

Talking Points

Call Quality:

There are a lot of variables to call quality including external cell connections for the calls as well as an individual's distance to the router. It's noted that tablets do not transfer from router to router and callers should remain stationary when in a call. We have asked Securus to send reminders to the incarcerated and families on ways to better call quality. We will also continue to monitor calls on our end.

Video call quality.

We have made Securus aware of the concerns related to call quality on video calls. Part of the problem is customers taking calls while driving or in public places (these were observed by DOC Staff) it's highly recommended that you remain stationary, Securus indicated they will look into complaints and make credits in accordance with the contract. As a side note: they report the system is widely used and working with 24,062 Free video calls made last quarter.

Outages and Response Times:

Securus has made improvements at AHCC and address outages as they arise, according to available data their response for last quarter met the contract timeframes. We did ask them to make notifications to families when the system is down. They also note they are actively recruiting new techs to improve upon response time.

App Accessibility:

Securus reports that the App meets all the requirements for Google and notes that their may be issues outside of it's control related to some android devices. They made no specific commitment to adjustments to the APP.

Revocations and rejections

Messages are not censored by JPay/Securus. Rejections are made by DOC mailroom and/or Investigative staff. Rejections and Appeals are processed in accordance with DOC 450.100, a copy of the process will be provided in the notes.

Representation

The Statewide Family Council has a representative for quarterly meetings with Securus as well as the Office of Correctional Ombuds is present. At the last Family Meeting Securus provided additional contact information for families. It's noted that they have requested an additional meeting for families. Securus has also agreed to present at additional Statewide Family Council Meetings.

Q2 Securus Data

Total Tech Support Tickets: 245

- Average day to resolve: 2.5

Total Customer Service Calls: 2,548

- Service Level: 83% of calls were answered within 120 seconds. SLA is 75%
- Abandon %: 6% (Below the SLA of 10%)

Total Calls: 2,572,043

- Free Calls: 279,570
- Average Call Length: 15 Minutes

Total Video Visits: 42,709

- Free Video Visits: 24,062

Total Emails Sent: 3,070,578