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# Mayor's Office on Disability

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Edwin M. Lee  
Mayor  
Nicole Bohn, M.A.  
Director

## CCSF Authorized Vendors

### **COMMUNICATION ACCESS REAL-TIME TRANSLATION (CART)/ CAPTIONING PROVIDERS**

#### **Audrey Maloney (V#72428)**

2018 42nd Ave.  
San Francisco, CA 94116  
Voice: 415. 531.4502  
E-mail: audreymaloney100@gmail.com

#### **Types Of Captioning**

Real-time Captioning Onsite Only

**Rates:** \$100/hour, 2 hour minimum; (parking & transcript included)

#### **Procedures**

**Amount of Notice:** Call ASAP; dependent upon availability

**24/7 Service:** Yes, including weekends

**Emergency Service:** Yes, if available

**Cancellation Policy:** 24 hour notice

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#### **Bay Area Communication Access (BACA) (V#17514)**

443 Tehama St.  
San Francisco CA 94103  
Voice: 415. 356.0405  
VP: 415. 685.4411  
Fax: 415. 356.0495  
E-mail: bacareq@bacainterp.com  
URL: <http://www.bacainterp.com>

#### **Types of Captioning:**

Real-time Captioning Onsite Only

**Rates:** \$125/hour for daytime, \$150/hour for nights and weekends, 2 hour minimum

Travel Expenses: Per mile reimbursement per CART provider at the current rate set by the IRS (\$0.57/mile) and parking. Tolls and/or any public transportation fees may occur.

#### **Procedures**

**Amount of Notice:** Advance notice of at least 5 working days gives for the best chance to secure a captioner. All requests made for the same day or for the next working day will be assessed an additional \$55 late fee.

**24/7 Service:** Yes

**Emergency Service:** Yes, if available

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1155 Market Street 1<sup>st</sup> Floor, San Francisco, CA 94103

415.554.6789

415.554.6799 TTY

415.554.6159 Fax

MOD@sfgov.org

**Cancellation Policy:** Requests for services to be cancelled or shortened must be arranged at least two working days prior to the assignment to avoid being billed

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**Behmke Reporting and Video Services, Inc. (V#84360)**

Online Nationwide Scheduling  
160 Spear Street, Suite 300  
San Francisco, California 94105  
Voice: 415. 597.5600  
Fax: 415. 597.5606  
URL: <http://www.behmke.com/>  
Contacts: David Perry, Director of Business Development  
Heidi Hummler, Scheduling

**Types Of Captioning**

Real-time Captioning Onsite

**Rates:** \$325/hour, 2 hour minimum; CART display monitors/projectors and other display equipment can be provided, please call to discuss.

Travel Expenses: Bid pricing

**Procedures**

**Amount of Notice:** Can call the day of event but best to consider at least 3 business days in advance notice to help ensure availability

**24/7 Service:** No, standard 8 a.m. to 6 p.m. business-day hours

**Emergency Service:** Yes, if available

**Cancellation Policy:** No charge if cancelled before 5 p.m. the business day prior to scheduled event

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**Daryl Morrell (V#80740)**

777 Teresita Blvd.  
San Francisco, CA 94127  
Voice: 415. 425.8287  
E-mail: [realtimcaptioner@gmail.com](mailto:realtimcaptioner@gmail.com)

**Types Of Captioning**

Real-time Captioning Onsite Only

**Rates:** M-F 8 A.M. to 5 P.M. - \$95/hour, 3 hour minimum;  
Weeknights (after 6 P.M.) - \$110/hour, 3 hour minimum;  
Weekend Days 8 A.M. to 5 P.M - \$125/hour, 3 hour minimum;  
Weekend Nights (after 6 P.M.) - \$150/hour, 3 hour minimum

**Procedures**

**Amount of Notice:** As far in advance as possible

**24/7 Service:** Yes

**Emergency Service:** Yes, if available

**Cancellation Policy:** 48 hour notice

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**Katherine Baca (V#59120)**

110 Gardenside Dr. #502  
San Francisco, CA 94131  
Voice: 415. 279.7195  
E-mail: [bacakitty@aol.com](mailto:bacakitty@aol.com)

**Types Of Captioning**

Real-time Captioning Onsite Only

**Rates:** \$125/hour, 3 hour minimum

**Procedures**

**Amount of Notice:** As far in advance as possible

**24/7 Service:** Yes

**Emergency Service:** Yes, if available

**Cancellation Policy:** 72 hour notice

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**Audrey Spinka (V#83716)**

3811 Randolph Ave.

Oakland, CA 94602

Voice: 510.821.2221

E-mail: [captionit@gmail.com](mailto:captionit@gmail.com)

**Types Of Captioning**

Real-time Captioning Onsite Only

**Rates:** \$95/hour, 2 hour minimum

Travel Expenses: Per mile reimbursement if outside Bay Area.

**Procedures**

**Amount of Notice:** Call ASAP; dependent upon availability

**24/7 Service:** Yes, including weekends

**Emergency Service:** Yes, if available

**Cancellation Policy:** 24 hour notice

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**Sarah Domenico, CSR (V#100538)**

71 Santa Rosa Ave.

Pacifica, CA 94044

Voice: 510-229-0078

Email: [stenosolution@gmail.com](mailto:stenosolution@gmail.com)

**Types Of Captioning**

Real-time Captioning Onsite Only

**Rates:** \$100/hour for 1:1 captioning, \$125/hour for big screen captioning, 3 hour minimum

Travel Expenses: Per mile reimbursement if outside Bay Area.

**Procedures**

**Amount of Notice:** Call ASAP; dependent upon availability

**24/7 Service:** Yes, if available

**Emergency Service:** Yes, if available

**Cancellation Policy:** 48 hour notice

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**Captioning Agency Professionals (CAP) (V#46999)**

6031 Girvin Dr.

Oakland, CA 94611

Voice: 510.530.3989

Fax: 510.530.4130

E-mail: [captioning@earthlink.net](mailto:captioning@earthlink.net)

**Types Of Captioning**

Real-time Captioning Onsite Only

**Rates:** \$125/hour, 3 hour minimum

Travel Expenses: Per mile reimbursement at \$.585/mile and parking. Tolls and/ or public transportation fees if applicable.

**Procedures**

**Amount of Notice:** As far in advance as possible

**24/7 Service:** Yes

**Emergency Service:** Yes, if available

**Cancellation Policy:** 24 hour notice

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**Connie L. Pierce (V#89527)**

4708 Sandyford Ct.

Dublin, CA 94568

Voice: 925. 570.3745

E-mail: connie.captioner@gmail.com

**Types Of Captioning**

Real-time Captioning Onsite Only

**Rates:** \$90/hour, 3 hour minimum

**Procedures**

**Amount of Notice:** As far in advance as possible

**24/7 Service:** Yes

**Emergency Service:** Yes, if available

**Cancellation Policy:** 48 hour notice

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**Interpreting and Consulting Services, Inc. (V#67626)**

836 B Southampton Rd. #353

Benicia, CA 94510

Voice: 707. 747.8200

24-hour line: 888. 617.0016

VP: 707. 205.4160

Fax: 707. 747.8205

E-mail: sign4life@aol.com

URL: <http://sign4life.net/>

Contact: Dr. Janessa Price, Executive Director

**Types of Captioning**

Real-time Captioning Onsite and Remote

**Rates:** \$100/ hour, 2 hour minimum; will need prep/editing time as needed

Onsite Real-time Captioning services

Travel Expenses: Per mile reimbursement per interpreter at the current rate set by the IRS (\$.57/mile) and parking. Tolls and/or any public transportation fees may occur.

**Procedures**

**Amount of Notice:** As far in advance as possible

**24/7 Service:** No

**Emergency Service:** No  
**Cancellation Policy:** More than 36 hour notice

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### **Language Line Solutions (V#59184)**

1 Lower Ragsdale Drive,  
Building 2  
Monterey CA, 93940  
Voice: 800.752.6096  
E-mail: CustomerCare@languageline.com  
URL: <http://www.languageline.com/>  
Contact: Jill Goldsberry, Business Development Manager; Voice: 650.714.2352;  
E-mail: jgoldsberry@llts.com

### **Types of Captioning**

Closed Captioning for Videos (videos can be captioned for viewing online)

**Rates: Transcription of Audio** \$2.50/minute for 1-speaker, \$3.00/minute for 2-speakers.

**Closed Caption Engineering and Sync:** \$75.00/hour

Contact Jill Goldsberry for more information.

### **Procedures**

**Amount of Notice:** It takes about two days from receiving the request to caption and upload the video online.

**24/7 Service:** Contact Jill Goldsberry to discuss details.

**Emergency Coverage:** Contact Jill Goldsberry to discuss details.

**Cancellation Policy:** Contact Jill Goldsberry to discuss details.

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### **National Captioning Institute (NCI) California Office (V#75808)**

28368 Constellation Rd. Suite 390  
Santa Clarita, CA 91355  
Voice/TTY: 818.238.0068  
Fax: 818.450.2481  
URL: <http://www.ncicap.org/>  
Contact: Devin Lyne Brown, 818.238.4203; E-mail: dbrown@ncicap.org

### **Types of Captioning:**

Offline Captioning (pre-recorded with verbatim results and sync'd), Live Captioning (what you see on broadcasts performed by an actual person as it happens), and Web captioning (allows for the viewer to watch captions online).

**Rates:** Offline: \$380 TRU, \$450 Pop-on

Live: \$120/ hour

Web: \$185/hour

### **Procedures**

**Amount of Notice:** At least 5 business days for Offline, and a week for Live and Web

**24/7 Service:** Yes

**Emergency Coverage:** Yes

**Cancellation Policy:** At least 24 hour notice