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Daim Tshev Tseem Tsis Tau Txais

Heather Grizzle · October 12, 2026

Qhov sib txawv zaum ob uas tau kaw cia ntawm Signapse AI qhab nia kev txhais tes thiab cov ntawv pom tau ntawm lub tsheb ciav hlau kawg ntawm CVG qhia tias tsis muaj kev kuaj xyuas ntawm ob qho tib si.

Cov Ntsiab Lus

1. Zaum ob lub recording qhia dab tsi
2. Dab tsi tsis paub, thiab leej twg thiaj hais tau
3. "Minor glitch," and who gets to call it that
4. Ib tug neeg yuav khoom yuav tsum ua li cas nrog ob qho pov thawj
5. Txoj cai teb

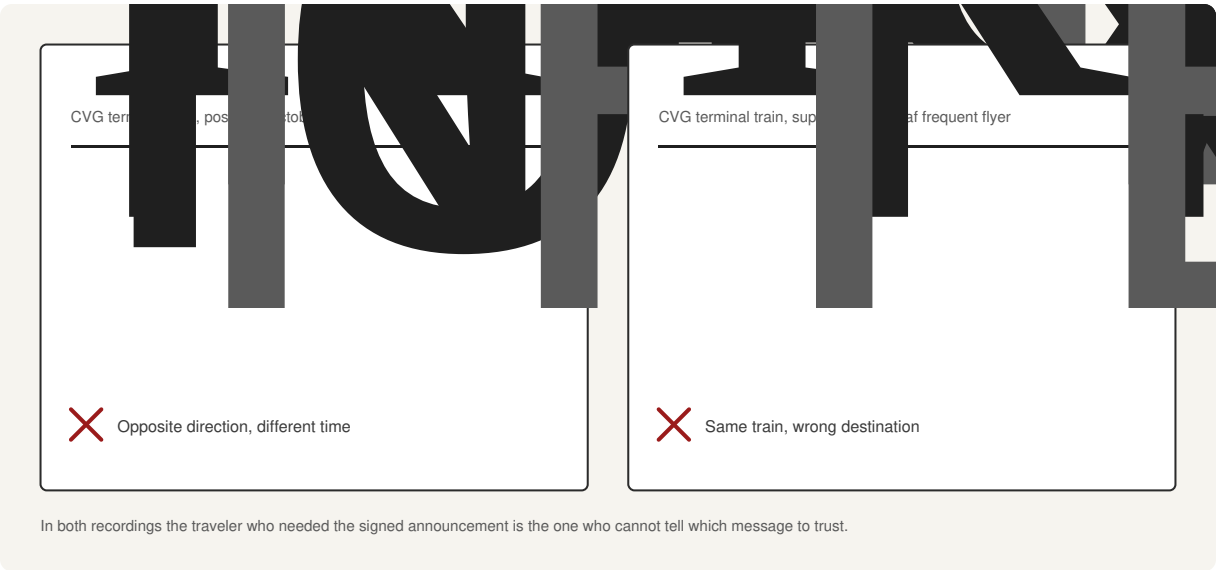
LUV LUV

- Zaum ob lub recording los ntawm CVG terminal train qhia tias Signapse AI tus neeg qhia teem (signer) hais lub npe ntawm lwm lub concourse uas tsis yog qhov uas lub tsheb ciav hlau mus. Nws raug muab los ntawm ib tug neeg Deaf uas ya dav hlau nyob ntawm lub chaw nres dav hlau ntawd nquag, tsis yog los ntawm NCG.
- Ib qho tsis sib xws yog ib qho xwm txheej. Ob zaug nyob rau tib qhov deployment, sib nrug ob peb hnub, yog pov thawj tias tsis muaj dab tsi ua tim khawv piv tus xov xwm teem (signed message) nrog tus xov xwm sau ntawv ua ntej txhua yam mus txog rau ib lub screen tim ntsej tim muag.
- Peb tsis paub tias yav twg ua tsis tiav. Tus video teem (signed clip) tej zaum raug ua raws li lub suab tshaj tawm rau pej xeem, cov ntawv qhia tawm ntawm lub screen, los sis ib qho teem sij hawm. Tsuas yog Signapse thiab CVG thiaj paub tseeb, thiab NCG tau nug lawv lawm.
- "Minor glitch" is a judgment available only to a traveler who already knows the train. The traveler who needed the announcement is the one it misdirects.
- Ib lub chaw nres dav hlau uas muaj tus signer no nyob rau ntawm cov screen ua si yuav tsum muab tshem tawm txog thaum muaj ib qho kev xyuas kom sib xws ua ntej, thiab txhua lub chaw nres dav hlau uas xav siv nws yuav tsum sau qhov kev xyuas ntawd rau hauv daim ntawv cog lus ua ntej kos npe.

Four days after NCG published "The Sign Said Something Else," a second recording surfaced from the same airport, the same train and the same AI signer. The first recording, posted on LinkedIn on 8 October 2026 as a product demonstration, showed Max, the Signapse ASL signer on the Cincinnati/Northern Kentucky International Airport terminal train screens, announcing a train in two to three minutes to baggage claim and ticketing while the screen beside it read "Next train arriving in 5 minutes for A & B Gates." The second recording came not from the vendor and not from NCG but from a Deaf traveler who uses that train regularly, offered in the course of a public exchange about the first. In it, by his account and on NCG's viewing, the signed announcement names Concourse A for a train serving Concourse B.

Thawj tsab xov xwm hais tias qhov ua tsis tiav tsis nyob rau hauv txoj kev teem (signing) tiam sis yog qhov tsis muaj kev xyuas kom raug. Qhov ntawd yog ib qho kev xav tawm ntawm ib lub recording xwb. Zaum ob lub recording ua rau nws los ua ib qho kev tshawb pom tseeb dua. Ob lub recording sib cais, sib nrug ob peb hnub, nyob rau ib qho deployment, txhua lub qhia tus xov xwm teem thiab tus xov xwm sau ntawv tsis sib haum txog qhov chaw lub tsheb ciav hlau mus, nyuaj yuav piav tau tias yog ib qho kev yuam kev ib zaug uas twb raug kho lawm. Lawv yooj yim piav tau tias yog ib txoj kev ua haujlwm uas tus xov xwm sau ntawv thiab tus xov xwm teem raug tsim sib cais, thiab tsis muaj dab tsi piv ob qho ua ntej lawv mus txog rau ntawm lub platform.

Zaum ob lub recording qhia dab tsi



Ob lub recording, ib qho deployment. Nyob rau txhua qhov, tus xov xwm sau ntawv thiab tus xov xwm teem tsis sib haum txog qhov chaw lub tsheb ciav hlau mus.

The CVG terminal train runs between the Main Terminal and Concourses A and B. A traveler on the platform has, in principle, three sources for the same fact: the written text on the screen, the public address audio, and, since Signapse's deployment, the signed clip. A hearing traveler has two of the three and can notice when they disagree. A Deaf traveler has two as well, the written text and the signed clip, and the second recording shows those two disagreeing about which concourse the train serves.

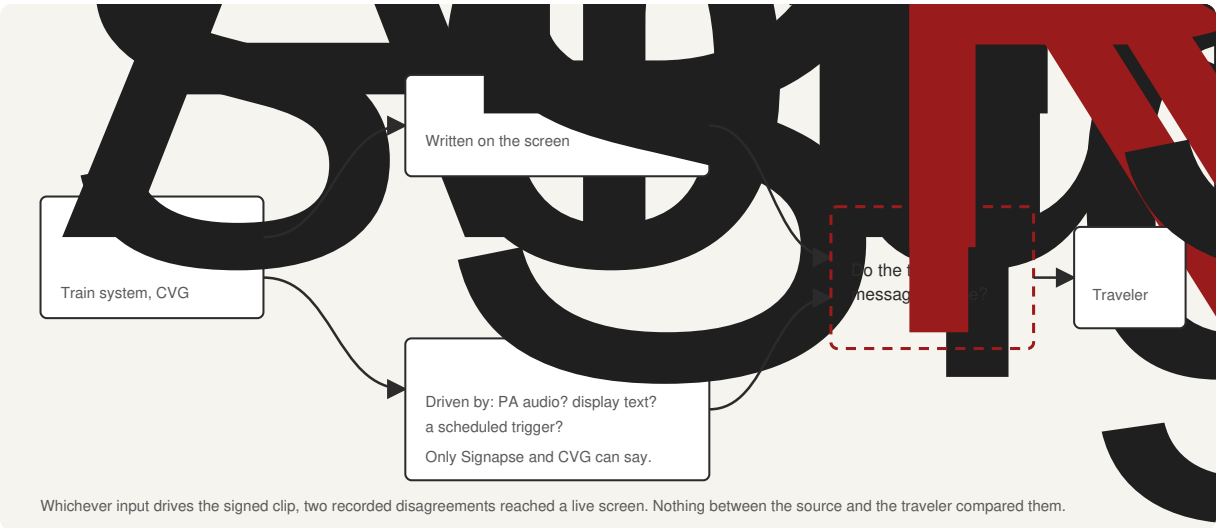
Txoj kev yuam kev mus rau qhov twg tsis tseem ceeb npaum li hom yuam kev. Nyob rau thawj lub recording, tus signer piav qhov tsis sib haum ntawm txoj kev mus thiab

lub sij hawm los txog. Nyob rau zaum ob, nws hais lub npe concourse yuam kev nyob rau tib sab kab. Qhov no tsis yog ib qho yuam kev rov ua dua; nws yog ob qho yuam kev sib txawv ntawm tib hom, thiab qhov ntawd ua rau lawv los ua pov thawj ntawm ib txoj kev ua haujlwm tsis yog ib qho xwm txheej xwb. Ib lub video yuam kev yog ib qho xwm txheej. Ob lub video yuam kev uas muaj cov ntsiab lus sib txawv, ob qho mus txog rau lub screen tim ntsej tim muag, txhais tau tias qhov kauj ruam uas yuav ntes tau ib qho ntawd tsis muaj.

Dab tsi tsis paub, thiab leej twg thiaj hais tau

Henri Grau, who supplied the second recording and flies through CVG often, raised the right question: is the signer translating the public address announcement, or is it meant to match the display and running out of sync with it? NCG does not know. Signapse's airport product is, as far as its public material describes it, built from pre-recorded signed clips mapped to announcement triggers rather than live translation of speech, but the public material does not say what triggers the clip at CVG or whether the trigger is the same one that writes the display text.

Txoj kev sib txawv no yuav txiav txim seb leej twg yuam kev. Yog tus video teem raws li lub suab tshaj tawm, thiab cov ntawv qhia tawm ntawm lub screen raug sau los ntawm ib lub kaw lus sib cais, ces ob qho yuav sib txawv rau ib pliag yam tsis txhob muaj teeb meem, thiab qhov nug ces yog vim li cas tsis muaj CVG los sis Signapse coj qhov tsis sib haum ntawd ua ib qho yuam kev. Yog tus video teem yuav tsum yog cov ntawv qhia tawm ntawm lub screen hauv lwm hom lus, ces qhov tsis sib haum yog ib qho yuam kev teem los sis cov ntsiab lus nyob hauv txoj kev ua haujlwm teem, uas yog qhov thawj tsab xov xwm tau xav. Yog tus video tshwm sim raws li ib qho teem sij hawm uas tsis muaj kev sib txuas rau ob qho ntawd, ces qhov deployment tabtom tshaj tawm cov ntaub ntawv qhia txoj kev uas tsis muaj leej twg tswj kom raug tam sim no.



Qhov twg ib qho kev xyuas kom sib haum yuav nyob. Txawm yog qhov input twg tsav tus video teem, ob qho tsis sib haum tau mus txog rau lub screen tim ntsej tim muag yam tsis tau raug piv.

NCG tau nqa qhov nug ntawd mus rau Signapse thiab CVG thiab yuav tshaj tawm txhua lus teb tag nrho. Txog thaum muaj lus teb, txoj kev ncaj ncees yog tias peb tsis paub tias yam twg yuam kev thiab qhov tshwm sim rau tus neeg taug kev yog ib yam nkaus rau txhua qhov. Tsab xov xwm no tsis tas yuav paub tias yam twg yuam kev thiaj saib tau tias muaj ob lub kaw lus tsis sib haum nyob rau ib lub platform thiab tsis muaj dab tsi thib peb pom qhov ntawd.

"Minor glitch," and who gets to call it that

Mr. Grau also offered a reading that deserves a direct answer rather than a dismissal: that the signed announcement is helpful while waiting for the train even when it does not match the static text, and that the mismatch is probably a minor glitch that could be fixed. He is Deaf, he uses the train, and his view of what helps him on that platform carries weight that NCG's does not.

Lo lus teb yog txog leej twg thiaj tsim nyog ua qhov kev txiav txim ntawd. Ib tug neeg taug kev uas paub CVG lub tsheb ciav hlau, paub tias nws lub dav hlau tawm ntawm concourse twg thiab paub kwv yees lub sij hawm lub tsheb ciav hlau siv tau pom tus signer hais lub npe concourse yuam kev thiab suav tias yog ib qho me me yuam kev, vim nws tsis cia siab rau tus signer rau qhov tseeb ntawd. Qhov tshaj tawm zoo siab muaj thiab tsis ua rau nws poob dab tsi thaum nws yuam kev. Ib tug neeg taug kev uas tsis paub lub chaw nres dav hlau, uas hla lub chaw ntawd thawj zaug, uas muaj sij hawm luv heev los hla thiab cia siab rau tib qho xov xwm teem uas lub platform muaj,

tsis sam tias yog dab tsi. Nws ua raws li qhov ntawd. Yog nws hais lub npe concourse yuam kev nws yuav mus rau qhov concourse yuam kev, thiab lub sij hawm uas siv los paub qhov ntawd yog lub sij hawm uas nws tsis muaj.

Technology pab txhais kev taug kev raug ntsuas los ntawm yam uas nws ua tau rau tus neeg uas xav tau nws, tsis yog rau tus neeg uas tswj tau yam tsis muaj nws. Raws li qhov ntsuas ntawd, ib qho tshaj tawm qhia txoj kev uas qee zaum yuam kev phem dua li tsis muaj kev tshaj tawm li cas, vim tus neeg taug kev uas xav tau nws tshaj plaws yog tus uas muaj peev xwm tsawg tshaj plaws yuav paub tau qhov yuam kev. Qhov ntawd tsis yog ib qho kev tawm tsam rau tus signer. Nws yog ib qho kev xav rau qhov kev xyuas.

Ib tug neeg yuav khoom yuav tsum ua li cas nrog ob qho pov thawj

Thawj tsab xov xwm xaus nrog ib daim ntawv teev npe rau cov chaw nres dav hlau uas xav siv AI signing: kev sib piv nruj ntawm tus xov xwm teem thiab lub screen, cov ntaub ntawv teev yuam kev, kev tshuaj xyuas los ntawm Deaf rau cov tswv zog ua si, ib txoj kev rau cov neeg caij tsheb tshaj tawm teeb meem, thiab cov lus pom zoo meej txog kev lav ris. Cov ntawd tseem siv tau. Ob qho pov thawj muaj ntaub ntawv tseeb nyob rau ib qho deployment ua si ntxiv ib qho teeb meem uas ib qho tsis muaj.

Ib lub chaw nres dav hlau uas twb muaj tus signer no nyob rau ntawm cov screen taug kev ua si yuav tsum muab tshem tawm ntawm cov screen ntawd txog thaum muaj ib qho kev xyuas kom sib haum thiab tau ua pov thawj tiav, thiab yuav tsum qhia qhov ntawd rau pej xeem paub. Qhov no tsis yog ib qho kev rau txim rau tus muag khoom. Nws yog qhov teb ib txwm muaj rau ib lub kaw lus uas twb raug kaw video ob zaug qhia txoj kev yuam kev rau cov neeg taug kev, thiab yog yam uas tib lub chaw nres dav hlau ntawd yuav ua rau ib daim npav qhia lub sij hawm tawm mus uas twb qhia yuam kev lub qhov rooj ob zaug. Tus signer rov qab mus siv rau cov ntsiab lus qhia xov xwm thiab txais tos, qhov twg ib lub video yuam kev tsis txaj muag leej twg thiab tsis coj leej twg mus yuam kev, thaum txoj kev ua haujlwm taug kev raug kho.

Ib lub chaw nres dav hlau uas xav siv tus signer no yuav tsum sau qhov kev xyuas kom sib haum rau hauv daim ntawv cog lus ua ntej kos npe, ua ib qho yuav tsum tau ua tsis yog ib qho thov ntxiv: tus video teem tsis raug tshaj tawm tshwj tsis yog tus system twb lees paub tias nws cov ntsiab lus sib haum nrog cov ntawv qhia tam sim no rau

lub screen ntawd, thiab txhua zaug uas raug tswj tsis pub tawm yuav tsum raug teev tseg thiab tshuaj xyuas tau. Ib tug muag khoom uas ua tsis tau raws li qhov xav tau ntawd tabtom muag ib yam khoom zoo siab ntxiv rau lub platform, tsis yog ib qho kev pab txog kev nkag siab (accessibility service), thiab yuav tsum raug muab nqi thiab muab tso rau qhov chaw raws li qhov ntawd.

Txoj cai teb

NCG tau muab ib tsab ntawv tshuaj xyuas kev tswj hwm (governance review) txog Signapse rau lub tuam txhab saib thiab tso lus rau Lub Cuaj Hli 2026 thiab tau luam tawm nws cov lus teb thaum ntawd. Txog zaum ib qho CVG recording, NCG tsis tau txais lus teb li. Txog zaum ob, NCG tau nug Signapse thiab CVG ib lo lus nug, dab tsi yog qhov input tsav tus xov xwm teem nyob rau CVG lub tsheb ciav hlau cov screen, thiab tau muab kev pom zoo yuav luam tawm lo lus teb tag nrho. Zaum ob lub recording raug muab koob meej, tau txais kev tso cai, rau Henri Grau, Director of Deaf Community Engagement ntawm Aira, uas muab nws los ua ib tug neeg caij tsheb thiab tsis yog sawv cev rau leej twg.

TIPS

Know something about a sign language AI system that the public should know? Send it to tips@novaracg.com. Every tip is read by me and kept confidential. If you work in the UK, writing to us is not by itself a protected disclosure under the Public Interest Disclosure Act 1998, so before you share employer information, check your options with Protect (protect-advice.org.uk), the free whistleblowing advice line.

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Yuav Hais Qhov Chaw Li Cas

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