

Communicate Your Way[®]



2005-2008 Consolidated Annual Report



Deaf and Disabled Telecommunications Program
California Telephone Access Program
California Relay Service

Programs of the California Public Utilities Commission

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Program Overview

The Deaf and Disabled Telecommunications Program (DDTP) is a program of the California Public Utilities Commission (CPUC), providing Californians who are deaf and disabled with specialized telephone equipment and relay services through the California Telephone Access Program (CTAP) and California Relay Service (CRS), respectively.

DDTP operates a Call Center with toll-free numbers in a full range of access methods and languages for people to learn more about the Program, request Certification Forms, and determine suitable equipment. DDTP's Equipment Processing Center ships the selected equipment to consumers. Consumers can visit one of seven Service Centers across the state, to select, learn to use, and take home the equipment that can best benefit them. In some instances, Field Advisors visit consumers in their homes to confirm installation and assess equipment suitability.

DDTP Mission

Distribute telecommunications equipment and services that improve communication for all Californians!



Tactile interpretation for Rick Joy, Northern California Association of Deaf-Blind (NCADB) and retired technician at the 2008 Joint Meeting.

Dear Fellow Californians:



I am pleased to present the 2008 consolidated annual report for the Deaf and Disabled Telecommunications Program (DDTP), which operates under the administrative oversight of the California Public Utilities Commission (CPUC). As the report delineates, the DDTP continues to benefit *all* Californians by enabling each of us to communicate in our own way.

Let me take this opportunity to note that the members of the DDTP Consumer Advisory Boards, the DDTP's administrative contractor, and all other DDTP vendors have diligently worked together with CPUC staff with input from many others to develop and maintain this nationally-recognized program. Together, we have continued the tradition of making new contributions, renewing and furthering past commitments, and facing new challenges. The milestones outlined on pages 4–9 give a closer snapshot of the support the Program has received from each of the groups who advise the CPUC regarding innovative equipment as well as the most appropriate methods to reach the many Californians who can benefit from the Program.

I also am happy to use this opportunity to express my gratitude to the Program staff and participants, and to note a few highlights of these past three years. Specifically, the Program relocated the Fresno Service Center to a much more accessible facility, reduced the equipment return/exchange rate, and successfully introduced both a wireless pilot and an expanded captioned telephone service field trial.

Finally, I want personally to thank each of the hardworking Committee members of the Telecommunications Access for the Deaf and Disabled Administrative Committee (TADDAC), the Equipment Program Advisory Committee (EPAC), the California Relay Service Advisory Committee (CRSAC), the many vendors that keep the Program going by providing the highest-quality services and equipment, the members of the public who provide their feedback, and the staff of the CPUC's Communications Division for another outstanding three years!

On behalf of the CPUC and its Commissioners, I am pleased to say that we remain impressed by the sustained success of this program and specifically its multiple contributors' ability to respond to regulatory and technological changes, and to the evolving needs of the public we serve. The DDTP is another fine example of what makes California such a national leader!

Paul Clanon
Executive Director
California Public Utilities Commission



DDTP Advisory Committee Chairs L to R:
Chris Daly, Phil Kaplan, and Margi Cooper.
Front row: Anne Ruth.



Commissioner Rachelle Chong with Jack Leutza
Communications Division
Director.



Communications Division & CCAF
Management. L to R standing: Helen
Mickiewicz, Tyrone Chin, Sharon Albert,
Mike Amato, Nazmeen Rahman, Sue
Wong, Jack Leutza, and Penney Legakis.
Front row L to R: Linda Gustafson and
Shelley Bergum.

Program Highlights

As shown on the chart below, 2005-2008 was a period of continued growth for the DDTP, reflecting significant accomplishments. Throughout this period, DDTP continued to provide quality equipment and services to a growing number of California consumers. Although marketing and outreach remained steady and in some instances increased, new customer growth has slowed. As a result, DDTP is evaluating opportunities for increasing Program awareness.

	2005-2006	2006-2007	2007-2008
General Market Campaigns	4	3	4
Target Market Campaigns	5	3	4
New Customers*	39,171	37,906	30,592
Field Advisor Visits	5,336	5,040	6,529
Outreach Presentations	2,038	2,655	3,087
Service Center Visits	25,928	26,942	26,306
Call Center Certification Forms Processed**	45,591	43,785	40,354
Call Center Calls Handled**	213,486	259,529	183,120
Total CTAP Customers*	463,787	501,693	532,285
Out-Bound CRS Calls	4,432,287	3,474,701	2,845,203

*For the fiscal years 2005-2006 and 2006-2007, the New Customers and Total CTAP Customers numbers show all approved customers, including those who had yet to receive their equipment. However, for the fiscal year 2007-2008, the New Customers and Total CTAP Customers numbers show only customers approved who have already received their equipment. Therefore one cannot accurately make a direct comparison for these three years.

** For the fiscal year 2007-2008, there were decreases in the Call Center Certification Forms Processed and the Call Center Calls Handled due to the Call Center system upgrades.

DDTP Accomplishments and Milestones 2005-2006

- Continued the smooth transition from the old California Relay Service (CRS) contracts to the new California Relay Service II (CRS-II) contracts, which added many expanded services and features, more detailed reports, network management services, and network services contractors.
- Added the ClearSounds CLA 7 Amplified Powered Neck Loop, Simplicity Telephone Ring Signaler, Remote Receiver, and the Krown Braille TTY, a new deaf-blind phone, to equipment offered.
- Conducted a statewide CRS awareness campaign, including television advertisements, 612 billboards, and 120 bus-side signs to promote Dial 711 – “Deaf and Hearing Callers Link Up”.

DDTP Accomplishments and Milestones 2005-2006 (Cont'd)

- Conducted a statewide youth campaign, including interior bus cards, advertisement on movie screens, and in movie theater lobbies. Three-sided kiosks were prominently positioned in the lobbies, with youth-targeted Certification Forms. One side of the kiosk featured Spanish text and Latino youth. One side featured Asian youth.
- Expanded and extended the captioned telephone (CapTel™ telephone) trial to distribute up to 200 CapTel™ telephones per month.
- Launched the re-designed website, www.ddtp.org, in English, Spanish, and “text only” for the DDTP, including CTAP and CRS.
- Received DGS approval of a Master Purchase Agreement for acquiring DDTP equipment.
- Added Cantonese and Mandarin language support in the Call Center and Certification Forms were made available in the Chinese language.
- TADDAC submitted a report titled “Strategic Plan for Restructure and Placement of the DDTP” to the CPUC providing consumer input on the structure of the DDTP.
- DDTP Consumer Advisory Committees TADDAC, CRSAC, and EPAC hosted off-site Advisory Committee meetings, which allowed the Committees and Program to reach out to constituents in the greater Van Nuys, Oakland, and Palm Desert areas.



make the call

awesome phones

for californians who have difficulty hearing, seeing, moving, speaking or remembering.

free

www.ddtp.org or call 1-866-821-3733

California Telephone Access Program

Disponible en español
提供中文服務

A Program of the California Public Utilities Commission

Youth Campaign interior bus cards were posted in English, Chinese, & Spanish.

DDTP Accomplishments and Milestones 2006-2007

- Conducted statewide marketing campaigns in television, radio and print, including specialized campaigns targeting caregivers and the African American community.
- EPAC worked with TADDAC and the CPUC to finalize the DDTP Equipment Acquisition Guidelines to better define the EPAC process of evaluating new equipment and making recommendations to TADDAC and the CPUC.
- EPAC researched and developed a proposal provided to the CPUC and TADDAC for incorporating wireless devices into the CTAP program, including developing a list of desired accessibility features for all wireless equipment and developing a survey to assess the wireless needs of the Deaf/Blind community.
- Began providing a second captioned telephone (CapTel™ telephone) for people requiring it for work who were certified for the initial captioned telephone through CTAP.
- Developed a Marketing and Outreach effort to promote the awareness of the CapTel™ trial.
- Added the following types of equipment to the Program: amplified corded telephone with outgoing speech amplification, mono and stereo headsets for any telephone with a 2.5mm jack, amplified telephone with emergency response, and a corded telephone amplifier that can be used with any standard corded telephone.
- DDTP Consumer Advisory Committees TADDAC, CRSAC, and EPAC hosted off-site Advisory Committee meetings, which allowed the Committees and Program to reach out to constituents in the greater Sacramento, Fresno, and Redding areas, as well as the greater Oakland area.



Outreach Specialists have brought Program information to several VA Hospitals.



CPUC special project, Wireless Pilot Program Distribution Event—in partnership with Fuse Wireless and T-Mobile.

DDTP Accomplishments and Milestones 2007-2008

- EPAC recommended replacement equipment for some of the currently distributed equipment in the loan program. After extensive evaluation, the DDTP replaced the current cordless phone with the Panasonic KX-TG2386B.
- Launched the CPUC-approved Wireless Equipment Distribution Pilot in which Sidekicks were distributed to CTAP-certified and Lifeline-eligible applicants in partnership with Fuse Wireless and T-Mobile.
- Implemented DGS-approved contract with Communication Service for the Deaf (CSD), which consolidates services of Equipment Call Center, Warehouse, and associated tracking system.
- Implemented DGS-approved contract with Emmis Marketing Group (EMG) to carry out annual marketing plans and campaigns.
- TADDAC made recommendations to improve the overall program accessibility of the DDTP.
- DDTP Consumer Advisory Committees TADDAC, CRSAC, and EPAC hosted off-site Advisory Committee meetings, which allowed the Committees and Program to reach out to a greater number of constituents.
- CRSAC and TADDAC joined efforts to research and develop the CRS RFP Report , which made recommendations to the CPUC's Communications Division about CRS structure and features to be considered in a new Request for Proposal (RFP) for CRS III.



Annette Carter, Deaf Blind Panel Facilitator and Disabled Community Representative on the DDTP's TADDAC.



Deaf-Blind Panelists, L to R: Charlotte Whitacre, Deaf-Blind representative on the DDTP's EPAC; tactile interpreter; Rick Joy, Northern California Association of Deaf-Blind (NCADB) and retired technician; tactile interpreter; and Scott Oberg, NCADB newsletter writer and editor.

DDTP Accomplishments and Milestones 2007-2008 (Cont'd)

- Received CPUC approval to launch Phase II of the Wireless Pilot, extending wireless devices to more disability groups.
- Proposed to CPUC that CTAP include Speech Generating Devices in order to meet the needs of the underserved speech-disabled population, leading to the CPUC's Communications Division authorization of a limited trial.
- CPUC approved TADDAC and EPAC's recommendations for the addition of the following types of equipment to the loan program: a talking corded telephone, cordless amplified telephone, photograph dialer, weak speech telephone, bed shaker and wireless lamp flasher, enhanced amplified cordless telephone, voice-activated telephone dialers, cordless telephone amplifier, 2.4 GHz cordless headset telephone, amplified handset to enhance outgoing speech, and a corded amplified telephone.
- Received positive remarks for its excellent work and service from CPUC Commissioner Rachelle Chong as mentioned in the Commissioner's Proposed Decision released on May 12, 2008.
- Conducted marketing campaigns for the DDTP programs, using various media advertisements in local newspapers, on public transportation, and radio and television stations. These showed significant success and increase of new customers into the Program. The campaigns targeted general markets as well as a variety of disability-specific and culturally-specific communities statewide.



911 Panelists, L to R: Richard Devylder, Deputy Director, Independent Living and External Affairs, Department of Rehabilitation and Special Advisor to the Governor's Office of Emergency Services; two interpreters, Daphne Rhoe, Office Chief, California 911 Emergency Communications Office; Patrick Halley, Government Affairs Director, National Emergency Number Association & US Dept. of Transportation; and Eric Van Wambeke, Communications Division of the CPUC. Not pictured, Greg Hlibok, Attorney, Disability Rights Office, Federal Communications Commission (FCC).



911 Emergency Services Panel Facilitator, Sheri Farinha-Mutti, Statewide Deaf Organization representative on TADDAC and CEO, NorCal Center on Deafness and Chair, E911 Stakeholder Council.

DDTP Accomplishments and Milestones 2007-2008 (Cont'd)

- Extended the CapTel™ Expanded Field Trial through the duration of CRS II.
- GoAmerica acquired MCI/Verizon's Relay division, becoming California's newest Relay provider.
- Moved the Fresno Service Center to a new and improved location, making for a more visible and accessible office.
- Developed and conducted a survey of specific CRS user groups to collect input on requested service features. This survey was distributed to DDTP Committee members, community based organizations (CBOs), and CTAP Service Centers to share with their communities and constituents. These paper surveys were supplemented with an American Sign Language (ASL) video that was posted in the CRS section of the DDTP website.



Field Advisor, Alfonso Mendoza with customer.



Outreach Specialist, Skippy Sumner, at an outreach booth.

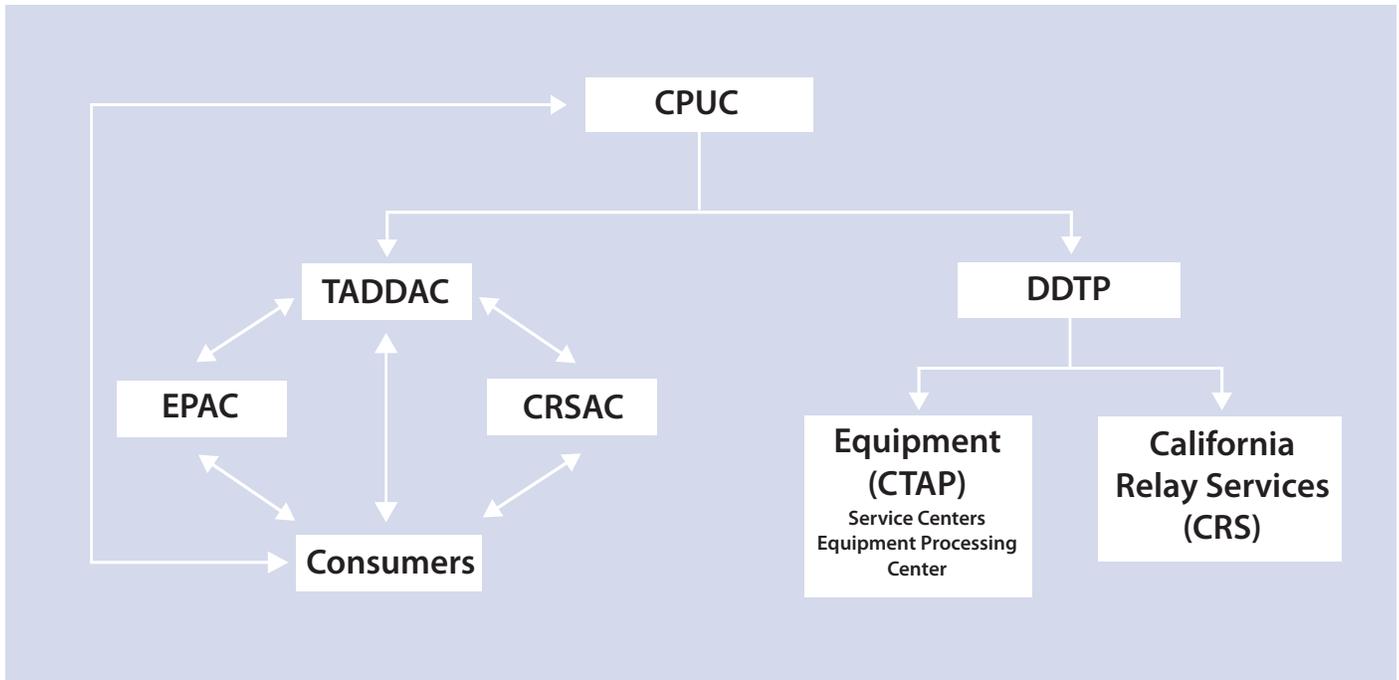


Outreach Specialist, Pa Kou Cha, working with fellow members of the Hmong community.



Audiologist, Ruth Chicolli, volunteering her time at the new Fresno Service Center to screen and certify a consumer for CTAP equipment.

California State Legislature



The CPUC is advised by the Telecommunications Access for the Deaf and Disabled Administrative Committee (TADDAC), the California Relay Service Advisory Committee (CRSAC), and the Equipment Program Advisory Committee (EPAC). The voting members of each of these committees represent consumers of the DDTP services and equipment.

The Telecommunications Access for the Deaf and Disabled Administrative Committee (TADDAC) advises the California Public Utilities Commission (CPUC) in regard to equipment distribution and relay services, including recommended policies. (The TADDAC was formerly the Deaf and Disabled Telecommunications Program Administrative Committee (DDTPAC)). The Equipment Program Advisory Committee (EPAC) advises the TADDAC on new equipment technology, new products, equipment distribution, service quality, and policies. The California Relay Service Advisory Committee (CRSAC) advises the TADDAC in regard to the CRS, including matters of policy, procedure, quality of service, and public awareness. For more information, please visit the DDTP website at www.ddtp.org for committee member names, contact information, and the communities they represent.

The CPUC's primary program and contract administrator for the DDTP for the July 1, 2005 through June 30, 2008 time period was the California Communications Access Foundation (CCAF), a nonprofit organization. All DDTP vendors have contracts with the California Public Utilities Commission.

DDTP Equipment (CTAP)

DDTP constantly expands the equipment offered to include a wider range of items, including captioned telephones (CapTel™ telephone), four types of TTY units, several types of amplifiers, telephone sets with large button or picture display, cordless phones, and artificial larynx devices.

Senate Bill #	Type	Distributed 2005 - 2006	Distributed 2006 - 2007	Distributed 2007 - 2008	3-Year Total
SB60	Accessory	16,840	15,243	15,062	47,145
	Amplifier	48,264	50,607	36,082	134,953
	Artificial Larynx	661	615	568	1,844
	Headset	1,918	1,761	1,681	5,360
	Signal Device	6,830	5,708	3,121	15,659
	Speakerphone	3,187	2,814	1,879	7,880
	Telephone Set	16,937	14,280	25,975	57,192
	Total	94,637	91,028	84,368	270,033
	 				
SB597	Accessory	102	62	31	195
	Large Visual Display	63	58	36	157
	Signal Device	2,631	1,624	1,624	5,879
	TTY	2,451	1,474	1,167	5,092
	VCO Telephone	676	320	291	1,287
	Telebraille	9	19	12	40
	Total	5,932	3,557	3,161	12,650
Grand Total		100,569	94,585	87,529	282,683

California Relay Service (CRS)

The California Relay Service (CRS) provides specially-trained Relay Operators and Communication Assistants to relay telephone conversations back and forth between people who are deaf, hard of hearing, or are speech-disabled with those they wish to contact by telephone. CRS, CapTel™, and Speech-to-Speech services are all offered in both English and Spanish.



California Relay Service (CRS) or C.R.S. in Fingerspelling.

California Relay Service (CRS)

California Relay Service Call Volumes			
	Fiscal Year 05/06	Fiscal Year 06/07	Fiscal Year 07/08
Traditional Relay Calls			
Conversation Minutes	12,763,794	9,674,161	7,352,212
# of Calls	4,124,010	2,805,234	2,222,928
% of Total Calls	93%	80%	71%
California Telephone Calls (CapTel™)			
Conversation Minutes	689,121	1,827,470	2,506,671
# of Calls	251,400	645,816	897,115
% of Total Calls	6%	19%	28%
Speech to Speech (STS) Calls			
Conversation Minutes	208,003	199,795	211,891
# of Calls	56,868	35,696	38,647
% of Total Calls	1%	1%	1%
Total Calls	4,432,278	3,486,746	3,158,690

Changes in Relay Usage

Over the last three years, traditional relay (TTY, voice carryover (VCO), and hearing carryover (HCO)), has declined from 93% of all relay calls to about 70% of these calls. During the same time, captioned telephone (CapTel™) calls grew from 6% of all relay calls to 28%. Speech to Speech calls have remained stable at 1-2% of all relay calls. Decline in traditional CRS usage is attributable within California, and nationally, to increased usage of VRS or video relay usage, internet relay, instant messaging, and text messaging.

Captioned Telephone (CapTel™)

With a CapTel™ telephone and service, a person who has some degree of hearing loss can listen to a call and also read word-for-word captions. This service began in 2003 as a trial that was limited to 200 consumers. It became the Expanded Field Trial (EFT) we currently have in May 2005. Since then, we have distributed approximately 2,100 additional captioned phones. For more information about the CapTel™ telephone, the CapTel™ EFT, or to apply to participate in the trial, please contact the California Telephone Access Program (see page 15 for contact information.)

Speech-To-Speech Relay Service (STS)

Speech-to-Speech Relay Service makes it possible for people who can hear but who have a speech disability to carry on a telephone conversation with anyone they might wish to communicate. Some STS users communicate with a voice synthesizer or voice enhancer device. As needed, a specially trained STS Relay Operator or Communications Assistant re-voices what is being said by the STS user. The STS user hears the other party's voice directly. The conversation continues back and forth this way until both parties conclude the call. No special telephone equipment is required.



All ages continue to benefit from TTYs.

Financial and Legislative - Background

In 1979, legislation was enacted requiring the CPUC to design and implement a program to provide telecommunication devices to deaf and severely hearing impaired consumers. This program, now called the Deaf and Disabled Telecommunications Program (DDTP), fulfills four mandated functions:

- Provides telecommunication devices to certified deaf and severely hearing impaired users – Senate Bill 597, 1979.
- Provides a dual party relay system, now called the California Relay Service (CRS), to connect TTY users with any other telephone user – Senate Bill 244, 1983.
- Provides specialized telecommunications equipment to individuals certified with hearing, vision, speech, cognitive, and mobility disabilities – Senate Bill 60, 1985.
- Provides authority for the CPUC to transfer advisory oversight of the TTY Placement Program to the DDTP and its advisory committees – Senate Bill 168, 2003.



Mike Amato, Manager, CPUC Communications Division, with Sue Wong, DDTP Budget Control Officer.

The CPUC established a formal structure for the DDTP in 1989 to oversee the operations of the mandated programs, encompassing both the California Telephone Access Program (CTAP), which distributes equipment, and CRS, which provides operators to relay telephone conversations to those who are deaf, hard-of-hearing, or speech-disabled.

Funds for the DDTP are collected via a surcharge on the bills of all telecommunication service providers offering intrastate service in California. The surcharge appears on consumer bills as “CA Relay Service and Communications Device Fund.”

The Commission administers the DDTP through contracting with various vendors to provide the services mandated by the legislation. All contracts are achieved through competitive bidding and comply with the State’s contracting requirements and guidelines. The California Communications Access Foundation (CCAF), a non-profit organization, managed DDTP operations and contracts for the Commission for the 2005 – 2008 period under contract with the CPUC.

	2005-2006	2006-2007	2007-2008
Surcharge Rate*	7/1/05-12/31/05= 0.30%	7/1/06-7/31/06= 0.27%	7/1/07-12/31/07= 0.37%
	1/1/06-6/30/06= 0.27%	8/1/06-3/31/07= 0.05%	1/1/08-6/30/08= 0.20%
		4/1/07-6/30/07= 0.37%	

*The matrix outlines the surcharge rate for the DDTP over the past three years. The surcharge is applied to customers’ billings rendered for intrastate telecommunications services.

Deaf and Disabled Telecommunications Fund Statement of Revenues, Expenditures and Changes in Fund Balance (in thousands)

	FY 05/06	FY 06/07	FY 07/08
Beginning Balance	26,307	46,147	56,747
Prior Year Adjustments	-2,642	16,929	n/a
Adjusted Beginning Balance	23,665	63,076	n/a
REVENUE			
Regulatory Fees (Surcharge)	74,646	35,867	75,805
Investment Income	2,183	2,919	3,027
Escheat Unclaimed Checks/Warrants	5	10	0
TOTAL REVENUE	76,834	38,796	78,832
EXPENDITURES			
CPUC Admin Charges	316	386	276
Administration/Contracts	11,912	14,642	14,193
Administration/Intragency	119	103	30
SB244 CA Relay Service	20,368	15,526	13,119
SB597 Equipment Program	9,580	6,443	7,897
Customer Contact	8,500	4,200	538
Field Operations & Outreach	318	347	5,269
Marketing Media & Materials	2,692	2,912	2,334
TADDAC	43	36	67
CRSAC	18	21	21
EPAC	50	48	68
State Controller*	4	5	0
California State Library*	426	456	552
Statewide General Admin Exp.*	6	0	0
TOTAL EXPENDITURES	54,352	45,125	44,364
FUND BALANCE	46,147	56,747	91,215

*Estimate for FY 07 - 08

n/a= not available

Contact DDTP/CTAP/CRS

Stop By a Service Center*

Burbank: 303 N. Glenoaks Blvd., Suite L-130, CA 91502

Fresno: 7525 N. Cedar Avenue, Suite 115, CA 93720

Oakland: 1970 Broadway, Suite 650, CA 94612

Riverside: 6370 Magnolia Avenue, Suite 310, CA 92506

Sacramento: 2033 Howe Avenue, Suite 150, CA 95825

San Diego: 2878 Camino Del Rio South, Suite 400, CA 92108

Santa Ana: 2677 N. Main Street, Suite 130, CA 92705



Fresno Service Center Ribbon Cutting Ceremony, attended by Fresno constituents, members of the Central California Hispanic Chamber of Commerce, and DDTP staff.

* Directions to the Service Centers, hours of operation, and languages currently served can be found at the DDTP website (www.ddtp.org) and toll-free numbers below. Staff at these centers speak a variety of languages and all sites offer English, Spanish, and ASL.

Phone

Call us with your questions, concerns, comments, or requests for Certification Forms:

Monday – Friday 7 AM to 9 PM

Saturday 9 AM to 5 PM

English 1-800-806-1191

TTY 1-800-806-4474

Spanish 1-800-949-5650

FAX 1-800-889-3974

Hmong

Cantonese

Mandarin

Email

1-866-880-3394

1-866-324-8754

1-866-324-8747

CustomerCare@ddtpca.org

Visit : One-Click Equipment Applications, Directions, Hours, and Equipment Updates

www.ddtp.org

Mail

Send us your questions, concerns, comments, requests, or completed Certification Forms:

CTAP, P.O. Box 30310, Stockton, CA 95213.

Presentations

Request an equipment (CTAP) or Relay (CRS) presentation in any language: 1-800-995-6831 (voice/TTY).

Informational Materials

Request program materials and CTAP Certification Forms in English, Spanish, Hmong, or Chinese:

1-866-821-3733 (voice/TTY).

Consumer Affairs

Monday – Friday 8:30 AM to 5:30 PM

Voice (English only): 1-877-546-7414

consumeraffairs@ddtp.org

TTY (English only): 1-800-867-4323

California Relay Service (CRS)

Dial 711: English/Spanish, all modalities

STS: English/Spanish 1-800-854-7784

TTY: English 1-800-735-2929/Spanish 1-800-855-3000

Voice: English 1-800-735-2922/Spanish 1-800-855-3000

DDTP Committee Members

For information about DDTP consumer advisory boards, to contact current members, or for information about becoming a committee member: visit the DDTP website (www.ddtp.org) or call the Committee Coordinator at 1-510-302-1100.



DDTP

505 14th Street, Suite 400
Oakland, California 94612



California Telephone Access Program
www.ddtp.org



**Speech
To
Speech**
California Relay Service
The power to connect us all.

Programs of the California Public Utilities Commission
Deaf and Disabled Telecommunications Program