



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

2024 Report to the Governor and the Legislature

As required by RCW 72.09.765

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2024 Report to the Legislature

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 organization responsible for the confinement and supervision of convicted law violators 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. Corrections recognizes the importance of acquiring and providing appropriate technology to the incarcerated to achieve these statutory mandates 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 as well as tablets issued to individuals in addition to electronic media services like e-messaging, video visitation, movie rentals, music downloads and digital games. These services enable individuals to maintain ties with family, friends, and the community which positively impacts those incarcerated. 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 their compensation by charging incarcerated individuals and their friends/family members a cost/fee to use the 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 goes to the Incarcerated Individual Betterment Fund (IIBF). According to [DOC 200.200](#), assets of the betterment fund are used solely for incarcerated individual betterment activities that enhance the security and orderly operation of a facility by reducing idleness and encouraging positive development of 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 activities, all facilities began using the new services in March of 2023. Contractual services include:

- Telephone Services (including wall mounted phones and issued 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
- Edovo (an education content provider)

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 nearly all of the terms of the contract with the exception of two (2) Service Level Agreements (SLA) contained in Attachment B of the contract 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 (unable to make telephone calls, video visits not working, wi-fi inoperable, etc.). The contract requires Securus to resolve P1 service issues in their control within 24 hours.

- **The average hours to close P1 events in 2024 was 201 hours.**
- **The SLA requirement is an average of 24 hours.**

Note: *Although the average hours to close P1 events increased in 2024, this is due to four (4) service locations (prisons) where the local telecommunications provider(s) experienced catastrophic failure in fiber optic cabling. The entire internet service was down for an extended period impacting both State/DOC networks and incarcerated individual services. These outages were not within the control of Securus; however, they included the average hours to restore services in their yearly report.*

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 such as something is out of order but can be resolved in a simple way with nominal impact (commissary tablet application is not working but individuals can order commissary from another device, 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 their control within 72 hours.

- **The current average hours to close P3 events is 76 hours.**
- **The SLA requirement is an average of 72 hours.**

Note: *Securus drastically decreased the average hours to close a P3 event from 230 hours in 2023.*

Although the ITS contract provides a mechanism for the department to impose financial penalties for non-compliance in specific aspects of the contractor's services, such as failure to maintain operable telephones, tablet services, video visits, etc., the contractor's non-compliance in the above two areas only requires the contractor to develop a performance improvement plan designed to increase compliance (with department oversight).

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, including:

- ✓ Focused daily management of service tickets and expanding data categories/tracking to determine where further efficiencies can be made.
- ✓ Increased support to ensure service tickets are being entered and routed to the proper office and not entered by multiple people (Securus/facility services vs. incarcerated account services vs. customer generated help tickets).
- ✓ Requiring Securus/facility-based service events to be escalated to Securus Account Managers.
- ✓ 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

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Product / Service	Rate	Amount	Applicable Individual
Communication			
Stamp Packages	\$2.00	6 stamps (one time)	Inmate / Customer
Stamp Packages	\$5.00	20 stamps	Inmate / Customer
Stamp Packages	\$7.50	35 stamps	Inmate / Customer
Stamp Packages	\$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
Video Gram	4 stamps	per Video Gram	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 \$7.99	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	\$3.95	\$0.01 to \$20.00	Customer
Online/Kiosk/Mobile	\$7.95	\$20.01 to \$100.00	Customer
Online/Kiosk/Mobile	\$9.95	\$100.01 to \$200.00	Customer
Online/Kiosk/Mobile	\$11.95	\$200.01 to \$300.00	Customer
Phone/IVR	\$4.95	\$0.01 to \$20.00	Customer
Phone/IVR	\$8.95	\$20.01 to \$100.00	Customer
Phone/IVR	\$10.95	\$100.01 to \$200.00	Customer
Phone/IVR	\$12.95	\$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			
AdvanceConnect or Securus Debit Deposit - Family or Friends Prepaid Ser	\$2.00	per funding event for up to \$300 deposit is applied only on deposits from friends and family.	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.		

Securus Proprietary and Confidential

Commissions Paid July 2023 - June 2024

Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Total
\$306,905.97	\$309,421.69	\$294,156.54	\$345,643.72	\$350,349.97	\$349,078.85	\$345,088.57	\$337,588.33	\$362,454.82	\$331,895.22	\$339,245.01	\$ 315,715.84	\$ 3,987,544.53

Securus Proprietary and Confidential

One-Time Labor Costs for Installing and Maintaining Hardware July 2023 - June 2024

Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	TOTAL
\$14,000.00	\$0.00	\$140,000.00	\$0.00	\$0.00	\$0.00	\$1,400.00	\$300.00	\$0.00	\$0.00	\$0.00	\$0.00	\$155,700.00

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Metrics for July 2023 through June 2024 (as of 6/24/2024)

Customer Service (Family/Friends Support)	(in MM:SS)*	WA DOC Only
Average Response Time	03:59	01:27
Average Handle Time	04:36	05:03

**based on national average*

Customer Service (Incarcerated Individual Support)	Overall	WA DOC Only
Average Days to Close a Ticket	10 Days	5 days

Securus Proprietary and Confidential

Revenue for July 2023 - June 2024

Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Total
\$1,119,792.52	\$1,116,767.34	\$1,053,232.47	\$1,232,817.62	\$1,247,349.53	\$1,255,815.11	\$1,231,317.13	\$1,212,139.45	\$1,300,164.65	\$1,179,865.74	\$1,208,222.97	\$1,139,794.06	\$14,297,278.59