Effective Communication via Computer-Assisted Realtime Translation (CART)

A comprehensive guide provided by the Hearing Loss Association of America, Washington State

Computer-Assisted Realtime Translation (CART) helps make your event, speech, courtroom, classroom, workshop, seminar, church service, or meeting ADA-compliant and accessible to people who are deaf or who have a hearing loss. Hearing access technology is crucial to creating an inclusive event so that everyone can participate, regardless of how well they hear. When possible, consider an audio component as well: hearing-assistive technology such as induction loops, FM, and infrared systems combined with CART provide the highest level of accessibility. (It can be challenging and fatiguing to rely on captions alone.)

You’ve seen captions on television shows, Netflix, and in movie theatres. CART works in a similar way, transcribing and translating spoken text and sound into words. The text appears in real time—while the words are spoken or played—on a big screen that everyone can see or an iPad or other private device. Remote CART captions can also be streamed to an Internet browser.

Even people with good hearing sometimes struggle to comprehend completely, especially in loud or noisy environments. CART helps those people, too, as well as people learning English. And for people with significant difficulties hearing, CART can mean the difference between staying home...or attending, understanding, and engaging.

This guide will help you create and develop the most effective and accurate CART for your event.

Planning for CART and Effective Communication

1. Select an experienced caption provider. Generally, a provider with national CRR/CBC/CPP certifications will bring a high level of skill and accuracy. See our suggestions at the end of this document under “Resources.”

2. Send the caption provider copies of presentation materials (Powerpoints, handouts, speeches) far in advance. This is especially crucial for names and technical terms that need to be correct and spelled properly. Consider sending the captioner a glossary, bibliography, staff/attendee list, and room layout chart.

3. Clarify that you want CART on large screens to be viewed by many people. Remember that several people huddled around a laptop is not the ideal solution and may leave out others who would benefit.

4. Consider the best way to place screens for optimum viewing by the greatest number of people. Think “clear sight lines.”
5. Make sure the caption provider is admitted to the event without admission fees and with early access to set up. Consider that the CART provider may need access to the assistive listening system.

6. The caption provider will need a table, reserved space (near the front), an electrical outlet and extension cord, and safety tape to secure the cord.

**CART Just Before the Event**

1. Make sure the display is visible to as much of the audience as possible.

2. Make sure the font is large enough and stands out from the background.

3. Make sure at least two lines show on each display, and that the captions remain visible long enough to be read.

4. Test the display methods from every place in the room that someone may be seated.

5. Cover cords with tape so guests don’t trip (per Seattle City Code.)

6. Coach speakers to speak slowly, pause periodically, and enunciate carefully.

7. Coach panelists to make sure one person speaks at a time, and to take breaks as needed.

8. Provide tabletop name cards to presenters or panelists.

**CART During the Event**

1. Monitor caption quality. Be confident in interrupting the speaker to ask that they stay near the microphone, speak more slowly, etc. Watch for repeated “inaudible” instances in the captions.

2. Use a high quality sound system when possible. Remember that the captioner must be able to hear clearly. Whenever possible, offer a direct feed to the captioner via headphones.

*Here at Town Hall Seattle, CART is provided alongside ASL.*
CART providers in the Puget Sound Area

Caption Northwest, Inc.
Everett, Washington
http://captionnorthwest.com/
Darlene Rodella, RDR, CCP, CBC
425-343-4946
darlenecni@gmail.com

Lisa Hutchinson
Shoreline/Seattle
206-612-6155
lisakhutchinson@yahoo.com

Ronald Cook
Cook Realtime
206-579-8314
mr.realtime@comcast.net

Sharene Morgan
Duvall/North Seattle
TextAlaCart@yahoo.com

ProMotion Holding LLC/Premier Realtime
Seattle
http://promotionholdings.com/srspanier/
info@promotionholdings.com
rcook@premierrealtime.com

Stanton Captioning and Reporting
Vanessa Stanton, CCR (use correct email address below)
Vcstanton29@gmail.com

David Hart
davhr@aol.com

Eileen Horst
206-276-4773
eileenhorst99@gmail.com
CART providers in Puget Sound, continued

Sue E. Garcia, WA CCR #2781, RPR
253-686-5078
Tacoma, WA
stenolover@harbornet.com

Kasey Manning
253-709-9308
kaseymanning@comcast.net

Bibi Van Dyke
360-829-7466
bibivandyk@aol.com

National and remote CART providers
http://www.ncrasourcebook.com/
http://washingtoncourtreporters.org/directories/cart/
https://www.dshs.wa.gov/altsa/odhh/communication-access-real-time-translation-cart

Many caption providers will travel across the state.

For more information on CART, visit the Collaborative for Communication Access via Captioning http://ccacaptioning.org/

For more information on hearing access and hearing loss, visit the Hearing Loss Association of America, Washington State
www.hearingloss-wa.org
or contact Cheri Perazzoli, access@hearingloss-wa.org

To learn about hearing loops—the most-used audio assistive listening system—visit www.loopwashington.org