

# CCRA *online*

Issue 10 | November | 2009

CCRA President 2010,  
Carolyn Joy Dasher



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## 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 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.

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The Electronic Magazine of  
the California Court Reporters Association

<b>CCRA Online Committee</b>	<b>Main Office</b>
Lesia J. Mervin	CCRA
Debby Steinman	65 Enterprise
Connie Parchman, Editor	Aliso Viejo, CA 92656
3275 Royalton Court	Tel: (949) 715-4682
Pleasanton, CA 94588	Fax: (949) 715-6931
Tel: (510) 853-5260	Email: <a href="mailto:staff@cal-ccra.org">staff@cal-ccra.org</a>
<a href="mailto:parchman1@aol.com">parchman1@aol.com</a>	

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

## CCRA OFFICERS

**President**  
Carolyn Dasher  
Santa Monica Superior Court  
1725 Main Street, Dept. N  
Santa Monica, CA 90401  
Tel: (310) 260-3722  
[carolyn.dasher@cal-ccra.org](mailto:carolyn.dasher@cal-ccra.org)

**Secretary-Treasurer**  
Kristi Garcia  
Tel: (559) 488-3332  
[kegarcya@comcast.net](mailto:kegarcya@comcast.net)

**President-Elect/  
Vice President Officials**  
Debby Steinman  
OCSCRA  
700 Civic Center Drive West  
Department C32  
Santa Ana, CA 91701  
Tel: (714) 834-7426  
[debby.steinman@cal-ccra.org](mailto:debby.steinman@cal-ccra.org)

**Past President**  
Sheri Turner Gray  
601 University Avenue  
Suite 148  
Sacramento, CA 95825  
Tel: (916) 649-1060  
Fax: (916) 649-1061  
[sheri.turner@cal-ccra.org](mailto:sheri.turner@cal-ccra.org)

**Vice President  
Freelance**  
Natie Alvarado  
2420 W. Carson Street  
Suite 210  
Torrance, CA 90501  
Tel: (626) 938-0042  
[alvaradocr@aol.com](mailto:alvaradocr@aol.com)

## 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 Message — I Love Court Reporting!

*By Carolyn Dasher, CSR, RPR  
CCRA President*



I love court reporting! I do. I love it. Otherwise, why the heck am I here? I get to meet interesting people every day. I learn new and different things. And I get to work in my pajamas. What more could I want?

When I was 16 years old, my grandfather took my aunt and me to the beach, and he was painting one of those ritzy beach houses right on the sand. And she and I sat on the balcony and pretended like we lived there. And I love the beach.

That's my family. That's my grandfather and he's here today. He's 91 years old. He's hard of hearing, and today my friend and CART provider, Sandy Vanderpol, is providing him a realtime translation so he can read my speech. Thank you, Sandy.

So on the way home from that beach trip, I was saying, "Oh, I love the beach. I wish I could live in a beach house." And he said, "Well, you know, you're good at English. You like to type. Why don't you be a court reporter? You know, they barely work, they travel, they live on the beach, and they make lots of money."

And I thought, "Well, three out of four is not bad."

So, why did you get into court reporting? Why did you start court reporting school? I want you all to think about that. How long did school take you? How long have you been a court reporter? How long have you been working? That's how much time you've invested in this career.

I'm so grateful for this career and this profession that I want to give back. And I'm sure each of us can dig down within ourselves and ask, "Why do we want to keep our jobs? Why did we come to this convention?"

We all have different reasons, but I think it comes down to being the best we can be so that we can protect our profession and keep our jobs.

Thank you all for your attendance today. If you are here today, you are a part of the minority of licensed CSRs in our state who are interested in learning more about technology and topics that affect our profession. You are here to sharpen your skills and learn about what's happening in our state. That's the very first step.

And I know I've heard for years about tape recorders taking over. We have all written letters; we have all given money. Some of us have called legislators and talked to attorneys. Fewer of us have gone to our local legislative offices and spoken to our legislators. Even a smaller number have walked the halls of the Capitol in Sacramento disseminating information about our profession to the staffers of those key legislators. And only a handful of people in this room have actually given testimony at committee hearings advocating bills for the court reporting profession.

Maybe now you all realize the importance of being proactive because you know how the economic climate of this country and our state are affecting jobs.

Perhaps you realize that three times in the past two years, we have been just votes away from losing official court reporters in the state of California. You realize three times in 21 months, the Legislative Analyst's Office, as well as the Department of Finance, has recommended to our state legislature and our Governor to eliminate 20 percent of court reporters a year until we are gone.

Now, if you're an official, you know what your seniority is and you know how long it would take for you to get phased

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## President Message — I Love Court Reporting!

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out. And if you're a freelancer, I'm sure you realize what it would be like if the market was flooded with official reporters. CCRA has diligently been problem solving this concept in educating the key people to help protect and promote our profession in the state of California. But we have reached the point where that is not enough.

We can lose sleep and write reports and encourage others to call legislators, to make phone calls, but it's not enough. Not with this economic climate. Not with the Governor out to terminate us, and not with the Administrative Office of the Courts and their love affair with their \$2 billion computer system.

For years reporters have thought, "They will take care of it. They always say this, but nothing ever happens."

In the past, I wrote letters and I encouraged others to write letters, but I really never knew how much work went into this and how much planning and strategy and working with our lobbyist.

And we all say, "Well, what can I do? I'm busy. I have transcripts. I just don't have time."

Well, I'm here today to tell you that our profession needs every single one of you to make the time. Now!

Let me remind you of something. Three times in the past two years they tried to get rid of us.

Now, I've done my share of union work, and the one thing I've learned is that we are stronger together. We must work together. We have no choice. They cannot fix it alone. You are all part of that invisible "they."

You see, we need to join forces together — the officials, the freelancers, the captioners — all over our state, and we need to discuss these topics with the people that affect our livelihood. We need to tell them, we need to let them know why we are an integral part of the judicial system.

And we all can do that. It's easy. Just practice explaining every aspect of your job to a teenager. They will ask you the hard question, "Why is that important?" You have those answers.

And the students, we need you too, because you are the future of our profession.

And everybody, I want you to stand up. You've all been sitting a long time. Everybody stand up. We are going to do a little exercise. It's getting boring. We are almost done, though. Even if you're not a court reporter, this will be good for you.

I want you to turn to your neighbor. I want you to shake their hand, introduce yourself and say a sentence or two about court reporting.

Okay. Sit down. Now, wasn't that easy? That's what we are going to do. Who are we going to talk to? We are going to talk to attorneys, and we are going to get them on board so they realize how important we are. You never know who knows somebody. We are going to talk to these staffers, the legislators' offices. Most of these people are college kids who never stepped foot into a courtroom. When I actually went to Sacramento, these kids would say, "Well, what do you do? Well, how do you do that? I've never seen a court reporter."

Well, you know what? All you guys know what court reporters do. You're going to be talking to them. We need to talk to our legislators, to your assembly members and your senators, because the most powerful focus comes from a

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## President Message — I Love Court Reporting!

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constituent. You walk into their office, you vote for them, your neighbors vote for them. They are going to listen to you. They want to know what you have to say.

We need to talk to the Department of Finance. And we have a group of people going up there on the 21st of this month on our furlough day, and we are going to talk to them and we are going to educate them.

And we need to educate the Legislative Analyst's Office because they were out to get us last year on these old reports. You know, we have to show them. We have to give them the information. They are bright people. They just haven't been briefed properly.

Now, CCRA is here to help. We are here. We are your association. CCRA is a nonprofit organization fueled by its members' dues and donations. We have an awesome lobbyist who is up in Sacramento who keeps us up to date. We are here to protect the profession of court reporting in the State of California. You are all the "we" in CCRA. We are in this together.

Now, has everybody bought a PACCRA ticket? We are going to do the drawing tonight. I just want to make sure.

You know, we are on our own here. There are only a handful of states where steno reporters dominate. There are states that have lost the battle. Why? Perhaps because of the apathy we see in this profession. Perhaps because of the "they will do it" mentality. Or perhaps they just didn't educate the key people soon enough.

Now, in February, February 27th and 28th, CCRA is going to offer our California Action Team Training in San Diego, like Sheri was talking about. And we will train you on the current legislative issues that affect our state so you can effectively go and speak to your local assemblyman or senator.

And right now, just take a second, and I want you to think how it would feel if the court reporting profession became extinct. Right now imagine how your life would change.

And now I want you to think about how it would feel if you did nothing to help it.

Now is the time for us to gather together. Now is the time for us to train ourselves. And now is the time for us to educate as many legislators as possible. There is no other time.

How we act now will determine the future of our profession.

I thank you all for your past participation, and I thank you in advance for all the hard work we are going to do together this year. Our unity is the key to our success.

Thank you.



[www.cal-ccra.org](http://www.cal-ccra.org)

## Shop at the CCRA Store!



Mini Mouse = \$25



Paper Holder = \$5



Travel Mug = \$15



Keychain = \$25



Highlighter = \$4



Mouse Pad = \$15



Wall Clock = \$20



Freelance & Official  
Compendiums = \$25



Sunshade = \$15

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Natie Alvarado

#### President-Elect/ Vice President Officials

Debby Steinman

#### Secretary-Treasurer

Kristi Garcia

### Board of Directors

#### District A

Pam Katros  
Tel: (916) 408-6133  
[pam.katros@cal-ccra.org](mailto:pam.katros@cal-ccra.org)

#### District D

Therese K. Claussen  
Tel: (562) 491-6177  
[TKClau@AOL.com](mailto:TKClau@AOL.com)

#### District B

Early Langley  
Tel: (510) 451-1580  
[early.langley@cal-ccra.org](mailto:early.langley@cal-ccra.org)

#### District E - (At Large)

Brooke Ryan  
Tel: (916) 397-6706  
[burgundy.ryan@sbcglobal.net](mailto:burgundy.ryan@sbcglobal.net)

#### District C

Kim Thayer  
Tel: (559) 221-9000  
[kim.thayer@cal-ccra.org](mailto:kim.thayer@cal-ccra.org)

#### District F - (At Large)

Wendy Arlen  
Tel: (916) 303-0918  
[wendy.arlen@cal-ccra.org](mailto:wendy.arlen@cal-ccra.org)

### Committees and Chairpersons

#### Bylaws

Arnella Sims

#### NCRA Testing

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# Strengthening The Well

*By Gerie Bunch, SOS Committee Chair*

“Court Reporting Students are our future.” This is kind of a nebulous statement. You might ask yourself, “Well, how do I ensure the future?” or “How can I make a difference?”

Well, here’s how: First, acquire a “Career Day Kit” from the CCRA store either online or by giving them a call at (949) 715-4682 and ordering one. The cost is \$30, and well worth it because of all the tools it will give you to present at your next local Career Day. The kit contains information on how to get started, a sample letter to get yourself invited to a Career Day, a list of County Superintendents of Schools, brochures (and a master to make more) from CCRA and NCRA, the list of court reporting schools in California, and a mini CD that you can display on your laptop which features six different fields of reporting.

Second, once you’ve line up your attendance at a Career Day, we have a very nice-looking, professional pull-up banner that you can borrow from CCRA to display at your presentation table or booth. Just give the office enough time to get it to you prior to your presentation. You will need to make a \$25 deposit for its use, which will be

returned to you when the banner is received by the office.

When you go to the Career Day, be sure to bring all your equipment — let them know you need electricity — and set it up for display to show off your realtime. Students love to see what “that little machine looks like” and what it does. Have your brochures displayed, extra lists of CR schools, your business cards, and most importantly, a bowl of candy to get the students to your booth/table.

Remember, this is what you do and you are proud to be a reporter. Your profession is something that you want to tell people about, be it students, parents, or someone wanting to change careers. You are planting seeds to be sown later.

With much of our State’s work force retiring, both freelance and official, it’s imperative that we encourage students about the rewarding career of court reporting and nurture them while in school.

Good luck, and contact me if you need encouragement or help. (530) 283-1942.



## Cal-e-licious

*By Gerie Bunch, SOS Committee Chair*

### BUTTERNUT SQUASH SOUP (SPICY)

**Ingredients:**

2 med yellow or purple onions  
1 red bell pepper  
1 – 2 jalapenos (seeds & ribs removed for less spice)  
1 c. whole milk or half & half

1/2 bulb fennel, cubed, including some of the stocks  
2 medium carrots  
3 – 5 cloves garlic  
3 c. chicken broth  
Salt & white pepper

2 med. red potatoes, peeled & cut in 1/2 inch slices  
1 lg. butternut squash, baked or microwave until tender then scooped out

Bake butternut squash, cut lengthwise and placed flesh side down in oblong baking dish with a little water @ 350 about an hour or until very tender. (Microwave is another option) Scoop out of skin when ready to place in the sautéed vegetables.

Coarsely chop onions, peppers, fennel, carrot & garlic. Sauté onions in olive oil until tender. Add remaining chopped vegetables and 1/2c. broth, season with salt & pepper and sauté 3 minutes longer. Add remaining broth. Add potatoes, bring to a boil, and simmer 5 – 10 minutes, until potatoes tender. Add butternut squash and return to a boil. Remove from heat and let cool slightly. Puree in batches in a blender (only filling it half full each time). Return to pot and add milk or half & half.

Garnish with a dollop of sour cream, a dab of pesto or chopped cilantro and croutons.



## Candy Sharkey — Recipient of This Year's CCRA Distinguished Service Award

This year's recipient attended court reporting school at the age of 19, but in those days you had to be a notary to swear in witnesses, and that meant you had to be 21 to take the CSR test. This person subsequently attended a College of Business in 1975 for 10 months and passed the CSR that year.

As a working reporter, our recipient was involved as a partner in two deposition reporting agencies. During the time of her partnership in the first of the two agencies, she was instrumental in getting all of the reporters on CAT systems. This was in 1980 and before steno machines using Xscribe software were integrated into the CAT software. Paper notes were optically scanned and then translated using the CAT system. Our recipient was also one of the first reporters to use Xscribe's Expert System to write realtime.

In this person's next venture, our recipient partnered with another reporter and they led the way using an integrated network of PCs with Baron Data. I can remember visiting this person's office at about that time and was amazed at how advanced they were in the use of the then existing technology.

### **I'M GUESSING SOME OF THESE NAMES WILL BRING MEMORIES BACK FOR A FEW OF US — I KNOW IT DOES FOR ME.**

Our recipient continued reporting as an agency owner and subsequently as an independent contractor with other reporting agencies.

During this time, our recipient raised a daughter as a single mom. Our recipient's daughter attended all of CCRA's conventions as a child and is extremely proud of her mom and our recipient's accomplishments during this person's career. She shared a few tidbits of information about her mom.

- Bringing in a steno machine is the best show and tell ever in any third grade class.
- When your mom promises to raise your allowance, you've got it backed up with a record that is certified under penalty of perjury.
- You know who the real bullies on the playground are: Electronic Recording advocates.

Our recipient's daughter is an attorney now, and tells me that she went to law school just to make sure that at least one lawyer in California is duly respectful of the hardworking court reporter in the room. Oh, I should mention that our recipient has been married to an attorney for 21 years, and I'm sure he has the same kind words to say about his spouse.

Our recipient started serving you, first as president of the General Reporters Association of San Diego for three terms until 1980. In 1977 to 1980, our recipient also started getting involved in the CCRA Board of Directors as a legislative council rep. Our recipient then moved up on the Board as Secretary in 1982, VP of Generals in 1983 and 1984, and ... four terms as president in 1985, 1986, 1997 and 1998.

Our recipient was instrumental in helping develop the CCRA Compendium. A member of the association is quoted as saying: "Terrific at running a meeting" "Besides being smart, is articulate and hardworking." "Among the smartest of CCRA presidents."

Ladies and Gentlemen, it is my pleasure to introduce to you **Candy Sharkey, this year's recipient of the California Court Reporters Association Distinguished Service Award.**



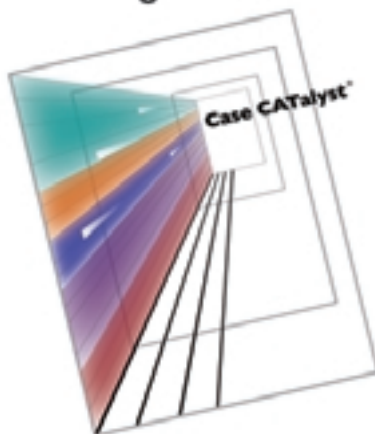


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# Essential Qualities for Being a Successful Court Reporter

By Desiree Britt

## Congratulations to Desiree Britt, our scholarship recipient.

**What follows is the essay she submitted. We can't wait to have her join our profession!**

Court reporting has been through quite an evolution over the past couple of decades. In the Information Age, new and developing technology has enhanced the court reporter's capabilities, as opposed to being a viable replacement. In order to be successful in this ever-evolving field, the court reporter of today must be organized, punctual, professional, and much more.

In my opinion, one essential quality to being a successful court reporter in the year 2009 and beyond is the ability to evolve with the profession. This requires a willingness to learn and embrace new programs, steno writers, and computer components that might seem to change the face of the profession, but would only augment our ability to be guardians of the record.

While we're always keeping an open mind to new and better technology, I think it's also vitally important to our success as court reporters to remember to keep the record the priority. If we truly appreciate the value of that record, its purpose, and our roles as its guardian, we will be able to quickly recognize and eagerly embrace the tools that will make us better at that job. At the same time, we will also be able to recognize and reject anything that might compromise its integrity.

Finally, the quality that is crucial to our success as court reporters as well as to the vitality of our profession is a true appreciation of what we as individuals bring to each job assignment. When we have confidence in our ability and what our role as guardians is, we won't need to be fearful for our job security, because we will come to each job knowing that we are fully equipped to be the best.



## THANK YOU!

Dear Board Members,

I just wanted to thank each one of you for your contribution to this scholarship fund, and I want you to know how important it is that we students even have this opportunity.

I'm a single mother of 4 who, at the age of 35, finally was able to pursue my dream of becoming a court reporter. It's something I've always been passionate about. Now I'm 40, and, while I'm a little disappointed that I'm not finished yet, I am so grateful that I have this opportunity at this stage of my life. But I wouldn't be able to concentrate on school and support my family without scholarships like these.

I can't wait until I'm out there working and will be able to give back to this profession that has already given so much to me.

With so much gratitude,  
Desiree Britt



### Silencing Windows

**Q. How can I stop the sound I hear when I shut down my computer? I hate that sound, it's so annoying, it makes me want to throw my computer out the window! I'm using Windows XP, if it makes any difference.**

A. Go to your Control Panel > Sounds (or Sounds and Audio Devices > Sounds) tab. You'll see all the various sounds listed, including one for "Exit Windows," so just click any that you don't want to hear and select "None" for the sound to be played. Click Apply > OK when you're finished. From this point forward, the only things you'll hear will be the sounds of silence. (I feel a song coming on...)

**Q. You've mentioned using MSCONFIG to disable programs that launch at startup, but the MSCONFIG utility doesn't seem to be present on my computer. How can I get it, or is that even possible?**

A. Normally, to use MSCONFIG, you would click Start > Run > type MSCONFIG, press ENTER, then click the Startup tab. If your system doesn't have the MSCONFIG utility (Microsoft omitted it from Windows 2000 for no apparent reason), or it's not functioning properly when you attempt to launch it, you're not out of luck.

A free utility called the Startup Control Panel ([www.mlin.net/StartupCPL.shtml](http://www.mlin.net/StartupCPL.shtml)) solves that problem. Double-click it after it's been downloaded and you'll be able to see every program that's launching automatically each time you start your computer. To enable an item, place a check mark next to it; to disable it, remove the check mark.

For more information about using MSCONFIG —

which every PC user should be aware of — you are cordially invited to read my cleverly titled "MSCONFIG" article at <http://tinyurl.com/yea4tmg>.

**Q. When I create Word documents, I sometimes have spelling errors, but I don't always catch them when I go back through a document looking for the red squiggly line that appears under each error. There must be a way to jump right to the errors, isn't there?**

A. Yes, there sure is. Look for a little "book" icon on the Status bar, at the bottom of your Word document window. If the icon has an X on it, Word has detected a misspelled word or grammatically challenged sentence. Double-click the book icon to quickly move to the offending text. Right-click the book icon to configure options for spelling and grammar. Hint: The Word Status bar is a little sliver of a bar at the bottom of a Word document, just above the Windows Start button and Taskbar.

**Q. I'm trying to print an Excel spreadsheet, but I cannot figure out how to avoid printing the letter and number designations along the top and left side of the sheet. I have tried redefining the print area to no avail. Do you have any suggestions?**

A. You can select any print area you wish by highlighting it, but there is a little trick to it beyond that. If you don't want anything but the data on a spreadsheet to appear — no column or row headings or anything else — select the area you want to print, then click File > Print Area > Set Print Area. That will place a dotted line around your designated area. Click File > Print > Selection > OK and only your selected text will print.

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

### Intelligence Tests

Six IQ tests are just a mouse-click away, patiently waiting to torment you. Test No. 1 consists of 33 fill-ins such as "26 L of the A." You would naturally type in "letters of the alphabet." Piece of cake, right? (cackle, cackle) Tests 2 through 5 consist of the same type tests, each one being progressively more difficult. Be prepared to be humbled — very humbled. <http://intelligence-test.net>

### Yugster

The concept here is simple: Yugster sells one product a day and when whatever quantity it has to sell is gone, that's it. For example, as I was writing this, yesterday the item of the day was a Plasma and LCD Care-Cleaning kit. At Best Buy, the retail price was \$36, but I could buy it on Yugster for \$19. Lucky me. Today, the item du jour is an atomic digital clock with wireless weather forecaster for \$25.95, which is 50

percent less than what other retailers are offering this fine item for.

[www.yugster.com](http://www.yugster.com)

### ZIPskinny

Get the skinny on any ZIP code. Simply enter your ZIP code to review U.S. Census data and comparisons with neighboring ZIPs. Information provided includes education, household income, occupations, age, sex, racial demographics, as well as some geographical information. It never hurts to know your neighborhood's latitude and longitude.

[www.zipskinny.com](http://www.zipskinny.com)

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## Speedo Contest

By Tiffany Thompson



Thanks to Tiffany Thompson, Missouri Court Reporter Association President for the delightful Speedo Contest! Now if we could only get **that** sight out of our heads!



## Editor's Correction:

We received the following note last month. With red faces and apologies to Ms. Lee-Green, we invite you to check out her new series!

Connie Parchman,  
Editor *CCRA Online*

Good afternoon,  
On page 6 of your latest *CCRA Online* newsletter, number 16, you refer to Kyung's blog about what I learned my first year. I think those are my blogs you're referring to.

Unfortunately, I am not a man. I am woman. So the line should read, mother, wife, court reporter.

Just fyi, I'm starting a new series called what I wish I knew my second year.

I would appreciate a correction.

Thanks,  
Kyung Lee-Green, CSR #12655

# Handling Telephonic Appearances in Court

By Russell Walker

One of the features of the modern courtroom, which has been a boon to parties and attorneys but a frequent frustration to court reporters, is the telephonic appearance. CourtCall and other telephonic hearings have become even more prevalent since January 1, 2008, when California Rule of Court 3.670 was adopted, allowing for parties to appear telephonically in certain types of hearings simply by notifying the other side, as opposed to simply the judge's discretion.

It's obviously a great convenience in civil departments, where attorneys from distant offices can save time and expense for short hearings, or in family law departments, where many times litigants live out of state. Unfortunately, these hearings tend to be difficult for the court reporter, largely due to transmission issues from the callers, and large courtrooms using comparatively small Polycom speakerphones.

Of course, when the reporter has difficulties hearing anyone in the courtroom, either on the phone or off, it is the reporter's obligation to notify the judge and/or ask the speaker to speak up. However, there will still most likely be these types of difficulties occurring throughout the hearing, and the reporter will likely not be able to prevent it.

In San Diego Superior Court, we have adopted a practice where we supplement our transcripts with notifications indicating that parties have appeared telephonically. The following items are typically inserted:

- 1) On the title page, you can insert underneath the case number or other title, **"TELEPHONIC HEARING."**
- 2) You can insert this parenthetical at the beginning of the proceeding: **(The following telephonic hearing was reported pursuant to CRC 3.670. The record will reflect proceedings that were telephonically transmitted. Failures in transmission or lack of speaker identification will be noted.)**
- 3) When there is a break in the transmission, you can include a parenthetical: **(Transmission failure occurred at this time.)**
- 4) If a person on the phone does not identify themselves, you can insert this parenthetical, **(Omission of next speaker identification.)**, and then identify them as **SPEAKER** or **UNIDENTIFIED SPEAKER**.
- 5) The following language would be inserted into the reporter certificate: **"Hereby certify: That I reported in machine shorthand, to the best of my ability, the telephonically transmitted proceedings in the above case, pursuant to California Rule of Court 3.670."**

**"That I certify the foregoing transcript of proceedings is a true and correct transcription of proceedings that were telephonically transmitted before me, consisting of pages..." et cetera.**

Using these notifications allow the reporter to communicate to the reader that we are reporting the telephonic proceedings to the best of our ability, although there may be difficulties with phone transmission.

I hope you find these tools useful, and we welcome any suggestions or additions you have.

