

Introducing Convo Access to The City of Riverside

Real-time, user-led access for Riverside's Deaf community

convo

Meet Convo

Convo is a Deaf-owned access partner, helping cities make real-time inclusion effortless — for every resident, every moment.

We empower Deaf communities with intuitive, on-demand sign language interpreting in 10 languages across 5 countries — all led by Deaf leadership.

With over 20 million conversations facilitated, Convo is trusted by 400+ agencies, transit systems, libraries, and public offices globally.

We work with cities to expand access, reduce interpreting costs, and strengthen public trust — while supporting full ADA compliance.

CONVO





Many Deaf residents still face barriers when trying to connect with city services.

From City Hall counters to transit hubs and libraries, access often depends on:

- Pre-booking an interpreter days in advance
- Minimum-hour charges for short interactions
- Staff who are unsure how to help in the moment

These delays don't just frustrate residents — they create real access gaps, increased costs, and missed opportunities for connection.

Access shouldn't be delayed. It should start when someone's ready.

Our products

Convo Access for customers

Convo Access puts instant communication in the hands of your Deaf residents — no sign-up, no app download, no waiting.

By scanning a QR code with their own device, they connect directly to a live interpreter — in seconds. **No hardware. No setup. No scheduling.**

You can place Convo Access anywhere residents ask questions — at city counters, libraries, bus terminals, police stations, and more.



Step 1

Customer scans
QR code on their
device



Step 2

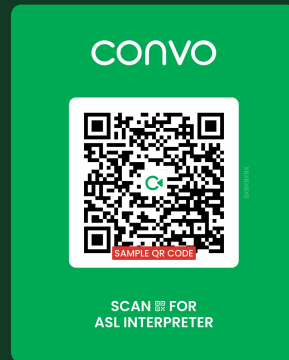
Requests an
interpreter



Step 3

Starts a
conversation

CONVO



Our services

Employees Guide to Convo Access

We make it just as easy for your staff.

Every Convo Access deployment includes clear, visual guides that help employees:

- Understand how the QR code works
- Know what to say and do when someone scans
- Build confidence supporting Deaf users in real time

Orientation takes minutes — and helps your team provide better, faster service with less effort.

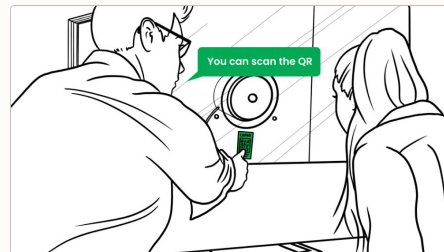
CONVO

1



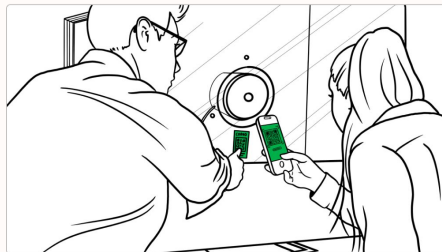
You may encounter someone who is Deaf and wants to use Convo services outside of the booth, near a ticket window or in the Customer Service Center.

2



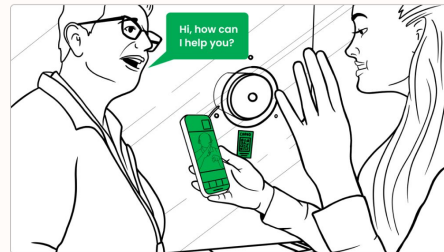
You can lead the customer to the Convo QR code on the booth if the code is nearby.

3



From there, the Customer will scan the QR code and then connect with an interpreter.

4



Now you can begin to have a conversation with the customer.

Convo Access puts control where it belongs — in the hands of Deaf residents.

They connect in real time, when *they* choose, wherever *they* are — with no wait, no setup, and no gatekeepers.

This isn't just easier. It's a shift in how cities deliver access.

Convo Access helps the City of Riverside become more inclusive, more efficient, and more trusted — from day one.



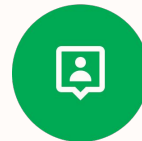
Promotes real-time accessibility for Deaf residents and visitors



Cuts administrative time and access costs — with no setup fees or equipment needed



Strengthens ADA compliance and community trust



Reduces reliance on in-person interpreters and high hourly minimums

Plus: Transparent metrics at your fingertips.

Convo provides detailed QR Code usage reports — including scan counts, session lengths, and engagement trends — helping you track access impact with clarity.

Empower Deaf and hard-of-hearing residents to navigate city life with confidence — starting with one simple QR scan.

This is Riverside's opportunity to set a new standard:
Access that's instant, inclusive, and built for the way people actually move through public space.

Case study: Metropolitan Transportation Authority

Convo Access is already transforming access in the largest transit system in the U.S.

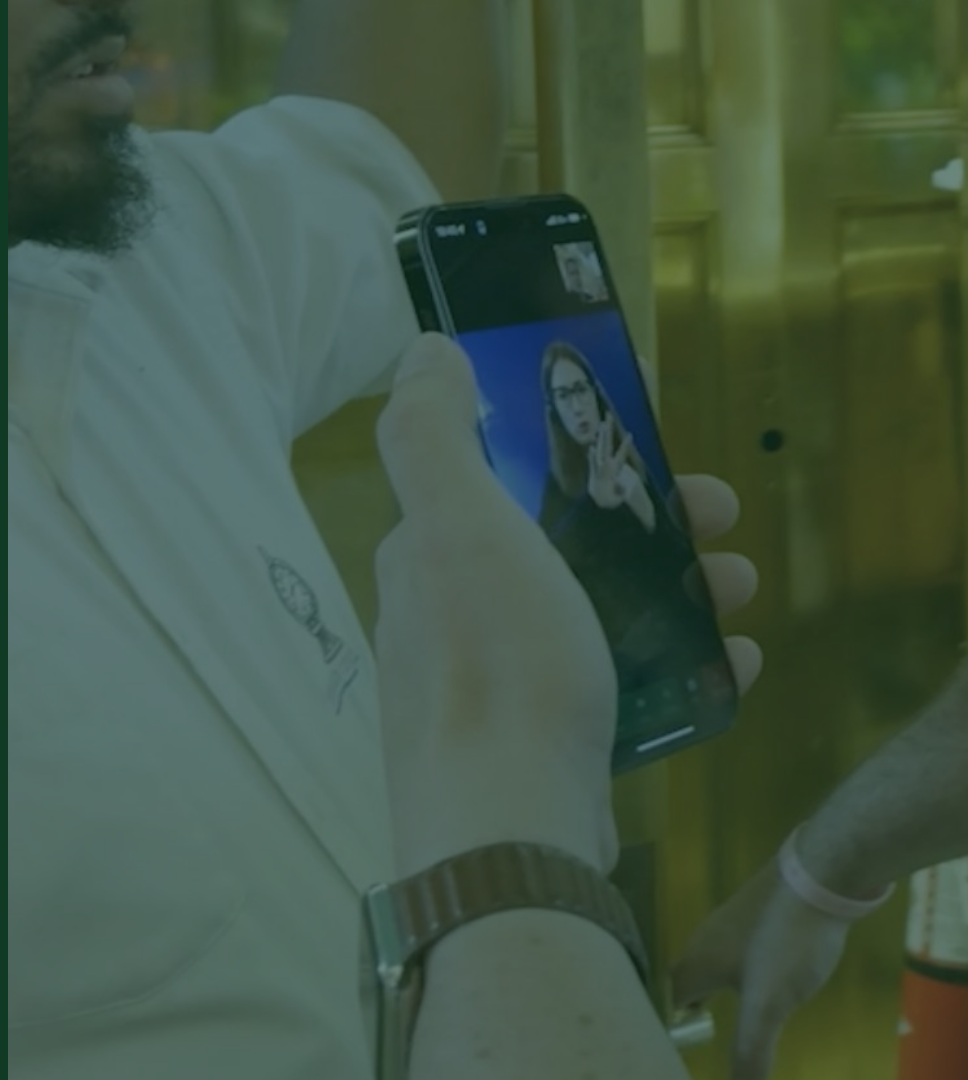
20+ high-traffic transit locations across NYC

- **94% activation rate** within the first 3 months
- **40% reduction** in communication-related transaction time
- **Faster resolution** of rider questions, fewer staff handoffs

"Today was a complete 180. I actually feel like I can see the MTA in a new light. I'd be happy to interact with their staff again when I need help."

— Deaf rider at Times Square Station

CONVO



Let's Launch Access Together



Co-branding

Logos, signage, visual assets
tailored for City of Riverside



Deployment

QR kits + reporting dashboard,
installed in priority locations



Training

Staff guide, onboarding materials,
24/7 support

Scalable. Supported. Ready to Launch.

Simple Deployment

- QR kits for counters, walls, or staff lanyards
- Staff guides in ASL and English
- Go live in one week

Ongoing Support

- 24/7 Partner Success team
- Real-time reporting: scans, session time, trends

Built to Scale

- No hardware or installs
- Minimal training, fast adoption

Proven Partner

- 15+ years of 24/7 interpreting
- Trusted by 400+ agencies globally

CONVO

Effortless for your team. Instant for the public.

We'd love to launch a pilot with the City of Riverside.

Next Step:

Let's schedule a short walkthrough or site visit — we'll bring a demo kit and map out your priority locations.

Goal:

Deploy Convo Access at key public sites (City Hall, transit, libraries, police stations) within 1 week of approval.

Includes:

Full support, training materials, and transparent usage reporting — at no cost to launch.

We're ready when you are. Let's unlock access together.

Let's continue the conversation

We're here to answer any questions and explore the next steps of accessibility with City of Riverside



Joseph Tsai

Account Executive

joseph.tsai@convorelay.com

