



CART services are available for those who seek an alternative to ASL interpreting or reliance on assistive listening devices. The CART provider listens and instantaneously translates all speech to text. The text can be displayed on computers, projection screens, monitors, or mobile devices.

Deaf Access Services provides Remote CART services only. The provider streams text to a secure internet URL for viewing/display. Thousands of participants may simultaneously view the streaming text.

In order to ensure the most accurate transcription, requirements include an internet connection, display device(s), and a method to ensure the writer is able to clearly hear the audio.

CART services are considered a “reasonable accommodation” under the Americans with Disabilities Act (ADA) for the provision of “effective communication”. Similar to American Sign Language interpreters, Video Remote interpreting, and assistive devices, CART services are considered an “auxiliary aid and service”. As the business/service provider, you are responsible for paying for the service(s), not the disabled individual/group.

***ADA Consideration: For large public events, CART services is a great way to ensure everyone is accommodated. Often it is not only the Deaf or hard of hearing audience members who benefit. Consider including accommodations being available in your event advertising.***

### **Requesting Communication Access in Real Time (CART) Services**

Advance notice of at least 2 weeks is preferred for requests. While it is not impossible to get the accommodation last minute, securing services becomes more difficult the closer you get to your event/meeting date.

- Deaf Access Services (DAS) requires the following information at the time of the request:

Meeting Description/Title	
Audio number/link (how we will receive the audio)	
Passcode	
Moderator/Chairperson’s name	
List of Participants	
List of specialized terms	
Is transcript needed? (Raw or finished?)	
Email and name of person receiving the transcript	
When is transcript needed (immediately, next day, or 3 days)?	
Point of Contact (Person to reach during event) name and phone number	

## **Setting Up**

- CART professional will need early access to set up (not an additional charge).
- Remote services: require connection to microphone system to the phone-line directly (not speaker phone).
  - *If remote services are being provide through remote video conferencing, it is possible to “assign” the role of “captioner” to the professional rather than utilizing an additional browser.*
- CART professional will provide a link for the captions which can be opened in a web browser.
- Ensure the screen is clear and free from obstructions.
  - *For a large group, a large screen should be set up next to the stage or equivalent – huddling around a small screen is not ideal.*
  - *Test visibility by sitting in random seats in different sections. The captions should have a large font to be visible, at least 2 lines, and stay on long enough for reading,*
- Cover any cords with tape on the floor to avoid trip hazards.
- Presenter: should be clear and concise, not speak fast, and pause occasionally to allow CART professionals to catch up. They should avoid blocking the screen/walking in front of the screen.
- If there is more than one presenter: speak one at a time, provide names before speaking (if possible).

## **During the event**

- It is important to monitor caption quality and check in with the CART provider that their technology is working properly to avoid “inaudible” instances in the captions.
- Use a high-quality sound system for the CART provider, direct access to microphone/audio system is best.

## Resources:

- *Deaf Access Services* <http://www.wnydas.org/services/interpreting-and-cart-services-request-an-interpreter>
- *National Association of the Deaf (NAD)* <https://www.nad.org/resources/technology/captioning-for-access/communication-access-realtime-translation/>
- *Americans with Disabilities Act(ADA)* <https://www.ada.gov/effective-comm.htm>