



COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION  
400 NORTH STREET  
HARRISBURG, PA 17120

September 30, 2016

GLADYS M. BROWN  
CHAIRMAN

The Honorable Tom Wolf  
Governor of Pennsylvania  
Room 225 Main Capitol Building  
Harrisburg, Pennsylvania 17120

Dear Governor Wolf:

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 (UTPMAA), 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 (OVR) in the Department of Labor and Industry (L&I) pursuant to Sections 6701.3 and 6701.3(a) of UTPMAA, respectively. 35 P.S. §§ 6701.3 and 6701.3(a). Both the TDD Program and the PMAS Program are currently funded by the TRS surcharge. The Commission administers the TRS surcharge fund pursuant to Section 6701.4(c) of the UTPMAA. 35 P.S. § 6701.4(c).

The attached report discusses the following aspects of the programs: 1) Calculation and Statement of the TRS surcharge level established pursuant to Section 6701.4(c); 2) TDD Program, account balances, revenues, disbursements, and expenses; 3) PMAS Program, account balances, revenues, disbursements, and expenses; 4) OVR reported information; and 5) Commission Conclusion. An electronic version of this report is available on the Commission’s website.<sup>2</sup>

Very truly yours,

Gladys M. Brown  
Chairman

Enclosure

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

<sup>2</sup> [http://www.puc.pa.gov/utility\\_industry/telecommunications/telecommunications\\_relay\\_service.aspx](http://www.puc.pa.gov/utility_industry/telecommunications/telecommunications_relay_service.aspx), scroll down to “2016 Legislative Report on the TDD Program.”



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PUBLIC UTILITY COMMISSION  
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HARRISBURG, PA 17120

September 30, 2016

GLADYS M. BROWN  
CHAIRMAN

The Honorable Mike Stack  
Lieutenant Governor of Pennsylvania  
Room 200 Main Capitol Building  
Harrisburg, Pennsylvania 17120

Dear Lieutenant Governor Stack:

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 (UTPMAA), 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 (OVR) in the Department of Labor and Industry (L&I) pursuant to Sections 6701.3 and 6701.3(a) of UTPMAA, respectively. 35 P.S. §§ 6701.3 and 6701.3(a). Both the TDD Program and the PMAS Program are currently funded by the TRS surcharge. The Commission administers the TRS surcharge fund pursuant to Section 6701.4(c) of the UTPMAA. 35 P.S. § 6701.4(c).

The attached report discusses the following aspects of the programs: 1) Calculation and Statement of the TRS surcharge level established pursuant to Section 6701.4(c); 2) TDD Program, account balances, revenues, disbursements, and expenses; 3) PMAS Program, account balances, revenues, disbursements, and expenses; 4) OVR reported information; and 5) Commission Conclusion. An electronic version of this report is available on the Commission’s website.<sup>2</sup>

Very truly yours,

Gladys M. Brown  
Chairman

Enclosure

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<sup>2</sup> [http://www.puc.pa.gov/utility\\_industry/telecommunications/telecommunications\\_relay\\_service.aspx](http://www.puc.pa.gov/utility_industry/telecommunications/telecommunications_relay_service.aspx), scroll down to “2016 Legislative Report on the TDD Program.”



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September 30, 2016

GLADYS M. BROWN  
CHAIRMAN

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 (UTPMAA), 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 (OVR) in the Department of Labor and Industry (L&I) pursuant to Sections 6701.3 and 6701.3(a) of UTPMAA, respectively. 35 P.S. §§ 6701.3 and 6701.3(a). Both the TDD Program and the PMAS Program are currently funded by the TRS surcharge. The Commission administers the TRS surcharge fund pursuant to Section 6701.4(c) of the UTPMAA. 35 P.S. § 6701.4(c).

The attached report discusses the following aspects of the programs: 1) Calculation and Statement of the TRS surcharge level established pursuant to Section 6701.4(c); 2) TDD Program, account balances, revenues, disbursements, and expenses; 3) PMAS Program, account balances, revenues, disbursements, and expenses; 4) OVR reported information; and 5) Commission Conclusion. An electronic version of this report is available on the Commission’s website.<sup>2</sup>

Very truly yours,

A handwritten signature in black ink, appearing to read "Gladys M. Brown".

Gladys M. Brown  
Chairman

Enclosure

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

<sup>2</sup> [http://www.puc.pa.gov/utility\\_industry/telecommunications/telecommunications\\_relay\\_service.aspx](http://www.puc.pa.gov/utility_industry/telecommunications/telecommunications_relay_service.aspx), scroll down to “2016 Legislative Report on the TDD Program.”

**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, 2016**

In compliance with Section 6701.4(e),<sup>1</sup> of the Universal Telecommunications and Print Media Access Act (UTPMAA),<sup>2</sup> the Pennsylvania Public Utility Commission (Commission or PUC) respectfully submits this Annual Report<sup>3</sup> relating to the Telecommunication Device Distribution Program (TDD Program) and the Print Media Access System Program (PMAS Program).

Both the TDD Program and the PMAS Program are currently funded by the TRS surcharge.<sup>4</sup> The PMAS Program provides access to the National Federation of the Blind (NFB) reading service, known as “NFB Newsline.”

The TDD Program is operated by the Office of Vocational Rehabilitation (OVR), Department of Labor and Industry (L&I), pursuant to Section 6701.3 of the UTPMAA. 35 P.S. § 6701.3. The PMAS Program 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) pursuant to Section 6701.3(a) of the UTPMAA. 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 UTPMAA. The Commission administers the TRS Surcharge funds pursuant to Section 6701.4(c) of the UTPMAA. 35 P.S. § 6701.4(c).

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

<sup>2</sup> 35 P.S. §§ 6701.1 – 6701.4; Act 34 of 1995, as amended by Act 174 of 2004; (UTPMAA).

<sup>3</sup> An electronic version of this report is available on the Commission’s website: [http://www.puc.pa.gov/utility\\_industry/telecommunications/telecommunications\\_relay\\_service.aspx](http://www.puc.pa.gov/utility_industry/telecommunications/telecommunications_relay_service.aspx); scroll down to “2016 Legislative Report on the TDD Program.”

<sup>4</sup> 35 P.S. § 6701.4(c) provides that the TDD Program *shall* be funded by the TRS surcharge and that the PMAS Program *may* be funded by the TRS surcharge. Initially, the PMAS Program was funded through special grants; however, beginning in July 2006, it has been funded entirely from the TRS surcharge funds.

On May 25, 2015, at Docket No. P-2015-2484229, OVR filed a petition with the Commission seeking funding from the TRS surcharge to fund a two-year wireless pilot program entitled “Wireless Expansion Initiative: Promoting Telecommunications Equity for People with Disabilities in Pennsylvania” (WEI). OVR believes the WEI pilot program will provide needed data for a potential expansion of the TDD Program involving the availability, distribution, and funding of adaptive wireless equipment devices to eligible end-users on a permanent and statewide basis consistent with applicable statutory law. By order entered July 8, 2015, the Commission granted the petition at Docket Nos. P-2015-2484229, M-00900239 and M-2015-2460700.

On May 11, 2016, OVR informed the Commission that the first eligible individuals received devices under the TDD Program WEI pilot program.

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

The TRS surcharge rate is reviewed annually and adjusted as necessary based on the number of wireline telephone lines 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 with 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 sets 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, 2016, through June 30, 2017.

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, and as subsequently modified by the commission.

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 19, 2016, at Docket No. M-2016-2522493, approving the TRS surcharge and TDD Program and PMAS Program allocation percentages of the surcharge rates, is attached as PUC Attachment A.

### **TDD PROGRAM**

On March 18, 2016, OVR filed a budget with the Commission for the TDD Program for the ensuing year. The TDD Program budget for July 1, 2016, through June 30, 2017, as

submitted by OVR, is \$347,148, as compared to \$252,023 for the budget year 2015-2016. OVR's 2016-2017 budget proposal estimated that the costs for the TDD Program will be \$96,644 for equipment, \$167,737 for consumer education and outreach services and the WEI pilot program will be \$32,000 for wireless equipment and \$50,767 for wireless education and outreach. In addition, the budget calculations showed the quantity, unit cost, and total cost by type of telecommunications device.

**TDD Program Fund**  
For the period of July 1, 2015, to June 30, 2016

<b>Beginning Balance on July 1, 2015</b>	\$644,545.48
TRs Surcharge net revenue	\$234,984.95
Earned net investment income	\$481.81
Distributed equipment costs	(\$53,306.53)
Consumer education and outreach	(\$29,695.90)
WEI pilot program (no revenue or expense)	\$0.00
Fiduciary fees (US Bank Institutional Trust & Custody)	(\$3,501.29)
<b>Ending Balance on June 30, 2016</b>	<b>\$793,508.52</b>

The TDD Program fund balance of \$793,508.52 has a sufficient surplus to provide for program elements and maintain an adequate cash flow reserve. The Commission has included 5 percent of the total TRS surcharge revenues to be allocated to the TDD Program Fund for the 2016-2017 TRS Surcharge recalculation year. (See PUC Attachment A)

**PMAS PROGRAM**

On March 18, 2016, OVR, BBVS filed a budget with the Commission for the PMAS Program for the ensuing year. The PMAS Program budget for July 1, 2016, through June 30, 2017, as submitted by BBVS, is \$189,203, as compared to \$202,380 for the budget year 2015-2016. BBVS' 2016-2017 budget proposal estimated that the costs will include twenty-five participating newspapers, annual service fee, annual newspaper maintenance and distribution fee, Pennsylvania Specific Alerts service, marketing and outreach, and a one-year telecommunications subscription fee.

**PMAS Program Fund**  
For the period of July 1, 2015, to June 30, 2016

<b>Beginning Balance on July 1, 2015</b>	\$344,701.13
Surcharge net revenue	\$248,727.14
Earned net investment income	\$275.83
NFB Newslines annual element costs	(\$155,067.50)
Fiduciary fees (US Bank Institutional Trust & Custody)	(\$1,989.36)
<b>Ending Balance at June 30, 2016</b>	<b>\$436,647.24</b>

The PMAS Program fund balance of \$436,647.24 has a sufficient surplus to provide for program elements and maintain an adequate cash flow reserve. The NFB Newsline invoice payment historically was made annually in October for the entire contract year. The BBVS has now a quarterly invoice and payment arrangement with NFB Newsline. This new payment arrangement spreads the expense over the contract year which allows for a lower fund balance at the start of the year. The Commission has included 5 percent of the total TRS surcharge revenues to be allocated to the PMAS Program Fund for the 2016-2017 TRS Surcharge recalculation year. (See PUC Attachment A).

### **OVR INFORMATION**

Pursuant to 35 P.S. § 6701.4(e)(2), OVR submitted on August 31, 2016, to the Commission information on the TDD Program and the PMAS Program. The report submitted to the Commission by OVR is attached as PUC 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 UTPMAA. The Commission will continue to be attentive to OVR's implementation of the TDD Program and PMAS Program and the Commission's funding oversight and responsibilities relative to the TDD Program and PMAS Program.

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 are to determine that only qualified individuals received TDD Program equipment; that the consumer educator properly and accurately charged the fund for services provided; that only qualified bidders were awarded contracts through the RFP process; that equipment and service contractors properly invoiced the funds; and that all monies withdrawn from the TDD Program fund and PMAS Program fund were only used for qualifying TDD Program and PMAS Program services and equipment.

On July 8, 2015, at Docket No. D-2014-2406981, the Commission approved the release of the audit report of the TDD Program and PMAS Program activity for the two fiscal years ending June 30, 2013, and June 30, 2012. The Commission's audit of the TDD Program and the PMAS Program included two procedural findings and recommendations for process improvements. Both OVR and the contracted program administrator, IDT, agreed with both of the Commission's recommendations, and IDT has developed new policies and procedures to implement them.

### **ATTACHMENTS (2):**

**PUC Attachment A:** Commission's Order Approving New Surcharge Rates

**PUC Attachment B:** TDD Program Information Submitted by OVR and PMAS Program Information Submitted by OVR/BBVS

PENNSYLVANIA  
PUBLIC UTILITY COMMISSION  
Harrisburg, PA 17105-3265

Public Meeting held May 19, 2016

Commissioners Present:

Gladys M. Brown, Chairman  
Andrew G. Place, Vice Chairman  
John F. Coleman, Jr., Commissioner  
Robert F. Powelson, Commissioner

Recalculation of the Pennsylvania  
Telecommunications Relay Service Surcharge

M-2016-2522493  
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 Commission orders and 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, 2016, through June 30, 2017. 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.pa.gov/utility\\_industry/telecommunications/telecommunications\\_relay\\_service.aspx](http://www.puc.pa.gov/utility_industry/telecommunications/telecommunications_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> submit annual wireline access line counts pursuant to 52 Pa. Code § 63.37. The traditional relay provider, Hamilton Relay Inc.,<sup>4</sup> submitted the estimated minutes of use and charges for July 1, 2016, through June 30, 2017. Hamilton Telecommunications Company submitted the estimated minutes-of-use report for the Captioned Telephone Relay Service (CTRS). The Office of Vocational Rehabilitation (OVR), Department of Labor and Industry, submitted the 2016-2017 TDDP budget and the 2016-2017 PMASP budget. The surcharge also funds the TRS Advisory Board activities and Fund administration costs. U.S. Bank,<sup>5</sup> the Fund Administrator, provided a statement of the financial status of the Fund.<sup>6</sup>

## Calculation for 2016 – 2017

Wireline access lines reported by LECs for 2015 and adjusted for Centrex lines are 4,934,709 (3,139,557 Residence and 1,795,152 Business). Based upon the number of access lines, projected program costs (Relay, CTRS, TDDP, and PMASP), anticipated Pennsylvania Telecommunications Relay Service Advisory Board<sup>7</sup> expenses, TRS Fund administration costs, and the financial status of the TRS Fund, the 2016-2017

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<sup>3</sup> LECs include both incumbent and competitive local exchange carriers.

<sup>4</sup> Hamilton Relay Inc., (Hamilton) holds the TRS Certificate of Public Convenience to provide TRS throughout the Commonwealth of Pennsylvania. The Commission approved Hamilton's Application filed at A-2014-2447601 by order entered December 4, 2014.

<sup>5</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>6</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.

<sup>7</sup> The Pennsylvania Telecommunications Relay Service Advisory Board was established pursuant to Commission Order May 29, 1990. By Laws and quarterly meeting schedule can be found at: [http://www.puc.pa.gov/utility\\_industry/telecommunications/telecommunications\\_relay\\_service/trs\\_advisory\\_board.aspx](http://www.puc.pa.gov/utility_industry/telecommunications/telecommunications_relay_service/trs_advisory_board.aspx)

monthly TRS surcharge rate for both residence and business access lines will continue to be set at \$0.08 per month. All LECs shall continue to remit TRS surcharge revenues to the Fund Administrator.<sup>8</sup> Since the 2016-2017 surcharge remains the same as the 2015-2016 rate of \$0.08, the filing of tariff supplements are not required.

Effective July 1, 2016, the monthly surcharge allocation for each fund account is as follows:<sup>9</sup>

	2016-2017	
	Residence %	Business %
Relay	90.0	90.0
TDDP	5.0	5.0
PMASP	5.0	5.0
Total Percentage	100.0	100.0

#### Operations for 2016 – 2017

We shall continue our active oversight of the operations of the Pennsylvania Telecommunications Relay Service. Further, in accordance with 35 P.S. §§ 6701.3a & 4, we shall continue to collaborate with OVR and its TDDP administrator<sup>10</sup> to ensure adequate funding for distribution of TDDP equipment to qualified Pennsylvanians. Further, we shall continue to assist OVR in its mission to ensure adequate funding for PMASP.

<sup>8</sup> U.S. Bank Institutional Trust & Custody, Attn: Amanda Brown-Poe, 300 Delaware Ave, Ste 901, Wilmington, DE 19801. The remittance is payable to the “PA Relay Service Fund” and designated for Relay. Wire instructions can be found on the remittance form. LECs will be notified by Commission Secretarial letter that US Bank’s contact person and address is changing effective July 1, 2015.

<sup>9</sup> The TRS surcharge appears as a single line item on customers’ bills but actually has three components (Relay, TDDP and PMASP).

<sup>10</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

The Commission's Bureau of Audits (Audits) has finalized and issued on July 7, 2015, the audit report at Docket No. D-2014-2406981, for the TDDP and PMASP twelve-month periods ended June 30, 2013, and June 30, 2012.

The audit of the TRS Program (collection and disbursement of the TRS funds), for the twelve-month periods ended February 28, 2015, February 28, 2014, and February 28, 2013, is expected to begin in the next month.

### Service of Paper Copies

In the past, our practice has been to serve the annual TRS surcharge recalculation order on every LEC in the Commonwealth, in addition to the service providers, Office of Vocational Rehabilitation, Office of Consumer Advocate, Office of Small Business Advocate, Pennsylvania Telephone Association, and the Fund Administrator. As proposed in the TRS Surcharge Recalculation order at Docket No M 2013-2341301, entered May 23, 2013, service of paper copies of the recalculation orders on the LECs will only henceforth be served if there is a change in the TRS surcharge or other provision in the order requiring that the LECs file a tariff change or take other action. As this order does not change the set surcharge rate or require any other tariff changes in response to this order, paper copies will not be served. Additionally, we will continue to publish the recalculation orders in the *Pennsylvania Bulletin* and on the Commission's website.

### Conclusion

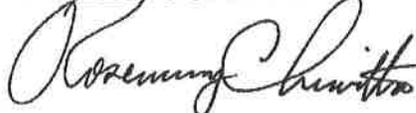
The Commission has completed the annual recalculation of the TRS Surcharge. The surcharge to be applied beginning July 1, 2016, through June 30, 2017, will remain at \$0.08 for residential and business access lines. We also note that paper

copies of this order will not be served on the LECs as there is no change in the set surcharge rate or to impose new requirements on the LECs requiring tariff changes in response to this Order; **THEREFORE**,

**IT IS ORDERED:**

1. That for the period of July 1, 2016, through June 30, 2017, 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, 2017.
2. That all local exchange carriers are directed to use the attached blank form, which contains the new mailing address, to remit the monthly TRS surcharge collections to U.S. Bank, Institutional Trust & Custody. The entered Order and blank remittance form shall be posted to the PUC web site <http://www.puc.pa.gov>. All local exchange carriers are required to collect and remit the TRS surcharge revenue with the completed remittance form monthly by the 20th of each month.
3. That a copy of this Order be published in the *Pennsylvania Bulletin*.
4. That a copy of this Order be posted to the Commission's website.

**BY THE COMMISSION**



Rosemary Chiavetta  
Secretary

(SEAL)

ORDER ADOPTED: May 19, 2016

ORDER ENTERED: May 19, 2016

**REMITTANCE FORM FOR MONTHLY TRS SURCHARGE COLLECTIONS**

Effective July 1, 2016 through June 30, 2017

M-2016-2522493

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 90.0 percent \_\_\_\_\_  
TDDP 5.0 percent \_\_\_\_\_  
PMASP 5.0 percent \_\_\_\_\_

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

Allocated:  
TRS Relay 90.0 percent \_\_\_\_\_  
TDDP 5.0 percent \_\_\_\_\_  
PMASP 5.0 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 Amanda Brown-Poe 300 Delaware Avenue, Suite 901 Wilmington DE 19801	<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> Amanda Brown-Poe

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

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

Please direct any questions regarding the TRS Surcharge remittance to Mr. Eric Jeschke at (717) 783-3850 or ejeschke@pa.gov.



August 30, 2016

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

RE: **Docket Number M-2016-2522497**  
2016 Annual Legislative Report to the General Assembly

- Telecommunications Device Distribution Program (TDDP)
- Wireless Expansion Initiative
- Print Media Access System Program (PMASP)

Dear Ms. Chiavetta:

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

If you have any further questions, please do not hesitate to contact Ms. Kimberly Means at (717) 787-8504 or kimenas@pa.gov.

Sincerely,

  
David J. De Notaris, Executive Director  
Office of Vocational Rehabilitation

JB

Attachments: Temple University TDDP Annual Report 2015-2016  
NFB Annual Newsline Report 2015-2016

cc: Amy Goldman, Temple University TDDP  
Lisa Troy, Temple University TDDP  
Eric Jeschke, PUC  
Sharon Behun, ODHH  
Joseph Strechay, BBVS Director  
Susan Neff, BBVS  
Jennifer Wertz  
Jill Moriconi, HGAC  
Temple University TDDP File - Year 1 (Document #400019493)  
National Federation of the Blind LOU File

RECEIVED  
2016 AUG 31 PM 2:29  
PA PUC  
SECRETARY'S BUREAU

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Department of Labor & Industry | Office of Vocational Rehabilitation | Executive Office  
1521 North Sixth Street | Harrisburg, PA 17102  
717-787-7312 | Fax: 717-772-1629  
[www.dli.state.pa.us](http://www.dli.state.pa.us)

*Auxiliary aids and services are available upon request to individuals with disabilities.  
Equal Opportunity Employer/Program*

**OVR Interagency Agreement - #4000016900**  
**Telecommunication Device Distribution Program – TDDP**  
**July 1, 2015 – June 30, 2016**

**Year-End Report for Period July 1, 2015 through June 30, 2016**

**Goal I. Distribute, accept, and process applications for the TDDP, determining eligibility of the persons submitting applications.**

Objective I.1. [OVR] Maintain an adequate supply of updated application forms.

Activity I.1.1. [OVR] Annually, update and reprint application forms to reflect changes to scope of equipment, income guidelines or other eligibility criteria, and other information about the program.

Activity I.1.2. [OVR] Assure the availability of applications in alternate formats and languages (Spanish, plus one additional language to be determined).

*The US Department of Health and Human Services (HHS) published the 2016 poverty guidelines. Beginning February 1, 2016 these guidelines were used to determine TDDP financial eligibility. The application was revised, reformatted and reprinted to include new financial eligibility and reflect equipment changes. Applications are now available in Spanish, Vietnamese, Russian and Korean, as well as alternate formats upon request.*

Objective I.2. [OVR] Maintain website with key program information.

Activity I.2.1. [OVR] Maintain an *accessible* website that contains downloadable application forms (English, Spanish, and one other language), current information regarding telecommunication equipment available through the program, eligibility criteria, directory of the regional Assistive Technology Resource Centers (ATRCs) and Volunteer Centers, announcements of equipment trainings/demonstrations, equipment descriptions (including links to manufacturer instructional videos when available) and other relevant information for potential consumers.

Activity I.2.2. [OVR] Maintain links to other state resources for assistive technology and related programs, including but not limited to Pennsylvania's Assistive Technology Lending Library, Pennsylvania Training and Technical Assistance Network (PaTTAN), Office of Vocational Rehabilitation, Pennsylvania Assistive Technology Foundation. Encourage other programs, organizations and agencies to link to the TDDP website from their sites.

*The accessible website is maintained with current information, and updated each time any change to the program application or equipment list occurred. Current links to other state programs are maintained on the website. During this program period we encouraged other programs, organizations and agencies to link the TDDP website from their sites. The 2016 poverty guidelines, as well as the revised application reflecting new financial eligibility and equipment changes, were posted on the website.*

Objective I.3. [PUC] Expand and support the network of Volunteer Centers, community based organizations who will disseminate information about and distribute applications for the program.

Activity I.3.1. [PUC] Recruit at least 7 new centers, providing orientation and dissemination materials for each.

Activity I.3.3. [PUC] Provide program updates and other relevant information through the Volunteer Center listserv.

Activity I.3.4. [PUC] Maintain a current directory of Volunteer Centers and contacts.

*Sixteen (16) new Volunteer Centers were added, for a total of 46 Volunteer Centers statewide. We exceeded this goal. The new Volunteer Centers received current program materials, and were added to the Volunteer Center Listserv. Volunteer Centers were notified of changes to the program (income guidelines, equipment, application changes). ATRCs continue to conduct orientation sessions with new Volunteer Centers and maintain contact with individual centers.*

Objective I.4. [PUC] Distribute information about the program to organizations that are likely referral sources of consumers, including but not limited to Volunteer Centers.

Activity I.4.1. [PUC] Maintain a data base of relevant agencies and organizations for mailings and updates, including the Volunteer Centers.

Activity I.4.2. [PUC] Annually, distribute new application forms or other new or revised program information.

Activity I.4.3. [PUC] Translate program materials into additional language based on recommendations from the Assistive Technology Advisory Committee, consumer demand, and/or other stakeholder input.

*The Consumer Educator maintains a listing of agencies, organizations, and individuals who, in addition to the Volunteer Centers, receive updates about TDDP. Copies of the revised application were distributed to all ATRCs and Volunteer Centers. From July 1, 2015 – June 30, 2016, 54 mailings containing TDDP information were sent to organizations and professionals, including but not limited to: senior centers, assisted living facilities, local hearing loss associations, hospitals, physicians, BBVS, and a county Office of Aging. These mailings reached approximately 120,162 people. The application was translated to Korean during the third quarterly reporting period.*

Objective I.5. [PUC] Provide exhibits, demonstrations, displays, and other opportunities for potential consumers to learn about the program.

Activity I.5.1. [PUC] Conduct 60 events across the state, reaching 35 counties and approximately 5000 attendees (consumers and providers).

Activity I.5.2. [PUC] Provide exhibits, demonstrations, etc. during at least 4 statewide events that will reach potential consumers, their families, advocates, and service providers.

Activity I.5.3. [PUC] Report on exhibits, demonstrations, displays, and other opportunities for potential customers to learn about the program, including but not limited to the county held; hosting group; and approximate attendance.

Activity I.5.4 [PUC] As a result of relationships with diverse cultural brokers, promote the program at one or more events targeted for at least one group representing an underserved linguistic, racial, or ethnic minority.

*During this program year, July 1, 2015 to June 30, 2016, a total of 81 events were held, including 3 statewide events, reaching 38 counties and approximately 7,953 attendees.*

*We exceeded this goal. A listing of these events is included as Attachment A. Two statewide cultural brokers were identified this program year to help to increase outreach to underserved populations (Latino and Native Americans). This goal was met.*

Objective I.6. [PUC] Disseminate information about TDDP through articles in agency newsletters and press releases.

Activity I.6.1. [PUC] Publish articles about TDDP at least once per year in ATRC agency newsletters.

Activity I.6.2. [PUC] Submit an article about TDDP to at least (5) publications reaching potential consumers of the program.

Activity I.6.3 [PUC] Promote the program through social media, including but not limited to Facebook, Twitter, blogs or other on-line methods.

Activity I.6.4. [PUC] Report on approximate numbers of people reached by dissemination of newsletters and articles (including those resulting from the distribution of press releases). To the extent possible, report on the program's presence on social media.

*During this program year, articles were published in the Roads to Freedom Summer Newsletter, Hearing Loss Association of America 'Hear Say' Online Newsletter, Hear Fayette Winter, Spring, Summer and Fall Newsletters, UCP Life Without Limits Newsletter, Allegheny; Jewish Community Center Newsletter and Beaver County's Senior Guides. Press releases were submitted to several media outlets, including: WLCH FM 91.3 Radio Centro; NEPA Press and TeleCentro Latino Television. These press releases and postings potentially reached an estimated 509,016 people. Social Media articles were also posted to Facebook, reaching an estimated 16,370 people. Benchmarks for activities in this objective were met or exceeded.*

Objective I.7. [OVR] Respond to questions from consumers and providers about the program.

Activity I.7.1. [OVR] Maintain toll-free numbers (voice and TTY), fax and a dedicated email account by which individuals may request information about the program. Respond to 900 inquiries.

Activity I.7.2. [OVR] Maintain quality customer service through the use of contracted call center assistance.

Activity I.7.3. [OVR] Provide information and referral and/or technical assistance to consumers who contact the program regarding appropriate equipment choices.

Activity I.7.4. [OVR] Provide assistance regarding the completion of the application, upon request.

Activity I.7.5. [OVR] Maintain a record of those who request information or have questions about the program, including county and the nature of the inquiry.

*During this program year two trainings were provided to our contracted call center to make sure their representatives have current program information needed to provide quality customer service. ATRCs assisted 134 consumers with completing the application. From July 1, 2015 to June 30 2016 the number of incoming inquiries responded to (all types, including phone, TTY, and email) was 1314. Inquiries were*

received from 64 counties, all except Forest Fulton and Sullivan. We exceeded this benchmark.

Objective 1.8. [OVR] Process applications.

Activity 1.8.1. [OVR] Receive and process at least 500 applications for the TDDP from Pennsylvanians with disabilities. Assist applicants with the application process, as requested, including the provision of disability-related accommodations, to assure submission of complete applications (thus expediting the process). Eligibility determinations will be finalized on approximately 400 completed applications.

Activity 1.8.2. [OVR] Revise application review checklist to reflect any changes in program criteria; utilize checklist to review application completeness and eligibility. When applications are complete, determine eligibility.

Activity 1.8.3. [OVR] Via US Mail, inform the consumer of acceptance of his/her application, time frames, and process for additional information. Notification should occur within two business days of eligibility determination.

Activity 1.8.4. [OVR] Refer ineligible consumers to other potential funding sources, if requested.

Activity 1.8.5. [OVR] Maintain a record of those submitting completed applications, the disposition of those applications (accepted/denied); reason for denial, if applicable; equipment ordered (type and cost); county, age, and optional data including race and ethnicity. Track numbers and reasons for incomplete applications.

Activity 1.8.6. [OVR] Process requests for equipment exceptions received from eligible applicants.

*During this program year 403 new applications were received from 61 different counties, all except Adams, Fulton, Indiana, Snyder, Warren, and Sullivan. The target (500) was not met, and despite continued and vigorous outreach efforts the Number of applications seems to be Stabilizing. Three hundred twenty-eight applicants were determined to be eligible (this includes incomplete applications that were still in process at the end of the last program year and therefore no eligibility determination had been made at that time), and 8 were ineligible. Three of the ineligible applicants had received equipment within the past 3 years, three applicants were over the income limit and two applicants did not have landline telephone service. Ineligible applicants are referred to other resources (i.e. PA Assistive Technology Foundation) as needed. As of June 30, 2016, determinations were still in process on approximately 16 applications because they were incomplete. Seventy-four applications were marked inactive; this number included people from the end of the previous program year. An Application is deemed inactive when the applicant does not respond to repeated contact Attempts from TDDP to provide missing documentation or other information. Three Applications were withdrawn: two applications were withdrawn because the consumer expired and one consumer no longer needed equipment. 74% of all applicants were ages 65 and over, and 23 % were under age 65. From July 1, 2015 to June 30, 2016, 423 pieces of equipment were ordered, totaling \$44,495.86. One (1) request for exceptions equipment (Ablephone 2000 VC) was approved. A list of the equipment ordered is included as Attachment B.*

Objective I.9. [OVR] Develop, modify, and implement policies and procedures that help the program meet the needs of consumers, provide excellent customer service, and continuously improve program operations.

Activity I.9.1. [OVR] Annually, review and, as needed, revise and/or develop new written policies and procedures.

Activity I.9.2. [OVR] Provide technical assistance to stakeholders regarding changes to the enabling legislation or other Pennsylvania legislation to increase access to telecommunications for Pennsylvanians with disabilities.

*During this program year TDDP Policy Eight (Internet-Based Captioned Telephones) was reviewed and amended. This policy provides clarification as to the amount of support TDDP staff can provide for the installation of internet-based captioned telephones, and resources to whom to direct consumers who need assistance with this service. Policy Eight was submitted as an attachment during the first quarter reporting period. All other policies were viewed during this program year.*

**Goal II. Order appropriate equipment for distribution to eligible persons and approve payment of the equipment through third parties.**

Objective II.1. [OVR] Follow operating procedures for ordering and paying identified vendors for approved equipment.

Activity II.1.1. [OVR] Correspond with vendors to direct shipment of device(s) for each consumer determined eligible for the program.

Activity II.1.2. [OVR] Correspond with third party payer authorizing payment for equipment.

*All relevant procedures are followed for ordering equipment and paying vendors. The Program Manager maintains contact with the contracted vendors for the program. When a request for an equipment exception is approved, the Program Manager obtains a price quote from the vendor.*

Objective II.2. [PUC] Evaluate consumer satisfaction with the program.

Activity II.2.1. [PUC] Mail satisfaction surveys to device recipients within two months after equipment has been delivered, along with a pre-addressed (to the Institute on Disabilities), postage-paid return envelope. Obtain at least a 50% response rate.

Activity II.2.2. [PUC] Disseminate satisfaction surveys to individuals receiving supports with the set-up and operation of devices received from the TDDP. Obtain at least a 90% response rate.

Activity II.2.3. [PUC] Annually review satisfaction data, and implement programmatic changes to address negative trends in customer satisfaction (if any).

Activity II.2.4. [PUC] Provide a summary of satisfaction data in the annual report; include a summary of complaints and steps to address negative trends in customer satisfaction. Maintain an overall satisfaction rate of 90%.

*From July 1, 2015 to June 30, 2016 satisfaction surveys were distributed to 289 device recipients. 148 surveys were returned, representing a response rate of 51%. The overall*

*satisfaction rate among the returned surveys was 93%. This goal was met. Satisfaction data was collected from all 11 of the equipment recipients who had requested and received additional help with the equipment they received from TDDP (100% response rate). 100% of these consumers reported that they were satisfied with the support they received. Ten recipients reported that they were not satisfied with the equipment received, of whom none had tried equipment before requesting it. All of these recipients reported the equipment was not working properly and were referred to the equipment vendor for further assistance.*

**Goal III. Provide or arrange for training to recipients on their TDDP equipment, as needed.**

Objective III.1. [OVR] Contract with Assistive Technology Resource Centers (ATRCs) to conduct/provide consumer education and outreach activities, including but not limited to events (e.g. presentations, expos), publications and media, recruitment of Volunteer Centers in their respective regions, and the provision of device support (e.g. equipment installation, set-up, troubleshooting) to equipment recipients. Monitor satisfactory implementation of the contracts, including data collection. Provide technical assistance as necessary to assure ATRCs' effective implementation of these activities.

*All current Assistive Technology Resource Centers provided satisfactory responses to the 2015-2016 RFP and subcontracts were fully executed for consumer education and outreach activities. Staff attended the in-person ATRC meeting on September 10 – 11, 2015 to inform ATRCs of upcoming program and equipment changes. ATRCs received program and equipment updates and technical assistance on outreach to underserved populations in their regions. The non-competitive RFP for Consumer Education and Outreach for 2016-2017 was developed and distributed to current ATRCs and to one new ATRC (Life and Independence for Today [LIFT], to commence October 1, 2016). Responses to the RFPs for returning ATRCs were reviewed by June 30, 2016.*

Objective III.2. [PUC] Assure the provision of consumer training, so that the equipment obtained through the program is utilized appropriately and successfully.

Activity III.3.1. [PUC] For eligible consumers for whom in-person support of TDDP equipment is required, provide or arrange for such support. Where there is more than one potential provider, offer the consumer the choice of providers, including but not limited to ATRCs, Volunteer Centers, and other interested service providers. Provide or arrange support for at least 90% of consumers requesting assistance with their TDDP device(s).

Activity III.3.2. [PUC] Maintain a record of those requiring in-person consumer education or assistance, the type of equipment, the date and duration of the service, and the provider of the service.

*All recipients (11 consumers) who requested assistance with their TDDP equipment received supports from ATRCs. Ten consumers receiving additional assistance said they had received enough support to be able to use the equipment on their own. The remaining individual was referred to the appropriate resources for more support (e.g. vendors). Altogether, 10.5 hours of device support was provided.*

**Goal IV. Prepare and submit required reports, invoices, and other program documents as required.**

Objective IV.1. [OVR] Prepare and submit invoices to the Office of Vocational Rehabilitation.

Objective IV.2. [OVR] Prepare and submit quarterly and final reports of activities to OVR.

Activity IV.2.1. [OVR] Maintain time logs of consumer education and administrative activities.

Activity IV.2.2. [OVR] Prepare an annual report that contains accurate information as required for the report to the Legislature, including quantity, types, and costs of equipment purchased for customers, complaints, and suggestions.

*All quarterly reports were submitted in a timely fashion. The final report for July 2014 – June 2015 was submitted on July 30, 2015. All requisite time logs were maintained and submitted. The draft report for the General Assembly was submitted to OVR on May 2, 2016.*

Objective IV.3. [OVR] Distribute copies of quarterly and final reports to other stakeholders, upon request, including but not limited to the Public Utility Commission, the Assistive Technology Advisory Committee and the chairs/directors of the Advisory Committee for Blind Pennsylvanians, Statewide Independent Living Council, PA Rehabilitation Council, Office for the Deaf and Hard of Hearing, and the Advisory Council for the Deaf & Hard of Hearing.

*Reports and related documents for each quarter were distributed.*

Objective IV.4. [OVR] Submit invoices to the Fund Administrator

Activity IV.4.1. [OVR] Submit invoices for payment to equipment vendors.

Activity IV.4.2. [OVR] Submit quarterly invoices for payment for Consumer Outreach and Education.

Objective IV.5. [OVR] By March 15, 2016 or upon request, prepare and submit a draft annual budget for the Equipment and Consumer Education components of the program, for the 12-month period beginning July 1, 2016.

*The draft Equipment and Consumer Education budget proposal for 2016-2017 was submitted to OVR on February 26, 2016.*

**Goal V. Keep abreast of new and current equipment suitable for the TDDP.**

Objective V.1. [PUC] Attend relevant meetings and conferences that include equipment useful for telecommunications access by people with disabilities.

Activity V.1.1. [PUC] Attend vendor exhibits at relevant venues to identify potential equipment, e.g. Hearing Loss Association of America Conference (HLAA); Assistive Technology Industry Association (ATIA); Telecommunications Equipment Distribution Program Association (TEDPA).

*Assistant Director and Program Manager attended the annual TEDPA Conference (9/27 – 9/30/2015). During this program year staff participated in regular calls with vendors regarding equipment updates.*

Objective V.2. [OVR] Obtain equipment suggestions from stakeholders as well as other state telecommunication distribution programs.

Activity V.2.1. [OVR] Gather and consider suggestions for equipment from recipients, potential customers of the program, service providers, Telecommunications Relay Service (TRS) Advisory Board, and the Assistive Technology Advisory Committee.

Activity V.2.2. [OVR] Through membership in the Telecommunications Equipment Distribution Program Association (TEDPA), "network" with other programs across the country regarding potential equipment expansion and the rationale for those additions.

*We were notified by Teltex, Inc., the vendor for the Ultratec Crystal Tone Ringer, that this equipment was being discontinued by the manufacturer effective March 1, 2016. The ClearSounds CR200 Amplified Telephone Ring Signaler was added to the approved equipment list, replacing the discontinued equipment. The Assistive Technology Advisory Committee (ATAC) approved the addition of the new BT914 Amplified Cordless Bluetooth phone effective July 1, 2016.*

**Goal VI. Operate the program with the advice of a cross-disability advisory committee, representing diverse stakeholders.**

Objective VI.1. [OVR] Seek advice from the Institute on Disabilities' cross-disability, statewide Assistive Technology Advisory Committee (ATAC) concerning the operations (including policy and procedures), equipment, and outreach of the TDDP.

Activity VI.1.1. [OVR] Assure an advisory membership that represents key TDDP stakeholders, including individuals (or family members of those individuals) who are Deaf, hard of hearing, have complex communication needs, are blind or have low vision, have physical disabilities (both developmental disabilities as well as acquired disabilities), and/or cognitive or intellectual disabilities, AND who are from diverse geographic locations within the Commonwealth. Annually, provide a roster of members.

Activity VI.1.2. [OVR] Conduct at least two meetings of the ATAC, either in person or via telecommunications (phone, videoconference) addressing the TDDP. Provide the agenda and meeting summary to the Office of Vocational Rehabilitation, Advisory Committee for Blind Pennsylvanians, Statewide Independent Living Council, PA Rehabilitation Council, Office for the Deaf and Hard of Hearing, and the Advisory Council for the Deaf and Hard of Hearing.

*ATAC meetings were held on October 22, 2015, February 11, 2016 and May 10, 2016. A roster of current ATAC members is included with this report as Attachment C.*

**Goal VII. Maintain communication with the Public Utility Commission and the Office of Vocational Rehabilitation regarding the operation of the program.**

Objective VII.1. [OVR] Attend and/or convene meetings with representatives from the Public Utility Commission and the Office of Vocational Rehabilitation regarding the operation of the program, upon request.

*Staff attended the September 8, 2015, March 9, 2016 and June 1, 2016 TRS Advisory Board Meetings and provided updates on the Wireless Expansion and TDDP program activity.*

Objective VII.2. [OVR] Participate in audits conducted by the Public Utility Commission.

**Goal VIII: Implement the pilot Wireless Expansion Initiative in southeastern Pennsylvania.**

Objective VIII.1. [PUC] Recruit participants for the pilot via electronic means, including blogs, listservs, other social media and direct email outreach to disability organizations. This includes but is not limited to state agencies serving people with disabilities (e.g. Bureau of Blindness and Vision Services); consumer organizations (e.g. Pennsylvania Society for the Advancement of the Deaf; Hearing Loss Association of American – Pennsylvania chapters; and A.G. Bell); and entities serving as “volunteer centers” for the TDDP in southeastern Pennsylvania.

*On July 8, 2015 OVR received approval from the PUC to use the PA Telecommunications Relay Service (TRS) Fund for a 2-year pilot program to distribute wireless/mobile devices to eligible low-income persons to access telecommunications. Because the program involves “human subjects”, the pilot needed approval from the University’s Institutional Review Board (IRB) of draft recruitment, application, and other materials. While awaiting the IRB decision, staff developed initial plans for marketing and recruitment. Recruitment for the wireless pilot participants began January 29, 2016, after research design approval by the IRB. Staff hosted a Wireless Pilot Program Information Session on March 30, 2016. Staff continue to recruit for pilot participants.*

Objective VIII.2. [PUC] Identify thirty (30) participants who qualify for TDDP by virtue of their certified disability, income, and need for telecommunications access. From the pool of eligible applicants, the first 15 individuals who identify as Deaf, the first 5 individuals who are hard-of-hearing, the first 5 individuals with vision loss (visually impaired or blind), and the first 5 individuals who have intellectual disabilities or other cognitive impairment will be selected. Other applicants will be held in “waiting list” status, in case selected individuals decline to participate.

*Twenty-seven applications were received. Eleven applicants met all eligibility criteria. Of these, one person is Deaf; three people are hard-of-hearing; four individuals have low vision or are blind; and three have intellectual or cognitive disabilities. Eleven applicants were ineligible: Nine applicants resided outside of the pilot area and would not be able to attend the required meetings; one applicant had working equipment that met their needs, and one applicant’s income exceeded program guidelines. The remaining applicants were determined eligible, but due to the type of equipment they need (phones rather than tablets) or disability (e.g. complex communication needs), were placed into “Phase 2” of the pilot. One participant was removed from the pilot study after*

*missing two mandatory training sessions. The rate of participant attrition is being closely monitored; staff will be working with the pilot research team on ways to reduce attrition. A waiting list was created for individuals who declined to participate in Phase One of the pilot. There are currently seven people on the waiting list of whom met all eligibility criteria. Of these, one individual has physical disabilities, two have speech disabilities and four individuals have low vision or are blind.. Six people who expressed interest in Phase Two of the pilot submitted incomplete applications. Of these one individual is hard of hearing, and two individuals have an intellectual or cognitive disability. Three individuals have dual disabilities: one individual has speech and an intellectual or cognitive disability, one individual is hard of hearing and has intellectual or cognitive disability, and one individual is Deaf and has an intellectual or cognitive disability. One applicant on the waiting list was removed because he did not meet the pilot eligibility requirements.*

Objective VIII.3. [PUC] Conduct a "matching meeting" with participants, and training and focus group sessions after equipment has been received. At all meetings, provide accommodations required for communications access.

*Staff conducted 10 matching meetings. There have been a total of three training sessions (May 3, 2016, May 16, 2016 and June 13, 2016). Training sessions were divided and scheduled by disability types, and accommodations were provided. The duration of training for participants with intellectual or cognitive disabilities was extended and time adjustments for the sessions were implemented to ensure an inclusive learning environment for all participants. .*

Objective VIII.4. [PUC] Order equipment for pilot participants as determined during the matching meeting. Provide one device to each participant, along with a protective case and appropriate apps for telecommunication. Devices provided will be "locked," that is, during the pilot users will not be able to add unapproved apps to the device. All administrative functions (e.g. system and app updates) will be managed remotely through the equipment administrator (Teltext).

*A draft letter was forwarded to OVR, finalized by OVR and sent to US Bank to inform them of the approved pilot program. Equipment for Wireless Pilot Participants was ordered during this reporting report. All equipment was customized according to participant's disability type. A list of the equipment ordered is included as Attachment D.*

Objective VIII.5. [PUC] Throughout the pilot, survey participants to gather data. Participants will receive a survey four months and seven months into the program. In month 12, interview participants via their telecommunication device as to their satisfaction with the program, their device, and their app.

*Participants completed the first survey during the May 3, 2016 meeting. Research staff will perform ongoing quantitative and qualitative data collection and analysis on each participant.*

**ATTACHMENT A**  
**TDDP Consumer Education and Outreach Events**  
**July 1 2015 –June 30, 2016**

<b>Type of Consumer Outreach Event (ATRC)</b>	<b>Date(s) Held</b>	<b>Event Name / Sponsor</b>	<b>Estimated Attendance</b>	<b>County of Event</b>
Exhibit (PIAT)	7/11/15	United House of Prayer for All People	100	Philadelphia
Exhibit (UCP NE PA)	7/16/15	Tina Pickett's Senior Expo	1085	Bradford
Exhibit (PIAT)	7/18/15	Enon Tabernacle Baptist Church	103	Philadelphia
Exhibit (TRCIL)	7/22/15	Hamilton Relay Town Meeting	8	Allegheny
Exhibit (RTF)	7/23/15	PA Community on Transition Conference Expo	80	Centre (statewide)
Exhibit (PIAT)	7/27/15	Church of Christian Compassion	250	Philadelphia
Presentation (UCP Central)	8/7/15	B'Nai Brith Apartments	9	Dauphine
Presentation (PIAT)	8/11/15	Rockhill Mennonite Community	20	Bucks
Presentation (UCP NE PA)	8/11/15	Dunmore Senior Center	25	Lackawanna
Exhibit (UCP Central)	8/12/15	Senator Corman's Senior Expo	300	Mifflin
Exhibit (UCP NE PA)	8/19/15	Lutherwood Senior Housing Community	4	Lackawanna
Exhibit (UCP NE PA)	9/3/15	Pike County Senior Expo	550	Pike
Presentation (UCP NE PA)	9/10/15	Hamilin Senior Center	28	Wayne
Exhibit (CRI)	9/15/15	Elwood Tisville Machine Wellness Fair	38	Crawford
Exhibit (RTF)	9/15/15	Senior Citizen's Expo	440	Lycoming
Exhibit (PIAT)	9/16/15	Gateway Health Fair	75	Philadelphia
Presentation (UCP Central)	9/17/15	Franklin County Human Services Expo	200	Franklin
Exhibit (TRIPIL)	9/17/15	Washington Senior Expo	156	Washington
Presentation (PIAT)	9/18/15	Opportunities Towers	12	Philadelphia
Presentation (RTF)	9/18/15	Lock Haven University	30	Clinton
Presentation (PIAT)	9/21/15	Temple University Campus Police	7	Philadelphia
Exhibit (UCP Central)	10/1/15	Rep. Keller's Senior Expo	200	Perry
Presentation (UCP NE PA)	10/1/15	Falls Senior Center Health Fair	55	Wyoming

Type of Consumer Outreach Event (ATRC)	Date(s) Held	Event Name / Sponsor	Estimated Attendance	County of Event
Exhibit (TRIPIL)	10/2/15	Greene County Senior Fair	104	Greene
Exhibit (RTF)	10/7/15	Riverwood's Health and Wellness Fair	105	Union
Exhibit (PIAT)	10/8/15	NHS Community Health Fair	100	Delaware
Presentation (UCP NE PA)	10/13/15	United Neighborhood Center	9	Lackawanna
Presentation (CLASS)	10/17/15	Pittsburgh Healing Loss Association	20	Allegheny
Presentation (PIAT)	10/20/15	Opportunity Towers	4	Philadelphia
Presentation (PIAT)	10/21/15	Liberty Resources	15	Philadelphia
Exhibit (PIAT)	10/22/15	Good Shepherd Penn Health Partners Health Fair	50	Philadelphia
Exhibit (RTF)	10/22/15	HCQU Health and Wellness Fair	179	Montour
Exhibit (TRIPIL)	10/23/15	Rep. Tim Mahoney's Veterans & Senior Expo	97	Fayette
Exhibit (RTF)	10/24/15	Sullivan County Health and Wellness Fair	287	Sullivan
Exhibit (UCP Central)	10/29/15	Senior Expo 2015	250	Wayne
Presentation (PIAT)	11/4/15	Chester County Area Agency on Aging	20	Chester
Presentation (PIAT)	11/13/15	Surrey at Havertown	15	Delaware
Exhibit (PIAT)	11/18/15	Resource Health Fair (Hispanic)	100	Philadelphia
Exhibit (RTF)	11/19/15	B/S/S/T Area Agency on Aging	7	Tioga
Exhibit (PIAT)	12/2/15	PCA Triple Advisory Committee	150	Philadelphia
Presentation (CLASS)	12/30/15	Clarity County Senior Center	7	Allegheny
Presentation (GSRH)	1/20/16	Good Shepherd Adult A.T.	39	Lehigh

Type of Consumer Outreach Event (ATRC)	Date(s) Held	Event Name / Sponsor	Estimated Attendance	County of Event
Presentation (RTF)	1/27/16	Medical Students	5	Lycoming
Presentation (GSRH)	1/28/16	Lehigh Valley Center for Independent Living	25	Lehigh
Presentation (CLASS)	1/28/16	Allegheny Senior High Rise	12	Allegheny
Presentation (TRIPIL)	1/30/16	Hear Fayette Meeting	16	Fayette
Exhibit (PIAT)	2/18/16	Aspira of PA	50	Philadelphia
Presentation (RTF)	2/22/16	Lock Haven University	20	Clinton
Presentation (PIAT)	2/25/16	North City Congress (Asian)	10	Philadelphia
Exhibit (PIAT)	3/5/16	Philadelphia School for the Deaf Transition Fair	200	Philadelphia
Exhibit (PIAT)	3/24/16	Senator Farnese Senior Expo	250	Philadelphia
Exhibit (CLASS)	4/7/16	PSHA	250	Allegheny (statewide)
Exhibit (CLASS)	4/8/16	Westmoreland County Health & Development Services	75	Westmoreland
Exhibit (PIAT)	4/13/16	Radnor High School Transition Fair	30	Delaware
Presentation (GSRH)	4/14/16	Anthracite Region Center for Independent Living	20	Luzerne
Presentation (GSRH)	4/15/16	East Stroudsburg University	19	Monroe
Exhibit (RTF)	4/19/16	Tioga County Veteran's Health Fair	100	Tioga
Presentation (UCP Central PA)	4/19/16	Caregiver Support Group	12	Cumberland
Exhibit (RTF)	4/20/16	Sullivan County Veterans Group	50	Sullivan
Exhibit (UCP Central)	4/21/16	Representative Rich Irvin Senior Expo	350	Huntingdon
Exhibit (UCP Central)	4/22/16	Veteran's Health Fair	40	Susquehanna

		Susquehanna County Link		
Exhibit (PIAT)	4/23/16	Physically Enabled And Cognitively Empowered Symposium (P.E.A.C.E.)	100	Philadelphia
Presentation (TRIPIL)	4/26/16	Central City Area Senior Center	15	Somerset
Exhibit (PIAT)	5/7/16	Hearing Loss Association of America (HLAA)	100	Montgomery (Statewide)
Presentation (UCP Central)	5/10/16	York Center for Independent Living Opportunities	6	York
Presentation (UCP NE PA)	5/12/16	Falls Active Living Center	12	Wyoming
Exhibit (RTF)	5/19/16	Williamsport Senior Expo YMCA	300	Lycoming
Exhibit (RTF)	5/20/16	Albright Life	7	Lycoming
Presentation (RTF)	5/24/16	Williamsport High School OVR Transition Class	5	Lycoming
Presentation (TRIPIL)	5/25/16	Waynesburg Senior Center	14	Greene
Exhibit (UCP Central)	6/1/16	Adams County Spring Fling	350	Adams
Presentation (RTF)	6/2/16	Williamsport High School Transition	15	Lycoming
Exhibit (PIAT)	6/3/16	Not Your Fault Service Opportunities	15	Philadelphia
Presentation (TRIPIL)	6/8/16	Windber & Somerset Senior Center	21	Somerset
Presentation (CLASS)	6/13/16	Indiana Aging Services	13	Indiana
Presentation (TRIPIL)	6/14/16	Meyersdale Somerset County Senior Center Fair	22	Somerset
Presentation (RTF)	6/16/16	RTF Employment and Benefits Workshop	28	Lycoming
Exhibit (GSRH)	6/19/19	Church of the Mountain	18	Monroe
Presentation (UCP Central)	6/22/16	Three Springs Senior Center	11	Huntingdon
Presentation (CLASS)	6/24/16	Rural Valley Senior Center	12	Armstrong
Presentation (TRIPIL)	6/27/16	Area Agency on Aging Confluence Senior Center	22	Somerset

<b>Number of events</b>	<b>Counties reached</b>	<b>Total Estimated Attendance</b>	<b>Statewide events</b>
81	38	7953	3

**ATTACHMENT B**  
**TDDP Equipment Ordered**  
**July 1, 2015 – June 30, 2016**

Device Name	Unit Price	Equipment Ordered	Value of Equipment Ordered
Amplified Large Button Phone HD-60J	\$85.00	11	\$935.00
Amplified Phone Clarity Alto	\$115.00	28	\$3,220.00
Amplified Phone Clarity Alto Plus	\$125.00	32	\$4,000.00
Ameriphone In-line Handset Amplifier HA-40	\$15.00	1	\$15.00
Amplified Talking, Ameriphone Dialogue JV35	\$ 80.00	17	\$1,360.00
Amplified Photo Phone HD-40P	\$40.00	6	\$240.00
Captioned Telephone Model 840	\$90.25	34	\$3,068.50
Captioned Telephone Model 840i	\$90.25	6	\$541.50
Captioned Telephone Model 880i	\$90.25	8	\$722.00
Captioned Telephone Model 2400i	90.25	14	\$1,263.50
Clarity XLC2 Amplified Cordless Phone	\$92.00	30	\$2,760.00
Geemarc BDP4000	\$130.68	12	\$1568.16
Serene Innovations CL60A	\$113.90	88	\$10,023.20
Serene Innovations RCX1000	\$425.00	12	\$5,100.00
Hearing Carryover TTY, Q90D/w speakers	\$100.00	4	\$400.00
Loud Ring Signaler-Crystal Tone Ringer (1)	\$35.00	37	\$1,295.00
Clearsounds CR200 Ringer (2)	\$39.00	16	\$624.00
Reizen Big Button Phone Speakerphone	\$25.00	4	\$100.00
Sonic Alert TR75VR Flashing Light Signaler	\$30.00	31	\$930.00
Telephone Fluency System- Casa Futura	\$200.00	0	\$0.00
TTY Superprint 4425	\$350.00	6	\$2,100.00
VCO TTY, Uniphone 1140	\$210.00	1	\$210.00
Vibrating Signaler, Omnipage Kit	\$125.00	14	\$1,750.00
Voice Activated Dialer, AblePhone 5000	\$175.00	8	\$1,400.00
Pillow Switch	\$35.00	3	\$105.00
Air Switch	\$95.00	1	\$95.00
Lapel Microphone	\$45.00	4	\$180.00
Headset /w Microphone	\$65.00	3	\$195.00
<b>Exceptions Equipment</b>			
Ablephone 2000 VC	\$295.00	1	\$295.00
<b>TOTALS</b>		<b>432</b>	<b>\$44,495.86</b>

(1) Discontinued by manufacturer and removed from program 3/1/16  
(2) New equipment added to program effective 3/1/16

## ATTACHMENT C

<b>PIAT's Assistive Technology Advisory Council 2015-2016</b>	
<b>Name</b>	<b>Affiliation</b>
Virginia McGlaughlin	Family member of an AT user
Dr. Stacy M. Kyle	PA Business Leadership Network
Rob Oliver	Disability Rights Network, person with a disability and AT user
Lorie Brew	Project MAX Coordinator – East Parent member
Suzanne Erb	Person with a disability and AT user
Linda Carmona-Bell	Family member of a person with a disability
David DeNotaris	Director of Office of Vocational Rehabilitation, AT user
Paul Garrick	Person with a disability and AT user
Leslie Kelly	Representative from Center for Independent Living, also a person with a disability and AT user
Godfrey Nazareth	Person with a disability and AT user
Susan Gill	Representative from state education agency

**ATTACHMENT D**  
**TDDP Wireless Equipment Ordered**  
**April 26, 2016**

<b>Device Name</b>	<b>Unit Price</b>	<b>Equipment Ordered</b>	<b>Value of Equipment Ordered</b>
Deaf/Hard of Hearing Bundle iPad	\$1,150.0	5	\$5,750.00
Blind / Low Vision Bundle iPad	\$1170.00	4	\$4,680.00
Intellectual / Cognitive Bundle iPad	\$1150.00	2	\$2,300.00
<b>EQUIPMENT TOTAL</b>		<b>11</b>	<b>\$12,730.00</b>
<b>Accessory</b>	<b>Unit Price</b>	<b>Equipment Ordered</b>	<b>Value of Equipment Ordered</b>
Earbuds	\$35.00	8	\$280.00
<b>GRAND TOTAL</b>			<b>13,010.00</b>



TASB  
1852 N. 10th Street (083-11)  
Philadelphia, PA 19122  
Tax ID#: 23-1365971

Grant: 420712 Project Start Date: July 1, 2015  
Fund: 420712 Project End Date: June 30, 2016  
Org: 19930 Sponsored ID:  
Program: 03 Alternate Sponsor ID:

Invoice#: FINAL - 420712  
Adjustment#: 0  
Billing Period From: 1-Jun-16  
Billing Period To: 30-Jun-16

Title: Telecommunications Device Distribution Program (TDDP)  
PI: AMY S. GOLDMAN Award Amount: \$161,404.00

Pennsylvania Public Utility Commission  
Post Office Box 3265  
Harrisburg, PA 17105-3265

Current Amount Due: \$25,303.09  
Prior Outstanding Balance: \$0.00  
Total Amount Due: \$25,303.09

<u>Account Description</u>	<u>Budget</u>	<u>Current Expenses</u>	<u>Cumulative Expenses</u>	<u>Remaining Balance</u>
Salaries	\$66,489.00	\$5,480.98	\$64,179.88	\$2,309.12
Fringe Benefits	\$19,415.00	\$1,600.07	\$18,747.95	\$667.05
Consultants	\$3,000.00	\$0.00	\$671.43	\$2,328.57
Supplies	\$7,000.00	-\$1,180.26	\$3,937.92	\$3,062.08
Travel	\$7,500.00	\$158.84	\$5,347.55	\$2,152.45
Subcontract	\$39,100.00	\$19,243.46	\$35,899.11	\$3,200.89
Duplicating/Printing	\$5,000.00	\$0.00	\$2,233.46	\$2,766.54
Postage	\$2,000.00	\$0.00	\$500.00	\$1,500.00
Demo Devices	\$8,500.00	\$0.00	\$8,116.22	\$383.78
Other	\$3,400.00	\$0.00	\$1,505.25	\$1,894.75
Total Direct Expenses	\$161,404.00	\$25,303.09	\$141,138.77	\$20,265.23
Indirect Cost	\$0.00	\$0.00	\$0.00	\$0.00
Total Expenses	\$161,404.00	\$25,303.09	\$141,138.77	\$20,265.23

I certify that this report is true and correct to the best of my knowledge and that all expenditures reported have been made for the purposes set forth in the application and award document

*Adria Colquitt*

Adria Colquitt  
Grant Analyst

Date: 25-Aug-16  
Phone: (215)-926-2063  
Email: adri@temple.edu

Remit To: Temple University  
Research Accounting Services  
P.O. Box 824242  
Philadelphia, PA 19182-4242

Grant: 420712 Invoice: FINAL - 420712  
Fund: 420712 Adjustment#: 0  
Org: 19930 Billing Period From: 1-Jun-16  
Program: 03 Billing Period To: 30-Jun-16  
Total Amount Due: \$25,303.09



TASB  
1852 N. 10th Street (083-11)  
Philadelphia, PA 19122  
Tax ID#: 23-1365971

Grant: 420716 Project Start Date: January 29, 2016  
Fund: 420716 Project End Date: June 30, 2016  
Org: 19930 Sponsored ID:  
Program: 03 Alternate Sponsor ID:

Invoice#: FINAL 420716  
Adjustment#: 0  
Billing Period From: 1-Jun-16  
Billing Period To: 30-Jun-16

Title: Wireless Expansion Initiative  
PI: AMY S. GOLDMAN

Award Amount: \$83,233.38

Pennsylvania Public Utility Commission  
Post Office Box 3265  
Harrisburg, PA 17105-3265

Current Amount Due: \$6,202.69  
Prior Outstanding Balance: \$0.00  
Total Amount Due: \$6,202.69

<u>Account Description</u>	<u>Budget</u>	<u>Current Expenses</u>	<u>Cumulative Expenses</u>
Salaries	\$22,544.00	\$3,527.17	\$10,750.69
Fringe Benefits	\$6,582.85	\$1,029.93	\$3,139.20
Consultants	\$10,000.00	\$534.28	\$654.28
Supplies	\$32,500.00	\$26.26	\$26.26
Travel	\$0.00	\$0.00	\$0.00
Subcontract	\$0.00	\$0.00	\$0.00
Duplicating/Printing	\$500.00	\$0.00	\$0.00
Postage	\$250.00	\$0.00	\$0.00
Other	\$0.00	\$276.00	\$276.00
Total Direct Expenses	\$72,376.85	\$5,393.64	\$14,846.43
Indirect Cost	\$10,856.53	\$809.05	\$2,226.98
Total Expenses	\$83,233.38	\$6,202.69	\$17,073.41

I certify that this report is true and correct to the best of my knowledge and that all expenditures reported have been made for the purposes set forth in the application and award document

*Adria Colquitt*

Adria Colquitt  
Grant Analyst

Date: 29-Aug-16  
Phone: (215)-926-2063  
Email: [adri@temple.edu](mailto:adri@temple.edu)

Remit To: Temple University  
Research Accounting Services  
P.O. Box 824242  
Philadelphia, PA 19182-4242

Grant: 420716 Invoice: FINAL 420716  
Fund: 420716 Adjustment#: 0  
Org: 19930 Billing Period From: 1-Jun-16  
Program: 03 Billing Period To: 30-Jun-16  
Total Amount Due: \$6,202.69

### Print Media Access System Program (PMASP)

NFB-NEWSLINE<sup>®</sup>, 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 that is free to its subscribers.

**This service is available in forty-six states and the District of Columbia, providing:**

1. 400 local and national newspapers
2. Spanish-language newspapers available to all subscribers
3. 51 magazines including AARP
4. Associated Press (National & State) and United Press newswire service updated every hour
5. The capability of delivering a newspaper via e-mail directly to a subscriber's Inbox
6. Local TV listings
7. Jobs Listings (Career Builder added in 2010, USA Jobs in 2016)
8. Retail ads (Target added in 2011, Walmart added in 2016)
9. Emergency weather alerts, including weather forecast
10. Available twenty-four hours a day, seven days a week with local as well as toll-free access
11. Service is available on NFB-NEWSLINE<sup>®</sup> Mobile, iPhone app

Through the Commonwealth's partnership with NFB-NEWSLINE<sup>®</sup>, a subscriber can choose that day's, the previous day, 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<sup>®</sup> participating newspapers include:**

- *Allentown Morning Call*
- *Altoona Mirror*
- *Bucks County Courier Times*
- *Butler Eagle*
- *Centre Daily Times*
- *Citizens' Voice*
- *Erie Times News*
- *Hanover Evening Sun*
- *Lebanon Daily News*
- *LNP Always Lancaster Online*
- *Patriot News*
- *Philadelphia Daily News*
- *Philadelphia Grocery Ads*
- *Philadelphia Inquirer*
- *Pittsburgh Post-Gazette*
- *Pittsburgh Tribune Review*
- *Pocono Record*
- *Reading Eagle*

- *Times Tribune*
- *Wilkes-Barre Times Leader*
- *Williamsport Sun Gazette*
- *York Dispatch*

As of June 30, 2016, there are 3,619 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.

For the third year in a row, during the 2015 holiday season, NFB-NEWSLINE® presented circulars for a number of national chains, allowing subscribers to take advantage of holiday sales. The sales circulars of the additional nine retailers were from Giant Food, Home Depot, Kohls, Publix, Sears, Staples, Toys R Us, Walgreens, and Wal-Mart, in addition to the always available Target retail ads. As with last year, the access to sales circulars for these retailers was very popular.

In May, NFB-NEWSLINE® added USA JOBS to the job listings feature of the service. USA JOBS is the United States Government's official website for listing civil service job opportunities with federal agencies, operated by the United States Office of Personnel Management (OPM). These job listings will have the same functionality as the existing job listings provided by Career Builder.

In late May, Target ads were expanded to include far greater detail. The retailer began bringing their data in from another source, and this allowed a tremendous expansion of the data provided on the telephone and mobile app. The Target ads are now extremely comprehensive, with product names, prices, colors, sizes, and brief descriptions as well as extremely detailed full descriptions. These detailed descriptions include information such as product dimensions, materials and washing instructions on clothing, age range and hazards on children's toys, compatibility and warranty information on electronics, storage and allergen content on foods.

The ads are now divided by pages instead of sections, and can be navigated by these pages. Within each page, subscribers can press six to move from sentence to sentence. Subscribers who want to build a shopping list or read more detail later can simply press pound nine and email the product description to their inbox.

Additionally, Walmart retail ads have been added to the system. These ads are presented like the Target ads, with product names, sizes, and descriptions, just as the print ads are presented. These ads are also linked to the subscribers' zip code so subscribers can choose from among the closest stores.

For the most up-to-date listing of publications, visit <http://www.nfbnewsline.org> and visit the participating publications link.

**Activity Detail During the Period:**

<b>Category</b>	<b>First Quarter FY2015</b>	<b>Second Quarter FY2015</b>	<b>Third Quarter FY2015</b>	<b>Fourth Quarter FY2015</b>	<b>Year To Date (July 1, 2015 to June 30, 2016)</b>
Users:	3,403	3,468	3,525	3,619	3,619
New applications:	64	64	58	97	283
E-mail Newspapers Delivered:	29,674	32,836	35,925	35,417	133,852
Calls Received:	31,205	30,263	30,170	29,740	121,378
Web Accesses:	34,219	32,464	32,314	37,250	136,247
iDevice Accesses:	3,329	3,427	3,967	4,726	15,449
In Your Pocket Deliveries:	30,460	30,306	17,292	34,086	112,144
State Newspapers Accessed:	74,974	70,317	76,504	74,907	296,702
Television Listings Accessed:	6,718	7,506	6,960	6,575	27,759
Number of Minutes:	474,965	484,361	461,800	462,689	1,883,815
Local Call Percentage:	68.42 %	70.14%	68.6%	69.05%	69.05%

## Newspaper Usage Report

Please find below a chart containing the names of the Pennsylvania publications along with the number of times that they were accessed between July 1, 2015 and June 30, 2016.

Content Name	First Quarter FY2015	Second Quarter FY2015	Third Quarter FY2015	Fourth Quarter FY2015	Year To Date (July 1, 2015 to June 30, 2016)
Local Weather and Emergency Alerts	5,590	5,023	5,924	6,441	22,978
<i>Pennsylvania Local Channel</i>	453	394	515	391	1,753
<i>Allentown Morning Call</i>	4,093	4,159	4,294	3,611	16,157
<i>Altoona Mirror</i>	4,754	4,987	3,042	4,629	17,361
<i>Associated Press Pennsylvania</i>	7,315	7,722	6,490	7,197	28,724
<i>Bucks County Courier Times</i>	2,149	1,806	2,074	2,047	8,076
<i>The Butler Eagle</i>	1,357	1,036	1,242	1,185	4,820
<i>Centre Daily Times</i>	4,109	3,720	2,683	4,076	14,588
<i>Citizens Voice</i>	639	619	639	557	2,454
<i>Erie Times News</i>	6,731	7,032	8,332	7,226	29,321
<i>Hanover Evening Sun</i>	315	476	260	1,075	2,126
<i>LNP Always Lancaster Online</i>	2,009	3,206	2,556	4,449	12,220
<i>Lebanon Daily News</i>	477	1,184	620	1,547	3,828
<i>Patriot-News</i>	8,974	3,407	4,781	3,025	20,187
<i>Philadelphia Daily News</i>	3,359	3,204	3,588	3,046	13,197
<i>Philadelphia Grocery Ads</i>	215	208	322	1,969	2,714
<i>Philadelphia Inquirer</i>	7,641	7,311	7,683	8,150	30,785
<i>Pittsburgh Post-Gazette</i>	7,500	7,375	7,692	6,728	29,295
<i>Pittsburgh Tribune Review</i>	6,919	7,455	6,354	8,044	28,772
<i>Pocono Record</i>	646	433	628	339	2,046
<i>Reading Eagle</i>	884	894	1,046	1,242	4,066
<i>Times Tribune</i>	346	231	322	369	1,268
<i>Wilkes-Barre Times Leader</i>	725	834	392	882	2,833
<i>Williamsport Sun Gazette</i>	1,370	1,542	1,289	2,180	6,381
<i>York Dispatch</i>	647	778	720	1,385	3,530

**Relevant Contract provisions:**

**2.7 PERIOD OF PERFORMANCE**

This information below is for the 12 month period of beginning July 1, 2015, and ending June 30, 2016.

**2.8 FEES**

NFB-NEWSLINE® annual service fee for 07/01/15 - 06/30/16: \$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
- *Lebanon Daily News*: Media News Group paper
- *York Dispatch*: Media News Group paper
- *LNP Always Lancaster*: Base paper
- *Patriot News*: Base paper

Note: Associated Press Pennsylvania and Philadelphia Grocery Ads are listed on the [nfbnewsline.org](http://nfbnewsline.org) website as part of the Pennsylvania publications, but are currently part of the content provided to all Pennsylvania subscribers as part of their access to nationwide publications, magazines, weather alerts, job listings and retail ads.

Annual newspaper maintenance and distribution fee: \$60,000 (July 1, 2015 - June 30, 2016).

This includes twelve newspapers at \$5,000 each.

1. *Allentown Morning Call*
2. *Altoona Mirror*
3. *Bucks County Courier Times*
4. *Butler Eagle*
5. *Citizens Voice*
6. *Erie Times News*
7. *Pittsburgh Post-Gazette*
8. *Pittsburgh Tribune Review*
9. *Pocono Record*
10. *Reading Eagle*
11. *Times Tribune*
12. *Williamsport Sun Gazette*

Annual setup, maintenance, and distribution of new newspapers fee: \$20,000 (July 1, 2015 - June 30, 2016). This anticipates adding two publications at \$10,000 each.

**Pennsylvania Specific Alerts:**

\$15,000 (July 1, 2015 through June 30, 2016).

A section will be developed on NFB-NEWSLINE® where a Pennsylvania subscriber can quickly go to read any alerts issued by the Pennsylvania Department of Health.

**Marketing and Outreach:**

\$45,000 (July 1, 2015 through June 30, 2016).

Marketing and Outreach tasks will consist of the following: subscriber registration and follow-up, including the distribution of materials needed for instruction for new subscribers in print, Braille, or audio format; distribution of brochures and other promotional materials at community events and exhibits; and the staffing of a help desk to answer calls from subscribers and those requesting NFB-NEWSLINE® information and materials. Additionally, administration of the state specific channel for Pennsylvania and posting of items of interest to the blindness community in the commonwealth will be included in this fee.

1-year Telecommunications subscription fee: \$11,064 (July 1, 2015 - June 30, 2016).

A pro-rated fee assessed to all states for this contract period for NFB-NEWSLINE® telecommunications service.

Total invoice:

\$156,064 (July 1, 2015 - June 30, 2016).

Notes:

1. Invoice #1604PA1606 for the 4<sup>th</sup> quarter of FY2015 in the amount of \$39,016, has been sent and is still outstanding.
2. The \$20,000 allocated as "Annual setup, maintenance, and distribution of new newspapers fee" was not charged in FY2015 as no newspapers were added.
3. The \$15,000 allocated for Pennsylvania Specific Alerts from the Department of Health was not charged as we discovered we were unable to make these alerts feasible due to the data input source. We hope to be able present this content in the future.

Submitted by:

Scott A. White  
Director of Sponsored Technology Programs  
National Federation of the Blind  
[Swhite@nfb.org](mailto:Swhite@nfb.org)  
(410) 659-9314 extension 2231  
August 4, 2016