



The Power to Connect Us All!

2003-2005 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 equipment and relay services through the California Telephone Access Program (CTAP) and the 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 Distribution 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!

Dear Fellow Californians:

We all benefit from the Deaf and Disabled Telecommunications Program (DDTP) because it improves communication for all of us. At the beginning of this century, the Deaf and Disabled Telecommunications Program was identified as a model for the nation. Now, well into this century's first decade, the DDTP continues to deserve this moniker. The past three years have brought many accomplishments as well as challenges. The major milestones listed on pages 4 – 6 could not have been achieved without the support of many, including those who volunteered their time and shared their expertise serving on the Committees that advise the Commission regarding DDTP-related matters. I wish to extend my heart felt thanks to the tireless members of the Telecommunications Access for the Deaf and Disabled Administrative Committee (TADDAC), California Relay Service Advisory Committee (CRSAC), and Equipment Program Advisory Committee (EPAC), the many program vendors that provide the equipment and services to keep the program operating at such a high level, and especially to the California Communications Access Foundation (CCAF), the Commission's Primary Program and Contract Administrator since July 2003.

Since joining the California Public Utilities Commission (CPUC), in July 2004, I have been immensely impressed with this program and I am very proud to call it a CPUC program. I look forward to a long and healthy collaborative relationship with Committee members, DDTP consumers, and the general public. This collaboration ensures DDTP's continued responsiveness to changes in legislative and regulatory structures as well as technological advances. I am confident that DDTP's outlook, like its successes, will be remarkable. Thank you fellow Californians for keeping it going strong!

Steve Larson



Executive Director
California Public Utilities Commission



Steve Larson, CPUC Executive Director



Jack Leutza, Linda Gustafson, Commissioner Rachelle Chong, Helen Mickiewicz, Philip Kaplan, and Shelley Bergum



DDTP Committee Chairs Chriz Dally, Philip Kaplan, and Ann Ruth

Program Highlights

The period of 2003-2005 was one of continued change for the DDTP, reflecting significant accomplishments as well as challenges. Throughout this period, DDTP continued to provide quality equipment and services to a growing number of California consumers. Due in large part to marketing campaigns each year during the period of 2003 – 2005, steady increases can be seen in many areas of the program. Currently, the program has approximately 500,000 DDTP certified participants.

	2002-2003	2003-2004	2004-2005
Equipment Campaigns (CTAP)	1	4	4
Call Center Inbound Calls Handled	245,312	196,358	244,971
Call Center Certification Forms Processed	36,295	40,795	64,820
Service Center Visits*	21,039	24,145	29,722
Field Advisor Visits	8,213	5,668	5,198
Outreach Presentations	1,899	1,964	1,900
New Customers	30,782	33,242	54,291
Total Customers	373,921	417,235	470,150
Relay Campaigns (CRS)	0	2	1
Outbound CRS Calls**	6,058,177	5,663,971	3,708,478

* The 7th Service Center opened in August 2003.

** The decrease in these numbers is due, in part, to increased text messaging and video relay use. For more details and history, turn to page 10 or visit DDTP at www.ddtp.org

DDTP Accomplishments and Milestones 2003

- Continued outreach to underserved communities providing equipment information fliers in Tagalog, Chinese, Japanese, Korean, Russian, and Armenian, in addition to English and Spanish.
- Released new equipment TV Public Service Announcements in English and Spanish that won Telly Awards.
- Transitioned more direct oversight of the DDTP to the CPUC as of July 2003, providing DDTP compliance with state contracting and procurement rules. More than 50 program vendors transitioned to contracts with the CPUC.
- Incorporated new charters and structure for the three DDTP consumer advisory committees, with new officers and voting members.
- The CPUC reaffirmed its support for a multivendor relay environment for CRS.

DDTP Accomplishments and Milestones 2004

- Added the telephone fluency system (anti-stuttering device) to the CTAP equipment loan program.
- Launched the new three-provider relay system (CRS) including Speech-To-Speech, with all 711 and DDTP 800 number CRS calls being allocated among three providers (MCI, Nordia, and Sprint).
- DDTP consumer committees provided input to the CPUC on a wide range of issues, including technological advancements involving equipment and relay services, traditional as well as Video Relay Services and Internet Relay.
- Conducted a CTAP marketing campaign that featured on-site audiologist testing/certification and multi-language (English, Spanish, and Chinese) newspaper ads that included the Certification Forms. Both elements reduced consumers' steps in the application process.
- Held Formal Open House for the Burbank Service Center which opened in 2003, as the DDTP's seventh walk-in center.
- The TTY (Teletypewriter) Placement Program (TPP) also called Telecommunications Devices for the Deaf Interim Placement Committee (TPIC) program was transferred from the Payphone Service Providers Committee (PSPC) to the TADDAC as the CPUC concluded that the interests involved in TPP are more closely aligned with the DDTP Administrative Committee than with the PSPC.



Phillip Roidmeier uses a cordless telephone with headset-dial pad which is small and clips onto his belt.



Philip Kaplan, Chair of TADDAC, Shelley Bergum, Executive Director of DDTP, and Mark Finn, TADDAC member, with colleagues at the opening of the Burbank Service Center, 2003.



Rosylan Williams uses a large button phone to call her grandchildren.

DDTP Accomplishments and Milestones 2005

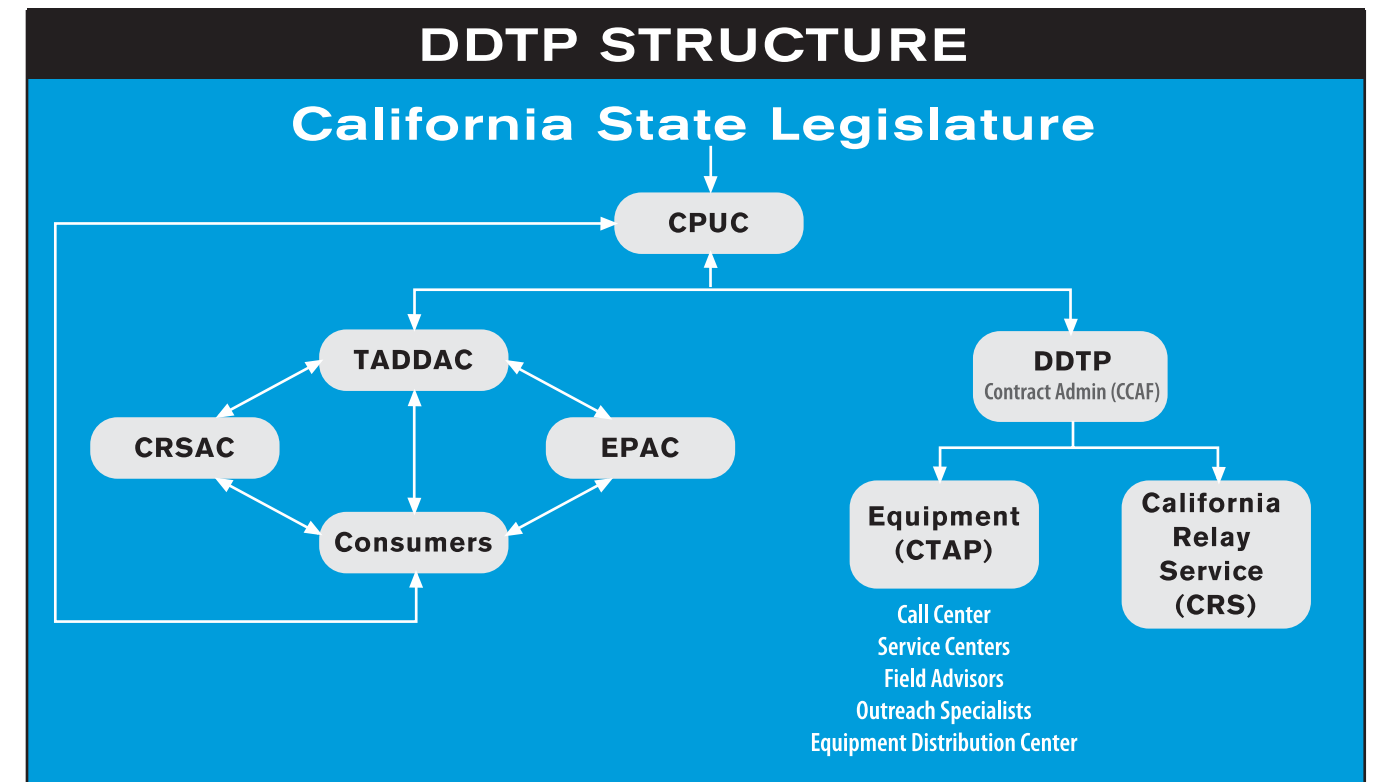
- Added the Amplified Powered Neck Loop to equipment offered.
- Conducted a statewide CRS awareness campaign including television advertisements, 612 billboards, and 120 bus sides to promote Dial 711—“Deaf and Hearing Callers Link Up”.
- Expanded and extended the captioned telephone (CapTel™ telephone) trial to continue for up to three years, distributing up to 200 telephones per month.
- Launched the new website, www.ddtp.org, in English, Spanish, and “text only” for the DDTP including CTAP and CRS.
- Responding to a CPUC request, TADDAC appointed an Administrative Contract Work Group (ACWG), to advise the CPUC about DDTP structure and placement. The ACWG Report was issued in December 2005.
- Smoothly transitioned to a new, state-of-the-art equipment distribution warehouse.



Joe Sumpter, who is blind, is able to communicate on the telephone with a Braille TTY.

Consumers are assisted at the Oakland Service Center by a Customer Adviser.

Stephen Langhi speaks to friends and family with his cordless speakerphone.



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, which shows committee member names, contact information, and the communities they represent.

The CPUC's primary program and contract administrator for the DDTP for the July 2003 through 2005 time period was the California Communications Access Foundation (CCAF), a nonprofit organization. All DDTP vendors have contracts with the California Public Utilities Commission.

COMMITTEE MEMBER ROSTERS FOR JULY 1, 2002 – JUNE 30, 2005

<i>2002</i>	DDTPAC	CRSAC	EPAC
<i>July – December</i>	<i>Winston Ching</i> <i>Margo Ormiston</i> <i>Kelly Hymes</i> <i>Philip Kaplan</i> <i>Michael K. Koeller**</i> <i>Chris Preston</i> <i>Bill Py</i> <i>Kathy Say</i> <i>Joseph Tirado</i> <i>George “Butch” Zein*</i> <i>Hale Zukas</i> <i>Alana Beal</i> <i>John L. Darby*</i> <i>Kathleen Barrett</i>	<i>Doug England*</i> <i>Mark Finn</i> <i>Cecilia Hartley</i> <i>Phillip Janes</i> <i>Chris Preston</i> <i>Joel Tolbert</i> <i>Judy Viera</i> <i>Kathleen Barrett</i> <i>Alana Beal</i> <i>Kevin Siemens</i>	<i>Wayne Baker</i> <i>Sheila Killian*</i> <i>Dolores Olson</i> <i>Kathleen Spear</i> <i>Karen Street</i> <i>Mark Vandervelden</i>
<i>2003</i>	DDTPAC	CRSAC	EPAC
<i>January – June</i>	<i>Winston Ching</i> <i>Margo Ormiston</i> <i>Kelly Hymes</i> <i>Philip Kaplan*</i> <i>Chris Preston</i> <i>Mark Finn (Interim)</i> <i>Kathy Say</i> <i>Joseph Tirado</i> <i>George “Butch” Zein</i> <i>Hale Zukas</i> <i>Kathleen Barrett (Interim)</i>	<i>Kevin Siemens</i> <i>Mark Finn*</i> <i>Cecilia Hartley</i> <i>Phillip Janes</i> <i>Chris Preston</i> <i>Joel Tolbert</i> <i>Judy Viera</i>	<i>Wayne Baker*</i> <i>Sheila Killian</i> <i>Dolores Olson</i> <i>Kathleen Spear</i> <i>Karen Street</i> <i>Mark Vandervelden</i>
<i>2003-2004</i>	TADDAC	CRSAC	EPAC
<i>July – June</i>	<i>Winston Ching</i> <i>Gerald “Bummy” Burstein</i> <i>Joel Tolbert</i> <i>Philip Kaplan*</i> <i>Mark Finn</i> <i>Hale Zukas</i> <i>Kathleen Barrett</i> <i>Hazlyn Fortune</i>	<i>Kevin Siemens</i> <i>Chrizz Dally</i> <i>Cecilia Hartley*</i> <i>Phillip Janes</i> <i>Margie Cooper</i> <i>Barbara Morrison</i> <i>Valerie Stern</i>	<i>Wayne Baker</i> <i>Sheila Killian</i> <i>Dolores Olson*</i> <i>Kathleen Spear*</i> <i>Karen Street</i>
<i>2004-2005</i>	TADDAC	CRSAC	EPAC
<i>July – June</i>	<i>Winston Ching</i> <i>Gerald “Bummy” Burstein</i> <i>Hazlyn Fortune</i> <i>Philip Kaplan*</i> <i>Mark Finn</i> <i>Hale Zukas</i> <i>Kathleen Barrett</i> <i>Robert Roth</i>	<i>Kevin Siemens</i> <i>Chrizz Dally</i> <i>Cecilia Hartley*</i> <i>Valerie Stern</i> <i>Margie Cooper</i> <i>Barbara Morrison</i>	<i>Wayne Baker</i> <i>Sheila Killian</i> <i>Dolores Olson</i> <i>Kenneth Rothschild</i> <i>Karen Street</i> <i>Ann Ruth*</i>

* Committee chair

** Vice Chair

Financial and Legislative – Background



Ed Quan, Director, CPUC Information & Management Services Division

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

- In 1979, Senate Bill 597 (SB 597) provided for the distribution of telecommunication devices for the deaf (TDDs) to certified deaf or hearing impaired users.
- In 1983, Senate Bill 244 (SB 244) mandated the development of a dual party relay system to connect individuals who are deaf or hearing impaired with individuals with no hearing disability. The resulting California Relay Service (CRS) provides Teletypewriter (TTY) users 24-hour contact with any other telephone subscriber.
- In 1985, Senate Bill 60 (SB 60) mandated the distribution of specialized telecommunications equipment to other certified individuals with hearing, vision, speech and mobility disabilities.
- In 2003, Senate Bill 168 (SB 168) changed Public Utilities (P.U.) Code Section 279a enabling the CPUC to transfer advisory oversight of the TTY Placement Program (TPP) to the DDTP and its advisory committees.

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 telecommunications service providers offering intrastate service in California. The surcharge appears on consumer bills as “CA Relay Service and Communications Device Fund”. For many years, the surcharge revenues were placed in a private trust housed with the Bank of America. In 1999, the State Legislature enacted SB 669, mandating that the surcharge revenues for the DDTP, and all the other Commission’s Universal Telephone Service programs be moved into the state fiscal system.

The matrix outlines the surcharge rate for the DDTP over the past five years:

	2001	2002	2003	2004	2005
Surcharge Rate*	1/1/01- 8/31/01 = 0.00%	1/1/02- 9/30/02 = 0.48%	1/1/03- 6/30/03 = 0.30%	1/1/04- 1/31/04 = 0.047%	1/1/05-12/31/05 = 0.30%
	9/1/01-12/31/01 = 0.48%	10/1/02-12/31/02 = 0.30%	7/1/03-12/31/03 = 0.047%	2/1/04 -12/31/04 = 0.30%	

* applied to customer’s billings rendered for intrastate telecommunications services

In 1999, SB 669 affected the operations of the Commission’s Universal Telephone Service programs including the DDTP in two ways. First, it required that funds for the program be transferred from the Deaf Equipment Acquisition Fund Trust to the State Treasury. Second, the statute changed the program from a program administered by a Commission-appointed committee to a state program administered by the Commission. SB 669 also mandated that the program meet all requirements for expenditure of state funds and either employ state personnel or obtain contract staff to provide program services.

Because of the size and complexity of the DDTP program, the Commission requested an extension of the original deadline for the transfer of DDTP funds into the State Treasury. Assembly Bill 1734 extended the deadline from July 1, 2002 to July 1, 2003. The bill also contained language allowing the Commission to contract with private entities, including nonprofit organizations, to operate specific telecommunications services for the deaf and disabled communications programs. In May 2003, the Commission awarded a contract to the California Communications Access Foundation (CCAF), a non profit organization, to manage DDTP operations and contracts for the Commission.

A financial audit of the Deaf Equipment Acquisition Fund Trust was completed prior to the July 1, 2003 transition. The audit covered 10 months out of the 12 month fiscal period beginning July 1, 2002 and ending April 30, 2003.



Panelists discuss the CapTel™ telephone at a CRSAC meeting.

Committee meetings are opportunities for all stakeholders to communicate their perspectives.

DDTP Committee Members

For information about DDTP consumer advisory boards, to contact current members, or for information about becoming a committee member: visit www.ddtp.org or contact the Committee Coordinator at committees@ddtp.org.

**DEAF EQUIPMENT ACQUISITION FUND TRUST STATEMENT OF REVENUES,
EXPENDITURES AND CHANGES IN FUND BALANCE TEN MONTH PERIOD
ENDED APRIL 30, 2003**

REVENUES	
Surcharge	\$ 59,012,151
Investment Income (net fees of 63,357)	428,980
Other	62,643
Total Revenues	59,503,774
EXPENDITURES	
California Relay Service (SB 244)	
California Relay Service	19,789,600
Remote Service Observing Program	10,552
Speech-To-Speech	277,253
Total SB 244 expenditures	20,077,405
Specialized Equipment for the Disabled (SB 60)	
Equipment Purchases	4,135,353
Tariffed Services	864,202
Distributions and maintenance	147,331
Labor and other expenditures	1,465
Administration	49,284
Total SB 60 expenditures	5,197,635
TDD Distribution (SB 597)	
Equipment Purchases	858,546
Tariffed Services	10,071
Distributions and maintenance	120,475
Labor and other expenditures	702
Administration	5,486
Total SB 597 expenditures	995,280
Trust, Administration and Departments	15,126,621
Total Expenditures	41,396,941
EXCESS OF REVENUES OVER EXPENDITURES	18,106,833
FUND BALANCE, BEGINNING OF PERIOD	32,712,954
FUND BALANCE, END OF PERIOD	\$ 50,819,787

* Source: Patel & Associates, Certified Public Accountant independent Auditor's Report, June 19, 2003

Out of the fiscal year (FY) 02/03 Deaf Equipment Acquisition Fund Trust balance, \$35,746,382 was transferred to the State Treasury while the remaining balance was used to cover necessary costs associated with the transition of the DDTP program. These costs included providing financial and operational stability to the program during the first quarter of the transition and transferring existing DDTP contracts to the state.

2003 TRANSITION

FY 03/04 marked the first year expenditure accounts for the DDTP were maintained on an appropriation expenditure basis. The appropriated amounts have remained relatively constant over the past two fiscal year periods.

	FY 03/04 <\$000>	FY 04/05 <\$000>
Appropriation	\$69,117	\$69,165
Budget	\$69,117	\$68,605

A number of program changes affected the FY 03/04 and FY 04/05 budget including:

- FY 03/04 was the first year that the CPUC assumed direct operational oversight of the DDTP, including transition of the DDTP contracts to the CPUC involving approval of the Department of General Services and assumption of program and contract administration by CCAF, an independent state contractor and nonprofit organization.
- The DDTP and CPUC met the challenges associated with contract and procurement transition issues which affected primarily the equipment area, adjusting marketing and outreach efforts as required.
- Despite these challenges, marketing and outreach efforts continued to focus on the roll out or expansion of new and existing equipment and services, including such basics as amplified phones, relay services and an expanded trial of captioned telephone service.
- A seventh service center was opened in the Los Angeles area (Burbank).



A consumer has a hearing test at the Oakland Service Center.



Aleandro Arrescurrenaga enjoys reading the caller's response on his TTY.



DDTP field operations staff are pictured at a Hmong New Year event.

DEAF AND DISABLED TELECOMMUNICATIONS FUND STATEMENT OF REVENUES, EXPENDITURES AND CHANGES IN FUND BALANCE

	FY 03/04	FY 04/05
Beginning Balance	\$ 35,746,382	\$ 9,346,765
Prior Year Adjustments	917,052	41,765
REVENUE		
Regulatory Fees (Surcharge)	31,359,012	67,678,669
Investment Income	605,760	831,623
Escheat Unclaimed Checks/Warrants		2,200
TOTAL REVENUE	68,628,206	77,901,022
EXPENDITURES		
CPUC Admin Charges	283,189	295,830
Administration/Contracts	13,025,843	9,657,041
Administration/CPUC	74,828	28,947
SB 244 CA Relay Service	20,813,670	20,956,112
SB 597 Equipment Program	4,209,373	1,719,214
SB 60 Specialized Equipment	11,072,816	6,214,535
CRS	905,722	1,177,634
Customer Contact	5,549,002	14,233,847
Field Operations	368,043	324,878
Outreach	168,136	3,467
Equipment Programs	1,629,991	2,489,103
Marketing Media & Materials	1,075,288	3,563,320
TADDAC	50,438	42,430
CRSAC	19,753	33,974
EPAC	35,349	41,314
State Controller		1,000
California State Library		441,000
TOTAL EXPENDITURES	\$ 59,281,441	\$ 61,223,646
FUND BALANCE	\$ 9,346,765	\$ 16,677,376

*Source: Calstars data, CPUC/IMSD as of 9/30/2005

The recorded amounts for the financial statement above are not directly comparable to the financial audit of the Deaf Equipment Acquisition Fund Trust ending April 30, 2003. The amounts for each fiscal period (FY 03/04 and FY 04/05) are in accordance with the state accounting requirements. These figures include actual expenditures plus amounts encumbered on active contracts for services. Encumbered amounts represent dollars available during the term of the contract which in many cases extend over one year.

Online CTAP Equipment Certification Forms

- English: www.ddtp.org/pdfs/English_Cert_Form.pdf
- Chinese: www.ddtp.org/pdfs/Chinese_Cert_Form.pdf
- Spanish: www.ddtp.org/pdfs/Spanish_Cert_Form.pdf
- Hmong: www.ddtp.org/pdfs/Hmong_Cert_Form.pdf

Contact DDTP/CTAP

Walk In*

Hours of operation: Monday – Friday 9 AM to 6 PM

- Burbank: 303 N. Glenoaks Blvd., Suite L-130, CA 91502
- Fresno: 1320 East Shaw, Suite 130, CA 93710
- 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

* Directions to the walk-in centers, hours of operation, and languages currently served are available at www.ddtp.org and at the 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 8 AM to 6 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

Monday – Friday 10 AM to 4 PM

Hmong 1-866-880-3394

Cantonese 1-866-324-8754

Mandarin 1-866-324-8747

Mail

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

Visit

www.ddtp.org

Presentations and Program Materials

Request a CTAP or CRS presentation in any language: 1-800-995-6831 (voice/TTY). Request program materials and CTAP Certification Forms in English, Spanish, Hmong, or Chinese. Selected informational materials available in Japanese, Armenian, Korean, Tagalog, and Russian. 1-866-821-3733 (voice/TTY).

Consumer Affairs Monday - Friday 8:30 AM to 5:30 PM

consumeraffairs@ddtp.org

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

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

California Relay Service (CRS)

Dial 711: English/Spanish, all methods 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

505 14th Street, Suite 400
Oakland, California 94612



DDTP



CTAP



**California
Relay
Service**

The power to connect us all.