



California Public
Utilities Commission

ULTS Administrative Committee Meeting

Please join the California Public Utilities Commission (CPUC) for the Q4 2024 Universal LifeLine Telephone Service Administrative Committee Meeting

When: Tuesday, December 10, 2024 9a-Noon

Where: 505 Van Ness Ave., Golden Gate Room, San Francisco, CA 94102

WebEx Meeting Link:

<https://cpuc.webex.com/cpuc/j.php?MTID=m03bc2199e15de609cf2561059c64dd85>

Call-in Number: 1-855-282-6330 **Access Code:** 249 693 30047 **Meeting Password:** 2024

California LifeLine Program Meeting Agenda

Session 1: Welcome & Kick-Off

Session Outcome: Meeting Kick-Off

Session Topics: Welcome, Opening Remarks, Public Comments

9:00 a.m. – 9:05 a.m.	Introduction: David Avila, Chair
9:05 a.m. – 9:10 a.m.	Welcome:
9:10 a.m. – 9:15 a.m.	Approval of Minutes: Committee reviews and approval of the last meeting minutes prepared by the Communications Division (CD)
9:15 a.m. – 9:20 a.m.	Public Comments

Session 2: Program Alerts & New News

Session Outcome: Inform Critical Program Updates

Session Topics: New News, Alerts & Highlights

9:20 a.m. – 9:45 a.m.	CPUC Communications Division (CD) Updates: Robert Sansone <ul style="list-style-type: none"> No SSN Proposed Decision
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Session 3: Program Performance & Metrics

Session Outcome: Understand "What's Working" vs. What's Not Working"

Session Topics: Internal & External Past Quarter Performance & Future Guidance

9:45 a.m. – 9:55 a.m.	Fiscal Report: Lalaine Semana
9:55 a.m. – 10:05 a.m.	Claims Status: Lisa Anthony
Session 4: Program Enrollment & Operations <i>Session Outcome: Understand Consumers Enrolling & Staying on the Program</i> <i>Session Topics: Operational Topics & Updates</i>	
10:05 a.m. – 10:25 a.m.	3 rd Party Administrator - Maximus Report: James Graettinger <ul style="list-style-type: none"> • Completed Initiatives and Impact • Upcoming Initiatives • Program & Operation Reports
10:25 a.m. – 10:35 a.m.	Foster Youth - Maximus
10:35 a.m. – 10:45 a.m.	BREAK
Session 5: Growth & Strategy <i>Session Outcome: Exploring How to Achieve Program Growth</i> <i>Session Topics: Industry, Special Initiatives, External Collaborations</i>	
10:45 a.m. – 10:50 a.m.	CAB Consumer Contact Statistics Report: Sydney Williams
10:50 a.m. – 11:00 a.m.	USAC Update: David Avila
Session 6: Committee Administration & Governance <i>Session Outcome: Lifeline Committee Management, Deliverables & Commitments</i> <i>Session Topics: Committee Deliverables, Sub-Team Reports/Read-Outs, Calendars</i>	
11:00 a.m. – 11:15 a.m.	Committee Vote – Review and vote on Wireless vacancy application
11:15 a.m. – 11:25 a.m.	ULTS Administrative Committee Charter positions: 10 Open Positions <ul style="list-style-type: none"> • CLEC – 1 Alternate • Consumer – 1 Alternate • CBO – 2 Alternates • Wireless – 1 Primary, 1 Alternate • Sister Agency – 1 Primary, 1 Alternate • Office of the Tribal Advisor – 1 Primary, 1 Alternate
11:25 a.m. – 11:35 a.m.	Future Q1 Meeting Date
11:35 a.m. – 11:45 a.m.	Meeting Adjourned

Member Roster

1	ILEC	Primary Alternate	Chris Burke Linda Lassen	Frontier Communication Sierra Telephone
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2	CLEC	Primary Alternate	Marcie Evans Vacant	Cox Communications
3	Wireless	Primary Alternate	David Avila Alex Gudkov	TracFone Wireless, Inc. TruConnect
4	Wireless	Primary Alternate		
5	Consumer	Primary Alternate	Vinhcent Le Vacant	Greenlining
6	CBO	Primary Alternate	Cesar Motts Vacant	Southeast Community Development Corp.
7	CBO	Primary Alternate	Andre Chapple Vacant	Faith Church, African American Empowerment, Nat'l Diversity Coalition, Answer City Outreach
8	CPUC's Public Advocates Office	Primary Alternate	Christopher Bartulo Sharmila Selvalakshmirajeswara	Public Advocates Office Public Advocates Office
9	Deaf/Hearing Impaired or Disabled Rep	Primary Alternate	Kate Woodford Brian Winic	Cntr for Accessible Technology CA Department of Rehabilitation
10	Sister Agency	Primary Alternate		
11	CA Office of the Tribal Advisor	Primary Alternate		