



Keeping You Connected

**2016-2017
ANNUAL REPORT**



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

California Telephone Access Program
California Relay Service
Speech Generating Devices



KX-TGM450SC Cordless Telephone



Alto Amplified Telephone



Quattro 4L Cell Phone Amplifier



CSC500 Amplified Telephone



HearAll™ SA-40 Cell Phone Amplifier



C4220+ 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) and California Relay Service (CRS), respectively.

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

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 Program, request Certification Forms, and determine the appropriate equipment to meet their needs. DDTP distributes the selected equipment to consumers 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 most benefit them. In some instances, Field Advisors visit consumers in their homes to assess equipment suitability and assist with installation.

In its oversight of the Program, 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 Program information, please visit the CPUC website at www.cpuc.ca.gov and the Program websites at www.ddtp.org 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) 2016 – 2017 (July 1, 2016 through June 30, 2017).

DEAR FELLOW CALIFORNIANS:



The Deaf and Disabled Telecommunications Program (DDTP) mission is to provide free access to specialized telephone equipment and relay services to Californians who are Deaf, hard of hearing, and those who have vision, speech, cognitive, and mobility disabilities. I am also pleased that the Program continues to innovate and explore new possibilities. One such innovation is the development of a Bring Your Own Device (BYOD) Pilot. This Pilot provides training for those with hearing loss or low vision on specialized mobile phone applications. Another exciting development is the Voice Options pilot project.

Starting in January 2017, VoiceOptions offered 200 iPads with speech applications to people with speech disabilities for short- and long-term loans through ten demonstration centers throughout the State.

During Fiscal Year 2016-17, the California Telephone Access Program (CTAP) component of the Program continued to expand its support to State residents. It has added over 18,000 new customers and is now supporting almost 680,000 Californians with specialized equipment. In its ongoing effort to provide support throughout the State, the Program continues to staff thirteen Service Centers.

The California Relay Service (CRS) component of the Program remains an important method for making the public telephone network accessible to those who are Deaf and others who have hearing and speech difficulties. During FY 2016-17, the Relay Service was used to complete almost 1.9 million calls.

The DDTP strove to improve accessibility through increased funding of the Speech Generating Devices (SGD) program, now in its fourth year. The SGD program expanded and updated the number and types of specialized equipment available, and increased the number of annual marketing campaigns in order to better inform and serve California's diverse communities.

The DDTP provides a firm foundation to deliver essential services for those with disabilities. In this quickly changing telecommunications environment, they should receive warm recognition for their outreach to provide these persons the ability to reach out and communicate with others.

A handwritten signature in blue ink that reads "Timothy J. Sullivan". The signature is fluid and cursive, with a long horizontal stroke at the end.

Timothy J. Sullivan
Executive Director
California Public Utilities Commission

PROGRAM HIGHLIGHTS

During FY 2016-17, the Program continued its extensive outreach efforts, with Field staff logging 6,348 outreach presentations and field visits to a diverse group of users. The Program added 12,382 new registered consumers, a slight decrease in overall new consumer growth that can be attributed to the changing technological landscape. To help bridge that changing environment, the Program started the Bring Your Own Device (BYOD) Pilot that concentrates on providing training using basic iPhone platform application and accessibility features that are geared toward users who are hard of hearing or who have low vision. As of the end of June 2017, 221 people had completed this BYOD training. While a small portion of BYOD Participants identify themselves with vision or hearing disabilities, the majority of the BYOD Participants are mainly seniors who may not view themselves as having any disabilities, but do use reading glasses, hearing aids, or other assistive devices. By the start of 2018, the BYOD initiative will include training on basic platforms and accessibility features for Android as well as iPhone smartphones, and will continue to research adding specialty training for other disabilities groups.



accessibility features for Android as well as iPhone smartphones, and will continue to research adding specialty training for other disabilities groups.

Russian-speaking CTAP representative Marina Zangeneh-Lester, helping Russian consumers at a Sacramento CTAP Distribution Event.

Marketing campaigns ran throughout the year, in the major metropolitan areas of Northern California and Southern California. There were six full-scale marketing campaigns in Southern California, and five in Northern California. Campaigns utilized various advertising channels such as broadcast (TV and cable), print, direct mail, and the Web. Culture-specific advertising was conducted in English, Spanish, and Chinese (Mandarin and Cantonese). Advertising effectiveness was also tested twice in the sparsely-populated areas of Humboldt County/Eureka, Monterey/Salinas, and Imperial County/El Centro.



PROGRAM HIGHLIGHTS (CONTINUED)

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

| CONSUMER FOCUS | | | |
|---|----------------|----------------|----------------|
| | 2014-15 | 2015-16 | 2016-17 |
| Total CTAP Consumers with Equipment | 651,693 | 667,203 | 679,585 |
| Contact Center Calls Handled (inbound and outbound) | 228,537 | 201,355 | 196,995 |
| Contact Center Emails Handled (inbound and outbound) | 6,070 | 8,439 | 9,027 |
| Certification Forms Received at the Contact Center | 20,306 | 18,262 | 15,844 |
| Consumer Visits to the Service Centers | 22,640 | 19,467 | 16,478 |
| Outreach Presentations Plus Field Visits to the Community | 6,110 | 6,342 | 6,348 |
| Field Advisor Visits to Consumers' Homes | 8,471 | 8,304 | 7,809 |
| Contact Center Web Chats Handled | 599 | 523 | 494 |
| Marketing Campaigns | 8 | 7 | 13 |
| New Consumers with Equipment | 18,613 | 15,510 | 12,382 |
| Relay Calls (includes Speech-to-Speech and Captioned Telephone) | 2,326,039 | 2,222,539 | 1,881,701 |

CALIFORNIA TELEPHONE ACCESS PROGRAM (CTAP)

CTAP provides free specialized telephone equipment and services to those who may have difficulty using a standard telephone. It is funded by a surcharge assessed to all consumers who are subscribed to phone services. CTAP phones and equipment are updated regularly.

During FY 2016-17, the Program conducted extensive research and added new equipment and replaced three outdated items.

New to the Program is a cordless phone that features up to 40dB of incoming voice amplification and the option to make or receive calls using a traditional landline service or cellular service while paired to a mobile device via Bluetooth®.

Equipment is replaced from time to time when higher-performing models become available. An example is an amplified cordless phone that was replaced with another that features custom tone settings, talking keypad, and real time "slow talk". Also, a big-button phone was replaced with a newer big-button model that features up to 50dB of incoming amplification. A further example is a captioned phone that was exchanged for an enhanced captioned phone that can be used with a standard analog telephone line or converted to an IP-based device, if needed.

The following charts illustrate the total equipment distributed by the Program Distribution Center to CTAP customers through Contact Center orders, Service Centers, Field Advisors, and Outreach. Senate Bill 597 (SB 597) provides 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, and mobility disabilities.

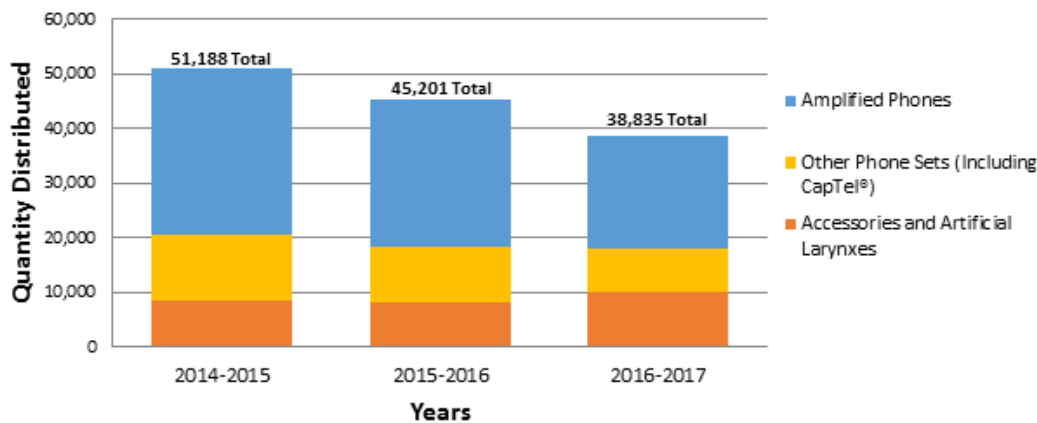


KX-TGM450SC Cordless Telephone

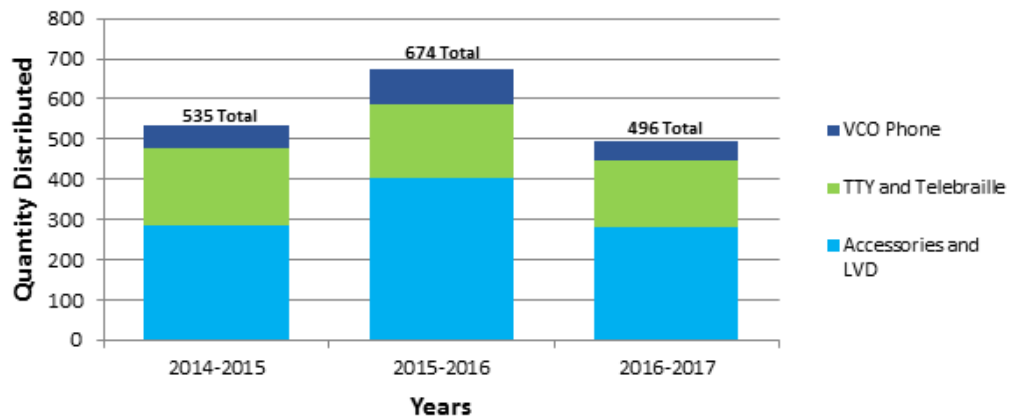
PROGRAM EQUIPMENT - CTAP

| Senate Bill # / Public Utility Code | Type | 2014-15 | 2015-16 | 2016-17 | 3-Year Total |
|--|--|---------------|---------------|---------------|----------------|
| SB 60 PU Code Section 2881 (c) (1985) | Amplified Phones | 30,622 | 26,705 | 20,655 | 77,982 |
| | Other Phone Sets including cordless, CapTel®, big-button, speaker, and picture phones | 11,983 | 10,336 | 8,196 | 30,515 |
| | Accessories including switches, cords, headsets, amplifiers, and adapters, and Artificial Larynxes | 8,583 | 8,160 | 9,984 | 26,727 |
| Total | | 51,188 | 45,201 | 38,835 | 135,224 |
| SB 597 PU Code Section 2881 (a) (1979) | Voice Carry Over (VCO) phone | 57 | 87 | 49 | 193 |
| | TTY and Telebraille | 192 | 182 | 167 | 541 |
| | Accessories including light or vibrating alerts and Large Visual Displays (LVD) | 286 | 405 | 280 | 971 |
| Total | | 535 | 674 | 496 | 1,705 |
| GRAND TOTAL | | 51,723 | 45,875 | 39,331 | 136,929 |

Senate Bill SB60



Senate Bill SB597



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. It is funded by a surcharge assessed to all consumers who are subscribed to phone services. CRS includes three main service areas: Traditional Relay Service (TRS) enables a person who is Deaf or has hearing or speech difficulties to place and receive telephone calls; 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; Speech-to-Speech (STS) enables a person, with speech difficulty, to have a Relay operator voice their phone conversations.

Hamilton Relay is the current relay provider for California Relay Service and offers TRS, STS, and captioned telephone relay service for all of California. The user base of CTAP consumers continues to expand but with the technological advancements available to consumers in recent years, we see a correlating shift in Relay usage from analog-based services to Internet-based services. For Speech-to-Speech service, the total conversation minutes this fiscal year are similar to last year and Hamilton noted the increase in answered STS calls may be attributed to increased outreach efforts.

In addition to existing STS services offered through California Relay Service, an enhanced service called Visually Assisted Speech-to-Speech (VA STS) continues to be evaluated. Users of VA STS connect to the service by using their traditional telephone service in combination with their webcam (or videophone with Skype™) and a high-speed Internet connection. The Communication Assistants (CA) relaying these calls are better able to understand and re-voice for callers with the addition of a video component. VA STS callers may also share information through their existing Augmentative and Alternative Communication (AAC) devices. A dedicated STS Training Line was established to educate the public on questions related to both traditional Speech-to-Speech and Visually Assisted Speech-to-Speech.

Skype™ is a trademark of Skype. The California Public Utilities Commission and the Deaf and Disabled Telecommunications Program are not affiliated, sponsored, authorized or otherwise associated by/with the Skype group of companies. (CPUC Press Release, Web sites: cpuc.ca.gov and DDTP.org)



Uniphone 1140 TTY

CALIFORNIA RELAY SERVICE (CONTINUED)

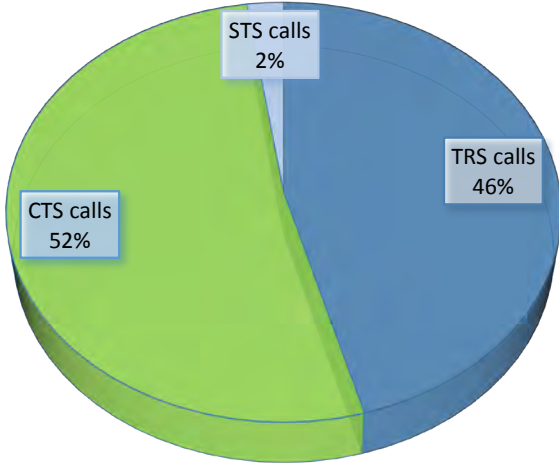
■ Traditional Relay Service (TRS) Calls

■ Captioned Telephone Service (CTS) Calls

■ Speech to Speech (STS) Calls

CM = Conversation Minutes

FISCAL YEAR 2014-15



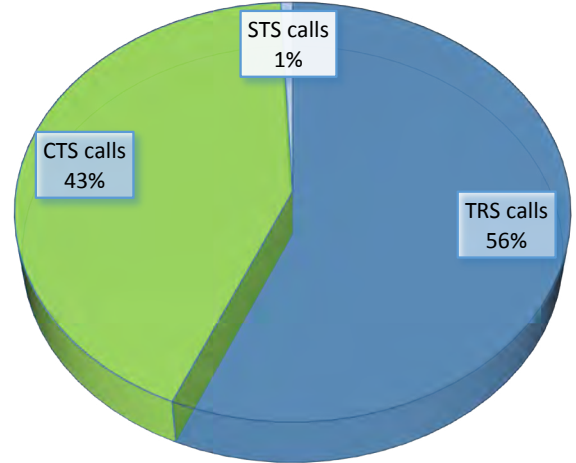
1,063,615 TRS calls
1,614,963 CM
46% of total CRS calls

1,207,858 CTS calls
3,298,875 CM
52% of total CRS calls

54,566 STS calls
132,068 CM
2% of total CRS calls

Total CRS Calls: 2,326,039

FISCAL YEAR 2015-16



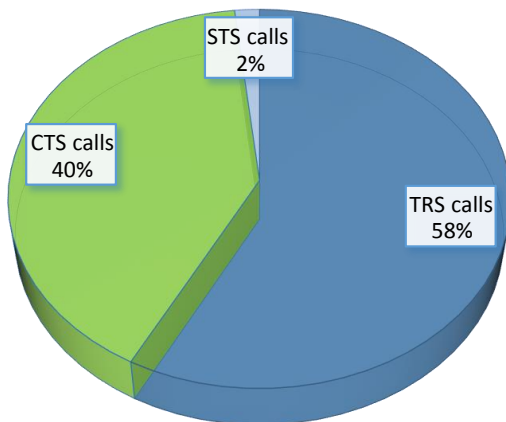
1,255,167 TRS calls*
1,530,793 CM
56% of total CRS calls

950,641 CTS calls
2,507,806 CM
43% of total CRS calls

16,731 STS calls**
119,293 CM
1% of total CRS calls

Total CRS Calls: 2,222,539

FISCAL YEAR 2016-17



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

* When Hamilton assumed AT&T Relay operations, call processing differences resulted in a temporary increase of reported average call volumes. Procedures have been standardized to prevent this in future years.

** This number reflects implemented procedural controls that significantly reduced overall fraudulent call attempts for the year. However, the Program never compensates for fraudulent calls.

TESTIMONIALS



"I have severe problems hearing on the phone and cell phone. The hard of hearing phone has changed my life. I can now enjoy talking to friends and especially visiting with my relatives in Europe. I would really advise people with hearing problems to consider looking into these great phones. Thank you.

~ **Bridget White, Hemet**

"I'm happier than ever to be able to call my family when I need to. I like having the ability to call my uncle on my own. I love that my phone has voice over so that I can speak too and it does all the work. I'm excited to get calls from everybody.

~ **Javier Felix and Family, Yorba Linda**



"I think that the California Telephone Access Program is a wonderful program for seniors and others with disabilities. Instead of two phones, I need only one, because it rings loud enough for me to hear all over the apartment. I have friends and neighbors that I have given applications."

~ **Nadine Keith, Long Beach**





“ This Program has helped me a lot. I have used a wheelchair for over 50 years and CTAP’s Panasonic Cordless Phone helps me be independent for making and receiving calls especially to those who I care about. Communication for me is key to staying connected with others.”

~ **Jose Mariano, Los Angeles**

“I learned many things which I previously could not do such as use Siri to send text messages and make phone calls, use flash light and magnifier, and adjust volume and brightness. Also the handout going over what was taught enables me to review everything so I don’t forget”

~ **Mary Lou Smith, Castro Valley**



“ I’m so grateful and happy that I can call my family on my own, and thank you for the Program. This is unbelievable!”

~ **Brenda Bailey, Los Angeles**



“Because of the high volume and large numbers on your phone, I can see and hear well. It really helps. I’m very happy with your Program. I look forward to getting a new phone for my wife too.”

~ **Mr. and Mrs. Len Svinth, Petaluma**



SPEECH GENERATING DEVICES

Assembly Bill (AB) 136 (Beall, Statutes 2011, Chapter 404, effective January 1, 2012) expanded the Deaf and Disabled Telecommunications Program (DDTP) to include Speech Generating Devices (SGDs) as the provider of last resort. The bill also added speech language pathologists 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 a speech language pathologist allows a qualified user to receive an SGD that meets the need for accessing and using a telephone network.

In Fiscal Year 2016-17, the DDTP received 124 total applications with 107 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 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 are considered to be supplemental telecommunications equipment and involve an application and certification process. Voice Options is associated with Assembly Bill 136 (2011) and is funded through the CPUC's DDTP.



CPUC Commissioner Clifford Rechtschaffen presenting at the spring 2017, Voice Options iPad distribution event at the Silicon Valley Independent Living Center.

PROGRAM COSTS AND FINANCIAL STATUS

The Program is funded through a dedicated surcharge, which is 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 0.5% and, in accordance with P.U. Code Section 2881 (g), the surcharge has a statutory sunset date of January 1, 2020. For more information on past and current surcharge levels, see the table below.

| Surcharge Rate | | |
|-------------------------------------|------------|------------|
| FY 2014–15 | FY 2015–16 | FY 2016–17 |
| 0.20% | 0.50% | 0.50% |
| 0.50% (Effective Feb 1, 2015) | — | — |

Pursuant to PU Code 914.5 (a), the CPUC continues to evaluate options to control Program expenses and increase Program efficiency.

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 page 11 reflect this trend, showing much of the drop coming from declining CTS 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. Because of this landscape, the CPUC has not considered limiting maximum usage levels for California Relay Service in order to control costs.

Means Test

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

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 (CONTINUED)

The CPUC's Program administrator holds public events to sign up participants and distribute equipment. These "Distribution Events" (DEs) are held in cooperation with medical and other professionals who are able to certify disability on applications, thus allowing consumers to apply and receive equipment at the same event. This improves the consumer'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 also is intended to prevent the CapTel service from being used by people who could be better and more efficiently served by an amplified phone.

The DDTP has continued to run pilots for new equipment. During FY 2016-17, the D704 Lightweight Handset and ClearPower battery backup pilot was launched and a total of 355 units have been distributed. The DDTP continues to look for new and innovative ways to bring new equipment into the Program. An additional program was developed, approving the research and development of a Bring Your Own Device (BYOD) smartphone training initiative. This initiative is designed to test and evaluate several targeted applications to be used on an individual's own smartphone. 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, including six part-time Service Centers. The part-time Service Centers are housed in and partner with Community Based Organizations (CBOs) in locations throughout the State. This geographic reach promotes the Program without incurring the significant cost of opening an independent full-time Service Center. Service Centers are an efficient distribution method as they allow customers to come in-person to ask questions and select their equipment. CBOs are also able to direct potential consumers to the Program.



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 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. This Program also 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 (SGDs)

Pursuant to statute, the DDTP is the provider of last resort for Speech Generating Devices (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 also began implementing 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 2016-17, the DDTP continued to explore wireless options, including supporting a proposal for the research and development of a Bring Your Own Device (BYOD) smartphone training initiative. California also continues to be a national leader in offering Visually Assisted Speech-to-Speech (VA-STS).

PROGRAM COSTS AND FINANCIAL STATUS (CONTINUED)

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

| | FY 2014-15 | FY 2015-16 | FY 2016-17 |
|--|---------------|---------------|---------------|
| Beginning Balance | 8,233 | 26,472 | 30,628 |
| Prior Year Adjustments | 19,230 | 609 | 11,784 |
| Adjusted Beginning Balance & Fund Assessment Adjustments | 27,463 | 27,081 | 42,412 |
| Revenue | | | |
| Regulatory Fees (Surcharges) | 41,775 | 60,817 | 58,442 |
| Investment Income | 59 | 0 | 347 |
| Total Revenue | 41,834 | 60,817 | 58,789 |
| Expenditures | | | |
| CPUC Administration Charges | 2,746 | 2,114 | 1,552 |
| Program Contracts, includes Program Administration, Eqmt. Contract Ctr & Distribution and Marketing & Outreach | 26,579 | 38,723 | 33,045 |
| CA Relay Service | 8,071 | 9,305 | 12,000 |
| Equipment Program | 4,384 | 4,123 | 3,692 |
| Speech Generating Devices | 254 | 2,177 | 636 |
| TADDAC | 26 | 27 | 34 |
| EPAC | 33 | 35 | 38 |
| Local Assistance | 128 | 102 | 185 |
| California State Library | 552 | 552 | 552 |
| Pro Rata** | N/A | N/A | 3,723 |
| Financial Information System for California | 52 | 112 | 633 |
| Total Expenditures | 42,825 | 57,270 | 56,090 |
| Ending Fund Balance | 26,472 | 30,628 | 45,111 |

* Source: Governor's Budget/DF303 and CalStars Q16

** ProRata was not separately identified in previous fiscal years

LEGISLATIVE BACKGROUND

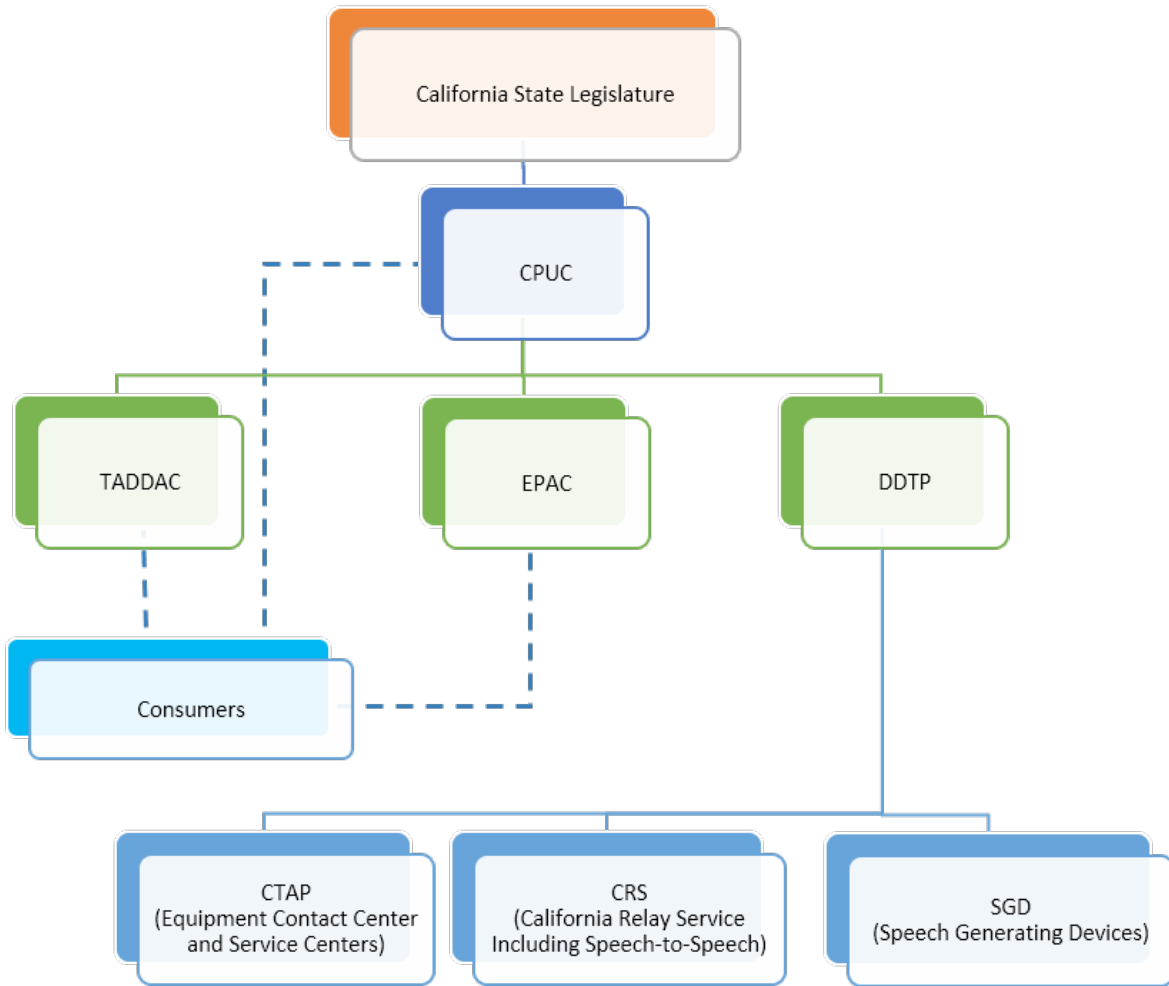
In 1979, the California Legislature enacted Public Utilities Code Section 2881, codifying the CPUC's existing program for the deaf and disabled. Section 2881 required the CPUC to design and implement a program to provide telecommunication devices to deaf and severely hearing impaired consumers. Subsequently, 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 Deaf and Disabled Telecommunications Program.
- Provides Speech Generating Devices (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 California Telephone Access Program (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 contract.

PROGRAM STRUCTURE



XLC2 Cordless Telephone

2016-2017 ADVISORY COMMITTEE ROSTERS

TADDAC:

Tommy Leung – B (Chair)
 Frances Reyes Acosta – AL/SpS (Vice Chair)
 Ken Cluskey – HOH
 Jeffery Fetterman - D
 Nancy Hammons/Katie Wright - LtD
 Devva Kasnitz – M
 Steve Longo – D
 Kevin Siemens – STS

EPAC:

Sylvia Stadmire – Sr (Co-Chair)
 Brian Pease – M (Co-Chair) [Deceased]
 Kenneth Rothschild – D (Vice Chair)
 Keith Bonchek – D
 Mussie Gebre – DB
 Jacqueline Jackson – B
 Tom Mentkowski – HOH

Community Representation:

AL – At Large
 B – Blind
 D – Deaf
 DB – Deaf/Blind
 DRA – Division of Rate Payer Advocates
 HOH – Hard of Hearing
 LtD – Late Deafened
 M – Mobility
 SpS – Spanish Speaker
 Sr - Senior
 STS – Speech-to-Speech



TADDAC Members

Left to Right:

Jeffery Fetterman, Ken Cluskey, Katie Wright, Frances Reyes Acosta, Tommy Leung, Kevin Siemens, and Devva Kasnitz

EPAC Members

Left to Right:

Tom Mentkowski, Keith Bonchek, Kenneth Rothschild, Sylvia Stadmire, Jacqueline Jackson, and Mussie Gebre



CONTACT DDTP/CTAP/CRS

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: 1-510-271-8234

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: 1-510-271-8324

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: 1-510-271-8324

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

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

***Redding:** Please confirm hours of operation and location online a 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)

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

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

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

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

Santa Ana: 2677 North Main Street, Suite 130, CA 92705

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

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



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