

CART

Communication Access

Realtime Translation

What is CART?

- Communication Access Realtime Translation.
- An instant translation of the spoken word into English text using a stenotype machine (or voice translator), notebook computer, and realtime software.
- The text appears on a laptop computer monitor or other display for an individual with hearing impairments to view.
- The Americans with Disabilities Act specifically recognizes CART as an assistive technology which affords "effective communication access."
- In other words, CART is a tool that allows people with varying levels of hearing loss to be able to actively participate in activities that fully hearing citizens may take for granted.

How does CART work?

- The CART provider types what is being said on a stenotype machine (or dictates into a speech silencer).
- The information inputted provides a realtime translation on the computer screen. This process is facilitated by specialized court reporting software that takes the raw “steno” (or voice) and translates it into English text for viewing.
- CART providers use the same skills and equipment used in judicial court reporting and television captioning.

Who uses CART?

- People whose first language is English
- People who are late-deafened
- People who are hard-of-hearing
- People who are culturally deaf
- People with hearing loss who do not sign
- People with cochlear implants who do not sign
- People who are deaf-blind/low vision who do not sign
- People who use oral interpreters
- People who use ASL interpreters

CART Environments Include

- Classrooms
- Courtrooms
- Religious services
- Senior citizen meetings
- Conventions and conferences
- Doctor appointments
- Weddings, funerals, and other personal events
- Civic events, such as town council meetings
- Cultural presentations, such as Broadway shows
- Recreation or entertainment events
- Anywhere communication access is needed

How is CART different?

- CART is word for word – 200+ wpm.
- CART is at least 97% accurate.
- CART creates a word-for-word document.
- CART allows the consumer to decide what is important.
- CART captures environmental cues like laughing or witty banter.
- CART offers full participation as well as full and effective communication access.
- Other services are excellent for notetaking, but are not communication access.

Benefits of CART

- Equal communication access for the deaf or hard of hearing
- Independence – to decide what is important in the material provided
- Freedom – of choice regarding setting, display options and seating
- Confidence – to join in conversations, knowing all words and environmental cues are captured
- Ability – to fully participate
- Flexibility – to make future use of the printed record provided to the consumer

On-site CART vs. Remote

- On-site CART is provided with the CART provider physically present at the event.
- With remote CART, the CART provider is not physically present at the event. The service is provided utilizing the internet or telephones with the CART provider at a different location. This method has been employed extensively with online classes.

On-site Equipment

On-site CART for one client requires:

- The realtime output device (stenotype machine or voice silencer).
- A skilled operator (CART provider).
- One notebook computer and realtime cabling provided by the CART provider.
- Optional displays for client to view separately including a second laptop or an additional monitor to be provided by the requesting educational entity

Remote Equipment

Remote CART for one client requires:

- A connection to the Internet.
- Microphones at the meeting site that can send quality audio to the CART provider. The strength and sensitivity of the microphone is dependent upon the actual audio levels in the room where the meeting is being conducted. For less-interactive meetings, most any external computer microphone will suffice.
- The CART provider will employ the same equipment as used with on-site CART. The CART provider will transcribe the session via the audio feed and the text will be uploaded to the Internet where the client will log on to the website and view the text display in real time.

Display Options

There are several modes of display employed for CART.

- Laptop Computer
- Desktops Computer
- Blackberry
- Television
- Projector
- Light-Emitting Diode (LED)

Role of the CART provider prior to the day of the assignment

- Reviews preparation material including but not limited to reading assignments and lecture material in order to:
 - Build job dictionary
 - Add names and special words
 - Create speaker identifications

Preparation Material

- In order for the CART provider to prepare, it is vitally important for the instructor/presenter to supply the CART provider with information regarding lecture material in advance.
- This includes, but is not limited to speech outlines, handouts, worksheets, overhead transparencies, slide show material, reading assignments, sermons, specific scriptures, and hymns.
- Any audiovisual material(s) to be presented at the meeting must be supplied to the CART provider a minimum of 48 hours in advance for captioning. Otherwise, no translation of said material will be performed.

Role of the CART provider during the assignment

- The CART provider brings in and sets up equipment for on-site CART.
- The CART provider uses a steno machine, notebook computer and realtime software to render instant speech-to-text translation on a computer monitor for the benefit of an individual.
- The CART provider writes what is said and adds nonoral communication.
- The CART provider adjusts font size and colors to the user's preference.

Role of the CART provider after the assignment

- Confidentiality
- Reviews text for untranslates, mistranslates, and word boundary problems and creates new dictionary entries
- Dependent upon contractual agreement, may or may not provide the individual CART client with an edited ASCII disk or a Word file of the session
- Deletes the text to safeguard confidentiality unless required or requested to save by hiring entity in original contractual agreement
- Packs up equipment and takes it away

Goals of CART

- Equal, effective communication access
- Consumer centered
- Client conscious
- Confidential
- Culturally and linguistically appropriate services

Ethical Standards

- Confidentiality
- Technical skills
 - The CART provider should be fully conversant with their software and should be able to troubleshoot difficulties without supervision.
- Staying in role
 - The CART provider does not participate in class discussions or provide any advice to the student. The CART provider is present only to facilitate communication.
- Impartiality
 - The CART provider should adhere to the National Court Reporters Association Code of Professional Ethics

RESOURCES

- National Court Reporters Association
- Communication Access Information Center