

Dinolfo Announces Enhanced Service For Deaf and Hard-of-Hearing

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Henrietta and Irondequoit DMVs to Use Interpretive to Assist Customers, Irondequoit Office Also Offers Spanish Translation

Monroe County Clerk Cheryl Dinolfo today announced the availability of Interpretive terminals for use by Deaf and Hard-of-Hearing customers at the Henrietta and Irondequoit DMV Locations. The Interpretive system consists of instant messaging terminals that allow customers and employees to type questions and answers to each other. Monroe County is the first DMV office in the nation to offer this enhanced service to its customers.

"Our community has a rich legacy of reaching out to the Deaf and Hard-of-Hearing community and I'm glad my office is the first in the nation to offer this enhanced service," said Dinolfo. "The use of Interpretive is just another way we're redefining the image of visiting the DMV."

The Irondequoit DMV now also offers Spanish translation for customers through Interpretive. Additional computer hardware and software translates between Spanish and English in real time.

Previous to the new system, most Deaf and Hard-of-Hearing customers had to communicate using pen and paper; a process that many found frustrating. Monroe County, through the leadership of County Executive Maggie Brooks, has also made Interpretive available throughout the Greater Rochester International Airport.

Interpretype, LLC is a Monroe County firm located on Brighton-Henrietta Town Line Road. Interpretype, otherwise known as ITY, was originally designed as a customer service tool to connect the non-signing hearing community with the Deaf, Hard of Hearing and Speech disabled community. Applications have since been expanded to accommodate a variety of different circumstances, including non-verbal communication for police and military use, medical solutions for intubated patients, and language translation utilizing Interpretype's Spanish translation module. More information can be found at www.interpretype.com

"We are thrilled that the first DMV in the U.S. to improve customer service through the use of Interpretype is our own Monroe County," said Ken Gan, President of Interpretype.

"Being able to work with a cutting edge local firm like Interpretype to implement this solution speaks volumes about the success of small business in Monroe County," said Dinolfo. "Firms like Interpretype are what we need locally to diversify and strengthen our economy."

The Monroe County Clerk's Office handled nearly 700,000 transactions totaling over \$80 million in 2005 including mortgages, legal filings, passports, pistol permits, driver's licenses and vehicle registrations.

To See A Demonstration Of The Interpretype System:
Please Call Justin Roj, Deputy County Clerk at 753-1612