



Contracted Telecommunication and Electronic Media Services for Inmates in State Correctional Facilities

2023 Report to the Governor and the Legislature

As required by Substitute Senate Bill 6476 (2020)

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Legislative Directive

“By July 1st of each year, the contractor that provides inmates with access to telecommunication services and electronic media services under subsection (1) of this section shall report to the department the following information:

- (a) A summary of services offered at each correctional facility;*
- (b) Rates charged for, or associated with, providing each type of service including, but not limited to, monthly financial account maintenance fees, transaction fees associated with money transfers, per call and connection surcharges, bill statement fees, and refund fees;*
- (c) A total accounting of commissions provided to the department or correctional facility;*
- (d) A summary and accounting of services used by inmates categorized as indigent;*
- (e) One-time and ongoing costs incurred for installing and maintaining hardware;*
- (f) Average customer service response time rates per facility and the average time taken to resolve an issue or provide a refund for defective services; and*
- (g) An accounting of all revenues or losses incurred by the contractor by quarter.*

In compliance with RCW [43.01.036](#), the department shall report to the governor and legislature on contracts for telecommunication services and electronic media services under this section and the contractor's annual compliance with this section.

This section applies to any contract in effect on the effective date of this section, and to any renegotiation, renewal, or extension of such contract.”

Substitute Senate Bill [6476](#) (2020)

Executive Summary

Background

The Washington State Department of Corrections (DOC) is a public safety agency responsible for the confinement and supervision of individuals convicted of felony crimes and sentenced to more than one year of incarceration within the State of Washington. Per [RCW 72.09.010](#), the correctional system should positively impact the incarcerated, discourage recidivism, reduce idleness, and link the receipt or denial of privileges to responsible behavior and accomplishments. DOC recognizes the importance of acquiring and providing appropriate phone call services for incarcerated individuals and the department's mission of improving public safety by positively changing lives.

The department's Incarcerated Technology Services (ITS) contract provides a wide variety of services, such as telecommunication technology to make phone calls via traditional wall mounted phones. Tablets also are issued to individuals, providing access to e-messaging, video visitation, movie rentals, music downloads and digital games. These services enable incarcerated individuals to maintain ties with family, friends, and the community. Further, these services seek to reduce recidivism and idleness as well as promote responsible behavior as the use of these services is an earned privilege.

In contracting for these services, the department seeks to provide the highest level of services to incarcerated individuals, their families, and friends at the lowest cost. The department does not pay the contractor to perform these services. The contractor receives 100% of its compensation by charging incarcerated individuals and their friends/family members a cost or fee to use certain services (i.e., \$.05 per minute for a telephone call, \$2.00 service charge to fund an account with a credit/debit card, as low as \$.16 to send an e-messages, etc.).

Contracted commission rates from the sale of certain telecommunication and electronic media services to incarcerated individuals is received monthly from the contracted vendor and deposited into the Incarcerated Individual Betterment Fund (IIBF). According to [DOC 200.200](#), assets of the betterment fund are used solely for incarcerated individual betterment activities (such as television cable, recreational sports equipment and supplies, extended family visiting, law library, etc.), that enhance the security and orderly operation of a DOC facility by reducing idleness and encouraging positive family and community ties.

Report Overview

In this report to the Governor and the Legislature, the department is required to report on the contracts for telecommunication and electronic media services, and the contractor's annual compliance with reporting requirements.

Incarcerated Technology Services Contract

The department executed a contract with Securus Technologies, an Aventi Company, in May 2022. Following implementation, all DOC facilities began using Securus Technologies services in March 2023. Contractual services include:

- Telephone Services (including wall mounted phones and individual tablets)
- E-Messaging
- Digital Games
- Media Content (movies, music, audio books, television episodes, podcasts, etc.)
- Video Visitation (as a supplement to in-person visitation)
- Commissary Ordering
- Incarcerated Banking Services
- Legal Library Access

A copy of the current Incarcerated Technology Service contract as well as additional information can be found on the department's website at [Contracts | Washington State Department of Corrections](#).

Contractor's Annual Compliance

Securus is in compliance with all terms of the contract, with the exception of Service Level Agreements (SLA) contained in Attachment B relating to "*Securus Service Response Times and Escalations*" as noted below:

Priority 1 (P1) event: A P1 is any event or defect significantly impacting the ability of users to use the services, for example, being unable to make telephone calls, video visits not working, wi-fi inoperable, etc. The contract requires Securus to resolve P1 service issues in its control within 24 hours.

➤ **The current average hours to close P1 events is 100 hours (more than four days)**

Priority 3 (P3) event: A P3 is any event or defect that causes minor problems to occur that can be circumvented without difficulty or disruption to users. A service may be out of order but can be resolved in a simple way with nominal impact. For example, a commissary tablet application is not working but individuals can order from the commissary from another device. Or, tablet phone calls are not working but calls can be made via the wall mounted phones, etc. The contract requires Securus to resolve P3 service issues in its control within 72 hours.

➤ **The current average hours to close P3 events is 230 hours (more than nine days)**

Although the contract provides a mechanism for the department to impose financial penalties for non-compliance, such as failure to maintain operable telephones, tablet services, video visits, etc., Securus is required only to develop a performance improvement plan (with department oversight) for timely resolution of Priority 1 and Priority 3 service interruptions.

Per the terms of the contract, Securus has developed the required performance improvement plan to address deficiencies in meeting the required SLAs related to "*Securus Service Response Times and Escalations*".

The performance improvement plan identifies several actions Securus is taking to improve the resolution of P1 and P3 events, over the course of 30, 60, and 90 days including:

- ✓ Continuing clean-up and focused daily management of the service ticket backlog due to issues experienced during implementation.

- ✓ Enhanced facility supports to ensure service tickets are being entered and routed to the proper office (Securus/facility services vs. incarcerated account services).
- ✓ Ensuring Securus/facility-based service events are escalated to Securus Management and not just within technical support employees.
- ✓ Monitoring of Securus' internal service dashboard and reporting system to identify events related to SLA requirements and more quickly identify and escalate events interrupting service.

Attachments

Securus' Required Report

Product / Service	Rate	Amount	Applicable Individual
Communication			
Stamp Packages	\$2.00	6 stamps (one time)	Inmate / Customer
	\$5.00	20 stamps	Inmate / Customer
	\$7.50	35 stamps	Inmate / Customer
	\$10.00	60 stamps	Inmate / Customer
eMail	1 stamp	per email	Inmate / Customer
Photo Attachment	1 stamp	per attachment	Customer
eCard	1 stamp	per attachment	Inmate / Customer
VideoGram	4 stamps	per VideoGram	Customer
Video Visitation	\$4.95	per 30 minute visit	Customer
Phone	\$0.05	per minute	Inmate / Customer
Media			
Songs	\$0.69 - \$1.99 + tax	per song	Inmate
Albums	\$0.99 - \$14.99 + tax	per album	Inmate
Movies	Free - \$9.99 + tax	per movie rental	Inmate
Television	\$1.70 - \$2.28 + tax	per episode	Inmate
eBooks	Free	per book	Inmate
Premium eBooks	Free - \$14.99	per book	Inmate
Audio Books	Free - \$19.00	per audio book	Inmate
Games	Free to \$8.98	per game	Inmate
Movie subscriptions	\$12.48	per 30 day period	Inmate
Music subscriptions	\$23.38	per 30 day period	Inmate
Games subscriptions	\$9.34	per 30 day period	Inmate
Premium eBooks subscription	\$23.38	per 30 day period	Inmate
Audio Books subscription	\$30.00	per 30 day period	Inmate
Keyboard	\$19.99 + tax	per keyboard	Inmate
Replacement JP6 (7 inch) Power Adapter	\$15.99 + tax	per adapter	Inmate
Replacement JP6 (7 inch) Screen Protector	\$5.99 + tax	per protector	Inmate
Replacement Earbuds	14.99 + tax	per pair	Inmate
Payment Services			
Online/Kiosk/Mobile	\$3.25	\$0.01 to \$20.00	Customer
Online/Kiosk/Mobile	\$7.25	\$20.01 to \$100.00	Customer
Online/Kiosk/Mobile	\$8.25	\$100.01 to \$200.00	Customer
Online/Kiosk/Mobile	\$10.95	\$200.01 to \$300.00	Customer
Phone/IVR	\$3.25	\$0.01 to \$20.00	Customer
Phone/IVR	\$7.25	\$20.01 to \$100.00	Customer
Phone/IVR	\$8.25	\$100.01 to \$200.00	Customer
Phone/IVR	\$10.95	\$200.01 to \$300.00	Customer
Cash Locations (MoneyGram and Other)	\$6.95	\$0.01 to \$5,000.00	Customer
Check or Money Order	No cost	\$0.01 to \$300.00	Customer
Fees			
		per funding event for up to \$300 deposit is applied only on deposits from friends and family.	
AdvanceConnect or Securus Debit Deposit - Family or Friends Prepaid Service	\$2.00	per funding event	Customer
AdvanceConnect Single Call – Family or Friend Prepaid Service	\$2.00	per funding event	Customer
Securus Debit – Incarcerated Individual Money Transfer From Trust/Commissary to Securus Debit Account	Pass through cost if charged by Commissary or Trust Provider (Syscon)		
Federal Universal Service Fund ("USF")	Charged per call based on regulatory direction		
Federal Cost Recovery Fee	Charged per call based on regulatory direction		
Taxes	As required by applicable law or regulation without markup.		

Commissions Paid July 2021 - June 2022

	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Total
JPay	\$ 30,380.92	\$ 29,947.29	\$ 29,008.38	\$ 28,179.04	\$ 28,368.59	\$ 30,623.56	\$ 25,256.17	\$ 16,454.68	\$ 6,238.63	\$ 4,353.71	\$ 4,344.76	\$ 4,117.29	\$ 237,273.02
Securus		\$ 4,737.48	\$ 19,548.40	\$ 18,929.91	\$ 77,621.78	\$ 179,764.09	\$ 267,529.47	\$ 279,317.97	\$ 328,583.25	\$ 303,599.81	\$ 304,114.00	\$ 302,072.13	\$ 2,085,818.29
Total		\$ 34,684.77	\$ 48,556.78	\$ 47,108.95	\$ 105,990.37	\$ 210,387.65	\$ 292,785.64	\$ 295,772.65	\$ 334,821.88	\$ 307,953.52	\$ 308,458.76	\$ 306,189.42	\$ 2,323,091.31

One-Time Labor Costs for Installing and Maintaining Hardware July 2022 - June 2023

Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	
\$ 87,663.79	\$ 87,663.79	\$ 118,062.56	\$ 99,248.60	\$ 302,669.87				\$ 186,657.50				
\$ 26,466.10	\$ 54,026.87	\$ 215,987.20	\$ 76,979.02					\$ 76,979.01				
\$ 54,026.87	\$ 118,756.97							\$ 99,248.60				
\$ 215,987.21	\$ 177,317.88							\$ 177,317.91				
\$ 236,125.09	\$ 120,207.77											
\$ 354,635.80	\$ 118,062.52											
\$ 118,756.97												
\$ -											\$ -	
\$ 1,093,661.83	\$ 676,035.80	\$ 334,049.76	\$ 176,227.62	\$ 302,669.87	\$ -	\$ -	\$ -	\$ 540,203.02	\$ -	\$ -	\$ -	\$ 3,122,847.90

Revenue July 2022 - June 2023

Jul-2022	Aug-2022	Sep-2022	Oct-2022	Nov-2022	Dec-2022	Jan-2023	Feb-2023	Mar-2023	Apr-2023	May-2023	Jun-2023	Total
\$670,449.00	\$685,811.00	\$691,180.00	\$690,520.00	\$875,316.00	\$1,202,666.00	\$1,419,827.00	\$1,234,840.00	\$1,214,339.00	\$1,118,738.00	\$1,115,572.00	\$1,310,482.00	\$12,229,740.00