

ORIGINAL

Decision No. 91959 JUN 17 1980

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

In the Matter of Investigation on )  
 the Commission's own motion into the )  
 requirements for bilingual services to )  
 be provided to non-English speaking ) (Instituted September 23, 1975)  
 persons by telephone utilities in the )  
 State of California. )

Case No. 9976

(Instituted September 23, 1975)

ORDER REOPENING INVESTIGATION

This investigation covers all telephone utilities subject to our jurisdiction as respondents and the adequacy of the service they provide to non-English speaking persons.

On January 21, 1978 we issued an interim opinion which transmitted a report to the Legislature on the adequacy of telephone service for the non-English speaking. Following that interim opinion, Decision No. 88426, we issued a final opinion, Decision No. 88550, on March 7, 1978 which directed the respondents to:

"1. Within one year after the effective date of this order all respondent telephone utilities shall use Emergency Spanish Language Assistance Bureau (ESLAB) on a cooperative basis and share the cost thereof.

"2. At least 90 percent of all ESLAB calls shall be answered within sixty seconds. Respondents shall measure ESLAB service and report quarterly to the Commission concerning the percentage of ESLAB calls answered within sixty seconds. For this purpose, respondents may designate one utility to perform this function for all. The first quarterly report shall be filed no later than July 1, 1979.

"3. All respondent telephone utilities shall give notice in directories to their ESLAB service, specifying that it is intended to be used for emergencies.

"4. Within one year from the effective date of this order Pacific Telephone and Telegraph Company (Pacific) shall establish and provide an ESLAB-type service in the city and county of San Francisco to non-English-speaking Chinese persons who speak the cantonese dialect. Pacific shall meet the service standard established for such service, and publicize such service, as ordered in Ordering Paragraph 3.

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"5. All respondent telephone utilities shall furnish annually to the Commission a list of serving areas or exchanges in which there is a non-English-speaking minority comprising five percent or more of the population as determined by current census data.

"6. Within one year from the effective date hereof, all respondent telephone utilities shall provide the following in all serving areas where five percent or more of the population is non-English-speaking:

- "a. Cards in public telephone booths with emergency and dialing information in the foreign language.
- "b. Necessary pages in new directories setting forth emergency telephone numbers and dialing information in the foreign language. As an option to printing directory pages, telephone utilities may prepare directory supplements with such information for distribution with new directories.
- "c. Bill inserts in the foreign language shall be sent to all customers in the service area setting forth emergency telephone numbers and dialing information.
- "d. A booklet comparable to Pacific's 'Your Phone Service' in the foreign language and a separate foreign-language-English cross-heading reference booklet with emergency and government agency information, both to be available to any customers free upon request.
- "e. Notice of the availability of these two booklets shall be given in the foreign language by bill insert and in the new directories or supplements thereto in the serving areas."

This investigation is reopened to review compliance with Decision No. 88550 and to determine: (1) whether the measures adopted by Decision No. 88550 adequately serve the non-English speaking, and (2) what rules, regulations, or order the Commission should adopt to ensure adequate telephone and customer service for the non-English speaking. ✓

The adequacy of The Pacific Telephone and Telegraph Company's efforts to comply with Decision No. 88550 will be evaluated so that a determination can be made in its pending general rate case (NOI No. 23) whether any rate of return on revenue requirement adjustments are appropriate.

IT IS ORDERED that:

1. Case No. 9976 is reopened.
2. A prehearing conference will be held on Friday, July 25, 1980, in the Commission Courtroom, State Building, 350 McAllister Street, San Francisco, at 10:00 a.m., before Administrative Law Judge Squeri and/or Commissioner Grimes to: determine the issues the respondents and interested parties will pursue; set dates for the exchange of prepared testimony and exhibits; set hearing dates; and determine on whom respondent telephone utilities shall serve the reports directed herein.
3. Within ninety days respondents The Pacific Telephone and Telegraph Company (Pacific) and General Telephone Company of California (General) shall prepare, either jointly or separately, a report on the status of bilingual service directed by Decision No. 88550. The report shall indicate the degree of compliance with each of the six ordering paragraphs in that decision. The report shall also address:


- a. The quality of telephone and customer services. ✓
- b. The volume of calls being handled by the ESLAB-type services.
- c. Problems encountered in providing the ESLAB-type services.
- d. The annual cost of providing the ESLAB-type services and how it is apportioned among the respondents.
- e. The degree of customer satisfaction or dissatisfaction with the present ESLAB-type services.
- f. How much intrastate, interstate, and international calling is assisted by the ESLAB-type services and the separation methods and factors being applied to allocate costs.

9. Any recommendations for improving services to the non-English speaking. SS

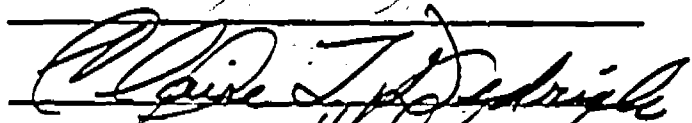
This report shall be filed as a compliance filing in this proceeding with the Commission's Docket Office. The ALJ shall determine at the prehearing conference the parties upon whom Pacific and General shall serve the report. At the prehearing conference Pacific and General shall provide an outline of this ordered report and present a progress report on its preparation.

The effective date of this order is the date hereof.

Dated   JUN 17 1980  , at San Francisco, California.

  
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President

  
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Commissioners

Commissioner Richard D. Gravelle, being necessarily absent, did not participate in the disposition of this proceeding.