



Keeping You Connected.



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

Programs of the California Public Utilities Commission

2008–2011 CONSOLIDATED ANNUAL REPORT

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PROGRAM OVERVIEW

The Deaf and Disabled Telecommunications Program (DDTP) is a state-mandated 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.

The Program serves people who are challenged using a standard telephone because of difficulty seeing, hearing, speaking, moving, or remembering.

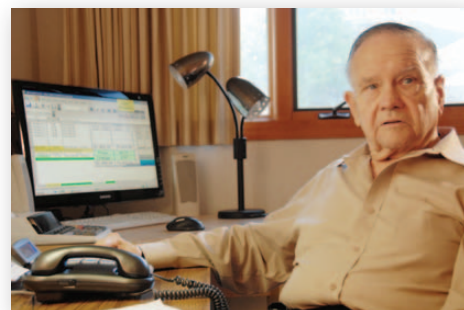
DDTP operates a Contact Center with toll-free numbers in a full range of access methods and languages for people to learn more about the Program, request Certification Forms, and determine the appropriate equipment to meet their needs. DDTP ships the selected equipment to consumers. Consumers can also visit one of ten Service Centers throughout 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 assist with installation and assess equipment suitability.

PROGRAM MISSION

DDTP distributes specialized telephone equipment and services that improve communication for *all* Californians!



At a CTAP outreach event in San Francisco, attendees review the telephones offered.



Jimmy Rhynes in Sacramento relies on this big-button phone to communicate with family and clients.

Welcome to the 2008–2011 DDTP Consolidated Annual Report. During these past three years the Program has made significant changes that reflect California’s cultural, ethnic, and language diversity as well as its growing populations ranging from tech-savvy youth to aging Baby Boomers. Striving toward ever-more consumer-orientation, the Program gives consumers a variety of options to select and receive the equipment and service that is right for them. We visit people in their homes and work with medical providers to participate in distribution events where a prospective consumer can be certified, find the appropriate Program equipment, learn to use it, and take it home all from a convenient, community location. We offer Web Chat and online tracking of equipment status. To learn more about the Program, consumers can always visit our Web site, DDTP.org in English or Spanish, to find a nearby Program presentation.

The Program’s already successful English, Spanish, Cantonese, and Mandarin television spots have been expanded to include Vietnamese. The Program continues to benefit from effective English and Spanish radio spots. Multi-lingual outreach staff also bring Program information to these and other non-English speaking populations, including Hmong through radio and TV interviews.

The Program continues to improve California Relay Service (CRS) for Traditional Relay Service (TRS), Speech to Speech (STS), and Captioned Telephone users. Through the Program, the two new Relay providers, AT&T Relay and Hamilton Relay, have added the ability to customize TTY text speeds and continue to explore enhancements to Speech to Speech service. Mirroring the changing needs of Californians, equipment advances include improved amplified equipment for the rising number of people who are hard of hearing, as well as larger buttons and better screen definition for the increasing number of people who have low vision. The Program celebrated its 30th Anniversary in 2009 by continuing to make meaningful improvements. The following year, Program staff participated in events throughout the State and took part in organizing the State capitol celebration of the 20th Anniversary of the life-changing Americans with Disabilities Act.



As a Red Cross volunteer, Lorraine Rosenblatt uses her amplified phone all the time.

“My experience at the service center was very wonderful. Didn’t have an appointment, didn’t matter. Somebody came out to help me immediately. We discussed the type of phone I was looking for.”

—LORRAINE, OAKLAND

DEAR FELLOW CALIFORNIANS:



Over 30 years ago, I was fortunate to be able to sign into law the first enabling legislation for the Deaf and Disabled Telecommunications Program (DDTP), SB 597, in 1979.

As the newly-elected Governor of California in 1975, I was pleased to appoint activist Ed Roberts as the Director of the California Department of Rehabilitation. Ed was the first person with a significant disability to fill the role, and he served in that capacity until 1982. I'm proud of the role that Ed Roberts and many other disability community activists played in encouraging California to adopt strong disability rights protections.

The Deaf and Disabled Telecommunications Program continues to move forward by opening a Service Center in the newly-completed Ed Roberts Campus, a national and international center dedicated to disability rights and universal access, located in Berkeley. The Ed Roberts Center and DDTP are testaments to California's dedication to improving access to programs and services for *all* Californians.

Sincerely,

A handwritten signature in black ink that reads "Jerry Brown". The signature is written in a cursive, flowing style with a long, sweeping underline.

EDMUND G. BROWN, JR.

Governor, State of California

DEAR FELLOW CALIFORNIANS:

It gives me great pleasure to present the 2008–2011 Deaf and Disabled Telecommunications Program (DDTP) Consolidated Annual Report. We have much to celebrate from these past three years including the 20th Anniversary of the Americans with Disabilities Act (ADA), which promises equal opportunity for people with disabilities, and the opening of the Berkeley Service Center at the new Ed Roberts Campus, a national and international model dedicated to disability rights and universal access.

The DDTP is especially important in these challenging economic times as it addresses the most basic human need – the use of the telephone to stay connected. As the CPUC Commissioners and State Legislators embrace new technological advancements, the Program continues to evolve.

The Program's many accomplishments are made possible by a diverse group of people. These include the Program's consumer advisory committees, DDTP equipment and service providers, customer service, field and outreach staff, medical professionals throughout the state who sign certification forms for clients and patients and volunteer at equipment distribution events, and members of the public who provide valuable feedback about Program improvements. The Commission's Communications Division staff and DDTP Administrative Contractor keep events and activities coordinated and moving forward. On behalf of the CPUC and its Commissioners, please accept our deepest gratitude for your contributions to the Program that keeps *all* Californians connected!



PAUL CLANON

Executive Director
California Public Utilities Commission



THOUGHTFUL, MEANINGFUL, EFFECTIVE ENGAGEMENT.

Technology

Since its inception in 1979, the Program has provided a range of telecommunications solutions that meet the needs of people with disabilities. To keep pace with ever-changing technology, the

Program relies on Advisory Committee members and members of the public to take part in equipment trials, conducting extensive testing and evaluation of each proposed new piece of equipment. The Committee members then evaluate the findings and make recommendations that provide the basis for the Commission's decision to include new equipment.

California's demographics change almost as rapidly as technology. The Program stays in sync with changing

demographics and technology advances by testing technology beyond standard land line phones. For example, in 2009 the Program conducted a Sidekick cell phone trial for people who were Deaf, hard of hearing, or speech-disabled.

Addressing the increasing number of Californians with low vision, the Program added new cordless and talking-keypad phones for people with mobility and vision limitations in 2009. The following year the Program launched the Jitterbug cell phone trial for people who have low vision or are blind, hard of hearing, mobility-disabled, or cognitively-disabled. Training sessions were

held at locations convenient for people with low vision, including the San Francisco LightHouse for the Blind and Visually Impaired and the San Diego Center for the Blind. Both trials brought consumers the latest in technology. The CPUC Commissioners have now approved wireless equipment as a permanent Program offering, and we are working with the Advisory Committees to implement it statewide.



Nancy Bowers who is late deafened, is able to communicate with her mother daily using the CapTel phone.

“My mother’s voice on the captioned phone feels wonderful and makes me cry.”

—NANCY, FRESNO



DDTP Outreach Specialist Sharif Frink is interviewed by Cheryl Jennings on the “Beyond the Headlines” TV show.

Program Highlights

	2008–2009	2009–2010	2010–2011
New Consumers with Equipment*	35,315	19,962	27,422
Field Advisor Visits to Consumers' Homes	6,929	7,398	9,528
Outreach Presentations to the Community	5,834	7,011	6,702
General Market Campaigns	3	3	5
Target Market Campaigns	3	3	10
Consumer Visits to the Service Centers	26,033	25,853	29,035
Certification Forms Received at the Contact Center	37,623	34,824	31,185
Contact Center Calls Handled (inbound and outbound)	227,427	226,243	220,803
Contact Center Emails Handled (inbound and outbound)	Not yet offered	Not yet offered	1,311
Contact Center Web Chats Handled	Not yet offered	Not yet offered	337
Total CTAP Consumers with Equipment	567,600	587,562	606,837
Outbound CRS Calls (includes TRS, STS, and CTS)	2,779,135	2,597,745	3,051,937

* Customer Account adjustments and periodic reconciliations to improve the accuracy of the database led to a reduction in total customers.



Behind the scenes of the TV spot production – promoting the benefits of California Phones.



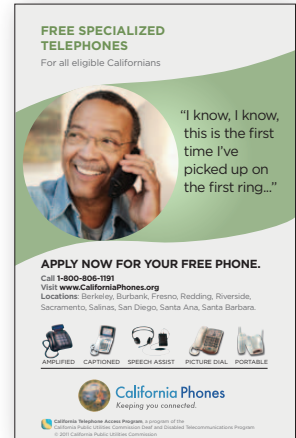
Reaching Out to Broad Communities

During these past three years the Program has continued to reach out to and assist persons with difficulty using a standard telephone as well as their families, friends, and care givers with Program equipment and services. It can be challenging to reach these audiences that do not necessarily identify with a disability group. Starting in 2008, we placed statewide newspaper advertisements in Parade Magazine—the Sunday newspaper insert that covers 18 major newspapers throughout the state. A broadcast media (TV and radio) campaign featuring celebrity spokesperson, Leeza Gibbons, resulted in a major increase in Contact Center ac-

“Si tan sólo los números de mi control remoto fueran así de grande...”
[If only my remote control had buttons this big...]
—TV SPOT

tivity in 2009 and 2010. Most recently, the Program solicited consumer responses to multiple creative approaches to focus on Program benefits, creating the highly successful California Phones

major media campaign (TV, radio, and newspaper) in multiple languages (English, Spanish, Cantonese, Mandarin, and Vietnamese). The successful California Phones Web site was launched in English and Spanish.



FREE SPECIALIZED TELEPHONES
For all eligible Californians

“I know, I know, this is the first time I've picked up on the first ring...”

APPLY NOW FOR YOUR FREE PHONE.
Call 1-800-806-1191
Visit www.CaliforniaPhones.org
Locations: Berkeley, Burbank, Fresno, Redding, Riverside, Sacramento, Salinas, San Diego, Santa Ana, Santa Barbara

AMPLIFIED CAPTIONED SPEECH ASSIST PICTURE DIAL PORTABLE

California Phones
Keeping you connected.

California Telephone Access Program, a program of the California Health Care Services, Department of Social and Human Resources, Rehabilitation Services Program
© 2011 California Public Access Corporation and Employer Rehabilitation Program

Print advertisement



and display conversations in text.

800-806-1191
www.ddtp.org

TV spot with TV and radio personality, Leeza Gibbons.



A scene from the California Phones Spanish-language TV spot about a big-button phone.



Jodie Tyo, Field Advisor in the home of her client, Larry Singer.

“I love the idea of people changing their lives for the better in spite of things that come our way that we don’t expect.”

—JODIE TYO

Reaching Out To Local Communities and Individuals

Full-time and part-time Service Centers are located throughout the state where Program customer advisors speak multiple languages including English, Spanish, Cantonese, Mandarin, American Sign Language, Hmong, Vietnamese, Armenian, and Russian. The Language Line offers service for other non-English speaking consumers. The Program partners with local Community Based Organizations (CBOs) to house part-time Service Centers that focus on specific needs such as the Salinas Service Center that opened in 2011, which is located inside the Deaf and Hard of Hearing Service Center. This Service Center expands the Program’s access to Deaf and hard of hearing constituents, and also fills the needs of the large Latino population living in the Salinas area. In 2009, the Program expanded to reach another population by opening the Redding part-time Service Center, which is positioned to reach out to the many Native Americans residing near Redding. The Redding Service Center just extended its hours of operation in 2011 to two days per month to meet the growing needs of its neighboring populations. The 2010 opening of the part-time Santa Barbara Service Center, located inside the Independent Living Center, affords both programs a natural partnership to meet consumer needs.



These newer Service Centers have improved access to the Program for consumers who don’t live near one of the full-time Service Centers in Berkeley, Burbank, Fresno, Riverside, Sacramento, San Diego, or Santa Ana.

Jackelyn Rolin, Evelyn Richardson (center), and Kenneth Rolin leave the Service Center with Evelyn’s new phone.



Anindya "Bapin" Bhattacharyya, the Deaf/Blind Representative on EPAC, during a committee meeting.

Community Input

Two Committees advise the CPUC: the Telecommunications Access for the Deaf and Disabled Administrative Committee (TAD-DAC) and the Equipment Program Advisory Committee (EPAC). They represent the State's changing demographics and provide a variety of perspectives from members who are Deaf, hard of hearing, speech-disabled, blind, low-vision, or mobility-disabled. These members offer information from their own perspectives as well as from the constituents they represent. The Committees meet in Oakland at DDTP headquarters as well as hold meetings at other sites for people whose remote locations could prevent them from learning about the Program, and

they present information on topics ranging from technology for people who are Deaf-Blind or speech-disabled to wireless technology.

Committees Provide Targeted Topics for Local Community Meetings, including:

- Adaptive technology needs of Veterans, people who are Deaf, and those who have other disabilities (2009 EPAC in San Diego)
- Concerns of Spanish-language Relay users (2009 California Relay Service Advisory Committee – CRSAC – Holy Angels Church in Vernon)
- Need for telecommunication access during catastrophic events and TTY emulation software for 9-1-1 (2009 joint committee meeting)
- FCC's National Broadband Plan (2010 joint committee meeting)
- STS panel: Community Based Organizations (CBOs), speech-disabled clients, and Speech Language Pathologists (SLPs) shared their successes and challenges with STS (2010 TADDAC)
- Telecommunications needs for the Deaf-Blind community



Loretta Moore, who represents the blind community on EPAC, during a committee meeting.

- (2011 TADDAC at CSUN conference in San Diego)
- Services for seniors (2011 EPAC in Victorville)
- Policy issues regarding proposed CTAP wireless distribution (2011 joint committee meeting in the newly-completed Ed Roberts Campus).

Innovations

The Program staff works closely with Advisory Committee members and members of the public to find new and better ways to respond to consumers' telecommunication needs. In 2008, the Certifying Agents Network (CAN) database was added to the Program Web site, which enables potential consumers to locate a nearby medical professional who can sign their Certification Form, ultimately speeding the time it takes to receive their equipment. Distribution Events—collaborative events at local Community Based Organizations (CBOs), where Program staff partner with a medical provider to test and certify consumers—were also instituted in 2008 so consumers who do not have a Service Center nearby can still get in-person assessments and take home their equipment the same day.

The new CRS vendors (Hamilton Relay and AT&T Relay) are exploring options for Visually Assisted Speech to Speech (VA STS) service. Through VA STS, the Relay Communication Assistants (CA) can see the caller with a speech disability, which can greatly improve the CA's ability to repeat the words of the speech-disabled caller to the person on the other end of the call. After preliminary testing of possible video equipment and services, a small group of experienced STS users was invited to try the new service. The results were very promising. Further expansion of the project is planned to public locations at Community Based Organizations working with clients with speech disabilities and later potentially to individuals in their home or office environment. California is the first state to trial this service.

These new CRS providers also expanded Deaf-Blind features, giving CRS users the opportunity to set their personal TTY text transmission speed. They have also added advanced Consumer



Alva Gardner, a college student, is pictured with a hands-free speaker phone.

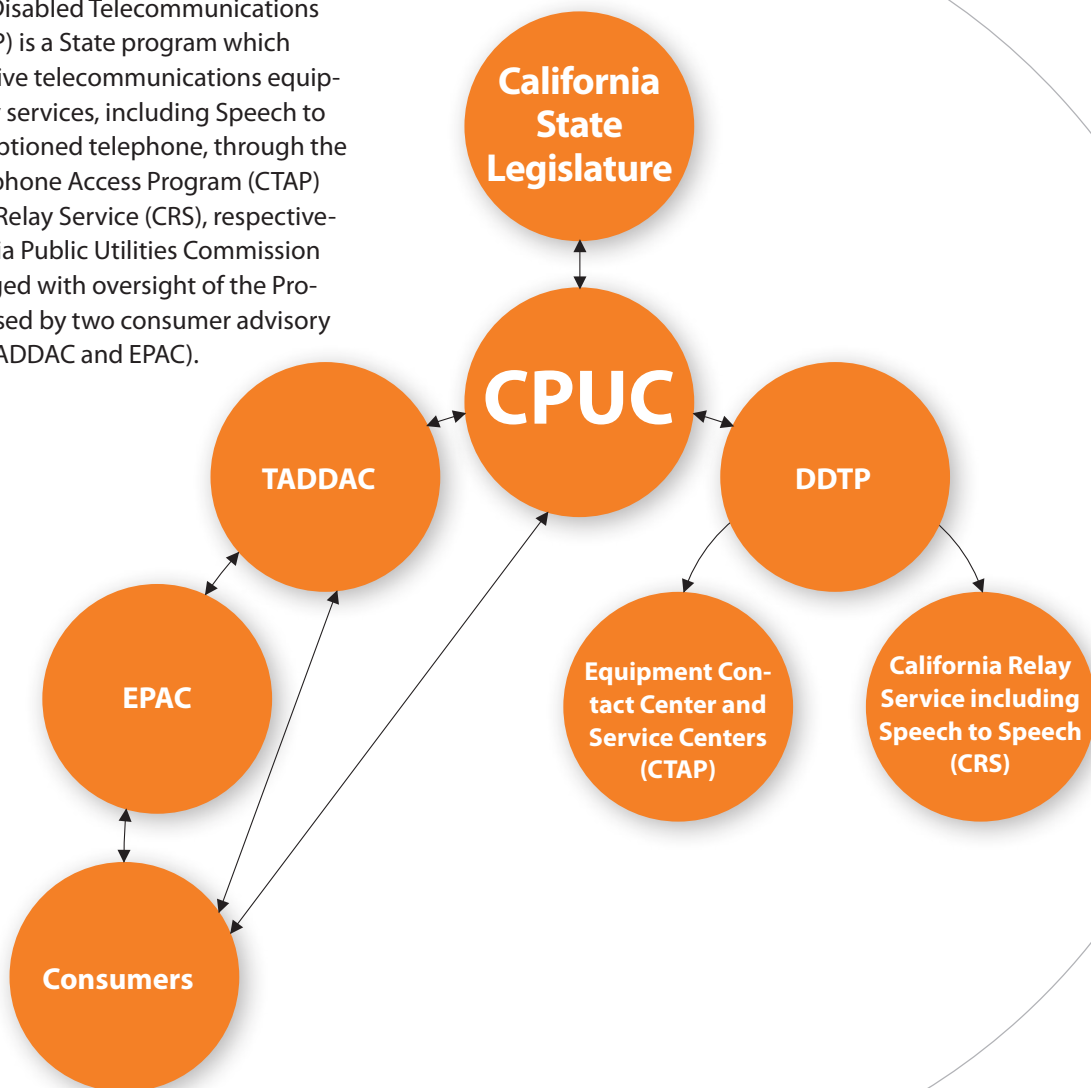
“At an Abilities Expo in Anaheim I met a father and his ten-year-old daughter who had Cerebral Palsy. She already had an RC200 from the Program. I asked permission from the girl’s father to explain how Speech to Speech worked. The daughter was so happy that she could talk to all her friends and have some privacy.”

—ANDIE SQUIRES,
OUTREACH SPECIALIST

Profile options for Speech to Speech users, which allow callers to register call setup and call handling preferences without having to repeat it with every single call. A Speech to Speech (STS) user Training Line has been added that gives people with a speech disability, speech-language pathologists, family, and friends an opportunity to explore STS service and ask STS-related questions with a live agent, providing ease and efficiency to consumers' calling experiences.

PROGRAM STRUCTURE

The Deaf and Disabled Telecommunications Program (DDTP) is a State program which provides assistive telecommunications equipment and relay services, including Speech to Speech and captioned telephone, through the California Telephone Access Program (CTAP) and California Relay Service (CRS), respectively. The California Public Utilities Commission (CPUC) is charged with oversight of the Program. It is advised by two consumer advisory committees (TADDAC and EPAC).



STATEWIDE SERVICE CENTERS



The opening of the new Service Center situated in the Ed Roberts Campus in Berkeley drew media attention.



Audiologists in the Certifying Agents Network (CAN) provide hearing tests and CTAP certifications for new customers.



Limited Service Center Hours



At Service Centers, customers are able to try out a variety of phone equipment.

CTAP EQUIPMENT UPDATE



Hui Qin Zhang has been using a cordless phone for the last five years.

「好喜歡 個電話，
因為我聽得到呀」

[I am very happy with that
phone, because I can hear].

—ZHANG, OAKLAND



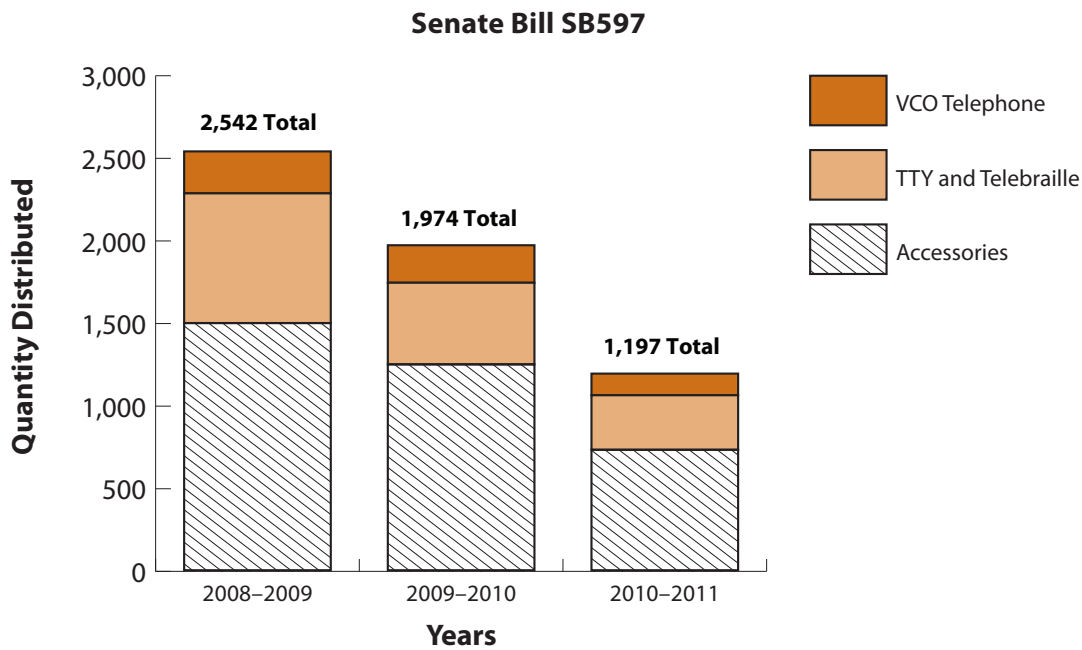
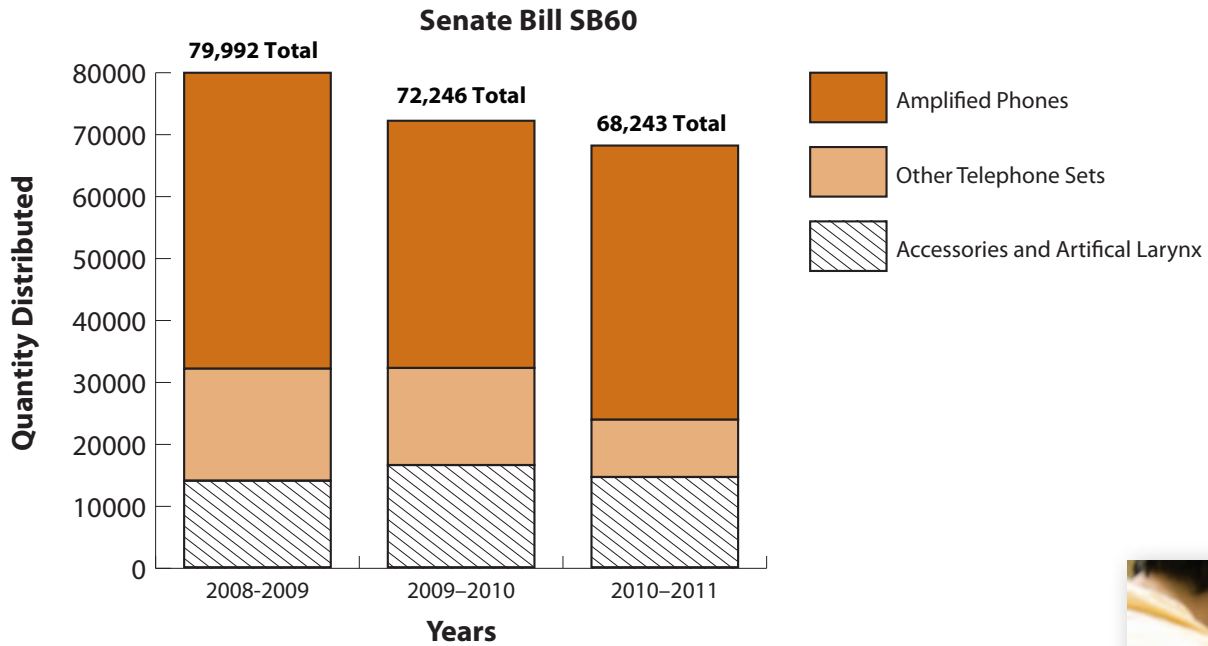
Lydia Santillan, Outreach Specialist, at an outreach event in Fresno.

California Telephone Access Program (CTAP) offers specialized telephone equipment at no cost to California residents who are certified as having difficulty hearing, seeing, speaking, moving, or remembering. Users must also have access to either cellular or land line service, however, the majority of CTAP equipment only functions with land lines.

Program funding is based on Senate Bill 60 (SB60) and Senate Bill 597 (SB597). Since 1985, SB60 ensures that specialized telecommunication equipment is provided to consumers certified as having hearing, vision, mobility, speech, and cognitive disabilities. SB60 includes amplified phones, big-button phones, cordless phones, photo phones, speaker phones, as well as accessories related to these types of equipment. SB60 accessories include switches to allow consumers to initiate and end calls and replacement adapters for amplified, cordless, and photo phones. Since 1979, SB597 ensures that specialized Telecommunication Devices for the Deaf (TDDs or TTYs) are provided to consumers certified as being Deaf or severely hard of hearing. SB597 includes TTYs and accessories related to TTY equipment. All Program equipment is distributed through the California Telephone Access Program (CTAP).

Throughout the 2008–2011 FY period, numerous widely-distributed pieces of equipment were discontinued, which led EPAC to recommend including several new telecommunication devices, with broader functions that provide improved telephone access for people with disabilities. For example, an amplified phone was replaced with an amplified phone that includes talk-back and auto-dial features. Upholding our fiduciary responsibility, we endorsed policy changes that led to fewer exchanges, as the number of consumers with equipment continued to grow. Another consumer benefit brought forth during this period was giving consumers the opportunity to check their equipment order status anytime online at DDTP.org and CaliforniaPhones.org.

The following charts show total equipment distributed by the Program Distribution Center to CTAP Customers through Contact Center orders as well as to Service Centers, Field Advisors, and Outreach Specialists for customer distribution and stock replenishment.



Grand Totals by Year | 2008-2009: 82,534 | 2009-2010: 74,220 | 2010-2011: 69,440 | **Overall Total: 226,194**



Raymond Joseph tests an amplified phone at the Berkeley Service Center.



Muriel and Olivia Jackson on the Hoopa Indian reservation where Muriel has been using a cordless phone.

“I have a 91 year old mother-in-law and she now has a phone that helped her tremendously to communicate.”

—OLIVIA, HOOPA



For Linda Drattell the Captioned Phone allows her to enjoy and engage in conversations.

CALIFORNIA RELAY SERVICE, CAPTIONED TELEPHONE, AND SPEECH TO SPEECH UPDATES

California Relay Service (CRS)

CRS provides specially-trained relay operators to relay conversations between people who are deaf, hard of hearing, or speech-disabled with those they communicate with by telephone. Traditional Relay Service (TRS), Captioned Telephone Service (CTS), and Speech to Speech (STS) services are all offered in both English and Spanish. California Relay Service’s (CRS) multi-vendor environment (Hamilton Relay and AT&T Relay) gives users the chance to experience the service of both providers, after which they can select a preferred provider for processing all of their Relay calls or continue using both vendors.

Traditional Relay Service (TRS)

TRS enables a person who is deaf or has hearing or speech difficulties to place and receive telephone calls. A teletypewriter (TTY) that is connected to an analog phone line is required to make a TRS call. The TTY is used to contact a Communication Assistant (CA), who voices what the TTY user has typed to the other person on the phone call and types the other side of the conversation to the TTY user. In recent years some TRS users have transitioned to Video Relay Service (VRS) or Internet Protocol Relay (IP Relay) for their phone calls. VRS and IP Relay are federally reimbursed services and not services of CRS. VRS enables users to connect to a CA through video equipment and use American Sign Language (ASL) to communicate. In IP Relay, users connect to a CA through a computer and the Internet. The growth of VRS and IP Relay has contributed, in part, to a decline in TRS use. However, some users prefer TRS – it is still the only method of telecommunication for many people who do not use ASL or do not have access to the Internet.

Captioned Telephone Service (CTS)

CTS enables a person who has hearing loss to voice for themselves and read what the other person says. The Program replaced the CapTel 200 with the CapTel 800 in 2010. CapTel 800 has a larger display screen that tilts for comfortable reading and has adjust-

able font sizes and colors. The amplification also got a boost to a 40db gain. At the beginning of every captioned telephone call there is a friendly reminder letting users know to inform the other party of the presence of an operator. This ensures that all parties on a relay call are aware of the presence of a third party relay operator assisting the call, consistent with California privacy laws.

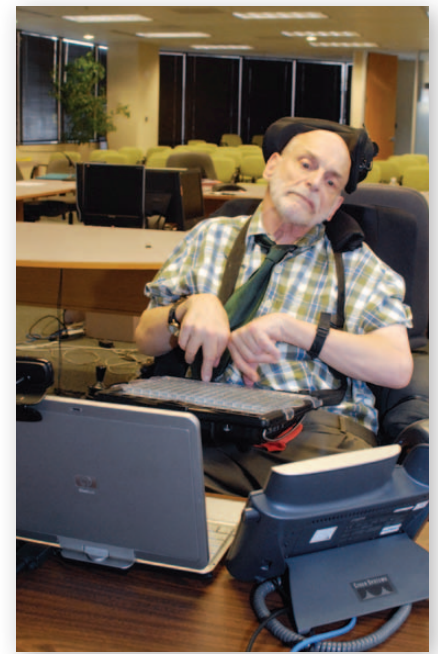
California Captioned Telephone service is available in English (24 hours a day, 7 days a week) and Spanish (5:00 am – 9:00 pm Pacific Time). CapTel Customer Service is available for English and Spanish 24 hours a day, 7 days a week. English users dial 1-888-402-4018 and Spanish users dial 1-877-330-0156.

Speech to Speech (STS)

STS enables a person who has speech difficulty to have a relay operator voice their phone conversations. In 2010 the two CRS providers began offering a Speech to Speech (STS) Training Line to California relay callers. This Training Line is available to callers who are current users of STS or new to STS including friends, family members, and professionals working with clients with difficulty speaking. Program staff informed Speech Language Pathologists (SLPs) about how to introduce the service to many people with difficulty speaking and plan to conduct training sessions at workshops and other events of the California Speech Language and Hearing Association (CSHA) and the Medical Speech-Language Pathology Council of California (MSCC). Introductory materials, based on these training sessions, are in development.

HOW TO GET INVOLVED

You and others you know can get involved by providing public feedback at monthly DDTP Consumer Advisory Committee meetings (TADDAC – fourth Wednesdays and EPAC – first Thursdays) at DDTP headquarters. Visit our Web site at DDTP.org to check the calendar for upcoming meetings and events near you. Send your questions and concerns by visiting the Web site and clicking on Get Involved, then completing and submitting the Feedback Form.



Dr. Bob Segalman using Video Assisted Speech-to-Speech (VA-STS), September 29th, 2011.



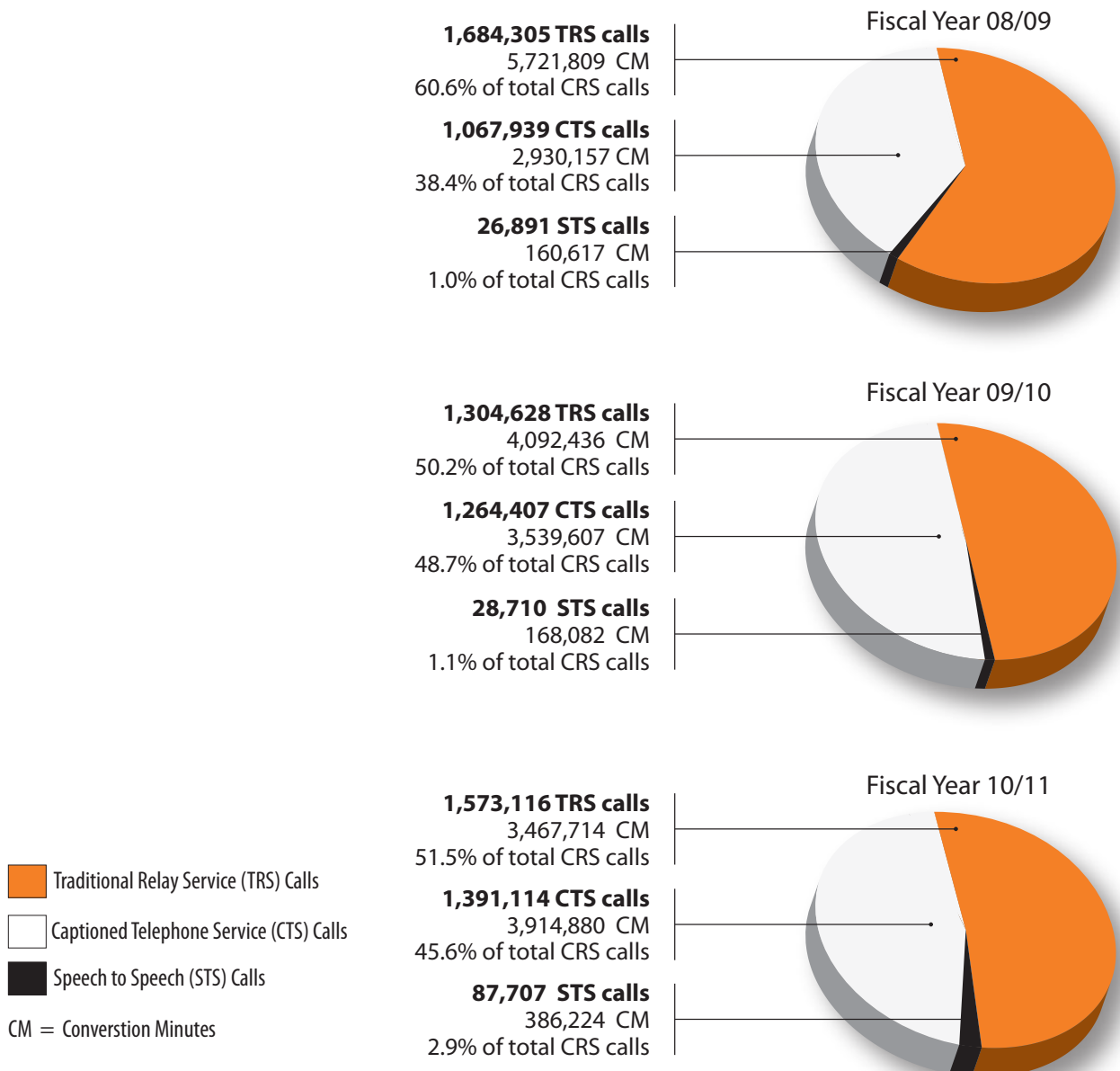
Pictured are Consumer Advisory Committee members.
Back row: Ken Rothschild, EPAC Vice Chair and Nancy Hammons, TADDAC Vice Chair
Front row: Kathleen Barrett, TADDAC Chair, and Anne Ruth, EPAC Chair.

CALIFORNIA RELAY SERVICE CALL VOLUMES

Traditional Relay Service (TRS) calls have declined from 60.6% of all CRS calls in fiscal year 08/09 to 51.5% in fiscal year 10/11. This is the result, in part, of some users whose primary language is American Sign Language (ASL) changing to Video Relay Service (VRS) and others to IP Relay or other communication modes.

Captioned Telephone Service (CTS) calls have increased from 38.4% of all CRS calls in fiscal year 08/09 to 45.6% in fiscal year 10/11. Hard of hearing or Deaf users who are able to speak for themselves and have some residual hearing benefit from this service.

Speech to Speech (STS) relay calls have increased from 1.0% of all CRS calls in fiscal year 08/09 to 2.9% in fiscal year 10/11. Since July 2010 there has been an increased focus in outreach and education to individuals who might benefit from the use of STS relay.



FINANCIAL AND LEGISLATIVE – BACKGROUND

In 1979, the California Legislature enacted Public Utilities Code Section 2881, which requires the CPUC to design and implement a program to provide telecommunication devices to deaf and severely hearing-impaired consumers. Subsequently, the Legislature expanded the scope of the program, creating additional requirements for the CPUC. This program, now called the Deaf and Disabled Telecommunications Program (DDTP), performs four functions mandated by Section 2881 *et seq.*:

- Provides telecommunication devices to certified deaf and severely hearing-impaired users (P.U. Code Section 2881(a)).
- Provides a dual party relay system, now called the California Relay Service (CRS), to connect TTY users with any other telephone user (P.U. Code Section 2881(b), added in 1983).
- Provides specialized telecommunications equipment to individuals certified with hearing, vision, speech, cognitive, and mobility disabilities (P.U. Code Section 2881(c), added in 1985).
- Provides authority for the CPUC to transfer advisory oversight of the TTY Placement Program to the DDTP and its advisory committees (P.U. Code Sections 279a and 2881.2, added in 2003 and 2001 respectively).

In 1989, by Commission decision, the CPUC established a formal structure for the DDTP to ensure oversight of the operations of the mandated programs, encompassing both the California Telephone Access Program (CTAP), which distributes equipment, and CRS, which enables telephonic communication between hearing individuals and those who are deaf, hard-of-hearing, or speech-disabled through operator-assisted relay telephone conversations.

The DDTP is funded through carrier collection of a surcharge on the intrastate charges on customer bills of all telecommunication service providers. The surcharge appears on consumer bills as the “CA Relay Service and Communications Device Fund.”

	2008–2009	2009–2010	2010–2011
Surcharge Rate*	7/1/08–6/30/09=0.20%	7/1/09–6/30/10=0.20%	7/1/10–6/30/11=0.20%

* 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.

The Commission administers the DDTP through contracts with multiple vendors who provide services mandated by the P.U. Code. All contracts are entered into after a competitive bidding process, and comply with California’s contracting requirements

and guidelines. The California Communications Access Foundation (CCAF), a non-profit organization, has managed DDTP operations and contracts for the CPUC for the 2008–2011 period under contract.

DDTP Fund Statement of Revenues, Expenditures, and Changes in Fund Balance (In Thousands)

	FY 08/09	FY 09/10	FY 10/11
Beginning Balance	84,595	32,164	25,209
Prior Year Adjustments*	-1,506	9,969	12,020
Adjusted Beginning Balance	83,089	42,133	37,229
Revenue			
Regulatory Fees (Surcharge)	46,943	42,867	36,858
Investment Income	1,708	312	231
Delinquent Fees	0	0	10
Loan to General Fund	-30,000	0	0
Total Revenue	18,651	43,179	37,099
Expenditures			
CPUC Admin Charges	216	907	941
Program Contracts, includes Program Administration Eqmt. Contact Ctr. & Distribution Marketing & Outreach	49,139	34,126	36,089
Administration/Interagency	16	18	160
SB244 CA Relay Service	10,259	19,480	22,010
Equipment Program	9,312	4,932	6,185
TADDAC	29	32	31
CRSAC	11	9	0
EPAC	42	42	31
State Controller*	0	5	12
California State Library*	552	552	552
Financial Information System for CA (State Operations)	0	0	41
Total Expenditures	69,576	60,103	66,052
Fund Balance	32,164	25,209	8,276

*Estimated for FY 10/11



COMMITTEE MEMBER SPOTLIGHT

The DDTP is privileged to highlight the work and Program contributions of our longest-serving member, Gerald “Bummy” Burstein. In 1988, Bummy was one of the first consumer members appointed to serve on the Equipment Standardization Advisory Committee. At that time, Bummy supervised the Media Technology Services at the California School for the Deaf in Riverside, where he served as an educator and administrator for thirty-seven years. Bummy is a former President of the California Association of the Deaf and of the National Congress of Jewish Deaf. In addition to being a registered parliamentarian with the National Association of Parliamentarians, Bummy is currently the only deaf person in the world who is a certified professional parliamentarian with the American Institute of Parliamentarians and was named a recipient of its prestigious International Platform Award for popularizing parliamentary procedure.

“We should be very proud that California had done a lot of the legwork through the TTY distribution and the relay.”

— “BUMMY”,
DDTP
ADVISORY
COMMITTEE
MEMBER

In 1989 Bummy was elected Chair of the Deaf and Disabled Telecommunications Program Administrative Committee (DDTPAC), which later became TADDAC. He served as Chair of DDTPAC for eight years. Bummy’s stewardship to the community also reaches to Gallaudet University, which in 2010, renamed its Leadership Institute to the Gerald “Bummy” Burstein Leadership Institute.

Bummy just completed two consecutive full terms on TADDAC in 2011. No other Committee member has enjoyed such an influential and long-standing relationship with the DDTP as Bummy has with his 23 years (1988–2011) of involvement through multiple committees and in multiple roles.

DDTP Committee Members

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



TADDAC committee members,
December 2010,
Oakland, CA, DDTP office.

GETTING STARTED

Learning about the Program

- Respond to Advertisement or mailer
- Attend Outreach Presentation/Event
- Hear from family or friend
- Visit CaliforniaPhones.org or DDTP.org

Getting an Application

- Download from Web site
- Mail or email from Contact Center
- Acquire at Outreach Presentation/Event
- Receive at a Distribution Event

Becoming Approved

- Use the Certifying Agents Network on the Web site to find a medical provider to sign your application
- Ask your medical provider to sign your application
- Visit a medical provider at Distribution Event

Submitting an Application

- Mail/Fax/email to Contact Center
- Bring to a Service Center
- Present at Distribution Event

Selecting Equipment

- By Phone with Contact Center
- In Person at a Service Center
- At home with a Field Advisor
- In Person at a Distribution Event
- By Live Chat/email with Contact Center

Receiving Your Equipment

- By Mail from the Contact Center
- In Person from a Service Center
- At home with a Field Advisor
- In Person from a Distribution Event

The Program offers constituents an extensive range of delivery channels from Customer Advisors' face-to-face assessments at Service Centers throughout the state, to Outreach Specialists' presentations and Distribution Events; from events and health fairs to Field Advisors' in-home visits, and from the Contact Center's on-phone English, Spanish, Cantonese, Mandarin, Hmong, and Vietnamese-speaking Customer Service Representatives to customer's ability to check on their equipment status and ask questions via email and Web Chat in English and Spanish and traditional US mail and fax options. To address other non-English speaking customers, staff uses the Language Line.



Deidre Dubin leaves the Santa Barbara Service Center with her new phone.



California Phones
Keeping you connected.



California Telephone Access Program

California Public Utilities Commission Deaf and Disabled Telecommunications Program

Apply Today! 3 Easy Steps:

1. Complete this section.

Last Name	First Name	MI
Street Address	City	State CA
Your Telephone Number (_____) _____		
Email Address _____		
Alternate Contact (First & Last) _____		
Relationship _____		
Tel. Number (_____) _____		
Your <i>Local</i> Phone Company's Name _____		
Name on Phone Bill (First & Last) _____		
Year of Birth (optional) _____		
Ethnicity (optional):	<input type="checkbox"/> Caucasian	<input type="checkbox"/> Latino
	<input type="checkbox"/> Native American	<input type="checkbox"/> Pacific Islander
		<input type="checkbox"/> African American
		<input type="checkbox"/> Asian
		<input type="checkbox"/> Other
I prefer materials in:	<input type="checkbox"/> English	<input type="checkbox"/> Spanish
	<input type="checkbox"/> Hmong	<input type="checkbox"/> Braille
		<input type="checkbox"/> Chinese
		<input type="checkbox"/> Large Print (English Only)
		<input type="checkbox"/> Vietnamese
How did you learn about us?	<input type="checkbox"/> Bus Ad	<input type="checkbox"/> Event
	<input type="checkbox"/> Radio	<input type="checkbox"/> Newspaper
	<input type="checkbox"/> Television	<input type="checkbox"/> Other _____

IMPORTANT, READ BEFORE SIGNING Limited Liability Agreement The applicant hereby agrees that the CPUC and/or the State of California, and/or the California Communications Access Foundation (CCAF) make(s) no warranties, either express or implied, with regard to the possession, use, condition, and/or operation of the telecommunications equipment provided to applicant as part of this program (the Equipment). The applicant hereby agrees to indemnify, defend, and hold harmless the CPUC, the State of California, and/or the CCAF from any and all third party claims, costs (including without limitation reasonable attorneys' fees), and losses which in any way arise out of or in connection with the possession, use, condition, and/or operation of the Equipment. The applicant hereby agrees that the CPUC, the State of California, and/or the CCAF shall have no liability to the applicant or any other person with respect to any liability, loss, or damage caused or alleged to be caused, directly or indirectly, by or through the possession, use, and/or operation of the Equipment. I verify that I live in a household that subscribes to local telephone service in California.

NOTE: Please choose your equipment carefully because we want to provide you the most appropriate phone. CTAP will repair or exchange equipment if 1) the equipment loaned to the consumer stops working or malfunctions or 2) the consumer's disability certification changes. Please return your equipment with all original parts in the manufacturer's packaging.

Signature of Applicant

Date

2. Have this section completed by an authorized certifying agent.

- CA Licensed Medical Doctor
- CA Licensed Optometrist
- CA Licensed Audiologist
- CA Department of Rehabilitation Counselor
- CA Superintendent/Audiologist from the California School for the Deaf Fremont/Riverside
- CA Licensed Hearing Aid Dispenser (see provision below)*
- CA Physician Assistant

Impairment(s) of the Applicant: (Check All That Apply):

- Deaf/Deafened
- Mobility/Manipulation
- Hard of Hearing
- Blind
- Low Vision
- Speech
- Cognitive
- Hearing Loss:** Mild Moderate Severe
- Mobility:** Upper body Lower Body Both

Note: _____

Signatory please write patient's name from page 1 here: _____

Address of patient from page 1: _____

I certify that the above named person has the impairment(s) marked above that restrict(s) his or her use of the telephone and qualifies for equipment provided under California state legislation.

Print Name (Must be legible) _____

Professional Credentials _____ License Number _____

Telephone (_____) _____ Fax (_____) _____

Signature of Certifying Agent _____ Date _____

(No stamped signatures accepted)

*For CA Licensed Hearing Aid Dispensers—I certify that I have fitted the above person with an amplified device and have the individual's hearing records on file.

Signature (Hearing Aid Dispensers only) _____ Date _____ CA HAD License Number _____ Telephone _____

3. Choose one way to return this form.

► **Bring in your completed form to one of our Service Centers* and get the phone the same day:**

- Berkeley:** Ed Roberts Campus, 3075 Adeline Street, Suite 260, CA 94703
- Burbank:** 303 N. Glenoaks Boulevard, Suite L-130, CA 91502
- Fresno:** 7525 N. Cedar Avenue, Suite 115, CA 93720
- Redding:** 2861 Churn Creek Road, Suite A, CA 96002 *Limited hours*
- Riverside:** 6370 Magnolia Avenue, Suite 310, CA 92506
- Sacramento:** 2033 Howe Avenue, Suite 150, CA 95825
- Salinas:** Inside the DHHSC Office, 339 Pajaro Street, Suite B, CA 93901 *Limited hours*
- San Diego:** 1455 Frazee Road, Suite 406, CA 92108
- Santa Ana:** 2677 N. Main Street, Suite 130, CA 92705
- Santa Barbara:** Independent Living Center, 423 W. Victoria Street, CA 93101 *Limited hours*

► **Mail to: CTAP, P.O. Box 30310, Stockton, CA 95213**

► **Fax to: 1-800-889-3974**

If you mail or fax your form, look for an approval letter in the mail within one to two weeks, and then call (or visit a Service Center) to determine the right phone for you!



California Phones
Keeping you connected.



California Telephone Access Program

California Public Utilities Commission Deaf and Disabled Telecommunications Program

For further information or more applications visit **CaliforniaPhones.org** Web chat available

Contact Center hours*: Mon–Fri (7am–6pm), Sat (9am–4pm)

- English: 1-800-806-1191
- 國語 : 1-866-324-8747
- Vietnamese: 1-855-247-0106
- Español: 1-800-949-5650
- 粵語 : 1-866-324-8754
- Hmoob: 1-866-880-3394
- TTY: 1-800-806-4474

English email: info@CaliforniaPhones.org Español email: info-es@CaliforniaPhones.org

*Visit DDTP.org or call above numbers for Contact Center and Service Center hours and Service Center directions.

Processed by	
Date	

Office Use Only

CRT-ENG-AR-12A

CONTACT DDTP/CTAP/CRS

Stop By a Service Center*

Berkeley: Ed Roberts Campus, 3075 Adeline Street, Suite 260, CA 94703

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

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

Redding: 2861 Churn Creek Road, Suite A, CA 96002 *Limited hours*

Riverside: 6370 Magnolia Avenue, Suite 310, CA 92506

Sacramento: 2033 Howe Avenue, Suite 150, CA 95825

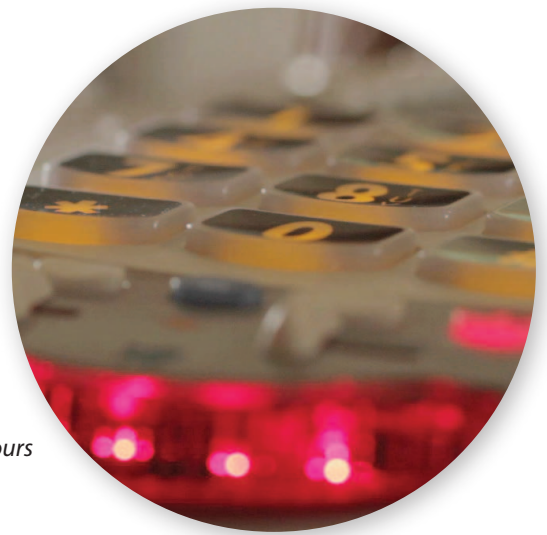
Salinas: Inside the DHHSC Office, 339 Pajaro Street, Suite B, CA 93901 *Limited hours*

San Diego: 1455 Frazee Road, Suite 406, CA 92108

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

Santa Barbara: Independent Living Center, 423 W. Victoria Street, CA 93101 *Limited hours*

* Visit DDTP.org or call numbers below for directions and hours.



Phone

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

Monday-Friday 7:00AM-6:00PM and Saturdays 9:00AM-4:00PM

English: 1-800-806-1191 Hmong: 1-866-880-3394

TTY: 1-800-806-4474 粵語: 1-866-324-8754

Spanish: 1-800-949-5650 國語: 1-866-324-8747

FAX: 1-800-889-3974 Tiếng Việt: 1-855-247-0106

English Email: CustomerCare@ddtpca.org Español email: ServicioCliente@ddtpca.org

Visit

One-Click Equipment Applications, Directions, Hours, Equipment Updates, and Chat: DDTP.org

Mail

Send your questions, 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) or outreach@ddtp.org.

Informational Materials

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

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

Consumer Affairs

Monday–Friday 8:30 AM to 5:30 PM

Voice: 1-877-546-7414

consumeraffairs@ddtp.org

TTY: 1-800-867-4323

California Relay Service (CRS)

Dial 711: English/Spanish, all modalities

TTY: English 1-800-735-2929/

Spanish 1-800-855-3000

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

Voice: English 1-800-735-2922/

Spanish 1-800-855-3000

Back cover photos:

Top: Sevan Minasian with a cordless telephone.

Middle: Mrs. Levy with a TTY.

Bottom: Luwana Quitiquit with an amplified telephone.



DDTP

1333 Broadway, Suite 500

Oakland, CA 94612

Tel 1-510-301-1100



California Telephone Access Program
www.ddtp.org



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

2008-2011 COMMITTEE ROSTER

2008-2009	TADDAC	CRSAC	EPAC
July-June	Winston Ching Gerald "Bummy" Burstein Phil Kaplan, Chair Mark Finn Kathleen Barrett, Vice-Chair Annette Carter Sheri Farinha Alik Lee	Chriz Dally Johnson, Co-Chair Francine Lauer-Skedsmo Barbara Morrison Colette Noble Kevin Siemens, Co-Chair Nora Sinclair	Loretta Moore Richard Ray Kenneth Rothschild, Vice Chair Ann Ruth, Chair Julian "Buddy" Singleton Charlotte Whitacre
2009-2010	TADDAC	CRSAC	EPAC
July-June	Winston Ching Gerald "Bummy" Burstein Phil Kaplan, Chair Mark Finn Kathleen Barrett, Vice Chair Annette Carter Sheri Farinha Alik Lee	Chriz Dally Johnson, Co-Chair Francine Lauer-Skedsmo Barbara Morrison Colette Noble Kevin Siemens, Co-Chair Nora Sinclair	Loretta Moore Richard Ray Kenneth Rothschild, Vice Chair Ann Ruth, Chair Julian "Buddy" Singleton Charlotte Whitacre
2010-2011	TADDAC		EPAC
July-June	Patrick Boudreault Gerald "Bummy" Burstein, Vice Chair Chriz Dally Johnson Tommy Leung Kathleen Barrett, Chair Alik Lee Colette Noble Kevin Siemens		Anindya "Bapin" Bhattacharyya Loretta Moore Richard Ray Kenneth Rothschild, Vice Chair Ann Ruth, Chair Brian Winic
2011-2012	TADDAC		EPAC
July-June	Kathleen Barrett, Chair Gerald "Bummy" Burstein Chriz Dally Johnson Nancy Hammons, Vice Chair Alik Lee Tommy Leung Jax Levesque Colette Noble Kevin Siemens		Anindya "Bapin" Bhattacharyya Loretta Moore Richard Ray Kenneth Rothschild, Vice Chair Ann Ruth, Chair Brian Winic