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CAROL A. MICI
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Deputy Commissioners

January 16, 2024

Michael J. Rodrigues
Chair, Senate Committee on Ways and Means
State House, Room 212
Boston, MA 02133

James B. Eldridge
Chair, Joint Committee on the Judiciary
State House, Room 511-C
Boston, MA 02133

Aaron Michlewitz
Chair, House Committee on Ways and Means
State House, Room 243
Boston, MA 02133

Michael S. Day
Chair, Joint Committee on the Judiciary
State House, Room 136
Boston, MA 02133

Re: Status of Communication Services and Contracts

Dear Honorable Members,

In accordance with Section 2(b) of Chapter 64 of the Acts of 2023, the Department of Correction (Department) is required to report “on the status of any communication services contracts and plans to consolidate contracts to maximize purchasing power for voice communication services.” I am submitting the following status update for your review.

The Department is currently collaborating with the Massachusetts Sheriffs’ Association on negotiating the terms and conditions, including costs per call, with our contracted phone services vendor (Securus). All commissions generated from phone calls previously awarded have been voided effective December 1, 2023, and all incarcerated individuals received a refund for any balances on their phone accounts at the time of implementation.

Moreover, I am pleased to inform you that, as of December 31, 2023, the Department has increased access to phones for incarcerated individuals across the Department with the following supplemental technology:

- The installment of 301 new wall phones
- Outfitting 192 kiosks with a phone application
- Increased and enhanced network infrastructure to permit additional rolling phone access

As a result, the call volume has increased from a prior 3-month average of 11,000 calls per day to an average of 16,000 calls per day. This is approximately a 45% increase in call volume from December 1, 2023, through December 31, 2023.

The Department continues to explore different technologies to increase access to phone calls inside our facilities, including the addition of a phone application for specific Department issued tablets. This application is currently in the development stage with our contracted vendor, with a pilot phase scheduled to roll out in early February 2024.

Sincerely,

A handwritten signature in black ink, appearing to read "Carol A. Mici". The signature is fluid and cursive, with the first name "Carol" being more prominent.

Carol A. Mici
Commissioner
Department of Correction