



California Public
Utilities Commission

ULTS Administrative Committee Meeting

Please join the California Public Utilities Commission (CPUC) for the Q3 2024 Universal LifeLine Telephone Service Administrative Committee Meeting

When: September 17, 2024 (9:00 a.m. – Noon)

Where: 505 Van Ness Ave., Hearing Room A, San Francisco, CA 94102

WebEx Meeting Link: <https://cpuc.webex.com/cpuc/j.php?MTID=m5e749e9bd3b4eae2f0a68753b7c65723>

Call-in Number: 1-855-282-6330 **Access Code:** 249 758 14005 **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 approves 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"> • Foster Youth • No SSN Population Proposed Decision • Resolution T-17820 – Modifications to the ULTS Administrative Committee Charter positions - https://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M539/K202/539202750.docx
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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: Danyel Cordova

Session 4: Program Enrollment & Operations

Session Outcome: Understand Consumers Enrolling & Staying on the Program
Session Topics: Operational Topics & Updates

10:05 a.m. – 10:25 a.m. 3rd Party Administrator - Maximus Report: James Graettinger

- Completed Initiatives and Impact
- Upcoming Initiatives
- Program & Operation Reports

10:25 a.m. – 10:35 a.m. Foster Youth

10:35 a.m. – 10:45 a.m. BREAK

Session 5: Growth & Strategy

Session Outcome: Exploring How to Achieve Program Growth
Session Topics: Industry, Special Initiatives, External Collaborations

10:45 a.m. – 10:50 a.m. CAB Consumer Contact Statistics Report: Rosa Sauer

10:50 a.m. – 11:00 a.m. USAC Update: David Avila

Session 6: Committee Administration & Governance

Session Outcome: Lifeline Committee Management, Deliverables & Commitments
Session Topics: Committee Deliverables, Sub-Team Reports/Read-Outs, Calendars

11:00 a.m. – 11:15 a.m. ULTS Administrative Committee Charter positions:
10 Open Positions

- 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

11:15 a.m. – 11:25 a.m. Annual Report Vote – Marcie Evans

11:25 a.m. – 11:35 a.m. Future Q4 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
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		