



REMOTE CART

Patricia Graves

PAT GRAVES: This is a very strange position that I find myself in because I am wearing three different hats. This morning my hat that I was wearing was as a CART provider making sure that the communication flowed very easily for all of you. Now I have a hat on as a presenter, and so I need to remove one hat and put on another one. In reality, the presenter for this session was going to be Pete Wacht. Pete is from the National Court Reporter's Association, and he asked me to do this presentation for him. So I am, indeed, a representative of NCRA right now. Later in the presentation I will have to put on my third hat as I get into more detail about how to do remote CART because I will need to bring in some of the technology and the demonstrations from my company. So I'll try to make it really clear which hat it is that I am wearing at the time.

I was a court reporter for 14 years, and I have been providing access using CART and captioning for the last 17 years. There are really few people in the world who can say that they absolutely love what they do and that it's the right thing. I have to tell you that being able to provide communication access is absolutely the right thing for me, and so I'm really thrilled to be here with all of my hats on. I am very thrilled to be here.

What I want to do today is make sure that we are on the same page and so I have goals for today. I also want to make sure that all of your goals are also taken care of. I am going to spend just a few minutes making sure that we have a good foundation. I want to make sure that you know the difference between CART and captioning. I want you to know who your CART providers and who your captioners are just a little bit. I have gotten many questions at this conference and other conferences, "How does that little machine work?" And so I thought I would just spend a couple of minutes and explain that to you.

I want to make sure that you understand where you can use CART. CART is not just in a setting sitting side by side or in a convention like this. Obviously we're going to be

talking about remote CART. I will be doing a demonstration, and then, again, I want to get questions answered.

So what is CART? It's a horrible name, CART, and it stands for communication access realtime translation. There have been different definitions, but that is the current and hopefully the never-ending definition, communication access realtime translation. It's the instant translation of the spoken word into text. We use a computer, and we use realtime software. The text appears on a computer monitor or any other display. That or any other display is really an integral phase because technology is changing everyday, and we as an industry are trying to make sure that we roll with that. Just as an added note, the ADA, the Americans with Disabilities Act specifically recognizes CART as an assistive technology, which affords effective communication access. It's very important for you to know that the Federal Government is behind you having this type of access if that works for you.

Here are a couple of definitions. Often CART and captioning are mixed together. I just want you to know the real definition. CART is a display of text only, just as you are seeing on the screen right now. It is a full screen of text. It can be displayed anywhere, but the fact that it's a full screen of text is what makes it CART. Captioning makes an image and mixes it together with the words similar to what you see on TV. That is captioning which is done through the use of different types of equipment. The different types of equipment vary the lines of text with the image.

Now in reality, a CART provider is a phrase that no one knows what it means. So people ask me, "What do I do?" I will always say, "I do realtime captioning" just like what you see on your TV, except do I it in a lot of different areas and I have a whole screen of text. Seems to be pretty clear. If you hear me refer to myself as a captioner, just know that that's sometimes not the right word when I'm in the CART setting.

Who is it that provides CART? Mostly, we are court reporters. We come from a court reporting background. We are highly trained. It takes us several years to get through school. We have a lot of background in English; we have to know how to punctuate; we have to know grammar. Our vocabulary building is a never-ending process for us. We must be able to understand the words and get the words to you so that you can read them.

We write in excess of 200 words a minute. Obviously no one can type that fast, and so we are not typists. We write phonetically and syllabically. So we're not typing letter by letter, we are doing syllable by syllable. We write with at least 98% accuracy. Our CART provider today is Mike. He told me the other day at the opening session that he had a NUT. That's an award that we give out to captioners and CART providers who have no un-translated words, that is, 100% accuracy. That's what Mike has in the opening session for ALDACon 2006. When you see on the screen at least 98% accuracy, that really is the absolute minimum. In my mind, I would have a hard time sending someone out with only 98% accuracy. Mike is close to 100% accuracy all the time. Mine is a little

bit lower. I generally am at about 99.8. You wouldn't think that would make much of a difference, but it does in accuracy.

Please don't let anyone tell that you 90% is okay. Really, 90% is not readable.

The goals of the CART provider, we are really centered on the consumer. You are the focus of our existence. Our goal is to make sure that this communication is flowing. We have very similar ethics to interpreters. We keep everything confidential. What you say in a room when the words are flowing stays in that room. We do not discuss anything with anyone else. The only thing that we would do with a team member might be possibly to pass on spelling of names. So please know that the ethics are as intact as in the interpreting field. We have copied them. The interpreters are our heroes.

Our goal is to make sure that we get the words to you - that we get the statements to you so that you can understand everything that is being said. That includes the culturally and linguistically appropriate services. In reality, we want to get the words to you in a way that makes sense and is easy for you to read and understand. We're conscious of the consumers, but we're also conscious of the client. There is a difference. The consumer would be one of you sitting in the room reading the words. The client would be the people who coordinate the services. For example, in an educational setting the client would be the coordinator for disability services. Our goal is also to serve the client because we want to give him the easiest possible way to get this technology set up. We call it a turnkey system. Our goal is to make sure that the client has a turnkey, a very easy way to set up services for the consumers.

You can tell that quality is definitely something that I can't get away from because I feel very strongly that you all deserve the very highest quality. So with that, the National Court Reporter's Association has a new test for certification for CART providers. There is certification for broadcast captioners.

AUDIENCE MEMBER: In a school setting you talked about coordinators for disability services. Is that at the school district level, or local? I'm a hard of hearing parent and no one knows what to do. So my question is is it district level that I look at? Is it county or local?

PAT GRAVES: Okay. I am not a lawyer. I need to have that disclaimer before we start. I will say that in the middle, and I will repeat it at the end. However, I believe even though you don't have a deaf child in the school, you are still attached to the school system. I believe, indeed, that you are entitled to support services. The lower grades generally don't have a disability services coordinator, but they do have a Principal. I would definitely go to that person. They are inviting you to the school so that there can be parent/teacher conferences, and when the public is invited into an institution, the institution has an obligation to make sure that things are accessible.

Let me go back a little bit to my mantra, which is quality. We now have certifications, and I am very proud to say that I am on the committee that writes the certification tests

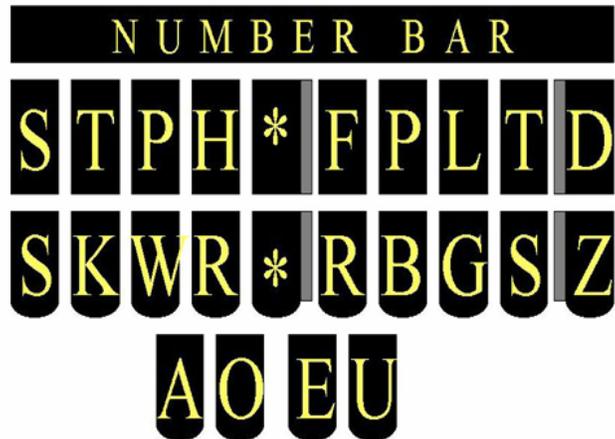
for both CART and captioning. There is a written-knowledge part a skills part. I am very involved in that because I think that, as I've said before, you are all entitled to the highest quality access.

These are places that I suggest that you go to when you are choosing your CART provider. There are a lot of addresses here. There is a manual so that you can see what it is that your CART provider should be doing. We have guidelines for professional practice. That's how you can check to make sure that CART providers are doing what we're supposed to be doing. There are questions that you as consumers, however, should be asking your CART provider. If they don't give you the answers that prove there is quality inherently in the process, then that would not be the CART provider you would want to choose.

What I suggest is that you go to the initial website, www.ncraonline.org. When you open up the main page, over on the right there is a button that says "communities." Click on that "communities" button and find the CART community. That's where you will find a lot of documents. You will find a Bill of Rights for consumers. You will find a Bill of Rights for CART providers. We have to care for you, and in turn you need care for us a little bit, too. Since there is a wealth of information is on this website, I really suggest that you go to it to make sure that you are picking the right CART provider that will do the right thing for you.

I guess a question that I've gotten at this conference that I want to go over is about the steno machine we use. It's kind of like playing a piano. If you hit six keys, you get one sound, a chord. If you hit only three keys, you get a different sound on the piano. It's the same thing for us on our steno machine. We hit a combination of keys and we get a certain sound. We hit a different combination of keys, and it represents a different sound. We write syllables and we write phonetically. We write the way syllables sound. For example, if you ever watched the rhythm of your CART provider's hands, you would see that there is definitely a rhythm that matches the speaker's cadence. If I said, "I went to the store," five syllables, you would see the CART provider's hands go down five times.

Five syllables, five times. Now, obviously there are more than five letters in that sentence, but its five syllables. That's how we do that. If a speaker is talking very, very quickly, you will see the hands going up and down very, very quickly just matching the syllables that are said. On the keyboard there are 23 keys. We have the beginning sound or beginning consonant and we have all of the vowels with our thumbs. I know that there are more than two vowels, but we use combinations of letters. Then, on the right hand would be the ending part of the word. For example, the word "starts", S-T-A-R-T-S. Two "Ss", two "Ts," a couple of letters in between, but one syllable. So we'll push the word "starts" down in one stroke even though it's six letters. That's how we do it. We have the beginning consonant, vowels in the middle, and then the ending part.



People come up to me all the time and say, "There're no letters on that machine. How do you do that?" However, I just do sounds. Although there are 26 letters in the alphabet, there are duplicate sounds. We don't care how a word is spelled because we write the sounds. You can see on your left there is a "T" and there is a "K", and you have to believe me if I tell you that you hit "T" and "K" together, and that's the sound of "D." It's arbitrary. It's one of those things that are just locked in my head. If you hit "P" and "W" together, you get the letter "B" as in "boy". If you hit TKPW, it's the letter "G." This is all arbitrary. Sometimes you might say, "Oh, that captioner just didn't know how to spell." It's not that we don't know how to spell, it's just that we've miss-stroked and hit the wrong keys.

Down here on the bottom you can see "A" and "O" and "E" and "U." You have to trust me that "E" and "U" equals "I." If you were to see the steno for the word "glad," it would take one stroke down, TKPWHRAD. That's "glad." It's just the secret language that we have going on. It's really kind of fun. Really my point was to tell that you it's not that we don't know how to spell, but we just accidentally hit the wrong key. The computer is very unforgiving. It absolutely has no sense of humor. You don't hit the right combination, and it gives you the wrong word.

People who use CART are people whose first language are English, redheads, late-deafened people, people who are young, hard-of-hearing people, people who are blonde, people with hearing loss who don't Sign, people who are old, and on and on. You just can't categorize who is going to use CART. Let's be real. You use CART if you need CART. You know your best access for you in any situation. Sometimes in one situation a person will choose Sign Language, and that same person in a different situation will choose CART. I try very hard to ensure that you don't pigeonhole people into only using CART or only using Sign Language. Sometimes the interpreters use CART. Sometimes the CART providers use Sign Language if we're able to see on the hands of the interpreters. It truly is such a team effort.

Always our goal and our focus is people's communication access. Now, if we give you equal access, then you would consider -- (inaudible) -- that's really your fault. That's your thing. You can't say it's because I didn't hear it. Our goal is to level the playing

field. That's really my focus, the company focus, and the industry focus. We're not advocates for you. We help you advocate for yourself. But the goal is to level the playing field so that you can succeed.

We want to give you independence. The more mobile I can get, the better it is, because the more mobile you can be and still have access. Our goal is to have you have choice. I want you all to have a menu item that you can pick and choose from to match your communication needs for that particular situation. I want you to have the confidence. I was speaking to a gentleman sometime this week, and I said that a lot of cochlear implant recipients do use CART. They still continue to use CART because if they are in certain situations, the CART on the screen gives them confidence. I want you all to have confidence. I want you all to be on a level playing field, and I want you all to be advocates for yourself.

Our goal is to have you participate in life. It's not just the three days when you come to ALDAcon that you have access. It's everything that you do in your life, weddings, funerals, doctor visits, going to a town hall meeting, everything. We want to you have full participation in life, and we want flexibility. Sometimes we are asked to be flexible to give you the services in the situation that you need it, and we ask you to be flexible. Actually I didn't ask today if you would be flexible, but you were because we took a little extra time setting up the technology. That's just how we work together as a team.

I know I've taken a little bit of time giving you the background on CART, but I think that it was helpful. Let's move ahead to remote CART. It seems to be a mystery. We actually have had presentations on remote CART in the past, and it's just an amazing thing how people are frightened of it. And even in my own industry, my peers are frightened of remote CART. I really want to tell that you it's not a monster, it's not a mystery. There is nothing that is difficult about it. We just have to go through the steps.

Remote CART is where the CART provider is in a different location from where the consumers are. Now you can see that Mike is not here in the room. He normally would be sitting over here in this chair (indicating), but he is indeed up in his hotel room. If I am going to be speaking to you about remote CART, it just seemed appropriate that I demonstrate remote CART.

Sometimes you can have five different participants in a meeting and they'll be all in five different locations. Sometimes you can have four people in one room and you can have three people in different locations. It really doesn't matter. That's the flexible part that I was talking to you about. Wherever you are, we're going to be there to support you. This is not difficult. You need an Internet connection. It can be a dialup; it can be a DSL; or it can be a cable. It doesn't matter. Dialup is fine. You need a computer to grab the words, and you need a way to send audio to the CART provider.

There are pluses to remote CART, and first and foremost being you have more people available to you. I have spoken to people this week who said, "Well, I can't do this because my CART provider is not available. I couldn't attend this meeting because the

CART provider couldn't go on site with me." When you are doing remote CART, you no longer have the one or two people in your town to support you. You've got an entire nation of CART providers to support you. It's a huge pool that you can choose from and it's expanded dramatically. When you have a CART provider come on site there is a time minimum that varies across the country. Sometimes it's a two-hour minimum; sometimes it's a three-hour minimum. California has its own rule with a half-day minimum. Even if the CART provider only works one hour for you the client pays for a half a day. When you do remote CART, I've heard in general there is a one-hour minimum. We will bill in 15-minute increments after that. So you really do get what you pay for. It's a very efficient use of time for both the consumers and the CART providers. I can support you so much more if I don't have to drive two hours to get to your location. Those are pluses.

There are minuses, and I will not lie to you. If we cannot hear it we cannot write it for you. So audio is probably the biggest thing. I have the saying, "Poor audio equals poor remote CART." What you will see on the screen in parentheses is what the provider can't hear. If the presentation uses graphics, the remote provider, Mike, is at a disadvantage because he can't see the PowerPoint. That's just a little disadvantage and a minus to remote CART. In reality I did prep Mike because I gave him a copy of my PowerPoint. But sometimes that doesn't happen. Remote providers are kind of flying in the dark.

Another minus depending on how you look at it, might be, "Oh, the CART has to set this up big equipment. It's a big responsibility." I don't view it that way. I view it as an empowerment for the consumers. Look at me, I can set up this whole system and I really don't need any help. It just kind of depends on how you look at it. I think that it's a very empowering thing for the consumers to be able to set up all of their access and have it be accessible. It depends on how you look at it personally. I think it shows how empowered you are and how you can advocate for yourself. You can do this!

Now, I need to take my hat off as the NCRA, (National Court Reporters Association) representative and switch to a company representative. There is no way that I can teach this to you and demonstrate without bringing the company in. I apologize for that because this is not a sales job. Just know that any CART provider that you use for remote CART will have a very similar philosophy. Please don't take it as a sales pitch. It's not intended that way.

For us, we ask that you register. That means that you put your name, your e-mail address, and a private secured pass code. We do not have access to that. We never will have access to that. All of the words that you are reading are only to be viewed by you. We'll give you training. We have a nice, downloadable document that we can give to you. It's a step-by-step training on how to do this. Then we like to have a run-through with you before your first job. Just to make sure that you are very savvy and secure in the technology.

For us, we then schedule the job. Generally it's done by e-mail because we want a record of it. I have a job at this time, on this date, in this time zone because we're all in different time zones. Then you will get a confirmation via e-mail saying, "Yep, the job is scheduled, and here is your CART provider's name."

Next, you need to get connected on the Internet first, and then you have the communication with your CART provider. The next thing that you do is set up the phone connection. Now, I don't know how many of you use the phone, still use the phone, view the phone as an enemy, I'm not sure. The phone is probably the biggest and hardest thing for consumers to get used to.

Let me go back a little bit. When you get that confirmation e-mail saying, "Here is your CART provider, here is the time, and here is the date, and here is the time zone," you click on a link that takes you immediately to the job. It tells you that you are connected to the event named, so you know that then you are in the right meeting. You can schedule five meetings in one day or five classes in one day if someone is in a school setting. It also gives you the name of the file and the CART provider has written in the date. There is also a chat box that allows you to have communication your CART provider. Click on your job and you can start to see the captions flowing, the words flowing. It's really easy. Again, it's focused on the ease of the consumer.

When you first roll into a job and you can see that you are in the right place, you want to open up the chat screen so that you have communication with your provider. Then you want to go to the phone. The phone seems to be, as I said, the enemy of some.

I am going to talk through everything, and I am just going to do a little bit of a demo, and then I can take questions. Again, this is our platform, as we call it. This is how I get the words to you via the Internet. A different CART provider or different CART company might do it a different way. Choices. It's all about choices.

When you open up your job, at the bottom of the page that are choices for font style, font size, and colors for type and for background. You can pick anything that you want. Whatever pleases you. Whatever I have on my screen has nothing to do with what shows on your screen. It's very personalized.

Then click on "open chat," which will be at the bottom of that window. When you open up the chat, it will ask you your name, and then you click on that. There are two parts to the chat function. One is to say who is in this meeting? Who is chatting with me? The other box says the words that you chat about with your CART provider. Now, when we say we open up the chat box, I do not mean that in the middle of the job we talk about the Cardinal's winning, Yahoo, that kind of thing. But what we want from the consumer to the CART provider in the middle of a job would be, for example, a word spelling. If I said the word Wazalewski, and I see that the CART provider has spelled that incorrectly, I might type in the chat box the correct spelling. So the next time I say the words, "my friend Ms. Wasilewski lives in Rockford, Illinois," I can guarantee that Mike will get the word spelled correctly. That's how you can communicate with your CART

provider. Sometimes in the remote setting, or in any setting, chats are set off in parentheses. If Mike couldn't even write something because I had covered up the microphone, we might see, (I'm sorry, Pat, I didn't hear you). I would know as the CART consumer that I would need to do something to help him hear. If you are in a room and the microphone is on one end of the table and all of the people are at the other end, Mike might say please move the phone closer to the speakers. Then your job as the remote CART consumer would be to move that phone or do everything that you can do to make sure that the provider can hear you.

Sometimes you can have fun. The other thing that we put in is silence. Often, I've heard from my consumers: "Did you lose connection? Is anything going on? Are you there?" because there is silence. There is often silence in a teleconference. People might be looking at papers, trying to get themselves organized, and so you will see a note in parentheses, (silence), and that tells you that everything is okay, we're here, you are okay. You develop a rapport with your remote CART provider. I have clients whom I have never, ever met. Five years they've been clients and I have never met them. But I know their life. Sometimes before the job, we chat in the chat box. It's not as impersonal as it at first blush appears to be.

Let's demonstrate with the phone, now. I would like to have two volunteers, and I would like for you to call in to this phone conference that Mike and I are involved in. I would like for you to phone in and talk. You have to dial, hold the phone to your ear, and go ahead and talk. And you will see words appearing on the overhead screen.

Before we do a phone demonstration, let me tell you a little bit about the etiquette for remote CART. Before you start working, you have to tell your provider who is the main speaker. Mike knows that I am the main speaker today, so Mike is able to put my name up there. You want to give your CART provider the name. You want to have the people identify themselves. When we get into this next phase where you're doing the phone in, I will switch to, "This is Pat," Then, whoever is on the phone in the room please identify yourself, say your name. You need to tell that to Mike. And then, of course, you have to sometimes advocate for yourself. If you see "inaudible" on the screen, you need to say, "Speak up." Now we'll do this phone demo.

Mike is in his hotel room. You will need to dial this number, and then you are going to silently count to 6. It's just timing thing. Again, your CART provider can tell you this. You will get used to it. You will then put in a password, and then count to 6 again. This system makes you say your name followed by the pound sign. In England and Australia they call it the hash key. After you count to 6, you start saying your name. When your words appear on the screen, you can sit back and relax because you are connected. You can get comfortable.

I am asking for two volunteers. I'd prefer to not have hearing people do this. Not that I'm being discriminatory, but I would like someone who is not comfortable using the phone, to use it. I know I am asking a lot, but I am really asking this because I want you to understand that it's not a mysterious thing. Do I have a volunteer?

What you are going to do is follow the instructions step-by-step on the screen. If you need help, I will help you. I'm hoping that it's really clear for you, and you are just going to use this phone. So please connect up. Then you have to hit send. There is a connect button. That's the button on the left. And then start counting.

AUDIENCE MEMBER: Is it a 1-800-number?

PAT GRAVES: Yes. I really thank this gentleman for coming out of the box to do this. This is a tough thing to do in this setting. (Beeps)

AUDIENCE MEMBER: This is Michael Coler speaking. What I am doing is experiencing what we call captions online, and this is called remote CART. This is a very efficient way to communicate. I am from California, and we use this for ALDA meetings quite often. This is an extremely professional and thorough way of using it. I've never seen anything like this. Thank you very much.

PAT GRAVES: You are very welcome, Michael. Now, what I would like for you to do when you want to speak, is put the phone back up to your ear, and your mouth, and you can go ahead and speak. For now, you and I will be silent while I invite another audience member to try this. Again, I really know this is really out of your comfort zone, but is there anyone else who would like to try this? (To audience member) Now, I see you have your own cell phone, that's fine. You can use your own cell phone.

MICHAEL: Someone is coming up and speaking.

PAT GRAVES: I will remind you, Michael, when you speak, and I have to remind myself, you say, "This is Michael." Speak into the phone nice and clearly. So right now we're going to have an audience member dial in, and then she will push "connect" and go through the steps one by one.

MICHEAL: (Yes, Pat, it's working)

PAT GRAVES: Mike has written to me to assure me that communication is still flowing. Now, I am going to put the cell phone down although I am not going to hang up. I am going to answer a question from the audience.

AUDIENCE MEMBER: Could I have more than one cell phone at a time?

PAT GRAVES: Absolutely.

AUDIENCE MEMBER: Okay. I would like to take advantage of this. My name is Marilyn.

PAT GRAVES: Okay, this is Pat, and now Marilyn and Michael and I are going to have a little conversation. And then we're going to have to wrap up because I realize that

we're five minutes over the time already. So, Marilyn, how do you feel about this service?

MARILYN: Well, I think it's going to be good. Before I lost my hearing I was politically active and I took part in county commission meetings, and so this would be good for thing that we're doing remote.

PAT GRAVES: That's exactly right. It takes time to get used to this technology. And, Michael, you said that you used this with your meetings, and I am thrilled to hear that. This is definitely a viable alternative when boards cannot get together in one room. So if you don't mind, Michael, just spend about 30 seconds and describe to me if all of you are in one room when you use this service, or if you are spread all over California? Just a real quick answer, please.

MICHAEL: Okay. Thank you very much. We've used this system at board meetings, and also membership meetings in two different environments. It's worked very well for us recently. One of the things that I am so excited about seeing here is the clarity of the captions, the quality of the captioning, and the use of cell phones. We've done things before on a wire system, and those phones just do not work even with speakers. There are always some clarity problems. What I want to tell you is that we've had an experience with some captioners, and I am being honest with you, that were in the 60th percentile of accuracy. What I am seeing here at the ALDACon, you folks are doing a wonderful job. Absolutely wonderful!

My situation is I am from a corporation in California that does CART services for the California Public Utilities Commission. So we're always thinking of accuracy. A lot of the CART that you see is legal documentation and testimony. I am going to just take a second to say that if you want to get captioning for your ALDA chapter, please see me. These folks work as independent contractors. You don't have to worry about taxes and expenses. They're very efficient. They're very professional. And they're very reputable. Thank you.

PAT GRAVES: Thank you, Michael. This is Pat. I have time for exactly one question, and I am going to give the phone to this lady over here because she has been wanting to talk.

AUDIENCE MEMBER: For my personal use for meetings CART can be very expensive. I've been quoted as much as \$80 an hour, and the meeting is two or three hours. Is there a way to get grant money? Do you know of other access to that?

PAT GRAVES: Absolutely. You can get sponsors. We are professionals, and we often give away services. We will barter. It just depends because we also have business to run. The CART cost certainly is a range. It is not inexpensive. It is sometimes for free, but not always, and you can't always count on that. You can go for grants and sponsorships, especially in the school setting. There is money set aside for access.

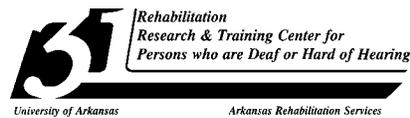
So I want to thank all of you very much for attending this session. I hope that it was helpful for you. I hope that you can take the CART that you see at ALDACon and put it into all of the other areas of your life because you are entitled to hear everywhere you go. That's really the goal. So switching hats one more time, on behalf of the National Court Reporting Association, I say thank you very much for attending this session, and we look forward to severing you in the future. Thank you. And Mike, we're hanging up the phones.

More information on CART

- National Court Reporters Association
 - <http://www.ncraonline.org>
 - <http://www.cartinfo.org>
 - <http://cart.ncraonline.org>
 - (800) 272-6272 voice
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Biographical

Patricia K. Graves is president of Caption First, Inc. which was established in 1989. Pat is an Illinois CSR, CRR, RDR and CCP and serves as the lead writer for Caption First. She is currently a member of the NCRA CART Community of Interest, a member of the task force for writing the CART Provider written knowledge and skills tests and serves on the Board of Directors of the Colorado Court Reporting Association. In 2000 Pat was listed in Today's Chicago Woman as one of the 100 Women Making a Difference, an honor shared by many distinguished women including Oprah Winfrey and Delores Jordan.



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