



## **Effective Communication via Computer-Assisted Realtime Translation (CART)**

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*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/CPA 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."

### ***CART planning, continued***

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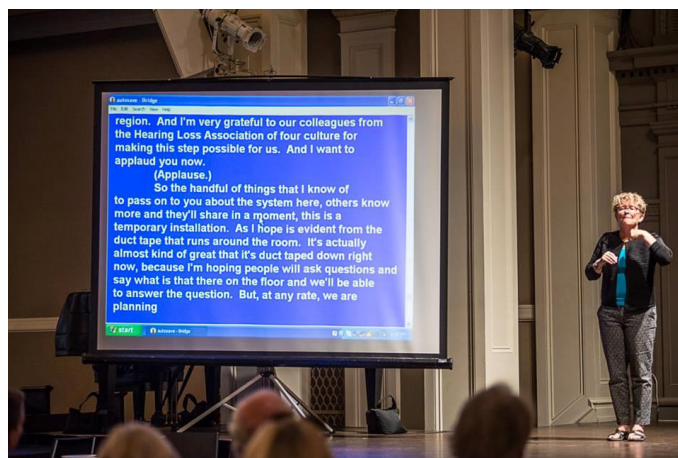
5. Make sure the caption provider is admitted to the event without admission fees and with early access to set up. Consider that the CART provider may need access to the assistive listening system.
6. The caption provider will need a table, reserved space (near the front), an electrical outlet and extension 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](mailto:darlenecni@gmail.com)



### **Lisa Hutchinson**

Shoreline/Seattle

206-612-6155

[lisakhutchinson@yahoo.com](mailto:lisakhutchinson@yahoo.com)

### **Ronald Cook**

Cook Realtime

206-579-8314

[mr.realtime@comcast.net](mailto:mr.realtime@comcast.net)

### **Sharene Morgan**

Duvall/North Seattle

[TextAlaCart@yahoo.com](mailto:TextAlaCart@yahoo.com)

### **ProMotion Holding LLC/Premier Realtime**

Seattle

<http://promotionholdings.com/srspremier/>

[info@promotionholdings.com](mailto:info@promotionholdings.com)

[rcook@premierrealtime.com](mailto:rcook@premierrealtime.com)



### **Stanton Captioning and Reporting**

Vanessa Stanton, CCR (use correct email address below)

[Vcstanton29@gmail.com](mailto:Vcstanton29@gmail.com)

### **David Hart**

[davhr@aol.com](mailto:davhr@aol.com)

### **Eileen Horst**

206-276-4773

[eileenhorst99@gmail.com](mailto:eileenhorst99@gmail.com)



***CART providers in Puget Sound, continued***

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**Sue E. Garcia, WA CCR #2781, RPR**  
253-686-5078  
Tacoma, WA  
[stenolover@harbornet.com](mailto:stenolover@harbornet.com)

**Kasey Manning**  
253-709-9308  
[kaseymanning@comcast.net](mailto:kaseymanning@comcast.net)

**Bibi Van Dyke**  
360-829-7466  
[bibivandyk@aol.com](mailto:bibivandyk@aol.com)

***National and remote CART providers***

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<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](http://www.hearingloss-wa.org)***

***or contact Cheri Perazzoli, [access@hearingloss-wa.org](mailto:access@hearingloss-wa.org)***

***To learn about hearing loops—the most-used audio assistive listening system—visit***

***[www.loopwashington.org](http://www.loopwashington.org)***