



COC Initial Request

COUNTY OF LOS ANGELES SHERIFF CIVILIAN OVERSIGHT COMMISSION

World Trade Center
350 South Figueroa Street, Suite 288, Los Angeles California 90071

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Executive Director

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June 13, 2019

To: Lt.
Los Angeles County Sheriff Department (LASD)

From: Ingrid Williams
Sheriff Civilian Oversight Commission

REQUEST FOR POLICY AND/OR INFORMATION:

1. All LASD policies related to inmate telephone calls in LA County jails.
2. The current price/cost of making and receiving telephone calls.

REASON FOR REQUEST:

The Commission would like to obtain clarification regarding an inmate's ability to make and receive calls in LA County jails.

WHEN SPECIFIC INFORMATION IS NEEDED:

Please forward the information to the contact person listed below by **June 21, 2019**.

CONTACT PERSON:

Please feel free to contact Ingrid Williams at _____ for additional questions or concerns.

Department E-Mail Response

From:
Sent: Monday, June 17, 2019 1:41 PM
To: iwilliams
Cc: Wilson, Michele
Subject: FW: COC Request: Policies regarding Inmate Calls
Attachments: Request for Policies Regarding Inmate Calls.docx

Good afternoon Ingrid,

Please see the attached information for your review.

Lieutenant

*Office of the Undersheriff
211 W. Temple St., 8th Floor
Los Angeles, CA 90012*

Hello ,

Attached are the requested policies. If you have any questions or require anything else, please don't hesitate.

, Lieutenant

1. All LASD policies related to inmate telephone calls in LA County jails:

5-13/020.00 TELEPHONE CALLS

Each unit commander shall develop and implement unit orders that allow inmates reasonable telephone usage, beyond those calls which are required by California Penal Code, section 851.5, "Telephone Call Right

of Arrested Person,” and pursuant to Minimum Standards for Adult Local Detention Facilities, title 15, section 1067, “Access to Telephone.” This unit order shall ensure inmates are given access to the telephones, which does not conflict with any other activities (e.g., showers, commissary, etc.), at least once per 24 hours.

The access to telephones shall be given for, but not be limited to, the following requests:

- Bail bondsmen, for initial contact or change in bail status
- Attorney, for initial contact or change in status of case
- In an emergency situation where a letter would not reach the party in time
- When an inmate has a hold placed against him
- When a new charge is added to an inmate’s jacket
- An emergency or death in an inmate’s family
- General calls to friends or relatives

Any restriction on phone use shall require the approval from a supervisor at the permanent rank of supervising line deputy or above. Any restriction on phone use, excluding court orders, that goes beyond the first 24 hours shall require the written approval of the unit commander.

Personnel should be aware of inmate telephone use to ensure inmates do not misuse or exert control over the phones.

09/10/03 CDM

6-14/030.00 ACCESS TO TELEPHONES

By court decision, these sections shall be "construed broadly and permissively." Except where physically impossible, the calls shall be completed no later than three hours after an arrest or detention.

Sections 851.5 PC and 627 WIC give any arrested adult or detained juvenile the right to complete at least three telephone calls.

Each Sheriff's station shall have a sign(s) printed in English and Spanish displayed in the booking/detention area that states:

- The inmate's right to complete three phone calls. The calls are free if they are within the local dialing area
- The inmate's right to complete two additional phone calls at no expense, if they are the custodial parent of a minor child, for the purpose of arranging care for the minor child or children. The calls are free if they are within the local dialing area
- The inmate is allowed an additional call to the Bail Commissioner's office to inquire about bail reduction or own recognizance (OR) release
- The Bail Commissioner's phone number and office hours (from 0630-0130 hours)
- The phone number to the local Public Defender's office (Station specific)

General procedures for implementing these sections are as follows:

- If the call does not satisfy the intent for which it was made, the inmate shall be granted an additional call(s) in order to obtain bail, an attorney, a physician, or to notify family, employer or friend
- If they desire, a person arrested on a charge of intoxication shall be permitted one additional call at his/her own expense to obtain a physician to take his blood sample
- "Collect" calls are not considered free calls. If the inmate wishes to call someone outside the local calling area, the call must be made at the inmate's expense or the charges must be reversed to the person called (e.g., a "collect" call)
- Additional phone calls may be granted at the discretion of the watch commander
- The Public Defender's phone number shall be provided to the inmate upon request
- If any act which constitutes a new booking is performed, the inmate shall be permitted two additional phone calls as outlined above
- Per 810 PC the inmate is permitted to make an additional call to the Bail Commissioner or a magistrate

Inmates shall be permitted the required calls whether they are booked at a station, at IRC/CRDF or are remanded to custody at court. It shall be the responsibility of the on duty jailer to permit the inmate to make the required telephone calls.

The calls may be completed before, during, or immediately after the booking process is completed. If the inmate is physically unable to make a telephone call within the three-hour time limit, arrangements shall be made for the call(s) to be completed as soon as the inmate is able.

If it is determined that due to serious illness/injury, the inmate will be unable to make a telephone call for an indefinite time, in excess of the three-hour limit, a known local next-of-kin notification shall be completed by the Department member making the determination.

The employee shall sign his name, employee number, and the date on the booking slip indicating he has made the telephone call for the inmate.

If an inmate becomes ill while in transit by the Court Services Transportation Bureau and is confined in a local hospital, it shall be the responsibility of the Court Services Transportation Bureau to enter the information on the prisoner transmittal sheet in the absence of a booking slip.

Sentenced Inmates (Inmate Workers)

Inmate workers have access to a pay phone within the station. They may use the phone at any time, as long as it does not interfere with their work assignments.

Pre-Arraigned Inmates

Inmates shall be given the opportunity during each shift to make local phone calls or long distance phone calls, at their own expense.

Each jailer shall allow every inmate access to phones on his/her shift subject to the actual demands placed on the jailer to complete his/her regular required duties. Actual demands placed on the jailer to complete his/her regular required duties will determine frequency of access to telephones.

03/05/18 SJM

6-14/020.00 LOS ANGELES COUNTY SHERIFF'S DEPARTMENT STATION JAIL ORIENTATION

The Los Angeles County Sheriff's Department Station Jail Orientation (SH-R-449) is provided to the inmate at the time of booking. The purpose of The Los Angeles County Sheriff's Department Station Jail Orientation is to provide basic information, in an understandable format, for pretrial inmates. The information form contains, but is not limited to, the following information:

- Visiting information as contained in this document
- Rules and disciplinary procedures contained in this document
- Availability of personal health care items and opportunities for attending to personal hygiene
- Availability of reading, recreational materials, and telephone calls
- Bail reduction and/or releases on own recognizance
- Medical and mental health procedures
- Prison Rape Elimination Act of 2003 standards.

6-13/050.00 DEAF OR HARD-OF-HEARING TEXT/TELEPHONE COMMUNICATIONS

The ADA mandates that the Department take necessary measures to receive both routine and emergency telephone calls from the deaf or hard of hearing and to provide access to a text telephone device to deaf or hard-of-hearing individuals in custody.

POLICY AND PROCEDURES

Answering Incoming Emergency and Routine Text/Telephone Calls and Placing Text/Telephone Calls

Station unit commanders shall ensure all personnel assigned to station telephone operator and desk duties are cognizant of the unique tones emitted by text telephone devices. The tones are similar to those emitted by a fax machine.

When station telephone operators receive a text telephone call, they shall immediately transfer the call to the station desk.

The "Vesta" telephone systems in all station desk areas are programmed to recognize incoming text telephone calls. When such a call is received, the computer will automatically display a text screen that will allow the individual receiving the call to communicate with the caller either using pre-programed text messages or typed messages.

On occasion, there may be a few seconds' delay before the computer displays the text telephone screen. Station desk personnel receiving a text telephone call, either via 9-1-1 or the station business line, must be aware of this possible delay and not disconnect the caller.

Outgoing calls to a text telephone may also be placed from a "Vesta" telephone system. To place a telephone call to a text telephone device, dial the requested number and, when the call connects, listen for the distinctive text telephone tones. Within a few seconds the "Vesta" telephone system text screen should activate. Should you hear the tones and the screen not automatically activate, the screen can be manually activated by utilizing the following steps:

- Click "Vesta" tool bar
- Click "TTY" button
- Click "TTY Disabled" button (this will activate the "TTY" screen)

Providing Text Telephone Device Calls to Deaf or Hard-of-Hearing Inmates

Stations with operating jails shall have their station text telephone device located in the jail available for use by hearing-impaired inmates.

The device may be used in the “acoustic mode” with any phone.

The device can only be directly wired to an analog telephone line, such as a fax line. It cannot be wired into a digital telephone system.

Training

All station personnel permanently or routinely assigned to jail duties shall be trained in the use of the text telephone device. This training shall be conducted at a station level and be recurrent to ensure personnel maintain their proficiency.

California Relay Service and Other Uses of the Text Telephone Device

The California Relay Service (CRS) enables a person using a text telephone device to communicate by phone with a person who does not use a text telephone device. The service also works in reverse, allowing a non-text telephone user to call a person utilizing such a device. To reach a toll-free California Relay System operator, dial 711.

More detailed information on the services provided by the California Relay System is available on-line at <http://www.ddtp.org/>.

Should the need arise for station personnel to communicate telephonically with a hearing impaired individual or during the course of business should a deaf or hard-of-hearing individual, other than an inmate, need assistance in placing a telephone call, the station text telephone device, the desk “Vesta” telephone system, or the California Relay System may be used.

Inspections

Station telephone operators and desk personnel proficiency in handling incoming text telephone calls will be inspected by personnel from Communications and Fleet Management Bureau as part of the yearly desk operations command inspection process.

Availability of a text telephone device in station jails and personnel proficiency will be inspected by personnel from Custody Support Services as part of the yearly jail operations pre-command inspection process.

Referral Information

Questions regarding the requirements of the Americans with Disabilities Act can be referred to the Department's ADA Unit at .

Questions regarding the use of the text telephone device and the "Vesta" telephone systems can be referred to the Department Telecommunications Coordinator, at .

-See Station-specific Telephone Procedures-

03/05/18 SJM

2. The current price/cost of making and receiving telephone calls:

Here is what they pay through the commissary sheet. They have a \$0.75 handling fee per 10 or 20 dollar purchase.

Cards	1394	Vending Card \$20.00	\$40/week +	\$2
	1393	Vending Card \$10.00	handling fees	\$1
	9891	\$10 Debit Phone Account (Cardless)	\$60/week +	\$1
	9892	\$20 Debit Phone Account (Cardless)	handling fees	\$2

This is what our contract allows us to charge by the minute and is guided by the FCC regulations

Restated under Amendment Number Four Effective June 20, 2016

Inmate Telephone System (ITS) and Services 1 Exhibit C

TELEPHONE RATES AND PAYMENT SCHEDULE

CONTRACTOR: PUBLIC COMMUNICATIONS SERVICES, INC.

A. INMATE TELEPHONE BILLING

CALL RATE

RATES Domestic Calls

INTRASTATE CALLS – All

Rate per minute \$0.25

Domestic Calls

CALL RATE

INTERSTATE CALLS – Collect

Rate per minute \$0.25

Domestic Calls

CALL RATE

INTERSTATE CALLS – Debit Phone Account**(Cardless) and****Pre-Paid Account**

Rate per minute \$0.21

International Calls

CALL RATE

Rate per minute

International Rate Table is attached hereto as
Attachment 1