court must provide supervisory and management personnel to oversee all this equipment and maintenance, the monitors, the data storage and retrieval, and the transcription of the recordings, making sure they are completed in the proscribed time deadlines and of a quality that is useful. This could translate to several full-time positions to perform these functions in a large county like Los Angeles. In contrast, these are all functions that a court reporter does in the ordinary course of his or her work, with minimal supervision. Also, all the equipment costs, including hardware, sophisticated software, maintenance, updates, and education are borne entirely by the individual reporter out of his or her salary. Also, all transcription costs, including printers, toner, paper, transcript covers, and mailing supplies are borne entirely by the individual reporter out of the transcript compensation received at a page rate that has not increased in 24 years.

Why is a written transcript necessary? For one thing, it is five times faster to review a written record than a

recording. Appeals are always conducted on written record, no live testimony. For requested readback to a jury in a trial, the reporter can quickly and efficiently read back the requested testimony from steno notes, omitting the questions that were objected to and the things that were stricken from the record. How can playback of a recording be provided to the jury without someone going through and first editing the tape? It can't happen. Due process is again compromised.

Electronic recording is already being used to its best advantage in California courts where appropriate — in low-transcript courts, misdemeanor courts, and in some limited civil cases. In some courts, the attorneys are required to privately hire a reporter if they want one instead of a recording. Even in seemingly inconsequential courts, the record is important to the litigants involved.

Considering that the judicial branch of government is one of three branches, and in California the entire budget for the judicial branch comprises only 2 percent of the total state budget, at what price is justice? Can insignificant, alleged cost-cutting savings, when looking at the entire scheme of the state resources, be worth compromising the judicial system of the state?

All in all, court reporters are the best of both worlds — the most advanced technology and the marvelous human brain combined into one. This combination cannot be duplicated or replaced by even the best electronic recording and the most skilled transcriptionist. Court reporters are professionals who are vital to the justice system. Judges, attorneys on all sides, and even court management agree that licensed court reporters and the advanced technology they provide are the most accurate and efficient way to make and keep the judicial record, and even the most cost-effective in the long run. Replacing court reporters with electronic recording would be a huge step backwards and a huge hindrance to the legal system in California.



The Coincidental Deposition

By Erin F. Robinson, CSR, RPR, CRR

As reporters, I'm sure we've all had those cases that have imprinted themselves in our hearts and minds and have affected us permanently. One such case for me was the boy who was on a boating trip with his church group and was involved in a gruesome accident. Thanks to that case I reported on, I have pretty much steered clear of a wakeboard for a decade, even though my friends were avid boaters. But then there are the silly ones that stick in our minds, too. I have had some strange coincidences that I will never forget.

A couple years ago, I had a deposition that I knew would only last an hour. The law firm was close to a nail salon. I had debated for years about whether I should get acrylic nails put on. As court reporters, we all know how difficult it is to do our job with long nails! I finally committed and had made a nail appointment for a half-hour after my deposition was to end. I set up for my deposition early, and when the testimony began, to my horror, the plaintiff had gone to a nail salon in which the utensils were not properly sanitized, and she developed a fungus that grew so quickly, she had to get a finger amputated! Needless to say, as soon as that deposition was over, I called the nail salon and cancelled my appointment.

Another one that happened just a couple weeks ago: My parents were out of town, and I was checking in on their temperamental dog. She ran into their bathroom to hide behind their toilet. I tried to coax her out with a treat, and as I reached out to her, she bit me! She only weighs ten pounds, so I wasn't injured. But sure enough, the next day my deposition was in a dog bite case. I have always been a dog lover, but I was able to empathize with my witness, who was now afraid of dogs, because I had just been bitten the day before. Strange coincidences that make my job so interesting!



Glossary of Legislative Terms (H, I, J, K, L & M)

Over the next few issues, we're going to bring you a Legislative Glossary in installments. As we gear up for yet another legislative battle to protect our profession, we thought this may be helpful to all of us. Here are H, I, J, K, L & M.

H

Handbook

The 3" x 5-3/4" hardbound edition of "California Legislature" published for each two-year legislative session. Contains indexed versions of the Assembly, Senate, and Joint Rules; biographies of members; and other useful information. Published by the Chief Clerk of the Assembly and Secretary of the Senate.

Hearing

A Committee meeting convened for the purpose of gathering information on a subject or considering specific legislative measures.

Held in Committee

Status of a bill that fails to receive sufficient affirmative votes to pass out of Committee.

Hijack

Adoption of amendments that delete the contents of a bill and insert provisions on a different subject (see Germaneness). May occur with or without the author's permission.

House

In California, refers to either the Senate or the Assembly.

I

Inactive File

The portion of the Daily File containing legislation that is ready for floor consideration, but, for a variety of reasons, is dead or dormant. An author may move a bill to the inactive file, and move it off the inactive file at a later date. During the final weeks of the legislative session, measures may be moved there by the leadership as a method of encouraging authors to take up their bills promptly.

Initiative

A legislative proposal to change statutory law or the California Constitution, submitted directly by members of the public rather than by the Legislature, and requiring voter approval at a statewide election. To qualify for a statewide ballot, a statutory initiative must

receive signatures equal to 5 percent, and a constitutional amendment initiative must receive signatures equal to 8 percent, of the votes for all candidates for Governor at the last gubernatorial election.

Inquiry System

A database containing bill analyses, bill status, bill text, votes, and other useful information for bill tracking and research by legislative employees in Sacramento and district offices. The system is maintained by the Legislative Data Center, which is a part of the Office of Legislative Counsel.

Interim

The period of time between the end of a legislative year and the beginning of the next legislative year. The legislative year ends on August 31 in even-numbered years and in mid-September in odd-numbered years.

Interim Study

The assignment of the subject matter of a bill to the appropriate Committee for study during the period the Legislature is not in session.

J

Joint Committee

A Committee composed of equal numbers of Assembly Members and Senators.

Joint Resolution

A resolution expressing the Legislature's opinion about a matter within the jurisdiction of the federal government, which is forwarded to Congress for its information. Requires the approval of both Assembly and Senate but does not require signature of the Governor.

Joint Session

The Assembly and Senate meeting together, usually in the Assembly Chamber. The purpose ordinarily is to receive special information such as the Governor's State of the State address.

Journal

See Daily Journal.

continued on Page 25

Glossary of Legislative Terms (H, I, J, K, L & M)

(continued from Page 24)

K

L

Laws

The rules adopted by formal governmental action that govern our lives in various respects.

Lay On The Table

A motion to temporarily postpone consideration of a matter before a Committee or the house, such that the matter may later be brought up for consideration by a motion to “take from the table.”

Legislative Advocate

An individual (../commonly known as a lobbyist) engaged to present to legislators the views of a group or organization. The law requires formal registration with the Secretary of State if an individual’s lobbying activity exceeds 25 contacts with decision makers in a two-month period.

Legislative Analyst

The Legislative Analyst, who is a legislative appointee, and his or her staff provide thorough, nonpartisan analysis of the budget submitted by the Governor; also analyze the fiscal impact of other legislation and prepare analyses of ballot measures published in the state ballot pamphlet.

Legislative Counsel

The Legislative Counsel (who is appointed jointly by both houses) and his or her legal staff are responsible for, among other things, drafting all bills and amendments, preparing the Digest for each bill, providing legal opinions, and representing the Legislature in legal proceedings.

Legislative Counsel's Digest

See Digest.

Legislative Data Center

Department of the Office of Legislative Counsel that maintains the Inquiry System, operates the database under which legislation is drafted and conveyed to the Office of State Publishing to be printed, and otherwise provides technological support to the Legislature.

Lieutenant Governor

See Blue Pencil.

Lobbyist

See Legislative Advocate.

Lobbyist Book

The Directory of Lobbyists, Lobbying Firms, and Lobbyist Employers published every legislative session by the Secretary of State; available to the public for \$12.00 from the Legislative Bill Room at the State Capitol, or from the Secretary of State’s office at www.ss.ca.gov/prd/ld/cover.htm. Photos and addresses of lobbyists are included with a list of the clients each represents. Employers of lobbyists are also listed alphabetically.

Lower House

The Assembly.

M

Majority Floor Leader

Assembly Member who is an issues and political strategist for the Assembly’s majority party, second in command to the Assembly Speaker. Elected by the members of the Assembly’s majority party.

Majority Leader

Senator who is an issues and political strategist for the Senate’s majority party, second in command to the Senate President pro Tempore. Elected by the members of the Senate’s majority party.

Majority Vote

A vote of more than half of the legislative body considering a measure. Constituted by 41 votes in the Assembly, and by 21 votes in the Senate.

Majority Whip

One of the members of the majority party’s leadership team in the Assembly or Senate; responsible for monitoring legislation and securing votes for legislation on the floor.

continued on Page 26

Glossary of Legislative Terms (H, I, J, K, L & M)

(continued from Page 25)

Mason's Manual

The reference manual that governs matters of parliamentary procedure that are not covered by the Legislature's own written rules.

May Revision

Occurring in early May, the updated estimate of revenues and expenditures that replaces the estimates contained in the Governor's budget submitted in January.

Measure

A bill, resolution, or constitutional amendment that is considered by the Legislature.

Minority Floor Leader

The highest-ranking minority party post in each house; chief policy and political strategist for the minority party.

Minority Whip

One of the members of the minority party's leadership team in the Assembly or Senate; responsible for monitoring legislation and securing votes for legislation on the floor.

Minutes

An accurate record of the proceedings (see Daily Journal).

Motion

A formal proposal for action made by a legislator during a Committee hearing or floor session.



Vocabulary Test

By Debby Steinman

As usual, these words come from the mouths of counsel, the Commentary section of the newspaper, and my occasional leisure reading.

For the definitions, I use Merriam-Webster's 11th Collegiate Dictionary and The New Oxford American Dictionary on my Kindle. For the multiple-choice answers, I use many synonym and antonym dictionaries and my imagination.

If you have a unique, interesting word, send it to me at dsteinmancsr@cox.net and you'll see it in one of the tests.

- | | | |
|---|---|--|
| 1. imprimatur: noun
a. insignia
b. primary
c. approval
d. preamble | 5. politic: adj.
a. corrupt and dishonest
b. knowing and intelligent
c. sensible and judicious
d. insensitive and uncaring | 9. obfuscate: trans verb
a. to hamper
b. to clarify
c. to confuse
d. to corrupt |
| 2. peroration: noun
a. passionate speech
b. hypocritical speech
c. rambling speech
d. conclusion of a speech | 6. feckless: adj.
a. efficient
b. ineffective
c. considerate
d. rude | 10. jeremiad: noun
a. alliance
b. affirmation
c. agreement
d. complaint |
| 3. Plenary: adj.
a. complete
b. monetary
c. partial
d. lavish | 7. enmity: noun
a. mutual hatred
b. comity
c. benevolence
d. stinginess | |
| 4. rapacious: adj.
a. bountiful
b. greedy
c. hungry
d. extravagant | 8. nebbish: noun
a. outgoing person
b. talkative person
c. timid person
d. obnoxious person | |

Answers:

- 1. imprimatur: (c) noun** — sanction, approval; imprint; a mark of approval or distinction
- 2. peroration: (d) noun** — the concluding part of a speech typically intended to inspire enthusiasm
- 3. Plenary: (a) adj.** — complete in every respect; absolute, unqualified
- 4. rapacious: (b) adj.** — aggressively greedy or grasping
- 5. politic: (c) adj.** — sensible and judicious under the circumstances
- 6. feckless: (b) adj.** — weak, ineffective
- 7. enmity: (a) noun** — mutual hatred
- 8. nebbish: (c) noun** — a timid or ineffective person
- 9. obfuscate: (c) trans verb** — to confuse
- 10. jeremiad: (d) noun** — long complaint