

Communication Access Real-Time Translation

Communication Access Real-Time Translation (CART) is the process of translating spoken word into written text for people who may be Deaf or hard of hearing, or learners of English as a second language. This process is also known as captioning.

CART requires a skilled stenographer (typically a court reporter), stenotype machine, notebook computer, and real-time captioning software. Captions may be displayed on a small screen and read only by a few people, cast on a large screen for groups (for example, conference settings), or broadcast on the internet or via satellite. Captions appear almost instantaneously and verbatim, so there is very little lag time between the spoken message and the message being displayed. CART can be used in many settings, such as meetings, workshops, classrooms, courtrooms, or anywhere a community event is being held. Providing CART services can promote inclusiveness by allowing everyone to be able to participate, regardless of how well they hear or understand spoken English. CART services can be provided on-site or remotely. The Office for the Deaf and Hard of Hearing strongly encourages you to secure the services of a professionally trained CART captioner.

Where to find a CART provider:

- Wisconsin Communication Access Real-Time Translation (CART) Listings:
<https://www.dhs.wisconsin.gov/odhh/cartlisting.htm>
- NCRA CART Provider Directory:
<https://www.ncra.org/>

Guidelines and tips for hiring a CART provider:

- Coordinate CART service requests as early as possible prior to the event.
- Aim to secure a professionally trained captioner who is certified through the National Court Reporter Association (NCRA).
- Be prepared to provide, at minimum, the date, time, and location of your request and the general nature of the assignment (for example, conference, workshop, one-on-one, legal or medical setting, or religious event).
- Discuss in advance all financial and logistical details. Questions to ask include:
 - What is your hourly rate?
 - Do you charge for travel (mileage or portal to portal)?
 - Is there a fee for preparation or setup time?
 - Will the transcript be made available to me? If so, is there an additional cost?
 - Will you need reserved seating (near the speaker or near an electrical source)?
 - Will you bring the necessary equipment needed such as a projector, screen, and/or extension cords?



ODHH
Office for the Deaf
and Hard of Hearing



WISCONSIN DEPARTMENT
of **HEALTH SERVICES**
P-02975 (04/2021)

- Once you have secured CART services, provide as much information in advance as possible (for example, schedule, agenda, PowerPoints, handouts, outlines, names, technical vocabulary, and websites). This allows for the necessary preparation to ensure as much accuracy as possible. If it is not possible to provide such information in advance, make every attempt to provide pertinent materials on the day of the event.
- For technology and equipment preparation, it is strongly encourage to do a test run to connect with the CART provider prior to when the service is being used to ensure smooth delivery.

For more information on CART:

- National Court Reporters Association (NCRA)
<https://www.ncra.org/>
- Wisconsin Court Reporters Association (WCRA)
<http://www.wicourtreporters.org/>



ODHH
Office for the Deaf
and Hard of Hearing



WISCONSIN DEPARTMENT
of **HEALTH SERVICES**
P-02975 (04/2021)