



*News From*

# **Maggie Brooks**

## *Monroe County Executive*

**For Immediate Release**

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### **ENHANCED PUBLIC ACCESS VIDEO PHONES AVAILABLE AT GREATER ROCHESTER INTERNATIONAL AIRPORT** *State-of-the-art technology enables deaf and hard of hearing travelers to communicate with more ease*

Monroe County Executive **Maggie Brooks** today announced that the Greater Rochester International Airport (GRIA) has upgraded and installed Public Access Videophones (PAV) to provide the newest generation of videophone technology to better assist passengers who are deaf and hard-of-hearing.

*“The Greater Rochester International Airport prides itself on expanding and enhancing the quality of services offered to all passengers,”* said **Brooks**. *“The state-of-the-art new Public Access Videophone technology will enable deaf and hard-of-hearing passengers to communicate with more ease and effectiveness, by utilizing sign language to connect with others all across the terminal.”*

The new videophones (PAV) create a more user friendly interface for passengers and are capable of providing video relay service (VRS) and point to point calls, FREE of charge for its users. Four videophones are located throughout the terminal: one videophone on each concourse, one in the terminal’s main ticketing lobby, and one in the baggage claim.

First generation Public Access Videophones (PAV) were originally procured and installed at the Airport during the first phase of terminal renovations in 2007.

Home to Rochester Institute of Technology’s National Technical Institute for the Deaf (RIT/NTID), Monroe County is home to one of the largest deaf and hard-of-hearing populations in the United States.

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