

Deaf & Disabled Telecommunications Program

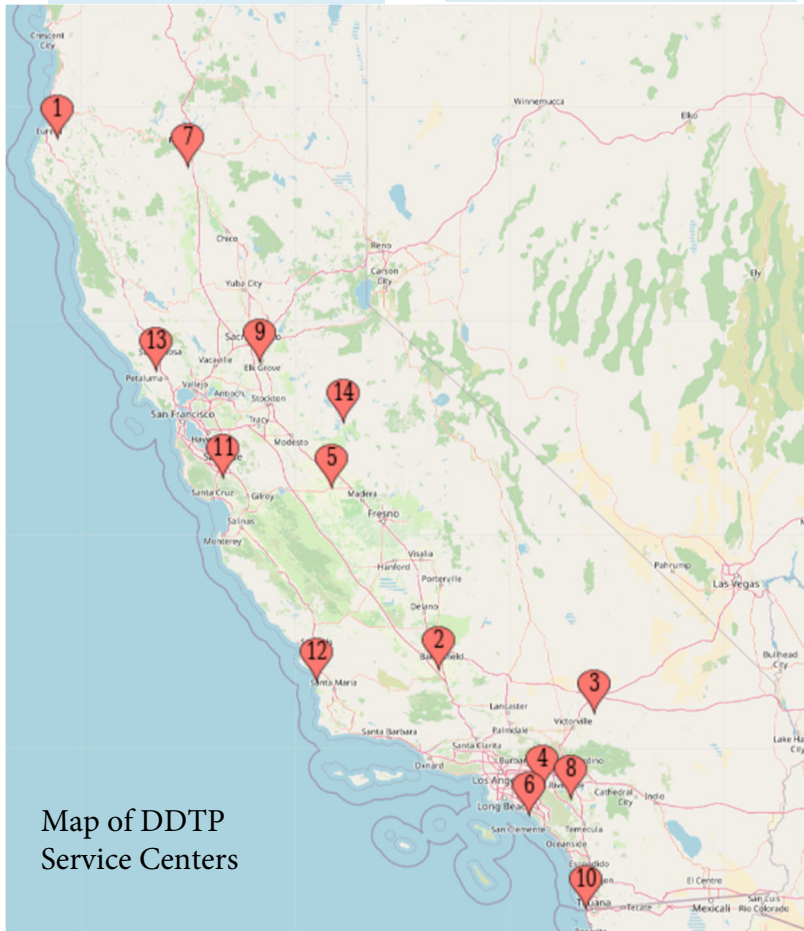
PU Code Section 2881 directs the CPUC to ensure service access to 911 and other emergency services for Californians with disabilities. This program is dedicated to serve people who cannot use a standard telephone because of difficulty seeing, hearing, speaking, moving, or remembering.

Multilingual Access

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

Community Approach

Application also available to small businesses and qualifying non-profit agencies



CONSUMER FOCUS

| | 2022-23 | 2023-2024 |
|--|---------|-----------|
| Total Consumers with Equipment | 727,361 | 727,468 |
| Contact Center Calls Handled (inbound and out-bound) | 122,443 | 91,409 |
| Contact Center Emails Handled (inbound and out-bound) | 7,201 | 6,157 |
| Certification Forms Received at the Contact Centers | 3,008 | 2,250 |
| Consumer Visits to the Service Centers | 5,549 | 4,042 |
| Outreach Presentations and Field Visits | 5,120 | 3,237 |
| Field Advisor Visits to Consumers' Homes | 2,984 | 2,866 |
| Contact Center Web Chats Handled | 441 | 220 |
| Marketing Campaigns | 10 | 8 |
| New Consumers with Equipment | 3,633 | 6,170 |
| Outbound CRS or Relay Calls (including Speech-to-Speech and Captioned Telephone) | 598,836 | 297,805 |

FY 2022/23 Enacted Budget

\$72 Million

FY 2023/24 Enacted Budget

\$72 Million

MAJOR PROGRAM AREAS

Equipment Contact Center and Service Centers

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

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 Service