

Note: The presentation is available in PowerPoint format at

<http://tap.gallaudet.edu/CTSSurvey/docs/FCCPresentation-April2013.pptx>

For a web page linking to it, see

<http://tap.gallaudet.edu/CTSSurvey/results.asp>

Captioned Telephone Service

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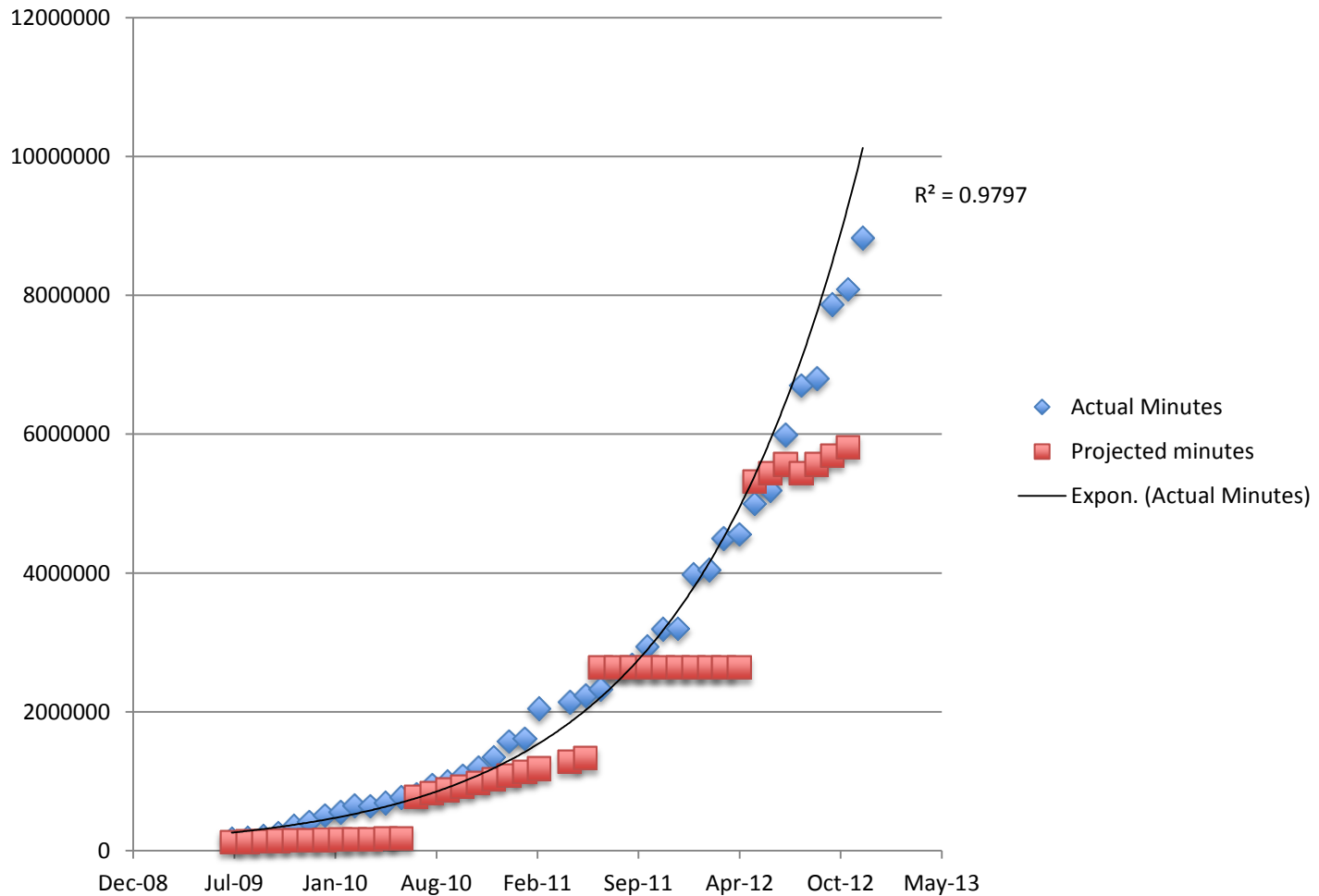
April 24, 2013

Part I – Summary of IP-CTS growth

Summarizes main points of
RERC-TA filing in NPRM

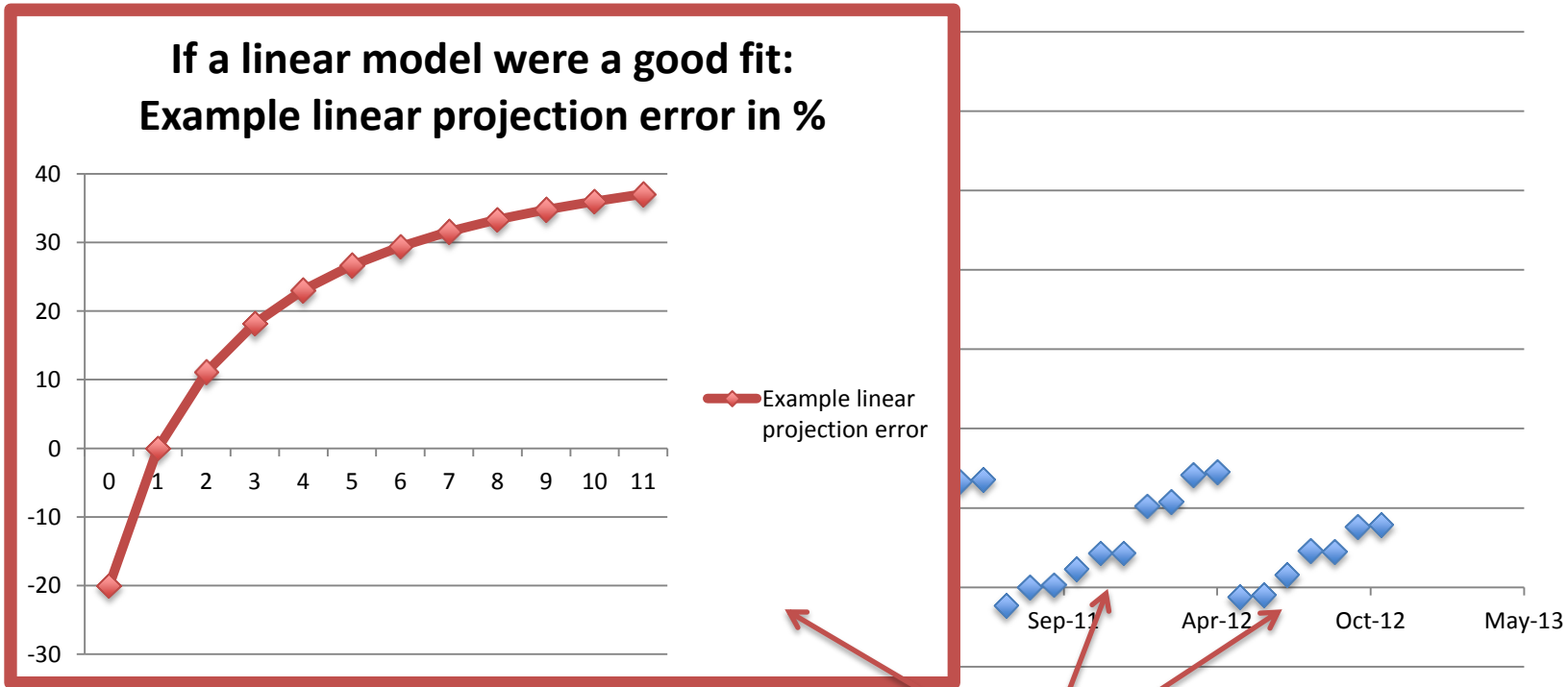
IP-CTS Growth 2009-2012

IP CTS growth in minutes/month - actual vs projected



IP-CTS Projection Errors

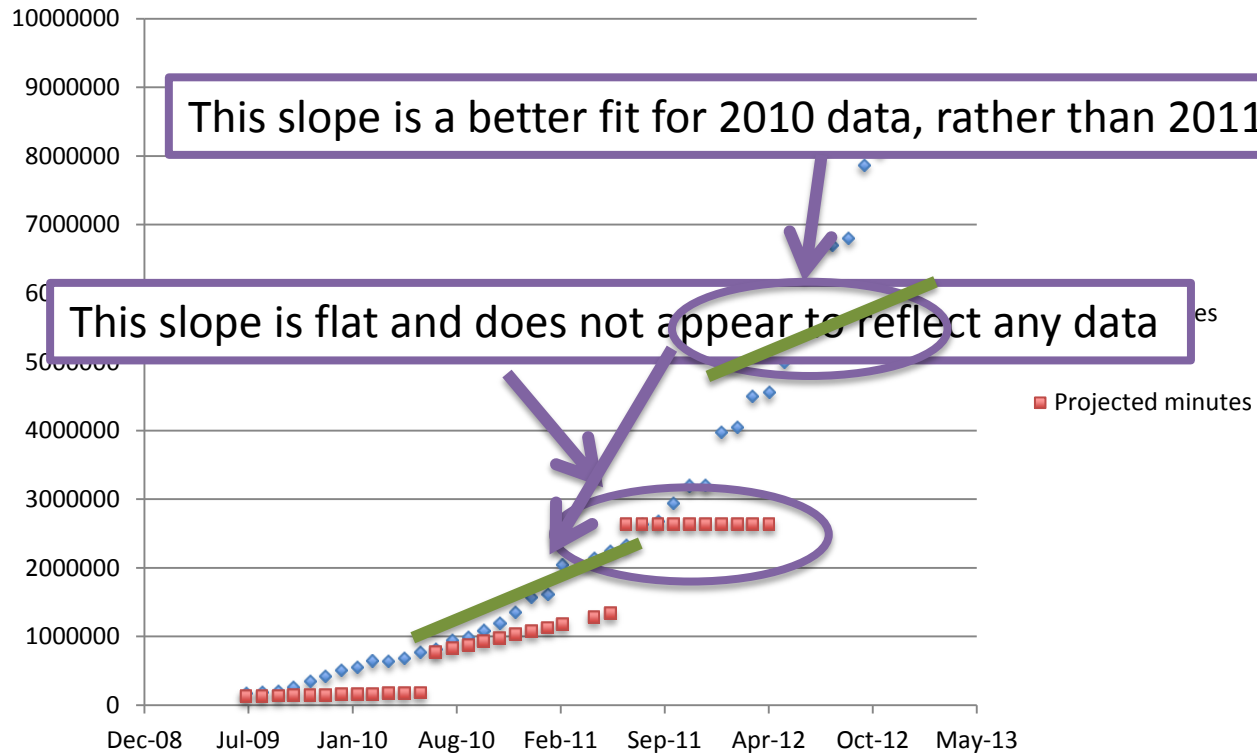
Projection error in % - projected minutes vs actual



This mismatch – present since the inception of IP-CTS – indicates that the wrong projection model was used

Slope Mismatch

IP CTS growth in minutes per month - actual vs projected



Summary of IP CTS Growth Analysis

- Based on publicly available data:
 - The wrong growth projection model has been used since the inception of the service.
 - Any apparent uptick in IP-CTS growth needs to be evaluated against the correct growth model, not a linear one.
 - Even if a linear model were correct, the forecast slopes in 2011 and 2012 are too low and would have underestimated the size of TRS reimbursements.
 - More frequent projections than every 12 months are needed.

Part II – Survey Results

Expands on RERC-TA ex parte filing
of initial survey analysis

Main Survey Findings

Consumers rely on and, in many cases, require captions in order to achieve successful communication over the telephone

- Almost all special captioned telephone users (90%) reported that the captions on their telephone are either very important or important to having a successful conversation
- More than half of the special captioned telephone users (55%) stated that they would be unable to use the telephone at all without captions

Main Survey Findings

This survey of 2014 special captioned telephone users does not support either fraud or misuse as the source of growth in IP-CTS

- Differences in usage between recent CTS users and long-time CTS users appear to be small
- Only 8% of special captioned telephone users report sharing their equipment with hearing household members
- Only 6% of special captioned telephone users report that hearing household members do not always turn off the captions or do not know how to turn them off

Main Survey Findings

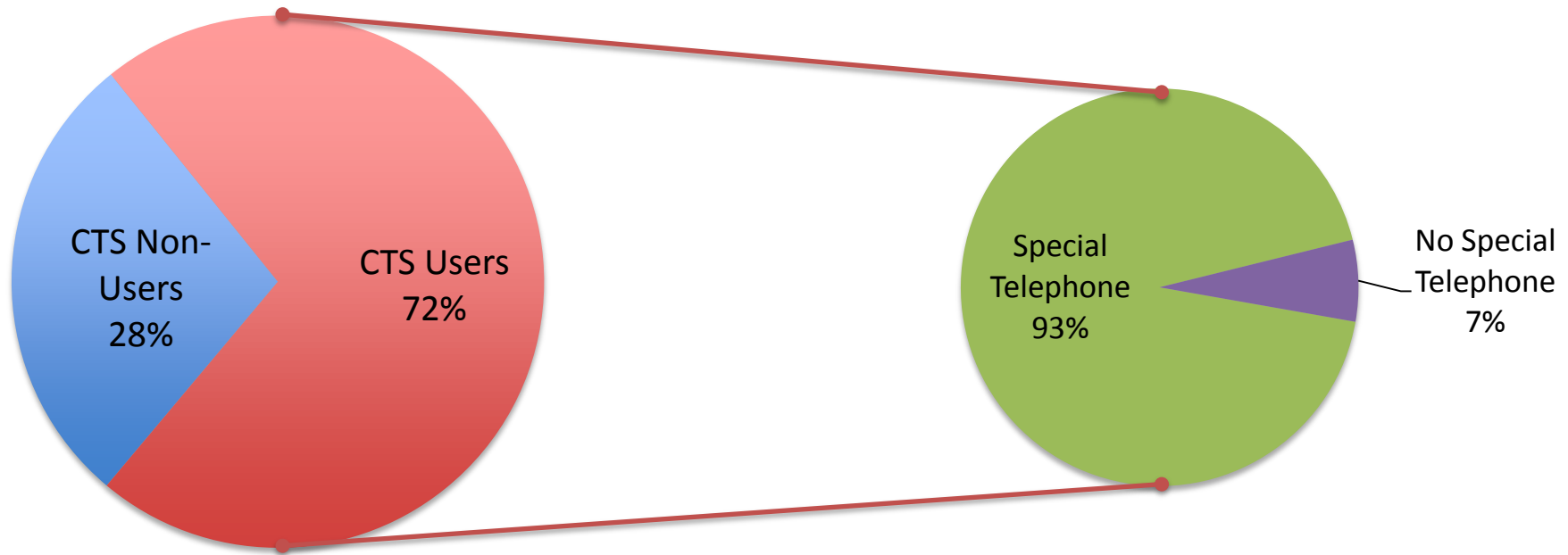
Further consumer education regarding the usage rules and funding for CTS may be helpful

- Additional emphasis of the rules is indicated among consumers who use captioned telephone services and members of their households when they receive their special captioned telephone equipment
- Education is also indicated to improve familiarity among consumers regarding the funding source for CTS

Captioned Telephone Service Survey

- Participation Criteria
 - An adult (18 years of age or older)
 - Anyone who is deaf, hard of hearing or a person with hearing loss
- Recruitment through consumer organizations
 - HLAA, NAD, TDI, ALDA, AGBell, AFB, etc.
 - Email, Facebook, Twitter, etc.
- Open February 22 – March 8 (2 weeks)
- 3000 completed responses

3000 Completed Responses



CTS User – Special Telephone (n=2014)

Uses CTS on a special telephone designed specifically for captioned telephone service using one or two phone lines or one phone line and an Internet connection

only or additionally

on a mobile device, Internet phone or computer using the Internet and captioning software

CTS User – No Special Telephone (n=143)

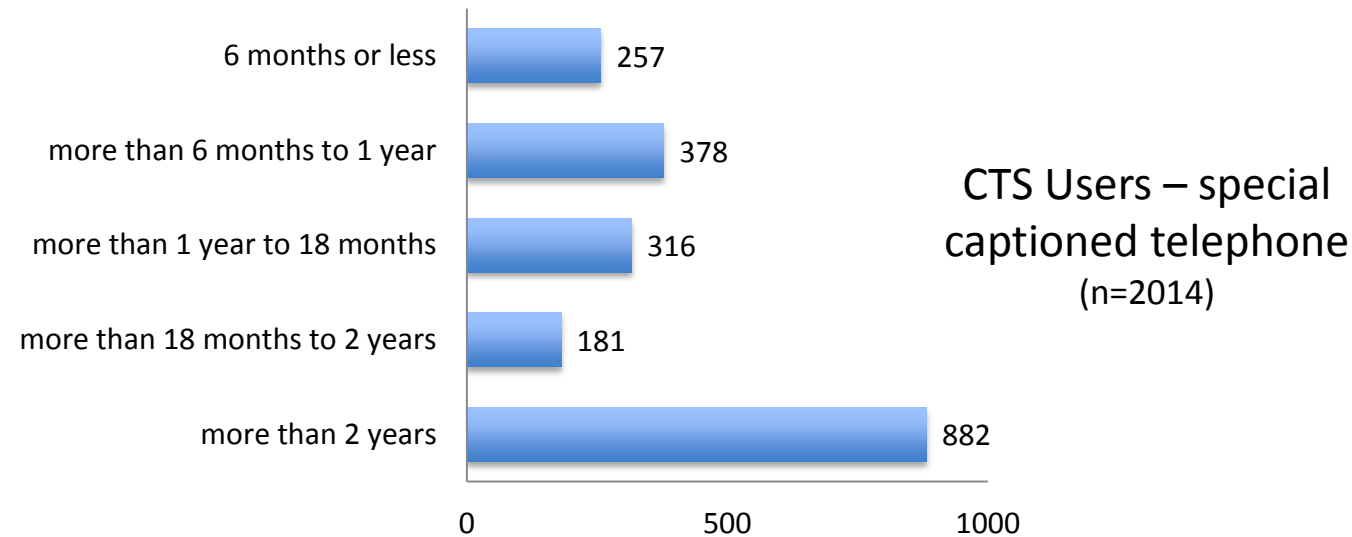
Uses CTS on a mobile device using a mobile captioning application (app)

and/or

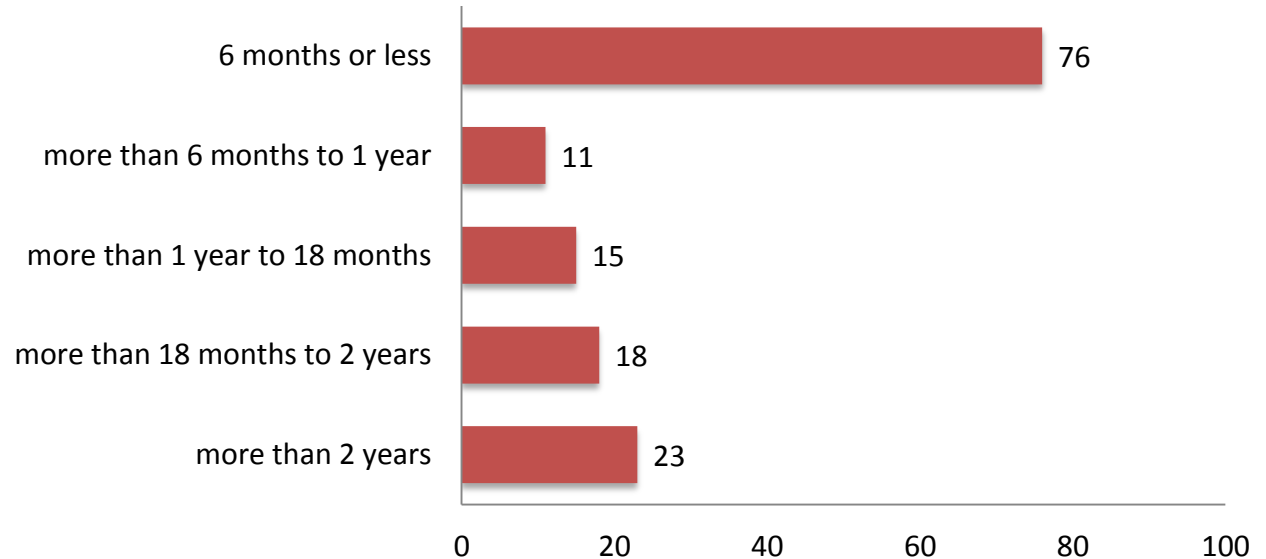
on a Cisco Internet phone or computer using an Internet connection and captioning software or web page access

but no special captioned telephone

How long have you used captioned telephone service?



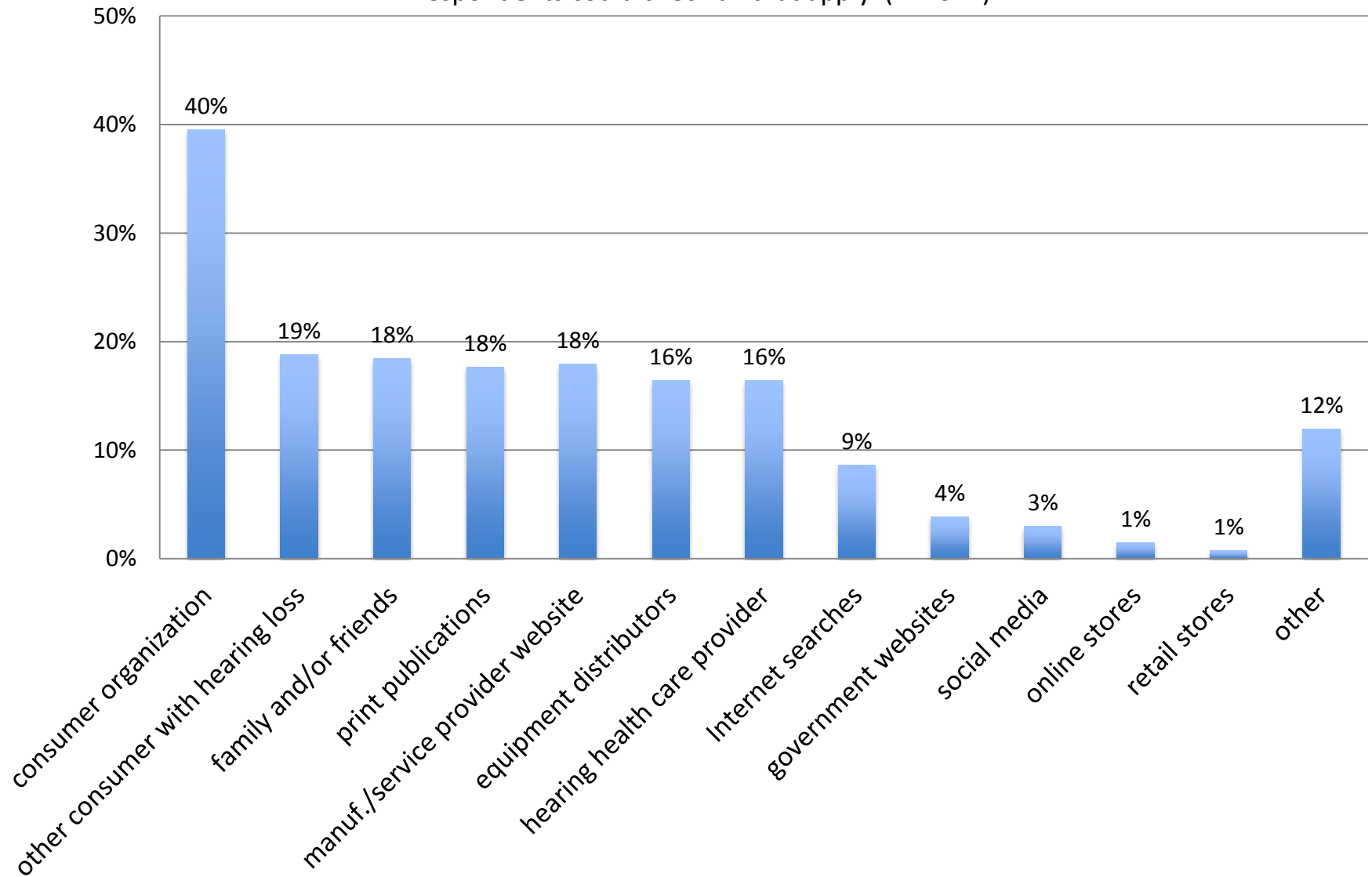
CTS Users – no special captioned telephone (n=143)



How did you find out about captioned telephone service?

CTS Users (special telephone)

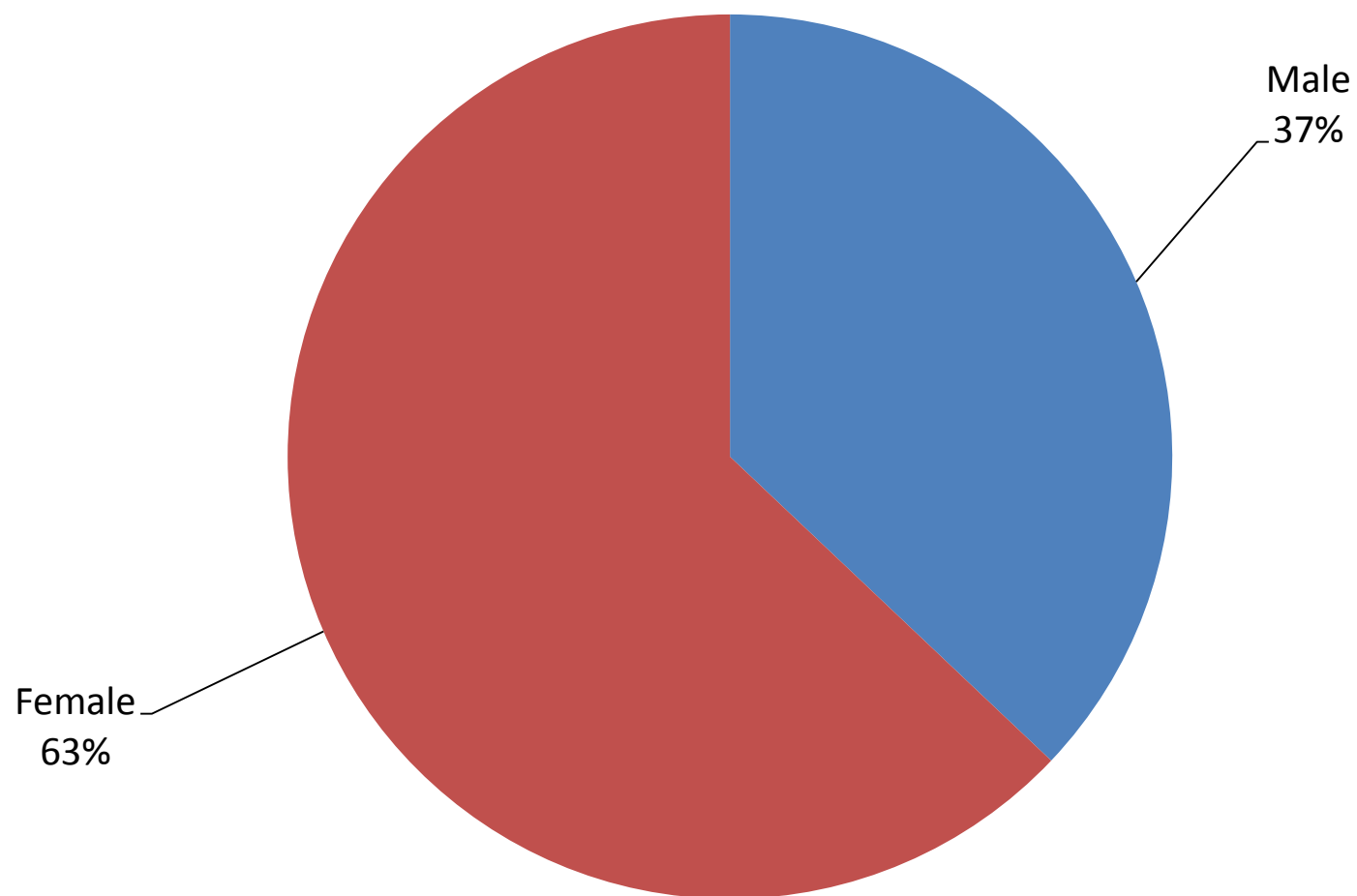
Respondents could check all that apply (n=2014)



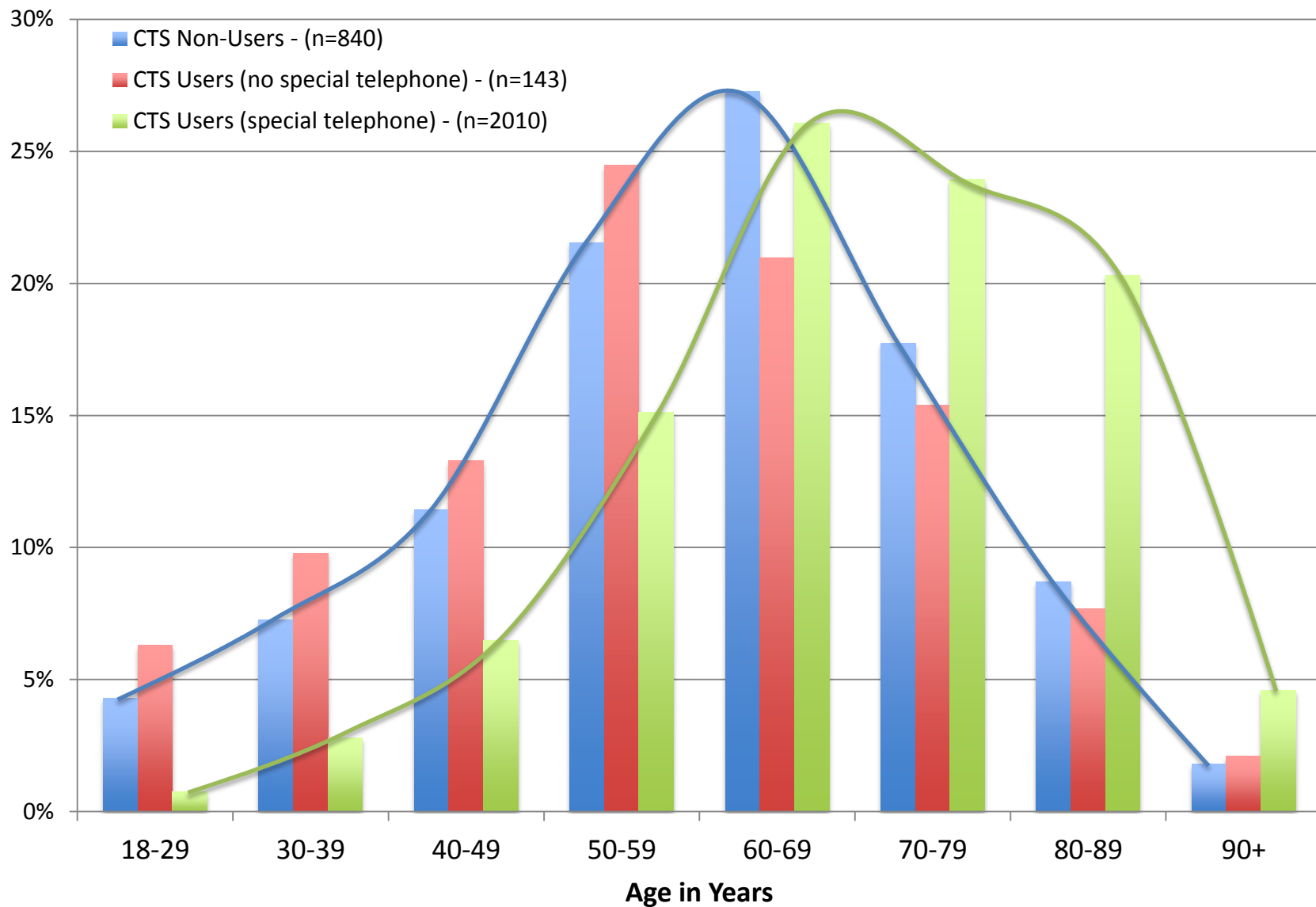
Demographics

- Gender
- Age
- Number of people in household
- Employment
- Education
- Income
- Urban vs Rural Locale
- US Regional Classification (by state)

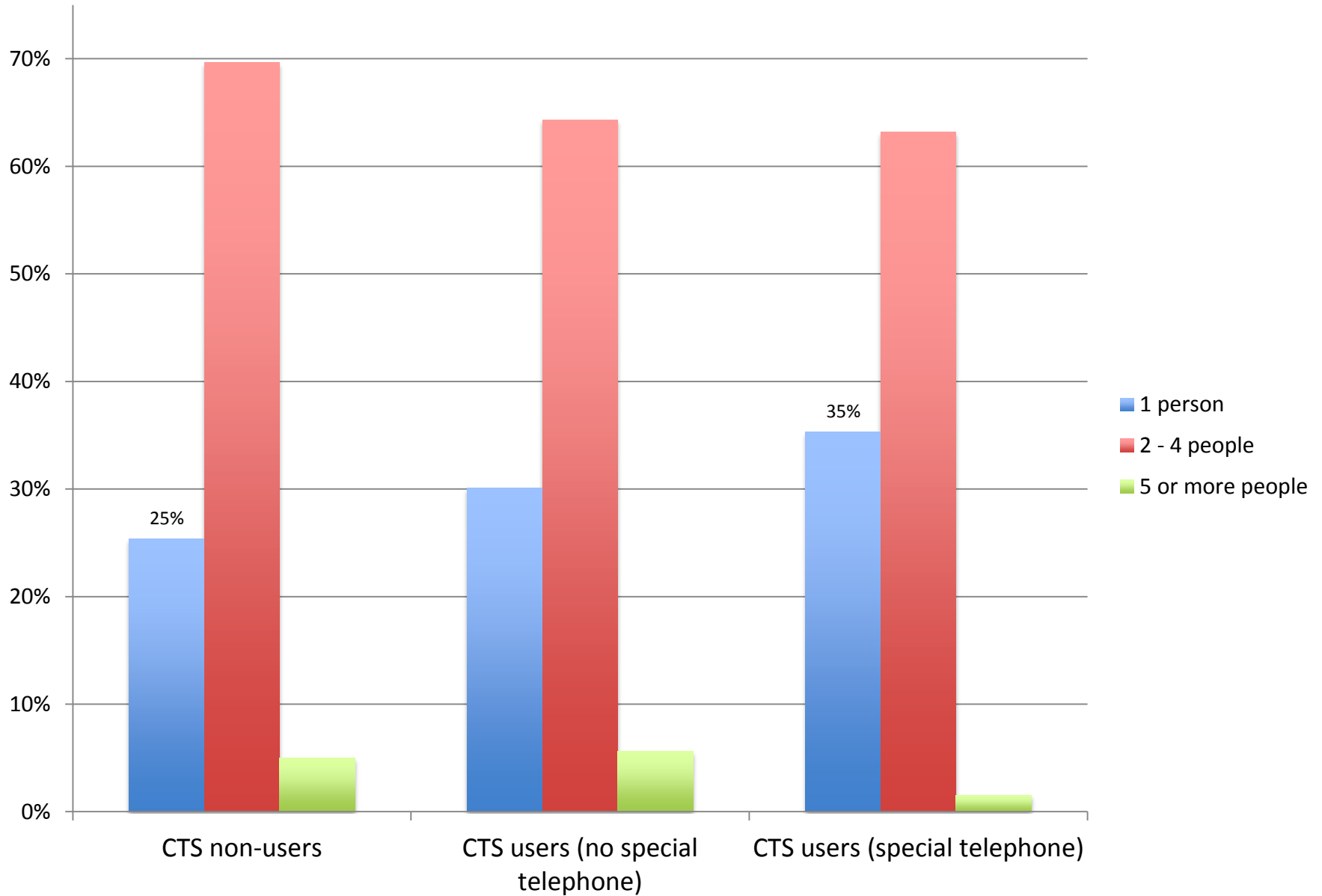
Gender of Respondents (n=3000)



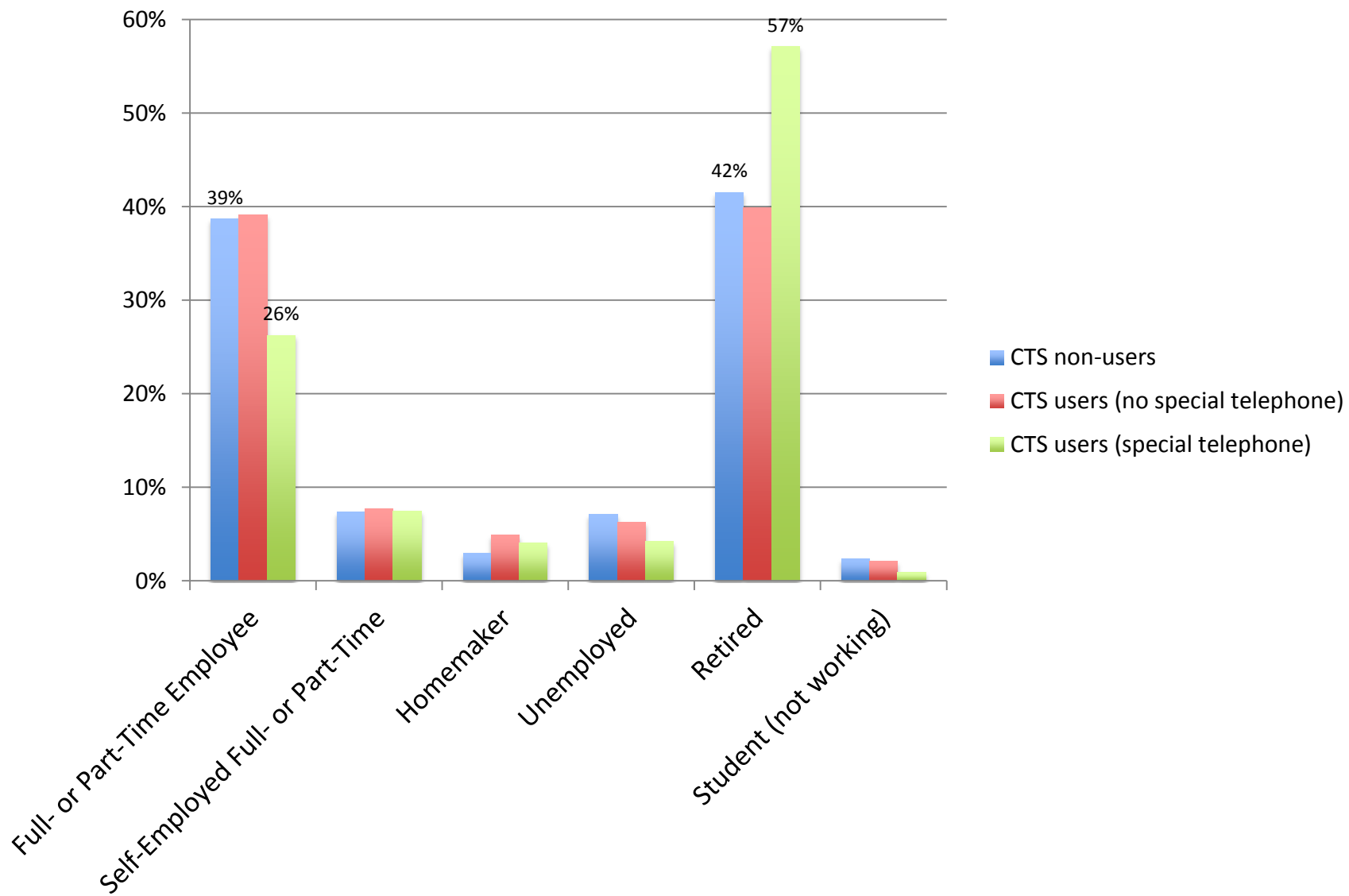
Age of Respondents



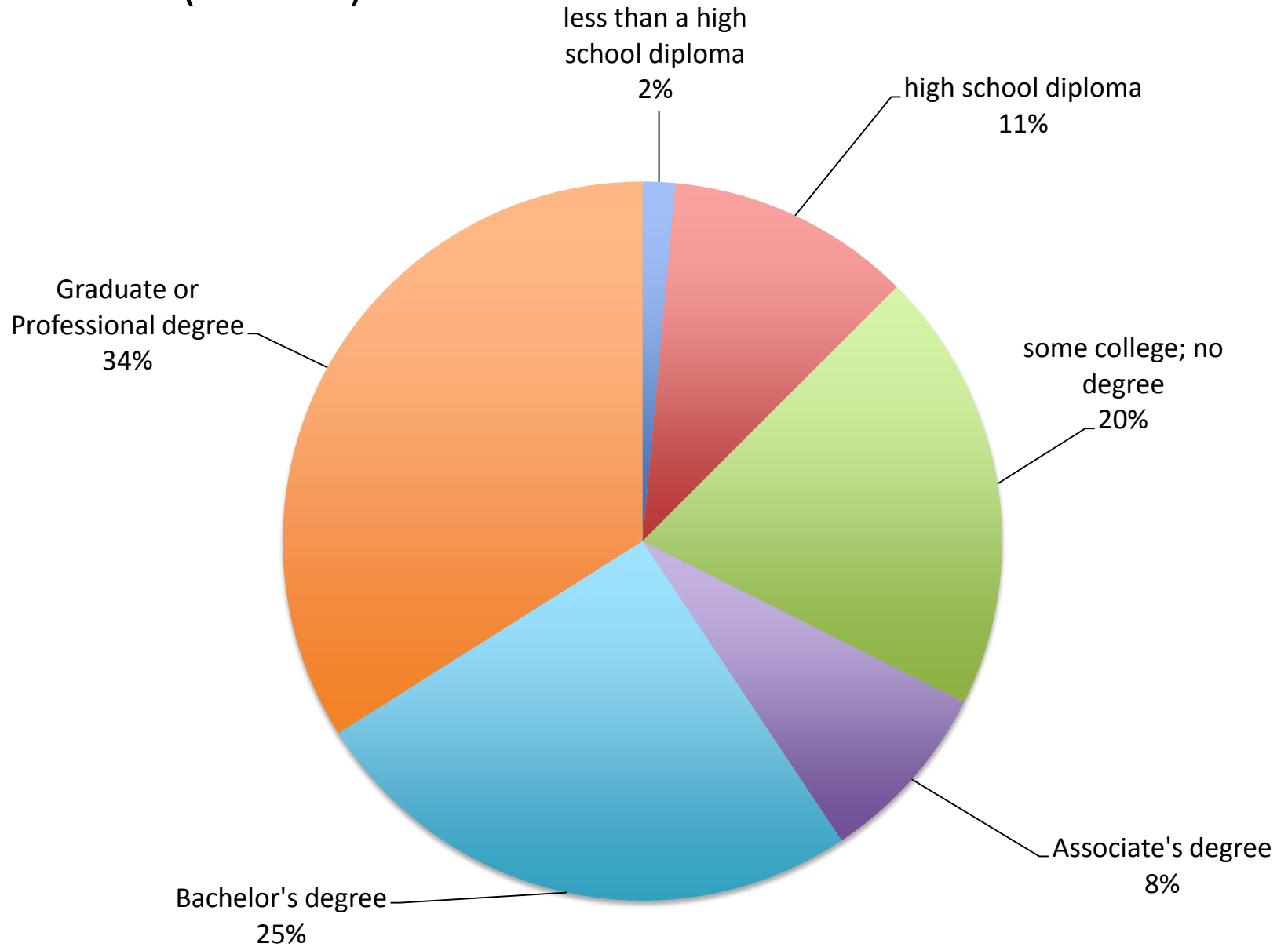
Number of People in Household



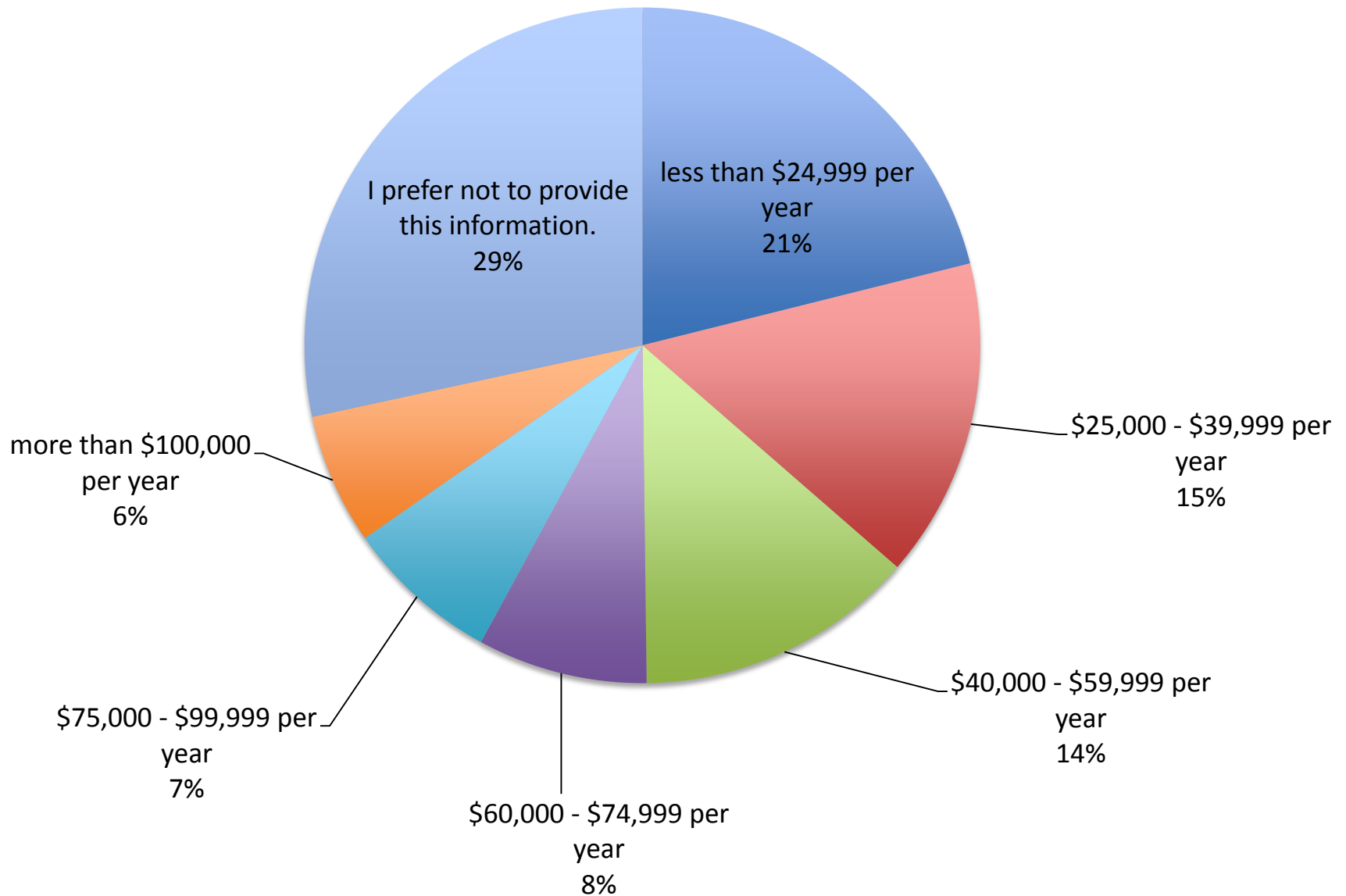
Employment



Education (n=3000)

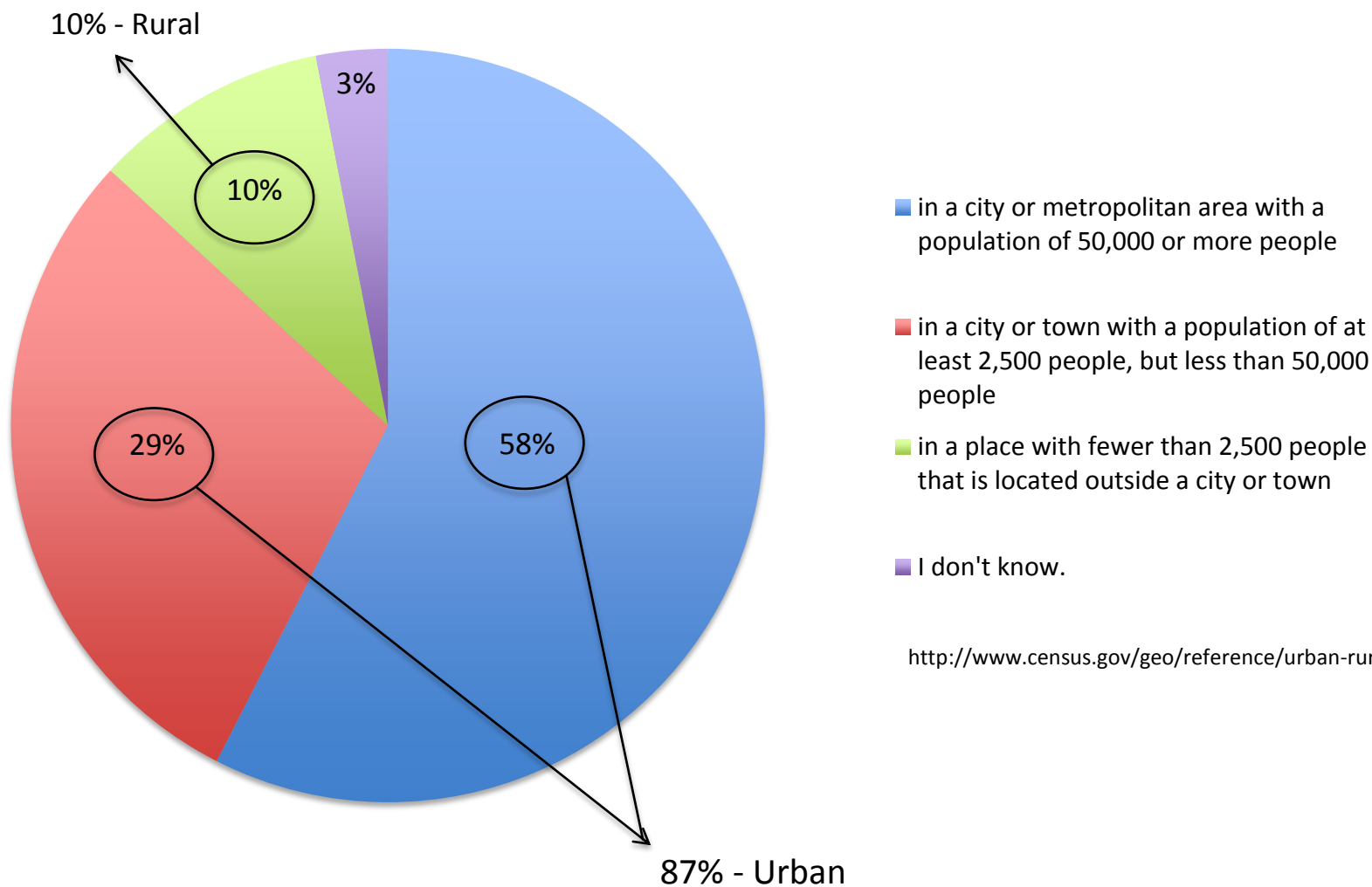


Income (n=3000)



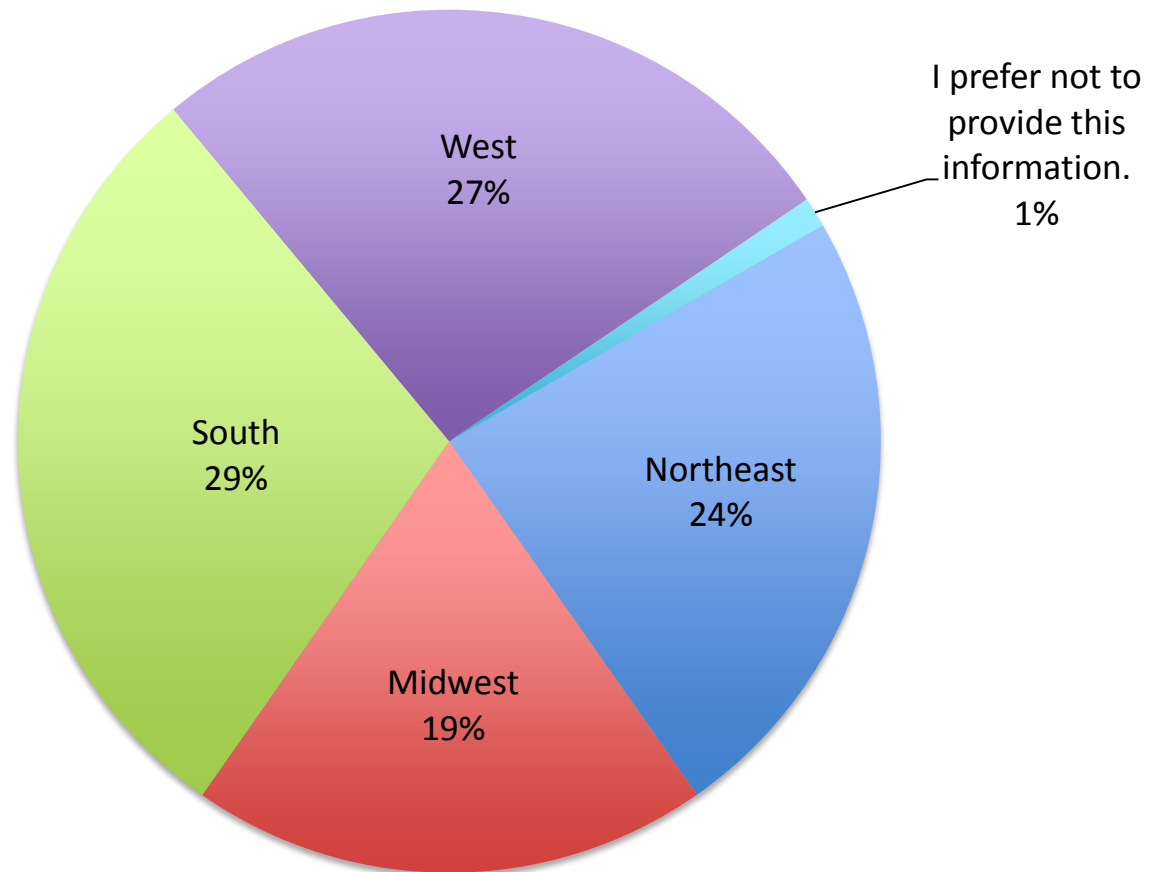
Urban vs Rural Locale

based on population density (n=3000)



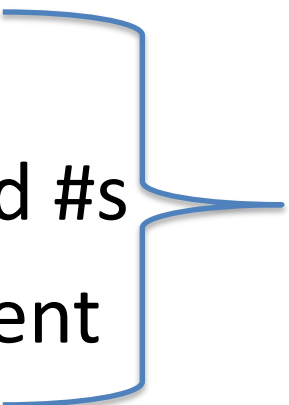
<http://www.census.gov/geo/reference/urban-rural.html>

Respondents by Geographic Area (n=3000)



Demographics

- Gender
- Age
- Household #s
- Employment
- Education
- Income
- Urban vs Rural Locale
- US Regional Classification (by state)

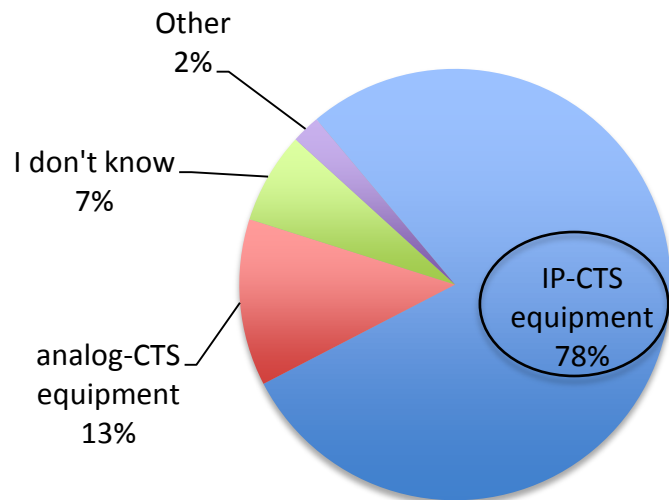


Survey respondents who use a special captioned telephone are more likely to be **older, retired and live alone** than survey respondents who do not use a special captioned telephone.

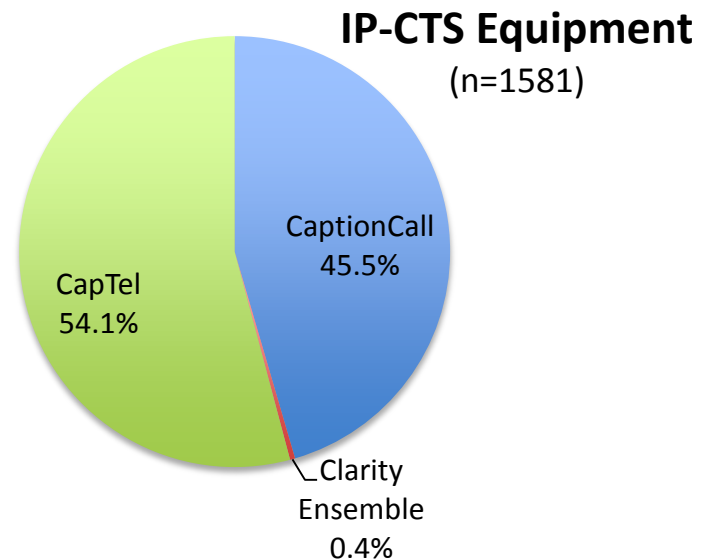
CTS USERS OF SPECIAL TELEPHONES

(n=2014)

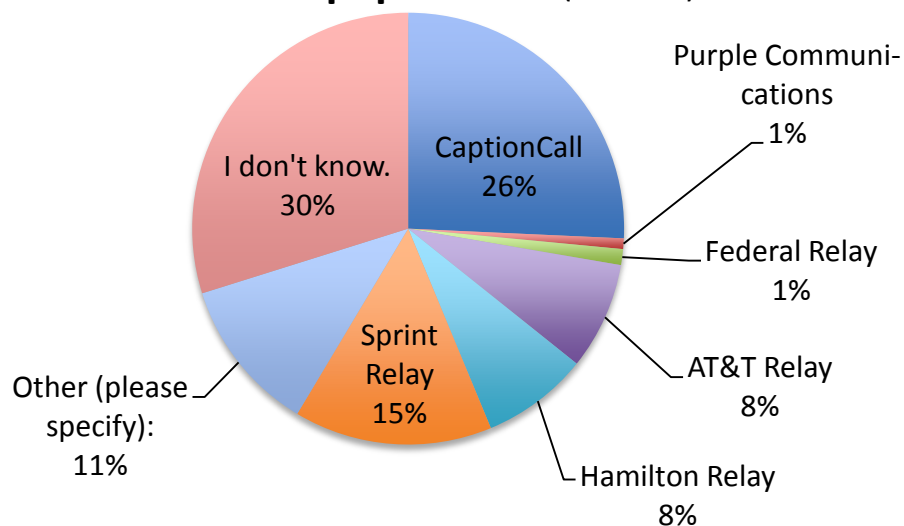
Equipment



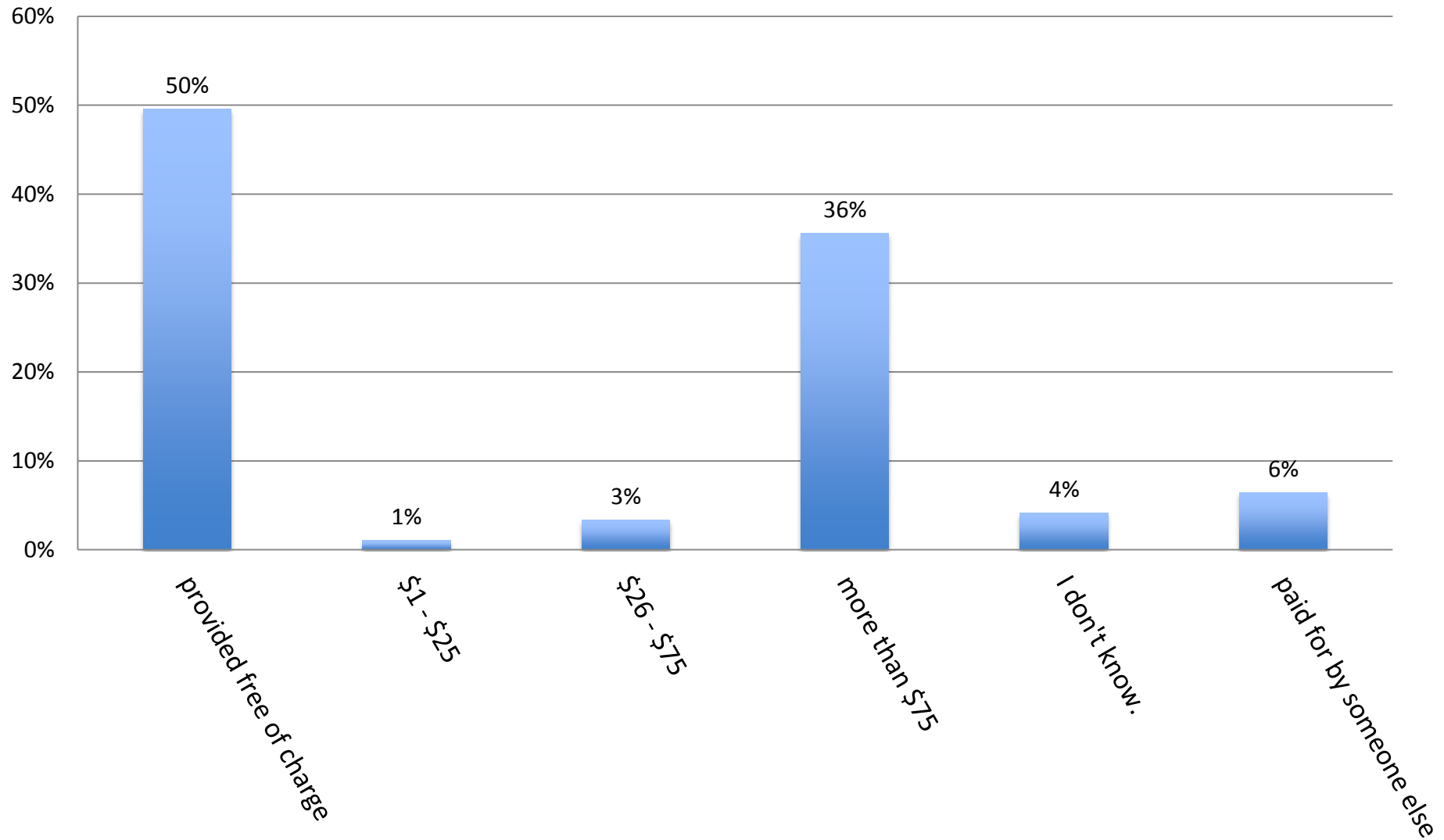
Captioned Telephone Equipment
(n=2014)



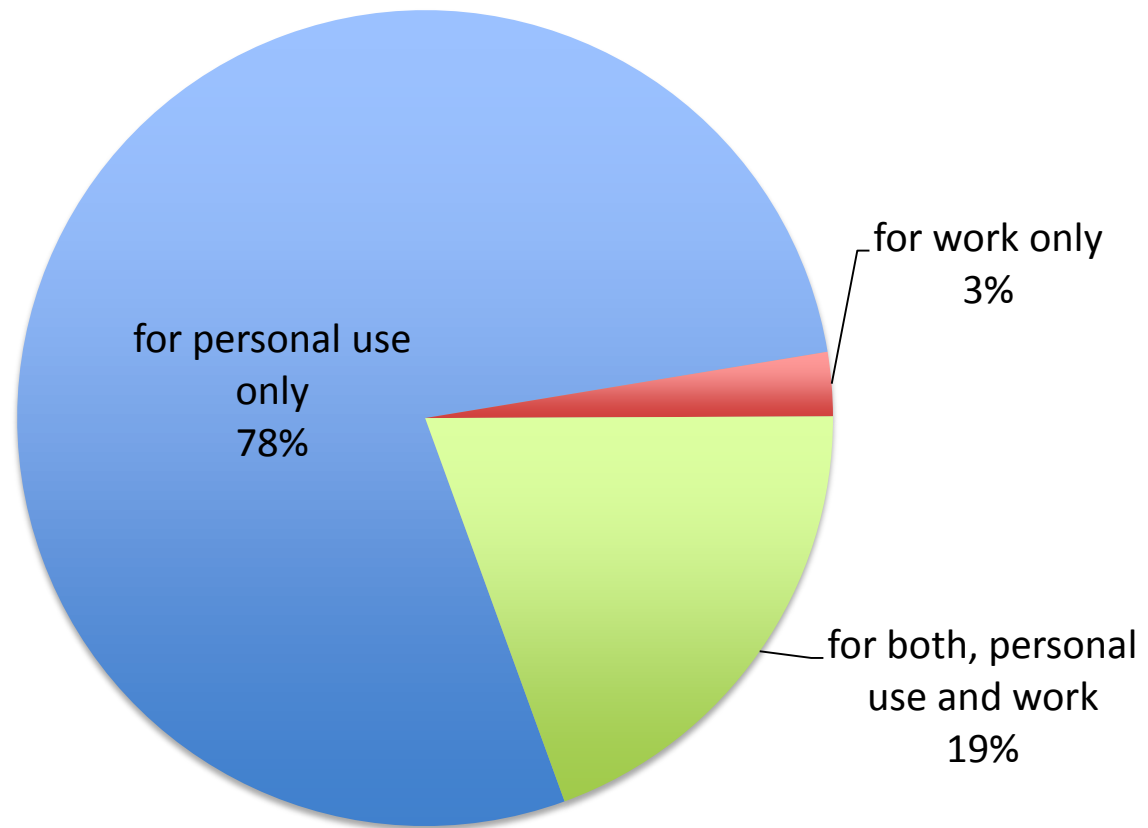
Which captioned telephone service do you use with this equipment? (n=2014)



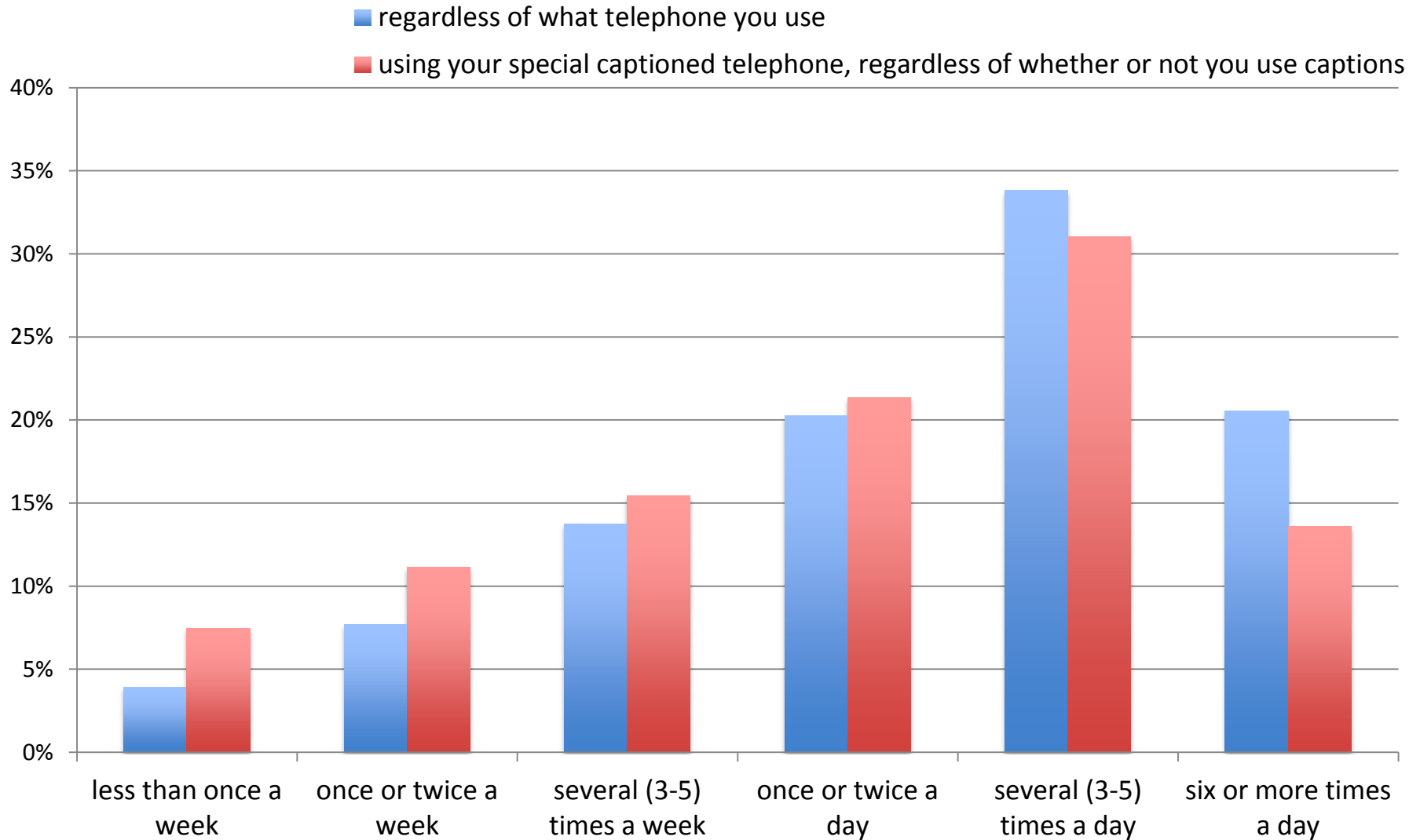
How much did this captioned telephone equipment cost? (n=2014)



Do you use a special captioned telephone and service for personal use, work, or both? (n=2014)

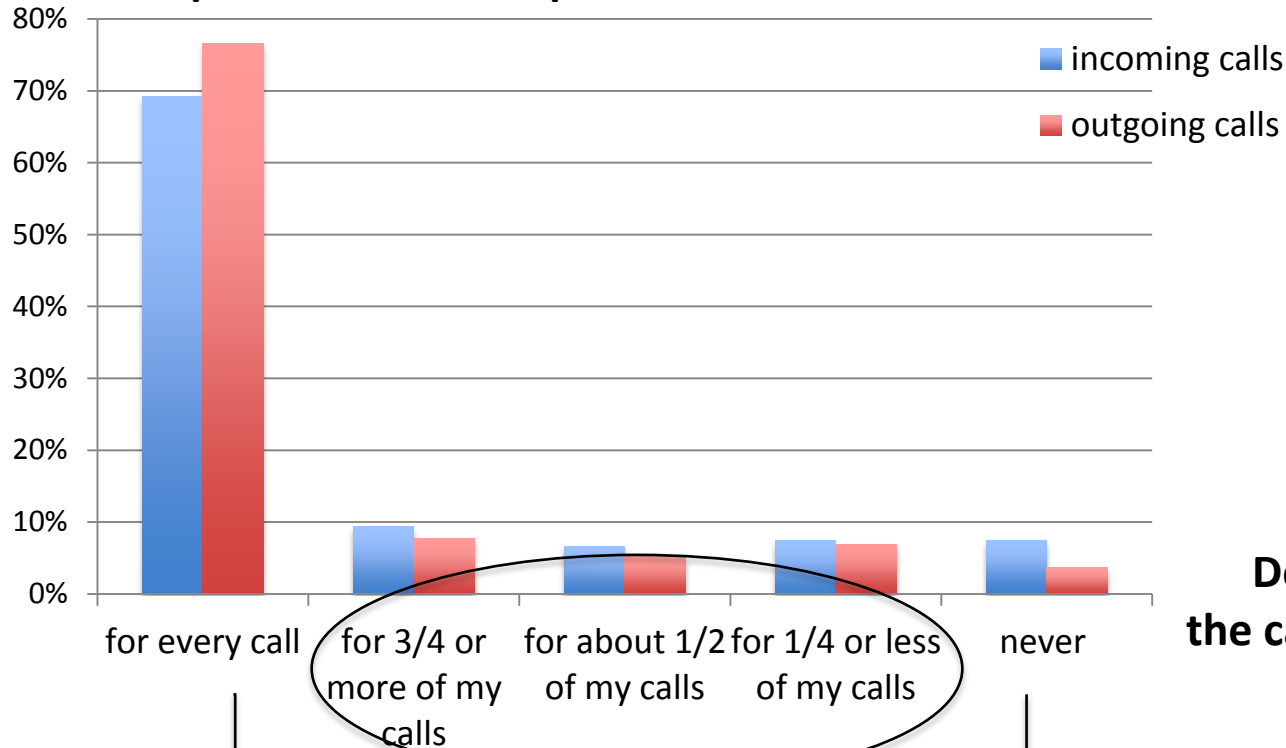


On average, how often do you make and receive telephone calls? (n=2014)

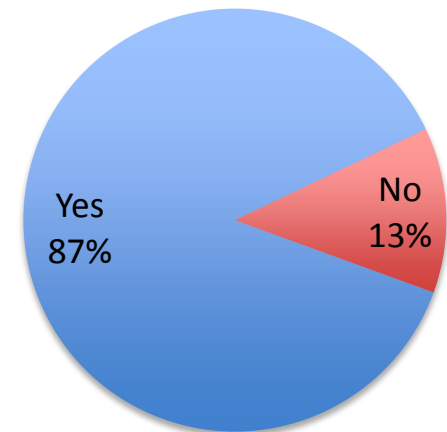


Turning Captions On and Off

How often do you use your special captioned telephone with the captions turned on? (n=2014)



Do you know how to turn the captions on and off? (n=1616)

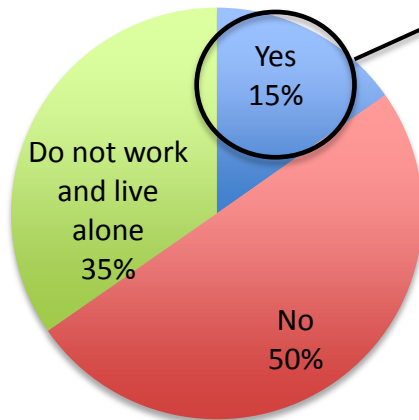


Five Reasons for Turning Captions Off

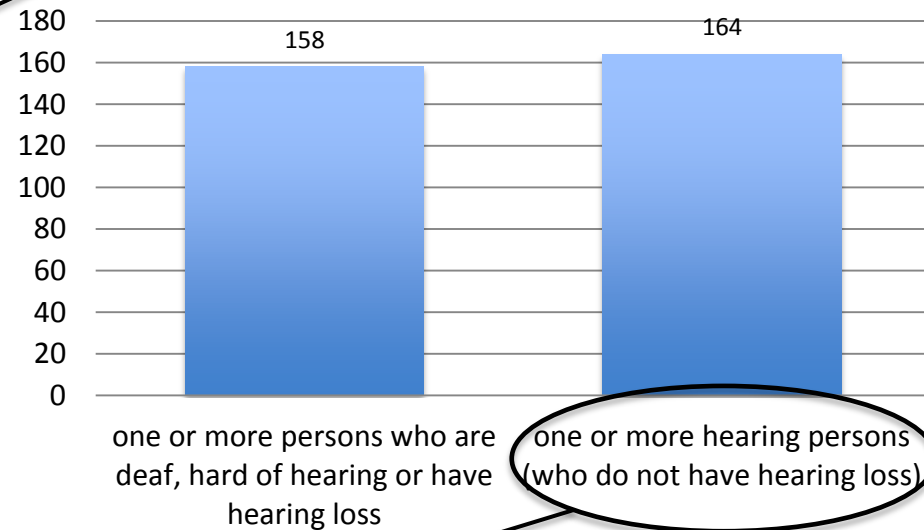
- 1) the CTS user understands their calling partner (n=77)
- 2) because of the type of call (n=29)
- 3) because of privacy concerns; the CTS users - and in one case family members - did not want a third party listening to the conversation (n=27)
- 4) because the captioning quality is so poor that captions are not useful (n=23)
- 5) other miscellaneous reasons that did not fit into the other categories (n=15)

Others Using the Captioned Telephone

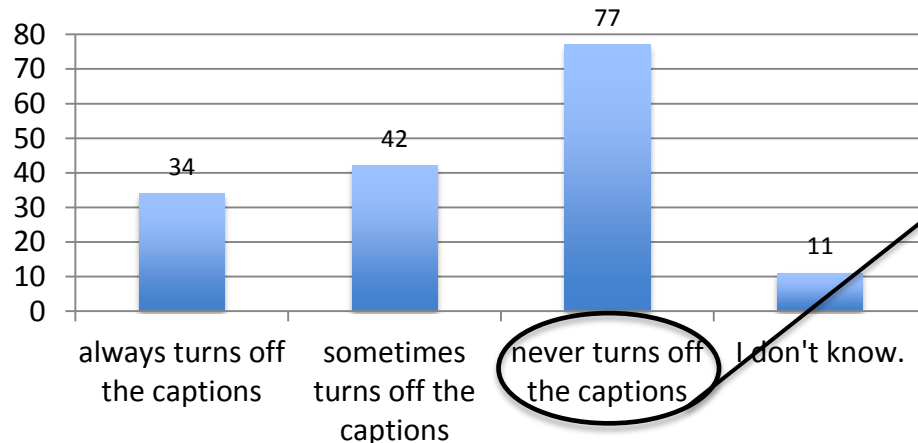
Does anyone else use your captioned telephone besides you?
(n=2014)



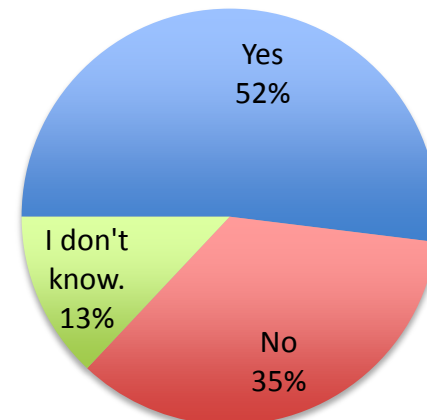
Who else uses your captioned telephone?
(n=307)



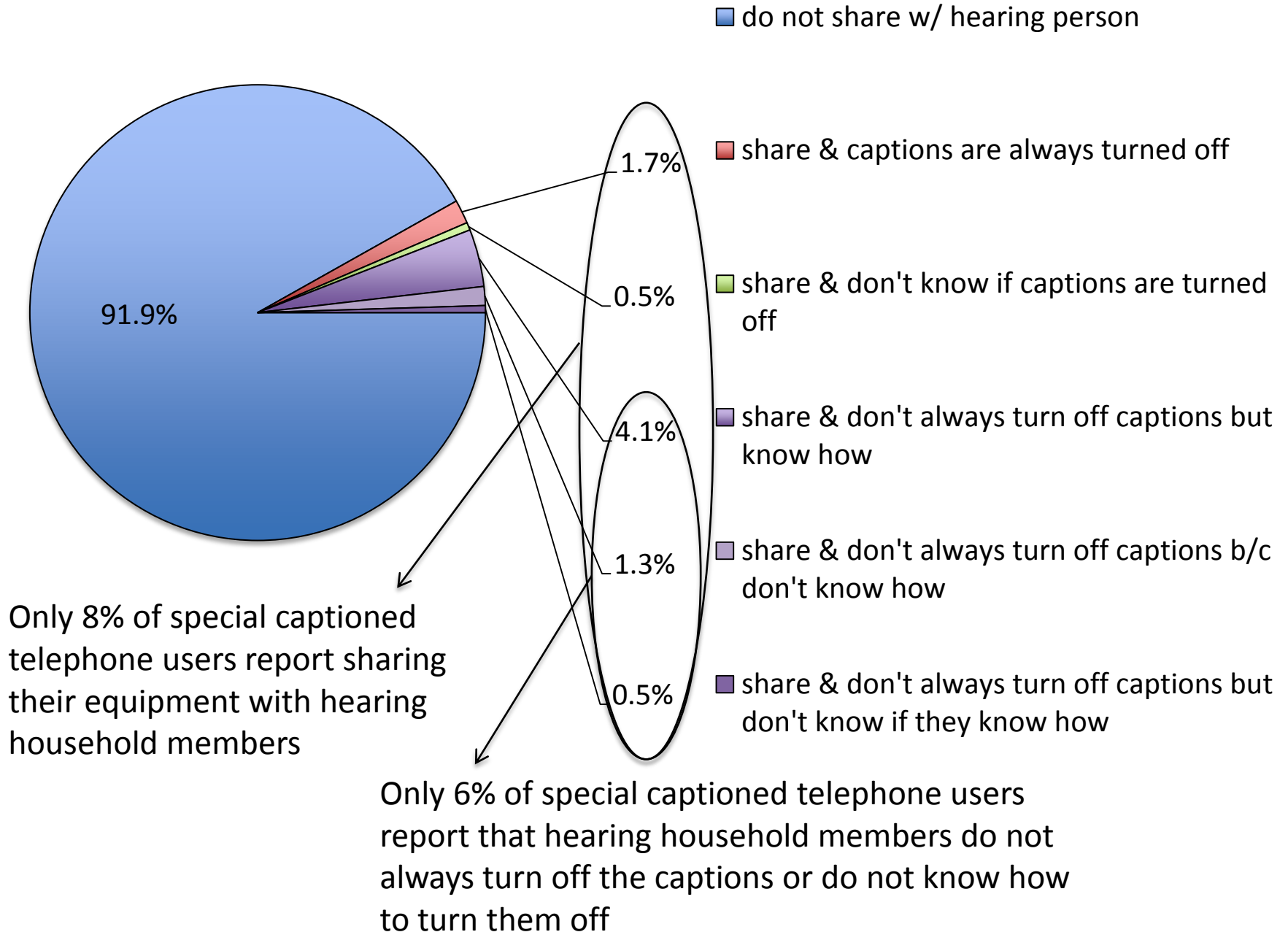
Does the person (or people) without hearing loss, who uses your captioned telephone, turn the captions off or leave the captions on when using the phone? (n=164)



Do they know how to turn the captions on and off?
(n=77)

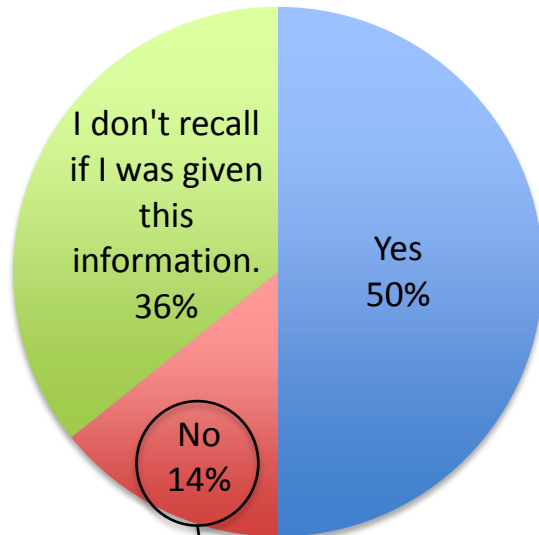


Sharing of Special Captioned Telephone (n=2014)



When you received your special captioned telephone, were you informed of the rules for CTS use?

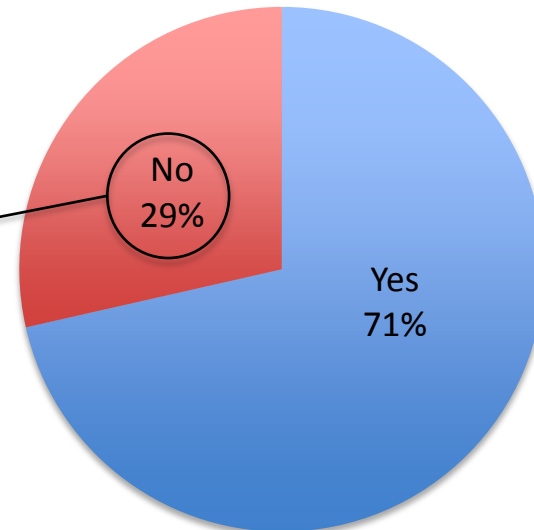
(n=2014)



Further consumer education regarding the usage rules and funding for CTS may be helpful

Rules and Funding for CTS Use

Are you familiar with the following?
The cost of every captioned telephone call is charged to either a state or federal fund, which allows people with hearing disabilities to place and receive captioned telephone calls at no extra charge to them. (n=2014)



Communication Satisfaction

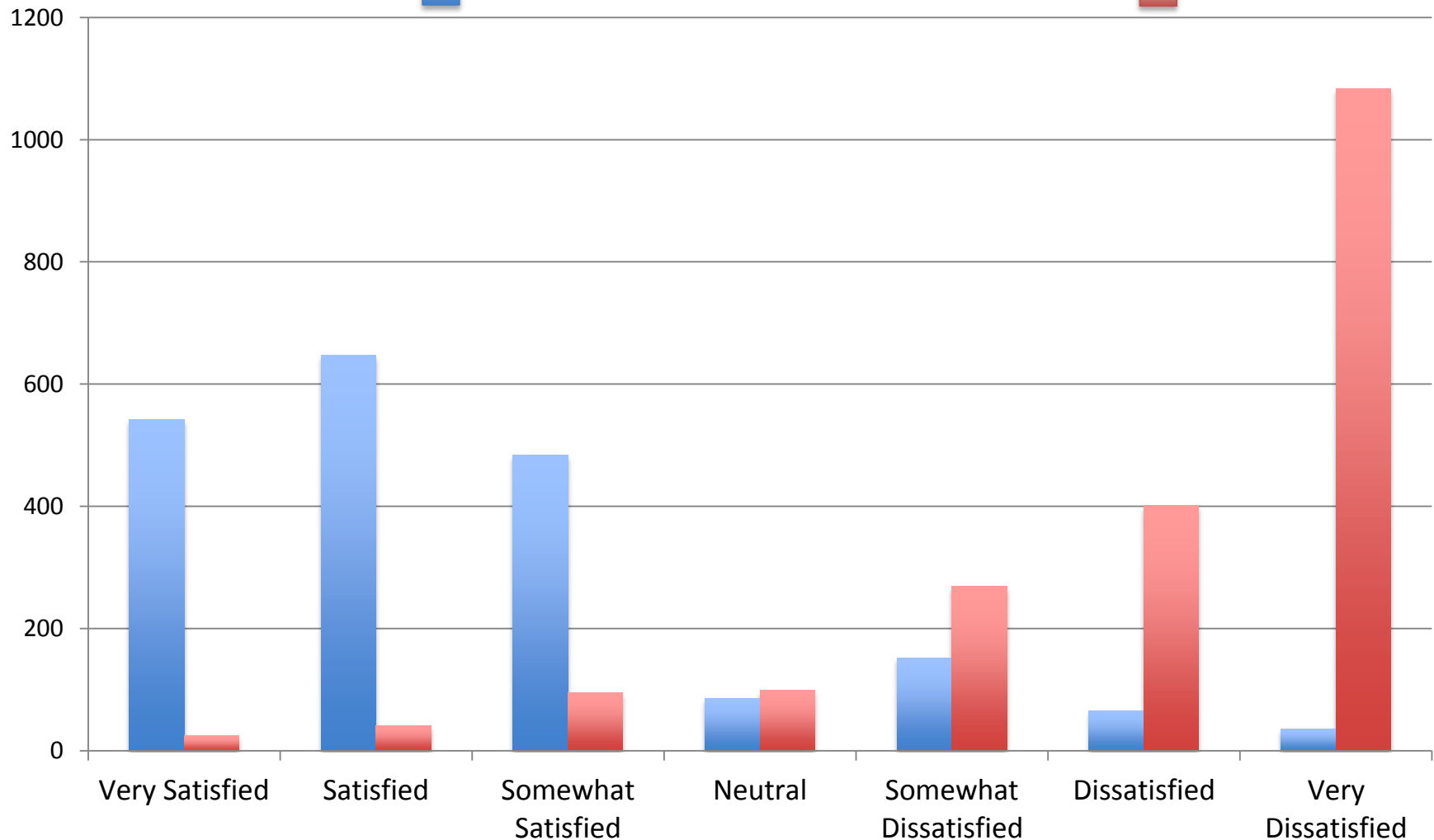
Overall, how satisfied or dissatisfied are you communicating with the other person on the call when using captions?

(n=2014)



In the same situation, how satisfied or dissatisfied do you think you would be communicating with the other person on the call if you were unable to use captions?

(n=2014)

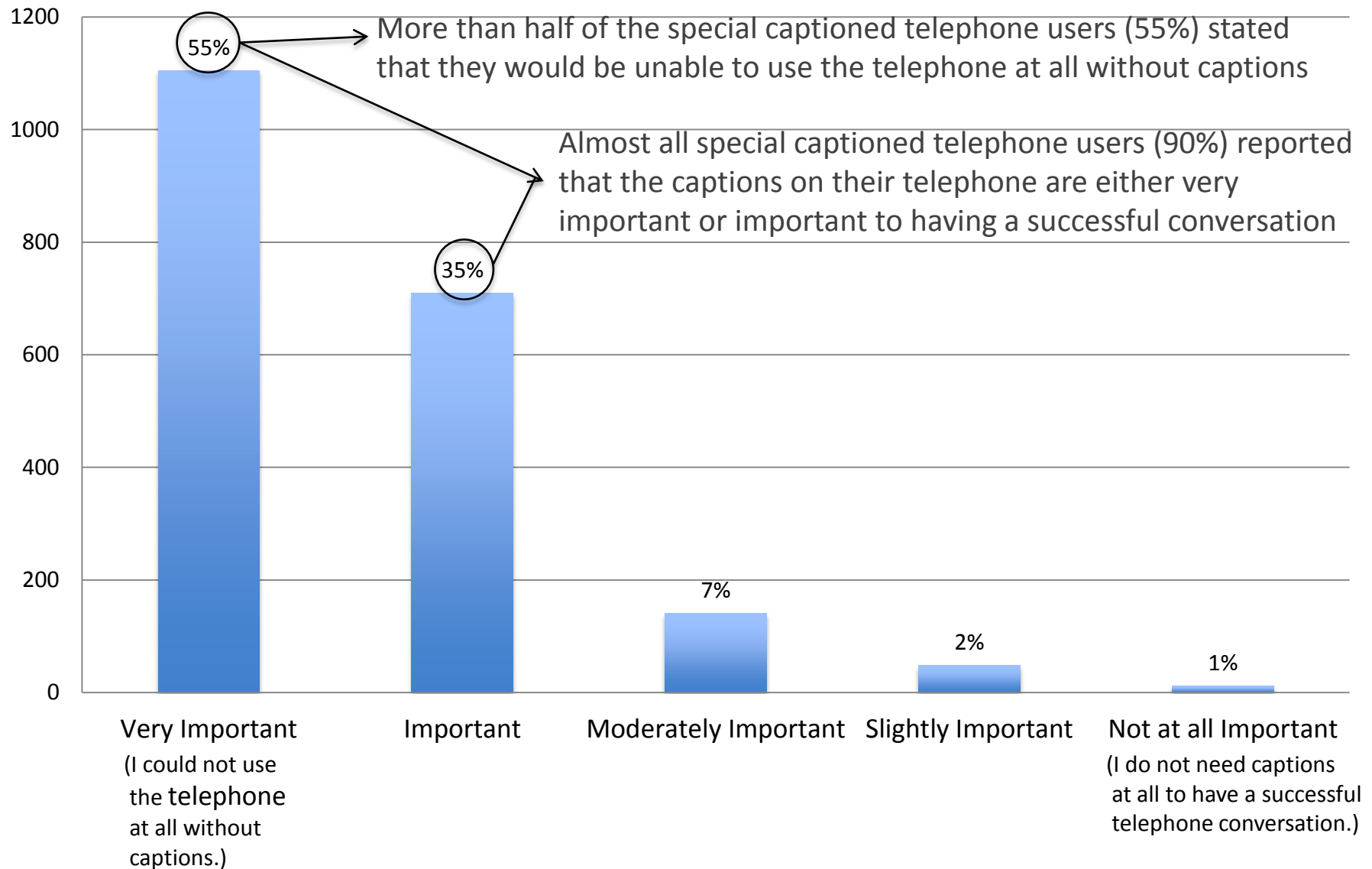


What problems, if any, are you currently experiencing with your captioned telephone service?

(n=2014) – respondents could check all that apply

60%	there is too much of a delay between when the other person on the call talks and when the captions appear
41%	captioning quality varies from call to call
36%	there are too many errors in the captions
25%	it takes too long for the captions to begin once I place a call
4%	disruption in captioning during a call
4%	receiving captioned calls is too complicated
4%	turning the captions on and off takes too long
3%	turning the captions on and off is too complicated
1%	placing captioned calls is too complicated
1%	the captions are difficult for me to read because I have another disability
1%	the equipment is difficult for me to use because I have another disability
18%	"other"
14%	I am not experiencing any of these problems with my captioned telephone and service

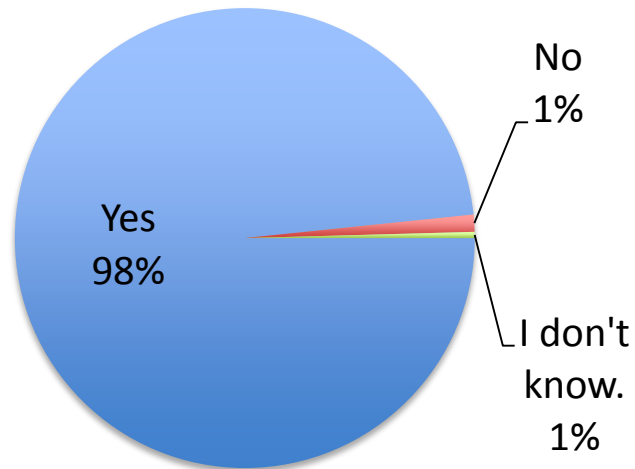
Overall, how important are the captions on your telephone to having a successful conversation? (n=2014)



ALL RESPONDENTS

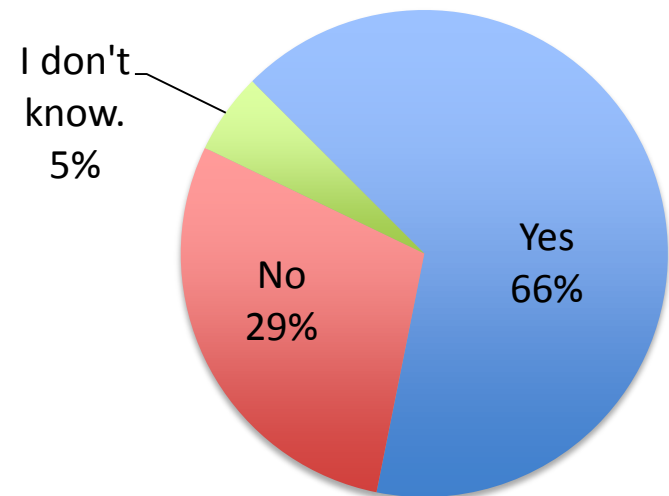
(n=3000)

Have you ever received a hearing test from an audiologist or other hearing health care professional? (n=3000)

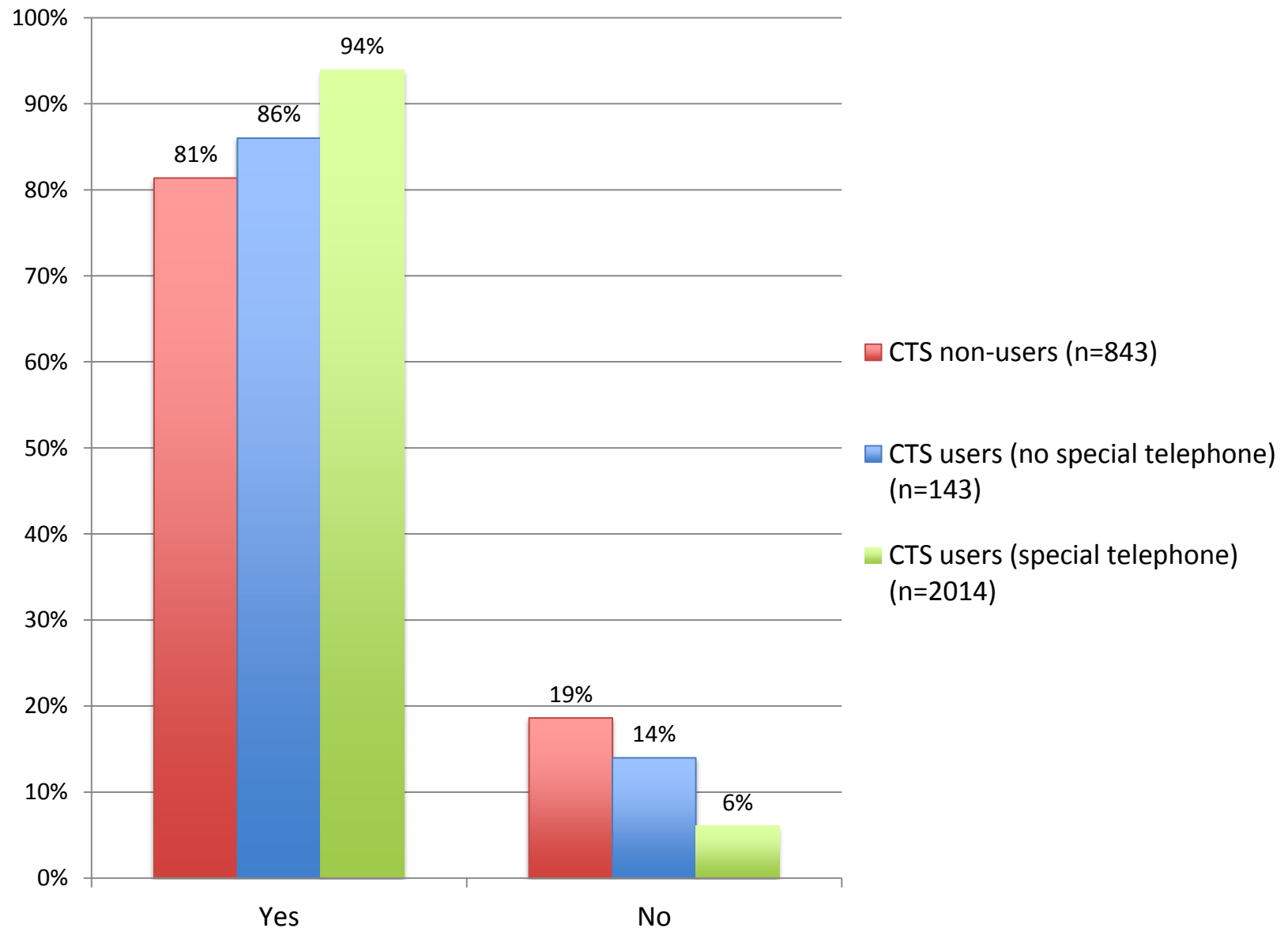


Hearing Test

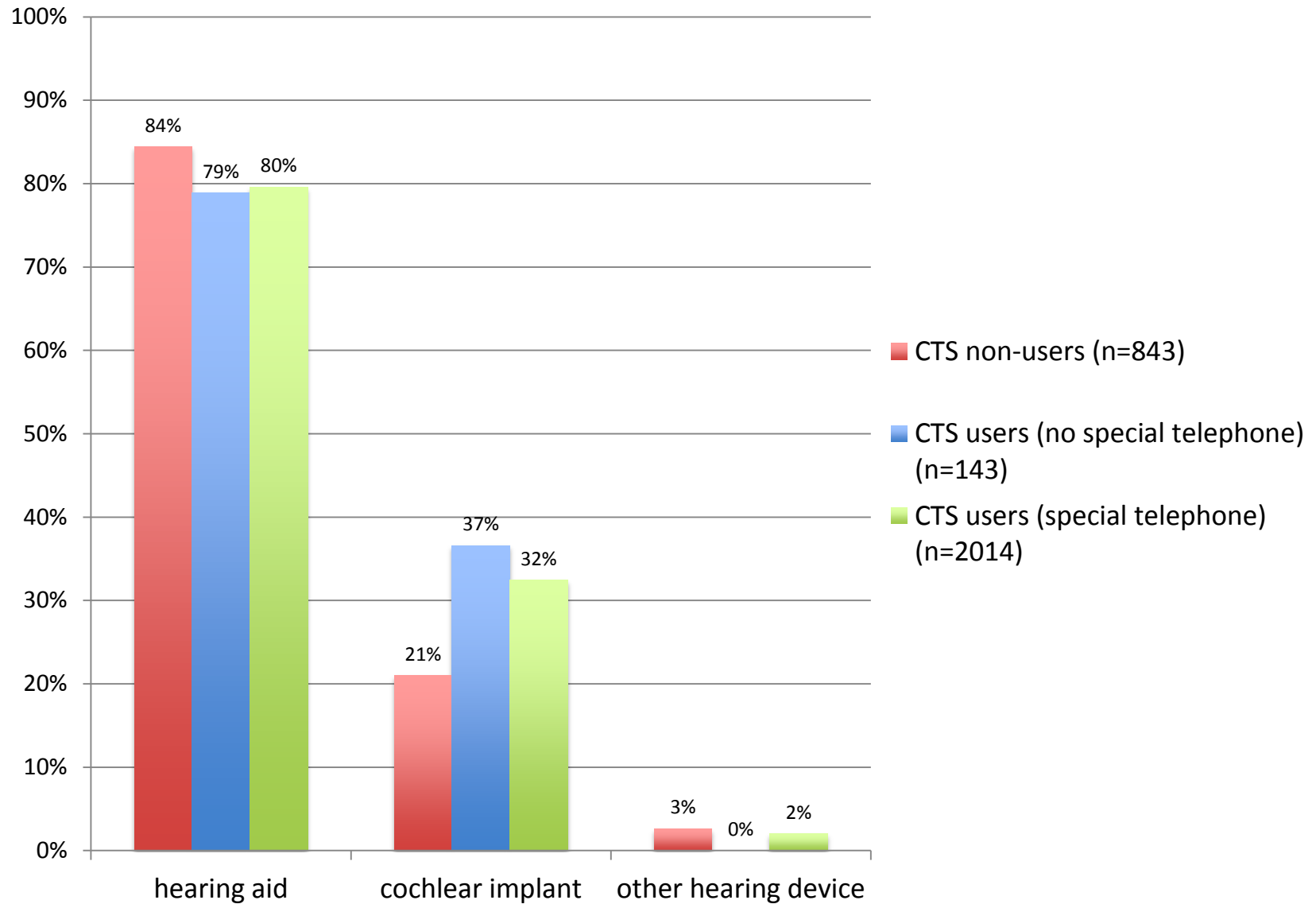
If you needed to give the results of your hearing test to someone as documentation, do you have a copy of your audiogram that you could easily provide on request? (n=2949)



Do you currently use a hearing device?



Which type(s) of hearing devices do you use?



Main Survey Findings

- Consumers rely on and, in many cases, require captions in order to achieve successful communication over the telephone
- This survey of 2014 special captioned telephone users does not support either fraud or misuse as the source of growth in IP-CTS
- Further consumer education regarding the usage rules and funding for CTS may be helpful

NIDRR Disclaimer

The contents of this presentation were developed with funding from the National Institute on Disability and Rehabilitation Research, U.S. Department of Education, grant number H133E090001 (RERC on Telecommunications Access). However, those contents do not necessarily represent the policy of the Department of Education, and you should not assume endorsement by the Federal Government.