



NORTH CAROLINA Division of Services for the Deaf and Hard of Hearing

Communication Access Realtime Translation (CART)

Communication Access Realtime Translation can provide equal access to communication for some individuals with hearing loss. CART is a real-time, word-for-word transcription of the spoken language created by a live, certified professional also known as a CART provider. These professionals provide captioning using special stenography equipment that is connected to a computer.

Accessibility Laws Require Provision of Reasonable Accommodations

- Accessibility laws such as the [Americans with Disabilities Act \(ADA\)](#), [Section 504 of the Rehabilitation Act](#), and [Section 1557 of the Affordable Care Act](#) require provision of reasonable accommodations for people with hearing loss in the following environments, but not limited to: employment, state and local government, public and commercial facilities, transportation, telecommunications, education, and healthcare programs and activities.
- Accessibility laws require that accommodations be provided at no charge to the person with hearing loss.

CART Writers Hold a Certification from the National Court Reporters Association

- These certified and highly skilled professionals provide captioning that is 96%-99% accurate, at speeds of 180-260+ words per minute, and they must adhere to a professional [code of ethics and confidentiality](#). [See Certifications](#).

Using CART is beneficial because it:

- Is an appropriate accommodation for many people with hearing loss who cannot hear well enough with hearing assistive technology and those who may also use American Sign Language.
- Is highly accurate and synchronous captioning with a minimal delay (1-2 seconds). Complex terminology and immediate corrections are easily incorporated.
- Can allow a participant to be actively engaged in the conversation, leave a person with a better understanding of what was said and lead to a positive outcome from the meeting.
- Can be displayed on any internet-capable device. Font size, style and background/foreground color can be changed.
- Identifies the speakers by name and captions environmental sounds heard.
- Provides output for note taking purposes to the Deaf or Hard of Hearing person upon request.

On-Site, Remote, & Equipment Needed

- **Remote:** The CART provider and viewer are at different locations and transmission is through the internet.
 - **Equipment Needed:** High-speed internet or hotspot, handheld device or laptop, speakerphone or auxiliary microphone, all of which are provided by the host of the appointment. A web link will be supplied by the CART provider to access the captions.
- **On-site:** The CART provider and the viewer are in-person at the same location and CART is viewed on a mobile device, laptop or projected on a screen.

Information the CART provider needs to know when hired

- Location, date/time, length of assignment
- Nature of location to determine set up, equipment needed
- Billing information & if CART output will be needed
- Names of participants, agenda, & preparation materials
- Information about audio, Wi-Fi, & ethernet access
- Contact for the responsible on-site party at meeting



For information on locating a CART provider check out our [CART Resource List](#).



If you have any questions, please contact your local DSDHH [Regional Center](#).



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