

Florida Court Reporters
FCRA
Association

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OFFICIAL PUBLICATION OF THE FLORIDA COURT REPORTERS ASSOCIATION

MAY/JUNE/JULY 2011



Florida Bar President Scott Hawkins, Esq., presents at FCRA's 2011 Mid-Year Conference...see all the highlights on pages 18-22!

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FCRA OFFICERS & DIRECTORS

President

Robin L. Merker, RPR, FPR
 62 W Palm Ave • Lake Worth, FL 33467
 rimerker@att.net
 W: 561-309-6493 • Cell: 561-309-6493 • FAX: 561-967-8528

President Elect

Rick Levy, RPR, FPR
 44 W Flagler St, #1200 • Miami, FL 33130
 rickelevy@aol.com
 W: 305-358-8188 • Cell: 954-294-4142 • FAX: 305-358-8187

Vice President

Sandra Estevez, CSR, FPR
 One SE 3rd Ave., #1250 • Miami, FL 33131
 sestevez@uslegalsupport.com
 W: 305-373-8404

Secretary/Treasurer

Janet L. McKinney, RPR, FPR, CLR
 1370 Seabay Rd • Weston, FL 33326
 jjwor@msn.com
 W: 954-658-3485 • FAX: 954-385-3805

Northern Director

Diane T. Emery, CMRS, FPR
 13555 Automobile Blvd., #100 • Clearwater, FL 33762
 demery@executive-reporting.com
 W: 800-745-3376 • FAX: 386-258-1171

Central Director

Holly Kapacinskas, RPR, CRR, FPR
 223 Caddle Ct • DeBary, FL 32713
 hollykap@att.net
 W: 386-255-2150 • FAX: 386-668-2925

Southern Director

Vacant

Directors at Large

Tara Slocum, CRR, RPR, CSR, FPR
 622 E. Central Blvd. • Orlando, FL 32801
 tara@legalrealtime.com
 W: 321-663-4424 • Cell: 321-663-4424 • FAX: 407-895-4481

Immediate Past President

Susan D. Wasilewski, RPR, CRR, CCP, CMRS, FPR
 1525 S. Florida Ave. #4 • Lakeland, FL 33803
 sdwrpr@aol.com
 W: 863-686-9898 • Cell: 863-698-8832 • FAX: 863-686-9797

Editor

Louise Pomar, RPR, FPR, CERT*D
 25 Rosewood Ave • Ormond Beach, FL 32174
 LBP1958@aol.com
 W: 386-313-4570 • Cell: 386-852-5026 • FAX: 386-437-7288

Executive Director

Tina Kautter, CAE
 222 S. Westmonte Drive, Ste. 101
 Altamonte Springs, FL 32714
 W: 407-774-7880 FAX: 407-774-6440
 tkautter@kmgnet.com

Assistant Executive Director

Marna Krot
 222 S. Westmonte Drive, Ste. 101
 Altamonte Springs, FL 32714
 W: 407-774-7880 FAX: 407-774-6440
 mkrot@kmgnet.com

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By Robin Merker, RPR, FPR,
2010-2011 President



Changing Times... You are a Big Part of It!

Some thoughts as we move forward in this 50th year of FCRA's existence:

It is amazing to me how many reporters still are not aware of how we are fighting in Tallahassee to make sure that reporters in Florida have a living wage. Please take a minute out of your day and forward on the latest E-Flash regarding our legislative battle. Of those who are aware of what FCRA is doing in Tallahassee, too many don't think there's anything they can do as individuals to make a difference. Well, there is. Now is the time to contact those legislators who have the power to make a difference. We have posted on our brand new, beautiful website the links to the legislators and template letters to go along with it. These template letters are not only for reporters, there is a set labeled "private citizen" that you can disseminate to your family and friends. Please feel free to contact me directly if you have any questions or need some help with getting them out.

For those of you who came to our Mid-Year Conference, I know you'll back me up when I say there truly was something for everyone at our Mid-Year Conference. Whether you were interested in furthering your reporting skills through software training, working on communication skills, figuring out how to deal with the day-to-day reporting crises and situations that crop up, learning how to relax while on the job, or how to relax and play once the job is over, your Mid-Year Conference Co-Chairs, Sue Shelling and Jennifer Gaul, had it covered! They did an amazing job, and I want to thank them on behalf of everyone who attended.

On the same note, our team from Kautter Management stayed on their toes as they kept everything moving seamlessly behind the scenes. We had an amazing influx of reporters coming for training and many last minute changes to the program as we went, and Marna, Sandy, Kristin and Julie kept everything running smoothly. There's no way we could have done it without them!

We accomplished a lot at the business meeting, not all of it serious, and I now own the letter -L, thanks to Holly Kapacinskas' brilliant idea of auctioning off the keys on a virtual steno machine to keep us on track with funding the lobbyist through this crucial legislative session. Apparently, I'm not the only reporter who feels possessive about her steno keys! What letter do you own?

I truly hope you enjoyed yourselves as much as I did. I have it on good authority that the hotel staff thinks that court reporters know how to have a really good time! And thanks to all of you who have convinced my teenagers that court reporters know how to party — something else for me to live down!

As we look ahead, because our video-teleconference board meeting last January proved to be productive and time and cost effective for both FCRA and the individual board members, we are planning to hold our next board meeting via video-teleconference sometime in June. We will be gearing up for our Annual Convention September 16-18 in Altamonte Springs.

Thank you for understanding the issues that face us both individually and as an association. Everyone can now read what Janet McKinney, FCRA Secretary/Treasurer, presented to us at the business meeting by either turning to page 12 of the magazine or visiting FCRA's website at www.fcraonline.org and clicking on Treasurer's Report on Dues Increase. If you weren't able to attend the business meeting, please take the time to read her presentation. After her presentation, and with much input from members, the membership voted to give FCRA's Board of Directors the financial tools it needs to move forward on behalf of all reporters and the profession.

Finally, I am looking forward to seeing all of you at FCRA's 50th Annual Convention being held at the beautiful Hilton Orlando/Altamonte Springs. You won't want to miss it!



By Louise Pomar, RPR, FPR, CERT*D,
FCR Online Editor

Editor's Column:

Activity = Growth

Calvin Coolidge, the 30th president of the United States, once said, "All growth depends upon activity. There is no development physically or intellectually without effort, and effort means work."

For precisely that reason — growth — I attended NCRA's Realtime Systems Administrator Workshop last month in Baltimore, Maryland. You see, things began to get a little stagnant for me in the world of court reporting, and that didn't settle well with me at all. The route I chose to get the energy flowing and the enthusiasm bubbling again was to expand my knowledge base and broaden my expertise in the area that will keep me a valuable asset to the entity I work for — the State Courts System — by providing realtime to the judiciary and becoming a technical expert in troubleshooting realtime connectivity issues.

By the way, you did notice that I said "becoming an expert," didn't you? It is and always will be a work in progress, as the technology will change and grow by leaps and bounds during the life span of my career. But as Calvin Coolidge said, "All growth depends upon activity." This is the activity that I am currently working on in order to provide excellent service to our judiciary and its participants.

The Realtime Systems Administrator Workshop, held on March 23 and 24, was facilitated by Mike Miller, RDR, CRR, who did a fantastic job presenting the voluminous amount of material that was covered in the day-and-a-half seminar. Some humor was even thrown into the mix to lighten up the otherwise serious mood that all of us Type A personality court reporters are so famous for exhibiting.

Mike prepared us for providing realtime connection options to the end user, whether it be through cables, StenoCast Bluetooth or wireless, using realtime viewing software such as Eclipse Bridge, CaseViewNet, LiveNote, Summation, Denoto, Visionary, Speche and TeleView, to name just a few.

He artfully covered a plethora of ins and outs to successfully hooking up to our clients and explained in a very succinct way how to troubleshoot technical issues that may come up when hooking up the client to receive the realtime feed.

Upon completion of the seminar, we were armed with the Realtime Systems Administrator Manual, which I

dare say is as thorough and comprehensive as our very own beloved FCRA manual, *The Florida Manual*, and a recommendation to purchase the *Realtime Troubleshooting Pocket Guide* from the NCRA Store for quick reference when on the job. I did so immediately!

To further challenge myself, I signed up for the practical exam which directly followed the workshop to see if I could obtain the Realtime Systems Administrator Certificate which is now offered through NCRA. Each testing candidate was given 20 minutes in a private booth, with an official "observer" present, in which to hook up to two separate NCRA issued laptops, each loaded with their own realtime viewing software, and troubleshoot technical issues (a/k/a "mines" planted by the testing staff) that were thrown our way.

What was the one thing that Mike stressed during the workshop? Check the COM ports! Check the COM ports! What did this testing candidate do after successfully disarming the mines planted and seeing the "Realtime Connection Successful" message on both laptops? I forgot to check the COM port on my own laptop and, therefore, had no streaming text to the two receiving laptops. Forgive me for using this rather inartful expression, but aaarrggghhh! Sometimes the simplest things are the most elusive things.

Will that stop me from signing up for the practical exam again in the future? You bet not! I still have a lot of growing to do, both personally and professionally. So look out, Las Vegas, here I come!

Sometimes
the
simplest
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the most
elusive
things.

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Hilton Orlando/Altamonte Springs
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September 16-18, 2011

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Upcoming Florida Professional Reporter (FPR) Test Date

Friday, September 16, 2011,
in Altamonte Springs, Florida, at
FCRA's Annual Convention!

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**FCRA
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BOARD**

Alberta, Canada Courts Revolutionized Transcript Format and Compensation

Have you ever considered charging for transcripts by the character instead of the page? Well, that is exactly what the courts in Alberta, Canada, are doing and have been doing since 2009. Wade Garner, Alberta's court reporter, explained how Alberta implemented a Universal Transcript Format and Compensation Plan. This revolutionary new software program, called UTFx®, came up with a new way to measure the work and how reporters are compensated. They discovered what many working reporters know...the text is the work not the page

The Universal Transcript Format and Compensation Plan allowed for a visible character count and then compared that with the per page rate. The courts were then able to fairly compare it to what the equivalent of 1000 characters of text would be. They realized that the rate would go up and down depending on the type of litigation. Cases with short questions and answers, the character count came down. For medical malpractice or product liability, the text would in effect go up and the price went up. Soon reporters began to realize the advantages and benefits

of this new type of compensation model. Transcripts that are quick to produce cost the litigant less, and transcripts that take more time cost more. Experienced reporters and transcribers are now paid fairly for their higher productivity.

The character count method only counts characters that are visible to the reader. A term the government came up with for every character you can see on a page. This includes any printed letter, number, symbol, and punctuation mark, but excludes spaces, table structures, and font formatting such as bold, underline, and italics.

A statistical analysis indicated a page with 27 lines would average 900 -1000 visible characters per page. However, Alberta Justice developed the Universal Transcript Format (UTF)

with 41 lines and more text per page using a modern font. The old page rate was becoming increasingly unfair for transcripts loaded with text, i.e., argument and jury charge. A better way to measure the work and calculate the fee was required for transcripts produced in UTF.

Now reporters are paid a transcript fee that is based on the total character count in each transcript. When a reporter is ready to certify the accuracy of their transcript, they log on to the Court computer system and apply their electronic certification. At the same time, the software completes a statistical analysis, providing a page, line and visible character count as part of the electronic certification. The software also makes a digital



Reporters steered away from the difficult work because it didn't pay.

it sits on. UTFx was developed by J.G. Moore & Associates Ltd. a court reporting company incorporated in 1977, and is now marketed by Precise Transcript Management Ltd.

Alberta courts use both steno court reporters for felony trials and digital transcribers for audio transcription of civil trials. Experienced reporters/transcribers realized solid wall to wall transcripts were not making them any more money. Reporters steered away from the difficult work because it didn't pay. The courts wanted to create a fair and equitable approach to compensating for transcripts as well as implement a universal format. So the courts adopted the "visible character count method" and paid reporters/transcribers accordingly. Once you begin to pay the reporter/transcriber on the volume of text, the page format becomes immaterial for their compensation. Reporters no longer care whether the page has 25 lines or 45 lines because it is the text they are being paid for.

Continued on page 8

Alberta, Canada Courts Revolutionized Transcript Format and Compensation

Continued from page 7

fingerprint of the text. This statistical information is used by the reporter to prepare their invoice to Alberta Justice.

It is difficult to compare the old page rate to the new character count method because the Alberta reporters received a long overdue fee increase at the same time. But for comparison, now the more text there is per page, the higher the individual page rate. Pages with short questions and answers pay a little more than the old page rate, but transcripts with heavy text pay considerably more. The 'Rate' is set by Alberta Justice, and varies with how quickly the transcript is required.

The UTFx software requires reporters to use markups or designation flags to produce a very basic transcript format. The markups (utilizing your own cat system software) can be added as a job dictionary, and they tell the software to reformat the text into whatever transcript format the Court requires. The transcript does not have to be produced in Alberta's UTF. Reporters and transcribers are able to concentrate on transcript accuracy without any concern for the finished format. The software finishes

the formatting of the transcript for the reporter.

UTFx is designed to receive the many parts involved in a lengthy trial, reformat the parts, concatenate them into one long transcript file, compose a complete Table of Contents and Index of Exhibits, and then create one PDF file with Bookmarks linking the Table of Contents. UTFx also produces an electronically certified ASCII file that matches the PDF with page and line fidelity.

Before the Universal Transcript Format the trial courts required one type of format, and the appellate courts another and still the lower courts another format. Now all Courts receive transcripts in the same UTF format, and transcripts from the lower courts can now be filed with the Alberta Court of Appeal.

This revolutionary compensation model and standard format has allowed the Alberta courts system to be one step ahead of the technology curve...and they are very happy about that.

NCRA Code on Gift Giving is Amended

By Judy Everman, RPR, FAPR, CMRS, FPR

While serving on the Board of Directors for NCRA, I wrote an article entitled, "Guardians of the Record or Keepers of the Attorneys and their Staffs," in the NCRA *Journal of Court Reporting* – May 2002. Removing the words "incentive" and "reward" from the NCRA Code of Professional Ethics was the crux of what the article was about. At about the same time, I had the topic put on the agenda at an NCRA board meeting requesting that the Code be reworded to eliminate those words, but was voted down unanimously. Strange how you remember some things like yesterday...I see myself standing there, having recently being diagnosed with cancer — maybe that's why the clear recollection — and giving a somewhat emotional presentation as to why those words that required something in return differed from the plain ol' gift of thanks or appreciation that required nothing in return.

Nine years later, with no signs of the cancer returning, my wish has finally come true, so I have two things to celebrate!

At the NCRA convention, NCSA Resolution 10-01 on gift-giving passed, drafted by multiple states — NCSA being

an NCRA committee made up of delegates from each state association — and after submission to the NCRA Board of Directors and a lengthy debate, the Committee on Professional Ethics ("COPE") was asked to look at the issue. COPE drafted language for the board to consider at their meeting in Baltimore, and after further discussion, this is the language that was voted on:

*"Refrain from giving, directly or indirectly, any gift or anything of value to attorneys or their staff, other clients or their staff, or any other persons or entities associated with any litigation, which exceeds \$100 in the aggregate per recipient each year. **Nothing offered in exchange for future work is permissible, regardless of its value...."***

The portion I bolded above is the key language. It doesn't get much stronger! I would like to think that I planted the seed for this to happen. At any rate, the Board adopted the language and passed the resolution. COPE will issue an advisory opinion by the upcoming NCRA Annual Meeting in Las Vegas.

GEICO Sends Out Notice of Vendor Expectations Involving Gift Giving

By Judy Everman, RPR, FAPR, CMRS, FPR

While this was all going on, I received a fax entitled "Notice of Vendor Expectations" from GEICO insurance company asking that we review this two-page notice and that we read and sign an Acknowledgement. I felt that all the language in this notice was important, but I selected what I considered to be the most pertinent paragraph entitled

"Gifts and Gratuities: GEICO bans any gift, favor, gratuity, or entertainment given by Vendors in order to influence a business transaction or to initiate a business relationship where one did not previously exist. Experience has shown that the relationship between insurance adjusters/examiners, attorneys, body shops and vendors must be safeguarded such that the appearance of impropriety must be avoided. Gifts of any amount are not permitted."

Interesting language. Excellent definition of "incentive" or "reward." "Appearance of impropriety," how many times have I heard that phrase in relation to contracts entered into between insurance companies and court reporting agencies?

The Acknowledgement form said:

"By signing below, Vendor hereby acknowledges that it has read, understands, and agrees to comply with the ethical conduct policies outlined in the attached Notice of Vendor Expectations. Vendor further agrees that any and all of its subsidiaries, affiliates, sub-contractors, authorized agents, and employees that work directly with GEICO will abide by the same principles."

"Vendor acknowledges that either its refusal to sign this Acknowledgement or failure to comply with these principles and values may result in the termination of the business relationship with GEICO and may also result in criminal and/or civil sanctions. Vendor also understands that its compliance does not obligate GEICO to conduct business with the Vendor."

Our signature was required. We signed it gladly and faxed it back to GEICO Claims.

GEICO.

NOTICE OF VENDOR EXPECTATIONS

Dear EVERMAN & EVERMAN, INC.,

GEICO is steadfast in its vow to operate with uncompromising integrity and ethics in its handling of insurance claims. We are committed to:

- Conducting business ethically and within the law.
- Effectively communicating our policies and guidelines on ethical behavior and our support of the laws that govern our business operations.
- Supporting, assuring, and enforcing ethical and legal conduct in all aspects of our operations.

While we expect our associates to uphold these values and commitments, we also expect all of our vendors, suppliers, and service providers along with their subsidiaries, affiliates, and sub-contractors (collectively "Vendors") to make these same commitments to GEICO and its associates, policyholders and claimants.

We have identified the critical principles that encompass our ideal of ethical conduct. These principles include, but are not limited to:

- > Be honest
- > Avoid conflicts of interest
- > Deal fairly with others
- > Keep GEICO information secure
- > Obey all applicable laws and regulations

BE HONEST

GEICO expects its Vendors to be honest in all dealings with the company, its associates, its policyholders, and its claimants. Vendors should handle all contracts with accuracy and courtesy. Additionally, all financial transactions involving GEICO, including reporting billing issues, claim payments, and estimates, must be recorded accurately, truthfully, and reflect the utmost level of integrity.

AVOID CONFLICTS OF INTEREST

It is imperative that Vendors avoid any interests, relationships, and/or transactions that are or could be perceived by an impartial observer as harmful or detrimental to GEICO, its reputation, or its interests. This is especially applicable in the areas of *Relationships* and *Gifts/Gratuities*.

Relationships: No personal gain or favoritism should occur or appear to occur because of any relationships with our associates, policyholders, or claimants. It is important to assure that the

company's best interests prevail and that associates maintain impartial judgment. Relationships that can lead to or could be perceived to lead to personal gain, conflict of interest, or favoritism are not permitted.

Gifts and Gratuities: GEICO bans any gift, favor, gratuity, or entertainment given by Vendors in order to influence a business transaction or to initiate a business relationship where one did not previously exist. Experience has shown that the relationship between insurance adjusters / examiners, attorneys, body shops and vendors must be safeguarded such that the appearance of impropriety must be avoided. Gifts of any amount are not permitted.

DEAL FAIRLY WITH OTHERS

When interacting with GEICO associates, policyholders, applicants and claimants, Vendors are required to treat each person fairly. Discriminating against any person because of that person's sex, race, color, age, religion, national origin, sexual orientation, marital status or disability is prohibited.

KEEP GEICO INFORMATION SECURE

Treatment of GEICO software and systems information and other company information as confidential and proprietary is critical to the successful operation of our business. Furthermore, local, state and federal laws require GEICO to uphold the privacy and confidentiality of information obtained about associates, customers, applicants, and claimants in connection with their application for insurance or settlement of a claim. Therefore, Vendors are permitted only to share company information with those who have a business need to know and for the purpose for which it was obtained.

OBEY LAWS AND REGULATIONS

Inappropriate use of non-public information about GEICO or its business by Vendors for personal benefit is prohibited. Vendors are expected to comply with local, state and Federal laws regulating business operations, including but not limited to unfair trade practices, unfair claims settlement practices, and the misuse of confidential personal or claim information of a customer or associate.

Attached to this memo is an acknowledgement of receipt and agreement of compliance with the aforementioned policies for you to sign and return. We appreciate your adherence and sharing of the ethical values that we hold in such esteem and look forward to maintaining our business relationship in good standing.

Best regards,
 Michael Quesada
 Regional Liability Director
 GEICO – Lakeland

Upcoming Events CALENDAR 2011



- June 4 – 5
CLVS PRODUCTION EXAM
Metairie, LA (New Orleans area)
Registration: April 18 - May 6
Form available for download on www.ncraonline.org
- June 23 – 25
AAERT 18TH ANNUAL CONFERENCE
Talking Stick Resort/Casino, Scottsdale, AZ
Register online at www.aaert.org
- July 11 – 23
RPR, CLVS WRITTEN KNOWLEDGE TESTS
Locations: Pearson VUE Professional Centers
Registration: June 6 - July 6, 2011
Information posted on www.ncraonline.org
- July 20 – 21
NVRA CVR WORKSHOP AND CVR-CM TESTING
Atlanta, GA
- July 28
CRR, CBC, CCP SKILLS
NCRA 2011 Annual Convention, Las Vegas, NV
Registration: May 17 - June 28, 2011
Information posted on www.ncraonline.org
- July 28 – 31
NCRA ANNUAL CONVENTION
Bally's Las Vegas, Las Vegas, NV
Register online at www.ncraonline.org
- August 13
RPR, CRR, CBC, CCP SKILLS
Locations: Testing Sites Available Nationally
Registration: June 14 - July 13, 2011
Information posted on www.ncraonline.org
- Sept. 16
FPR SEMINAR AND CERTIFICATION EXAM
Hilton Orlando/Altamonte Springs, Altamonte Springs, FL
Information posted on www.fcraonline.org
- Sept. 16 – 18
FCRA'S 50TH ANNUAL CONVENTION
Hilton Orlando/Altamonte Springs, Altamonte Springs, FL
Information posted on www.fcraonline.org

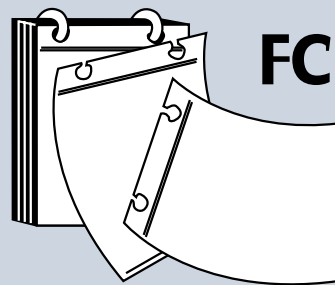
Please notify Louise Pomar, Editor, lbp1958@aol.com, of any upcoming events that you would like to appear in the "Upcoming Events Calendar."

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FCR Online Deadline Dates

(Fall) Aug/Sept/Oct..... July 5, 2011

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FCR Online Contributing Editors

*William S. Bish, RDR, CRR, FPR, CLR, Chair of Court Reporting
Schools Committee*

Teresa Durando, FPR

Judy Everman, RPR, FAPR, CMRS, FPR

Michael H. Greenhill, FPR

Lisa B. Johnston, RMR, CRR, CCP, Chair of CART Committee

Donna M. Kanabay, RMR, CRR, FPR

Holly Kapacinkas, RPR, CRR, FPR

Paulita Kundid, FAPR, RPR, CLVS, FPR

Dawn Ramos, RPR, CRR, FPR

*Susan Shelling, FPR, RPR, CSR (NY), Co-Chair of Mid-Year Confer-
ence*

Richard A. Sherman (Ask Mr. Modem)

FLORIDA COURT REPORTERS ASSOCIATION TREASURER'S REPORT

By Janet L. McKinney, RPR, FPR, CLR

Back in September of 2009 I stood before you as the newly installed Secretary/Treasurer of FCRA. For years I sat where you sit, never imagining myself trading places with anyone up on this dais. I was honored when I was nominated for consideration as a member of the Board. I was honored again when after being scrutinized by the Nominating Committee I received the nod as their choice to serve as Secretary/Treasurer. I must admit that I was more than a little intimidated. But, after the initial wave of panic passed, I thought, "Okay, I've got this. Really, how hard can it be?"

The truth is had I known the answer to my own question I might have cut and run at that point. I did not have an appreciation for a number of things at the time I was installed into my first term of office. For instance, I did not appreciate the history of this organization. I had not given much thought to, nor did I have a tremendous understanding of where we have been, where we are now, where we are going. I certainly had no appreciation for the hard work and dedication of the people who comprise this completely volunteer board and the many members who give their precious time to work on FCRA committees. Mostly, I did not appreciate the financial magnitude of what it takes to keep a large organization like FCRA humming along. What I did know when I began was we are a not-for-profit organization. And, come to find out, that's a very fortuitous thing because we definitely are not making a profit. In fact, financially we are limping along. And that brings me to my topic of the day: The budget and finances of FCRA.

We, the members, have reached a fork in the road and important decisions lie ahead. We all know from our daily experience that the cost of everything is on the rise. However, there are certain things in life that we cannot place a value on. They are priceless. To me, personally, being a member of a strong statewide association who is advocating for me in the trenches every day, who is taking steps to promote my profession as it is being threatened by emerging digital technology, and who has my back on the floor of the legislature is priceless. If it makes good financial sense in my professional life then I know it holds, at the very least, an equal value in my personal life.

We stand at the threshold of our 50th anniversary, and without being around 50 years ago I can state, without hesitation, that the mission of FCRA today is vastly different than the FCRA of 1961. In 1961 our profession was not facing the challenges that we face on a daily basis as competing technologies assault the marketplace hoping to convince our clients that their method of recording is far superior to our method of reporting. The FCRA of 1961 was not staring in the

face of legislation targeted at financially gutting their income all in the name of decreasing the state budget. The FCRA of 1961 was where we have been. It is not where we find ourselves now.

OUR ACCOMPLISHMENTS: I'm sure many of you have been loyal members for years but have you ever really asked yourself, "What does FCRA do for me?"

What Do I Get For My Dues?

Following is a breakdown of the various products and services each member receives from or through the Association in a typical year.—The dollar amount on the right is the estimated amount it would cost for a member to obtain comparable services/benefits individually.

FCRA MEMBERSHIP BENEFIT BALANCE SHEET PER MEMBER PER YEAR	
Conferences/Educational Seminars	\$750.00
Discounted Services (Travel/Hotel/parking)	\$100.00
Florida Manual, Minutes, & Updates	275.00
Public Relations on behalf of membership	\$75.00
The F C R Magazine	\$100.00
Webinars & e-Books (Important Tools)	\$80.00
The Florida Professional Reporter (FPR) Designation Program	\$100.00
Referral Services	\$100.00
Trading Sites	\$80.00
Online Membership Directory	\$90.00
Lobbying/Advocacy Activities	\$200.00
Student Scholarship Donations	\$10.00
Networking Opportunities	200.00
Website with variety of resources	\$25.00
Professional Association Management/Headquarters Office	\$150.00
TOTAL VALUE OF YOUR MEMBERSHIP:	\$2,885.00

FCRA has come up with a breakdown of the various products and services that the members receive for their dues dollars. This slide on the screen now shows the services you receive and the estimated value of those services if they were to be purchased separately. I think you can see that the value of your membership is exponentially larger than the dues you pay each year.

In addition to these items I would like to take a moment to highlight the accomplishments and the activities of some of our most active committees which you may not even be aware of who are working behind the scenes for you.

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The **Florida Professional Reporter Committee**. This committee presented the first seminar and test on June 26, 2006. To date, not including the class yesterday, there are 720 FPRs in the State of Florida. The FPR Committee has worked tirelessly to improve the certification course with each presentation since. As of this date I am pleased to announce that the manuals, handouts, and test for the FPR have been copy-righted.

The future goal of the FPR Committee and, indeed, FCRA, is to have the FPR certification become a mandatory certification for everyone in the reporting industry in the State. In other words, to be recognized as the statewide certification which has been legislated, but for which there is no funding. This will take money.

Membership Committee. The membership of FCRA has seen a slight rise due in part to the new FPR members we have welcomed. The committee has tightened the membership requirements and now reviews each membership application that comes into FCRA headquarters for completeness and sponsorship. This committee's goal is to step up its recruiting efforts by conducting information exchanges and membership drives across the state.

Our goal for the future is to see every stenographic reporter and voice writer on our membership rolls because there is a basic premise in business that only the strong survive, and we all know there is strength in numbers.

Technology and Social Networking. New technology has been embraced by FCRA on all levels. The quarterly magazine is now sent in an electronic format, members are contacted via e-flashes with important information and announcements, and we enjoy a presence on Facebook.

FCRA has just launched a new website which has been made possible because of the hard work of Su-

san Wasilewski and the headquarters IT department. It has an updated professional look and if you have not yet done so I invite you to please visit it soon. You will find many enhancements that make the website user friendly and it provides many, many new features you have been asking for.

Public Relations Committee. This committee has done an amazing job of representing us on many different levels. They have made appearances at such venues as the Florida Alliance of Paralegal Associations' annual meeting, The Volusia/Flagler Women Lawyers Association, and some local chapters of the Florida Bar Association in an effort to promote FCRA and stenographic reporters and voice writers in the industry, as well as educate their members on the guidelines governing gift-giving in the legal arena.

The PR Committee and its volunteers would love to travel around the state to every legal forum they can to educate attorneys about FCRA and re-educate attorneys, for anyone who may have forgotten, about the valuable role the professional reporter plays on their road to success. Unfortunately, at this time, increasing personal appearances and the professionally printed handouts that we would like each person to leave with are simply not in the budget.

Government Relations Committee. As you all know by now, this committee began getting a real work-out in May of last year when it came to our attention that the Florida Legislature, in their infinite wisdom, had slashed the income of many reporters across the state virtually with the swipe of their pen.

We have hired a lobbyist to represent us in Tallahassee, which I will speak about in more detail in a few moments. Susan Wasilewski serves as the liaison between The Fiorentino Group and FCRA carrying through with the commitment she began when she was president. Susan has devoted a tremendous amount of time and energy representing FCRA at meetings with legislators and the lobbyist and does so at great personal expense since, unfortunately, FCRA is not in a position to reimburse her or any of her committee members.

Mid-Year and Annual Conventions Committee. This committee is tasked with putting together outstanding programs and speakers for our conventions twice yearly. They may be the greatest magicians of all because they are always called upon to work magic fielding top notch convention speakers on a shoestring budget.

Schools Committee. Members of this committee travel around the state visiting schools and their stu-

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dents to not only promote FCRA but encourage the students in their endeavors. One of the most important keys to our longevity is the student who will step into your shoes when you have retired your machine. Here again, the budget is only a fraction of what it needs to be.

We all know that court reporting is a service based profession. We also recognize that good customer service for our clients is often the key to our success. FCRA recognizes you, its members, as our clients, and we strive to provide you with the best customer service that money can buy.

That brings me to our Headquarters staff. Throughout the years I never really gave much thought to who was on the other end of the phone when I called FCRA Headquarters; who it was that was answering my dues questions, giving me information about an upcoming convention, maintaining my CEU transcript. All I knew was I was always able to reach someone when I called and I was always able to get an answer to my question. Little did I know that years ago some wise board strapped our caboose to Kautter Management Group who serves in the capacity of the Wizard of FCRA.

I would like to give you just some examples of the services Kautter Management provides for FCRA and why they are a necessary and integral part of our everyday operations. They field all of your phone calls, process membership applications, process dues and convention payments, do all of the bookkeeping and accounting, cut checks, do hotel site inspections for potential convention locations, negotiate hotel contracts, provide on-site staff at all conventions to run the event, attend board meetings, and provide support services, everything from copying to typesetting to printing, for the board and all FCRA committees. This is a list of just some of the items that comprised their original scope of work.

Then, as if that wasn't enough, in 2006 we added to their list of duties anything and everything having to do with FPR certification from registration, manual production, handling last minute program revisions, notification of results, and finally maintaining continuing education transcripts. They have taken on this voluminous workload as a gesture of goodwill all at no additional cost in past years. However, as of this year, KMG was forced to seek a raise in their contract price with us since, much to my dismay, they are a for-profit business.

When I took office I immediately began to look at the budget to see if there were any suggestions I could make to curtail some of the expenditures of the organization.

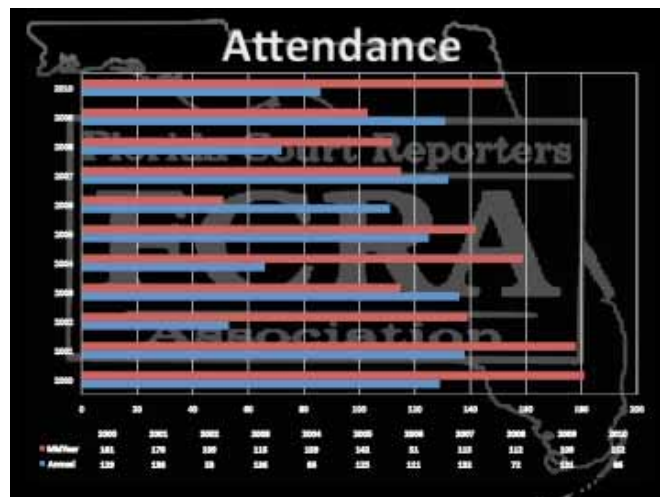
You may have noticed that we now offer a discounted price for check payments. This new tiered system was enacted with an eye towards encouraging cash payments thereby reducing some of the very costly credit card usage charges incurred by FCRA, the merchant, when a credit card is accepted.

No budget increases were awarded to any committees. In all cases their budget remained stagnant or was reduced. I have also requested that the committee chairs monitor their budgets closely and that no expenditures be made in excess of their budget without prior approval from the treasurer as there is simply no cushion in the budget to cover the unexpected. In fact, we are facing a potential deficit.

For the first time in January 2011 the board conducted our meeting via video teleconference to defray the cost of board members traveling to one central location in the state.

I have requested that board members not submit reimbursement requests for any activities associated with their service even though it is anticipated that certain expenses would be reimbursed. For the most part this is an entirely volunteer board who is not being reimbursed for actual out-of-pocket expenses associated with their service.

At our Budget & Finance Committee meeting in October 2010 I presented an analysis of our biannual convention history. After asking Headquarters to provide some attendance and income history for the past 10 years it became obvious that the attendance varied widely as well as the income.



The slide above demonstrates the historical convention attendances from 2000 through 2010. I believe this clearly shows that attendance at these events

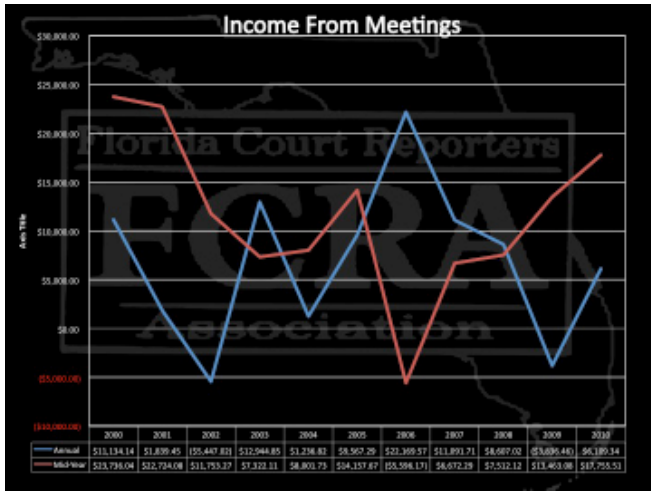
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does not increase with each succeeding year. Unfortunately, it does not even remain steady but varies widely.



And here we see the result of the fluctuating attendance translated into dollars. The attendance directly impacts profitability of our conventions, and although some conventions have made money others all too often finished in the red. While our conventions should be a consistent source of revenue for the Association the reality is quite different.



At the end of the day, after our analysis and the recommendation of the Finance & Budget Committee, the FCRA Board of Directors, recognizing that we needed to change our convention format to remain solvent and successful,

voted unanimously "yes" on an interim bylaw change that will restructure the convention format to one annual convention each year. We envision that to be what we have termed "a humdinger" of an event, three days rather than two, which will allow our members an opportunity to obtain more CEUs without incurring the travel costs for two meetings. We also hope it will allow us a larger speaker budget to bring you a variety of interesting and educational programs for the next 50 years.

As for the FPR class, that will still be given in conjunction with the convention, and a second time throughout the year at varied locations around the state to make it more convenient for reporters to ob-

tain their certification.

The steps I have outlined were all very real cost-saving measures taken to trim what little we could from a wafer thin budget. I'm sorry to say it is still not enough.

That brings me to our hot button topic of the past year and that is the legislative budget bill and the necessity for FCRA to hire The Fiorentino Group as our lobbyist. A lobbyist was not one of the line items in our budget since we have felt relatively safe and insulated in years past. Unfortunately, by the time we became aware of what was happening in the middle of the night we had been caught with our pants down and it was too late. We had been exposed.

With our sights set on gaining back the ground we had lost FCRA was able to hire a lobbyist after an unprecedented response from you, our members, at last year's Mid-Year Conference to raise a portion of the funds to pay for those services entirely through donations, a whopping \$30,000 in donations and pledges. Those fundraising efforts continued through our Call to Action Now campaign and donations continue to trickle in, but as the finish line is in sight we find ourselves again limping along and the threat looms that we will run out of money before we are able to see this mission through to completion.

To date, the efforts of raising the needed capital for this endeavor, \$60,000, has been borne on the shoulders of only 177 donors or just 26% of our members. As of right now, without additional donations being collected to see us through to the end of May, we will run out of money after April 1.

We have talked about where we have been and we have talked about where we are now. There's only one question that remains to be answered. Where are we going? Where do you want to see this organization go in the future?

We would like to see our organization grow and prosper. We would like to see our members continue to enjoy the level of customer service they have become accustomed to. We would like to see the FPR certifications continue to increase across the state. We would like to see our Schools Committee have a larger budget to allow them to personally contact more students throughout the year. We would like to see our Membership Committee members and volunteers travel around the state to do information exchanges and membership drives to boost our membership numbers. We want to continue to improve on the content and the value of the conventions you attend. We would like to see our Public Relations Committee continue to meet with and present information to ancillary as-

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sociations and market the value of your services in the legal arena.

The Board recently received an e-mail from a new member asking us to explore the feasibility of FCRA developing a CEU program for attorneys to educate them on realtime and the value of those services to their practice, a service which only we provide that clearly sets us apart from the competition being marketed today. We want to see all of this come to fruition, but it is not possible at our current dues level. For FCRA to continue at its current level of service and expand some of its programs will require an additional \$75 a year from each of you.

I told you at the beginning that financially FCRA has been limping along for a number of years. One of the main reasons for that is because in the last 19 years FCRA has raised its dues \$60. That translates to an average increase of only \$3.15 a year.

Then, there is the issue of lobbyist protection of our profession and our livelihood. I think we all realize as we've watched the politics of the last couple years unfold and the economy take a drastic downturn that we must be vigilant in protecting ourselves. We can never again be caught bare and exposed. For those of us who do not work in the criminal arena it is easy to sit back and think "I feel sorry for them, but that doesn't really affect me." Well, guess what? Civil arena fees have already been discussed as documented in the minutes of the JAC. Rest assured that insurance companies, which so many of us do business with, are watching closely. So please, don't take solace in the idea that your portion of the world is immune to a swipe of that same pen.

What if one day the legislature decides that digital transcripts of civil court proceedings is an untapped source of revenue for them and they pass legislation banning stenographic and voice writers from court? How would that affect you? How would that affect your income? It's hard to imagine that happening, right? But who would have imagined we would find ourselves fighting the battle we are fighting today. If we have not learned anything from the events of this past year then shame on us!

I believe, and the board believes, it is obvious that FCRA cannot rely on donations to fund this cause. Those who do not donate cannot ride on the coattails and the goodwill of those members who do. This is an expense that must forever be borne by and shared equally amongst all members. We must write into our budget a line item that reads "Lobbyist" and make it a permanently funded portion of our budget from now into the future. That means yet an additional \$75 a

year to have someone keeping their ear to the ground and the target off of your back. \$75 is a small price to pay to remain competitive in the marketplace where every special interest group, just like us, is funneling money to a PAC or Political Action Committee.

During my many sleepless nights first before I had to deliver the budget news to the Board and the several I had thinking about facing all of you today, I started remembering back to the days when my son played T-ball. Now I'm not going to share with you just how long ago that was, but my husband was the coach and, of course, he talked me into being team mom. It was another one of my how hard can it be moments.

One of the requirements of the league was that each family donate one evening sometime during the season to staff the concession stand for the league. We had 12 players on the team and I was determined to get my volunteer schedule filled out quickly. Well, by the end of the season after hours of calling, begging, and cajoling, my schedule looked like this: I was signed up for six nights, two other families did two nights each, and my friend, Maria, who didn't even have kids at the time, did two nights as well.

I had many parents offering me money to hire someone to work for them because it just didn't fit in with their work schedule, their other obligations, it meant they'd need to hire a sitter to come and work for the evening, or they didn't want to sacrifice an evening at home with their family. Well, guess what? The idea caught on. The following season the parents either signed up to work, or, they could pay \$25 to be relieved of that obligation so the league could hire a high school student to work in their place. There were a lot of wealthy high school students by the end of baseball season every year. So what's the point? The point is that they were willing to support the league financially, when they could not give of themselves, in order to make the league a success.

FCRA will hopefully always be here for you. Although the search never ends for willing volunteers service does not always fit in with the other things that are happening in our professional and personal lives. However, for an additional \$150 a year you are hiring an 11 member board who works 52 weeks a year for you. You are hiring a professional customer service department that works 40 hours a week, 52 weeks a year just for you. And, you are hiring a lobbyist who will be working for you 24 hours a day, 7 days a week. I think that's a lot for 82 cents a day. When the time comes for you to vote on this issue if you do not think that's a lot of bang for your buck, especially these days, then look again at your fellow members sitting next to you and around you and vote "No." But, if you want to

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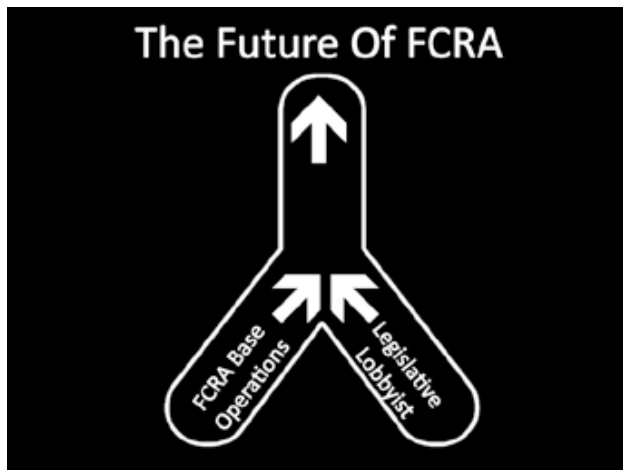
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be part of the group that changed the game and propelled FCRA into the next 50 years stronger than we have ever been I would implore you to vote an emphatic "Yes!"

When I mentioned to you earlier that we were at a fork in the road I'm sure you had a mental image of something similar to this.



However, in my eyes our future does not look like what you have envisioned. Our future looks like this:



A proactive operations side coupled with a strong legislative arm.

You, the members of FCRA, and our organization will not prosper and we will not grow if we do not take every step necessary to be financially strong and legislatively wise. We cannot choose to go either to the left or to the right. We must make up our minds that the two prongs will become one unified effort and that we will financially support our association so that

it can continue to work for each and every one of us in ways that were never envisioned in 1961.

MOTION

By order of the Board of Directors I move that the dues of the Participating Members be increased from \$150 to \$300, and that all other categories be increased at the discretion of the Board of Directors.

CHANGE IS
THE WAY
OF THE
FUTURE...

HELP FCRA
HELP YOU
AND YOUR
PROFESSION!

2011 Mid-Year Conference Highlights and More Highlights!

This was the Mid-Year Conference with something for everyone! In case you weren't there, here's a rundown on what you've missed.

Friday was our Florida Rules & Ethics Certification Seminar. We had a great turnout. It's amazing to see reporters coming out to learn and improve themselves. 56 people passed the FPR! YAY for them.

Following that, we had a Networking Happy Hour at the bar. We drank and chatted and basically let it all hang out! When they were ready to kick us out, we adjourned to President Robin's suite and continued the merry-making and eating — and, of course, ideas exchanges. Robin's twin daughters joined us and we wished Robin and her daughters a happy birthday — Robin's was Friday and the twins' were Thursday — blew out candles and enjoyed birthday cake. This lasted into the wee hours. I only know that because I was told. I went to sleep early.

Saturday was a full day of seminars, along with concurrent training sessions in CATalyst and Eclipse. You will want to read Teresa Durando's article on page 19 and Dawn Ramos' article on page 19.

Our first concurrent session was "What Would You Do?" It was a lively discussion regarding situations we, as reporters, find ourselves in and how we can handle them. Jennifer Gaul, as a past president, from US Legal Support, Fort Lauderdale, chaired it.

Our next concurrent session was "Promoting the Profession: Building the Image of Court Reporting," led by Susan Wasilewski, Immediate Past President, from Wasilewski Court Reporting, LLC, in Lakeland. She brought us the latest news from Tallahassee and gave us insight into how we can help our profession move in the right direction.

At 11:30 everyone gathered to hear the incoming Florida Bar President Scott Hawkins, Esq., address us about Ethics and Professionalism of Court Reporters. Check out Michael Greenhill's article on page 19.

Our luncheon business meeting brought us up to date on our need to raise dues and also our fundraising issues regarding our legislative lobbyists, at which point we had a bidding war to donate keys on a stenograph machine. (You had to be there!)

The afternoon continued with software training sessions, plus a seminar entitled "Taking it On the Road," led by Jennifer Gaul. She discussed issues regarding remote witnesses, teleconferencing and the technological solutions for this; also focusing on rules and ethics and software solutions in these situations.

At the end of the day it was time for "Stress Management/Ergonomics for Court Reporters," led by Meri Consor of Consor & Associates Reporting and Transcription, West Palm Beach. This was a seated yoga session to teach us ways to stretch and relieve tension when we've got just a five or ten-minute break after sitting in our chairs for an hour and a half. It was, pardon the pun, standing room only! And we all felt "relieved" after.

Saturday night was Casino Night. What a rousing event. As we entered for dinner, we were handed \$1,000 in casino cash. We got to play roulette, craps, blackjack and poker. It was easy to have fun — who knew we could be such gamblers. Then we danced and shook our booties to earn more money, with a great DJ as emcee. And, again, when they tossed us out of our Casino Party, many of us adjourned to the bar, and then up to Robin's suite, and partied way into the night. Rumor has it the die-hard party crew stayed till after 1:30 in the morning! In case you haven't gotten the message yet: We know how to PARTY!

A great time was had — and especially by those who were able to get up the next morning for the half-day seminar given by Soni Dimond.

Sunday morning was "Communicate From the Inside Out," with Soni Dimond of Soni Dimond Media from Lancaster, PA. Soni is an inspiring speaker and showed us how to improve our image, and how to turn bad situations into not-so-bad situations. During our interactive seminar, the room next to us began filling up with people taking part in what can only be described as a hootenanny. Well, this was our accompaniment for most of the morning. Soni was able to work it into the seminar, and it became a running joke.

All in all, we had a rousing weekend, learned a lot, had a great time, had fun, met new friends and connected with old ones.

Presentation on Ethics and Professionalism of Court Reporters

When I was first asked to write a short summary of Scott Hawkins' presentation at our Mid-Year Conference, I was first flattered, then awed at the task of capsulizing my individual emotions while listening to the President-Elect of the Florida Bar's presentation on how smooth, well-funded, and quite large in terms of membership the Florida Bar is. In perspective, the population of the Florida Bar is larger than many cities in Florida; Kissimmee, Key West, Pensacola proper, and it rivals metropolitan areas like West Palm Beach and Fort Lauderdale...90,000 members.

There are two salient points, however, which come to mind and are related to Mr. Hawkins' presentation: Number one, unlike FCRA, membership in the Florida Bar participation is mandatory and certification basic and universal for individuals practicing law in the state of Florida. And perhaps most illuminating, Mr. Hawkins (as most other attorneys in our state) was not aware certification is not mandatory for members of our profession.

This yet evoked in me, and I can only speak personally, another perplexing emotion and feeling I cannot quite

put into words: How can we demand the respect and professionalism to which we are entitled sans universal participation and certification? This is a question which surely will be answered from the reader's own perspective and professional experience. The answer and thus conclusions derived from this question will be diverse; do we need certification to feel and act professional? Clearly we do not. Do we need certification to be recognized as a viable and respected profession? Clearly we do. Do we need certification in order for firm owners to demand professionalism and ethics within our court reporting professional staff? Clearly we do not. Do we need certification to move ahead and continue to survive and not be marginalized by spending cuts reference this economy? Clearly we do.

If some of the above is answered in the positive and yet some in the negative, why do we need certification? I can only answer that question from my individual perspective...and leave you with some questions to answer for yourself.

Case CATalyst Seminar

By Teresa Durando, RPR, FPR

We asked for it...we got it! The one-day Case CATalyst seminar presented by Pam Szczecinski at the Mid-Year Conference was right on point. The day was divided into four sessions: Managing Your Files, Fields, Delivery Tools and Archiving.

Pam also discussed the exciting new CATalyst 12 features, including keyless access. The blue appendage hanging from your laptop can now be a thing of the past. Keyless access is just one of the many new features in 12.

The workshops were well-attended, so much so that the hotel had to move us to a larger room at our first break. A good time was had by all and hopefully everyone walked away with a "new trick" to expedite the transcription process and move on to the next job!

Eclipse Training Seminar

By Dawn Ramos, RPR, CRR

I would like to say a big thank you to FCRA for deciding to host an entire day of software training. We've been waiting for this for years! Michael Starkman was the Eclipse trainer that was flown in for all day Saturday. Michael is very knowledgeable and works in Maryland with MaryBeth Everhart.

He made sure not to cover the same exact topics that had been covered by the User's Group in Orlando, and we learned all the new features of Version 5 and so much more. If you missed FCRA's Mid-Year this time...don't miss the next one! I know we'll all be back, and hopefully FCRA will have to book larger rooms, because so many of you fellow Eclipse users will join us for a day of Eclipse training while earning CEUs and helping our wonderful state organization.

Again, thank you to Michael Starkman, Robin Merker, and the whole FCRA team!

2011 Mid-Year Conference Photo Highlights of All the Fun!



2011 Mid-Year Conference Photo Highlights of All the Fun!



2011 Mid-Year Conference Photo Highlights of All the Fun!



2011 Mid-Year Fundraiser Winners

Congratulations to Susan Wasilewski and Jennifer Gaul for winning two of the coolest gadgets around at FCRA's 2011 Mid-Year Conference. Susan won a NOOK Color and Jennifer Gaul won an iPad. Here's what they had to say about winning:

"I've actually read three good books on my Nook....all while traveling. It's wonderful! I never made time for leisure reading before, but it's easier now and I've found I really need the pleasant distraction once in a while." – Susan

"I can't believe it!! I am experiencing the exact same thing. I never read for pleasure before. I've read two books since West Palm because it's right on the coolest gadget I've ever owned!!!! The Apple store is my new addiction!!!!" – Jennifer

A Special Thanks to the Legislative Fund Contributors

As reporters, we need all the keys on our steno keyboards in order to do our jobs. In FCRA, our members are key to having our voices heard in Tallahassee. The following is a list of the people who have so generously contributed to the FCRA Legislative Fund and are working to support all reporters across the state of Florida. THANK YOU to the Following FCRA Heroes:

Anderson, Helen, RPR, FPR
 Agustin, Julie
 Alvarez, Judith
 Andrews, George
 Arter, Debra, RDR, CRR, FPR
 Barreras, Rafael, FPR
 Barrett, Bobbie, RPR, FPR
 Barton, Karen, RPR, RMR, FPR
 Beddow, Caroline, FPR
 Belz, Jennifer, RMR, CRR, FPR
 Bender, Cindy, RPR, FPR
 Benowitz, Michael
 Berard, Trish, RPR, FPR
 Besecker, Ginger
 Betz, Tammy, RPR
 Biery, Karen
 Bish, William, RDR, CRR, FPR
 Bluteau, Joyce, RPR, FPR
 Boenau, Deanna, RPR, RDR, CRR, CBC, FPR
 Bonner, Rhonda
 Bradshaw, Christy, RPR, FPR
 Branagan, Kevin
 Bressi, Ellen, CSR(CA), FPR
 Bridge, Rachel, RMR, CRR, FPR
 Brown, Harold, CM, FPR
 Brown, Sandra, FPR
 Brown, Tracy
 Bouchard, Mary, RPR, FPR
 Bundy, Lori, RPR, CCR, CRR
 Callahan, Holli
 Carroll, Robyn
 Casper, Margaret
 Chin, Judith, RPR
 Clark, Cynthia, RPR, CLR, FPR, CMRS
 Cline, Tami, RMR, CRR, FPR
 Colchico, Melinda, RDR, CRR, RDR
 Collins, Angela, FPR
 Connor, Pamela, RPR, FPR
 Consor, Meridith, FPR
 Corrigan, Yvonne, CSR(CA), RPR, CRR
 Crowley, Sandra, RMR, FPR
 Cusimano, Stephanie, RPR, FPR
 D'Amato, Michael, RMR, FPR
 David, Colleen
 DeCiancio, Teresa, RDR, CRR, CBC, CCP, FPR
 Dery, Tambria Lee, FPR, RPR
 Dezell, Lori, RPR
 Diaz, Patricia, RPR, FPR
 Donnelly, Lynn
 Dunlap, Sharon, RPR, FPR
 Durando, Theresa, RPR, FPR
 Durscher, Lynn, RPR, CRR, FPR
 Emery, Diane, CMRS, FPR
 England, Susan, RPR, FPR
 Enloe, Kathy Cabre, RPR, FPR
 Estevez, Sandra, CSR(CA), FPR
 Everman, Judy, FAPR, RPR, CMRS, FPR
 Featheringill, Gayle, CVR-CM-PNSC
 Fegers, Kathleen, RPR, FPR
 Fernandez, Joan, RPR, FPR
 Ferrante, Leslie
 Fitzgerald, Leanne
 Fontalvo, Kimberly, RPR, CLNR
 Foreman, Jayne
 Freeze, Lisa, RPR, CRR, FPR
 Frommer, Catherine
 Gardner, Jennifer, FPR
 Gardner, Susan
 Gaul, Jennifer, CMRS, FPR
 Gay, Faye, RPR, CRR, CLVS
 Gewand, Nancy, RPR
 Gilroy, Sarah
 Glick, Sandra, RMR, CSR (IA, IL), FPR
 Griffis, Cindy
 Gunion, Donna, FPR
 Hall-Breuwet, Rhonda, RMR, CRR
 Hanbury, Katy, RMR, CRR, CCP, FPR
 Harrell, Angela
 Headquist, Marianne, RMR, FPR
 Nichole Hein, FPR
 Herdocia, Nicole, FPR
 Hess, Gay, RMR, FPR
 Holmes, Rise, RPR, FPR
 Hughes, Wesley Thomas, RDR, CRR, FPR
 Infante, Marie
 James, Beverly, RPR, CRR, FPR
 Jordan, Stephanie, FPR
 Kapacinskas, Holly, RPR, CRR, FPR
 Kesterson, Autumn
 Kiley, Barbara, RPR, CMRS, FPM
 King, Shirley, RPR, CLVS, FPR
 Knorr, Lora, RPR, FPR
 Krick, Debbie
 Kuidid, Paulita, FAPR, RPR, CLVS, FPR
 Labor, Linda, CLVS, FPM
 Lachowicz, Stephanie, FPR
 Landerman, Laura, RMR, CRR
 Landis, Karen
 Landry, Amy, RPR, FPR
 Langston, Jo
 Levy, Rick, RPR, FPR
 Little, Jennifer
 Luckey, Debbie, PR, RMR, FPR
 Manazir, Heather, RPR, FPR
 Mann, Maleana
 Martin, Patric, RMR, CRR
 Martina, Jon, PR, CMRS, CLVS
 Mathis, Angela
 Maxa, Donna, FPR
 McArver, Margaret
 McArver, Marty, RDR, CSR(CA), FPR, CCR(GA), CLR
 McGill, Linda, RPR, FPR
 McKinney, Janet, RPR, FPR, CLR
 McLendon, Sharron Ann
 McMillan, Stephen
 McSwain, Natalie, FPR
 Melton, Laura, RMR, FPR
 Mendenhall, Ann, RPR, FPR
 Merker, Robin, RPR, FPR
 Messina, Cathy Johnson, RMR, FPR
 Michalski, Debra RPR, CSR(IL), FPR
 Miller, MaryLee, RPR, FPR
 Mills, Lynda, RMR
 Minnich, Cassie, FPR
 Mitchell, Sandra FPR
 Morgan, Candy, RPR, FPR
 Morrow, Cathy, FPR
 Nargiz, Sandra, RMR, CRR, FPR, CSR(GA)
 Narup, Sandra, RPR, FPR
 Neel, Mary, RPR, FPR
 Ohman, Kathleen
 Owen McCall, Kelly, RPR, FPR
 Owens, Robin, RPR
 Packevicz, Cynthia, PR, FPR
 Barbara Perry, RPR, FPR
 Phillips, Margaret, FPR
 Phipps, Christine, RPR, FPR, CLNR
 Pitt, Joan, RMR, CRR, FPR
 Pomar, Louise, RPR, FPR, CERT*D
 Popovich, Eva, RPR, CSR(CA), FPR
 Powell, Eddie, RPR
 Price, Linda, FPR
 Ramos, Dawn, RPR, CRR, FPR
 Rankine, Caroline, RPR, CSR(FL), FPR
 Reichenbach, Angela, FPR
 Renfroe, Kimberly, RPR, FPR
 Renfroe, Leslie, RPR
 Ricketson, Darlene, FPR
 Riesdorph, Susan, RPR, CRR, CLVS, CLR, FPR
 Riley, Susan
 Robinson, Raquel, RPR, FPR
 Rodriguez, Georgeanne, RPR
 Rollins, Lisa, RPR
 Rotruck, Liz
 Sallenger, Ellen, RPR
 Sammaro, Christie, RMR, CRR, FPR
 Sanchez, Jeanette, FPR
 Scott, Jeanette, RPR
 Schroeder, Melissa
 Segui, April, RPR, FPR
 Shelling, Susan, RPR, FPR, CSR(NY)
 Simms, Kim, RPR, CRR(GA)
 Simpkins, Melanie, RPR, CRR
 Slocum, Tara, RPR, CRR, CSR(CA), FPR
 Smalling, Ingrid, FPM
 Smith, Pat
 Speer, Elizabeth, RMR, CRR
 Splane, Marie, RDR, CRR, FCRR, FPR
 Spriggs, Angie
 Stark, Debbi, FPR
 Stephenson, Nancy, RPR
 Sternberg, Susan, CM
 Strollo, Karen, RPR
 Temple, Mari, RPR
 Thomas, Heather Mary
 Turner, Debra
 VanLandingham, Cynthia, RPR, FPR
 Vincent, Betty Sue, RDR, CRR, FPR
 Wasilewski, Susan, RPR, CRR, CCP, CMRS, FPR
 Waters, Deborah, FPR
 Wheeler, Tina
 Wierzbicki, Robin, FAPR, RPR, FPR
 Wierzbicki, Michael, RPR, CRMS, FPR
 Williams, Stacey, RPR, FPR
 Wright, Toni
 Zirbel, Deborah Shoman, RMR



March 2011 FPR TEST RESULTS Announced

Vanessa Archer
Rebecca J. Aubuchon
Zuleika Berger
Natalie Bober
Rhonda Bonner
Marianne Branson
Velma N. Brooks
Marcia B. Craft
Sheree A. Davie
Layla F. Degler
Catherine Dore
Jill M. Felicetti
Linda D. Frazier
Catherine A. Frommer
Antoinette Starace Garza
Randi Ginsberg
Julie Giordano Sork
Lisa Gropper
Maureen Hall
Debra Hill
Marc Howton
Dorothy Hutchison
Marie C. Infante
Elizabeth A. Kavelman
Beth Kelly
Barbara L. Kent
April C. La Cava
Vicki Lima

Ninette Long
Marlene Marban
Allison L. Martin
A. Wayne Mattox
Trudy A. McClellan
Kristina McCollum
Kristin A. Meale
Jae Michael
Katherine W. Milam
Trilce Morales
Dana M. ORourke
Bethanie K. Patterson
Elena Robaina
Amber Rodriguez
Nicholas Rotunno
Mary Schmidt
Elizabeth A.R. Seiffer
Barbara Shandell
Joy Siegel
Melodye Stokes
Sara E. Storey
Cheryl Temple
Lori Ann Thompson
Lisa Tripodi
Roberta Turner
Estela L. Valle
Lee M. Walker
Mairelys Zamora

November 2010 & January 2011 NCRA Test Results Announced

Congratulations to the following FCRA members who became certified as a result of the November 2010 NCRA exams:

REGISTERED PROFESSIONAL REPORTERS:

Kristina McCollum, RPR, Ft. Lauderdale, FL

Maria Reeder, RPR, Ft. Lauderdale, FL

Loretta Lee, RPR, Lakeland, FL

Autumn Captain-Kesterson, RPR, Tallahassee, FL

Congratulations to the following FCRA member who became certified as a result of the January 2011 NCRA exams:

REGISTERED PROFESSIONAL REPORTERS:

Lauren McIntee, RPR, Lake Mary, FL

By *William S. Bish, RDR, CRR, FPR*

STUDENT'S
CORNER

Practice Makes Perfect



The one question always asked by students is: "What is the secret to speed building, because I am stuck at a dictation level and cannot progress?"

The honest answer: PRACTICE, lots of it.

Once you understand that you have just learned a foreign language, stenotype theory, the only way to become really

proficient at it is to use it as much as possible. Even experienced reporters practice, some more than others, but we still practice.

Getting ready for a real-time assignment or performing daily copy on a really technical job usually requires pre-building as extensive a job dictionary as possible,

sometimes a month or more in advance. The only way to "groove" those outlines into a reporter's memory bank for a smooth transition to the machine requires reinforcement by repetition so there will be no hesitation when you hear a word that is not an everyday occurrence in your vocabulary.

Practicing material that is at a speed level above where you are comfortable trains your ears to hear faster, your mind to think faster, and your fingers to react faster. But remember to always go back to your "comfort level speed" for control after working at a higher speed.

By realizing that you have chosen a career that requires precision, and accepting that fact, practice is the secret to achieving your goal.

ETHICS AND PROCEDURES CORNER

By Professional Ethics Committee Honorary Chair: Shirley King; Chair: Co-Chair: Jennifer Gaul

Members: Cindy Bender, Diane Emery, Louise Johnson, Paulita Kuldig, Cathy Phillips, Betty Sue Vincent, Donna Kanabay, Holly Kapacinskas, Catherine Morrow

ETHICS FIRST!

The Florida Court Reporters Association has made the commitment to Ethics First, have you? I have!

Distinguish yourself and your firm from those whose business practices tarnish our profession, log onto <http://ncraonline.org/ethicsfirst/> and join NCRA's Ethics First Campaign. WHY? Because the Ethics First program is a perfect fit with FCRA's Code of Professional Ethics, including our stance regarding gift-giving. It is FCRA's position that not only do gift-giving practices undermine and dilute the integrity of the court reporting profession and the status of the court reporter as a neutral and impartial officer of the court, it also undermines attorneys' adherence to their own ethics regulations.

Specifically, our COPE states that we will "Refrain from giving, directly or indirectly, any gift to attorneys, clients, witnesses, insurance companies, or any other persons or entities associated with the litigation or reported proceedings, or to the representatives, employees, or agents of any of the foregoing, except for items that do not exceed \$100 in the aggregate per recipient each year." Just as having the Florida Professional Reporter certification signals your commitment to a higher level of educational professionalism, joining Ethics First identifies you to others as truly adhering to the highest levels of integrity, neutrality, and impartiality as a reporter or firm.

As delineated on the Ethics First website, individual reporters and firms can join Ethics First and be recognized as participants in this program. There is a growing database of talking points, articles, opinions, and other materials, all of which are available to Ethics First members for use with their clients, bar associations, and the public. Please join with me and your association as we work together to educate and elevate our profession.

Check out Ethics First on YouTube! <http://www.youtube.com/watch?v=pqfIYwfPB3Q>

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- Email highlights to associates, expert witnesses, and paralegals
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SLEUTHING THE NET



By Donna M. Kanabay, RMR, CRR, FPR

What does that line from that old Carly Simon song mean, anyway? According to the Urban Dictionary:

**"I had some dreams they were clouds in my coffee
Clouds in my coffee" (lyric)**

Coffee is awakening. Clouds block the sun and cloud your vision. Therefore, clouds in your coffee translates as not being able to see things clearly. In the song, she was clouded by false love or infatuation and was not able to see the true character of whomever the song is about.

Okay...I always hated that song anyway.

But that's not what we're here to talk about. We're here to talk about the latest trend in our ever-evolving tech world, Cloud Computing. For years we've bought our computers largely based on how much hard drive space they have. That could soon become passe, as more and more applications and services are available in the clouds — online, live and in real time. Accounting, scheduling, access to files that used to be kept on your own server on the network; your music, photo and video library. The possibilities are not only endless, but ever-expanding.

Many of the services offer an initial 5G of space free, and you can upgrade or expand for a monthly or annual fee. Balance that against being able to perhaps buy less computer on your next upgrade, and it could even things out for you in the long run. If nothing else, the free 5G service makes a dandy emergency, always-there backup of critical files!

The most common and well-known service is probably Dropbox. The beauty of Dropbox, aside from being free, is that it keeps the master file intact and you can invite people to have access to it to make changes. This is handy for, say, an inventory or schedule that several people need to access periodically. The thing I use Dropbox for is for my group Kindle spreadsheet. Several of my friends have Kindles. Back in the olden days of DTBs (Dead Tree Books — oh, about two years ago,) we loaned most of our books back and forth.

Now, with the Kindle, we're all registered under my Amazon account and we've uploaded to Dropbox an Excel spreadsheet of who's bought what and who's reading what. The free Basic account gives you 2G, but you get additional free space for every person that accepts your invitation to join under your account. The Pro 50 account, 50G, is \$9.99 a month.

A common use for Dropbox among court reporters has been to periodically upload segments of the .wav file and your CAT file to a scopist during a daily copy so they can get started while you're still in the job.

Amazon has just come out with Cloud Drive, 5MG of online storage, free. There are several upgrade levels, the lowest level being 20G for \$20 per year; the highest is 1000G for \$1000 a year. (Hmm, even my math-impaired brain can quickly figure out that that comes to \$1 per G.)

I have friends who are now uploading their music library to their free Amazon Cloud Drive so they can listen to their music from any computer. Well, my entire music library is 290G, but I could certainly load some of my off-played favorites. My photo library is even bigger, but I can sure upload some pictures and videos that I want to be able to access when I don't have my computer handy. (When do I not have my computer handy...?) When you sign up for your free account, be sure and also load the free Cloud Player to play your tunes.

To my shock, while there is a Cloud Player app for Android, there does not appear to be one for the iPhone. (Yet.)

One cool feature of Amazon's Cloud Drive is that any music you purchase from Amazon is automatically stored in your Cloud Drive — and it doesn't count toward your storage

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SLEUTHING THE NET

Continued from page 17

space, so it's completely free, similar to how Amazon stores all your Kindle purchases in your account so you can access them forever.

Dropbox and Amazon aren't the only players in this game, of course. Google "cloud drive" and see the many options available for computing in the clouds. Some of the top hits are Rackspace, 10G of storage per user; \$4 per month per user; Livedrive, unlimited space for \$6.95 per month (there's got to be a catch.) In our office, we use ShareFile as our "repository" for e-delivering scanned exhibits, which are usually too large to e-mail. The Basic is 5G for \$29.95 a month. (Hmm...I need to check out Livedrive, don't !!)

If you use QuickBooks, you can move your accounting to the Cloud for \$12.95 per month. Also, several of

the reporter-specific accounting/calendaring/billing programs operate in the Cloud.

All these are in addition to incremental backup in the clouds, a subject for another day. But if offsite backup is what you need (can't have enough backups, can we?), check out Carbonite or Backblaze.

Will in-house networks – and localized external drives for backups – soon be as outdated as dial-up modems?

Meanwhile, my Dropbox has just informed me (via a popup that you see every time one of your files is accessed) that one of my Kindle Group has updated the spreadsheet. I'd better go check in and see what everybody else is reading!

FCRA 2011 ANNUAL CONVENTION



September 16-18, 2011 • Altamonte Springs, FL

Watch fcraonline.org for details



STUBBORN MAGNIFIER CREATES OVERSIZED PROBLEM

Q. I was excited to try the Windows Magnifier to help me read small print, but now I can't get rid of it. I've tried everything I can think of, but it won't disappear. How can I close it once and for all?

A. For those who aren't familiar with the Magnifier, Microsoft's somewhat verbose description is, "a display utility that makes the computer screen more readable by creating a separate window that displays a magnified portion of the screen." Succinctly stated: It makes things larger.

To launch the Magnifier in XP, click Start > All Programs > Accessories > Accessibility > Magnifier. In Vista and Windows 7, click Start and in the Search field, type "Magnifier."

To close the Magnifier, look for its icon on the Taskbar, at the bottom of your screen. Right-click that icon and select Close.

Q. I have a belt clip for my iPod that has a little flap cover that is held shut with a magnet. Could this magnet destroy all the songs I have in my iPod? Am I heading for a data disaster?

A. It's highly unlikely that it will cause any problems. There are never any guarantees, of course, but magnets capable of wiping out data are very powerful, not the type that would be associated with a magnetic closure of the type you describe. I wouldn't have any qualms about wearing a stylish iPod belt clip (from the spring Nerdwear collection, I'm guessing), and if you haven't had any problems thus far, you're not likely to have any in the future.

Q. I have a Word document that was typed in ALL CAPS. I know that to get lower case I can click Insert and re-type the letters to change each word, but is there some way I can change the entire document at once? I tried the Find/Replace command, but that did not work. Thanks in advance for any suggestions you may have. I love your weekly newsletter.

A. Select (highlight) the text you want to change, then press SHIFT + F3 and keep pressing it to toggle between ALL CAPS, lower case, and Initial Caps.

Q. I had to install a new ink cartridge today, but I wanted to skip the print-testing pages because it wastes paper and ink. Nothing I tried worked. Is there any way to avoid that or am I caught in the ugly grasp of my printer?

A. Unless the ability to bypass that function exists with your particular make and model printer, which you did not identify, in most cases there is no way to avoid that. Generally speaking, that type of print-and-align function is truly not a waste of paper and ink in the long run. This function enables your printer to continue to provide the best print quality possible.

I have several printers here and when I replace ink cartridges, it is accompanied by a symphony of beeps, boops, clanks, clunks and printing pages. As a card-carrying geek, I am of course obligated to examine the test-print sheets to confirm that everything is printing correctly. Not one to waste anything, I then use the test sheets as scrap paper to record my pithy thoughts or compose ransom notes, as needed. I would suggest going with the ink flow and be happy your printer is monitoring itself and maintaining its print quality.

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

ABANDONED RAILS: Railroad lines have a unique and fascinating history. For better or worse, thousands of miles of track have been abandoned in the U.S. during the last 30 years. This site is dedicated to the preservation of the history of former railroad lines through interesting facts, pictures and articles. All-aboooooaaaarrrrrrrrd! www.abandonedrails.com

NATION HISTORY: Geography buffs and world travelers will enjoy this site's concise histories of every country and non-sovereign territory on the planet. You can search for a specific nation by name or just browse its six regions: Africa, Asia, Europe, North America, Oceania, and South America. www.historyofnations.net

UNIVERSCALE: If you have ever been to a planetarium, studied astronomy, or looked at the sky on a cloudless night, you know that the size of the universe is

impossible to comprehend. In fact, if you think about it too intensely it can cause your head to explode. Universcale is a site that serves as an "infinite yardstick," placing objects into a scale that provides a better idea of the true vastness of the cosmos. It is an interesting online experience to watch the ever-expanding scale bring some perspective to the extremities of space, where the outer limits of the universe are an equally incomprehensible 100 billion light years away. Sit back, relax, and allow plenty of time for this Nikon-sponsored moving scale to display. <http://tinyurl.com/592jkh>

For plain-English answers to your questions by email, plus great computing tips, subscribe to Mr. Modem's award-winning WEEKLY newsletter. Subscribe using Promo Code 1046 and receive a free month (four weekly issues!) with your six-month subscription. To view a sample issue or subscribe, visit www.MrModem.com.

Dear Nancy



Dear Nancy: I'm about ready to graduate from school, and I'm getting nervous about interviewing for my first job. How do I know where to work, what kind of work to accept, which agency is right for me? — Signed, Ready to Work

Dear Ready to Work:

When I interview recent graduates and new reporters, I have a checklist in mind. It'll give you a clue about what agency owners (well, me, at least!) are looking for in an applicant. (Did I say clue? That's a subtle way of saying "Pay attention! This is the important stuff!")

Are you early to your interview? dressed professionally? Do you smile? converse freely? ask questions? Did you complete your court reporting program? Have you taken the RPR? When was the most recent time? Are you familiar with current events? do you read books? volunteer? Are you willing to show me your transcripts? Are the title and certificate pages prepared with care? Can you tell me the number of pages you can produce each week?

Are you flexible in terms of when and where you can work?

What goals have you set for yourself? Do you belong to your state and national associations? Have you attended an association meeting or seminar? What are some questions you might ask a firm owner? Will I have a mentor or trainer in the office? Do you have scopists or proofreaders on staff? Is there someone on staff who can help me with CAT questions? What percentage of their reporters are association members? What credentials do their reporters have? How are jobs assigned? How often and how am I paid? Percentage split or flat-rate per page? Am I paid on invoice or once the invoice is paid? What is your minimum charge or attendance fee? Are expenses such as parking and tolls reimbursed?

Once you do get the job, know your limits. Don't accept more work than you can transcribe on time. That's crucial. Communicate with the scheduler; say no to assignments when you must. Once you're a bit more seasoned, you and your agency will be able to gauge how much volume you can handle reliably. And treat the agency owner as a client: They are your customer, and you always want to please them.

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Dear Nancy

Continued from page 31

"Assigning the book" is a critical decision for every agency every day. They sweat blood trying to ensure the reporters they send out will satisfy the lawyers they're working for. Once you have become a regular, seasoned member of the staff, your agency will expect you to say "yes" to whatever job they assign you to, and you will be expected to meet transcript deadlines and get the details right.

Good luck with your job search, Graduate. And welcome to the profession. KRAPBLGS/SK-FPLT We're happy to have you!

Dear Nancy: When a question begins "Why don't you tell me...", is that punctuated as a statement or a question, or does it depend on the circumstances? — Signed, Punky on Punctuation

Dear Punky on Punctuation:

That's a good question. Why don't I answer it now. A lawyer who asks "Why don't you tell us your name, please" is really saying "Please tell us your name." Such constructions are called polite requests in grammar textbooks. There's a variety of the most common such polite requests, all correctly taking a period at the end:

Q. Can you tell us your name, sir.

Q. Would you be good enough to...

Q. Would you please give us your name and address.

Q. Would you kindly explain why you crashed into the other car.

Of course, if you believe the attorney is really asking a question, "Why don't you tell us your name," you would punctuate it like any question, with a question mark. But, gee, what could be the answer to that question? "Because I don't feel like it" might be one response. Not likely you'll come across that kind of thing, though, because that would

be an argumentative question, and the witness's lawyer would quickly object.

But could it happen? Well, why don't we pose a hypothetical.

The witness, Toni Montana, a teenage girl played here by Alice Pacino, has a terrible scar on her face. Attorney Twisthetruth asks her: Why don't you tell me how you got the scar on your face -- yikes! What comes next? The correct ending punctuation depends entirely on context.

Here are two scenes from Scarface, The Deposition. You are the jury. You decide.

1. Attorney Twisthetruth is trying to find out how Toni Montana got the scar on her face. Toni is embarrassed to say. She averts her eyes and doesn't answer. He asks again; silence. Attorney Twisthetruth wants the record to reflect her silence, so he describes her actions for the record, then asks her: Why don't you tell me how you got the scar on your face? He really wants to know why she's not answering.

2. Attorney Twisthetruth (remember, this is fictional) is actually quite polite, and has a certain style to his questioning: Why don't you tell me your name. Why don't you look at this document. Why don't you tell me how you got the scar on your face.

Both italicized sentences are punctuated correctly. Why don't you just think about it for a minute. (Pause) There. Wouldn't you agree that was easy?

Dear Nancy: I've been reporting for nearly 30 years. I can't believe how fast the time has gone. I don't know if it's because my kids are grown and gone or just what it is, but I'm finding I'm just not "loving" court reporting the way I used to. I don't want a career change, as I certainly don't have the energy for that. I just want to recapture the feeling of

excitement it once offered me. Got any ideas? — Signed, De-energized Bunny

Dear De-energized Bunny:

Aah, I remember the days when I thought I was the Energizer Bunny®. Then my batteries ran down.

Like you, I have been a reporter for more than 30 years. Most of the time I've loved my career; at other times I was tired of it. In every instance I got back on track by getting into something new. I started reporting in the 70's, began using CAT in the 80's, got fired up about CART in the 90's, and in 2001 I started a completely new business providing services to court reporting firms. I've been reenergized each time by taking my career in a new direction.

Take a look at what you've done in the last ten years. Is there something new you might like to explore? How about a new credential -- the RDR, or the CRR -- tackle the speed contest, or take NCRA's new Realtime Systems Administrator course. Every time you set a new goal and achieve it, you'll feel good about yourself and your profession. If you've spent 30 years as a freelancer, learn about captioning or CART. Volunteer for your state association (I guarantee, they'd love to have you!), get on the board. Mentor a student. Come up with a seminar and present it yourself.

Bottom line, challenge yourself!

All of my suggestions entail (probably) stepping outside your comfort zone and meeting new people -- exactly the way to invigorate yourself and add pizzazz to your life.

Give it a whirl. March to a new beat. And if all else fails, play Energizer Bunny® Beats at www.energizer.com. It's a blast!

How to Become a Successful CART Provider

By Lisa B. Johnston, RMR, CRR, CCP, CART Committee Chair

Are you a court reporter looking to move beyond the legal world of reporting? Are you a student fresh out of school looking to enter the CART or Captioning arena?

If you answered yes to either question, please read on.

CART (Communication Access Realtime Translation) is done by a court reporter using a steno machine, notebook computer and realtime software to render instant speech-to-text translation on a computer monitor or projected onto a screen for larger groups. CART is a full screen of text, whereas Captioning contains 2-3 lines of text with a video picture.

CART Providers find the hours are more regular, no working nights and weekends on transcripts, good money, and most of all, personal satisfaction. Knowing you are helping someone who is hard of hearing and actually getting "thank you's" is so rewarding. How many times do we get a thank you

from attorneys?? Have we ever?

You will need to be prepared to meet the needs of your consumer/client. Here are some suggestions:

- Find someone you can mentor with. Pick the brain of a seasoned CART Provider; they have a wealth of knowledge of the goings on in various CART settings.
- Take a course on deaf awareness. Be sure to know the vocabulary relating to the deaf community.
- Learn basic sign language. You may not need to communicate with your consumer, but knowing how to say "Hi, my name is..." or "Can you see the text okay?" is good to know.
- Attend as many seminars on CART as you can. Soak it all in!

Being a successful CART Provider requires the same skills as a

successful realtime court reporter. For example, your writing must be conflict-free, clean and accurate. You must have keen listening skills. You must have endurance. And you certainly must have speed.

But the number one factor to becoming a successful CART Provider is attitude. Caring about what you do and caring about the people you work for is critical.

Go to the National Court Reporters Association's website devoted to CART Community of Interest (<http://ncraonline.org/Communities/CART/>) and read as much information as you can. On that page is NCRA's CART Style & Format Guidelines you should print out and use as a reference. It contains so much helpful information you will need to know.

Being a CART Provider will enrich your life. It has mine!

CART Providers find the hours are more regular, no working nights and weekends on transcripts, good money, and most of all, personal satisfaction.

Photo from <http://abledbody.com/techtalk/2009/09/03/cart-gives-deaf-a-world-of-sound/>





MEMBERSHIP APPLICATION

Florida Court Reporters Association

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*Company _____ Owner Co-owner Manager

*Mailing Address _____

*City/State/Zip _____ NCRA # _____ NVRA # _____

*Telephone: Home (____) _____ Office (____) _____ FAX (____) _____

CHECK ONE: OK to publish home phone number in directory. DO NOT publish home phone number!

*E-mail address _____ Website Address _____

*METHOD OF REPORTING: Stenographic Voicewriter Gregg Pittman Other _____

*TYPE OF REPORTER: Freelance Official Deputy Official Federal Teacher Student Other _____

*DESIG: CSR (List State(s) other than FL) _____ FAPR FPR RPR RDR CMRS RMR CLVS CRI CRR CPE

*Asterisk indicates required information.

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Open to anyone engaged in active practice of official or general court reporting by either stenographic or voicewriter method. (Please indicate method above.)

STUDENT MEMBER\$35.00
Open to any student of shorthand reporting who is endorsed by a court reporting training program instructor or director.

RETIRED MEMBER\$45.00
Open to any participating member in good standing who has retired from the active practice of shorthand reporting.

ASSOCIATE MEMBER \$60.00
This category is open to the following (please check one):
 Teachers of shorthand reporting
 Individuals officially connected with a school or college conducting shorthand reporting course - **School Name & Location** _____
 Non-member individuals retired from active shorthand reporting
 Anyone professionally associated with or employed by a member of FCRA whose application is endorsed by a participating member in good standing (**please print sponsoring member's name below where requested**)
 Anyone qualifying for Participating membership, but residing outside of Florida - State of Residence _____

VENDOR MEMBER.....\$125.00
Open to any firm or corporation engaged in selling products or services to FCRA members.

PRO BONO: Are you interested in donating time to the Pro Bono Program?
 Yes No

FLORIDA MANUAL: The guide to court reporting in Florida — sample forms, guidelines, and rules of court. Cost for members: \$75.00. Subscription to updates: \$25.00.

MEMBERSHIP DIRECTORY: Searchable geographical and alphabetical members' listing in Member's Only section of our website.

LEGISLATIVE/LEGAL FUND: Your dues include only regular monitoring of legislative, regulatory, and administrative activity for things that could adversely affect the court reporting profession. Without member donations to this fund, the Association cannot pursue any legislative/legal activity and may not be able to protect our profession.

The dues year is November 1 through October 31. Annual dues must accompany application. Those joining in August, September, or October of a given year will be paid through October 31 of the following year. Dues payments are deductible by members as an ordinary and necessary business expense. In accordance with Section 6033(e) (2)(A) of the Internal Revenue Code, as amended, members of the FCRA are hereby notified that an estimated 5% of your FCRA dues will be allocated to lobbying and political activities, and therefore are not deductible as a business expense.

I hereby make application for membership in the Florida Court Reporters Association and pledge myself, if accepted, to abide by the requirements of the Bylaws and Code of Professional Responsibility of the Association as they are now and as they may be amended in the future.

I understand that all applications are subject to review and approval by FCRA. All applicants must be sponsored by an FCRA member in good standing per FCRA bylaws.

Signature of Applicant

Date

Name of Sponsoring Member (Please print or type)

PAYMENT ENCLOSED FOR:

Membership Dues \$ _____

Florida Manual on disk:
 ___ copies @ \$75.00 each
 (Includes 7% sales tax + handling) _____

One-year subscription
 to Florida Manual Updates
 ___ subscriptions @ \$25.00 each
 (Includes 7% sales tax + handling) _____

Legal Fund Donation: + \$25.00

Legislative/Lobbyist Fund: _____

TOTAL ENCLOSED: \$ _____

Check # _____ MasterCard VISA AmEx

Account # _____

Exp. Date: _____

3- or 4-digit Security Code: _____

Amount to charge: \$ _____

Authorized Signature _____

For Administrative Use Only

Date Rec'd _____ Ref # _____ Amount _____

Date Approved _____ Computer _____

Make check payable to FCRA and mail to FCRA Headquarters, 222 S. Westmonte Dr, Ste 101, Altamonte Springs, FL 32714
Telephone 407-774-7880 • FAX 407-774-6440 (for charge payments only) • www.fcraonline.org

FCRA welcomes the following new members

(Includes all members who joined as of May 19, 2011)

STUDENT MEMBERS

NAME	CITY	SPONSOR
Hakmon, Marisol.....	Davie.....	Debby Ross
Houghton, Alison.....	Cantonment	Susan Wasilewski
Thompson, Lori Ann	Summerfield.....	Christy Bradshaw
Zamora, Mairelys.....	Miami.....	Debra Hill

PARTICIPATING MEMBERS

Archer, Vanessa.....	Jupiter	Michael Greenhill
Aubuchon, Rebecca	Melbourne	Shirley P. King
Baan, Gizella	Lake Worth.....	Jennifer Gaul
Bober, Natalie.....	Bradenton.....	Bobbie Barrett
Bonner, Rhonda.....	Hollywood.....	Robin Merker
Branson, Marianne.....	Neptune Beach.....	Cindy McClary
Brooks, Velma	Miami.....	Felicia C. Ortega
Brown, Patijo	Jacksonville	Edmund Powell
Camacho, Cathleen.....	Land O'Lakes.....	Susan Riesdorph
Colello, Jodi.....	Stuart.....	Judy Everman
Craft, Marcia	Daytona Beach.....	Catherine Phillips
Craig, Missy	Tampa.....	Susan Riesdorph
Dames, Phyllis Ann	Boynton Beach	Robin Merker
Degler, Layla.....	Eustis	Michelle Stickney
Dore, Catherine	West Palm Beach	Robin Merker
England, Susan.....	Orlando.....	Christine Bradshaw
Fernandez, Joan	Jacksonville	Elise Cashman
Garza, Antoinette	Royal Palm Beach.....	Robert (Bob) Burton
Hengstler, Mary.....	Boca Raton	Claudia Witters
Herbst, Mary Elizabeth.....	Mulberry	Kim Renfro
Hutchison, Dorothy	Davie.....	Jennifer Gaul
Kay-Harmer, Heidi	Winter Park.....	Michelle Stickney
Kelly, Beth.....	Lake Worth.....	Lisa Tripodi
King, Dorothy	Lutz.....	Susan Riesdorph
La Cava, April	St Petersburg	Michael Musetta
Lima, Vicki.....	Margate	Lisa Mazzei
Mattox, A. Wayne	Boynton Beach	Michael Greenhill
May, Philip.....	West Palm Beach	April Segui
McCollum, Kristina	Boynton Beach	Robin Merker
Miller, Terri	Port Orange	Jennifer Gaul
Pierle, Laura	St Augustine	Robin Merker
Rodriguez, Amber.....	Santa Rosa Beach.....	Robin Wierzbicki
Rotunno, Nicholas.....	Cooper City.....	Jennifer Gaul
Storey, Sara.....	Palm Beach Gardens.....	Joyce L. Bluteau
Stover, Christine	Brandon	Kimberly L. Renfro
Townsend, Sandra	Wellington.....	Dawn Ramos
Wilson, Luan	Jacksonville	Cynthia Griffis

ASSOCIATE MEMBERS

Craig, Hal.....	Brandon	Susan Riesdorph
Temple, Cheryl	Boca Raton	Jan Corregio

VENDOR MEMBERS

McCloskey, Marilyn.....	St Petersburg	Diane Emery
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