

Deaf and Disabled Telecommunication Program Annual Report

2019
-
2020



Communication is
a beautiful thing.

**California Public Utilities Commission
Deaf And Disabled Telecommunications Program**

California Telephone Access Program
California Relay Service
Speech Generating Devices





**HearAll™ SA-40
Cell Phone Amplifier**



**Sonic Alert HomeAware
Signaling System**

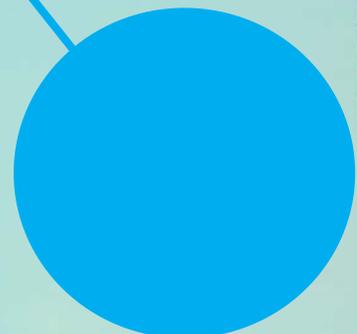


**KX-TGM450SC
Cordless Telephone**



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PROGRAM MISSION

The Deaf and Disabled Telecommunications Program (DDTP) provides access to basic telephone service for Californians who have difficulty using the telephone.

PROGRAM OVERVIEW

The DDTP is a state-mandated program of the California Public Utilities Commission (CPUC), which provides Californians who are Deaf and disabled with specialized telephone equipment and relay services through the California Telephone Access Program (CTAP), California Relay Service (CRS), and the Speech Generating Device (SGD) program.

The Program serves people who are challenged using a standard telephone because of difficulty seeing, hearing, speaking, moving, or remembering. Access to Program equipment, CRS, and SGD also provide persons with disabilities access to 911 and emergency services. Without our specialized devices, these individuals may have no other means to make medical and other safety-impacting calls since they are unable to use a standard telephone.

Before and during the pandemic, DDTP contact centers provided toll-free numbers and a range of access methods and languages for people to learn more about the Program, request Certification Forms, and determine the appropriate equipment to meet their needs. During the pandemic, the contact centers employed video calling and implemented safety precautions to distribute selected equipment to customers from one of the 13 (seven full-time and six part-time) Service Centers throughout the State. In some instances, Field Advisors continued visiting customers in their homes to assess equipment suitability and assist with installation.

In its oversight of the Program, the CPUC is advised by two customer advisory committees: Telecommunications Access for the Deaf and Disabled Administrative Committee (TADDAC) and Equipment Program Advisory Committee (EPAC). For more Program information, please visit the program websites at ddtp.cpuc.ca.gov and www.californiaphones.org.

This annual report is submitted pursuant to California Public Utilities Code Section 914.5 (a) by the California Public Utilities Commission to summarize accomplishments of the Deaf and Disabled Telecommunications Program during Fiscal Year (FY) 2019–2020.

LEGISLATIVE BACKGROUND

In 1979, the California Legislature enacted Public Utilities Code Section 2881, codifying the CPUC's existing program for the Deaf and disabled. Section 2881 required the CPUC to design and implement a program to provide telecommunication devices to Deaf and severely hearing impaired customers. Subsequently, the Legislature expanded the scope of the Program, creating additional requirements for the CPUC. This Program, now called the Deaf and Disabled Telecommunications Program (DDTP), performs a number of functions mandated by Section 2881 et seq.

- Provides telecommunication devices to certified Deaf and Hard of Hearing impaired users (P.U. Code Section 2881 (a)).
- Provides a dual party relay system, now called the California Relay Service (CRS), to connect TTY users with any other telephone user (P.U. Code Section 2881 (b), added in 1983).
- Provides specialized telecommunications equipment to individuals certified with hearing, vision, speech, cognitive, and mobility disabilities (P.U. Code Section 2881 (c), added in 1985).
- Provides authority for the CPUC to transfer advisory oversight of the TTY Placement Program to the DDTP and its advisory committees (P.U. Code Sections 279(a) and 2881.2, added in 2003 and 2001, respectively).
- Commission Decision (D.) 10-11-033 directs that wireless equipment become a permanent part of the Deaf and Disabled Telecommunications Program.
- Provides Speech Generating Devices (SGDs) as a provider of last resort and adds Speech Language Pathologists (SLPs) as DDTP certifying agents (P.U. Code Sections 2881(d) and 2881(e)(1), added in 2011 through AB 136 (Ch. 404, Beall)).

In 1989, by D.89-05-060, the CPUC established a formal structure for the DDTP to ensure oversight of the operations of the mandated programs, encompassing both the CTAP, which distributes equipment, and CRS, which enables telephonic communication between hearing individuals and those who are Deaf, Hard of Hearing, or Speech-Disabled through operator-assisted Relay telephone conversations.

The CPUC administers the DDTP through contracts with multiple vendors who provide services mandated by the P.U. Code. Almost all contracts are entered into after a competitive bidding process and all comply with California's contracting and procurement requirements. The non-profit California Communications Access Foundation (CCAF) manages DDTP operations and contracts for the CPUC under contract.

PROGRAM HIGHLIGHTS

The Deaf and Disabled Telecommunications Program has supported more than 750,000 Californians to communicate with others and to connect with loved ones, professionals, and employers. Additionally, a total of 9,175 Participants have been trained from the Bring Your Own Device (BYOD) smartphone training since the October 2016.

The Program's three separate areas enhance telecommunication abilities for those Californians who have difficulty seeing, hearing, speaking, moving, or remembering. The Program is composed of three elements: 1) The California Telephone Access Program (CTAP) provides specialized equipment to support those with any of the five disabilities. The Program uses statewide advertising to market specialized equipment through broadcast, cable, and satellite media. 2) California Relay Service (CRS) continues to be a valuable resource for Californians with hearing or speech challenges, being used for almost 1.3 million calls for this Fiscal Year. 3) The Speech Generating Device (SGD) program, added to the Program in 2014, has since funded more than 700 qualified Californians with customized SGDs and their required accessories. This past Fiscal Year, the SGD program approved 89% of the total applications filed.

This fiscal year, CTAP's outreach provided comprehensive advertising campaigns that were implemented within the major metropolitan areas throughout the state. There were five full-scale campaigns that ran in Northern and Central California. Six additional full-scale campaigns ran in Southern California. The campaigns ran on broadcast, cable, and satellite TV as well as on the internet. Culturally targeted ads were also broadcast in Cantonese, Mandarin, and Spanish.



**We enable over
half a million
Californians with
disabilities to
stay connected.**

PROGRAM HIGHLIGHTS (CONTINUED)

In 2020, the DDTP also conducted a statewide future needs assessment into the types of state-wide telecommunication services, accessories and devices Deaf, Hard of Hearing and disabled consumers need. As technology has changed so rapidly, the staff looked for insights and inputs on customer true needs and how to update State mandated goals. Representatives visited over 30 different community based organizations in Northern and Southern California, and DDTP completed the data collection for the needs assessment report and has begun the processing of putting the report together. The report is expected to be completed in fiscal year 2021.

In March 2020, Governor Newsom issued a shelter in place (SIP) order at the start of the COVID-19 pandemic. Because DDTP is considered an essential services provider, it kept its full time Service Center doors open to the public during which staff and customers were required to wear CDC recommended personal protective equipment, practice social distancing and maintain strict cleaning practices. Part-time Service Centers were individually re-opened after each location was determined to meet the requirements for safety and social distancing protocols.



Due to COVID-19, DDTP staff and visitors must wear face coverings and maintain social distancing of six feet.

PROGRAM HIGHLIGHTS (CONTINUED)

The pandemic temporarily interrupted Program services, however DDTP developed new and innovative ways to reach customers. The staff was able to continue to offer modified service programs outside of the Service Centers, both virtually over Zoom and by telephone. DDTP staff developed a virtual format for its popular Bring Your Own Device (BYOD) smartphone training. Outreach staff were also able to participate in virtual community networking events, focused on giving virtual program presentations covering CTAP, BYOD and CRS. Additionally, Field Advisors created a system through which they could make no-contact equipment drop-offs to a limited number of customers.

For FY 2019-2020, CTAP presented 3,596 outreach presentations and field visits throughout California. Equipment distributed to new customers totaled 3,821.



Michelle Radcliff Garcia (Right) Outreach Specialist Interview with Your California Life, ABC 10.

Victoria Harling (Right) Outreach Specialist Interview with Acceso Total, Telemundo.



The chart on the next page shows that the Program continues to increase the total numbers of CTAP Customers with Equipment, although the pace at which new customers are being added has been slowing.

PROGRAM HIGHLIGHTS (CONTINUED)

CONSUMER FOCUS			
	2017-18	2018-19	2019-20
Total CTAP Customers with Equipment	718,400*	724,417	728,238
Contact Center Calls Handled (inbound and outbound)	177,702	151,312	142,644
Contact Center Emails Handled (inbound and outbound)	8,813	8,099	6,545
Certification Forms Received at the Contact Center	13,300	9,610	8,092
Customer Visits to the Service Centers	14,830	12,102	8,545*
Outreach Presentations Plus Field Visits	6,080	4,893	3,596**
Field Advisor Visits to Customers' Homes	7,753	6,555	3,801***
Contact Center Web Chats Handled	476	441	303
Marketing Campaigns	10	12	11
New Customers with Equipment	10,550	6,017	3,821
Relay Calls (includes Speech-to-Speech and Captioned Telephone)	1,548,529	1,319,157	1,281,814
Bring Your Own Device (BYOD) Trainings Presentations	362	696	638
Bring Your Own Device (BYOD) People Trained	1,843	3,735	3,402

*Service Centers implemented a two-person limit at the onset of COVID stay at home orders. Additionally the Berkeley Service Center was closed from March 17th - April 1st. These situations resulted in a significant decrease in customer visits.

**During the pandemic, outreach presentations transitioned from in-person to virtual by hosting and reaching out to consumers through Zoom. The transition decreased the outreach numbers.

***Field Advisor visits were discontinued with the onset of stay at home orders. (March 16 to Jun 30th.) No contact drop-offs began mid-May but only a small number were completed this fiscal year. (They are included in this number). This resulted in a significant decrease in Field Advisor numbers.

CALIFORNIA TELEPHONE ACCESS PROGRAM

California Telephone Access Program (CTAP) outreach provided free specialized telephone equipment and services to those with difficulty using a standard telephone. A dedicated surcharge collected by telecommunication carriers funded the equipment and its distribution. Equipment by CTAP is regularly updated.

During FY 2019-20, the Program replaced the Quattro 4.0 Lite with the Quattro Pro, which the Program started distributing in September 2019. The Quattro Pro is a wearable, amplified Bluetooth streamer for cell phone calls that provides up to 30 dB of amplification for customers who have difficulty hearing.

The charts on the next page illustrate the total equipment distributed by the Program Distribution Center to Program customers through Contact Center orders, Service Centers, Field Advisors, and Outreach. Senate Bill 597 (SB 597) provided for the distribution of Telecommunication Devices for the Deaf (TDDs) to certified Deaf or Hard of Hearing users. Senate Bill 60 (SB 60) mandated the distribution of specialized telecommunications equipment to other certified individuals with hearing, vision, speech, mobility, and memory disabilities.

A DDTP specialized device — Quattro Pro Cell Phone Amplifier

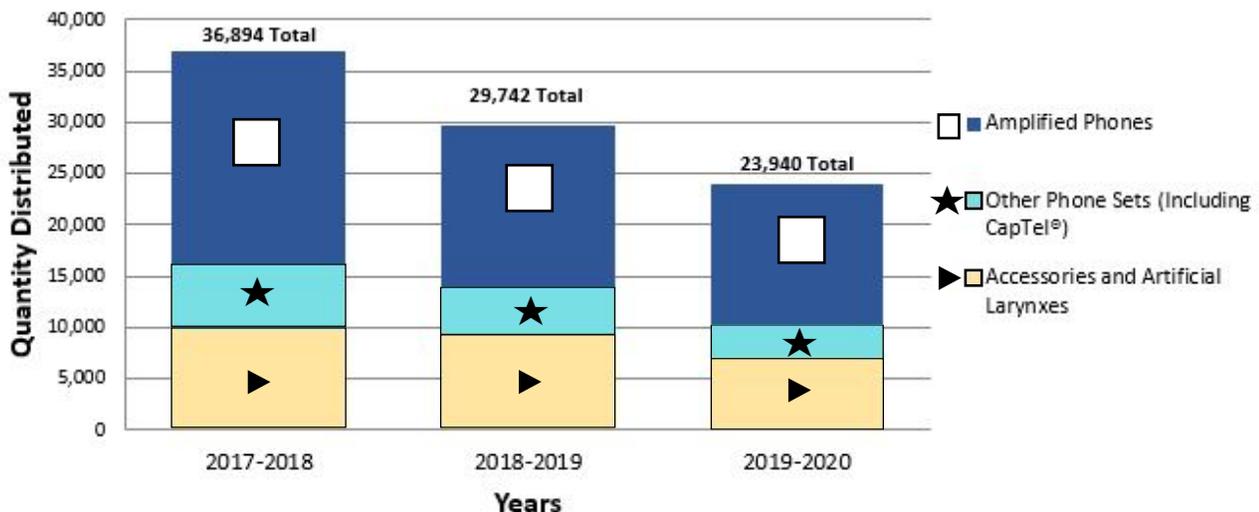


PROGRAM EQUIPMENT

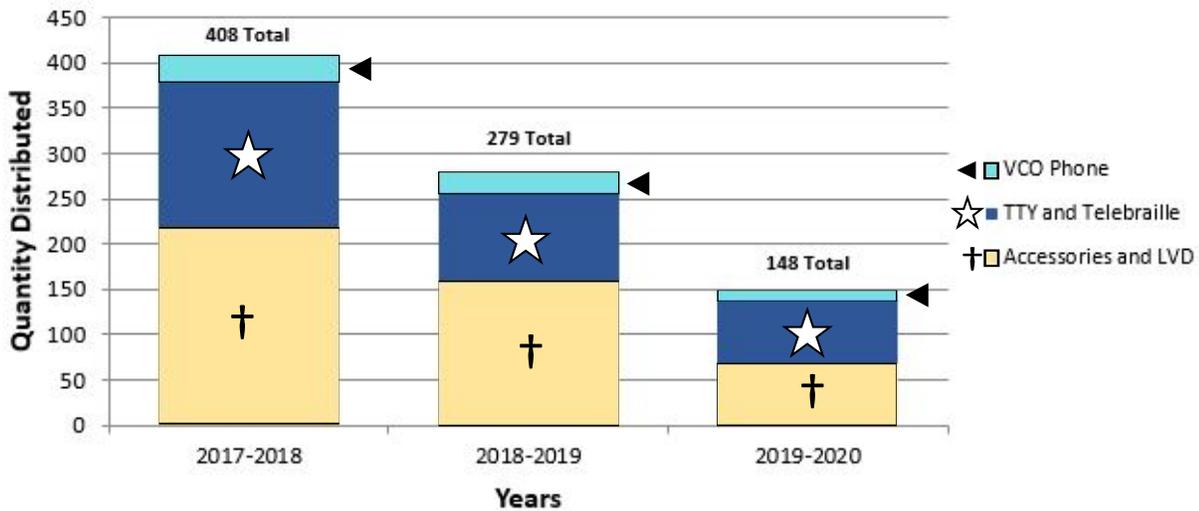
The following charts show the total equipment distributed by the DDTP Distribution Center to customers through Contact Center orders as well as from Service Centers, Field Advisors, and Outreach Specialists.

Senate Bill # / Public Utility Code	Type	2017-2018	2018-2019	2019-2020
SB 60 PU Code Section 2881 (c) (1985)	Amplified Phones	20,769	15,822	13,668
	Other Phone Sets including cordless, CapTel®, big-button, speaker, and picture phones	6,232	4,689	3,249
	Accessories including switches, cords, headsets, amplifiers, adapters and Artificial Larynxes	9,893	9,231	7,023
SB60 Total		36,894	29,742	23,940
SB 597 PU Code Section 2881 (a) (1979)	Voice Carry Over (VCO) phone	28	22	10
	TTY and Telebraille	162	99	71
	Accessories including light and/or vibrating alerts and Large Visual Displays (LVD)	218	158	67
SB597 Total		408	279	148
Grand Total		37,302	30,021	24,088

Senate Bill 60



Senate Bill 597



CALIFORNIA RELAY SERVICE

California Relay Service (CRS) is a free service to those who are Deaf, Hard of Hearing or Speech-Disabled. It allows individuals to communicate with other telephone users by dialing 711 or other designated toll-free numbers. The service is funded by a dedicated surcharge on intrastate calls collected by telecommunication carriers. CRS includes three main service areas:

- 1) Traditional Relay Service (TRS) enables those with hearing or speaking limitations to place telephone calls with the assistance of a specially trained Communications Assistant (CA);
- 2) Captioned Telephone Service (CTS) enables a person who has hearing loss, but can speak for themselves, to read on a display screen what the other person is saying; and
- 3) Speech-to-Speech Service (STS) enables a person with speech difficulty to have a relay operator re-voice their phone conversations.



California Relay Service (CRS) includes three main service areas: Traditional Relay Service (TRS), Captioned Telephone Service (CTS) and Speech-to-Speech Service (STS).

CALIFORNIA RELAY SERVICE (CONTINUED)

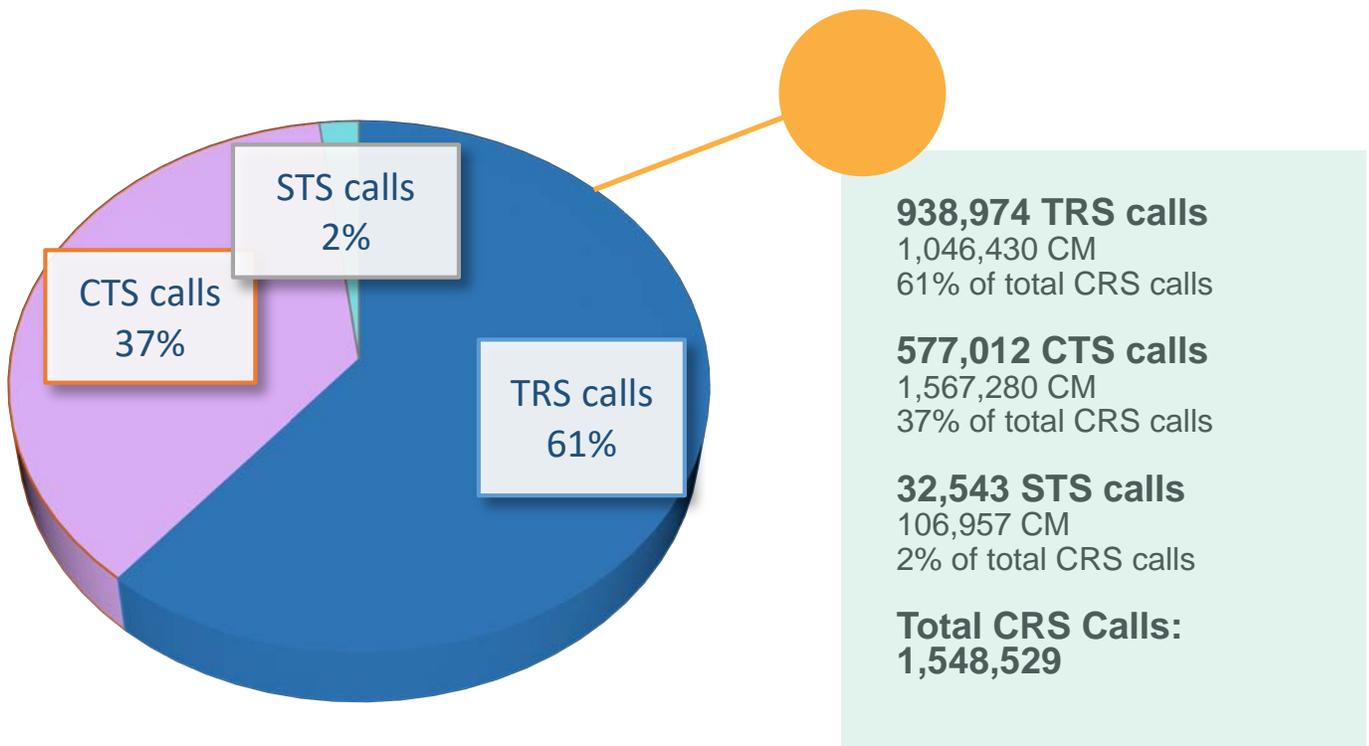
Hamilton Relay provided California Relay Services offered analog based TRS, STS and CTS from 7/1/2019 to 6/30/2020. The service has been important to the lives of many: TRS served more than 920,000 calls, CTS accounted for more than a 320,000 calls and STS processed around 33,000 calls.

Major wireless service providers have transitioned to Real-Time Text (RTT) over their wireless Internet Protocol (IP) network. In responding to the change of technology, DDTP has completed the development of the limited pilot program to collect consumer input on the usability of RTT and VOIP telephones. The distribution of RTT phones to trial participants is scheduled to begin in early 2021. The pilot program will also include testing of NG911 for emergency calls.

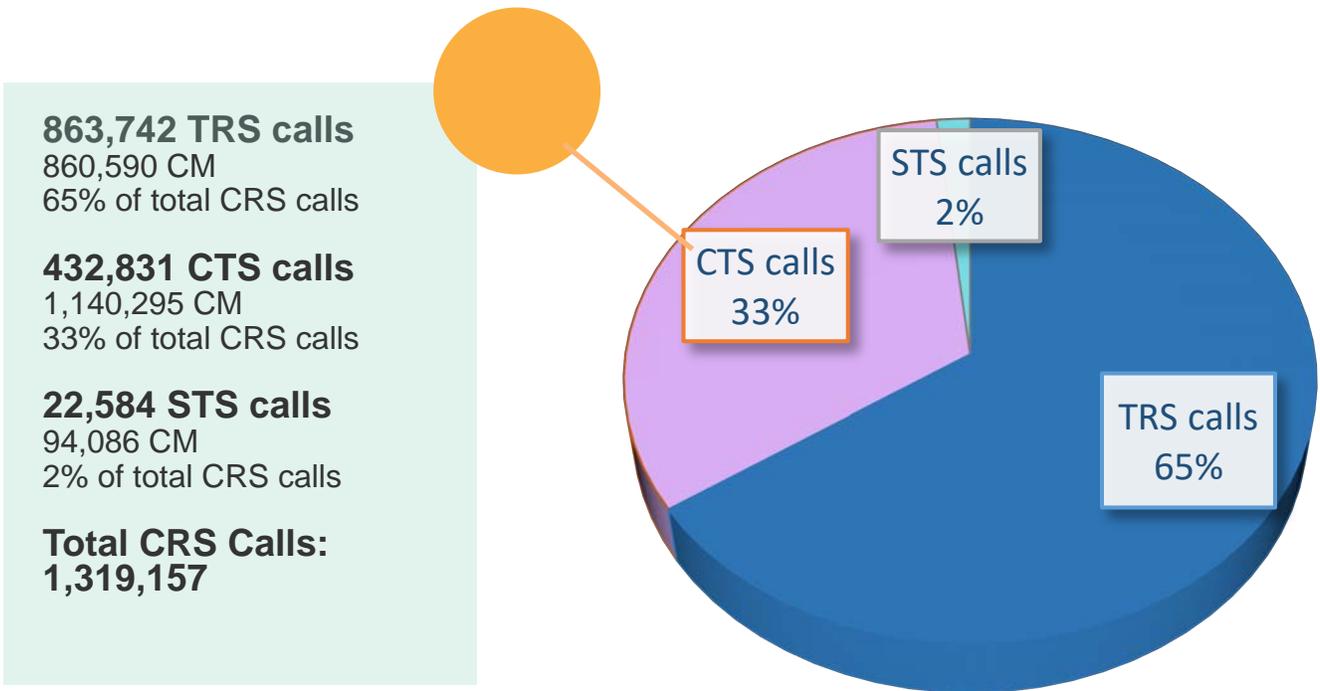
Customers who use California Relay Services continue to transition to Internet-based services and away from Program-provided analog services due to technological incompatibilities. Nevertheless, we experienced a temporary surge in relay calls during the onset of the COVID-19 pandemic as more individuals switched to working from home.



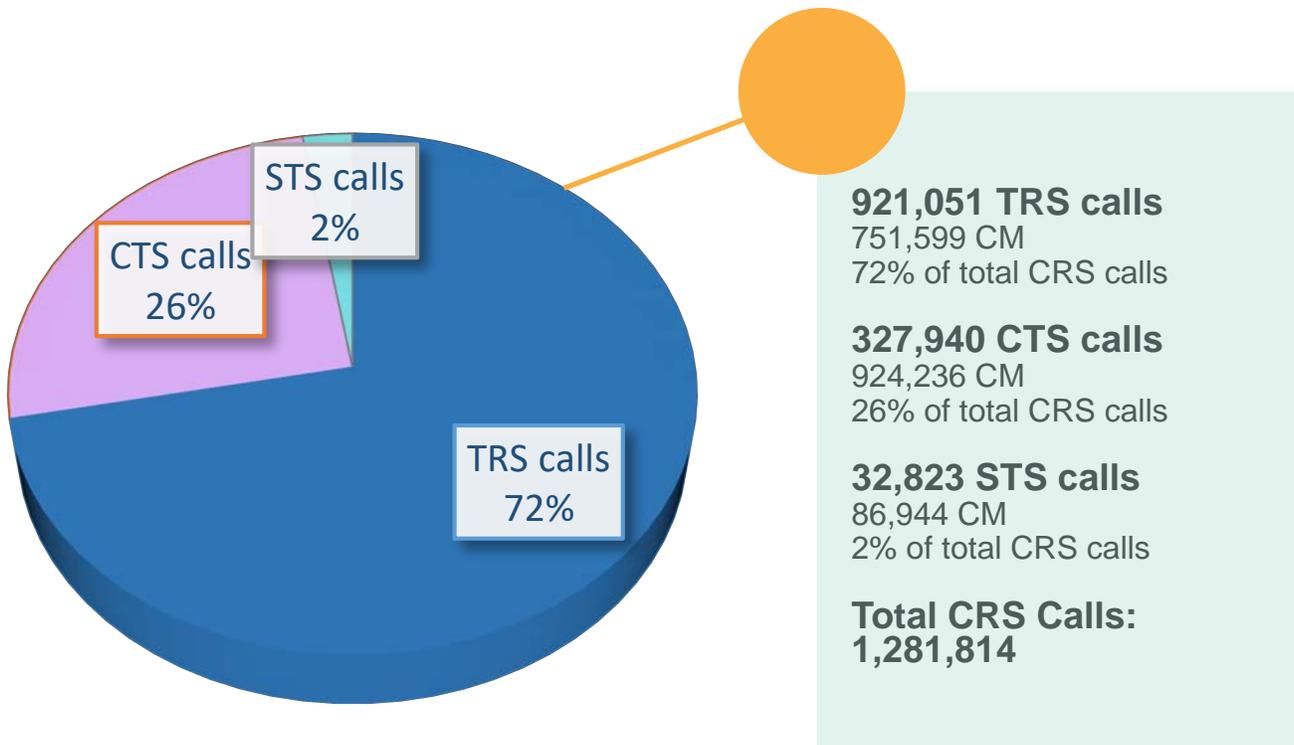
FISCAL YEAR 2017-2018



FISCAL YEAR 2018-2019



FISCAL YEAR 2019-2020



SPEECH GENERATING DEVICES

Assembly Bill (AB) 136 (Beall, Statutes 2011, Chapter 404, effective January 1, 2012) expanded the DDTP to include SGDs as the provider of last resort. The bill also added SLPs as certifying agents. The CPUC issued Rulemaking (R.) 13-03-008 to implement AB 136, resulting in D. 13-12-054, which established SGD rules pursuant to legislation by January 1, 2014.

A recommendation by an SLP allows a qualified user to receive an SGD that meets the need for the user for accessing and using a telephone network.

In Fiscal Year 2019-2020, the DDTP received 165 total applications with 147 of those applications being approved. The Program provided funding to fully or partially subsidize SGDs and required accessories.

On January 11, 2017, the DDTP launched an initial two-year pilot program to explore alternative equipment for speech-disabled persons who cannot or would rather not receive the services of an SLP, and would rather choose a telecommunications assistive device for themselves. The Pilot offered 200 iPads with speech applications to people with speech disabilities for short-term and long-term loans through ten demonstration centers throughout the State. The iPads were considered to be supplemental telecommunications equipment and involved an application and certification process. The Pilot is associated with Assembly Bill 136 (2011) and is funded through the DDTP.

After the first phase of the Pilot, the CPUC entered into a second phase two-year contract with the California Department of Rehabilitation (DOR) on June 15, 2020. The DOR has the goal of distributing 500 iPads annually to eligible Californians with a speech disability. If successful, there is an option to extend the agreement for an additional year.

TESTIMONIALS



My name is Helen Norman, and I'm soon to be 95 years old. I've lived in Orangevale for 58 years. My difficulty using the phone is hearing and now that I've had eye surgery, I have to be really careful when dialing or I will call the wrong number.

I'd struggle very much without your equipment and I suggest anyone who has difficulty with hearing or eyesight to call your Program. They have really helped me since 2002.

*Helen Norman
Orangevale, CA*

Many years ago, these devices were not available and people were afraid to go out because they were not able to communicate with people.

This TruTone has helped me communicate and stay active in the community. I'm glad to go out. Even though people call me the weird talking guy, I didn't care. I am glad to be able to communicate and I need to spread the word about these devices!

*Larry Jordan
Desert Hot Springs, CA*



Thank you so much for this helpful Program. I am now able to hear better with my new portable telephone. The technician Steve was very helpful to install it and he went over all the functions of the telephone. Thank you.

*Marybelle Gassaway
Tehachapi, CA*



Me gusta mucho el teléfono CTAP, porque puedo escuchar más claramente, y de este modo no tengo problema para marcar, que necesito hablar, ya que los tengo programados, y también si tengo algún problema con el teléfono, la compañía luego, luego me manda ayuda. Muchas gracias a que existe este programa tengo más facilidad de comunicarme con mi familia y amigos.

I really like the CTAP telephone, because I can hear more clearly. I have no problem dialing who I need to call, since I have them programmed. Also if I have a problem with the telephone, the company sends me help. I am very thankful for the fact that this Program exists so I have an easier time communicating with my family and friends.

*Vivian Stancil
Riverside, CA*

This specialized mobility phone has kept me in touch with my family, friends and loved ones.

*Deciderio Hernandez Sr.
Fresno, CA*



Bring Your Own Device training:

“I am not hearing very well. I appreciate so much having this service come to our home building. This is very technical and not easy for us Seniors. The way in which it is presented is so easy to see and understand. It was much more then I expected. The PowerPoint was excellent.”

*Odelia Cashin
Mount Shasta, CA*



PROGRAM COSTS AND FINANCIAL STATUS

For FY 2019-2020, pursuant to P.U. Code 914.5(a), the CPUC continues to evaluate options to control Program expenses and increase Program efficiency.

Surcharges

The Program continues to be funded through a dedicated surcharge collected by telecommunications carriers. The surcharge appears on customer bills as “CA Relay Service and Communication Device Fund” and is collected on intrastate charges on the customer bills of all telecommunication service providers. CPUC staff continues to monitor the DDTP fund balance, revenues, and expenses to ensure the surcharge is adequate to provide the required funds for the DDTP budget (as established by the Enacted State Budget). The surcharge is capped by legislation at 0.50% and, in accordance with P.U. Code Section 2881 (g), the surcharge has a statutory sunset date of January 1, 2025. It has remained at its current rate since February 1, 2015.

Limits or Restrictions

California Relay Service use is slowly declining, which can be attributed to the changing technological environment. The diagrams and tables presented on pages 13-14 reflect this trend, showing much of the drop coming from declining Captioned Telephone Service calls. California Relay Service itself is fully subsidized (free) and users generally pay the same equal access charges for standard telephone service as other customers.

Means Test

The number of Program participants receiving assistive telecommunications equipment is growing, and usage of the California Relay Service is slowly decreasing. Accordingly, the CPUC does not consider a means test necessary to control program cost.

Efficient Distribution of Equipment

All DDTP equipment is purchased in compliance with State contracting and procurement policies, including competitive bidding processes where applicable. These efforts are intended to ensure that the State pays reasonable prices. Additionally, the DDTP has taken several actions, outlined below, to distribute equipment as efficiently as possible.

PROGRAM COSTS AND FINANCIAL STATUS

The CPUC's Program administrator holds public events to sign up participants and distribute equipment. These distribution events are held in cooperation with medical and other professionals who are able to certify a disability on an application, thus allowing customers to apply and receive equipment at the same event. This improves the customer's experience by reducing the time required between having his or her disability certified and receiving equipment. The DDTP tracks the equipment distributed and attempts to minimize returns and exchanges of equipment.*

Because Captioned Telephone (CapTel) equipment includes use of service, the DDTP requires prospective users to be evaluated before they can receive CapTel equipment. Potential users are evaluated for alternative equipment to ensure that customers are matched with the best equipment to meet their needs. The evaluation helps to prevent the CapTel service from being used by people who are better and more efficiently served by amplified phones.

The DDTP continues to look for new and innovative equipment to bring into the Program, such as recently added amplified cordless phones. They are Bluetooth-enabled and can sync with owners' cell phones. The popular Panasonic Amplifier Cordless Phone has become the most distributed device with over 25,000 units issued since becoming available in July 2017. Additionally, BYOD smartphone training initiative has been very successful in keeping consumers and others informed about accessibility features on popular smartphones. BYOD is designed to test and evaluate several specific applications to be used on an individual's smartphone. A total of 9,175 Participants have been trained since the October 2016 inception of the BYOD pilot. These pilots and other small-scale distribution events allow the Program to understand the best way of targeting and supporting customers and identifying the most efficient means of distribution.*

DDTP has thirteen Service Centers, of which six are part-time. Service Centers are an efficient distribution method as they allow customers to come in-person to ask questions and select their equipment. The part-time Service Centers are housed in and partner with Community Based Organizations in locations throughout the State. This geographic reach promotes the Program without incurring the significant cost of opening an independent full-time Service Center.

***As a result of the COVID-19 pandemic, many public locations stopped permitting face-to-face events. These cancellations and postponements resulted in a significant decrease in Distribution Events and BYOD trainings during this fiscal year.**

PROGRAM COSTS AND FINANCIAL STATUS

Quality Standards

The CRS contract is competitively bid and service quality standards are included as mandatory requirements. The provider is required to meet or exceed all federal standards. The Request For Proposal (RFP) that established the current CRS contract requires additional efforts beyond what is required by federal standards to ensure high quality relay and more efficient calls. Additionally, the CRS contract requires efforts to increase awareness of Speech-to-Speech (STS). STS allows speech-disabled users to use the relay service more effectively and potentially reducing the time required to make a call. In order to better help consumers use STS, the Program developed an STS training line as well as Visually Assisted Speech-to-Speech (VA-STS).

Tracking Federal Programs

The federal government funds an additional three services used to access the telephone network: Video Relay Service (VRS), Internet Protocol (IP) Relay, and IP Captioned Telephone Service. At this time, the state and federal programs are complementary and funded through separate revenue sources. The DDTP continues to leverage federal programs to increase the accessibility of the telephone network.

Speech Generating Devices (SGDs)

Pursuant to statute, the DDTP is the provider of last resort for SGDs that are Durable Medical Equipment (DME) and is only responsible for funding SGDs after applicable public or private insurance has been used. Current access to DDTP funding for SGDs is limited to those applicants assessed by a speech language pathologist for an SGD classified as DME. The Program has also implemented a pilot using iPads with speech applications as part of Supplemental Telecommunications Equipment (non-DME SGDs, e.g., tablets) development.

Technology

The DDTP continues to assess new technologies to integrate into the Program as appropriate. Two committees, TADDAC and EPAC, evaluate new equipment and submit their recommendations to the CPUC. During FY 2019-20, the DDTP continued to explore wireline and wireless options, including supporting Real Time Text (RTT) development. California also continues to be a national leader in offering Visually Assisted Speech-to-Speech (VA-STS).

PROGRAM COSTS AND FINANCIAL STATUS

DDTP Fund Statement of Revenues, Expenditures and Fund Balance*

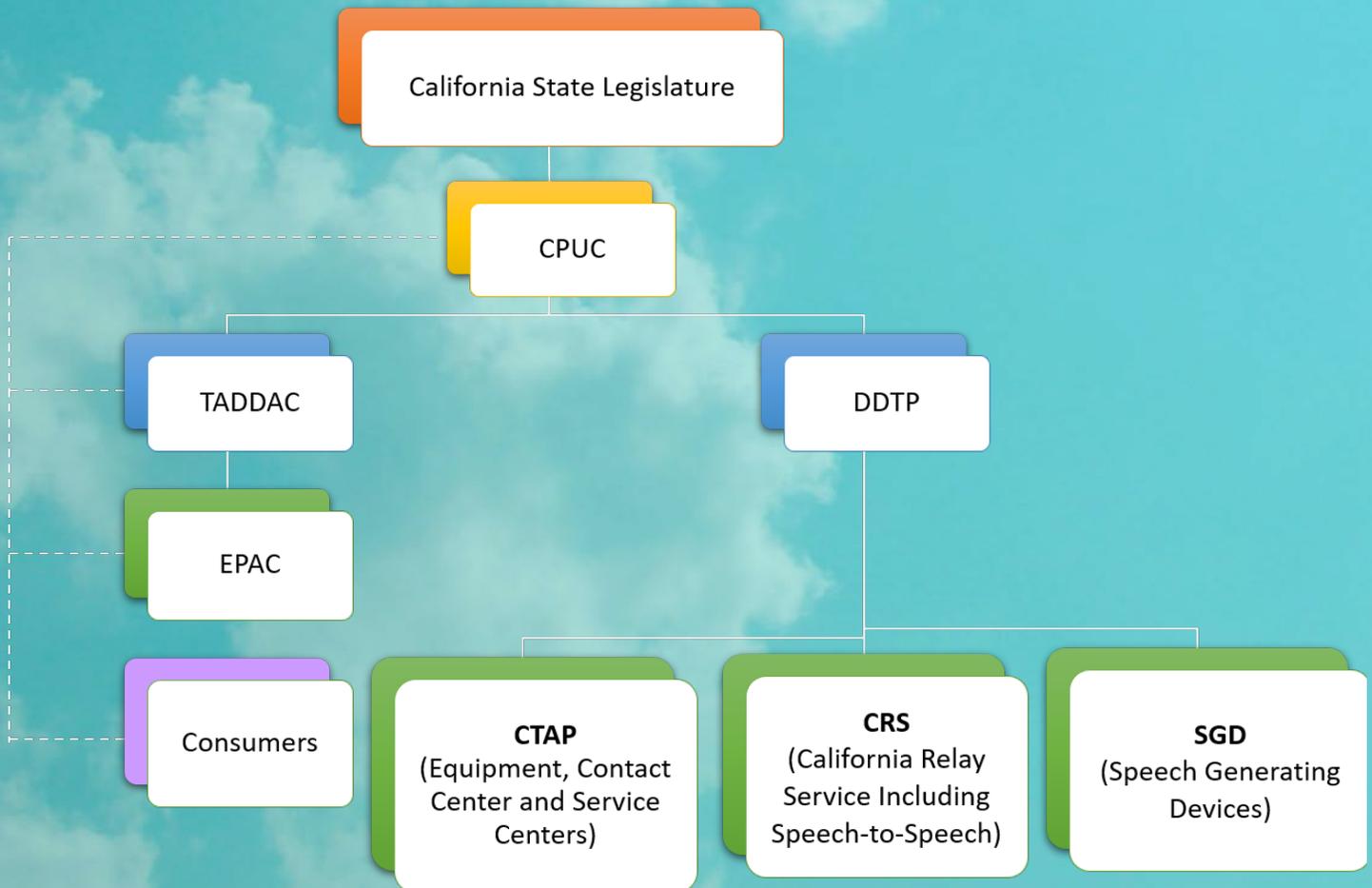
(in Thousands)

	FY 2017-18	FY 2018-19	FY 2019-20
Beginning Balance **	45,643	43,231	54,611
Prior Year Adjustments & Fund Assessment Adjustments	5,261	12,055	8,310
Adjusted Beginning Balance	50,904	55,286	62,922
Revenue			
Regulatory Fees (Surcharges)	50,068	42,512	33,228
Investment Income	766	1,290	1,007
Escheat - Unclaimed Checks, Warrant, Bonds & Coupons	3	0	0
Transfers & Other Adjustments	1,093	448	17
Total Revenues, Transfers & Other Adjustments	51,930	44,250	34,252
Expenditures			
CPUC Admin Charges	1,838	2,068	2,472
DDTP Program Administrator	32,405	33,220	18,983
DDTP Contact Center and Warehouse			5,000
DDTP Media Consultant			3,817
Other DDTP Contracts including Lease Payments, American Sign Language, Foreign Language and Attendants			1,932
CA Relay Service	16,101	2,639	17,797
Equipment Program	3,301	2,818	2,313
Speech Generating Devices	915	1,147	437
Voice Options			1,603
Advisory Committees - TADDAC and EPAC	57	70	48
Local Assistance	169	125	107
California State Library	552	552	552
Pro Rata	4,180	2,262	2,213
Financial Information System for California (Fi\$Cal)	85	7	-10
Supplemental Pension	0	16	33
Total Expenditures	59,603	44,924	57,296
Ending Fund Balance	43,231	54,612	39,878

*Source: DF303 Detailed Fund Balance Report and Fi\$Cal

**Due to rounding, Ending Fund Balance for FY 18/19 to Beginning Fund Balance for FY 19/20 is slightly different.

PROGRAM STRUCTURE



ADVISORY COMMITTEE ROSTERS

TADDAC

Devva Kasnitz – M
Frances Reyes Acosta – AL/SpS
Jennifer Nelson – HOH
Jesse Acosta – AL/V
Josefina Montero – PAO
Joseph Forderer – AL/Y
Katie Wright – LtD (Chair)
Kevin Siemens – STS
Louie Herrera – B (Vice-Chair)
Robert Sidansky – D



Back Row: Josefina Montero, Jennifer Nelson, Robert Sidansky, Katie Wright, Louis Herrera (his dog Hugo), and Devva Kasnitz. Front Row: Frances Reyes Acosta, Joseph Forderer, and Kevin Siemens.



EPAC

Jacqueline Jackson – B
Keith Bonchek – D (Vice Chair)
Kenneth Rothschild – D
Monique Harris – M
Mussie Gebre – DB
Sylvia Stadmire – Sr
Tom Mentkowski – HOH (Chair)

Back row: Kenneth Rothschild, Jacqueline Jackson, Mussie Gebre, Keith Bonchek, Tom Mentkowski. Front Row: Sylvia Stadmire and Monique Harris.

Community Representation

AL – At Large
B – Blind
D – Deaf
DB – DeafBlind
HOH – Hard of Hearing
LtD – Late Deafened

M – Mobility
POA - CPUC Public Advocates Office
SpS – Spanish Speaker
Sr – Senior
STS – Speech-to-Speech
V – Veteran
Y – Youth

CONTACT DDTP/CTAP/CRS/SGD

Phone

Call with your questions, concerns, comments, or requests for Equipment Applications:

Monday – Friday: 8 AM to 5 PM, except holidays

English:	1-800-806-1191	Fax:	1-800-889-3974	Russian:	1-855-546-7500
English TTY:	1-800-806-4474	Spanish:	1-800-949-5650	Hmong:	1-866-880-3394
Mandarin:	1-866-324-8747	Spanish TTY:	1-844-867-1135	Cantonese:	1-866-324-8754
Vietnamese:	1-855-247-0106				

TV ads

English:	1-800-330-5100
Spanish:	1-800-820-0100
Mandarin:	1-800-374-1700
Cantonese:	1-800-374-1400

Presentations

Request an equipment (CTAP) or Relay (CRS) presentation in any language:
Voice/TTY: 1-800-995-6831
Email: outreach@ddtp.org
Fax: 1-510-268-4758

Mail, Email, Fax

Mail:	P.O. Box 30310; Stockton, CA 95213
English Email:	info@CaliforniaPhones.org
Spanish Email:	info-es@CaliforniaPhones.org
Fax:	1-800-889-3974

BYOD

Request BYOD information or training in English, Spanish, or ASL:
Voice/TTY: 1-866-271-1540
Email: smartphonetraining@ddtp.org

Informational Materials

Request Program materials and CTAP Equipment Applications in Chinese, English, Hmong, Russian, Spanish, or Vietnamese:
Voice/TTY: 1-866-821-3733
Email: DDTPmaterials@ddtp.org
Fax: 1-510-268-4758

Consumer Affairs

Call with or email your DDTP/CTAP-related feedback or suggestions about Program equipment, policies, and customer service:
Monday – Friday 8:30 AM to 5:30 PM
Voice: 1-877-546-7414 TTY: 1-800-867-4323
Fax: 1-510-268-4758
Email: consumeraffairs@ddtp.org

California Relay Service Dial 711

English/Spanish, all modalities, or call one of the following numbers:

TTY/VCO/HCO:	English:	1-800-735-2929	Spanish:	1-800-855-3000
Speech-to-Speech:	English/Spanish:	1-800-854-7784		
Voice:	English:	1-800-735-2922	Spanish:	1-800-855-3000
Captioned Telephone Customer Service:	English:	1-888-402-4018	Spanish:	1-877-330-0156

California Relay Service, Caption Telephone, and Speech to Speech General Inquiries

English: 1-866-409-0178

Speech Generating Devices information: 1-800-900-3985

Email: ddtp-sgd-application@cpuc.ca.gov

STOP BY A CTAP SERVICE CENTER

Full-time Service Centers are open.

Call for individual appointment during Covid-19

Monday - Friday: 8:00 AM - 5:00 PM (excluding holidays)

*Part-time Service Center hours are limited.

Visit ddtp.org or call 1-800-806-1191

Berkeley: 3075 Adeline Street, Suite 260, CA 94703 (inside the Ed Roberts Campus, above the Ashby BART station)

Fresno: 7525 North Cedar Avenue, Suite 115, CA 93720 (cross street, Alluvial)

Glendale: 425 West Broadway, Suite 105, CA 91204

***Marina:** Please confirm hours of operation and location online at www.CaliforniaPhones.org or call 1-800-806-1191.

Orange: 681 South Parker, Suite 210, CA 92868

***Redding:** Please confirm hours of operation and location online at www.CaliforniaPhones.org or call 1-800-806-1191.

Riverside: 2002 Iowa Avenue, Suite 106, CA 92507

Sacramento: 1300 Ethan Way, Suite 105, CA 95825 (enter on Hurley Way)

San Diego: 1455 Frazee Road, Suite 406, CA 92108

***San Francisco:** Please confirm hours of operation and location online at www.CaliforniaPhones.org or call 1-800-806-1191.

***San Jose:** Please confirm hours of operation and location online at www.CaliforniaPhones.org or call 1-800-806-1191.

***Santa Barbara:** Please confirm hours of operation and location online at www.CaliforniaPhones.org or call 1-800-806-1191.

***West Covina:** Please confirm hours of operation and location online at www.CaliforniaPhones.org or call 1-800-806-1191.

Now it's a lot easier to hear, dial, and make calls.

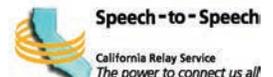


California Public Utilities Commission
505 Van Ness Ave, San Francisco, CA 94102

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