Overview of Communications Access Trust Fund / No Cost Calls Report for the Massachusetts Sheriffs' Offices

In compliance with the Massachusetts General Laws, Part I, Title III, Chapter 29, Section Section 2XXXXX: Communications Access Trust Fund

(c) The department of correction and the sheriffs shall submit quarterly to the secretary of administration and finance documentation of communication services provided free of charge in order to receive payments from the fund pursuant to subsection (b); provided, that documentation shall include, but not be limited to, the following information for each facility: (i) the number of phone calls; (ii) the length of each phone call; (iii) other communication services provided; and (iv) the length of each other communication service; and provided further, that the secretary of administration and finance may require additional documentation as deemed necessary by the secretary.

In compliance with each of the Sheriff's Office line items:

For the costs of providing voice communication services, including phone calls and other communication services free of charge to the person initiating and the person receiving the communication pursuant to section 87A of chapter 127 of the General Laws; provided, that no funds in this item shall be expended from the AA or DD object classes; provided further, that beginning November 2, 2026, the sheriff's office shall submit quarterly reports to the executive office for administration and finance and to the house and senate committees on ways and means on documentation of communication services provided free of charge including, but not limited to: (i) amounts expended for communication services, delineated by facility; (ii) a breakdown of the cost of each call by minute, delineated by facility; (iii) a breakdown of the cost of each other communication service offered by minute, delineated by facility; (iv) the number of phone calls, video communications, electronic communications and other communications services, delineated by facility; and (v) any changes in contracts for voice communication services, including any progress in maximizing purchasing power and consolidating contracts between the sheriffs and the department of correction; and provided further, that the executive office for administration and finance may require additional documentation as deemed necessary by the secretary

MSA No-Cost Communication Summary

Q3 2026: July - September 2026

County	Invoiced	Number of Phone Calls	Duration of Calls (Mins)	Number of Video Calls	Duration of Video Calls (Mins)	Number of EMessages	Number of Texts
Barnstable	$ 149,689.51	130,736	1,710,323	14,413	288,260	59,137	-
Berkshire	$ 112,385.87	87,408	1,291,187	2,964	59,280	75,919	-
Bristol	$ 355,961.32	422,455	6,297,658	-	-	151,522	-
Dukes	$ 4,130.90	4,654	54,608	-	-	-	-
Essex	$ 385,400.58	375,853	4,840,248	20,208	409,860	-	-
Franklin	$ 100,337.79	87,219	1,147,700	5,906	118,140	79,601	-
Hampden	$ 124,131.94	509,703	6,206,597	-	-	-	-
Hampshire	$ 29,844.57	59,843	680,702	-	-	-	-
Middlesex	$ 385,719.82	339,659	4,186,792	2,636	108,995	442,222	-
Norfolk	$ 215,664.48	247,924	2,341,278	6,467	129,340	135,822	-
Plymouth	$ 232,521.85	374,609	4,844,452	-	-	-	-
Suffolk	$ 587,344.28	565,149	5,924,131	2,883	57,660	185,612	3,520,258
Worcester	$ 453,323.13	356,629	5,204,777	5,713	114,260	451,725	-
Total	**$ 3,136,456.04**	**3,561,841**	**44,730,453**	**61,190**	**1,285,795**	**1,581,560**	**3,520,258**

						Other Communications Provided			
Month	Customer Name	Customer Location	Invoiced	Number of Phone Calls	Duration of Calls (Mins)	Number of Video Calls	Duration of Video Calls (Mins)	Number of EMessages	Number of Texts
July 2026	BARNSTABLE COUNTY	BARNSTABLE COUNTY JAIL	$ 48,546.53	42,231	555,795	4,964	99,280	20,048	
August 2026	BARNSTABLE COUNTY	BARNSTABLE COUNTY JAIL	$ 51,970.66	45,478	592,466	4,610	92,200	19,516	
September 2026	BARNSTABLE COUNTY	BARNSTABLE COUNTY JAIL	$ 49,172.32	43,027	562,062	4,839	96,780	19,573	

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Month	Customer Name	Customer Location	Invoiced	Number of Phone Calls	Duration of Calls (Mins)	Number of Video Calls	Duration of Video Calls (Mins)	Number of EMessages	Number of Texts
July 2026	BERKSHIRE COUNTY HOC	BERKSHIRE COUNTY HOC	$ 41,466.16	33,630	478,868	1,124	22,480	30,836	
August 2026	BERKSHIRE COUNTY HOC	BERKSHIRE COUNTY HOC	$ 37,980.73	29,109	435,871	984	19,680	25,647	
September 2026	BERKSHIRE COUNTY HOC	BERKSHIRE COUNTY HOC	$ 32,938.98	24,669	376,448	856	17,120	19,436	

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Month	Customer Name	Customer Location	Invoiced	Number of Phone Calls	Duration of Calls (Mins)	Number of Video Calls	Duration of Video Calls (Mins)	Number of EMessages	Number of Texts
July 2026	BRISTOL COUNTY	ASH STREET JAIL & REGIONAL LOCK UP		24,915	393,195				
July 2026	BRISTOL COUNTY	BRISTOL COUNTY FAUNCE CORNER	$ 116,294.95	112,446	1,661,135			48,869	
August 2026	BRISTOL COUNTY	ASH STREET JAIL & REGIONAL LOCK UP		24,647	377,850				
August 2026	BRISTOL COUNTY	BRISTOL COUNTY FAUNCE CORNER	$ 121,646.38	120,231	1,775,673			53,777	
September 2026	BRISTOL COUNTY	ASH STREET JAIL & REGIONAL LOCK UP		23,848	362,677				
September 2026	BRISTOL COUNTY	BRISTOL COUNTY FAUNCE CORNER	$ 118,019.99	116,368	1,727,128			48,876	

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July 2026	DUKES COUNTY JAIL	DUKES COUNTY JAIL	$ 1,570.73	1,834	20,908				
August 2026	DUKES COUNTY JAIL	DUKES COUNTY JAIL	$ 1,396.16	1,575	18,472				
September 2026	DUKES COUNTY JAIL	DUKES COUNTY JAIL	$ 1,164.01	1,245	15,228				

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Month	Customer Name	Customer Location	Invoiced	Number of Phone Calls	Duration of Calls (Mins)	Number of Video Calls	Duration of Video Calls (Mins)	Number of EMessages	Number of Texts
July 2026	ESSEX COUNTY SHERIFF'S DEPT	ESSEX COUNTY LAWRENCE CORRECTIONAL ALTERNATIVE CENTER		11,235	149,557	1,021	20,420		
July 2026	ESSEX COUNTY SHERIFF'S DEPT	ESSEX COUNTY MIDDLETON JAIL & HOC	$ 132,327.05	118,082	1,495,122	5,897	119,760		
July 2026	ESSEX COUNTY SHERIFF'S DEPT	ESSEX COUNTY WOMEN IN TRANSIT FACILITY		2,077	21,861	181	3,620		
August 2026	ESSEX COUNTY SHERIFF'S DEPT	ESSEX COUNTY LAWRENCE CORRECTIONAL ALTERNATIVE CENTER		10,342	138,211	853	17,060		
August 2026	ESSEX COUNTY SHERIFF'S DEPT	ESSEX COUNTY MIDDLETON JAIL & HOC	$ 132,332.09	115,753	1,498,225	5,664	115,260		
August 2026	ESSEX COUNTY SHERIFF'S DEPT	ESSEX COUNTY WOMEN IN TRANSIT FACILITY		1,759	21,288	149	2,980		
September 2026	ESSEX COUNTY SHERIFF'S DEPT	ESSEX COUNTY LAWRENCE CORRECTIONAL ALTERNATIVE CENTER		10,205	129,953	974	19,480		
September 2026	ESSEX COUNTY SHERIFF'S DEPT	ESSEX COUNTY MIDDLETON JAIL & HOC	$ 120,741.44	104,318	1,363,657	5,334	108,580		
September 2026	ESSEX COUNTY SHERIFF'S DEPT	ESSEX COUNTY WOMEN IN TRANSIT FACILITY		2,082	22,374	135	2,700		

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July 2026	FRANKLIN COUNTY	FRANKLIN COUNTY JAIL	$ 34,040.00	28,023	387,348	2,016	40,320	27,216	
August 2026	FRANKLIN COUNTY	FRANKLIN COUNTY JAIL	$ 33,505.70	30,543	383,447	2,045	40,920	28,042	
September 2026	FRANKLIN COUNTY	FRANKLIN COUNTY JAIL	$ 32,792.09	28,653	376,905	1,845	36,900	24,343	

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July 2026	HAMPDEN COUNTY	HAMPDEN COUNTY JAIL	$ 40,778.96	169,021	2,038,948				
August 2026	HAMPDEN COUNTY	HAMPDEN COUNTY JAIL	$ 42,549.38	173,361	2,127,469				
September 2026	HAMPDEN COUNTY	HAMPDEN COUNTY JAIL	$ 40,803.60	167,321	2,040,180				

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July 2026	HAMPSHIRE COUNTY	HAMPSHIRE COUNTY JAIL	$ 9,997.97	19,952	227,942				
August 2026	HAMPSHIRE COUNTY	HAMPSHIRE COUNTY JAIL	$ 9,818.12	19,722	223,375				
September 2026	HAMPSHIRE COUNTY	HAMPSHIRE COUNTY JAIL	$ 10,028.48	20,169	229,385				

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July 2026	MIDDLESEX COUNTY	MIDDLESEX BILLERICA HOC	$ 128,260.34	113,536	1,393,721	900	36,945	146,735	
August 2026	MIDDLESEX COUNTY	MIDDLESEX BILLERICA HOC	$ 128,902.10	113,937	1,398,686	848	35,435	151,251	
September 2026	MIDDLESEX COUNTY	MIDDLESEX BILLERICA HOC	$ 128,557.38	112,186	1,394,385	888	36,615	144,236	

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July 2026	NORFOLK COUNTY CORRECTIONAL CENTER	NORFOLK COUNTY CORR	$ 75,048.39	86,663	814,473	2,343	46,860	47,722	
August 2026	NORFOLK COUNTY CORRECTIONAL CENTER	NORFOLK COUNTY CORR	$ 71,018.65	83,066	771,058	2,217	44,340	45,224	
September 2026	NORFOLK COUNTY CORRECTIONAL CENTER	NORFOLK COUNTY CORR	$ 69,597.44	78,195	755,747	1,907	38,140	42,876	

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Month	Customer Name	Customer Location	Invoiced	Number of Phone Calls	Duration of Calls (Mins)	Number of Video Calls	Duration of Video Calls (Mins)	Number of EMessages	Number of Texts
July 2026	PLYMOUTH COUNTY CORRECTIONAL FACILITY	PLYMOUTH COUNTY CORR	$ 76,860.53	125,771	1,593,012				
August 2026	PLYMOUTH COUNTY CORRECTIONAL FACILITY	PLYMOUTH COUNTY CORR	$ 80,141.31	128,423	1,669,762				
September 2026	PLYMOUTH COUNTY CORRECTIONAL FACILITY	PLYMOUTH COUNTY CORR	$ 75,520.01	120,415	1,581,678				

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July 2026	SUFFOLK COUNTY SHERIFF'S DEPT	SUFFOLK COUNTY HOC		163,969	1,681,005	639	12,780		
July 2026	SUFFOLK COUNTY SHERIFF'S DEPT	SUFFOLK COUNTY JAIL	$ 188,150.75	18,577	218,519	257	5,140	56,017	1,246,164
August 2026	SUFFOLK COUNTY SHERIFF'S DEPT	SUFFOLK COUNTY HOC		164,860	1,696,092	604	12,080		
August 2026	SUFFOLK COUNTY SHERIFF'S DEPT	SUFFOLK COUNTY JAIL	$ 191,609.45	20,105	234,294	341	6,820	63,374	1,182,778
September 2026	SUFFOLK COUNTY SHERIFF'S DEPT	SUFFOLK COUNTY HOC		176,675	1,845,803	648	12,960		
September 2026	SUFFOLK COUNTY SHERIFF'S DEPT	SUFFOLK COUNTY JAIL	$ 207,584.08	20,963	248,418	394	7,880	66,221	1,091,316

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July 2026	WORCESTER COUNTY JAIL	WORCESTER COUNTY JAIL	$ 143,296.45	115,167	1,644,373	1,823	36,460	145,920	
August 2026	WORCESTER COUNTY JAIL	WORCESTER COUNTY JAIL	$ 154,106.42	120,947	1,769,845	1,910	38,200	152,788	
September 2026	WORCESTER COUNTY JAIL	WORCESTER COUNTY JAIL	$ 155,920.26	120,515	1,790,559	1,980	39,600	153,017	