

## Standard Relay Service (TRS)

Telecommunications Relay Services, or TRS, enables telephone conversations between people with and without hearing or speech disabilities. TRS relies on communications assistants (CAs) to relay the content of calls between users of text telephones (TTYs) and users of traditional handsets (voice users). For example:

- A hearing impaired individual would call the relay service and give the communication assistant the conference number to call.
- The communication assistant would dial the call and then transcribe what was being said.
- The hearing impaired individual would then read what is being said on their text telephone, and could also communicate back through the same relay.

This service can be used but is better in small groups or one-to-one conversations. I've been told that it's difficult for the communication assistant to type everything when people are speaking over one another, or engaging in rapid-fire communication.

This is a free service which is engaged by a hearing impaired individual. If service is needed, Hamilton Relay provides relay services for the State of Michigan. You can [visit their site here](#) for more information on what they do.

## Communication Access Real-Time Translation (CART) – Remote Conference Caption

It is a speech-to-text interpreting service for anyone who needs communication access, for any audience, for having a record of proceedings, and more. This uses a blending of software and human interaction to speed the relay process along which helps with rapid-fire communication issues.

The service provider would be sent the call-in/video information and they'd then create a private internet URL that you could advertise in your meeting announcement for the hearing/speech impaired to access. Not only will they provide captioning for conference calls, they also work heavily with Zoom, and WebEx – the two conferencing solutions I mentioned in the webinar. If using GotoMeeting, they'll just use the extra URL as described above.

These services are more for real-time meetings, and range on costs/hr. To find a service provider, visit the [Department of Licensing and Regulatory Affairs here](#), where they have a provider search. You can search by state region to find a provider that's close to you to engage services.