

September 30, 2011

The Honorable Thomas W. Corbett  
Governor of Pennsylvania  
Room 225 Main Capitol Building  
Harrisburg, Pennsylvania 17120

Dear Governor Corbett:

In accordance with 35 P.S. §6701.4(e),<sup>1</sup> the Pennsylvania Public Utility Commission (Commission) respectfully submits this Annual Report pursuant to the Universal Telecommunications and Print Media Access Act, which relates to the Telecommunication Device Distribution Program (TDD Program) and the Print Media Access System Program (PMAS Program, also known as “Newslines”). The TDD Program and PMAS Program are operated by the Office of Vocational Rehabilitation in the Department of Labor and Industry (OVR). The TDD Program is funded from the Telecommunication Relay Service Program (TRS) surcharge. The PMAS Program historically has been funded from special grants; however, starting in the 2006-2007 year, it began to rely solely on the TRS surcharge for funding. The Commission administers the TRS surcharge fund.

The attached report discusses the following aspects of the programs: 1) Calculation and Statement of the TRS surcharge level established pursuant to §6701.4(c); 2) TDD Program; fund balances, revenues, and disbursements and expenses; 3) PMAS Program; fund balances, revenues, and disbursements and expenses; 4) OVR reported information; and 5) Public Utility Commission Conclusion. An electronic version of this report is available on the Commission’s website ([www.puc.state.pa.us](http://www.puc.state.pa.us)) located at the “Telecommunications” – “Telecommunications Relay Service” tabs.

Very truly yours,

Robert F. Powelson  
Chairman

Enclosure

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<sup>1</sup> Section 5(e) of Act 34 of 1995, as amended by Act 174 of 2004.

September 30, 2011

The Honorable James Cawley  
Lieutenant Governor of Pennsylvania  
Room 200 Main Capitol Building  
Harrisburg, Pennsylvania 17120

Dear Lieutenant Governor Cawley:

In accordance with 35 P.S. §6701.4(e),<sup>1</sup> the Pennsylvania Public Utility Commission (Commission) respectfully submits this Annual Report pursuant to the Universal Telecommunications and Print Media Access Act, which relates to the Telecommunication Device Distribution Program (TDD Program) and the Print Media Access System Program (PMAS Program, also known as “Newslines”). The TDD Program and PMAS Program are operated by the Office of Vocational Rehabilitation in the Department of Labor and Industry (OVR). The TDD Program is funded from the Telecommunication Relay Service Program (TRS) surcharge. The PMAS Program historically has been funded from special grants; however, starting in the 2006-2007 year, it began to rely solely on the TRS surcharge for funding. The Commission administers the TRS surcharge fund.

The attached report discusses the following aspects of the programs: 1) Calculation and Statement of the TRS surcharge level established pursuant to §6701.4(c); 2) TDD Program; fund balances, revenues, and disbursements and expenses; 3) PMAS Program; fund balances, revenues, and disbursements and expenses; 4) OVR reported information; and 5) Public Utility Commission Conclusion. An electronic version of this report is available on the Commission’s website ([www.puc.state.pa.us](http://www.puc.state.pa.us)) located at the “Telecommunications” – “Telecommunications Relay Service” tabs.

Very truly yours,

Robert F. Powelson  
Chairman

Enclosure

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<sup>1</sup> Section 5(e) of Act 34 of 1995, as amended by Act 174 of 2004.

September 30, 2011

TO THE MEMBERS OF THE GENERAL ASSEMBLY  
OF THE COMMONWEALTH OF PENNSYLVANIA:

In accordance with 35 P.S. §6701.4(e),<sup>1</sup> the Pennsylvania Public Utility Commission (Commission) respectfully submits this Annual Report pursuant to the Universal Telecommunications and Print Media Access Act, which relates to the Telecommunication Device Distribution Program (TDD Program) and the Print Media Access System Program (PMAS Program, also known as “Newsline”). The TDD Program and PMAS Program are operated by the Office of Vocational Rehabilitation in the Department of Labor and Industry (OVR). The TDD Program is funded from the Telecommunication Relay Service Program (TRS) surcharge. The PMAS Program historically has been funded from special grants; however, starting in the 2006-2007 year, it began to rely solely on the TRS surcharge for funding. The Commission administers the TRS surcharge fund.

The attached report discusses the following aspects of the programs: 1) Calculation and Statement of the TRS surcharge level established pursuant to §6701.4(c); 2) TDD Program; fund balances, revenues, and disbursements and expenses; 3) PMAS Program; fund balances, revenues, and disbursements and expenses; 4) OVR reported information; and 5) Public Utility Commission Conclusion. An electronic version of this report is available on the Commission’s website ([www.puc.state.pa.us](http://www.puc.state.pa.us)) located at the “Telecommunications” – “Telecommunications Relay Service” tabs.

Very truly yours,

Robert F. Powelson  
Chairman

Enclosure

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<sup>1</sup> Section 5(e) of Act 34 of 1995, as amended by Act 174 of 2004.

**ANNUAL REPORT OF THE  
FISCAL STATUS AND OPERATIONS OF THE  
TELECOMMUNICATIONS DEVICE DISTRIBUTION  
PROGRAM AND  
THE PRINT MEDIA ACCESS SYSTEM PROGRAM**

**SUBMITTED BY  
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**OCTOBER 1, 2011**

In compliance with Section 6701.4(e) of the Universal Telecommunications and Print Media Access Act (UTPMA Act),<sup>1</sup> the Pennsylvania Public Utility Commission (Commission) respectfully submits this Annual Report relating to the Telecommunication Device Distribution Program (TDD Program) and the Print Media Access System Program (PMAS Program).

The TDD Program is funded from the Telecommunication Relay Service Program (TRS) surcharge. Historically, the PMAS Program was initially funded through special grants; however, beginning in July 2006, its funding has been accounted entirely through the TRS surcharge funds. The PMAS Program provides access to the National Federation of the Blind (NFB) reading service. It is known as “NFB Newsline”.<sup>2</sup>

The TDD Program is operated by the Office of Vocational Rehabilitation (OVR), in the Department of Labor and Industry (L&I). The PMASP is operated by the Bureau of Blindness and Visual Services (BBVS), Office of Vocational Rehabilitation (OVR), in the Department of Labor and Industry (L&I). Pennsylvania’s Initiative on Assistive Technology (PIAT), Institute on Disabilities at Temple University (IDT) located in Philadelphia, Pennsylvania, is the current TDD Program manager under contract to OVR. The Commission provides assistance to OVR, BBVS, and PIAT in accordance with the UTPMA Act. The Commission administers the TRS Surcharge funds.

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<sup>1</sup> 35 P.S. §§ 6701.1 – 6701.4; Act 34 of 1995, as amended by Act 174 of 2004; (UTPMA Act).

<sup>2</sup> An electronic version of this report is available on the Commission’s website (<http://www.puc.state.pa.us>) under the “Telecommunications” and “Telecommunications Relay” tabs.

## **CALCULATION AND USE OF TRS SURCHARGE FUND FOR TDD PROGRAM & PMAS PROGRAM**

The TRS surcharge rate is calculated based on the number of wireline telephone numbers in service as of December 31, and the combined expenses of the TRS, TDD Program and the PMAS Program. Local exchange carriers (LECs) report their wireline counts by filing an Annual Access Line Summary Report to the Commission. Based on the total number of access lines submitted by the LECs and the estimated expenses and financial status of the TRS, TDD Program, and PMAS Program fund accounts, the Commission set the residential and business monthly access line TRS surcharges. The current rate is set at \$0.08 per access line per month effective from July 1, 2011 through June 30, 2012.

35 P.S. §6701.4(c) provides in pertinent part, that:

(c) Additional use of [TRS] surcharge.--The Telecommunications Device Distribution Program shall be funded and the Print Media Access System program may be funded by the Telecommunication Relay Service Program surcharge, as calculated by the commission on an annual basis under the methodology established by the commission in order entered May 29, 1990, and July 9, 1990, at Docket Number M-00900239...

The Commission calculates the TRS surcharge component for each program separately on a per wireline access line percentage basis. A copy of the Commission's Order entered, May 20, 2011, at Docket No. M-2011-2218783, approving the TRS surcharge and TDD Program and PMAS Program allocation percentage of the surcharge rates, is attached as Public Utility Commission Attachment A.

### **TDD PROGRAM**

On March 18, 2011, the Department of Labor & Industry, OVR filed a budget with the Commission for the TDD Program for the ensuing year. The TDD Program budget for July 1, 2011, through June 30, 2012, as submitted by OVR, is \$272,478, as compared to \$484,401 from the budget year 2010-2011. OVR's 2011-2012 budget proposal estimated that the costs will be \$120,966 for equipment and \$151,512 for consumer education services. In addition, the budget calculation showed the quantity, unit cost, and total cost, by type of telecommunications device. OVR's 2011-2012 budget proposal for the TDD Program is available upon request.

The TDD Program Fund had a beginning balance on July 1, 2010 of \$480,266. Based on the program budget for 2011-2012, expected expenses and access line counts the TDD Program fund is allocated 5 percent of each monthly \$0.08 rate.

The TDD Program surcharge net revenue received from the TRS surcharge was \$204,690.76 for the period of July 1, 2010, to June 30, 2011.

The TDD Program Fund earned net investment income of \$51 for the period of July 1, 2010, through June 30, 2011.

The TDD Program Fund paid \$131,903 in distributed equipment costs for the period of July 1, 2010, through June 30, 2011.

The TDD Program paid \$166,276 for consumer education and outreach for the period July 1, 2010 through June 30, 2011.

The TDD Program Fund paid \$1,425 in fiduciary fees (US Bank Institutional Trust & Custody) for the period of July 1, 2010, through June 30, 2011.

The TDD Program Fund balance at fiscal year ended June 30, 2011, was \$385,403.

The TDD Program fund balance of \$385,403 will require additional funding to provide for program elements and maintain an adequate cash flow reserve. The Commission has included 5.0 percent of the total TRS surcharge revenues to be allocated to the TDD Program Fund for the 2011-2012 TRS Surcharge recalculation year. (See Public Utility Commission Exhibit A)

## **PMAS PROGRAM**

On March 18, 2011, the Department of Labor & Industry, OVR, BBVS filed a budget with the Commission for the PMAS Program for the ensuing year. The PMASP Program budget for July 1, 2011, through June 30, 2012, as submitted by BBVS, is \$129,104 as compared to \$122,684 from the budget year 2010-2011. BBVS submitted 2011-2012 budget proposal estimated that the costs will include from National Federation of the Blind "NFB Newsline", eighteen participating newspapers, annual set-up, maintenance, and distribution fees as well as a one-year telecommunications subscription fee. BBVS 2011-2012 budget proposal for the PMAS Program is available upon request.

The PMAS Program Fund balance as of July 1, 2010, was \$288,411.

The PMAS Program surcharge net revenue received from the TRS surcharge was \$108,681 for the period of July 1, 2010, to June 30, 2011.

The PMAS Program Fund earned net investment income of \$29 for the period of July 1, 2010, through June 30, 2011.

The PMAS Program Fund paid \$118,899 for NFB Newsline annual element costs for the period of July 1, 2010, through June 30, 2011.

The PMAS Program Fund paid \$824 in fiduciary fees (US Bank Institutional Trust & Custody) for the period of July 1, 2010, through June 30, 2011.

The PMASP Program Fund balance at fiscal year ended June 30, 2011, was \$277,398.

The PMAS Program fund balance of \$277,398 will require additional funding to provide for program elements and maintain an adequate cash flow reserve. The NFB Newline requires annual payment in advance, generally by October of the contract year. Therefore, the PMAS Program Fund must maintain a balance adequate to cover contract costs for the coming year. The Commission has included 2.0 percent of the total TRS surcharge revenues to be allocated to the PMAS Program Fund for the 2011-2012 TRS Surcharge recalculation year. (See Public Utility Commission Exhibit A)

### **OVR INFORMATION**

Pursuant to 35 P.S. §6701.4(e)(2), OVR submitted to the Commission information on the TDD Program and the PMAS Program. The report submitted to the Commission by the OVR is attached as Public Utility Commission Attachment B.

### **PUBLIC UTILITY COMMISSION CONCLUSION**

The Commission has been responsive to the needs of the residents of Pennsylvania who depend upon the TDD Program and the PMAS Program and is compliant with the directives of the law. The Commission will continue to be attentive to the implementation of the TDD Program and PMAS Program and the Commission's funding oversight and responsibilities.

The Commission with the assistance of OVR conducts an annual audit of the TDD Program and the PMAS Program. The objectives and scope of the audit is to determine that only qualified individuals received TDD equipment; that the consumer educator properly and accurately charged the fund for services provided; that only qualified bidders were awarded contracts through the RFP; that equipment and service contractors properly invoiced the funds; and that all monies withdrawn from the TDD Program account and PMAS Program account were only used for qualifying TDD Program and PMAS Program services and equipment.

The Commission has completed the audit of the TDD Program and the PMAS Program activity for the two fiscal periods ending June 30, 2008 and 2009. The audit report contained no adverse findings or recommendations.

### **ATTACHMENTS**

Following is a list of Public Utility Commission Attachments:

**Public Utility Commission Attachments A:** Commission's Order Approving  
New Surcharge Rates

**Public Utility Commission Attachment B:** TDD Program and PMAS Program  
Information Submitted by the OVR

PENNSYLVANIA  
PUBLIC UTILITY COMMISSION  
Harrisburg, PA 17105-3265

Public Meeting held May 19, 2011

Commissioners Present:

Robert F. Powelson, Chairman  
John F. Coleman, Jr., Vice Chairman  
Tyrone J. Christy  
Wayne E. Gardner  
James H. Cawley

Recalculation of the Pennsylvania  
Telecommunications Relay Service Surcharge

M-2011-2218783  
M-00900239

**ORDER**

**BY THE COMMISSION:**

Pursuant to our May 29, 1990 Order at Docket No. M-00900239 establishing the Pennsylvania Telephone Relay Service (Relay)<sup>1</sup> and surcharge funding mechanism (TRS surcharge) and subsequent legislation,<sup>2</sup> we have completed the annual recalculation of the TRS surcharge as it will apply to residence and business wireline access lines for July 1, 2011, through June 30, 2012. The monthly residential and business monthly access line surcharge will remain set at \$0.08.

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<sup>1</sup> Additional information on TRS may be found at [http://www.puc.state.pa.us/telecom/telecom\\_relay\\_service.aspx](http://www.puc.state.pa.us/telecom/telecom_relay_service.aspx)

<sup>2</sup> See Act 34 of 1995, 35 P.S. §§ 6701.1 – 6701.4 (the statutory provisions were amended by Act 181 of 2002 to be more inclusive of persons with disabilities), establishing the Telephone Device Distribution Program (TDDP) to be funded by the TRS surcharge and which codified Relay and use of the TRS surcharge funding mechanism; and Act 174 of 2004, 35 P.S. §6701.3a, which established the Print Media Access System Program (PMASP) to be funded in part by the TRS surcharge. PMASP is a reading service for persons with certain vision and physical disabilities. The law is now called the “Universal Telecommunications and Print Media Access Act.”

## Background

The annual TRS recalculation is dependent on data from several sources. Local Exchange Carriers (LECs)<sup>3</sup> submitted annual wireline access line counts per 52 Pa. Code § 63.37. The Relay Provider, AT&T Communications of Pennsylvania, LLC, submitted the estimated minutes of use and charges for July 1, 2011, through June 30, 2012. Hamilton Telecommunications submitted the estimated minutes of use report for the captioned telephone relay service (CTRS). The Deputy Executive Director of the Office of Vocational Rehabilitation (OVR) in the Department of Labor and Industry submitted the 2011-2012 TDDP budget and the 2011-2012 PMASP budget. The surcharge also funds the TRS Advisory Board activities and Fund administration costs. U.S. Bank,<sup>4</sup> the Fund Administrator, provided a statement of the financial status of the Fund.<sup>5</sup>

## Calculation for 2011 – 2012

Wireline access lines reported by LECs for 2010 and adjusted for Centrex lines are 5,308,897 (3,157,133 Residence and 2,151,764 Business). Based upon the number of access lines, projected program costs (Relay, CTRS, TDDP, and PMASP), anticipated Relay Advisory Board expenses, TRS Fund administration costs, and the financial status of the TRS Fund, the 2011-2012, the monthly TRS surcharge rate for both residence and business access lines will continue to be set at \$0.08 per month. All LECs

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<sup>3</sup> LEC includes both incumbent and competitive local exchange carriers. 190 LECs submitted access line count data as required. Some LECs had not submitted access line counts as of the date of preparation of this order; therefore, access line counts are estimated for surcharge calculation purposes. Noncompliant LECs are referred to the Commission's Law Bureau prosecutory staff.

<sup>4</sup> As a result of mergers, acquisitions, and name changes, Fund administration has been handled by Hamilton Bank (1990), CoreStates Bank N.A. (1995), First Union National Bank (1999), Wachovia Bank, N.A. (2002), and U.S. Bank Institutional Trust & Custody (2006).

<sup>5</sup> Separate accounts are maintained for the portions of the surcharge allocated to Relay, TDDP, and PMASP. Relay Advisory Board, CTRS, and outreach activities are funded from the Relay account; Fund administration draws from each respective account.

shall continue to remit TRS surcharge revenues to the Fund Administrator.<sup>6</sup> Since the 2011-2012 surcharge remains the same as the 2010-2011 rate of \$0.08, tariff supplements are not required.

Effective July 1, 2011, the monthly surcharge allocation for each fund account is as follows:<sup>7</sup>

	2011-2012 Monthly Surcharge Percentage	
	<u>Residence %</u>	<u>Business %</u>
Relay	93.0	93.0
TDDP	5.0	5.0
PMASP	<u>2.0</u>	<u>2.0</u>
Total Percentage	100.0	100.0

### **Operations for 2011 – 2012**

We shall continue our active oversight of the operations of the Pennsylvania Relay, (traditional, speech-to-speech, and captioned telephone). Further, in accordance with 35 P.S. §§ 6701.3a & 4, we shall continue to collaborate with OVR and its TDDP administrator<sup>8</sup> to ensure adequate funding for distribution of TDDP equipment to low-income households. Further, we shall continue to assist OVR in its mission to ensure adequate funding for PMASP.

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<sup>6</sup> U.S. Bank Institutional Trust & Custody, Attn: Sue Massey, EX-PA-WBSP, 50 South 16<sup>th</sup> Street, 20<sup>th</sup> Floor, Philadelphia, PA 19102, payable to the “PA Relay Service Fund” and designated for Relay. Wire instructions can be found on the remittance form.

<sup>7</sup> The TRS surcharge appears as a single line item on customers’ bills but actually has three components (Relay TDDP and PMASP).

<sup>8</sup> As of January 1, 2007, the TDD program is administered by Pennsylvania’s Initiative on Assistive Technology (PIAT), Institute on Disabilities, Temple University (IDT).

## Audits

On May 29, 2003, the Commission authorized an audit of the TRS fund. The scope of this audit has expanded to include additional fiscal periods. On August 7, 2003, a Commission Secretarial Letter required AT&T Communications of Pennsylvania, LLC to file, on or before May 1st of each year, a Statement of Actual Underlying Costs of the PA TRS for the prior completed period of July 1 through June 30. The Bureau of Audits has completed the audit of AT&T Communications of Pennsylvania, LLC, Underlying Costs for the periods July 1, 2006, through June 30, 2007, and July 1, 2005, through June 30, 2006. Also, the Bureau of Audits completed the audit on the Telecommunications Device Distribution Program and Print Media Access Program for the twelve months ended June 30, 2009 and June 30, 2008.

## Conclusion

The Commission has completed the annual recalculation of the TRS Surcharge. The surcharge to be applied beginning July 1, 2011, through June 30, 2012, will remain at \$0.08 for residential and business access lines; **THEREFORE,**

### **IT IS ORDERED:**

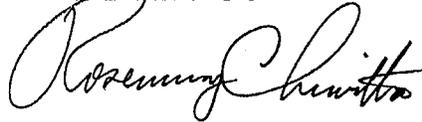
1. That for the period of July 1, 2011, through June 30, 2012, the monthly TRS surcharge rate shall be \$0.08 for residence and business, unless we take further action to revise the TRS surcharge prior to June 30, 2012.
  
2. That all local exchange carriers are directed to use the attached form to remit the monthly TRS surcharge collections to U.S. Bank, Institutional Trust & Custody. All local exchange carriers are required to collect and remit the TRS surcharge revenue monthly by the 20th of each month.

3. That a copy of this Order be served upon all local exchange carriers, AT&T Communications Company of Pennsylvania, LLC, Hamilton Telecommunications, U.S. Bank Institutional Trust & Custody, the Office of Vocational Rehabilitation in the Department of Labor and Industry, the Office of Consumer Advocate, the Office of Small Business Advocate, and the Pennsylvania Telephone Association.

4. That a copy of this Order be published in the *Pennsylvania Bulletin*.

5. That a copy of this Order be posted to the Commission's website.

**BY THE COMMISSION**

A handwritten signature in cursive script, appearing to read "Rosemary Chiavetta".

Rosemary Chiavetta  
Secretary

(SEAL)

ORDER ADOPTED: May 19, 2011

ORDER ENTERED: May 20, 2011

**REMITTANCE FORM FOR MONTHLY TRS SURCHARGE COLLECTIONS**

Effective July 1, 2011 through June 30, 2012

M-2011-2218783

All local exchange carriers are required to collect and remit the TRS surcharge revenue monthly, by the 20<sup>th</sup> of each month using the following format for the monthly remittance:

**Pennsylvania TRS Surcharge**

For the Month Ending \_\_\_\_\_

Number of **Residential** access lines \_\_\_\_\_  
 X \$0.08 per line \_\_\_\_\_

Allocated:  
 TRS Relay 93.0 percent \_\_\_\_\_  
 TDDP 5.0 percent \_\_\_\_\_  
 PMASP 2.0 percent \_\_\_\_\_

Number of **Business** access lines \_\_\_\_\_  
 X \$0.08 per line \_\_\_\_\_

Allocated:  
 TRS Relay 93.0 percent \_\_\_\_\_  
 TDDP 5.0 percent \_\_\_\_\_  
 PMASP 2.0 percent \_\_\_\_\_

**Total Remittance** \_\_\_\_\_

**Make check payable to:** Pennsylvania TRS Fund

<b>Mail Report and payment to:</b>	<b>Wire Instructions:</b>
U.S. Bank Institutional Trust & Custody Sue Massey EX-PA-WBSP 50 South 16 <sup>th</sup> Street, 20 <sup>th</sup> Floor Philadelphia, PA 19102	<b>BANK</b> U.S. Bank N.A <b>ADDRESS</b> 60 Livingston Avenue, St Paul MN 55107-2292 <b>ABA</b> 091 000 022 <b>BNF</b> ITC Depository South & East <b>ACCOUNT</b> 173 103 781 832 <b>OBI</b> PA Relay <b>ATTN:</b> Sue Massey

**Remittance for:** Company Name(s): \_\_\_\_\_  
 Contact Person: \_\_\_\_\_  
 Voice Phone Number: (\_\_\_\_) \_\_\_\_\_ FAX: (\_\_\_\_) \_\_\_\_\_  
 E-mail address \_\_\_\_\_

*Authorized Signature:* \_\_\_\_\_ *Date:* \_\_\_\_\_

Please direct any questions regarding the TRS Surcharge remittance to Eric Jeschke at (717) 783-3850 or [ejeschke@state.pa.us](mailto:ejeschke@state.pa.us).



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PA.P.U.C.  
SECRETARY'S BUREAU

September 1, 2011

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
P. O. Box 3265  
Harrisburg, PA 17105-3265

RE: Docket Number M-2011-2218788  
2011 Legislative Annual Report

- Telecommunication Device Distribution Program (TDDP)
- Print Media Access System Program (PMASP)

Dear Ms. Chiavetta:

Attached is the information requested by the Pennsylvania Public Utility Commission from the Office of Vocational Rehabilitation (OVR) for inclusion in the 2011 Legislative Annual Report to the Governor and Pennsylvania Legislature.

If you have any further questions, please do not hesitate to contact Beverly Sisko at (717) 787-8315 or [bsisko@pa.gov](mailto:bsisko@pa.gov).

Sincerely,



Thomas E. Washic  
Deputy Executive Director

BS:fk

Attachments

cc: Amy Goldman, Temple University TDDP  
Eric Jeschke, PUC  
Nesta Livingston  
David DeNotaris  
Sharon Behun  
David Boyle  
Carol Mackel, HGAC  
File

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ANNUAL REPORT TO THE GENERAL ASSEMBLY  
ACT 181-2002:  
TELECOMMUNICATION DEVICE DISTRIBUTION PROGRAM  
Docket Number M-2010-2151504

2011 SEP -6 PM 1:35  
PA.P.U.C.  
SECRETARY'S BUREAU

IN OVERSEEING THE TELECOMMUNICATION DEVICE DISTRIBUTION PROGRAM (TDDP), THE OFFICE OF VOCATIONAL REHABILITATION (OVR) REPORTS THE FOLLOWING FISCAL YEAR ACTIVITIES BEGINNING JULY 1, 2010 TO JUNE 30, 2011:

**Background:**

Act 181-2002 provided for the creation of the Telecommunication Device Distribution Program. The Act authorizes the collection of funds as calculated by the PA Public Utility Commission on an annual basis in order to pay for telecommunication equipment for eligible applicants. The Act identifies the OVR in the Department of Labor and Industry as responsible for the oversight of the TDDP, but does not allow for administrative costs to be levied against the surcharge funds.

The Institute on Disabilities at Temple University, as designated by OVR, continues to administer the TDDP. Administrative activities are funded by OVR, with supplemental funds contributed by Pennsylvania's Initiative on Assistive Technology (federal dollars).

**ELIGIBILITY REQUIREMENTS FOR THE TDDP:**

- Be a resident of Pennsylvania.
- Qualify as a person with a disability or disabilities that prevents him/her from making or receiving telephone calls independently. A licensed physician, audiologist, speech pathologist or a representative of a qualified state agency must certify the disability (e.g. OVR Counselor, Department of Public Welfare or Social Security Case Worker).
- Have current landline telephone service and be capable of using the requested device(s).

- Be six years of age or older.
- Have an individual gross income of 200% of the Federal Poverty level or less (not including family/household income, currently \$21,780 per year for a single individual).

#### OPERATION OF THE PROGRAM:

- During this fiscal year of July 1, 2010 through June 30, 2011 the Institute on Disabilities provided the day-to-day operations of the TDDP. The Institute on Disabilities has a proven track record of providing assistive technology devices and services to Pennsylvanians with disabilities of all ages, as the lead agency for the implementation of the federal Assistive Technology Act in Pennsylvania (Pennsylvania's Initiative on Assistive Technology [PIAT]). The Institute also serves as OVR's contractor for the implementation of the state-funded program, Pennsylvania's Assistive Technology Lending Library.
- The Advisory Council for the Deaf and Hard of Hearing (Advisory Council) in the Department of Labor and Industry continues to serve as an advisory body to the TDDP program.

#### APPLICATION FORMS:

- Applications are distributed by request through the US Mail, as well as through email. Applications can also be downloaded from the Institute on Disabilities' website: <http://disabilities.temple.edu/tddp>. Applications are distributed through the statewide network of Assistive Technology Resource Centers (ATRCs) and TDDP Volunteer Centers created under PIAT. During this program year the Institute on Disabilities/PIAT received and reviewed a total of 664 individual applications. Of these, a total of 576 were determined eligible, and 22 were determined ineligible or were withdrawn by applicant. As of June 30, 2011, eligibility determinations were still in process on approximately 25 applications because they were incomplete. 54 applicants had applications that were incomplete and did not

respond to repeated requests for information, so their applications were marked inactive.

#### EQUIPMENT DISTRIBUTED TO APPLICANTS:

- Equipment distributed to 576 eligible applicants between July 1, 2010 – June 30, 2011 is detailed in Attachment 1.

#### FUNDING:

- The market value of the TDDP fund as of June 30, 2011 was \$385,406.43. The USBank Account Summary for the period ending June 30, 2011 is attached and referenced as Attachment 2.

#### VENDORS:

- From July 1, 2010 to September 30, 2010 the program used the following three (3) vendors to supply equipment for the TDDP:
  - Teltex, Inc., Kearney, MO
  - Potomac Technology, Inc., Rockville, MD
  - Independent Living Aids, Jericho, NY
- The program issued an RFP to vendors in August 2010 to provide equipment for the TDDP. Two (2) vendors were selected through a bid process, and the agreements with these vendors took effect October 1, 2010. These vendors supplied equipment from the pre-approved list as well as devices approved through the Exceptions Process, as applicable. The agreements with these vendors extend until September 30, 2011. The vendors are:
  - Teltex, Inc., Kearney, MO
  - WCI - Weitbrecht Communications, Inc., Santa Monica, CA (formerly Potomac Technology, Inc.)

In addition, 4 pieces of equipment were approved through the Exceptions process: two Clarity JV35W phones were purchased from Teltex, a contracted vendor; and two Deaf Blind Communicators were purchased from Humanware, which is the sole source provider for that device.

An equipment price list is included in this report as Attachment 3.

Fund disbursements to vendors during the period July 1, 2010 through June 30, 2011 are as follows:

Teltex, Inc.	\$69,413.16
Potomac Technology/WCI	\$36,563.25
DynaVox Technologies	\$19,242.00
Humanware	\$6,424.00
Independent Living Aids	\$261.06
Total disbursements:	<u>\$131,903.47</u>

These disbursements also include payments for equipment ordered toward the end of the previous program year (July 2009-June 2010).

#### CONSUMER EDUCATION AND OUTREACH:

Subcontracts with seven regional Assistive Technology Resource Centers (ATRCs) to provide "local" activities related to consumer outreach, education and training began on July 1, 2010. In addition to coordinating Consumer Education and Outreach efforts, the Institute/PIAT serves as an ATRC for southeastern Pennsylvania. Between July 2010 and June 2011 the Institute/PIAT (including but not limited to, the Consumer Educator), and ATRCs participated in 67 outreach activities, including 8 statewide events, held in 26 counties, and reaching over 4,900 Pennsylvanians. The list of activities is included in this report as Attachment 4.

Total fund disbursements (July 1, 2010 to June 30, 2011) to Temple University for Consumer Education and Outreach activities: \$166,276.41. This figure includes remaining amounts due for July 2009 to June 2010.

## ISSUES:

- Concerns about equipment compatibility with digital telephone lines, particularly with TTYs and the CapTel 800.
- Increased inquiries requesting accessible wireless devices.
- Increased inquiries requesting videophones.

## ACCOMPLISHMENTS (July 1, 2010 to June 30, 2011):

- All policies and procedures were reviewed. The policy regarding frequency of replacement was amended to include a provision for the replacement of equipment due to theft, fire, flood or similar emergency. Also, a policy for obtaining equipment from category A and category B at different times was proposed to the Advisory Council and approved on March 11, 2011. The amended policy and the new policy are attached.
- The TDDP application (attached) and brochure (attached) were revised and reprinted.
- Six more organizations joined as Volunteer Centers to assist with consumer outreach and a variety of other activities. There are now 29 Volunteer Centers.
- Support (either in person or by phone) was provided to all 41 of the consumers requesting assistance with the equipment they received from TDDP. 100% of these consumers reported that they were satisfied with the support they received.
- Satisfaction surveys were mailed to equipment recipients. Overall satisfaction rate is 91% (satisfied or highly satisfied).
- Free equipment trainings were held regionally for Volunteer Centers and other organizations interested in learning more about TDDP. Seven (7) events were held, reaching 86 Pennsylvanians.

- Articles were published in 13 newsletters, and press releases were sent to over 50 newspapers. Mailings containing TDDP information were also sent in several regions of the state to senior centers, audiologists, providers, and ATRC mailing lists. In total, these mailings and publications potentially reached over 70,000 Pennsylvanians.

#### ATTACHMENTS:

- Attachment 1 - Equipment Ordered 2010-2011
- Attachment 2 - Activity Summary Report (USBank)
- Attachment 3 - Equipment Price List
- Attachment 4 - Outreach Events – July 1, 2010 through June 30, 2011
  
- Referenced Attachment - TDDP Application Form
- Referenced Attachment – TDDP Brochure
- Referenced Attachment – TDDP Policy: Frequency of Replacement
- Referenced Attachment – TDDP Policy: Obtaining Equipment from Category A and Category B

Attachment 1 - Equipment Ordered July 2010 - June 2011

Device Name	7/1/10-9/30/10	10/1/10-12/31/10	1/1/11-3/31/11	4/1/11-6/30/11	Total Units Since 7/1/2010	Total Equipment Value Since 7/1/2010
TTY Superprint 4425	1	3	5	1	10	\$ 3,515.00
TTY Pro80 w/LVD, Blue-Green	3	4	1	0	8	\$ 3,568.00
TTY Pro80 w/LVD, Rose-Red	1	0	0	0	1	\$ 446.00
TTY Pro80 w/LVD, Amber	1	1	0	0	2	\$ 892.00
Clarity Q90 TTY with LVD	0	0	0	1	1	\$ 380.00
Clarity XL50 Amplified Phone	18	16	11	21	66	\$ 6,174.00
RC200 Hands Free Speakerphone	5	4	5	4	18	\$ 5,960.00
Air Switch accessory for RC200 phone	4	2	2	1	9	\$ 670.00
Pillow Switch accessory for RC200 phone	4	3	2	3	12	\$ 420.00
Headset w/Mic accessory for RC200 phone	4	3	2	2	11	\$ 405.00
Lapel Mic accessory for RC200 phone	5	4	3	0	12	\$ 305.00
Headset Phone CT-14	1	1	1	1	4	\$ 379.99
Telephone Fluency System	0	0	0	0	0	\$ -
JV35 Talking Telephone	14	10	10	10	44	\$ 3,495.78
Amplified Large Button Phone HD-60J	12	18	17	8	55	\$ 4,831.00
Voice Activated Dialer-AblePhone 5000	6	3	2	6	17	\$ 2,957.00
Photo Phone HD-30P	2	1	1	0	4	\$ 146.00
Amplified Photo Phone w/speakerphone HD-40P	1	3	1	5	10	\$ 425.00
Doro MemoryPlus 319ph	1	0	1	0	2	\$ 96.67
Big Button Speakerphone	4	3	2	2	11	\$ 259.40
Uniphone 1140 VCO/TTY	1	1	1	2	5	\$ 1,060.00
Hearing Carryover TTY Q90D w/speakers	0	0	1	1	2	\$ 200.00
VCO Amplified Phone	5	2	6	2	15	\$ 1,600.00
Amplified Cordless Phone C4205	7	7	6	9	29	\$ 2,570.00
Amplified Cordless Phone C4220	7	6	5	7	25	\$ 3,101.00
Amplified Cordless Phone w/answering machine C4230	28	24	18	13	83	\$ 12,065.00
CapTel 800	36	31	35	38	140	\$ 32,812.00
Loud Ring Signaler-Crystal Tone Ringer	32	34	27	46	139	\$ 4,961.00
Flashing Light Signaler-Sonic Alert TR75VR	15	15	18	21	69	\$ 2,250.00
OmniPage Vibrating Signaler Kit	6	9	9	2	26	\$ 3,250.00
Clarity Bed Shaker/Lamp Flasher Combo	8	8	5	6	27	\$ 858.00
In-Line Handset Amplifier HA-40	0	1	0	0	1	\$ 15.00
Exceptions Equipment:						
Clarity JV35W (JV35-white with high contrast black numbers)	0	0	2	0	2	\$ 174.00
Exceptions Equipment (over \$3000)						
DeafBlind Communicator (DBC) Braille keyboard	0	0	1	1	2	\$ 12,848.00
<b>TOTALS:</b>	<b>232</b>	<b>217</b>	<b>200</b>	<b>213</b>	<b>862</b>	<b>\$ 113,089.84</b>



Attachment 2  
ACTIVITY SUMMARY REPORT

PA RELAY SERVICE TDD FUND  
DOCKET NO. M-00900239

This statement is for the period from  
June 1, 2011 to June 30, 2011

000000638 2 SP 106481153466353 P

INSTITUTE ON DISABILITIES AT TEMPLE  
ATTN SANDRA MCNALLY  
1755 N 13TH ST STE 411  
PHILADELPHIA PA 19122-6011

QUESTIONS?

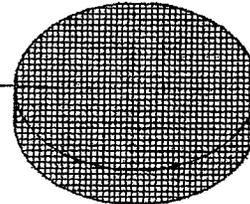
If you have any questions regarding  
your account or this statement, please  
contact your Account Manager.

SUE MASSEY  
EX-PA-WBSP  
TWO LIBERTY PLACE  
50 SOUTH 16TH STREET, SUITE 2000  
PHILADELPHIA PA 19102  
Phone 215-761-9341  
E-mail sue.massey@usbank.com

ASSET SUMMARY AS OF 06/30/11

Assets	Current Period Market Value	% of Total	Est Annual Income
Cash & Equivalents	385,403.35	100.00	38.54
Accrued Income	3.08	.00	.00
<b>Total Market Value</b>	<b>\$385,406.43</b>	<b>100.00</b>	<b>\$38.54</b>

Cash & Equiv



ASSET DETAIL

Shares or Face Amount	Security Description	Market Value/ Price	Tax Cost/ Unrealized Gain(Loss)	Yield at Market	Est Annual Inc/ Accrued Inc
<b>Cash &amp; Equivalents</b>					
<b>Cash/Money Market</b>					
385,403.350	Wells Fargo Adv Tr Pl Mm Ins 94975H296	385,403.35 1.0000	385,403.35 0.00	0.01	38.54 3.08
<b>Total Cash/Money Market</b>		<b>\$385,403.35</b>	<b>\$385,403.35</b> \$0.00		<b>\$38.54</b> <b>\$3.08</b>
<b>Total Cash &amp; Equivalents</b>		<b>\$385,403.35</b>	<b>\$385,403.35</b> \$0.00		<b>\$38.54</b> <b>\$3.08</b>



PA RELAY SERVICE TDD FUND  
DOCKET NO. M-00900239

This statement is for the period from  
June 1, 2011 to June 30, 2011

**ASSET DETAIL (continued)**

Shares or Face Amount	Security Description	Market Value/ Price	Tax Cost/ Unrealized Gain(Loss)	Yield at Market	Est Annual Inc/ Accrued Inc
<b>Total Assets</b>		\$385,403.35	\$385,403.35 \$0.00		\$38.54 \$3.08
<b>Accrued Income</b>		\$3.08	\$3.08		
<b>Grand Total</b>		\$385,406.43	\$385,406.43		

**ASSET DETAIL MESSAGES**

Time of trade execution and trading party (if not disclosed) will be provided upon request.

Publicly traded assets are valued in accordance with market quotations or valuation methodologies from financial industry services believed by us to be reliable. Assets that are not publicly traded may be reflected at values from other external sources. Assets for which a current value is not available may be reflected at a previous value or as not valued, at par value, or at a nominal value. Values shown do not necessarily reflect prices at which assets could be bought or sold. Values are updated based on internal policy and may be updated less frequently than statement generation.

For further information, please contact your account manager or relationship manager.

Attachment 3 - Equipment Price List

Device Name	Current Vendor	Unit Price as of 7/1/10	Unit Price as of 10/1/11 (a)	Price addition/change as of 1/1/11
TTY Superprint 4425	Teltex	\$ 365.00	\$ 350.00	\$ -
TTY Pro80 w/LVD, Blue-Green	Teltex	\$ 446.00	\$ 446.00	\$ -
TTY Pro80 w/LVD, Rose-Red	Teltex	\$ 446.00	\$ 446.00	\$ -
TTY Pro80 w/LVD, Amber	Teltex	\$ 446.00	\$ 446.00	\$ -
Clarity Q90 TTY with LVD (b)	Teltex	\$ -	\$ -	\$ 380.00
Clarity XL50 Amplified Phone	Teltex	\$ 103.00	\$ 90.00	\$ -
RC200 Hands Free Speakerphone	Teltex	\$ 334.00	\$ 330.00	\$ -
Air Switch accessory for RC200 phone	Teltex	\$ 80.00	\$ 70.00	\$ -
Pillow Switch accessory for RC200 phone	Teltex	\$ 35.00	\$ 35.00	\$ -
Headset w/Mic accessory for RC200 phone	Teltex	\$ 40.00	\$ 35.00	\$ -
Lapel Mic accessory for RC200 phone	Teltex	\$ 40.00	\$ 15.00	\$ -
Headset Phone CT-14	Teltex	\$ 103.99	\$ 92.00	\$ -
Telephone Fluency System	Teltex	\$ 465.00	\$ 200.00	\$ -
JV35 Talking Telephone	Teltex	\$ 78.27	\$ 80.00	\$ -
Amplified Large Button Phone HD-60J	Teltex	\$ 98.00	\$ 85.00	\$ -
Voice Activated Dialer-AblePhone 5000	Teltex	\$ 172.00	\$ 175.00	\$ -
Photo Phone HD-30P	Teltex	\$ 43.00	\$ 30.00	\$ -
Amplified Photo Phone w/speakerphone HD-40P	Teltex	\$ 65.00	\$ 40.00	\$ -
Doro MemoryPlus 319ph	Teltex	\$ 76.67	\$ 20.00	\$ -
Big Button Speakerphone	Teltex	\$ 21.10	\$ 25.00	\$ -
Uniphone 1140 VCO/TTY	Teltex	\$ 220.00	\$ 210.00	\$ -
Hearing Carryover TTY Q90D w/speakers	Teltex	\$ 100.00	\$ 100.00	\$ -
VCO Amplified Phone	Teltex	\$ 120.00	\$ 100.00	\$ -
Amplified Cordless Phone C4205	Teltex	\$ 100.00	\$ 85.00	\$ -
Amplified Cordless Phone C4220	Teltex	\$ 155.00	\$ 112.00	\$ -
Amplified Cordless Phone w/answering machine C4230	Teltex	\$ 205.00	\$ 115.00	\$ -
CapTel 800 (c)	WCI	\$ 365.25	\$ 365.25	\$ 114.25
Loud Ring Signaler-Crystal Tone Ringer	Teltex	\$ 38.00	\$ 35.00	\$ -
Flashing Light Signaler-Sonic Alert TR75VR	Teltex	\$ 42.00	\$ 30.00	\$ -
OmniPage Vibrating Signaler Kit	Teltex	\$ 125.00	\$ 125.00	\$ -
Clarity Bed Shaker/Lamp Flasher Combo	Teltex	\$ 36.00	\$ 30.00	\$ -
In-Line Handset Amplifier HA-40	Teltex	\$ 15.00	\$ 15.00	\$ -
<b>Exceptions Equipment:</b>				
Clarity JV35W (JV35-white with high contrast black numbers)	Teltex	\$ -	\$ 87.00	
<b>Exceptions Equipment (over \$3000)</b>				
DeafBlind Communicator (DBC) Braille keyboard	Humanware	\$ -	\$ 6,424.00	
(a) Prices per new vendor contracts effective 10/1/10				
(b) Replacement for Pro80 LVD as of 12/7/2010				
(c) Price reduction by vendor effective 1/1/11				



## TDDP Consumer Education and Outreach Events

July 1, 2010 through June 30, 2011

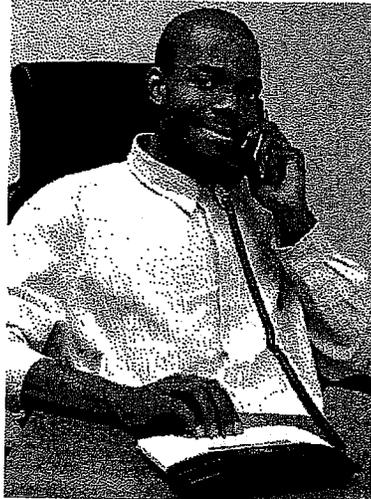
Type of Consumer Outreach Event (ATRC)	Date(s) Held	Coordinating / Collaborating Sponsor	Estimated Attendance	County of Event / Other Counties Reached
Expo (TRIPIL)	7/9/10	Senior Fair / Rep. Mahoney	140	Fayette
Expo (PIAT)	7/11/10	Enon Tabernacle Baptist Church	50	Philadelphia
Presentation (PIAT)	7/12/10	SPIN staff	5	Philadelphia
Expo (TRIPIL)	7/13/10	Crest Ave. Apts. Health Fair	12	Washington
Expo (TRCIL)	7/16/10	TRCIL Westmoreland ADA Rally	58	Westmoreland
Presentation (TRCIL)	7/20/10	Clairvaux Senior High Rise	17	Indiana
Expo (CRI)	7/26/10	ADA 20 <sup>th</sup> Anniversary Celebration	90	Erie
Expo (PIAT)	8/1/10	Sultan Jihad Ahmad Community Foundation Job/Health Fair	47	Philadelphia
Expo (UCP Central)	8/5/10	Sr. Expo / Sen. Corman	246	Mifflin
Expo (TRCIL)	8/16/10	TRCIL Kittanning ADA Rally	70	Armstrong
Presentation (TRCIL)	8/23/10	Pine Ridge Senior High Rise	20	Allegheny
Presentation (TRCIL)	8/26/10	Fairmount Senior High Rise	12	Allegheny
Presentation (RTF)	8/26/10	CMSU	15	Columbia
Presentation (TRCIL)	8/27/10	Plum Creek Senior High Rise	22	Allegheny
Expo (CRI)	9/1/10	The Sight Center of NW PA	37	Erie
Expo (CRI)	9/1/10	SW Behavioral Health Management	42	Erie
Expo (UCP Central)	9/8/10	Perry Co. Sr. Expo	300	Perry
Presentation (UCP NE)	9/10/10	Elks Nurses	26	Lackawanna
Expo (PIAT)	9/16/10	Sr. Fair / Sen. Christine Tartaglione	125	Philadelphia
Presentation (TRCIL)	9/27/10	Troutman Bldg. Senior High Rise	10	Westmoreland
Expo (UCP Central)	9/29/10	Elmcroft Sr. Health Fair	65	Cumberland
Expo (RTF)	9/30/10	PA Academy of Audiology Conf.	150	Centre / statewide
Presentation (UCP Central)	10/5/10	Bricktown Senior Center	24	Huntingdon
Expo (UCP NE)	10/5/10	Dunmore Senior Citizens Ctr.	30	Lackawanna
Presentation (UCP Central)	10/15/10	Millerstown Senior Ctr.	6	Perry
Expo (PIAT)	10/21/10	Sr. Fair/Sen. Christina Targaglione	100	Philadelphia
Expo (RTF)	10/23/10	Sullivan County Health Fair	600	Sullivan
Expo (PIAT)	10/29/10	Hearing Loss Association of PA	60	Montgomery / statewide
Presentation (UCP NE)	11/3/10	Mulberry Towers	10	Lackawanna



Type of Consumer Outreach Event (ATRC)	Date(s) Held	Coordinating / Collaborating Sponsor	Estimated Attendance	County of Event / Other Counties Reached
Expo (PIAT)	11/11/10	Inglis House Education Fair	70	Philadelphia
Expo (TRCIL)	11/16/10	Ursuline Senior Fair	100	Allegheny
Presentation (TRCIL)	11/18/10	Duff Senior Highrise	5	Westmoreland
Presentation (PIAT)	11/18/10	Special People in the Northeast (SPIN)	24	Philadelphia
Expo (UCP NE)	11/20/10	Susquehanna County Health Fair	175	Susquehanna
Expo (UCP Central)	12/2/10	Hearing Loss Expo	200	Dauphin / statewide
Presentation (TRCIL)	12/6/10	Westmoreland Area Agency on Aging	15	Westmoreland
Presentation (GSRH)	12/13/10	Monroe/Carbon County MH/MR	27	Monroe
Presentation (GSRH)	1/19/11	Lehigh Valley Blind & Visual Services	5	Lehigh
Presentation (CRI)	1/21/11	Edinboro University	4	Erie
Expo (CRI)	2/2/11	Erie County Transportation Authority	45	Erie
Presentation (PIAT)	2/18/11	Ann's Choice Hearing Loss Group	16	Bucks
Presentation (PIAT)	2/25/11	Samson House	6	Philadelphia
Presentation (PIAT)	3/7/11	Hearing Loss Association Montgomery County	15	Montgomery
Expo (PIAT)	3/15/11	My City, My Place	75	Philadelphia
Presentation (UCP NE)	3/17/11	Hopkins Commons	9	Bradford
Presentation (RTF)	3/26/11	Deaf and Hard of Hearing Spring Get-Together	39	Lycoming
Expo (UCP Central)	3/31/11	Penn Rehab Association	120	Cumberland / statewide
Expo (PIAT)	4/2/11	Deaf Expo	75	Montgomery
Expo (RTF)	4/16/11	SHS Health Fair	300	Lycoming
Expo (TRCIL)	4/27/11	Ursuline Senior Services	25	Allegheny
Expo (UCP Central)	4/28/11	Penn-Del AER	200	Dauphin / statewide
Expo (PIAT)	5/1/11	Hearing Loss Assoc. of PA	75	Montgomery / statewide
Expo (PIAT)	5/6/11	PA Employment Conference	10	Philadelphia / statewide
Expo (PIAT)	5/13/11	Sr. Expo / St. Rep. Jewell Williams	100	Philadelphia
Presentation (PIAT)	5/20/11	Ann's Choice	32	Bucks
Presentation (CRI)	6/6/11	TWAC Paratransit	6	Warren



Type of Consumer Outreach Event (ATRC)	Date(s) Held	Coordinating / Collaborating Sponsor	Estimated Attendance	County of Event / Other Counties Reached
Presentation (CRI)	6/7/11	Clarion Hospital & Rehabilitation Center	3	Warren
Expo (PIAT)	6/11/11	Family Day, Health Fair	300	Philadelphia
Presentation (UCP NE)	6/14/11	Chumung Apartments	19	Bradford
Presentation (UCP NE)	6/14/11	Warren Center Sr. Citizen's Center	22	Bradford
Presentation (CRI)	6/14/11	Jefferson County Area Agency on Aging	3	Jefferson
Presentation (CRI)	6/17/11	Affordable Care Hearing Aid	2	Erie
Expo (TRCIL)	6/17/11	Upper St. Clair Teacher's Wellness Fair	300	Allegheny
Presentation (CRI)	6/21/11	AAA Experience Inc., LINKS Meeting	10	Warren
Presentation (CRI)	6/27/11	Presbyterian Home, Oil City	35	Venango
Expo (UCP Central)	6/27/11	Brain Injury Association of PA	100	Lancaster / statewide
Presentation (UCP NE)	6/29/11	United House	7	Lackawanna
<b>67 events</b>		<b>TOTAL:</b>	<b>4,963</b>	



# Application

Commonwealth  
of Pennsylvania's

**Telecommunication  
Device  
Distribution  
Program**

# TDDP

It could be  
the answer to your  
telecommunication  
needs!

Return your completed application to:

TDDP Program Coordinator  
Institute on Disabilities at Temple University  
1755 N. 13th Street  
Student Center / Room 411 S  
Philadelphia, PA 19122

For more information, contact:

Phone: 800-204-7428 voice

866-268-0579 TTY

Email: [tddp@temple.edu](mailto:tddp@temple.edu)

[www.disabilities.temple.edu/tddp](http://www.disabilities.temple.edu/tddp)



TDDP is implemented by Pennsylvania's Initiative on Assistive Technology (PIAT), a program of the Institute on Disabilities at Temple University, in conjunction with the PA Office of Vocational Rehabilitation (OVR) and the PA Public Utility Commission (PUC).

3/2011

 **Institute on Disabilities**  
TEMPLE UNIVERSITY®  
College of Education

# TDDP Application Form

Your eligibility will be determined when you have submitted a completed application and all documentation. To avoid delay, please type or print clearly and make sure **ALL** sections of the application have been completed. If questions do not pertain to you, write "N/A" on the line provided.

## section 1 Applicant Equipment Need

- ① Do you already own telecommunication equipment similar to what you are applying for?  
 YES                       NO

If YES, please check the correct answer below:

- My equipment     is broken or only works sometimes  
                          is borrowed  
                          does not meet my needs

**Important NOTE:** If you have working equipment that meets your needs you will NOT be eligible for the program at this time.

## section 2 Certification of Disability

Please note: This section **must be completed** by a licensed physician, audiologist, or speech-language pathologist acting within the scope of his/her license, OR representative of a qualified agency, such as an Office of Vocational Rehabilitation (OVR) Counselor, Department of Public Welfare (DPW) or Social Security Administration Case Worker. Make sure all lines are completed and appropriate spaces are marked before submitting this application.

### ① Applicant

Last name \_\_\_\_\_ First name \_\_\_\_\_ Middle initial \_\_\_\_\_

### ② Check the type of disability being certified

- cognitive     deaf     deaf blind     hard of hearing     low vision/blind     physical     speech

I am a:             licensed audiologist             licensed speech-language pathologist  
                          licensed physician                 representative of a qualified state agency

### ③ Certifying professional

Name \_\_\_\_\_ Title \_\_\_\_\_

Agency \_\_\_\_\_

PA Professional License Number (if applicable) \_\_\_\_\_

Phone (     ) \_\_\_\_\_ Fax (     ) \_\_\_\_\_

Email \_\_\_\_\_

I certify that the applicant named above has the disability indicated, and that s/he requires technology to independently access telecommunications services.

Signature of professional \_\_\_\_\_ Date \_\_\_\_\_

### section 3 TDDP Applicant Information

#### 1 Applicant

Last name \_\_\_\_\_ First name \_\_\_\_\_ Middle initial \_\_\_\_\_

Date of birth (month/day/year) \_\_\_\_\_

Street address \_\_\_\_\_

(Note: Equipment cannot be delivered to a PO Box; you must provide a street address)

City \_\_\_\_\_ State PA Zip \_\_\_\_\_

County (e.g. Allegheny, Snyder) \_\_\_\_\_

Person assisting applicant with this application, if any.

Name \_\_\_\_\_

Phone ( ) \_\_\_\_\_ Email \_\_\_\_\_

2 Name of parent or guardian (for applicant under age 18) \_\_\_\_\_

3 Telephone number: home ( ) \_\_\_\_\_ other ( ) \_\_\_\_\_

4 Annual income: Applicant's gross income only, including Social Security and/or pension income if applicable. Do not include family/household income. If applicant has no income, please write NONE. \$ \_\_\_\_\_

5 Total number of members in family unit (including applicant):

Applicant ( 1 ) + number of other family members ( \_\_\_\_\_ ) = TOTAL MEMBERS IN FAMILY UNIT ( \_\_\_\_\_ )

6 My primary reason for using the TDDP is (check one):

- Cannot afford equipment       Equipment available to me only through TDDP  
 I could get the device paid for through other programs, but the system is too complex and the wait is too long

7 These questions are optional (for reporting purposes only).

Race:  Caucasian     African-American     Asian     Latino     Other (specify) \_\_\_\_\_  
Gender:  male       female

8 Please tell us how you heard about the TDDP: \_\_\_\_\_

#### 9 Applicant's statement and signature

(Note: This application should be submitted no later than 30 days after you have signed and dated it.)

I certify that all information provided on this application is true, complete and correct.  
I understand that if I purposely provide false information I may be subjected to legal action.  
Program officials have my permission to verify the information provided. I certify that I have read, understand and accept all conditions set forth in this application and have the ability to learn to use the equipment I selected.

Applicant signature \_\_\_\_\_ Date \_\_\_\_\_

Parent or legal guardian signature \_\_\_\_\_ Date \_\_\_\_\_

(if applicant is a minor, or has a legal guardian)

Cut along line and send in completed form.

## Checklist

Read this list and check the boxes to ensure your application is complete.

1.  Complete Applicant Equipment Need (Section 1).
2.  Have the Certification of Disability (Section 2) completed and signed by a **qualified professional**: physician, audiologist, speech pathologist, or representative of a qualified state agency (e.g. Office of Vocational Rehabilitation Counselor, Department of Public Welfare or Social Security Administration Case Worker).
3.  Answer all of the Applicant Information (Section 3).
4.  Sign the Applicant's Statement (Section 3, #9).
5.  Submit photocopies (originals cannot be returned) of the following (3) documents:
  - A.  **PROOF OF APPLICANT'S (INCLUDING MINORS) RESIDENCE IN PENNSYLVANIA**  
Submit **ONE** of the following: copy of current driver's license, non-driver I.D., utility bill, dated Social Security correspondence, copies of W-2's, school report card, or other documentation pre-printed with the applicant's name and current street address.
  - B.  **PROOF OF APPLICANT'S INCOME**  
Submit a copy of each item that applies to you.  
Income statements including W-2's, 1099s or award letters for retirement and/or Social Security income. If you do not have a copy of your Social Security income statement you can call 1-800-772-1213 and request a "Benefits Verification Letter". Bank statements, pay stubs or checks cannot be accepted. If applicant has no income write "NONE". **Note: If the applicant is a minor child, income requirements are based on the child's income only, not family or household income.**
  - C.  **PROOF OF TELEPHONE SERVICE**  
Submit a copy of **ONE** page of your most recent telephone bill with your telephone number appearing on it. If phone service is shared in a residential facility, submit a statement on facility letterhead signed by the Administrator or Social Worker and include the applicant's name and phone number.
6.  Select **ONE** piece of equipment and/or **ONE** signaler that is right for you (\*Equipment Selection sheet).  
**NOTE:** Your equipment selection is **FINAL** and equipment cannot be exchanged.
7.  Make and keep a photocopy of your completed application (including Equipment Selection sheet) for your records.
8.  Detach and return your completed application.  
Send the completed ORIGINAL application (including Equipment Selection sheet and copies of required documentation) to TDDP at the address listed on the front of the application.

### NOT SURE WHAT EQUIPMENT WILL MEET YOUR NEEDS?

You can arrange to have a demonstration of selected devices or you can borrow equipment from Pennsylvania's Assistive Technology Lending Library. For more information contact:

PHONE: 800-204-7428 VOICE

866-268-0579 TTY

EMAIL: [ATinfo@temple.edu](mailto:ATinfo@temple.edu)

*\*Application contains an inserted sheet with an updated list of available TDDP equipment and a schedule of financial eligibility guidelines for the current year. If this insert sheet is missing, contact TDDP.*

## Commonwealth of Pennsylvania's Telecommunication Device Distribution Program

The Telecommunication Device Distribution Program (TDDP) established by Act 34-1995 and amended by Act 181-2002 provides telecommunication devices to qualified applicants. These devices enable eligible individuals with disabilities to access telephone services independently. To be eligible, individuals must complete this application and meet all criteria listed below.

### Criteria

#### ■ Person with a disability

A person with a disability or disabilities that prevents him/her from making or receiving telephone calls independently. Disability must be certified on the application by a qualified professional.

#### ■ Income limits

Applicant's gross income of 200% or less of federal poverty guidelines (not including family/household income).

FINANCIAL ELIGIBILITY CRITERIA GUIDELINES (as of March 2011)	
size of family unit	GROSS INCOME (200% of federal poverty guidelines)
1	\$21,780
2	\$29,420
3	\$37,060
4	\$44,700
5	\$52,340
6	\$59,980
7	\$67,620
8	\$75,260

#### ■ Age

Six (6) years or older.

#### ■ Residence

A resident of Pennsylvania.

#### ■ Resources

Must have existing landline telephone service and be able to learn how to use the requested device(s).

#### ■ Information will be kept confidential

Except as required by law.

#### ■ Equipment ownership and responsibility

Your equipment selection is FINAL and equipment cannot be exchanged. Equipment will be delivered to your home. It then becomes YOUR PROPERTY and YOUR RESPONSIBILITY.

**NOTE:** There is a Limited Manufacturer Defect Warranty on all equipment obtained through this program. If your equipment is defective or if it stops working, it will be your responsibility to contact the Manufacturer for warranty repair. Repairs for damages due to abuse or neglect are not covered under any warranty and are YOUR RESPONSIBILITY. Stolen equipment can only be replaced upon receipt of a copy of the police report of the theft.

#### IMPORTANT

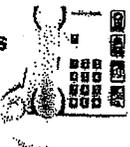
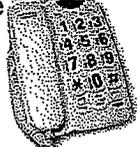
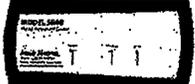
Make a copy of your completed application for your records. Send completed ORIGINAL application (including Equipment Selection sheet and copies of required documentation) to TDDP at the address listed on the front of the application.

If you need help completing this application, or need it in an alternate format, please contact us.  
PHONE: 800-204-7428 VOICE / 866-268-0579 TTY / FAX: 215-204-6336 / EMAIL: tddp@temple.edu

# TDDP EQUIPMENT SELECTION (as of July 2011)

You must submit your equipment selection with your application.

CATEGORY A: Select only **ONE** device below that best fits your needs.

<input type="checkbox"/> Amplified Phone <b>Clarity XL50</b> 	<input type="checkbox"/> Amplified Phone <b>Serene Innovations HD-60J</b> 	<input type="checkbox"/> Amplified Phone (cordless) <b>Clarity XLC2</b> 	<input type="checkbox"/> Amplified Phone (cordless) <b>Clarity C4220</b> 
<input type="checkbox"/> Amplified Phone (cordless) <b>Clarity C4230</b> 	<input type="checkbox"/> Amplified Talking Phone <b>Ameriphone Dialogue JV35</b> 	<input type="checkbox"/> In-line Handset Amplifier <b>Ameriphone</b> 	<input type="checkbox"/> Amplified Photo Phone <b>Serene Innovations HD-30P</b> 
<input type="checkbox"/> Amplified Photo Phone <b>Serene Innovations HD-40P</b> 	<input type="checkbox"/> Captioned Phone <b>CapTel 800</b> 	<input type="checkbox"/> Photo Phone <b>Doro MemoryPlus 319ph</b> 	<input type="checkbox"/> Big Button Speakerphone <b>Reizen</b> 
<input type="checkbox"/> Voice Activated Dialer <b>AblePhone 5000</b> 	<input type="checkbox"/> Headset Phone <b>Plantronics CT-14</b> 	<input type="checkbox"/> Hands-Free Speakerphone optional accessories: <input type="checkbox"/> lapel mic <input type="checkbox"/> headset mic <input type="checkbox"/> air switch <input type="checkbox"/> pillow switch <b>RC200</b> 	<input type="checkbox"/> Voice Carryover Phone <b>Ameriphone Dialogue VCO</b> 
<input type="checkbox"/> TTY <b>Superprint 4425</b> 	<input type="checkbox"/> TTY Hearing Carryover with speakers <b>Ameriphone Q90D</b> 	<input type="checkbox"/> TTY Voice Carryover Phone <b>Uniphone 1140</b> 	<input type="checkbox"/> Telephone Fluency System <b>Casa Futura</b> 

CATEGORY B: Select only **ONE** signaler below.

<input type="checkbox"/> Loud Ring Signaler <b>CrystalTone</b> 	<input type="checkbox"/> Flashing Light Signaler <b>Sonic Alert</b> 	<input type="checkbox"/> Vibrating Signaler <b>OmniPage Kit</b> (receiver shown) 	<input type="checkbox"/> Lamp Flasher and Bed Shaker Combo <b>Clarity</b> (only for use with Clarity XL50 and Clarity C4230 phones) 
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NONE (No signaling device from CATEGORY B is needed.)

For detailed information about these products, go to [www.disabilities.temple.edu/tddp](http://www.disabilities.temple.edu/tddp)

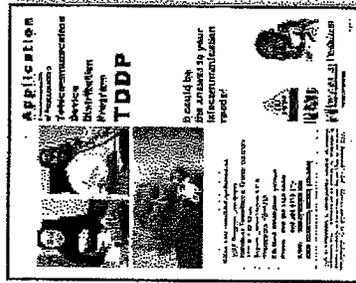
If none of the listed equipment will meet your needs, please contact the TDDP:

PHONE: 800-204-7428 VOICE / 866-268-0579 TTY / EMAIL: [tddp@temple.edu](mailto:tddp@temple.edu)

## Application Process

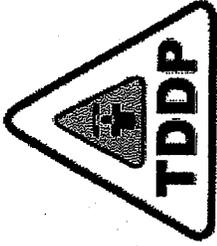
- Visit the TDDP website. ([www.disabilities.temple.edu/tddp](http://www.disabilities.temple.edu/tddp)) for the application, the list of available equipment, and other information.
- Download an application or call to request that one be mailed to you.
- Carefully complete the application and include the following information:
  1. Certification of Disability (Section 2 of Application)
  2. Copy of your current landline phone bill
  3. Copy of proof of income
  4. Copy of proof that you live in Pennsylvania
- Mail all materials to TDDP at the address listed on the front of the application.

*The application offers complete directions for paperwork. All information is kept confidential.*



- TDDP staff can help you determine which device may be appropriate and can arrange an in-person demonstration at your regional Assistive Technology Resource Center. You can also borrow one or more phones to try in your home through Pennsylvania's Assistive Technology Lending Library ([www.disabilities.temple.edu/atlend](http://www.disabilities.temple.edu/atlend)).

3/2011



## PENNSYLVANIA'S Telecommunication Device Distribution Program

A program of  
Pennsylvania's Initiative on Assistive Technology  
(PIAT)

Institute on Disabilities at Temple University  
1755 N. 13th Street  
Student Center Room 411 S  
Philadelphia, PA 19122

Implemented in conjunction with  
PA Office of Vocational Rehabilitation (OVR)  
and PA Public Utility Commission (PUC)

Created through Act 34 of 1995

Supported in part by federal funding  
under the Assistive Technology Act of 2004



Institute on Disabilities  
TEMPLE UNIVERSITY  
College of Education

## PENNSYLVANIA'S Telecommunication Device Distribution Program

### FREE

### TELEPHONE EQUIPMENT FOR PEOPLE WITH DISABILITIES

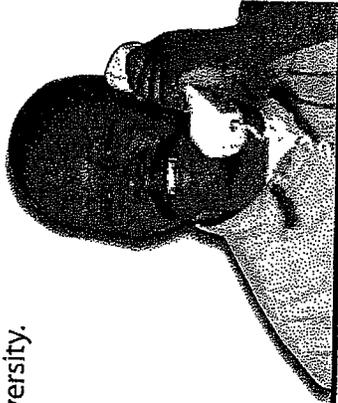
Institute on Disabilities  
TEMPLE UNIVERSITY  
College of Education

## PENNSYLVANIA'S

### Telecommunication Device Distribution Program (TDDP)

provides FREE, specialized equipment to eligible Pennsylvanians who have disabilities which prevent them from using regular telephone equipment.

Created in 1995 as a result of Act 34, the TDDP is implemented by Pennsylvania's Initiative on Assistive Technology (PIAT), a program of the Institute on Disabilities at Temple University.



### Contact the TDDP

if you are not sure about  
the equipment you need.

TEL: 800-204-7428 (voice)

866-268-0579 (TTY)

215-204-3330 (voice)

FAX: 215-204-6336

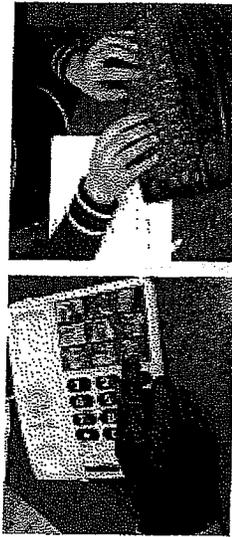
EMAIL: [TDDP@temple.edu](mailto:TDDP@temple.edu)

WEB: [www.disabilities.temple.edu/tddp](http://www.disabilities.temple.edu/tddp)

### Eligibility Requirements

You must meet *all* the following requirements:

1. Be a Pennsylvania resident with a disability that prevents you from making and/or receiving phone calls independently
2. Be six years of age or older
3. Be an Individual gross income at or below 200% of the federal poverty level
4. Have existing landline telephone service
5. Be able to learn how to use the requested device(s)



Type of Equipment Available	Featured Function
AMPLIFIED TELEPHONES	make the incoming voice louder and have adjustable ringer volume
VCO (VOICE CARRY OVER) TELEPHONES	allow you to speak to the other person and read what they are saying
TTYs (TELETYPEWRITERS)	allow you to type and read telephone conversations
HCO (HEARING CARRY OVER) TELEPHONES	allow you to hear what is being said; you type your message
CAPTEL TELEPHONE	allows you to speak to the other person and read and hear what they are saying
OTHER TYPES OF TELEPHONES	include speaker phones, voice activated dialer, hands-free headset phone and picture phones
SIGNALING DEVICES	use sound, lights, and/or vibration to alert you when the telephone rings



# Institute on Disabilities

TEMPLE UNIVERSITY®

College of Education

Pennsylvania's Initiative on  
Assistive Technology  
The Commonwealth's  
Assistive Technology Act Program  
1755 N 13th Street  
Student Center, Room 411S  
Philadelphia, PA 19122

phone 800-204-7428 (voice)  
phone 866-268-0579 (TTY)  
fax 215-204-6336  
email [piat@temple.edu](mailto:piat@temple.edu)  
web [www.disabilities.temple.edu](http://www.disabilities.temple.edu)

## TDDP Policy 1: Frequency of Replacement

### Purpose:

The purpose of this policy is to describe the frequency with which individuals who have received equipment through Pennsylvania's Telecommunication Device Distribution (TDDP) may request another device.

Effective: July 1, 2007  
Amended: March 11, 2011

### General:

Industry sources report the general useful life for the kinds of equipment available through Pennsylvania's Telecommunication Device Distribution (TDDP) ranges from three to six years. If after three years from the month they became eligible the recipient's equipment is no longer functioning, the recipient may re-apply for equipment from the TDDP. If eligibility requirements are met at that time, new equipment will be provided.

### Repair/replacement:

Equipment provided through Pennsylvania's Telecommunication Device Distribution (TDDP) has a one-year manufacturer's warranty. During the warranty period, the TDDP recipient will be responsible for contacting the company from which they received the equipment for repair or replacement information and service, under the terms of the provider's warranty as per the provider's bid.

After the first year, the recipient is responsible for repair. The recipient will contact the equipment provider for information on repair or replacement costs, and will be responsible for those costs.

### Replacement due to worsening disability:

In the case of a worsening/changing disability that necessitates a different product available through the program, a TDDP recipient may apply for replacement or additional equipment sooner than three years. All eligibility requirements must be met.

Replacement due to theft/ /fire/flood loss:

In the case of loss or destruction of TDDP-provided equipment due to theft, fire, flood or similar event, a TDDP recipient may apply for replacement of that equipment sooner than three years. Proof of the event accounting for the loss or destruction of the device must be provided (e.g. police report). A new application must be completed, except for Section 2 (certification of disability) and submitted along with proof of Pennsylvania residence and proof of telephone service. Note: Date the replacement equipment is approved becomes the new eligibility date.



# Institute on Disabilities

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phone 800-204-7428 (voice)  
phone 866-268-0579 (TTY)  
fax 215-204-6336  
email [piat@temple.edu](mailto:piat@temple.edu)  
web [www.disabilities.temple.edu](http://www.disabilities.temple.edu)

## TDDP Policy 5: Obtaining Equipment from Category A and Category B

### Purpose:

The purpose of this policy is to clarify the ability of eligible Pennsylvanians with disabilities to receive a device from the TDDP from EACH of the available categories of devices.

Effective: March 15, 2011

Reviewed:

Background: Pennsylvania's Telecommunication Device Distribution Program (TDDP) provides telecommunication devices to eligible Pennsylvanians no more than once every three years. Applicants may select equipment from each of two categories. Category A reflects the telephone device options, and Category B contains options for signalers that indicate an incoming call. Where devices are needed from both categories, they are typically both selected at the time of application. However, there are instances where an individual does not select a device from one of the categories, for example, the individual who has a working TTY at the time of application may request only a signaler (Category B) but when the TTY ceases to function, s/he may wish to return for a new TTY (Category A) even though that is within three years of her initial application to the TDDP.

### Policies and Procedures

Eligible applicants may select one product from Category A and one product from Category B at the time of initial application. If an applicant only selected from one category, and has a new need for equipment from the other category, s/he may be eligible to receive additional equipment under the following conditions:

1. The initial application was approved no more than 90 days previous to the request for additional equipment. In this case, the individual's eligibility for the program will be considered "current" and supporting documentation will not be required (proof of income, certification of disability). However, the individual will be asked to complete a new section 1 (applicant equipment need), section 3 (applicant information), and equipment list with the desired item checked.
2. If the initial application approval occurred more than 90 days prior to the request for additional equipment, a new application must be completed, including all documentation and certifications.

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**TELECOMMUNICATION DEVICE DISTRIBUTION PROGRAM**

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3. All eligibility criteria remain in effect (e.g. income eligibility; must not have working equipment in the category of device that is requested; equipment in the category of device that is requested cannot have been obtained through the TDDP less than three years prior; etc.).

## **Print Media Access System Program (PMASP)**

The NFB-NEWSLINE® offered by the National Federation of the Blind provides The Print Media Access System Program to those who cannot read regular newsprint. Anyone who cannot read conventional newsprint can qualify for this service and is free to those subscribers.

This service is available in 49 states and the District of Columbia providing:

**300 local and national newspapers**

**5 Spanish-language newspapers available to all subscribers**

**29 magazines including AARP**

**Associated Press (National & State) and United Press news wire service updated every hour**

**The capability of delivering a newspaper via email directly to a subscribers In-box**

**Local TV listings**

**Jobs Listings (added in 2010)**

**Is available 24 hours a day, 7 days a week with local as well as toll-free access.**

Through the Commonwealth's partnership with NFB-NEWSLINE®, a subscriber can choose that day's, the previous days, or the previous Sunday's issue of any newspaper in the service and choose a section and article using a standard touch-tone telephone. Pennsylvania's participating newspapers provide the subscriber with access to all content when traveling throughout the United States.

NFB-NEWSLINE® participating newspapers include:

- Allentown Morning Call
- Altoona Mirror
- Bucks County Courier Times
- Centre Daily Times
- Erie Times News
- Hanover Evening Sun
- Intelligencer Journal/Lancaster New Era
- Intelligencer Journal/Lancaster New Era On Line
- Lebanon Daily News
- Harrisburg Patriot News
- Philadelphia Daily News
- Philadelphia Grocery Ads
- Philadelphia Inquirer
- Pittsburgh Post-Gazette
- Pittsburgh Tribune Review
- Reading Eagle
- Wilkes-Barre Times Leader
- Williamsport Sun Gazette

- York Dispatch

As of September 1, 2011, there are 2,134 subscribers to this service throughout the Commonwealth. All customers of the Office of Vocational Rehabilitation, Bureau of Blindness & Visual Services are offered the opportunity to subscribe to this service. In addition, individuals are offered the opportunity to subscribe when enrolling in the Books for the Blind and Physically Handicapped Program administered by the Library of Congress and cooperating network libraries.

NFB-NEWSLINE® added the capability of downloading NEWSLINE content through their website, NFB-NEWSLINE® Online. With this feature, subscribers can download their desired publications directly to a digital talking book player. Subscribers can also read their favorite publications online through the use of a secure web site.

***Relevant Contract provisions:***

**2.7 PERIOD OF PERFORMANCE**

This agreement is for a period of 12 months beginning July 1, 2010, and ending June 30, 2011.

**2.8 FEES**

NFB-NEWSLINE® annual service fee for 07/01/10 - 06/30/11: \$40,000

**The Newspapers included with the annual service fee are:**

- Philadelphia Inquirer: Knight Ridder paper
- Philadelphia Daily News: Knight Ridder paper
- Centre Daily Times: Knight Ridder paper
- Wilkes-Barre Times Leader: Knight Ridder paper
- Hanover Evening Sun: Media News Group paper
- York Dispatch: Media News Group paper
- Intelligencer Journal/Lancaster New Era: base paper
- Patriot News: base paper

Annual newspaper maintenance and distribution fee: \$50,000. (July 1, 2010 – June 30, 2011)

**This includes 10 newspapers at \$5,000 each.**

- 1. Allentown Morning Call**
- 2. Altoona Mirror**
- 3. Bucks County Courier Times**
- 4. Erie Times News**
- 5. Lebanon Daily News**

6. Philadelphia Grocery Ads
7. Pittsburgh Post-Gazette
8. Pittsburgh Tribune Review
9. Reading Eagle
10. Williamsport Sun Gazette

Annual setup, maintenance, and distribution of new newspapers fee: \$20,000  
(July 1, 2010 – June 30, 2011)

- This anticipates adding two publications at \$10,000 each.

1-year telecommunications subscription fee: \$19,104  
(July 1, 2010 – June 30, 2011)

- A prorated fee assessed to all states for this contract period for NFB-NEWSLINE'S® telecommunications service.

Total invoice: \$129,104  
(July 1, 2010 – June 30, 2011)