

Real-Time Captioning for Communication Access

WHAT IS CART SERVICE?

Communication Access Real-Time Translation (CART) services are provided by court reporters who have additional training and/or experience in real-time reporting and in aspects of providing translation for deaf, late deafened, and hard of hearing people. The CART provider types into a stenographic machine that is connected to a computer. The computer, using special software translates the stenotype shorthand into English text, which is simultaneously displayed on a computer monitor or can be projected onto a large wall screen.

WHO USES CART SERVICES?

CART services enable communication access for deaf and hard of hearing persons who are competent in English, both written and oral, and who either (a) are not able to use ASL interpreters, Signed English transliterators and/or oral interpreters in general or (b) do not choose to do so in the particular situation. In general, persons who choose to use CART service tend to be late deafened adults, oral deaf persons, and hard of hearing persons.

IS A CART PROVIDER A KIND OF "INTERPRETER"?

An "interpreter" translates one language into another, like English into American Sign Language. CART providers convert spoken English into a printed English format. The CART provider does not "interpret" from one language to another, but is more similar to a "transliterator" who changes spoken English communication into a visually enhanced English-based format or Signed English transliteration. CART providers, American Sign Language Interpreters, Signed English Transliterations, and Oral Transliterations all provide communication access services, each through its own mode, for particular deaf, hard of hearing and late deafened people.

WHEN CAN I USE CART SERVICE?

CART services can be used in any situation. CART services are often used in group meetings—legislative hearings, workshops, classroom settings, on-the-job training, advisory council or board meetings, court proceedings, and so on. CART services can also be used in job interviews, supervisor-employee meetings, doctor appointments, meetings with lawyers and other service persons, in school, in adult education settings, in therapy sessions, in church, and so on.

WHAT IS CART PROJECTION SERVICE?

The basic CART service is CART Translation Service, which enables on-site communication between one or more persons with a hearing loss and one or more hearing persons. CART Translation Service provides the laptop computer screen that one or two consumers who have a hearing loss can read. If CART translation is to be provided for more than two consumers or for a consumer with low-vision, some type of CART Projection Service will need to be used also. Projection Service fees may be additional to the basic CART translation fee.

Types of CART Projection Service include:

- ◆ an overhead display
- ◆ display via computer monitor(s) provided by the CART provider
- ◆ display via computer monitor(s) provided by the requester with a connection capability to the computer provided by the CART provider, or
- ◆ display on a TV monitor provided by the requester, with a connecting cable from the CART provider

A rough-edited text file of the CART record may be requested prior to the actual event, in situations where a late deafened, deaf, or hard of hearing CART user wishes to use the CART transcript for purposes of review of the meeting proceedings at a later date, or if deaf or hard of hearing participants seek to use the transcript for purposes of receiving notes of the proceedings due to unavailability of any other note-taking service for the event. An additional fee may be charged for this service. If a requester seeks a transcript of the auditory proceedings in lieu of or in addition to a rough-edited file, a CART provider may provide a transcript according to the terms of his or her usual business rates.

WHO PAYS FOR CART ACCESS SERVICES?

According to several state and federal laws, state and federal agencies, the courts, consultants, doctors, lawyers, therapists, hospitals, museums, libraries, police departments, fire departments, colleges, universities, events of a town, employers, and many other entities are required to provide effective communication for deaf, late deafened and hard of hearing people. The federal Americans with Disabilities Act (ADA) lists CART Service as one type of auxiliary aid that may be needed to enable effective communication to take place.

WHAT IS THE COST TO HIRE A CART PROVIDER?

As do other professionals who contract their services, CART providers charge fees based on qualifications, experience, and type of job assignment. The fees quoted below are approximate ranges; fees are set by the individual CART providers for jobs in the private sector.

Freelance CART Provider: a minimum fee ranging from \$150 to \$195 for the first two hours or any part thereof; \$50 to \$65 per hour; additional charges for provision of projection equipment and provision of ASCII file.

The exact fees per job, cancellation policy, travel, and mileage are negotiated by the paying consumer and the independent CART Provider.

WHO SHOULD MAKE A CART SERVICE REQUEST?

Deaf, late deafened, hard of hearing and hearing individuals and groups such as agencies, organizations, schools, employers, and businesses are all consumers of interpreter or CART services. The party paying for the access service—for example, the court, private doctor, individual, or agency—must make the request to confirm acceptance of billing.

USEFUL LINKS FOR MORE CART INFORMATION:

Communication Access Information Center

www.cartinfo.org

Hearing Loss Association of America

www.hearingloss.org/learn/assistivetech.asp#link6

Hearing Loss Web

www.hearinglossweb.com/Issues/Access/Captioning/CART/cart.htm

Hearing Loss Help

www.hearinglosshelp.com/weblog/index.php?s=CART

WHAT CAN THE CCDHH DO TO HELP?

The Colorado Commission for the Deaf and Hard of Hearing works across the state to advocate for deaf, hard of hearing, late-deafened, and deaf-blind persons. We provide information to any business or organization that works with or provides services for individuals who have a hearing loss or are deaf. CCDHH also provides services, information, and referrals to families and

individuals who need assistance. We can provide:

- Telecommunications equipment for low-income deaf and hard of hearing consumers
- Technical assistance to service providers
- Workshops for deaf and hard of hearing persons
- Information and training for individuals and businesses working with deaf and hard of hearing persons

We are here to assist you. Please call or write to us.

HOW DO I MAKE A CART SERVICE REQUEST?
 Information needed to make a CART request:

- ◆ Your name, phone number or email address, and organization (if applicable);
- ◆ Date and time that you will need a CART reporter, and length of assignment;
- ◆ Address of the assignment including specifics: the name of the building, court or clinic, what floor, room number, special parking instructions;
- ◆ The nature and format of the meeting (medical appointment, lecture, staff meeting, civil or criminal court case, docket number, etc.);
- ◆ The number of participants, deaf, hard of hearing, late deafened and hearing;
- ◆ Special equipment to be used (microphones, overhead projectors, video, etc.); for CART requests, specify if projection services will be required and what equipment, if any you will provide (monitor, overhead projector, LCD screen, projection screen, etc.);
- ◆ Names of deaf or hard of hearing participants and their preferred mode of communication, if known (American Sign Language, speech, Signed English), who will be using CART services;
- ◆ Names of preferred CART Providers. Often deaf, hard of hearing, and late deafened people have a specific CART reporter(s) they prefer.
- ◆ Payment information: name, address, and phone number of the person who will pay for CART;
- ◆ Name and phone number of the contact person at the assignment.

Please make your request as early as possible, because CART provider schedules fill up quickly.

COLORADO COMMISSION FOR THE DEAF AND HARD OF HEARING

Address: 1575 Sherman Street, 2nd Floor • Denver, Colorado 80203
TTY: 303-866-4734 • **VP:** 720-457-3679 • **Voice:** 303-866-4824 • **Fax:** 303-866-4831
Email: email.ccdhh@state.co.us • **Website:** www.ColoradoDeafCommission.com

Source: Adapted from MCDHH 2007-2008 Resource Directory, Massachusetts Commission for the Deaf and Hard of Hearing, www.mass.gov/mcdhb