



MAYOR'S COMMITTEE FOR PEOPLE WITH DISABILITIES RECOMMENDATION 20250711-012

Date: July 11, 2025

Subject: Recommendation to Implement CONVO Access at City Facilities

Motioned By: Commissioner Arellano

Seconded By: Chair Kelly

Recommendation

The Mayor's Committee for People with Disabilities recommends exploring the implementation of CONVO Access—an on-demand ASL interpreting service via QR code—at various public facilities to improve communication equity for Deaf and Hard of Hearing residents.

Description of Recommendation to Council

- Implement CONVO Access signage and QR codes at high-traffic city-owned locations.
- Ensure CONVO Access is available at:
 - City Hall
 - Police Stations
 - Fire Stations
 - City Public Museums
 - City Public Libraries
- Promote awareness, training, and maintenance for ongoing accessibility.

Rationale:

This technology allows Deaf residents and visitors to connect instantly to certified ASL interpreters via smartphone, enhancing safety, independence, and access to public services. The system aligns with the City's ADA responsibilities and equity goals, and can be implemented at a low cost with high impact.

Vote 6-0

For: Chair Kelly, Commissioners Arellano, Chang, Comer-HaGans, Murphy, and Slade

Against: None

Abstain: None

Absent: Vice Chair Meyer, Commissioners Diaz, Fetonte, Franks, and Vassallo

Attest: *Christi Vitela*