Presenters:
Joey Dimino, Axon Product Manager
Justin Ruiz, VP of Business Development

Joey Dimino: Hey, okay, my name's Joey Dimino. I'm one of the Product Managers on Evidence.com. I've been with the company for just over 4 years, and over the past 6 months I've been focusing on transcription for agencies and prosecutors. With me today we have Justin from SpeakWrite, who is our first partner that delivers transcripts to law enforcement and prosecutors.

Justin Ruiz: Thank you, Joey. My name is Justin Ruiz. I am the Vice President of Business Development with SpeakWrite. I've been with SpeakWrite a little over a decade now, and have led all of business development efforts in the legal, state government and law enforcement markets. For about 10 years now, we've had a focus in the law enforcement arena and that has led us to this partnership with TASER, which we are excited to talk about more here today.

Joey Dimino: Thanks, Justin. So, jumping in, what we see is that for law enforcement, they're no longer asking why cameras are important. I think a lot of agencies today have done a great job of being out in the public and discussing what they find valuable with the cameras. So now agencies who are looking to adopt, or even agencies who are looking to upgrade, are asking which cameras, and how do I store and manage that evidence? It's now the norm that police agencies across the country and across the globe are adopting these cameras and realizing that the amount of video and audio that they're creating causes issues downstream for their support staff, and even for the prosecutors who they share evidence with. So what we're finding is that agencies are uploading more data than ever.

On Evidence.com our agencies are uploading over a year of video a day, and so workloads are breaking down because of this tsunami of data. What makes it even harder is that with all the video, it needs to be reviewed before it goes to the prosecutor, and transcription teams that are either in house or within the prosecutor's office, are getting inundated with the requests. So in order to fulfill these requests, agencies and prosecutors have gone to third-party providers. An issue with that is that in order to share the video or audio they need to download the evidence outside of their Evidence.com account, if they have one, in order to share it with the transcription team so that it can be uploaded into their transcription software and then shared back to the agency as a separate file. For the prosecutors it's totally necessary for transcripts to be given to them or for them to create them because certain states require transcripts to be submitted with any video or audio evidence that's used in court. For other agencies, it's super important because they use the transcripts for

report writing. It helps their officers write reports much more quickly and allows them to be on the street more often. So in order to solve this issue, we looked at a number of ways of doing this. The first was actually to use machine algorithms to do machine transcription on all video and audio evidence uploaded to Evidence.com. In our preliminary experiments, what we found was that the quality and accuracy was just not where it needed to be to find any value for law enforcement agencies. So we went back to the drawing board and realized that we had to use humans to do the transcription because the value is actually in a high accuracy transcript that can be used for report writing or used to fulfill the need for video and audio to be submitted with a transcript in court, and so we partnered with SpeakWrite, who has been servicing law enforcement for over 10 years now. With this integration, what it allows us to do is have any agency on Evidence.com, any user on Evidence.com, order a transcript in basically two clicks, so it's built within Evidence.com and that way it leverages our efficient and secure sharing workflow, so the transcript gets shared through Evidence.com to SpeakWrite's account. The transcript providers transcribe the evidence and then securely send back the transcript file, which gets stored in Evidence.com associated with that piece of evidence. This allows the agency to add the evidence to a case, share the evidence individually or share the case with any prosecutor or internally, and have the transcript be provided with that evidence as additional metadata. That allows us to track the audit trail. It preserves the chain of custody and it ensures that our security standards are transferred over to the transcript as well. That way, agencies won't need to have physical transcript and digitally share the evidence but then physically share the transcript.

The other great benefit of this is that there's no additional overhead, and it also provides immediate scale, so as agencies ramp up their body camera deployment, they don't need to add more transcriptionists in order to keep up with this. That has become a big issue for a few agencies in California, many of whom are spending $50,000.00 to $100,000.00 per month on additional transcription overhead costs just to keep up with the shares that they're getting from agencies. So by providing this integration it'll allow the agency to determine what their budget is on third-party transcripts and increase that number without having to find additional heads of people and space at their agency or at their offices as well as other computers and things like that, so it totally eliminates the need to hire dedicated staff, and so if that ever were to drop, there's no need to lay off anyone. You just purchase less transcripts.

So let's jump in to how this actually works. You'll see a quick demo on the transcript, or on the transcript feature, so within Evidence.com if you go to the Evidence View page on any video or audio evidence, you'll see a new tab under the Play button called Transcript. So this will allow the officer or any user on Evidence.com with the order transcript permission to purchase a transcript of what they're viewing, so they can click the Order Transcript button. It gives them a pop-up of a text box which allows them to enter any information that they think is pertinent to the transcriptionist. A lot of this information is just additional information that gives more context as to what's happening or even a speaker or suspect's name so that can be added into the transcript file. Right before they order transcripts, they can opt in to receive an email notification when the transcript is complete so they know exactly when that happens. Finally, they can see the status of the transcript on the Evidence View page, so that they can come back to this at any moment to see what stage it's in. Once it's completed they can click the View button and then right within Evidence.com, they can see the transcript itself. It also lets them go contact customer support, which takes them directly to SpeakWrite so that if there's any issue with the trans, the quality of the transcript itself, they can contact SpeakWrite directly and come up with a solution. SpeakWrite has the ability to upload a new version of the transcript file directly into the agency's Evidence.com account with no additional work, and then finally if there's a need to print it out, they can download the transcript as a .pdf or as a text file and then they can format it in Word if necessary.

So that's the general workflow of this. What makes the transcription feature in Evidence.com so valuable is that it leverages our workflows after the transcript has been provided, so you can share an individual piece of evidence just like it, you normally can, or add it to a case and share it that way, and the transcription goes along for the ride, so any type any evidence that you purchase a transcript with will be shared with the receiving agency.

So after looking at this demo, I'm sure there are a few questions. How will I be billed? How is this set up? And what is the security around this? So let's start with security. We continue to invest in security in Evidence.com. It's one of our pillars that we think differentiates us from any other evidence management solution, and we went through a very rigorous process of finding the right partner to the right transcription provider, to partner with and we believe that SpeakWrite meets that need in spades. They've been working with law enforcement for over 10 years and have very robust background in providing transcripts for groups of companies that need that type of security. So how will I order these? So the ordering process after your SpeakWrite account has been created and merged with your Evidence.com account is just as simple as setting a new permission for the officers that need this and then the chain of custody is provided in the audit trail. So we track who ordered the transcript, what the notes were that were, that was provided to the transcriptionist, and after the transcript has been provided at Evidence.com, who viewed it and who shared the evidence. So that's the, the general overview of transcription into Evidence.com. I'll hand it off to you, Justin from SpeakWrite, who can give you a little bit more information on our provider.

Justin Ruiz: Great, thank you Joey. In regards to SpeakWrite and how your accounts will be set up it is pretty straightforward. You provide your Evidence.com account, link SpeakWrite and you complete a basic questionnaire form which will provide some information we need in order to link to your Evidence.com account to SpeakWrite, after which we will contact you to establish any required contracts, any required agreement between SpeakWrite and your agency and in order to set up billing. We have two basic billing options. One is we can bill directly to a department credit card. We do so on either a weekly basis. We can also work to establish a monthly direct bill where the department would be billed at the first of each month for any work submitted during the previous month. For the work itself, all jobs submitted into SpeakWrite will be bill on a simple by-the-minute charge at $3.00 per minute, which makes a predictable charge for each job that comes through into our system and that established price is across the board for all agencies on the Evidence.com platform. SpeakWrite also provides support to each of the users within the Evidence.com platform that enables them to reach out directly to an account manager. Each user will have a point of contact within SpeakWrite that is available by email and telephone that can help troubleshoot any items that may arise with the transcript. That account manager will work with the Evidence.com user and their team to establish what may or may not need to be reviewed, address or whatever item that might be. revise the transcript, any edited transcripts are then uploaded via the Evidence.com platform and show as a revision to that particular document. SpeakWrite is transcribing 24/7/365 and you have that point of contact. We consider ourselves not only a partner with Axon through TASER, but as well as with each of the agencies, and you will have individuals at SpeakWrite that can help you establish your accounts, set up that access, and then ongoing as you are submitting files. In regards to security, SpeakWrite is in the business of transcribing files not only for law enforcement, but also for attorneys and other state government clients where security is the No. 1 concern and we pride ourselves on leading the industry in that area. All of our transcriptionists that are working within the SpeakWrite system are U.S.-based, have gone through criminal background checks and are vetted in regards to their ability to transcribe and perform this work for agencies. We adhere to the performance standards that CJIS outlines and we have partnered with an outside consulting firm that help us ensure that we are meeting the requirements of CJIS and other data mission-critical items. We know who has transcribed the work. We know who has proofread the work, and we are tracking all that information as files are submitted within our

system. We've been in business since 1997 doing this type of work. We've never had a security data breach and we have a talented team that is working around the clock to ensure that we not only are up to current-day standards, but are looking forward as this type of data is being entrusted within the SpeakWrite system.

Joey Dimino: So in order to get the process started, if you're an Evidence.com user you can contact SpeakWrite directly by going to **SpeakWrite.com/Axon** or going to your Evidence.com account. Under the Admin tab you'll see the new transcription settings and then doing it right from there. So you can create a SpeakWrite I.D. You'll be launched into SpeakWrite and you can enter in a point of contact information. You'll be given a SpeakWrite I.D. and then soon after, a SpeakWrite representative will follow up with you to set up billing and merge the two accounts together. For non E.com users, you can contact us today for a free trial and evaluation at: **TASER.com/trial-and-evaluation**

This now concludes our transcription webinar, so we will open up to a live question and answer, and Justin and I can answer any questions that you have.

Question & Answer Session
Hosted by Satish Iyer, Taser Head of Product Marketing

Satish Iyer: Thank you everyone for listening in. We'll now move to the light Q and A with Justin and Joey. So the first question that we have here is will the prosecutor's office be able to request transcription, or is this a service available only to the police agencies?

Joey Dimino: Sure, so the good thing about this partnership is that any agency in Evidence.com, be that the prosecutor, police agency, state police or sheriff's office, can all sign up for the integration with SpeakWrite, and then purchase the transcripts themselves. On top of that, the sharing workflow works with transcriptions, and so if you share a piece of evidence or you share a case with a partner agency or individuals within your agency. The transcript also gets shared as well.

Satish Iyer: That's great, and the other differentiator, Joey, just to add to your answer is, if you have a dedicated portal for prosecutors using Evidence.com, which is why we are able to roll out these services consistently between the agencies and the prosecutors. Just a point to be noted. The next question that we have; I think have a few people who joined us a little late and missed the information about the costs, so going back to how much does it cost per page, Justin?

Justin Ruiz: Yes, we have a simple fee structure of $3.00 per audio minute. That's for the length of the audio that you submit, to SpeakWrite on the platform, which means you're paying just for the content of that audio and not any of the formatting within the document. There are no setup fees, no minimum charges, and we have two billing options. One is to bill to a credit card weekly, and the other is we will send an invoice monthly to the department.

Satish Iyer: Perfect. The next question that we have is for Joey. Will we be able to use this for all body-worn cameras?

Joey Dimino: Yes, so basically the way it works is any audio or video within Evidence.com can be transcribed, so that includes not just body cam videos, but also interviewer room video. We've seen agencies who the officers in the field will use Axon Capture, and so any audio or video that's uploaded through Axon Capture can be transcribed. One use case that we've seen is that officers can dictate in the field the incident, which saves tremendously on reporting time.

Satish Iyer: Great. On a related question, can you set permissions as to who can request a transcript to Evidence.com?

Joey Dimino: Sure, so just like everything else in Evidence.com we make sure that there are specific permissions around this, so that only the right people can order the transcript. So right now, because the service is relatively new, the permission set is that the user can either order a transcript or they cannot order a transcript. In the future, we'll be able to have a request workflow where the permission will be split out a little bit further, where a user can either request a transcript, and it will go to the acting sergeant or someone in an advisor role and then that person can either approve the request or reject it and then there will also be the order transcription permission for users who do not need to go through the request workflow. So for right now, though, it's just order or not. And then in terms of viewing the transcript, if you have the ability to view the evidence, you can view the transcript.

Satish Iyer: Got it. So there's a related question here. So, do Evidence.com account holders need to set up a separate SpeakWrite account, and who will merge the two accounts?

Joey Dimino: Sure, so, in Evidence.com, when you go to the transcription setting page, it will walk you through the step-by-step instructions. You have to set up a SpeakWrite account, and they will give you an automated SpeakWrite I.D., which can then be pasted into your Evidence.com agency, and that will do the linking. Then a SpeakWrite representative will reach out to you and set up billing and finalize the contract. Then once you're done there, then you can begin ordering transcripts. It can be done in under an hour.

Satish Iyer: Got it. Does this service work only for English transcriptions?

Justin Ruiz: This is Justin with SpeakWrite. In a future release we will provide, multi-language transcription. However, for our initial release, it's for English-only transcripts, with Spanish soon to follow in a release.

Satish Iyer: Great, and, Justin, just to follow up to this question: what's the turnaround time for transcription?

Justin Ruiz: Transcripts are turned around in about 24 hours, and SpeakWrite is transcribing 24/7, 365. So you can expect documents within a 24-hour turnaround.

Satish Iyer: Great. There's also a question about where are the SpeakWrite typists based out of?

Justin Ruiz: Yes, all of SpeakWrite's operations and our transcriptionists are all based in the United States, so, no information would, leave the U.S., and they're all contained within our systems.

Satish Iyer: Great. The next question we have is maybe for Joey. Can officers dictate their reports for transcription?

Joey Dimino: Sure, so that's a fantastic use case. Using Axon Capture, or even a recording device, that can then be uploaded into Evidence.com. Officers can dictate their reports, and then order a transcript of that report. It's given to us as a text or Word document, and so you can download it and easily copy and paste it into your RMS system, or leave it in Evidence.com, and so now you have the report associated with the video, so that when you share it the report goes with it.

Satish Iyer: Great. There is a related follow-up question. Can I request a transcription for only a portion of the body cam footage? Say from Minute 14 to Minute 17, or do I have to order a transcription of the entire video file?

Joey Dimino: Sure. So right now, you need to order a transcript for the entire video. That being said, in Evidence.com if you're only looking for a portion of the video or audio file, we recommend that you turn it into a clip, cut it down to the minutes that you need, and then order a transcript of that clip.

Satish Iyer: Great. Next question. Is there a trial account that we could use?

Justin Ruiz: Yes, SpeakWrite will work with each agency to set up a test free trial.

Satish Iyer: Got it. The next question, Justin, this might be for you. Knowing that each video is different, how long is the average transcript in time billed?

Justin Ruiz: So we are actually billing by the length of the audio submitted, so independent of how long the average length is, depending on if it's an interview or a dictated file or whatever that evidence might be, we are charging for the length of the audio. And like Joey just mentioned, you can submit a clipped portion of that audio or video.

Satish Iyer: Got it. The next question, this might be something for Joey. If someone views a transcript or downloads it, is it in the audit trail?

Joey Dimino: Great question. So, yes any viewing of the transcript or downloading of the transcript will be logged in the audit trail, as well as when you share a piece of evidence. If you include the transcript that will be on there as well.

Satish Iyer: Great. There is another question from I believe a prosecutor agency. If a prosecutor signs up to integrate Evidence.com with SpeakWrite, the prosecutor office pays up for the service if they request it. Right?

Joey Dimino: Sure, so, I think that one is more between the prosecutor and the police agency. If the prosecutor sets up the SpeakWrite account, they can work with the police agency to figure out, who and where the billing goes to. It all depends on the integration, in terms of the billing process, and I know Justin and SpeakWrite are flexible with who that goes to and the partnership between the prosecutor and the police agency.

Justin Ruiz: Absolutely.

Satish Iyer: Great. We have time for only one last question, and this is going to be how does the security and compliance work in this use case?

Joey Dimino: Sure, so, I can speak on our end. So for Evidence.com, everything is logged in the audit trail so that you have full transparency as to what we're doing in terms of extracting the audio and sending it over to SpeakWrite. All communication between us and SpeakWrite is fully compliant with all of the CJIS requirements, and we ensure the highest level of security in terms of the communication between us and SpeakWrite. And then, Justin, do you just want to touch on a little bit of what, how SpeakWrite keeps everything secure?

Justin Ruiz: You bet. We also have internal audit trails of all audio that our transcriptionists are typing, and any proofreading components, so that audit trail is throughout the process. We also comply with all the standards of CJIS and have contracted with an outside review agency that comes through and vets any updates we have from a system standpoint to ensure that we're meeting the letter of that intent.

Satish Iyer: Great. That's all the time we have today for the Q and A. Thanks everyone for attending the webinar today. There are links in front of you in, on your monitor that can help you guide towards the next steps to learn more, if you're an Evidence.com user today or if you're not.

I also encourage you to go and register for the Axon Accelerate conference in June. Please follow go to **Axon.io/conference** We will be having more hands-on training and more deep dives at this conference regarding our transcription capabilities and other Evidence.com features. With that, we'll wrap up today's webinar and thank you once again for attending it.

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