

ANNUAL REPORT

2018
-
2019

California Telephone Access Program
California Relay Service
Speech Generating Devices

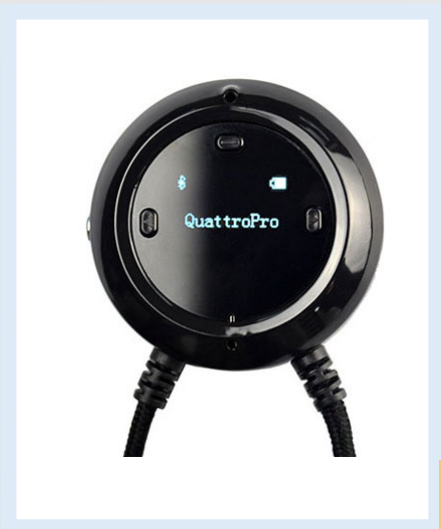
Keeping You Connected.



California Public Utilities Commission
Deaf And Disabled Telecommunications Program

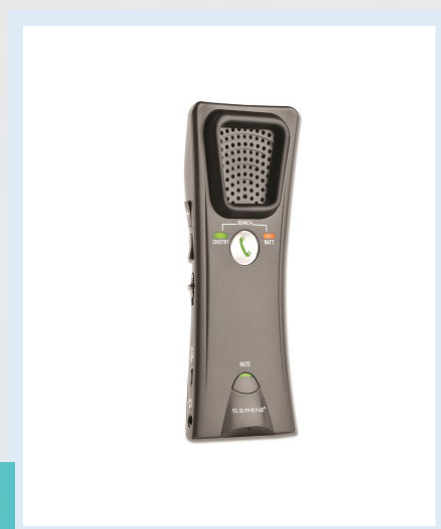


KX-TGM450SC
Cordless Telephone



Quattro Pro
Mobile Phone Amplifier

HearAll SA-40
Cell Phone Amplifier



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PROGRAM MISSION

The Deaf and Disabled Telecommunication 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 DDTP serves people who are challenged using a standard telephone because of difficulty seeing, hearing, speaking, moving, or remembering. Access to equipment, CRS, and SGD provide persons with disabilities access to 911 and emergency services. Without these 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.

The DDTP operates a Contact Center with toll-free numbers in a full range of access methods and languages for people to learn more about the DDTP, request Certification Forms, and determine the appropriate equipment to meet their needs. The DDTP distributes the selected equipment to customers who can also visit one of the 13 (seven full-time and six part-time) Service Centers throughout the State to select, learn to use, and take home the equipment that will benefit them most. In some instances, Field Advisors visit customers in their homes to assess equipment suitability and assist with installation.

In its oversight of the DDTP, the CPUC is advised by two consumer advisory committees: Telecommunications Access for the Deaf and Disabled Administrative Committee (TADDAC) and Equipment Program Advisory Committee (EPAC). For more information, visit the DDTP 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) 2018–2019.

PROGRAM HIGHLIGHTS

The DDTP has enabled more than 700,000 Californians to communicate with others and to connect with loved ones, professionals, and employers.

The DDTP is composed of three elements: 1) CTAP's California Phones outreach provides specialized equipment to qualified disabled Californians. Through California Phones, CTAP uses comprehensive statewide advertising to market specialized equipment through broadcast, cable, and satellite media. 2) CRS continues to be a valuable resource for Californians with hearing or speech challenges, being used for more than 1.3 million calls during this FY. 3) SGD program was added to the DDTP in 2014 and has funded more than 550 qualified Californians with customized SGDs and their required accessories. This past FY, the SGD program approved 94% of the total applications filed.

This past FY, CTAP's California Phones outreach provided comprehensive advertising campaigns that were implemented within the major metropolitan areas throughout the State. There were six full-scale campaigns that ran in Northern and Central California, which included a first-ever December campaign. 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. In addition, the international Chinese newspaper *World Journal* published an in-depth article regarding the DDTP.



A senior using the XLC2+ Cordless Telephone.

PROGRAM HIGHLIGHTS (CONTINUED)

During FY 2018–19, the DDTP continued its extensive efforts with close to 5,000 outreach presentations and field visits to reach California’s diverse population in its numerous geographical locales. The DDTP added 6,017 new customers who procured equipment this past year. However, overall new growth declined slightly due to continued growth of technological alternatives available on the open market.

Also during FY 2018–19, Californians continued the trend to migrate from landline phones to mobile telephones. To accommodate that switch, the DDTP tested equipment such as the Quattro Pro with an added display screen, which replaced the discontinued Quattro 4L. The Bring Your Own Device (BYOD) training pilot was also expanded. BYOD was targeted to teach seniors how to find and use the accessibility features on their own smartphones and taught them skills relevant within today’s mobile telephone environment.

All seven full-time Service Centers within the State offered monthly BYOD educational opportunities. Four of the seven centers offered monthly iPhone and Android training while three others offered the training on alternating months. By the close of the FY, 3,736 individuals had completed BYOD training—1,762 people were trained on iPhone features and 1,974 persons on Android phone features.

In the effort to expand the BYOD pilot, American Sign Language (ASL) users were also introduced to accessibility training. ASL iPhone BYOD training sessions began in February 2019. By the end of the FY 18 training sessions had been completed. This resulted in 77 ASL users who were educated on their smartphone accessibility features.



Outreach Specialist Lydia Santillan giving a BYOD training.



Field Operations Specialist Marina Zaneneh-Lester giving an Android phones BYOD training.

PROGRAM HIGHLIGHTS (CONTINUED)

The chart below shows that the DDTP continues to increase the “Total CTAP Customers with Equipment,” although the pace at which new customers are being added has been slowing.

CONSUMER FOCUS			
	2016-17	2017-18	2018-19
Total CTAP Customers with Equipment	679,585	718,400*	724,417
Contact Center Calls Handled (inbound and outbound)	196,995	177,702	151,312
Contact Center Emails Handled (inbound and outbound)	9,027	8,813	8,099
Certification Forms Received at the Contact Center	15,844	13,300	9,610
Customer Visits to the Service Centers	16,478	14,830	12,102
Outreach Presentations Plus Field Visits to the Community	6,348	6,080	4,893
Field Advisor Visits to Customers’ Homes	7,809	7,753	6,555
Contact Center Web Chats Handled	494	476	441
Marketing Campaigns	13	10	12
New Customers with Equipment	12,382	10,550	6,017
Relay Calls (includes Speech- to-Speech and Captioned Telephone)	1,881,701	1,548,529	1,319,157

*The FY 2017-18 number reflects an adjusted baseline from FY 2016-17 due to a database error adjustment.

CALIFORNIA TELEPHONE ACCESS PROGRAM (CTAP)

CTAP’s California Phones outreach provided free specialized telephone equipment and services to those with difficulty using a standard telephone. A dedicated surcharge collected by telecommunication carriers funds the DDTP including the purchase of equipment and its distribution. California Phones equipment is regularly updated.

During FY 2018-19, the DDTP conducted extensive research on new products, which led to the addition of some new equipment. One example is the HomeAware system. In February, 2019, the DDTP added this new landline accessory to benefit those who are Deaf or hard of hearing. The HomeAware is an alert system with three components. When the phone rings, the two-inch display on the main unit shows “phone,” emits a flashing strobe, and sounds a 105 dB alert. The system comes with a bridge unit that can be plugged into a nearby lamp to cause it to flash as well as shake the bed when the phone rings. Where available, the screen on the main unit also provides caller ID.

The following charts illustrate the total equipment distributed by the DDTP Distribution Center to the DDTP 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 hearing-impaired 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 CTAP specialized device—Sonic Alert HomeAware Signaling System.



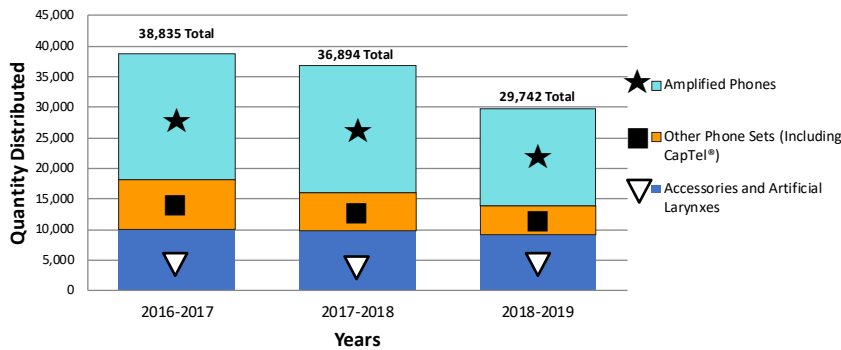
A senior using the TTY and amplified phone, Uniphone 1140.

PROGRAM EQUIPMENT-CTAP

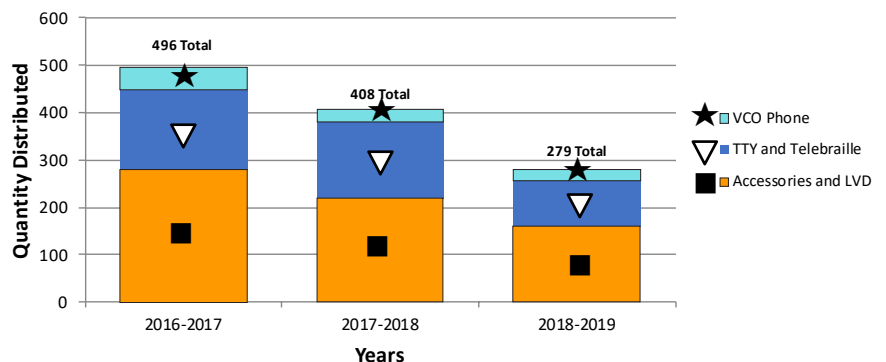
The following charts show the total equipment distributed by the DDTP Distribution Center to CTAP customers through Contact Center orders as well as from Service Centers, Field Advisors, and Outreach Specialists.

Senate Bill # / Public Utility Code	Type	2016-2017	2017-2018	2018-2019	3-Year Total
SB 60 PU Code Section 2881 (c) (1985)	Amplified Phones	20,655	20,769	15,822	57,246
	Other Phone Sets including cordless, CapTel®, big-button, speaker, and picture phones	8,196	6,232	4,689	19,117
	Accessories including switches, cords, headsets, amplifiers, and adapters, and Artificial Larynxes	9,984	9,893	9,231	29,108
SB60 Total		38,835	36,894	29,742	105,471
SB 597 PU Code Section 2881 (a) (1979)	Voice Carry Over (VCO) phone	49	28	22	99
	TTY and Telebraille	167	162	99	428
	Accessories including light and/or vibrating alerts and Large Visual Displays (LVD)	280	218	158	656
SB597 Total		496	408	279	1,183
Grand Total		39,331	37,302	30,021	106,654

Senate Bill SB60



Senate Bill SB597



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. Communications Assistants relay conversations between callers. 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 a person who is Deaf or has hearing or speech difficulties to place and receive telephone calls;
- 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 (STS) enables a person with speech difficulty to have a relay operator voice their phone conversations.

Hamilton Relay provided CRS during this FY and offered analog-based TRS, STS, and CTS. The service has been important to the lives of many, with TRS serving more than 860,000 calls and caption calls accounting for more than 430,000 calls.

The FCC adopted rules to facilitate the continued transition from TTYs to RTT (Real Time Text) over wireless Internet Protocol (IP) network. The FCC has also required RTT to be backward compatible with TTYs. Although RTT has not yet been deployed on wireline phone systems, relay vendors are currently exploring how to make this possible.

Due to exponential growth of Internet-based communications, customers who used Relay Services continued to transition to Internet-based federal level service and away from DDTP-provided analog-service due to technological incompatibilities.

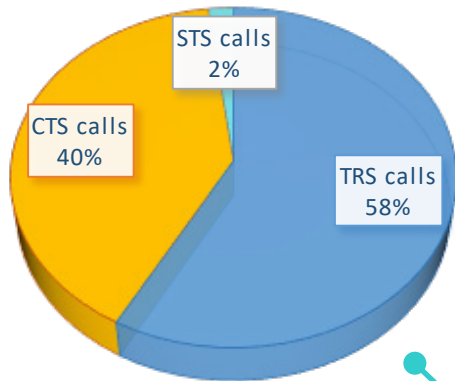
A youth using the free Speech-to-Speech (STS) service of the DDTP.



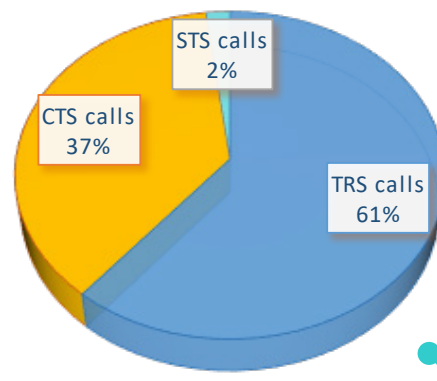
■ Traditional Relay Service (TRS) Calls
■ Captioned Telephone Service (CTS) Calls

■ Speech to Speech (STS) Calls
 CM = Conversation Minutes

FISCAL YEAR 2016-2017



FISCAL YEAR 2017-2018



1,087,248 TRS calls
 1,292,086 CM
 58% of total CRS calls

761,524 CTS calls
 2,061,824 CM
 40% of total CRS calls

32,929 STS calls
 119,483 CM
 2% of total CRS calls

Total CRS Calls: 1,881,701

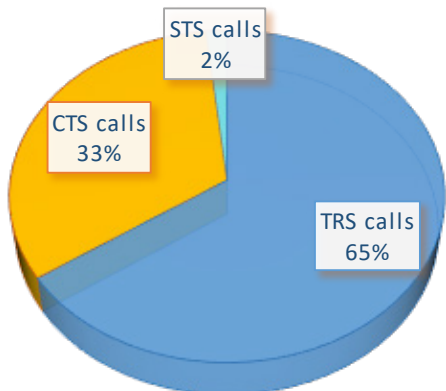
938,974 TRS calls
 1,046,430 CM
 61% of total CRS calls

577,012 CTS calls
 1,567,280 CM
 37% of total CRS calls

32,543 STS calls
 106,957 CM
 2% of total CRS calls

Total CRS Calls: 1,548,529

FISCAL YEAR 2018-2019



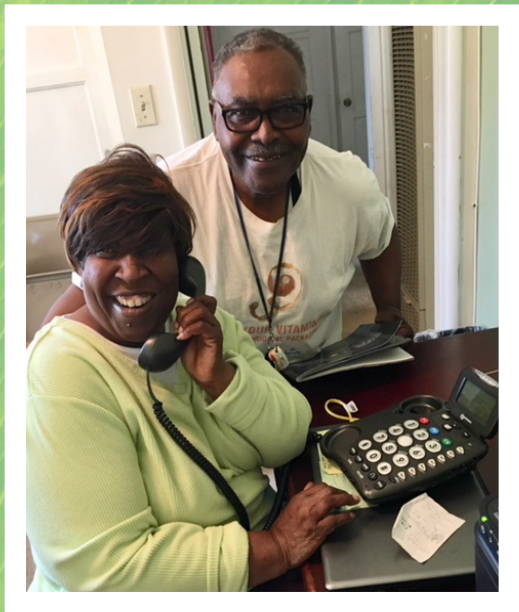
863,742 TRS calls
 860,590 CM
 65% of total CRS calls

432,831 CTS calls
 1,140,295 CM
 33% of total CRS calls

22,584 STS calls
 94,086 CM
 2% of total CRS calls

Total CRS Calls: 1,319,157

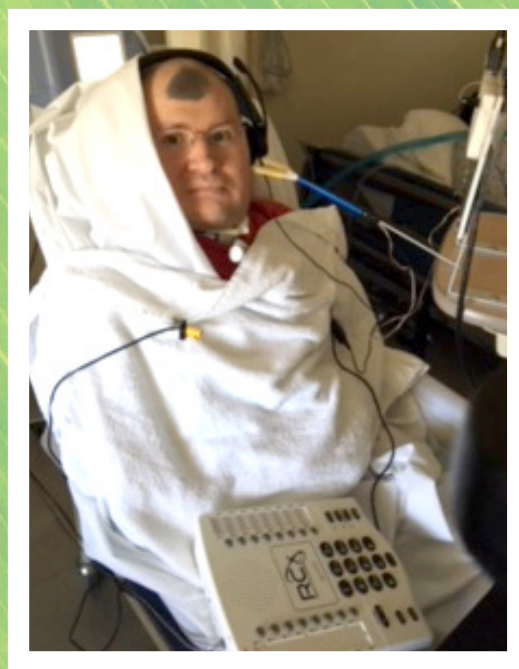
TESTIMONIALS



Vivian Stancil, Riverside CA

The CTAP phone has really helped me. As a blind business woman, the phone is very crucial to me as I run two non-profit programs and use the phone to make over 100 calls a day.

The phone is very easy to use and manage. I am very appreciative of the state's California Telephone Access Program. I am a senior Olympian Swimmer and am 71 years old. I am enclosing/providing a booklet of some of my accomplishments.



Eli Alvarado-Sanchez, Joshua Tree CA

Mi nombre es Eli Alvarado-Sanchez. Tengo usando los telefonos de CTAP del 2007. Si no fuera por mi telefono de CTAP, no tuviera esta poco libertad de poder comunicarme con mi familia y amistades. Mi telefono me a dado un poco de libertad. Gracias por su programa, estoy muy agradecido.

My name is Eli Alvarado-Sanchez. I have been using CTAP telephones since 2007. If it wasn't for my CTAP telephone I would not have this little freedom to be able to communicate with my family and friends. My telephone has given me some freedom. Thank you for your program, I am very grateful.



Josephine Kaprielian, Fresno CA

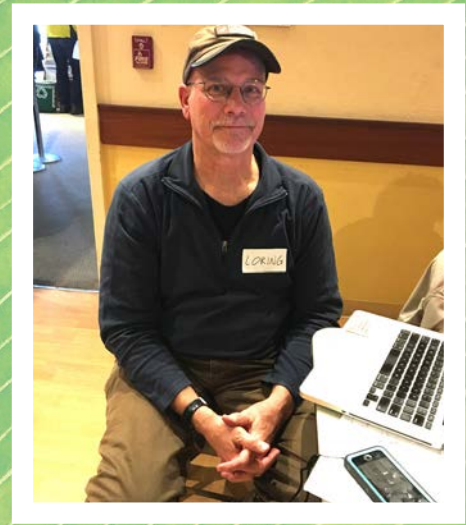
I can hear and understand the caller so much better.

I can make out the message on the answer machine. If I need to, I can slow down the speech on the phone or the answer machine.

I can change the tone of voice and slow down the speech—I love both those features.

The iPhone class was very useful to me as a new smartphone user. It helped me get up to speed and using the most important features. It also presented nice information on special accessibility features to make the phone more useful if a user has trouble hearing, seeing, or other issues.

Triet and Crystal were friendly and engaging as presenters.

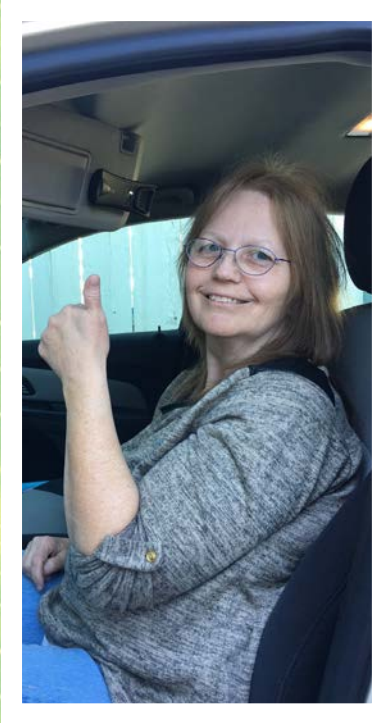


Loring Barker, Albany CA

At the Deaf Event, Skippy Summer looked to see if there was anything new for my cell phone.

He showed me "Hear All," a cellphone amplifier. I was impressed that it can connect to my cell phone so I can hear loud and clear. I was excited and wanted to order one. It was useful for me to put in my car to talk to my family and friends on the speakerphone.

Thank you for your service...



Catherine Ables, Visalia CA



Angelina Chow, San Francisco CA

CTAP is a very good, top-notch program that helps blind WW2 veterans. Now I can make my own calls.

Robyn Roberts is an asset to CTAP—she is very good with blind people like me and so patient.

今天我非常滿意Esther的服務。不但態度友善，解釋詳細，無論我問了多少問題，她都不厭我煩擾。如果100分是滿分，我給她200分。

在此多謝！

I am very happy with Esther's service today. Not only that she is friendly and kind, she also patiently explained details to me no matter how many questions I asked and not being bothered by that. If 100 is the perfect score, I will give her 200 points.



Jim Matsumoto, San Francisco CA

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 speech language pathologists as certifying agents.

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

In FY 2018-19, the DDTP received 125 total applications with 120 of those applications being approved. The DDTP provided funding to fully or partially subsidize SGDs and required accessories.

On January 11, 2017, the DDTP launched the pilot speech technology program called Voice Options, which 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. Voice Options is associated with Assembly Bill 136 (2011) and is funded through the CPUC's DDTP.

Given participants' positive reception towards Voice Options, the pilot was extended to allow for the distribution of iPads beyond the initial limit of 200 devices. The first phase of Voice Options concluded as of June 30, 2019, and a third-party evaluator is in the process of surveying the pilot participants and subsequently compiling and analyzing the survey results.

A second phase of Voice Options is expected to be underway during FY 2019-20. For this phase, the California Department of Rehabilitation will administer Voice Options, leveraging its extensive statewide network and resources.

iPads are offered through the pilot speech technology Voice Options to people with speech disabilities.



PROGRAM COSTS AND FINANCIAL STATUS

For FY 2018-19, pursuant to PU Code 914.5 (a), the CPUC continues to evaluate options to control the DDTP expenses and increase the DDTP efficiency.

Surcharges

The DDTP 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

CRS use is slowly declining, which can be attributed to the changing technological environment. The diagrams and tables presented on page 11 reflect this trend, showing much of the drop coming from declining CTS calls. CRS itself is fully subsidized (free) and users generally pay the same equal access charges for standard telephone service as other customers. Because of this landscape, the CPUC has not considered limiting maximum usage levels for CRS in order to control costs.

Means Test

The number of the DDTP participants receiving assistive telecommunications equipment is growing slowly and usage of CRS is slowly decreasing. Accordingly, the CPUC has not considered a means test to control costs.

Efficient Distribution of Equipment

All of the 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 (CONTINUED)

The CPUC's DDTP 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 applications, 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 and acquire new and innovative equipment, 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 18,000 units issued since becoming available in July 2017. Additionally, the BYOD smartphone training initiative has been very successful in keeping seniors and others informed about accessibility features on popular smartphones. This initiative is designed to test and evaluate several specific applications to be used on an individual's smartphone. A total of 5,776 participants have been trained since the October 2016 inception of the BYOD pilot. These pilots and other small-scale distribution events allow the DDTP to understand the best ways of targeting and supporting customers and identifying the most efficient means of distribution.

The 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 DDTP without incurring the significant cost of opening an independent full-time Service Center.

PROGRAM COSTS AND FINANCIAL STATUS (CONTINUED)

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 STS. STS allows speech-disabled users to use the CRS more effectively and potentially reducing the time required to make a call. CRS includes 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

Pursuant to statute, the DDTP is the provider of last resort for SGDs that are Durable Medical Equipment (DME) and is responsible for funding SGDs only 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 DDTP has 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 DDTP as appropriate. Two committees, TADDAC and EPAC, evaluate new equipment and submit their recommendations to the CPUC. During FY 2018-19, the DDTP continued to explore wireline and wireless options, including supporting RTT development for landline phones as well as making available wireless LifeLine phones to those with no landline access.

PROGRAM COSTS AND FINANCIAL STATUS (CONTINUED)

DDTP Fund Statement of Revenues, Expenditures, and Fund Balance*
(in Thousands)

	FY 2016-17	FY 2017-18	FY 2018-19
Beginning Balance **	30,628	45,663	43,232
Prior Year Adjustments	11,784	5,793	12,567
Adjusted Beginning Balance & Fund Assessment Adjustments	42,412	51,456	55,799
Revenue			
Regulatory Fees (Surcharges)	58,442	50,068	42,512
Investment Income	347	766	1,290
Escheat - Unclaimed Checks, Warrant, Bonds & Coupons	0	3	0
Transfers & Other Adjustments	0	1,093	447
Total Revenue	58,789	51,930	44,249
Expenditures			
CPUC Administration Charges	1,552	1,838	2,068
Program Contracts: Program Administration, Equipment, Contact and Distribution Centers, Marketing, and Outreach	33,045	32,405	33,220
CA Relay Service	12,000	16,101	2,639
Equipment Program	3,692	3,301	2,818
Speech Generating Devices	636	915	1,147
TADDAC	34	29	32
EPAC	38	28	38
Local Assistance	185	169	125
California State Library	552	0	0
Pro Rata***	3,723	4,179	2,261
Financial Information System for California	633	85	7
Supplemental Pension	0	0	16
Total Expenditures	56,090	59,050	44,372
Ending Fund Balance	45,111	44,336	55,676

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

** There was an adjustment of \$552,000 adjustment to correct financial statements from FY 16-17 to FY 17-18

** There was an adjustment of \$1,104,000 due to payments to California State Library from FY 17-18 to FY 18-19

*** General Fund recoveries of statewide general administrative costs (i.e., indirect costs incurred by central service agencies) from special funds

DDTP BACKGROUND

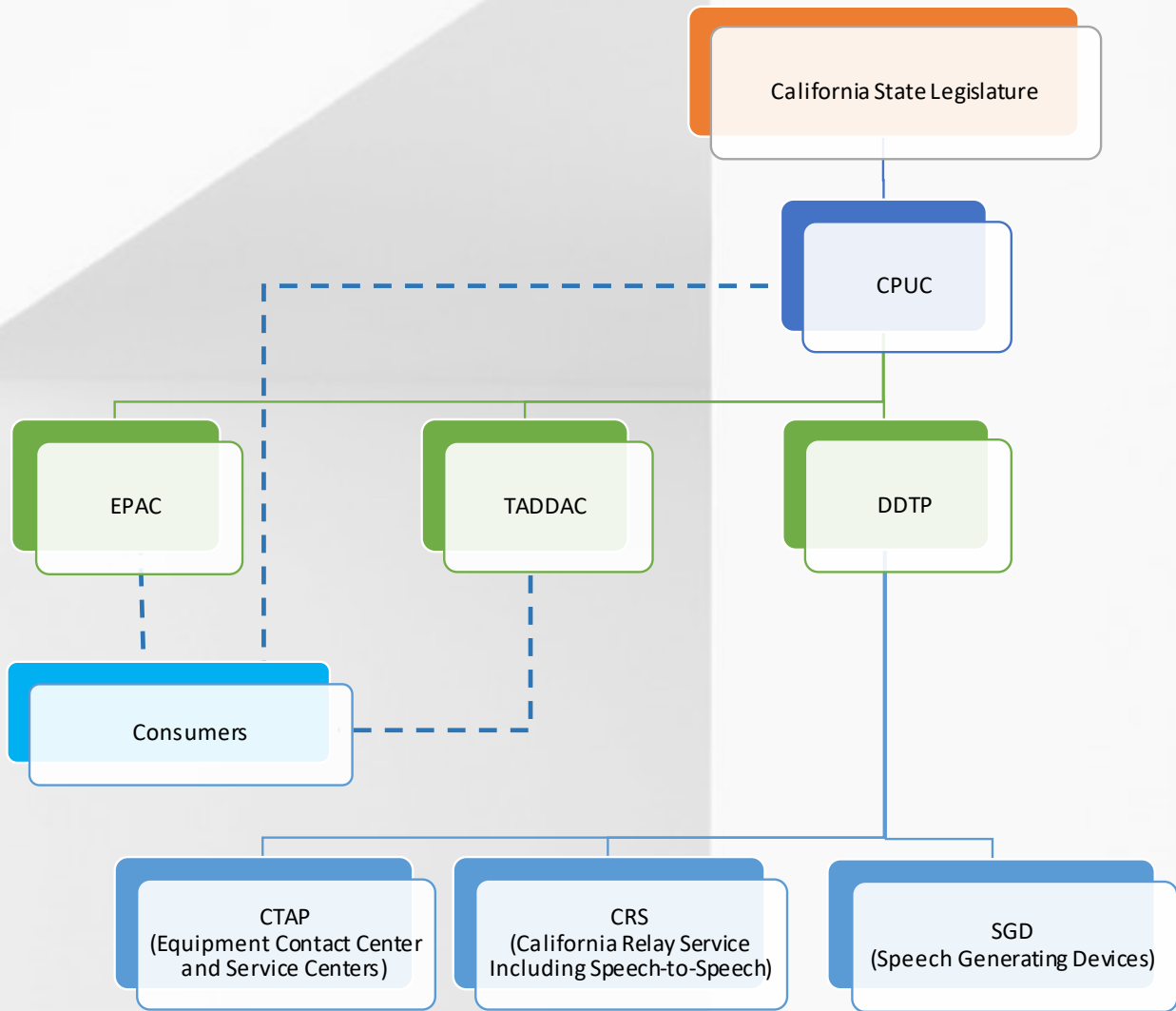
In 1979, the California Legislature enacted Public Utilities Code Section 2881, codifying the CPUC's existing program for the Deaf and disabled. Section 2881 required the CPUC to design and implement a program to provide telecommunication devices to Deaf and severely hearing-impaired customers. Subsequently, 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 severely 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 10-11-033 directs that wireless equipment become a permanent part of the DDTP.
- Provides SGDs as a funder 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 Commission decision (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. All contracts are entered into after a competitive bidding process and comply with California's contracting and procurement requirements. The California Communications Access Foundation (CCAF), a non-profit organization, manages DDTP operations and contracts for the CPUC under its own contract.

PROGRAM STRUCTURE



Outreach Specialist Carmen Garcia leading a BYOD iPhone training.



Outreach Specialist Michelle Radcliff-Garcia giving a specialized devices presentation.

2018-2019 ADVISORY COMMITTEE ROSTERS

TADDAC

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



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

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



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
PAO - 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: 7:00 AM – 6:00 PM and Saturdays: 9:00 AM – 4:00 PM

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				

Mail, Email, Fax

Send your questions, concerns, comments, requests, for completed Certification Forms:

Mail: P.O. Box 30310; Stockton, CA 95213

English Email: info@CaliforniaPhones.org

Spanish Email: info-es@CaliforniaPhones.org

Fax: 1-800-889-3974

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

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 (CRS) 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 (CRS), Caption Telephone, and Speech to Speech General Inquiries:

English: 1-866-409-0178

Speech Generating Devices (SGD):

Voice: 1-800-900-3985

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

STOP BY A CTAP SERVICE CENTER

Full-time Service Centers are open Monday - Friday: 8:00 AM - 5:00 PM

*Part-time Service Center hours are limited.

Visit CaliforniaPhones.org or call 1-800-806-1191
to confirm locations, hours of operation, and directions.

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.

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