



SECURUS TECHNOLOGIES AMENDMENT

Board Item #15-4488

Non-international
rate set at
\$0.15/minute

International rate
set at \$0.28/minute

Account funding
fee for pre-paid
collect accounts
reduced from \$6.95
to \$3.95

New connection
application added
to facilitate more
completed calls

Contract extended
for 9 months to
accommodate
ongoing RFP
process

**If approved, new
rates and fees
become effective
October 1st**

AMENDMENT 5 HIGHLIGHTS

Average rated cost of a 15-minute call

- 
- \$6.00 (Before Dec 2012)
 - \$4.02 (Dec 2012 Amendment) - **33% ↓**
 - \$2.63 (April 2014 Amendment) - **34% ↓**
 - **\$2.25 (Proposed Amendment) - 14% ↓**

\$0.15/minute is **\$0.10 below** the FCC's rate cap for interstate collect calls and **\$0.06 below** the cap for interstate pre-paid/debit calls.

Amendment provisions:

- Detainees making non-international calls will be charged \$0.15 per minute: **\$0.025 less** than under the previous amendment.
- Detainees making international calls will be charged \$0.28 per minute: **substantially lower** than rates charged in other large Counties, such as L.A. County.

RATE REDUCTIONS

County Facility	Surcharge/1st minute for intrastate & local calls	Intrastate & local Per Minute Rate	Cost of a 10-minute intrastate & local call	Interstate Per Minute Rate
Los Angeles, CA	\$1.25	\$0.15	\$2.60	~\$0.23
NYC DOC, NY	\$1.75	\$0.10	\$2.65	~\$0.23
Harris, TX	~\$3.96	~\$0.06	~\$4.51	~\$0.23
Maricopa, AZ	~\$2.35	~\$0.17	~\$3.85	~\$0.23
Dallas, TX	N/A	\$0.20	\$2.00	\$0.20
Cook, IL	N/A	\$0.15	\$1.50	\$0.15

MARKET RATE COMPARISONS (AVERAGED ACROSS CALL TYPES)

Funding fees are charged every time an individual loads a pre-paid collect account

Pre-paid collect calls make up approximately 42% of all jail calls

We estimate that accounts are loaded four times per month on average

The fee will be reduced from \$6.95 to \$3.95

NYC DOC, Los Angeles, Maricopa, Harris, and Dallas county vendors all charge account funding fees between \$7.95 and \$9.95, in addition to other ancillary fees that have been eliminated from Cook County's contract.

ACCOUNT FUNDING FEE REDUCTION

The Connection application notifies the recipient of an attempted collect call from the jail and provides them with instructions to set up a pre-paid collect account.

This helps address the fact that people increasingly rely on **cell phones** and **broadband** for communication and are therefore ineligible to receive traditional collect calls.

No additional fees are incurred

CONNECTION APPLICATION

▶ **In addition to cost reductions for detainees and their friends and family, we expect an increase in call volume caused by:**

- ▶ Price elasticity effects from reduced rates and fees, and
- ▶ The addition of an application that facilitates more connected calls.

EFFECT OF AMENDMENT ON PHONE USAGE

The Contract provides the County with the following revenue:

- 47.6% of rate revenue from completed pre-paid collect calls
- 47.75% on pre-paid calling card calls
- If vendor revenue exceeds \$6M or falls below \$4M, the calling rate is automatically reduced or increased by \$0.01 to prevent windfalls and shortfalls.

The rates in the contract also subsidize the following free calls:

- Over 200,000 free calls per year from the Juvenile Temporary Detention Center (JTDC)
- All calls to the Public Defender's office
- A free 15-minute booking call per detainee
- A free 5-minute call per PIN
- Free 15-minute calls for indigent detainees
- Free TTY Text Telephone calls for hearing impaired detainees

COUNTY REVENUE AND FREE CALLS

- ▶ Requesting a 9-month extension to complete a complex RFP process
- ▶ The RFP contemplates an ambitious, comprehensive system including remote video visitation options, electronic messaging, and biometrics
- ▶ RFP also includes rate, fee, and audit requirements that are more sensitive to the nuances of the industry and geared toward providing end-users with the best possible pricing.

NEW RFP/EXTENSION



QUESTIONS

