



CITY OF LOS ANGELES
DEPARTMENT ON DISABILITY

Sign Language Interpreting and Communication Access Realtime Translation Services

CONTACT

MAIN PHONE:
(213) 202-2764

EMAIL:
sli.cart@lacity.org

ONLINE REQUEST FORM:
[disability.lacity.org/
requesting-sli-cart-
services](https://disability.lacity.org/requesting-sli-cart-services)



What is a Sign Language Interpreter (SLI)?

A Sign Language Interpreter (SLI) is a trained professional whose job is to interpret what is said verbally into a manual language and then interpret what the deaf person is signing into spoken English (or other language). The purpose of providing an SLI is to allow hearing, deaf, deaf-blind, and hard of hearing people equal access to information and interactions.

What is a Communication Access Realtime Translation (CART)?

Communication Access Realtime Translation (CART) services, also known as real-time or live captioning, provide the instant translation of the spoken words into text. The text produced by the CART captioner can be displayed on an individual's device screen, projected onto a screen, or combined with a video presentation to appear as captions.

Public Accommodation

As a covered entity under Title II of the Americans with Disabilities Act (ADA), the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services and activities. The Title II mandates the provision of reasonable accommodations for employees and auxiliary aids and services to ensure effective communication with people who are Deaf or Hard of Hearing. The type of auxiliary aid or service provided will depend on what is needed for a specific situation.



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Important Things to Know

It is highly recommended to include SLI and/or CART services at any event where an elected official or a representative from a City Department will be speaking on camera or to the public. Providing auxiliary aids or services is a requirement for emergency communications – such as during press conferences or for media alerts.

The Department on Disability needs five (5) or more business days to process each SLI and CART request.

Due to the limited number of in-person interpreters and captioners, requests for in-person services are limited. If your event will be held virtually or in a hybrid setting, please select the option for remote interpretation services.

To submit your auxiliary service request, please fill out the online form at disability.lacity.org/requesting-sli-cart-services.

When SLI services are needed for a panel discussion or other session with more than two people, two (2) interpreters may be assigned.

Cancellations **MUST** be made at least 48 hours in advance of the event or activity for which SLI/CART was requested.

Interpreter & Captioner Etiquette

- Look and speak directly at the person who is receiving the communications. The Sign Language Interpreter will interpret automatically and as unobtrusively as possible.
- Your assigned CART captioner may be in-person or remote. If the captioner is remote, you will need a phone or digital platform for an audio connection. The captioner will listen to everything that is said through the audio connection and caption what they hear.
- When speaking, be sure to pause frequently to give the interpreter and captioner time to interpret what has been said.
- Allow time for communication to flow back and forth. Allow people to finish full thoughts and statements, manage communications so that one person at a time is speaking, and make sure communications are loud and clear enough for the interpreter and captioner to hear.