

Commission on the Future of California's Court System

ITAC Workstream Report: Voice-to-Text Language Services Outside the Courtroom

January 22, 2021



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Directive from the Chief Justice

The committee is directed to explore available technologies and make recommendations to the Judicial Council on the potential for a pilot project using voice-to-text language services at court filing and service counters and in self-help centers.



Team Members

ITAC Executive Sponsor – Hon. James Mize, Sacramento

Workstream Lead – Mr. Rick Walery, San Mateo

Workstream Project Manager – Mr. Richard Blalock, IT

Hon. Jackson Lucky, Riverside

Ms. Heather Pettit, IT

Mr. Ryan Burkhart, Sonoma

Ms. Diana Glick, CFCC

Mr. Brian Cotta, 5DCA

Mr. Juan Palomares, CFCC

Ms. Cynthia Gonzalez, Sacramento

Mr. Glen Souza, IT

Ms. Ana Parrack, Orange

Mr. Rahul Dalia, Project Manager for pilot

Mr. David Schlothauer, Nevada



Goal: Technology should not be any less accurate than what we require of interpreters in court.



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Existing Consumer Technologies



Project Approach

- Perform market research and feasibility evaluation
- Conduct educational sessions for workstream members
- Develop a proof-of-concept site to evaluate technologies
- Compare technologies from leading/reputable vendors (4)



Considerations

- Evaluate discreet components: recognition/transcription, translation
- Draw comparisons by translating to a single language, using prewritten scripts
- Remain alert to evolving technology and vendor maturity
- Assess cloud capabilities and/or hardware requirements
- Ensure the ability to allow data confidentiality and privacy



Outcomes

Recommendations to ITAC and the Technology Committee:

1. Proceed with the branch-sponsored pilot program **in the courts**
2. Recommend courts consider enterprise-grade solutions with proven accuracy, responsiveness, data privacy, and confidentiality
3. Monitor the advances in voice-to-text language technology and advise how to expand its use to the branch



Next Steps

- Pilot the solution in courts: 2DCA, Kern, Mono, Sacramento, San Diego, San Mateo, Sonoma
- Capture findings and feedback
- Assess and determine next steps



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Product Demonstration

View the pilot solution in use!



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Thank you!



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