



www.CAConnect.org
Programs of the California Public Utilities Commission

The Deaf and Disabled Telecommunications Program
Equipment Program Advisory Committee (EPAC)
An Advisory Body to the California Public Utilities Commission

EPAC Meeting

Oakland City Center
500 12th Street, Suite 105, Oakland, CA 94607
Paramount Conference Room
October 11, 2024
10:00 AM to 4:00 PM

[Join Zoom Meeting](#) with audio from your device.

If you are participating by phone only:

Dial: 1 669 900 6833

Meeting ID: 805 250 5300

Passcode: 5300

[StreamText Link](#) for Captions

DDTP Advisory Committees – EPAC Meeting

October 11, 2024

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DDTP Hybrid Meeting Protocol

This may be challenging but we can make it work if everyone follows some simple rules, is courteous, and most of all, patient.

1. If you are using a laptop in person, please **do not connect to computer audio**. If you are at home, please always have your microphone on mute to avoid background noise if you are not speaking or until you are called on, by the Chair.
2. If you have a question or want to speak, please raise your hand or use the “raise hand” function on Zoom. Wait to be called on by the Chair before beginning to speak.
3. **Only one person can speak at a time** – this is the most important rule. Please be courteous, watch the captions or ASL interpreter, and wait until the person speaking is done before you speak.
4. Please speak slowly and clearly – remember there will be some lag between you (your computer system) and other participants.
5. When directing Members to a report in the Binder, please call out the Page Number (“Page 1”) then **Pause ALL talking and communications to wait for Members to find the correct report**. Watch the ASL Interpreters to know when to begin speaking.
6. **Voting:** After a motion, a second, and discussion, the Chair will call for a vote. The vote will be by roll call, in the order listed in the meeting binder. The Chair will call your name, you will then announce yourself and vote by saying YES, NO or Abstain.
7. Captions are available by clicking the Closed Captioning (CC) button on the bottom of your screen in Zoom and on the StreamText link in the Zoom chat and cover page of the binder.
8. Each participant may pin up to 9 individual squares.
9. During discussion, gallery view is recommended ([instructions](#)).
10. During shared screen presentations, side by side speaker view is recommended ([instructions](#)).
11. To maximize viewing active participants, it is recommended to hover your mouse over the three dots in the upper right-hand corner of your box and select “hide all non-video participants”.

Lunch in Downtown Oakland

<p>Sidewalk Burger/Kosmos Located in Oakland City Center Plaza 1-minute trip 0.1 mile</p>	<p>Panda Express Located in Oakland City Center Plaza 1-minute trip 0.1 mile</p>	<p>Sandwichiez North Beach Deli Located in Oakland City Center Plaza 1-minute trip 0.1 mile</p>
<p>Subway Located in Oakland City Center Plaza 1-minute trip 0.1 mile</p>	<p>Bagel Street Café Located in Oakland City Center Plaza 1-minute trip 0.1 mile</p>	<p>Ladle and Leaf Located in Oakland City Center Plaza 1-minute trip 0.1 mile</p>
<p>Popeye's Chicken Located in Oakland City Center Plaza 1-minute trip 0.1 mile</p>	<p>City Center Pizzeria Located in Oakland City Center Plaza 1-minute trip 0.1 mile</p>	<p>Oakland Street Food Co. 430 13th Street (341) 699-7445 5-minute trip 0.2</p>

DDTP Advisory Committees – EPAC Meeting

October 11, 2024

Roll Call Voting Order

Order	Member Name	Committee
1	Antoinette Warren	EPAC, Vice Chair
2	Danyelle Cerillo	EPAC
3	Janice Armigo Brown	EPAC
4	Judy Viera	EPAC
5	Monique Harris	EPAC
6	Steve Longo	EPAC, Chair

Deaf and Disabled Telecommunications Program
Equipment Program Advisory Committee (EPAC)
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October 11, 2024
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Public Meeting Draft Agenda

<p>I. Administrative Business</p> <ul style="list-style-type: none"> A. Roll Call of EPAC Members B. Agenda Review and Approval C. EPAC Action Items from the September 13, 2024 	<p>10:00 AM – 10:30 AM</p>
<p>II. DDTP Update</p> <p>CPUC Staff will inform the Committee of issues addressed by CD, any recent decisions or comments to the FCC, the status of contracts and pilot programs, and any updates to the DDTP that may affect the Program now and in the future.</p>	<p>10:30 AM – 10:45 AM</p>
<p>III. Deliberate and vote on equipment recommendations from CSD Testing and Training</p> <p>EPAC members will deliberate and vote on the four equipment recommendations (Rivo2, Hable One, BlueParrott S650-XT, and Midland WR120 NOAA) presented by Harry Kim at the September 13, 2024 Joint meeting.</p>	<p>10:45 AM – 11:30 AM</p>
<p>IV. Video Relay Interpreting (VRI) Proposal – Feedback & Vote</p> <p>EPAC members will deliberate on revisions to a letter distinguishing the difference between VRI and Video Relay Service (VRS) and the addition of VRI to DDTP. Then, members will vote to submit the letter for TADDAC’s review.</p>	<p>11:30 AM – 12:00 PM</p>

V. Public Input – AM Session Members of the Public may provide input to the Committees.	
VI. Lunch Break – One Hour	12:00 PM – 1:00 PM
VII. CSD Testing and Training Presentation CSD Testing and Training representatives will present on the department’s developments, updates, progress, policies, and equipment. There will be a live demonstration of the equipment.	1:00 PM – 2:30 PM
VIII. Program Vendor Reports	
A. CSD EPC Customer Contact Report Equipment Processing Center Operations Director, Chong Vang, will provide updates regarding DDTP Equipment and Customer Contact efforts.	2:30 PM – 2:40 PM
B. CSD Marketing Report Molly Miller, Vice-President of CSD Marketing, will provide updates regarding DDTP Marketing efforts.	2:40 PM – 2:50 PM
C. CSD Field Operations Report Jennifer Minore, Field Operations Program Director, will provide updates on CSD Field Operations.	2:50 PM – 3:00 PM
D. California Relay Service (CRS) Report Melissa McMahan from Hamilton Relay will provide updates on California Relay Service (CRS).	3:00 PM – 3:10 PM
E. DOR Voice Options Report A representative from the Voice Options Team at the Department of Rehabilitation, will provide updates regarding the Voice Options Program.	3:10 PM – 3:20 PM
F. Maximus Report A representative from Maximus will provide updates on Primary Program and Contract Administrator (PPCA) oversight and next quarter activities.	3:20 PM – 3:30 PM
IX. Public Input – PM Session Members of the Public may provide input to the Committees.	
X. New Business	
A. Report from the Chair The EPAC Committee Chair may report on informational items, administrative matters, including those of the subcommittees, or any issues affecting EPAC.	3:30 PM – 3:40 PM

<p>B. Committee Discussion</p>	<p>3:40 PM – 3:50 PM</p>
<p>C. Member Reports Members may report on topics from their constituencies concerning current issues of program equipment and services, communication barriers or any feedback relating to the Program, in general.</p>	<p>3:50 PM – 3:55 PM</p>
<p>XI. Meeting Wrap up and Adjournment</p>	<p>3:55 PM – 4:00 PM</p>

Additional Information

For additional information, please contact Matthew Reinig, DDTP Committee Coordinator, 805-250-5300, or by email at matthew.reinig@cpuc.ca.gov. If you plan to attend the meeting and need sign language interpreters or other special communication accommodations, please call or email the Matthew Reinig at least five days prior to the meeting date.

Document Preparation

For accessibility purposes, all documents reviewed by TADDAC must be available in alternate formats. When submitting documents to be included with meeting materials, please send a copy in an electronic format to matthew.reinig@cpuc.ca.gov.

Environmental Reminder

Please refrain from wearing perfumes or scents to DDTP meetings. Persons with environmental illness or multiple-chemical sensitivity must reduce their exposure to attend this meeting.

EPAC Action Items from September 13, 2024

Last updated: 10/03/2024

Action Item #29: OPEN

In order to prevent future scams of CRS users, Hamilton Relay will inform EPAC on the roles and responsibilities of Communication Assistants (CAs) and how they might help to prevent the scamming, instead of helping the scammer. David Weiss will inform Christa Cervantes about this issue.

Priority (L/M/H): Medium

Date Assigned: April 12, 2024

Assigned To: Hamilton Relay and David Weiss

Due Date: June 2024

Status: Open

Comments on 04/12/2024: Monique Harris informed EPAC that there was an issue where a CA was used to scam a CRS Program user. This issue led to people wondering if the CA could have done something when they realized the person they were translating for was a scammer. David Weiss was asked to relay this issue to Christa Cervantes so that she could report back to EPAC. This action item is now open.

Comments on 06/14/2024: Reina Vazquez directed Members to page 41 in the June 14, 2024 Joint Meeting Binder for Hamilton's response to this item. This action item remains open.

Comments on 09/13/2024: Melissa McMahan stated CAs are not able to intervene in a call due to rules and regulations and they are facilitating the call. She will provide follow-up information at the next meeting.

Travel Reimbursement Updates

Effective for Travel on or after October 1, 2024

Presenter:

Matt Reinig



California Public
Utilities Commission

Why did the State implement changes to the Travel Program?

Effective October 1, 2024, CalHR implemented a revised business and travel expense reimbursement program. This update aims to streamline policies and bring reimbursement rates in line with federal per diem standards set by the U.S. General Services Administration (GSA).

[CalHR Travel Website](#)
[CalHR Travel Program FAQ](#)
[GSA Travel Website](#)

Key Elements of the new program

- Adopting the standard lodging, meal and incidental expenses (M&IE) rates established by the GSA at the time of travel.
- Streamlining current expense reimbursement policies and procedures while providing reimbursement of up to 75% of the GSA M&IE rate for the first and last day of multi-day business travel.

M&IE and Lodging Reimbursement

In accordance with CalHR policy, reimbursement shall be for actual, necessary, and appropriate business and travel expenses incurred fifty (50) miles or more from home or headquarters.

Meal and Incidental Expenses (M&IE)

Meal and Incidental Expenses (M&IE) Timeframes

When travel status is:		Maximum reimbursement for actual expenses is:
Less than 12 hours		Not eligible for meal and incidental expense reimbursement.
12-24 hours		Up to 75% of the applicable meal and in a travel status.
24 hours +	The day of departure	Up to 75% of the applicable meal and incidental expense standard rate.
	Full continuous day(s) of travel	Up to 100% of the applicable meal and incidental expense standard rate.
	The last day of travel	Up to 75% of the applicable meal and incidental expense standard rate.

Meal and Incidental Expenses (M&IE) Breakdowns

When travel status is	Breakfast	Lunch	Dinner	Incidental Expenses	First & Last Day of Travel
12 – 24 hours Day of Departure Last Day of Travel	\$12	\$14.25	\$21	\$3.75	Up to \$51
Full Continuous Day(s)	\$16	\$19	\$28	\$5	Up to \$68

- Receipts are not required to claim meal and incidental expenses up to the maximum allowable reimbursement rates specified above. However, travelers should maintain receipts for meals as substantiation that the amount claimed does not exceed actual expenses. The California Public Utilities Commission reserves the right to request receipts at any time.
- If travel precludes consuming meal(s) provided by the state, or included in hotel expenses, or at conferences/registration events due to time constraints or other considerations such as reasonable accommodation, reimbursement may be provided in accordance with established policy rates, provided an alternate meal was purchased.

Sample Scenario 1 – Travel of Less Than 12 Hours

A traveler's trip is less than 12 hours. Is the traveler eligible to receive reimbursement for any M&IE?

No. Travel of less than 12 hours is not eligible for M&IE reimbursement.

Example: Travel begins at 6 a.m. and ends at 5 p.m. on the same day.

Sample Scenario 2 – Travel of At Least 12 Hours But Less Than 24 Hours

A traveler's trip is 13 hours on the same day. What M&IE reimbursement rate is the traveler eligible for?

Up to 75% of the applicable M&IE standard rate (up to \$51).

Example: Travel begins at 6 a.m. and ends at 7 p.m. on the same day.

Sample Scenario 3 – Travel of At Least 12 Hours but Less Than 24 Hours

A traveler's trip is at least 12 hours but less than 24 hours. What M&IE reimbursement rate is the traveler eligible for?

- Day 1 (day of departure): Up to 75% of the applicable M&IE standard rate (up to \$51).
- Day 2 (last day of travel): Up to 75% of the applicable M&IE standard rate (up to \$51).

Example:

- Day 1 (Monday) – travel begins at 6 a.m.
- Day 2 (Tuesday) – travel ends at 5 p.m.

Lodging Reimbursement

Lodging Reimbursement Chart

CalHR's "In-State" Lodging Chart		
County	Meeting	New Rate
Alameda	EPAC TADDAC	\$145
Los Angeles	November Joint Committee Meeting	\$191

- Reimbursement of lodging expenses in excess of specified amounts, excluding taxes, requires advance written approval from California Public Utilities Commission at least 10 business days in advance of the travel dates.

Questions?



For more information:

Matthew.Reinig@cpuc.ca.gov

Karen.Luong@cpuc.ca.gov





California Public Utilities Commission

Rivo2 – Smart Qwerty Keyboard for Smartphones and Tablets



The Rivo2 is a portable Bluetooth, tactile keyboard designed to enhance the usability of smartphones and tablets for individuals who have difficulty seeing. With a qwerty based keyboard and a raised bump on the number five button, it makes the device easy to navigate the smartphone by touch. The device works with both iOS and Android platforms and improves the use of the VoiceOver (iOS) and TalkBack (Android) features.

Features

1. Use the Rivo2 like a remote control for your cell phone or tablet
2. Type and edit text, including punctuation marks and emoticons quickly and accurately.
3. Make and receive phone calls, dial numbers, and touch tones conveniently.
4. Switch quickly between up to 6 devices.
5. About the size of a credit card, so it is easily portable.
6. Use the Rivo2 and keep the smartphone in the pocket or bag.
7. Compatible with iPhone, iPad, Android phones and tablets.

8. Tactile buttons with a raised bump on the number five button.
9. Recommended for users who are visually impaired.

Data sheet

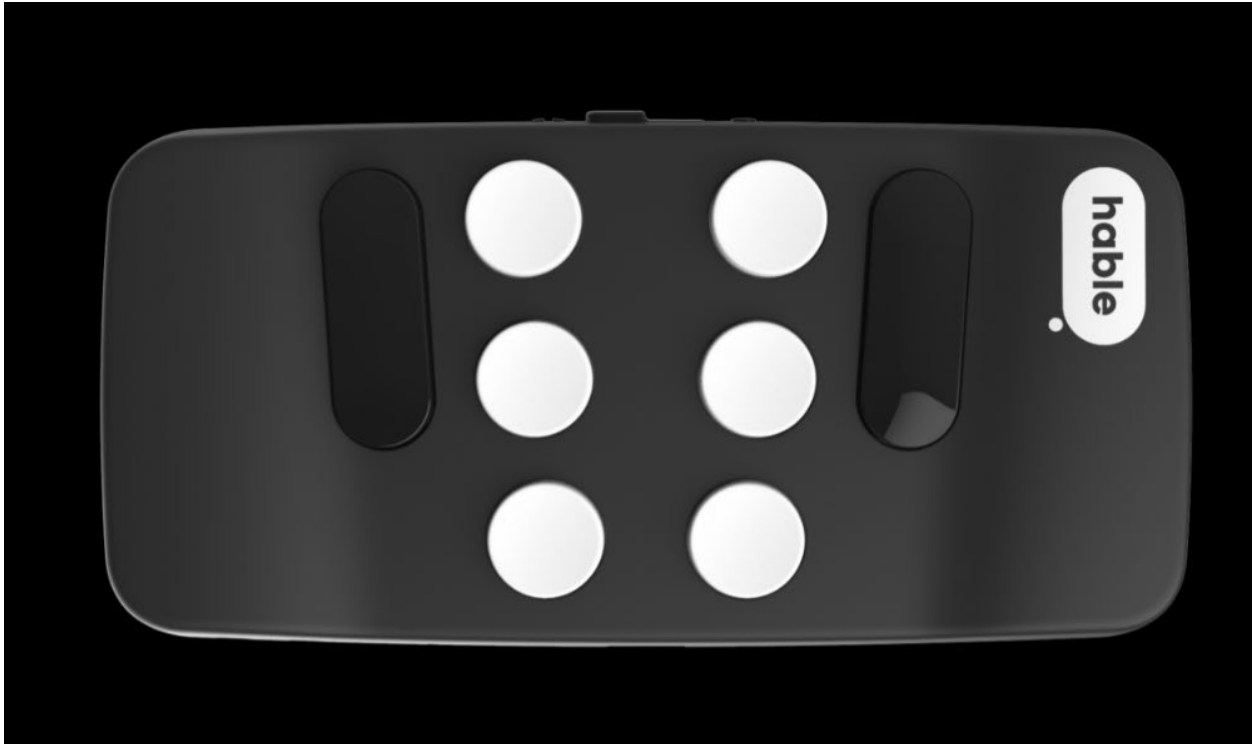
1. The size of Rivo2 is 3.7 inches wide, 2 inches high, .5 inches thick, and weighs .1 lbs.
2. There are 20 buttons on the front arranged in 4 rows and 5 columns.
3. The microphone is on the front left behind three tiny holes arranged vertically.
4. The speaker is on the front right behind a hollow vertical bar.
5. There are three small buttons on the top side; the one on the left is the POWER button, and the two buttons on the right are the KEYBOARD button and the AUDIO button from left to right.
6. On the bottom side, there are strap hole, micro-USB port, reset hole, and earphone jack from left to right.

Cost

\$329 as of August 2024 ([Rivo store](#))

The full user manual can be downloaded at on [Rivo2 webpage](#).

Hable One – Braille Based Keyboard for Smartphones and Tablets



The Hable One is a portable Bluetooth, external, tactile keyboard designed to enhance the usability of smartphones and tablets for individuals who have difficulty seeing. With its intuitive touch commands, navigating a smartphone or tablet has never been easier. Hable One is small enough to take with you wherever you go, and its impact on your daily device use will be life changing. The simplicity of the commands also makes it user-friendly for individuals who may have difficulty with more complex swiping movements or gestures to navigate a smartphone or tablet. The device works with both iOS and Android platforms and improves the usage of VoiceOver (iOS) and TalkBack (Android) features. The device uses a 6-dot braille keyboard that does not require a user to be knowledgeable in typing or reading braille.

Features

1. The device comes in two versions: Hable One and Hable Easy (not yet available as of August 2024 per the Hable website).
2. The Hable One buttons and button combinations can be programmed to control the smartphone or tablet and can also be used to type text using the six-dot braille system.
3. Use the Hable One like a remote control for your cell phone or tablet.
4. Type and edit text, including capitalization and numbers quickly and accurately.
5. Make and receive phone calls, dial numbers and touch tones conveniently.
6. Switch quickly between up to 5 devices.
7. About the size of half a sandwich, so it is easily portable.
8. Compatible with iPhone, iPad, Android phones and tablets.
9. The Hable One is recommended for users who are visually impaired.

Data sheet

1. The size of Hable One is 3.93 inches long, 1.81 inches wide, .31 inches thick, and weighs .2 lbs.
2. There are 6 round buttons and two long buttons on the front arranged in 4 columns with 3 white round buttons in the middle two columns and a black long button on either side.
3. There is a sliding switch on the top side that powers on and wakes up the device from sleep mode.
4. On the bottom side, there are strap-hole and a USB-C port.
5. 1 Month battery life
6. Bluetooth BLE for low energy
7. Languages supported: UEB, Spanish, French, German, Dutch

Cost

\$194 as of August 2024 ([Hable store](#))

The full user manual can be downloaded at [Hable One webpage](#).

BlueParrott S650-XT – 2-in-1 Bluetooth Convertible Wireless Headset with Active Noise Cancellation



The BlueParrott S650-XT is a Bluetooth Wireless Headset for use with your smartphone to enhance the conversation for individuals who are hard-of-hearing or with a soft voice. With built-in active noise cancellation headphones that can be used in mono (one) or stereo (both ears covered), the conversation will become loud and clear. The powerful ultra-noise-cancelling microphone removes 96% of the background noise so that the user's voice can be heard clearly on the other end. This device works for both iPhone and Android users.

Features

1. The device can be used over one ear or both ears with a detachable 2nd earpiece.
2. The headset has a built-in microphone that cancels 96% of the background noise from your end of the call so that the caller's voice is heard clearer.
3. The headset can be used with voice commands initiated with a push of a button or by saying "Hey BlueParrott" to control your calls, GPS directions, music, voice assistants, and more.

4. Make and receive phone calls conveniently.
5. The Active Noise Cancellations (ANC) removes ambient noise and makes sounds coming from the headset loud and clear.
6. Flexible boom mic can be positioned in different positions
7. Can also be used as a corded headset.
8. Flexible ear cushions and adjustable headband for a comfortable fit.
9. Can be paired with 2 devices at the same time.
10. Recommended for users who are hard of hearing or with a soft voice.

Data sheet

1. The size of Blueparrott is 7.79 inches long, 6.4 inches wide, 2.5 inches thick, and weighs .67 lbs.
2. There are 4 small rectangular buttons placed vertically (when worn) on the side of one earpiece. From top to bottom: the Blueparrott button, the power button, volume up and down buttons.
3. There is a USB-C charging port and 3.5 mm jack on the bottom of one earpiece.
4. 36 hours of use on a single charge.
5. 300 ft of wireless range.
6. IP54 Rated protection (water and dust resistant).
7. Utilizes Bluetooth technology

Cost

\$249.99 as of August 2024 ([Amazon page](#))

The full user manual can be downloaded on the [BlueParrott webpage](#).

Midland WR120 NOAA (National Oceanic and Atmospheric Administration) Weather Alert Radio – Emergency alert radio accessory for the HomeAware II



The WR120 NOAA Emergency alert radio is an accessory to work in conjunction with the HomeAware II (with a built-in flasher and a separate bed shaker that is currently in the Program) to alert users to over 60 kinds of weather hazards and emergencies using S.A.M.E (Specific Area Message Encoder) localized programming to alert users to emergencies in localized areas. NOAA Weather Scan will automatically alert you of events such as tornadoes, hurricanes, thunderstorms, floods, wildfires, civil danger warnings and more.

Features

1. The Specific Area Message Encoding (S.A.M.E.) allows the user to enter a code that is specific to your country, state, county and in some cases partial county.

2. Program your radio to receive weather alerts from up to 25 different counties and be alerted only when those specific counties are threatened.
3. Color-coded alert indicators provide a quick way for the user to see missed alerts or determine the alert type and its severity (advisory, watch, or warning).
4. Alert Override automatically switches over during use to warn you of impending danger.
5. Public-alert certified monitor receives 7 NOAA channels with flood, tornado, thunderstorm, and other warnings
6. The device has a 25-county memory system with siren, voice alert, and flashing LED warning systems.
7. Full battery back-up in the event of a power outage
8. The unit has a 10 reviewable alerts memory
9. All Hazards Alert - in addition to important weather announcements your radio will also receive other emergency announcement such as:
 - Child Abduction Emergency (Amber Alert)
 - Nuclear Power Plant Warning
 - Biological Hazard Warning
 - Civil Emergency Message
 - Fire Warning
 - Landslide Warning
10. Recommended for users who are Deaf, Hard of Hearing, Vision loss or others who have the HomeAware II

Data sheet

1. The size of Midland WR120 NOAA is 5 inches long, 6 inches wide, 1.5 inches thick, and weighs 1 lbs.
2. There are a total of 9 buttons on the unit. 4 small raised oval buttons with arrows placed in the north, east, south, and west positions under the display with two more buttons on both sides and a big weather/snooze button underneath.
3. The back of the unit has a power input, external antenna input, cloning port, and an external alert port.
4. The default volume is the 77 decibel Public Alert requirement. Two lesser volumes are available.
5. Uses three AA alkaline batteries for emergency power back-up in the event of power outage

Cost

\$34.88 as of August 2024 ([Amazon page](#))

The user manual can be downloaded on the [Sonic Alert page](#).

TESTING & TRAINING: EQUIPMENT PRESENTATION

PRESENTED BY
HARRY KIM

4 DEVICES FOR
COMMITTEE
CONSIDERATION AND
APPROVAL TO BE
BROUGHT INTO THE
PROGRAM

1. RIVO2
2. HABLE ONE
3. BLUEPARROTT S650-XT HEADSET WITH
BUILT-IN BOOM MIC
4. MIDLAND WR120 NOAA WEATHER
ALERT RADIO

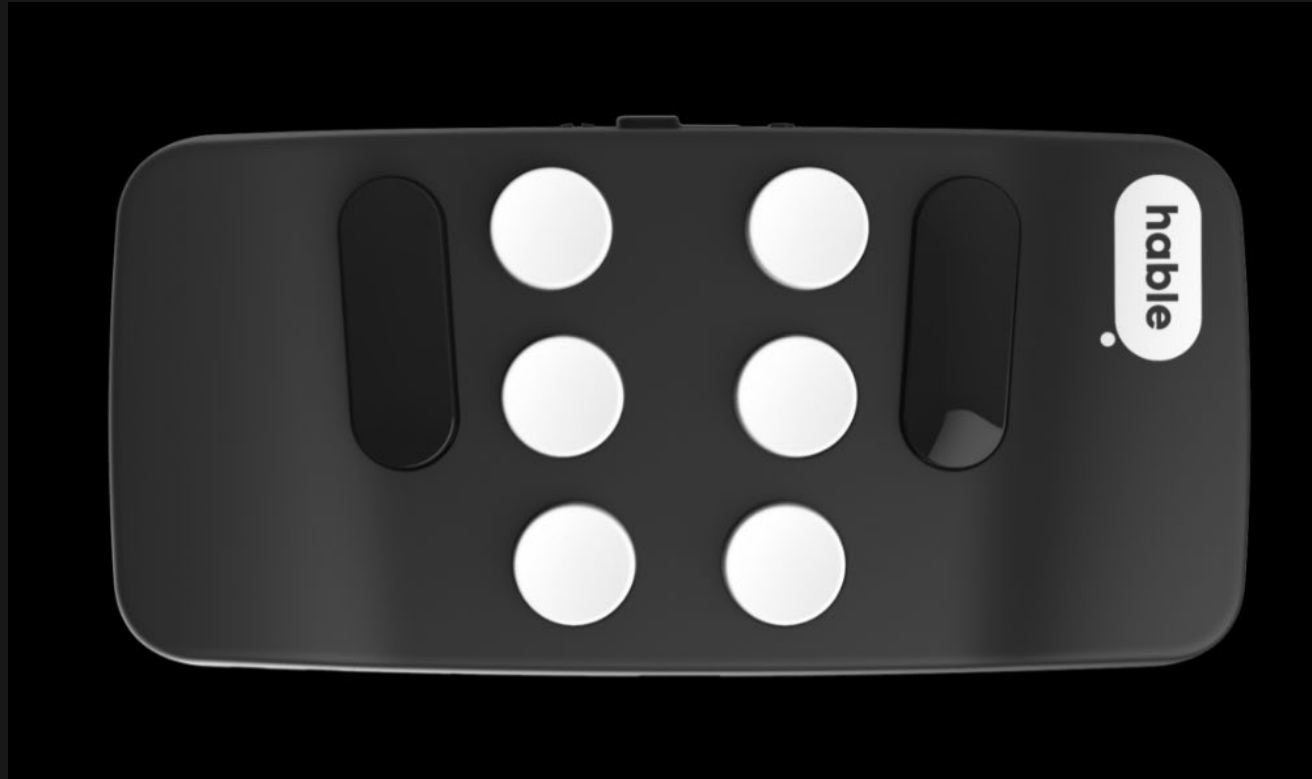
RIVO2

1. 3.7 in. x 2 in. x .47 in.
2. Weighs .1 lbs.
3. Qwerty-based keyboard
4. Has built-in speaker and mic
5. Can connect up to 6 devices
6. Works with iOS and Android
7. Recommended for users who have difficulty seeing
8. Retail cost is \$329



HABLE ONE

1. 3.93 in. x 1.81 in. x .31 in.
2. Weighs .2 lbs.
3. Braille-based keyboard
4. Can connect up to 5 devices
5. Works with iOS and Android
6. Recommended for users who have difficulty seeing
7. Retail cost is \$194



BLUEPARROTT S650-XT HEADSET

1. 7.79 in. x 6.4 in. x 2.5 in.
2. Weighs .67 lbs.
3. Active Noise Cancellation
4. Can connect up to 2 devices
5. Works with iOS and Android
6. Recommended for users who have difficulty hearing or speaking
7. Retail cost is \$249.99



MIDLAND WR120 NOAA EMERGENCY ALERT RADIO

1. 5 in. x 6 in. x 1.5 in.
2. Weighs 1 lbs.
3. Programmable for up to 25 different counties
4. Full battery back-up
5. 10 reviewable alerts memory
6. Recommended for users who are Deaf or have difficulty hearing or seeing
7. Retail cost is \$34.88



QUESTIONS?



This will be addressed to CPUC

The purpose of this letter is to request for an implementation of Video Relay Interpreting on mobile phones accessible to phone users who are deaf and hard of hearing across California.

To explicitly outline the distinctions between [VRI and VRS](#), which are commonly utilized by deaf, late-deafened and hard of hearing individuals at home and work, it's important to note that VRI mobile is a newly introduced service made available recently. As mandated by the Americans with Disabilities Act (ADA), it's crucial to facilitate equal access to individuals with disabilities over the telephone network. Therefore, we have California Connect in place to provide the necessary equipment and services.

Video Relay Service (VRS)

Video Relay Service (VRS) implemented in the United States is funded by the Federal Communication Commission's (FCC) Interstate TRS Fund. VRS enables individuals with hearing or speech disabilities who use American Sign Language (ASL) or Conceptually Accurate Signed English (CASE) with, or without, Voice Carryover (VCO) to communicate with voice telephone users using video equipment.

Initially, the video equipment was assigned a 10-digit number to place calls, but during the pandemic, the FCC relaxed the rules to also allow VRS service in ZOOM meetings. It's important to note that Video Relay Interpreting (VRI) does not use a phone number for communication.

Video Remote Interpreting (VRI)

Video remote interpreting (VRI) is IP-based, unlike VRS, and is a form of sign language interpretation / transliteration that allows people who are deaf, late deafened or hard of hearing to communicate with a hearing person in the same room (on-site) via videoconferencing instead of in-person, on-site interpreting. VRI is especially useful when there is a lack of available qualified interpreters, such as in a rural location or when an interpreter is needed immediately and there is no available interpreter on-site.

VRI works by using videoconferencing equipment at both locations. The interpreter, who is typically at a call center, uses a headset to hear what the hearing person says. As the hearing person speaks, the interpreter signs everything said to a web camera. When a person who is deaf, late deafened or hard of hearing replies via their web camera, the interpreter sees and voices the interpretation. In calls where the

participant is hearing impaired, voice carryover (VCO) may be requested so that the deaf, late deafened, or hard of hearing person can speak for themselves and be heard by the other party. The person who is deaf, late deafened, or hard of hearing and the person who is hearing can talk back and forth, just as if the interpreter was in the same room.

VRI is provided on a fee-for-service basis by several interpreting agencies; costs may vary based on whether an interpreter is needed immediately or is scheduled ahead of time. Hospitals have been using this service using tablet, a mobile device,

VRI can be used when the sign language user and hearing person are together or when they're in different locations communicating remotely and is not regulated by the FCC. By contrast, according to FCC regulations, people in the same room are not permitted to use VRS to communicate, because the service is designated only for telephone calls. Consequently, when the interaction is face-to-face, VRI is the best option so now VRI Mobile is the answer for accessibility anywhere.

Video Remote Interpreting for Mobile Phones

Like VRI, which is also IP-based, this technology enables deaf, late-deafened and hard of hearing individuals who use sign language, to use mobile phones to access interpreting services to communicate with police officers, service providers, real estate agents, teachers, and others. While many organizations offer VRI, ASL Anywhere is the first (that I am aware of) to offer VRI through a mobile platform using Wi-Fi or a 4G network at minimum.

Like VRI, VRI Mobile is provided on a fee-for-service basis using block of minutes credit assigned to phone user per month to minimize fraud.

VRI Mobile allows deaf and hard of hearing phone users to have same access as other hearing phone users and this is what we call true communication access.

Taking you for the time and consideration.

Steve Longo

EPAC Chair

TESTING & TRAINING: NEW PROCESS PRESENTATION

PRESENTED BY
HARRY KIM

INTRODUCTION:
OVERVIEW

THE TESTING AND TRAINING TEAM WILL
PLAN AND IMPLEMENT THE TESTING OF
PRODUCTS AND SERVICES, AND CREATE
INSTRUCTIONAL MATERIALS TO ENSURE THAT
PARTICIPANTS RECEIVE THE BEST BENEFIT FROM
THE PROGRAM

INTRODUCTION:
OBJECTIVES

1. FACILITATING DISCUSSIONS AND ANSWERING QUESTIONS FROM USERS
2. PLANNING AND IMPLEMENTING THE PILOT TESTING OF NEW PRODUCTS AND SERVICES
3. CREATING INSTRUCTIONAL MATERIALS OF PRODUCTS AND SERVICES

TOOLS

VIRTUAL TESTING AND TRAINING PLATFORM

1. USER FORUM
2. PILOT TESTS
3. TRAINING MATERIALS

USER FORUM

INTERACT AND COMMUNITY BUILDING

1. READ AND CREATE NEW POSTS
2. REPLY AND COMMENT TO POSTS
3. LIKE AND DISLIKE POSTS

PILOT TESTS

GET FEEDBACK

1. PARTICIPATE IN PILOT TESTS
2. TESTING AVAILABLE IN VARIOUS LOCATIONS (E.G. HOME, SERVICE CENTERS, CBO, ETC.)
3. SUBMIT FEEDBACK ABOUT THE PRODUCT OR SERVICE

TRAINING

INFORM AND PROMOTE

1. FINDING TRAININGS FOR PROGRAM PRODUCTS AND SERVICES
2. VIDEOS AND LEARNING MANAGEMENT SYSTEM PLATFORM
3. SUBMIT FEEDBACK ABOUT THE TRAINING

RECAP:
OBJECTIVES

1. **USER FORUM:** FACILITATING DISCUSSIONS AND ANSWERING QUESTIONS FROM USERS
2. **PILOT TESTING:** PLANNING AND IMPLEMENTING THE PILOT TESTING OF NEW PRODUCTS AND SERVICES
3. **TRAINING MATERIALS:** CREATING INSTRUCTIONAL MATERIALS OF PRODUCTS AND SERVICES

TESTING AND TRAINING
STAFF

1. TESTING AND TRAINING DIRECTOR: HARRY KIM
2. TESTING MANAGER: PAMELA SIEBERT
3. TRAINING MANAGER: MICHAEL WOODWARD

THANK YOU
QUESTIONS?



EPC Call Center Performance Report - YTD (July 2024 - June 2025)

7,568

Inbound Calls Offered

4,031

Inbound Calls Handled

0:00:19

Average Time in Queue

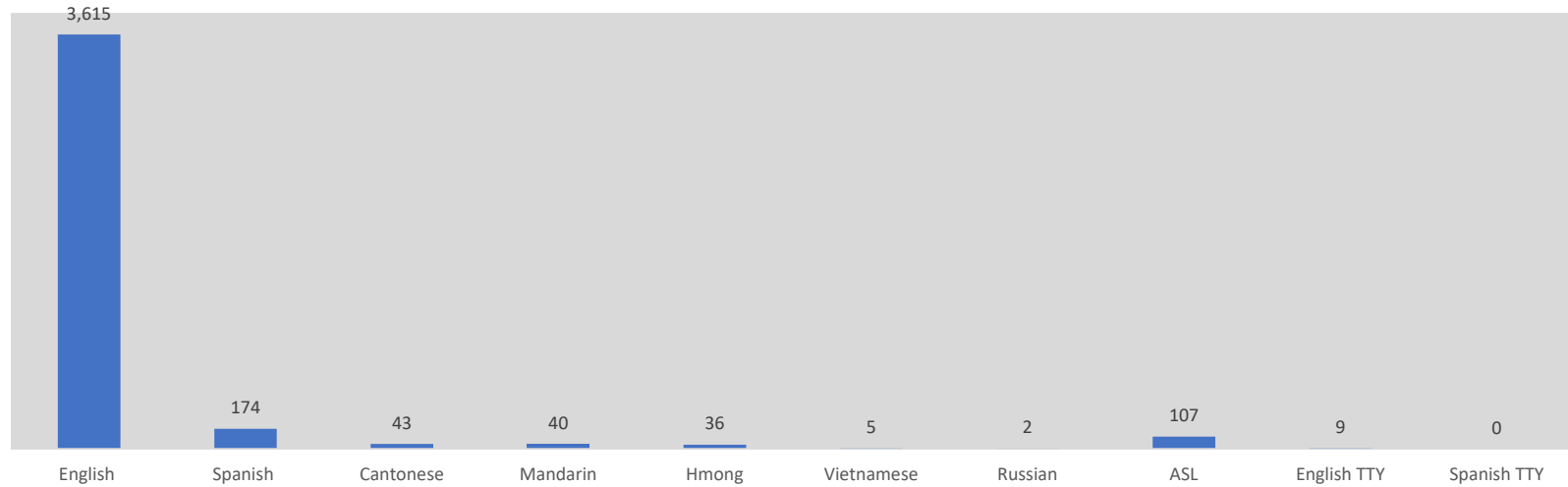
28,795

Total Inbound Minutes

07:07

Average Talk Time

Call Categories



EPC Call Center Performance Report - August 2024

3,810

Inbound Calls Offered

1,951

Inbound Calls Handled

0:00:14

Average Time in Queue

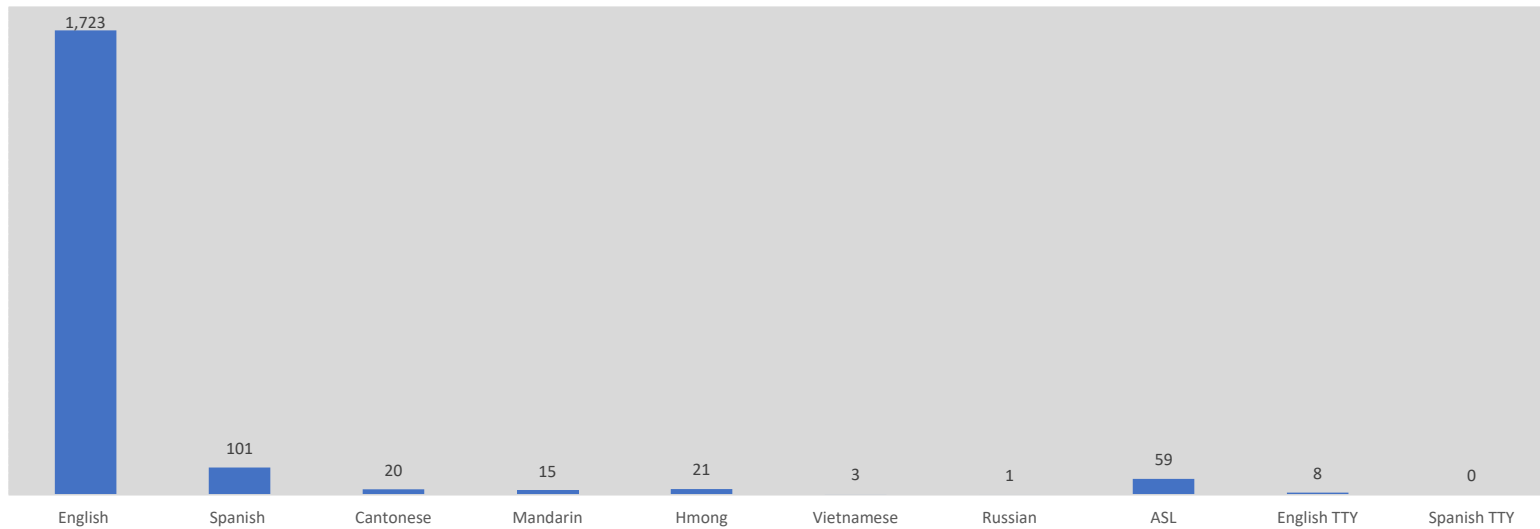
12,802

Total Inbound Minutes

0:06:34

Average Talk Time

Call Categories



EPC Call Center Performance Report - Customer Satisfaction Rating

99.53% 99.88%

July 2024

August 2024

September 2024

October 2024

November 2024

December 2024

January 2025

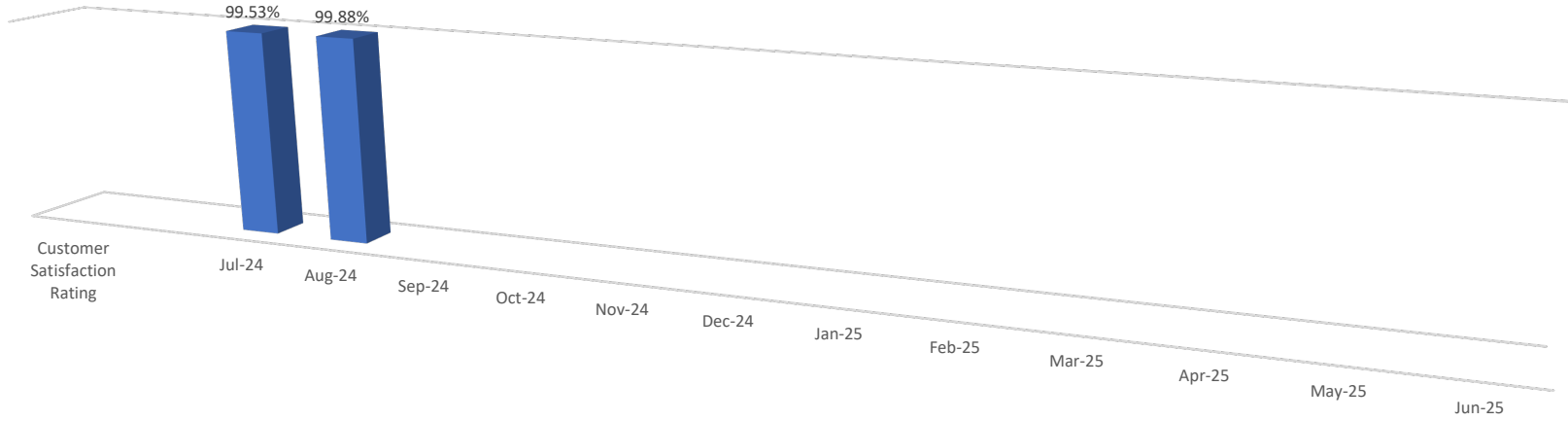
February 2025

March 2025

April 2025

May 2025

June 2025



EPC Call Center Performance Report - Email, Chat, & Cert Forms

1,110

Email Handled YTD

535

Email Handled - Aug

23

Web Chat Handled YTD

10

Web Chat Handled - Aug

1,287

Cert Forms Sent YTD

494

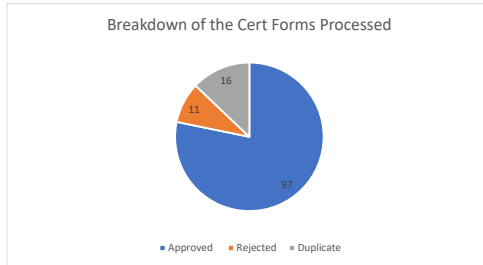
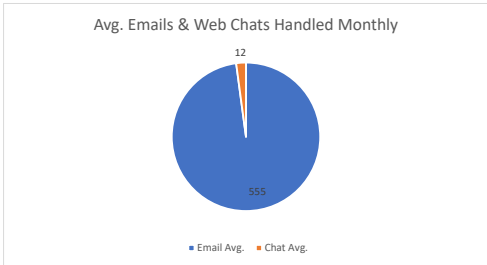
Cert Forms Sent - Aug

267

Cert Forms Processed YTD

124

Cert Forms Processed - Aug





CALIFORNIA CONNECT

August 2024
Marketing Update



CSD Marketing Updates

California Connect Website

Sessions

21,771

↑ 4.6% from previous month
↑ 73.8% from previous year



New users

16,783

↓ -1.09% from previous month
↑ 79.2% from previous year



Engagement rate

88.50%

↓ -2.2% from previous month
↑ 120.9% from previous year



Engaged sessions

19,267

↑ 2.3% from previous month
↑ 283.8% from previous year



Events per session

7.69

↑ 3.0% from previous month
↑ 73.0% from previous year



Call 1-800-806-1911 Clicks

4,503

↓ -24.7% from previous month
No data from previous year



Total users

17,393

↓ -0.34% from previous month
↑ 69.4% from previous year



Page path	Views *	% Δ	Sessions	% Δ	New users	% Δ	Engaged sessions	% Δ	Engagement rate	% Δ
1. /speech/	4,171	-33.5% ↓	1,787	-34.2% ↓	1,282	-40.6% ↓	1,662	-34.8% ↓	93.01%	-1.0% ↓
2. /hearing/	2,441	17.1% ↑	905	9.2% ↑	253	5.4% ↑	866	10.6% ↑	95.69%	1.3% ↑
3. /vision/	1,437	24.1% ↑	591	26.8% ↑	285	39.7% ↑	547	22.9% ↑	92.55%	-3.1% ↓
4. /mobility/	551	-34.6% ↓	208	-46.3% ↓	31	-84.7% ↓	206	-41.8% ↓	99.04%	8.3% ↑
5. /memory/	430	30.3% ↑	168	22.6% ↑	3	-70.0% ↓	164	22.4% ↑	97.62%	-0.2% ↓

Applications

197 CERT DOWNLOADS & 259 APPLICATIONS

Sessions

4,314

▲ 2.6% from previous month
▲ N/A from previous year

New users

1,071

▲ 24.39% from previous month
No data from previous year

Engagement rate

93.02%

▼ -1.8% from previous month
No data from previous year

Engaged sessions

4,013

▲ 0.8% from previous month
▲ N/A from previous year

Events per session

5.94

▼ -2.8% from previous month
No data from previous year

Apply Pageviews

11,318

▲ 0.4% from previous month
No data from previous year

PDF Cert Downloads

197

▼ -14.7% from previous month
No data from previous year

Applications Submitted Online

259

▼ -31.3% from previous month
No data from previous year

Download Paper Application
Landing Page Pageviews

559

▼ -9.3% from previous month
No data from previous year

Total users

3,515

▲ 3.02% from previous month
▲ N/A from previous year

Marketing Updates

Relocation Efforts

- Provided signage, print materials and event support for the first official open house and prepared for those happening throughout September.
- Continued promotion of the new Service Center locations on social media and the website.

General Marketing Efforts

- Designed and coordinated California Connect employee badges.
- Continued work on a tri-fold brochure giving an overview of the program.
- Continued CBO partnership efforts. We currently have six partners and are pending one more.
- Radio ads continued to run through August.





Paid Updates

Google Search Ads

- 143 Calls
- 78 Applications

META

- 50 Calls
- 59 Applications

Organic Updates

Facebook

- 4,509 Followers
- 215,322 Impressions
- 221 Engagements

Instagram

- 655 Followers
- 38,414 Impressions
- 36 Engagements

LinkedIn

- 82 Followers
- 1,348 Impressions
- 4.97 Engagement Rate

August 2024 Field Operations Update

In August of 2024, there were 131 visitors to the California Connect Service Centers. August first through ninth, staff worked out of the former state offices, and on August twelfth, the new locations were opened.

Sacramento saw the most visitors, and only Arcata and San Luis Obispo had no visitors.

Service Centers	Visits
Arcata	0
Bakersfield	2
Barstow	1
Berkeley	5
Claremont	16
Fresno	10
Glendale	7
Merced	4
Orange	5
Redding	7
Riverside	17
Sacramento	28
San Diego	19
San Jose	7
San Luis Obispo	0
Santa Rosa	1
Sonora	2

August 2024 Field Operations Update

Because a consumer may be certified for more than one disability, the total number of certified users will generally be higher than the total number of visitors.

Disability	Number of certified users
Hard of Hearing	85
Vision	29
Mobility	14
Speech	11
Deaf	8
Cognitive	5

California Connect Open House in Claremont, CA



August 2024 Field Operations Update

In August of 2024, there were 148 visits to customers in their homes.

Four requests for assistance were resolved by phone.

Territory	Home visits	Resolved by Phone
Central Coast	10	0
Inland Empire	19	2
Los Angeles County	39	0
North Coast	3	0
Northern San Joaquin Valley	7	1
Orange County	12	0
San Diego - Imperial	13	0
San Francisco Bay Area	30	0
Southern San Joaquin Valley	1	0
Superior California	14	1
Total	148	4



Images from
the August
29th Service
Center for
Independent
Life open
house with
California
Connect



August 2024 Field Operations Update

In August,
138 pieces
of
equipment
were
distributed
by Field
Operations
Staff

Equipment Category	Count
Amplified Cordless Telephones	49
Amplified Telephones / Devices	28
Assistive Listening Devices	13
Cordless Telephones	10
Artificial Larynx Devices	7
Signaling Devices	7
Captioned Telephones	6
Wireless Devices	6
Big Button Telephones	4
Answering Machines	3
Speech Amplifiers	2
TTYs	2
Dialing Devices	1
Anti-Stuttering Device	0
Fax Machine	0
Photo Telephone	0
Remote Speaker-Telephone	0
Speaker Telephones	0
VCO Telephones	0

August 2024 Field Operations Update

Please join us at an Open House celebrating our new locations!

October 17th, Santa Rosa and Sonora, CA

1550 Airport Blvd, Suite 206, Santa Rosa

14520 Mono Way, Suite 110, Sonora

October 24th, Redding, CA

Disability Action Center, 2440 Athens Ave, Redding

October 31st, Sacramento, CA

1610 Arden Way, Suite 195



CRS-5 Update (August)

Melissa McMahan, Relay State Programs Manager

California Relay Services Contract Performance

Answer Performance

- August
 - 1 TRS Event
 - CapTel 100%

Customer Care

- August TRS
 - 8 Service-Related Complaints
 - 4 Compliments
 - 8 Equipment-Related Requests
- August CTS
 - 1 CapTel Service Inquiry

California Relay Services Outreach Update

August

- 1 Exhibit
- 1 Call
- 12 Emails

Voice Options Program Monthly Summary August 2024

Current Month Accomplishments

- Since July 2020, the Voice Options Program (VOP) launch date, grantees have served approximately 3,617 individuals through short-term loan into the long-term device process.
- Since July 2023, the start date of the grant cycle, approximately 1,449 consumers completed the short-term loan and entered the long-term device process.
- Mailed final marketing materials to the remaining Providers. These marketing materials which are large posters marketing the program will allow Providers to further promote services to youth, seniors, and the underserved communities in all 58 Counties.

Completed Dataset Statistics

- The VOP serves eligible Californians through 28 providers in all counties and offers services virtually and in-person to ensure comprehensive state-wide coverage.
- 95 individuals completed the short-term loan and entered the long-term device process.
- 58 percent of VOP referrals are made by Licensed Speech-Language Pathologists, 16 percent regional center, 9 percent medical providers, 5 percent declined to state, 4 percent from family and friends, 2 percent were independent living centers and 4 percent were other.
- 69 percent of consumers made telephone calls during the short-term loan period. 94 percent of these phone calls were considered successful by consumers, many of whom indicated they had never made a phone call prior to entering the VOP.

August 2024 - Completed Long-Term Devices (LTD) By Region

Region	Counties	Completed LTD
Region 1	Butte, Colusa, El Dorado, Glenn, Lassen, Modoc, Nevada, Placer, Plumas, Sacramento, Shasta, Sierra, Siskiyou, Sutter, Tehama, Yolo, Yuba	15
Region 2	Del Norte, Humboldt, Lake, Mendocino, Napa, Sonoma, Trinity	6
Region 3	Alameda, Contra Costa, Marin, San Francisco, San Mateo, Santa Clara, Solano	4
Region 4	Alpine, Amador, Calaveras, Madera, Mariposa, Merced, Mono, San Joaquin, Stanislaus, Tuolumne	0
Region 5	Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Cruz, Ventura	1
Region 6	Fresno, Inyo, Kern, Kings, Tulare	0
Region 7	Riverside and San Bernardino	3
Region 8	Los Angeles	5
Region 9	Orange	3
Region 10	Imperial and San Diego	20
Total		57

Speech Generating Applications Purchased

47% Touch Chat HD	2% Proloquo4Text
40% Proloquo2Go	0% TD Snap
7% Go Talk Now Plus	0% Predictable
4% LAMP	0% Predictable Spanish

August 2024 Consumer Statistics

Disability Type

75% Autism	4% Cerebral Palsy
9% Developmental Disability	2% Other
7% Speech Delay	
4% Apraxia	

Race/Ethnicity

51% Hispanic/Latinx	5% Southeast Asian
28% Caucasian/White	4% Other
5% Afro American/Black	2% Decline to State
5% Asian pacific	

Gender

67% Male	32% Female
1% Decline to state	0% Self-Identify

Age

72% Age 0 to 6	4% Age 30 to 39
14% Age 7 to 17	0% Age 40 to 49
7% Age 18 to 22	0% Age 50 to 59
2% Age 23 to 29	2% Age 60 or Older

Authorized by

89% Licensed SLP	9% Family Physician
2% State Agency	

Draft DDTP Committee Meeting Calendar 2024

EPAC	TADDAC
Meets the 2nd Friday of each month	Meets the 4th Friday of each month
January 12, 2024	January 26, 2024
February 9, 2024	February 23, 2024
March 8, 2024	March 22, 2024
April 12, 2024	April 26, 2024
May 17, 2024	May 17, 2024
June 14, 2024	June 14, 2024
September 13, 2024	September 13, 2024
October 11, 2024	October 25, 2024
November 15, 2024	November 15, 2024

Possible Joint Committee Meetings: May 17th and November 15th, 2024

No meetings will be held in July, August, or December and all meeting dates are subject to change.

Draft

2025 DDTP Committee Meeting Calendar

EPAC Meets the 2nd Friday of each month	TADDAC Meets the 4th Friday of each month
January 17, 2025 February 14, 2025 March 14, 2025 April 11, 2025 May 9, 2025 (NorCal Joint) June 13, 2025 September 12, 2025 October 10, 2025 November 7, 2025 (SoCal Joint)	January 31, 2025 February 28, 2025 March 28, 2025 April 25, 2025 May 9, 2025 (NorCal Joint) June 27, 2025 September 26, 2025 October 24, 2025 November 7, 2025 (SoCal Joint)
<p>Joint Committee Meetings: May & November</p> <p>No meetings will be held in July, August or December. All meeting dates are subject change.</p>	

Telecommunications Access for the Deaf and Disabled Administrative Committee (TADDAC) Public Roster

Voting members shall not serve more than two consecutive full terms.

TADDAC Voting Members

Devva Kasnitz

Disability Seat II - Mobility Impaired Community Representative
Second Term: 12/2016 to 12/2020
Home: 707-443-1973
Work: 510-206-5657
Email: devva@earthlink.net

Frances Reyes Acosta

At Large Seat - DDTP Spanish Services Community Representative
Second Term: 9/2015 to 9/2019
Work: 559-281-0470
Email: epac4fra@gmail.com

Jesse Acosta

At Large Seat - Veteran Community Representative
Second Term: 11/2021 to 11/2025
Email: sgmbronzy@gmail.com

Katie Wright, Chair

Late-Deafened Community Representative
Second Term: 11/20 to 11/24
Email: katiewri@gmail.com

Kevin Siemens

Disability Seat III - Speech-to-Speech Community Representative
Second Term: 2/2021 to 2/2025
Email: nivek261974@yahoo.com

Louie Herrera, Vice Chair

Disability Seat I - Blind / Low-Vision Community Representative
Second Term: 2/2022 to 2/2026
Phone: 818-808-2301
Email: louie.herrera62@gmail.com

Last updated 5/31/24.

Richard Ray

Deaf Community Seat

First Term: 10/2020 to 10/2024

Email: richardlorenzoray@gmail.com

Robert Sidansky

Deaf Community Seat

Second Term: 12/23 to 12/27

Email: robert.sidansky@gmail.com

Sharmila S Rajeswaran

CPUC Public Advocates Office Representative

First Term: 5/2022 to 5/2026

Email: Sharmila.Selvalakshmirajeswara@cpuc.ca.gov

Vacant

At Large Seat - Youth Community Representative

First Term: 3/2022 to 3/2026

Vacant

Hard of Hearing Community Representative

First Term: 9/2021 to 9/2025

Non-Voting Liaisons**Brent Jolley**

CPUC, Interim DDTP Program and Project Manager

Work Phone: 916-330-3239

Email: Brent.Jolley@cpuc.ca.gov

Lisa-Marie G. Clark

CPUC, Legal Division

Work Phone: 916-327-6772

Email: lisa-marie.clark@cpuc.ca.gov

Last updated 5/31/24.

Equipment Program Advisory Committee (EPAC)

Public Roster

Voting members shall not serve more than two consecutive full terms.

EPAC Voting Members

Antoinette Warren, Vice Chair

Senior Citizen Community Representative

First Term: 12/2020 to 12/2024

Email: renewmag@gmail.com

Danyelle Cerillo

Disability Seat II - Blind / Low-Vision Community Representative

First Term: 1/2021 to 1/2025

Email: tapdanc10@sbcglobal.net

Janice Armigo Brown

Hard of Hearing Community Representative

First Term: 3/2022 to 3/2026

Email: janicenab@sbcglobal.net

Judith Viera

Deaf Community Representative

First Term: 12/2020 to 12/2024

Email: judyviera@gmail.com

Monique Harris

Disability Seat I - Mobility Impaired Community Representative

Second Term: 4/2020 to 4/2024

Email: reinatele2017@gmail.com

Steve Longo, Chair

Deaf Community Representative

First Term: 11/2020 to 11/2024

Email: steve.longo@gmail.com

Vacant

Disability Seat III - DeafBlind Community Representative

Second Term: 3/2022 to 3/2025

Email:

Last updated 5/31/24.

Non-Voting Liaisons

Brent Jolley

CPUC, Interim DDTP Program and Project Manager

Work Phone: 916-330-3239

Email: Brent.Jolley@cpuc.ca.gov

Last updated 5/31/24.

California Public Utilities Commission

Contact List

Commissioners

Alice Busching Reynolds, President	alice.reynolds@cpuc.ca.gov
Darcie L. Houck	darcie.houck@cpuc.ca.gov
John Reynolds	john.reynolds@cpuc.ca.gov
Karen Douglas	karen.douglas@cpuc.ca.gov
Matthew Baker	matthew.baker@cpuc.ca.gov

Executive Office

Rachel Peterson, Executive Director	rachel.peterson@cpuc.ca.gov
-------------------------------------	--

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Process Office	processoffice@cpuc.ca.gov
Public Advisor Office	public.advisor@cpuc.ca.gov

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Jonathan Koltz, Assistant General Counsel	jonathan.koltz@cpuc.ca.gov
Lisa-Marie Clark, Staff Counsel	lisa-marie.clark@cpuc.ca.gov

Public Advocates Office

Linda Serizawa, Interim Director linda.serizawa@cpuc.ca.gov
Sharmila S Rajeswaran, TADDAC Rep. sharmila.selvalakshmirajeswara@cpuc.ca.gov
Christopher Bartulo, TADDAC Proxy christopher.bartulo@cpuc.ca.gov

Communications Division

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