

**Consumer Protection Initiative Workshop on
Limited English Proficient Consumers and Language Access**

**Monday, June 26, 2006
10 a.m. to 4 p.m.**

- 10 to 10:20 a.m. Welcome and Introduction of Commissioners in Attendance
Opening statements -- on Limited English Proficiency (LEP) and Consumer Protection Initiative (CPI) Issues
Phil Enis, California Public Utilities Commission
- 10:20 to 10:40 a.m. Linguistic Landscape of California Language and Ethnic Demographics
Nancy Zarenda, Director, Spanish Language Academy (Rio International Language Services)
- 10:40 to 11:10 a.m. Bilingual Services at the California Public Utilities Commission,
Karen Miller, Public Advisor, California Public Utilities Commission

Bilingual Services Act (BSA) Video Presentation, and Consumer Affairs Branch Language Accessibility
- 11:10 to 11:30 a.m. Landscape of Language Services at California State Agencies, in other States, and the Federal Government
Nancy Zarenda
- 11:30 a.m. to 12 Noon Participant Comments (3-minutes per speaker, please)
- 12 Noon to 1 p.m. Lunch
- 1 to 2 p.m. Community-Based Organization (CBO) Panel:
Enrique Gallardo, Staff Attorney, Latino Issues Forum
Ken McEldowney, Executive Director, Consumer Action
Malcolm Yeung, Staff Attorney, Asian Law Caucus
- 2 to 3 p.m. Carrier Panel:
Lisa Peck, Telephone Product Manager, Cox Communications
Roya Jackson, Marketing Communications Specialist, Cox Communications

Dave Pojtinger, General Manager, Diverse Markets Group, AT&T
Jenise Reynolds, Associate Director, Local Market, AT&T

Jill Rueckert-Lopez, Associate Director, Segment Marketing, Verizon Wireless
- 3 to 3:30 p.m. Review of Study Plan
Phil Enis
- 3:30 to 4 p.m. Summary and Next Steps
Phil Enis and Nancy Zarenda