



**Keeping  
You  
Connected.**



**2017-2018  
ANNUAL REPORT**

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



California Telephone Access Program  
California Relay Service  
Speech Generating Devices

Outreach Specialist Victoria Harling at a Senior Health Fair, Sacramento.



BYOD event at Goldy D. Lewis Community Center in Central Park, Rancho Cucamonga.

Outreach Specialist Contessa Bunn presenting a Distribution Event at Miraloma Community Center, San Francisco.



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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), and the Speech Generating Device (SGD) program.

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, Relay Service, and to Speech Generating Devices 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.

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 program websites at [ddtp.cpuc.ca.gov](http://ddtp.cpuc.ca.gov) and [www.CaliforniaPhones.org](http://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) 2017 – 2018.

## PROGRAM HIGHLIGHTS

The Deaf and Disabled Telecommunications Program (DDTP) has been a proven conduit to empower hundreds of thousands of Californians to communicate with others and to reconnect with loved ones, professionals, and employers.

To meet the challenges that come to those with communication disabilities, the Program addresses three separate areas. 1) The California Telephone Access Program (CTAP) has provided specialized equipment support to over 700,000 registered Californians and used a comprehensive advertising program to market specialized equipment through various social media. 2) The California Relay Service (CRS) remains a vital link for those who have hearing and speech difficulties to place and receive calls with over 1.5 million calls facilitated during the fiscal year. 3) The Speech Generating Device (SGD) program, the newest part of the DDTP, funded customized SGDs and their required accessories to qualified individuals. Since 2014, the program has approved over 450 applications, with almost 30% of the total processed this past fiscal year.

During FY 2017 – 18, the Program continued its extensive outreach efforts with over 6,000 outreach presentations and field visits to California’s geographically dispersed population. Although 10,500 new consumers with equipment were also added, overall new growth declined slightly this past year due to the difficulty in keeping pace with new technological communications advancements available on the open market.



A Bring Your Own Device (BYOD) training event at the Toberman Senior Center in San Pedro.

## PROGRAM HIGHLIGHTS (CONTINUED)

A major transition is underway where people are trading landline phones for wireless phones. To facilitate upgraded services, the Program explored not only new equipment but also new methods of delivering accessibility education. An excellent example has been the Bring Your Own Device (BYOD) training pilot. In this pilot, Program participants developed an understanding of smart phone accessibility functions to develop skills that are relevant within today's mobile telephone environment.

Building on the great success of the original iPhone accessibility training classes, our Program's BYOD pilot was expanded to add Android accessibility training. All seven full-time Service Centers within the State offered monthly BYOD training, with six of those centers offering monthly iPhone training and five offering monthly Android training. By the close of FY 2017 – 18, 1,930 people had completed this training: 1,127 were trained on iPhone features and 803 on Android phone features. In combination with the BYOD training, DDTP distributed Bluetooth enabled accessories that enabled over 4,400 participants to effectively use their existing smart-phones.

California Phones marketing campaigns ran throughout FY 2017 – 18 within the major metropolitan areas of California. There were five full-scale marketing campaigns in Northern/Central California and five in Southern California. Campaigns ran in a variety of advertising channels, including broadcast (TV and cable), print, and the Web.

Culturally targeted ads were broadcast in Cantonese, Mandarin, and Spanish. There was also the introduction of updated English and Spanish TV ads as well as daytime and primetime-specific 15-second spots that ran at the beginning and end of commercial breaks as "bookends".



## 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.

<b>CONSUMER FOCUS</b>			
	<b>2015-16</b>	<b>2016-17</b>	<b>2017-18</b>
Total CTAP Consumers with Equipment	<b>667,203</b>	<b>679,585</b>	<b>718,400*</b>
Contact Center Calls Handled (inbound and outbound)	201,355	196,995	177,702
Contact Center Emails Handled (inbound and outbound)	8,439	9,027	8,813
Certification Forms Received at the Contact Center	18,262	15,844	13,300
Consumer Visits to the Service Centers	19,467	16,478	14,830
Outreach Presentations Plus Field Visits to the Community	6,342	6,348	6,080
Field Advisor Visits to Consumers' Homes	8,304	7,809	7,753
Contact Center Web Chats Handled	523	494	476
Marketing Campaigns	7	13	10
New Consumers with Equipment	15,510	12,382	10,550
Relay Calls (includes Speech-to-Speech and Captioned Telephone)	2,222,539	1,881,701	1,548,529

\*Adjusted baseline as a result of database error adjustment

## CALIFORNIA TELEPHONE ACCESS PROGRAM (CTAP)

CTAP provided free specialized telephone equipment and services to those who may have difficulty using a standard telephone. It was funded by a dedicated surcharge collected by telecommunication carriers. CTAP phones and equipment are updated regularly.

During FY 2017-18, the Program conducted extensive research and added new equipment while replacing those that became outdated. Successful equipment introductions included the HearAll SA-40 hand-held Bluetooth® cell phone amplifier that features up to 40 dB of incoming voice amplification and works with both t-coil and non t-coil hearing aids. A variation of this involved a Bluetooth® cell phone amplifier that produces up to 30 dB of incoming voice amplification and can be worn around the neck.

The Program searched for improved models as they become available. For example, an artificial larynx device integrated a micro USB charger that eliminated the use of a 9V rechargeable battery and provided an electronic mode adjustment button that replaced bulky mechanical adjustment tools.

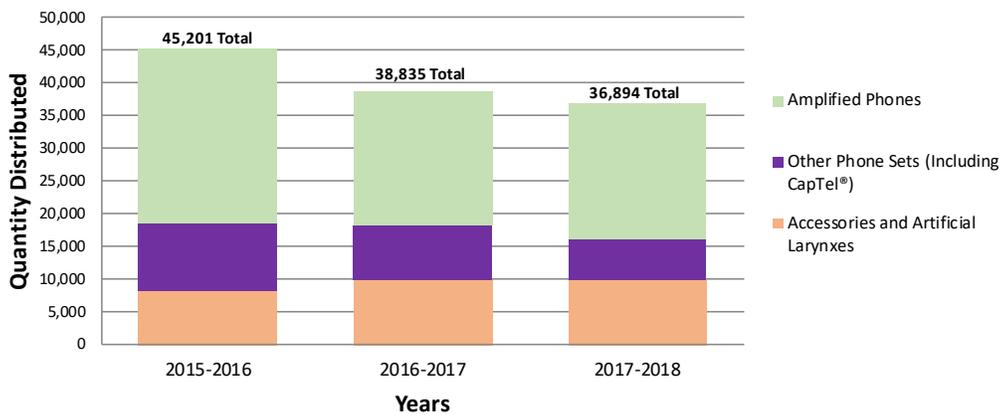


The following charts illustrate the total equipment distributed by the Program Distribution Center to CTAP customers through Contact Center orders, Service Centers, Field Advisors, and Outreach. Senate Bill 597 (SB 597) provided for the distribution of Telecommunication Devices for the Deaf (TDDs) to 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, and mobility disabilities.

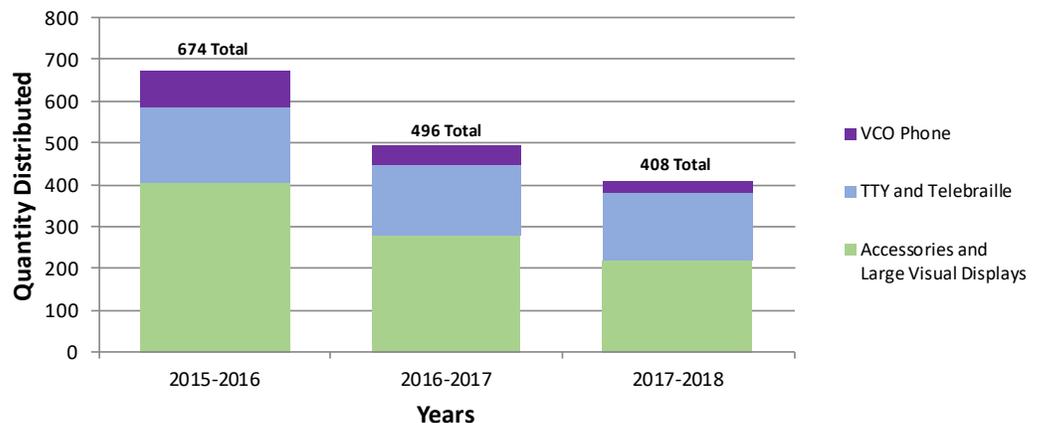
# PROGRAM EQUIPMENT - CTAP

Senate Bill # / Public Utility Code	Type	2015-16	2016-17	2017-18	3-Year Total
SB 60 PU Code Section 2881 (c) (1985)	Amplified Phones	26,705	20,655	20,769	<b>68,129</b>
	Other Phone Sets including cordless, CapTel®, big-button, speaker, and picture phones	10,336	8,196	6,232	<b>24,764</b>
	Accessories including switches, cords, headsets, amplifiers, and adapters, and Artificial Larynxes	8,160	9,984	9,893	<b>28,037</b>
<b>Total</b>		<b>45,201</b>	<b>38,835</b>	<b>36,894</b>	<b>120,930</b>
SB 597 PU Code Section 2881 (a) (1979)	Voice Carry Over (VCO) phone	87	49	28	<b>164</b>
	TTY and Telebraille	182	167	162	<b>511</b>
	Accessories including light or vibrating alerts and Large Visual Displays (LVD)	405	280	218	<b>903</b>
<b>Total</b>		<b>674</b>	<b>496</b>	<b>408</b>	<b>1,578</b>
<b>GRAND TOTAL</b>		<b>45,875</b>	<b>39,331</b>	<b>37,302</b>	<b>122,508</b>

**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. 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 California Relay Services during this fiscal year and offered analog-based TRS, STS, and CTS. The service has been important to the lives of many, with traditional relay calls serving almost one million calls and caption calls accounting for more than a half-million connections.

Due to exponential growth of Internet-based communications, consumers who used Relay Services continued to transition to Internet-based federal level service and away from Program-provided analog service due to technological incompatibilities. This happens when relay user telephone lines are converted from analog to Voice over Internet Protocol (VoIP) or broadband line. The drop in CRS use is reflected on charts on the opposite page.

CapTel® 840 Plus

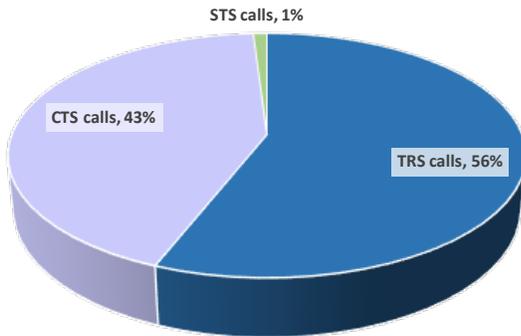


# CALIFORNIA RELAY SERVICE (CONTINUED)

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

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

## Fiscal Year 2015-16



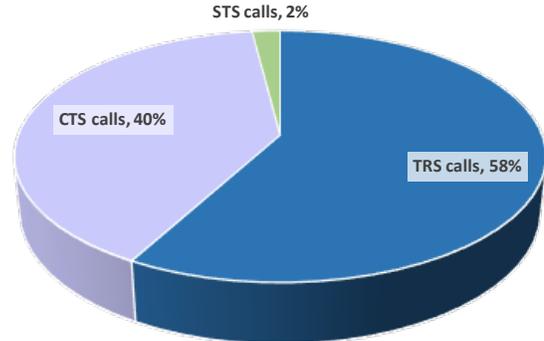
**1,255,167 TRS calls\***  
 1,530,793 CM  
 56% of total CRS calls

**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



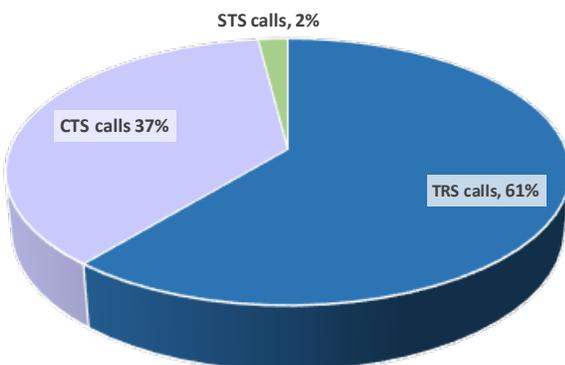
**1,087,248 TRS calls**  
 1,292,086 CM  
 58% of total CRS calls

**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**

## Fiscal Year 2017-18



**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**

\* 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 the future.

\*\* 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



**Sheryl Dunston at a Bring Your Own Device training, Woodland**

"This has been a very well organized and well presented program. A lot of important information was covered clearly and completely. Questions and individual help were encouraged. This class also provided information that may become useful in the future as we age."



**Eleanore Bluestein at a Distribution Event, Fresno**

"I cannot tell you how grateful I am that this service has been provided to me. I am 89, of pretty sound mind, do not drive, am trying to be as independent as possible. This has been so helpful to me! Thank you very much."



**Abdolla Saadiyeh at the Southside Senior Center, San Jose**

"I am here at the San Jose location because I had seen Crystal Lin's presentation at the Southside Senior Center. Crystal was professional and very informative. Now I have the pleasure of seeing her again today when I picked up my new phone. I am so happy to meet people like Crystal."

"I love it. It will help me get a hold of people quicker. I have trouble dialing whole numbers because of a stroke and trouble hearing. I also have problems with my vision. Programming my contacts and calling from this handset made it so easy. I am so happy, I don't have to wait for anybody to help me calling out. Thank you and God bless! Oh and your staff is very nice, helpful, and professional. "



**Richard Bess at the Service Center, West Covina**



**Ralph Garcia's Home Visit by Field Advisor, Reedley**

"California Phones has helped me be more independent with my life."



**Isabelle Llamas's Home Visit by Field Advisor, Hesperia**

"When Isabella talks on a standard phone, she can't quite make out the words. Once I found out about California Phones I jumped at the opportunity! Since we received our phone, Isabella knows what the person on the other line is saying clearly. Love the new phone and everyone that works at California Phones."  
- Anna Watkins, mother of Isabella, age 6 1/2.

## 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 a SGD that meets the need for accessing and using a telephone network.

In Fiscal Year 2017-18, the DDTP received 136 total applications with 128 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 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.

As of 2018, all 200 Voice Options iPads with speech applications have been distributed and participants have been given surveys to assess their experience with the pilot. A third-party evaluator compiled and analyzed the survey data in an evaluation report.

According to the report:

“The data from the Voice Options participants show the pilot project was well-received and that they valued the support they received from [demonstration] Centers.” Given that most pilot participants felt Voice Options met their needs, the DDTP is exploring the possibility of continuing the pilot in Fiscal Year 2018-19.



Tyrone Chin of the Commission's Deaf & Disabled Telecommunications Program presenting on SGD funding at Abilities Expo 2018 in the Los Angeles Convention Center.

## PROGRAM COSTS AND FINANCIAL STATUS

For FY 2017-18, pursuant to PU Code 914.5 (a), the CPUC continues to evaluate options to control Program expenses and increase Program efficiency.

### **Surcharges**

The Program 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, 2020. It has remained at its current rate since February 1, 2015.

### **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 Captioned Telephone Service 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 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 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 new and innovative equipment to bring into the Program, 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 during the fiscal year with 9,567 units issued. Additionally, the Bring Your Own Device (BYOD) smartphone training initiative has been very successful in keeping Seniors and others informed about accessibility features on popular smart phones. This initiative is designed to test and evaluate several specific applications to be used on an individual's smart phone. 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, 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 Program without incurring the significant cost of opening an independent full-time Service Center.



Outreach Specialist Sandra Lambarri-Johnson at the Caregiver SD Community Expo in San Diego.

## PROGRAM COSTS AND FINANCIAL STATUS (CONTINUED)

### Quality Standards

The California Relay Service (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 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 2017-18, 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 2015-16	FY 2016-17	FY 2017-18
Beginning Balance	26,472	30,628	45,663
Prior Year Adjustments	609	11,784	5,793
Adjusted Beginning Balance & Fund Assessment Adjustments	27,081	42,412	51,456
<b>Revenue</b>			
Regulatory Fees (Surcharges)	60,817	58,442	50,068
Investment Income	0	347	766
Escheat - Unclaimed Checks, Warrant, Bonds & Coupons	0	0	3
Transfers & Other Adjustments	0	0	1,093
<b>Total Revenue</b>	<b>60,817</b>	<b>58,789</b>	<b>51,930</b>
<b>Expenditures</b>			
CPUC Administration Charges	2,114	1,552	1,838
Program Contracts, includes Program Administration, Eqmt. Contract Ctr & Distribution and Marketing & Outreach	38,723	33,045	32,405
CA Relay Service	9,305	12,000	16,101
Equipment Program	4,123	3,692	3,301
Speech Generating Devices	2,177	636	915
TADDAC	27	34	29
EPAC	35	38	28
Local Assistance	102	185	169
California State Library	552	552	0
Pro Rata***	N/A	3,723	4,179
Financial Information System for California	112	633	85
<b>Total Expenditures</b>	<b>57,270</b>	<b>56,090</b>	<b>59,050</b>
<b>Ending Fund Balance</b>	<b>30,628</b>	<b>45,111</b>	<b>44,336</b>

\* Source: DF303 Detailed Fund Balance Report and CalStars Q16

\*\* There was an adjustment of \$552,000 adjustment to correct financial statements.

\*\*\* ProRata was not separately identified in FY 15/16

## LEGISLATIVE BACKGROUND

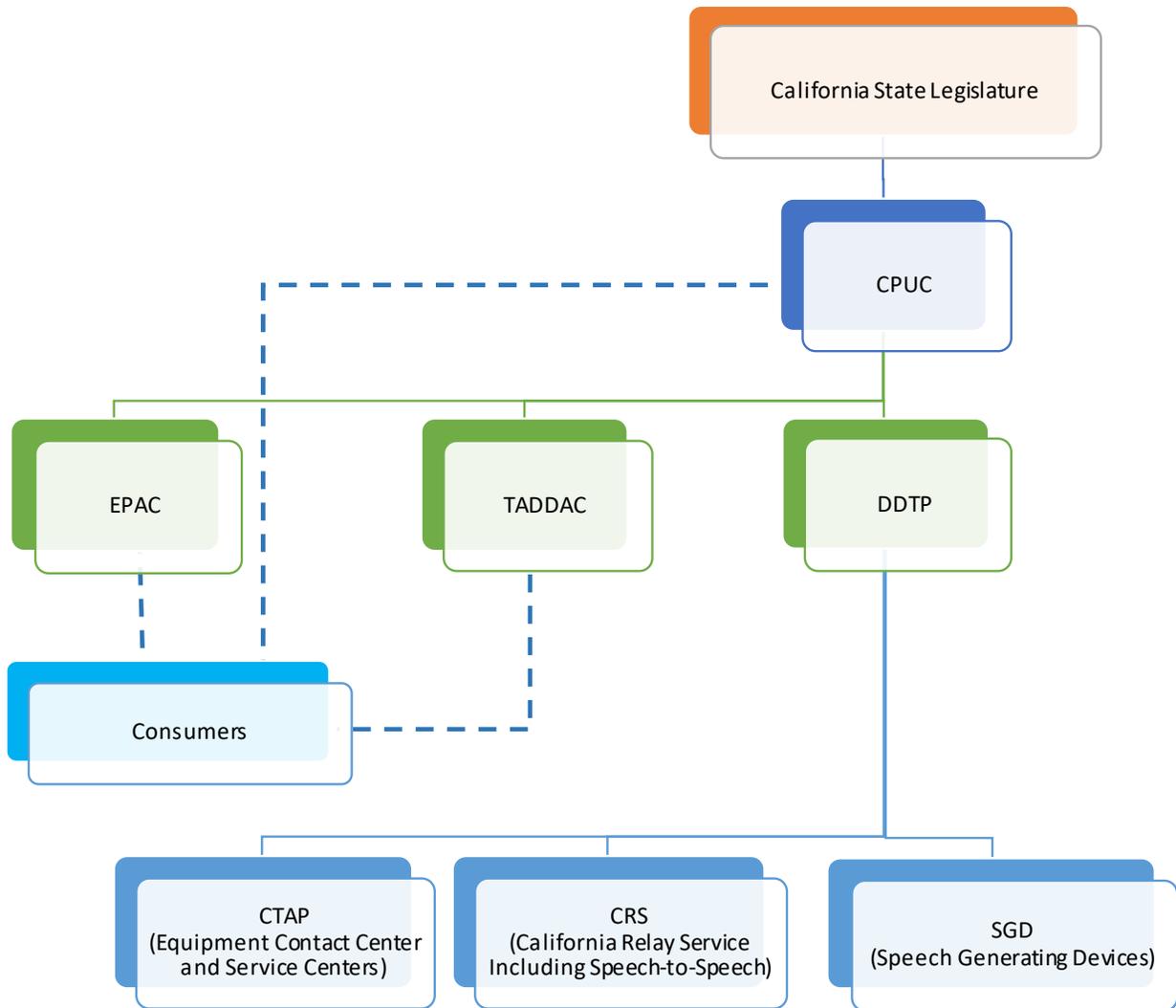
In 1979, the California Legislature enacted Public Utilities Code Section 2881, codifying the CPUC's existing program for the Deaf and disabled. Section 2881 required the CPUC to design and implement a program to provide telecommunication devices to Deaf and severely hearing impaired consumers. Subsequently, 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



Outreach Specialist Michelle Radcliff-Garcia and Supervisor Elena Heredia at an Ampla Health event in Gridley, CA.



Supervisor Elena Heredia and Outreach Specialist Skippy Sumner at a Distribution Event in Fresno, CA.

# 2017-2018 ADVISORY COMMITTEE ROSTERS

## TADDAC

Frances Reyes Acosta – AL/SpS  
(Chair)  
Katie Wright – LtD (Vice Chair)  
Devva Kasnitz – M  
Jeff Fetterman – D  
Tommy Leung/Louie Herrera – B  
Ken Cluskey/Jennifer Nelson – HOH  
Kevin Siemens – STS  
Jesse Acosta – AL/V  
Joseph Forderer – AL/Y  
Patrick Hoglund – DRA

## EPAC

Sylvia Stadmire – Sr (Chair)  
Kenneth Rothschild – D (Vice Chair)  
Monique Harris – M  
Mussie Gebre – DB  
Jacqueline Jackson – B  
Keith Bonchek – D  
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  
V – Veteran  
Y - Youth



**Front Row L to R:** Frances Reyes Acosta, Keith Bonchek, Monique Harris, Kevin Siemens, Jeffery Fetterman

**Back Row L to R:** Louis Herrera, Katie Wright, Kenneth Rothschild, Mussie Gebre, Sylvia Stadmire, Tom Mentkowski, Jacqueline Jackson, Jesse Acosta, Jennifer Nelson

**Not pictured:** Joseph Forderer and Patrick Hoglund

# 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](mailto:info@CaliforniaPhones.org)

**Spanish Email:** [info-es@CaliforniaPhones.org](mailto: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](mailto: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](mailto: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](mailto:consumeraffairs@ddtp.org)

## California Relay Service (CRS) Dial 711:

English/Spanish, all modalities, or call one of the following numbers:

<b>TTY/VCO/HCO:</b>	English:	1-800-735-2929	Spanish:	1-800-855-3000
<b>Speech-to-Speech:</b>	English/Spanish:	1-800-854-7784		
<b>Voice:</b>	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](http://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](http://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](http://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](http://www.CaliforniaPhones.org) or call 1-800-806-1191.

\***San Jose:** Please confirm hours of operation and location online at [www.CaliforniaPhones.org](http://www.CaliforniaPhones.org) or call 1-800-806-1191.

\***Santa Barbara:** Please confirm hours of operation and location online at [www.CaliforniaPhones.org](http://www.CaliforniaPhones.org) or call 1-800-806-1191.

\***West Covina:** Please confirm hours of operation and location online at [www.CaliforniaPhones.org](http://www.CaliforniaPhones.org) or call 1-800-806-1191.

# Now it's a lot easier to hear, dial, and make calls.



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