Comparison of Inmate Telephone Vendor Performance
Johnson County, Arkansas

SECURUS Technologies

Traffic Month	Total Completed Calls	Total Reported Revenue
Feb-18	625	$3,015.08
Mar-18	726	$3,301.73
Apr-18	918	$3,001.55
May-18	1,076	$3,505.24
Average	**836**	**$3,205.90**

NCIC INMATE COMMUNICATIONS

Traffic Month	Total Completed Calls	Total Revenue
May-19	4,035	$5,580.55
Jun-19	3,534	$4,661.17
Jul-19	2,981	$4,187.49
Aug-19	3,225	$4,486.07
Sep-19	3,624	$4,648.75
Oct-19	3,495	$4,266.11
Nov-19	3,738	$4,539.47
Dec-19	3,456	$4,366.59
Jan-20	3,220	$3,505.11
Feb-20	2,442	$2,479.87
Mar-20	2,828	$3,485.62
Apr-20	1,574	$2,078.68
May-20	2,787	$4,015.46
Jun-20	2,414	$3,421.43
Jul-20	3,145	$4,723.51
Aug-20	3,344	$4,452.76
Sep-20	3,615	$4,409.96
Oct-20	4,019	$4,769.22
Nov-20	3,490	$4,617.04
Dec-20	3,670	$5,372.17
Average	**3,232**	**$4,203.35**

Notes:

- ***NCIC turned up the Inmate Telephone System on April 24, 2019.***
- ***Authorized "Free" calls are excluded from the NCIC Completed Calls total.***
- ***Securus was charging a 'First Minute' rate of $3.50 followed by an 'Additional Minute' rate of $0.50.***
- ***A 1-Minute Local call with Securus cost $3.50, a 15-Minute Local call with Securus cost $10.50.***
- ***Securus was charging $14.99 for each 'PayNow' call and $9.99 for each 'Text2Connect' call.***
- ***Securus required a separate Pre-Paid Account for each unique telephone number, with a fee applicable for each number/account.***
- ***NCIC charges a low, per-minute rate of $0.25/Minute for all Local and In-State calls.***
- ***A 1-Minute Local call with NCIC costs $0.25. A 15-Minute Local call with NCIC costs $3.75.***
- ***NCIC allows Friends and Families of inmates to add up to ten (10) different numbers per Pre-Paid Account, with only one applicable fee.***

Low Calling Rates and Fees = Maximum Use of the Inmate Telephone System, Resulting in Increased Revenue and Less Complaints.

Comparison of Inmate Telephone Vendor Performance
Sheridan PD, AR

SECURUS Technologies

Average Monthly Total Calls	2,072
Average Monthly Gross Revenue	$5,723.92

(January 2019 - October 2019)

NCIC INMATE COMMUNICATIONS

Traffic Month	Total Calls	Gross Revenue	ADP	Revenue per Inmate
Jan-20	4,463	$6,782.55	81	$83.74
Feb-20	5,465	$7,503.54	83	$90.40
Mar-20	7,436	$10,727.11	83	$129.24
Apr-20	5,860	$8,843.00	71	$124.55
May-20	5,564	$7,802.98	68	$114.75
Jun-20	4,637	$6,879.56	66	$104.24
Jul-20	6,983	$10,617.30	75	$141.56
Aug-20	8,905	$13,840.40	81	$170.87
Sep-20	7,862	$11,757.37	77	$152.69
Oct-20	6,381	$10,166.74	81	$125.52
Nov-20	5,916	$9,239.54	76	$121.57
Dec-20	6,199	$9,142.55	71	$128.77
Monthly Average:	**6,306**	**$9,441.89**	**76**	**$123.99**

Notes:

- ***NCIC turned up the Inmate Telephone System on November 18, 2019.***
- ***Authorized "Free" calls are excluded from the NCIC 'Total Calls' calculations.***
- ***Securus was charging a 'First Minute' rate of $3.60 followed by an 'Additional Minute' rate of $0.50.***
- ***A 1-Minute Local call with Securus cost $3.60, a 15-Minute Local call with Securus cost $10.60***
- ***Securus was charging $14.99 for each 'PayNow' call and $9.99 for each 'Text2Connect' call.***
- ***Securus required a separate Pre-Paid Account for each unique telephone number, with a fee applicable for each number/account.***
- ***NCIC charges a low, per-minute rate of $0.25/Minute for all Local and In-State calls.***
- ***A 1-Minute Local call with NCIC costs $0.25. A 15-Minute Local call with NCIC costs $3.75.***
- ***NCIC allows Friends and Families of inmates to add up to ten (10) different numbers per Pre-Paid Account, with only one applicable fee.***

Low Calling Rates and Fees = Maximum use of the Inmate Telephone System, increasing revenue and satisfaction.

Inmate Telephone Provider – Performance Comparison

Ford County Sheriff's Office – Kansas

Crown Correctional Telephone turned up the Inmate Telephone System at the beginning of **August 2020.**

	Traffic Months	Monthly Gross Revenue	Monthly Commission Paid	Monthly Completed Calls	Average Per-Minute Rate (Local Calls)	Average Per-Call Rate (Local Calls)	Average Call Duration (All Calls) (Minutes)
Previous Provider	January - December 2019 (12 Months)	$10,657.10	$840.44	6,187	$0.66	$3.75	6.11
NCIC INMATE COMMUNICATIONS	August 2020 (Partial Month: 8/3 - 8/31)	$14,280.85	$8,568.51	10,560	$0.20	$1.36	4.83
	% Increase / Decrease	34%	920%	71%	-70%	-64%	-21%

Notes:

- ✓ NCIC's "Monthly" averages are based on first month (partial month) of 8/3 – 8/31 (results are even more remarkable due to this being only a partial month).
- ✓ Previous provider's "Monthly" averages are based on a full year of reported data (January – December 2019) as provided in the recent RFP.
- ✓ Previous provider charged a 'First Minute' rate of $4.14 followed by an 'Additional Minute' rate of $0.14 ($6.10 for a 15-Minute call).
- ✓ NCIC charges a low, per-minute rate of $0.20 for all minutes ($3.00 for a 15-Minute call).
- ✓ NCIC's Monthly Completed Calls total is comprised of revenue-generating calls only (all free calls were excluded).

Results:

- ✓ By offering a low, per-minute calling rate and decreasing the amount of ancillary fees collected, NCIC has stimulated overall calling activity.
- ✓ Monthly Gross Revenue has increased by 34% due to consumers realizing that calling is more affordable, which encourages more frequent phone usage.
- ✓ Under the previous calling rate structure (with the inflated 'First Minute' rate), consumers felt obligated to talk longer (to justify the high up-front expense).
- ✓ Under the new calling rate structure (with the same low rate for every minute), consumers are making more frequent calls, of less average call duration.

The above preliminary assessment covers Inmate Telephone System only. Video Visitation and Inmate Messaging (which were activated on 8/10/2020) accounted for an additional $2,293.50 in Gross Revenue and $458.70 in Commission Paid.

Inmate Telephone Performance Comparison
Lawrence County Sheriff's Office, Tennessee

Monthly Averages
(July 2018 - August 2019)

Gross Revenue	$12,506.92
Commission Paid	$7,504.15
Average Daily Population	293
Gross Revenue per Inmate	$42.78
Commission Paid per Inmate	$25.67
Completed Calls	7,080
Completed Calls per Inmate	24

Traffic Month	October 2020	November 2020	December 2020
Gross Revenue	$12,129.80	$13,106.40	$12,738.90
Commission Payable	$7,277.88	$7,863.84	$7,643.34
Average Daily Population	190	190	175
Gross Revenue per Inmate	$63.84	$68.98	$72.79
Commission Payable per Inmate	$38.30	$41.39	$43.68
Completed Calls	10,811	10,858	10,535
Completed Calls per Inmate	56.9	57.1	60.2

Notes:

- NCIC turned up the Inmate Telephone System at Lawrence County Jail on September 23, 2020.
- 'Per-Inmate' calculations for CTC are based on specific Average Daily Populations provided by the County during the RFP (average monthly population was 293 for the 14 individual Traffic Months assessed).
- 'Per-Inmate' calculations for NCIC are based on an Average Daily Population of between 190 - 175 for each Traffic Month.
- 'Completed Calls' calculations for both vendors exclude any 'free calls,' they are revenue-generating calls only.
- CTC was charging per-minute rates of between $0.27 - $0.37 (depending on the Call Type).
- NCIC offers a per-minute rate of $0.20 for all calls within the United States.

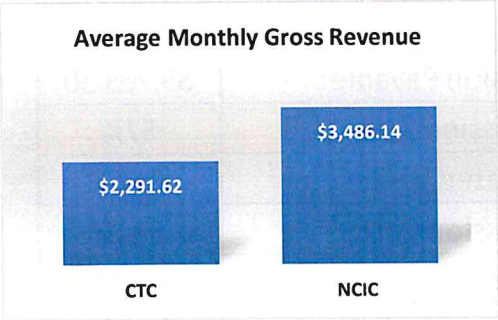
NCIC expects to see these increases continue month-over-month as inmates and their friends & families become more accustomed to the lower calling rates, reduced back-end account fees and the overall usability of the system.

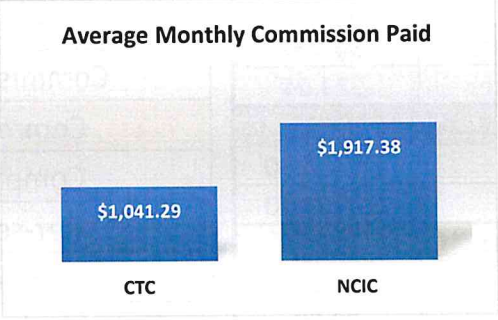
Inmate Telephone Provider – Performance Comparison
Lavaca County, Texas

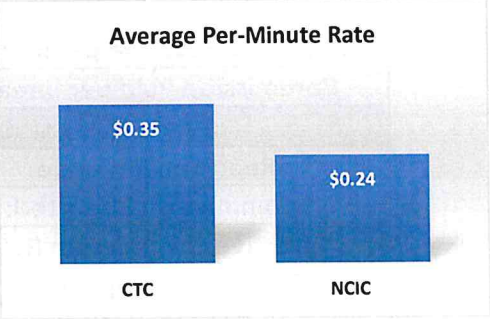
Traffic Period	Total Calls	Total Minutes	Gross Revenue	Average Per-Minute Rate	Average Per-Call Rate
January 01, 2019 - July 3, 2019	5,228	39,032	$13,749.71	$0.35	$2.63
Monthly Average	**871**	**6,505**	**$2,291.62**		

CTC Commission Summary: April 2019
Gross Commissionable Revenue: $2,082.57
Commission Paid: $1,041.29

Traffic Month	Total Calls	Total Minutes	Gross Revenue	Commission Paid	Average Per-Minute Rate	Average Per-Call Rate
December 2019	2,005	16,599	$3,900.70	$2,145.39	$0.23	$1.95
January 2020	1,725	12,709	$3,018.38	$1,660.11	$0.24	$1.75
February 2020	2,268	15,175	$3,591.98	$1,975.59	$0.24	$1.58
March 2020	2,401	17,075	$4,061.14	$2,233.63	$0.24	$1.69
April 2020	1,976	14,861	$3,548.72	$1,951.80	$0.24	$1.80
May 2020	1,753	13,111	$3,110.09	$1,710.55	$0.24	$1.77
June 2020	1,874	12,689	$3,035.20	$1,669.36	$0.24	$1.62
July 2020	1,946	15,268	$3,644.24	$2,004.33	$0.24	$1.87
August 2020	1,597	12,168	$2,976.96	$1,637.33	$0.24	$1.86
September 2020	1,904	15,392	$3,814.94	$2,098.22	$0.25	$2.00
October 2020	1,963	14,915	$3,557.41	$1,956.58	$0.24	$1.81
November 2020	2,270	15,388	$3,573.94	$1,965.67	$0.23	$1.57
Monthly Average:	**1,974**	**14,613**	**$3,486.14**	**$1,917.38**	**$0.24**	**$1.77**







NCIC has increased Completed Calls, Gross Revenue and Commission Paid by:

- ✓ Reducing the amount of ancillary fees collected, leaving the maximum amount of funds for actual calling activity;
- ✓ Offering a low, per-minute calling rate, with no surcharges, connection fees or other hidden costs;
- ✓ Offering both inmates and Friends & Family with an *accurate, transparent* quote on calling rates and fees;
- ✓ Making it easier for Friends and Family to speak to a LIVE Operator to set up and manage Prepaid Accounts, and;
- ✓ Providing prompt service and maintenance / repairs, to ensure all inmate phones are working correctly.

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Sherburne County Sheriff's Office, Minnesota

Inmate Communications Provider – Performance Comparison

SECURUS Technologies™

NCIC INMATE COMMUNICATIONS

Monthly Averages (April / May / June 2021)	
Inmate Telephone Service	
Reported Revenue:	$56,346.97
Commission Reported:	$18,312.77
Effective Commission Rate:	**33%**
Completed Calls:	28,622
Minutes of Use:	278,842
Average Call Duration:	9.74
Effective Per-Minute Calling Rates:	Between $0.17 - $0.21
Reported Revenue per Inmate:	**$179.83**
Commission Paid per Inmate:	**$58.45**
Video Visitation Service	
Reported Revenue:	$13,128.33
Commission Reported:	$7,220.59
Effective Commission Rate:	**55%**
Completed Visits:	5,251
Per-Session Cost	$2.50
Reported Revenue per Inmate:	**$41.90**
Commission Paid per Inmate:	**$23.04**
Inmate Messaging Service	
Reported Revenue:	$4,408.50
Commission Reported:	$1,763.40
Effective Commission Rate:	**40%**
Message "Stamps" Used:	8,817
Per-Stamp Cost	$0.50
Reported Revenue per Inmate:	**$14.07**
Commission Paid per Inmate:	**$5.63**
Total - All Services	
Overall Reported Revenue:	$73,883.80
Overall Reported Commission:	$27,296.75
ADP:	313
Reported Revenue per Inmate:	**$235.80**
Commission Paid per Inmate:	**$87.12**

Monthly Averages August - November, 2021	
Inmate Telephone Service	
Gross Revenue:	$57,652.74
Commission Payable:	$32,862.06
Commission Rate:	**57%**
Completed Calls:	42,859
Minutes:	357,657
Average Call Duration:	8.34
Per-minute Calling Rate:	$0.16
Revenue per Inmate:	**$189.49**
Commission Paid per Inmate:	**$108.01**
Video Visitation Service	
Gross Revenue:	$10,005.80
Commission Payable:	$5,703.30
Commission Rate:	**57%**
Completed Visits:	3,057
Per-session Cost:	$3.27
Revenue per Inmate:	**$32.89**
Commision Paid per Inmate:	**$18.75**
Total - All Services	
Gross Revenue:	$67,658.54
Commission Payable:	$38,565.36
ADP:	304
Reported Revenue per Inmate:	**$222.38**
Commission Paid per Inmate:	**$126.76**

Note: As of the time of this comparison, NCIC's secure messaging service has not been activated at Sherburne County.

Warren County Sheriff's Office

Inmate Communications Provider Comparison

(The Ally Telecom Inmate Telephone System was turned up at Warren County on 3/13/2018).

Securus September, 2017	
Reported Revenue	$2,551.33
Commission Paid	$1,273.62
PayNow Calls	62
PayNow Revenue (Hidden)	$929.38
PayNow Commission	$99.20
Text2Connect Calls	49
Text2Connect Revenue (Hidden)	$489.51
Text2Connect Commission	$14.70
Actual Overall Revenue	$3,970.22
Overall Commission Paid	$1,273.62
Effective Overall Commission Rate	**32.08%**

Securus October, 2017	
Reported Revenue	$3,308.63
Commission Paid	$1,623.83
PayNow Calls	69
PayNow Revenue (Hidden)	$1,034.31
PayNow Commission	$110.40
Text2Connect Calls	21
Text2Connect Revenue (Hidden)	$209.79
Text2Connect Commission	$6.30
Actual Overall Revenue	$4,552.73
Overall Commission Paid	$1,623.83
Effective Overall Commission Rate	**35.67%**

Securus November, 2017	
Reported Revenue	$2,149.70
Commission Paid	$979.54
PayNow Calls	72
PayNow Revenue (Hidden)	$1,079.28
PayNow Commission	$115.20
Text2Connect Calls	32
Text2Connect Revenue (Hidden)	$319.68
Text2Connect Commission	$9.60
Actual Overall Revenue	$3,548.66
Overall Commission Paid	$979.54
Effective Overall Commission Rate	**27.60%**

Securus Non-Commissioned Interstate Calling	
September Overall Calls:	966
September Interstate Calls:	322
September % Interstate Calls:	33.33%
October Overall Calls:	1,155
October Interstate Calls:	393
October % Interstate Calls:	34.03%
November Overall Calls:	867
November Interstate Calls:	371
November % Interstate Calls:	42.79%
Average % of Interstate Calls:	**36.72%**

Ally April 2018	
Overall Revenue Generated	$4,208.00
Commission Paid	$2,524.80
Calls Completed	2,910

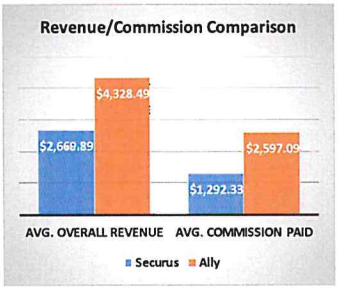
Ally May 2018	
Overall Revenue Generated	$3,570.71
Commission Paid	$2,142.43
Calls Completed	2,389

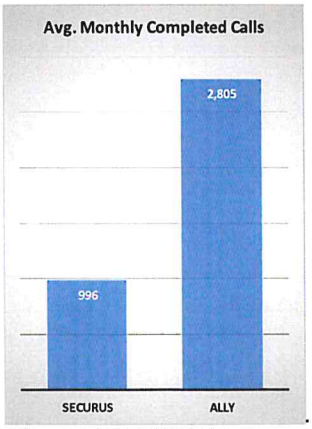
Ally June 2018	
Overall Revenue Generated	$5,206.75
Commission Paid	$3,124.05
Calls Completed	3,116

Securus (September - November, 2017)	
Average (Reported) Overall Revenue	$2,669.89
Average Overall Commission Paid	$1,292.33
Average (Reported) Revenue per Inmate	$26.70
Average Commission per Inmate	$12.92
Average Overall Calls Completed	996

Ally (April 2018 - June 2018)	
Average Overall Revenue	$4,328.49
Average Overall Commission Paid	$2,597.09
Average Revenue per Inmate	$43.28
Average Commission per Inmate	$25.97
Average Overall Calls Completed	2,805

**Ally completed calls total excludes free calls.*





**Ally completed calls total excludes free calls.*

Notes

Securus PayNow calls were charged at $14.99 each.
(Effective commission rate for PayNow calls was 10.67%)
Securus Text2Connect calls were charged at $9.99 each.
(Effective commission rate for Text2Connect calls was 3%).
*Interstate calls (which were not commissioned) made up **36.72%** of overall completed calls with Securus.*
The FCC never determined that commission is not payable on Interstate calls. Interstate is part of Overall Gross Revenue, and should be commissioned.
*Ally pays commission on TRUE Gross Call Revenue, **including Interstate traffic.***
Revenue per Inmate and Commission per Inmate calculations are based on an ADP of 100 (for both providers).
Completed Calls calculations for Ally excludes all "Free" calls.