

Deaf & Disabled Telecommunications Program



Public Utilities Code Section 2881 directs the California Public Utilities Commission (CPUC) to ensure service access to 911 and other emergency services for Californians with disabilities. This program is dedicated to serve people who cannot use a standard telephone because of difficulty seeing, hearing, speaking, moving, or remembering.

Multilingual Access

Application process available in TTY, English, Chinese, Hmong, Russian, Spanish, and Vietnamese

Community Approach

Application available to small businesses, qualifying non-profit agencies, or schools with programs serving students with hearing challenges

CONSUMER FOCUS

	2012-2013	2013-2014
Total CTAP Consumers with Equipment	614,090	633,080
Contact Center Calls Handled (inbound and out-bound)	224,813	236,652
Contact Center Emails Handled (inbound and out-bound)	4,165	3,791
Certification Forms Received at the Contact Centers	24,797	20,926
Consumer Visits to the Service Centers	25,453	23,267
Outreach Presentations to the Community	6,383	5,950
Field Advisor Visits to Consumers' Homes	9,424	9,057
Contact Center Web Chats Handled	1,674	724
Marketing Campaigns	8	11
New Consumers with Equipment	22,168	19,990
Outbound CRS or Relay Calls (including Speech-to-Speech and Captioned Telephone)	2,715,679	2,507,320

FY 2014/15 Enacted Budget

\$62.9 Million

FY Enacted 2013/14 Budget

\$64.6 Million

MAJOR PROGRAM AREAS

Equipment Contact Center and Service Centers (CTAP)

- Amplified phones
- Big-button speakers and picture phones
- Voice carry over phones
- Text telephone and telebaille

Speech Generating Devices

- Text-to-Speech equipment

California Relay Service (CRS)

- Traditional Relay Service
- Captioned Telephone Service
- Speech-to-Speech Service
- Visually Assisted Speech-to-Speech

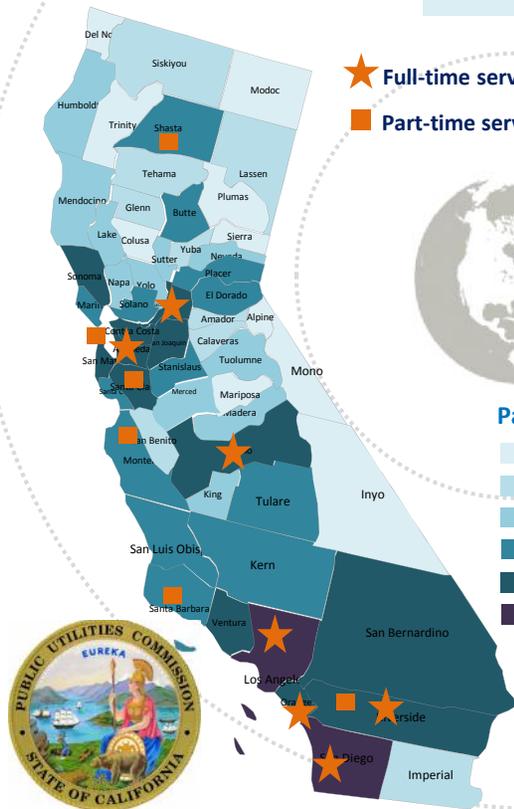
- ★ Full-time service center
- Part-time service center



Participants by County

- 20 – 500
- 501 – 1,500
- 1,501 – 4,000
- 4,001 – 10,000
- 10,001 – 50,000
- 50,001 – 167,000

Statewide Total: 655,035



State operation constitute approximately 4 percent of total program budget. For more information about DDTP: <http://ddtp.cpuc.ca.gov/homepage.aspx>