

Iowa Board of Corrections

Offender Telephone – \$3.15 Per Call Flat Rate Analysis
May 1, 2015

- ✓ Offenders and families experienced greater communication
 - Total call count has increase by 144,533 since October 2014
 - Average monthly call volume approaching 100,000, up from 53,000 to 63,000 prior to rate change
 - 75% of all calls continue through last minute of 20 minute call maximum
- ✓ Average offender cost per call has been reduced by \$.16, which equates to a six-month savings of \$56,576
- ✓ Offender kiosks enhancements permit access to phone account balances and ability to efficiently move funds to phone account in \$1.00 increments or greater
- ✓ International average monthly call volume has increased almost 800% from 62 to 482 average calls per month
- ✓ International average cost per call reduce nearly 70% from \$12.61 to \$3.90 per call
- ✓ Based on increased call volume and lower average cost per call, DOC proposes to lower the current \$3.15 flat rate by \$.25 to \$2.90 per call
 - Continue to monitor and may recommend future rate reductions

Iowa Department of Corrections
Offender Telephone System
12 Month Review (April 2014 to March 2015)
Average Cost per Call (excluding International Calls)
May 1, 2015 - Iowa Board of Corrections

Month	Total Call Cost	Total Call Count	Average Cost per Call
April 14	\$ 205,107	61,941	\$ 3.31
May 14	\$ 207,583	62,405	\$ 3.33
June 14	\$ 193,647	58,609	\$ 3.30
July 14	\$ 192,670	58,036	\$ 3.32
August 14	\$ 193,744	58,720	\$ 3.30
September 14	\$ 178,368	53,891	\$ 3.31
6 Month Total	\$ 1,171,120	353,602	\$ 3.31

Month	Total Call Cost	Total Call Count	Average Cost per Call
October 14	\$ 230,838	73,282	\$ 3.15
November 14	\$ 243,961	77,448	\$ 3.15
December 14	\$ 264,931	84,105	\$ 3.15
January 15	\$ 253,988	80,631	\$ 3.15
February 15	\$ 267,205	84,827	\$ 3.15
March 15	\$ 308,202	97,842	\$ 3.15
6 Month Total	\$ 1,569,125	498,135	\$ 3.15

Month	Total Call Cost	Total Call Count	Average Cost per Call
04/14 to 09/14	\$ 1,171,120	353,602	\$ 3.31
10/14 to 03/15	\$ 1,569,125	498,135	\$ 3.15
Difference	\$ 398,006	144,533	\$ (0.16)

Total Call Count (04/14 to 09/15) x Average Savings \$ 56,576

Iowa Department of Corrections
Offender Telephone System
12 Month Review (April 2014 to March 2015)
Call Cost per 5 Minute Increments (excluding International Calls)
May 1, 2015 – Iowa Board of Corrections

Month	0:01 to 5:00	5:01 to 10:00	10:01 to 15:00	15:01 to 19:00	19:01 to 20:00	Total
April 14	\$ 18,045	\$ 21,464	\$ 21,782	\$ 17,447	\$ 126,370	\$ 205,107
May 14	\$ 19,192	\$ 22,820	\$ 23,370	\$ 18,511	\$ 123,690	\$ 207,583
June 14	\$ 18,100	\$ 21,019	\$ 21,383	\$ 17,064	\$ 116,081	\$ 193,647
July 14	\$ 17,731	\$ 20,551	\$ 22,095	\$ 17,613	\$ 114,680	\$ 192,670
August 14	\$ 17,153	\$ 20,058	\$ 22,063	\$ 17,917	\$ 116,553	\$ 193,744
September 14	\$ 14,801	\$ 17,762	\$ 20,616	\$ 16,132	\$ 109,057	\$ 178,368
6 Month Total	\$ 105,023	\$ 123,674	\$ 131,309	\$ 104,683	\$ 706,431	\$ 1,171,120

Month	0:01 to 5:00	5:01 to 10:00	10:01 to 15:00	15:01 to 19:00	19:01 to 20:00	Total
October 14	\$ 15,438	\$ 16,333	\$ 17,227	\$ 14,282	\$ 167,558	\$ 230,838
November 14	\$ 14,635	\$ 15,873	\$ 17,445	\$ 15,227	\$ 180,782	\$ 243,961
December 14	\$ 16,330	\$ 16,997	\$ 18,604	\$ 16,481	\$ 196,519	\$ 264,931
January 15	\$ 14,660	\$ 14,764	\$ 16,320	\$ 14,288	\$ 193,955	\$ 253,988
February 15	\$ 14,493	\$ 15,441	\$ 17,208	\$ 15,904	\$ 204,158	\$ 267,205
March 15	\$ 17,889	\$ 19,004	\$ 19,996	\$ 18,157	\$ 233,157	\$ 308,202
6 Month Total	\$ 93,445	\$ 98,412	\$ 106,801	\$ 94,339	\$ 1,176,128	\$ 1,569,125

Month	0:01 to 5:00	5:01 to 10:00	10:01 to 15:00	15:01 to 19:00	19:01 to 20:00	Total
04/14 to 09/14	\$ 105,023	\$ 123,674	\$ 131,309	\$ 104,683	\$ 706,431	\$ 1,171,120
10/14 to 03/15	\$ 93,445	\$ 98,412	\$ 106,801	\$ 94,339	\$ 1,176,128	\$ 1,569,125
Difference	\$ (11,578)	\$ (25,262)	\$ (24,508)	\$ (10,344)	\$ 469,697	\$ 398,006

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Month	0:01 to 5:00	5:01 to 10:00	10:01 to 15:00	15:01 to 19:00	19:01 to 20:00	Total
April 14	7,130	6,836	6,106	4,515	37,354	61,941
May 14	7,575	7,231	6,483	4,697	36,419	62,405
June 14	7,149	6,666	6,013	4,426	34,355	58,609
July 14	7,006	6,545	6,124	4,536	33,825	58,036
August 14	6,771	6,369	6,096	4,604	34,880	58,720
September 14	5,808	5,583	5,712	4,150	32,638	53,891
6 Month Total	41,439	39,230	36,534	26,928	209,471	353,602
% of Total	11.72%	11.09%	10.33%	7.62%	59.24%	

Month	0:01 to 5:00	5:01 to 10:00	10:01 to 15:00	15:01 to 19:00	19:01 to 20:00	Total
October 14	4,901	5,185	5,469	4,534	53,193	73,282
November 14	4,646	5,039	5,538	4,834	57,391	77,448
December 14	5,184	5,396	5,906	5,232	62,387	84,105
January 15	4,654	4,687	5,181	4,536	61,573	80,631
February 15	4,601	4,902	5,463	5,049	64,812	84,827
March 15	5,679	6,033	6,348	5,764	74,018	97,842
6 Month Total	29,665	31,242	33,905	29,949	373,374	498,135
% of Total	5.96%	6.27%	6.81%	6.01%	74.95%	

Month	0:01 to 5:00	5:01 to 10:00	10:01 to 15:00	15:01 to 19:00	19:01 to 20:00	Total
04/14 to 09/14	41,439	39,230	36,534	26,928	209,471	353,602
10/14 to 03/15	29,665	31,242	33,905	29,949	373,374	498,135
Difference	(11,774)	(7,988)	(2,629)	3,021	163,903	144,533

Iowa Department of Corrections
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Call Count per 5 Minute Increments (only International Calls)
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Month	0:01 to 5:00	5:01 to 10:00	10:01 to 15:00	15:01 to 19:00	19:01 to 20:00	Total
April 14	10	5	7	6	23	51
May 14	11	7	7	16	46	87
June 14	13	8	3	7	45	76
July 14	5	14	10	6	49	84
August 14	14	6	7	6	28	61
September 14	7	3	6	3	22	41
October 14	11	7	9	4	26	57
November 14	6	5	6	4	28	49
December 14	8	12	11	6	36	73
January 15	6	5	8	3	22	44
10 Month Total	91	72	74	61	325	623
% of Total	14.61%	11.56%	11.88%	9.79%	52.17%	

Average # of Calls 62

Average Cost per Call \$ 12.61

Month	0:01 to 5:00	5:01 to 10:00	10:01 to 15:00	15:01 to 19:00	19:01 to 20:00	Total
February 15	26	17	19	25	395	482
March 15	15	19	17	19	412	482
2 Month Total	41	36	36	44	807	964
% of Total	4.25%	3.73%	3.73%	4.56%	83.71%	

Average # of Calls 482

Average Cost per Call \$ 3.90