

## **David Weiss, California Relay Service Department Manager**

David is the California Relay Service (CRS) Department Manager for the State of California's Deaf and Disabled Telecommunications Program. Prior to this position, he worked in the industry holding positions with several telecommunications carriers as an Account Manager, Training Manager, and Customer Service Manager. David earned a bachelor's degree in Business Management from Gallaudet University.

In his present position, David has effectively guided the evolution of the CRS since 2000. During the last thirteen years, he has been actively involved in the planning, implementation, and monitoring of a service delivery model for CRS, which enables customers to choose from multiple companies providing the service. California is the only state so far to operate under that multi-vendor model.

As a member of the Deaf community, David is a stakeholder of relay services and he has devoted his adult life working as an advocate for the Deaf Community. In the past, he has served as a board member with DCARA and has been involved as a member of the NAD's VRS Interpreting Task Force. He also served as the Board Secretary for National Association for State Relay Administration from 2004-2008.