



Purple VRI Video Remote Interpretation

September 2018



Sign language interpreter voices conversation of the deaf/hard-of-hearing person via PC or tablet.



Hearing individual talks to deaf/hard-of-hearing person while the video interpreter (VI) signs what is being said.



Communication continues to be relayed back and forth among video interpreter, deaf/hard-of-hearing and hearing persons for a seamless conversation.

Video Remote Interpretation (VRI)

- Access to VRI has been implemented as part of the City's compliance with all applicable provisions of Title II of the Americans with Disabilities Act of 1990 (ADA).
 - Administrative Instruction #123 (10/13/17) is available on the City's website at: <https://www.oaklandca.gov/documents/city-of-oakland-administrative-instructions-on-effective-communication-ai-123>
 - The ADA Effective Communications Policy (9/1/17) is on PowerDMS and can be referred to for further details.
- VRI is intended to assist deaf/hard-of-hearing persons who interact with City of Oakland employees including both sworn and non-sworn personnel.

Ease of Use

- Available 24/7/365
- Can be used on any desktop with a camera such as the all-in-one computers
- Can be used on Department issued cell phones and tablets after the application is downloaded

Using VRI

- Login – Everyone uses the same user name and password
 - User Name: OaklandPDVRI
 - Password: purple74538
- Click on the box to allow the program to access the microphone
- An interpreter should show up on the screen. They will ask for your:
 - First and last name
 - Serial number
- Confirm the interpreter can see and hear you
- You are now ready to begin the session

Assistance

- Technical Support
 - Premier Support Hotline
 - 888-430-9656
 - OR
 - premiersupport@purple.us
- Non-Technical and ADA Grievance Contact
 - Hoang Banh, Program Analyst
 - Oakland ADA Programs Division
 - (510) 238-5219
 - hbanh@oaklandca.gov
- OPD Coordinator
 - Lt. Chris Shannon
 - 510-238-7339
 - cshannon@oaklandca.gov

Next Steps

- Download the **Purple VRI** app (not the P3 mobile) to your Departmental cell phone
- To download to your desktop or laptop, follow this link www.purple.us/p3
- The computer in the report writing room behind the PAB desk can be used
- In the future, tablets will be available for checkout from the PAB desk and Eastmont desk