Telmate
Simplifying Inmate Communication

January 13, 2013
By Electronic Filing

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Re: WC Docket No. 12-375, Rates for Interstate Inmate Calling Services

Dear Ms. Dortch:

In its Comments of December 20, 2013, Telmate noted that States already are designing and implementing regulatory programs to accommodate their overarching policy goals and promote competition and innovation in the marketplace for inmate calling services. This, we observed, is in some cases driving down costs while, importantly, improving security, service quality and offerings.

Attached hereto is a presentation of the Oregon Department of Corrections, titled *Implementing Enhanced Operating Technologies* (Dec. 11, 2013), referenced in support of that proposition and subsequently requested by FCC Staff.

As always, please direct any questions to my attention at (800) 205.5510 or kevin@telmate.com.

Sincerely,

/s/ Kevin O'Neil

Kevin O'Neil
President

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655 Montgomery Street, 18th Fl., San Francisco, CA 94111

Implementing Enhanced Operating Technologies

Jeff Premo, Superintendent Oregon State Penitentiary
Shellí Honeywell, Operations and Policy Manager

December 11, 2013

Oregon Department of Corrections

Oregon DOC Mission

The mission of the Oregon Department of Corrections is to promote public safety by holding offenders accountable for their actions and reducing the risk of future criminal behavior.

The Numbers…

- 93% of all Oregon Adults in Custody release back into the community
- Percent of who will recidivate: 26.5%
- Incarceration is our most expensive option: Oregon's prison cost per offender per day: $84.81
- Average cost for those who recidivate and return to prison: $104,814
- Median length of stay – 3.4 years (excluding inmates who have a Life or a Death sentence)
- According to the Oregon Criminal Justice Commission, reducing the recidivism rate by 1% avoids $4.3M in annual victim and taxpayer costs due to crime.

The Minnesota Study

"Offenders who were visited in prison were significantly less likely to recidivate."

"Visits closer to an offender's release date had a greater impact on reducing recidivism."

"The frequency with which inmates were visited had a significant effect on recidivism."

"The larger an offender's social support system, the lower the risk for recidivism."

Published November 2011

Where Oregon Started

Assessment

Barriers to Visitation

Safety & Security

Adults in Custody Behavior

Assessment

Barriers to Visitation

- Locations of Institutions
- Families Residing Outside of Oregon
- Cost Factors

Assessment

Barriers to Visitation

- **STATS:**
  - 59% of Oregon Adults in Custody receive no Visits

- **WHY:**
  - Half of Adults in Custody are incarcerated in our Eastern facilities.
  - Large number of Adults in Custody have families who live outside of Oregon

Assessment

Safety & Security

Traditional Mail

- Introduces contraband into the institution
- Review is labor intensive
- Intel is lost when paper mail is delivered to Adult in Custody
- Paper mail becomes nuisance Contraband

Assessment

Safety & Security

Onsite Visitation

- Introduces contraband into the institution
- Labor intensive

Assessment

Key Indicators of Behavior

- Misconduct Hearings
- Segregation Occupancy

Our Response

Our Response

Contracted with Telmate to provide new technology and infrastructure.

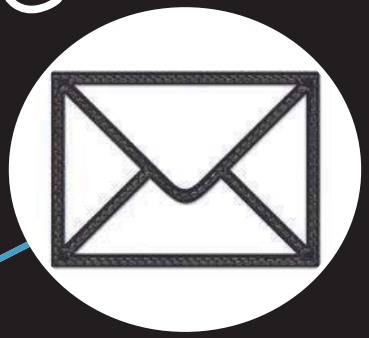
Impact:

- Create friends and family connections (*Reduce barriers to visitation*)
- Increase Safety and Security
- Manage behavior of Adults in Custody

Bringing Technology Inside

Bringing Technology Inside

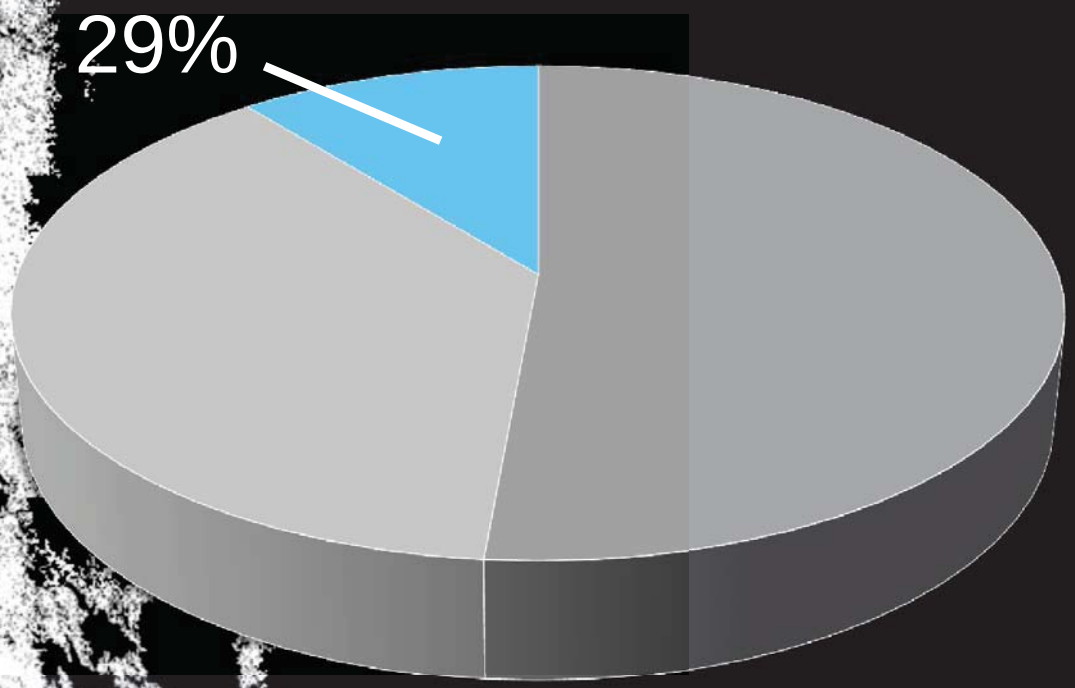
MP3 Players



Music
Warden-Kiosk

Bringing Technology Inside

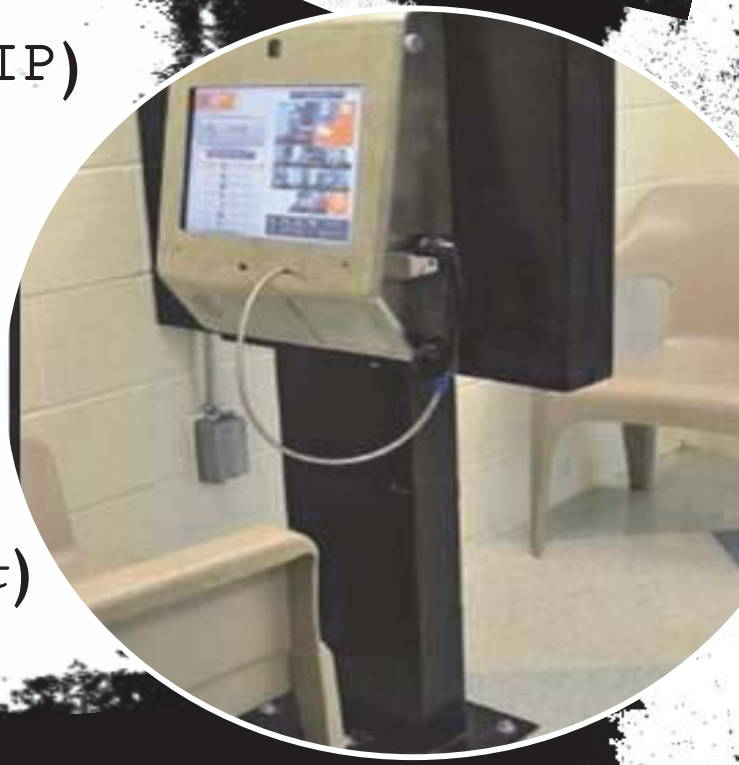
MP3 Players



Bringing Technology Inside

Telmate Kiosk

- Video Interactive Phone Calls(VIP)
- Electronic Mail
- Photos
- Wall Posts
- Electronic Forms
- Trust Account Balance
- Canteen Ordering (*Future Deployment*)



Bringing Technology Inside

Telmate Kiosk

- 30 minute calls allowed

Scheduled online by Friends/Family or Adult in Custody

Friends/Family use computer, internet and camera with Telmate account.

Impact on Safety & Security

Impact on Safety & Security

MP3 Players

- Electronic Mail
- Photos
- Music Downloads

Impact on Safety & Security

MP3 Players

Intel

Contraband

Behavior

Impact on Safety & Security

- Electronic Mail
- Wallposts
- Photos

Impact on Safety & Security

Telmate

Electronic Communications

Intel

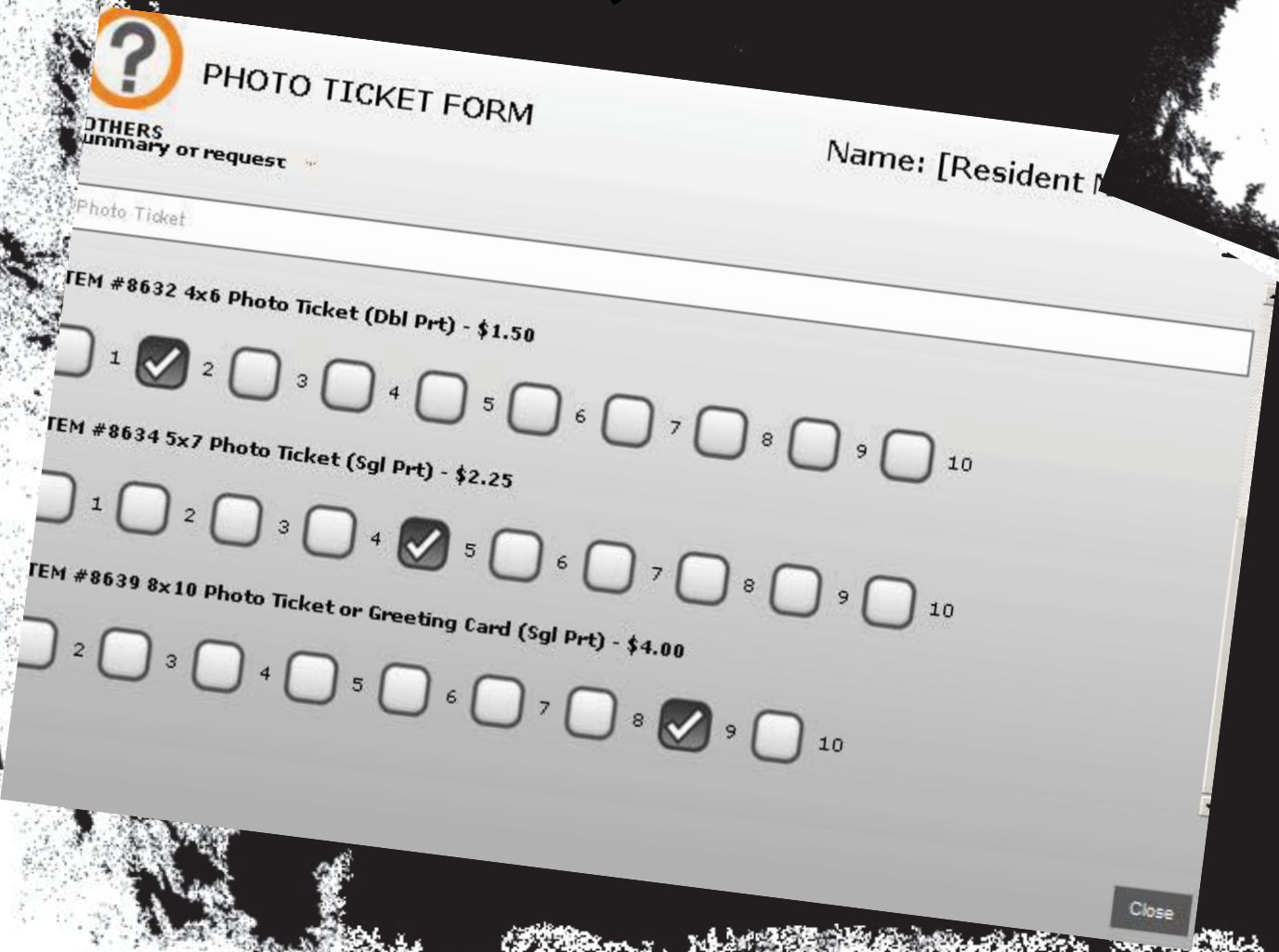
Contraband

Behavior

Impact on Safety & Security

Telmate

Electronic Forms



Impact on Safety & Security

Telmate

Electronic Forms

Intel

Contraband

Behavior

Impact on Safety & Security

Telmate

KeepTrak

Impact on Safety & Security

Telmate

KeepTrak

Intel

Contraband

Behavior

Impact on Safety & Security

- Investigator Tree

Phones

Impact on Safety & Security

Intel

Telmate & ODOC Collaboration

November 21, 2013:

Medford police arrested 46-year-old Alan Leroy McVay in the Nov. 13 explosion of a bomb outside the Jackson County District Attorney's Office in Medford.

www.mailtribune.com

How Are We Doing?

Trends

Trends

How Many Connections?

Institution	Total Photos	Total Electronic Messages	Total Calls	Total Connections
CCCF	7310	24606	2062	33978
CRCI	2557	6907	224	9668
DRCI	2809	6468	591	9868
EOCI	9087	34116	1514	44717
MCCF	1333	4397	129	5859
OSCI	3618	16609	0	20227
OSP	12289	50876	160	63325
PRCI	2231	5545	369	8145
SCCI	1274	3769	391	5434
SCI	2075	4602	252	6929
SFFC	1085	2366	80	3531
SRCI	15686	47741	5227	68654
TRCI	10735	44818	1564	57117
WCCF	4056	9037	1122	14215
Totals	76145	261857	13685	351687

Trends

Connecting Adults in Custody

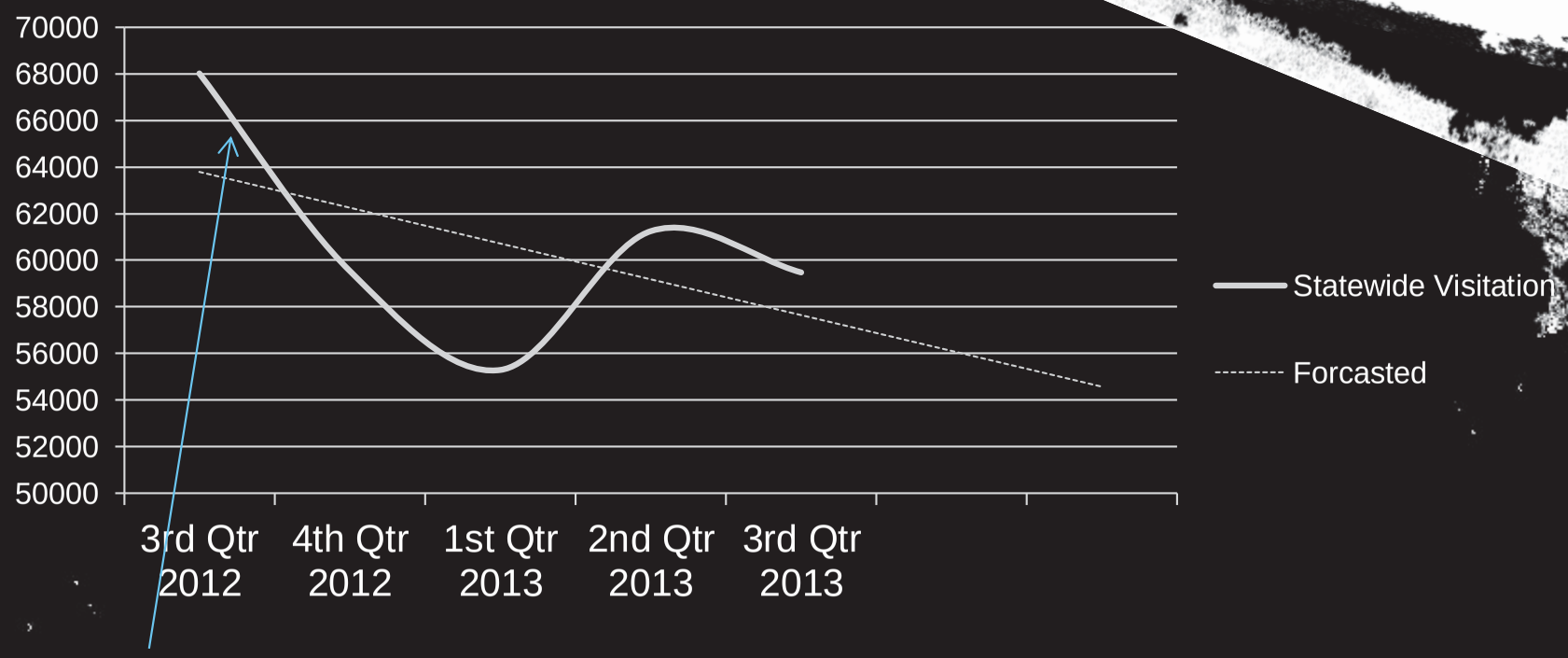
Adults in Custody are connecting in 37 states and 356 cities across the United States.

Internationally, 11 Countries.

Australia
Belgium
Brazil
Canada
England
Germany
India
Mexico
Netherlands
Peru
Scotland

Trends

Statewide Physical Visitation



Started VIP calls

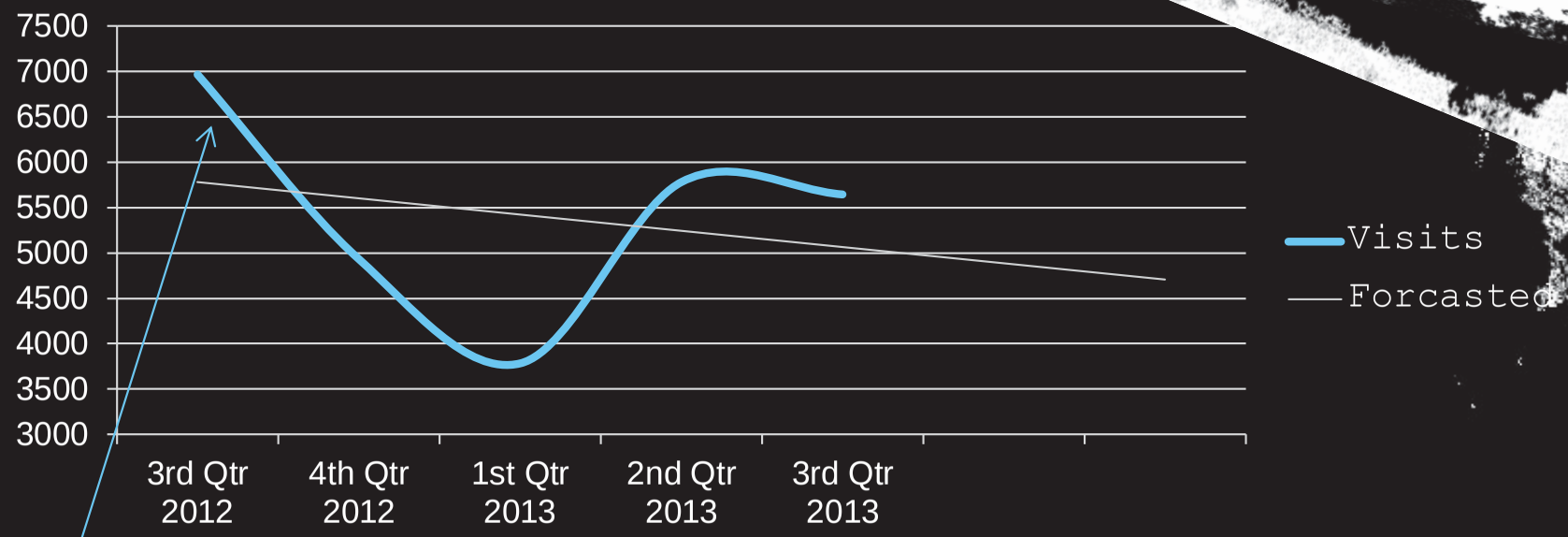
Trends

Statewide Physical Visitation

1st Quarter		2nd Quarter		3rd Quarter	
2012	2013	2012	2013	2012	2013
57761	55289	65448	612479	68019	59476
2472		4201		8543	
4.28%		6.42%		12.56%	

Trends

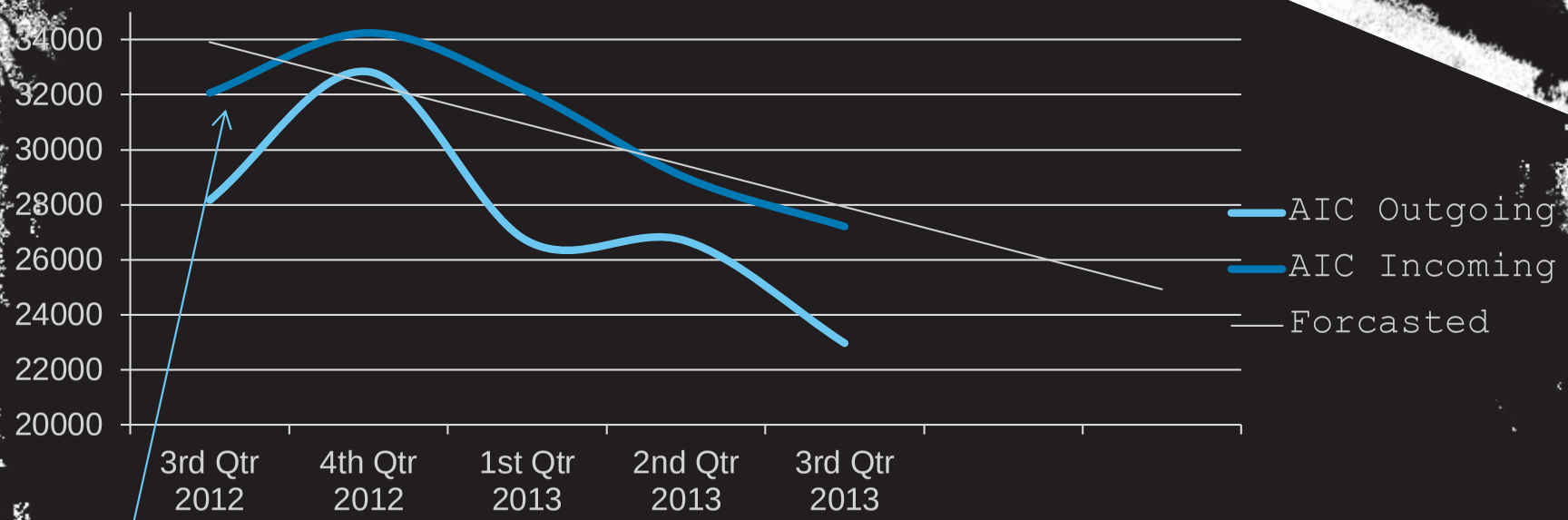
SRCI
Physical
Visitation



Started VIP calls

Trends

MAIL



Started VIP calls

Trends

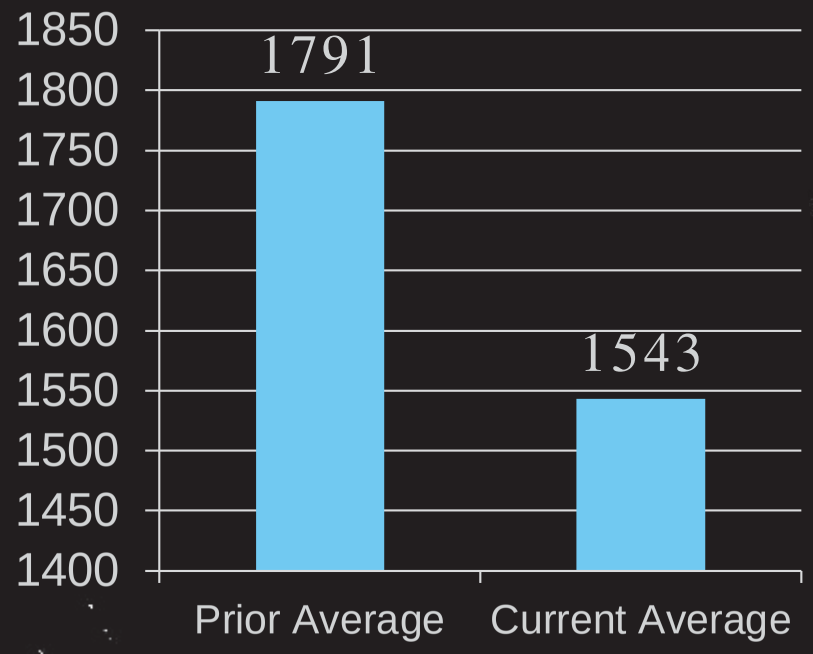
Behavior

Misconducts associated with VIP calls.

Institution	Total Photos	Total Electronic Messages	VIP Calls	Total Connections	Misconducts	%
CCCF	7310	24606	2062	33978	5	0.15%
CRCI	2557	6907	224	9688	0	0.00%
DRCI	2809	6468	591	9868	1	0.17%
EOCI	9087	34116	1514	44717	3	0.20%
MCCF	1333	4397	129	5859	0	0.00%
OSCI	3618	16609	0	20227	0	0.00%
OSP	12289	50876	160	63325	0	0.00%
PRCI	2231	5545	369	8145	1	0.27%
SCCI	1274	3769	391	5434	1	0.26%
SCI	2075	4602	252	6929	3	1.19%
SFFC	1085	2366	80	3531	0	0.00%
SRCI	15686	47741	5227	68654	11	0.21%
TRCI	10735	44818	1564	57117	3	0.19%
WCCF	4056	9037	1122	14215	3	0.27%
Totals	76145	261857	13685	351687	29	0.21%

Trends

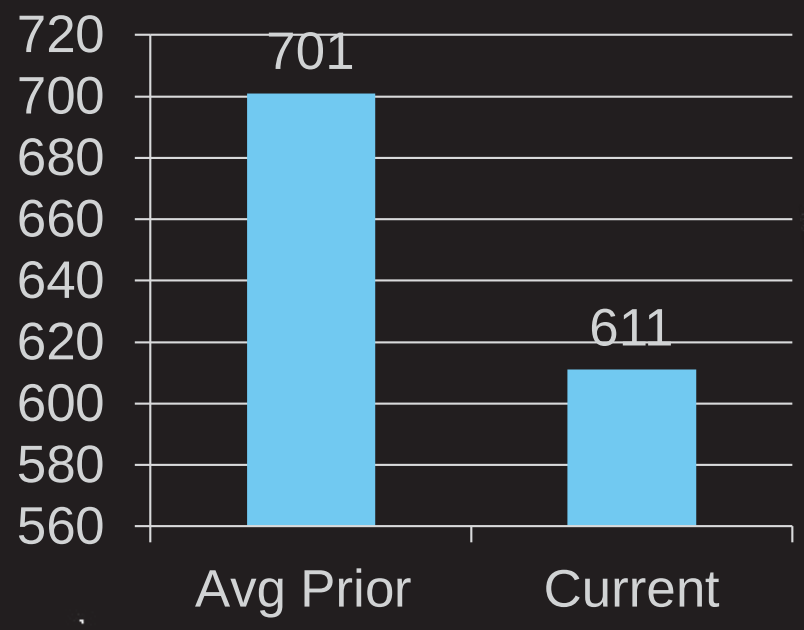
Behavior



Misconduct Hearings

Trends

Behavior



Segregation
Bed Occupancy

Trends

MP3 Music Downloads

Weekly Average
8,200

Monthly Average
33,000

Total Downloads
489,756

Oregon DOC Mission

The mission of the Oregon Department of Corrections is to promote public safety by holding offenders accountable for their actions and reducing the risk of future criminal behavior.

…by holding offenders accountable for their actions

&

reducing the risk of future criminal behavior.

Thank
You.