

# ADA Compliance Certification

At ConferenceCaptioning, we are committed to ensuring accessibility for all event attendees, including individuals who are deaf or hard of hearing. Our service is designed to help event organizers meet their obligations under the Americans with Disabilities Act (ADA) by providing effective communication through real-time captions and translations.

## How ConferenceCaptioning Supports ADA Compliance

- **Effective Communication:** Our platform provides real-time captioning of spoken content, allowing participants with hearing disabilities to fully engage with event programming.
- **Ease of Access:** Attendees can view captions instantly by scanning a QR code, without the need to download an app. The captioning page is device-agnostic and accessible on smartphones, tablets, and laptops.
- **Accuracy & Timeliness:** Our AI-powered system achieves industry-leading captioning accuracy and delivers captions in real time. Organizers may also integrate human CART providers into the platform when required upon request.
- **Customizable Display:** Users can adjust text size, color contrast and background through their phone settings for greater readability and those settings pass through for the attendees, supporting both hearing and low-vision accessibility needs.
- **Multi-Language Support:** In addition to captioning, the system can translate speech into multiple languages, broadening inclusivity for diverse audiences.

## Standards & Guidelines

ConferenceCaptioning is designed to align with:

- **ADA Title III** requirements for effective communication
- **Section 508** of the Rehabilitation Act
- **WCAG 2.1 Level AA** guidelines for digital accessibility



## Accessibility Commitment

We recognize that accessibility is a shared responsibility between event organizers and technology providers. While ConferenceCaptioning enables organizers to provide ADA-compliant captioning, we encourage event planners to assess individual audience needs and, where necessary, supplement with additional accommodations such as sign language interpreters or CART writers.

If you have questions about accessibility or how ConferenceCaptioning can support your event, please contact us at [hello@conferencecaptioning.com](mailto:hello@conferencecaptioning.com) or 214-683-9508

## Word Error Rate Compliance

The section shows the testing that was performed to prove ADA compliance that requires a WER (Word Error Rate) of less than 5%

### Old-English Book with British Accent

For this test completed on September 4 2025, the text from a famous book in public domain-Jane Austen's Pride and Prejudice, is compared with its audiobook. Even with our lowest accuracy AI model, this test passed successfully proving greater than 97.3% accuracy in real-time because there were only 5 words that had errors out of 186 words counted using a [word counter](#).

### Original

Original text taken from this [free source](#): and then linted to remove quotations(“”), underscores(\_), double spaces and line breaks. Since it is old English, the grammar may still be highlighted by grammar correction tools. Here's the text compared:

*Chapter 1. It is a truth universally acknowledged, that a single man in possession of a good fortune must be in want of a wife. However little known the feelings or views of such a man may be on his first entering a neighbourhood, this truth is so well fixed in the minds of the surrounding families, that he is considered the rightful property of some one or other of their daughters. My dear Mr. Bennet, said his lady to him one day, have you heard that Netherfield Park is let at last? Mr. Bennet replied that he had not. But it is, returned she; for Mrs. Long has just been here, and she told me all about it. Mr. Bennet made no answer. Do you not want to know who has taken it? cried his wife, impatiently. You want to tell me, and I have no objection to hearing it. This was invitation enough. Why, my dear, you must know, Mrs. Long says that Netherfield is taken by a young man of large fortune from the north of England; that he came down on Monday*



## Transcription

The audio used for the test was played from an [audio book on YouTube](#) and transcribed with the ConferenceCaptioning v2.9.2 app run on a Macbook Pro M4 November 2024 using only the Basic (lowest) accuracy language model. The below is pasted directly from the app and then underlined where incorrect using [text-compare](#):

*Chapter 1. It is a truth universally acknowledged, that a single man in possession of a good fortune must be in want of a wife. However, little known the feelings or views of such a man may be on his first entering a neighborhood. This truth is so well fixed in the minds of the surrounding families that he is considered the rightful property of someone or other of their daughters. My dear Mr Bennett said his lady to him one day. Have you heard that Netherfield Park is let it last. Mr. Bennett replied that he had not. But it is! Return she. For Mrs. Long is just been here and she told me all about it. Mr. Bennett made no answer. Do you not want to know who was taking it, cried his wife and patiently. You want to tell me and I have no objection to hearing it. This was invitation enough. Why my dear, you must know, Mrs Long says that Netherfield is taken by a young man of large fortune from the North of England, as he came down on Monday*