

State of California Court Reporters Board of California



2015-16 Sunset Review Report

Prepared for
California Legislature
Senate Committee on Business, Professions and Economic Development
Assembly Committee on Business and Professions

COURT REPORTERS BOARD

OF CALIFORNIA

Board Members

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Davina Hurt, Public Member

Vice Chair

Rosalie Kramm, CSR

Members

Elizabeth Lasensky, Public Member

John K. Liu, Public Member

Toni O'Neill, CSR

Executive Officer

Yvonne K. Fenner

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COURT REPORTERS BOARD

EXECUTIVE SUMMARY

As of November 10, 2015

Since 1951, the Court Reporters Board of California (Board) has been overseeing the practice of court reporting, largely through licensing and enforcement. Today, there are approximately 6,800 licensed court reporters in California of which approximately 5,800 work independently or for court reporting agencies, and approximately 750 to 1,000 work as employees of the state court system.

The Board also has oversight for schools of court reporting. The Board “recognizes” schools rather than licensing them. Only court reporting schools recognized by the Board can certify students to qualify for the license examination. There are 13 schools of court reporting recognized by the Board. Seven of the schools are public schools, and six are private schools.

Additionally, the Board administers the Transcript Reimbursement Fund (TRF), established in 1981 to aid qualified indigent litigants in civil cases by providing transcript reimbursement funds. To date, the TRF has disbursed over \$8.5 million to California’s indigent population. In 2010, SB 1181 (Cedillo) authorized a two-year pilot project, expanding the TRF to qualified pro per litigants, and the pilot project became a permanent part of the fund in 2013. There is great demand for this portion of the fund, which expands access to justice to those most in need.

The five-member Board is comprised of two certified shorthand reporters, more commonly known as court reporters, and three public members. The Board is charged with carrying out the duties given to it under Business and Professions Code sections 8007 and 8008. Its legal mandate is to protect consumers by ensuring court reporters possess a minimum level of competency and by disciplining licensees who do not meet their legal obligations.

Examination

License examinations are conducted three times per year. The three-part exam consists of two written computer-based portions and one practical portion. The first written portion is English, testing a candidate’s knowledge of grammar, punctuation, and vocabulary. The second written portion is professional practice, testing a candidate’s knowledge of statutes and regulations governing the practice of court reporting, as well as legal and medical terminology. The practical portion of the exam is a demonstration of dictation and transcription skills, which requires the candidate to report and transcribe a ten-minute simulated judicial proceeding read by four readers at 200 words per minute. Candidates have three hours to prepare a transcript with a minimum of 97.5 percent accuracy.

Prior to licensing, court reporters typically complete a recognized program of instruction that includes a minimum of 240 hours of English, 270 hours of medical and legal terminology, court and deposition procedures and ethics, 25 hours of transcript preparation and 60 hours of apprenticeship training.

Licensing

The initial license fee is \$125 or half that amount, prorated according to the last day of the birth month of the applicant. Thereafter, the annual renewal fee on the licensee's birth month is \$125.

Budget

The Board's annual operating budget four years ago was approximately \$787,000. As a result of the budget augmentation process over the past four years, the budget has grown to \$978,000. Of that, each year by statute, \$300,000 is assigned to the Transcript Reimbursement Fund, a fund designated to reimburse transcript costs incurred by the profession when representing indigent clients. 91% of the revenue is from licensing fees, with the remainder from examination fees and payments from fines. There is no revenue from the General Fund.

The greatest expenditure for the Board is its enforcement program, which on average represents 38% of expenditures. The second highest expenditure is the examination at 30% of expenditures.

Complaints

Over the past four years, the Board has received, on average, 125 complaints per year against licensees. The most common complaints involve untimely delivery of transcripts and questions concerning the accuracy of the transcript. An additional 10 to 15 percent are resolved by staff informally mediating the complaint with the complainant and the licensee so that it doesn't reach the formal complaint stage. The Board also takes a proactive stance on preventing complaints by answering many questions from licensees and attorneys by phone and e-mail.

Significant Accomplishments

Despite budgetary challenges, the Board is pleased to report a number of significant accomplishments since the last Sunset Review. These include the development of language to define the scope of practice of court reporting. In 2014, the Board approved the Scope of Practice regulations which successfully underwent the regulatory process and went into effect on October 1, 2014.

Additionally, the Board conducted a comprehensive review to its Disciplinary Guidelines, which were created to foster uniformity of penalties and to ensure that licensees understand the consequences of violating laws or regulations pertaining to court reporting. The updated guidelines will be of use to everyone involved in and affected by the disciplinary process, namely the general public, attorneys, courts, administrative law judges, licensees, Board staff and Board members, who review and vote on proposed decisions and stipulations.

Through multiple task force groups in 2014 and 2015, the Board approved two Best Practice documents and eight Best Practice Pointers. These documents are not regulations or statutorily mandated, but are a way for the Board to provide guidance on situations not expressly set out in statute or regulation. Although the pointers may be used by licensees as a guide, the Board will not use them as a basis for discipline or enforcement of any type. The Best Practice documents save valuable staff time when fielding phone calls from licensees and consumers.

The Future – Opportunities from Prior Review

The Board continues to grapple with enforcement issues associated with non-CSR-owned corporations asserting lack of Board jurisdiction over corporate actions associated with court reporting. The Board has attempted both legislative and judicial solutions and is exploring the most effective response to the issue.

Continuing education has been an issue as far back as in the 1996 Sunset Review Report. In 2008, the Board sponsored a mandatory continuing education bill, AB 2189 (Karnette), which ultimately was vetoed by the Governor. In 2011, SB 671 (Price), a similar mandatory continuing education bill, made it to the Governor's desk for signature. In 2015, the California Court Reporters Association sponsored AB 804 (Hernandez), a bill that would have required mandatory continuing education for licensure. Ultimately, all three bills were returned to the Legislature without the governor's signature. The Board remains committed to this consumer protection aim and will work with the Administration to address its concerns.

Since the last Sunset Review in 2011, the demand for the pro per portion of the TRF has outgrown the allocated funds. In looking at maximizing the fund's potential, the Legislature may look at a proposal that would allow unused allocation from the pro bono program to be transferred over to the pro per program if the full allocation is not utilized by the end of the fiscal year.

The Board will explore the impact of a predicted shortage of court reporters and the impact that will have on the citizens of California seeking to access the justice system. A shortage is being created as the next wave of Baby Boomers retires and the huge growth in captioning reduces the number of practitioners available for judicial reporting.

The Board is looking forward to sharing this report with the Committees and our stakeholders. Protection of the public continues to be the highest priority for the Court Reporters Board of California.

COURT REPORTERS BOARD

BACKGROUND INFORMATION AND OVERVIEW

OF THE CURRENT REGULATORY PROGRAM

As of November 10, 2015

Section 1 – Background and Description of the Board and Regulated Profession

Brief History of the Court Reporters Board

Established in 1951 by the Legislature to protect consumers from incompetent practitioners, the Certified Shorthand Reporters Board, now known as the Court Reporters Board of California (Board), tests, licenses, regulates, investigates and disciplines members of the court reporting profession.

Court reporters are highly-trained professionals who stenographically preserve the words spoken in a wide variety of official legal settings such as court hearings, trials, and other pretrial litigation-related proceedings, namely depositions.

Court reporters work either in courtrooms as official reporters or in the private sector as freelance reporters who provide deposition services. These court reporters are officers of the court, and their competence, impartiality and professionalism must be beyond question. A complete and accurate transcript of the proceedings made by an impartial third party is the cornerstone for all appeal rights. It is relied upon by the consumer as an accurate source of information, which includes testimony given under oath.

Particular to criminal cases, courts of appeal rely exclusively upon written briefs and written transcripts of court proceedings to determine whether there were errors in the trial's procedure or errors in the judge's interpretation of the law. A conviction – and thus an accused's freedom or, in some instances, an accused's life – can stand or fall based entirely upon what was said by a witness, a lawyer, a juror or a judge solely reflected in the written transcript.

In civil cases, millions of dollars, lifelong careers and the fate of business enterprises can hinge on what was said or what was not said in a deposition or at trial.

Additionally, the testimony in civil and criminal cases is often filled with technical terminology. A medical malpractice case, in which specialist experts on both sides commonly contradict one another, can involve complex technical medical terminology; criminal cases can involve scientific language related to DNA identification; anti-trust cases can involve expert testimony related to complex economic analyses, and so on. No matter how obscure or technical, such jargon must be verbatim in the written transcript, and court reporters ensure its accuracy.

Not only are there complex skills involved in the actual reporting of legal proceedings, but the practice of court reporting is dictated by statutes and regulations. In the private sector, freelance court reporters are faced with numerous and increasingly complex ethical issues as these licensees seek to maintain their strict neutrality while working in private settings which frequently involve contentious, high-stakes litigation.

Until the 1960s, the Board allowed only licensed court reporters, known as certified shorthand reporters (CSRs), to own and operate companies offering court reporting services. The practice ceased, and in 1972, the Board began registering shorthand-reporting corporations. That process was rescinded by Assembly Bill 2743 (Chapter 1289, Statutes of 1992) when the Board decided that the registration duplicated the filing required by the Secretary of State's Office. (See Corporations Code section 13401(b) exempting "professional corporations" regulated by the Board from having to register.) Additionally, Corporations Code section 13410(a) requires "professional corporations" (those that provide services for which a license is required) to be "subject to the applicable rules and regulations adopted by, and all the disciplinary provisions of the Business and Professions Code expressly governing the practice of the profession in this state, and to the powers of, the governmental agency regulating the profession in which such corporation is engaged[.]"

Also in 1972, the Board's authority was expanded to give the Board the responsibility to recognize court reporting schools and to set minimum curriculum standards for court reporting programs. Additional authorization to cite and fine schools was passed by the Legislature in 2002. (B&P Code 8027.5)

In the past, the rates that freelance reporters (those not employed by courts) could charge were set by statute. In a 1981 compromise package with the profession, the Legislature eliminated the regulation of rates and created the Transcript Reimbursement Fund (TRF), a special fund fully funded by a portion of the court reporters' licensing fees to ensure that the deregulation of rates did not result in harm to indigent litigants who otherwise could not afford the services of freelance court reporters. The TRF would allow indigent litigants in civil cases access to reporter transcripts by reimbursing reporters for transcripts through the Transcript Reimbursement Fund. Under the TRF program, the Board has paid more than \$8.5 million to licensed reporters. By law, the TRF must begin each fiscal year on July 1 with a minimum balance of \$300,000 as long as the Board maintains a minimum of six months' operating expenses.

Prior to January 1, 1983, state courts had been allowed to use noncertified reporters if they could demonstrate that a certified reporter was not available. Seeing the folly of this practice and serious consumer protection implications, in 1983 B&P Code section 8016 was enacted to require all court reporters working in state court to be licensed. Court reporters hired prior to 1983 can still maintain an exemption to the licensing requirement.

Description and Responsibilities

The Board regulates the court reporting profession through testing, licensing and disciplining court reporters, who use the title designation Certified Shorthand Reporter (CSR). By statute, the use of the acronym CSR is restricted to those individuals who have a Board-issued license. In California, a person must be licensed to work as a court reporter in state courts (official reporter) or to act as a deposition officer (freelance reporter). Freelance reporters provide services as individual contractors or through court reporting firms. Codes governing deposition/freelance reporters can be found in the Code of Civil Procedure 2025, et al. As of August 2, 2015, there were 8,088 licensed CSRs in California, of which 6,848 licensees are active and in good standing.

The Board also has oversight for schools offering court reporting education. Although the Board "recognizes" schools, there is no statutory authority for licensure of the schools. However, only court reporting schools recognized by the Board can certify students to qualify to sit for the CSR license examination. There are 14 schools of court reporting recognized by the Board – seven public schools and seven private schools (Attachment A). The Board can discipline schools up to

and including removing recognition. The Board can also issue citations and can issue fines to schools not in compliance with Board rules.

1. Describe the make-up and functions of each of the Board's committees.

To conserve resources and funds, the Board currently has no active standing committees, but rather appoints task forces to work on specific issues as they arise. Specific examples of such task forces include Exhibit Handling in 2014, Interpreted Depositions in 2014 and Best Practice Pointers in 2015.

Historically, the Board has had a standing Technology Committee to enable the Board to keep abreast of changes within the industry in response to constant advances in technology related to court reporting. However, as this is not deemed a mission-critical component of the Board's oversight, it is not active. The Technology Committee last met in 2007. Staff has absorbed the responsibility of keeping the Board abreast of technological changes for proper review.

Another historical standing committee is the Legislation Committee, which last met in 2008. The Legislation Committee was tasked with review of legislation affecting court reporting or recommending changes to existing statutes for the Board to pursue. This committee has also been inactive as it was not deemed a mission-critical component of the Board's oversight. Staff is monitoring relevant legislation and partnering with court reporting stakeholders in the exchange of information.

Two other historical standing committees that have been inactivated are Education Committee and Community Outreach Committee. In the absence of these committees, staff has conducted seminars as time and budget allow.

An organizational chart does not exist showing the relationship of committees to the Board and the membership of each committee because it doesn't apply to the Board's current structure. Table 1a. shows Board member participation in the various task forces.

The Board itself is comprised of five members, two of whom are licensed CSRs and three of whom are public members. The Governor appoints the two licensees and one of the public members. These three appointments require Senate confirmation. Of the two remaining public members, one is appointed by the Speaker of the Assembly, and the second is appointed by the Senate Rules Committee. All serve four-year terms. The members appointed by the Governor may serve up to a 60-day grace period at the end of their term. The members appointed by the Speaker of the Assembly and the Senate Rules Committee have up to a one-year grace period at the end of their term. There is a maximum of two consecutive terms for appointments. There are currently no vacancies.

Table 1a. Attendance Gregory M. Finch		Date Appointed: 5/25/2006 & 7/24/2008	
Meeting Type	Meeting Date	Meeting Location	Attended?
Board Meeting	10/27/2011	Sacramento	Yes
Board Meeting	4/27/2012	Sacramento	Yes
Board Meeting	10/12/2012	Sacramento	Yes

Table 1a. Attendance Lori Gualco		Date Appointed: 9/24/2007	
Meeting Type	Meeting Date	Meeting Location	Attended?
Board Meeting	10/27/2011	Sacramento	Yes
Board Meeting	4/27/2012	Sacramento	No

Table 1a. Attendance K. Reagan Evans		Date Appointed: 4/22/2010	
Meeting Type	Meeting Date	Meeting Location	Attended?
Board Meeting	10/27/2011	Sacramento	Yes
Board Meeting	4/27/2012	Sacramento	Yes
Board Meeting	10/12/2012	Sacramento	Yes
Board Meeting	3/29/2013	Los Angeles	Yes

Table 1a. Attendance Elizabeth Lasensky		Date Appointed: 10/15/2007 & 6/6/2011	
Meeting Type	Meeting Date	Meeting Location	Attended?
Board Meeting	10/27/2011	Sacramento	Yes
Board Meeting	4/27/2012	Sacramento	Yes
Board Meeting	10/12/2012	Sacramento	Yes
Board Meeting	3/29/2013	Los Angeles	Yes
Board Meeting	11/19/2013	Sacramento	Yes
Board Meeting	3/14/2014	Los Angeles	Yes
Strategic Planning	12/4/2014	Sacramento	Yes
Board Meeting	12/5/2014	Sacramento	Yes
Board Meeting	2/6/2015	Sacramento	Yes
Board Meeting	6/26/2015	Sacramento	Yes

Table 1a. Attendance Toni O'Neill		Date Appointed: 8/7/2010, 8/4/2011 & 7/3/2013	
Meeting Type	Meeting Date	Meeting Location	Attended?
Board Meeting	10/27/2011	Sacramento	Yes
Board Meeting	4/27/2012	Sacramento	Yes
Board Meeting	10/12/2012	Sacramento	Yes
Board Meeting	3/29/2013	Los Angeles	Yes
Board Meeting	11/19/2013	Sacramento	Yes
Board Meeting	3/14/2014	Los Angeles	Yes
Strategic Planning	12/4/2014	Sacramento	Yes
Board Meeting	12/5/2014	Sacramento	Yes
Board Meeting	2/6/2015	Sacramento	Yes
Board Meeting	6/26/2015	Sacramento	Yes
Sunset Review Task Force	8/21/2015	San Francisco	Yes

Table 1a. Attendance Davina Hurt		Date Appointed: 2/26/2013 & 7/9/2015	
Meeting Type	Meeting Date	Meeting Location	Attended?
Board Meeting	3/29/2013	Los Angeles	Yes
Board Meeting	11/19/2013	Sacramento	Yes
Board Meeting	3/14/2014	Los Angeles	Yes
Strategic Planning	12/4/2014	Sacramento	Yes
Board Meeting	12/5/2014	Sacramento	Yes
Board Meeting	2/6/2015	Sacramento	Yes
Best Practice Pointers Task Force	4/11/2015	Sacramento	Yes
Board Meeting	6/26/2015	Sacramento	Yes
Best Practice Pointers Task Force	7/25/2015	Sacramento	Yes
Sunset Review Task Force	8/21/2015	San Francisco	Yes

Table 1a. Attendance Rosalie Kramm		Date Appointed: 7/3/2013	
Meeting Type	Meeting Date	Meeting Location	Attended?
Board Meeting	11/19/2013	Sacramento	Yes
Board Meeting	3/14/2014	Los Angeles	Yes
Exhibit Handling Task Force	8/25/2014	San Diego & Sacramento	Yes
Interpreted Depositions Task Force	8/25/2014	San Diego & Sacramento	Yes
Strategic Planning	12/4/2014	Sacramento	Yes
Board Meeting	12/5/2014	Sacramento	Yes
Board Meeting	2/6/2015	Sacramento	Yes
Board Meeting	6/26/2015	Sacramento	No

Table 1a. Attendance John K. Liu		Date Appointed: 10/25/2013	
Meeting Type	Meeting Date	Meeting Location	Attended?
Board Meeting	11/19/2013	Sacramento	No
Board Meeting	3/14/2014	Los Angeles	Yes
Strategic Planning	12/4/2014	Sacramento	Yes
Board Meeting	12/5/2014	Sacramento	Yes
Board Meeting	2/6/2015	Sacramento	Yes
Board Meeting	6/26/2015	Sacramento	Yes

Table 1b. Board/Committee Member Roster					
Member Name	Date First Appointed	Date Re-appointed	Date Term Expires	Appointing Authority	Type (public or professional)
Gregory M. Finch	5/25/2006	7/24/2008	6/1/2012	Governor	Public
Lori Gualco	9/24/2007	N/A	6/1/2011	Speaker of the Assembly	Public
Elizabeth Lasensky	10/15/2007	6/6/2011	6/1/2015	Senate Rules Committee	Public
K. Reagan Evans	4/22/2010	N/A	6/1/2013	Governor	Professional
Toni O'Neill	8/7/2010	8/4/2011 & 7/3/2013	6/1/2017	Governor	Professional
Davina Hurt	2/26/2013	7/9/2015	6/1/2019	Speaker of the Assembly	Public
Rosalie Kramm	7/3/2013	N/A	6/1/2017	Governor	Professional
John K. Liu	10/25/2013	N/A	6/1/2016	Governor	Public

2. In the past four years, was the Board unable to hold any meetings due to lack of quorum? If so, please describe. Why? When? How did it impact operations?

The Board has not had to cancel a meeting for lack of a quorum in the period since the last sunset review.

3. Describe any major changes to the Board since the last sunset review, including:

- Internal changes (i.e., reorganization, relocation, change in leadership, strategic planning)**
- All legislation sponsored by the Board and affecting the Board since the last sunset review.**
- All regulation changes approved by the Board the last sunset review. Include the status of each regulatory change approved by the Board.**

Since the last sunset review, three new Board members have been appointed: one professional member and two public members.

The Board has had the benefit of a two-year limited term staff services analyst to work with the Transcript Reimbursement Fund's Pro Per Program from October of 2013 through October of 2015. An organizational chart is included in Attachment B.

Strategic planning is conducted every three to four years. The current strategic plan for 2015-2018 was conducted in December of 2014 and is included with this report as Attachment C.

The board has adopted a professional oath for new licensees, which underlines the core ethical duties set out in statute and regulation to protect the consumer.

There have been a number of legislative changes affecting the Board since the last sunset review. In 2011, Government Code section 69950 was amended by the addition of section (c), adding an exception to the established statutory transcript fees. In 2013, California Code of Civil Procedure 2025.290 limited how long a deposition can last. Currently there are four bills in the current two-year legislative cycle of note to the Board. AB 749 (Bloom) would require court reporters in domestic violence cases and child custody proceedings. AB 804 (Hernandez) would require mandatory continuing education for renewal of a CSR license. AB 1197 (Bonilla), enacted September 28, 2015, requires a deposition notice to include a statement disclosing the existence of a contractual relationship, if any, between the deposition officer or entity providing the services of the deposition officer and the party noticing the deposition or a third party who is financing all or part of the action if known. SB 270 (Mendoza) would reinforce the Board's enforcement authority over firms that offer court reporting services.

On the regulatory front, an amendment to the Professional Standards of Practice, Title 16, Division 24, Article 8, section 2475 was approved in 2013. The most significant change to the regulation was a clarification that the \$100 limit pertaining to gift giving or the receipt thereof applies to an entity and is not solely limited to individuals within an entity. In 2014, the Board promulgated Scope of Practice regulations in section 2403. The creation of CCR 2403 was intended to ensure that the Board's licensing population is fully aware of their individual duties and responsibilities and similarly to ensure that unlicensed entities are fully aware when they are engaging in activities and/or rendering services which are considered shorthand reporting and thus require licensure. The Board is currently pursuing one technical correction to the Scope of Practice regulations.

4. Describe any major studies conducted by the Board.

The Board has convened three task forces since the last sunset review. The first one, Exhibit Handling, was tasked with developing best practices for exhibits at depositions. The final document is attached as Attachment D. The mission of the second task force was to develop best practices for interpreted depositions. The final document from that task force's work is attached as Attachment E. The third task force is the Best Practice Pointers Task Force, charged with developing best practices that can be disseminated to licensees via renewal statements, the Board's Web site and webinars. Because many court reporting companies are owned by non-licensees, CSRs in the field are looking to the Board for practical and ethical issues, for example, best practices. The final documents from that task force are attached as Attachment F.

5. List the status of all national associations to which the Board belongs.

The Board does not belong to any national associations.

Section 2 – Performance Measures and Customer Satisfaction Surveys

6. Provide each quarterly and annual performance measure report for the Board as published on the DCA Web site.

The annual performance measures for 2010-11 through the second quarter of 2014 (October through December) are included as Attachment G.

7. Provide results for each question in the Board's customer satisfaction survey broken down by fiscal year. Discuss the results of the customer satisfaction surveys.

Enforcement staff includes a customer service satisfaction survey postcard with all letters closing complaints. No postcards were returned, which is actually statistically consistent for the low number of complaints that the Board has received.

A link to the customer satisfaction survey is located on the Board's Web site, at the bottom of the Contact Us tab. In fiscal year 2011-12, the Board received 10 customer satisfaction surveys. In fiscal year 2012-13, the Board received 17. In fiscal year 2013-14, the Board received eight. In fiscal year 2014-15, the Board received 15. The results are listed below.

In analyzing the surveys, the Board expected responses from those persons who were dissatisfied with the Board's inability to assist with their particular problem. However, the data shows that the Board is generally able to satisfactorily solve the consumer's issues.

Customer Satisfaction Survey Results Fiscal Years 2011-12 through 2014-15

1.	Thinking about your most recent contact with us, how would you rate the availability of staff to assist you?					
	Excellent	Very Good	Good	Fair	Poor	N/A
FY 11/12	8	0	0	0	2	0
FY 12/13	7	2	0	1	6	1
FY 13/14	5	0	0	1	2	0
FY 14/15	10	0	0	0	4	1

2.	When requesting information or documents, how would you rate the timeliness with which the information or documents was/were provided?					
	Excellent	Very Good	Good	Fair	Poor	N/A
FY 11/12	8	0	0	0	2	1
FY 12/13	8	2	0	3	3	1
FY 13/14	3	1	1	0	3	0
FY 14/15	8	1	0	0	4	2

3.	When you visited our web site, how would you rate the ease of locating information?					
	Excellent	Very Good	Good	Fair	Poor	N/A
FY 11/12	0	5	2	1	1	1
FY 12/13	6	2	1	0	5	1
FY 13/14	2	2	0	2	1	1
FY 14/15	8	1	1	1	1	3

4.	When you submitted an application, how would you rate the timeliness with which your application was processed?					
	Excellent	Very Good	Good	Fair	Poor	N/A
FY 11/12	3	0	0	0	1	6
FY 12/13	1	1	0	1	4	10
FY 13/14	0	1	0	2	1	4
FY 14/15	1	1	0	1	2	10

5.	When you filed a complaint, how would you rate the timeliness of the complaint process?					
	Excellent	Very Good	Good	Fair	Poor	N/A
FY 11/12	1	0	0	0	2	7
FY 12/13	0	0	0	0	4	13
FY 13/14	0	1	0	2	0	5
FY 14/15	0	0	0	1	2	12

6.	When you contacted us were your service needs met? If not, please explain.		
	Yes	No	Explanation
FY 11/12	7	3	"The Board has in its possession a fraudulent set/copy of stenographic notes and it does not wish to act on it."
			"No corrective action was taken regarding the CSR's failure and resistance to doing her job, i.e.-providing a hearing transcript."
			"I was a reporter for almost 30 years. Most of the attorneys I worked for are deceased. I want to take the test. My question related to how I could prove I was a reporter. The response I got was to read the criteria for taking the test. I obviously had already done that."
			"In my limited experience with the CSR Board, each person I've ever talked with has been quickly available, quite helpful, and very professional. It's been a pleasure to communicate with each one."
FY 12/13	11	6	"TRF APPLICATIONS accepted and funds not available"
			"A direct answer to a simple question would be appreciated."
			"My question was answered quickly."
			"I was treated like a number. She said sorry, but I'm very busy. One girl just doesn't email me back. I am very disappointed."
			"Very rude, would not help, continued to pass the buck. Absolute waste of taxpayer money."
			"Horrible customer service. Does anyone in the office actually communicate with each other. Instead I get, 'That's not my job'"
			"I was looking for guidance on an issue and [Enforcement Analyst] was able to direct me right to the Code that applied."
			"Narrow in their scope of meeting the needs of court reporters."
FY 13/14	4	4	"All questions and complaints were derailed and ignored. Doublespeak was used to answer complaints submitted. Example....Frost/Nixon...see the interview that David Frost had with Richard Nixon. There was a very good movie about this. It's a shame to this country that tactics like this are used to hide corruption."
			"Unhelpful staff."
			"Your organization is lazy and invites corruption. If someone is going down you protect them instead of being neutral and close cases before resolving them."
			"You try to protect the court reporters like a union rep."
FY 14/15	10	5	"I have repeatedly sent in change of address forms, and I am now being threatened with fines and fees. [Office Technician] has been one of the most difficult, if not impossible, individuals at the Board, since my license inception in 1991, to have any meaningful dialog."

	"You are not transparent and not interested in Justice. You actions are only to protect your organization and its reporters. When complaints exit your wheel the Consumers Affairs Office is against your positions and want cases re-opened."
	"You need to get on top of things. Define what a rough draft is and stop the contracting! I am getting screwed by dishonest agencies, agencies calling in from out of state and lying to me and losing my job and any hope. You have done nothing! Nothing! If you do nothing, you need to make that clear to all of the court reporters in the State of California! You exist solely to sanction reporters, not to uphold the Constitution nor keep the record safe! Tell us all you do nothing but collect dues and sanction reporters."
	"On 1/27/15 I requested the CA Court Reporter's Board to investigate my complaint on 3 Court Reporter's: [names redacted by the Board]. There has been no action taken by the CA Court Reporter's Board."
	"You are an evasive organization and need to be investigated by the FBI."

7.	Please provide us with any additional comments/suggestions.
FY 11/12	"It is one thing to work hard, but quite another to work hard with wisdom."
	"All CSR's should have an email address listed."
	"Perhaps the person answering my question could read my email first, then respond."
	"My interactions were with [Licensing Analyst], who was courteous, helpful, efficient, and very pleasant to deal with. I could not have been more pleased. She went above and beyond to accommodate my needs."
	"Sometimes I have had a bit of difficulty finding what I needed on the website, but that may be only because there is a lot of information on it. I did always find what I needed. Thank you all for the work you put into providing all that CSRs and others associated with them need."
	"[Licensing Analyst] is awesome at getting things done and getting back to your phone calls/e-mails. It is much appreciated, and takes a lot of stress out of the already stressful process."
FY 12/13	"Status of TRF funds availability not noted in website"
	"[Licensing Analyst] responded very promptly!"
	"THANK YOU FOR YOUR HELP & INFORMATION!"
	"[Executive Analyst] provided excellent customer service! She was very helpful and instructive in providing information regarding the licensure standards of court reporters as it compares to transcribers. It gave me insight in how to proceed with the development of a contract for 'transcription services.' She was personable, professional and thorough. She is a great asset for the Board. Respectfully, [Name redacted by Board] EEO Specialist"
	"Thank you for your quick response"
	"The response was 24 hours later, but that is OK. The response seemed robotic, lacking personal integrity, although providing information. I would not be comfortable asking this department for assistance again other than to have them begin some kind of investigative report."
	"Maybe [Licensing Analyst] could use some help since she doesn't seem to have time to help court reporters when they call, which, I would think, is her job."
FY 13/14	"Look up God. God gave us accountability and guidelines to follow. I pray that it's not too late for those that practice deceit. What will happen to you and others that steal children from innocent parents and continue to lie for Federal Funds?"
	"The renewal of my license this year was delayed because of information I submitted was faulty (address). Despite this complication, the CSR Board was polite, professional, and patient with my self-made problem. I truly appreciate the efficiency in processing my license."

	"The Board members are consistently pleasant and helpful. We all appreciate your being there for us."
	"It is so reassuring to have the CSR Board so available to address our needs. Definitely so essential and invaluable!!! Thank you!"
	"Please use website and customer service staff to communicate about steps that are being taken to fix issues. All I got were excuses."
	"Provide an appeal process and contacts for problems with your staff"
	"This Board is not capable of understanding the problems and tries to cover everything up. It is not competent."
FY 14/15	"Why are wages for court reporters who work for courts so blatantly unfair? Weird how one court pays \$85k a year while another pays \$45k a year. Seems like something like this would not exist in California."
	"Shut it down and start over."
	"Do something!"
	"Please respond immediately. I can be reached at: [e-mail address redacted by Board] Thank you, [Name redacted by Board]"
	"Fire your staff"
	"The CSR Board is ALWAYS very prompt and so helpful. Thank you!"
	"I needed information right away, and I received my answer with the corresponding code section very quickly. Impressive – and thank you!"
	"Thank you, [Enforcement Analyst]. I never expected you to answer my question so quickly. Appreciate it."

Fiscal Issues

8. Describe the Board's current reserve level, spending, and if a statutory reserve level exists.

The Board is completely funded by examination and licensing fees collected from applicants and licensees. The Board receives no federal funding and no revenue from the State's General Fund. License renewal is the Board's largest source of revenue, accounting for approximately 92% of the operating fund. Another 4% comes from examination and licensing application fees. An additional 2% is comprised of payments of citations/fines and a final 2% from delinquent fees. Finally, there is a fraction of a percentage that comes from investment income. For budget year 2015-16, the fund condition projects 6.7 months in reserve. While there is no statutory mandatory reserve level for the Board, the Transcript Reimbursement Fund cannot be funded when the Board reaches six months of operating expenses in reserve.

9. Describe if/when a deficit is projected to occur and if/when fee increase or reduction is anticipated. Describe the fee changes (increases or decreases) anticipated by the Board.

The Board's license fee is currently at the statutory cap of \$125, which was established when the Board was created in 1951. The Board monitors expenditures and fund condition at every Board meeting, so the Board saw an upcoming need to increase revenue to continue adequate and timely funding of the TRF as well as enforcement efforts. The 1951 license fee rate is no longer viable in 2015. Recognizing that a legislative change can take some time, Board staff collaborated with the lobbyist from the Deposition Reporters Association to present language to the Office of the Legislative Counsel (OLC) before the January 30th deadline. At the February 6, 2015 meeting, the Board voted to secure an author for a bill that would increase the fee cap to \$250.

In its initial analysis, the OLC designated the bill as a tax bill based upon the reasoning that a portion of the license fee is used to fund the Transcript Reimbursement Fund, which benefits indigent litigants. This designation remained even after the Board via the DRA lobbyist explained that while the indigent litigant does indeed benefit from receiving free or low-cost transcripts, all of the money from the TRF is returned to court reporters in the form of transcript fees. Discussion regarding the tax designation continued with the OLC, but a week before the deadline to submit legislation, Legislative Counsel confirmed that the tax designation was a final decision. With such a short time frame and the added burden of the tax designation, the Board was unable to find an author.

The Board has noted that this designation appears to not be applied consistently among the boards and bureaus in the Department of Consumer Affairs. For instance, last year the Dental Board was successful in its pursuit of an increase in its license fees without the burden of the tax designation, despite the fact that a portion of the license fees are used for a diversion fund. Board staff and the DRA lobbyist have reached out to various entities for assistance with this issue. At a minimum a consultant from the Senate Business, Professions and Economic Development Committee has offered to help the Board resolve this issue.

Table 2. Fund Condition (dollars in thousands)						
	FY 2011/12	FY 2012/13	FY 2013/14	FY 2014/15	FY 2015/16	FY 2016/17
Beginning Balance	1,365	1,346	1,331	1,133	789	622
Revenues and Transfers	752	742	674	635	934	933
Total Revenue	\$2,117	\$2,088	\$2,005	\$1,768	\$1,723	\$1,555
Budget Authority	782	774	890	968	1,099	1,112
Expenditures	772	713	868	978	1099	1,112
Transfers to TRF	250	250	300	300	\$0	\$0
Fund Balance	\$1,344	\$1,370	\$1,133	\$789	\$622	\$443
Months in Reserve	22.5	18.9	13.9	8.6	6.7	4.7

10. Describe the history of general fund loans. When were the loans made? When have payments been made to the Board? Has interest been paid? What is the remaining balance?

A loan of \$1.25 million from the Board to the State's General Fund occurred in fiscal year 2003-04. The loan was repaid in full in fiscal year 2006-07.

11. Describe the amounts and percentages of expenditures by program component. Use *Table 3. Expenditures by Program Component* to provide a breakdown of the expenditures by the Board in each program area. Expenditures by each component (except for pro rata) should be broken out by personnel expenditures and other expenditures.

A review of the data in Table 3 demonstrates how enforcement costs fluctuate greatly, depending upon the number and severity of the complaints received. A significant portion of the enforcement expenses is the Attorney General line item, which deals with the more serious matters which are more costly to resolve.

Examination expenses have gone up slightly due in large part to increased costs associated with the practical portion of the license examination. The licensing costs remain relatively stable.

Table 3. Expenditures by Program Component (list dollars in thousands)								
	FY 2011/12		FY 2012/13		FY 2013/14		FY 2014/15	
	Personnel Services	OE&E	Personnel Services	OE&E	Personnel Services	OE&E	Personnel Services	OE&E
Enforcement	101,416	85,136	94,714	95,973	101,858	88,407	112,786	94,030
Examination	81,132	65,114	75,771	68,439	81,486	80,295	90,228	85,027
Licensing	81,132	28,264	75,771	22,292	81,486	23,834	90,228	25,184
Administration*	165,662	29,677	172,670	27,866	227,590	41,709	245,411	44,072
DCA Pro Rata	N/A	137,948	N/A	81,997	N/A	142,491	N/A	172,828
Diversion	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
TOTALS	\$429,342	\$346,139	\$418,926	\$296,567	\$492,420	\$376,736	\$538,653	\$421,141

*Administration includes costs for TRF administration, executive staff, board, administrative support and fiscal services.

NOTE: Costs for executive officer have been allocated to enforcement, examination, licensing and administration.

Transcript Reimbursement Fund

There are two programs under the Transcript Reimbursement Fund (TRF) (B&P Code sections 8030.2. through 8030.8). The first program, known as the Pro Bono Program, was established by the Legislature in 1981 and is available to pro bono attorneys representing indigent litigants. The second program, known as the Pro Per Program, was an expansion of the TRF in 2011 to indigent pro per litigants. Both programs assist indigent litigants in civil matters; however, they differ in who may apply and how much monetary assistance is available to individual cases and all cases overall. The TRF is funded by annual license renewal fees. Essentially, the criteria to qualify for reimbursement are:

- The litigant must be indigent and must be represented by legal counsel.
- The applicant must be a qualified legal services project, qualified support center or other qualified project.
- The case cannot be fee-generating.
- The applicant must certify to refund the full amount of all reimbursements from the TRF from any award of court costs or attorney fees.
- The TRF provides reimbursement for costs as outlined in B&P Code 8030.6.

Transcript Reimbursement Fund (Pro Bono)				
	FY 2011/12	FY 2012/13	FY 2013/14	FY 2014/15
No. of Requests for Reimbursement Received	393	331	343	397
No. of Requests Approved	374	301	330	357
No. of Requests Denied	19	30	13	40
Amount of Funds Disbursed	\$241,294.66	\$197,453.73	\$179,304.35	\$209,410.99
Amount of Funds Recovered by Judicial Award of Costs	\$66,649.51	\$36,043.25	\$7,165.45	\$39,932.47

The Pro Bono Program is operated on a fiscal year basis, while the Pro Per Program operates on a calendar year.

Transcript Reimbursement Fund (Pro Per Program)				
	2011	2012	2013	2014
No. of Requests for Reimbursement Received	232	294	126	113
No. of Requests Approved	130	134	133	145
No. of Requests Denied	29	70	35	45
Amount of Funds Allocations (Provisional Approval)	\$28,572	\$31,832	\$28,387	\$44,455
Amount of Funds Disbursed	\$19,272	\$22,765	\$21,191	\$27,429
Amount of Funds Recovered by Judicial Award of Costs	\$0	\$0	\$0	\$0

Limited funding for the Pro Per Program has rapidly become an issue in the administration of the program. The total amount of annual funding is \$30,000, which is quickly exhausted each year. As predicted in the last sunset review process, there are enough unpaid claims at the end of the year to appropriate the full \$30,000 at the beginning of the next year, creating an ever-growing backlog of applications.

12. Describe license renewal cycles and history of fee changes in the last 10 years. Give the fee authority (Business and Professions Code and California Code of Regulations citation) for each fee charged by the Board.

Licenses are renewed annually, due on the last day of the licensee's birth month.

In 1981, the profession initiated legislation that created the Transcript Reimbursement Fund (TRF) to fund payment of court transcripts for indigent litigants in civil matters. By law, a minimum of \$300,000 of the Board's total revenue must go to the TRF each July 1. To create this fund, licensing fees were increased from \$40 every two years to \$125 the first year, and \$60 the second year. Subsequently, annual renewal fees were increased to \$80 and then to \$100, in effect since before 1997. Beginning July 1, 2010, the renewal fee increased to \$125, the statutory limit.

Table 4. Fee Schedule and Revenue (list revenue dollars in thousands)							
Fee	Current Fee Amount	Statutory Limit	FY 2011/12 Revenue	FY 2012/13 Revenue	FY 2013/14 Revenue	FY 2014/15 Revenue	% of Total Revenue
Change of Address	\$20.00	\$50		\$60	\$20		0.00%
Duplicate License/Certificate	\$5.00	\$10	\$15	\$40	\$15	\$5	0.00%
Duplicate Wall License	\$5.00						
Citation and Fine	Various		\$19,290	\$26,840	\$19,295	\$9,850	1.93%
Application for Examination – CSR	\$40.00	\$40	\$18,000	\$6,960	\$5,800	\$6,040	0.94%
English Exam Fee	\$25.00	\$75	\$3850	\$8,150	\$6,600	\$6,575	0.65%
Professional Practice Exam Fee	\$25.00	\$75	\$2,375	\$5,525	\$5,100	\$5,450	0.47%
Dictation Exam Fee	\$25.00	\$75	\$3,650	\$10,950	\$10,150	\$9,950	0.89%
Initial License Fee	\$125.00		\$10,062.50	\$11,000	\$12,250	\$9,625	1.10%
Initial License Fee ½	\$62.50		\$62.50		\$250	\$125	0.01%
Annual Renewal Fee	\$125	\$125	\$920,300	\$899,375	\$892,120	\$880,620	92.11%
Delinquent Renewal Fee	\$62.50		\$18,562.50	\$17,682.80	\$17,682.80	\$18,656.50	1.86%
Cost Recovery	Various						
Dishonored Check	\$25.00		\$275	\$375	\$275	\$400	0.03%
DOJ – Fingerprints	\$32.00						
FBI – Fingerprints	\$19.00						

13. Describe Budget Change Proposals (BCPs) submitted by the Board in the past four fiscal years.

The Board submitted one BCP for FY 2013-14 for a half-time staff services analyst position to assist with the workload from the TRF's Pro Per Program. This BCP was granted for a two-year limited term.

For FY 2013-14, the Board submitted two BCPs, one to augment the line item for the Attorney General for enforcement and one for examination development.

Table 5. Budget Change Proposals (BCPs)

BCP ID #	Fiscal Year	Description of Purpose of BCP	Personnel Services				OE&E	
			# Staff Requested (include classification)	# Staff Approved (include classification)	\$ Requested	\$ Approved	\$ Requested	\$ Approved
1110-02L	2013-14	Enactment of SB 1236 will extend the Pro Per Pilot Project of the TRF.	Half time (0.5) 2-year Limited Term Staff Services Analyst	Half time (0.5) 2-year Limited Term Staff Services Analyst	\$34,000	\$34,000	\$10,000	\$10,000
1110-019	2015-16	Request for ongoing augmentation for projected Attorney General activities.					\$40,000	\$40,000
1110-020	2015-16	Request for ongoing augmentation to fund examination development workshops.					\$82,000	\$82,000

Staffing Issues

14. Describe any Board staffing issues/challenges, i.e., vacancy rates, efforts to reclassify positions, staff turnover, recruitment and retention efforts, succession planning.

As of January 1, 2013, the Pro Per Pilot Project became a permanent program within the TRF. As a result, a limited term half-time staff services analyst position was approved in order to process the increased applications. This staff person not only eliminated the backlog of applications, but has been successful in going back through earlier applications that remain open to see which applications no longer need appropriation. Through her efforts, the Board has been able to reallocate these funds to pending applications. This workload will have to be reabsorbed by the existing analyst who administers the Pro Bono Program of the TRF, which will likely lead to longer application processing times, possibly outside the statutory 30-day time frame.

15. Describe the Board's staff development efforts and how much is spent annually on staff development (cf., Section 12, Attachment D).

While recognizing the importance of training and staff development, with such a small staff, having a single staff person out of the office has a significant impact on the rest of the office. All staff members are up-to-date on their mandatory training courses, including sexual harassment prevention, ethics and defensive driving. Additionally, the Board's executive analyst completed training on the Bagley-Keene Open Meetings Act in November of 2014. The executive officer has one course left in order to complete the eight-day Leadership Academy offered by the Department of Consumer Affairs (DCA). All of the courses taken have been offered through the DCA at no cost.

As requested, included in Attachment B are year-end organizational charts for the last four fiscal years.

Section 4 – Licensing Program

16. What are the Board's performance targets/expectations for its licensing program? Is the Board meeting those expectations? If not, what is the Board doing to improve performance?

The primary objective of licensing court reporters is to ensure that consumers receive accurate, timely, competent service from court reporters who, through examination, have demonstrated at least a minimum level of competency at the time of the examination. The Board expects license and examination applications to be processed promptly in order to facilitate the entry of as many competent court reporters into the workforce as quickly as possible. Similarly, license renewals are to be processed as promptly as possible since court reporters may not work while their license fee is unpaid. The Board continues to meet these expectations by processing all applications and renewals within two to five business days. License renewals are due on the last day of the licensee's birth month, so staff is very mindful of the time-sensitive nature of payments coming in at the end of the month and works with licensees via phone and e-mail to verify receipt of renewals.

17. Describe any increase or decrease in the Board's average time to process applications, administer exams and/or issue licenses. Have pending applications grown at a rate that exceeds completed applications? If so, what has been done by the Board to address them? What are the performance barriers and what improvement plans are in place? What has the Board done and what is the Board going to do to address any performance issues, i.e., process efficiencies, regulations, BCP, legislation?

There has been no increase or decrease in the average time required to process applications or issue licenses. The Board does not have pending applications because they are processed promptly, typically within two to five business days. The Board sees no performance issues with its licensing program.

18. How many licenses or registrations does the Board issue each year? How many renewals does the Board issue each year?

In fiscal year 2011-12, the Board issued 96 licenses; in FY 2012-13, 104; in FY 2013-14, 117; and in FY 2014-15, 96.

In fiscal year 2011-12, the Board had 7,164 renewals; in FY 2012-13, 7,043; in FY 2013-14, 6,941; and in FY 2014-15, 6,864.

This information can also be found in Table 7b.

Table 6. Licensee Population					
		FY 2011/12	FY 2012/13	FY 2013/14	FY 2014/15
CSR	Active*	7260	7145	7058	6960
	Out-of-State	667	670	662	650
	Out-of-Country	14	14	13	9
	Delinquent	1117	1198	1171	1150

*Total active includes Out-of-State/Country

Table 7a. Licensing Data by Type

Application Type		Received	Approved	Closed	Issued	Pending Applications			Cycle Times		
						Total (Close of FY)	Outside Board control*	Within Board control*	Complete Apps	Incomplete Apps	Combined, IF unable to separate out
FY 2011/12	(Exam)	122	122	0	n/a	0	-	-	4	-	-
	(License)	96	96	0	96	0	-	-	-	-	-
	(Renewal)	7164	7164	n/a	7164	0	-	-	-	-	-
FY 2012/13	(Exam)	155	155	0	n/a	0			3		
	(License)	104	104	0	104	0					
	(Renewal)	7041	7041	n/a	7041	0					
FY 2013/14	(Exam)	131	131	0	n/a	0			3		
	(License)	119	117	2	117	0					
	(Renewal)	6941	6941	n/a	6941	0					

* Optional. List if tracked by the board.

Table 7b. Total Licensing Data

	FY 2012/13	FY 2013/14	FY 2014/15
Initial Licensing Data:			
Initial License/Initial Exam Applications Received	104	119	97
Initial License/Initial Exam Applications Approved	104	117	96
Initial License/Initial Exam Applications Closed	0	2	1
License Issued	104	117	96
Initial License/Initial Exam Pending Application Data:			
Pending Applications (total at close of FY)	0	0	1
Pending Applications (outside of board control)*			
Pending Applications (within the board control)*			
Initial License/Initial Exam Cycle Time Data (WEIGHTED AVERAGE):			
Average Days to Application Approval (All - Complete/Incomplete)	3	3	3
Average Days to Application Approval (incomplete applications)*			
Average Days to Application Approval (complete applications)*			
License Renewal Data:			
License Renewed	7041	6941	6864

* Optional. List if tracked by the board.

19. How does the Board verify information provided by the applicant?

The vast majority of applicants qualify to take the CSR examination by completing a training program through a recognized California court reporting school. If qualifying through a court reporting school program, the applicant must also have passed one speed examination known as a qualifier.

A person applying for the first time must complete an Application for Examination (Form 41A-1), which is included as Attachment H, and submit it to the Board, together with the required qualifying documents and the fee indicated on the face of the application. Persons applying for reexamination do not need to requalify, but must complete and submit an Application for Reexamination (Form 41A-4), which is included as Attachment I, together with the fee indicated on the face of the application. Each applicant is required to provide two passport-style photographs with the application. One photo is attached to the application, and one is attached to the Final Notice of Examination. For security reasons, applicants are required to show their Final Notice and an approved photo identification in order to be admitted into the examination.

A variety of basic information is required to be submitted by examination applicants as indicated on the application form, including the nature and length of any work experience that can be used to establish the minimum one year (1,400 hours) of qualifying work experience. Level and location of educational background is also requested, as is information regarding court reporting certificates from other organizations or states and any criminal convictions. Supporting documentation via copies of certificates is required, and work experience must be verified on the official letterhead of the employer. All qualifying documentation is checked via phone or electronically, i.e., through licensing agencies in other states.

a. What process does the Board use to check prior criminal history information, prior disciplinary actions, or other unlawful acts of the applicant?

The Board uses fingerprints to check the Department of Justice database for prior criminal history. If applicants are or have been licensed in another state, history of disciplinary actions is checked by contacting the licensing agency of that state.

b. Does the Board fingerprint all applicants?

As all applicants for licensure must pass the CSR examination, the Board has required fingerprints of all examination applicants since 1998.

c. Have all current licensees been fingerprinted? If not, explain.

Only those submitting applications for examination since 1998 have been fingerprinted. Anyone applying for the examination prior to 1998 has not been fingerprinted.

d. Is there a national databank relating to disciplinary actions? Does the Board check the national databank prior to issuing a license? Renewing a license?

There is no national databank for court reporters.

e. Does the Board require primary source documentation?

The Board does require primary source documentation. For example, letters of recommendation are not acceptable as attesting to an applicant's work experience unless they are on official letterhead. Otherwise, applicants must submit copies of actual job sheets to demonstrate experience.

20. Describe the Board's legal requirement and process for out-of-state and out-of-country applicants to obtain licensure.

There are no differences in the requirements for out-of-state and out-of-country applicants. All applicants must complete the same requirements in order to obtain licensure.

21. Describe the Board's process, if any, for considering military education, training, and experience for purposes of licensing or credentialing requirements, including college credit equivalency.

The Board considers work experience from the military as an acceptable form of work experience for the license application.

a. Does the Board identify or track applicants who are veterans? If not, when does the Board expect to be compliant with BPC § 114.5?

The Board does track applicants who are veterans.

b. How many applicants offered military education, training or experience towards meeting licensing or credentialing requirements, and how many applicants had such education, training or experience accepted by the Board?

The Board has had three applicants offer military education, training or experience on their license applications during the period since the last sunset review. All three were accepted.

c. What regulatory changes has the Board made to bring it into conformance with BPC § 35?

The Board has made no regulatory changes to conform with BPC section 35 because the Board already accepts military experience to qualify for licensure.

d. How many licensees has the Board waived fees or requirements for pursuant to BPC § 114.3, and what has the impact been on Board revenues?

The Board has waived fees for two licensees pursuant to BPC section 114.3, which has had no significant impact on Board revenues.

e. How many applications has the Board expedited pursuant to BPC § 115.5?

The skills or practical portion of the license examination cannot be expedited because of the nature of the examination itself. The two written portions of the license examination are available at any time, so there is no reason for expedition.

22. Does the Board send No Longer Interested notifications to DOJ on a regular and ongoing basis? Is this done electronically? Is there a backlog? If so, describe the extent and efforts to address the backlog.

The Board faxes No Longer Interested notification to DOJ on a regular and ongoing basis. There is no backlog.

Examinations

Table 8. Examination Data				
California Examination (include multiple language) if any:				
License Type		CSR	CSR	CSR
Exam Title		Dictation/Skills	English	Professional Practice
FY 2011/12	# of 1 st Time Candidates	125	119	114
	Pass %	40.8	47.1	57.0
	# of Overall Candidates	350	249	206
	Pass %	22.3	38.6	52.4
FY 2012/13	# of 1 st Time Candidates	105	125	126
	Pass %	58.1	66.4	78.6
	# of Overall Candidates	286	281	184
	Pass %	38.1	50.2	70.7
FY 2013/14	# of 1 st Time Candidates	131	123	119
	Pass %	55.0	72.4	85.7
	# of Overall Candidates	384	230	174
	Pass %	28.6	58.3	78.7
FY 2014/15	# of 1 st time Candidates	147	144	147
	Pass %	55.1	37.5	57.8
	# of Overall Candidates	396	256	206
	Pass %	33.3	27.3	49.5
Date of Last OA		2010		
Name of OA Developer		OPES		
Target OA Date		2017		
National Examination (include multiple language) if any: Not applicable				

23. Describe the examinations required for licensure. Is a national examination used? Is a California specific examination required?

California has one license category for court reporters, Certified Shorthand Reporter (CSR), and it is a required California-specific examination.

The primary objective of licensing court reporters is to ensure that consumers receive accurate, timely and competent service from court reporters who, through examination, have demonstrated a minimum level of competency.

All persons desiring to practice as a CSR in the state of California (Section 8017, Business and Professions Code) must possess a valid license issued by the Court Reporters Board. Licensure is attained by passing all parts of a three-part examination (CCR Title 16, section 2420): two written portions and one practical or skills portion. The first written portion is Professional Practice, a 100-item multiple choice examination which tests knowledge of medical and legal terminology, ethics and code requirements. The second written portion is English, which is another 100-item multiple choice examination which tests minimum competency in grammar, spelling and punctuation. Both written portions are administered via a computer-based testing vendor.

The practical examination (dictation/transcription portion) consists of a ten-minute exercise. Four readers sit in front of the examinees, replicating a courtroom or deposition situation, and dictate from an actual court or deposition proceeding. They read at an average speed of 200 words per minute while examinees report the dictation on a shorthand machine. The examinees then go to a separate room where they are given three hours to transcribe their notes. They are graded on the transcription submitted. Successful candidates must achieve 97.5% accuracy.

Applicants must qualify to sit for the examination through one of five methods:

- A. One year of experience (a minimum of 1,400 hours) in making verbatim records of depositions, arbitrations, hearings or judicial or related proceedings by means of written symbols or abbreviations in shorthand or machine shorthand writing and transcribing these records.
- B. A verified certificate of satisfactory completion of a prescribed course of study in a recognized court reporting school or a certificate from the school that evidences an equivalent proficiency and the ability to make a verbatim record of material dictated in accordance with regulations adopted by the Board contained in Title 16 of the California Code of Regulations.
- C. A certificate from the National Court Reporters Association demonstrating proficiency in machine shorthand reporting.
- D. A passing grade on the California state hearing reporter's examination.
- E. A valid certified shorthand reporter's certificate or license to practice shorthand reporting issued by a state other than California whose requirements and licensing examination are substantially the same as those in California.

Applicants have three years to pass all three parts of the examination before they are required to take the entire examination again. They may take or retake the failed portions up to three times per year. During the three-year period, they are required to take only the previously failed portions of the examination. The executive officer has the delegated authority to extend the three-year pass requirement for up to one additional year for good cause.

Examinees who have passed all parts of the examination are eligible for licensure. Actual licensure is attained by submitting the statutorily-required fee and the forms provided by the Board.

Traditionally, the license examination was offered twice a year. In 2002, the Board began offering the license examination three times each year in California. Approximately 120 applicants take the examination each time.

The two written portions of the examination are developed in conjunction with DCA's Office of Professional Examination Services (OPES). Development of the English and Professional Practice portions of the CSR examination begins with an occupational analysis to identify current job knowledge and skills necessary for entry-level court reporters. Upon validation of the occupational analysis, an examination plan is developed to not only identify knowledge and skills required, but also to weight them based on how important and/or how frequently the knowledge or skill is required.

Upon completion of the examination plan, four types of examination development workshops are held. Groups of subject matter experts (SMEs) made up of working court reporters, facilitated by OPES, write questions for the two written exams, each question being tied to the current examination plan. A subsequent group of SMEs reviews the questions, adding finished

questions to the test bank. A third group of SMEs constructs the actual examination by selecting questions from the bank, weighted in a manner reflective of the examination plan. Finally, a fourth group of SMEs sets the passing score for a particular examination in accordance with the California Code of Regulations, Title 16, Division 24, Article 3, section 2420, which outlines the Board regulation that requires the passing grades for the written examinations be determined by the Angoff criterion-referenced method.

The only nationally-based, entry-level court reporter competency examination is the Registered Professional Reporter (RPR) examination administered by the National Court Reporters Association (NCRA). Holders of the RPR certification may apply to take the California CSR examination, but there is no straight reciprocity as there are significant differences between the two examinations in the areas of examination development, construction and administration.

24. What are pass rates for first time vs. retakes in the past 4 fiscal years? (Refer to Table 8: Examination Data)

Given the critical importance of the role of a court reporter and the near-irrevocability of the mistakes, the examination is appropriately rigorous. Candidates taking the test for the first time have a higher pass rate than those who must retake the examination. Table 8 shows pass rates for each of the three examination sections for the first-time candidates as well as the overall pass rates. When the examination was converted to computer-based testing, the vendor was unable to track first-time candidates versus retakes, counting them all as first-timers; therefore, the actual first-time statistics are not available until the 2010-11 year, three years after the switch.

25. Is the Board using computer based testing? If so, for which tests? Describe how it works. Where is it available? How often are tests administered?

As of July 1, 2008, the Board has used computer-based testing for the two written portions of the license examination: English and Professional Practice. Once an applicant's qualifications are verified, staff forwards the candidate's information to the testing vendor, currently PSI, who in turn furnishes the candidate with all the information necessary to schedule and take the written portions of the examination. Results are returned to Board staff, who contacts the candidate with licensure or re-testing information. PSI has testing sites not only across California, but also across the United States.

Written exams are updated three times a year. Candidates may only take an examination once during the posting period, scheduled at their convenience.

26. Are there existing statutes that hinder the efficient and effective processing of applications and/or examinations? If so, please describe.

The Court Reporters Board is experiencing no issues affecting the processing of applications or administration of examinations.

School approvals

27. Describe legal requirements regarding school approval. Who approves your schools? What role does BPPE have in approving schools? How does the Board work with BPPE in the school approval process?

Business and Professions Code 8027 requires court reporting schools to be approved by the Board and the Bureau for Private Postsecondary and Vocational Education (BPPE is its current iteration), be it a California public school, or accredited by the Western Association of Schools and Colleges (WASC). Any school intending to offer a program in court reporting has to notify the Board within 30 days of the date on which it provides notice to or seeks approval from the California Department of Education, BPPE, the Chancellor's Office of the California Community Colleges or WASC. The Board then reviews the proposed curriculum and provides the school tentative approval or denial within 60 days. The school then applies for provisional recognition by the Board. Once granted, the school must operate continuously for no less than three years during which time the school must have at least one person successfully complete the course and pass the CSR examination. Upon completion of those provisions, the school may be granted full recognition.

28. How many schools are approved by the Board? How often are approved schools reviewed? Can the Board remove its approval of a school?

There are 14 schools offering court reporting programs in the state of California. The Board grants "recognition" in order for a court reporting school to operate. Schools are asked to send written materials to the Board annually as part of the ongoing review process. In years past, approximately four on-site compliance reviews are conducted per year, resulting in a visit to each school from the Board approximately once every four years. The on-site reviews allow Board staff to confirm the veracity of the written materials submitted annually by looking at the files maintained by the schools. Additionally, the Board can verify that records are being kept per statutory requirements. Spot-checks of the student and faculty records are conducted, as well as student interviews. No on-site visits have been conducted since the last sunset review period, due to budgetary constraints. However, the Board is actively recruiting a consultant to help with resuming the on-site reviews.

29. What are the Board's legal requirements regarding approval of international schools?

No international schools have applied for Board recognition.

Continuing Education/Competency Requirements

30. Describe the Board's continuing education/competency requirements, if any. Describe any changes made by the Board since the last review.

The Board does not currently have mandatory continuing education requirements for licensure; however, the Judicial Council requires continuing education for all its court employees, including court reporters.

- a. How does the Board verify CE or other competency requirements?**
- b. Does the Board conduct CE audits of licensees? Describe the Board's policy on CE audits.**
- c. What are consequences for failing a CE audit?**
- d. How many CE audits were conducted in the past four fiscal years? How many fails? What is the percentage of CE failure?**
- e. What is the Board's course approval policy?**
- f. Who approves CE providers? Who approves CE courses? If the Board approves them, what is the Board application review process?**
- g. How many applications for CE providers and CE courses were received? How many were approved?**
- h. Does the Board audit CE providers? If so, describe the Board's policy and process.**
- i. Describe the Board's effort, if any, to review its CE policy for purpose of moving toward performance based assessments of the licensee's continuing competence.**

(Questions a through i are not applicable.)

Section 5 – Enforcement Program

31. What are the Board's performance targets/expectations for its enforcement program? Is the Board meeting those expectations? If not, what is the Board doing to improve performance?

A review of the status quo of the enforcement division of the Board reveals a workload of approximately 100 complaints per year. The Board is staffed with one full-time enforcement analyst performing all enforcement activities. The majority of complaints requiring additional investigation involve a question of the accuracy of a transcript of legal proceedings or untimeliness of transcript delivery.

Additionally, the Board places a great deal of emphasis on prevention of complaints. Outreach to the licensees is ongoing through publication of a biannual newsletter as well as information on the Board's Web site. Staff gives infrequent seminars to licensees as well as to students. Enforcement staff responds to complaints and all inquiries (via telephone, fax, mail or e-mail) regarding the complaint process, license status and the laws and regulations relating to the practice of court reporting.

Whenever possible and appropriate, enforcement staff resolves cases through informal mediation. The Board has found that not only does this quicker resolution save time and money for both parties, but it allows the licensee to continue practicing while the issue is resolved. Most licensees are cooperative once the Board outlines the penalties for noncompliance.

The Board's performance measures are published on DCA's Web site, included as Attachment G. The Board has set a target of five days for intake, the average cycle time from complaint receipt to assignment to investigator. This target is being met. The Board has a target of 60 days for intake and investigation, the average cycle time from complaint receipt and completion of the investigation process. The Board is able to meet this target approximately 75% of the time, depending upon the number of complaints received in a particular quarter and staff availability. The Board has a target of 540 days for formal discipline, which is the average number of days for completion of the entire enforcement process for cases resulting in formal discipline. The Board has been able to meet this target approximately 50% of the time.

32. Explain trends in enforcement data and the Board's efforts to address any increase in volume, timeframes, ratio of closure to pending cases, or other challenges. What are the performance barriers? What improvement plans are in place? What has the Board done and what is the Board going to do to address these issues, i.e., process efficiencies, regulations, BCP, legislation?

The Board has seen the number of complaints remain relatively stable. However, the type of cases have been more complicated, thus increasing the average time to close as more in-depth investigation is necessary.

Table 9a. Enforcement Statistics			
	FY 2012/13	FY 2013/14	FY 2014/15
COMPLAINT			
Intake (Use CAS Report EM 10)			
Received	133	101	124
Closed	0	0	0
Referred to INV	133	101	124
Average Time to Close	1	1	1
Pending (close of FY)	0	0	0
Source of Complaint (Use CAS Report 091)			
Public	65	75	79
Licensee/Professional Groups	22	8	17
Governmental Agencies	46	18	28
Other	0	0	0
Conviction / Arrest (Use CAS Report EM 10)			
CONV Received	2	5	4
CONV Closed	1	5	5
Average Time to Close	27	147	158
CONV Pending (close of FY)	1	1	0
LICENSE DENIAL (Use CAS Reports EM 10 and 095)			
License Applications Denied	0	2	1
SOIs Filed	1	1	2
SOIs Withdrawn	0	0	0
SOIs Dismissed	0	0	0
SOIs Declined	0	0	0
Average Days SOI	168	38	123
ACCUSATION (Use CAS Report EM 10)			
Accusations Filed	6	10	7
Accusations Withdrawn	0	1	0
Accusations Dismissed	0	0	0
Accusations Declined	0	0	0
Average Days Accusations	404	401	405
Pending (close of FY)	7	3	0

Table 9b. Enforcement Statistics (continued)			
	FY 2012/13	FY 2013/14	FY 2014/15
DISCIPLINE			
Disciplinary Actions (Use CAS Report EM 10)			
Proposed/Default Decisions	3	7	3
Stipulations	3	6	5
Average Days to Complete	419	518	584
AG Cases Initiated	11	10	5
AG Cases Pending (close of FY)	13	9	5
Disciplinary Outcomes (Use CAS Report 096)			
Revocation	1	5	3
Voluntary Surrender	1	2	0
Suspension	0	0	0
Probation with Suspension	0	0	0
Probation	2	5	5
Probationary License Issued	0	0	0
Other	2	1	1

(continued on page 27)

Table 9b. Enforcement Statistics (continued)			
	FY 2012/13	FY 2013/14	FY 2014/15
PROBATION			
New Probationers	2	6	5
Probations Successfully Completed	1	1	5
Probationers (close of FY)	8	12	10
Petitions to Revoke Probation	2	1	1
Probations Revoked	1	2	1
Probations Modified	0	0	0
Probations Extended	0	0	0
Probationers Subject to Drug Testing	0	2	3
Drug Tests Ordered	0	2	25
Positive Drug Tests	0	0	1
Petition for Reinstatement Granted	0	0	0
DIVERSION			
New Participants	0	0	0
Successful Completions	0	0	0
Participants (close of FY)	0	0	0
Terminations	0	0	0
Terminations for Public Threat	0	0	0
Drug Tests Ordered	0	0	0
Positive Drug Tests	0	0	0

Table 9c. Enforcement Statistics (continued)			
	FY 2012/13	FY 2013/14	FY 2014/15
INVESTIGATION			
All Investigations (Use CAS Report EM 10)			
First Assigned	133	101	124
Closed	139	101	104
Average days to close	75	63	62
Pending (close of FY)	21	21	41
Desk Investigations (Use CAS Report EM 10)			
Closed	139	101	104
Average days to close	75	63	62
Pending (close of FY)	21	21	41
Non-Sworn Investigation (Use CAS Report EM 10)			
Closed	0	0	0
Average days to close	0	0	0
Pending (close of FY)	0	0	0
Sworn Investigation			
Closed (Use CAS Report EM 10)	0	0	0
Average days to close	0	0	0
Pending (close of FY)	0	0	0
COMPLIANCE ACTION (Use CAS Report 096)			
ISO & TRO Issued	0	0	0
PC 23 Orders Requested	0	0	0
Other Suspension Orders	0	0	0
Public Letter of Reprimand	0	0	0
Cease & Desist/Warning	0	0	0
Referred for Diversion	0	0	0
Compel Examination	0	0	0

(continued on page 28)

Table 9c. Enforcement Statistics (continued)			
	FY 2012/13	FY 2013/14	FY 2014/15
CITATION AND FINE (Use CAS Report EM 10 and 095)			
Citations Issued	30	16	13
Average Days to Complete	58	38	101
Amount of Fines Assessed	\$28,500	\$17,850	\$10,000
Reduced, Withdrawn, Dismissed	7	3	2
Amount Collected	\$26,925	\$17,910	\$9,850
CRIMINAL ACTION			
Referred for Criminal Prosecution	0	0	0

Table 10. Enforcement Aging						
	FY 2011/12	FY 2012/13	FY 2013/14	FY 2014/15	Cases Closed	Average %
Attorney General Cases (Average %)						
Closed Within:						
1 Year	1	3	5	2	11	33%
2 Years	4	3	5	5	17	52%
3 Years	0	0	3	2	5	15%
4 Years	0	0	0	0	0	0%
Over 4 Years	0	0	0	0	0	0%
Total Cases Closed	5	6	13	9	33	100%
Investigations (Average %)						
Closed Within:						
90 Days	83	98	75	83	339	73%
180 Days	24	29	22	18	93	20%
1 Year	12	10	2	3	27	6%
2 Years	2	2	2	0	6	1%
3 Years	0	0	0	0	0	0%
Over 3 Years	0	0	0	0	0	0%
Total Cases Closed	121	139	101	104	465	100%

33. What do overall statistics show as to increases or decreases in disciplinary action since last review?

There has been an increase in disciplinary action over the years since the Board was last reviewed; however, the actual number of cases remains small. The low number is attributed to two factors. First, court reporters work in the legal arena and are more aware of the law and the consequences for acting outside the law. Second, the license test is quite difficult, and most licensees are very careful to protect their license and keep it in good standing.

34. How are cases prioritized? What is the Board's complaint prioritization policy? Is it different from DCA's *Complaint Prioritization Guidelines for Health Care Agencies* (August 31, 2009)? If so, explain why.

The Board uses the complaint prioritization guidelines from DCA. Under this model, enforcement staff reviews complaints upon receipt to determine the best course of action based on the priority assigned. These guidelines are included as Attachment J.

35. Are there mandatory reporting requirements? For example, requiring local officials or organizations, or other professionals to report violations, or for civil courts to report to the Board actions taken against a licensee. Are there problems with the Board receiving the required reports? If so, what could be done to correct the problems?

The only mandatory reporting requirement is on the license renewal form on which licensees are required to self-report any convictions.

36. Does the Board operate with a statute of limitations? If so, please describe and provide citation. If so, how many cases have been lost due to statute of limitations? If not, what is the Board's policy on statute of limitations?

The Board does not have a statute of limitations with regard to enforcement. There are statutory requirements for court reporters to retain their stenographic notes. California Code of Civil Procedure 2025.510(e) requires notes of depositions be retained for eight years from the date of the deposition where no transcript is produced and one year from the date on which the transcript is produced. On the official side, California Government Code 69955(e) requires notes to be retained for ten years from the taking of the notes in a criminal proceeding and five years in all other proceedings, except capital felony cases in which case the notes are only destroyed upon court order. If there is a complaint about accuracy of the transcript and the notes have been disposed of in accordance with the statutory requirements, there is nothing for the Board to review. If the court or court reporter continues to retain the notes, however, the complaint is processed normally.

37. Describe the Board's efforts to address unlicensed activity and the underground economy.

From the Board's perspective, there are two aspects to unlicensed activity. In the first situation, there are court reporters who neglect to renew their licenses on time but continue to report, which is unlicensed activity from the standpoint that they are working without a current license. The Board issues citations and fines for this violation.

The second type of unlicensed activity relates to foreign corporations who are offering court reporting services in California without authorization. This has become an issue for the Board's enforcement activities. In 2010, the Board received a complaint that U.S. Legal, a Texas-based corporation, was violating CCR 22475(b)(8). After investigation, a citation and fine were issued. U.S. Legal responded via letter denying the Board's jurisdiction to issue it a citation. In April of 2011, the Board brought suit against U.S. Legal for declaratory relief. After a hearing, the Court ruled that although U.S. Legal was rendering court reporting services in California and was in violation of gift-giving regulations, there was no explicit authority in current statute authorizing the CRB to impose citations or fines against U.S. Legal because U.S. Legal was not authorized to do business in California.

California Corporations Code section 13401(c) sets out: "'Foreign professional corporation' means a corporation organized under the laws of a state of the United States other than this state that is engaged in a profession of a type for which there is authorization in the Business and Professions Code for the performance of professional services by a foreign professional corporation." There is not authority within the Business and Professions Code for foreign corporations to render court reporting services in California.

As a result of the ruling in CRB v. U.S. Legal, the only remedy against violations by foreign corporations is to prevent the foreign corporations from operating in California since the foreign

corporations offering court reporting services in California are successfully refusing to acknowledge or simply ignoring the Board's jurisdiction in the enforcement arena.

As the Senate Business & Professions Committee observed in its sunset review analysis of the Board:

"The ultimate consumer of the transcript is the litigant, and their need to have transcripts that are lawful, honestly and accurately prepared is the same regardless of the corporate form of the entity that arranged for the proceeding.

"If an attorney hires a firm because of a large gift, a direct violation of Section 2475(a)(8), rather than competitive rates or quality of service, the consumer, the lawyer, and the litigant are the unknowing potential victims. Similarly, if there is a violation of Section 2473, the minimum transcript format standards, the litigant could end up paying hundreds or even thousands of dollars more for transcripts." *Senate Business, Professions & Economic Development Committee, Background Paper for the Court Reporters Board (2011-2012 Regular Session) March 12, 2012*

Additional complaints have been received about overcharging for court transcripts, a violation of Government Code 69950, which is direct consumer harm. Clearly the longer the trial, the greater the harm done.

The final area of concern is the complaints received regarding the practice of cost-shifting, which is akin to giving a large gift as talked about in CCR section 2475(a)(8). This is a practice whereby a court reporting firm offers to charge the noticing party literally only a penny if the noticing party chooses to utilize the services of that firm. The costs of the transcripts are then shifted over to the defending attorney(s), who has no ability to choose the court reporter and is essentially stuck with the bill presented in order to obtain a transcript. While the practice is not specifically illegal on the face, the Board is concerned about the serious ethical considerations that arise out of this type of scenario.

Cite and Fine

38. Discuss the extent to which the Board has used its cite and fine authority. Discuss any changes from last review and describe the last time regulations were updated and any changes that were made. Has the Board increased its maximum fines to the \$5,000 statutory limit?

Each complaint is considered on a case-by-case basis. Many factors go into the decision of whether to issue a citation and/or fine, including the violation, mitigating circumstances, prior issues (or lack thereof).

The Board has not increased its maximum fines to the \$5,000 statutory limit.

39. How is cite and fine used? What types of violations are the basis for citation and fine?

The cite and fine is used to gain compliance with the statutes and regulations governing court reporting, not as a form of punishment. The most common violations are untimely delivery of transcripts or unexcused failure to transcribe, unprofessional conduct or working with an expired license (unlicensed activity).

40. How many informal office conferences, Disciplinary Review Committees reviews and/or Administrative Procedure Act appeals of a citation or fine in the last 4 fiscal years?

Out of the 95 citation and fines, there have been 25 informal conferences in the last four fiscal years, about one in four. The Board has had no Disciplinary Review Committee nor Administrative Procedure Act appeal during that same time period.

41. What are the 5 most common violations for which citations are issued?

The most common violations are untimely delivery of transcripts, failure to produce a transcript, working without a license (failing to renew on time) and unprofessional conduct. The types of violations under unprofessional conduct include violation of the minimum transcript format standards, acting without impartiality or with bias toward one party, gross negligence or incompetence.

42. What is average fine pre- and post- appeal?

The average fine pre-appeal is \$900. Post-appeal, it averages to \$800.00.

43. Describe the Board's use of Franchise Tax Board intercepts to collect outstanding fines.

Staffing resources are such that this option is currently not used.

Cost Recovery and Restitution

44. Describe the Board's efforts to obtain cost recovery. Discuss any changes from the last review.

The Board's policy is to request cost recovery in every instance where the case merits recovery and is ordered by the administrative law judge. Typically, the amount ordered in a cost recovery encumbers costs for the Attorney General's Office only. The Board is generally successful in collecting these amounts, as seen on Table 11.

45. How many and how much is ordered by the Board for revocations, surrenders and probationers? How much do you believe is uncollectable? Explain.

As demonstrated in Table 9b, there have been nine revocations in the last three fiscal years, three voluntary surrenders and 12 placed on probation. Table 11 shows the amounts ordered and collected for those years. Another tool the Board has employed in obtaining full recovery is working with probationers to set up a payment plan over time, rather than demanding the payment in full at the time of the decision.

46. Are there cases for which the Board does not seek cost recovery? Why?

Cost recovery is always initially requested, but on a very rare occasion the Board will abandon the request as part of a stipulated settlement.

47. Describe the Board's use of Franchise Tax Board intercepts to collect cost recovery.

Staffing resources are such that this option is currently not used.

48. Describe the Board's efforts to obtain restitution for individual consumers, any formal or informal Board restitution policy, and the types of restitution that the Board attempts to collect, i.e., monetary, services, etc. Describe the situation in which the Board may seek restitution from the licensee to a harmed consumer.

There is no statutory authority for Board-ordered restitution. However, the Board has maintained a proactive stance in assisting consumers in receiving money owed to them. The claims are based on fees charged by official court reporters for transcripts, which are regulated by law in Government Code 69950. There are no statutory fee requirements for work performed in a deposition or hearing setting by a freelance reporter.

Table 11. Cost Recovery (list dollars in thousand)				
	FY 2011/12	FY 2012/13	FY 2013/14	FY 2014/15
Total Enforcement Expenditures	\$50	\$68	\$61	\$63
Potential Cases for Recovery *	4	4	12	7
Cases Recovery Ordered ¹	1	2	5	4
Amount of Cost Recovery Ordered ²	\$3	\$4	\$17	\$10
Amount Collected ³	\$4	\$2	\$3	\$7
* "Potential Cases for Recovery" are those cases in which disciplinary action has been taken based on violation of the license practice act.				

¹ Amount of Cost Recovery Ordered encumbers Attorney General's costs only.

² If cost recovery is ordered as a condition of probation, the subject is given a period of time in which to pay or is allowed to make payments.

³ Amount includes subjects that are allowed to make payments over multiple fiscal years.

Table 12. Restitution (list dollars in thousand)				
	FY 2011/12	FY 2012/13	FY 2013/14	FY 2014/15
Amount Ordered	0	0	0	0
Amount Collected	0	0	0	0

49. How does the Board use the Internet to keep the public informed of Board activities? Does the Board post Board meeting materials online? When are they posted? How long do they remain on the Board's website? When are draft meeting minutes posted online? When does the Board post final meeting minutes? How long do meeting minutes remain available online?

The Board uses its Web site, www.courtreporters.ca.gov, to provide transparency into the Board's activities. It is the Board's intent to post as much information as possible as more and more people are gaining information via the Internet. On the Board's Web site, the public can find out who the Board members are, where and when the Board meets and hold exams, everything from the Board's history to its current strategic plan. Additionally, applicants can obtain information regarding all three portions of the license examination, from application to grading policies, lists of court reporting schools to examination statistics broken down by school. The Consumer tab gives information on the complaint process, including providing the complaint form, information on disciplinary action taken against licensees, information on how students may complain, and also complete information about the Transcript Reimbursement Fund.

The Board makes every effort to have meeting materials available via the Web site ten days before the actual meeting date. Minutes from meetings are posted as soon as they are approved by the Board. Minutes from past Board meetings are available back to 2007. Draft minutes are not posted.

50. Does the Board webcast its meetings? What is the Board's plan to webcast future Board and committee meetings? How long to webcast meetings remain available online?

The Board utilizes the services of DCA's Office of Public Affairs (OPA) to webcast its meetings when sufficient Internet services are available at the meeting location and OPA has staff available. The Board prefers to webcast all of their Board meetings, but does not webcast task force meetings. The webcasts are available online for a couple years, as DCA's server space is available.

51. Does the Board establish an annual meeting calendar, and post it on the Board's web site?

The Board does not establish an annual meeting calendar, but does post meetings on the Board's Web site as soon as the date and location are confirmed.

52. Is the Board's complaint disclosure policy consistent with DCA's *Recommended Minimum Standards for Consumer Complaint Disclosure*? Does the Board post accusations and disciplinary actions consistent with DCA's *Web Site Posting of Accusations and Disciplinary Actions* (May 21, 2010)?

The complaint disclosure policy is set by Business and Professions Code 8010. It provides that information regarding a complaint against a specific licensee not be disclosed until the Board has filed an accusation and the licensee has been notified of the filing of the accusation against his or her license. This does not apply to citations, fines or orders of abatement, which are disclosed to the public upon notice to the licensee. These are also posted on the Board's Web site. This is consistent with DCA's complaint disclosure and public disclosure policies.

53. What information does the Board provide to the public regarding its licensees (i.e., education completed, awards, certificates, certification, specialty areas, disciplinary action, etc.)?

The Board verifies whether or not the license is in good standing, when it was issued and when it will expire, as well as an address of record. All disciplinary actions are also public, including citations and fines, on the Board Web site.

54. What methods are used by the Board to provide consumer outreach and education?

Licensee Board members and the executive officer participate in trade association meetings at local, state and national levels. They also make presentations at career fairs and high school events. Seminars are prepared and given at industry meetings as well as at court reporting schools.

To maximize resources, the Board continually seeks to develop other outreach methods, including renewal form inserts and webinars. Additionally, the Board utilizes an e-mail subscription service to alert interested parties as to Board activities.

Section 7 – Online Practice Issues

55. Discuss the prevalence of online practice and whether there are issues with unlicensed activity. How does the Board regulate online practice? Does the Board have any plans to regulate internet business practices or believe there is a need to do so?

As far as the practice of court reporting itself, as electronic communication replaces physical paper, the online issue is the verification or authentication of the original transcript. Currently, the original transcript must have an actual “wet” signature or be digitally signed through a service that offers authentication of the signature to ensure there have been no changes to the text of the transcript.

Firms outside of California are web-camming depositions within California utilizing court reporters in other states to produce deposition transcripts that are under the jurisdiction of California courts. This is of concern because there is no oversight of these out-of-state reporters by the Court Reporters Board of California to ensure compliance with California statutes and regulations that protect consumers.

Additionally, the Board is tracking technological advances in forms of videoconferencing as that becomes a more common practice for depositions. Existing laws and regulations continue to apply to the practice and are really not impacted by the online aspect. The Board will continue to monitor trends, however, and take action should the need arise.

56. What actions has the Board taken in terms of workforce development?

As part of the 2015-18 strategic plan, the Board has established the goal of supporting schools' recruitment efforts in order to preserve the integrity and continuity of the court reporter workforce for consumer protection. Board staff will work with DCA's Office of Public Affairs to develop a communications plan. Additionally, the student brochure will be updated, and content for the Web site will be developed. This is of particular importance to the Board as there is a predicted shortage of court reporters, which is explained more fully under the answer to question 59.

57. Describe any assessment the Board has conducted on the impact of licensing delays.

The Board has experienced no licensing delays.

58. Describe the Board's efforts to work with schools to inform potential licensees of the licensing requirements and licensing process.

Board staff meets with schools as a group three times a year in conjunction with the practical portion of the license examination. Board staff is also available upon request to speak at court reporting schools at all levels, from beginning classes to more advanced classes.

59. Provide any workforce development data collected by the Board, such as:

a. Workforce shortages

The National Court Reporters Association in conjunction with Ducker Worldwide has published an industry outlook report which predicts a shortage of some 2,320 court reporters in California by the year 2018, due to increased demand for court reporting services, including increased captioning demand which will siphon off judicial reporters, as well as the demographics of the current workforce, which demonstrates that approximately 70 percent of existing court reporters will retire in the next 20 years. The report is included as Attachment K.

b. Successful training programs.

Pass rates for each school are included as Attachment L.

Section 9 – Current Issues

60.What is the status of the Board's implementation of the Uniform Standards for Substance Abusing Licensees?

Substance abuse has not manifested itself as an issue with the court reporting industry. The rare cases that appear are dealt with on a case-by-case basis.

61.What is the status of the Board's implementation of the Consumer Protection Enforcement Initiative (CPEI) regulations?

The Board has participated in updating and standardizing its enforcement reporting as a part of the CPEI. As demonstrated in the Board's performance measures, enforcement targets have been set and progress is monitored to ensure goals are achieved.

62.Describe how the Board is participating in development of BreEZe and any other secondary IT issues affecting the Board.

The Board has participated in all meetings relating to its release date. At this point, as the Board is included in Release 3, we are in a holding pattern. Once Release 2 goes live, the Department of Consumer Affairs will conduct an analysis to determine the best way to bring Release 3 boards and bureaus into the BreEZe system. In the interim, the Board is impacted by the freeze to existing legacy systems, prohibiting any changes to the current system. The Board can continue to complete tasks to enable business as usual, but changes, such as those affecting veterans and active duty military, become difficult if not impossible to make. It is unfathomable to licensees that the Board's technology is so antiquated it is unable to accept a credit card for license renewal payment.

Section 10 – Board Action and Response to Prior Sunset Issues

Include the following:

1. **Background information concerning the issue as it pertains to the Board.**
2. **Short discussion of recommendations made by the Committees/Joint Committee during prior sunset review.**
3. **What action the Board took in response to the recommendation or findings made under prior sunset review.**
4. **Any recommendations the Board has for dealing with the issue, if appropriate.**

(Following are the issues from the prior oversight committee, the committee staff recommendation and the Board's response. Current Board response is indicated by **.)

ISSUE NO. 1: Should the licensing and regulation of court reporters be continued, and should the profession continue to be regulated by the CRB?

Background: The health, safety and welfare of the public is better protected by a well-regulated court reporter profession. Court reporters provide an invaluable service to the legal community. They are highly trained professionals who transcribe the words spoken in a wide variety of official legal settings such as court hearings, trials, and other litigation-related proceedings such as depositions. The CRB continues to be an effective mechanism for licensure and oversight of court reporters and should be continued. The CRB has shown over the years a strong commitment to improving the effectiveness and efficiency of the Board's operation and has worked cooperatively with the Legislature and this Committee to bring about necessary changes. The CRB should be continued with a four-year extension of its sunset date so that the Committee may review once again whether the issues and recommendations in this Paper and others of the Committee have been addressed.

Staff Recommendation: *The court reporting profession should continue to be regulated by the current CRB in order to protect the interests of the public and be reviewed once again in four years.*

Board Response: The Board agrees with the Committee analysis that the health, safety and welfare of the public are better protected by a well-regulated court reporting profession. The Board remains committed to improving overall efficiency and effectiveness of its operations and appreciates the staff recommendation to extend the sunset date of the Court Reporters Board for four years, hopefully as part of SB 1237 (Price). The amendments would be to Business and Professions Code section 8000 as well as 8005, which addresses the executive officer's position.

[The Board has no additional response.]**

ISSUE NO. 2: Should an extension be granted to continue to fund the Transcript Reimbursement Fund (TRF) indigent litigants?

Background: The TRF (BPC Sections 8030.2. through 8030.8) was established by the Legislature in 1981, and is funded by annual license renewal fees. The TRF is a special fund and does not rely on any General Fund monies for its operation. The purpose of TRF is to provide transcript reimbursement costs in civil cases where an indigent litigant needs a copy of a transcript. Essentially, the criteria to qualify for reimbursement are:

- The litigant must be indigent and must be represented by legal counsel.
- The applicant must be a qualified legal services project, qualified support center or other qualified project.
- The case cannot be fee-generating.
- The applicant must certify to refund the full amount of all reimbursements from TRF from any award of court costs or attorney fees.
- TRF provides reimbursement for costs as outlined in BPC 8030.6

Under the program, the CRB has paid more than \$7.2 million from the TRF to provide transcript costs to indigent litigants. By law, the TRF must begin each fiscal year (July 1) with a minimum balance of \$300,000, made up from the CRB's fund.

Since its inception in 1981, the TRF was established with a sunset date, which has been extended on an ongoing basis by legislation until the current time. The TRF is currently scheduled to be repealed on January 1, 2013, and unless legislation is passed extending that date, all unencumbered funds remaining in the TRF, as of that date, will be transferred to the Court Reporters Fund.

The TRF is a valued program serving the indigent community and it is vital for the court process to have an extension of the program. Committee staff recommends extending the sunset date for the TRF four years to correspond with the sunset date for the CRB.

SB 1181 (Cedillo, Chapter 518, Statutes of 2010) authorized a two-year pilot project, expanding TRF to pro se litigants who are indigent. Historically, TRF has been underutilized by indigent litigants represented by pro bono attorneys or qualified nonprofit entities, so this pilot project was implemented in order to maximize the benefits of TRF; expanding access to justice to those most in need. The pilot project runs for two calendar years, January 1, 2011, through January 1, 2013. The project is capped at \$30,000 per calendar year and each case is capped at \$1,500. The chart below represents the TRF expenditures so far approved and allocated pursuant to this pilot project.

Transcript Reimbursement Fund (Pro Se Pilot Project)				
	FY 2007-08	FY 2008-09	FY 2009-10	FY 2010-11*
No. of Requests for Reimbursement Received	N/A	N/A	N/A	134
No. of Requests Approved	N/A	N/A	N/A	90
No. of Requests Denied	N/A	N/A	N/A	29
Amount of Funds Allocations (Provisional Approval)	N/A	N/A	N/A	\$25,893.33
Amount of Funds Disbursed	N/A	N/A	N/A	\$5,814.70
Amount of Funds Recovered by Judicial Award of Costs	N/A	N/A	N/A	\$0

Staff Recommendation: *The sunset date for the TRF should be extended four years in order to ensure that indigent individuals are able to access justice.*

Board Response: The Board agrees with the Committee analysis that the TRF is a valued program serving the indigent community and that it is vital for the court process to have an extension of the program. The Board is pleased to be able to provide the administration of the TRF thereby increasing access to justice for California's most vulnerable citizens and supports the staff recommendation to extend the sunset date of the TRF for four years, hopefully as part of SB 1237 (Price). The amendment would be to Business and Professions Code section 8030.2(g).

[The Board has no additional response.]**

ISSUE NO. 3: Are professional corporations owned by non-CSRs asserting lack of Board jurisdiction over their activities?

Background: In response to complaints about unethical gift giving (violation of CCR Section 2475(a)(8)) and violations of the minimum transcript format standards (CCR Section 2473), a task force was appointed by the CRB in 2007, to study the issue of firm oversight. The members of the task force included small, medium and large-firm owners. Ultimately, the task force arrived at language which was included in AB 1461 (Ruskin).

In 2010, via AB 1461 (Ruskin), the CRB sought legislative clarification to Section 8046 of the BPC as it relates to firms providing court reporting services. AB 1461 sought to clarify that in addition to corporations, a firm, partnership, sole proprietorship or other business entity providing or arranging for shorthand reporting services (any entity offering or providing the services of a shorthand reporter) was barred from doing or failing to do any act that constitutes unprofessional conduct under any statute, rule or regulation pertaining to shorthand reporters or shorthand reporting. The bill died on Suspense in Assembly Appropriations Committee.

Since that time, the CRB has issued a citation and fine against a non-CSR-owned court reporting corporation that allegedly violated the gift-giving regulations embraced in the Professional Standards of Practice. As the corporation has refused to pay the fine, a request for declaratory relief has been filed in Santa Clara County, seeking judicial clarification.

Not only does the statute affirm that corporations providing court reporting services are subject to the jurisdiction and rules of CRB, it is also counterintuitive to have the activities of corporately owned firms offering court reporting services be outside the jurisdiction of CRB. The ultimate consumer of the transcript is the litigant, and their need to have transcripts that are lawful, honestly and accurately prepared is the same regardless of the corporate form of the entity that arranged for the proceeding.

If an attorney hires a firm because of a large gift, a direct violation of Section 2475(a)(8), rather than competitive rates or quality of service, the consumer, the lawyer, and the litigant are the unknowing potential victims. Similarly, if there is a violation of Section 2473, the minimum transcript format standards, the litigant could end up paying hundreds or even thousands of dollars more for transcripts.

It is noteworthy that the Corporations Code that exempts professional corporations from having to register with the CRB is the same Code that provides they are subject to its jurisdiction. If a corporation is not a professional corporation subject to the CRB's jurisdiction, then they may have to indeed register with the CRB.

To clarify the CRB's jurisdiction over any entity offering shorthand reporter services, the CRB recommends that Section 8046 of the Business and Professions Code be amended to read:

~~8046. A corporation, firm, partnership, sole proprietorship, or other business entity providing or arranging for shorthand reporting services shall not do or fail to do any act~~ Any entity offering or providing the services of a shorthand reporter shall not do or fail to do any act the doing of which or the failure to do which would constitute unprofessional conduct under any statute, rule or regulation now or hereafter in effect which pertains to shorthand reporters or shorthand reporting. In conducting its practice these entities shall observe and be bound by such statutes, rules and regulations to the same extent as a person holding a license under this chapter.

Committee staff concurs with the CRB's recommendation to clarify that any entity offering shorthand reporter services must comply with the laws governing persons licensed by the CRB.

Staff Recommendation: *BPC Section 8046 should be amended to clarify that any entity offering or providing shorthand reporter services must comply with the laws governing licensees of the CRB.*

Board Response: There is no question that there are professional corporations owned by non-CSR's that are asserting lack of Board jurisdiction over their activities. The background as laid out in the Background Paper clearly delineates the issue the Board faces while attempting to ensure that the consumers of California are protected from unscrupulous practices. The way that a business is formed, whether sole proprietor, corporation, partnership or limited liability company, should have no bearing on its obligation to follow the laws and regulations of the State. The court reporting industry is a multi-million dollar industry in California, and the Board welcomes business to our state; however, it believes all entities that provide services should be held to the same standards. The amendment, as laid out in the Background Paper to Business and Professions Code section 8046, would add clarity to the Board's jurisdiction to take action in cases of misconduct on the part of court reporting firms not owned by a licensee. There is ongoing litigation regarding this specific issue, and the Board feels it prudent to defer any legislative changes until the legal matter is completed.

****Additional Board Response:** SB 270 (Mendoza) is currently before the Legislature in an attempt to clarify the Board's jurisdiction over all entities offering court reporting services in California. The bill is being met with heavy opposition from those firms asserting they do not have to follow the statutes and regulations that govern court reporting services.

ISSUE NO. 4: Is the Transcript Reimbursement Fund Pro Se Pilot Project underfunded to meet the demands placed upon it?

Background: As indicated, in 2010, SB 1181 (Cedillo, Chapter 518, Statutes of 2010) authorized a two-year pilot project, expanding TRF to pro se litigants who are indigent. Historically, TRF has been underutilized by indigent litigants represented by pro bono attorneys or qualified nonprofit entities, so this pilot project was implemented in order to maximize the benefits of TRF, expanding access to justice to those most in need. A cap of \$30,000 per each calendar year was set aside for this project, with a case cap of \$1,500.

The entire \$30,000 cap was reached after processing an application received July 15, 2011. Staff continues to process applications as previously encumbered money becomes available, but clearly demand exceeds resources.

According to the CRB, no legislative action is actually needed at this point; however, CRB wants the Legislature to be aware there is a potential issue. There could be staffing issues if the pilot project were to become permanent or if the \$30,000 cap were to be increased.

An additional consideration is the increasing move toward privatization of the courts. Some counties have decided not to provide court reporters in civil matters, requiring litigants to provide their own reporter. This additional cost to the litigant may bring increased demand for assistance with costs associated with obtaining a transcript.

Staff Recommendation: *In agreement with the CRB's recommendation, no legislative changes need to be made at this point. However, the CRB should notify the Committee if conditions occur which necessitate changes related to the TRF Pilot Project.*

Board Response: From the perspective of maximum utilization of assistance funds, the pro per pilot project has been a success. To date over a hundred vulnerable litigants have been assisted by the pro per pilot project, many of whom may not have been able to pursue their cases or appeals without the assistance of the TRF. The large volume of applications attests to the demand for the project. When the entire \$30,000 allotment for 2011 was allocated after processing an application received July 15, 2011, there were 44 applications still pending. Clearly, demand exceeded resources. CRB staff reviewed 22 of these applications; letters were sent to 17 applicants informing them that their requests would be processed as funding allowed, and five applicants received letters of incomplete or rejected applications.

Staff continued to accept and process applications as previously-allocated money became available. In most case, allocations are based on estimates provided by the applicants from the court reporters. As invoices for payment were processed, the actual cost for the transcript was commonly lower than the original estimate; therefore, previously-allocated money slowly became available and was redistributed to other applicants.

As of January 1, 2012, an additional \$30,000 became available. Staff began processing the 73 applications remaining from 2011. Several invoices for cases provisionally approved in 2011 were received and processed after the end of 2011; therefore, there was \$925.61 left over, which has been rolled into the available funding for 2012. There are still 45 outstanding invoices from estimates provisionally approved in 2011, totaling \$10,351.79.

Concern has been raised by licensees and court clerks regarding the fee waiver that is required as proof that the applicant is indigent. According to these parties, the applications for fee waivers are not verified by the court, and many of the applicants we have approved do not qualify, in their opinion. The Board finds this troublesome, but is at a loss for an adequate replacement for verification of each applicant's financial status. Currently limited staffing resources do not allow for staff to independently validate an applicant's financial situation.

An additional factor in consideration of the pilot project is the increasing move toward privatization of the courts in California. Some counties have decided to not provide court reporters in civil matters, requiring litigants to supply their own court reporter. This additional cost to the litigant may bring increased demand for assistance with costs associated with obtaining a transcript, which may, in turn, consume the overall fund more quickly.

Additionally, there could be staffing issues for the CRB if the pilot project were to become permanent or if the \$30,000 cap were to be increased. While existing staff was able initially to absorb the workload, the overall TRF workload increased by 70% in 2011 compared to prior years. This resulted in the inability of staff to perform mandatory oversight of recognized court reporting programs and to reach significant strategic plan objectives. In addition, B&P Code section 8030.6(f) indicates that actions shall be completed within 30 days of receipt of the invoice and TRF application; however, the processing time increased to as much as 60 days during some periods for the main fund applications due to the increase in TRF applications overall.

The Board is supportive of every effort to maximize the use of the TRF. In light of the increased workload, however, and the pressure that decreasing appropriations in recent years has placed upon staff resources, the Board does not feel the project can be sustained with existing staff. The Board would happily redirect resources but for the fact they have, over the past three years, cut all

but mission-critical activities. With no action from the Legislature, the pro per pilot project will sunset at the end of 2012. If it is the pleasure of the Legislature to extend or expand the pilot project, the Board hopes the decision-makers are mindful of the concerns stated here and awaits further direction from the Legislature.

****Additional Board Response:** The Board has been able to maximize the Pro Per Program of the TRF while benefitting from a two-year limited-term staff services analyst. The workload is such that when the position is eliminated and existing staff absorbs it, a backlog may result.

A separate issue is the underfunding of the Pro Per Program. Clearly with the current condition of the fund, an increase is not a viable solution.

ISSUE NO. 5: Should CRB continue to explore the possibilities of establishing a continuing education requirement for licensed CSRs?

Background: The profession of court reporting allows the CSR to either work in courts as “official reporters” or work for lawyers as “deposition reporters” or “freelance reporters.” According to the CRB, currently only official reporters are required by the Judicial Council to take continuing education, which is intended to ensure that the reporter maintains a high level of professionalism, including technical skills and knowledge of ever-changing legal statutory codes, thereby protecting the consumers’ interests in the judicial setting. There is no such requirement for freelance reporters, which the CRB states creates an inequity in the skill levels and professional standards of the licensee, which has unintentionally resulted in disservice to the public.

Despite the CRB’s attempt to inform all court reporters of changing laws and regulations, reporters are oftentimes too busy with their work to stay up to date on changes in the field. In addition, the advent of new and emerging technologies has allowed freelance reporters to work in virtual isolation, further complicating the CRB’s attempts at uniformity of knowledge and requirements within the field. The CRB contends that mandatory continuing education for all court reporters would ensure that a minimum level of competency is achieved, and would ensure that consumers are protected in all judicial venues of California, not simply the courts, thereby enhancing public protection.

As previously indicated, continuing education has been an issue as far back as the 1996 Sunset Review Report and again in the 2005 review. The Joint Committee noted that the CRB had been instrumental in attempting to provide leadership in the area of continuing education for the profession. At that time, there had been much discussion about the pros and cons of such requirements. The CRB had deleted a continuing education proposal from its 1994 legislation when it learned that the Governor would not approve it. In 2008, the CRB sponsored a mandatory continuing education bill, AB 2189 (Karnette), which ultimately was vetoed by the Governor.

In 2011, SB 671 (Price), a similar mandatory continuing education bill, was also vetoed. In the veto message, Governor Brown stated: “The whole idea of legally mandated ‘continuing education’ is suspect in my mind. Professionals already are motivated to hone their skills or risk not getting business. Requiring them to pay fees to ‘continuing education providers’ is an unwarranted burden.”

The CRB remains committed to this consumer protection aim. While the Legislature has twice passed such legislation, the CRB states that it will continue to work with the Administration to address its concerns.

Committee staff concurs that the CRB should continue to work with the Administration regarding the issue of continuing education for court reporters.

Staff Recommendation: *The CRB should continue to monitor this issue and continue to work with the Administration on the issue of continuing education for all licensed court reporters. The CRB should report back to the Committee the results of any guidance received from the Administration.*

Board Response: The Judicial Council of California has already recognized the need for continuing education for its court staff, including court reporters and has addressed it by instituting a mandatory continuing education requirement. Ensuring the continued competency of court reporters in order to protect the California consumer remains a priority of the CRB. As technology business models change for the industry, the CRB will monitor the situation and work with the Administration to address its concerns.

****Additional Board Response:** AB 804 (Hernandez), which would have required mandatory continuing education for renewal of a court reporting license, was vetoed by the Governor.

ISSUE NO. 6: Are discretionary travel restrictions negatively impacting outreach?

Background: The CRB seeks to take a proactive stance with regards to enforcement by educating licensees, schools and students at every opportunity. Historically, the CRB has spoken to students at court reporting schools across the state and has given seminars at state and local association meetings. As important as outreach is to the success of consumer protection by the CRB, it clearly is not mission critical as defined in the Governor's Executive Order B-06-11, which prohibited discretionary travel and required all in-state non-discretionary travel to be approved by Agency Secretaries or Department Directors

The CRB understands the need to do more with less in the present economic conditions and is working to come up with creative solutions. Additionally, the CRB is exploring the possibility of producing informational seminars to be posted on the CRB's Web site. The efficacy of this method of education remains to be seen.

The CRB recommends that as soon as economic conditions allow, the restrictions on travel should be lifted.

Staff Recommendation: *In agreement with the CRB's recommendation, travel restrictions should be lifted once economic conditions allow.*

Board Response: The CRB will continue to work on achieving creative ways to expand outreach efforts without travel.

[The Board has no additional response.]**

ISSUE No. 7: Why has CRB's Fund reserves decreased over the last 5 years?

Background: The CRB is funded almost completely by examination and licensing fees collected from applicants and licensees. The CRB receives no federal funding and no revenue from the State's General Fund. License renewal is the CRB's largest source of revenue, accounting for approximately 91% of the operating fund. Another 3% comes from examination and license application fees, and just under 3% is comprised of payments of citations/fines. The remaining just over 3% is miscellaneous revenue including delinquent fees and investment income. For fiscal year 2010-11, the CRB has a projection of 16.2 months in reserve. There is no statutory mandatory reserve level for the CRB.

Table 4. Fund Condition (dollars in thousands)

	FY 2007-08	FY 2008-09	FY 2009-10	FY 2010-11	FY 2011-12	FY 2012-13
Beginning Balance	1957	1808	1521	1201	1045	862
Revenues and Transfers	658	565	485	592	593	592
Total Revenue	958	865	785	892	893	892
Budget Authority	2624	2374	2001	1793	1638	1454
Expenditures	815	852	800	747	772	787
Fund Balance	1808	1521	1201	1045	862	667

Staff Recommendation: *The CRB should discuss with the Committee the CRB's fund condition, and identify any unusual expenditures or shortfalls that are contributing to the diminishing fund reserves. The CRB should also identify appropriate solutions, including raising fees, controlling spending, or other steps that might be taken in order to ensure a stable reserve level for the Court Reporters Fund.*

Board Response: The Board currently has a healthy fund condition with 19.3 months in reserve for the current fiscal year. That being said, the Committee notes a decline when projected into the future, hitting zero or negative in fiscal year 2018/19.

With the number of licensees remaining relatively stable, revenue remains fairly constant. During the time period since the last review, expenditures have been reduced by 3.4%. An analysis of the overall numbers reveals that the decline in fund reserves is mainly due to a decrease in budget authority, which has been reduced some 44.6 percent. Part of this reduction is explained by exceptional expenditures that arise from time to time. One example would be the occupational analysis, which is conducted approximately every five years. The occupational analysis is an extensive, detailed study of current practice in the field. The data compiled is used to develop an examination plan, which allows for the formation of legally-defensible license examinations that are current and relevant. When such a situation arises, the Budget Change Proposal process is carried out, ideally with an increase in budget authority for the time period of the specific project and subsequently returning to the baseline.

An additional impact on the fund condition is the ongoing funding of the TRF. In the early years, the TRF was funded in smaller amounts, as applications demanded. A few years ago the TRF began to be funded with the full \$300,000 each year, regardless of the claim amounts. Because the TRF has been fully funded for the majority of the years of its existence without being fully utilized, the reserves in the TRF are such that the CRB could reduce or temporarily suspend the transfer of funds into the TRF. This would help the CRB's reserve to stay positive for the foreseeable future, while still reimbursing all eligible applicants to the TRF.

****Additional Board Response:** As set out in the answer to question No. 9, page 11, the Board has been monitoring the fund condition regularly and has made every effort to timely increase the revenue by seeking an increase to the fee cap (and ultimately the license fee).

ISSUE No. 8: Technical Correction Needed to Licensing Act.

Background: On January 1, 2007, the Bureau for Private Postsecondary and Vocational Education was allowed to sunset. In 2009 AB 48 (Portantino, Chapter 310, Statutes of 2009) established the Bureau for Private Postsecondary Education.

Staff notes a technical correction needed in BPC Section 8027 (a) to correctly reference the name of the Bureau:

(a) As used in this section, “school means a court reporter training program or an institution that provides a course of instruction approved by the CRB and the Bureau for Private Postsecondary and Vocational Education, is a public school in this state, or is accredited by the Western Association of Schools and Colleges.

Staff Recommendation: *A technical amendments should be made to correct the name of the Bureau for Private Postsecondary Education in BPC Section 8027 (a).*

Board Response: Committee staff correctly pointed out a technical correction to B&P Code section 8027(a) to accurately reflect the current iteration of the Bureau for Private Postsecondary Education, something that could be corrected within SB 1237 (Price), it is hoped.

****Additional Board Response:** The Board will ask for this technical correction in the next legislation it pursues.

Section 11 – New Issues

This is the opportunity for the Board to inform the Committees of solutions to issues identified by the Board and by the Committees. Provide a short discussion of each of the outstanding issues, and the Board's recommendation for action that could be taken by the Board, by DCA or by the Legislature to resolve these issues (i.e., policy direction, budget changes, legislative changes) for each of the following:

1. Issues that were raised under prior Sunset Review that have not been addressed.
2. New issues that are identified by the Board in this report.
3. New issues not previously discussed in this report.
4. New issues raised by the Committees.

CRB ISSUE No. 1: Foreign corporations violating court reporting statutes and regulations.

This issue is outlined in the answer to question No. 37 on page 29.

Legislative Action Needed:

Options will be explored.

CRB ISSUE No. 2: Fund condition cannot support future activity.

This issue is outlined in the answer to question No. 9 on page 11.

Legislative Action Needed:

Legislation is needed to amend Business and Professions Code 8031(d) to increase the fee cap from \$125 to \$250.

CRB ISSUE No. 3: Underfunding of TRF Pro Per Program.

In 2010, SB 1181 (Cedillo) authorized a two-year pilot project, expanding the Transcript Reimbursement Fund (TRF) to pro se litigants who are indigent. Historically, the TRF has been underutilized by indigent litigants represented by pro bono attorneys or qualified nonprofit entities, so this pilot project was implemented in order to maximize the benefits of the TRF, expanding access to justice to those most in need. A cap of \$30,000 per each calendar year was set aside for this project, with a case cap of \$1,500. The program was extended during the last sunset review process through January of 2017.

Within the first two years, it was evident that demand was going to surpass the available funding. Per B&P Code 8030.6(h), "Applications for reimbursement that cannot be paid from the fund due to insufficiency of the fund for that fiscal year shall be held over until the next fiscal year to be paid out of the renewed fund. Applications held over shall be given a priority standing in the next fiscal year."

By mid-January 2015, the full \$30,000 had been allocated to the previous year's applications. As of mid-August 2015, applications have been received totaling \$27,000, essentially the full allocation for 2016.

Legislative Action Needed:

Assuming the fund condition can be fortified as outlined in CRB Issue No. 2 above, the Legislature could consider amending the language of the governing statutes to allow for a review at the end of the Pro Bono Program's fiscal year, June 30th, and if there are unspent funds in the Pro Bono Program from that year, the \$30,000 allocation for the Pro Per Program could be augmented at that point, as it runs on a calendar year.

Section 12 – Attachments

Please provide the following attachments:

- A. Board's administrative manual. *See Attachment M*
- B. Current organizational chart showing relationship of committees to the Board and membership of each committee (cf., Section 1, Question 1). *See Attachment B*
- C. Major studies, if any (cf., Section 1, Question 4). *See Attachments D, E and F*
- D. Year-end organization charts for last four fiscal years. Each chart should include the number of staff by classifications assigned to each major program area (licensing, enforcement, administration, etc.) (cf., Section 3, Question 15). *See Attachment B*

List of attachments:

- A. School List
- B. Organization Charts
- C. Strategic Plan
- D. Exhibit Handling Best Practices
- E. Interpreted Depositions Best Practices
- F. Best Practice Pointers
- G. Performance Measures
- H. Application for Examination
- I. Application for Reexamination
- J. Complaint Prioritization Guidelines
- K. NCRA Ducker Report
- L. Pass Rates by School
- M. Administrative Manual

Section 13 – Board Specific Issues

THIS SECTION ONLY APPLIES TO SPECIFIC BOARDS, AS INDICATED BELOW.

Not applicable to the Court Reporters Board

COURT REPORTERS BOARD OF CALIFORNIA

Public Recognized Reporter Training Schools

Argonaut Court Reporting Program Jones Skills & Business Center 5451 Lemon Hill Avenue Sacramento, CA 95824	www.caj.edu (916) 433-2600, ext. 1216 Bonnie Comstock bcomstock@caj.edu
College of Marin/Indian Valley Campus 1800 Ignacio Boulevard Novato, CA 94949	www.marin.edu (415) 883-2211, ext. 8226 Kristin Acredolo kristin.acredolo@marin.edu
Cypress College Court Reporting 9200 Valley View Cypress, CA 90630	www.cypresscollege.edu (714) 484-7211 Carolee Freer cfreer@cypresscollege.edu
Downey Adult School/CRP 12340 Woodruff Avenue Downey, CA 90241	www.downeycourtreporting.com (562) 940-6242 Susan Chiaravalloti schiaravalloti@das.edu
Taft College Court Reporting at WESTEC campus 5801 East Lerdo Highway Shafter, CA 93263	www.taftcollege.edu (661) 387-1055 Gary Shaw garywestec@gmail.com
Tri Community Adult Education Griswold Center CSR Program 16209 East San Bernardino Road Covina, CA 91722	http://www.cvusd.k12.ca.us/tri-community/griswold_center/court_reporting (626) 472-7681 Dixie King dking@cvusd.k12.ca.us
West Valley Community College Court Reporting Program 14000 Fruitvale Avenue Saratoga, CA 95070	www.westvalley.edu (408) 741-2559 Margarita Ortiz margaret.ortiz@wvm.edu

COURT REPORTERS BOARD OF CALIFORNIA

Private Recognized Reporter Training Schools

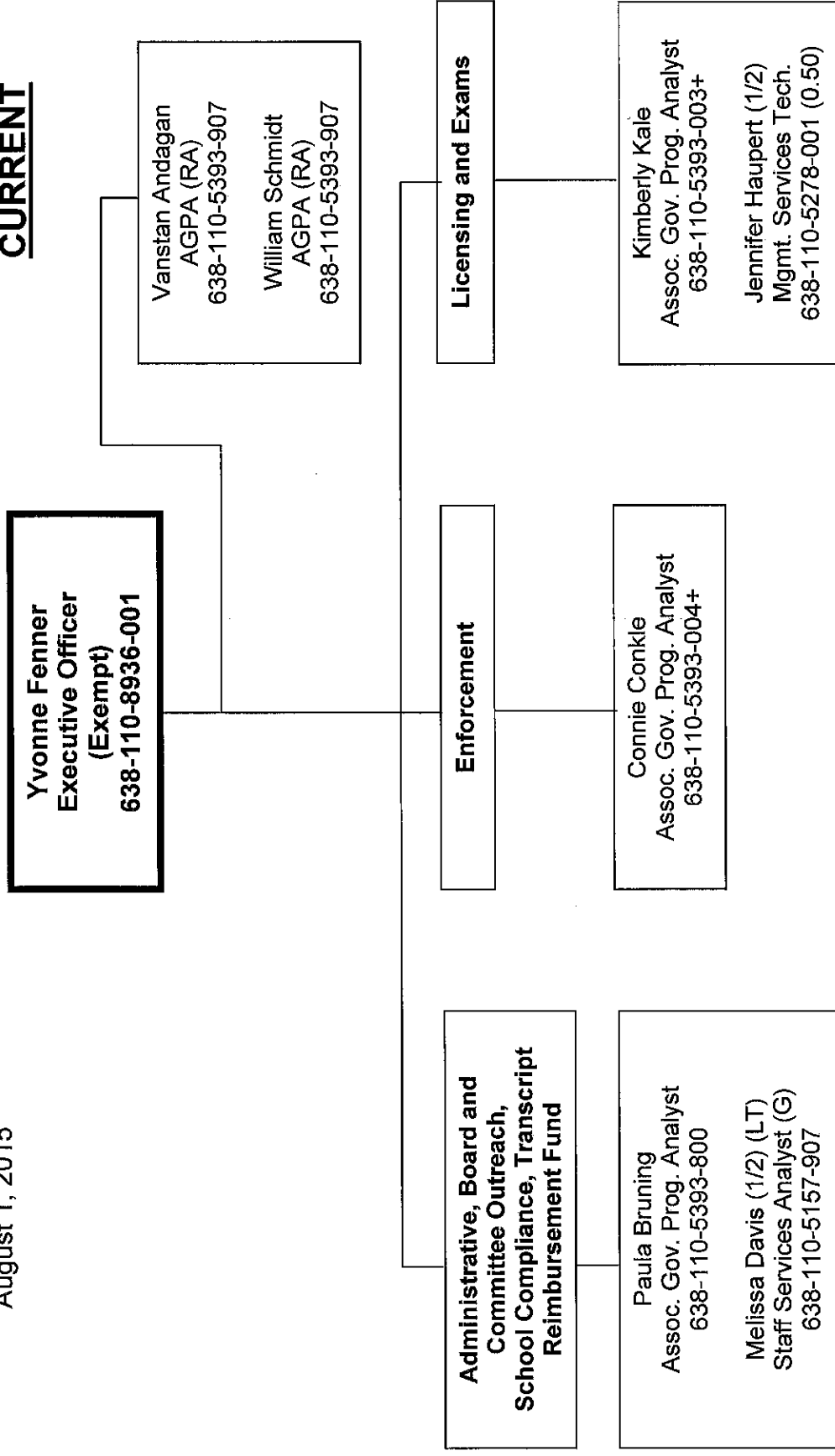
Bryan University 3580 Wilshire Blvd., Suite 400 Los Angeles, CA 90010	losangeles.bryanuniversity.edu (213) 484-8850 info@bryancollege.edu
Golden State College of Court Reporting & Captioning 7901 Stoneridge Drive, Suite 109 Pleasanton, CA 94588	www.goldenstatecourtreporting.com (925) 847-7300 sfinch@goldenstatecourtreporting.com
Humphreys College 6650 Inglewood Avenue Stockton, CA 95207	www.humphreys.edu (209) 235-2931 Kay Reindl kreindl@humphreys.edu
Sage College 12125 Day Street, Building L Moreno Valley, CA 92557-6720	www.sagecollege.edu (951) 781-2727 Lauren Somma lsomma@sagecollege.edu
Sierra Valley Business College 4747 North First Street, Suite D Fresno, CA 93726-0517	www.sierravalleycollege.edu (559) 222-0947 Donald Goodpaster donald.goodpaster@sierravalleycollege.edu
South Coast College 2011 West Chapman Avenue Orange, CA 92868	www.southcoastcollege.com (714) 867-5009 Yolanda Krieger ykrieger@southcoastcollege.com

FY 2015-16
Authorized Positions: 4.5
Temporary Help Positions: 2.5

Department of Consumer Affairs
Court Reporters Board of California

August 1, 2015

CURRENT



Yvonne Fenner, Executive Officer

Date

Personnel Analyst

Date

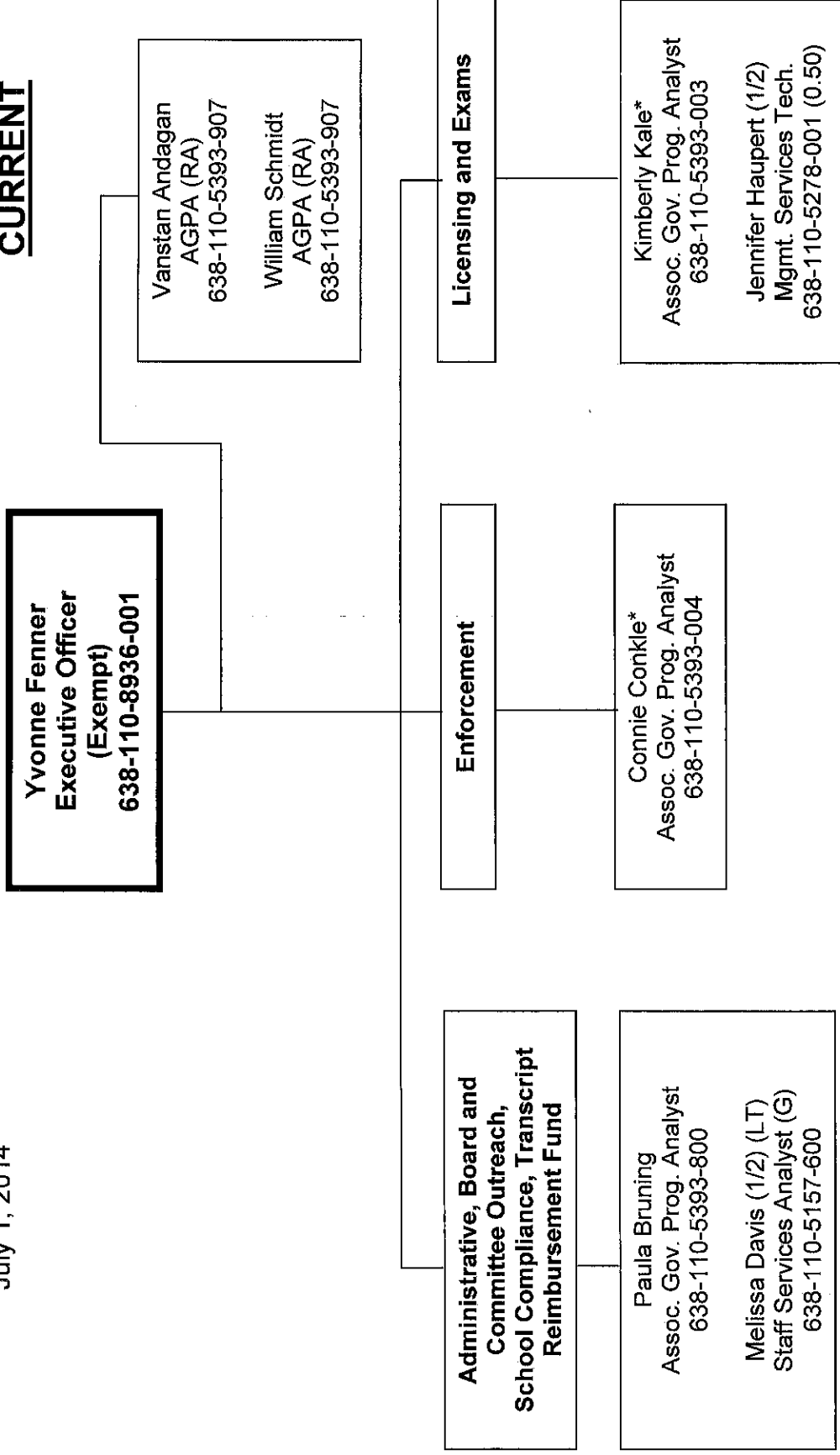
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Department of Consumer Affairs
Court Reporters Board of California

July 1, 2014

FY 2014-15
Authorized Positions: 5.0
Temporary Help Positions: 2.0

CURRENT



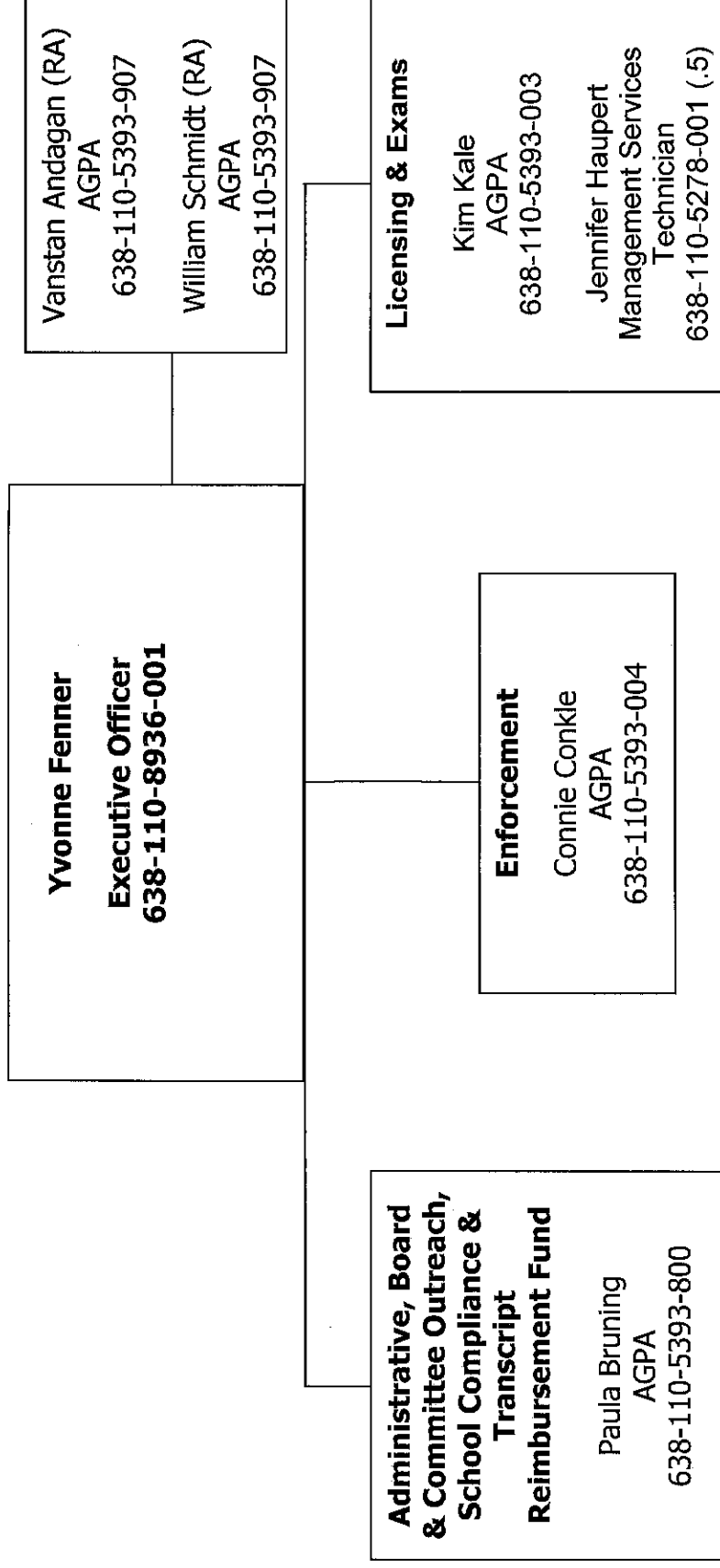
Yvonne Fenner, Executive Officer	Date	Personnel Analyst	Date
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* CORI Position

DEPARTMENT OF CONSUMER AFFAIRS
COURT REPORTERS BOARD OF CALIFORNIA

2013-2014
Authorized Positions: 4.5
Temporary Help Positions: 2.0
Current

July 1, 2013



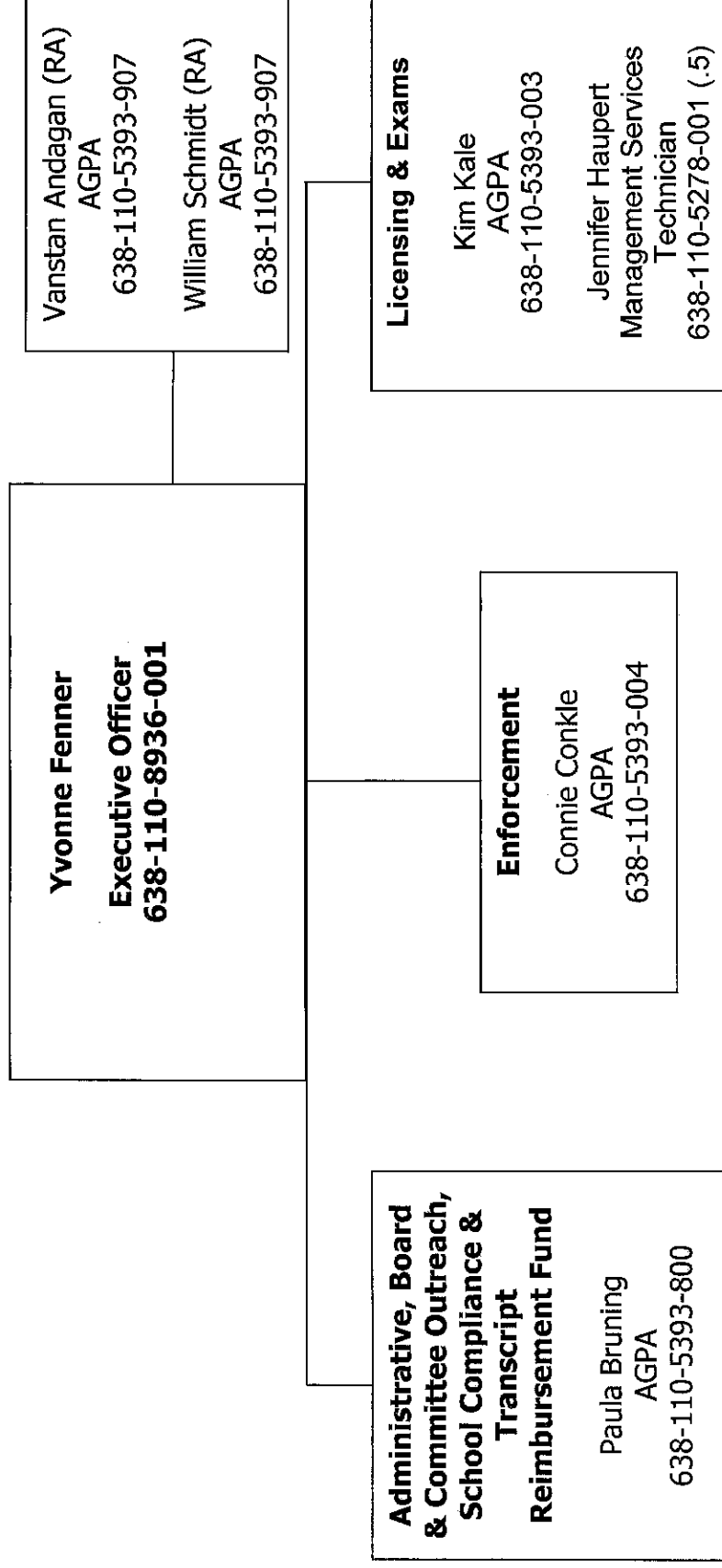
Yvonne Fenner, Executive Officer Date

Christine Zimmer, Personnel Analyst Date

DEPARTMENT OF CONSUMER AFFAIRS
COURT REPORTERS BOARD OF CALIFORNIA

2012-2013
4.5 PY
Current

July 1, 2012



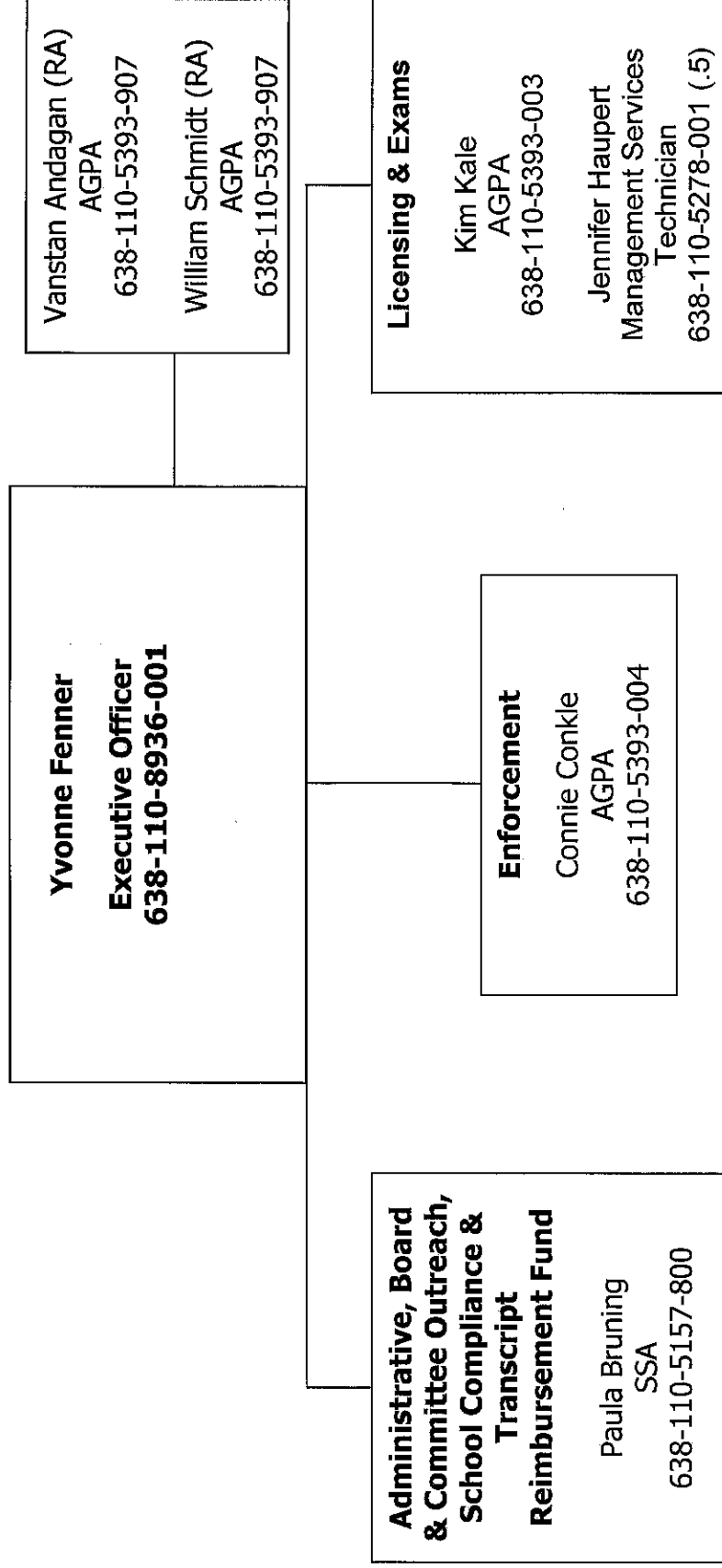
Yvonne Fenner, Executive Officer Date

Andrea Ehrman, Personnel Analyst Date

DEPARTMENT OF CONSUMER AFFAIRS
COURT REPORTERS BOARD OF CALIFORNIA

2011-2012
4.5 PY
Current

July 1, 2011



Yvonne Fenner, Executive Officer Date

Sarah Cooper, Personnel Analyst Date



Court Reporters Board Strategic Plan

2015-2018

Approved:



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Court Reporters Board of California Members

Davina Hurt, Public Member

Rosalie Kramm, Licensed Member

Elizabeth Lasensky, Public Member

John K. Liu, Public Member

Toni O'Neill, Licensed Member

EDMUND G. BROWN, JR., GOVERNOR

ANNA M. CABALLERO, SECRETARY, BUSINESS, CONSUMER SERVICES AND HOUSING AGENCY

AWET KIDANE, DIRECTOR, DEPARTMENT OF CONSUMER AFFAIRS

YVONNE K. FENNER, EXECUTIVE OFFICER, COURT REPORTERS BOARD OF CALIFORNIA



Message from the Board Chair

The Court Reporters Board (CRB) is pleased to present the latest edition of its strategic plan. The following pages detail how the CRB worked with internal and external stakeholders to outline our strategic initiatives for the next three years. We are especially pleased to have generated such a response from licensees and interested parties who were quick to respond and forthright in their assessment of the state of the industry.

Before you is our roadmap for the coming years. With the helpful guidance of the SOLID facilitators, the CRB was able to identify the most critical tasks to fulfill its consumer protection mission. Setting out these specific goals will help us measure our success as we work toward setting and maintaining the standards for court reporting, the keystone to a fair judicial system.

As the industry struggles to navigate the choppy waters left in the wake of the privatization of many of California's civil courtrooms, the CRB has taken on a strong role in helping licensees and litigants alike. We look forward to maintaining a strong presence on behalf of consumers as we face the challenges of the future.

Toni O'Neill
Chairperson
Court Reporters Board of California

About the Board

The Court Reporters Board (CRB) was established in 1951 by an act of the Legislature. The Board's mandate is to protect the consumers of the state by: 1) administering a minimum competency test to determine entry-level abilities, 2) regulating the minimum curriculum which court reporting schools and programs must offer and 3) disciplining licensees when necessary.

In addition, the Board administers the Transcript Reimbursement Fund (TRF) which reimburses licensed court reporters for providing transcripts to indigent civil litigants. All the Board's activities, including the TRF, are funded from licensing and examination fees. Thus, the Board is considered a "special fund" or self-funded agency because no tax dollars from the General Fund support the Board.

The Board is composed of three public members and two licensees. The Governor appoints one public member and the two licensees to the Board. The Speaker of the Assembly and the Senate Rules Committee each appoint one public member. All Board members serve staggered, four-year terms.

Since its inception, the Board has licensed 13,984 people. Of those, approximately 6,900 have current licenses. In the profession, licensees are known as either "officials," who work in court, or "freelance," who work through court reporting agencies and report mostly depositions.

The CRB's office is located in Sacramento. The executive officer oversees a staff of three full-time employees and two part-time consisting of an enforcement analyst, an exam/licensing analyst, a school compliance/pro bono TRF analyst, an analyst for the pro per TRF and a licensing technician.

Accomplishments from 2014 Strategic Plan

As a part of strategic planning, the Court Reporters Board reviewed its previous strategic plan goals and identified which objectives were accomplished. The following are among the significant Board accomplishments since the 2012-2014 strategic plan was adopted:

Enforcement: In November of 2013, the Board approved revised Disciplinary Guidelines, the original version of which having been approved in 1989 and not reviewed in detail since. These guidelines are intended for everyone involved in and affected by the disciplinary process – the general public, attorneys, courts, administrative law judges, licensees, Board staff, along with Board members who review and vote on proposed decisions and stipulations.

Consumer Information and Outreach: The Board was successful in meeting its goal of developing a voluntary professional pledge for new licensees. The creation of a professional oath reinforces to the licensees the core ethical duties set out in the statutes and regulations that are enforced by the Board.

Practice Standards: To further its mission to protect the consumer, the Board approved and published for use by licensees a Best Practices for Exhibit Handling and Best Practices for Interpreted Depositions. In addition, a task force has been appointed to develop best practices that will address the integrity of electronic records by exploring such things as electronic and digital signatures. In a world where “wet ink” signatures are almost obsolete, the Board looks forward to the challenge of ensuring that the consumer of reporting services can be confident that the electronic transcript that he or she receives has neither been tampered with or altered in any way.

The Board also produced its first webinar, specifically on the topic of the regulations setting out the Minimum Transcript Format Standards (MTFS). The information contained in this presentation not only educates consumers so that they receive full value for their transcript dollar but also increases the licensees’ knowledge in applying the standards of the MTFS along with gaining an appreciation for the potential consequences of a violation. In addition, students are also using the MTFS as an educational aid in preparation for the certification examination and their entry into the profession of court reporting.

MISSION

To protect the public by ensuring the integrity of the judicial record and maintaining the standard of competency through oversight of the court reporting profession.

VISION

Consumers hiring a California licensed court reporter engage the highest quality, most knowledgeable and ethical professional.

VALUES

Consumer Protection

We make effective and informed decisions in the best interest and for the safety of Californians.

Excellence

We have a passion for quality and strive for continuous improvement of our programs, services and processes through employee empowerment and professional development.

Integrity

We are committed to honesty, ethical conduct and responsibility.

Service

We are professional and responsive to the needs of our stakeholders.

Collaboration

We value partnerships. We foster the public's trust through open communication and work in a cooperative, respectful and courteous manner.

Strategic Goals

Professional Qualifications

The Board promotes the professional qualifications of those practicing court reporting by establishing examination standards and requirements.

Enforcement

The Board protects consumers by preventing violations and effectively enforcing laws, codes and standards when violations occur.

Educational Oversight

The Board advances higher education standards through educational oversight to increase the quality of education and safeguard consumer protection.

Consumer Information

The Board increases public and professional awareness of its mission, activities and services, with a focus on practice standards.

Organizational Effectiveness

The Board enhances organizational effectiveness and strives to improve the quality of customer service.

Professional Qualifications

The Board promotes the professional qualifications of those practicing court reporting by establishing examination standards and requirements.

- 1.1 Perform a new occupational analysis to confirm that tested knowledge, skills and abilities are relevant to the industry.
 - 1.2 Conduct exam development workshops to produce a robust bank of test questions to safeguard the integrity of the exam.
 - 1.3 Research realtime captioning standards and assess industry practices for the Board to evaluate the need for consumer protection.
 - 1.4 Educate the Governor's Office on the importance of mandatory continuing education to gain support for legislative change.
-

Enforcement

The Board protects consumers by preventing violations and effectively enforcing laws, codes and standards when violations occur.

- 2.1 Identify entities providing court reporting services in California that are violating applicable laws and take corrective action to effect compliance.
- 2.2 Conduct cross-training to protect the continuity and timeliness of the consumer complaint process.
- 2.3 Educate stakeholders, (such as courts, the general public and legal community), on the Board's complaint process to prevent or proactively address consumer harm.
- 2.4 Expand compliance education for licensees to prevent enforcement issues.

Educational Oversight

The Board advances higher education standards through educational oversight to increase the quality of education and safeguard consumer protection.

- 3.1 Support schools' recruitment efforts to preserve the integrity and continuity of the court reporter workforce for consumer protection.
 - 3.2 Increase court reporter school site visits to more effectively monitor compliance with applicable laws and regulations.
-

Consumer Information

The Board increases public and professional awareness of its mission, activities and services, with a focus on practice standards.

- 4.1 Launch a strategic awareness campaign in collaboration with external stakeholders, (such as state bar, industry associations, law libraries, self-help centers, court Web sites, schools and legal non-profits), to educate consumers about the Board's services and standards.
-

Organizational Effectiveness

The Board enhances organizational effectiveness and strives to improve the quality of customer service.

- 5.1 Cross-train staff to protect continuity of effective and efficient service.
- 5.2 Investigate and implement strategies to increase Web site use to maximize efficiency in addressing consumer information requests.

Strategic Planning Process

To understand the environment in which the Board operates and identify factors that could impact the Board's success, the California Department of Consumer Affairs' SOLID unit conducted an environmental scan of the internal and external environments by collecting information through the following methods:

- ♦ Interviews conducted with all five members of the Board completed during the month of October 2014 to assess the strengths, challenges, opportunities and threats the Board is currently facing or will face in the upcoming years.
- ♦ Interviews conducted with Board staff, including the executive officer, completed in the month of October 2014 to identify the strengths and weaknesses of the Board from an internal perspective. All six Board staff participated.
- ♦ An online survey sent to 6,000 randomly selected external Board stakeholders in October 2014 to identify the strengths and weaknesses of the Board from an external perspective. Just over 1,000 stakeholders completed the survey.

The most significant themes and trends identified from the environmental scan were discussed by the Board during a strategic planning session facilitated by SOLID on December 4, 2014. This information guided the Board in the development of its mission, vision and values while directing the strategic goals and objectives outlined in this 2015-2018 strategic plan.

Month Day Year

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This strategic plan is based on stakeholder information and discussions facilitated by SOLID for the Court Reporters Board of California in December 2014. Subsequent amendments may have been made after Board adoption of this plan.



COURT REPORTERS BOARD OF CALIFORNIA



Best Practices for Exhibit Handling for Depositions

PHYSICALLY MARKING THE EXHIBIT

- The object is to make it easy for someone later on looking through the exhibits to find the identifying label.
- Procedure – Confirm the use of this procedure with counsel before proceeding begins.
 - The exhibit is provided to the court reporter from counsel.
 - The court reporter marks the exhibit.
 - The court reporter announces the number of the exhibit (“Exhibit 1 is marked for identification” or “This is being marked as Exhibit 1”).
- Labels
 - The use of exhibit labels is recommended over ink exhibit stamps.
 - Plain white labels are preferred over colored labels for best photocopying results.
 - Information on the label should include:
 - › Exhibit number (numbers preferred over letters, but defer if there is attorney preference, numbers for plaintiffs/letters for defendants).
 - › Witness last name.
 - › Court reporter’s license number.
 - › Date of proceeding.
 - Label placement:
 - › Labels should be placed in the lower right-hand corner of the exhibit, 1/16th of an inch from the bottom of the page

and 1/16th of an inch from the right side of the page, taking care that nothing on the page is obstructed by the label. Be mindful where the three-hole punch may appear on the page of an exhibit.

- › With oversized documents, keep consistency in mind when choosing the location for the label.
- › If there is no blank space available on an exhibit for placement of a label, place the label on the back of the exhibit in the center, 1/16th of an inch from the bottom edge.
- › For objects other than paper, offer to place the label where it can be easily seen, but confirm with counsel before affixing the label. For objects where affixing a label is impossible, affix the label to a string tag and tie it on the object. Small items may be placed in an envelope, and affix the exhibit label to the envelope top or bottom.
- › A photograph may be marked on the back or affixed to a blank 8-1/2x11 sheet of paper with labels attached on the paper to the side or the bottom of each photograph.

TRACKING

- It is the responsibility of the court reporter to track exhibits and exhibit numbers.

CUSTODY

- Original exhibits are to remain in the custody and control of the court reporter unless there

BEST PRACTICES FOR EXHIBIT HANDLING FOR DEPOSITIONS

is a stipulation otherwise by counsel because the original exhibits (or what was marked at the deposition) must be attached to the original transcript.

- If an exhibit is to be retained by counsel or the witness providing it, a stipulation should be placed on the record and reflected in the Index of Exhibits.
- If counsel requests the court reporter retain custody of an unusual or bulky item, the court reporter should ask for a stipulation from all parties that there must be notification to all parties if any party is requesting to view the exhibit in the reporter's presense, who to return the item to once the case has concluded and how to return the item.

USE OF PREVIOUSLY MARKED EXHIBITS

- If counsel shows the witness an exhibit that was previously marked at another deposition, the court reporter should clarify if the exhibit is being offered for the physical record of the present deposition or simply used for reference by the witness.

ELECTRONIC EXHIBITS

- Some attorneys are starting to use electronic exhibits in cases where many deponents will be referencing the same documents, such as a medical chart. At the beginning of such cases, a stipulation needs to be entered between all parties regarding use of electronic exhibits and retention and handling of what is to be considered the original exhibit.

OBJECTION TO EXHIBIT

- The court reporter is not the finder of fact and may not make a determination as to admissibility of an exhibit. If there is an objection to an exhibit being offered, the court reporter takes the exhibit and labels it. If the reporter does not receive within ten days from the date of the deposition a

protective order issued by the Court regarding the disposition of the exhibit, include the exhibit with the transcript as usual.

CONFIDENTIAL EXHIBITS

- Parties need to stipulate at each deposition whether an exhibit is confidential and/or provide to the reporter a copy of any confidentiality agreement between parties with explicit instructions on how to handle a confidential exhibit.

PARENTHETICALS

- Per California Code of Regulations Title 16, Division 24, Article 8, section 2473, parentheticals and exhibit markings of two lines or more shall contain no less than 35 characters per line.
- The language of the parenthetical should be kept as simple as possible. Example: (Exhibit 1 was marked for identification.)

SUBSTITUTION OF DOCUMENTS

- If counsel wishes to substitute an exhibit for any reason, i.e., a clean copy of the exhibit or a duplicate was discovered and a new document is going in, whatever the situation is should be clearly stated in a stipulation, after which time the court reporter may do so.

INDEX

- The exhibit index should simply be entitled Exhibit Index or Deposition Exhibit Index unless other exhibits were specifically marked, i.e., plaintiff's or defendant's exhibits.
- The index should identify each exhibit number with a brief description of the exhibit including the type of document, date, Bates range and the page at which it was marked.
- If the exhibit is retained by counsel or the witness, that information should be noted on the index.

BEST PRACTICES FOR EXHIBIT HANDLING FOR DEPOSITIONS

- A separate index should be created for previously marked exhibits, including the exhibit number. No description is required. The page number at which it was first referenced may be included.
- In the case of confidential exhibits or any type of sealed exhibits, the full description of the document should be omitted from the open portion of the transcript. The full description should be included only in the confidential portion of the transcript. Confidential exhibits are included only with the confidential portion of the transcript. It is important to never e-mail exhibits containing confidential information, i.e., HIPAA information. A secure server or FTP repository should be set up to share exhibits containing confidential information.
- If a court reporting firm is utilized, the court reporter should send the original exhibits to the firm as quickly as possible via a reliable source which offers a tracing or tracking service. Delivery confirmation is recommended. Scanned exhibits are acceptable in cases of expedited orders, but original transcripts must contain original exhibits (or what was marked at the deposition).
- If a request is received to add an exhibit subsequent to the conclusion of the deposition, the court reporter may do so only with written stipulation of all parties.
- If a doctor refuses to release his file which has been marked as an exhibit to the custody of the court reporter, state clearly on the record that a copy service will be sent and who will be responsible for those arrangements. It should be noted in the exhibit index that the exhibit provided to the court reporter will be a copy of the file.
- In the case of an exhibit which was to be provided to the court reporter after the conclusion of the deposition but was never provided, the court reporter should contact the parties letting them know that the exhibit has not been received and that the transcript will be held until a date certain, after which time the transcript will be delivered. If the transcript goes out without such an exhibit, that information should be clearly identified on the exhibit index, i.e., (Exhibit marked but not provided). The identification parenthetical in the body of the transcript should read (Exhibit identified for the record but not provided).

SCENARIOS

- If an attorney becomes angry and leaves the deposition while the remaining attorney continues with a record, exhibits offered to the court reporter after another attorney leaves the room are to be accepted and attached to the deposition transcript.
- If the attorneys stipulate to no transcription of the stenographic notes of a deposition, any exhibits marked must be retained by the court reporter along with the stenographic notes so that in the event of a future order, the transcript will be complete with exhibits. Such exhibits may be scanned for storage if the attorneys so stipulate.
- If a case settles before the transcript is produced, the exhibits may be scanned and retained by the court reporter and the original returned to the noticing party.



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Best Practices for Interpreted Depositions

ADMINISTRATION OF OATHS

The court reporter begins by swearing in the interpreter.

- **Suggested language:** Do you solemnly state or affirm that the interpretation you are about to provide from English to (insert foreign language) and from (insert foreign language) to English shall be true and correct to the best of your ability?
- **Suggested parenthetical:** (The interpreter was sworn to interpret from English to (insert foreign language) and from (insert foreign language) to English to the best of his/her ability).

The court reporter then swears in the witness as usual.

- **Suggested parenthetical:** (The witness was sworn in through the interpreter and testified as follows:)

APPEARANCE PAGE

The following information regarding the interpreter should be included:

- Name
- Agency (if applicable)
- Phone number
- Certification number – Note: Government Code section 68561 requires that an interpreter present at a court proceeding be court certified.

Depositions are court proceedings. Verification of interpreter certification is the burden of the hiring party.

COURTESY PROVISION OF REALTIME

It is often very helpful to the interpreter to have access to a realtime screen during the deposition.

SCENARIOS

1. When an interpreter or questioning attorney begins to use the third person (i.e., "Ask him how old he is" or "He says he is 54"), this is set up as colloquy in the transcript. The court reporter should ask to go off the record in order to explain to counsel or the interpreter that for a clean record, everyone must speak in first person. Hint: In order to avoid such errors as much as possible, proceed with the depo as if the interpreter was not there.

Example:

Q. And what is your address?

A. 1234 West Main Street.

MR. SMITH: Ask him how old he is.

THE WITNESS: I'm 54.

Q. BY MR. SMITH: How old did you say you are?

THE INTERPRETER: He says he's 54.

Q. BY MR. SMITH: Do you have any children?

THE INTERPRETER: He said he has three.

BEST PRACTICES FOR INTERPRETED DEPOSITIONS

2. When an interpreter asks for clarification or additional information such as a spelling, it is set up as colloquy in the transcript.

Example:

Q. What is your current address?

THE INTERPRETER: Excuse me, Counsel, what was the question?

MR. SMITH: I asked him for his current address.

THE WITNESS: 1234 West Main Street.

Or

Q. What is your current address?

THE INTERPRETER: Excuse me, Counsel, what was the question?

Q. BY MR. SMITH: What is your current address?

A. 1234 West Main Street.

3. When a witness uses both English and the foreign language, the court reporter must make the record clear as to which language is used. A parenthetical may be placed at the beginning of testimony such as (All answers through interpreter unless otherwise noted.), followed by a parenthetical noting when the witness answers in English.

Example:

Q. How many children do you have?

A. (In English) Three.

4. When the court reporter knows the foreign language being spoken and knows that the interpretation is incorrect, the court reporter is not to interrupt to correct the interpretation. It is the onus of the parties present to provide a check interpreter. The court reporter's function is to capture the record, not create it.
5. When there is no interpreter but one is needed or the interpreter is unintelligible, the court reporter must interrupt and advise the parties that there is no record being created. The court reporter can offer to call for another reporter. The court reporter may also place a realtime screen in front of the interpreter or the attorney so everyone can see what the court reporter is hearing.
6. When there is clearly an issue with the interpretation, i.e., after a lengthy exchange between the interpreter and the witness after which the interpreter simply answers "yes" or the interpreter and witness are speaking without interpretation, the court reporter is to report what is said in English. It is the responsibility of the attorney to clarify the record. No parenthetical is needed unless the record is confusing without it.
7. If the questioning attorney understands the foreign language and asks the next question before the answer is interpreted, the court reporter should interrupt to ask for an interpreted answer.
8. If a foreign word or short phrase is used, it is appropriate for the court reporter to ask for spellings through the interpreter on a break or at the end of the deposition. If a lengthy phrase is used, the court reporter should insert a parenthetical: (Witness speaks in foreign language.).



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Best Practice Pointer No. 1 How to Interrupt Proceedings

WHY:

The fundamental duty of a court reporter is to protect the record, including interrupting if the accuracy of the record is jeopardized. California Code of Regulations Title 16, Division 24, Article 8, section 2475 requires the reporter to promptly notify the parties present or the presiding officer upon determining that one is not competent to continue an assignment. Business and Professions Code 8017 defines shorthand reporting as the making of a verbatim record.

Some common reasons for interruption include:

- Speaking too quickly
- Reporter didn't understand a word or phrase
- Overlapping speakers
- Attorneys resume questioning while reporter is still marking exhibit

HOW:

Timing is important. If possible, wait for a natural pause in the proceedings, such as marking an exhibit or changing topics.

Be polite, but firm and loud.

Raise your hands shoulder height so they are clearly away from the machine and say, "Stop. We are off the record."

RETURNING BACK ON THE RECORD:

One way is to say, "This is what I have right now," and read back the last clear portion you have in your notes.

Another way is to simply ask the speaker to repeat the last thing that was said.

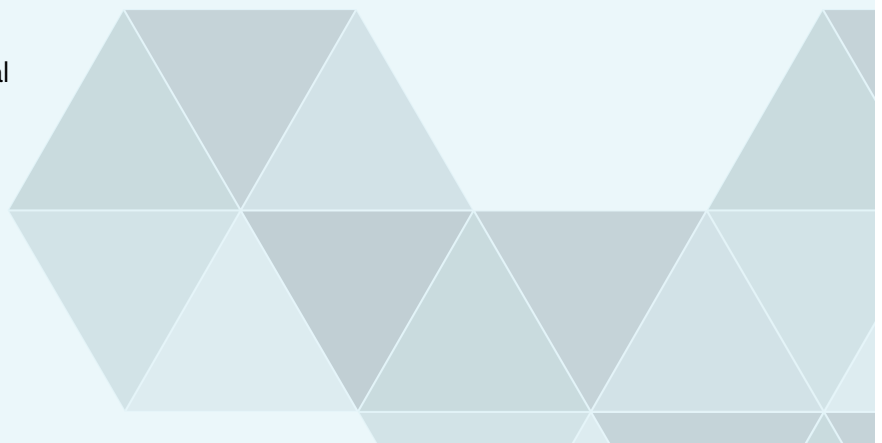
IN COURT:

All requests for clarification of the record should be addressed to the judge. For example: "Your Honor, could we have Ms. Smith repeat what she just said?"

TRANSCRIPT PRODUCTION:

When the reporter interrupts, a parenthetical may be included similar to (Reporter interrupts for clarification of the record.).

In the alternative, the reporter may add himself/herself as a speaker; but as it's extremely difficult, if not impossible, to write while speaking, this only works when what is said is short, such as, "Excuse me?"



BEST PRACTICE POINTER HOW TO INTERRUPT PROCEEDINGS

NOTE:

The stenographic notes are the official record. If a complaint is received as to the accuracy of the transcript, the Board looks to the transcript and the stenographic notes, not an audio file that may exist. In other words, do NOT rely upon your backup audio recording for transcript production.

Never use the parenthetical (Inaudible) because that is only used when transcribing audio recordings. A live court reporter is required to interrupt to protect the record.

Best practice pointers are not regulations or statutorily mandated. They are a way for the Board to provide guidance on situations not expressly set out in statute or regulation. Although the pointers may be used by licensees as a guide, the Board will not use them as a basis for discipline or enforcement of any type.



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Best Practice Pointer No. 2 How to Go On and Off the Record

REASONS TO GO OFF THE RECORD:

Some common reasons include:

- All parties agree (pursuant to CCP 2025.470)
- Someone states he/she is going to move for a protective order (pursuant to CCP 2025.420)
- Marking exhibits
- Steno machine malfunction
- Personal safety (physical fight between parties)
- Deal with noise (outside distractions)

POINTERS:

CCP 2025.470 requires all parties present to agree to go off the record. Get the agreement on the record.

There is no code dealing with going back on the record. Since the reporter is present to report the record, if any single person wants to put something on the record, the reporter should go back on.

Be clear when you're off the record using the following techniques:

- State clearly, "We are off the record" or "We are on the record."
- Move away from the machine
- Stand up
- Raise hands to shoulder level

If unsure that a speaker's comments should be on or off the record, clarify. For instance, if the attorneys start talking about where to go for lunch, say "Counsel, is this for the record?"

When in doubt, KEEP WRITING.

Best practice pointers are not regulations or statutorily mandated. They are a way for the Board to provide guidance on situations not expressly set out in statute or regulation. Although the pointers may be used by licensees as a guide, the Board will not use them as a basis for discipline or enforcement of any type.



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FRONT



COURT REPORTERS BOARD OF CALIFORNIA



Best Practice Pointer No. 3 Videotaped Depositions

REMINDER:

You, the court reporter, are creating the official record via your stenographic notes. It doesn't matter what the videographer is doing or not doing. You may go off the record while the video continues, as in the case of marking an exhibit. You may remain on the record while the video has stopped, as in the case of getting attorneys' orders at the end of the deposition.

BACK

Best practice pointers are not regulations or statutorily mandated. They are a way for the Board to provide guidance on situations not expressly set out in statute or regulation. Although the pointers may be used by licensees as a guide, the Board will not use them as a basis for discipline or enforcement of any type.



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Best Practice Pointer No. 4 Rough Draft Transcripts

WHY:

Rough drafts are provided as a litigation support tool to litigants, their counsel and the court to aid in the administration of justice.

THE LAW (EMPHASIS ADDED):

- California Code of Civil Procedure section 273 (b) states: The report of the official reporter, or official reporter pro tempore, of any court, duly appointed and sworn, when prepared as a rough draft transcript, shall not be certified and cannot be used, cited, distributed, or transcribed as the official certified transcript of the proceedings.

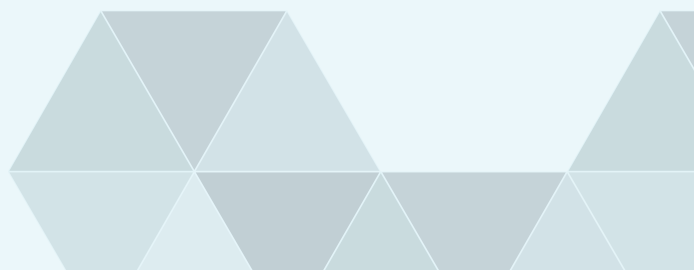
A rough draft transcript shall not be cited or used in any way or at any time to rebut or contradict the official certified transcript of the proceedings as provided by the official reporter or official reporter pro tempore. The production of a rough draft transcript shall not be required.

- California Code of Civil Procedure section 2025.540 (b) states: When prepared as a rough draft transcript, the transcript of the deposition may not be certified and may not be used, cited, or transcribed as the certified transcript of the deposition proceedings. **The rough draft transcript may not be cited or used in any way or at any time to rebut or contradict the certified transcript of deposition proceedings as provided by the deposition officer.**

- California Code of Civil Procedure section 2025.320 (b) states: Services and products offered or provided by the deposition officer or the entity providing the services of the deposition officer to any party or to any party's attorney or third party who is financing all or part of the action shall be offered to all parties or their attorneys attending the deposition. No service or product may be offered or provided by the deposition officer or by the entity providing the services of the deposition officer to any party or any party's attorney or third party who is financing all or part of the action unless the service or product is offered or provided to all parties or their attorneys attending the deposition. **All services and products offered or provided shall be made available at the same time to all parties or their attorneys.**

DIFFERENTIATION TECHNIQUES:

When a rough draft is provided, two versions of a transcript will result from one proceeding—the unofficial, uncertified rough draft and the official, certified transcript. As the rough draft may not be used in lieu of the certified transcript, it is important that every effort is made to eliminate any confusion as to whether the reader has the rough draft or the certified transcript. Following are several ways to prevent any confusion on the part of the reader:



BEST PRACTICE POINTER ROUGH DRAFT TRANSCRIPTS

1. Include a cover page or introductory paragraph to the effect:

**“UNCERTIFIED
ROUGH DRAFT TRANSCRIPT”
REPORTER’S STATEMENT**

The following transcript represents a realtime version of the [deposition of *deponent name* taken on *date*] or [proceedings taken in *court name* on *date*].

The realtime/rough draft text is unedited and uncertified and may contain untranslated stenographic symbols, an occasional reporter's note, a misspelled proper name and/or nonsensical word combinations. All such entries will be corrected on the final certified transcript which we will deliver to you in accordance with our standard delivery terms or on an expedited basis, should you desire faster delivery. This will serve as notification that the final certified transcript will have differences from the realtime/rough draft version, including differing page and line number references. Due to the need to proof and correct entries prior to certification, you agree to use this realtime/rough draft text only for the purpose of augmenting counsel's notes and not to use or cite it in any court proceeding or to distribute it to any other parties.

2. Include a header or footer on each page stating “uncertified rough draft transcript only.” The header and/or footer may be placed inside the page box.

3. Change the number of lines per page. Line numbers are optional.
4. A rough draft should never include a completed title page, appearance page, certification page, any mention of swearing in of a witness by name, a footer with the firm name, reporter's name or license number.
5. Include a “Draft” watermark.
6. Insert randomly throughout the transcript a paragraph to the effect: “This is an uncertified rough draft transcript and may not be used, cited or distributed as the certified transcript of the proceedings.”
7. If the rough draft is provided via electronic media, the media should be clearly labeled as a rough draft using a label of a different color than the official transcript.
8. Where possible, all untranslated steno strokes and conflicts should be resolved before delivery of a rough draft.

Best practice pointers are not regulations or statutorily mandated. They are a way for the Board to provide guidance on situations not expressly set out in statute or regulation. Although the pointers may be used by licensees as a guide, the Board will not use them as a basis for discipline or enforcement of any type.



COURT REPORTERS BOARD
OF CALIFORNIA

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Performance Measures

Annual Report (2010 – 2011 Fiscal Year)

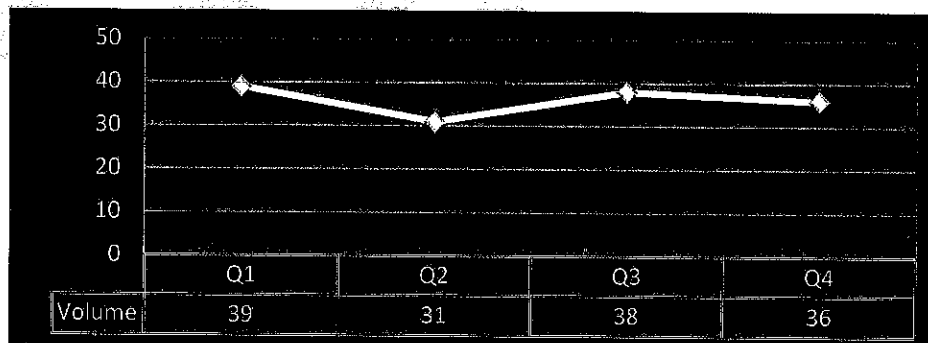
To ensure stakeholders can review the Board's progress in meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures are posted publicly on a quarterly basis.

This annual report represents the culmination of the first four quarters worth of data.

Volume

Number of complaints and convictions received.

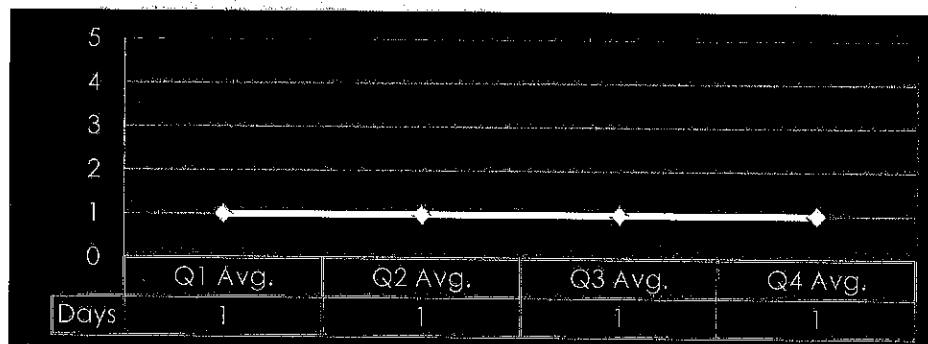
The Board had an annual total of 144 this fiscal year.



Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

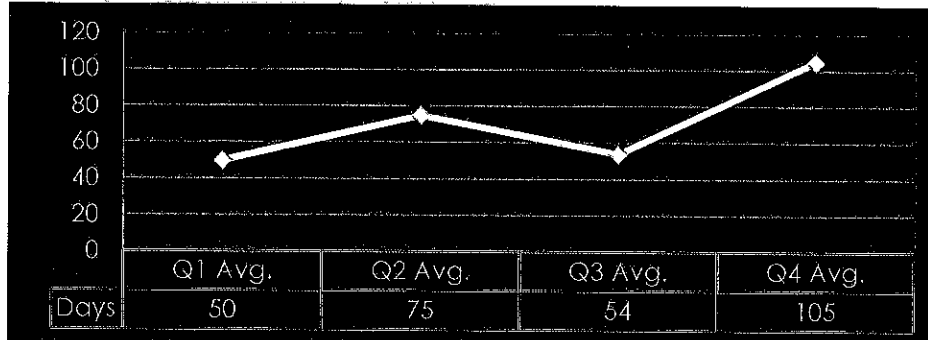
The Board has set a target of 5 days for this measure.



Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

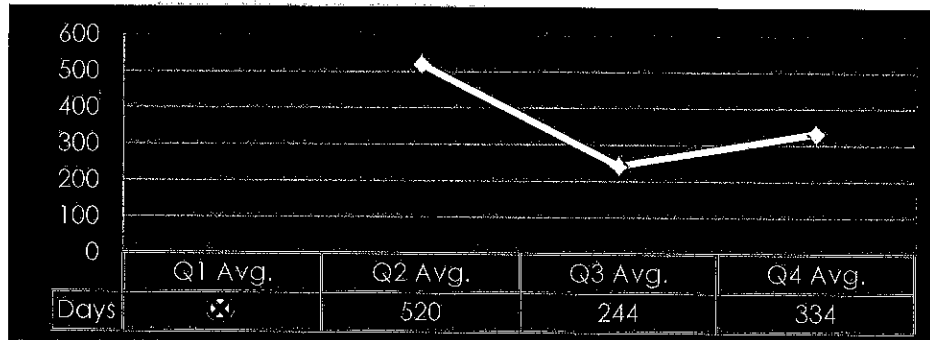
The Board has set a target of 60 days for this measure.



Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

The Board has set a target of 540 days for this measure.



Department of Consumer Affairs
Court Reporters Board
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Performance Measures

Q1 Report (July - September 2011)

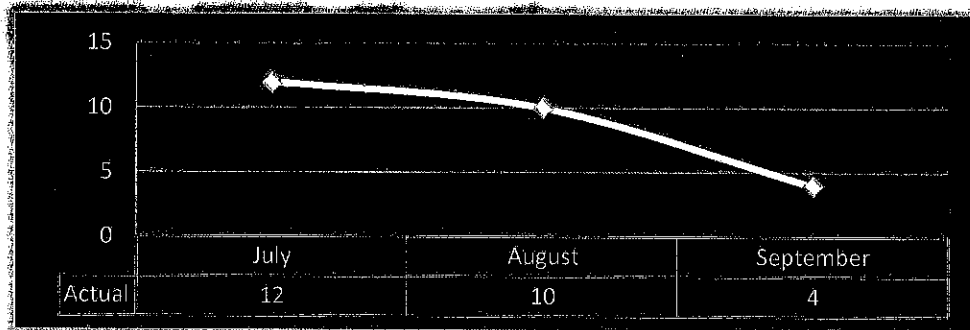
To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

Volume

Number of complaints received.

Q1 Total: 26

Q1 Monthly Average: 9

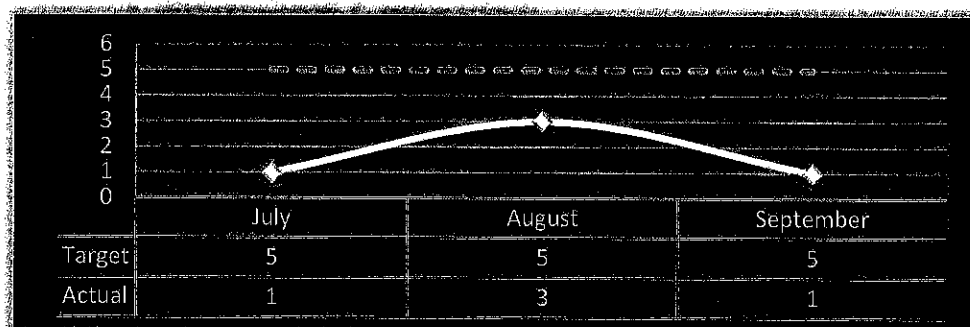


Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 5 Days

Q1 Average: 2 Days

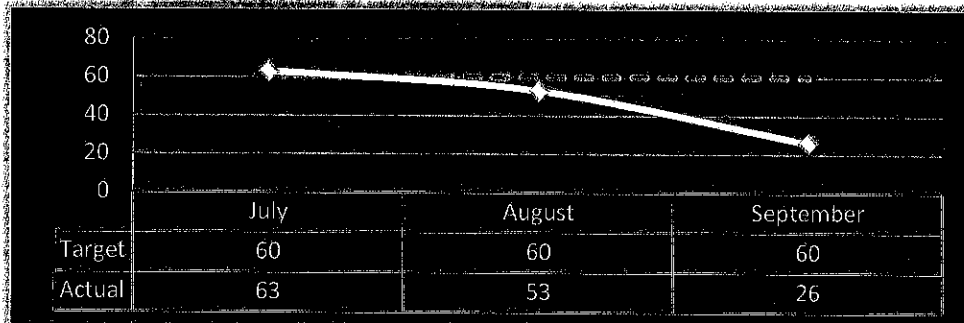


Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 60 Days

Q1 Average: 47 Days

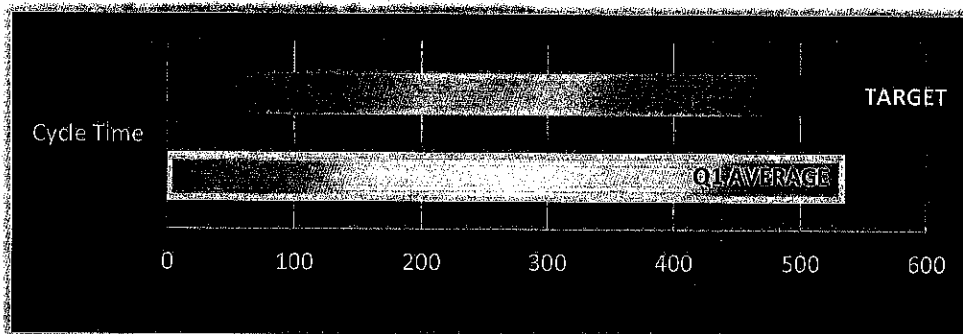


Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

Target: 540 Days

Q1 Average: 532 Days

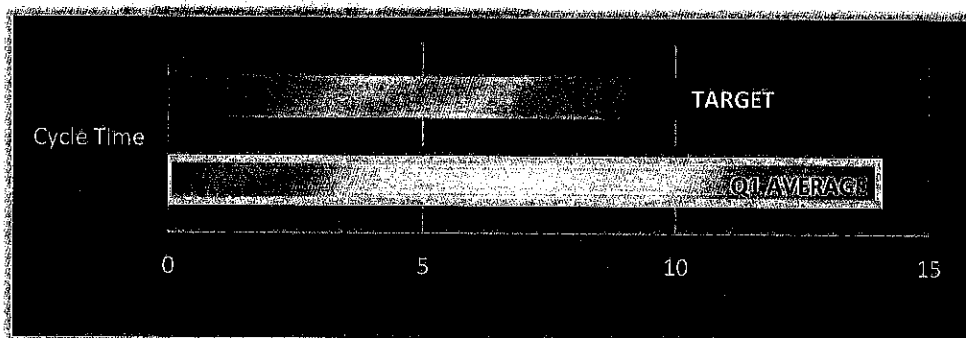


Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 10 Days

Q1 Average: 14 Days

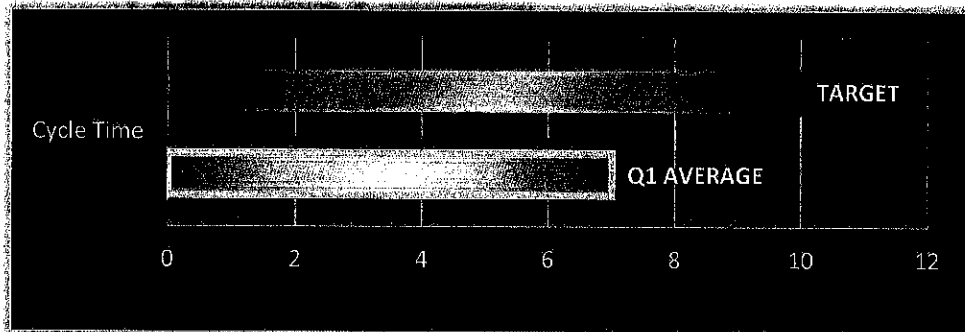


Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 10 Days

Q4 Average: 7 Days



Department of Consumer Affairs
Court Reporters Board
of California

Performance Measures

Q2 Report (October - December 2011)

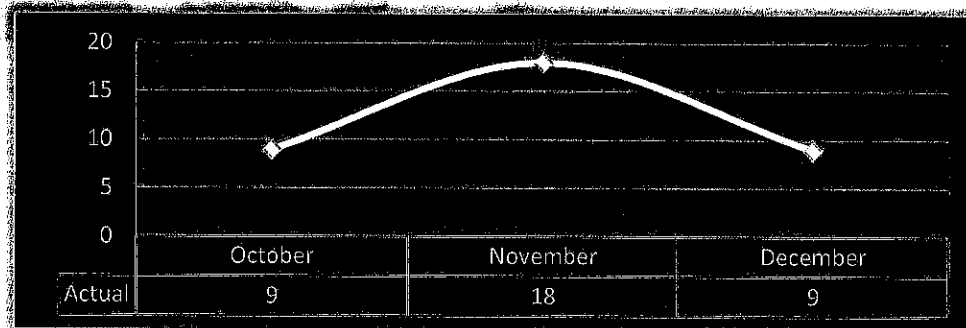
To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

Volume

Number of complaints received.

Q2 Total: 36

Q2 Monthly Average: 12

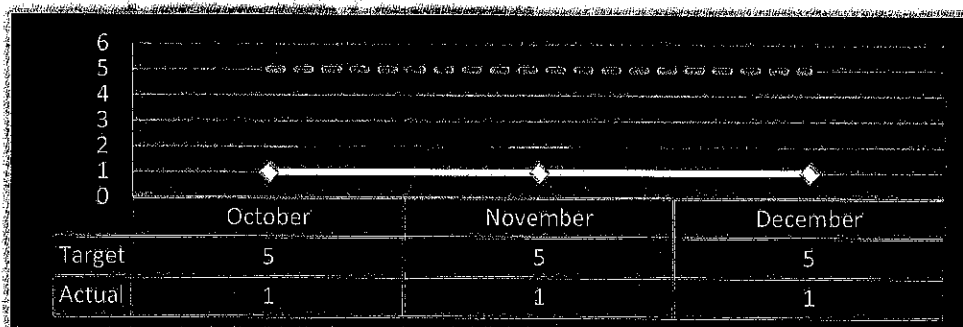


Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 5 Days

Q2 Average: 1 Day

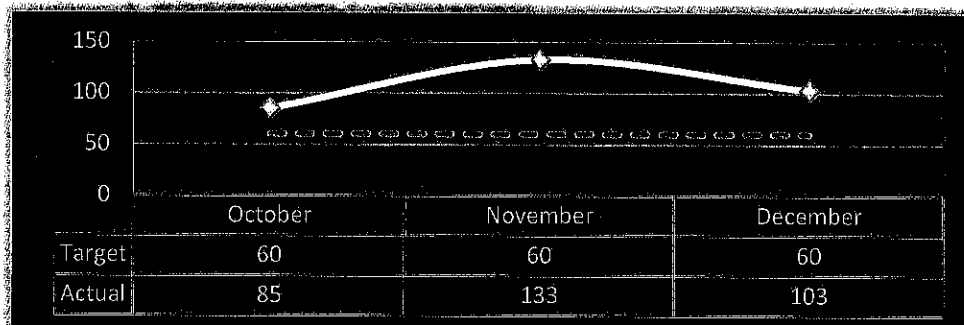


Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 60 Days

Q2 Average: 107 Days

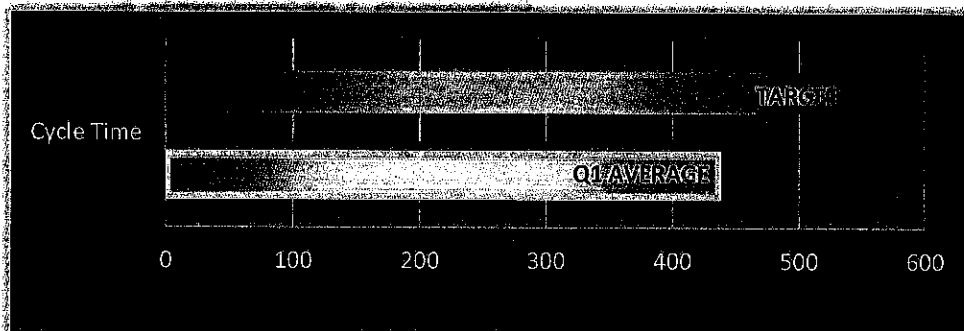


Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

Target: 540 Days

Q2 Average: 435 Days



Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 10 Days

Q2 Average: N/A

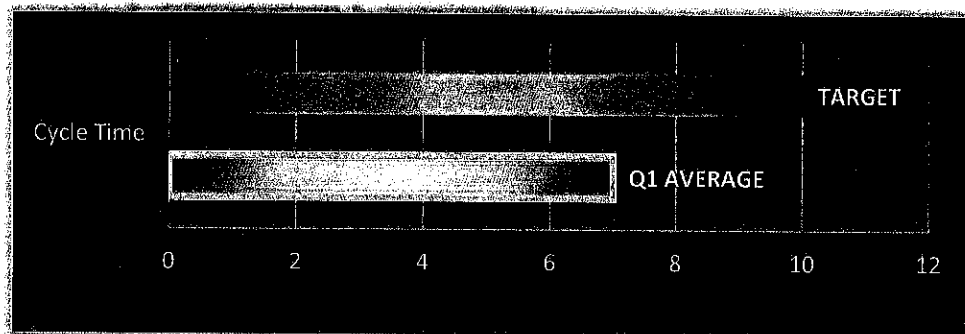
The Board did not contact any new probationers this quarter.

Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 10 Days

Q4 Average: 7 Days



Department of Consumer Affairs
Court Reporters Board
of California

Performance Measures

Q3 Report (January - March 2012)

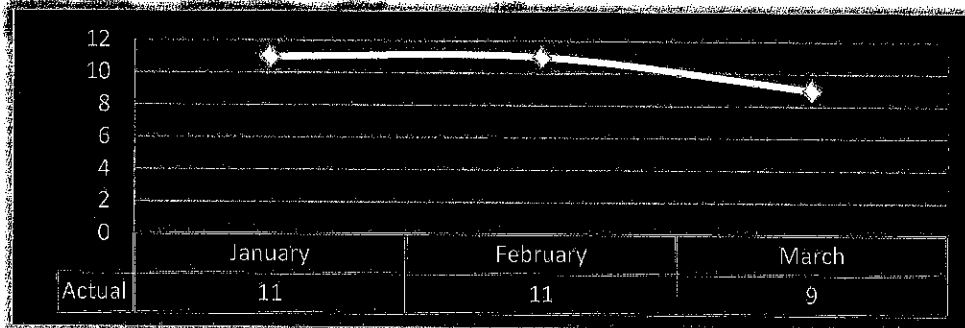
To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

Volume

Number of complaints received.

Q3 Total: 31

Q3 Monthly Average: 10

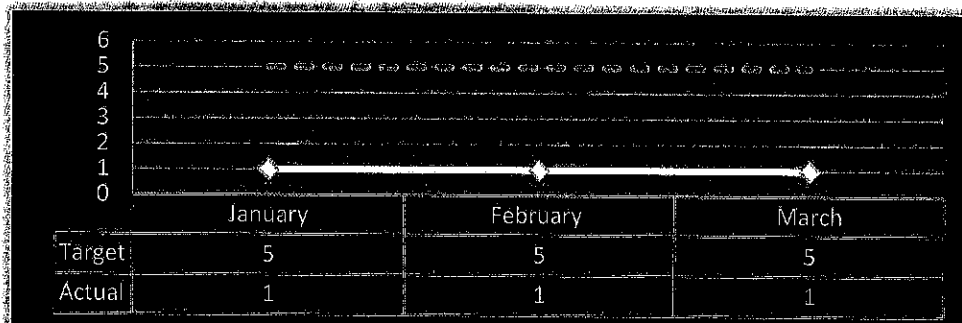


Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 5 Days

Q3 Average: 1 Day

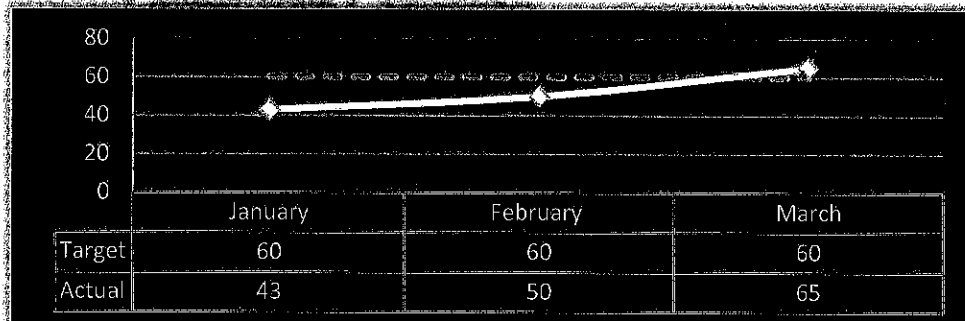


Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 60 Days

Q3 Average: 53 Days



Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

Target: 540 Days

Q3 Average: N/A Days

The Board did not close any formal discipline cases this quarter.

Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 10 Days

Q3 Average: N/A

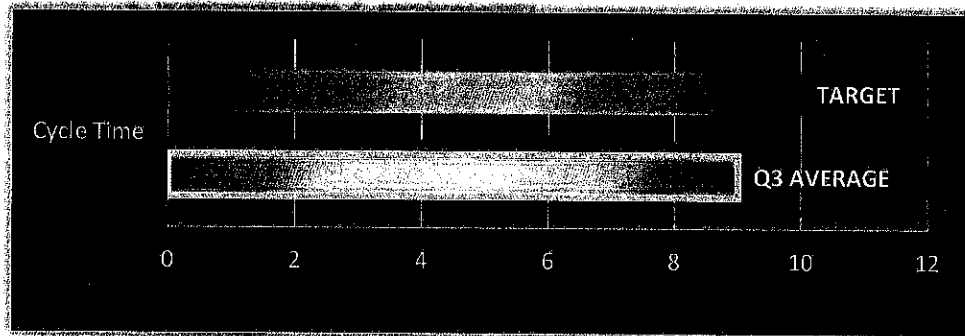
The Board did not contact any new probationers this quarter.

Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 10 Days

Q3 Average: 9 Days



(Department of Consumer Affairs
Court Reporters Board
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Performance Measures

Q4 Report (April - June 2012)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

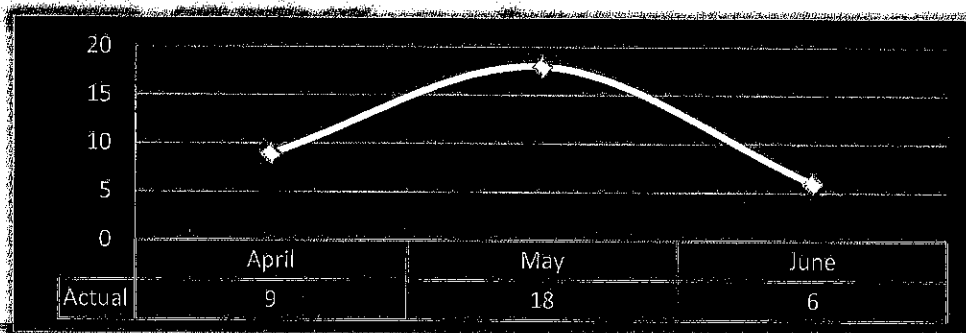
Volume

Number of complaints received.

Q4 Total: 33

Complaints: 30 Convictions: 3

Q4 Monthly Average: 11

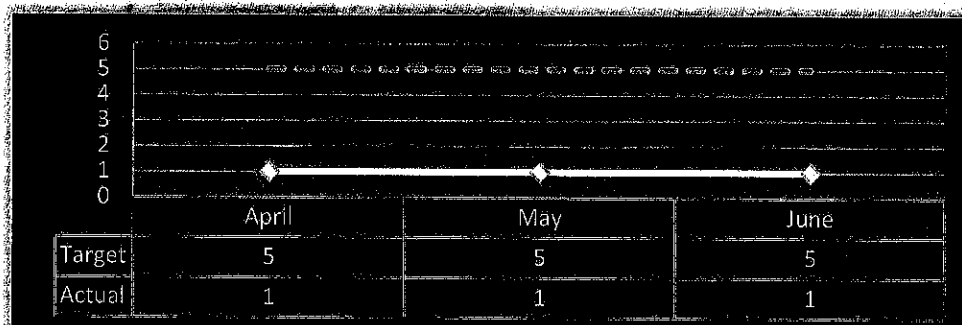


Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 5 Days

Q4 Average: 1 Day

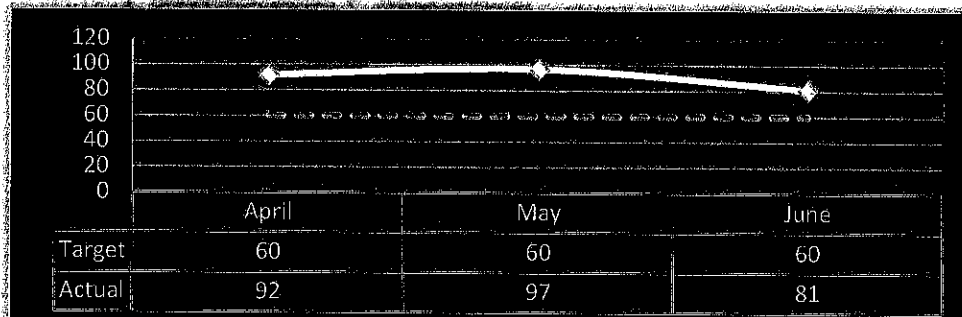


Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 60 Days

Q4 Average: 90 Days

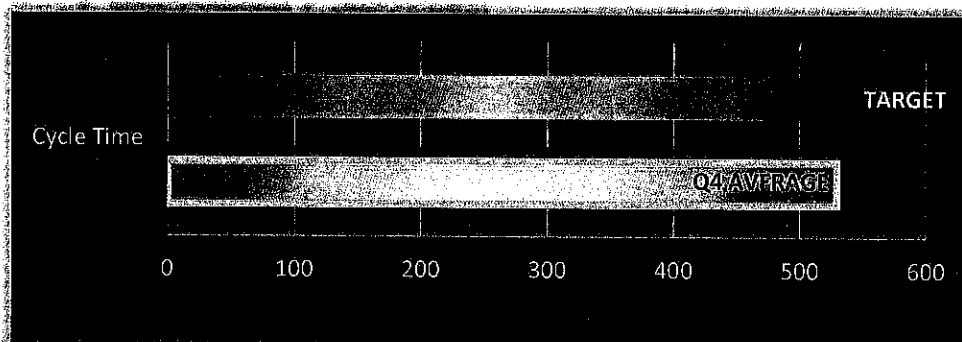


Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

Target: 540 Days

Q4 Average: 529 Days



Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 10 Days

Q4 Average: N/A Days

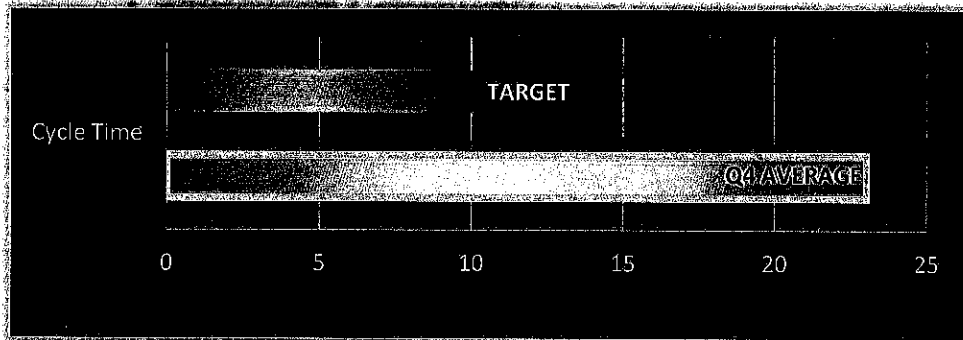
The Board did not contact any new probationers this quarter.

Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 10 Days

Q4 Average: 23 Days



Department of Consumer Affairs
Court Reporters Board

Performance Measures

Annual Report (2011 – 2012 Fiscal Year)

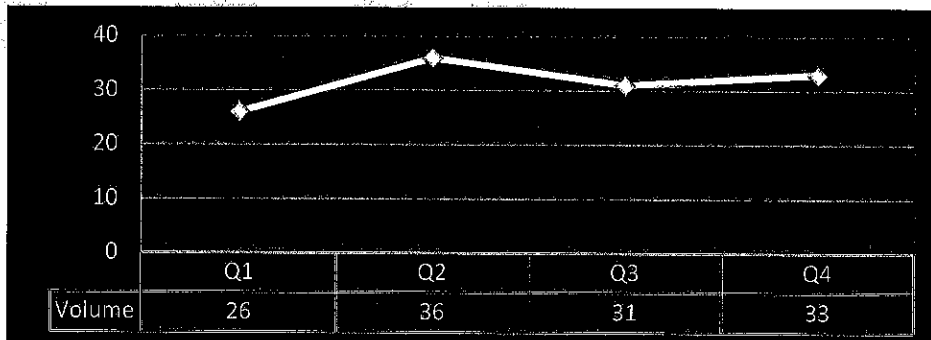
To ensure stakeholders can review the Board's progress in meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures are posted publicly on a quarterly basis.

This annual report represents the culmination of the four quarters worth of data.

Volume

Number of complaints and convictions received.

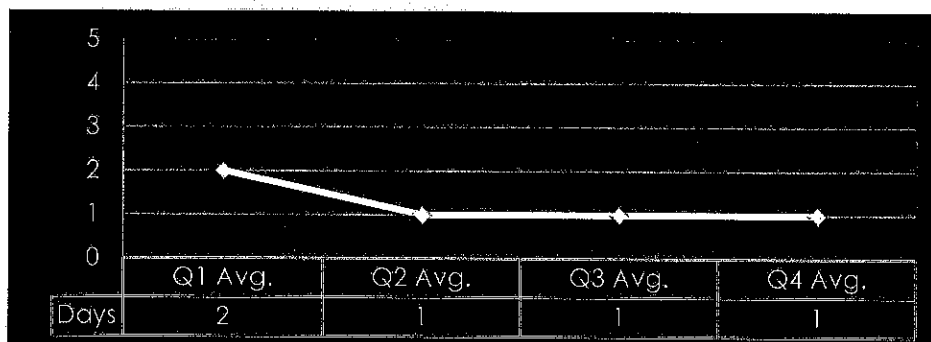
The Board had an annual total of 126 this fiscal year.



Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

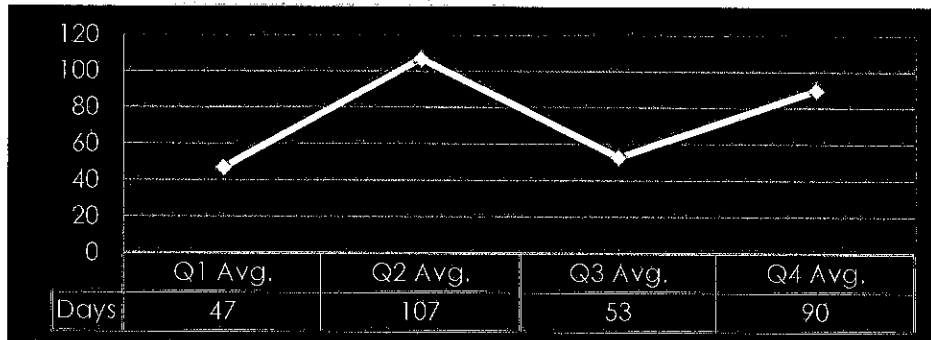
The Board has set a target of 5 days for this measure.



Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

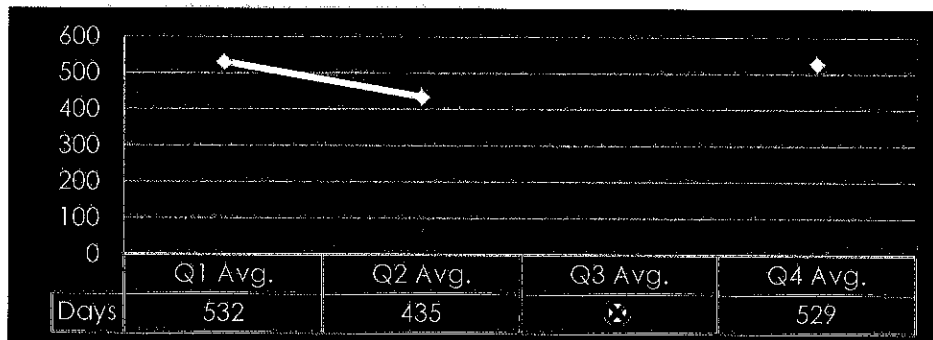
The Board has set a target of 60 days for this measure.



Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

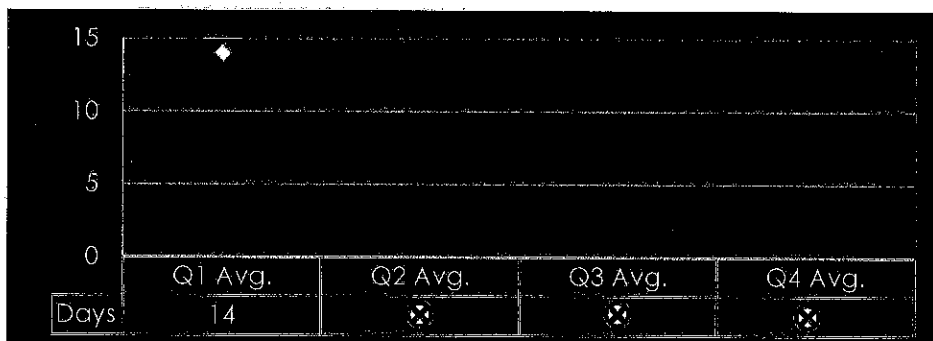
The Board has set a target of 540 days for this measure.



Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

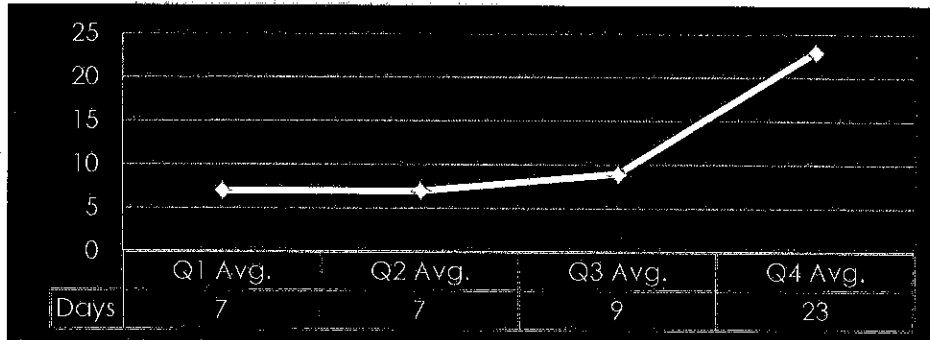
The Board has set a target of 10 days for this measure.



Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

The Board has set a target of 10 days for this measure.



Department of Consumer Affairs
Court Reporters Board
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Performance Measures

Q1 Report (July - September 2012)

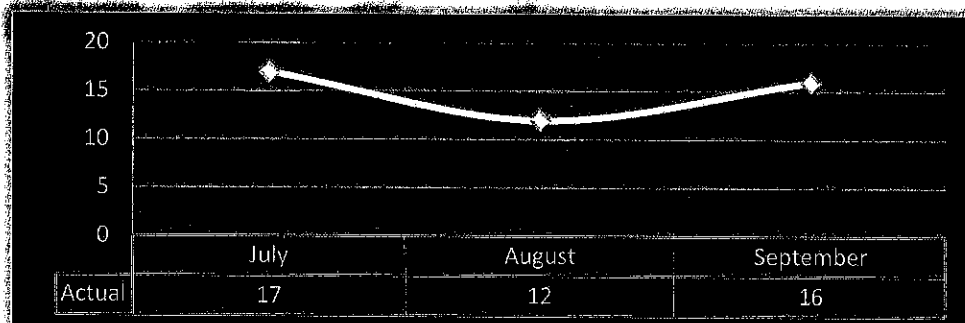
To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

Volume

Number of complaints received.

Q1 Total: 45

Q1 Monthly Average: 15

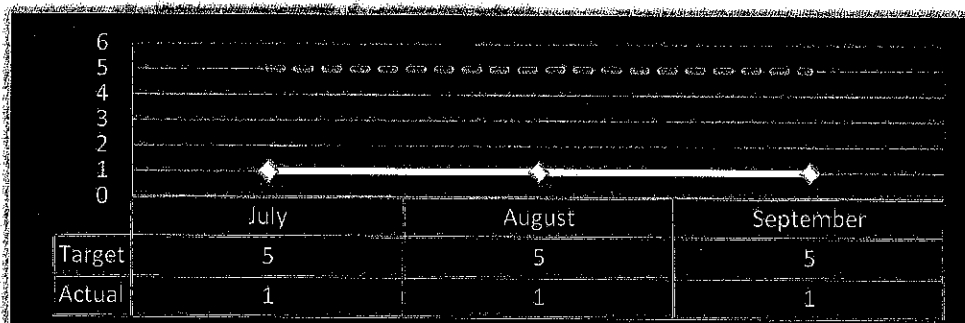


Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 5 Days

Q1 Average: 1 Day

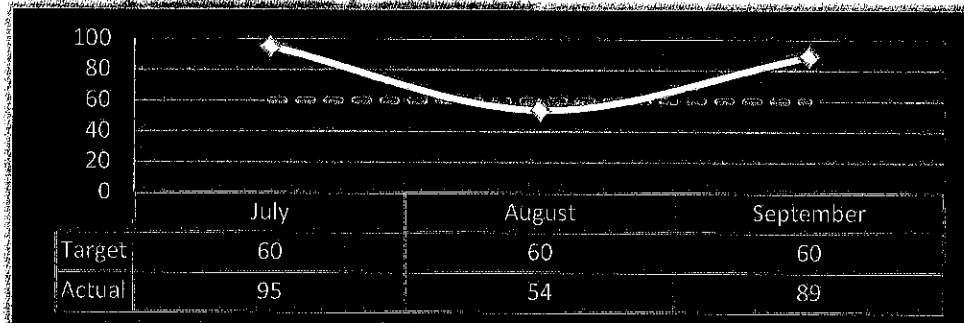


Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 60 Days

Q1 Average: 79 Days

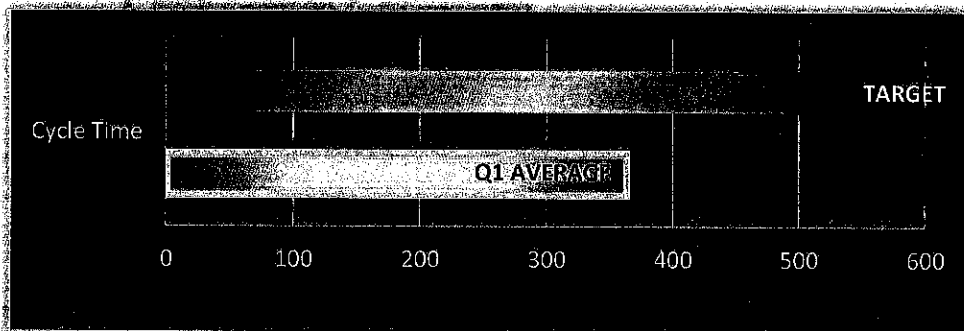


Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

Target: 540 Days

Q1 Average: 363 Days

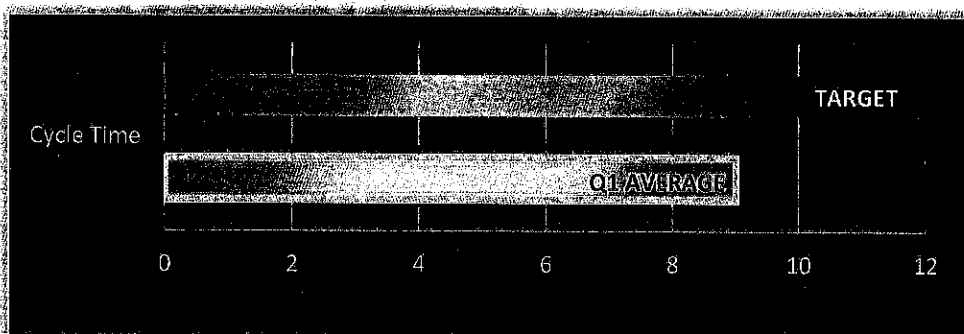


Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 10 Days

Q1 Average: 9 Days



Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 10 Days

Q4 Average: N/A

The Board did not handle any probation violations this quarter.

Department of Consumer Affairs
Court Reporters Board
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Performance Measures

Q2 Report (October - December 2012)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

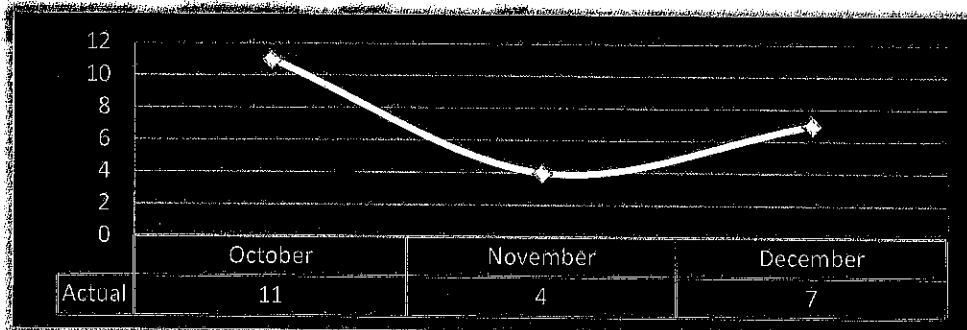
Volume

Number of complaints and convictions received.

Q2 Total: 22

Complaints: 21 Convictions: 1

Q2 Monthly Average: 7

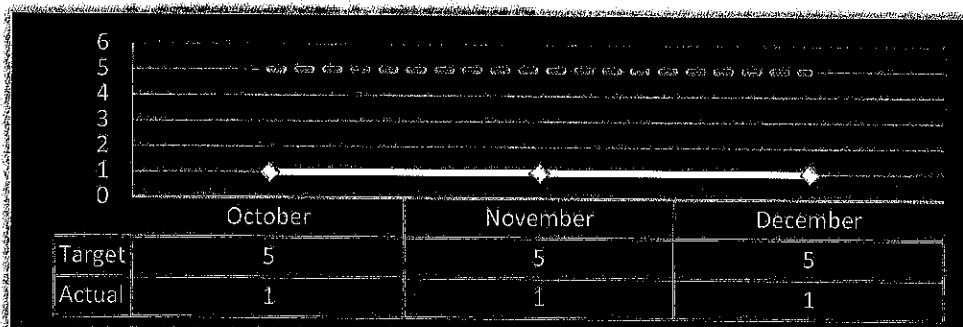


Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 5 Days

Q2 Average: 1 Day

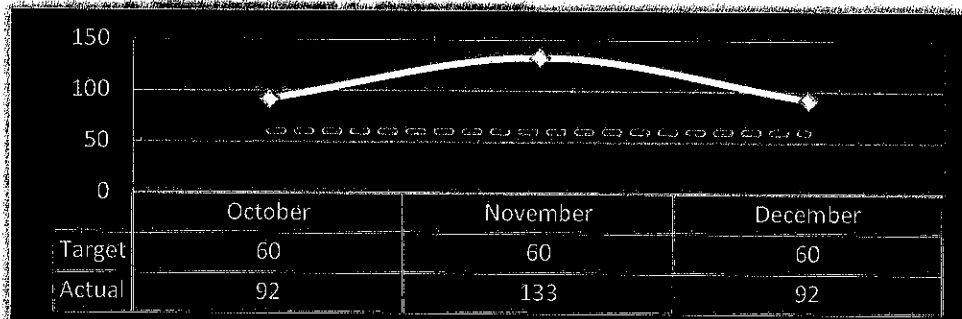


Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 60 Days

Q2 Average: 106 Days

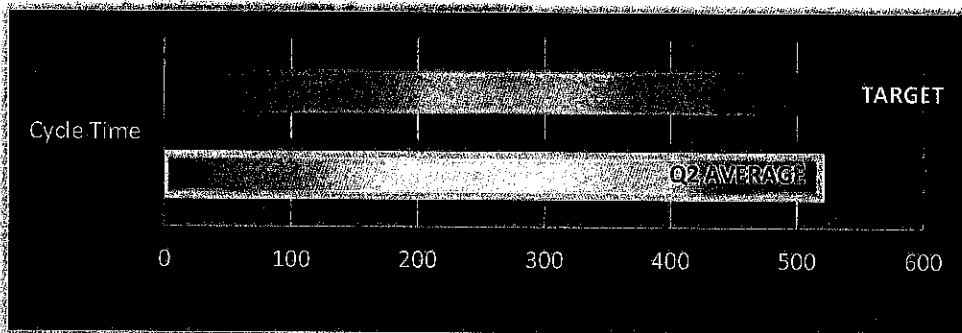


Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

Target: 540 Days

Q2 Average: 518 Days

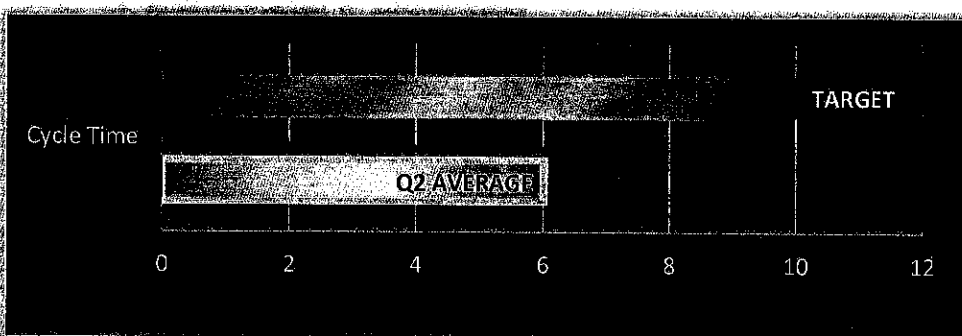


Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 10 Days

Q2 Average: 6 Days



Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 10 Days

Q4 Average: 7 Days

The Board did not handle any probation violations this quarter.

Department of Consumer Affairs
Court Reporters Board
of California

Performance Measures

Q3 Report (January - March 2013)

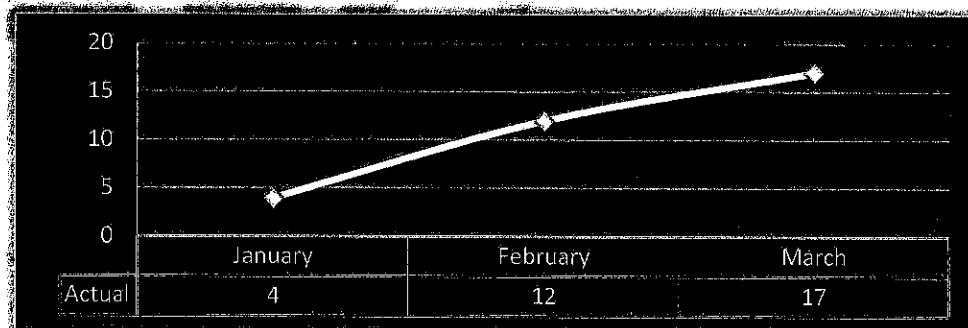
To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

Volume

Number of complaints received.

Q3 Total: 33

Q3 Monthly Average: 11

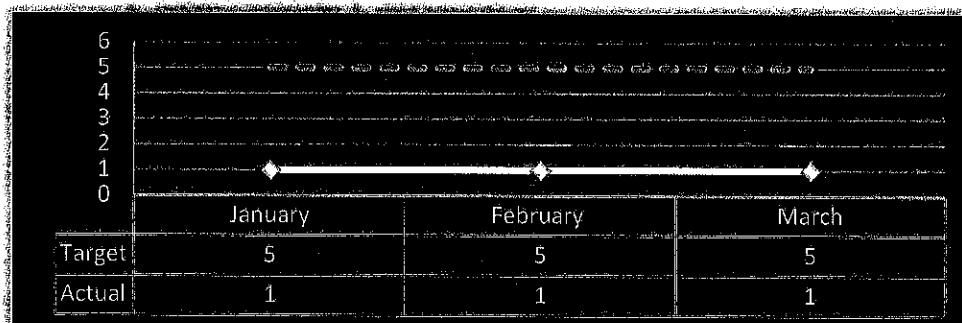


Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 5 Days

Q3 Average: 1 Day

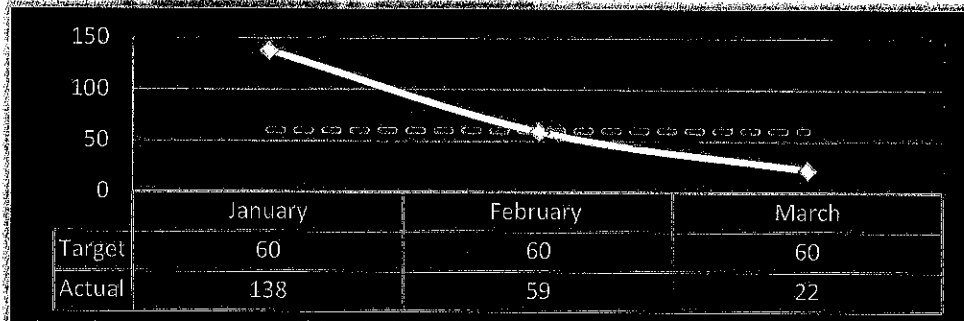


Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 60 Days

Q3 Average: 73 Days

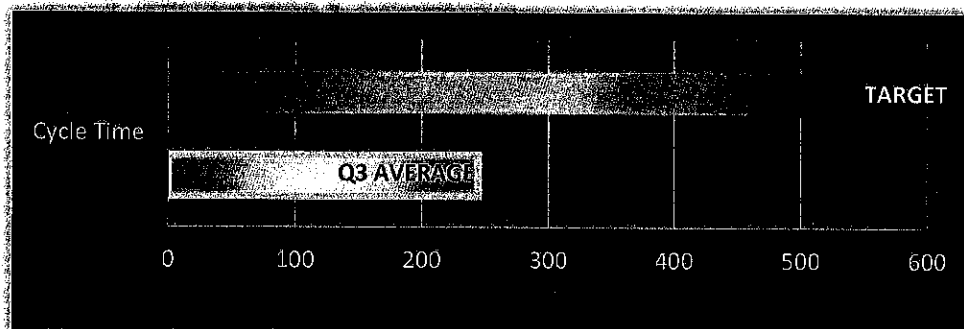


Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

Target: 540 Days

Q3 Average: 244 Days

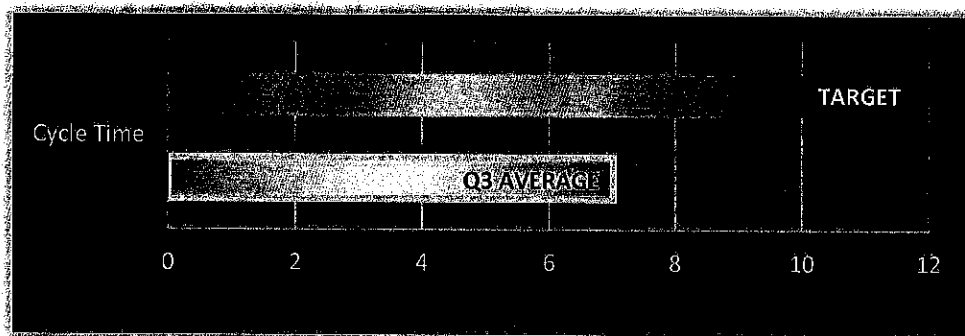


Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 10 Days

Q3 Average: 7 Days



Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 10 Days

Q3 Average: N/A

The Board did not handle any probation violations this quarter.

(Department of Consumer Affairs)
**Court Reporters Board
of California**

Performance Measures

Q4 Report (April - June 2013)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

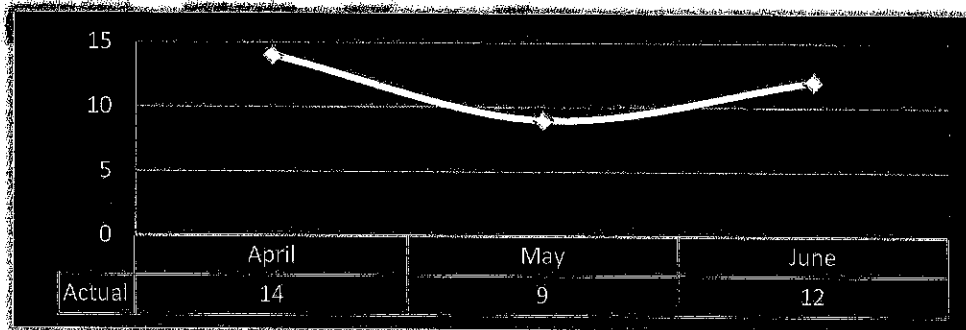
Volume

Number of complaints received.

Q4 Total: 35

Complaints: 35 Convictions: 0

Q4 Monthly Average: 12

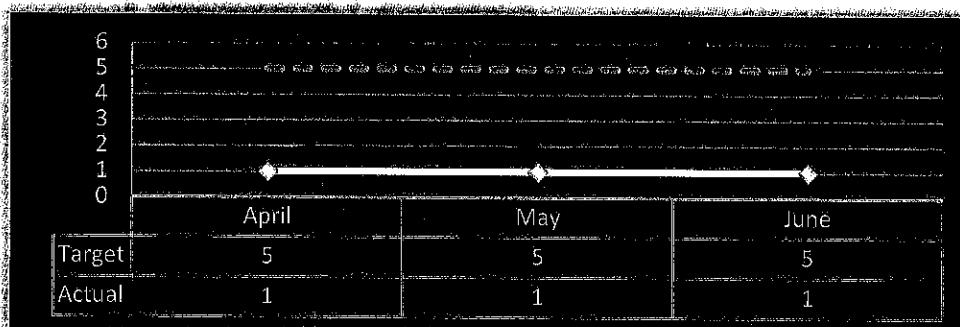


Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 5 Days

Q4 Average: 1 Day

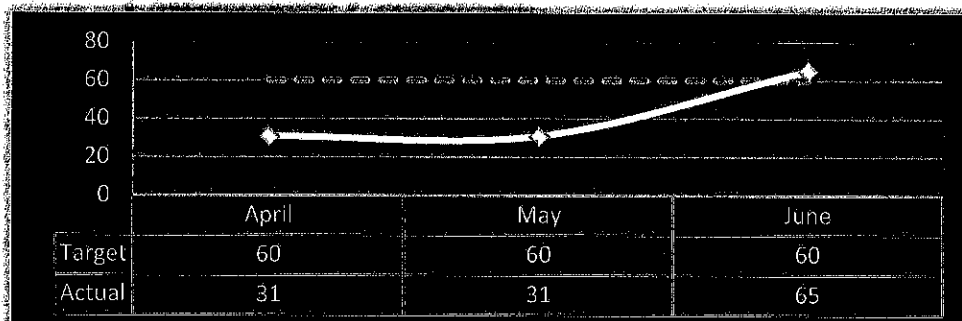


Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 60 Days

Q4 Average: 42 Days



Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

Target: 540 Days

Q4 Average: N/A

The Board did not close any disciplinary cases this quarter.

Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 10 Days

Q4 Average: N/A Days

The Board did not contact any new probationers this quarter.

Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 10 Days

Q4 Average: N/A

The Board did not have any probation violations this quarter.

Department of Consumer Affairs
Court Reporters Board

Performance Measures

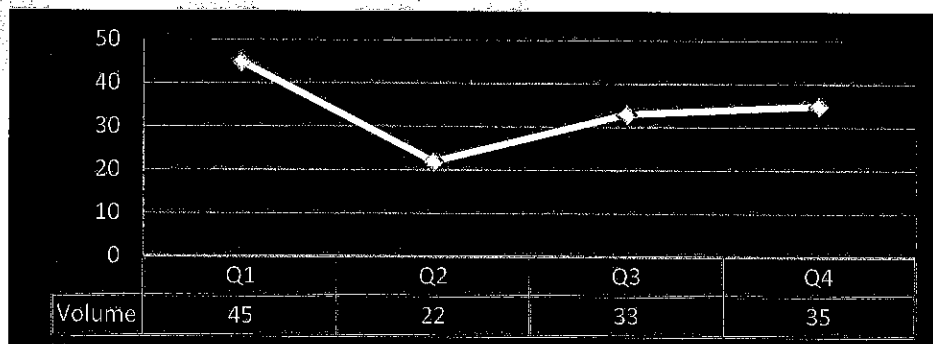
Annual Report (2012 – 2013 Fiscal Year)

To ensure stakeholders can review the Board's progress in meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures are posted publicly on a quarterly basis.

Volume

Number of complaints and convictions received.

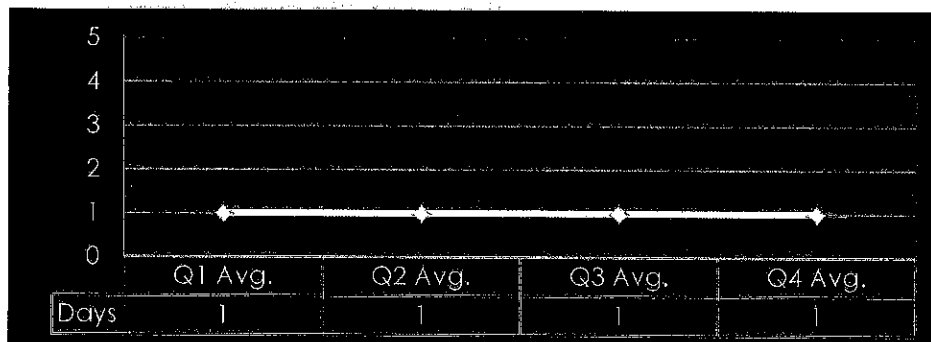
The Board had an annual total of 135 this fiscal year.



Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

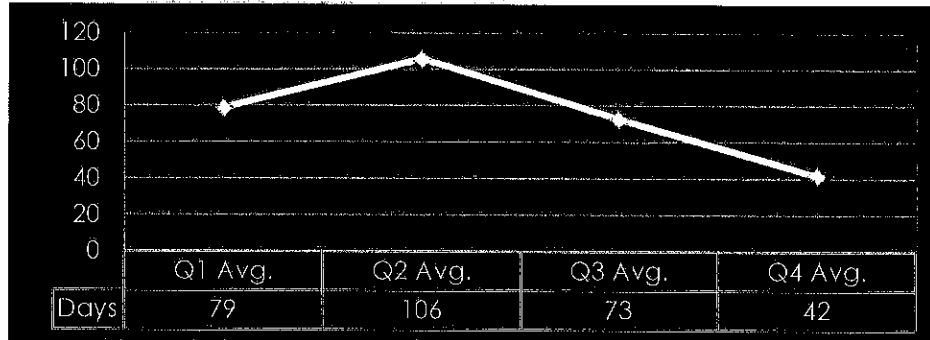
The Board has set a target of 5 days for this measure.



Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

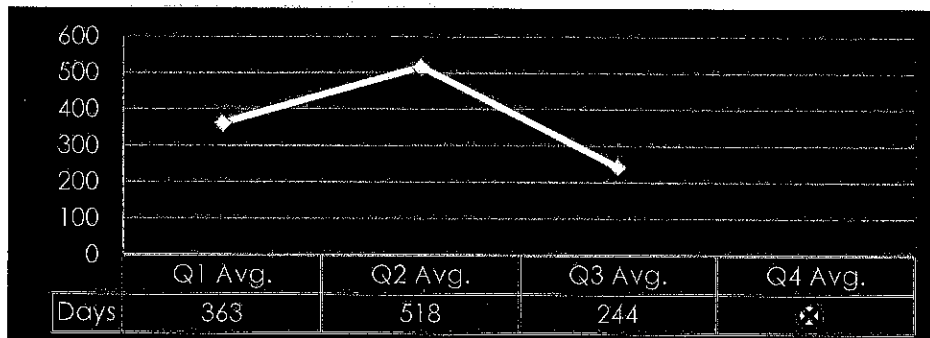
The Board has set a target of 60 days for this measure.



Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

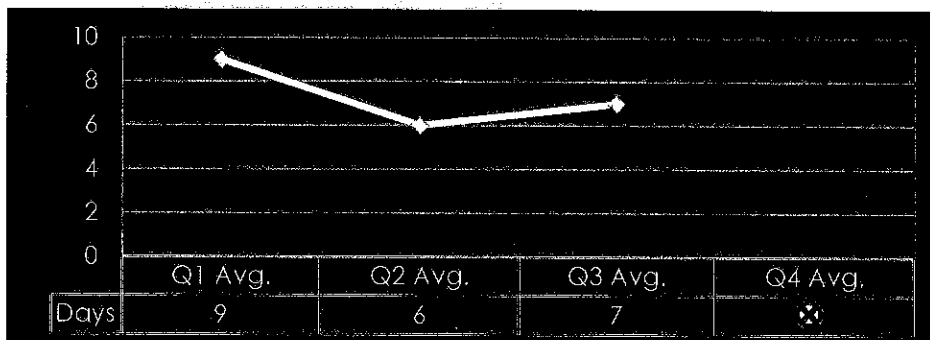
The Board has set a target of 540 days for this measure.



Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

The Board has set a target of 10 days for this measure.



Department of Consumer Affairs
Court Reporters Board
of California

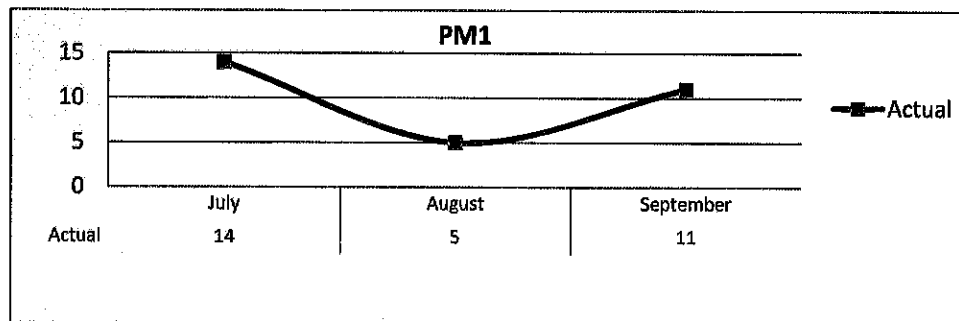
Performance Measures

Q1 Report (July - September 2013)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

PM1 | Volume

Number of complaints and convictions received.

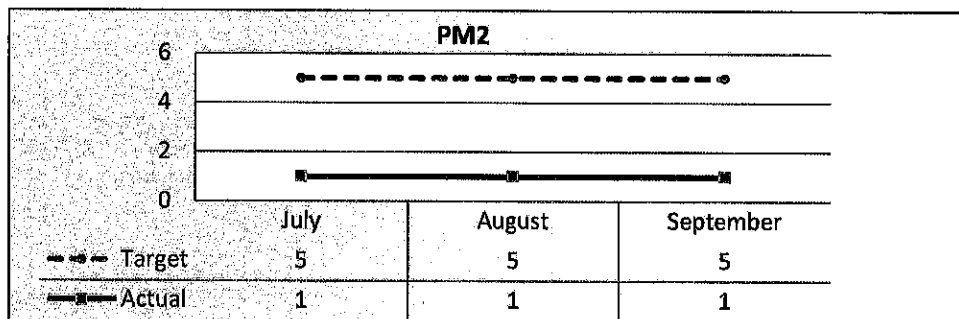


Total Received: 30 Monthly Average: 10

Complaints: 28 | Convictions: 2

PM2 | Intake

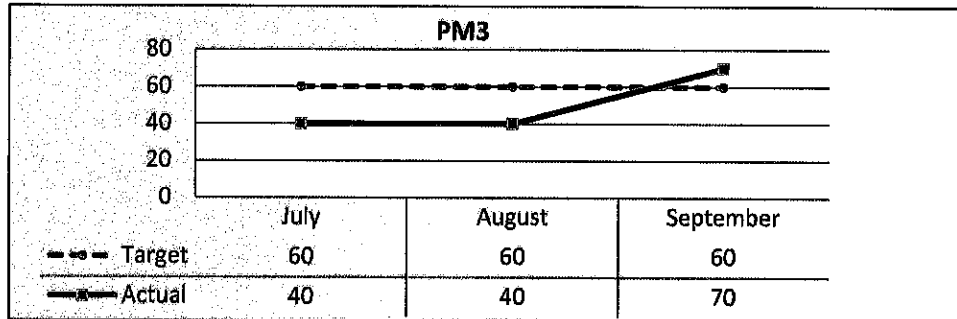
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



Target Average: 5 Days | Actual Average: 1 Day

PM3 | Intake & Investigation

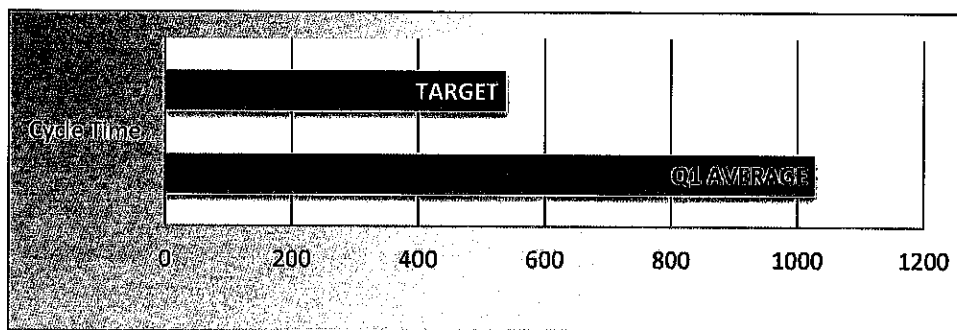
Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.



Target Average: 60 Days | Actual Average: 50 Days

PM4 | Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board and prosecution by the AG).



Target Average: 540 Days | Actual Average: 1,028 Days

PM7 | Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

The Board did not contact any new probationers this quarter.

Target Average: 10 Days | Actual Average: N/A

PM8 | Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

The Board did not report any new probation violations this quarter.

Target Average: 10 Days | Actual Average: N/A

Department of Consumer Affairs
**Court Reporters Board
of California**

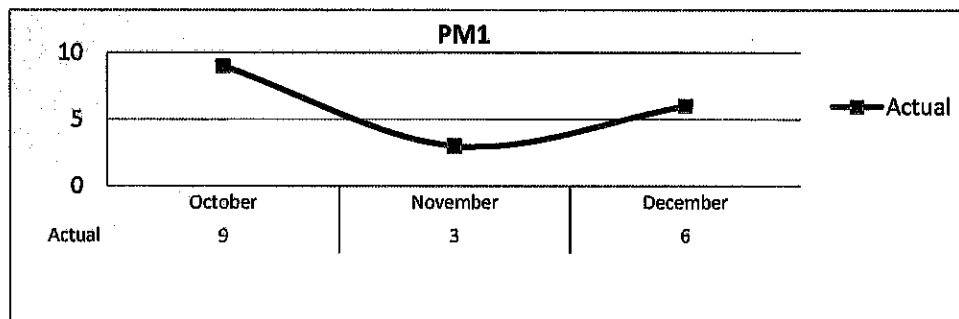
Performance Measures

Q2 Report (October - December 2013)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

PM1 | Volume

Number of complaints and convictions received.

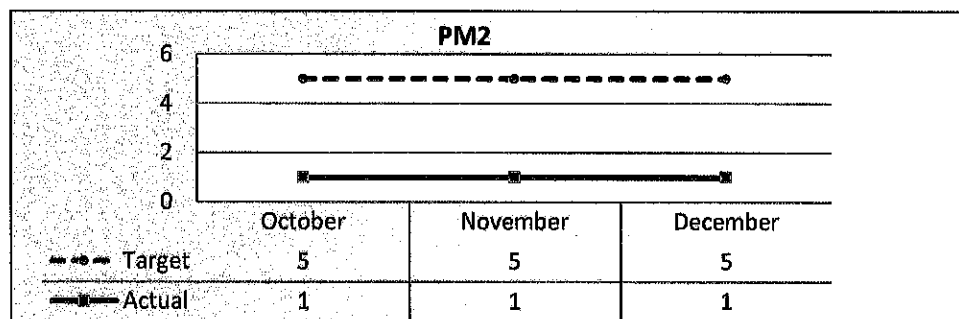


Total Received: 18 Monthly Average: 6

Complaints: 17 | Convictions: 1

PM2 | Intake

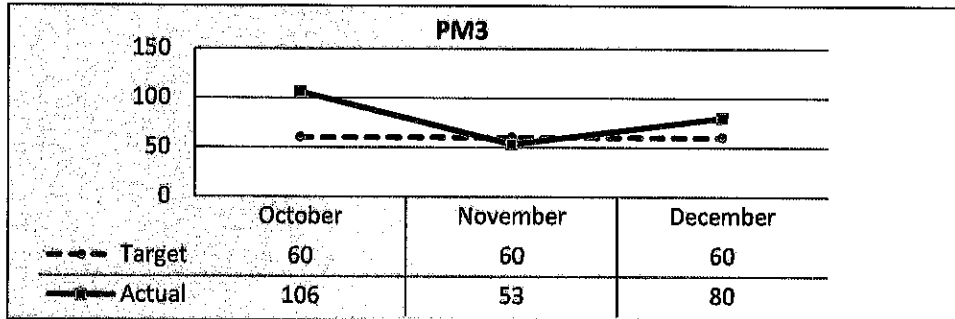
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



Target Average: 5 Days | Actual Average: 1 Day

PM3 | Intake & Investigation

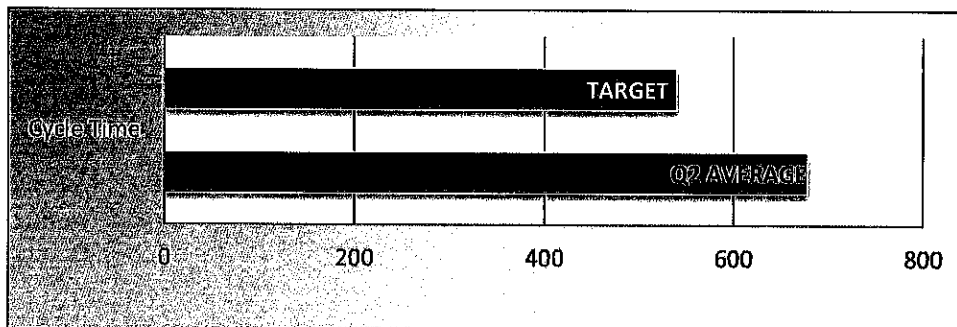
Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.



Target Average: 60 Days | Actual Average: 80 Days

PM4 | Formal Discipline

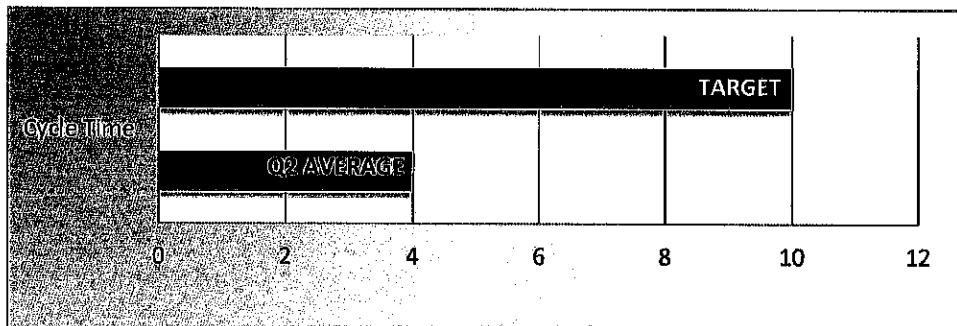
Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board and prosecution by the AG).



Target Average: 540 Days | Actual Average: 678 Days

PM7 | Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 10 Days | Actual Average: 4 Days

PM8 | Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

The Board did not report any new probation violations this quarter.

Target Average: 10 Days | Actual Average: N/A

Department of Consumer Affairs
Court Reporters Board
of California

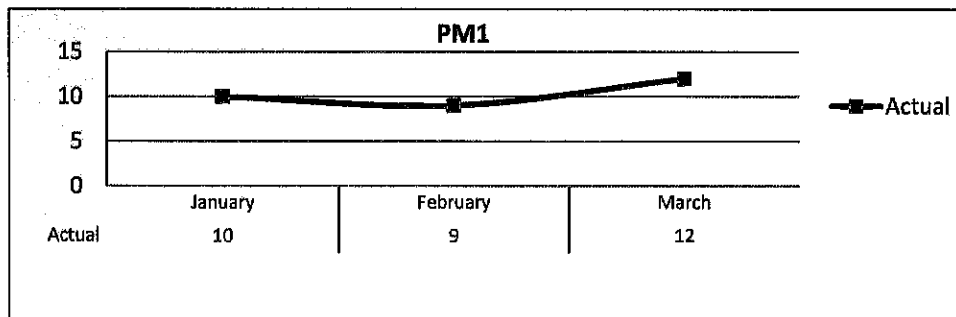
Performance Measures

Q3 Report (January - March 2014)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

PM1 | Volume

Number of complaints and convictions received.

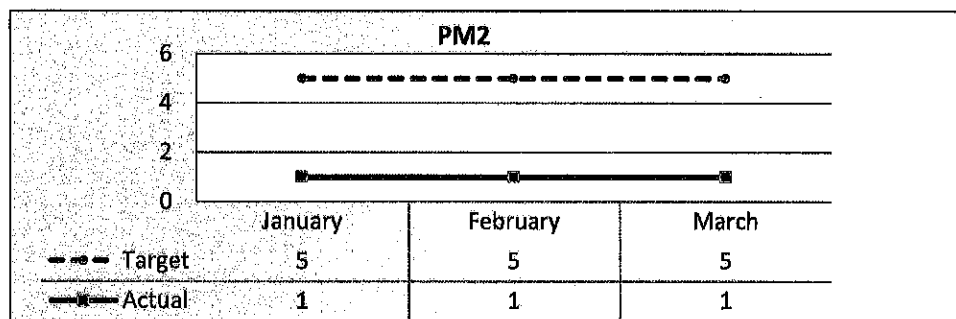


Total Received: 31 Monthly Average: 10

Complaints: 30 | Convictions: 1

PM2 | Intake

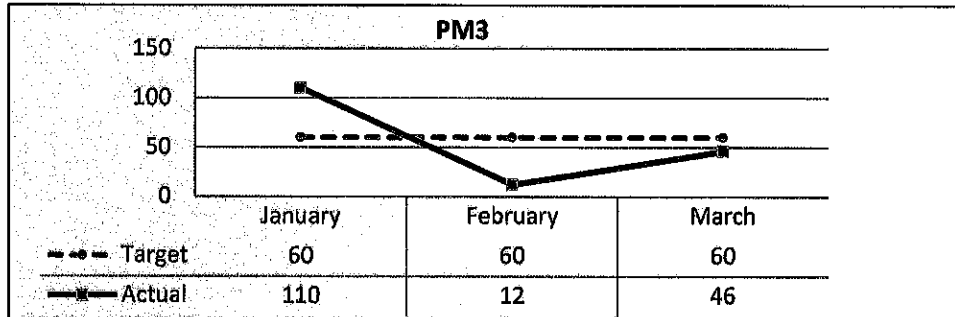
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



Target Average: 5 Days | Actual Average: 1 Day

PM3 | Intake & Investigation

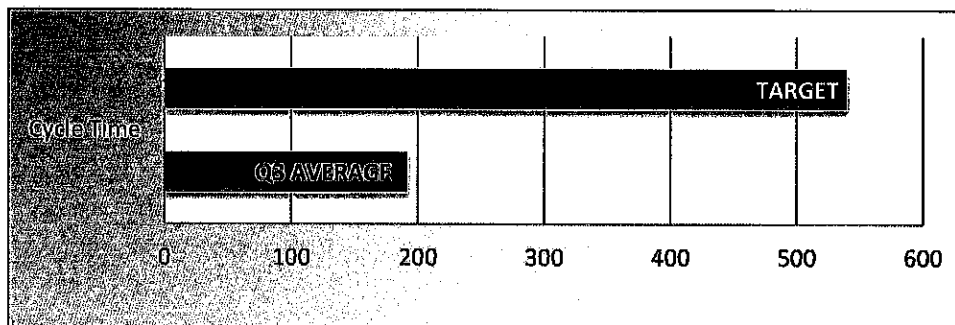
Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.



Target Average: 60 Days | Actual Average: 56 Days

PM4 | Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board and prosecution by the AG).



Target Average: 540 Days | Actual Average: 192 Days

PM7 | Probation Intake

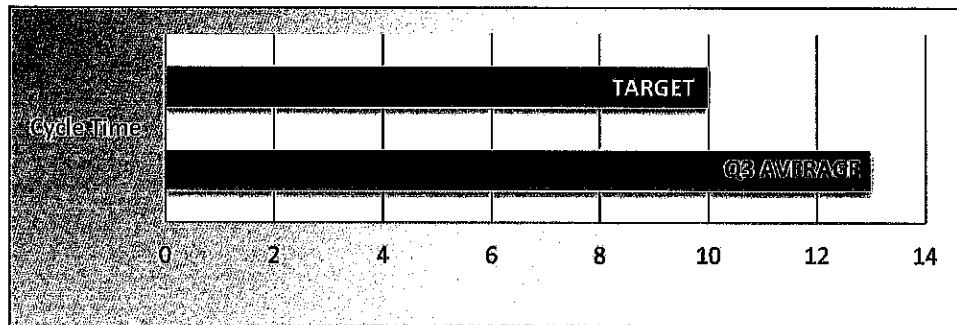
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

The Board did not contact any new probationers this quarter.

Target Average: 10 Days | Actual Average: N/A

PM8 | Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.



Target Average: 10 Days | Actual Average: 13 Days

Department of Consumer Affairs
Court Reporters Board
of California

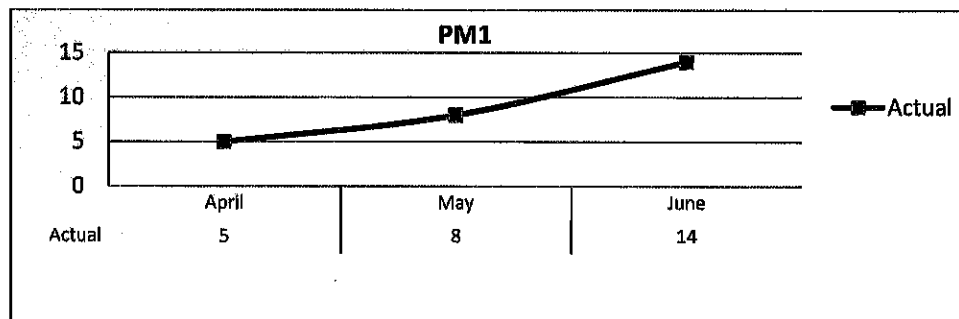
Performance Measures

Q4 Report (April - June 2014)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

PM1 | Volume

Number of complaints and convictions received.

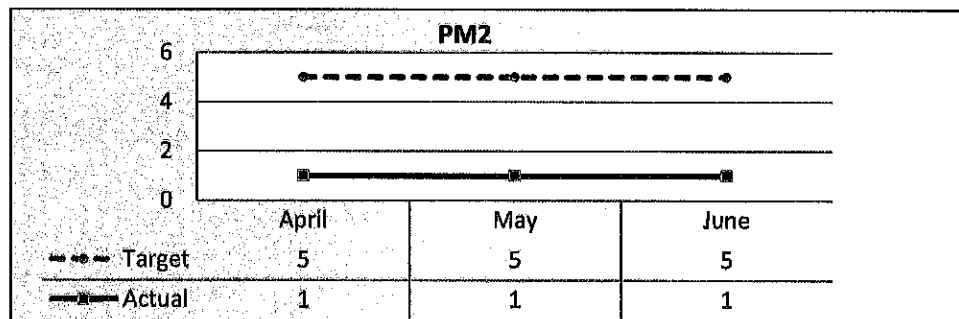


Total Received: 27 Monthly Average: 9

Complaints: 26 | Convictions: 1

PM2 | Intake

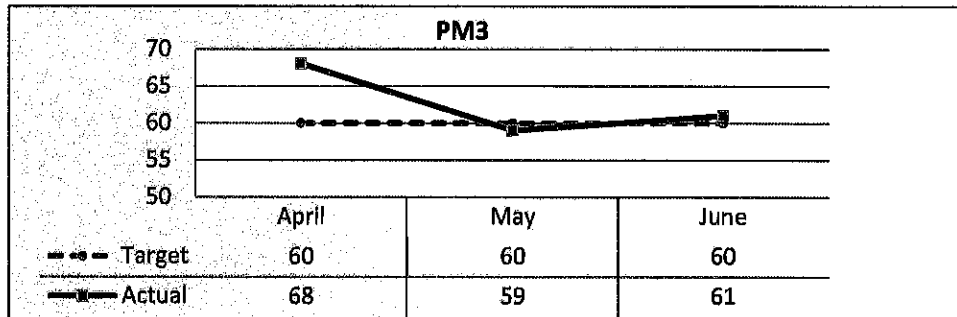
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



Target Average: 5 Days | Actual Average: 1 Day

PM3 | Intake & Investigation

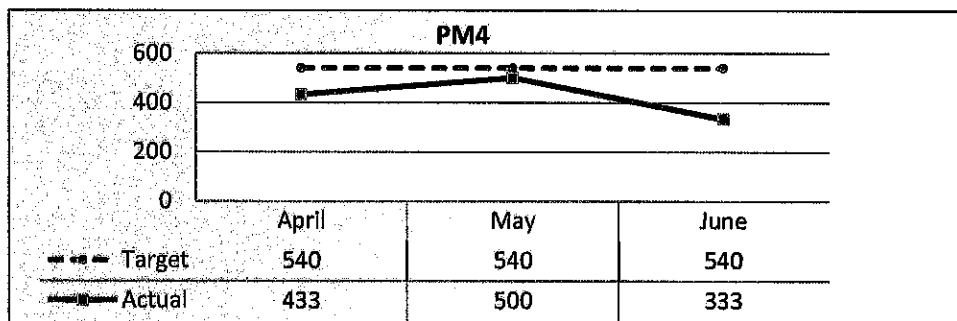
Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.



Target Average: 60 Days | Actual Average: 63 Days

PM4 | Formal Discipline

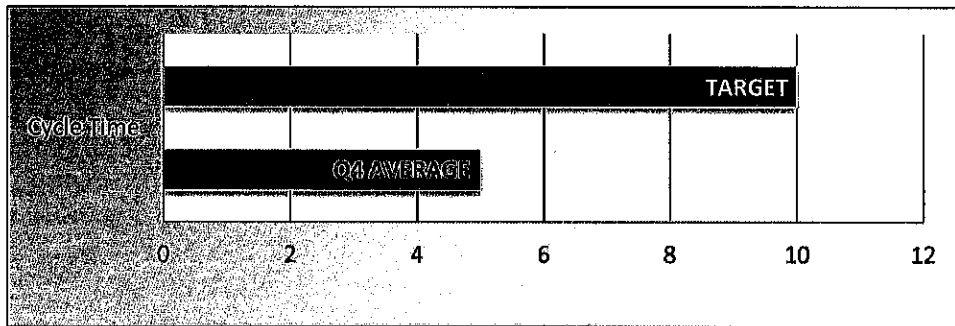
Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board and prosecution by the AG).



Target Average: 540 Days | Actual Average: 422 Days

PM7 | Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 10 Days | Actual Average: 5 Days

PM8 | Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

The Board did not report any new probation violations this quarter.

Target Average: 10 Days | Actual Average: N/A

Court Reporters Board

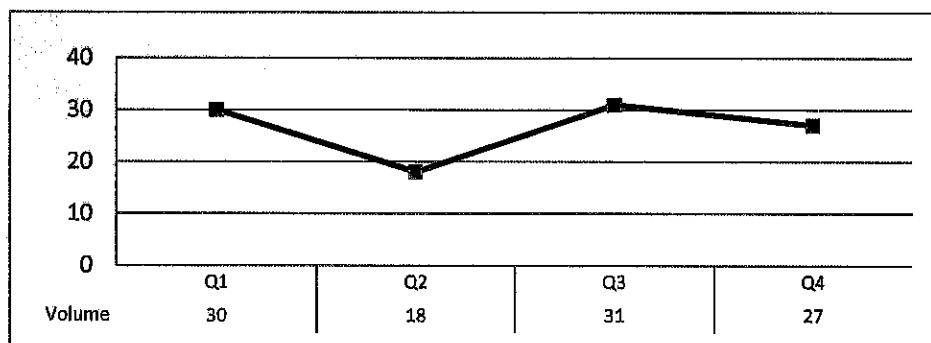
Performance Measures

Annual Report (2013 – 2014 Fiscal Year)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly and annual basis.

PM1 | Volume

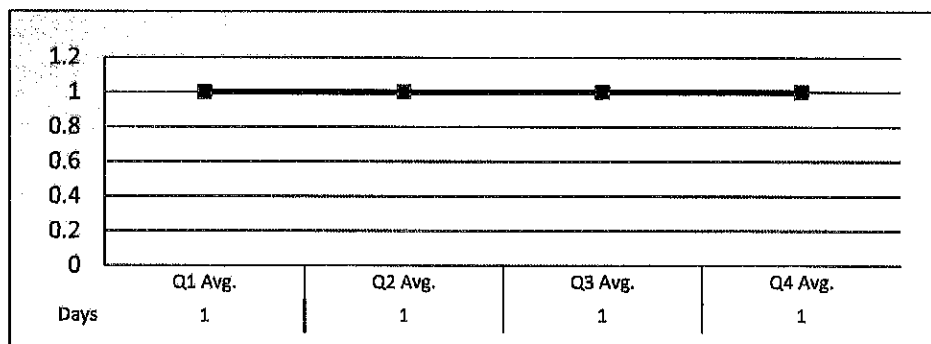
Number of complaints and convictions received.



Fiscal Year Total: 106

PM2 | Intake

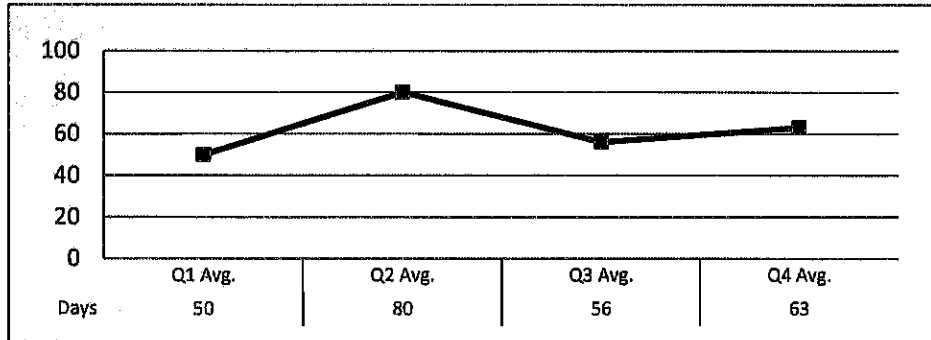
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



Target Average: 5 Days

PM3 | Intake & Investigation

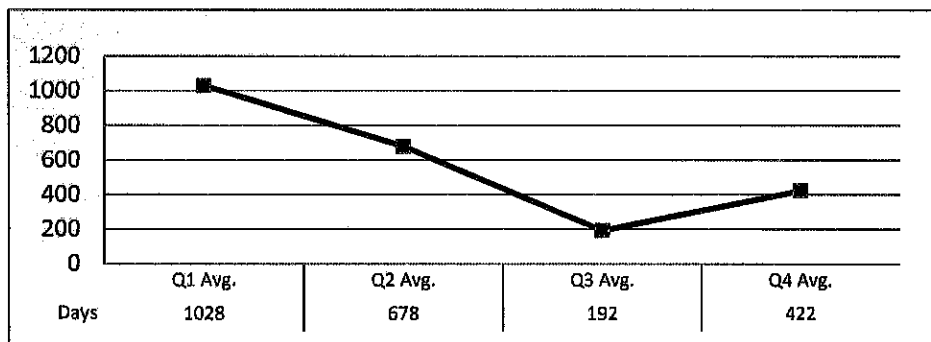
Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.



Target Average: 60 Days

PM4 | Formal Discipline

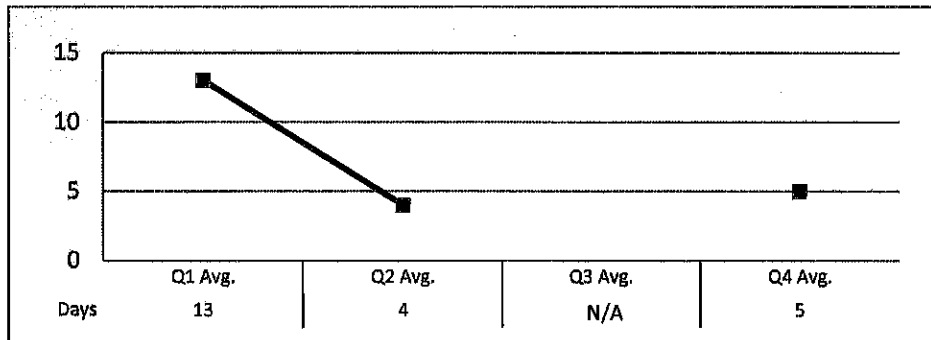
Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board and prosecution by the AG).



Target Average: 540 Days

PM7 | Probation Intake

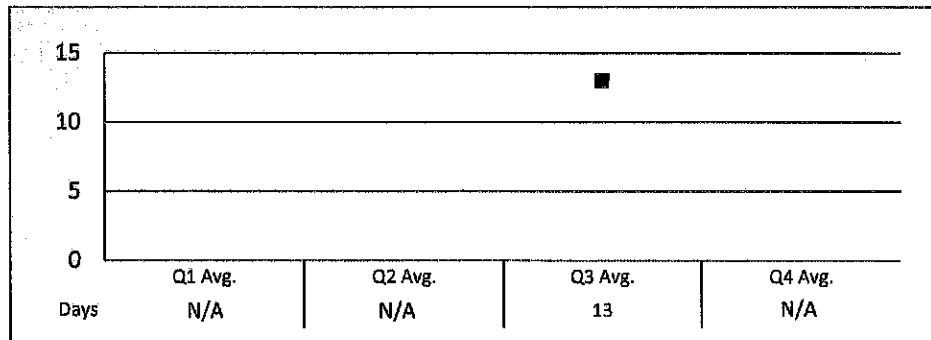
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 10 Days

PM8 | Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.



Target Average: 10 Days

Department of Consumer Affairs
Court Reporters Board
of California

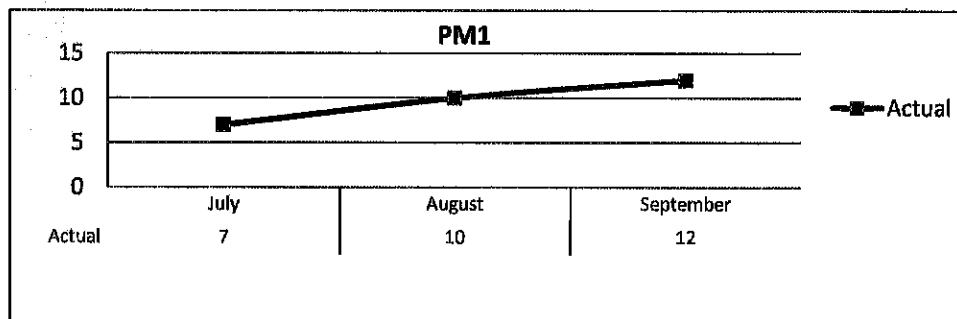
Performance Measures

Q1 Report (July - September 2014)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

PM1 | Volume

Number of complaints and convictions received.

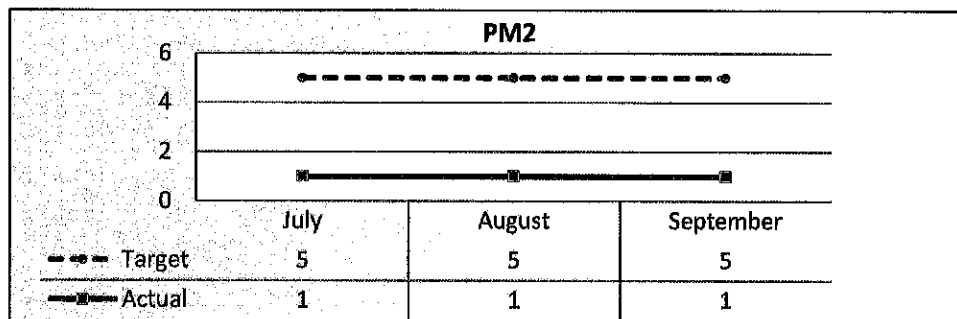


Total Received: 29 Monthly Average: 10

Complaints: 27 | Convictions: 2

PM2 | Intake

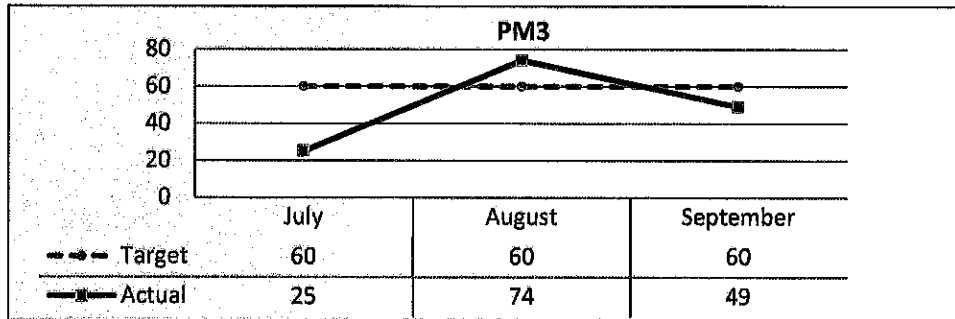
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



Target Average: 5 Days | Actual Average: 1 Day

PM3 | Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.



Target Average: 60 Days | Actual Average: 49 Days

PM4 | Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board and prosecution by the AG).

The Board did not have any cases closed in formal discipline this quarter.

Target Average: 540 Days | Actual Average: N/A

PM7 | Probation Intake

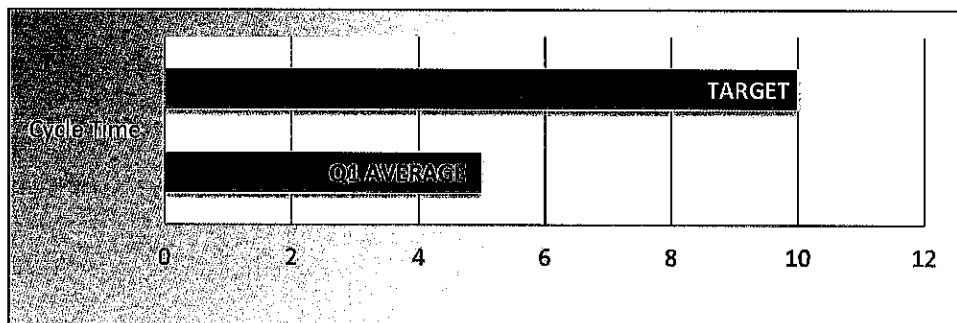
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

The Board did not contact any new probationers this quarter.

Target Average: 10 Days | Actual Average: N/A

PM8 | Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.



Target Average: 10 Days | Actual Average: 5 Days

Department of Consumer Affairs
Court Reporters Board
of California

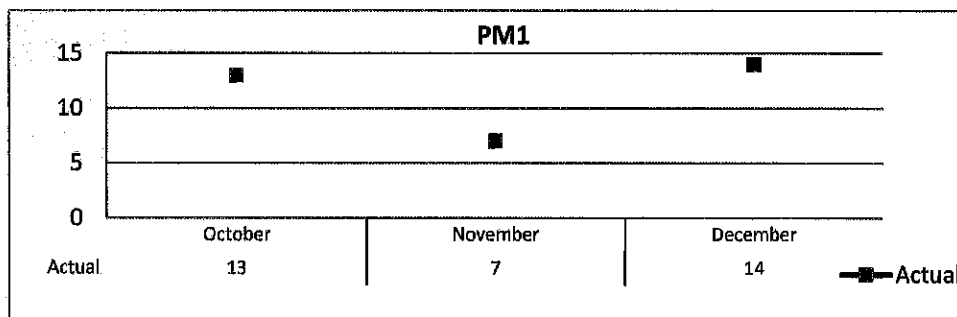
Performance Measures

Q2 Report (October - December 2014)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

PM1 | Volume

Number of complaints and convictions received.

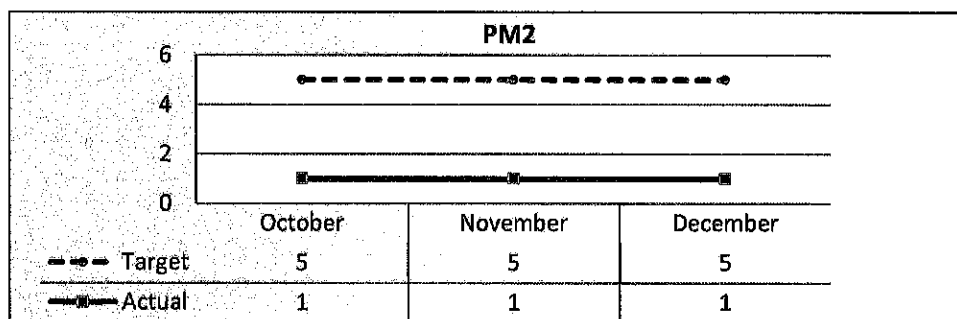


Total Received: 34 Monthly Average: 11

Complaints: 32 | Convictions: 2

PM2 | Intake

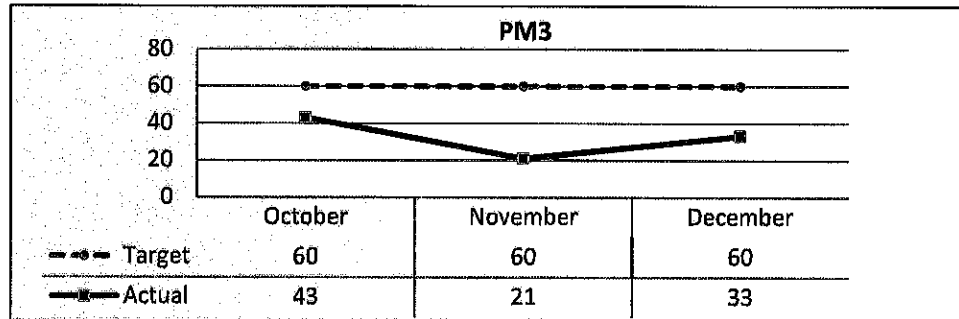
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



Target Average: 5 Days | Actual Average: 1 Day

PM3 | Intake & Investigation

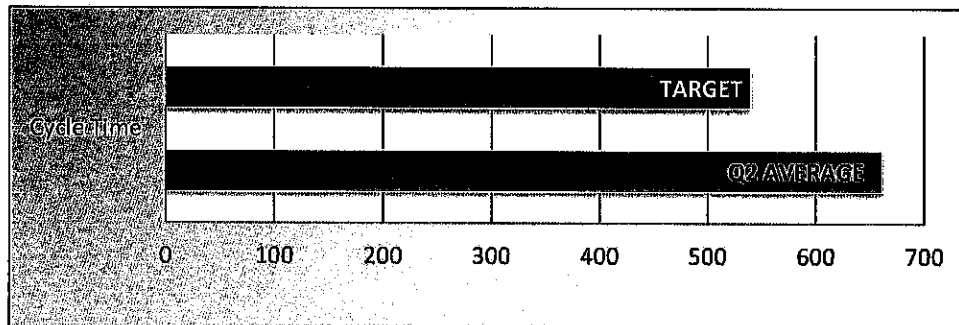
Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.



Target Average: 60 Days | Actual Average: 38 Days

PM4 | Formal Discipline

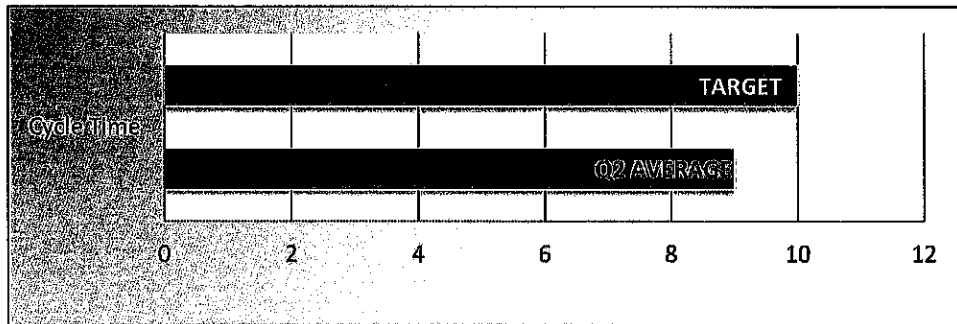
Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board and prosecution by the AG).



Target Average: 540 Days | Actual Average: 661 Days

PM7 | Probation Intake

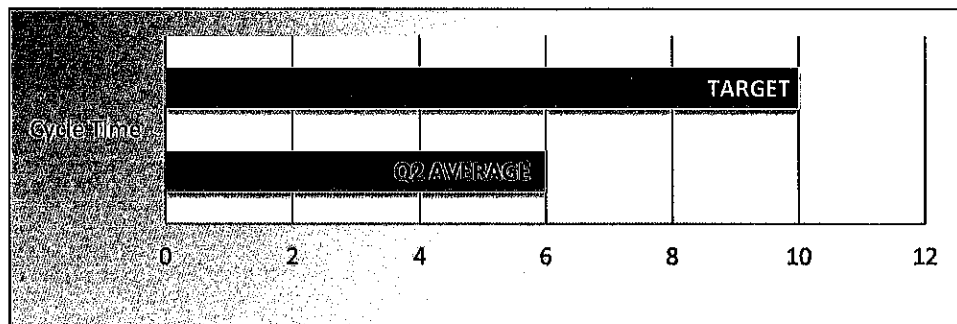
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 10 Days | Actual Average: 9 Days

PM8 | Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.



Target Average: 10 Days | Actual Average: 6 Days



COURT REPORTERS BOARD OF CALIFORNIA



2535 CAPITOL OAKS DRIVE, SUITE 230, SACRAMENTO, CA 95833 / PHONE: (916) 263-3660 / TOLL FREE: (877) 327-5272 / FAX: (916) 263-3664 / COURTREPORTERSBOARD.CA.GOV

CHECKLIST FOR THE APPLICATION FOR EXAMINATION AS A CERTIFIED SHORTHAND REPORTER

- | | |
|--|--|
| <input type="checkbox"/> Application (Completed) <ul style="list-style-type: none"> <input type="checkbox"/> All questions answered <input type="checkbox"/> Application dated and signed <input type="checkbox"/> Qualifying documents attached | <input type="checkbox"/> Application Filing Fee – \$40 Enclosed* <ul style="list-style-type: none"> <input type="checkbox"/> Examination Fee – \$75 (\$25 per each exam) Enclosed* <ul style="list-style-type: none"> <input type="checkbox"/> \$25 – Dictation <input type="checkbox"/> \$25 – English <input type="checkbox"/> \$25 – Professional Practice |
|--|--|

(Submit exam fees for only the exams you want to take in the current cycle. Current cycle dates for English and Professional Practice are: July-October, November-February, March-June.)

- | | |
|--|---|
| <input type="checkbox"/> 2 passport photographs enclosed (2 X 2 in size) – taken within 60 days of application

<input type="checkbox"/> Signed guidelines for using computer-aided technology (CAT, computers, laptops)

<input type="checkbox"/> Signed guidelines for using paperless writer (ONLY if using a paperless writer)

<input type="checkbox"/> CALIFORNIA APPLICANTS <ul style="list-style-type: none"> <input type="checkbox"/> SECOND COPY of the request for Live Scan Service Applicant Submission Form

<input type="checkbox"/> Application postmarked 30 days prior to dictation examination (if applicable)

<input type="checkbox"/> Send application certified mail (OPTIONAL) | <input type="checkbox"/> OUT-OF-STATE APPLICANTS <ul style="list-style-type: none"> <input type="checkbox"/> 2 completed Fingerprint Cards (FD-258)
Please call the Board office at (877) 327-5272, or e-mail Kim.Kale@dca.ca.gov, to request Fingerprint Cards <input type="checkbox"/> Request for Exemption From Mandatory Electronic Fingerprint Submission (Live Scan) Requirement Form (BCII 9004)
Please call the Board office at (877) 327-5272, or e-mail Kim.Kale@dca.ca.gov, to request Exemption Form <input type="checkbox"/> Additional \$49 Fingerprint Card processing fee enclosed* <input type="checkbox"/> Return in 8 X 10 Envelope (Fingerprint Cards CANNOT be folded or bent) |
|--|---|

***Submit ONE check or money order for all fees related to this application made payable to the Court Reporters Board. DO NOT SEND CASH. (A \$25 charge will be imposed for returned checks.)**

SPECIAL NOTE: If you qualify to sit for the dictation exam, you will receive a Final Notice stating your test time approximately two weeks before the dictation exam. If for any reason your application is incomplete/not accepted, you will be notified with a Rejection of Application Letter.

If you do not have access to the Internet and/or a printer, you may call the Board office at (877) 327-5272 or e-mail Kim.Kale@dca.ca.gov to request a first-time application packet.



COURT REPORTERS BOARD OF CALIFORNIA



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Attach (*do not staple*)
color photo of applicant
here, taken within
60 days of filing this
application.

APPLICATION FOR EXAMINATION AS A CERTIFIED SHORTHAND REPORTER

***THIS APPLICATION IS FOR FIRST-TIME APPLICANTS ONLY. IF YOU HAVE ALREADY
TAKEN THE EXAM, YOU MUST SUBMIT AN APPLICATION FOR RE-EXAMINATION.**

Cashiering Use Only:	Receipt #	Amount Rec'd \$ <input type="checkbox"/> Dict <input type="checkbox"/> Eng <input type="checkbox"/> PP	Postmark Date
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(PLEASE TYPE OR PRINT)

FULL NAME		Last	First	Middle
Have you ever used any other name?		<input type="checkbox"/> No	<input type="checkbox"/> Yes (<i>If yes, what was the name?</i>)	
Mailing Address				Phone (<i>optional</i>)
City	State	Zip Code		Alternate Phone (<i>optional</i>)
E-mail Address (<i>optional</i>)		Date of Birth (<i>MM/DD/YYYY</i>)		SSN or ITIN
Education:	Name of high school attended			
	Location (city and state)			
Did you graduate from high school?	<input type="checkbox"/> Yes	Date		<input type="checkbox"/> No
	<input type="checkbox"/> GED	Date		

Qualifying Method (Please mark under which method you will be qualifying)

- ☐ Recognized Court Reporting School
A verified certificate of satisfactory completion of a prescribed course of study from a CALIFORNIA RECOGNIZED COURT REPORTING SCHOOL or certification from such school evidencing equivalent proficiency and the ability to make a verbatim record of material dictated in accordance with regulations adopted by the Board contained in Title 16 of California Code of Regulations.
- ☐ Work Experience – provide all necessary paperwork
- ☐ Possess a National Court Reporters Association Certificate of Merit or RPR (attach photocopy of original certificate)
- ☐ Achieved passing grade on the California State Hearing Reporters Examination (attach photocopy of original pass letter)
- ☐ Licensed as a shorthand reporter in any other state
Only the following state licenses are accepted by this Board: Georgia, Nevada and Texas (attach photocopy of original certificate)

(Continued on the following page)



COURT REPORTERS BOARD OF CALIFORNIA



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Have you previously applied for the California CSR examination?			<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, date last examined?				
Have you ever been licensed as a shorthand reporter in this or any other state?			<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, what state(s)?	License #:	Issue Date:		
Have you ever been licensed as a shorthand reporter under a different name?			<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, what name?				
Have you ever been disciplined by ANY licensing entity in this or any other state?			<input type="checkbox"/> Yes	<input type="checkbox"/> No
If answer is YES, what licensing entity, in what state/date?				
<p>Have you ever been convicted of or pled guilty or nolo contendere to ANY criminal or civil offense in the United States, its territories or a foreign country? This includes every citation, infraction, misdemeanor and/or felony (excluding traffic violations). Convictions that were adjudicated in the juvenile court or convictions under California Health and Safety Code sections 11357(b), (c), (d), (e), or section 11360(b) which are two years or older should NOT be reported. Convictions that were later dismissed pursuant to sections 1203.4, 1203.4a, or 1203.41 of the California Penal Code or equivalent non-California law MUST be disclosed except for juvenile court adjudications and criminal charges dismissed under section 1000.3 of the California Penal Code or equivalent non-California laws.</p>			<input type="checkbox"/> Yes	<input type="checkbox"/> No
<p>If answer is YES, please provide ALL the following certified documents for each offense:</p> <ol style="list-style-type: none"> 1. Court order showing final disposition, sanctions, and sentence imposed. 2. Court documents showing all sanctions and sentences have been satisfied. 3. A letter from you signed "under penalty of the laws of the State of California" indicating <ol style="list-style-type: none"> a) the circumstances which led to each conviction, b) the specific terms of sentencing for each, and c) the current status of each term of each sentencing order. <p>Proof of Dismissal: If you have obtained a dismissal of your conviction(s) pursuant to Penal Code sections 1203.4, 1203.4a, or 1203.41, please submit a certified copy of the court order dismissing the conviction(s) with your application.</p> <p>IMPORTANT: Falsification may result in the denial of your application.</p>				

I HEREBY CERTIFY under penalty of perjury under the laws of the State of California that the foregoing application and attached documents are true and correct, under the terms of the Certified Shorthand Reporters Law, with full knowledge of the fact that FRAUD OR MISREPRESENTATION ARE GROUNDS FOR DENIAL, OR SUBSEQUENT REVOCATION, OF A CERTIFICATE.

Date

Signature of Applicant

IMPORTANT: Fee (check or money order) and any necessary documents must accompany your application.

RETURN TO: Court Reporters Board of California, 2535 Capitol Oaks Drive, Suite 230, Sacramento, CA 95833



COURT REPORTERS BOARD OF CALIFORNIA



2535 CAPITOL OAKS DRIVE, SUITE 230, SACRAMENTO, CA 95833 / PHONE: (916) 263-3660 / TOLL FREE: (877) 327-5272 / FAX: (916) 263-3664 / COURTREPORTERSBOARD.CA.GOV

NOTICE ON COLLECTION OF PERSONAL INFORMATION

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MANDATORY SUBMISSION

Submission of the requested information is mandatory. The Court Reporters Board cannot consider your application for licensure or renewal unless you provide all of the requested information.

ACCESS TO PERSONAL INFORMATION

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POSSIBLE DISCLOSURE OF PERSONAL INFORMATION

We make every effort to protect the personal information you provide us. The information you provide, however, may be disclosed in the following circumstances:

- In response to a Public Records Act request (Government Code section 6250 and following) as allowed by the Information Practices Act (Civil Code section 1798 and following);
- To another government agency as required by State or Federal law; or,
- In response to a court or administrative order, a subpoena or a search warrant.

CONTACT INFORMATION

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SOCIAL SECURITY NUMBER DISCLOSURE

Disclosure of your social security number is mandatory. Section 30 of the Business and Professions Code and Public Law 94-455 [42 U.S.C.A. Section 405(c)(2)(C)] authorize collection of your social security number. Your social security number will be used exclusively for tax enforcement purposes, for purposes of compliance with any judgment or order for family support in accordance with section 17520 of the Family Code or for verification of licensure or examination and where licensure is reciprocal with the requesting state. If you fail to disclose your social security number, you will be reported to the Franchise Tax Board, which may assess a \$100 penalty against you.

NOTICE: Effective July 1, 2012, the State Board of Equalization and the Franchise Tax Board may share taxpayer information with the board. You are obligated to pay your state tax obligation and your license may be suspended if the state tax obligation is not paid.



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CHECKLIST FOR THE APPLICATION FOR RE-EXAMINATION AS A CERTIFIED SHORTHAND REPORTER

- | | |
|--|--|
| <input type="checkbox"/> Application (Completed) <ul style="list-style-type: none"> <input type="checkbox"/> All questions answered <input type="checkbox"/> Application dated and signed <input type="checkbox"/> Application Filing Fee – \$40 Enclosed*
<i>(You are required to pay the \$40 application fee one time per three-year cycle.)</i> | <input type="checkbox"/> Examination Fee – \$25 per each exam Enclosed* <ul style="list-style-type: none"> <input type="checkbox"/> \$25 – Dictation <input type="checkbox"/> \$25 – English <input type="checkbox"/> \$25 – Professional Practice |
|--|--|

(Submit exam fees for only the exams you want to take in the current cycle. Current cycle dates for English and Professional Practice are: July-October, November-February, March-June.)

- | | |
|--|--|
| <input type="checkbox"/> 2 passport photographs enclosed (2 X 2 in size) – taken within 60 days of application | <input type="checkbox"/> Application postmarked 30 days prior to dictation examination (if applicable) |
| <input type="checkbox"/> Signed guidelines for using computer-aided technology (CAT, computers, laptops) | <input type="checkbox"/> Send application via certified mail (OPTIONAL) |
| <input type="checkbox"/> Signed guidelines for using paperless writer (ONLY if using a paperless writer) | |

***Submit ONE check or money order for all fees related to this application made payable to the Court Reporters Board. DO NOT SEND CASH. (A \$25 charge will be imposed for returned checks.)**

SPECIAL NOTE: If you qualify to sit for the dictation exam, you will receive a Final Notice stating your test time approximately two weeks before the dictation exam. If for any reason your application is incomplete/not accepted, you will be notified with a Rejection of Application Letter.

If you do not have access to the Internet and/or printer, you may call the Board office at (877) 327-5272 or e-mail Kim.Kale@dca.ca.gov to request a re-examination application packet.



COURT REPORTERS BOARD OF CALIFORNIA



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Attach (*do not staple*)
color photo of applicant
here, taken within
60 days of filing this
application.

APPLICATION FOR **RE-EXAMINATION** AS A CERTIFIED SHORTHAND REPORTER

Cashiering Use Only:

Receipt #

Amount Rec'd \$

☐ Dict ☐ Eng ☐ PP

Postmark Date

(PLEASE TYPE OR PRINT)

FULL NAME		Last	First	Middle
Have you ever used any other name? <input type="checkbox"/> No <input type="checkbox"/> Yes (<i>If yes, what was the name?</i>)				
Mailing Address				Phone (<i>optional</i>)
City	State	Zip Code		Alternate Phone (<i>optional</i>)
E-mail Address (<i>optional</i>)		Date of Birth (MM/DD/YYYY)		SSN or ITIN
Have you previously applied for the California CSR examination?				<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, date last applied ?				
Have you received a passing grade on the California CSR test in:	English <input type="checkbox"/> Yes <input type="checkbox"/> No		Professional Practice <input type="checkbox"/> Yes <input type="checkbox"/> No	
	Date		Date	
	Dictation/Transcription <input type="checkbox"/> Yes <input type="checkbox"/> No		Date	
Date last examined				
Have you ever been licensed as a shorthand reporter in this or any other state?				<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, what state(s)?		License #	Issue Date	
Have you ever been licensed as a shorthand reporter under a different name?				<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, what name?				

Please attach additional paperwork if necessary.

(Continued on the following page)



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**Complaint Prioritization Guidelines
for DCA Agencies Regulating
Business Services, Design and Construction**

As complaints are received, a staff person should immediately review each complaint to determine the appropriate course of action based on the complaint prioritization guidelines. The table below represents true guidelines - depending on the facts, a different level of priority may be warranted. For example, a complaint based on a report of out of state discipline (normally routine) may be re-prioritized to a higher level based on the nature of the underlying acts. In addition, each agency may have complaint categories unique to its subject area.

Agencies should continue to review complaints warranting urgent or high attention to determine whether to seek an Interim Suspension Order, a Penal Code section 23 request or other interim action as described in Deputy Director for Legal Affairs Doreatha Johnson's memorandum dated December 15, 2008.

Priority Level	Complaint Category
Urgent (Highest Priority)	Allegations which indicate the licensee poses an immediate danger to the public health, safety or welfare Imminent or on-going criminal activity Unlicensed activity posing an immediate danger to the public health, safety or welfare Aiding and abetting unlicensed activity posing an immediate danger to the public health, safety or welfare Multiple complaints of fraud that affect a substantial number of people or a substantial amount of money Arrests or convictions substantially related to the area of practice (Note: May be re-categorized based on the nature of the underlying acts)
High	Significant financial harm to a person which might be avoided or mitigated When evidence will likely be destroyed or unavailable When victim may not be available later as a witness Unlicensed activities <u>not</u> posing an immediate danger to the public health, safety or welfare Aiding and abetting unlicensed activity <u>not</u> posing an immediate danger to the public health, safety or welfare

	<p>Exam subversion (where exam may be compromised)</p> <p>Complaints with multiple prior complaints</p> <p>Complaints about licensees on probation</p> <p>Project abandonment</p> <p>Fraud</p>
Routine	<p>Quality of services</p> <p>Advertising (unlicensed and otherwise)</p> <p>Record keeping violations</p> <p>Non-compliance with a citation</p> <p>Continuing education</p> <p>Exam subversion (exam not compromised)</p> <p>Applicant misconduct</p> <p>Reports of out-of-state discipline (Note: May be re-categorized based on the nature of the underlying acts)</p>

2013 - 2014
Court Reporting
Industry Outlook Report
EXECUTIVE SUMMARY

Presented by Ducker Worldwide



DUCKER WORLDWIDE

Created by Ducker Worldwide
Ducker.com



Sponsored by the National Court
Reporters Association
NCRA.org

Court Reporting Industry Outlook Report

Study Background

For generations, stenographic court reporters have been the silent witnesses responsible for creating an official record of the most important trials and moments of history. Trained to input a specialized shorthand into a stenotype machine, which can be instantly converted into English text thanks to advancements in technology, court reporters continue to be an integral component of the legal system. These professionals also serve a variety of fields outside courtrooms and depositions, providing speech-to-text solutions for broadcast, educational, business, medical, and community settings.

Before the development of this report, there was varying information about the current size of the court reporting industry, including how many people are court reporters and captioners, what future demand looks like, and in what areas there will be growth for those who make use of the stenographic method to convert speech to text. Thus, the National Court Reporters Association (NCRA), the largest national association representing court reporters, captioners, and legal videographers, commissioned an independently developed Industry Outlook Report.

Goal of Deliverable

NCRA has conceptualized the production of a comprehensive report that captures both the current “state of the profession” as well as a near-term outlook of supply and demand for stenographic court reporting services. The final result, presented in the following pages, is intended to provide data points grounded in research and facts that can be used by industry professionals, court reporting educational programs, and other stakeholders to support the NCRA membership and provide the foundation for marketing, advocacy, and many other business development initiatives.

NCRA began its development phase of this research in May 2013. Ducker Worldwide, a leading research firm with more than 50 years of experience, kicked off the project in October 2013, and fieldwork commenced over a period of four months. The resulting report was presented to NCRA in March 2014.

About Ducker Worldwide

Ducker Worldwide provides clients with the ability to achieve their performance goals and pursue growth opportunities through comprehensive market intelligence, critical thinking, and strategic market planning. A rare combination of in-depth research, thoughtful analysis, and strategic marketing activities has made Ducker Worldwide an indispensable strategic partner for its clients throughout the world.

The company prides itself on going deeper than simply offering clients access to data and farther than only creating organizational solutions based on experience. More than just research and consulting, Ducker Worldwide’s investigative approach and strategic processing yields a competitive advantage. Since 1961, Ducker Worldwide has enabled clients to navigate and prosper in a dynamic, global marketplace.

For more information about Ducker Worldwide, visit Ducker.com.

About the National Court Reporters Association

The National Court Reporters Association promotes excellence among those who capture and convert the spoken word to text and is committed to supporting every member in achieving the highest level of professional expertise. It’s membership includes stenographic court reporters, broadcast captioners, and CART (Communication Access Realtime Transition) captioners, students, teachers, legal videographers, scopists, and more.

NCRA is based in Vienna, Va., just outside of Washington, D.C., which is ideal for its active and effective government relations and advocacy initiatives. The association is the nation’s leading certification body for court reporters and offers several independently accredited certifications for stenographic court reporters, captioners, realtime-capable court reporters, legal videographers, and others.

For more information about NCRA, visit NCRA.org.

Study Objectives

The purpose of this study is to create an industry report for the National Court Reporters Association and its membership that captures both the current state of the profession as well as a near-term outlook of demand for stenographic court reporting services.

Develop market demand and segmentation

- Quantify current and projected demand
- Segment by region/state
- Determine how demand is measured
- Determine other factors that define market size
- Determine market segments for demand: courtroom, deposition services, broadcast and CART (Communication Access Realtime Translation) captioning
- Understand definitions for each
- Assumptions regarding specific segments
- Evaluate court reporter skill level required by segment from entry level up to realtime
- Identify any unmet needs or concerns regarding court reporters as indicated by industry participants

Develop and profile market supply

- Quantify current and projected supply
- Segment by the number of court reporters that are freelance, court-employed, or other employment (define)
- Estimate levels of new graduates, attrition projection-retirement, and migration
- Evaluate the skill levels of court reporters
- Determine whether supply of court reporters is matched up to the demand by location and by skill level

Develop forecast model via demand and supply analysis

- Determine market drivers and growth expectations
- Forecast levels of litigation
- Evaluate impact of the Americans with Disabilities Act (ADA) and other legislation
- Evaluate the insurance industry's influence on litigation expenses and the selection of court reporters
- Determine courtroom acceptance of digital audio/visual recording (DAR) technology and speech recognition methods
- Evaluate new market opportunities, especially for realtime in various venues, including medical settings, seminars, conferences, and churches

Court Reporting Industry Outlook Report

Research Methodology

The methodology consists of 120 primary research interviews with industry constituents, and all study findings are based on the analysis of these direct inputs gathered from the field. Exhibit 1 details interviews conducted by respondent category:

EXHIBIT 1 - Interviews conducted

Respondent type	Percent of respondents
Court reporter certification boards	20%
Agencies	19%
State associations	18%
Schools	13%
Law firms	10%
Industry-related associations	9%
Courts	6%
Manufacturers	2%
Captioning firms	2%
Others	1%
TOTAL	100%

The use of secondary data is also necessary in order to triangulate and develop an accurate market assessment. This includes published figures and reports, such as census data, crime statistics, and relevant existing NCRA data. Ducker has successfully used this research methodology for more than 40 years. Exhibit 2 illustrates the multi-faceted approach used in quantifying and forecasting market activity.

EXHIBIT 2 - Synthesis of market inputs and data



Ducker Worldwide's multi-faceted approach is utilized to create a proprietary model using:

- Raw data,
- Industry insight, and
- Internal analysis techniques.

This method yields a current and forecasted view of market demand and supply for court reporters.

Summary Study Findings

Supply of court reporters is currently balanced with overall demand in the United States.

There are approximately 32,000 stenographic court reporters working as court reporters in the United States. That number is balanced with overall demand although there are some limited regional shortages and surpluses across the country.

However, demand for court reporters will exceed supply within five years.

Increased legal activity and new opportunities will drive demand despite the steady transition of some courts to digital recording. Decreased enrollment and graduation rates for court reporters, combined with significant retirement rates, will create by 2018 a critical shortfall projected to represent nearly 5,500 court reporting positions.

The opportunity for new stenographic court reporters is substantial over the next five years and beyond.

The established, coming shortage of stenographic court reporters presents a one-time, substantial opportunity for those seeking a lucrative career with a secure future. Already, court reporting schools are quickly able to connect their graduates with jobs, a trend that will strengthen as the shortage takes hold over the coming years.

When market forces are in play, such as in the deposition side of the business, stenographic court reporters remain the overwhelming choice of attorneys, judges, and others making a day-to-day judgment of the best method for capturing the spoken word and converting it to text. As such, when the aforementioned shortage begins to manifest itself, the opportunity for those entering the court reporting profession will present corresponding employment opportunity.

The market that most court reporters serve is changing. The courts and law firms are in a period of notable transition.

Continued cost pressures on both the courts and law firms are forcing them to change their business models. More than 45 states accept the practice of digital recording in the courtroom in

an attempt to demonstrate cost cutting.

The law firms are facing their own pressures, and billable hours have only increased slightly since 2008. Clients have demanded more accountability, and law firms have been slow to respond. However, as they do, they will begin to evaluate all the cost components, including stenographic services.

New technologies will continue to impact all aspects of court reporting.

New technologies have been developed to assist the court reporter in producing an accurate record with better equipment and better software. At the same time, competing technologies such as digital recording and even voice recognition are making headway. Increased emphasis on improving digital recording procedures and voice recognition software accuracy will occur when forecasted shortage of court reporters takes hold.

New opportunities will help increase demand.

Captioning, both on-site and remote, is a relatively small percentage of stenographic court reporting demand, yet captioners are bringing a heightened and updated view to the profession. There are currently fewer than 1,000 stenographic court reporters dedicated exclusively to captioning. The FCC adopted new rules in early 2014 to improve the quality of broadcast captioning after widespread frustration among the viewing public with the inconsistencies in captioning quality. In addition, continued pressure by advocacy groups will bring increased CART captioning demand to churches, medical facilities, and other arenas. Research reveals that the rate of growth for captioners, specifically CART captioners, will outpace the percentage-rate growth for court reporters through 2018. As such, this represents a growth area generally for court reporters and captioners.

The stenographic court reporting profession must act quickly to maximize opportunities and prove its long-term viability to the markets it serves.

Court reporting schools must highlight opportunities in the profession in an attempt to attract additional applicants to court reporting programs. Existing court reporters have an opportunity to demonstrate that they understand changes in the marketplace and embrace technologies to bring value-added offering to their clients and end users.

Court Reporting Industry Outlook Report

Supply

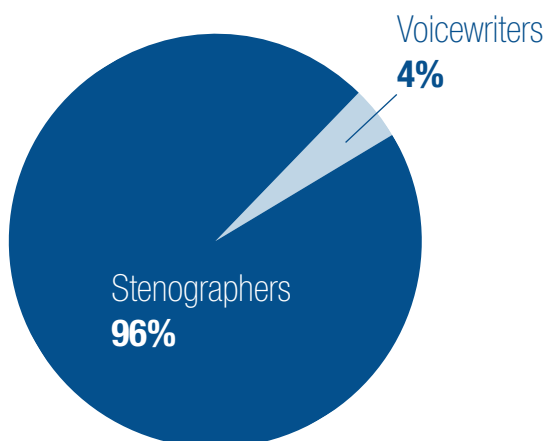
What is the 2013 supply situation?

Currently in the United States, there appears to be a balanced supply of court reporters meeting the demand and needs of courtrooms, judges, and litigators. The majority are stenographic court reporters as opposed to voicewriters who use a mask method to record the proceedings.

States that mandate certification for court reporting are better able to track the number of working court reporters. State certification boards track the number of certifications awarded each year as well as those who are employed as officials or freelancers.

Many state certification boards report a continued decline in the number of court reporter applicants year over year. In fact, some states have observed as high as an 85 percent decrease in applications of certified court reporters over the past five years. Although the certification pass rates have remained steady (the national average pass rate is 20 percent to 30 percent of applicants), the closure of court reporting educational programs and the resulting decline in applicants have greatly impacted the number of court reporter certifications granted each year. This dynamic will significantly impact supply moving forward. What appears to be a healthy supply today could be a very different picture in the near future.

EXHIBIT 3 - Court reporters vs. voicewriters



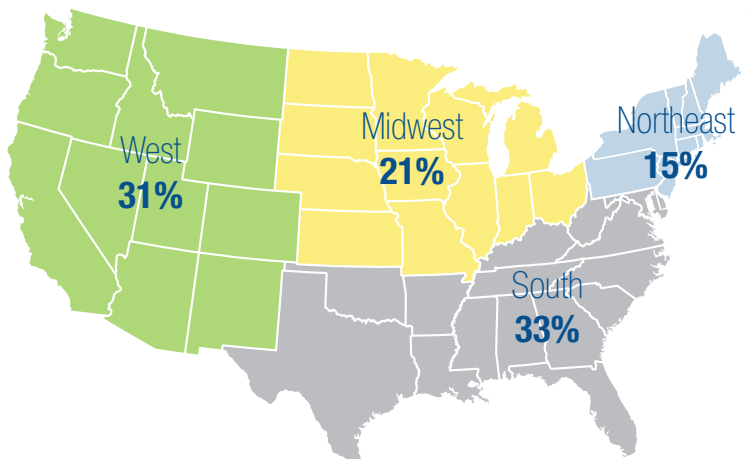
2013 estimated number of court reporters

Today, there are approximately 32,000 stenographic court reporters working in the United States. Four states represent nearly half of all court reporters: California, Texas, New York, and Illinois. Twenty-one percent of all court reporters work in California. Each of the four regions in the exhibit below includes one of the top four states.

Half of court reporters work in four states:

- California
- Texas
- New York
- Illinois

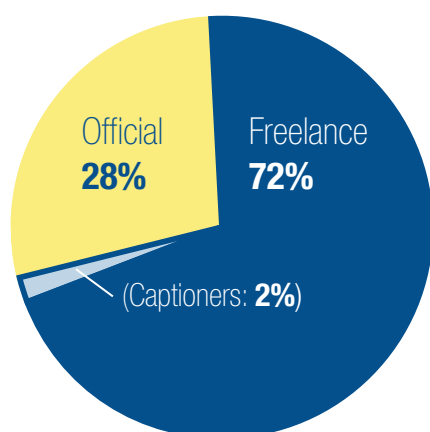
EXHIBIT 4 - 2013 estimated court reporters - by regional segmentation



Court reporter segmentation

There are generally two employment segments for a stenographic court reporter: freelance or official. Freelance reporters account for 72 percent of the market and include those who work as independent contractors and for court reporting agencies. Freelance reporters primarily take depositions and examinations under oath. Official reporters account for the remaining 28 percent of supply in the United States and are employed by the court systems. Currently, court reporters who work primarily as captioners account for fewer than 1,000 of the total court reporter market, or approximately 2 percent of the freelance market.

EXHIBIT 5 - 2013 estimated court reporter segmentation - freelance vs. official



On the official side of the market, stenographic court reporters are still prevalent in many courts throughout the United States. Some court systems have pursued digital recording as a means of making the record, particularly for routine legal proceedings such as traffic and family court. In some cases, courts opt for digital audio recording for the perceived cost savings and when there is difficulty securing stenographic court reporters. If supply is constrained in the future, courts increasingly will be forced to look to alternative methods of making the official record.

Prevalence of digital audio recording

Digital audio/visual recording methods are prevalent in pockets of courts throughout the United States. In fact, there are some states that are using the process almost exclusively and make little or no use of stenographic court reporters. In most cases, courts convert to digital recording to assist with budget constraints. When properly executed, which includes a trained courtroom monitor, digital recording is perceived by some to be an effective method for taking official records in court proceedings; however, there have been numerous examples in recent history of legal proceedings being negatively impacted by incomplete or missing recordings.

Penetration of digital recording

States with high levels of digital recording:

- Alaska
- Florida
- Kentucky
- Michigan
- Oregon
- Utah

States with low levels of digital recording:

- California
- New York
- Texas

More than 45 states use some form of digital recording, even if it is just for routine legal proceedings in settings like traffic and family court.

Education and enrollment rates

Court reporting schools across the United States have reported a continual decrease in enrollment over the last two decades. Many program administrators indicate there are several perception issues affecting enrollment rates:

- Not top-of-mind, relatively unknown
- Preference/push toward four-year degrees
- Competition for education dollars

Lack of awareness about stenographic court reporting has contributed to a decline in enrollment in court reporting schools across the nation. Court reporting school directors report that in order for enrollment rates to increase, awareness levels must be elevated among potential students and their key influencers, namely parents and school counselors.

In recent years, high school counselors generally favor traditional four-year colleges and universities over vocational or two-year programs, including court reporting. Furthermore, court reporting program directors indicate that competition for educational dollars is also directly impacting enrollment. Often, many majors/programs are competing for the same pool of financial resources, and collegiate administrators are inclined to distribute more funding to the concentrations that are likely to have higher placement rates and projected future earnings.

Court Reporting Industry Outlook Report

Court reporting school enrollment and graduation

Approximately 2,500 students are currently enrolled in court reporting programs across the country. Depending on location and a variety of other factors, administrators anticipate incoming classes ranging in size from 17 students to 70 students (the average enrollment class size is 30 students).

Incoming classes have shrunk, and court reporting school remains a challenging program. Most programs have an educational element, during which students learn stenographic theory as well as legal procedures and best practices, but there is also a challenging skill to acquire in the finger strokes it takes to write on a steno machine.

Court reporting is a profession that requires frequent and continuous practice to maintain a level of competency demanded in the marketplace (often measured in accuracy and words per minute). Some students drop out before they reach the skill set required to become a freelance or official court reporter.

Court reporter certification provides immediate verification of competency

Roughly half of states within the U.S. require individuals to pass qualification exams before operating as stenographic court reporters. Even in those states where state certification is not required, the National Court Reporters Association offers the nationally recognized Registered Professional Reporter (RPR) exam.

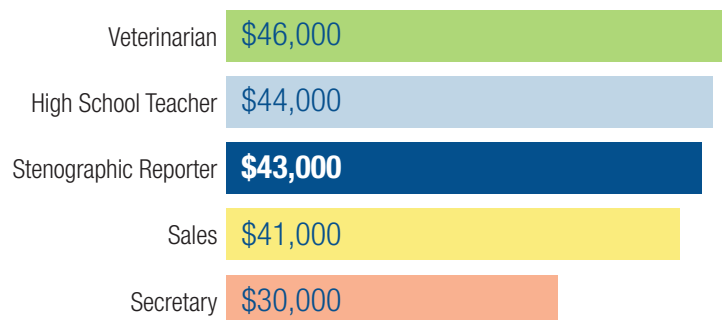
While achieving the standards of state and/or national certification is a formidable challenge, at both the state and national level candidates have multiple opportunities each year to sit for qualifying exams. Such qualification provides entry-level reporters with a clear, real-world understanding of the minimum requirements of the demands of the profession. Passing such qualification exams are a clear indicator to employers that court reporters are qualified to work.

Court reporter income

What a court reporter can earn depends largely on the segment in which he/she works and the area of the country in which he/she lives. Data from NCRA indicates that reporters holding the Registered Professional Reporter (RPR) certification earn, on average, 20 percent more annually than those who do not hold this designation.

Average salaries for court reporters are reported by a number of sources. Though the range can vary, data indicates a reporters's average salary is competitive with other professions requiring four-year degrees.

EXHIBIT 6 - 2013 average salary comparison



Source: Indeed.com

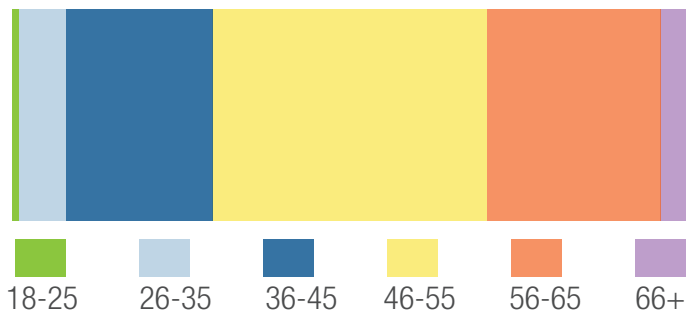
Furthermore, investigation reveals that average salaries for other professions have dropped since July 2012, but the stenographic court reporter earnings, on average, have increased in the same span of time.

Age demographics

According to the Bureau of Labor Statistics, the median age of a working individual for all occupations combined is 42 years old. However, the median age of an individual in the court reporting industry is 51 years old. Seventy percent of the court reporter population is 46 years or older.

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EXHIBIT 7 - 2013 estimated court reporter age distribution



About 70 percent of existing court reporters will retire in the next 20 years.

Future industry situation – 2018 supply

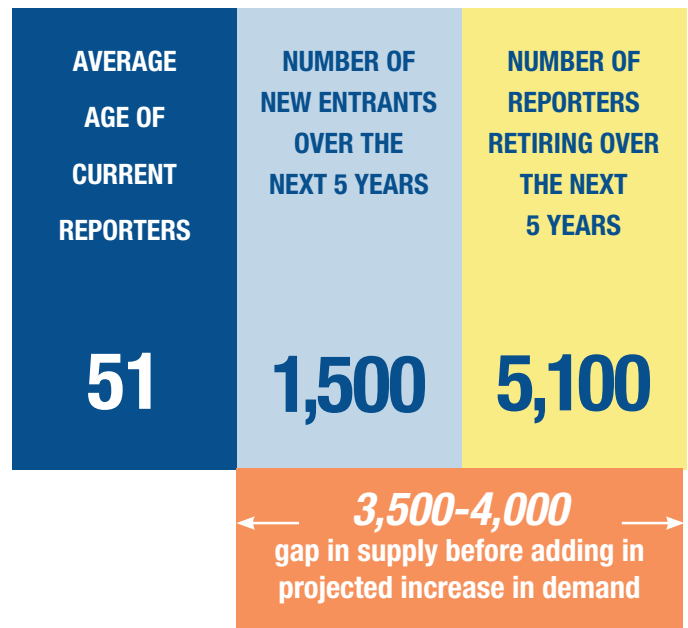
Court reporting professionals share a valid concern about the supply of court reporters over the next five years. Taking into account that court reporters tend to stay in the workforce longer than the average, Ducker still predicts that approximately 5,000 to 5,500 reporters will retire over the next five years.

Furthermore, with a declining number of new court reporters each year due to fewer potential court reporters entering and successfully graduating from court reporting programs, Ducker predicts over the next five years, there will be approximately 1,400 to 1,500 new reporters entering into the industry.

The difference between individuals entering the profession and those exiting results in a gap of 3,500 to 4,000 court reporters. Based on current trends, in 2018, the supply of reporters will drop to 27,700.

The number of new entrants to the profession does not keep pace with pending retirements. The projected supply gap is 3,500 to 4,000 court reporters.

EXHIBIT 8 - 2018 court reporter forecast



*Supply in 2018 = 27,700
Demand in 2018 = 33,200
Difference = 5,500 opportunities*

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Demand

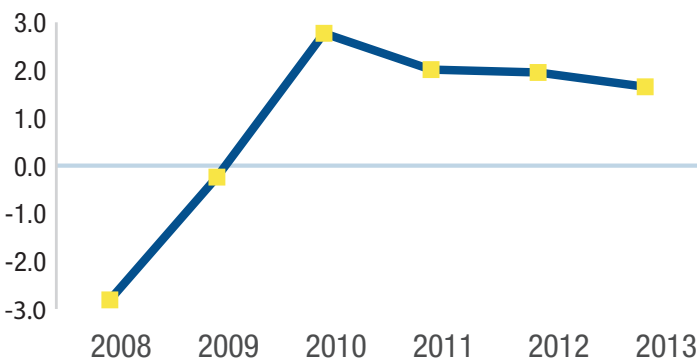
Demand influencers

Demand for stenographic court reporters is dependent on the amount of legal activity. Legal activity can be defined as all of the related factors driving depositions, examinations under oath, trials, appeals, tort trends, malpractice legislation, crime, general economic conditions, and anything else that would impact the need for a court reporter.

One major and measureable indicator of legal activity is gross domestic product (GDP). When the economy is down, there is more cost pressure on law firms and their clients, especially insurance companies. Cost pressure is extended to all aspects of a trial or settlement. Since insurance companies drive significant levels of demand for freelance court reporting services, the result is that when they have less money to spend in legal battles, it can mean fewer depositions and fewer transcripts ordered. Overall, GDP has increased over the past five years and is forecasted to continue to grow. Based on past trends and in-depth research of the industry, it's reasonable to expect GDP growth to positively impact the need for reporters.

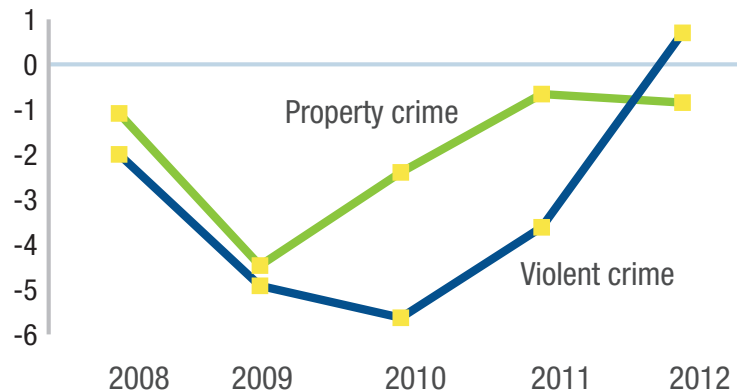
Insurance companies are a major factor impacting legal activity and demand for court reporters.

EXHIBIT 9 - U.S. real GDP growth rate



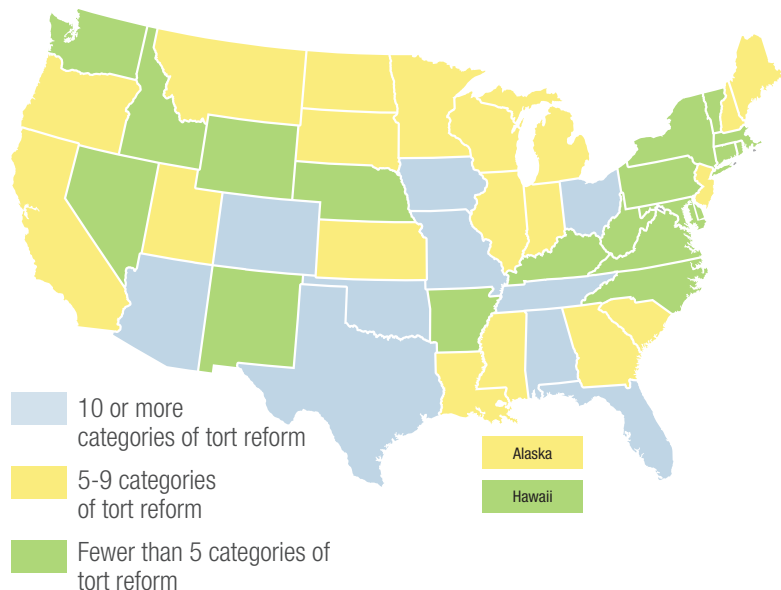
In addition to GDP, the level of crime, as measured by crime statistics, is another factor that influences demand, particularly in the courtroom. Criminal trials do not increase freelance stenographic reporter activity, but criminal trials do increase the demand for reporters who work within the courts.

EXHIBIT 10 - U.S. crime rate trend



Tort reform—the pursuit of proposals that would change rules in the justice system that would, among a myriad of other things, place limits on the ability to file claims and perhaps limit the resulting damages awarded—also has the ability to affect the demand for court reporters' services. Tort reform legislation causes a drop in demand when instituted. States that already have implemented tort reform are considered to have a culture of tort reform and therefore have a higher likelihood of passing more tort reform. Therefore, demand for reporters in those states is adjusted slightly downward.

EXHIBIT 11 - 2013 tort reform penetration by state



Finally, factors such as the level of penetration of digital recording and voicewriting in the court systems and freelance environments will ultimately have a negative impact on demand for court reporters in the future.

2013 estimated demand for court reporters

The 2013 demand for court reporters in the United States is 32,000. Court reporter demand is currently balanced with supply. Despite digital recording gaining a foothold in some court systems, there currently appears to be enough litigation and deposition work in the freelance market to support reporters who may have been displaced from the courtroom.

There are approximately 9,000 reporters in the role of official in the courts, representing roughly 28 percent of the total stenographic reporter population, though shifts to the freelance market will be evident in the future with the continued penetration of digital recording in the courts.

In 2013, demand and supply are balanced.

On a limited basis, some court systems have difficulty filling vacancies for reporters in the courtroom. Oftentimes this is a result of the court being located in a rural region and/or somewhere considered a less desirable place to live. Limited earning potential, especially in comparison to the freelance market, can also result in unmet demand in the official setting.

Official court reporter demand

In states where digital recording is prohibited, there are more official reporters. In these states, official reporters are required by law to take accurate and timely records of court proceedings. Accurate records are needed for appeals as well, and in states where digital recording is prohibited, officials are in higher demand. States currently limiting digital recording include California, Texas, and New York.

Some states have addressed budget constraints by allowing digital recording in the courts and eliminating the need for officials in certain types of cases. Others have pursued a hybrid official/freelancer approach to cut costs. For example, various courts in California have terminated contracts/positions of officials and then hired them back through the freelance market on an as-needed basis. This trend is likely to continue.

There are states that have entirely switched from using stenographic court reporters to digital recording. Alaska, for example, has always had difficulty attracting and retaining reporters due to its rural location, and incorporated the use of recording equipment some time ago. Kentucky and Utah are

other examples of states that have fully implemented digital recording in the courts.

Demand in the courts is driven by the types of cases, trials, and other official events in states that require an official reporter. Jury trials will require some type of recording, whether by a stenographic court reporter, voicewriter, or digital recording. Court matters like traffic violations and family law usually will not require a court reporter to be present, though digital recording may be present. States with higher crime rates will have more trials that require court reporters, and this will also likely influence the demand for that state.

Digital recording threatens demand for some official court reporters.

Freelance court reporter demand

Freelance reporters represent approximately 72 percent of court reporters. Freelance reporters typically are independent contractors associated with one or more court reporting agencies. Typically, agencies are owned by seasoned court reporters, many of whom continue to work in the field as court reporters while running the business.

The biggest demand for freelance court reporters is legal depositions. All indications suggest that litigation firms, the primary users of freelance reporters, perceive that an adequate supply of freelance reporters exists.

Further, litigation firms do not anticipate a pending decline in demand for court reporters. While the demand for legal services declined during the recent recession, activity has been steadily increasing since then.

There has been some movement in the marketplace toward a consistent use of realtime translation during depositions and the use of realtime reporters during trials, but overall, many attorneys seem content with using traditional reporters to handle depositions. The litigation industry, similar to others, tends to use procedures and processes that are more familiar and well established. This tendency also slows the rate of embracing and adopting new technologies.

Nearly three-quarters of freelance reporters' work is for cases involving insurance companies—i.e., medical malpractice, personal injury, or property damage. Insurance company

Court Reporting Industry Outlook Report

activity therefore heavily influences the freelance court reporting industry. When economic activity declines, insurance companies elect to spend less on defending claims by settling cases out of court, thus decreasing the amount of activity for freelance court reporters.

Demand for freelance court reporters is increasing.

Detectable use of digital recording in depositions is quite limited at this point, but in some states, penetration has begun. In Florida, most courts have moved to digital recording and attorneys are frequently exposed to the technology. However, when digital recording is used in depositions in Florida, both parties must be in agreement to forgo a stenographic reporter.

The insurance industry creates about 75 percent of freelance court reporter demand.

CART captioning/broadcast captioning demand

Outside of the legal industry, the demand for stenographic court reporters in CART (Communication Access Realtime Translation) captioning and broadcast captioning provides additional opportunities for skilled reporters. The current pool of reporters who are able to perform CART captioning or broadcast captioning is relatively small, as it requires among the highest skills in stenography.

The ability to transcribe the spoken word very quickly has led to a wide range of opportunities in the fields of broadcast captioning and CART captioning. Both offer the opportunity to transcribe the spoken word in different settings, whether it's a sporting event, religious or civic service, news broadcast, or other form of entertainment. With more than 48 million Americans experiencing hearing loss in at least one ear, the need for broadcast and CART captioning has expanded greatly in recent years.

Current demand outside of broadcasting is limited primarily due to a low level of awareness for CART captioning beyond its current, well-established use. Furthermore, current supply is limited due to the skill set. Increased awareness and more reporters entering the CART captioning space will likely drive increased demand. Captioners have, however, provided real-time text to support the media in high-profile trials, corporate board meetings, and medical settings.

The Federal Communications Commission (FCC), which regulates interstate and international communications by radio, television, wire, satellite, and cable, adopted new rules in early 2014 to improve the quality of television captioning after widespread frustration among the viewing public with the inconsistencies in captioning quality. Demand for trained broadcast captioners could continue to grow in an environment of revising and improving captioning quality.

As the population continues to age and, with it, the incidence of hearing loss increases, demand for CART captioning in various public settings will likely continue to grow. In addition, continued pressure by the ADA and other groups will bring increased captioning demand to churches, medical facilities, and other arenas.

As the population ages, additional demand for captioning is likely to appear in community venues, medical settings, and in other arenas.

Future industry situation – Demand outpaces supply by 2018

Ducker forecasts that demand for court reporting services will outpace the supply of stenographic court reporters by approximately 5,500 overall by 2018. Without moves to address the supply issue of stenographic court reporters, the potential opportunity in the future could be seized by alternative technologies such as digital recording.

Exhibit 12 shows states with the biggest gaps in supply. This initial analysis of supply and demand does not consider the potential impact of yet to be identified cases of digital recording or voicewriting penetration. The gap in supply also can be considered the volume of positions or "opportunity" to fill for 2018.

Forecasted Potential Outcomes

A significant gap exists between forecasted supply and demand in 2018. The gap between supply in 2018 of 27,700 court reporters and demand in 2018 of 33,200 court reporters is 5,500 positions. It is vital for the gap in supply to be addressed in a timely manner.

The gap in supply and demand will require some type of reconciliation, and if the number of stenographic court re-

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porters entering the workforce each year is not accelerated, alternative methods will consume the gap. It generally takes less time for a person to train to be a courtroom monitor or a voicewriter than it does to complete a stenographic court reporting program. Thus, alternative options come to market-place more quickly and this dynamic exposes stenographic court reporting positions to the potential of being replaced by alternatives, even if the marketplace's strong preference is for stenographic court reporters.

EXHIBIT 12 - 2018 opportunity forecast

STATE	2018(F) supply	2018(F) demand	2018 opportunity
CALIFORNIA	6,110	8,430	2,320
TEXAS	2,270	2,680	410
ILLINOIS	1,730	1,990	260
NEW YORK	1,590	1,850	260
NORTH CAROLINA	750	940	190
MISSOURI	710	870	160
MICHIGAN	540	700	160
WASHINGTON	510	660	150
WISCONSIN	430	580	150
TENNESSEE	470	600	130
ARIZONA	380	500	120
NEVADA	260	380	120
MINNESOTA	440	550	110
GEORGIA	630	730	100
INDIANA	400	500	100

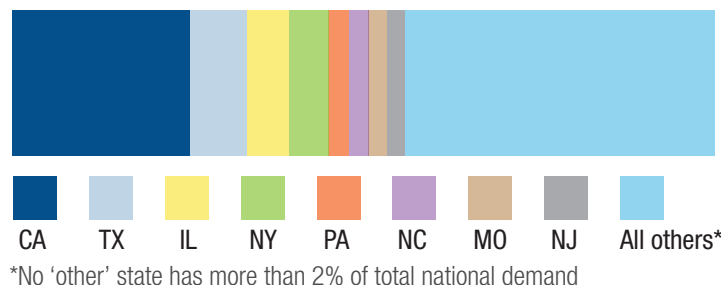
Inability to meet demand

Exhibit 12 demonstrates the magnitude of the gap in future supply and demand if there is no change in the supply of court reporters. This would likely cause a direct increase in demand for digital recording and other alternative technologies. Ducker models indicate that this inability to meet demand coupled with penetration of digital recording to "fill the gaps" would forfeit additional jobs.

Regional considerations for 2018

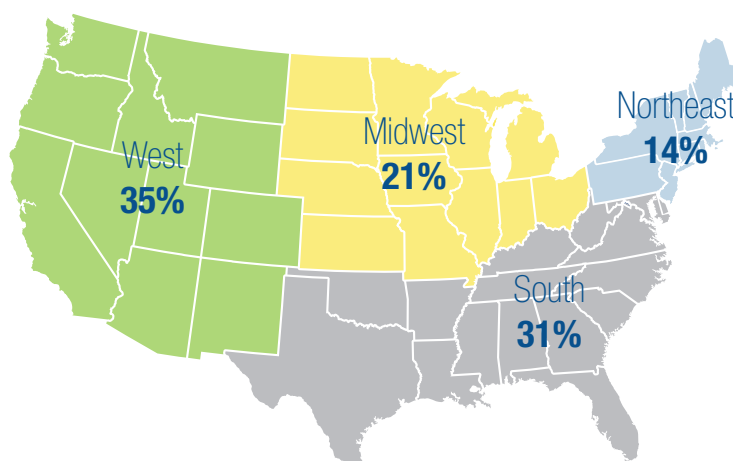
As detailed in the next section of state-by-state analysis, the states projected to have the highest demand in 2018 are, in order: California, Texas, Illinois, New York, Pennsylvania, North Carolina, Missouri, and New Jersey. All other states have no more than 2 percent of the total national demand.

EXHIBIT 13 - States with highest demand 2018(F)



The Ducker five-year outlook projects that supply and demand broken out by region of the country may result in some gaps by 2018. For example, the model predicts that 31 percent of stenographic court reporters will live in the western region of the United States in 2018, and yet this region will account for 35 percent of total demand. Similarly, 33 percent of reporters may reside in the South in 2018, but only 31 percent of the total market demand will be generated in this region. With this regional forecast, new and existing stenographic court reporters may seek work in regions or states with higher levels of unmet demand.

EXHIBIT 14 - Percent of court reporter demand – 2018(F) by region

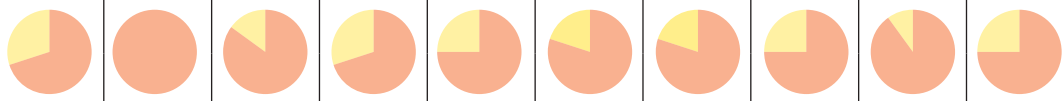


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STATE PROJECTIONS TERMINOLOGY

Certification required?	Certification requirement: YES or NO
Digital recording penetration	Evaluates current, relative penetration of digital recording: HIGH MEDIUM LOW
Vocewriting acceptance	Evaluates current, relative penetration of vocewriting: HIGH MEDIUM LOW
2013 supply of stenographers	Estimated number of stenographers in 2013
Official segmentation	Estimated number of stenographers working in the courts
Freelance segmentation	Estimated number of stenographers working in the freelance segment
2018(F) supply of stenographers	Forecasted number of stenographers in 2018: considers retirement, enrollment, and new entrants
2018(F) demand of stenographers	Forecasted demand of stenographers after estimated penetration of digital recording and vocewriting.
Stenographer forecasted opportunity	The gap between 2018(F) supply and 2018(F) demand prior to any disruptive technologies penetration. This could be viewed as potential employment opportunities for stenographers.

STATE ABBREVIATIONS		Connecticut	CT	Kansas	KS	Missouri	MO	North Dakota	ND	Texas	TX
		Delaware	DE	Kentucky	KY	Montana	MT	Ohio	OH	Utah	UT
		Florida	FL	Louisiana	LA	Nebraska	NE	Oklahoma	OK	Vermont	VT
Alabama	AL	Georgia	GA	Maine	ME	Nevada	NV	Oregon	OR	Virginia	VA
Alaska	AK	Hawaii	HI	Maryland	MD	New Hampshire	NH	Pennsylvania	PA	Washington	WA
Arizona	AZ	Idaho	ID	Massachusetts	MA	New Jersey	NJ	Rhode Island	RI	West Virginia	WV
Arkansas	AR	Illinois	IL	Michigan	MI	New Mexico	NM	South Carolina	SC	Wisconsin	WI
California	CA	Indiana	IN	Minnesota	MN	New York	NY	South Dakota	SD	Wyoming	WY
Colorado	CO	Iowa	IA	Mississippi	MS	North Carolina	NC	Tennessee	TN		

STATE PROJECTIONS	AL	AK	AZ	AR	CA	CO	CT	DE	FL	GA
Certification required?	YES	NO	YES	YES	YES	YES	YES	NO	NO	YES
Digital recording penetration	MED	HIGH	MED	MED	LOW	MED	MED	MED	HIGH	MED
Vocewriting acceptance	MED	LOW	MED	MED	LOW	LOW	MED	LOW	MED	HIGH
2013 supply of stenographers	425	25	440	390	7,130	330	270	50	1,000	720
Official segmentation										
Freelance segmentation										
2018(F) supply of stenographers	380	25	380	350	6,110	300	240	60	915	630
2018(F) demand of stenographers	470	25	500	360	8,430	350	280	50	910	730
Stenographer forecasted opportunity	90	0	120	10	2,320	50	40	SURPLUS	SURPLUS	100

Note: All figures are estimated based on Ducker's extensive research and proprietary court reporting supply and demand model. Projections are based on a model using raw data, industry insight, and internal analysis techniques. This method yields a current and forecasted view of market demand and supply for the stenographic court reporting industry. Figures have been validated and confirmed whenever possible; additional information can be provided to researchers for future iterations of the report at anm@ducker.com.


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STATE PROJECTIONS	HI	ID	IL	IN	IA	KS	KY	LA	ME	MD
Certification required?	YES	YES	YES	NO	YES	YES	NO	YES	NO	NO
Digital recording penetration	MED	MED	MED	MED	MED	MED	HIGH	MED	MED	MED
Vocewriting acceptance	LOW	LOW	LOW	LOW	LOW	MED	MED	MED	LOW	MED
2013 supply of stenographers	90	100	2,070	450	380	340	390	860	80	450
Official segmentation										
Freelance segmentation										
2018(F) supply of stenographers	80	90	1,730	400	350	300	330	750	80	390
2018(F) demand of stenographers	80	100	1,990	500	400	360	320	700	80	440
Stenographer forecasted opportunity	< 5	10	260	100	50	60	SURPLUS	SURPLUS	< 5	50

STATE PROJECTIONS	MA	MI	MN	MS	MO	MT	NE	NV	NH	NJ
Certification required?	NO	YES	NO	YES	YES	NO	NO	YES	YES	YES
Digital recording penetration	MED	HIGH	MED	MED	MED	MED	MED	MED	MED	MED
Vocewriting acceptance	MED	HIGH	LOW	MED	MED	MED	LOW	MED	MED	LOW
2013 supply of stenographers	450	650	500	300	830	60	110	300	80	910
Official segmentation										
Freelance segmentation										
2018(F) supply of stenographers	370	540	440	260	710	60	110	260	80	800
2018(F) demand of stenographers	410	700	550	260	870	70	120	380	60	810
Stenographer forecasted opportunity	40	160	110	< 5	160	10	10	120	SURPLUS	10

Note: All figures are estimated based on Ducker's extensive research and proprietary court reporting supply and demand model. Projections are based on a model using raw data, industry insight, and internal analysis techniques. This method yields a current and forecasted view of market demand and supply for the stenographic court reporting industry. Figures have been validated and confirmed whenever possible; additional information can be provided to researchers for future iterations of the report at annm@ducker.com.

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STATE PROJECTIONS	NM	NY	NC	ND	OH	OK	OR	PA	RI	SC
Certification required?	YES	NO	NO	NO	NO	YES	NO	NO	NO	YES
Digital recording penetration	MED	LOW	MED	MED	MED	MED	HIGH	MED	MED	MED
Voicewriting acceptance	LOW	LOW	MED	LOW	LOW	LOW	LOW	MED	LOW	HIGH
2013 supply of stenographers	190	1,770	870	50	830	350	360	1,050	70	350
Official segmentation										
Freelance segmentation										
2018(F) supply of stenographers	170	1,590	750	50	770	310	310	940	60	320
2018(F) demand of stenographers	190	1,850	940	70	780	390	400	980	65	330
Stenographer forecasted opportunity	20	260	190	20	10	80	90	40	< 5	10

STATE PROJECTIONS	SD	TN	TX	UT	VT	VA	WA	WV	WI	WY
Certification required?	NO	YES	YES	YES	NO	NO	YES	YES	NO	NO
Digital recording penetration	MED	MED	LOW	HIGH	MED	MED	MED	MED	MED	MED
Voicewriting acceptance	LOW	MED	LOW	LOW	LOW	MED	MED	MED	MED	LOW
2013 supply of stenographers	80	550	2,460	160	50	800	590	170	480	40
Official segmentation										
Freelance segmentation										
2018(F) supply of stenographers	70	470	2,270	140	50	680	510	150	430	50
2018(F) demand of stenographers	120	600	2,680	190	40	740	660	220	580	40
Stenographer forecasted opportunity	50	130	410	50	SURPLUS	60	150	70	150	SURPLUS

Note: All figures are estimated based on Ducker's extensive research and proprietary court reporting supply and demand model. Projections are based on a model using raw data, industry insight, and internal analysis techniques. This method yields a current and forecasted view of market demand and supply for the stenographic court reporting industry. Figures have been validated and confirmed whenever possible; additional information can be provided to researchers for future iterations of the report at annm@ducker.com.

Court Reporters Board

Examination Statistics - July 1, 2011 Thru October 31, 2011

English

School Name	Total # Apps	Overall # Pass	Overall % Pass	First Time Applicants	First Time # Pass	First Time % Pass
Argonaut	8	8	100.0%	2	2	100.0%
Bryan - Los Angeles	3	2	66.7%	2	2	100.0%
Bryan - Sacramento	5	1	20.0%	2	0	0.0%
Cerritos	0	0	n/a	0	0	n/a
College of Marin	3	2	66.7%	1	1	100.0%
Cypress	1	1	100.0%	0	0	n/a
Downey	2	2	100.0%	1	1	100.0%
Golden State	1	1	100.0%	0	0	n/a
Humphreys	3	2	66.7%	2	1	50.0%
Sage - Moreno Valley	7	5	71.4%	4	4	100.0%
Sage - San Diego	5	2	40.0%	2	2	100.0%
Sierra Valley	20	8	40.0%	11	6	54.5%
South Coast	5	4	80.0%	4	4	100.0%
Taft	0	0	n/a	0	0	n/a
Tri-Community	2	0	0.0%	1	0	0.0%
West Valley	1	1	100.0%	0	0	n/a
SCHOOL TOTAL	66	39	59.1%	32	23	71.9%
Five Plus	6	4	66.7%	n/a	n/a	n/a
O/S	0	0	n/a	0	0	n/a
RPR	3	3	100.0%	0	0	n/a
SHR	1	0	0.0%	1	0	0.0%
Work	3	0	0.0%	2	0	0.0%
TOTAL	79	46	58.2%	35	23	65.7%

Professional Practice

School Name	Total # Apps	Overall # Pass	Overall % Pass	First Time Applicants	First Time # Pass	First Time % Pass
Argonaut	2	1	50.0%	0	0	n/a
Bryan - Los Angeles	2	1	50.0%	2	1	50.0%
Bryan - Sacramento	2	1	50.0%	1	0	0.0%
Cerritos	0	0	n/a	0	0	n/a
College of Marin	2	1	50.0%	1	1	100.0%
Cypress	0	0	n/a	0	0	n/a
Downey	1	1	100.0%	1	1	100.0%
Golden State	0	0	n/a	0	0	n/a
Humphreys	1	0	0.0%	1	0	0.0%
Sage - Moreno Valley	5	4	80.0%	4	3	75.0%
Sage - San Diego	4	2	50.0%	2	2	100.0%
Sierra Valley	18	3	16.7%	11	2	18.2%
South Coast	5	4	80.0%	4	4	100.0%
Taft	0	0	n/a	0	0	n/a
Tri-Community	2	0	0.0%	1	0	0.0%
West Valley	0	0	n/a	0	0	n/a
SCHOOL TOTAL	44	18	40.9%	28	14	50.0%
Five Plus	4	0	0.0%	n/a	n/a	n/a
O/S	0	0	n/a	0	0	n/a
RPR	1	1	100.0%	0	0	n/a
SHR	1	0	0.0%	1	0	0.0%
Work	2	0	0.0%	1	0	0.0%
TOTAL	52	19	36.5%	30	14	46.7%

Court Reporters Board

Dictation Examination Statistics - October 2011

School Name	Total # Apps	Overall # Pass	Overall % Pass	First Time Applicants	First Time # Pass	First Time % Pass
Argonaut	11	0	0.0%	2	0	0.0%
Bryan - Los Angeles	6	2	33.3%	2	2	100.0%
Bryan - Sacramento	4	1	25.0%	4	1	25.0%
Cerritos	3	0	0.0%	0	0	n/a
College of Marin	2	0	0.0%	1	0	0.0%
Cypress	1	1	100.0%	0	0	n/a
Downey	8	1	12.5%	1	0	0.0%
Golden State	5	1	20.0%	0	0	n/a
Humphreys	3	0	0.0%	2	0	0.0%
Sage - Moreno Valley	8	6	75.0%	4	4	100.0%
Sage - San Diego	2	2	100.0%	2	2	100.0%
Sierra Valley	15	6	40.0%	11	5	45.5%
South Coast	16	7	43.8%	4	3	75.0%
Taft	1	0	0.0%	1	0	0.0%
Tri-Community	5	0	0.0%	1	0	0.0%
West Valley	0	0	n/a	0	0	n/a
School Totals	90	27	30.0%	35	17	48.6%
Five Plus	10	2	20.0%	n/a	n/a	n/a
Out of State	0	0	n/a	0	0	n/a
RPR	0	0	n/a	0	0	n/a
State Hearing Reporter	1	1	100.0%	1	1	100.0%
Working Reporter	5	1	20.0%	4	1	25.0%
TOTALS	106	31	29.2%	40	19	47.5%

Court Reporters Board

Examination Statistics - November 1, 2011 Thru February 29, 2012

English

School Name	Total # Apps	Overall # Pass	Overall % Pass	First Time Applicants	First Time # Pass	First Time % Pass
Argonaut	1	0	0.0%	1	0	0.0%
Bryan - Los Angeles	4	4	100.0%	3	3	100.0%
Bryan - Sacramento	5	4	80.0%	2	1	50.0%
Cerritos	0	0	n/a	0	0	n/a
College of Marin	3	1	33.3%	1	1	100.0%
Cypress	1	0	0.0%	1	0	0.0%
Downey	1	0	0.0%	1	0	0.0%
Golden State	2	0	0.0%	2	0	0.0%
Humphreys	4	0	0.0%	2	0	0.0%
Sage - Moreno Valley	5	0	0.0%	3	0	0.0%
Sage - San Diego	3	0	0.0%	3	0	0.0%
Sierra Valley	14	0	0.0%	3	0	0.0%
South Coast	8	6	75.0%	7	6	85.7%
Taft	0	0	n/a	0	0	n/a
Tri-Community	2	0	0.0%	0	0	n/a
West Valley	0	0	n/a	0	0	n/a
SCHOOL TOTAL	53	15	28.3%	29	11	37.9%
Five Plus	8	0	0.0%	n/a	n/a	n/a
O/S	0	0	n/a	0	0	n/a
RPR	0	0	n/a	0	0	n/a
SHR	1	1	100.0%	0	0	n/a
Work	3	1	33.3%	1	0	0.0%
TOTAL	65	17	26.2%	30	11	36.7%

Professional Practice

School Name	Total # Apps	Overall # Pass	Overall % Pass	First Time Applicants	First Time # Pass	First Time % Pass
Argonaut	3	2	66.7%	2	1	50.0%
Bryan - Los Angeles	4	4	100.0%	3	3	100.0%
Bryan - Sacramento	3	1	33.3%	3	1	33.3%
Cerritos	0	0	n/a	0	0	n/a
College of Marin	3	2	66.7%	1	1	100.0%
Cypress	1	1	100.0%	1	1	100.0%
Downey	1	0	0.0%	1	0	0.0%
Golden State	2	0	0.0%	2	0	0.0%
Humphreys	5	3	60.0%	3	3	100.0%
Sage - Moreno Valley	4	0	0.0%	3	0	0.0%
Sage - San Diego	2	1	50.0%	0	0	n/a
Sierra Valley	16	7	43.8%	3	0	0.0%
South Coast	8	8	100.0%	7	7	100.0%
Taft	0	0	n/a	0	0	n/a
Tri-Community	2	0	0.0%	0	0	n/a
West Valley	0	0	n/a	0	0	n/a
SCHOOL TOTAL	54	29	53.7%	29	17	58.6%
Five Plus	9	4	44.4%	n/a	n/a	n/a
O/S	0	0	n/a	0	0	n/a
RPR	0	0	n/a	0	0	n/a
SHR	1	1	100.0%	0	0	n/a
Work	2	1	50.0%	0	0	n/a
TOTAL	66	35	53.0%	29	17	58.6%

Court Reporters Board **Dictation Examination Statistics - February 2012**

School Name	Total # Apps	Overall # Pass	Overall % Pass	First Time Applicants	First Time # Pass	First Time % Pass
Argonaut	10	3	30.0%	1	1	100.0%
Bryan - Los Angeles	7	4	57.1%	3	3	100.0%
Bryan - Sacramento	3	0	0.0%	1	0	0.0%
Cerritos	3	0	0.0%	0	0	n/a
College of Marin	3	2	66.7%	1	1	100.0%
Cypress	1	1	100.0%	1	1	100.0%
Downey	9	0	0.0%	1	0	0.0%
Golden State	7	1	14.3%	3	0	0.0%
Humphreys	5	3	60.0%	2	2	100.0%
Sage - Moreno Valley	5	2	40.0%	3	1	33.3%
Sage - San Diego	0	0	n/a	0	0	n/a
Sierra Valley	8	2	25.0%	3	0	0.0%
South Coast	17	6	35.3%	7	6	85.7%
Taft	1	0	0.0%	0	0	n/a
Tri-Community	5	0	0.0%	0	0	n/a
West Valley	0	0	n/a	0	0	n/a
School Totals	84	24	28.6%	26	15	57.7%
Five Plus	11	0	0.0%	n/a	n/a	n/a
Out of State	1	0	0.0%	1	0	0.0%
RPR	1	1	100.0%	1	1	100.0%
State Hearing Reporter	0	0	n/a	0	0	n/a
Working Reporter	3	2	66.7%	1	1	100.0%
TOTALS	100	27	27.0%	29	17	58.6%

Court Reporters Board

Examination Statistics - March 1, 2012 Thru June 30, 2012

English

School Name	Total # Apps	Overall # Pass	Overall % Pass	First Time Applicants	First Time # Pass	First Time % Pass
Argonaut	4	1	25.0%	3	0	0.0%
Bryan - Los Angeles	2	1	50.0%	2	1	50.0%
Bryan - Sacramento	4	2	50.0%	2	1	50.0%
Cerritos	2	0	0.0%	2	0	0.0%
College of Marin	4	2	50.0%	2	2	100.0%
Cypress	4	2	50.0%	2	1	50.0%
Downey	4	2	50.0%	4	2	50.0%
Golden State	3	0	0.0%	1	0	0.0%
Humphreys	3	0	0.0%	0	0	0.0%
Sage - Moreno Valley	11	1	9.1%	4	0	0.0%
Sage - San Diego	6	2	33.3%	3	2	66.7%
Sierra Valley	13	0	0.0%	3	0	0.0%
South Coast	14	12	85.7%	12	10	83.3%
Taft	1	0	0.0%	1	0	0.0%
Tri-Community	6	2	33.3%	4	1	25.0%
West Valley	0	0	0.0%	0	0	0.0%
SCHOOL TOTAL	81	27	33.3%	45	20	44.4%
Five Plus	11	3	27.3%	n/a	n/a	n/a
O/S	1	0	0.0%	1	0	0.0%
RPR	4	1	25.0%	4	1	25.0%
SHR	0	0	0.0%	0	0	0.0%
Work	8	2	25.0%	4	1	25.0%
TOTAL	105	33	31.4%	54	22	40.7%

Professional Practice

School Name	Total # Apps	Overall # Pass	Overall % Pass	First Time Applicants	First Time # Pass	First Time % Pass
Argonaut	5	3	60.0%	4	2	50.0%
Bryan - Los Angeles	2	1	50.0%	2	1	50.0%
Bryan - Sacramento	4	1	25.0%	3	1	33.3%
Cerritos	2	1	50.0%	2	1	50.0%
College of Marin	3	2	66.7%	2	1	50.0%
Cypress	3	3	100.0%	2	2	100.0%
Downey	5	5	100.0%	4	4	100.0%
Golden State	2	0	0.0%	1	0	0.0%
Humphreys	1	1	100.0%	0	0	0.0%
Sage - Moreno Valley	10	5	50.0%	4	3	75.0%
Sage - San Diego	3	1	33.3%	2	1	50.0%
Sierra Valley	9	3	33.3%	3	0	0.0%
South Coast	12	11	91.7%	12	11	91.7%
Taft	1	0	0.0%	1	0	0.0%
Tri-Community	5	5	100.0%	4	4	100.0%
West Valley	0	0	0.0%	0	0	0.0%
SCHOOL TOTAL	67	42	62.7%	46	31	67.4%
Five Plus	9	8	88.9%	n/a	n/a	n/a
O/S	1	0	0.0%	1	0	0.0%
RPR	4	2	50.0%	4	2	50.0%
SHR	0	0	0.0%	0	0	0.0%
Work	7	2	28.6%	4	1	25.0%
TOTAL	88	54	61.4%	55	34	61.8%

Court Reporters Board **Dictation Examination Statistics - June 2012**

School Name	Total		Overall		First Time		First Time	
	# Apps	# Pass	% Pass	Applicants	# Pass	% Pass	Applicants	% Pass
Argonaut	10	0	0.0%	3	0	0.0%		
Bryan - Los Angeles	5	0	0.0%	2	0	0.0%		
Bryan - Sacramento	6	0	0.0%	3	0	0.0%		
Cerritos	5	1	20.0%	2	1	50.0%		
College of Marin	4	1	25.0%	3	1	33.3%		
Cypress	2	0	0.0%	2	0	0.0%		
Downey	14	0	0.0%	5	0	0.0%		
Golden State	8	0	0.0%	2	0	0.0%		
Humphreys	2	0	0.0%	0	0	n/a		
Sage - Moreno Valley	9	2	22.2%	4	2	50.0%		
Sage - San Diego	3	1	33.3%	3	1	33.3%		
Sierra Valley	8	1	12.5%	3	0	0.0%		
South Coast	23	6	26.1%	12	4	33.3%		
Taft	2	0	0.0%	1	0	0.0%		
Tri-Community	9	1	11.1%	4	1	25.0%		
West Valley	0	0	n/a	0	0	n/a		
School Totals	110	13	11.8%	49	10	20.4%		
Five Plus	23	1	4.3%	n/a	n/a	n/a		
Out of State	1	1	100.0%	1	1	100.0%		
RPR	3	3	100.0%	3	3	100.0%		
State Hearing Reporter	0	0	n/a	0	0	n/a		
Working Reporter	7	2	28.6%	3	1	33.3%		
TOTALS	144	20	13.9%	56	15	26.8%		

Court Reporters Board

Examination Statistics - July 1, 2012 Thru October 31, 2012

English

School Name	Total # Apps	Overall # Pass	Overall % Pass	First Time Applicants	First Time # Pass	First Time % Pass
Argonaut	6	2	33.3%	3	1	33.3%
Bryan - Los Angeles	5	3	60.0%	5	3	60.0%
Bryan - Sacramento	5	0	0.0%	4	0	0.0%
Cerritos	2	1	50.0%	0	0	n/a
College of Marin	2	0	0.0%	0	0	n/a
Cypress	1	0	0.0%	0	0	n/a
Downey	3	0	0.0%	2	0	0.0%
Golden State	3	0	0.0%	2	0	0.0%
Humphreys	3	0	0.0%	0	0	n/a
Sage - Moreno Valley	9	2	22.2%	4	1	25.0%
Sage - San Diego	3	1	33.3%	2	1	50.0%
Sierra Valley	17	1	5.9%	6	0	0.0%
South Coast	11	9	81.8%	9	8	88.9%
Taft	1	0	0.0%	1	0	0.0%
Tri-Community	6	2	33.3%	2	1	50.0%
West Valley	2	1	50.0%	2	1	50.0%
SCHOOL TOTAL	79	22	27.8%	42	16	38.1%
Five Plus	6	2	33.3%	n/a	n/a	n/a
O/S	0	0	n/a	0	0	n/a
RPR	1	0	0.0%	0	0	n/a
SHR	0	0	n/a	0	0	n/a
Work	3	0	0.0%	0	0	n/a
TOTAL	89	24	27.0%	42	16	38.1%

Professional Practice

School Name	Total # Apps	Overall # Pass	Overall % Pass	First Time Applicants	First Time # Pass	First Time % Pass
Argonaut	4	3	75.0%	3	2	66.7%
Bryan - Los Angeles	5	5	100.0%	5	5	100.0%
Bryan - Sacramento	5	0	0.0%	4	0	0.0%
Cerritos	1	0	0.0%	0	0	n/a
College of Marin	0	0	n/a	0	0	n/a
Cypress	0	0	n/a	0	0	n/a
Downey	2	1	50.0%	2	1	50.0%
Golden State	4	2	50.0%	3	2	66.7%
Humphreys	0	0	n/a	0	0	n/a
Sage - Moreno Valley	7	2	28.6%	5	2	40.0%
Sage - San Diego	4	3	75.0%	3	2	66.7%
Sierra Valley	13	8	61.5%	7	4	57.1%
South Coast	10	9	90.0%	9	8	88.9%
Taft	1	1	100.0%	1	1	100.0%
Tri-Community	2	2	100.0%	2	2	100.0%
West Valley	2	1	50.0%	2	1	50.0%
SCHOOL TOTAL	60	37	61.7%	46	30	65.2%
Five Plus	1	1	100.0%	0	0	n/a
O/S	0	0	n/a	0	0	n/a
RPR	0	0	n/a	0	0	n/a
SHR	0	0	n/a	0	0	n/a
Work	3	2	66.7%	0	0	n/a
TOTAL	64	40	62.5%	46	30	65.2%

Court Reporters Board **Dictation Examination Statistics - November 2012**

School Name	Total # Apps	Overall # Pass	Overall % Pass	First Time Applicants	First Time # Pass	First Time % Pass
Argonaut	12	5	41.7%	3	1	33.3%
Bryan - Los Angeles	10	5	50.0%	5	4	80.0%
Bryan - Sacramento	6	2	33.3%	3	1	33.3%
Cerritos	4	1	25.0%	0	0	n/a
College of Marin	2	0	0.0%	0	0	n/a
Cypress	2	0	0.0%	0	0	n/a
Downey	16	5	31.3%	4	2	50.0%
Golden State	12	6	50.0%	4	3	75.0%
Humphreys	2	1	50.0%	0	0	n/a
Sage - Moreno Valley	8	4	50.0%	5	3	60.0%
Sage - San Diego	4	3	75.0%	2	2	100.0%
Sierra Valley	14	4	28.6%	7	3	42.9%
South Coast	20	11	55.0%	9	6	66.7%
Taft	3	2	66.7%	2	1	50.0%
Tri-Community	9	3	33.3%	2	0	0.0%
West Valley	2	2	100.0%	2	2	100.0%
School Totals	126	54	42.9%	48	28	58.3%
Five Plus	12	3	25.0%	n/a	n/a	n/a
Out of State	0	0	n/a	0	0	n/a
RPR	0	0	n/a	0	0	n/a
State Hearing Reporter	0	0	n/a	0	0	n/a
Working Reporter	2	1	50.0%	0	0	n/a
TOTALS	140	58	41.4%	48	28	58.3%

Court Reporters Board

Examination Statistics - November 1, 2012 Thru February 28, 2013

English

School Name	Total # Apps	Overall # Pass	Overall % Pass	First Time Applicants	First Time # Pass	First Time % Pass
Argonaut	3	1	33.3%	0	0	n/a
Bryan - Los Angeles	2	1	50.0%	0	0	n/a
Bryan - Sacramento	3	0	0.0%	0	0	n/a
Cerritos	1	0	0.0%	0	0	n/a
College of Marin	2	0	0.0%	0	0	n/a
Cypress	0	0	n/a	0	0	n/a
Downey	6	2	33.3%	2	1	50.0%
Golden State	5	3	60.0%	3	2	66.7%
Humphreys	3	0	0.0%	0	0	n/a
Sage - Moreno Valley	8	3	37.5%	1	1	100.0%
Sage - San Diego	2	0	0.0%	0	0	n/a
Sierra Valley	16	3	18.8%	1	0	0.0%
South Coast	10	10	100.0%	8	8	100.0%
Taft	3	2	66.7%	1	1	100.0%
Tri-Community	1	0	0.0%	0	0	n/a
West Valley	1	0	0.0%	0	0	n/a
SCHOOL TOTAL	66	25	37.9%	16	13	81.3%
Five Plus	4	1	25.0%	n/a	n/a	n/a
O/S	0	0	n/a	0	0	n/a
RPR	2	2	100.0%	0	0	n/a
SHR	0	0	n/a	0	0	n/a
Work	2	2	100.0%	0	0	n/a
TOTAL	74	30	40.5%	16	13	81.3%

Professional Practice

School Name	Total # Apps	Overall # Pass	Overall % Pass	First Time Applicants	First Time # Pass	First Time % Pass
Argonaut	1	0	0.0%	0	0	n/a
Bryan - Los Angeles	0	0	0.0%	0	0	n/a
Bryan - Sacramento	2	0	n/a	0	0	n/a
Cerritos	1	1	100.0%	0	0	n/a
College of Marin	0	0	n/a	0	0	n/a
Cypress	0	0	n/a	0	0	n/a
Downey	3	1	33.3%	2	1	50.0%
Golden State	3	1	33.3%	2	1	50.0%
Humphreys	0	0	n/a	0	0	n/a
Sage - Moreno Valley	2	1	50.0%	0	0	n/a
Sage - San Diego	1	1	100.0%	0	0	n/a
Sierra Valley	4	0	0.0%	0	0	n/a
South Coast	9	9	100.0%	8	8	100.0%
Taft	2	1	50.0%	1	0	0.0%
Tri-Community	0	0	n/a	0	0	n/a
West Valley	1	1	100.0%	0	0	n/a
SCHOOL TOTAL	29	16	55.2%	13	10	76.9%
Five Plus	2	1	50.0%	n/a	n/a	n/a
O/S	0	0	n/a	0	0	n/a
RPR	1	1	100.0%	0	0	n/a
SHR	0	0	n/a	0	0	n/a
Work	2	1	50.0%	0	0	n/a
TOTAL	34	19	55.9%	13	10	76.9%

Court Reporters Board **Dictation Examination Statistics - March 2013**

School Name	Total # Apps	Overall # Pass	Overall % Pass	First Time Applicants	First Time # Pass	First Time % Pass
Argonaut	12	3	25.0%	6	3	50.0%
Bryan - Los Angeles	8	3	37.5%	4	2	50.0%
Bryan - Sacramento	6	3	50.0%	3	3	100.0%
Cerritos	4	1	25.0%	1	0	0.0%
College of Marin	4	1	25.0%	2	1	50.0%
Cypress	2	1	50.0%	0	0	n/a
Downey	15	3	20.0%	3	1	33.3%
Golden State	6	0	0.0%	0	0	n/a
Humphreys	3	2	66.7%	2	2	100.0%
Sage - Moreno Valley	14	7	50.0%	9	6	66.7%
Sage - San Diego	3	3	100.0%	2	2	100.0%
Sierra Valley	17	7	41.2%	7	4	57.1%
South Coast	18	6	33.3%	8	3	37.5%
Taft	1	1	100.0%	0	0	n/a
Tri-Community	8	0	0.0%	2	0	0.0%
West Valley	0	0	n/a	0	0	n/a
School Totals	121	41	33.9%	49	27	55.1%
Five Plus	15	4	26.7%	n/a	n/a	n/a
Out of State	1	1	100.0%	1	1	100.0%
RPR	4	4	100.0%	4	4	100.0%
State Hearing Reporter	0	0	n/a	0	0	n/a
Working Reporter	5	1	20.0%	3	1	33.3%
TOTALS	146	51	34.9%	57	33	57.9%

Court Reporters Board

Examination Statistics - March 1, 2013 Thru June 30, 2013

English

School Name	Total # Apps	Overall # Pass	Overall % Pass	First Time Applicants	First Time # Pass	First Time % Pass
Argonaut	5	5	100.0%	5	5	100.0%
Bryan - Los Angeles	10	8	80.0%	9	7	77.8%
Bryan - Sacramento	8	3	37.5%	5	3	60.0%
Cerritos	2	2	100.0%	1	1	100.0%
College of Marin	3	0	0.0%	1	0	0.0%
Cypress	0	0	n/a	0	0	n/a
Downey	6	5	83.3%	3	2	66.7%
Golden State	5	4	80.0%	2	2	100.0%
Humphreys	4	4	100.0%	1	1	100.0%
Sage - Moreno Valley	13	9	69.2%	8	6	75.0%
Sage - San Diego	5	5	100.0%	3	3	100.0%
Sierra Valley	27	20	74.1%	11	10	90.9%
South Coast	10	10	100.0%	10	10	100.0%
Taft	1	1	100.0%	0	0	n/a
Tri-Community	9	5	55.6%	5	2	40.0%
West Valley	1	1	100.0%	0	0	n/a
SCHOOL TOTAL	109	82	75.2%	64	52	81.3%
Five Plus	4	3	75.0%	n/a	n/a	n/a
O/S	0	0	n/a	0	0	n/a
RPR	3	2	66.7%	3	2	66.7%
SHR	0	0	n/a	0	0	n/a
Work	2	0	0.0%	0	0	n/a
TOTAL	118	87	73.7%	67	54	80.6%

Professional Practice

School Name	Total # Apps	Overall # Pass	Overall % Pass	First Time Applicants	First Time # Pass	First Time % Pass
Argonaut	6	6	100.0%	6	6	100.0%
Bryan - Los Angeles	10	9	90.0%	10	9	90.0%
Bryan - Sacramento	7	5	71.4%	5	4	80.0%
Cerritos	1	1	100.0%	1	1	100.0%
College of Marin	1	0	0.0%	1	0	0.0%
Cypress	0	0	n/a	0	0	n/a
Downey	4	4	100.0%	2	2	100.0%
Golden State	4	1	25.0%	2	1	50.0%
Humphreys	1	1	100.0%	1	1	100.0%
Sage - Moreno Valley	11	8	72.7%	8	6	75.0%
Sage - San Diego	3	3	100.0%	3	3	100.0%
Sierra Valley	16	14	87.5%	11	11	100.0%
South Coast	10	10	100.0%	10	10	100.0%
Taft	1	1	100.0%	0	0	n/a
Tri-Community	5	3	60.0%	5	3	60.0%
West Valley	0	0	n/a	0	0	n/a
SCHOOL TOTAL	80	66	82.5%	65	57	87.7%
Five Plus	2	1	50.0%	n/a	n/a	n/a
O/S	0	0	n/a	0	0	n/a
RPR	2	2	100.0%	2	2	100.0%
SHR	0	0	n/a	0	0	n/a
Work	2	2	100.0%	0	0	n/a
TOTAL	86	71	82.6%	67	59	88.1%

Court Reporters Board **Dictation Examination Statistics - July 2013**

School Name	Total		Overall		First Time		First Time	
	# Apps	# Pass	% Pass	Applicants	# Pass	% Pass	Applicants	% Pass
Argonaut	10	2	20.0%	2	1	50.0%		
Bryan - Los Angeles	12	5	41.7%	7	5	71.4%		
Bryan - Sacramento	5	3	60.0%	3	2	66.7%		
Cerritos	4	1	25.0%	1	1	100.0%		
College of Marin	3	0	0.0%	2	0	0.0%		
Cypress	0	0	n/a	0	0	n/a		
Downey	16	6	37.5%	6	2	33.3%		
Golden State	6	2	33.3%	2	1	50.0%		
Humphreys	1	1	100.0%	0	0	n/a		
Sage - Moreno Valley	10	3	30.0%	4	3	75.0%		
Sage - San Diego	1	1	100.0%	1	1	100.0%		
Sierra Valley	13	5	38.5%	4	4	100.0%		
South Coast	22	6	27.3%	10	5	50.0%		
Taft	0	0	n/a	0	0	n/a		
Tri-Community	11	1	9.1%	3	1	33.3%		
West Valley	0	0	n/a	0	0	n/a		
School Totals	114	36	31.6%	45	26	57.8%		
Five Plus	11	3	27.3%	n/a	n/a	n/a		
Out of State	2	1	50.0%	2	1	50.0%		
RPR	1	1	100.0%	1	1	100.0%		
State Hearing Reporter	0	0	n/a	0	0	n/a		
Working Reporter	6	1	16.7%	2	0	0.0%		
TOTALS	134	42	31.3%	50	28	56.0%		

Court Reporters Board

Examination Statistics - July 1, 2013 Thru October 31, 2013

English

School Name	Total # Apps	Overall # Pass	Overall % Pass	First Time Applicants	First Time # Pass	First Time % Pass
Argonaut	3	0	0.0%	3	0	0.0%
Bryan - Los Angeles	4	1	25.0%	2	1	50.0%
Bryan - Sacramento	9	4	44.4%	5	3	60.0%
Cerritos	2	2	100.0%	2	2	100.0%
College of Marin	3	1	33.3%	2	0	0.0%
Cypress	0	0	n/a	0	0	n/a
Downey	8	5	62.5%	7	5	71.4%
Golden State	2	1	50.0%	1	1	100.0%
Humphreys	0	0	n/a	0	0	n/a
Sage - Moreno Valley	9	4	44.4%	6	3	50.0%
Sage - San Diego	0	0	n/a	0	0	n/a
Sierra Valley	17	10	58.8%	10	10	100.0%
South Coast	7	7	100.0%	7	7	100.0%
Taft	0	0	n/a	0	0	n/a
Tri-Community	3	0	0.0%	0	0	n/a
West Valley	0	0	n/a	0	0	n/a
SCHOOL TOTAL	67	35	52.2%	45	32	71.1%
Five Plus	4	0	0.0%	n/a	n/a	n/a
O/S	2	1	50.0%	0	0	n/a
RPR	2	1	50.0%	0	0	n/a
SHR	0	0	n/a	0	0	n/a
Work	3	1	33.3%	0	0	n/a
TOTAL	78	38	48.7%	45	32	71.1%

Professional Practice

School Name	Total # Apps	Overall # Pass	Overall % Pass	First Time Applicants	First Time # Pass	First Time % Pass
Argonaut	3	2	66.7%	3	2	66.7%
Bryan - Los Angeles	0	0	n/a	0	0	n/a
Bryan - Sacramento	8	8	100.0%	5	5	100.0%
Cerritos	2	2	100.0%	2	2	100.0%
College of Marin	0	0	n/a	0	0	n/a
Cypress	0	0	n/a	0	0	n/a
Downey	8	4	50.0%	8	4	50.0%
Golden State	2	1	50.0%	1	0	0.0%
Humphreys	0	0	n/a	0	0	n/a
Sage - Moreno Valley	8	5	62.5%	4	3	75.0%
Sage - San Diego	0	0	n/a	0	0	n/a
Sierra Valley	15	10	66.7%	10	10	100.0%
South Coast	7	7	100.0%	7	7	100.0%
Taft	0	0	n/a	0	0	n/a
Tri-Community	1	1	100.0%	0	0	n/a
West Valley	0	0	n/a	0	0	n/a
SCHOOL TOTAL	54	40	74.1%	40	33	82.5%
Five Plus	2	1	50.0%	n/a	n/a	n/a
O/S	2	2	100.0%	0	0	n/a
RPR	2	2	100.0%	0	0	n/a
SHR	0	0	n/a	0	0	n/a
Work	3	2	66.7%	0	0	n/a
TOTAL	63	47	74.6%	40	33	82.5%

Court Reporters Board

Dictation Examination Statistics - November 2013

School Name	Total		Overall		First Time		First Time	
	# Apps	# Pass	% Pass	Applicants	# Pass	% Pass	Applicants	% Pass
Argonaut	10	2	20.0%	3	2	66.7%	3	66.7%
Bryan University - Los Angeles	10	4	40.0%	6	4	66.7%	6	66.7%
Bryan College - Sacramento	10	3	30.0%	7	2	28.6%	7	28.6%
Cerritos	3	1	33.3%	2	1	50.0%	2	50.0%
College of Marin	5	0	0.0%	n/a	n/a	n/a	n/a	n/a
Cypress	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Downey	10	2	20.0%	3	1	33.3%	3	33.3%
Golden State	5	1	20.0%	1	1	100.0%	1	100.0%
Humphreys	2	2	100.0%	2	2	100.0%	2	100.0%
Sage - Moreno Valley	9	5	55.6%	3	3	100.0%	3	100.0%
Sage - San Diego	1	1	100.0%	1	1	100.0%	1	100.0%
Sierra Valley	18	8	44.4%	10	5	50.0%	10	50.0%
South Coast	21	10	47.6%	7	5	71.4%	7	71.4%
Taft	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tri-Community	8	0	0.0%	n/a	n/a	n/a	n/a	n/a
West Valley	1	1	100.0%	1	1	100.0%	1	100.0%
School Totals	113	40	35.4%	46	28	60.9%	46	60.9%
Five Plus	10	3	30.0%	n/a	n/a	n/a	n/a	n/a
Out of State	1	0	0.0%	n/a	n/a	n/a	n/a	n/a
RPR	1	1	100.0%	1	1	100.0%	1	100.0%
State Hearing Reporter	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Working Reporter	3	0	0.0%	1	0	0.0%	1	0.0%
TOTALS	128	44	34.4%	48	29	60.4%	48	60.4%

Court Reporters Board

Examination Statistics - November 1, 2013 Thru February 28, 2014

English

School Name	Total # Apps	Overall # Pass	Overall % Pass	First Time Applicants	First Time # Pass	First Time % Pass
Argonaut	9	7	77.8%	5	5	100.0%
Bryan - Los Angeles	8	6	75.0%	6	4	66.7%
Bryan - Sacramento	11	6	54.5%	3	0	0.0%
Cerritos	1	1	100.0%	1	1	100.0%
College of Marin	3	1	33.3%	1	0	0.0%
Cypress	0	0	n/a	0	0	n/a
Downey	6	4	66.7%	3	3	100.0%
Golden State	1	1	100.0%	1	1	100.0%
Humphreys	2	1	50.0%	2	1	50.0%
Sage - Moreno Valley	10	5	50.0%	5	2	40.0%
Sage - San Diego	2	1	50.0%	2	1	50.0%
Sierra Valley	8	1	12.5%	2	1	50.0%
South Coast	12	11	91.7%	12	11	91.7%
Taft	0	0	n/a	0	0	n/a
Tri-Community	2	1	50.0%	0	0	n/a
West Valley	1	1	100.0%	1	1	100.0%
SCHOOL TOTAL	76	47	61.8%	44	31	70.5%
Five Plus	9	4	44.4%	n/a	n/a	n/a
O/S	0	0	n/a	0	0	n/a
RPR	2	1	50.0%	1	0	0.0%
SHR	0	0	n/a	0	0	n/a
Work	4	3	75.0%	1	1	100.0%
TOTAL	91	55	60.4%	46	32	69.6%

Professional Practice

School Name	Total # Apps	Overall # Pass	Overall % Pass	First Time Applicants	First Time # Pass	First Time % Pass
Argonaut	4	3	75.0%	3	3	100.0%
Bryan - Los Angeles	7	7	100.0%	7	7	100.0%
Bryan - Sacramento	4	3	75.0%	3	2	66.7%
Cerritos	1	1	100.0%	1	1	100.0%
College of Marin	1	1	100.0%	1	1	100.0%
Cypress	0	0	n/a	0	0	n/a
Downey	7	6	85.7%	2	2	100.0%
Golden State	2	1	50.0%	1	1	100.0%
Humphreys	2	1	50.0%	2	1	50.0%
Sage - Moreno Valley	8	8	100.0%	6	6	100.0%
Sage - San Diego	2	1	50.0%	2	1	50.0%
Sierra Valley	4	1	25.0%	1	1	100.0%
South Coast	12	11	91.7%	12	11	91.7%
Taft	0	0	n/a	0	0	n/a
Tri-Community	0	0	n/a	0	0	n/a
West Valley	1	1	100.0%	1	1	100.0%
SCHOOL TOTAL	55	45	81.8%	42	38	90.5%
Five Plus	5	5	100.0%	n/a	n/a	n/a
O/S	0	0	n/a	0	0	n/a
RPR	1	1	100.0%	1	1	100.0%
SHR	0	0	n/a	0	0	n/a
Work	1	1	100.0%	1	1	100.0%
TOTAL	62	52	83.9%	44	40	90.9%

Court Reporters Board **Dictation Examination Statistics - March 2014**

School Name	Total		Overall		First Time		First Time	
	# Apps	# Pass	% Pass	Applicants	# Pass	% Pass	Applicants	% Pass
Argonaut	8	2	25.0%	2	1	50.0%		
Bryan University - Los Angeles	11	1	9.1%	3	1	33.3%		
Bryan College - Sacramento	8	1	12.5%	1	0	0.0%		
Cerritos	2	0	0.0%	0	0	n/a		
College of Marin	3	0	0.0%	0	0	n/a		
Cypress	1	0	0.0%	0	0	n/a		
Downey	13	3	23.1%	2	1	50.0%		
Golden State	5	2	40.0%	2	2	100.0%		
Humphreys	0	0	n/a	0	0	n/a		
Sage - Moreno Valley	11	6	54.5%	7	5	71.4%		
Sage - San Diego	1	0	0.0%	1	0	0.0%		
Sierra Valley	10	0	0.0%	1	0	0.0%		
South Coast	24	6	25.0%	12	4	33.3%		
Taft	0	0	n/a	0	0	n/a		
Tri-Community	8	0	0.0%	0	0	n/a		
West Valley	0	0	n/a	0	0	n/a		
School Totals	105	21	20.0%	31	14	45.2%		
Five Plus	10	2	20.0%	n/a	n/a	n/a		
Out of State	0	0	n/a	0	0	n/a		
RPR	3	1	33.3%	2	1	50.0%		
State Hearing Reporter	n/a	n/a	n/a	n/a	n/a	n/a		
Working Reporter	4	0	0.0%	0	0	n/a		
TOTALS	122	24	19.7%	33	15	45.5%		

Court Reporters Board

Examination Statistics - March 1, 2014 Thru June 30, 2014

English

School Name	Total # Apps	Overall # Pass	Overall % Pass	First Time Applicants	First Time # Pass	First Time % Pass
Argonaut	2	1	50.0%	1	1	100.0%
Bryan - Los Angeles	5	4	80.0%	3	3	100.0%
Bryan - Sacramento	10	8	80.0%	6	6	100.0%
Cerritos	2	0	0.0%	2	0	0.0%
College of Marin	3	2	66.7%	2	2	100.0%
Cypress	0	0	n/a	0	0	n/a
Downey	2	1	50.0%	1	0	0.0%
Golden State	2	1	50.0%	2	1	50.0%
Humphreys	1	1	100.0%	0	0	n/a
Sage - Moreno Valley	12	9	75.0%	7	6	85.7%
Sage - San Diego	5	3	60.0%	4	3	75.0%
Sierra Valley	2	2	100.0%	0	0	n/a
South Coast	4	3	75.0%	2	2	100.0%
Taft	0	0	n/a	0	0	n/a
Tri-Community	2	1	50.0%	0	0	n/a
West Valley	1	0	0.0%	1	0	0.0%
SCHOOL TOTAL	53	36	67.9%	31	24	77.4%
Five Plus	5	4	80.0%	n/a	n/a	n/a
O/S	0	0	n/a	0	0	n/a
RPR	2	1	50.0%	1	1	100.0%
SHR	0	0	n/a	0	0	n/a
Work	1	0	0.0%	0	0	n/a
TOTAL	61	41	67.2%	32	25	78.1%

Professional Practice

School Name	Total # Apps	Overall # Pass	Overall % Pass	First Time Applicants	First Time # Pass	First Time % Pass
Argonaut	3	3	100.0%	3	3	100.0%
Bryan - Los Angeles	4	3	75.0%	3	3	100.0%
Bryan - Sacramento	8	7	87.5%	6	6	100.0%
Cerritos	2	1	50.0%	2	1	50.0%
College of Marin	2	2	100.0%	2	2	100.0%
Cypress	0	0	n/a	0	0	n/a
Downey	1	0	0.0%	1	0	0.0%
Golden State	4	4	100.0%	1	1	100.0%
Humphreys	1	0	0.0%	0	0	n/a
Sage - Moreno Valley	8	5	62.5%	8	5	62.5%
Sage - San Diego	5	4	80.0%	4	3	75.0%
Sierra Valley	2	2	100.0%	1	1	100.0%
South Coast	4	3	75.0%	2	2	100.0%
Taft	0	0	n/a	0	0	n/a
Tri-Community	0	0	n/a	0	0	n/a
West Valley	1	1	100.0%	1	1	100.0%
SCHOOL TOTAL	45	35	77.8%	34	28	82.4%
Five Plus	3	2	66.7%	n/a	n/a	n/a
O/S	0	0	n/a	0	0	n/a
RPR	1	1	100.0%	1	1	100.0%
SHR	0	0	n/a	0	0	n/a
Work	0	0	n/a	0	0	n/a
TOTAL	49	38	77.6%	35	29	82.9%

Court Reporters Board **Dictation Examination Statistics - July 2013**

School Name	Total		Overall		First Time		First Time	
	# Apps	# Pass	% Pass	Applicants	# Pass	% Pass		
Argonaut	10	2	20.0%	2	1	50.0%		
Bryan - Los Angeles	12	5	41.7%	7	5	71.4%		
Bryan - Sacramento	5	3	60.0%	3	2	66.7%		
Cerritos	4	1	25.0%	1	1	100.0%		
College of Marin	3	0	0.0%	2	0	0.0%		
Cypress	0	0	n/a	0	0	n/a		
Downey	16	6	37.5%	6	2	33.3%		
Golden State	6	2	33.3%	2	1	50.0%		
Humphreys	1	1	100.0%	0	0	n/a		
Sage - Moreno Valley	10	3	30.0%	4	3	75.0%		
Sage - San Diego	1	1	100.0%	1	1	100.0%		
Sierra Valley	13	5	38.5%	4	4	100.0%		
South Coast	22	6	27.3%	10	5	50.0%		
Taft	0	0	n/a	0	0	n/a		
Tri-Community	11	1	9.1%	3	1	33.3%		
West Valley	0	0	n/a	0	0	n/a		
School Totals	114	36	31.6%	45	26	57.8%		
Five Plus	11	3	27.3%	n/a	n/a	n/a		
Out of State	2	1	50.0%	2	1	50.0%		
RPR	1	1	100.0%	1	1	100.0%		
State Hearing Reporter	0	0	n/a	0	0	n/a		
Working Reporter	6	1	16.7%	2	0	0.0%		
TOTALS	134	42	31.3%	50	28	56.0%		

Court Reporters Board **Dictation Examination Statistics - July 2014**

School Name	Total		Overall		First Time		First Time	
	# Apps	# Pass	% Pass	% Pass	Applicants	# Pass	% Pass	% Pass
Argonaut	11	3	27.3%	27.3%	5	2	40.0%	40.0%
Bryan University - Los Angeles	16	7	43.8%	43.8%	6	4	66.7%	66.7%
Bryan College - Sacramento	12	1	8.3%	8.3%	5	1	20.0%	20.0%
Cerritos	4	0	0.0%	0.0%	2	0	0.0%	0.0%
College of Marin	3	0	0.0%	0.0%	2	0	0.0%	0.0%
Cypress	2	1	50.0%	50.0%	1	1	100.0%	100.0%
Downey	14	1	7.1%	7.1%	4	0	0.0%	0.0%
Golden State	4	0	0.0%	0.0%	1	0	0.0%	0.0%
Humphreys	1	1	100.0%	100.0%	1	1	100.0%	100.0%
Sage - Moreno Valley	11	5	45.5%	45.5%	5	5	100.0%	100.0%
Sage - San Diego	7	5	71.4%	71.4%	6	5	83.3%	83.3%
Sierra Valley	10	1	10.0%	10.0%	2	1	50.0%	50.0%
South Coast	18	3	16.7%	16.7%	2	2	100.0%	100.0%
Taft	0	0	n/a	n/a	0	0	n/a	n/a
Tri-Community	9	0	0.0%	0.0%	1	0	0.0%	0.0%
West Valley	3	1	33.3%	33.3%	3	1	33.3%	33.3%
School Totals	125	29	23.2%	23.2%	46	23	50.0%	50.0%
Five Plus	7	1	14.3%	14.3%	n/a	n/a	n/a	n/a
Out of State	2	1	50.0%	50.0%	1	1	100.0%	100.0%
RPR	5	4	80.0%	80.0%	3	2	66.7%	66.7%
State Hearing Reporter	0	0	n/a	n/a	0	0	n/a	n/a
Working Reporter	3	0	0.0%	0.0%	0	0	n/a	n/a
TOTALS	142	35	24.6%	24.6%	50	26	52.0%	52.0%

Court Reporters Board

Examination Statistics - July 1, 2014 Thru October 31, 2014

English

School Name	Total # Apps	Overall # Pass	Overall % Pass	Time Applica nts	First Time # Pass	First Time % Pass
Argonaut	6	2	33.3%	5	2	40.0%
Bryan University	8	4	50.0%	7	3	42.9%
Bryan College	2	0	0.0%	0	0	n/a
Cerritos	1	0	0.0%	0	0	n/a
College of Marin	1	1	100.0%	1	1	100.0%
Cypress	2	0	0.0%	1	0	0.0%
Downey	5	1	20.0%	4	1	25.0%
Golden State	3	1	33.3%	1	0	0.0%
Humphreys	1	0	0.0%	1	0	0.0%
Sage - Moreno Valley	6	2	33.3%	3	2	66.7%
Sage - San Diego	3	1	33.3%	2	1	50.0%
Sierra Valley	10	4	40.0%	7	4	57.1%
South Coast	7	6	85.7%	7	6	85.7%
Taft	0	0	n/a	0	0	n/a
Tri-Community	4	0	0.0%	2	0	0.0%
West Valley	3	2	66.7%	1	1	100.0%
SCHOOL TOTAL	62	24	38.7%	42	21	50.0%
Five Plus	2	0	0.0%	n/a	n/a	n/a
O/S	1	0	0.0%	1	0	0.0%
RPR	4	2	50.0%	3	1	33.3%
SHR	0	0	n/a	0	0	n/a
Work	1	0	0.0%	0	0	n/a
TOTAL	70	26	37.1%	46	22	47.8%

Professional Practice

School Name	Total # Apps	Overall # Pass	Overall % Pass	Time Applica nts	First Time # Pass	First Time % Pass
Argonaut	6	3	50.0%	5	3	60.0%
Bryan University	8	5	62.5%	7	4	57.1%
Bryan College	0	0	n/a	0	0	n/a
Cerritos	1	0	0.0%	0	0	n/a
College of Marin	1	1	100.0%	1	1	100.0%
Cypress	1	0	0.0%	1	0	0.0%
Downey	4	0	0.0%	3	0	0.0%
Golden State	2	2	100.0%	2	2	100.0%
Humphreys	3	2	66.7%	2	2	100.0%
Sage - Moreno Valley	6	3	50.0%	3	2	66.7%
Sage - San Diego	3	2	66.7%	2	2	100.0%
Sierra Valley	8	6	75.0%	6	6	100.0%
South Coast	7	7	100.0%	7	7	100.0%
Taft	0	0	n/a	0	0	n/a
Tri-Community	3	1	33.3%	2	1	50.0%
West Valley	2	1	50.0%	2	1	50.0%
SCHOOL TOTAL	55	33	60.0%	43	31	72.1%
Five Plus	0	0	n/a	n/a	n/a	n/a
O/S	1	1	100.0%	1	1	100.0%
RPR	4	3	75.0%	3	2	66.7%
SHR	0	0	n/a	0	0	n/a
Work	0	0	n/a	0	0	n/a
TOTAL	60	37	61.7%	47	34	72.3%

Court Reporters Board Dictation Examination Statistics - November 2014

School Name	Total # Apps	Overall # Pass	Overall % Pass	First Time Applicants	First Time # Pass	First Time % Pass
Argonaut	13	9	69.2%	4	4	100.0%
Bryan University - Los Angeles	10	6	60.0%	4	4	100.0%
Bryan College - Sacramento	9	4	44.4%	0	0	n/a
Cerritos	3	1	33.3%	0	0	n/a
College of Marin	7	3	42.9%	2	1	50.0%
Cypress	0	0	n/a	0	0	n/a
Downey	13	5	38.5%	6	2	33.3%
Golden State	5	2	40.0%	1	0	0.0%
Humphreys	1	0	0.0%	1	0	0.0%
Sage - Moreno Valley	10	7	70.0%	8	7	87.5%
Sage - San Diego	3	3	100.0%	2	2	100.0%
Sierra Valley	15	7	46.7%	8	4	50.0%
South Coast	20	11	55.0%	7	3	42.9%
Taft	0	0	n/a	0	0	n/a
Tri-Community	10	2	20.0%	1	1	100.0%
West Valley	2	1	50.0%	0	0	n/a
School Totals	121	61	50.4%	44	28	63.6%
Five Plus	5	1	20.0%	n/a	n/a	n/a
Out of State	0	0	n/a	0	0	n/a
RPR	5	3	60.0%	4	2	50.0%
State Hearing Reporter	0	0	n/a	0	0	n/a
Working Reporter	1	1	100.0%	1	1	100.0%
TOTALS	132	66	50.0%	49	31	63.3%

Court Reporters Board

Examination Statistics - November 1, 2014 Thru February 28, 2015

English

School Name	Total # Apps	Overall # Pass	Overall % Pass	First Time Applicants	First Time # Pass	First Time % Pass
Argonaut	7	1	14.3%	3	0	0.0%
Bryan University	9	3	33.3%	5	2	40.0%
Bryan College - CLOSED	1	0	0.0%	n/a	n/a	n/a
Cerritos	1	0	0.0%	0	0	n/a
College of Marin	2	0	0.0%	1	0	0.0%
Cypress	2	1	50.0%	1	1	100.0%
Downey	9	1	11.1%	6	1	16.7%
Golden State	2	1	50.0%	0	0	n/a
Humphreys	3	1	33.3%	2	0	0.0%
Sage - Moreno Valley	11	7	63.6%	8	6	75.0%
Sage - San Diego	4	0	0.0%	2	0	0.0%
Sierra Valley	10	1	10.0%	5	1	20.0%
South Coast	10	8	80.0%	9	8	88.9%
Taft	0	0	n/a	0	0	n/a
Tri-Community	3	0	0.0%	0	0	n/a
West Valley	1	0	0.0%	0	0	n/a
SCHOOL TOTAL	75	24	32.0%	42	19	45.2%
Five Plus	2	0	0.0%	n/a	n/a	n/a
O/S	1	0	0.0%	0	0	n/a
RPR	5	2	40.0%	4	2	50.0%
SHR	0	0	n/a	0	0	n/a
Work	3	1	33.3%	1	0	n/a
TOTAL	86	27	31.4%	47	21	44.7%

Professional Practice

School Name	Total # Apps	Overall # Pass	Overall % Pass	First Time Applicants	First Time # Pass	First Time % Pass
Argonaut	5	2	40.0%	3	2	66.7%
Bryan University	8	4	50.0%	5	3	60.0%
Bryan College - CLOSED	0	0	n/a	n/a	n/a	n/a
Cerritos	0	0	n/a	0	0	n/a
College of Marin	1	0	0.0%	1	0	0.0%
Cypress	2	1	50.0%	1	1	100.0%
Downey	8	3	37.5%	6	3	50.0%
Golden State	2	0	0.0%	1	0	0.0%
Humphreys	2	2	100.0%	1	1	100.0%
Sage - Moreno Valley	10	6	60.0%	8	6	75.0%
Sage - San Diego	3	0	0.0%	2	0	0.0%
Sierra Valley	8	2	25.0%	7	2	28.6%
South Coast	9	8	88.9%	9	8	88.9%
Taft	0	0	n/a	0	0	n/a
Tri-Community	1	0	0.0%	0	0	n/a
West Valley	1	1	100.0%	0	0	n/a
SCHOOL TOTAL	60	29	48.3%	44	26	59.1%
Five Plus	0	0	n/a	n/a	n/a	n/a
O/S	0	0	n/a	0	0	n/a
RPR	4	1	25.0%	4	1	25.0%
SHR	0	0	n/a	0	0	n/a
Work	2	1	n/a	1	0	n/a
TOTAL	66	31	47.0%	49	27	55.1%

Court Reporters Board **Dictation Examination Statistics - March 2015**

School Name	Total		Overall		First Time		First Time	
	# Apps	# Pass	% Pass	Applicants	# Pass	% Pass	Applicants	% Pass
Argonaut	10	4	40.0%	7	4	57.1%		
Bryan University - Los Angeles	14	6	42.9%	8	6	75.0%		
Bryan College - Sacramento	5	1	20.0%	0	0	n/a		
Cerritos	1	0	0.0%	0	0	n/a		
College of Marin	4	1	25.0%	1	1	100.0%		
Cypress	1	1	100.0%	1	1	100.0%		
Downey	14	1	7.1%	2	0	0.0%		
Golden State	6	1	16.7%	2	0	0.0%		
Humphreys	2	0	0.0%	1	0	0.0%		
Sage - Moreno Valley	9	3	33.3%	3	2	66.7%		
Sage - San Diego	1	1	100.0%	0	0	n/a		
Sierra Valley	15	4	26.7%	8	3	37.5%		
South Coast	20	5	25.0%	9	4	44.4%		
Taft	0	0	n/a	0	0	n/a		
Tri-Community	7	0	0.0%	0	0	n/a		
West Valley	1	0	0.0%	1	0	0.0%		
School Totals	110	28	25.5%	43	21	48.8%		
Five Plus	5	0	0.0%	n/a	n/a	n/a		
Out of State	0	0	n/a	0	0	n/a		
RPR	4	3	75.0%	3	3	100.0%		
State Hearing Reporter	0	0	n/a	0	0	n/a		
Working Reporter	3	0	0.0%	2	0	0.0%		
TOTALS	122	31	25.4%	48	24	50.0%		

Court Reporters Board

Examination Statistics - March 1, 2015 Thru June 30, 2015

English

School Name	Total # Apps	Overall # Pass	Overall % Pass	First Time Applicants	First Time # Pass	First Time % Pass
Argonaut	12	6	50.0%	7	3	42.9%
Bryan University	14	2	14.3%	9	1	11.1%
Bryan College (CLOSED)	1	0	0.0%	n/a	n/a	n/a
Cerritos (CLOSED)	0	0	n/a	0	0	n/a
College of Marin	3	0	0.0%	2	0	0.0%
Cypress	0	0	n/a	0	0	n/a
Downey	12	3	25.0%	6	2	33.3%
Golden State	5	0	0.0%	4	0	0.0%
Humphreys	4	0	0.0%	2	0	0.0%
Sage - Moreno Valley	7	0	0.0%	2	0	0.0%
Sage - San Diego	4	0	0.0%	0	0	n/a
Sierra Valley	14	1	7.1%	6	1	16.7%
South Coast	5	1	20.0%	3	1	33.3%
Taft	1	1	100.0%	1	1	100.0%
Tri-Community	4	1	25.0%	2	1	50.0%
West Valley	2	1	50.0%	1	0	0.0%
SCHOOL TOTAL	88	16	18.2%	45	10	22.2%
Five Plus	4	0	0.0%	n/a	n/a	n/a
O/S	0	0	n/a	0	0	n/a
RPR	5	1	20.0%	4	1	25.0%
SHR	0	0	n/a	0	0	n/a
Work	3	0	0.0%	2	0	0.0%
TOTAL	100	17	17.0%	51	11	21.6%

Professional Practice

School Name	Total # Apps	Overall # Pass	Overall % Pass	First Time Applicants	First Time # Pass	First Time % Pass
Argonaut	10	4	40.0%	7	3	42.9%
Bryan University	13	7	53.8%	10	6	60.0%
Bryan College-CLOSED	0	0	n/a	n/a	n/a	n/a
Cerritos	0	0	n/a	0	0	n/a
College of Marin	3	2	66.7%	2	1	50.0%
Cypress	0	0	n/a	0	0	n/a
Downey	10	2	20.0%	7	2	28.6%
Golden State	4	3	75.0%	3	2	66.7%
Humphreys	2	0	0.0%	2	0	0.0%
Sage - Moreno Valley	6	2	33.3%	2	0	0.0%
Sage - San Diego	3	1	33.3%	0	0	n/a
Sierra Valley	9	4	44.4%	6	4	66.7%
South Coast	4	2	50.0%	3	1	33.3%
Taft	0	0	n/a	0	0	n/a
Tri-Community	3	2	66.7%	2	2	100.0%
West Valley	1	0	0.0%	1	0	0.0%
SCHOOL TOTAL	68	29	42.6%	45	21	46.7%
Five Plus	5	2	40.0%	n/a	n/a	n/a
O/S	0	0	n/a	0	0	n/a
RPR	5	2	40.0%	4	2	50.0%
SHR	0	0	n/a	0	0	n/a
Work	2	1	50.0%	2	1	50.0%
TOTAL	80	34	42.5%	51	24	47.1%

Court Reporters Board **Dictation Examination Statistics - July 2015**

School Name	Total		Overall		First Time		First Time	
	# Apps	# Pass	% Pass	Applicants	# Pass	% Pass	Applicants	% Pass
Argonaut	6	1	16.7%	1	0	0.0%		
Bryan University	13	3	23.1%	6	2	33.3%		
Bryan College (CLOSED)	5	0	0.0%	n/a	n/a	n/a		
Cerritos (CLOSED)	1	0	0.0%	n/a	n/a	n/a		
College of Marin	4	1	25.0%	1	1	100.0%		
Cypress	0	0	n/a	0	0	n/a		
Downey	19	2	10.5%	7	0	0.0%		
Golden State	6	1	16.7%	3	1	33.3%		
Humphreys	4	2	50.0%	2	2	100.0%		
Sage - Moreno Valley	6	0	0.0%	1	0	0.0%		
Sage - San Diego (CLOSED)	1	1	100.0%	0	0	n/a		
Sierra Valley	12	2	16.7%	3	1	33.3%		
South Coast	16	3	18.8%	2	2	100.0%		
Taft	2	1	50.0%	2	1	50.0%		
Tri-Community	7	2	28.6%	2	2	100.0%		
West Valley	1	0	0.0%	0	0	n/a		
School Total	103	19	18.4%	30	12	40.0%		
Five Plus	7	1	14.3%	n/a	n/a	n/a		
Out of State	0	0	n/a	0	0	n/a		
RPR	2	2	100.0%	1	1	100.0%		
State Hearing Reporter	0	0	n/a	0	0	n/a		
Working Reporter	3	1	33.3%	0	0	n/a		
TOTAL	115	23	20.0%	31	13	41.9%		

State of California
Business, Consumer Services and Housing Agency



COURT REPORTERS BOARD
OF CALIFORNIA

Administrative Procedure Manual



Court Reporters Board of California
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Chapter 1. Introduction

Overview

The Court Reporters Board (Board) was established in 1951 by an act of the Legislature. The Board's mandate is to protect the consumers of the state. It does that by 1) regulating the minimum curriculum which court reporting schools and programs must offer, 2) administering a minimum level competency test to determine entry level abilities, and 3) disciplining licensees when necessary. In addition, the Board administers the Transcript Reimbursement Fund (TRF) which reimburses Certified Shorthand Reporters (CSRs) for providing transcripts to qualified indigent civil litigants. All the Board's activities, including the TRF, are funded from licensing and examination fees. Thus, the Board is considered a "special fund" or self-funded agency because no tax dollars from the General Fund support the Board.

Today, the Board is one of the boards, bureaus, commissions, and committees within the Department of Consumer Affairs (DCA), part of the Business, Consumer Services and Housing Agency under the aegis of the Governor. DCA is responsible for consumer protection and representation through the regulation of licensed professions that provide consumer services. While the DCA provides administrative oversight and support services, the Board has policy autonomy and sets its own policies, procedures and initiates its own regulations.

Protection of the public shall be the highest priority for the Board in exercising its licensing, regulatory and disciplinary functions. Whenever the protection of the public is inconsistent with other interests sought to be promoted, the protection of the public shall be paramount (Business and Professions Code (BPC) Section 8005.1).

The Board is composed of three public members and two licensees. The Governor appoints one public member and two licensees to the Board. The Speaker of the Assembly and the Senate Rules Committee each appoint one public member. All Board members serve staggered, four-year terms. Board members are paid \$100 for each day actually spent in the discharge of official duties and are reimbursed travel expenses.

Since its inception, the Board has licensed 14,055 people. Of those, approximately 6,800 have current licenses. In the profession, licensees are known as either "officials," who work in court, or "freelance," who work through court reporting agencies and report mostly depositions.

Our only office exists in Sacramento. There is an executive officer and a staff of three full-time employees and one part-time. There is an enforcement analyst, an exam/licensing analyst, a TRF/executive analyst, and a licensing technician for the Board.

Board Responsibilities

The Board is charged with the following duties and responsibilities:

- Recognizing the schools and programs providing court reporting education
- Establishing educational requirements for admission to the examination for licensure as a Certified Shorthand Reporter

- Establishing examination requirements to ensure the competence of individuals licensed to practice court reporting in California and administering the examination
- Setting and enforcing standards for continued competency of existing licensees
- Promulgating regulations governing:
 - Procedures of the Board
 - Admission of applicants for examination for licensure as court reporters
 - Minimum standards governing the Certified Shorthand Reporters services offered or performed
- Instituting disciplinary action for violations of laws and regulations governing the practice of court reporting when warranted
- Administering the Transcript Reimbursement Fund

This procedures manual is provided to Board members as a ready reference of important laws, regulations, DCA policies and Board policies in order to guide the actions of the Board members and ensure Board effectiveness and efficiency.

General Rules of Conduct

- Board members shall not speak or act for the Board without proper authorization.
- Board members shall maintain the confidentiality of non-public documents and information.
- Board members shall adequately prepare for Board responsibilities.
- Board members shall recognize the equal role and responsibilities of all Board members.
- Board members shall act fairly, be nonpartisan, impartial and unbiased in their role of protecting the public.
- Board members shall treat all applicants and licensees in a fair and impartial manner.
- Board members' actions shall serve to uphold the principle that the Board's primary mission is to protect the public.
- Board members shall not use their positions on the Board for personal, familial or financial gain.

Chapter 2. Board Meeting Procedures

Board Meetings

(Business and Professions Code Section 101.7(a))

The full Board shall meet at least three times each calendar year. The Board shall meet at least once each calendar year in northern California and at least once each calendar year in southern California in order to facilitate participation by the public and its licensees.

(Board Policy and Business and Professions Code Section 8003)

The Board shall hold an annual meeting for the purpose of electing a chairperson and a vice-chairperson at the first regular meeting held after June 1 of each year.

(Government Code Section 11120 et seq. and Bagley-Keene Open Meeting Act)

The Board shall comply with the provisions of the Bagley-Keene Open Meeting Act and conduct their business in accordance with Robert's Rules of Order as long as that does not conflict with any superseding laws or regulations.

Special meetings of the Board may be held upon request of a majority of the members of the Board or upon the call of the Chair.

Notice of each meeting and the time and place thereof shall be given to each member in the manner provided by the Bagley-Keene Open Meeting Act.

Public Attendance at Board Meetings

(Government Code Section 11120 et seq.)

Meetings are subject to all provisions of the Bagley-Keene Open Meeting Act. This act governs meetings of the state regulatory boards and meeting of committees of those boards where the committee consists of more than two members. It specifies meeting notice, agenda requirements and prohibits discussing or taking action on matters not included in the agenda.

The Bagley-Keene act stipulates that the Board is to provide adequate notice of meetings to be held to the public as well as provide an opportunity for public comment. The meeting is to be conducted in an open session, except where closed session is specifically noted.

If the agenda contains matters that are appropriate for closed session, the agenda shall cite the particular statutory section and subdivision authorizing the closed session.

Closed Sessions at Board Meetings

(Government Code Section 11126 et seq.)

A Board may meet in a closed session to discuss: personnel matters (appointments, employment, evaluation of performances, etc.); examination matters wherein the Board prepares, approves, grades or administers examinations; matters which would constitute an invasion of privacy if discussed in an open session; administrative disciplinary matters; pending litigation; as a response to confidential final draft audit report; and, as a response to threat of criminal or terrorist activity against the personnel, property, buildings, facilities or equipment.

The Board shall disclose in the open meeting a generalization of the items to be discussed in a closed session. This can be accomplished by those items on the agenda as a closed session item.

All closed sessions must be held during a regular or special meeting (section 11128). A staff person shall be designated to attend the closed session and record the discussion topics and decisions made, which will be available only to members.

All information discussed in the closed session is confidential and must not be disclosed to outside parties.

Quorum

(Business and Professions Code Section 8003)

Three of the members of the Board constitute a quorum of the Board for the transaction of business. The concurrence of a majority of those members of the Board present and voting at a meeting duly held at which a quorum is present shall be necessary to constitute an act or decision of the Board.

Agenda Items

(Board Policy)

The Board chair prepares Board meeting notices and agendas. The chair may direct the Board's executive officer to prepare the Board meeting notices and draft agendas, ensuring that notifications are sent to all Board members and all persons on the Board meeting mailing lists and any other as required by law and DCA policies.

(Government Code Section 11125 et seq.)

No item shall be added to the agenda subsequent to the provision of the meeting notice. However, an agenda item may be amended and then posted on the Internet at least 10 calendar days prior to the meeting.

Items not included on the agenda may not be discussed.

Notice of Meetings

(Business and Professions Code Section 101.7(a))

An agency within the department that is required to provide a written notice pursuant to Government Code Section 11125 may provide that notice by regular mail, e-mail, or both. The agency shall comply with the requester's chosen form of notice.

(Government Code Section 11120 et seq.)

According to the Opening Meeting Act, meeting notices (including agenda for Board meetings) shall be sent to persons on the Board's mailing list at least 10 calendar days in advance. The notice shall include a staff person's name, work address and work telephone number so that he or she can provide information prior to the meeting.

Notice of Meetings to be Posted on the Internet

(Government Code Section 11125 et seq.)

Notice shall be given and also made available on the Internet at least 10 calendar days in advance of the meeting and shall include the name, address and telephone number of any person who can provide information prior to the meeting. However, it need not include a list of witnesses expected to appear at the meeting.

Written notices shall include the address of the Internet site where notices required by this article are available.

Special Meetings

(Government Code Section 11125 et seq.)

A special meeting may be held where compliance with a 10-day meeting notice would impose a hardship or when an immediate action would be required to protect the public interest.

Notice for a special meeting must be posted on the Internet at least 48 hours prior to the meeting. Upon commencement, the Board must state the specific facts which necessitate special meeting as a finding. This finding must be adopted by a two-thirds vote; failure to adopt the finding terminates the meeting.

Record of Meetings

(Business and Professions Code Section 8003)

The Board shall keep a complete record of all its proceedings.

Audio Recording

(Board Policy)

The open portion of the Board meetings will be tape-recorded. The closed session of the Board meeting will not be tape recorded. Tape recording of the open meetings will be retained for 14 calendar days following the Board meeting at which the tape was made. After this time period, the tape will be erased, destroyed or taped over for some other use. The purpose of tape recording the open meetings is to ensure that the minutes as written accurately reflect the discussions and actions of the Board.

Meeting by Teleconferencing

(Government Code Section 11123 et seq.)

Board Meetings held by a teleconference must comply with requirements applicable to all meetings.

The portion of the meeting that is open session must be made audible to the public present at the location specified in the meeting notice. Each teleconference meeting location must be identified in the meeting notice and agenda.

All votes taken during this meeting shall be by roll call.

Use of Electronic Devices During Meetings

(Bagley-Keen Act)

Members should not text or e-mail each other during an open meeting on any matter within the Board's jurisdiction.

Meeting Rules

(Board Policy)

The Board will use Robert's Rules of Order, to the extent that it does not conflict with state law (e.g., Bagley-Keene Open Meeting Act), as a guide when conducting the meetings.

Chapter 3. Travel & Salary Policies & Procedures

Travel Arrangements

(DGS Memorandum MM 14-03)

All government travelers are required to make arrangements through the Department of General Services' Statewide Travel Program known as Concur Travel or CalTravelStore.

Board staff shall facilitate the making of travel arrangements.

Out-of-State Travel

(State Administrative Manual Section 700 et seq.)

For out-of-state travel, Board members will be reimbursed for actual lodging expenses, supported by vouchers, and will be reimbursed for meal and supplemental expenses. Out-of-state travel for all persons representing the State of California is controlled and must be approved by the Governor's Office.

Travel Claims

(State Administrative Manual Section 700 et seq. and DCA Travel Guidelines)

Rules governing reimbursement of travel expenses for Board members are the same as for management-level state staff. All expenses shall be claimed on the CalATERS Global Web site. Board staff completes the expense claims as needed. It is advisable for Board members to submit their travel expense worksheets and receipts immediately after returning from a trip and not later than two weeks following the trip.

In order for the expenses to be reimbursed, Board members shall follow the procedures contained in DCA departmental memoranda which are periodically disseminated by the Director and are provided to Board members.

Salary Per Diem

(BPC Section 103)

Compensation in the form of salary per diem and reimbursement of travel and other related expenses for Board members is regulated by BPC Section 103.

In relevant part, this section provides for the payment of salary per diem for Board members "for each day actually spent in the discharge of official duties" and provides that the Board member "shall be reimbursed for traveling and other expenses necessarily incurred in the performance of official duties."

(Board Policy)

Board members will be paid their per diem for each actual meeting day of a Board or committee meeting. Since attendance of all Board meetings during exam days is not necessary, board members will notify staff of their availability and will be paid for each day of actual service.

Chapter 4. Board Officers, Members & Committees

Officers of the Board

(Business and Professions Code Section 8003)

At each yearly meeting, the Board shall elect from its members a chair and vice-chair.

Election of Officers

(Board Policy)

The Board shall hold an annual meeting for the purpose of electing a chairperson and a vice-chairperson at the first regular meeting held after June 1 of each year.

Board Members

(Business and Professions Code Section 130 and 8001)

Appointment as a Board member shall be for a term of four years expiring on June 1. Members shall hold office until the appointment and qualification of their successor or until one year has passed since the expiration of the term for which they were appointed, whichever occurs first. No person shall serve a term for more than two consecutive full terms.

The Governor shall appoint one public member and two certified members. The Senate Rules Committee and Speaker of the Assembly shall each appoint a member.

(Government Code Sections 1322 and 1774)

The grace period of the Governor-appointed members shall be no more than 60 days after the expiration of the term for which they were appointed. This code applies to positions which require Senate confirmation.

(Board Policy)

The Board adopted a policy to clearly define Board duties and responsibilities.

Appeals Committee Appointments

(Board Policy)

The Board will appoint an Appeals Committee of five members consisting of two licensed Certified Shorthand Reporters, one English teacher with experience teaching grammar and punctuation at the Postsecondary Education level plus experience working with court reporters, the executive officer, and one grader. The determination made by the Appeals Committee will be considered the final finding of the Board. The executive officer will implement the determinations of the Appeals Committee.

Chapter 5. Board Administration and Staff

Appointment of Executive Officer

(Business and Professions Code Sections 107 and 8005)

The Board may appoint, prescribe the duties and fix the salary of an executive officer. The Board may also employ other employees as may be necessary, subject to civil service and other provisions of the law.

(Board Policy)

The Board defines the duties and responsibilities of the executive officer by policy. The executive officer provides professional administrative assistance, manages and/or coordinates administrative activities for the Board. The executive officer is expected to exercise independent judgment, common sense and initiative in establishing efficient and effective operations consistent with Board policies and administrative guidelines established by the Board and the Department of Consumer Affairs management team.

Board Administration

(DCA Reference Manual)

Board members should be concerned primarily with formulating decisions on Board policies rather than decisions concerning the means for carrying out a specific course of action. It is inappropriate for Board members to become involved in the details of program delivery. Strategies for the day-to-day management of programs, operations and staff shall be the responsibility of the executive officer. Board members should not interfere with day-to-day operations, which are under the authority of the executive officer.

Board Staff

(DCA Reference Manual)

Employees of the Board, with the exception of the executive officer, are civil service employees. Their employment, pay, benefits, discipline, termination and conditions of employment are governed by a myriad of civil service laws and regulations and often by collective bargaining labor agreements. Board members shall not intervene or become involved in specific day-to-day personnel transactions.

Legal Counsel

The Board's legal counsel represents the Board for litigation and accordingly for services rendered by the Office of the Attorney General. The Board's legal counsel provides "in-house" counsel.

Board Budget

(Board Policy)

The executive officer maintains revenue and expense data, drafts and prepares the Board budget and any related analyses for Board approval, and implements approved budget in accordance with Board policies, program needs and legislative mandates.

Chapter 6. Other Policies & Procedures

Materials Provided to Incoming Board Members

(Government Code section 11121.9)

A copy of the Bagley-Keene Act must be provided to each new member upon his or her appointment.

Board Member Training

(Government Code sections 11146.1)

Newly appointed Board members shall attend an ethics training course within six months of assuming office and every two years thereafter.

(Government Code sections 12950.1)

Each member shall attend at least two hours of interactive training covering sexual harassment prevention within six months of his or her appointment and every two years thereafter.

(State Administrative Manual Management Memo MM 11-04)

All State employees who drive a vehicle on official State business must successfully complete the Department of General Services approved Defensive Driver Training course at least once every four years.

(Business and Professions Code Sections 453)

Newly appointed Board members shall complete a training and orientation program provided by DCA within one year of assuming office. This one-day class will discuss Board member obligations and responsibilities.

Removal of Board Members

(Business and Professions Code Sections Sections 106 and 106.5)

The Governor has the power to remove from office at any time any member of any board appointed by him or her for continued neglect of duties required by law or for incompetence or unprofessional or dishonorable conduct. The Governor may also remove from office a board member who directly or indirectly discloses examination questions to an applicant for examination for licensure.

Resignation of Board Members

(Government Code Section 1750)

In the event that it becomes necessary for a Board member to resign, a letter shall be sent to the appropriate appointing authority (Governor, Senate Rules Committee or Speaker of the Assembly) with the effective date of the resignation. State law requires written notification. A copy of this letter shall also be sent to the director of DCA, the Board Chair and the executive officer.

Conflict of Interest

(Government Code Section 87100)

No Board member may make, participate in making or in any way attempt to use his or her official position to influence a governmental decision in which he or she knows or has reason to know he or she has a financial interest. Any Board member who has a financial interest shall disqualify him or herself from making or attempting to use his or her official position to influence the decision. Any Board member who feels he or she is entering into a situation where there is a potential for a conflict of interest should immediately consult the executive officer or the Board's legal counsel.

Ex Parte Communications

(Government Code Section 11430.10 et seq.)

The Government Code contains provisions prohibiting *ex parte* communications. An *ex parte* communication is a communication to the decision-maker made by one party to an enforcement action without participation by the other party. While there are specified exceptions to the general prohibition, the key provision is found in subdivision (a) of section 11430.10, which states:

“While the proceeding is pending, there shall be no communication, direct or indirect, regarding any issue in the proceeding to the presiding officer from an employee or representative of an agency that is a party or from an interested person outside the agency, without notice and an opportunity for all parties to participate in the communication.”

Board members are prohibited from an *ex parte* communication with Board enforcement staff while a proceeding is pending. Occasionally an applicant who is being formally denied licensure, or a licensee against whom disciplinary action is being taken, will attempt to directly contact Board members.

If the communication is written, the person should read only far enough to determine the nature of the communication. Once he or she realizes it is from a person against whom an action is pending, they should reseal the documents and send them to the Executive Officer.

If a Board member receives a telephone call from an applicant or licensee against whom an action is pending, he or she should immediately tell the person they cannot speak to them about the matter. If the person insists on discussing the case, he or she should be told that the Board member will be required to recuse him or herself from any participation in the matter. Therefore, continued discussion is of no benefit to the applicant or licensee.

If a Board member believes that he or she has received an unlawful *ex parte* communication, he or she should contact the executive officer.

DEFINITIONS

ALJ	Administrative Law Judge.
APA	Administrative Procedure Act
BPC	Business and Professions Code
Chair	Where the term “Chair” is used in this manual, it will be assumed to include “his or her designee”
CLEAR	Council on Licensure Enforcement and Regulations
CCRA	California Court Reporters Association
CSR	Certified Shorthand Reporter, also known as licensed Court Reporter
DCA	Department of Consumer Affairs
DRA	Deposition Reporters Association of California
EO	Executive Officer
GC	Government Code
NCRA	National Court Reporters Association
OAH	Office of Administrative Hearings. This state agency provides neutral judges to preside over administrative cases.
OAL	Office of Administrative Law. This state agency reviews regulation changes for compliance with the process and standards set out in law and either approves or disapproves those regulation changes.
Regulation	A standard that implements, interprets, or makes specific a statute enacted by a state agency. It is enforceable the same way as a statute.
SAM	State Administrative Manual
Statute	A law passed by the legislature.
Stipulation	A form of plea bargaining in which a disciplinary case is settled by negotiated agreement prior to hearing.