



# Diana Brandin Realtime Captioning

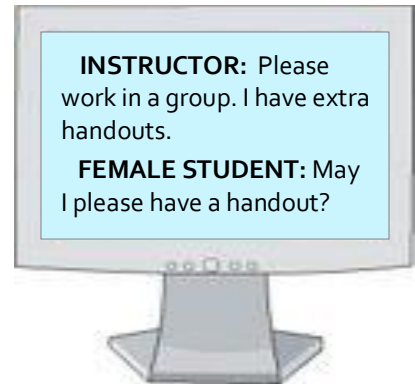
>> Professional CART and Speech-to-Text Services



Step 1: Phonetic sounds are inputted into stenography machine via machine shorthand.

STRUBGT/OR/KHRPB/  
PHRAOEZ/WORBG/TPH/AEU/  
TKPWROUP/FPLT/EU/\*F/  
KPRA/HAPBD/O\*UT/S/FPLT  
PHAEL/STAOUPBT/KHRPB/  
PHAEU/EU/PHRAOEZ/\*V/  
AEU/HAPBD/\*OUT/STPH

Step 2: Steno strokes are translated into readable English text.



Onsite or remote display output.  
= Equal Access =

# Communication Access

## Realtime Translation

*"[Our daughter] is THRILLED. She laughed in class for the first time yesterday when captioning allowed her to understand a joke.*

*And she is getting to sleep earlier because she is actually getting the material in class and not having to learn it at home. It has changed her life – she is emerging from her shell. She is engaging and friendly again. "*

*--- Parents of a ninth-grade student*

Classrooms | Graduations | Conferences | Business Corporate | Seminars | Webinars | Governmental ADA Compliance | Onsite & Remote

*Please call today to set up an appointment for a FREE demo of CART at your location.*

p: 818.279.8136 | m: 818.433.9458

[db.realtimecaptioning@gmail.com](mailto:db.realtimecaptioning@gmail.com)

## OUR MISSION:

*To consistently provide professional-level Communication Access Realtime Translation (CART) and/or speech-to-text services communication access, for ADA compliance, transcript production, or any endeavor which requires the spoken word to be produced in written form.*

## Our knowledge and experience in the realtime captioning/CART industry is solid.



Diana Brandin  
Director of Operations

Since 2004, Diana Brandin Realtime Captioning has been providing quality CART/captioning service for numerous individuals, schools, businesses, various organizations as well as assisting several local CART/Captioning agencies with their workloads. In 2004 we began providing CART/Captioning service for Deaf and Hard-of-hearing persons via ONSITE CART primarily in California. Because of a pressing need, in 2006-7 we ventured into providing REMOTE CART SERVICES for classrooms and businesses. We have been providing BOTH ONSITE AND REMOTE CART/Captioning ever since.

We are registered in the CCR and DUNS databases. We are based in the greater Los Angeles area, and currently are registered as a Los Angeles County Vendor. Via the Internet, we provide REMOTE CART SERVICES anywhere in the world. For REMOTE CART SERVICES, we have experience in working with different time zones so that your meetings or classrooms start right on time!

Collectively, and as independent contractors, members of our captioning team have gained a wide range of experience while working with various organizations, schools, colleges, universities, businesses, governmental and municipal agencies as well as working with several local captioning agencies. Through their affiliations within the captioning community (agencies, schools, and businesses), members of our team have had the opportunity to personally provide CART/Captioning service for students, alumni, business professionals, computer programmers, scientists, local governments and municipalities, stakeholders, and others who require speech-to-text services in a variety of settings both remotely and onsite.

## Potential Advantages of CART in Your Classroom or Organization

### EDUCATIONAL CART

- Students develop a greater understanding of subjects
- Equal access promotes greater student participation
- Attracts a larger student body
- Higher GPAs
- Possible transcript subscription service for specialized schools (Medicine, Law, Technical)
- Available for graduations and special events
- Compliance with ADA
- May receive tax-credits

### BUSINESS CART

- Available for conferences and workshops
- Transcripts available for review of event
- Greater employee participation
- Create meeting minutes from transcripts
- Acknowledge meeting participant's ideas (especially in the Creative Artists Industry, writers, studios, producers)
- Market to a wider audience
- May receive tax-credits or deductions
- Onsite or Remote
- Compliance with ADA



# Educational

K-12, Colleges, Universities,  
Technical, Law, Medical

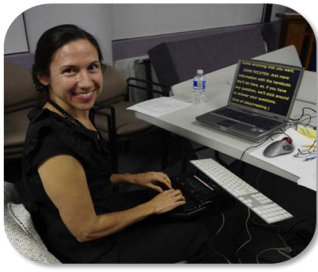
- Los Angeles County Bar Association (CEU Courses for an atty. who is Deaf), Los Angeles, CA
- **Bar-Bri Law Review (Erwin Chemerinsky, J.D. Harvard Law School), Culver City, CA**
- A Prestigious Entertainment Law School based in Southern California
- **University of California, Los Angeles, CA**
- University of Southern California, Los Angeles, CA
- **California State University, Los Angeles**
- California State University, San Marcos, CA (Remote)
- **California State Polytechnic, Pomona, CA**
- California State University, Fullerton, CA
- **Loyola Marymount University, Westchester, CA**
- University of Alaska, AK (Remote)
- **University of Montana, Billings, MT (Remote)**
- A Prestigious Art College in Southern California
- **Otis College of Art and Design, Los Angeles, CA**
- California Institute Technology, Pasadena, CA
- **A Prestigious Educators' College based in Southern California**
- A Prestigious Technical University based in Southern California
- **ITT Technical Institute, Sylmar, CA**
- Santa Monica College, CA
- **Pierce College, Woodland Hills, CA (Remote)**
- Los Angeles Trade Technical College
- **Los Angeles Southwest College, CA**
- East Los Angeles College, Monterey Park, CA
- **West Los Angeles College, Culver City, CA**
- El Camino College, Torrance, CA
- **Antelope Valley College, CA**
- Palos Verdes High, CA
- **Laguna Beach High, CA**
- Redondo Beach High, CA
- **Granada Hills High, CA**
- John Marshall High, Los Angeles, CA
- **Glendora High, CA**
- Aveson Charter School, Pasadena, CA
- **Lincoln Middle School, Santa Monica, CA**

**HANDS-ON EXPERIENCE/VENUES:** Our captioners are experienced in both ONSITE and REMOTE CART/captioning. Throughout their careers and among their various affiliations within the CART/captioning community, they have provided CART service at the above educational institutions, business venues, conferences, corporate events, graduations, classrooms, alumni events, governmental meetings, municipal meetings, neighborhood councils, human services, medical appointments, social services, seminars, webinars or other events.



# Conferences Conventions Seminars Legal

- One of the Leading Global Software Companies –Gaming Convention (Captioned celebrity speakers: Sir Paul McCartney; Ms. Yoko Ono; Mr. Ringo Starr; Ms. George Harrison, et al), Los Angeles, CA
- **Annual Entertainment Law Symposiums (UCLA), (Captioned entire symposium, celebrity interviews with Mr. Clint Eastwood; Mr. Morgan Freeman),Westood, CA**
- California State Lands Commission Hearing, Los Angeles, CA
- **FDIC – SBA Workshops**
- U.S. Office of Personnel – Jobs Recruit Conference (Remote)
- **State of California Border Governors Conference hosted by Gov. Arnold Schwarzenegger, Universal Amphitheater, Universal City, CA (Captioned Gov. Schwarzenegger and dignitaries)**
- Los Angeles County Department of Mental Health Bidders Conference, Los Angeles, CA
- **Los Angeles County Commission on Disabilities Conference/Expo, Los Angeles, CA**
- Los Angeles County Department of Mental Health /MSHA Quarterly Meetings
- **Federal Aviation Administration Convention (Various Seminars), Long Beach, CA**
- USC/United Nations Alumni Conference Los Angeles, CA
- Cochlear Americas (Surgeons’ Panel Q & A), Long Beach, CA
- **Advanced Bionics (Cochlear Implant Seminars), Santa Clarita, CA**
- House Ear Institute – (Cochlear Implant Seminar, Advanced Bionics), Los Angeles, CA
- **CA Department of Education – California Community of Practice (CoP)Secondary Transition Symposium, Los Angeles, CA**
- Five Acres & National Deaf Academy, Human Services), Pasadena, CA
- **Inter-Society Digital Cinema Forum (ISDF) (Committee on launching 3-D and accessible film and theater), Burbank, CA**
- Deaf Asia Festival (MATA), Ontario, CA
- **Hamilton Relay/Captel (Captioning for telephones/telecommunications), Los Angeles, CA**
- Greater Los Angeles Agency on Deafness: (GLAD)/ UCLA Conference on Breast Cancer Pasadena, CA
- **GLAD & HH&LD Open House and Tech Expo, Eagle Rock, CA**
- American Chemical Society Conference (Chemists with Disabilities), Anaheim, CA
- **Landmark Forum Conference, Irvine, CA**
- Teach America Conference (Workshops for Educators), Los Angeles, CA



# Business Municipal Entertainment Human Services

- **Major Animation Film Studio (Studio writers' brainstorming sessions), Glendale, CA**
- Computer Code Review Meetings for Bio-Medical Equipment (Remote CART)
- **Pacific Clinics (Mental Health, Family Therapy Sessions), Pasadena, CA**
- BHC Alhambra (Mental Health, CART for Family Therapy Session), Rosemead, CA
- **Ronald McDonald House Charities, Los Angeles, CA (Orientation)**
- Rancho Los Amigos, Downey, CA (Orientation)
- **Research Meetings for a Major Pharmaceutical Company (Remote CART), UK**
- Transcriptions of Religious Conventions for Disabled Persons, Los Angeles, Long Beach, CA
- **NAV – Canada (Business Meeting (Remote CART))**
- Musician's Conference Call, Culver City, CA
- **Religious Service in GA, USA (Remote CART)**
- **Court of Appeals - Oral Argument, Orange County, CA**
- L.A. County, CA: Commissions on Disability, Transportation, Arts, Parks, Health & Aging; Children and Family Services (DCFS), Mental Health (DMH), Metropolitan Transit Authority (Board, Committee Meetings)
- **City of Los Angeles, CA: Committees on Transportation, Budget & Finance (Chair, Bernard Parks); Department on Disability**
- Access Services, Inc., (Board and Committee Meetings, Awards Luncheons), Los Angeles, CA
- **Mid Cities West Community Council (Board Meetings; Transportation, Parking, Streetscape Committee Meetings), Los Angeles, CA**
- Greater Wilshire Neighborhood Council, Los Angeles, CA
- **So. California CARE Congress, Los Angeles, CA**
- Disability Training Workshops, Los Angeles, CA

*We select only experienced CART providers/captioners to work with your school or organization.*

## Empowerment and Enrichment through Communication Access

**The Need for Communication Access.** Hearing loss affects a significant population of students. Of students within the age group of 6 and 19, somewhere between 400,000 to 700,000 people have a severe or profound hearing loss. (NHANES - The National Health and Nutrition Examination Survey\*) Each of these students is deserving of a thorough academic education.

As educators, counselors, and other personnel who work in the field of education, we have a unique opportunity to ensure that every student who enters our institutions has full access to learning. For some members of the student population, this requires more than providing a competent instructor and reading materials.

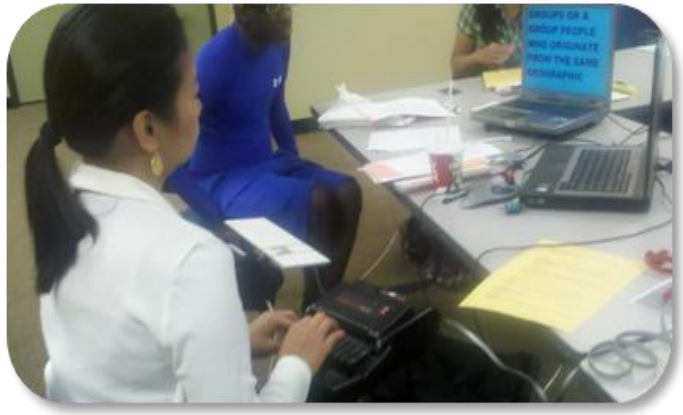
*For some it requires additional access.*

Not all hearing impaired students require the same accommodations. Some are proficient in Sign Language, while others have not studied Sign Language, or are not proficient. The latter may rely primarily on reading English text to assimilate information and instruction *whether or not additional hearing devices are utilized by student or client (i.e., cochlear implants, hearing aids, FM receiver, captions, or other)*. Hence, **REALTIME CAPTIONING** aka **CART** can fill such communication access needs where appropriate.

## What is Communication Access Realtime Translation (CART)?

**CART** is a type of assistive technology, a speech-to-text service, which provides Deaf or hard-of-hearing persons with a nearly verbatim, nearly simultaneous reading of the lecture/discussion at hand. Generally, there is a momentary lag time which can range on an average from 1 to 4 seconds and is to be expected. A variety of factors contributes to this lag time: CART provider's process time, software translation time, software settings, wireless setup, remote setup, or encoder setup (live events and broadcast television). Events are either captioned by one captioner to a single laptop, monitor or projector and screen, or by a captioning team of two or more, but generally two for team captioning. This helps to reduce fatigue of the captionists, ensure consistent quality for longer events (2 or more hours). Team captionists switch off an average of anywhere from 15 to 30 minutes, depending on the pace and the material. This is similar to when ASL interpreters switch off to keep the quality of the translation optimal.

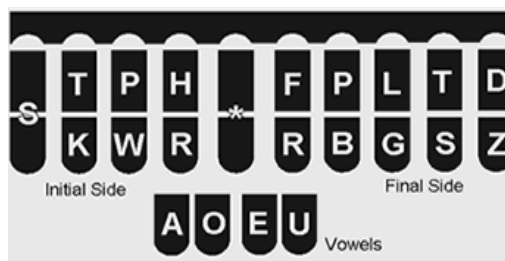
**The text** is generally displayed on a laptop screen, an external monitor, projector (for a larger audience) or other preference of display. Upon student or client request, electronic format of "raw" or "rough" notes of the captioning session are available immediately after the session, and spell-checked and lightly edited notes are available later in the day. This has proven to be a boon for many students and business professionals in review of their classes, business meetings, conferences, and other events.



*Our Classroom CART teams at work: College setting, student center. Captions are displayed via laptops placed in front of student.*

**The primary purpose of CART service** is communication access -- equal access -- to the spoken word that hearing counterparts have in the same setting. Equal access helps to facilitate participation on the part of students or clients.

**Perfection** is not attainable nor is it to be expected. Thus, reasonable care must be exercised by the organization that is securing CART services. Proper selection of a CART provider is extremely important in meeting ADA requirements. We match the skill level of each captionist to each specific assignment. Whenever possible, we endeavor to honor all student/client requests for a particular captionist or captioning team. This helps to ensure that individual or group communication access needs are met.



*The stenotype keyboard – combinations of keys produce “machine shorthand.”*

**CAT software** (Computer-Aided Translation Software) is specialized software (custom programmed by each individual CART provider) which translates the phonetic machine shorthand into readable English text. Only highly proficient CART providers are able to not only produce a high translation rate, but also have mastery over CAT translation softwares in terms of stringent student/client requests. Such request may include captioning displays, letter style, font size, background, font colors, and other preferences.

**CART providers** (aka realtime captionists, captioners, stenographers, stenocaptionists) are trained in the field of court reporting. This entails learning a new language -- a “phonetic language,” (aka “machine shorthand,” or “theory”).

CART providers “write” or input words and phrases at approximately 180 – 200 words per minute on the stenotype machine, which has a specialized keyboard. They may also use a peripheral QWERTY keyboard that sits atop the stenography machine for on-the-fly dictionary programming and editing.

Experienced CART providers are not only proficient in using CAT translation software, but have also completed academic courses which generally include English, legal, and medical terminologies. These courses serve as a basic foundation to become a proficient CART provider.

After completing a few years of court reporting school (time varies with each CART provider), additional time is required for each individual CART provider to expand his or her personal dictionary and translation software so as to include a variety of subjects.

CART providers/captionists pre-program various terminologies into their softwares that are appropriate to a specific class or meeting. Both onsite and remote CART are available. The entire process from coursework to actual CART experience in a variety of settings is fundamental in order to become a proficient and competent CART provider.

**VENUES.** A sample of common settings in which CART services are utilized are as follows: Educational (classrooms, governmental meetings, alumni events), conventions, conferences, special events, seminars, webinars (remote), municipal meetings and events, advisory committees, neighborhood council meetings, business, corporate, board meetings, legal, medical, doctor appointments, family or individual psychotherapy, social services, entertainment, community events, weddings, funerals, or any other setting in which it is desired that the spoken word appear in English text. (We can also arrange for Spanish captioning, additional charges apply).

# What Should I Expect from Realtime Captioning/CART Sessions?

## **Student/Client Expectations.**

Since 100% perfection/translation is not possible, misstrokes and untranslates will occur from time to time. These represent only a small percentage of the entire CART session and should not greatly impact communication access.

Further, words may occasionally appear in phonetic form yet are still generally discernible by the end-user because of the context. For example a misstroke on the part of the CART provider may cause the following

words to appear misspelled or incorrect, yet are still discernible. An example of “readable misstrokes might be: “handicapped” may appear as “handy capped,” “culture” as “cull ture,” “diversity” as “di verse tea.” (These are not actual, but are examples to give an idea.)

In addition to phonetic translation, CART providers “fingerspell” and/or type in certain words that are new, unfamiliar, are proper nouns not yet pre-programmed, or other words that have not been pre-programmed into the CART provider’s unique dictionary. An experienced and conscientious CART provider will enter such new terminologies into his or her working dictionary so that the word translates correctly for future CART sessions, thus increasing the level of communication access.

**Responsibilities of CART Providers.** In order to maintain the integrity of the CART session, it is the responsibility of each CART provider to ask for clarification from the speaker, when necessary, for words or phrases that are not heard accurately due to ambient or other noises in the room, student interruptions, many speaking at once, or other contributing factors. The CART provider does this discreetly and respectfully so as not to disrupt the flow of the discussion. Where this is neither possible nor practical, then CART provider will endeavor to inquire from speaker (or in the case of remote CART, the student) after the session and/or will research the point and include the correction in the final rough-edited transcript.

We endeavor to educate CART users on what to expect from the CART service prior to starting services or as close as possible to starting services. This allows CART provider to answer any questions that students or clients have initially as well as throughout the duration of CART service. Thus, students and clients will have a reasonable expectation of the CART service which will assist in evaluating the benefits of CART service as well as in determining if the individual CART provider is a good fit for the setting.

**Responsibilities of Students and Clients.** In order to gain the maximum benefit from their CART sessions, Deaf and hard-of-hearing students and clients retain the responsibility to request clarification from the instructor or speaker if the information presented during CART sessions is not clearly understood. This is especially the case when the speaker does not complete sentences, but completes thoughts or concepts with non-verbal communication. CART provider will make an effort in the transcript to describe when instructor points, gestures or indicates, but the responsibility remains with the student or client to assure that he/she understands the information being presented.



***Our Classroom CART teams at work:***  
*University setting, student far right. Captions are displayed directly in front of student via peripheral monitor.*



**Preparation for CART Sessions.** *Pre-programming and preparation on the part of each CART provider is key to a successful CART session and may determine whether or not (or to what degree) communication access is achieved.*

Our CART providers, where possible, obtain class materials, meeting agendas, PowerPoints, and any other pertinent materials ahead of time so as to pre-program terminology specific to the class or event to be captioned.

In the case of conferences and meetings, this would also include names of speakers so that such individuals can be properly identified while they are speaking live. Hence, conscientious preparation on the part of each CART provider will result in a fuller and more complete CART experience for the student/client.

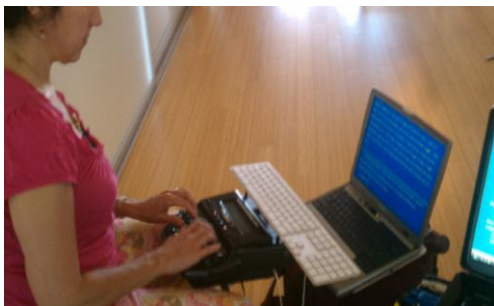
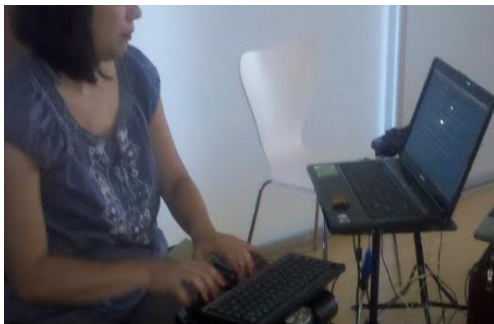
Conversely, a CART provider with limited CART experience, a limited dictionary, and an inability or unwillingness to prepare well may hinder communication access for students/clients as well as potentially compromise efforts of the school or organization to become ADA compliant.

**Our Commitment to ADA and IDEA - Communication Access.** Title III of the Americans with Disabilities Act provides equal access to public accommodations for people with disabilities, including educational institutions, for-profit businesses offering training classes, as well as training institutions, both in the public and the private sector. As stated in the ADA charter, “this requirement applies to all activities and services of the educational entity.” We assist your organization in complying with ADA and IDEA requirements and provisions.

Early intervention during K-12 grades has positive outcomes as students with hearing loss are less likely to fall behind than without early intervention. Even if instructors speak too fast for a student to process, captionists are able to either slow or even simplify the spoken English, if desired by student/client.

***Our Classroom CART teams at work:***

*Art class in a private studio setting. Team captioners on left. Student, center and right. Peripheral monitor displays captions directly in front of student while captioners sit about 10 feet behind the discussion table. Student has equal access to the Instructor’s and students’ comments and is able to participate, if desired.*



# General ADA (Americans with Disabilities Act) Info

According to the government website, <http://idea.ed.gov>, “*The Individuals with Disabilities Education Act (IDEA) is a law ensuring services to children with disabilities throughout the nation. IDEA governs how states and public agencies provide early intervention, special education and related services to more than 6.5 million eligible infants, toddlers, children and youth with disabilities.*

*Infants and toddlers with disabilities (birth-2) and their families receive early intervention services under IDEA Part C. Children and youth (ages 3-21) receive special education and related services under IDEA Part B.” (Italics added)*

- \* The findings and conclusions in this brochure are those of the author(s) and do not necessarily represent the views of the Research Data Center, the National Center for Health Statistics, or the Centers for Disease Control and Prevention. **This brochure is not intended to provide business, tax or legal advice. The reader(s) of this brochure are encouraged to seek legal, tax, and business advice/consultation for their particular situation(s).**

## Possible Tax Incentives for Businesses

According to the government website, <http://www.ada.gov/taxincent.htm>, “*Businesses can take advantage of two Federal tax incentives available to help cover costs of making access improvements for customers with disabilities:*

- **A tax credit for small businesses** who remove access barriers from their facilities, provide accessible services, or take other steps to improve accessibility for customers with disabilities.
- **A tax deduction for businesses** of all sizes that remove access barriers in their facilities or vehicles. A business that annually incurs eligible expenses to bring itself into compliance with the ADA may use these tax incentives every year. The incentives may be applied to a variety of expenditures; however, they may not be applied to the costs of new construction. All barrier removal must comply with applicable Federal accessibility standards.

**Tax Credit.** *Small businesses with 30 or fewer employees or total revenues of \$1 million or less can use the Disabled Access Credit (Internal Revenue Code, Section 44). Eligible small businesses may take a credit of up to \$5,000 (half of eligible expenses up to \$10,250, with no credit for the first \$250) to offset their costs for access, including barrier removal from their facilities (e.g., widening a doorway, installing a ramp), provision of accessibility services (e.g., sign language interpreters), provision of printed material in alternate formats (e.g., large-print, audio, Braille), and provision or modification of equipment.*

**Tax Deduction.** *Businesses of all sizes may take advantage of this tax deduction. Under Internal Revenue Code, Section 190, businesses can take a business expense deduction of up to \$15,000 per year for costs of removing barriers in facilities or vehicles.*

**Tax Incentives in Combination.** *These two incentives can be used together by eligible businesses if the expenditures qualify under both Sections 44 and 190. If a small business’ expenses exceed \$10,250 for the maximum \$5,000 tax credit, then the deduction equals the difference between the total spent and the amount of the credit claimed.” (Italics added)*

**Tax Incentives Forms and Publications** | Visit the Internal Revenue Service website at [www.irs.gov](http://www.irs.gov) or call 800-829-3676 (voice); 800-829-4059 (TTY) to order the necessary business forms and publications: **Form 8826 (Disabled Access Credit)** and **Publication 535 “Business Expenses” (tax deduction)**.

For more information about the ADA and business, visit the Department of Justice ADA Business Connection at [www.ada.gov](http://www.ada.gov), or call the toll-free ADA Information Line: 800-514-0301 (voice) • 800-514-0383 (TTY) **This brochure is not intended to provide legal, tax, or business advice. Please consult with your tax advisor or attorney regarding actual benefits for your unique situation.**

# The People We Hire to Caption for You

Our solo captionists and captioning teams are specifically trained in classroom, educational, business, and corporate, convention, governmental, municipal, entertainment, and other types of captioning.

We hire only captionists who have a *proven track record* and who have demonstrated excellence in terms of captioning skill.

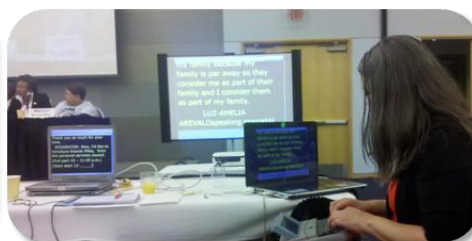
This includes preparation, knowledge of expanded terminologies, proficiency in using their various computer-aided translation (CAT) softwares, and transcript production. We have quality controls in place to assure best possible captioning outcomes. Further, our captionists display professional decorum while interacting with students, faculty, panelists, physicians (for medical conferences), guest speakers, and other business professionals.

### ***Our Conference CART teams at work:***

*Audiences not shown. Captions are projected to larger screens for larger audiences.*



We **WELCOME** the opportunity to provide CART/Captioning for your school, business or organization!



Please contact us for a **FREE** demo of **CART-Realtime Captioning!**

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