



silver statements

A QUARTERLY PUBLICATION OF
THE NEVADA COURT REPORTERS ASSOCIATION

FALL
2007



**Report From Intersteno
Terror in the Biggest Little City
How Not to Flunk the CRR
Adventures in CART
Battling ER**

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Deadline for submitting articles, advertisements, et cetera, for the Winter Issue of Silver Statements will be

Friday, December 21, 2007.



on the cover

Thanks to **Pauline May** for the cover photo, taken in Northern Nevada.



president's message

You've heard the old saying that you get more bees with honey. What I interpret that to mean is instead of forcing to get your own way, you should try being nice. Maybe you don't feel like being nice, especially to the people you meet that are not nice to you. You're thinking this isn't right, it's pretty frustrating. Lots of things are frustrating. But we have to remember we're all in this together. We all have our jobs to do. Doing everyday things in life sometimes requires a smile and for us to be nice, especially when we don't feel like it.

I heard a saying a very long time ago that has stuck with me all my life. It goes like this: "Smile at everyone you meet. If they don't smile back, they needed it more

than you did." You're probably thinking right now, Oh, Gayle, you're such a Pollyanna. Well, maybe I am sometimes. But I think that "nice" is very underrated.

As court reporters, we are called upon to have a certain bedside manner, if you will. You show up for the deposition right at the time the deposition is supposed to start and you find out immediately everybody's been waiting for you for 15 minutes. They can be from out of town, don't want small talk, want to get started, talk 300 miles an hour, and get a four-hour deposition done in an hour and a half so they can catch their planes and get outta here. You're going to be nice anyway. Why? Because it's your job to be nice.

What about being nice because you want to? It's very hard. I know. People sense when you're faking it. They also

sense when you're genuine; it puts them at ease. Consider witnesses. They're nervous wrecks. I don't care how polished they are, how educated they are, how many times they've testified in an expert-witness capacity, they're all nervous. It's just plain nice when we make them feel comfortable.

It is in our nature to get along. Before the day's difficulties set upon you, tell yourself you're going to be nice to everyone you meet today, no matter who it is or what the circumstances may be. I'll bet by the end of the day, you'll be pleased with the different responses you get from people, and you might even decide to try it again the next day.

Happy bee-keeping.

—Gayle Pichierri

Chapter 7, How Not to Flunk the CRR

From the book *Writing Naked*

Permission to reprint granted by the authors, Mary Cox Daniel and Kevin Wm. Daniel, and the publisher, NCRA.

The Certified Realtime Reporter exam given by the National Court Reporters Association has been called "The easiest test you'll ever fail." Because the CRR is unusual in its format and grading, there are several reasons why this test has that reputation, and we're going to review the most common pitfalls and how to avoid them. "How not to flunk" is different from "How to pass," but we think you'll find these points most useful when you decide to take the CRR.

NCRA describes the CRR as: "... a practical test that consists of five minutes of professionally recorded straight matter with one minute of lead-in."

Although you are only graded on the material that you turn in after the test, the exam actually involves three steps:

1. The setup of your equipment.
2. Accurately writing realtime for five minutes from professionally recorded dictation material ranging in speeds from 180-200 WPM.
3. Converting your material to an ASCII text file.

A candidate must pass the exam with a score of 96 percent or better.

Under "Required Equipment" is the following:

"Candidates must provide their own steno machine, realtime software, computer and display. Detailed guidelines will be sent to all candidates with their confirmation letter."

You are allowed 38 errors on the exam, but that is misleading. You can have perfect steno notes and still manage to fail the exam in one of several ways. This chapter will discuss how to minimize the 38 allowable errors, but more importantly, it's really about the avoidable errors, any one of which will result in an automatic fail.

"Oh no, I forgot my..."

Unlike most state CSR exams, the CRR requires more than a steno machine and a typewriter. In fact, unless you need a rather large paperweight, you can leave the typewriter at home for this

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in search of the

Right Words...

As mysterious
as language itself,
the art of interpreting
human communication far transcends the mere
mechanics of words. Each and every word, no matter how mundane, pulls its
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Intersteno 2007

Prague, Czech Republic

An Account from Five Perspectives

Karen Yates, CRR, CCP, CBC:

When I learned that the 2007 Congress of Intersteno would be taking place in Prague, I made up my mind that this time, finally, I would stop making excuses and just go. For 20 years I had read in the pages of the JCR (and its predecessor magazine) about this international forum for court reporters and others who work with the written word. The Intersteno website describes its organization in this way:

INTERSTENO is the trademark of International Federation for Information Processing, a no-profit Association founded in London in 1887. The domains of activity of Intersteno are:

REPORTING: Capturing the spoken words in all environments and by different techniques and technologies and presenting it in various formats to various categories of users.

TEXT AND INFORMATION PROCESSING: Processing texts and text-related data for communication purposes.

SECRETARIAT: The professional skills needed by all persons having a secretarial function.

In short, it is a gathering of machine shorthand writers, pen writers, voice writers, and fast typists (now using computer keyboards) who come from countries around the globe and perform their tasks in a wide variety of languages.

I convinced my husband, Mike, to accompany me for a vacation during the week leading up to the conference. We played tourists for a week in that fabulous old city, then he departed for home as my comrades from Nevada arrived to join me for the Intersteno Congress. They were Carol Hummel, RPR; Lori Judd, RMR; and Barbara Johnson, RPR, FAPR, CPE.

At the opening reception on July 21, we were greeted by Mark Golden, CAE, Executive Director of NCRA, who played an integral role in the organization of this Intersteno Congress. Mark introduced us to Virgene Biggers, RPR, FAPR, who has been assisting with Intersteno's competitions for many years. Accompanying Virgene were her husband, Dale, and her daughter, Eva. Also on hand was Laura Brewer, RDR, CRR, CCP, CBC, who had flown in to compete in the realtime and speed championships.

The Congress took place on the campus of the University of Agriculture in a suburb outside of Prague. The distance from the city center allowed us the chance to explore the public transit system of Prague, which is inexpensive and easy to use. Over the course of my week at Intersteno, I had the opportunity to meet people from all over the world. Unlike an NCRA convention, this conference was spread among several buildings, with meetings at varied times through the day and evening. One of the most exciting things about Intersteno was the predominance of young people – crowds of enthusiastic folks in their teens, 20s and 30s. Boy, wouldn't we love to see that demographic makeup in our own association.

Early in the week, I was able to assist and observe both the realtime and the speed competition in the English portion of the world championships. I also spent one full day listening to lectures on various record-making technologies and training techniques. These lectures were moderated by Mark Golden. Some of our reporting software vendors (Keith Vincent of Advantage Software, John Wenclawski of Stenograph, and Bob Bakva of ProCat) were there in the exhibit area as well as giving presentations on the latest advances in our technology. Representing NCRA, I gave a lecture on the current state of realtime reporting, captioning, and CART in the U.S. The lecture hall was packed, and there were glasses-in

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Intersteno 2007

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booths at the back of the room for the foreign language interpreters who were struggling to make the speeches comprehensible to the multi-lingual audience.

Intersteno can learn much from NCRA in the way of organization. There is also a good deal that we can learn from Intersteno about including reporting-related professionals in our activities and about the broader view of record-making across the globe. I hope we can increase our presence at the next Intersteno Congress in Beijing in 2009. The People-to-People tour of China led by NCRA Past-President Merlyn Marquardt-Sanchez last summer established solid relationships with the local reporting community there, and I know that we will be welcomed as returning friends. I am already making plans for that, and I hope many of you will join me there.

Barbara Johnson, RPR, FAPR, CPE:

The people of the city of Prague are every bit as beautiful as the city itself. They are a very humble and unassuming people, even the police that checked our subway passes. I think they felt sorry for us as they watched us fumble through our waist and neck pouches for our passes. Though there was a language barrier, we rarely had difficulty communicating what we wanted or needed. There usually was somebody around that spoke a little English. Like the Germans, they were very shy about their ability to speak English. They would say they could speak "a little bit of English," which usually turned out to be very good English.

By the time Lori Judd and I arrived in Prague we had been traveling in different parts of the world for more than 30 days. At one point we visited China as a part of the NCRA and People-to-People delegation. While there, we met a number of the Chinese Intersteno delegation, and it was fun seeing them again in Prague. At first there wasn't an interpreter nearby. So all we could do is smile and gesture how pleased we were to see each other again. But, alas, an interpreter arrived, along with a drove of photographers! The Chinese love photo-ops and formal presentations.

Mr. Tang, the Chinese delegation leader, once again invited Lori and me to return to Beijing for Intersteno 2009. And maybe we will!

Intersteno arranged many tours for participants and guests and that is where we met most of our new friends. The first tour we took, the guide did not speak English. So two teachers from Croatia, Marica and Eva, who we called "Boss Lady" and "Pretty Lady," acted as our tour guides. They described Croatia such that one day I hope to go there. The first tour was the boat ride down the Vltava River, also called the Moldau River. Boss Lady and Pretty Lady made sure the entire English-speaking group found our way to the boat. And this was their first time in Prague! It was a tad better than the blind leading the blind.



World travelers, the "Four Nevada Babes" in Prague.

We also met the gentleman who won first place in the multi-language contest. He seemed surprised by the attention he received, such as photos of him with various attendees, including us. Then there were the Americans, including us "Four Nevada Babes" as we were fondly referred to! Many of us had not met most of the other Americans. We found ourselves as a minority in a foreign country. So these folks quickly became our new best friends. It was so cool to run into another American Intersteno delegate on a bridge or street.

One thing I learned about the people of Prague, as well as the other people I met through my travels this summer, is that no matter what they think of our government or our politics, they are just as curious about us as Americans and as individuals as we are of them. And for the most part they are very courteous and respectful. They may seem shy or aloof, but once they realize that we are human beings too and that we want to know about them as much as they want to know about us it soon becomes so apparent what a small world it is!

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Intersteno 2007

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Carol Hummel, RPR:

First chance you get to go to Prague, Czech Republic, take it. Prague is a beautiful, very friendly, easy city to visit. The transit system is fast, efficient, and economical. As long as you remember to have your current ticket with you, it gets you close to anything you desire to see. They go by the honor system in Prague, and there are random checks of tickets.

From the irreverent sculpture by David Cerny in the courtyard of the Kafka Museum, to the Baroque beauty of St. Nicholas Cathedral in lower town, the tongue-in-cheek architecture of the Dancing House, (lovingly called Fred and Ginger by the locals) to St. Vitas Cathedral in Prague Castle, Prague is a city of enchantment.

We started off with a cruise down the Vltava River. Waterwheels are still in existence on parts of the river. There are many bridges in Prague over the river, but the Charles Bridge with all the statuary is still original, and no vehicle traffic is allowed. Various vendors have their wares for sale along the Charles Bridge, and very large religious statues abound on either side. Some statues have very worn places on them from all the hands that have rubbed for a special wish.

Horses wear special horseshoes to pull the carriages over the cobblestone streets of Old Town. From the Old Town with King Wenceslas Square and the Astronomical Clock, the old Jewish Quarter, across the Charles Bridge to Lower Town with the St. Nicholas Cathedral, and up Nervdova Street to the Prague Palace is a very easy walk.

St. Vitas Cathedral is inside the walls of Prague Castle, and well worth the wait to go inside. We had a tour of the other parts of the castle, and we four court reporters from Nevada were taught a new word by our tour guide: Defenestration. We had never heard the word. It means to throw something or someone out of a window. As in the defenestration of Prague. Evidently, they did it often. A political person on the outs might just be thrown out the window to be greeted by the poles, pikes and swords of the peasants waiting on the ground below.

Start out in Namesli Republic in old town with a visit to Municipal House. This building has been lovingly restored by Prague's greatest craftsmen. After the Velvet Revolution in 1989, a call went out for the restoration of Municipal House, and it is a glorious building to see. Concerts are given in a beautiful concert hall, and tours are also available. Right across the street you will find the various kiosks for any tour you want, or it is just a few blocks to Wenceslas Square or Old Town on your own.

But don't take my word for it, go see it for yourself.

Lori Judd, RMR:

The city of Prague is a delight to all the senses. For the eyes there are beautiful buildings, quaint cobblestone streets, and flowers on every corner. The gourmet restaurants produce heavenly smells as you wander by. Tasty Czech food treasures can be found everywhere! One of our best meals was at a restaurant we happened upon as we trekked back and forth from our flat to the subway. For the ears, the city has a plethora of top-notch classical musicians performing nightly at a wide variety of eye-catching venues. And don't forget to touch the statue of St. John of Nepomuk while walking along the famous Charles Bridge. It will bring you good luck and ensure your return visit to this most beautiful city.

Our last night in the city was spent dining and celebrating with our new international friends at the awards ceremony for Intersteno 2007. All attendees were dressed in their finest attire and it was

apparent that this gathering is a solemn and serious occasion for the regular Intersteno attendees. We arrived at the stunning Palace of Zofin on the Slovansky Osrov (island) nearly 15 minutes before the scheduled start time, but we were some of the last to arrive. (Go to www.zofin.cz for a virtual tour!) There were 18 countries represented in the competition with the largest numbers from the Czech Republic. Tradition dictates that awards are presented first and then the eating and drinking follow. Of course, a highlight for us was being able to stand and cheer for our own Laura Brewer, RDR, CRR, CBC, CCP, as she became the Senior World Champion in the machine shorthand division!

Just as exciting was meeting Dr. Boris Neubauer from Germany who captured the world title in the multilingual transcription division. 17 languages! (German, Bulgarian, Czech, Danish, Dutch, English, Esperanto, Finnish, French, Interlingua, Italian, Norwegian, Portuguese, Russian, Spanish, Slovak and Swedish – whew!) We visited with him (in English) at the conclusion of the awards and he also has a charming sense of humor.

After being part of the NCRA group that visited China, it was exciting to see our friends from China and cheer for Yan Liu and Fang Wang when they placed second and third in the realtime competition. The winner of the realtime was Francesca Cabiati from Italy, and our own Laura Brewer finished a close fourth in that division, just barely out of the medals. The most poignant moment of the evening was the crowning of Miriam Martin Garcia of Spain as the Junior World Champion in both machine shorthand and realtime. Ms. Garcia had not given a thought to entering the Intersteno competition until one of her teachers recognized her talent and coaxed her into it. She is beautiful, and she happens to be blind. There was also a standing ovation for the youngest competitor, Michal Ruzicka, who is only 11!



Lori Judd, Boris Neubauer and Barbara Johnson. Mr. Neubauer transcribed in 17 languages!

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I was lucky enough during the summer of 2007 to spend the better part of two months visiting seven different countries around the world with my friend, BJ Johnson. We were with the NCRA China delegation and then following that we cycled and rode trains through much of Europe, meeting new people, trying new customs and learning so much about other places. Prague was certainly a highlight of this around-the-world adventure.

Laura Brewer, RDR, CRR, CCP, CBC:

I have always been curious about Intersteno and particularly about reporters in other parts of the world, so when I heard that Intersteno was going to hold its first realtime competition in Prague this summer, I decided to compete.

Intersteno has an amazing array of contests for stenographers of every stripe, including a competition for multilingual shorthand. The winner of that competition, Boris Neubauer, from Germany, took dictation in and transcribed an astounding 17 different languages, including Esperanto!

The competitions that are most relevant for reporters from the United States are the "Speech Capturing" competition, aka speed contest, and the Real Time Competition. I entered both and expected to have a better chance in the realtime competition.

The structure of the competitions is quite different from that of NCRA. Both competitions used a digital recording for the first time at this 46 Kongres Intersteno, and both competitions are strictly literary material. The text is dictated at increasing speeds each minute as measured by syllable count. Competitors take the dictation in their native language, and the syllable count of the dictation is adjusted for languages with higher syllabic density.

The English realtime competition consisted of eight minutes of material, beginning at a very slow 148 syllables per minute and progressing to a very comfortable, moderate speed of 260 syllables per minute. The Speech Capturing Competition consisted of three five-minute sections of literary material, each separated by a pause. The English dictation commenced at 148 syllables per minute and progressed to the highest speed (minute 15) of 412 syllables per minute. That is fast, no matter how you slice it.

While the contestants had to write the realtime dictation from its commencement, they could elect to begin transcribing with any of the three sections of the speech capturing dictation. However, the first three minutes of the section had to be completed successfully in order for the paper to qualify.

Papers are graded in three-minute increments by whole minutes. If at any point a competitor has more penalties than are allowed for a three-minute segment, the previous minute is the highest speed they are determined to have successfully reached. Errors are weighted such that a wrong word conveying the wrong meaning is four penalties, while an incorrect punctuation mark is only one penalty. Rankings are given based first on the fastest speed (highest minute) successfully attained, then by number of penalties, then by category (pupil, junior, senior). I was, alas, a senior.

The English dictation was given by an American native English speaker, and the room had very good acoustics. To my surprise, I was the only stenotypist in the English room for the realtime competition. There were two voice writers, one of whom was German and had to take the test in English because there was no German dictation available. There was only one other person competing in the English room for the speech capturing. She was from England and took the test on a manual Stenograph machine, transcribing in longhand!

I had brought a 500-watt 220v-110v transformer that I use when I travel, but the power that was available was good, with no power spikes. It is important to have the appropriate adapter (that is, if you are not using a manual steno machine!) and I carry a selection of adapters in my steno case.

Even after the competitions were completed, I never dreamt that I would perform better in the speed competition than in the realtime. However, the Chinese and Italian stenotypists are phenomenal realtime writers. The winner and world champion, Francesca Cabiati, from Italy, had only one fault in the realtime competition. That means she had only one of the most minor of errors – a misplaced comma or incorrect tense – in eight minutes of dictation. Second and third places were held by Chinese stenotypists Yan Liu and Fang Wang, who likewise wrote beautifully, with six and seven errors respectively.

While I had the thrill and honor of winning the stenotype portion of the Speech Capturing Competition, writing through minute 14 with 26 penalties, the new world champion is a pen writer from Croatia, Josip Hanjs, who wrote all the way through minute 15 at an astounding 497 syllables per minute. I was so happy to have the "Nevada Gang" – B.J. Johnson, Lori Judd, Carol Hummel, and Karen Yates – as well as Mark Golden, Keith Vincent, and my good friends who live in Prague, Bruce Walker and Charlotte Sommer, there to share the experience and cheer for me when I walked up to the podium to pick up my trophy and medal.

All in all, Intersteno in Prague was an interesting and exciting experience. If you are interested in competing, the next Intersteno Congress will be in 2009 in Beijing. Maybe you will be the next world champion on the podium in Beijing. Ahoj!



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How Not to Flunk the CCR

Continued from page 3

test. But you need several components, in addition to a knowledge of how they all work together.

Let's review NCRA's description of "Required Equipment" again:

"Candidates must provide their own steno machine, realtime software, computer and display."

That's an oversimplification. Here's a better description of the equipment you will need:

1. A realtime steno machine.
2. A tripod.
3. A computer capable of running realtime software.
4. Realtime software, already installed on your computer.
5. A display screen or monitor for the computer.
6. A cable with correct adapters to connect your writer to the computer's serial port.
7. If you are using a computer other than a notebook or laptop, a cable to connect your monitor to your computer.
8. A blank formatted 3.5-inch floppy disk.
9. A power cord and converter for your computer.
10. A charger for your steno writer.
11. A software key for your realtime software.
12. Another 3.5-inch floppy for your writer, just to prevent beeping during the exam.

One of the skills you are expected to demonstrate is the ability to connect all the components to create a functioning realtime system. You may be allowed to ask others if they have an extra cable or adapter, but you won't be allowed to get advice or help from other examinees or proctors when it comes to hooking up

the hardware and running the software. So if you show up for the exam and have forgotten your software key or the connector for your writer, you will probably fail.

The method we suggest is to set up your entire system at home or work before leaving for the exam. Make sure everything works. Give yourself a mock exam, start to finish. Place all the components on the table and put them together, then start realtime and practice writing. When you're through, disassemble everything and pack it one last time in preparation for the exam. Include all tools, such as screwdrivers, that you used in the assembly and disassembly process. If you want to take extra parts, such as cables and adapters, put them in a separate case so you don't get confused by the equipment you don't need.

"Doh!" Homer Simpson

NCRA lists four specific "Automatic fails." They are:

- Two drops of 10 or more words.
- Single-spaced ASCII files.
- A submitted ASCII diskette that does not contain printable data.
- At the conclusion of the test, you will be instructed to move away from your equipment. To touch either keyboard before being instructed by the chief examiner will result in an automatic failure.

We'll discuss the drops of 10 or more words later under general advice at the end of this chapter.

The fourth automatic fail is easily avoided. When you've finished writing, back away from your steno and computer keyboards and wait for a proctor to advise you further. A simple touch of the up arrow key to review your file could be misinterpreted as an edit command or hot key execution, and you could earn an automatic fail. Don't risk it.

The Dreaded ASCII

One of the key requirements of the CRR is that you submit your test file in ASCII file format on a 3.5-inch floppy. [Editor's Note: This book was published in 1998, and other media are permissible as well. Check with NCRA for currently accepted formats if you have any questions.]

All realtime software is capable of creating an ASCII file. However, no two CAT companies do it exactly the same. Rather than try to describe the process for each different realtime software version, we'll leave it to you to become familiar with the process for your particular software. If you can't find the instructions for creating ASCII files in your software manual, ask other users of your brand of software, or ask your software vendor. While you're at it, learn how to double-space your files, turn off headers and footers, and write the file to a 3.5-inch floppy.

Single-Spaced ASCII Files

Nothing has broken more CRR-wanna-be hearts than this simple, avoidable error. Imagine yourself taking the time and effort to register and take the exam, then failing because you incorrectly toggled one setting when you created the ASCII. It's safe to say that this has happened to at least one examinee every single time the CRR has been given.

Reno Justice Court is currently seeking

a contract, per diem court reporter.

Applicants must be State certified and must provide their own stenographic equipment, software, printer and supplies. Reno Justice Court has a pool of four court reporters who serve five judges. The per diem rate is \$216.30. Each reporter has one flex Friday per month. The working hours vary for each reporter per the judges' calendars and the pool schedule. If you are interested in applying for this position, please contact **Sueli Santoni** at RJCWEB@washoecounty.us.

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From the Editor

I just returned from the NCRA Annual Convention in Dallas, and there's some exciting news for all members of NCRA: Direct member voting passed! This is not a trivial event, by any means. For those of you who have never had the experience of attending the national convention, let me explain what this means.

Every year at the annual convention, NCRA conducts its business meeting. Only active members may attend, and only members *in attendance* can vote on issues on the agenda, including changes to NCRA's constitution and by-laws. This year the hot topic on the agenda was direct member voting. The question to the members in attendance was whether to continue restricting voting on issues to only members in attendance, or to change the by-laws to permit all members to vote via internet. You can read the verbatim record of the business meeting, including the discussion from the floor, by purchasing a copy of the Annual Convention Proceedings from NCRA, but in short, the measure passed the two-thirds majority required by a four-vote margin. Talk about your vote counting!

Beginning with next year's business meeting, members will be permitted to log in to a private web site and follow the proceedings, including discussions from the floor on all issues, in realtime. Following the close of the meeting, members will be able to log in and use a special membership ID to vote on the issues being presented for decision. For the first time in NCRA history, you don't have to travel to the convention city to vote on issues.

Direct member voting comes at a very key time in NCRA's history – and its future as well. I was fortunate to be present and hear the President's Message from NCRA's incoming president, Kathy DiLorenzo. It

fills five single-spaced typewritten pages, and the first half appears in this month's issue of The Journal of Court Reporting. The second half is scheduled to appear in the October issue of JCR. I urge everyone to carefully read the entire text of her speech at: <http://ncraonline.org/AboutNCRA/president/>

In the second half, Ms. DiLorenzo appeals to all NCRA members to "Consider an Association that includes all speech-to-text providers, such as steno reporters, voicewriters, electronic reporting operators, videographers, scopists, transcrip-

tionists, programmers, language translation experts, speech recognition experts and hardware and software vendors of all methods and all supporting technology." I don't want to put my personal spin on this message. Rather, I want every member to read the speech in its full context, and then I strongly urge you to express your opinion to NCRA and to Ms. DiLorenzo, whether you support her platform or you don't. I believe the future course of our national association – and our profession – hangs in the balance.

I do, however, want to champion one cause that President DiLorenzo raised in her President's Message. Again quoting: "Our superiority in the speech-to-text business rests solely in the number of professionals that we can elevate to the level of realtime excellence. How do we proclaim that superiority when, in 2007, less than 10 percent of our members hold a certification in realtime? Realtime made its place in our profession more than 25 years ago. I ask you, are we satisfied that 10 percent of our members are certified in the very skill that we claim to be our 'superiority'?"

President DiLorenzo's message was an eye-opener for me. First, it had never occurred to me that steno reporters had an indisputable edge in realtime; and second, it came as a shock to me that only 10 percent of the reporters in the nation are certified as realtime writers. Currently there is no technology in the world that can provide the same service as a realtime reporter. It is the one service that differentiates the live reporter from all other methods of making a record.

I've worked with a number of reporters in Nevada since I moved here six years ago, and I know a large percentage of those reporters would pass the Certified Realtime Reporter exam, if only they would try. Of the Certified Court Reporters residing in Nevada, the percentage holding the CRR is 9.3 percent. It seems to me that the vast majority of reporters are currently writing realtime, if only for themselves. I want to encourage every one of you to sign up to take the CRR at your next opportunity. NCRA has made it geographi-



Lori Judd, Mary Daniel, Kevin Daniel and Barbara Johnson at NCRA's Texstravaganza



Your Editor, "Mr. May," autographing a Men of Court Reporting Calendar for NCRA President-Elect Karen Yates

Continued on page 13

How Not to Flunk the CCR

Continued from page 10

A submitted ASCII diskette that does not contain printable data

This goes hand in hand with single-spaced transcripts. There is a fairly simple way to check the integrity of your ASCII file, while at the same time checking to see if your file is double-spaced. If you can't remember this process, write it down and take it with you to the exam. Ask the proctors if it's okay to use crib notes for this portion of the exam.

You must close out your realtime file and create the ASCII in front of a proctor, so wait for the proctor to come to you and instruct you to proceed. Be sure you close out your file in the proper order for your software. If you turn off your writer before the buffer has transferred the data to your computer, you may lose the last several sentences of your exam. Usually the correct order is to turn off realtime in your software, then turn off your writer. Familiarize yourself with the correct order for your software and follow that procedure.

Finally, create the ASCII, checking settings to assure that you are:

- Double-spacing the text.
- Making an ASCII of the entire file, not selected pages.
- Writing the file to the 3.5-inch floppy.

- Not including unwanted material, such as headers and footers.

It's critical to assure yourself that your efforts have resulted in copying the entire file to the floppy in the correct format. Here is one way to accomplish that verification:

[Editor's Note: This section is even more outdated than floppies. What follows in the book are detailed instructions how to check an ASCII – in DOS! If you don't know how to check your ASCII with your CAT software, ask other users or your vendor for assistance.]

If you found your file wasn't double-spaced, or that it was not complete, or that it did, indeed, contain headers and/or footers, go back into your realtime software and create the ASCII again, making sure your selections include settings to double-space and create an ASCII of the entire file without headers or footers. Again check your file to confirm the format and completeness. Our experience has been that the proctors will give you enough time to make several attempts at creating an ASCII file on disk.

Don't wait until the night before the exam to practice this. These instructions work when we follow them on our system, but it's your responsibility to learn what works on your system. Ask your software vendor or other reporters who use your software if you have difficulty creating a double-spaced ASCII on a 3.5-inch floppy. The bottom line is, you can't pass this exam if you can't hand it in correctly formatted.

(End part 1)

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From the Editor

Continued from page 11

cally convenient for Nevada reporters by alternating testing sites between Reno and Las Vegas. And now, in an unprecedented move, Mary and I are revealing – at no charge to NVCRA members – our secrets to passing the CRR. At page 3 in this issue of Silver Statements, you will find Part 1 of an excerpt from our book, “Writing Naked,” entitled “How Not to Flunk the CRR.” Part 2 will appear in the Winter issue of Silver Statements. And if that’s not enough, the NCRA bookstore has several books that you can purchase on the subject of passing the CRR.

Here’s some final food for thought: At next year’s NCRA National Convention in Anaheim, Nevada’s own Karen Yates will be elected as President of NCRA. We could all help our profession, we could help ourselves, and we could potentially give Karen the gift of announcing that Nevada claims the honor of having the highest percentage of members holding CRRs of any state. If that’s too optimistic, given time constraints and the lateness of this suggestion, we should at least set our goal to make that part of her outgoing message in 2009. That’s what I call a win/win.

—Kevin Daniel

Battling Electronic Reporting

By Mary Cox Daniel, CCR No. 710

On June 9, 2007, Gayle Pichierri and I attended the “Court Reporter Value Conference” in Phoenix, Arizona, put on by the National Court Reporters Association. NCRA has hired the strategic marketing consulting firm of The Haefer Group to develop a Court Reporter Value Advocate Program for the campaign to address electronic recording.

Presenting the seminar were Sue Bowman and Wayne Haefer from The Haefer Group; Marilyn Marquardt-Sanchez, Past-President of NCRA; Laura C. Dennis, Assistant Director of Government Relations for NCRA; and Melissa Vollmer, RPR.

We started out the day by sharing with each other what was happening with reporters and their battle against ER. We heard from reporters from Arizona, California, Oklahoma, Texas, Wisconsin, and Wyoming. The spread of the use of ER is a nationwide concern for us all. Over the past two years, 24 states and Federal courts have approached NCRA with ER issues. The reasons for court systems utilizing ER include costs, tight state budgets, court reporter shortages, reliability, judge or administrator preference, persistence of

ER vendors with their ability to market, as well as court reporters not marketing their value. Much of the day was spent on how we can all learn to market ourselves every time we get the chance whether we’re dealing with attorneys, witnesses, judges, court administrators, or the general public. Generally, court reporters are not proactive enough in marketing ourselves. We can influence issues and outcomes by marketing our value.

We learned pointers on how to influence decision-makers, whether they are judges, court administrators, legislators, attorneys, or even ER vendors. We all have different work ethics and values and our approaches need to be tailored to fit the situation and the people we’re meeting with. Court reporters in many jurisdictions are realizing that the all-or-nothing approach is no longer effective. In many cases, there is a place for ER and a place for reporters by using a more blended technology approach.

ER is here. It is not going away. We can keep ER from spreading by pointing out the value of a live court reporter and demonstrating our skills and professionalism every day.

The future of your profession is calling on you. Part-time instructors needed day and/or night.

Have you ever thought about sharing your knowledge and experience with an upcoming reporter?

Las Vegas College

is currently seeking part-time instructors. Day and/or evening shifts available.

Don’t think you’re qualified? Think again. There is no better court reporting teacher than the one with actual reporting experience. Instructor training provided.

If you’d like more information, please contact Clara Hanson
at (702) 567-1920, ext. 127, or chanson@cci.edu.



HAVE YOU MOVED?

Please advise us of any changes to your previously-submitted information on file with NVCRA, including your home, office, postal and/or e-mail addresses, as well as telephone and fax numbers. You may submit changes either by e-mail to Stephanie Koetting, Membership, at discoverysk@prodigy.net, or complete, clip and forward this form to:

Stephanie Koetting, Membership
1822 Fox Run Rd.
Reno, NV 89523

Name: _____

CCR #: _____

Address: _____

Phone/Fax/E-mail: _____

Effective Date: _____

CAPTIONING BLOOPERS

Submitted by Mary Cox Daniel and Kevin Daniel

The weekend cold snap could destroy nearly a quarter of next year's coffee crop in brew sill (Brazil).

President Clinton's health care road show rolls on. He arrived in Minneapolis last night for another town mating (meeting).

A new constitution has been passed in South Africa. Right-wing whites predict a violent black rash (backlash).

For those of you who are not familiar with the Jewish faith, this is the holiest time of year: honk California (Hanukkah)

A new tourist attraction grows from the wild and torrid tail (tale) of Amy Fisher and Joey Buttafuoco.

The President called for a ban on nuclear materials used for making bottoms (bombs).

Thank You & Welcome New Members

The Nevada Court Reporters Association Board of Directors would like to say THANK YOU and FAREWELL to Teri Erbe. Teri served as a director on the Board for two-plus years with great enthusiasm, hard work and dedication. Teri's experience in our profession include her outstanding teaching abilities, her willingness to learn new concepts, and her unfailing ability to ask questions and get to the heart of the issues. Teri has been instrumental in planning our Christmas party, this year's picnic, as well as the very successful "Meet the Students" event at the Las Vegas College. Teri, we appreciate so much your participation on our Board of Directors. Vaya con dios.

And we are thrilled to welcome two new members to the Board. Peggy Isom is now Director-South, and Mary Cox Daniel is the new Vice President-South. For those of you who aren't familiar with these reporters, we've asked them to provide one-paragraph biographies for Silver Statements.

Peggy Isom

I have been reporting for 20 years. I was first certified in California in 1987. I worked as an official reporter in Napa, California, until 1997. After meeting Robb, (my husband) I moved to Las Vegas and did some freelance work for about a year. Then I became Judge McGroarty's court reporter in District Court 16 doing only criminal cases. When Judge McGroarty retired, Judge Timothy Williams was appointed. I currently work for Judge Williams doing only civil cases with an emphasis on construction defect cases.

I am married. I have two children of my own and four stepchildren. I also have four-year-old identical twin granddaughters who I'm just crazy about.

Mary Cox Daniel

Mary has been in the court reporting profession for over 35 years. She was first certified in California in 1972. She worked as an official and freelance reporter in California until 1992 when she and her husband, Kevin Daniel, founded Bay Area Captioning, providing broadcast captioning services for local news and sports in the San Francisco Bay Area. Bay Area Captioning was sold in 1998 to VITAC, Inc. Mary and Kevin both captioned for VITAC from 1998 until 2001, when they moved to Las Vegas to make it their home. Mary is currently a freelance reporter in the Las Vegas area.

Terror in the Biggest Little City

By Barbara Johnson, Reno, NV

What were you doing June 12, 2006, a year ago? Some of us in Reno remember that day well, the day that millionaire Darren Mack allegedly shot Judge Charles Weller, family court judge who presided over his divorce, and stabbed to death his estranged wife, allegedly. That day brought terror to the Biggest Little City. So here's my story.

I got a call Sunday night June 11, 2006: please, please help us out in court tomorrow morning. It's just a very short little hearing. Okay, fine.

Court started out a little delayed. The defendant, accused of sexual assault and kidnapping, is on the witness stand. 11:06 a.m., we were almost finished when all of a sudden the bailiff rushes the bench. Judge Steinheimer interrupts the examination of the defendant and tells him, "Go now with the bailiff." He protests that he wants to talk to his attorney. "Go now," the Judge says. "There's been a shooting across the street. You have to go with the bailiff. We will keep everyone in the courtroom until we get some direction from the bailiff or e-mails. We're going to lock the courtroom door for everyone's safety and ask you all to stay put."

A few minutes later, we were all informed that we were in mandatory lockdown for some unknown period of time and we were then ushered into the jury room, a small windowless room. The courtroom had glass doors and windows where a shooter could see into the courtroom.

Aw, this is not going to be a very short or easy day. Everyone: two deputy DAs, a defense attorney, the victim and her mother, the law clerk, and I were going to be in a mandatory lockdown in this tiny jury room for who knows how long! The law clerk was visibly serious about the situation; the victim and her mother were obviously under additional stress; claustrophobia was setting in on me. Boredom was setting in. We started re-enacting "Twelve Angry Men"! The Judge kept us updated on the shooting. I'm calling friends around town to get news updates.

The judge comes in and tells us that Judge Weller, a family court judge, had been shot.

Judge Steinheimer was extremely gracious and concerned for our welfare. She even brought out HER CHOCOLATE! The good stuff! And that is what we all shared for our lunch.

I am realizing at this point that I will not be making a scheduled lunch with the justice court reporters today.

I called over to the justice court to see how the reporters were doing, fully expecting to hear that they, too, were in lockdown. What? They were over at the restaurant, sitting outside under beautiful tall trees having a wonderful lunch for Carol Hummel's birthday. The truth is, they deserved a glass or two or even a bottle of fine wine after what they had been through. They were one floor down from the shooting. Immediately after the shooting they were ushered out of the building. Wendy Pearson was being escorted by a plain-clothed bailiff, opened the door that leads to the main entryway of the building where the shooting took place, and was greeted by uniformed officers with guns and rifles drawn and pointed at them as they came through the door. The other court reporters were escorted out another door.

At one point another bailiff came into our courtroom. I spoke to him but he did not answer. He was staring out into space. I touched his shoulder and he jumped out of his seat. He told me he was the officer that pinched the judge's vein to keep him from bleeding. I thought: Why didn't they send him home? Our officers are truly rocks. Six hours later we were released from the building. As for me, I was headed for one big glass of wine!

In my court reporting career I've seen defendants run out of a courtroom and escape; I've had exhibits wadded up and thrown at me; I've been cursed at, winked at and hit on; gone through fire drills and real fires, bomb scares, death penalty trials with heightened security and where the press, local and foreign, have buzzed our offices looking for quotes while we're in the midst of a daily. On June 12, 2006, my court reporting stories turned deadly serious. Our present day world actually hit me! Indeed our beautiful Biggest Little City has been changed.

WORLD'S EASIEST QUIZ

ANSWERS TO THE QUIZ
1) 16 years
2) Ecuador
3) Sheep and Horses
4) November
5) Squirrel fur
6) Dogs
7) Albert
8) Crimson
9) New Zealand
10) Orange (of course)

- 1) How long did the Hundred Years' War last?
- 2) Which country makes Panama hats?
- 3) From which animal do we get cat gut?
- 4) In which month do Russians celebrate the October Revolution?
- 5) What is a camel's hair brush made of?
- 6) The Canary Islands in the Pacific are named after what animal?
- 7) What was King George VI's first name?
- 8) What color is a purple finch?
- 9) Where are Chinese gooseberries from?
- 10) What is the color of the black box in a commercial airplane?

NEVADA CERTIFIED COURT REPORTERS BOARD

FALL 2007

Frequently asked questions about continuing education credits...

What is the current reporting period?

Answer: July 1, 2007 through June 30, 2009.

How many credits do I need to earn?

Answer: Minimum of 15 credits.

NAC 656.210(1) Each court reporter shall, every 2 years, complete at least 15 hours of continuing education relating to the practice of court reporting.

Note: 1 hour equals 1 credit.

Can I carry over credits?

Answer: No. All credits must be earned within the 2-year reporting period.

NAC 656.210(2) Credit for continuing education may not be carried forward for any year.

How do I submit my continuing education credits?

Answer: You are required to submit your credits by using the Report of Compliance form.

NAC 656.220

1. The Board will mail to a court reporter with the annual renewal of certification a form on which to report his compliance with the requirements of continuing education set forth in NAC 656.210.

2. A court reporter shall complete and return the form to the Board on or before May 15th.

Note: Printable CCR forms are available from our website.

Can I submit my continuing education credits after May 15th?

Answer: Yes. Any Report of Compliance form received during the period of May 16th through June 30th is subject to a \$25.00 late fee



NAC 656.230

1. If a court reporter fails to complete and return the form required pursuant to NAC 656.220, the Board will, on or before June 1, provide written notice of noncompliance, to the last known address of the court reporter.

2. The notice of noncompliance must contain:

- A statement explaining the manner in which the court reporter failed to comply with the requirements for continuing education;
- A notice that the court reporter shall on or before June 30th, file with the Board a compliance form showing that he has cured the failure specified.

What happens if I do not submit my continuing education credits by June 30th?

Answer: Your certificate will be suspended and you will be prohibited to work as a court reporter in the state of Nevada.

NAC 656.230(3) The Board may suspend or revoke the certificate of a court reporter who fails to file a report of compliance by June 30th.

**For more information on court reporting in Nevada,
visit our website at www.crptr.state.nv.us**

Adventures in CART

by Denise Phipps, CCR, RDR, CRR, CBC, CCP

Every day working as a CART provider and captioner is an adventure. Not only do we have to prepare for the unexpected in terms of the material that we will be hearing, but we also have to deal with the technology component, everything from modems and encoders, to streaming text over the Internet.

We are oftentimes asked to CART or caption what seems to be the impossible: the foreign speaker whose words are unintelligible, the professor speaking at 300 words per minute, or an outdoor event where the acoustics are poor. We strive to do our best under all of these circumstances. And despite the obstacles, these CART events generally turn into very rewarding experiences. We meet some wonderful people, and even become their friends and "part of the family" in many cases.

Working in the medical arena can be both challenging and rewarding. I have been working in the hospital setting for over a year now. I have only spoken to the administration, nurses and doctors over the phone and through email, never meeting them in person. I have never met the patients that I work with. Yet, I feel that they all trust me. The administration trusts that I will be there at the scheduled time and that I will CART to the best of my ability. The patient trusts that I will write what is being said accurately and that I will consider everything confidential. The majority of these patients have never used CART, certainly never in the doctor/patient setting, instead relying on the doctor or nurse to write important information on a notepad. *"Most of us rely on a combination of the physician's note writing proficiency and willingness, our ability to read lips, perhaps a sign language interpreter, a friend or spouse to accompany us to the appointment and remember enough of what the doctor said to share it with us later. It's all scary stuff,"* (Michie O'Day, NF2 patient).

Recently I had occasion to remotely CART a doctor's appointment for a man I will refer to as "John" (not his real name). John has a severe hearing loss caused by neurofibromatosis. I received the assignment to work with John on a Thursday. I was contacted by the doctor at the scheduled time and remotely CART'd the appointment. At one point, when the doctor left the room, I chitchatted with John. He was curious how I got started CARTing in the medical

field. I explained to him that for the past three years I had been "going to" medical school with a student who had a hearing loss.

CART was a foreign technology to John, but he found it was very useful, especially in the medical setting. Every human being should receive quality healthcare. A component of quality healthcare is effective communication. *"Next to providing a germ-free environment, I can think of nothing more important for any patient than good communication with the medical team while in the hospital or doctor's office,"* (Michie O'Day, NF2 patient).

I didn't know if I would hear from John again. A few days after the appointment, though, I received an email from John's girlfriend, Annie. They found my email address on our website. She asked if I could CART a funeral. She didn't say whose funeral it was. I told her it could be done as long as there was an Internet connection and a way for me to hear what was being said. I then received an email from John. John said that his mother passed away the day after his doctor's appointment. I remember him lovingly talking about his mother during the appointment. Because, you see, his mother also had neurofibromatosis. My heart was broken for this man I did not know. I also wanted to help him participate in his mother's funeral. John told me that there was one obstacle, though: The funeral was going to be outside. We brainstormed through email and decided to just try to see if it would work.

The following day, John and his girlfriend arrived at the gravesite. John, using his Treo, hooked up the data connection cable to his laptop. He connected to the Internet! They then used her Sidekick and tested the audio component. It was perfect. We tested it out several different times by connecting and reconnecting to the Internet. We were all excited that this was going to work.

John was going to arrive at the site an hour early to get set up. But because of family obligations, John wasn't able to arrive an hour early. He had 20 minutes. One thing we didn't take into account was the sun shining down on the computer. John connected to the Internet, and we were ready to go. Then I lost John. I had audio, though, and spoke to Annie. She said he was having a computer problem. I told her to keep the line open and when he was ready he could just reconnect. I never saw John again on the computer. I tried to figure out what was happening, at the same time writing the funeral. After the funeral was over, John emailed me and said that it was "operator error." Because the sun was so bright, John was mistyping on the keyboard; he just couldn't see. I was so disappointed that I wasn't able to help him participate in this most precious event.

In the end, though, John was given a copy of the pastor's sermon immediately after the funeral, and I was able to transcribe and email the remainder of the funeral proceedings to him.

I learned a tough lesson that day: As a CART provider, we have to be prepared for everything. And in the future I won't forget the sun component when working outside. This event also proved to me that we can CART anywhere, as long as we have a good Internet connection, good audio signal...and a little shade.



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calendar of upcoming events

Nevada Certification Exam

Saturday, November 3, 2007
University of Nevada Las Vegas
Moyer Student Union Bldg.
Second Floor
4505 Maryland Parkway
Las Vegas, Nevada 89154

NCRA RPR, RMR, CRR, CBC, and CCP skills tests only

November 3, 2007
Truckee Meadows Community College
Reno, NV
Sites and facilities are subject to change.
See www.ncraonline.org/testing

NVCRA Christmas Party South

Friday, December 7, 2007, 7:00 p.m.
Ricardo's
4930 West Flamingo
Las Vegas, NV

NVCRA Christmas Party North

Friday, December 14, 2007, 6:00 p.m.
Margaret Griener's
660 West Riverview Cir.
Reno, NV

NVCRA Annual Convention

March 28-30, 2008
Golden Nugget Hotel and Casino
Downtown Las Vegas, NV

NCRA Annual Convention and Exposition

July 24-27, 2008
Anaheim, California
(Nevada's Karen Yates to be
installed as NCRA President)

NCRA 2011 Annual Convention

Las Vegas, Nevada

Computer Tech Accidentally Erases Info on Alaska's \$38 Billion Oil Fund

Tuesday, March 20, 2007

JUNEAU, Alaska — Perhaps you know that sinking feeling when a single keystroke accidentally destroy hours of work. Now imagine wiping out a disk drive containing an account worth \$38 billion.

A computer technician at the Alaska Department of Revenue deleted applicant information for an oil-funded sales account — one of state residents' biggest perks. While reformatting the disk drive during a routine maintenance check, the technician mistakenly reformatted the backup drive as well and, suddenly, all the data disappeared. A third line of defense — backup tapes that are updated nightly — were unreadable.

"Nobody panicked, but we instantly went into planning for the worst-case scenario," said Permanent Fund Dividend Division Director Amy Skow, about the computer foul-up in July that ended up costing the department more than \$200,000.

Nine months worth of information concerning the yearly payout from the Alaska Permanent Fund was gone: some 800,000 electronic images that had been painstakingly scanned into the system months earlier, the 2006 paper applications that people had either mailed in or filed over the counter, and supporting documentation such as birth certificates and proof of residence.

The only backup was the paperwork itself — stored in more than 300 cardboard boxes. "We had to bring that paper back to the scanning room, and send it through again, and quality control it, and then you have to have a way to link that paper to that person's file," said Skow.

Staff working overtime and weekends re-entered the lost data into the system by the end of August. Last October and November, they met their obligation to the public and a majority of the estimated 600,000 payments for last year's \$1,106.96 individual dividends went out on schedule.

Former Revenue Commissioner Bill Corbus said no one was blamed in the incident. "Everybody felt very bad about it and we all learned a lesson. There was no witch hunt," said Corbus. According to department staff, they now have a proven and regularly tested backup and restore procedure.

On The Record

Q Had you made any changes to the pool since you've purchased it, before the flooding?

A Other than buy a new cleaner, change the filters, regular maintenance, no.

MR. BROWN: Jack, you're hired. Are you available Friday morning?

THE WITNESS: Okay.

BY MR. GREEN:

Q No, we're still going to be here.

A That's what I'm afraid of.

Q That's between your house and the Smiths; is that correct?

A Uh-huh.

Q Is that "yes"?

A Uh-huh.

Q Is that "yes"?

MR. BROWN: No, it was not. It was "uh-huh." It was not a "yes." It was "uh-huh."

THE WITNESS: You'll never train me.

Q. How fast were you going prior to applying your brakes?

A. I'm saying I was probably doing maybe 10, 15 on my — I was in the — I was past the slow and I was into my go of the slow-and-go.

Submitted by Mary Cox Daniel

Q. And you are my natural son?

A. Yes.

Q. How old are you?

A. I am 17 years old.

Q. When will you be 18?

A. I will be 18 December 3rd of this year.

Q. How long have you been my son?

A. For my entire life. Seventeen years of life.

Submitted by Chuck Smith, Pittsburg, KS

Las Vegas College Dress for Success Day and Court Reporting Career Day

By Clara Hanson, CCR, CRI

Halloween is just around the corner, a time to conquer fears and enjoy a trick or treat. Students of Las Vegas College had the opportunity to do all three during Career Day.

No one can argue the fact that prospective examinees of the Nevada CCR Exam

aminee the opportunity to see for themselves just what the exam day consists of and those who offer it.

What a treat it was on Career Day for students to visit with Debbie Uehara, Executive Secretary of the Nevada CCR Board. Debbie has a tremendous role in the

NVCRA Convention in Las Vegas. What a great speaker.

Here's information provided by Mr. Michael that you may find helpful:

- For a free credit report, go to www.annualcreditreport.com or call 1-877-322-8228.
- To report fraud, call the Experian Fraud Unit at 1-888-397-3742.
- To stop receiving those annoying marketing phone calls, call 1-888-5-OPTOUT. This is only good for five years, and this service did begin just over five years ago. It may be time for you to call again.

Thank you, Roy, for your donation to our school library of videos related to identity theft. It is much appreciated.

I appreciate everyone who has taken the time over the years to come in and visit with students. It really means a lot. We have a great time when we get together as a group, and I'm looking forward to our next student event -- maybe a Halloween costume contest. Care to join?



An excellent turnout for Career Day at Las Vegas College

must perfect their writing skills through quality practice. They must expand their knowledge of English punctuation and grammar, spelling and vocabulary. They must gain an understanding of the rules pertaining to court reporting in the state of Nevada. There is no greater comfort for the examinee than to know he or she has given his or her all to prepare academically for "the big one," the Nevada Certified Court Reporters Examination, but can more be done? Is there some trick that many overlook? Yes. The trick is to conquer the fear associated with the exam, usually the fear of the unknown.

Examinees should put themselves into testing situations as much as possible, and they should approach each and every mock exam as though it were the real thing. Examinees should expose themselves to the real thing by volunteering to help the NVCCR Board in the administration of the exam prior to taking the exam themselves. This gives the student or future CCR ex-

amination of the NV CCR Exam. So that's one less fear for our students, future CCR examinees, to deal with. "She's not so scary after all."

Debbie graciously gave her time during Career Day to introduce herself, explain just what the function of the NV CCR Board is, and discuss proposed changes to the regulations of the Board. In addition to stating what the CCR Exam consists of, Debbie provided information on how students may volunteer to help with the exam or take the skills portion of the exam for practice. I would encourage any student, whether student of Las Vegas College or elsewhere, to do just that.

Roy Michael also stopped by on Career Day, not to scare students about identity theft, but to provide information on how to safeguard from becoming the next victims. He also shared information on what to do if students do fall victim. Many of you reading this may remember Roy Michael. He spoke with us at a past Annual

On The Record

MS. SMITH: Do you want to take another break?

THE WITNESS: How long you going to be?

MS. SMITH: Not very long, I don't think.

THE WITNESS: 10 minutes?

MS. SMITH: Probably more than 10 minutes; maybe 20 minutes.

THE WITNESS: I'll take another break real quick. Coffee's running through me.

MS. JONES: Thanks for sharing.

Q. Can you briefly describe your educational background, please?

A. High school, graduated high school.

Q. In what year?

A. 12th grade.

Submitted by Kevin Wm. Daniel

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