



# For The RECORD

VOLUME 6 - Issue No. 4

## Volume 6 Issue No. 4

WINTER 2006

### What's Inside ...

About this Newsletter .....	2
Executive Listings.....	2
President's Message.....	3
Farewell.....	4
Issues/Media Release .....	5
Comments/Concerns/FPT 6-11	
2006 Convention .....	12-14
Quotes.....	15
Why Court Reporters Are.....	16
It's not a Joke Joke.....	17
Notices.....	18
Minutes.....	19-20
English Words, One Syllable	21
Procat.....	22
Audioscribe.....	23
Stenograph VP.....	24
Voice Writing - What is it?.....	25
Preserving the Record.....	26/27

### WEBSITE & EMAIL & SNAIL MAIL

[www.crao.ca](http://www.crao.ca)

[info@crao.ca](mailto:info@crao.ca)

News articles and current events with respect to Court Reporter issues are usually placed on the website before they are printed in our newsletter. Visit [www.crao.ca](http://www.crao.ca) website on a regular basis to keep up to date on the issues affecting your career and livelihood.

#### Re e-mail and snail mail

It is the policy of the C.R.A.O. to only send material, be it by way of regular mail or e-mail, to home addresses. As well, it is also a C.R.A.O. policy to only accept payment from the court reporter who is registering as a member of the C.R.A.O..

### SOME IMPORTANT NEWSLETTER INFORMATION

This C.R.A.O. Newsletter is published quarterly by the Court Reporters' Association of Ontario. Please address all correspondence concerning the newsletter to Lisa Cumber via her e-mail at [lisa.cumber@crao.ca](mailto:lisa.cumber@crao.ca)

### SUBMISSIONS:

Anyone wishing to submit articles for publication are encouraged to do so. Please submit articles in IBM compatible Word documents or via e-mail in the body of your message prior to publication deadline dates found below.

Additional copies of the C.R.A.O. Newsletter can be obtained by visiting [www.crao.ca](http://www.crao.ca) website and clicking on "Members" and then clicking on "Newsletters".

### PUBLICATION DEADLINES

Submit by: February 15/07

Issue: March 1, 2007

### WEBSITE & EMAIL

[www.crao.ca](http://www.crao.ca)

[info@crao.ca](mailto:info@crao.ca)

The C.R.A.O. website has a "FORUMS" section where you can address current issues.

If you have a HOT! topic happening in your area or you are looking for feedback from reporters in other areas of the province, go to "FORUMS" in the C.R.A.O. website, [www.crao.ca](http://www.crao.ca) and discuss your issues there.

Network and give support to fellow reporters, create new friendships or just log in and browse. You are never alone!

### GET READY FOR -

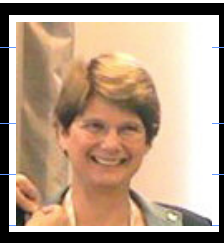
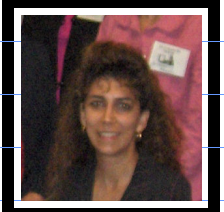
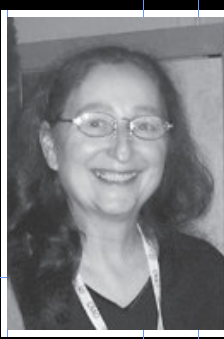
**CONVENTION 2007 - LONDON, ON**

**CONVENOR - VICKI SCOTT**

**CONVENTION 2008 - BARRIE, ON**

**CONVENOR - JEANETTE ROBERTSON**

**Details on 2007 convention to be posted soon!**

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## About this Newsletter

Well, the convention is over and the dust is settling, what a great time it was. Highlights and photos of the convention are in the following pages, ***but next year*** don't just read about it, be there!!! We can't possibly cover all the events and information, so you must make a point of attending next year. The convention is an important event involving your profession -- mark your calendar for next year and come and take a break, attend a workshop, educate yourself, enjoy life a little bit, it's healthy and you owe it to yourself and to the profession.

Speaking about enjoying life, we will focus on voice-recognition in this issue. Peruse the newsletter and enjoy while we take you into the world of technology for court reporting. When people say "the future of court reporting is voice-recognition" and "digital recording" it is really not true because it's happening right NOW!! THE FUTURE IS NOW! As you read this, all around the world court reporters are embracing this technology and we are lagging behind. Why? What are you afraid of? Are costs scaring you? Don't know how to begin or what to purchase? Read on!

Have you forgotten, I said "enjoying life" remember? Just think, less time to type transcripts. By investing in your equipment you save time and money. When a dear relative of mine purchased one of the first CAT (Computer Aided Transcript) systems in Ontario, he spent over \$20,000 and some of his colleagues thought he was insane for doing so. Well, he paid off his system in a short time and never looked back. He is retired but still working for the Superior Court in Toronto and always in demand as he can produce accurate transcript quickly. Many reporters followed suit and are also sought after for their expertise in the field because they invested in their equipment. Today, we are fortunate because systems cost half or even less than half of what they were 20 or 30 years ago and prices keep coming down. Inside this issue we'll show you vendors and their systems. Feel free to contact them for more information. You can take any system in most courts and train on it while using the court recorder as a back-up. Now you are different, now you can produce a transcript faster. Judges and lawyers will love you for this. Imagine how impressed they will be to see that they "really have a live reporter in the room with them" taking down the record using the latest technology.

I would also like to add, feel free to contact any of the vendors listed in the newsletter for more information on their products and they will be glad to help you out with any questions you may have. Visit their websites as well for more information too!

Lisa Cumber, CCR, CVR

**WISHING YOU ALL A  
HAPPY AND SAFE  
HOLIDAY AND A  
HAPPY NEW YEAR!!!**

**©1967-2006 Court Reporters' Association of Ontario  
Articles Submitted Are Not Necessarily the View  
of this CRAO**

## *Message from the President*

**As the new president of the CRAO I would like to thank the outgoing executive for all their hard work over the past two years. Some have stayed on in new roles and some have moved on to other avenues of their careers. Our new executive truly represents the diversity of our membership.**

**We welcome reporters from all fields of reporting and all methods of reporting. The enthusiasm of our members at the convention was very encouraging. It is wonderful to have the next two conventions lined up. I know Vicki Scott and her committee will have lots of great things planned for us in London in 2007.**

**I look forward to working with all of you towards the goal of supporting fellow reporters in this time of struggle and constant change.**

**Tammy Archer**

Thank you to Gwen Grubb for her work during her two-year term as Certification Chair. Gwen put her expertise, wisdom and hard work into this position in order to meet the needs of our members as well as ensure skill levels were met in court reporting. Linda Fudge is our new Certification and Testing Chair and she can be reached at [linda.fudge@crao.ca](mailto:linda.fudge@crao.ca) for information on attaining your designation as a certified court reporter.



Gwen Grubb

## MESSAGE FROM OUR PAST PRESIDENT

I'd like to thank everyone for the support they gave us for the last two years. It was a privilege to serve as your president and I learned a great deal. I would also like to thank my executive for all their hard work and the advice they gave me. I leave my position with Tammy Archer taking over and I know that she will enthusiastically and honestly represent you in the challenges we may encounter along the way in our profession. To all the members and the executive, I wish a very merry holiday season and a happy New Year. May we all have the best year ever!

Linda Fudge, B.A., C.C.R., C.V.R.  
Past President

## WELCOME TO OUR NEW SECRETARY

Fatima commenced her career as a court reporter in 1990, certified in 1991, and has since worked in all levels of court. She first became involved on the Executive in 1999 with the Newsletter Committee, undertook the position of Chair of Newsletter in 2002, and most recently accepted the position of Secretary. Fatima also enjoys travelling and gardening.



## A FAREWELL NOTE FROM JANICE...



It is with mixed feelings that I resign from the executive of this association. I have recently accepted a full-time position with the Ministry as the court staff and interpreter scheduler for the Whitby Superior Court. As I am no longer actively reporting I do not qualify to hold an executive position. Over the past six years I have been proud to serve on the executive in various capacities and will miss the challenges.

We as an association have undergone many changes over these years, primarily in upgrading ourselves to the age of computers and internet. Your new executive is headed by a very dynamic president, Tammy Archer, who I know will push hard for improvements in the reporting profession and fight for you all the way to the top if that is what it takes. All of the hard work over the years is in good hands with her guidance and the dedicated people she has on her executive.

I pass my latest position as Treasurer/Membership Chairperson over to Tricia Maritzel, who I know will serve you well. I first met Tricia when she worked at the Ontario Court of Justice in Oshawa. My impression then was that she was a friendly, caring and sincere person and that impression has not changed over the years. Tricia has faithfully maintained her membership in, and support of the Association all the years I have known her. Tricia is currently working in the Provincial Offences Courts in Newmarket but she has worked in all levels of courts in the past and can identify with all of your situations. Her diverse background and knowledge will be a great advantage to the Association. Welcome Tricia and thank you in advance for all the work I know you will do to increase membership in our Association.

Janice Zufelt, CCR

We would like to let our members know we are working on their behalf to address issues. In June, the executive sent this press release in response to the article in the Mississauga News and the Toronto Star regarding the hearing that was held by Justice Thomas in Brampton. The release was sent to Bob Mitchell - Toronto Star, Greg Lafontaine -- editor, Lawyer's Weekly, Peter Picar(ph) - Mississauga News in the hopes that they would publish it. Justice Thomas has not released his ruling on the hearing at the time this newsletter was published.

## MEDIA RELEASE WWW.CRAO.CA

### Court Reporters' Association of Ontario (CRAO)

(Brampton, Ontario, Canada - June 9, 2006)

The judiciary in the Province of Ontario has been misled by the Ministry of Attorney General into initially supporting the tape management directive that was implemented a number of years ago by the Ministry. Due to the interference of administration, judges are in jeopardy of losing control of their court of record.

Historically, seldom, if any, of these problems occurred before tape management was instituted. The duplicating machines used to copy tapes can stretch, break, tangle, damage, and even erase the record. The Ministry tried to fix something that wasn't broken.

The direct result of this directive is the reason a hearing was ordered recently by the Honourable Justice Ron Thomas of the Superior Court of Justice in Brampton. The Ministry has created a self-inflicted situation that is slowly eroding the court reporting profession. Our duty to the public, judges, and lawyers as professional court reporters is to be impartial and independent of all parties in a proceeding while taking the record verbatim and to ensure that the integrity of that record is preserved, protected, and kept safe from interference.

The Ministry of Attorney General should remain independent and at arm's length in order to allow the certified court reporter to fulfill his or her duties as "Guardians of the Record".

**The Court Reporters' Association of Ontario (CRAO) is an association serving court reporters using various methods and technology in the Province of Ontario.**



SENT SEPTEMBER 11, 2006

Julie,

I understand that the formation of negotiating committees is underway for the implementation of the Hunt et al decision.

Please keep me informed as to who is on the committee from Ministry and OPSEU sides, as well as the reporters' input. As I mentioned before to both you and Paul, it is imperative that a WORKING REPORTER be on that committee. Someone who USED TO BE a reporter is not acceptable. Many things have changed re transcription in the last couple of years and we need someone on there who knows what's happening NOW in the work force.

Linda Fudge

Please note - Hunt et al.- release date of this decision was 27 July 2006.

**NOTE:**

**THE CRAO REQUESTED INPUT AND APPOINTMENT TO THE COMMITTEE BY A UNION MEMBER AND OUR PAST PRESIDENT, LINDA FUDGE, A WORKING REPORTER WITH MANY YEARS EXPERIENCE. NEVERTHELESS, THE COMMITTEE WAS QUIETLY HAND-PICKED AND FORMED WITH A REPORTER WHO HAS RETIRED AND WAS INVOLVED IN HUNT ET AL. IN ADDITION, A REPORTER WITH ONLY A FEW YEARS EXPERIENCE IN THE MINISTRY WHO ALSO IS INVOLVED WITH THE FPT IS ON THE COMMITTEE. THE CRAO HAS ASKED TO BE APPRISED OF MEETINGS HELD THAT AFFECT OUR MEMBERS. TO DATE WE HAVE NOT RECEIVED ANYTHING FROM THE FIRST MEETING IN EARLY NOVEMBER. THE CRAO IS ACTIVELY INVOLVED IN SPEAKING TO MEMBERS OF PARLIAMENT, THE UNION AND THE MINISTRY CONCERNING ISSUES WITH FPT and THE HUNT ET AL. DECISION.**

**\*\* LINDA FUDGE AND TAMMY ARCHER HAVE ARRANGED FOR A MEETING WITH THE TORONTO STAR TO ADDRESS ISSUES REGARDING FPT AND OTHER ISSUES AFFECTING COURT REPORTERS - THE MEETING IS SCHEDULED FOR SOMETIME MID-DECEMBER.**

## LETTERS OF CONCERN RE: FLEXIBLE PART-TIME - FPT - AFFECTING COURT SUPPORT WORKERS

November 24, 2006

You might want to mention in calculating the hours for our categories typing time was not considered for court reporters, but then the Ministry expects court reporters to book a 'vacation' day off for typing time. They can't have their cake and eat it too.

Also, seniority was not considered at all. Some reporters or clerks, or CSO's, who had just been with the Ministry for not even two years were put in higher categories than workers with 15 years plus service. For benefits then some people who have been in the ministry for 15 years, plus, have to pay \$124.00 per month versus \$60.00 for someone who has been with the ministry less than two years just because of the category they were put in. The higher the category the less you have to pay for benefits. Also, for Stat holidays, depending on what category you're in, the higher the category the more hours you get paid for that day. Again, they never considered seniority for this. People with seniority in a company usually get more money as they work their years in a company, don't they? Well, not for MAG, senior people are making less money now than they ever did! I'm one of them. Sorry, I'm just a bit bitter..

These are just a few of many negative things you could put in there. I know we have to do our own, but I just thought I'd share them with you.

Thank you for sending this along to (name withheld) and back to myself with a response. I appreciate that we must all stay connected despite our views on the situation. In response to her note, I feel I must clarify that we are actually on call 7 days a week because of the weekend WASH court. Most of our senior reporters were given 720 category because of time taken off to type large appeal transcripts, a deduction was made for 'backfill hours' from people on maternity leaves or illness even though this is something that will always be ongoing, and from summer leave. Oddly enough the reporters that were on maternity leave during that time period received 1200 hours.

(Name withheld) made reference to the fact that if we are 'called in' we are being paid time and half. We are called in on a weekly basis if we are not assigned for a certain day to cover off for people who call in sick or need a day off. We have never been paid time and half. I am wondering if this is new with the FPT or something that has always taken place at their courthouse. Not sure if you can get clarification on what 'call in' means. Again, my thanks..

Thanks for sending this. One of our union reps had copies for everyone the day it hit the papers. Ironically, the same day the OPSEU magazine (page 13) shows (name withheld) a reporter from (location withheld) who couldn't wait for the institution of the new categories. I would like to know if she still feels the same after she received her first "guaranteed minimum salary" paycheck after implementation.

We had tears in London when the first pay came. Many are frustrated and wondering how they can possibly continue. It was interesting to read Julie Weber's comments. Her words are as cleverly crafted as they were at our initial meeting where she said this will assist the single parent to rely on a steady income and provide benefits. She failed to leave out that we pay for our benefits and that they are prorated according to your category. Any single parent that can get by on being paid for 13.5 hours a week, less benefits, taxes, dues and still pay for gas and parking every day because they are being called in 5 days a week, deserves an award.

Sent: NOVEMBER 18, 2006

**Subject: Re: Court Support Workers**

My name is Joyce Gallone and I have been a court support worker for the past 18 years, most of those as Court Reporter 2 (mask).

I was the main wage earner in our family for many years as my husband, until his death this past summer, was legally blind and a double amputee (both legs). Up until now, I was able to pay our mortgage on a house in Hamilton, maintain the car I need to carry my equipment to the courthouses in Milton and support my spouse and myself in a normal middle class lifestyle.

Recently my position has been converted to "Flexible Part Time". Effectively, some OPSEU union and government negotiators have arbitrarily determined how many hours a year I can work. The amount for these hours is then divided by the number of weeks in the year and my pay for each week is this amount **irrespective of how many hours per week I work**. The powers that be have offered me 720 hours a year which converts into 13.8 hours a week. I have just learned that I am to receive the grand sum of \$443.78 every two weeks. At the present time I am currently working full time on pretrial motions on a murder trial which, technically, should involve me working 25-30 hours a week. There is some vague promise that, **if at the end of the year** I have earned more than my allotted hours I will be compensated. However, management could also determine that for the last few months of the year I not be assigned any court work at all in order to avoid paying overtime rates.

And this brings me to the issues surrounding my second source of income from court reporting. Most of a court reporter's income comes from typing transcripts. Transcript income will become even more important for the "Flexible Part Time" (FPT) court reporter to make up for the paltry sum for the allotted court hours. However, two issues surrounding transcript income make it even less affordable for anyone to work as a FPT court reporter.

First, a FPT court reporter is considered an essential worker and cannot refuse work. If transcript income is required to make ends meet and if time out of court is needed to prepare the transcript then FPT court reporter is required to use sick days or vacation days. So, for example, if as is currently the case, I am on a murder trial expected to go on for six months, I will neither receive the pay for that murder trial nor will I be able to take time off from the murder trial to type transcripts without depleting my sick bank or vacation time. This leaves me wondering just what "benefits" we supposedly achieved through this agreement. On jury trials, about which management appear to know nothing, are different than non-jury trials in that it almost always involves the Court, Crown or defence ordering transcripts. If I cannot take time out of that trial to type then the court, crown or defence will not get the transcripts they want in order to run a fair trial for all concerned and I suspect we have many more mistrials.

Second, if the court administration decides that by August a FTP court reporter has completed the allotted hours and therefore, will be given no more hours, the court reporter will also have no new transcripts that require typing for a period of four months. Since it is impossible to exist on the court allotted hours pay the court reporter will have no choice but to seek employment elsewhere.

Finally, as a contracted employee I was able to work as many hours as required. The court and the court reporter contracted employment based on mutual needs. The current hours allotted as "Flexible Part Time" do not even closely reflect the actual hours of a court reporter. The cut in hours brings with it a corresponding cut in transcript income which will leave me – and I suspect many others – unable to earn a living.. Already, the only other court reporter with my skills who is qualified to do murder trials, and sensitive issue trials, has submitted her resignation to seek employment in the private sector. She has been a reporter for at least 25 years. I will have no choice but to do the same if the current financial arrangements continue. I have insufficient funds to meet basic expenses and face losing my home. This is not a situation that can be resolved some time in the future - I need to earn a living now. Sincerely, Joyce Gallone



Subject: Court Revitalization  
Ladies and Gentlemen,

I have been asked on behalf of all the newly classified courtroom staff at the Orangeville Court Location to express to you our horror and disbelief of the Appendix 32, Court Revitalization fiasco and how it has affected us all. Our salaries have been dramatically reduced. We are working many hours and not being paid for them. We have access to benefits but the cost of them is exorbitant. Our hours are being restricted and the Ministry is hiring unclassified staff to work the balance of our restricted hours.

The union tells us they negotiated us paid Statutory Holidays and paid vacations but they took the actual hours we worked for the review period of June 2004 - June 2005 subtracted our overtime hours and travel hours then divided the remaining hours by 52 weeks. None of us worked 52 weeks in the year. There were 11 Statutory holidays plus whatever personal days we took. Myself, I worked 45 weeks in that year. In dividing those hours by 52 weeks, we are paying for our own statutory holidays and vacations, not the Ministry. The union negotiated us nothing!! I am being paid for 28.75 hours per week but since September 25, 2006, the ratification date, I am working an average of 35 hours per week. If they had divided my hours by the 45 weeks I actually worked for that calculation period, it would have averaged 33.33 hours per week, which would have been closer to the reality of my weekly hours and I would not be paying for my own stat holidays and vacations. I will lose more than \$10,000.00 a year from my salary!!! How can my union negotiate this in my best interests?

The intent of this revitalization was "to recognize and value the service and contribution of the unclassified court support staff". We are now "Classified Staff". The ministry are now hiring more unclassified staff to work the hours we are no longer entitled to work. When we reach the hours we have been allotted for a year we may be left to sit at home while those newly hired unclassified staff work our hours. Basically they are telling us we can work our jobs for 10 months of the year and they will hire someone else to work the other two months. We don't even have the security, as classified staff, of being scheduled in court before an unclassified staff. How has this negotiation benefited us? What were they thinking!!

We have to believe that the negotiators for the union began this task with the best intentions for its members. The end result has fallen far short of its goals. We need immediate steps to be taken to correct these matters. The financial stress our families are now forced into is degrading, demoralizing and totally unacceptable.

We are a team of dedicated employees who take great pride in what we do. Our work ethics are beyond reproach. We come to work when we are sick. We often work through our lunch hours and breaks. We sit long hours in court and we do it because we love our jobs. We are dues paying members of this union. These negotiators are paid by us to look after our best interests. They should be ashamed of what they have done to us. This can not be allowed to happen!!! We call on you to do your jobs and correct the mess created by this Court Revitalization.

Judy McKenzie - Tammy McDonald - Rosemary Godin - Janet Weishar - Sue Henderson  
Court Specialists  
Ruth Wilson - Elaine Elliott  
Court Monitor

Dear Sister Mackenzie,

Thank you for your letter to President Casselman regarding Court Workers.

I would like to address your concerns regarding the Flexible Part Time project.

As you know, FPT members have been assigned minimum annual hours categories based on historical data collected during the June 04 to June 05 review period. These are guaranteed hours and a guaranteed salary. And these hours are the minimum. The same method of calculation was used for all courts workers across the province, based on 52 weeks to provide an accurate annual snapshot.

The Employer has indicated throughout the implementation that scheduling should not change significantly. The Employer has to insure that an FPT's minimum hours are met. People's hours should, therefore, not change drastically nor should their salaries. If someone has experienced a significant pay decrease I would hope they have addressed the issue with their manager and failing resolve, filed a dispute.

The implementation of App. 25/35 in the Courts has reduced the number of unclassified staff and their hours are restricted to a maximum of 719 annual hours. If the Employer in Orangeville is hiring an excessive number of unclassified workers I would suggest that you raise the issue at your Local LERC table. If the Employer fails to resolve the issue at the Local level, please refer it to your MERC Team to address.

The FPT project provides part-time workers with guaranteed hours and a guaranteed income as well as other rights and entitlements afforded Classified staff in the OPS, such as paid vacation, access to benefits, sick time and seniority. FPT's are also eligible to move up to another category based on seniority, so that more hours may be worked. These are significant and enviable gains for part-time workers across the province.

I hope this information is helpful.

In solidarity, Judith Marion

Dear Sister Marion,

Of course I have paid holidays and vacations and sick days. You did not address the fact that I paid for all of those. My hours were divided by 52 weeks. NONE of us worked 52 weeks!!! The 11 statutory holidays and the number of weeks each of us are entitled to for paid vacation should have been taken out of the mix. Had this happened this would be an enviable gain for the members. It is laughable that we have people going in to bargain for us that don't have even this amount of sense!!! If our bargaining team can't figure this out then they have no business bargaining in our best interests because they have done nothing but sold us down the river again!!!

Judy McKenzie

## **Court workers lament pay cuts**

**TONY RICCIUTO**

*Tuesday, December 05, 2006 - 01:00*

**Local News** - Clerks and reporters who work at courthouses in St. Catharines, Welland and Fort Erie say they are having difficulty paying their bills since their paycheques were slashed.

The workers, members of Local 212 of the Ontario Public Service Employees Union, include court reporters, clerks, registrars, monitors, interpreters and court support officers.

Many say they have been devastated under a new union-negotiated contract, instituted Sept. 26 and in place until at least Dec. 31, 2008.

While the contract improved benefits, it also streamed employees into five different categories.

Each category contains a minimum and maximum number of weekly hours a staffer can be paid for, ranging annually from 720 to 1,500 hours. Because of that, most weeks workers are bringing home less money than what they were used to, causing a real hardship.

"We all love our jobs or we wouldn't be doing this, but when we're working in court and not getting paid, but those hours are banked, that's money out of our pocket," said Carol MacLean, a court reporter in St. Catharines.

The new wage structure affects more than 1,400 employees across the province. "Some people are not making ends meet and we've heard some real horror stories," said Kellie Hillman, a tape management and court reporter.

Some have had to use the food bank, said the St. Catharines resident.

Randie Inman, a bail clerk with 20 years' experience, including 10 in Superior Court, said her paycheque has dropped nearly 40 per cent, or about \$500 every two weeks.

# 2006 CONVENTION HIGHLIGHTS

## EXHIBITORS AT THE CONVENTION:

### **ProCAT – Cathy Logan**

Thank you to Cathy for once again showing us the latest in ProCAT technology. Cathy travels from the U.S. to attend the convention and this time she flew into Ottawa and drove to Kingston. Her loyalty and customer service are second to none and you can be assured you will receive special attention as a customer of ProCAT. Demonstrations of both the Audioscribe Speechcat 7 and ProCAT Winner VR were available for members to try out.

### **Professional Court Reporters Toolkit- David Touchette**

David Touchette of Dynavations RRS Ltd. wowed us with his Court Reporters Toolkit and how easy it was to create a quick title page and index with exhibits, change from Q & A format to dialogue on the fly and other quick and easy built-in macros. Visit the website at [www.reportersupport.ca](http://www.reportersupport.ca)

### **AudioScribe - Darlene Rebiere**

Another system some of us are familiar with is Audioscribe Speechcat 7 and Darlene kept us on the edge of our seats as she demonstrated instant text with her state-of-the-art system. Thank you Darlene for spending time to show us the latest technology in voice recognition that AudioScribe has to offer. Visit the website at [www.audioscribe.com](http://www.audioscribe.com) and [www.reportersupport.ca](http://www.reportersupport.ca). Darlene is the Canadian Sales Representative and Trainer for Canada and has been using the system since the company was founded. SEE PAGE 19 FOR MORE DETAILS TOO!



A special and warm thank you goes out to Cate Moss from the Canadian Hard of Hearing Society who presented an interesting and insightful speech about helping the Hard of Hearing (HOH) by looking at how to use our court reporting skills as an Access Notetaker. Anyone interested in this field as an alternative to court reporting or as a supplement to existing work, please contact Cate at 613-544-1927.



## **TOS SYSTEMS - TOTAL OFFICE SYSTEMS**

**Thank you to Bryan Fulton, Financial Administrator of TOS Ltd for brochures on the portable four-track digital recorder. The cost of the recorder is \$1650. Bryan can be contacted at 905-474-3575 or by e-mail: [bryan@tosltd.com](mailto:bryan@tosltd.com)**

## **20-YEAR PINS**

20-year pins and life memberships are presented each year at the annual convention to those within our membership who have been reporting for 20 years and who have been members of the Association for the past five consecutive years. As well, upon retirement, this 20-year pin entitles them to life membership in the Association.

This year the recipients were Heather McMichael for London whose pin was presented by Vicki Scott. Gail Sexton was presented her pin by fellow reporter Tricia Marinzel. Thank you to Vicki and Tricia who enlightened us on the past working years of both these reporters and their devotion to the field of court reporting.

## **SOME OF OUR LUCKY DOOR PRIZE WINNERS!**

Heather McMichael - Flash Drive donated by ProCat  
Judy Robertson - Hakim Optical \$50 gift certificate

Jeanette Robertson - Ceramic wall hanging - donated by Jean Walters  
Patricia Lewis - Gardening basket - donated by the CRAO  
Maggie Carharte - Ceramic collection piece - donated by Jean Walters  
Lynda Rogers - Court Reporter's Toolkit donated by David Touchette of Dynavations RRS Ltd.  
Judith O'Leary - Dry board & bulletin board donated by Lisa Cumber  
Linda Fudge - Dry board & bulletin board donated by Lisa Cumber  
Karen Lattimer - Ceramic collection piece - donated by Jean Walters  
Brian Newell - Boxed wine gift set - donated by Lisa Cumber  
Elizabeth Burns - "signed" copy of Lillian Morson's book  
Bonnie MacAuley-Bowen - Hakim Optical \$50 gift certificate

Lillian Morson's English for the Court Reporter book was a hit at the convention. We sold 10 books to those interested in this invaluable reference tool. Copies are now at regular member price of \$75.00. If you wish to order a copy, please send your cheque payable to the Court Reporters' Association of Ontario to: Lisa Cumber, 580 Manitoba Street, Bracebridge, ON P1L 1W9. Shipment takes about 3 weeks. Please include your shipping address as well. Thank you to Lillian Morson who generously donated a signed copy of her book for a door prize. Cathy Logan from Procat, poignantly described Lillian as the guru of court reporters in the United States.

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***Articles Submitted Are Not Necessarily the View of this CRAO***



## *CONVENTION 2006 PHOTOS*





Majority rule only works if you're also considering individual rights. Because you can't have five wolves and one sheep voting on what to have for supper.

Larry Flynt

**Technological Quotes to  
peruse and to ponder!**

The robot is going to lose. Not by much. But when the final score is tallied, flesh and blood is going to beat the damn monster.

Adam Smith

**The best way to predict the  
future is to invent it.**

**Alan Kay**

*Time moves in one direction, memory  
in another.*

*William Gibson*

**It has become appallingly obvious that  
our technology has exceeded our  
humanity.**

**Albert Einstein**

**The best minds are not in government. If any  
were, business would steal them away.**

**Ronald Reagan**

Everybody gets so much information all day  
long that they lose their common sense.

Gertrude Stein

**For a successful technology, reality must take  
precedence over public relations, for Nature cannot  
be fooled.**

**Richard P. Feynman**

**The digital revolution is far more  
significant than the invention of writing  
or even of printing.**

**Douglas Engelbart**

**The newest computer can merely compound, at  
speed, the oldest problem in the relations  
between human beings, and in the end the  
communicator will be confronted with the old  
problem, of what to say and how to say it.**

**Edward R. Murrow**

The first rule of any technology used in a business is that automation applied to an efficient operation will magnify the efficiency. The second is that automation applied to an inefficient operation will magnify the inefficiency.

Bill Gates

I used to think that cyberspace was fifty  
years away. What I thought was fifty  
years away, was only ten years away.

And what I thought was ten years  
away... it was already here. I just  
wasn't aware of it yet.

Bruce Sterling

## **REASONS WHY COURT REPORTERS ARE BETTER THAN RECORDING SYSTEMS**

Recording systems, both audio and video, have been offered for years as alternatives to court reporters. And most observers agree they have useful places in the judicial system. However, in most instances, they are not a superior substitute for today's realtime court reporter. Here are several reasons why:

- Court reporters sort and discriminate between testimony and background noise. They can clarify inaudible or heavily accented speech.
- Court reporters clarify technical terms.
- Court reporters do not inadvertently record attorney-client exchanges.
- Court reporters read back from any portion of their notes.
- Court reporters certify the accuracy and integrity of the record and can testify to those points if necessary.
- Court reporters undergo two or more years of academic and skills training.
- Court reporters who are certified must demonstrate that they update their knowledge by earning continuing education units.
- Court reporters capture proceedings digitally as well as on paper, facilitating their use in litigation support systems.
- Audio and video recording systems produce recordings; court reporters produce digital and paper transcripts.
- A transcript is a practical necessity, not a luxury, in all but the briefest or simplest of cases.
- If a transcript is to be prepared from the recording, who will do it? How many will be involved? How long will it take? Who will certify the accuracy if the transcribers were not present at the proceeding? What is the cost of not preparing a transcript but, instead, simply reviewing the tapes?
- Due to variations in background, education, training, diligence, and other individual factors, transcripts prepared by different transcribers from the same recording will be different. Differences may or may not be resolvable by listening to the recording.
- In most instances transcript costs are similar regardless of the method used to take the record.
- Many court reporters can provide realtime translation of proceedings on computer screens in court or depositions. This aids in reviewing testimony and provides access for attorneys, judges, or witnesses who are hard of hearing.
- Realtime transcripts can be telecommunicated or cybercast to allow participation by remote parties or consultants.
- The court reporter's transcript can be synchronized with a contemporaneously-made digital audio or digital video recording to provide the ultimate in a searchable multimedia record.
- Court reporters may provide unofficial transcripts of testimony on paper or by electronic file virtually instantly.
- People today want fast access to information. That is what court reporters provide.
- Contrary to impressions people get, digital audio systems are not voice-to-text systems. Digital audio requires human transcribers to create a paper or digital transcript.
- To create a searchable log of a digital audio or video proceeding, someone, usually a monitor, annotates trial activities. An accurately annotated log will help find a particular event on the recording; but it does not produce the transcript.
- Court reporters provide their own equipment, thus making sophisticated digital technology available to the court system at no expense.
- Regarding voice/speech recognition, no expert who has come to our attention believes that this technology will replace humans in the foreseeable future

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**IT'S NOT A JOKE, JOKE: Keep on your toes and ensure you are getting reimbursed for your work at all times. Transcripts photocopied by other parties and not certified by the court reporter that are filed in a court/legal proceeding should be addressed immediately with the party involved and brought to their attention so that you can ensure that payment is made. Any questions or concerns can be addressed to the C.R.A.O. and we will be glad to support you!**



**DON'T FORGET - ALWAYS TAKE A DEPOSIT THAT WILL COVER A GOOD PORTION OF YOUR WORK IN THE CASE OF NON-PAYMENT. NEVER RELEASE A TRANSCRIPT UNTIL FULL PAYMENT HAS BEEN RECEIVED.**

### ***A special note...***

This past summer one of our members, Heather Penfound-McNutt, was diagnosed with a brain tumour and underwent surgery. Heather's progress and recovery was documented by her and her husband through a website called CarePages at [www.carepages.com](http://www.carepages.com). Fellow reporters, family and friends sent many good wishes and encouragement via Heather's care pages on the Internet. The care pages diary started on June 16th, 2006 and on November 20th, 2006 after a visit to the doctor Heather wrote in her care pages, "Yahoooooooo! Got the word from the doctor today that, after my MRI last Monday, the results are in! No more tumour! No more tumour-type tissue! Free-moving CSF, no restrictions! Things are healing beautifully! And no further tumours anywhere in my head! Not only was the operation a success, but the patient is alive and well and feeling fantastic!"

**Congratulations Heather on your recovery and we wish you future good health and happiness, you deserve it, you are one special lady!!! Throughout it all you stood steadfast and strong and shared with us your most private moments and took us through a journey into your world and gave us the opportunity to support you as well through the care pages -- THANK YOU!**

Heather Penfound is the owner of Heather Penfound Court Reporting in North Bay. She is married to John and they have two children, Anne-Marie, age three and Jack, age five.

Our association is proud to be listed with the CASST on their associations page at:

<http://www.casst.net/associations.shtml>

**INVITE A FELLOW REPORTER TO JOIN  
C.R.A.O. TODAY!!**

**2006 C.R.A.O. Annual Dues \$60.00**

### **NOTICE**

**Effective December 1st the Annual Membership is \$85.00 General and \$50 Associate. Certification will be \$100 effective December 1st .**

**Please note that dues have not been raised for many years. This is the first increase in a very long time and is minimal. Our membership dues still remain much lower than any other court reporting professional association.**

**Visit [www.crao.ca](http://www.crao.ca) website to register online - Easy payment with Cheque or PayPal -or try E-CHECK!**

### ***What's New?***

**"FOR SALE" and/or "WANTED"**

**Your C.R.A.O. Newsletter now has a section reserved for advertising. If you have equipment you would like to sell or are looking for used equipment, i.e. transcribers, recorders, microphones, books, etc., re court reporting, please contact the Newsletter Committee to submit your advertisement. (Disclaimer: Sales contracts are between that of the seller and purchaser.)**

*Thank you to Tammy Archer for her donations to the gift bag from Archer Reporting Services. Another thank you goes out to Robin and John McCalmont for the delicious food items they donated to our gift bag. And we couldn't have done it without the assembly line help from the volunteers who helped put the gift bags together as well!!*

**COURT REPORTERS' ASSOCIATION OF ONTARIO  
ANNUAL GENERAL MEETING - MINUTES - OCTOBER 15, 2006  
AMBASSADOR HOTEL - KINGSTON, ONTARIO**

9:40 a.m.

Meeting opens

**OPENING REMARKS BY PRESIDENT** - LINDA FUDGE

**SECRETARY'S REPORT** - Ruth McIver

We had four executive meetings by teleconference over the year.  
The minutes of last year's annual general meeting were tabled.  
Motion to accept - Tammy Archer  
Seconded - Gail Sexton

**VICE-PRESIDENT'S REPORT** - Lisa Cumber

The website is attracting a lot of attention. E-mail enquiries are coming through the website. They are directed to the president, Linda Fudge, vice-president, Lisa Cumber and Treasurer, Janice Zufelt. Typical enquiries are: how do I become a reporter; how do I get certified; people moving back to Ontario; availability of schools and inquiries from lawyers.

We are researching the feasibility of paid advertising. The cost of maintaining the website is \$25.00 per month. The use of the domain name is \$50.00 per annum. We renewed our domain name for 2 years and saved \$10.00.

The website is valuable for keeping the membership informed of issues.

**NEWSLETTER** - Fatima Conceicao

In 2006, the Newsletter Committee was successful in publishing three newsletters: the Spring, Summer and Fall issues. Each issue was delivered to over 100 court reporters. The Winter issue is due out in December. In 2005, the Newsletter Committee commenced sending your newsletters out electronically. We are still trying work out some of the bugs. Members can also view or download all posted newsletters by visiting your website, [www.crao.ca](http://www.crao.ca) and clicking on Members, and following the links to the Newsletter page.

The Association will continue to send out the newsletter electronically to personal e-mail addresses. This has represented a considerable amount of savings to the Association by eliminating the costs of postage, envelopes, and the copying of the newsletters. A savings of approximately \$1,000 per year.

The Association used to also pay for the services of a typesetter. A typesetter would be sent the articles and arrange them in a way to form a smart and professional looking newsletter. This year, our Vice-President, Lisa Cumber, has assisted in the typesetting of the newsletter, which has generated a further savings to the Association in the neighbourhood of \$360 to \$750 per year. Thank you, Lisa, for all your patience and for giving so much of your personal time.

It is important for members to keep their portfolio on the website up to date including your personal e-mail addresses.

She also thanked Ruth McIver for her assistance in the success of the newsletter.

**TREASURER/MEMBERSHIP** - Janice Zufelt

There were difficulties with the website being unable to process renewals in advance. Notices went out to people who had already paid. This is all being looked after.

At this time, we have 39 members who are paid for 2006. She expects this number to triple now that notices have finally gone out via the web.

The elected treasurer, Gail Sexton, had to resign her position due to work and family commitments so Janice agreed to take on the duties of treasurer as well as membership to complete the year. Our accounting has now been computerized and we can now provide you with an accurate Profit and Loss statement for the past two years which is attached.

We currently have \$3,838.40 in our bank account. Our coffers have dwindled setting up the website, but hopefully this will also provide us with savings in the future and provide our members with up-to-date information through our news and forums.

## **20-YEAR PINS**

20-Year pins were presented to Heather McMichael and Gail Sexton. Heather's pin was presented by Vicki Scott and Gail's pin was presented by Trish Marinzel.

## **NOMINATIONS**

Certification - Linda Fudge -Acclaimed

Treasurer/Membership -Trish Marinzel - Acclaimed

President - Tammy Archer - Acclaimed

Newsletter/Webmaster - Lisa Cumber - Acclaimed

Vice-President - Ruth McIver -Acclaimed

Secretary - Fatima Conceicao -Acclaimed

Motion to accept Jeanette Robertson

Seconded Heather McMichael

## **OLD BUSINESS**

- Increase in fees

We need to have money available to hire counsel when required. The website cost money to set up.

There were several suggestions for a fee increase:

\$15 to \$75  
\$15 increments  
\$20 to \$80  
\$25 to \$85  
\$45 to 110

Motion by Brian Newell for the \$25 to \$85 seconded by Vicki Scott, carried

Certification fees are now \$40 which does not cover expenses.

Motion by Heather McMichael to raise fees to \$100, seconded by Tammy Archer, carried

## **NEW BUSINESS**

- Convention - date

There was a discussion about the date of next year's convention. It was moved by Ruth McIver that the date be changed to September 15, seconded by Trish Marinzel, carried

- Convention - location

There was discussion about the location of next year's convention. There were two locations under discussion: London and Kempenfelt Bay, Barrie.

It was moved by Heather McMichael and seconded by Karen Latimer that we have the 2007 convention in London and 2008 convention in Barrie, carried.

- Transcript Fee Increase

Vicki Scott asked about make up of page rate committee. It was her opinion that pressing the government on page rate increase will press them to act on the Hunt decision

We need a representative of the CRAO to be part of the negotiations re the Hunt decision. There was a suggestion that we approach the Municipal Association to get involved in the negotiations.

MEETING ADJOURNED - Motion by Judy Robertson, Seconded by Heather McMichael





# List of the longest English words with one syllable

## From Wikipedia, the free encyclopedia

According to the [Oxford English Dictionary](#), the **longest English word of one syllable** is the ten-letter *scraunched*, appearing in a 1620 translation of [Cervantes'](#) *Don Quixote*. It is a largely obsolete form of *scrunched* or *crunched*.

The eleven-letter word *broughammed* (created by analogy with *bussed*, *biked*, *carted* etc.), while readily pronounceable as one syllable in all dialects ("broomed"), is yet to appear in a print dictionary. See: ["ough" words](#).

The 10-letter word "squirreled" is arguably monosyllabic.

There are a number of nine-letter words of a single syllable. Unsurprisingly, most of these long words contain one or more [digraphs](#) (e.g., *rr* or *ai*) and the occasional [trigraph](#) (e.g., *tch*). That is, multiple letters are used to represent a single [sound](#). Additionally, neither the *-ed* [preterite](#) past tense ending for [verbs](#), nor the *-s* [plural](#) ending for [nouns](#) increases the syllable count for words, so it is unsurprising that the longest words would use these endings. (However, the final *-ed* ending WILL INCREASE the syllable count if the verb base ends in a /t/ or /d/ sound: divide becomes divided (two syllables become three) and create (two syllables become three) or in a one-syllable word such as rent (rented the one syllable becomes two).

Note, however, that in early [Modern English](#), the *-ed* ending was frequently pronounced with a /ə/ ([schwa](#)) or /ɪ/ or /ʊ/, resulting in another syllable. Even today, the *e* is pronounced as a schwa in some [dialects](#), resulting in an increased syllable count.

Aside from the *-ed* pronunciation issue, *scraunched*'s claim is further weakened by the fact that [English spelling](#) was largely unstandardized throughout the early Modern English period until the advent of modern [dictionaries](#). 1620 is well within the early Modern English period.

List of nine-letter English words of a single syllable:

- *broughams*
- *craunched*
- *quarreled*
- *schlepped*
- *scratched*
- *scaughed*
- *screeched*
- *scrinched*
- *s critched*
- *scrooched*
- *scrounged*
- *scrunched*
- *sprainged*
- *spreathed*
- *squelched*
- *straights*
- *strengths*
- *stretched*
- *throughed*
- *thrutched*

Note that *strengths* manages to have only one [vowel](#) letter. It is also one of the most complex syllables in English, its consonants and vowels being distributed as CCCVCCCC (/strɪŋkθs/, although it can be pronounced /strɪŋθs/).

Finally, one can consider the use of an [apostrophe](#) as an extension to the word length. Under this assumption, nouns using the plural *-s* can be modified to use the singular [possessive case](#) ending *'s* or the plural possessive *'s*, resulting in a marginally longer word. However, in some dialects, this adds a second syllable and disqualifies the word.

List of nine-letter English words, plus apostrophe, of a single syllable:

- *brougham's* and *broughams'*
- *straight's* and *straights'*
- *strength's* and *strengths'*

# Put Yourself in the Picture...

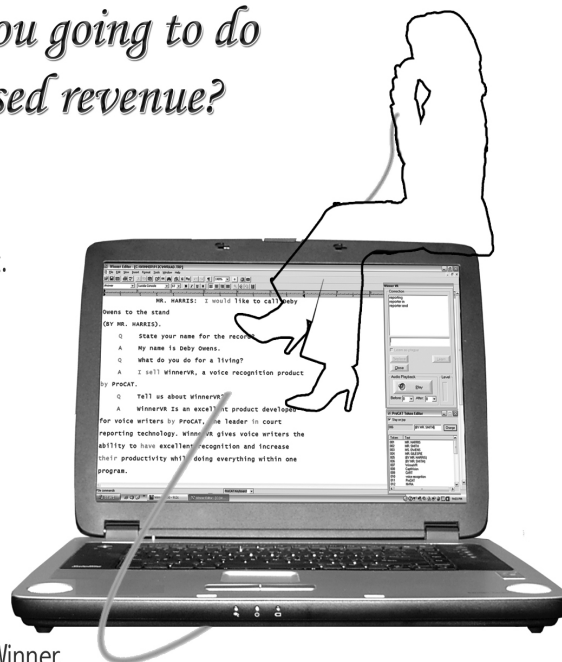
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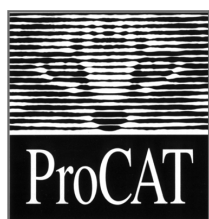
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- ✓ Edit Transcript and Train Speech in Same Screen
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## **Court Reporters' Association of Ontario** ***Code of Ethics***

**A**ttain and maintain a high standard of reporting.

**C**onformity of decorum and dress with dignity.

**O**pen mindedness and professionalism.

**U**tmost devotion to professionalism.

**R**ecord verbatim and

**T**ranscribe accurately.

**R**espect for all others

**E**xercise courtesy and integrity

**P**unctuality, perfection and pride

**O**ffer only honesty of purpose

**R**eputation and

**T**rust above all

**E**xcellent quality of service

**R**eflect merit upon our profession with the  
constant desire to improve.

*Do not go where the path may lead, go instead where  
there is no path and leave a trail.*



## VOICE WRITING -- WHAT IS IT?

Another method of court reporting is called voice writing. Using the voice-writing method, a court reporter speaks directly into a voice silencer—a hand-held mask containing a microphone. As the reporter repeats the testimony into the recorder, the mask prevents the reporter from being heard during testimony. Voice writers record everything that is said by judges, witnesses, attorneys, and other parties to a proceeding, including gestures and emotional reactions.

Regardless of the method used, accuracy in court reporting is crucial because the court reporter is the only person creating an official transcript. In a judicial setting, for example, appeals often depend on the court reporter's transcript.

Some voice writers produce a transcript in real time, using computer speech recognition technology. Other voice writers prefer to translate their voice files after the proceeding is over, or they transcribe the files manually, without using speech recognition at all. In any event, speech recognition-enabled voice writers pursue not only court reporting careers, but also careers as closed captioners, CART reporters for hearing-impaired individuals, and Internet streaming text providers or caption providers.

Court reporters who use either the stenographic or voice-writing method are responsible for a number of duties both before and after transcribing events. First, they must create and maintain the computer dictionary that they use to translate stenographic strokes or voice files into written text. They may customize the dictionary with parts of words, entire words, or terminology specific to the proceeding, program, or event—such as a religious service—they plan to transcribe. After documenting proceedings, court reporters must edit their CAT translation for correct grammar, for accurate identification of proper names and places, and to ensure that the record or testimony is discernible. They usually prepare written transcripts, make copies, and provide information from the transcript to courts, counsels, parties, and the public on request. Court reporters also develop procedures for easy storage and retrieval of all stenographic notes and voice files in paper or digital format.

Although many court reporters record official proceedings in the courtroom, others work outside the courtroom. For example, they may take examinations for discover for lawyers in offices and document proceedings of meetings, conventions, and other private activities. Still others capture the proceedings taking place in government agencies at all levels. Court reporters who specialize in captioning live television programming for people with hearing loss are commonly known as stenocaptioners. They work for television networks or cable stations, captioning news, emergency broadcasts, sporting events, and other programming. With CART and broadcast captioning, the level of understanding gained by a person with hearing loss depends entirely on the skill of the stenocaptioner. In an emergency, such as a tornado or a hurricane, people's safety may depend on the accuracy of information provided in the form of captioning.

# Preserving the Record

*Voice writing brings court reporting into the 21st century.*

BY CLAIRE BLOCK AND JENNIFER SHULER

**THE RECORD.** It is the permanent register, the account preserved, the chronicle of events, the register of deliberation, mediation, legislation. The record is an essential function of the legal system. If a proceeding is to be acted upon, decided or revised, it must first be recorded. How the record is made and how quickly it is produced has a significant impact on the legal process. Its accuracy is crucial. So who is guardian of the record and what method is utilized to faithfully document it? In reality, it is the reporter who gives meaning to the record and who maintains order and decorum in a deposition setting. The reporter continues to be the usher to successful technological advancement in the court reporting field. For many years the courts and attorneys in Washington, Florida, Texas, Virginia, Massachusetts, Pennsylvania, Louisiana and Georgia, to name but a few, have entrusted the record to voice writing court reporters. Now, the State of New York has joined the throng and welcomed the change. The voice writer trains a computer to recognize, decipher and transcribe his or her specific voice. The reporter, speaking into a hand-held silencer, faithfully repeats word for word, in plain English, everything spoken by all parties present at a proceeding.

## Historical Underpinnings

Dating back to scribes of the fourth century B.C., court reporters have always used some form of shorthand to take down the record. In the beginning, they used abbreviations of words and phrases, later graduating to symbols. For the longest time, the record was taken by pen. Much was expected of the scribe, and reporter error became cause for banishment and/or loss of fingers. In an effort to stave off punishment and increase accuracy, by 560 A.D. teams of stenographers were utilized, some for dictation and some to transcribe. Relay teams are used in Congress to this day. During the industrial revolution court reporting became mechanized. The steno machine, a version of which has endured to the present, consisted of a static keyboard upon which the reporter struck a phonetic code. The reporter would then translate the notes and type them into final form. The shorthand machine certainly advanced the speed and accuracy of taking the record; unfortunately, the reporter was still left with the timeconsuming task of transcribing his steno symbols to produce the transcript. A breakthrough in the 1950s came about through the joint efforts of IBM and the military while working together to develop a computerized system that could translate foreign languages into English. Their work eventually led to the development of similar software that could translate shorthand symbols into English text. By 1970, computer-aided transcription (CAT) became the main tool of the trade. The CAT system allowed for translation of the shorthand symbols into English text as it was being typed. Realtime became possible. Court reporting technology seemed to have reached its zenith. However, to master the stenographic theory, then to attain the speed and build an individualized dictionary took (and takes) a very particular skill and a good deal of time. Realtime is an art mastered by only a small percentage. The process was difficult to complete, fewer attempted it and the pool of reporters began to dwindle. At the same time, the demand for realtime in depositions, closed captioning and CART (Communications Access Realtime Translation) for the hearing impaired drastically increased. The result — a national shortage of court reporters that persists. Courtrooms and law firms looked to alternative methods to fulfill their needs. Some turned to sophisticated electronic recording systems monitored by an “electronic reporter” whose function was primarily mechanical in nature. Often, the reporter was burdened with monitoring several proceedings at once. Fear of equipment malfunction and inaccuracy became issues of concern. The slide of a chair, a sneeze or a cough could render a potentially crucial bit of testimony “inaudible.” A heated, on-the-record debate among attorneys, with voices overlapping, proved indecipherable. Clearly, the critical element lost in the choice of electronic recording was the role of the reporter. Technology can well take care of recording sound, but it is the reporter who records speech. Voice writing is the antidote.

**...continued on next page**



## Rise of Voice Writing

Change has been gradual in New York City. But, something had to give. There simply was not an adequate number of reporters to fill the ever increasing demand. It was necessity that led to the simple evolutionary progression from the scribe, to the pen writer, to the stenotypist, to the voice writer. Voice writing is not a digital recording of multiple voices, nor is it, like its precursor, stenomasking, merely a recording of the reporter's voice that is later transcribed. Voice writing is different and a step up from the methods long familiar to the Bar. It is the reporter utilizing natural speech rather than typing a phonetic language. With no symbols to memorize or interpret and with excellent capacity for realtime, voice writing is the most seamless link between the spoken word and the record. A speech recognition engine (SRE) coupled with a computer-aided transcription system converts the spoken words instantly to text. The text drops onto the computer screen with all speakers identified, questions and answers formatted and punctuation intact. The final transcript is easily produced without interpreting a phonetic language or excessive typing — court reporting in the 21st century. Voice writing is the predominant method utilized in 26 of the 52 states, Canada and the military. Moving forward from typing symbols to utilizing natural speech has attracted new blood into this respected profession. Voice writing court reporters have now become an integral part of the industry. The legal profession has reacted favorably. Amanda Trigg, of Lesnevech & Marzano-Lesnevech comments: At a deposition in August, my court reporter was a voice writer. I was unfamiliar with the technology, and she explained that instead of typing on a steno machine in shorthand, she was using state-of-the-art speech recognition technology to create a record of the proceeding. She repeated the testimony into a silencing device and her equipment transcribed what she was saying in real time onto her screen. That particular deposition was a daily; I required the finished transcript within 24 hours. Usually with such a rapid turnaround there is some compromise in the quality of the transcript. In this case I was pleasantly surprised when, at noon on the following day, I received an excellent quality transcript via e-mail, followed by three bound hard copies two hours later. The rapid turnaround, high quality and fidelity of the transcript definitely impressed me. In a Fast Company article on courage, Garry Kasparov, world champion chess player, linked courage to chess and chess to business. He said, "One does not succeed by sticking to convention." Change is inevitable and convention, by definition, cannot survive change. Mr. Kasparov said it takes intelligence and "guts to explode the game." The game has exploded. CART providers are in ever greater demand. Since the enactment of the Americans with Disabilities Act, hearing-impaired students in colleges and universities are entitled to a reporter to assist them during classes and lectures. The Federal Telecommunications Act mandates that every televised broadcast must have closed captioning which will create approximately 30,000 captioning positions between the years 2004 and 2006. New York has grown cognizant of the growth and diversification in the industry and the need to accommodate same. Technology continues to advance with exponential speed. For now, voice writing is the happiest new medium, coupling cutting edge technology with the necessary human touch to preserve, chronicle and register the record.

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