



California Public
Utilities Commission

ULTS Administrative Committee Meeting

Please join the California Public Utilities Commission (CPUC) for the Q1 2024
Universal LifeLine Telephone Service Administrative Committee Meeting

When: Monday, March 11, 2024 (9:00 a.m. – Noon)

Where: CPUC Courtyard Conference Room, 505 Van Ness Ave., San Francisco, CA 94102

WebEx Meeting Link: <https://cpuc.webex.com/cpuc/j.php?MTID=m0bc3c7fcab4b89bdae205d6aa95ab2e3>

Call-in Number: 1-855-282-6330 **Access Code:** 249 904 78591 **Meeting Password:** 2024

California LifeLine Program Meeting Agenda

Session 1: Welcome & Kick-Off

Session Outcome: Meeting Kick-Off

Session Topics: Welcome, Opening Remarks, Public Comments

9:00 a.m. – 9:05 a.m.	Introduction: David Avila, Chair
9:05 a.m. – 9:10 a.m.	Welcome:
9:10 a.m. – 9:15 a.m.	Approval of Minutes: Committee reviews and approves the last meeting minutes prepared by the Communications Division (CD)
9:15 a.m. – 9:20 a.m.	Public Comments

Session 2: Program Alerts & New News

Session Outcome: Inform Critical Program Updates

Session Topics: New News, Alerts & Highlights

9:20 a.m. – 9:45 a.m.	CPUC Communications Division (CD) Updates: Robert Sansone <ul style="list-style-type: none"> • iFoster • Event Flyer • Adjust Board Members
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Session 3: Program Performance & Metrics

Session Outcome: Understand "What's Working" vs. What's Not Working"

Session Topics: Internal & External Past Quarter Performance & Future Guidance

9:45 a.m. – 9:55 a.m.	Fiscal Report: Lalaine Semana
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9:55 a.m. – 10:10 a.m.	Claims Status: Lisa Anthony

Session 4: Program Enrollment & Operations
Session Outcome: Understand Consumers Enrolling & Staying on the Program
Session Topics: Operational Topics & Updates

10:10 a.m. – 10:25 a.m.	3 rd Party Administrator - Maximus Report: James Graettinger <ul style="list-style-type: none"> • Completed Initiatives and Impact • Upcoming Initiatives • Program & Operation Reports
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10:25 a.m. – 10:30 a.m.	CAB Consumer Contact Statistics Report: Rosa Sauer
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10:30 a.m. – 10:40 a.m.	BREAK
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Session 5: Growth & Strategy
Session Outcome: Exploring How to Achieve Program Growth
Session Topics: Industry, Special Initiatives, External Collaborations

10:40 a.m. – 10:50 a.m.	USAC Update: David Avila
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10:50 a.m. – 11:05 a.m.	Tribal Advisor – Kenneth Holbrook
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11:05 a.m. – 11:15 a.m.	2024 Calendar Review – Committee member milestones (elections, annual report)
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Session 6: Committee Administration & Governance
Session Outcome: Lifeline Committee Management, Deliverables & Commitments
Session Topics: Committee Deliverables, Sub-Team Reports/Read-Outs, Calendars

11:15 a.m. – 11:30 a.m.	Administrative Committee Vacancies & New Nominations/Appointments: 10 open positions <ul style="list-style-type: none"> • Large ILEC – 1 Alternate • CLEC – 1 Alternate • Small ILEC – 1 Alternate • Consumer – 1 Primary, 2 Alternates • CBO – 1 Primary, 3 Alternates
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11:30 a.m. – 11:35 a.m.	Future Q4 Meeting Date
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Member Roster

1	Large ILEC	Primary Alternate	Chris Burke Vacant	Frontier Communications
2	Small ILEC	Primary Alternate	Linda Lassen Vacant	Sierra Tel
3	CLEC	Primary Alternate	Marcie Evans Vacant	Cox Communications
4	Wireless	Primary Alternate	David Avila Alex Gudkov	TracFone Wireless, Inc. TruConnect
5	Deaf/Hearing Impaired or Disabled Rep	Primary Alternate	Kate Woodford Brian Winic	Cntr for Accessible Technology CA Department of Rehabilitation
6	Consumer	Primary Alternate	Vacant Vacant	
7	Consumer	Primary Alternate	Vinhcent Le Vacant	Greenlining
8	CBO	Primary Alternate	Cesar Motts Vacant	Southeast Community Development Corp.
9	CBO	Primary Alternate	Andre Chapple Vacant	Faith Church, African American Empowerment, Nat'l Diversity Coalition, Answer City Outreach
10	CBO	Primary Alternate	Vacant Vacant	
11	CPUC's Public Advocates Office	Primary Alternate	Christopher Bartulo Sharmila Selvalakshmirajeswara	Public Advocates Office Public Advocates Office