

*RADIO INTERVIEW 2/21/07, KTYM AM 1460, INGLEWOOD AND LOS ANGELES, CALIFORNIA. JANET NEAL, CHAIR OF THE LOS ANGELES COUNTY COMMISSION ON DISABILITIES, INTERVIEWING SANDY EISENBERG, PRESIDENT, TOTAL RECALL REALTIME CAPTIONING.*

COMMISSIONER NEAL: OKAY SANDY, YOUR TURN. LET ME SAY THIS FIRST BEFORE SANDY GETS STARTED. MY COMMITMENT TO PEOPLE WITH DISABILITIES IS ACCESS FOR EVERYONE. AND I KNOW THAT BLIND INDIVIDUALS HAVE NO TROUBLE LISTENING TO OUR PROGRAM, AND THE TAPES ARE AVAILABLE IF ANYBODY WANTS THEM. IT'S ON STREAMING. SO I WANTED TO REACH OUT TO THE COMMUNITY OF PEOPLE THAT ARE DEAF OR HEARING IMPAIRED.

AND I WANT TO SAY, FIRST OF ALL, PEOPLE THAT CANNOT HEAR AND CANNOT SPEAK ARE NOT DEAF AND DUMB. DON'T EVER SAY THAT. BECAUSE SOMEONE CAN'T HEAR DOES NOT MAKE THEM STUPID, AND THAT IS WHAT THE WORD "DUMB" MEANS. AND I GOT INTO A BIG FIGHT WITH MY DAD ONE DAY ABOUT THAT. IT IS AN OFFENSIVE WAY OF DESCRIBING PEOPLE. I HAD TO GO AND GET THE DICTIONARY, AND HAD TO LOOK IT UP IN THERE, IN THE FUNK & WAGNALLS, WHERE IT SAYS OUTDATED, OFFENSIVE. SO JUST REMEMBER THAT. IT'S JUST LIKE YOU DON'T CALL A LITTLE PERSON A MIDGET. A MIDGET IS JUST LIKE THE "N" WORD. SO DEAF AND DUMB IS LIKE THE "N" WORD, AND WE DON'T WANT TO USE THAT BECAUSE THERE'S NO POINT IN OFFENDING OTHER PEOPLE UNNECESSARILY. IT'S DIFFERENT IF YOU'RE ANGRY WITH SOMEBODY, YOU KNOW, JUST GO ON AND CALL THEM A DOG, YOU KNOW. >> [LAUGHTER]

COMMISSIONER NEAL: BUT YOU DON'T NEED TO GO THE OTHER WAY WITH THAT. AT ANY RATE, I WAS VERY INTERESTED IN MAKING THIS PROGRAM ACCESSIBLE TO PEOPLE THAT ARE HEARING IMPAIRED, AND THE ONLY WAY I KNOW TO DO THAT IS CAPTIONING. AND I FELT LIKE, THAT, YOU KNOW, IN THIS AGE OF COMPUTERS, THERE'S GOT TO BE SOME TECHNOLOGY OUT THERE SO THAT THE SHOW CAN BE CARRIED ON THE INTERNET IN TEXT IN SOME WAY.

SO I KIND OF ASKED SANDY TO RESEARCH THAT AS MY GIFT TO THE COMMUNITY OF MINORITIES THAT ARE HEARING IMPAIRED, BECAUSE THERE IS THAT SCHOOL, MARLTON AVENUE SCHOOL, RIGHT IN OUR COMMUNITY, OF DEAF CHILDREN. AND THERE'S A LARGE POPULATION OF BLACK KIDS THERE THAT ARE DEAF. AND I'M ALSO CONCERNED ABOUT SOMEBODY DECIDING THAT THEY'RE USING GANG SIGNS WHEN THEY'RE ACTUALLY JUST TRYING TO COMMUNICATE.

SO ANYWAY, TELL ME SOMETHING ABOUT HOW YOU GOT STARTED IN ALL THIS, SANDY.

SANDY EISENBERG: SURE, SURE. WELL, FIRST OF ALL, A LITTLE BIT ABOUT REALTIME CAPTIONING BECAUSE IT'S SORT OF A MYSTERY, I GUESS, WHEN YOU TURN ON YOUR TELEVISION, FOR EXAMPLE; AND

YOU TURN ON THE CAPTIONS, AND YOU SEE THEM COMING UP AND YOU WONDER MAYBE HOW IT'S BEING DONE. WELL, ALL OF THE LIVE PROGRAMMING THAT YOU SEE, WHICH IS WHAT WE DO, WHICH IS REALTIME CAPTIONING DONE IN REAL TIME, IS BASICALLY DONE BY PEOPLE WHO ARE TRAINED AS COURT STENOGRAPHERS.

COMMISSIONER NEAL: NOW, BY REALTIME, YOU MEAN AS IT HAPPENS?

SANDY EISENBERG: EXACTLY. WE ARE ACTUALLY SITTING THERE WITH OUR REPORTING MACHINES, IF YOU WILL, WHICH IS SORT OF ANOTHER KIND OF KEYBOARD THAT ALLOWS YOU TO TAKE DOWN WORDS REAL FAST, HOPEFULLY. AND WE ARE SITTING THERE AND LISTENING, AND RATHER THAN USING THAT PARTICULAR SKILL AND TECHNOLOGY TO CREATE COURT DOCUMENTS, WE'RE USING IT TO CREATE EQUAL ACCESS TO COMMUNICATION, BECAUSE WE CAN TURN SPOKEN WORD INTO TEXT VERY QUICKLY AND VERY ACCURATELY.

COMMISSIONER NEAL: I THOUGHT OF THAT A LONG TIME AGO. I HAD A FRIEND THAT WENT TO COURT REPORTER SCHOOL --

SANDY EISENBERG: EXACTLY.

COMMISSIONER NEAL: AND THAT, WHEN HE WAS TELLING ME ABOUT THAT, AND THAT WAS 30 YEARS AGO, THAT WAS THE FIRST THING THAT CLICKED IN MY MIND. IT'S LIKE, WOW, NOW WHEN PEOPLE THAT ARE HEARING IMPAIRED ARE IN MEETINGS OR WHAT HAVE YOU, THEY'LL BE ABLE TO KNOW WHAT'S GOING ON. SO I'M JUST TRYING TO KNOCK DOWN ALL THOSE EXCUSES FOR NOT PARTICIPATING.

SANDY EISENBERG: RIGHT, EXACTLY, EXACTLY, AND IT'S GREAT THAT WE HAVE ALL OF THIS STUFF NOW. SO THAT'S HOW IT'S BASICALLY DONE. AND HOW I GOT STARTED IS I WAS ACTUALLY IN COURT REPORTING SCHOOL, AND I BEGAN TO UNDERSTAND THAT THIS TECHNOLOGY COULD BE USED FOR COMMUNICATION PURPOSES, NOT JUST FOR COURTROOM PURPOSES. AND THAT REALLY INTRIGUED ME BECAUSE I'VE ALWAYS LIKED WORKING WITH PEOPLE AND HELPING PEOPLE AND HAD A PASSION FOR THAT.

SO IT JUST SO HAPPENED THAT AT A VERY GOOD TIME IN MY LIFE FOR THIS TO OCCUR, CAL STATE UNIVERSITY, NORTHRIDGE, WHICH HAS THE LARGEST POPULATION OF MAINSTREAMED DEAF AND HARD-OF-HEARING STUDENTS IN THE COUNTRY -- IN OTHER WORDS, MAINSTREAMED MEANING, OF COURSE, THAT THE DEAF STUDENTS GO TO CLASSES WITH EVERYBODY ELSE. EVERYBODY'S IN THE SAME CLASSROOM. AND THEY GET WHATEVER SERVICES THEY NEED IN THAT PARTICULAR CLASSROOM. WELL, THEY HAD PURCHASED THE EQUIPMENT AND THE SOFTWARE TO BEGIN DOING THIS, BUT THEY DID NOT HAVE ANYBODY. AND INDEED, THERE WAS NOBODY IN THE CAL STATE UNIVERSITY SYSTEM THAT HAD EVER DONE THIS. SO THAT WAS MY JOB. I KNEW THAT WAS MY JOB, AND I GOT IT. AND I WAS ACTUALLY THE FIRST PERSON IN THE CAL STATE UNIVERSITY SYSTEM TO PROVIDE LIVE CLOSED CAPTIONING IN CLASSROOMS.

COMMISSIONER NEAL: WOW.

SANDY EISENBERG: YEAH.

COMMISSIONER NEAL: I'M IMPRESSED!

SANDY EISENBERG: I KNOW, HUH?

COMMISSIONER NEAL: [LAUGHTER]

SANDY EISENBERG: THAT WAS IN 1992.

COMMISSIONER NEAL: WOW.

SANDY EISENBERG: AND I WENT ON -- I WORKED REAL HARD BECAUSE I WAS A SINGLE MOM, SO I WAS RESOURCEFUL AND HAD A LOT OF JOBS, BECAUSE I NEEDED TO AND BECAUSE I WANTED TO, YOU KNOW, DO SOMETHING INTERESTING. SO I ALSO GOT A STAFF POSITION, WHICH WAS THE FIRST STAFF POSITION AT UCLA DOING THE SAME THING, FOR A LITTLE BIT. AND I BOUNCED AROUND A LOT. I HAD MY OWN BUSINESS. I WAS STARTING TO BECOME KNOWN AND STARTING TO DO -- I DID SOME TRANSCRIPTION WORK, AND I ALSO WAS STARTING TO DO SOME MEETINGS. AND ACTUALLY THE LOS ANGELES COUNTY COMMISSION ON DISABILITIES WAS ONE OF MY FIRST CLIENTS.

COMMISSIONER NEAL: YAY!

SANDY EISENBERG: I KNOW!

COMMISSIONER NEAL: [LAUGHTER]

SANDY EISENBERG: I THINK I'VE BEEN THERE FOR CLOSE TO 15 YEARS, CAPTIONING MEETINGS ON A MONTHLY BASIS.

COMMISSIONER NEAL: WOW, VERY GOOD, BECAUSE WE'VE BEEN AROUND. WE'RE CELEBRATING OUR 30, 31 YEARS HERE.

SANDY EISENBERG: THAT'S GREAT, YEAH. SO THAT IS KIND OF HOW I GET STARTED. THEN I WENT BACK TO CSUN AND THE ADMINISTRATION CHANGED DO THE DEGREE THAT THEY -- THEY AT FIRST WERE KIND OF WANTING TO NOT TELL EVERYBODY ABOUT THE CAPTIONING BECAUSE THEY WERE AFRAID THAT EVERYBODY WOULD WANT IT.

COMMISSIONER NEAL: YEAH, YEAH. I REMEMBER THAT.

SANDY EISENBERG: AND THEN THE ADMINISTRATION SHIFTED, AND THEY WANTED TO BUILD A PROGRAM. SO WE ENDED UP -- WITHIN A COUPLE YEARS' TIME, I HAD BETWEEN 20 AND 25 CAPTIONERS ON MY STAFF, AND WE WERE DOING ABOUT 200 TO 300 HOURS A WEEK, WHICH I BELIEVE WAS MORE THAN ANYBODY ELSE WAS DOING. AND IT WAS GREAT. WE GOT TO DO FUN THINGS, LIKE WE WROTE A GRANT, WHICH WE RECEIVED, A CHANCELLOR'S GRANT TO DO CAPTIONING IN A DISTANCE LEARNING SETTING, WHICH IS KIND OF LIKE DOING IT ON THE INTERNET.

COMMISSIONER NEAL: UH-HUH.

SANDY EISENBERG: AND THEN IN YEAR 2000 -- I HAD BEEN BUILDING MY BUSINESS ON THE SIDE, WORKING FROM HOME, AND I DECIDED TO GO ALL ON MY OWN IN YEAR 2000. AND BECAUSE I HAD GIVEN SO MUCH HELP AND WAS KIND OF THE TECHNICAL LIAISON FOR PRETTY MUCH THE WHOLE COUNTRY FOR REALTIME CAPTIONING IN

THE POSTSECONDARY SETTING, BECAUSE MOST OF THOSE FOLKS THAT WORKED WITH DEAF AND HARD-OF-HEARING STUDENTS TO THAT POINT IN COLLEGES WERE MOSTLY FAMILIAR WITH SIGN LANGUAGE. SO THIS WAS NEW. IT INVOLVED COMPUTERS, TECHNOLOGY, STENOGRAPHY, THOSE FUNNY LITTLE MACHINES, YOU KNOW, ALL THAT STUFF. SO WE PROVIDED A LOT OF ASSISTANCE TO THEM. SO THEY KIND OF GOT TO KNOW ME AS A PERSON AS WELL AS ME AS THE WORKER FROM CAL STATE NORTHRIDGE.

AND WITHIN A MONTH AFTER I WENT OFF ON MY OWN, BOOM, BOOM, BOOM, I GOT ALL OF THESE CALLS. AND I HAD LOVELY TRAINED PEOPLE ALREADY, AND MANY OF THEM FOLLOWED ME AND ARE STILL WORKING FOR ME, 10 YEARS LATER. AND SO WE PROVIDE A LOT OF CAPTIONING FOR THE CLASSROOM ENVIRONMENT ONSITE, AND WE'RE BEGINNING TO BE ABLE TO DO IT REMOTELY FROM HOME. SO THAT IF THERE ARE SITUATIONS WHERE WE CANNOT GET A PERSON INTO A CLASSROOM TO SIT NEXT TO A STUDENT AND CAPTION FOR THEM, OR SIT IN A MEETING AND CAPTION FOR THEM, WE CAN, WITH THE PROPER TECHNOLOGY, DO IT FROM A REMOTE LOCATION THROUGH AN INTERNET CONNECTION.

COMMISSIONER NEAL: I'VE HEARD SOME STUDENTS COMPLAIN, VISUALLY IMPAIRED STUDENTS, HEARING-IMPAIRED STUDENTS, STUDENTS WITH LEARNING DISABILITIES, THAT THE INSTRUCTOR WOULDN'T ALLOW THIS TECHNICAL ASSISTANCE. SO I JUST WANT TO SAY TO ANY OF YOU STUDENTS OUT THERE, THAT IS AN AMERICANS WITH DISABILITIES ACT VIOLATION. IT IS A REASONABLE ACCOMMODATION, IT IS COVERED UNDER A.D.A. AND IF THEY DON'T WANT TO LET YOU HAVE YOUR NOTETAKER, THEY DON'T WANT TO LET YOU HAVE YOUR TAPE RECORDER OR WHATEVER IT IS YOU NEED IN ORDER TO MAKE YOUR CLASSROOM EXPERIENCE EQUAL WITH EVERYONE ELSE'S, YOU HAVE A COMPLAINT.

IF YOU CAN'T FIND ANYBODY TO HELP YOU, FIRST OF ALL, YOU SHOULD GO TO THE DEAN ON CAMPUS AND TALK TO THEM AND ADMINISTRATION. AND IF YOU REALLY CAN'T FIGURE OUT WHAT ELSE TO DO, YOU KNOW HOW TO FIND ME. I'M RIGHT HERE, 213-974-1053, COUNTY COMMISSION ON DISABILITIES. AND I'D BE HAPPY TO ARGUE THAT POINT FOR YOU.

SO ANYWAY, I WANT TO GO INTO A LITTLE BIT HERE ABOUT ONE OF THE CONVERSATIONS THAT YOU AND I HAD ABOUT SPEAKING AND TAKING INTO CONSIDERATION THE FACT THAT SOMEBODY HAS TO, QUOTE, TRANSLATE WHAT YOU'RE SAYING, IF YOU'RE TALKING WITH SOMEONE, COMMUNICATING WITH SOMEONE THAT'S HEARING IMPAIRED -- THAT YOU CAN'T JUST GO RAPID FIRE WITH THE WORDS AND ALL OF THIS. YOU'VE GOT TO GIVE THE PERSON TIME TO GET THEIR FINGERS GOING SO THAT THE OTHER PERSON KNOWS WHAT YOU'RE TALKING ABOUT. AND SO I THINK IT'S THE SAME THING WITH FOREIGN LANGUAGE. YOU HAVE TO ALLOW THE TRANSLATOR TIME TO

TRANSLATE.

SO I THINK WE HAVE COMMISSIONER HAMILTON ON THE LINE HERE. I'M GOING TO BRING HIM IN TO THIS -- OKAY, ERNEST?

COMMISSIONER HAMILTON: YES, GOOD MORNING.

COMMISSIONER NEAL: HOW ARE YOU DOING?

COMMISSIONER HAMILTON: GOOD MORNING, AND GOOD MORNING TO YOU, SANDY.

SANDY EISENBERG: HI, ERNEST, HOW ARE YOU? GOOD TO HEAR YOU.

COMMISSIONER HAMILTON: JUST ENJOYING THE PROGRAM, AND BRIEFLY JUST WANTED TO MENTION THERE'S A HEARING GOING ON FOR EMPLOYMENT FOR VETERANS AT CITY HALL. AND JANET, I THINK I SENT THE INFORMATION TO YOU.

COMMISSIONER NEAL: YES.

COMMISSIONER HAMILTON: AND I APPRECIATE IT. I'M REALLY ENJOYING LISTENING TO SANDY SO I'M GOING TO GET OFF. I JUST WANTED YOU TO MENTION THAT.

COMMISSIONER NEAL: WELL, GIVE ME THE DATE REAL QUICK.

COMMISSIONER HAMILTON: OKAY. IT'S FEBRUARY 27, 2007, CITY HALL, 9:00 A.M. TO NOON, AT ROOM 350, CITY HALL.

COMMISSIONER NEAL: FEBRUARY 7 --

COMMISSIONER HAMILTON: 27.

COMMISSIONER NEAL: -- 27, ROOM 350?

COMMISSIONER HAMILTON: YES, MA'AM.

COMMISSIONER NEAL: 350, AND WHAT TIME AGAIN?

COMMISSIONER HAMILTON: 9:00 A.M.

COMMISSIONER NEAL: 9:00 A.M. UNTIL?

COMMISSIONER HAMILTON: 12:00.

COMMISSIONER NEAL: UNTIL 12:00. OKAY, AND THE SUBJECT AGAIN, PLEASE?

COMMISSIONER HAMILTON: IT'S THE GOVERNOR'S COMMITTEE ON EMPLOYMENT FOR PEOPLE WITH DISABILITIES IS CONDUCTING A SERIES OF PUBLIC HEARINGS TO GATHER INFORMATION ON BETTER ALIGNMENT OF STATE-PROVIDED EMPLOYMENT SERVICES FOR VETERANS.

COMMISSIONER NEAL: ALL RIGHT. GOT TO LOOK OUT FOR OUR VETERANS.

COMMISSIONER HAMILTON: WE'RE LOOKING OUT FOR THE VETERANS.

COMMISSIONER NEAL: WELL, THANK YOU VERY MUCH FOR THAT NEWS UPDATE.

COMMISSIONER HAMILTON: THANK YOU, AND THANK YOU, SANDY.

SANDY EISENBERG: THANK YOU, ERNEST.

COMMISSIONER HAMILTON: KEEP UP THE GOOD JOB.

SANDY EISENBERG: THANK YOU SO MUCH. GOOD TO HEAR YOU.

COMMISSIONER NEAL: I WANTED TO GET THAT IN BECAUSE I

THINK THAT WAS REALLY IMPORTANT.

SANDY EISENBERG: AND BY THE WAY, IF ANYBODY NEEDED REALTIME CAPTIONING AT THAT MEETING, THEY COULD CONTACT THE CITY DEPARTMENT ON DISABILITIES, AND THEY WOULD PROVIDE PROBABLY US FOR YOU --

COMMISSIONER NEAL: EXACTLY.

SANDY EISENBERG: AND YOU COULD GET THAT ACCOMMODATION AT THAT MEETING, OR ANY OTHER PUBLIC MEETING.

COMMISSIONER NEAL: 213-485-6334, DEPARTMENT ON DISABILITIES, IF YOU NEED THAT ACCOMMODATION FOR THAT HEARING ON FEBRUARY 27 FROM 9:00 A.M. TO NOON, ROOM 350 IN CITY HALL. WHICH BY THE WAY, I KNOW I'VE MENTIONED THIS BEFORE, BUT THE CITY COMMISSION HAS MOVED BACK INTO CITY HALL, AND I'M REALLY HAPPY THAT THAT HAS HAPPENED. IT SEEMS THAT THE ROOM THEY WERE IN WAS A LITTLE TOO SMALL FOR THE FIRE MARSHAL, SO THEY HAD TO DO SOMETHING THERE.

BUT ANYWAY, CONTINUE. I'M SORRY, I DISRUPTED YOUR TRAIN OF THOUGHT. I DID NOT MEAN TO DO THAT BECAUSE WE'VE ONLY GOT A FEW MINUTES LEFT.

SANDY EISENBERG: YEAH, NOT AT ALL, NOT AT ALL. WHAT ELSE CAN I SAY? WE PROVIDE CLOSED CAPTIONING ALSO FOR CITY COUNCIL MEETINGS AND SUCH. THE LOVELY CITY OF WEST HOLLYWOOD IS CLOSED CAPTIONING BASICALLY ALL OF THEIR LIVE BROADCAST MEETINGS, SO IF YOU HAPPEN TO BE IN THAT CITY OR LIVE IN THAT CITY, OR YOU CAN GO TO THEIR WEBSITE, YOU CAN SEE THE CAPTIONING. THEY CAPTION MANY OF THEIR OTHER MEETINGS THAT ARE FOR SENIORS AND SUCH. THERE'S ALWAYS A LARGE POPULATION OF PEOPLE THAT CROSS OVER.

AND OH, I WANTED TO MENTION ALSO. IT WAS MENTIONED TO ME THAT THE RUSSIAN POPULATION, WHICH THERE'S A LARGE RUSSIAN POPULATION IN WEST HOLLYWOOD, THEY LIKE TO READ THE CLOSED CAPTIONS, AS MANY PEOPLE WITH ENGLISH AS A SECOND LANGUAGE FAVOR -- YOU KNOW, IT'S EASIER FOR THEM TO READ THAN TO LISTEN.

COMMISSIONER NEAL: YES. WELL, I'VE NOTICED SINCE I WAS FORTUNATE ENOUGH TO GET A TV THAT WAS MADE AFTER THE YEAR 2000 THAT HAS CAPTIONING OPTION ON IT, THAT IT HELPS ME FOLLOW ALONG THE STORYLINE A LITTLE BIT BETTER.

ALL OF THESE THINGS THAT WE'RE TALKING ABOUT THAT MAKE LIFE SIMPLER OR BEARABLE OR HOWEVER YOU WANT TO LOOK AT IT, USABLE FOR PEOPLE WITH DISABILITIES, REALLY DO BENEFIT THE GENERAL POPULATION. BECAUSE I THINK IF YOU HAVE CHILDREN, WHEN THEY'RE READING THE SCREEN, AND OF COURSE IT WOULD BE SOMETHING THAT'S APPROPRIATE FOR THE CHILDREN TO BE WATCHING. BUT IT HELPS WITH SPELLING. IT HELPS WITH SOMEBODY THAT DOESN'T -- WHERE ENGLISH IS NOT THEIR FIRST LANGUAGE. IT HELPS LEARN THE LANGUAGE. I BELIEVE THAT EVERYBODY, IF YOU

DON'T SPEAK ENGLISH, YOU NEED TO LEARN.

I HAD A PERSON THAT I NEEDED TO ASSIST ABOUT A WEEK AGO WITH A HOUSING PROBLEM. SHE HAD A COUPLE OF THINGS GOING AGAINST HER, AND THE BIGGEST THING AGAINST HER WAS THAT SHE DID NOT SPEAK THE LANGUAGE, SO SHE COULD NOT EXPRESS HER PROBLEM, AND SHE JUST KIND OF GOT BACKED INTO A CORNER. WELL, WE HAD TO SAVE HER.

SO DO YOU HAVE ONE MORE THING OR ANYTHING ELSE YOU THAT YOU WOULD LIKE TO SAY THAT WE DIDN'T GET A CHANCE TO SAY TODAY? WE'VE GOT THREE MINUTES LEFT BEFORE WE HAVE OUR BIG MEETING LATER ON TODAY.

SANDY EISENBERG: YEAH, JUST THAT I'M REALLY EXCITED ABOUT THE POSSIBILITY OF TALKING ABOUT POTENTIALLY CAPTIONING RADIO PROGRAMS LIKE THIS ONE TODAY. AND THAT YOU KNOW, YOU NEVER -- YOU DON'T KNOW PEOPLE'S EXPERIENCE UNTIL YOU -- YOU CAN'T LIVE IT, YOU KNOW, BUT YOU CAN HEAR IT. I HAVE A LITTLE ANECDOTE I'LL SHARE WITH YOU.

COMMISSIONER NEAL: PLEASE.

SANDY EISENBERG: THERE'S A GAL THAT I WORKED WITH WHO WAS A STUDENT, AND SHE WAS A WOMAN IN HER 30'S, AND SHE WAS GOING TO BECOME AN AUDIOLOGIST. SO WE WERE WORKING WITH HER IN HER CLASSROOM, AND SHE AND I WERE SITTING THERE, WAITING FOR CLASS TO START. AND SHE WAS LOOKING AROUND, AND THE STUDENTS WERE CHITCHATTING, YOU KNOW. AND SHE LOOKED, AND SHE LOOKED BEHIND HER, AND SHE SAID TO ME, "WHAT ARE THEY SAYING?" AND I SAID, "OH, THEY'RE TALKING ABOUT, YOU KNOW, THEIR HUSBANDS, WHAT ARE THEY GOING TO DO AFTER WORK, WHAT THEY HAD FOR BREAKFAST," I SAID, "JUST SMALL TALK." AND SHE SAID, "WELL, WOULD YOU MIND CAPTIONING WHAT THEY'RE SAYING? BECAUSE I HAVE NEVER HEARD SMALL TALK."

COMMISSIONER NEAL: YOU KNOW, THAT'S IT. YOU'RE ABSOLUTELY RIGHT. IT'S LIKE SMALL TALK, WHETHER IT'S ENGLISH, SPANISH, CHINESE, WHATEVER IT IS. IF YOU DON'T KNOW WHAT THEY'RE SAYING, SOMETIMES PEOPLE THINK YOU'RE TALKING ABOUT THEM.

SANDY EISENBERG: WELL, IT'S NOT ONLY THAT. IT'S AN EXPERIENCE OF LIFE THAT WE TAKE FOR GRANTED. AND IT'S REALLY GREAT THAT WE CAN PROVIDE THAT ACCOMMODATION.

COMMISSIONER NEAL: WELL, I'M REALLY HAPPY TO HAVE MADE YOUR ACQUAINTANCE A WHILE BACK AND HAVE ASKED YOU THIS VERY IMPORTANT QUESTION SO THAT WE CAN BRING IN ANOTHER SEGMENT OF THE POPULATION.

SANDY EISENBERG: IT'S FANTASTIC.

COMMISSIONER NEAL: WELL, THEY'RE PLAYING MY SONG.

SANDY EISENBERG: HEY! [LAUGHTER]

COMMISSIONER NEAL: WELL, UNTIL THIS TIME NEXT WEEK, THIS

IS THE DISABILITY FORUM, LOS ANGELES COUNTY COMMISSION ON  
DISABILITY. I'M JANET NEAL, AND SANDY?

SANDY EISENBERG: AND YOU CAN REACH ME AT  
INFO@YOURCAPTIONER.COM, WWW.YOURCAPTIONER.COM.

COMMISSIONER NEAL: OR, OF COURSE, YOU CAN CALL US.

SANDY EISENBERG: ABSOLUTELY.

COMMISSIONER NEAL: 213-974-1053. SEE YOU 'TIL NEXT TIME.

SANDY EISENBERG: THANK YOU.

>> [MUSIC, "SPIRIT IN THE SKY" BY NORMAN GREENBAUM]