



Keeping You Connected.



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

Programs of the California Public Utilities Commission

DDTP CONSOLIDATED ANNUAL REPORT 2011-2012 SUPPLEMENT

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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.

For more Program information, please visit the CPUC Web site at www.cpuc.ca.gov and the Program Web site at www.DDTP.org.

PROGRAM HIGHLIGHTS AND INITIATIVES

A number of major Program initiatives started in Fiscal Year 2011-2012, with many of them in either the planning or implementation phase and expected to continue in the FY 2012-13 timeframe, including:

Wireless: In 2011, CPUC staff worked with the DDTP administrative contractor and wireless providers, with input from DDTP consumer advisory committees, to define the parameters and operational framework of a wireless program. Commission decisions, in 2010 and 2012, established the framework for this Program and the roll-out is expected to take place in FY 2012-13.

PROGRAM MISSION

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

Speech Generating Devices (SGDs): Assembly Bill 136 (Beall), Statutes 2011, Chapter 404, effective January 1, 2012, directed the Commission to include SGDs as part of the DDTP. We anticipate a Commission Rulemaking will result in the required adoption of rules by January 1, 2014.

National Deaf Blind Equipment Distribution Program (NDBEDP): The CPUC/DDTP convened a working group of interested state agencies and non-profit organizations to successfully obtain a federal grant in this area. Lighthouse for the Blind along with the Helen Keller Regional Center are leading this exciting Program/initiative.

Relay, Including CapTel® and Visually Assisted Speech-to-Speech (VA STS): Captioned Telephone Service using landline CapTel® continues to increase as traditional relay service continues to decline. California leads the country in VA STS efforts, with both Hamilton Relay and AT&T Relay offering this service. See page 5 for more information.

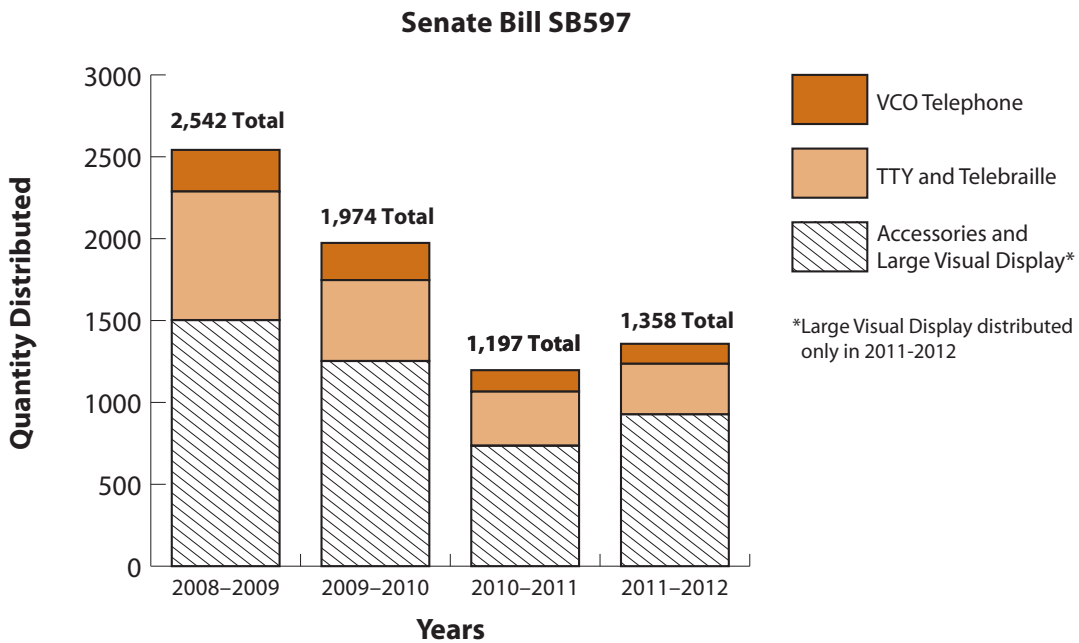
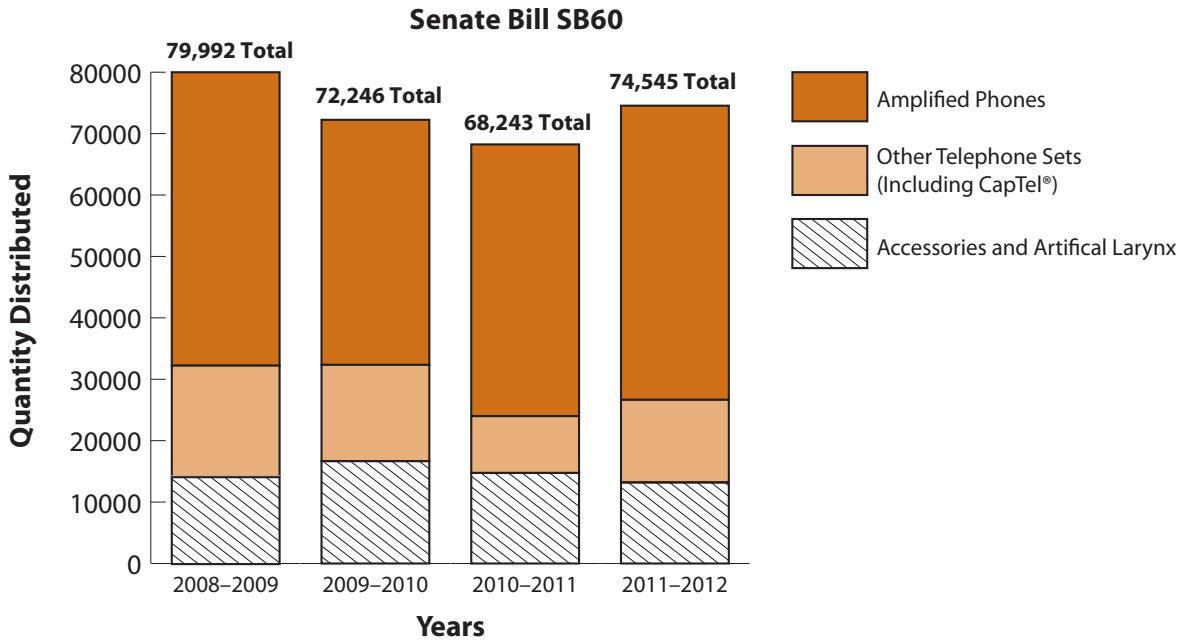
California Phones and Ability Phones Marketing Campaigns: We are continuing our successful marketing and outreach program with California Phones and expanding it to include Ability Phones to increase awareness of Program assistive telecommunications equipment offerings among the general population as well as the disability community.

	2008-2009	2009-2010	2010-2011	2011-2012
New Consumers with Equipment	35,315	19,962*	27,422	27,764
Field Advisor Visits to Consumers' Homes	6,929	7,398	9,528	9,760
Outreach Presentations to the Community	5,834	7,011	6,702	6,373
General Market Campaigns	3	3	5	5
Target Market Campaigns	3	3	10	5
Consumer Visits to the Service Centers	26,033	25,853	29,035	29,180
Certification Forms Received at the Contact Center	37,623	34,824	31,185	31,672
Contact Center Calls Handled (inbound and outbound)	227,427	226,243	220,803	225,340
Contact Center Emails Handled (inbound and outbound)	N/A	N/A	1,311	3,014
Contact Center Web Chats Handled	N/A	N/A	337	1,606
Total CTAP Consumers with Equipment	567,600	587,562	606,837	591,922
Outbound CRS or Relay Calls (includes Speech-to-Speech and CapTel®)	2,779,135	2,597,745	3,051,937	2,959,143

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

CTAP EQUIPMENT UPDATE

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.



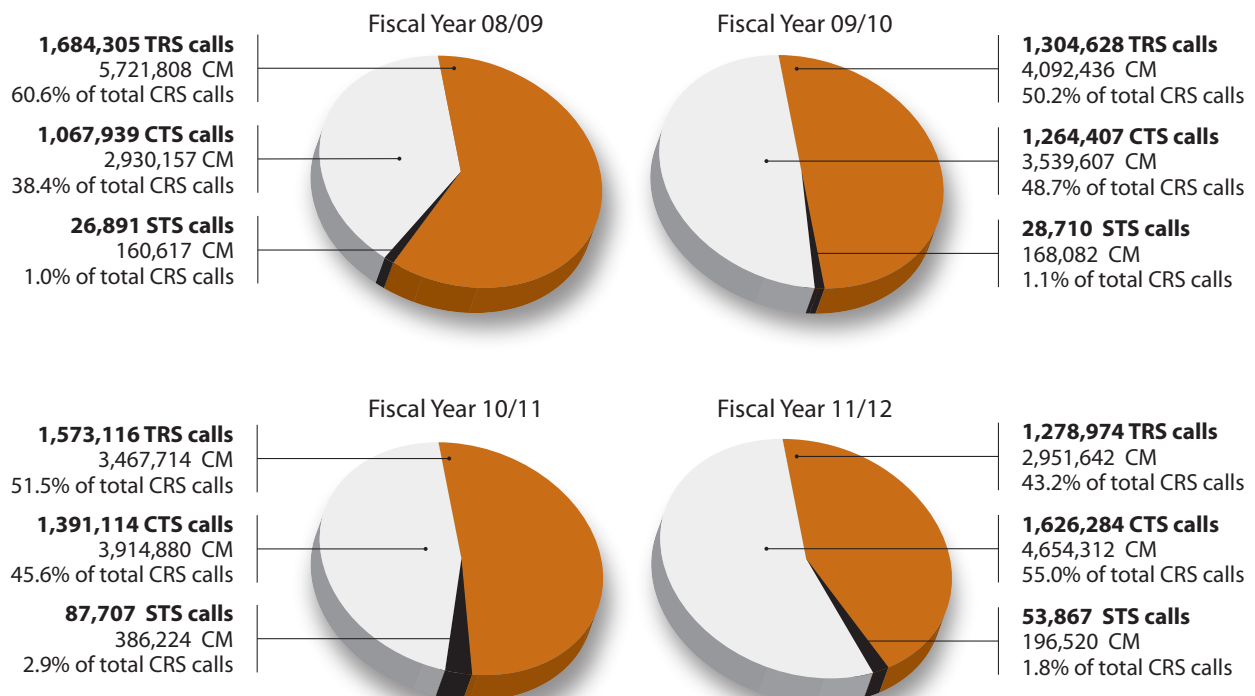
Grand Totals by Year: 82,534 | 74,220 | 69,440 | 75,903 | Overall Total 302,097

UPDATED CALIFORNIA RELAY SERVICE CALL VOLUMES

Traditional Relay Service (TRS) enables a person who is deaf or has hearing or speech difficulties to place and receive telephone calls. TRS calls have declined from 52% of all CRS calls in fiscal year 10/11 to 43% in fiscal year 11/12. 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) enables a person who has hearing loss to voice for themselves and read what the other person says. CTS CapTel® calls have increased from 46% of all CRS calls in fiscal year 10/11 to 55% in fiscal year 11/12. 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 enables a person who has speech difficulty to have a relay operator voice their phone conversations. STS relay calls have decreased from 3% of all CRS calls in fiscal year 10/11 to 2% in fiscal year 11/12. The decrease in calls is due in part to increased efforts to eliminate calls where neither party had any speech difficulties. On May 1, 2012, DDTP launched Visually Assisted Speech-to-Speech (VA STS), an enhancement to the traditional STS service. During a VA STS call the STS caller is also using a webcam or videophone to connect with the Communications Assistant (CA) at the relay call center, so the CA can benefit from seeing the callers mouth movements, facial expressions, and gestures when re-voicing for the caller. In the statistics for the fiscal year 11/12, VA STS calls are included in the STS calls.



■ Traditional Relay Service (TRS) Calls
 ■ Captioned Telephone Service (CTS) Calls
 ■ Speech-to-Speech (STS) Calls
 CM = Conversion Minutes

UPDATED DDTP FUND STATEMENT OF REVENUES, EXPENDITURES, AND CHANGES IN FUND BALANCE (IN THOUSANDS)*

	FY 08/09	FY 09/10	FY 10/11	FY 11/12
Beginning Balance	84,595	32,164	25,209	46,132
Prior Year Adjustments	-1,506	9,969	49,876	24,436
Adjusted Beginning Balance	83,089	42,133	75,085	70,568
Revenue				
Regulatory Fees (Surcharge)	46,943	42,867	36,858	31,940
Investment Income	1,708	312	231	229
Delinquent Fees	0	0	10	0
Interest Income from Interfund Loans	0	0	0	1,301
Escheat of Unclaimed Checks & Warrants	0	0	0	205
Loan to General Fund	-30,000	0	0	30,000
Total Revenue	18,651	43,179	37,099	63,675
Expenditures				
CPUC Admin Charges	232	925	1,101	1,139
Program Contracts (includes Program Administration, Equipment Contact Center & Distribution, Marketing, and Outreach)	49,139	34,126	36,089	42,064
California Relay Service	10,259	19,480	22,010	18,463
Equipment Program	9,312	4,932	6,185	6,214
TADDAC/CRSAC	40	41	31	26
EPAC	42	42	31	40
State Controller	0	5	12	7
California State Library	552	552	552	552
Financial Information System for California	0	0	41	160
Total Expenditures	69,576	60,103	66,052	68,665
Fund Balance	32,164	25,209	46,132	65,578

*Source: Governor's Budget and CalStars Q16

The DDTP is funded through carrier collection of a surcharge on 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	2011-2012
Surcharge Rate	0.20%	0.20%	0.20%	0.20%

CONTACT DDTP/CTAP/CRS

Stop By a Service Center *

Berkeley:	Inside the Ed Roberts Campus, above the Ashby BART Station, 3075 Adeline Street, Suite 260, CA 94703
Fresno:	7525 North Cedar Avenue, Suite 115, CA 93720
Glendale:	425 West Broadway, Suite 105, CA 91204
Redding:	2861 Churn Creek Road, Suite A, CA 96002 (Limited hours)
Riverside:	2002 Iowa Avenue, Suite 106, CA 92507
Sacramento:	1300 Ethan Way, Suite 105, 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 North Main Street, Suite 130, CA 92705
Santa Barbara:	Inside the Independent Living Center, 423 West Victoria Street, CA 93101 (Limited hours)

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

Phone

Call for Certification Forms, questions, or comments:

Monday – Friday: 7:00 AM – 6:00 PM Saturdays: 9:00 AM – 4:00 PM

English:	1-800-806-1191	Spanish:	1-800-949-5650	TTY:	1-800-806-4474
Cantonese:	1-866-324-8754	Mandarin:	1-866-324-8747	Hmong:	1-866-880-3394
Vietnamese:	1-855-247-0106	Russian:	1-855-546-7500	FAX:	1-800-889-3974
English Email:	info@CaliforniaPhones.org	Spanish Email:	info-es@CaliforniaPhones.org		

One-Click Equipment Applications, Directions, Hours, Equipment Updates, and Chat

www.CaliforniaPhones.org

Mail

Send your completed Certification Forms, questions, or comments:
CTAP, P.O. Box 30310; Stockton, CA 95213.

Presentations

Request an equipment (CTAP) or Relay (CRS) presentation in any language:

Voice/TTY: 1-800-995-6831 (voice/TTY) Email: outreach@ddtp.org.

Informational Materials

Request Program materials and CTAP Certification Forms in Chinese, English, Hmong, Russian, Spanish, or Vietnamese: 1-866-821-3733 (voice/TTY)

Consumer Affairs

Monday – Friday 8:30 AM to 5:30 PM

Email: consumeraffairs@ddtp.org Voice: 1-877-546-7414 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



DDTP
1333 Broadway, Suite 500
Oakland, CA 94612
Tel 1-510-302-1100



California Telephone Access Program
www.ddtp.org



Speech
To
Speech
California Relay Service

The power to connect us all.

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