

Deaf & Disabled Telecommunications Program

PU Code Section 2881 directs the CPUC to ensure service access to 911 and other emergency services for Californians with disabilities. This program is dedicated to serve people who cannot use a standard telephone because of difficulty seeing, hearing, speaking, moving, or remembering.

Multilingual Access

Application process available in TTY, English, Spanish, Chinese, Hmong, Vietnamese, and Russian

Community Approach

Application also available to small businesses and qualifying non-profit agencies

CONSUMER FOCUS

	2018-19	2019-2020
Total CTAP Consumers with Equipment	724,417	728,238
Contact Center Calls Handled (inbound and out-bound)	151,312	142,644
Contact Center Emails Handled (inbound and out-bound)	8,099	6,545
Certification Forms Received at the Contact Centers	9,610	8,092
Consumer Visits to the Service Centers	12,102	8,545
Outreach Presentations and Field Visits	4,893	3,596
Field Advisor Visits to Consumers' Homes	6,555	3,801
Contact Center Web Chats Handled	441	303
Marketing Campaigns	12	11
New Consumers with Equipment	6,017	3,821
Outbound CRS or Relay Calls (including Speech-to-Speech and Captioned Telephone)	1,319,157	1,281,814

FY 2018/19 Enacted Budget	FY 2019/20 Enacted Budget
\$67.239 Million	\$67.284 Million

MAJOR PROGRAM AREAS

Equipment Contact Center and Service Centers (CTAP)

- Amplified phones
- Big-button speakers and picture phones
- Voice carry over phones
- Text telephone and Telebraille

Speech Generating Devices

- Text-to-Speech equipment

California Relay Service (CRS)

- Traditional Relay Service
- Captioned Telephone Service
- Speech-to-Speech Service
- Visually Assisted Speech-to-Speech Service

