

Request for Information of Voice Recognition Software

Department	San Mateo PD	San Mateo PD	Ripon PD
Contact	Larry Allhands	Larry Allhands	Richard Bull
e-mail	lallhands@ci.sanmateo.ca.us	lallhands@ci.sanmateo.ca.us	rabull@cityofripon.org
Program	Dragon, Naturally Speaking	IBM's ViaVoice	Dragon Naturally Speaking
Test Period			appx 1 year
Equipment Needed			Digital Recorder & Headset
Pros	*Minimal Training (10 minutes) *current report writing software "Copperfire" is compatible	Minimal Training (10 minutes)	*w/training, 98-99% accuracy rate *each software version improves
Cons	*Voice recognition trained for EACH officer *Must learn dictation way of speaking, i.e., "comma," "return,"	*Voice recognition trained for EACH officer *Must learn dictation way of speaking, i.e., "comma," "return,"	*training officers how to dictate *need quiet environment
Alternate Contact	Lt. Wayne Hoss, 650-522-7728		
Comment	"Foresee a ton of push back on deploying it until a "smarter" VRS become available"		"System works well, it's just getting the officers to "train" the program to their voice, & embrace a new way of doing reports."

Department	Chula Vista PD	Los Angeles PD	Glendora PD
Contact	Tom Leonard	Michael Brausam	Robert Castro
e-mail	tleonard@chulavistapd.org	25617@lapd.lacity.org	rcastro@glendorapd.org
Program	Dragon Naturally Speaking	looked at several	Dragon Naturally Speaking
Test Period	not using		several months
Equipment Needed	Digital Recorder		laptop or computer
Pros	*some success with "voice-to-print"	*Dragon working on police dictionary	
Cons		*built in dictionary, police jargon not included *Customize recognition to EACH officer *w/training, 5-10% error rate *too much time to make corrections	*program is trained to each officer's voice. The program resides in a single location, so that officer needs to go to that location in order for the program to recognize his/her voice*
Alternate Contact	Juan Cervantez		IS Analyst Carol Garner 626-852-4847
Comment		Considering recording on digital recorder, then uploading to remote server. If transcript needed, the copy sent via Internet to outside transcription company.	*For instance: The program is loaded in a vehicle's mobile computer. The program is "trained" to understand one officer's voice. Another officer gets in that vehicle, and program does not recognize that voice.

Department	Barstow PD	King City PD	King City PD
Contact	Rich Harpole	Jim Copsey	Jim Copsey
e-mail	rharpole@barstowca.org	pdchief@kingcity.com	pdchief@kingcity.com
Program	Dragon Naturally Speaking	IBM ViaVoice	Dragon Voice
Test Period			
Equipment Needed	headset/mic combination		
Pros			
Cons	<ul style="list-style-type: none"> *limitation of audio input *headset/mic not very good *customize to EACH officer *need quiet environment 	<ul style="list-style-type: none"> *spend as much time correcting as dictating *problems identifying terminology *problems understanding accents 	<ul style="list-style-type: none"> *problems identifying terminology *problems understanding accents
Alternate Contact			
Comment	Looked into this issue as a Command College assignment. Recommends upgrading to Plantronics Audio 45 headset		

Department	Santa Ana PD	Santa Ana PD	Santa Ana PD
Contact	Nick Rubbo	Nick Rubbo	Nick Rubbo
e-mail	nrubbo@ci.santa-ana.ca.us	nrubbo@ci.santa-ana.ca.us	nrubbo@ci.santa-ana.ca.us
Program	Dragon Naturally Speaking	IBM ViaVoice Pro	
Test Period		currently	
Equipment Needed	at least Pentium 4	at least Pentium 4	Compaq T1000 Notebooks
Pros	*learning curve of 2wks-1mo, 95% accuracy *suited for simple memos or short reports	*learning curve of 2wks-1mo, 95% accuracy *suited for simple memos or short reports	come equipped with VRS
Cons	*requires quiet environment	*requires quiet environment	
Alternate Contact	Sgt. Lowery, Internal Affairs, 714-245-8040	Sgt. Lowery, Internal Affairs, 714-245-8040	
Comment	*test based on voice-to-software, not voice-to-recorder-to-software *cannot differentiate between two voices, so not practical to transcribe interviews	*test based on voice-to-software, not voice-to-recorder-to-software *cannot differentiate between two voices, so not practical to transcribe interviews	Recently purchased and not yet tested

Department	Newport Beach PD	Palo Alto PD
Contact	Neil Harvey	Zachary Perron
e-mail	nharvey@nbpd.org	zachary.perron@cityofpaloalto.org
Program	Dragon Naturally Speaking	Dragon Naturally Speaking
Test Period	6 months	current
Equipment Needed		headset, microphone, computer
Pros		*calibrates itself to your speech *works with virtually any program, including Outlook, so conceivably could dictate e-mail messages
Cons	*inherent problems w/proper nouns, common phrases, certain terminology *requires too much correcting *requires a large amount of time to "train" to operator's voice	*must learn dictation way of speaking, i.e., "comma," "return," *requires quiet environment
Alternate Contact	Det. Bradley 949-644-3761	
Comment	"generally okay"	"works remarkably well"