

From: [Thomas Baybrook](#)
To: LAP
Cc:
Subject: Written Comment for the October 21-22 Open Meeting of the Joint Working Group for California's Language Access Plan
Date: Thursday, October 16, 2014 8:27:55 AM
Attachments: [SpeechTrans Synopsis.pptx](#)

The following written comment is provided for agenda item 2 for the October 21-22 Meeting of the Joint Working Group for California 's Language Access Plan, in accordance with California Rules of Court, rule 10.75(k)(1):

Recommend that the working group further investigate the use of automated voice-to-voice translations for court-ordered proceedings outside the courtroom. This technology, which can deliver multiple language translations simultaneously and securely over the internet to any mobile device or land-line telephone has developed significantly, to the point where 95% plus accuracy can be provided. Backed by industry leaders such as Microsoft, Intel, Apple, and HP and built on Nuance's software, today's automated translation capabilities can exceed those of live translators, whose individual biases are often interjected into their work. In addition, these systems, such as that provided by SpeechTrans, can crowd-source live translations at the touch of a button, from 20,000 translators on call through mobile devices. Finally, these capabilities are provided at a much lower cost than possible with live translators and can be provided now, rather than waiting until the working group's goal of 2020 . Attached are three PowerPoint slides which describe the SpeechTrans capabilities, which are incorporated into this comment by reference. It would be most beneficial to the Courts and California to consider a pilot project to test the viability of automated translation.

Thomas G. Baybrook
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SpeechTrans Overview

SpeechTrans delivers the world's most advanced speech-to-speech translator. Its cloud-based processes, accessed securely over the Internet:

- Incorporate the latest developments in speech-to-speech translation and automatic speech recognition with custom algorithms
- Enable users to converse with a foreign language speaker without an interpreter, with less cost, and greater reliability
- Supports more than 30 languages and 33 language pairs
- Are supported by 20,000 on-call interpreters at the touch of a button
- Include mobile (any device), laptop/desktop, land-line, and enterprise-wide implementations

SpeechTrans™ API Supported Languages

The SpeechTrans APIs support all operating systems and are available individually. They are:

- ASR (Automatic Speech Recognition),
- TTT (Text to Text Translation)
- TTS, (Text to Speech)

All API requests are made using HTTPS

SpeechTrans API Supported ASR And TTTS List

-English (US, UK, AUS)	-Portuguese
-EU French	-Polish
-Canadian French	-Arabic (UAE, Egypt, Saudi)
-Italian	-Czech
-German	-Greek
-Spanish (EU, US, MX)	-Finnish
-Korean	-Haitian Creole
-Dutch	-Hungarian
-Swedish	-Turkish
-Norwegian	-Vietnamese
-Chinese (Mandarin and Cantonese)	-Slovakian
-Russian	-Romanian
-Danish	-Malaysian
-Japanese	-Indonesian
-Czech	-Turkish

SpeechTrans Cross Translation Language Pairs

Italian to English	English to Polish
Swedish to English	English to Italian
English to Japanese	Chinese to English,
Spanish to English	Dutch to English
French to English	English to Portuguese
English to Chinese	English to Russian
English to French	English to Spanish
Russian to English	German to Russian
Japanese to English	Russian to German
Polish to English	French to Russian
Korean to English	Russian to French
English to Swedish	Italian to Russian
German to English	Spanish to Russian
English to German	Russian to Spanish
English to Korean	Arabic to English
Portuguese to English	English to Arabic
	English to Dutch

*** Additional languages can be built as required. Real-time human translation is available in any language pair with API tie in.**

Technology & Guaranteed Accuracy – by having 20,000 Human interpreters and disruptive capabilities

Language Translation

Mobile, desktop and landline subscribers with real-time voice translations of the other speaker's conversation – Patent pending algorithm for scoring translations & telephony

Dictation

This is a productivity service which subscribers can use to convert their speech to text – Proprietary Media Gateway for Streaming Speech Recognition anywhere - algorithm for increasing Nuance ASR

Remote Desktop

Allows users to run our Windows 8.1 Apps from any Operating System or Device. Allows for companies to host their entire networks in the cloud with streamlined speech recognition.

Accessibility

This service enables the 360 M Hearing Impaired to communicate using automated TTY. No need for costly operators, can be done in 44 languages and licensed to Telco Operators.

Natural Language Understanding

This service improves interaction with your device by speech enabling commands (Siri for Windows) – Can work over the phone without the need for internet connection

Mobile

SpeechTrans Ultimate combines translation, dictation, and chat. Featured by Apple & MSFT, Functions on iPhone, iPad, Android, Blackberry, Windows 8 Phone and Tablets.

Laptop/Desktop

SpeechTrans Ultimate for Win 7/8, Dictation App Ranked higher than Nuance Dragon Dictate in Windows 8 Store. SpeechWeb works on Windows XP, 7, 8 and Mac devices allows users to run Windows in cloud.

Land Line

InterprePhone, IntelliConference, SpeechTrans Remote Microphone, and TeleDictation service can be accessed by dialing our toll free number both automated dictation, translation or to 20,000 live interpreters.

Enterprise

SpeechTrans Cloud based API consisting of ala-carte Speech Recognition, Text to Text translation and Text to Speech can be licensed to Enterprise clients as we have done with HP by integrating it into their MyRoom Video Conferencing Solution





Need an interpreter?

If you don't speak English well, bring an interpreter when you go to Family Court or Family Mediation. The Court cannot give you an interpreter.

Exception:

If you have a domestic violence case, the Court may be able to give you an interpreter. Ask the clerk in Room 402.

Kailangan ng tagasalin ng wika?

Kung hindi ka mabusay magaling sa Ingles, magamang tagasalin ng wika kapag pumapunta ka sa Hukumanang Pamilyar o Pamamagatang Pamilyar. Ang Hukuman ay hindi makapagbigay sa iyo ng tagasalin ng wika.

Excepciyon:

Kung ang kaso mo ay karabanan sa abangan, ang Hukuman ay maaaring makapagbigay sa iyo ng tagasalin ng wika. Itanong sa klerk sa Silid 402.

需要口譯員嗎?

如果您的英語講得不好，當您前往家庭法院或家庭調解法院時，請帶一名口譯員。法院無法為您提供口譯員。

例外情況：

如果您的案件屬於暴力案例，法院可能為您提供口譯員服務。請向402室的書記官洽詢。

¿Necesita intérprete?

Si no habla bien el inglés, lleve un intérprete cuando vaya a la Corte familiar ó a su cita de mediación familiar. La Corte no le puede dar un intérprete, excepto si tiene un caso de violencia en el hogar.

Si usted tiene un caso de violencia en el hogar, es posible que la Corte le pueda dar un intérprete. Hablé con el secretario en la sala 402.

Вам нужен переводчик?

Если вы плохо говорите по-английски, приведите с собой переводчика, когда вы пойдете в Суд по семейным делам (Family Court) или в Службу посредничества по семейным вопросам (Family Mediation). Суд не может предоставить вам переводчика.

Исключение:

Если ваше дело связано с насилием в семье, не исключено, что суд сможет предоставить вам переводчика. Обязатель по этому вопросу в кабинет 402 к секретарю.



San Francisco Superior Court

Cần thông dịch viên?

Nếu quý vị không nói tiếng Anh thành thạo, hãy đem theo thông dịch viên khi ra Tòa Gia Đình hoặc Hòa Giải Gia Đình. Tòa không thể cung cấp thông dịch viên cho quý vị.

Trường hợp ngoại lệ:

Nếu vụ của quý vị là về bạo hành trong nhà, Tòa có thể cung cấp thông dịch viên cho quý vị. Hãy hỏi học sự trong Phòng 402.

From: [Angie Birchfield](#)
To: [Denton, Douglas](#)
Subject: LAP meeting
Date: Wednesday, October 22, 2014 7:09:02 AM
Attachments: [download-1413986415735.docx](#)

Good morning! I was supposed to be at the open session yesterday to speak but something unexpected occurred and I was unable to go. I asked Annabelle Garay to read it for me but I don't know if she made it. I've attached it just in case it was not read to see if you might share it with the group.

We wanted to let everyone know of the passage of AB2370 (Chau) Interpreter Bill. It goes into effect January 1, 2015 and will require that our certification number be a part of the record. Ms. Clark can fill you in since she is my court manger in Ventura.

There is a couple of other things in there regarding our plans and our desire to work more for the courts as independent contractors.

Thank you so much for keeping us informed. BTW, we are now going by a new name IGA-The Interpreters Guild of America. We are no longer TTIG.

Sincerely
Angie Birchfield

The comments I want to make are as follows:

My name is Annabelle Garay and I am speaking on behalf of Angie Birchfield from the Interpreters Guild of America, formerly TTIG, who could not be here in person today.

First of all, I'm proud to say that with the support of CFI, AB2370 has been signed into law. It will require that interpreters' certification numbers to be stated on the record and that interpreter credentials be confirmed by the court. This is a milestone for us, since we have had to deal with far too many non-certified interpreters passing themselves off as court certified or registered interpreters.

We would like to suggest that a type of "bench card" or similar be developed and made available to civil judges and their clerks to inform them of the implementation of this new law due to take effect January first, 2015. We would suggest that a similar solution be applied if and when VRI is utilized. The Interpreters' Guild is ready to help the courts in any way we can in covering these additional needs. It is our goal to ensure that the entire civil and criminal law process be fully covered by well qualified, court certified and registered interpreters, whether at jail interviews, initial police interviews or attorney/client meetings.

IGA would gladly welcome the opportunity to participate in the Judges' College or any information sessions being provided to bench officers and attorneys so as to better inform them regarding interpreters working in the courts, interpreter credentialing and the implementation of this new law that will benefit the courts in so many ways. We believe that by providing input on our qualifications, ethical standards and other protocols we can help bring about a better understanding of our profession. And I refer to "our profession" because that is what best describes the California court interpreter -- "A Professional". As you well know, we are required to be conversant with the working vocabulary of criminal attorneys, civil attorneys, DNA experts, forensic scientists, medical experts, and so on... And in two languages no less. The work is as rewarding as it is challenging. That's why the notion of unqualified people passing themselves off as certified interpreters is so appalling.

It is one of IGA's goals to contact Legal Aid entities that assist indigent LEPs and help these entities to better communicate and serve their clients without compromise and with high quality interpretation. Our members are more than happy to work with them.

In our opinion, the LAP guidelines are more a requirement than a recommendation. With the implementation of the LAP guidelines, the courts will access the independent court certified/registered interpreters who are truly qualified and ready to continue providing professional interpreting services in the courts, especially the civil courts. We echo the comments submitted by CFI regarding the interpreter's expertise in the Language Access arena and we encourage you to consider having our input be an integral part of the planning process. We are the experts in Language Access and as such, we should be given a role in managing our profession. IGA, together with CFI, are ready to work collaboratively with each other and with the courts to ensure the ready availability of certified/registered interpreters to guarantee that the language access needs of the LEP community are met.

We also believe that there are many interpreters who have come into this profession to work solely as independent contractors and as such should not be bound by the 40/45 day cut off we have been seeing. Currently, if an independent contractor approaches 40 to 45 days of work in one county, they

must be offered an employee position. There are many independent contractors who prefer to continue as independents without needing an offer of employment. They should not be excluded from continued work as contractors in court simply because of this “catch 22”, especially when there is a need in the courts. We can work together with our employee colleagues who are overburdened and who need our help.

In closing, I want to thank each and every one of you for the opportunity to voice our opinions and offer our suggestions and we hope that this will be the beginning of a long and fruitful relationship, working closely together.

Thank you.