Deaf and 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 serving people who do not have access to a telephone or communication equipment and services because of difficulty seeing, hearing, speaking, moving, or remembering.

Multilingual Access

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

Community Approach

Application also available to small businesses and Community Based Organizations

STATE OF CALIFORNIA
DDTP Participants by County - 2023

Participants by County
- 28 - 500
- 501 - 1,500
- 1,501 - 4,000
- 4,001 - 10,000
- 10,001 - 50,000
- 50,001 - 100,000
- Over 100,000

725,857 Total Participants

★ Full-time Service Center
□ Part-time Service Center

Source: CPUC Deaf and Disabled Telecommunications Program.
Map prepared by the CPUC Communications Division, February 15, 2024

CONSUMER FOCUS

	2021-22	2022-2023
Total Consumers with Equipment	732,844	727,361
Contact Center Calls Handled (inbound and out-bound)	120,095	122,443
Contact Center Emails Handled (inbound and out-bound)	6,545	7,201
Certification Forms Received	3,978	3,008
Consumer Visits to the Service Centers	5,025	4,549
Outreach Presentations and Field Visits	2,202	1,845
Field Advisor Visits to Consumers' Homes	3,075	2,984
Contact Center Web Chats Handled	468	441
Marketing Campaigns	12	10
New Consumers with Equipment	3,931	3,633
Relay Calls	1,335,624	598,836

| FY 2021/22 Enacted Budget	FY 2022/23 Enacted Budget
$64.426 Million	$64.692 Million

MAJOR PROGRAM AREAS

Equipment Contact Center and Service Centers

- Big-button speakers Phones
- Picture phones
- Visually Assisted Devices
- Speech Generation Devices
- iPads with Speech Apps
- Amplified phones
- Captioned Telephone

Relay Services

- Traditional Relay Service
- Captioned Telephone Service
- Visually Assisted Speech-to-Speech
- Speech-to-Speech Service
- Remote Caption Conference (RCC)
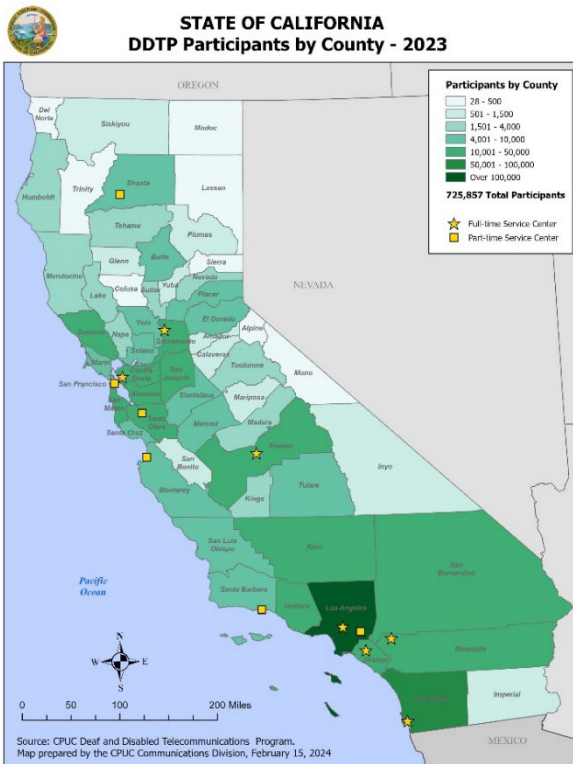
Please note that the Participants by County map reflects information as of June 30, 2023. For more information about DDTP please visit: (caconnect.org)