

FEDERAL COMMUNICATIONS COMMISSION (FCC)

+ + + + +

REFORMING INMATE CALLING SERVICES RATES

+ + + + +

WORKSHOP

+ + + + +

WEDNESDAY

JULY 10, 2013

+ + + + +

The Workshop met in the Commission Meeting Room, 445 12th Street, S.W., Washington, D.C., at 9:00 a.m., Mignon Clyburn, Acting Chairwoman, FCC, presiding.

PRESENT

MIGNON CLYBURN, Acting Chairwoman, FCC

JESSICA ROSENWORCEL, Commissioner, FCC

JULIE VEACH, Chief, Wireline Competition Bureau, FCC

ROGER GOLDBLATT, Associate Chief, Consumer and Governmental Affairs Bureau, FCC

THE HONORABLE BOBBY RUSH, U.S. House of Representatives

THE HONORABLE ELEANOR HOLMES NORTON, U.S.

House of Representatives

PANEL I

DEENA SHETLER, Associate Chief, Wireline
Competition Bureau, FCC; Moderator

LYNNE ENGLEDDOW, Assistant Chief, Pricing
Policy Division, Wireline Competition
Bureau; FCC Staff Participant

ALEX FRIEDMANN, Human Rights Defense Center;
Prison Legal News

THE HONORABLE PATRICK A. HOPE, Virginia House
of Delegates

CHERYL LEANZA, A Learned Hand, LLC

TALILA LEWIS, Helping Educate to Advance the
Rights of the Deaf (HEARD)

TIM MEADE, Millicorp

CHARLIE SULLIVAN, Citizens United for
Rehabilitation of Errants (CURE)

PANEL II

COMMISSIONER JOHN BURKE, NARUC Committee on
Telecommunications; Vermont Public
Service Board; Moderator

KALPAK GUDE, Chief, Pricing Policy Division,
Wireline Competition Bureau; FCC Staff
Participant

COMMISSIONER ANNE C. BOYLE, Nebraska Public
Service Commission

AMALIA DELONEY, The Center for Media Justice

THE HONORABLE PATRICK A. HOPE, Virginia House
of Delegates

JASON MARKS, Former Commissioner, New Mexico
Public Regulation Commission

BARRY S. MARANO, Powhatan Correctional Center

PANEL III

COMMISSIONER ANNE C. BOYLE, Nebraska Public
Service Commission; Moderator

ERIC RALPH, Chief Economist, Wireline

Competition Bureau; FCC Staff

Participant

RANDY CLARKE, Deputy Chief, Pricing Policy
Division, Wireline Competition Bureau;
FCC Staff Participant

MITCH LUCAS, Charleston County Sheriff's
Office; American Jail Association

LEE G. PETRO, Drinker Biddle & Reath LLP

RICHARD TORGERSRUD, Telmate, LLC

VINCENT TOWNSEND, Pay Tel Communications,
Inc.

PETER WAGNER, Prison Policy Initiative

TIMOTHY O. WOODS, National Sheriffs'
Association

A G E N D A

WELCOME REMARKS BY ROGER GOLDBLATT.5
REMARKS BY ACTING CHAIRWOMAN CLYBURN.7

PANEL I: CONSUMERS AND PUBLIC POLICY. 16

BREAK140

PANEL II: STATE ACTIONS TO REFORM INMATE
CALLING RATES142

REMARKS BY INVITED DIGNITARIES

THE HONORABLE BOBBY RUSH.156
U.S. House of Representatives
THE HONORABLE ELEANOR HOLMES NORTON163
U.S. House of Representatives

LUNCH BREAK227

REMARKS BY COMMISSIONER ROSENWORCEL229

PANEL III: PROVIDING INMATE CALLING
SERVICES.232

CLOSING REMARKS BY JULIE VEACH.340

1 P R O C E E D I N G S

2 (9:11:03 a.m.)

3 MR. GOLDBLATT: Welcome to Inmate
4 Calling Services Rates Workshop, the first at
5 the FCC.

6 I just want to go over some
7 logistical information. We have three ways
8 people can make comments and ask questions.
9 One is through these note cards at the two
10 tables as you walk in. The second is through
11 our Twitter account, #InmateCallingRates, or
12 through the web at FCClive -- is that correct?
13 Yes. FCC live questions. And what we'll do is
14 we'll have people collecting the cards from
15 you. Just hold them up and one of our staff
16 people will collect.

17 Because of time constraints we'll
18 try to get to as many as we can. What we might
19 be doing is combining a few. Our goal is to
20 get to everybody's question through all three
21 mechanisms. Please put your name and
22 affiliation so we can acknowledge the question

1 came from you.

2 The other thing is we're going to
3 have a lunch break at 12 to 1:30. We have
4 information over here on close lunch places.
5 We're not advocating any of them. Trust me,
6 I've been to them all, but feel free to take
7 a break, stay here, do whatever you like.

8 This is a really exciting
9 workshop. It's something that our wonderful
10 Acting Chairwoman Clyburn has been working on
11 for a while, and I'm so pleased to -- you
12 know, this is our first Chairwoman ever in the
13 history of the FCC. That's pretty cool. And,
14 basically, I'll just give a little bio.

15 She's been Acting Chairwoman since
16 May 20th, 2013. As a Commissioner she's
17 serving her second term as Democrat on the
18 Commission, sworn in February 19th, 2013,
19 following her renomination by the President
20 and confirmation.

21 Just to tell you personally,
22 Chairwoman Clyburn really cares about people.

1 She feels in her heart for every issue, and
2 this is a very important one to her. So,
3 without further ado, Chairwoman Clyburn.

4 (Applause.)

5 ACTING CHAIRWOMAN CLYBURN: Thank
6 you. Thank you so much, Roger. I think it's
7 pretty cool, too. I appreciate your saying
8 that.

9 Good morning, and welcome to
10 today's workshop on Inmate Calling Services.
11 I really wish to thank all of you for coming
12 this morning, and to especially express how
13 grateful I am to all of these outstanding
14 participants.

15 While there may be too many of you
16 to name, allow me to recognize our elected
17 officials, Delegate Patrick Hope of Virginia,
18 Congressman Bobby Rush and Congresswoman
19 Eleanor Holmes Norton who will be joining us
20 later. But because the states play such a
21 vital role in this effort, I'd also like to
22 recognize some our State Commission

1 counterparts, Commissioner John Burke,
2 Commissioner Ann Boyle, my friends -- we're
3 still friends, right? Great. And former
4 Commissioner Jason Marks. And, of course,
5 thanks are due to my colleague, Commissioner
6 Jessica Rosenworcel for joining us and for her
7 leadership on this issue.

8 If it seems like I am a bit more
9 upbeat this morning it's because I've been
10 talking about this issue of prison pay phone
11 rates for quite some time. Now, don't get me
12 wrong, I love to talk. Had you noticed? But I
13 get extremely excited when talk leads to
14 action, and today's workshop marks yet another
15 action phase when it comes to the issue of
16 prison pay phone rates.

17 Let me begin my remarks with what
18 we already know. Nearly 10 years ago, yes, 10
19 years ago Martha Wright, a grandmother from
20 Washington, D.C. filed a petition to the FCC
21 seeking relief from what she described as
22 exorbitant long distance rates from

1 correctional facilities. Since then, tens of
2 thousands of others have contacted the
3 Commission complaining that the costs they
4 incur to stay in touch with their loved ones
5 were unaffordable.

6 So, just how high are these rates?
7 In some instances, the price of a single phone
8 call from prison eclipses the cost of an
9 average basic monthly telephone bill. In 42
10 states where there have been limited or no
11 reforms, connection fees are running as high
12 as \$4 per call, on top of charges of 89 cents
13 per minute.

14 Some say this is really not an
15 issue because inmate phone calls should cost
16 more than normal phone services due to their -
17 - or the needed security protocols. But given
18 the fact that eight states in other localities
19 have reformed their inmate rate structure
20 while remaining -- while maintaining those
21 appropriate security features, this concern
22 alone does not seem to justify the significant

1 rate disparities we see today.

2 Indeed, when you consider that a
3 15-minute interstate call from an inmate pay
4 phone in New York State costs less than a
5 dollar, and that that same call next door in
6 Pennsylvania costs \$11, it shows that there is
7 a real need for today's workshop.

8 These are prisoners who have
9 broken the law, and they deserve to be
10 punished, so why should we care that they are
11 being charged extra for phone calls, some ask.
12 Well, I have an answer to that question that
13 requires you to keep two numbers in mind, 2.7
14 million and 700,000.

15 In the United States, 2.7 million
16 children have at least one parent in prison,
17 and many of them want and need to maintain a
18 connection to that parent. But in addition to
19 coping with the anxiety or insecurity of
20 having an incarcerated parent, these young
21 people are suffering untold economic hardships
22 which are being exacerbated by an unaffordable

1 inmate calling rate structure.

2 Now, consider the fact that half
3 of those imprisoned parents are housed at
4 facilities 100 miles or more away from home.
5 Because many families are unable to travel
6 those distances, a phone call is often the
7 only way children and their loved ones can
8 keep in touch.

9 So, for those who are still asking
10 why should we care, regardless of why that
11 inmate is in jail, the exorbitant inmate
12 calling regime deeply and chronically affects
13 the most vulnerable among us. If you were to
14 ask their teachers, it is affecting their
15 academic performance. If you ask the school
16 counselors, it affects their behavior and
17 attitude, and if you were to speak with the
18 guardians, families, and friends it impacts
19 their ability to adequately and affordably
20 care for these children.

21 It is not just me saying this. One
22 of the most authoritative voices on children

1 in America, Big Bird, recognizes this, too.
2 That's right, Big Bird. Sesame Street just
3 released an online educational kit to help
4 children cope with having a parent who is
5 incarcerated. When an issue is so significant,
6 so acute that it makes it onto Sesame Street,
7 then you are talking about an issue that is
8 impacting Main Street.

9 I also mentioned the number
10 700,000. Each year, 700,000 inmates are
11 released from correctional facilities back
12 into our society. Whether or not these
13 prisoners successfully reassimilate has huge
14 societal implications. Multiple studies
15 indicate that having meaningful contact beyond
16 the prison walls can make a real difference in
17 maintaining community ties, promoting
18 rehabilitation, and reducing recidivism. It
19 also helps strengthen parental ties, further
20 assisting both the children and the custodial
21 parent.

22 I believe that we must do

1 everything we can to insure a reasonable
2 mechanism for families to stay in touch with
3 their loved ones during the separation.

4 Insuring the cost of prison pay
5 phone rates, insuring that these costs are
6 reasonable will enable meaningful progress
7 toward that goal. That is why this past
8 December the FCC launched a proceeding that
9 grants those longstanding petitions to
10 consider lowering interstate long distance
11 rates from prisons.

12 The Commission approved the NPRM
13 this past December, and this was a significant
14 step forward. And today's workshop is another
15 important step towards translating that action
16 into meaningful relief for these families.

17 We've got our work cut out for us
18 because while the need for prison pay phone
19 reform may be clear, the actual mechanics are
20 quite complicated. It's not as simple as just
21 reducing rates. We need to do so in a way that
22 doesn't jeopardize any security concerns, or

1 drive prices down so low that providers leave
2 the market or service is degraded.

3 Of those many complex issues to
4 tackle are the cost to provide service in
5 small facilities versus large ones, and the
6 argument that the rate should consider those
7 differentials.

8 There is an impact on all rates,
9 both local and long distance. And there are
10 ongoing contractual issues. Would the
11 Commission effect rates in current contracts
12 or only once a new contract is out for bid?
13 These are complicated issues that will require
14 a collective engagement. Specifically, the FCC
15 and the states need to work together on this
16 one.

17 Cooperation has been rather
18 elusive in the past, but this proceeding is an
19 opportunity to learn from our state partners,
20 particularly from those who have already
21 undergone reform. One state, I am proud to
22 say, is my home state of South Carolina.

1 Reforming inmate calling services, the regime
2 is a Federal Communications Commission
3 priority. It is important that we expedite
4 this review given the impact on families,
5 especially low-income families. And I look
6 forward to working with all of you today and
7 through the remainder of this process.

8 I wish to especially thank this
9 morning the dedicated FCC staff who organized
10 today's workshop. Many have worked long hours
11 to insure that we have a meaningful
12 engagement; the Wireline Bureau, the Consumer
13 and Government Affairs Bureaus, and Rebecca
14 Goodheart in my office, and Angie Kronenberg
15 previously of my staff who has joined us
16 today. Thank you all for your terrific efforts
17 and for a great agenda.

18 Now, my friends, let us get to
19 work. Good morning.

20 (Applause.)

21 MR. GOLDBLATT: Would Panel I
22 please come up.

1 MS. SHETLER: Good morning. My name
2 is Deena Shetler, and I'm the Associate Chief
3 of the Wireline Competition Bureau, and I'll
4 be moderating this first panel. And our first
5 panel today really is going to build on some
6 of the statements of Chairwoman Clyburn and
7 set the context for why we're here today.

8 The point of this is to discuss
9 the individual and societal impact of ICS
10 rates, rate reform, increased contact between
11 incarcerated individuals and their families.

12 I'd like to introduce our
13 panelists, and then each of them is going to
14 have the opportunity to make a four-minute
15 statement. We have a little timer here. We'd
16 like you to use it as guidance just to -- we
17 know there's lots to say, and there'll be lots
18 of opportunities through questions following
19 our opening statements.

20 First, let me introduce our
21 panelists. First we have Alex Friedmann, who
22 is the Associate Director of the Human Rights

1 Defense Center, a non-profit organization
2 dedicated to protecting the rights of people
3 held in U.S. detention facilities. He also
4 serves as managing editor of Prison Legal
5 News, HRDC's monthly publication which has
6 researched and reported on prison phone-
7 related issues for over two decades. HRDC
8 along with MAG-Net and Working Narratives
9 coordinates the National Campaign for Prison
10 Phone Justice.

11 Sitting next to him is the
12 Honorable Patrick A. Hope, who is a member of
13 the Virginia General Assembly as the Delegate
14 from the 47th District of the Commonwealth of
15 Virginia, and he was reelected for a second
16 term in 2011. He serves on the Militia,
17 Police, and Public Safety Committee and
18 Health, Welfare and Institutions Committee. In
19 his first year he was elected Co-Chair of the
20 Freshman Caucus, and also serves as the Co-
21 Chair of the Virginia Progressive Caucus.

22 Sitting next to Delegate Hope is

1 Cheryl Leanza. Cheryl is the President of her
2 consulting firm, A Learned Hand, and in this
3 capacity she serves as policy advisor to the
4 United Church of Christ, its Historic Media
5 Advocacy Arm, and as the Co-Chair of the
6 Leadership Conference of Civil Rights Media
7 and Telecommunications Task Force. And I can
8 just say from my experience here at the
9 Commission, Cheryl has always been a leading
10 advocate on this issue here.

11 Next to Cheryl is Talila (TL)
12 Lewis, and she is the founder of HEARD, which
13 is a non-profit civil rights organization that
14 promotes equal access to the legal system for
15 individuals who are deaf. HEARD develops and
16 maintains the only known national deaf and
17 deaf line prisoner's database which currently
18 contains information about nearly 500 deaf and
19 hard of hearing men and women.

20 And sitting next to Talila (TL) is
21 Timothy Meade. Timothy is the President and
22 Chief Executive Officer of Millicorp, which is

1 a multifaceted telecommunications company
2 founded in 2008, and is the parent company of
3 Cons Call Home.

4 Cons Call Home was established to
5 enable the friends and families of inmates to
6 communicate with their incarcerated loved ones
7 safely and affordably by leveraging the
8 benefits of VoIP technology.

9 And, finally, we have Charlie
10 Sullivan. Charlie and his wife, Pauline,
11 founded Citizens Reunited for the
12 Rehabilitation of Errants or CURE in 1972.
13 This grassroots organization now has 20,000
14 members in 46 chapters. In 2001, CURE had its
15 first international conference. In February
16 2011, the fifth was in Nigeria, and the next
17 global conference will be in Asia in 2014.

18 And I would also like to recognize
19 some of our panelists and moderators on the
20 next panels from State Commissions who have
21 come here, and we've invited them to join us
22 on the panel to help engage in these

1 discussions. They've been active in reform,
2 and that is we have Anne Boyle from the
3 Nebraska Public Service Commission, and John
4 Burke, who is the Chair of the NARUC Committee
5 on Telecommunications, and he's on the Vermont
6 Public Service Board.

7 So, welcome all. Thank you for
8 coming, and let's get started. Alex, we'll
9 start with you.

10 MR. FRIEDMANN: Can you hear me
11 okay? Is it on? All right, very good. Thank
12 you. Appreciate it. I do appreciate that
13 introduction.

14 I want to thank everybody for
15 attending this very important workshop, and
16 I'd like to thank Chairwoman Clyburn for
17 providing leadership on this issue.

18 So, Prison Legal News, the
19 publication of the Human Rights Defense
20 Center, has been reporting on prison phone
21 issues, including litigation related to phone
22 rights, the impact of high phone rates on

1 prisoners, their families, and our
2 communities, and corruption within the prison
3 phone industry for the past 23 years, and
4 sample copies of our publication, Prison Legal
5 News, are available on the table in the back
6 of the room.

7 The Human Rights Defense Center
8 along with MAG-Net and Working Narratives
9 Nation Inside coordinates the National
10 Campaign for Prison Phone Justice, which
11 advocates for lower prison phone rates in
12 correctional and detention facilities. And
13 I'll use this introduction to shamelessly plug
14 our websites, prisonphone.org and
15 prisonphonejustice.org. So, please check is
16 out online, we have a lot of information and
17 data on this issue.

18 In April 2011, following two years
19 of research, Prison Legal News published a
20 comprehensive report on the prison phone
21 industry. We detailed the business model of
22 the industry in which phone companies compete

1 for contracts based not on the lowest cost to
2 the consumer, those who accept calls from
3 prisons and jails, but rather on the highest
4 commission or kickback paid to the contracting
5 government agency, which kickbacks ranging up
6 to 70 percent of prison phone call revenue.

7 We've since updated our research
8 to include data for fiscal year 2012, which
9 includes prison phone rate information and
10 commission percentages and amounts for almost
11 all states. Commissions totaled \$112 million
12 nationwide in 2012, that's \$112 million in
13 kickbacks paid to government agencies by
14 prison phone companies from revenue that is
15 overwhelmingly generated from prisoner's
16 families and loved ones. And that doesn't
17 include commissions from jails, private
18 prison, immigration detention facilities,
19 juvenile facilities, military prisons, and so
20 on, so the actual number is much, much higher.

21 So, why does the Campaign for
22 Prison Phone Justice advocate for lower phone

1 rates? Because of letters like the one we
2 recently received from Noel Woodard in
3 Seattle, Washington whose son is incarcerated
4 in Alaska. And Ms. Woodard wrote, "For many of
5 us, this phone call is our only form of
6 communicating with those we love and who are
7 imprisoned because of geographical
8 constraints. In many cases, excessively high
9 rates pose an even greater challenge because
10 of the family's financial hardship."

11 She wrote that, "Not only has
12 phone contact `been our lifeline,' this is one
13 of the collective ways we keep our connection
14 in tact and demonstrate that we cherish each
15 other. As human beings, we need and enjoy the
16 hugs and kisses as we embrace our loved ones.
17 The telephone call is, oftentimes, our only
18 form of embracing each other."

19 She mentioned that she had spoken
20 on the phone to her son twice last May for a
21 total of 42 minutes, which cost her \$59.12.
22 So, why does HRDC and Prison Legal News

1 advocate for reform of the prison phone
2 system?

3 Because of experiences like the
4 one we had two weeks ago when one of our
5 clients was arrested. She called me, and when
6 I picked up the phone the automated system
7 told me I was receiving a free call from
8 somebody in jail. And she said, "I'm locked
9 up. I'm in such and such a jail. I'm scared.
10 I need help. Can you please," and then she was
11 cut off, and an automated system kicked in and
12 informed me that if I wanted to continue that
13 free call, I could conveniently pay \$14.95 on
14 my credit card or open a prepaid account.

15 Now, what parent or other family
16 member getting a 10-second free call from a
17 loved one in jail wouldn't pay to get them
18 back on the line to find out what was
19 happening to them, and to try to help them?
20 So, that's some of the reasons why we feel
21 that prison phone rates, and the prison phone
22 industry is desperately in need of reform.

1 Thank you.

2 DEL. HOPE: Good morning. I'm
3 Delegate Patrick Hope. I represent Arlington
4 County in the Virginia General Assembly, and
5 I'm delighted to be here.

6 I first want to start out by
7 thanking Chairwoman Clyburn for her tremendous
8 leadership. We in Virginia have been dealing
9 with this issue for several years, and we look
10 forward to working together to once and for
11 all solve this issue. I want to thank her for
12 her leadership.

13 First, I want to focus my opening
14 statement on the public policy reasons of why
15 I think it's very important that we solve this
16 problem as soon as possible. Number one, it's
17 about connecting families.

18 What more do you really need to
19 say about this? Mom, or dad are in jail, it's
20 important for mom or dad, and for the son and
21 daughter's well-being that they stay
22 connected. The younger the inmates, the more

1 connection that they'll have with their own
2 mothers, or their fathers, brothers, or
3 sisters, aunts, and uncles. In other words, we
4 should be breaking down the barriers that
5 prevent families from communicating with their
6 loved ones in jails and prisons.

7 Frequently, families that are low-
8 income and live a considerable distance away
9 to make visitation a very infrequent option,
10 staying connected to family, especially for
11 the children, is vital to this. This is such
12 an important aspect for the inmate and the
13 child. And, of course, research shows that the
14 children do much better in school when that
15 bond will continue. So, that's why this is
16 very important.

17 The second point I'd like to make
18 is about reduced recidivism and making our
19 communities safer. Research also shows that
20 successful reentry programs means you're less
21 likely to re-offend, and more likely to
22 contribute to society. We should look at

1 policies that help insure success back into
2 our communities. Legislators should literally
3 be falling all over themselves promoting
4 policies to help insure that when inmates are
5 released back into the community that they
6 will not re-offend. This, in turn, increases
7 public safety and decreases future crime and
8 victimization. We should be adopting the best
9 practices in this area and reducing the phone
10 rates contributes to just that.

11 The third point is that reducing
12 phone rates saves money. Some might say who
13 cares? Why should we care about someone that
14 committed a crime and what we charge the
15 inmates and their families?

16 Successful reentry saves money,
17 and saving money is just good government.
18 Don't forget this is a tax on families. We're
19 taxing families to contact their loved ones.
20 We don't want repeat offenders. Prison should
21 not be a revolving door, and any state that
22 utilizes successful reentry programs has to

1 encourage communication with families while in
2 prison. We know this works. Reduction in crime
3 and imprisonment saves money.

4 In summary, policies that allow
5 for an environment to charge hefty commissions
6 to telephone calls is counterproductive.
7 Maintaining frequent communications between
8 people in prison and family members is key to
9 successful reintegration, reduced recidivism,
10 and it facilitates rehabilitation. This, in
11 turn, reduces crime and future costs of
12 imprisonment.

13 We must provide offenders who are
14 leaving our prisons with the tools and the
15 resources they need to become law abiding
16 productive members of society. We do not want
17 to see offenders come back to jail, we want to
18 see them go back to work and be successful.
19 That is just good public policy. It saves the
20 taxpayer money, and it makes our community
21 safer.

22 Thank you for the opportunity to

1 be here today.

2 MS. SHETLER: Thank you.

3 MS. LEANZA: Hi, good morning. My
4 name is Cheryl Leanza, and I am appearing
5 today on behalf of my client, which is the
6 United Church of Christ, Office of
7 Communications, Inc., which is a 50-year old
8 Media Justice and Communications Rights
9 Ministry of the UCC.

10 I'm pleased to be here today, and
11 like everybody else, I have to just tip my hat
12 to Chairwoman Clyburn, and all the other
13 panelists and other folks who are here who
14 have put so much work into this effort.
15 Congressman Rush, in addition, who have worked
16 so hard for so long to make sure that this
17 issue is receiving the attention that it
18 deserves at the Federal Communications
19 Commission.

20 I appreciate the opportunity to be
21 here today, and I can only stand in humbly for
22 the millions of individuals who are behind

1 bars, and their friends, and families, and
2 pastors who cannot travel to Washington, D.C.
3 to be here today. I am a poor substitute
4 because the reality of talking to someone who
5 has so little control over their own lives is
6 a dramatic and live-changing experience, but
7 I will try.

8 As many of you know, the United
9 Church of Christ has long been involved in
10 communications policy, and I'm often asked why
11 would a church be here at the FCC? Well, in
12 this case the question is fairly easily
13 answered.

14 As many folks may know, there is a
15 direct biblical injunction which instructs us
16 to care for the least of these in society.
17 This part of the scripture instructs us that
18 our moral yardstick is our treatment of the
19 poor, the hungry, the naked, the sick, and
20 those in prison.

21 We at the UCC are really gratified
22 to be able to use our communications policy

1 advocacy in this case to play such a direct
2 role in our mission to create a socially just
3 society here on earth. And we have been active
4 throughout the UCC through our Justice and
5 Peace Action Network, and collecting
6 signatures, and we are actually going to bring
7 another letter with signatures from religious
8 leaders from about 100 organizations around
9 the country next week.

10 So, you already heard from my
11 colleagues about the high price of phone
12 service and the terrible costs. And I'd like
13 to just draw on some of the experience of my
14 colleague, Reverend Sala Nolan Gonzales, as
15 the Criminal Justice and Human Rights Minister
16 at the UCC, and she visits people in prison
17 weekly.

18 She describes three things when
19 she talks to people in prison. She, in
20 particular, was talking to some women recently
21 and she noted that they subsist -- they earn
22 \$22 a month while they're in prison. They earn

1 this money, they work in the cafeteria, they
2 clear the grounds, they earn it. But, often,
3 they have to spend about 25 percent of that
4 \$22 back to cover their court costs.

5 Therefore, they're left with about \$17.50 a
6 month. This is what they are free to use to
7 spend on what is called incidentals.

8 Incidentals means soap, toothpaste, deodorant,
9 and phone calls. So, if you can think of a
10 phone call that might even cost \$10 a month,
11 which is fairly reasonable in this whole
12 context, you could realize that they can't
13 even get more than one phone call a month.

14 The second challenge that these
15 women face is the relationships with their
16 children. Often, their children are in custody
17 of people who do not want to bring them, or
18 can't bring them to visit. It's too expensive,
19 or maybe the people who have their children's
20 custody are not willing to go to the prison,
21 and for these women who have so little control
22 over their lives, this separation is

1 devastating.

2 And the third thing that Reverend
3 Nolan Gonzales talks about is reentry, when
4 prisoners are trying to get out. They need to
5 arrange for a place to stay, they need to find
6 a job, they need to make plans for their life
7 outside prison walls. And these are very
8 complicated negotiations and conversations,
9 and they can't happen in five-minute
10 increments.

11 When you hear these facts, it
12 becomes pretty difficult to understand why
13 these rates have existed for so long. And I
14 also want to just highlight briefly some
15 research that we've done. The United Church of
16 Christ, as mentioned, I Co-Chair the
17 Leadership Conference on Civil and Human
18 Rights Task Force on Media and
19 Telecommunications. And as the civil rights
20 community began to increase our involvement in
21 this issue, we had the opportunity to do some
22 polling in two of our constituencies, African

1 Americans and Hispanics to find out what they
2 thought about a range of issues, including
3 this one.

4 Our polling found that over three-
5 quarters of African Americans and more than
6 two-thirds of Hispanics believe that it is
7 unacceptable for prison inmates to be charged
8 higher rates for phone calls than those
9 outside of prison. In fact, over three-
10 quarters of African American and Hispanic
11 adults support government intervention in the
12 practice.

13 Even more compelling is that even
14 when they hear about the beneficial effects of
15 some of the programs supported by these rates,
16 they still -- nearly two-thirds of them feel
17 the practice was wrong. So, those are just the
18 response of a couple of parts of the public,
19 but I think you can see the uniform distaste
20 that this practice brings when people learn
21 about it.

22 So, I'd just like to close to

1 highlight that this is a bipartisan issue,
2 that there's support from the United Church of
3 Christ Progressive Denomination as well as the
4 National Association of Evangelicals, and
5 other conservatives, so the support is broad
6 for the Federal Communications Commission to
7 take action on this issue. Thank you so much.

8 MS. SHETLER: Thank you. Talila
9 (TL).

10 MS. LEWIS: Good morning, everyone.
11 My name is Talila (TL) Lewis. I'm the founder
12 of HEARD, Helping Educate to Advance the
13 Rights of the Deaf.

14 First and foremost, I would like
15 to thank the FCC for the invitation, and
16 inviting me to be on a panel of such
17 distinguished community leaders who have led
18 in the struggle for reform of our justice
19 system. And now I'll get right to the facts,
20 because we have a lot to discuss.

21 What I would really like to do for
22 you all is tell you about the experience of a

1 deaf prisoner, but there's not enough time in
2 this day. Basically, Effective and Affordable
3 Telecommunications Act says it's paramount for
4 the deaf prisoner because he or she
5 experiences isolation that is not compared to
6 anything that apart from solitary confinement,
7 a hearing prison experiences.

8 They also are exposed to
9 horrendous physical and sexual abuse in
10 prisons, and have to have access to advocates
11 like myself and attorneys to be able to
12 express their -- whatever the issue might be.

13 In the case of deaf and hard of
14 hearing prisoners, equal access does not mean
15 the same access as hearing prisoners. I will
16 focus on the three problems that we believe
17 most need to be addressed.

18 First, deaf prisoners and family
19 members pay much higher rates than hearing
20 prisoners to communicate with their family
21 members. Second, deaf prisoners have to
22 overcome obstacles set up by inmate calling

1 services to connect to telephone systems in
2 the prisons and to relay operators outside of
3 the prisons. Third, deaf prisoners need access
4 to video phones and caption telephones, and
5 other auxiliary aides to insure that they are
6 provided effective communication, not just
7 communication. I will give an illustration of
8 each of these.

9 Why do prisoners pay more who are
10 deaf, or their family members? TTY
11 communication requires at least four times as
12 long as normal telephone communication. That's
13 not including the time it requires to connect
14 to the relay operator. ICSSs are still charging
15 deaf prisoners the same amounts, the same
16 rates to make these phone calls as they do
17 hearing people.

18 In addition to the same rates that
19 they're being charged, they're charged the
20 flat rate that hearing prisoners still have to
21 pay. They're charged a hookup rate to connect
22 to the relay operator, and they're charged the

1 per-minute rate just to make a phone call to
2 their family. That is not acceptable.

3 A hearing fianc, of one deaf
4 prisoner paid \$20.40 for a nine-minute TTY to
5 Voice Local Phone Call. Prisoners at the same
6 facility who are hearing pay absolutely
7 nothing for local phone calls.

8 Second, what barriers do ICSS
9 create? They charge additional fees to connect
10 to relay or implement technology that is
11 absolutely not accessible. For example,
12 prisoners at many facilities are required to
13 use voice recognition systems. What that means
14 is, a deaf prisoner will try to use the system
15 by pressing buttons that he's memorized
16 because he can't hear the prompts at a pace
17 that he has memorized because he can't hear
18 the prompts, and then he tries to use his
19 voice to say his name in the exact same manner
20 that he said it the first time he utilized the
21 system. That is not accessible.

22 To the third point, why should

1 ICSs install video phones and caption
2 telephones? For one, ASL, not English, is the
3 primary language of many, many, many deaf
4 people in the United States. It's a visual
5 language that is separate and unique from
6 English. There is no corresponding equivalency
7 between English and ASL. That's first.

8 Second, any prisoner with deaf
9 family almost always has no communication with
10 their family members because TTY technology is
11 not compatible with video phone technology.
12 So, what that means is -- and the FCC knows
13 better than I do, because your own data show
14 that relay calls are 12 percent of the total
15 relay volume in the United States. This is
16 just as of last year, and video phone
17 telephone calls -- video phone calls are 75
18 percent of total accessible relay calls in the
19 United States.

20 A deaf mother and father in one
21 Midwestern state can't communicate with their
22 son in prison at all, but the stepfather who

1 happens to be hearing has complete access to
2 the son whenever he wants, whenever the son
3 wants to call. Again, that is not equal
4 access.

5 We receive stories like this from
6 all across the United States. This is not an
7 exception, this is the standard.

8 I would like to say that inmate
9 calling services should -- they must insure
10 that deaf prisoners can benefit from telephone
11 services to the same extent as their hearing
12 peers; one, because it's right. And, two,
13 because the Americans With Disabilities Act,
14 and the Rehabilitation Act, federal laws that
15 protect the rights of people with disabilities
16 mandate such.

17 Inmate calling services should
18 insure that prisoners pay the same rate for
19 the same amount of communication; that relay
20 numbers are not blocked, that deaf prisoners
21 can benefit from the same discounts provided
22 to hearing prisoners and their family members.

1 And most importantly, installation of video
2 phones, caption telephones, and other
3 auxiliary aides in our prison systems need to
4 commence immediately. Thank you.

5 MS. SHETLER: Thank you. Go ahead,
6 Tim

7 MR. MEADE: First, I would like to
8 thank Chairwoman Clyburn and the Commission
9 for allowing us the opportunity to bring to
10 the record this very important issue and the
11 dialogue concerning inmate phone services.

12 I would also like to thank my
13 fellow panelists and all who are asking
14 questions, or even just watching out there on
15 FCC.gov. The more who we make aware of these
16 issues will mean the more who can help us find
17 the means to help solve these issues;
18 especially for the millions of families and
19 friends, and especially the children out there
20 who are affected by this.

21 Mother Teresa once said, "If look
22 at the mass, I will never act. If I look at

1 the one, I will." As important as the mass is
2 with our issue, I want to start with the one.
3 I want to tell you about a real person,
4 someone I've met, and someone I've
5 corresponded with over the years.

6 I'm going to use the name Eric.
7 It's not his real name, but he is a real
8 person, and he made a very bad mistake. He
9 admits it. He fessed up to it, and he's going
10 to spend the next 10 years in a federal
11 prison.

12 What he did is not important to
13 this story. Let's just say his regrets are
14 something that he and the rest of us really
15 cannot understand, and he lives every day with
16 the knowledge that he's going to be in prison
17 for 10 years.

18 The only person that really talks
19 to Eric is his mother. Everyone else has
20 disowned him for what he did. His mother loves
21 him. She's a single mother. She finds it very
22 hard to find work, and she finds it almost

1 impossible to send Eric money so that he can
2 call her. All that he has really is her love,
3 and that's actually a lot because she supports
4 him and loves him no matter what he did.

5 A little back story for a minute
6 for those of you who are not aware of it. The
7 Federal BOP, it's a little different from the
8 states and the prisons which most people have
9 talked about today, and that is 23 cents per
10 minute flat rate for a long distance call, and
11 6 cents per minute for a local call. And it's
12 flat rate, so that's what he deals with.

13 So, Eric doesn't have any money
14 from his mother to call home and talk to his
15 mother, so Eric is one of those rare and few
16 individuals in prison that actually works to
17 make the money and works hard so he can talk
18 to his mom. He walks around four to six hours
19 a day picking up trash to make 17 cents per
20 hour.

21 I want you to think about that for
22 a minute. He works an hour so can talk to his

1 mom for less than one minute. That's a pretty
2 profound statement on Eric's love for his
3 mother. Forty hours of work a week means 29
4 minutes of talk time if he uses every penny of
5 that for talking to his mother, and he really
6 can't.

7 And this is why we're here, isn't
8 it? It's been proven over and over again that
9 those in prison do much better when they get
10 out with one simple fact, they need to
11 maintain a link to those on the outside.

12 I'm an engineer and entrepreneur.
13 I'm a little different, I guess -- I feel a
14 little different than most of the people on
15 the panel today. But one day I asked myself
16 how can I help Eric and two million people
17 like him, not to mention the untold millions
18 of incarcerated, and the wives and husbands,
19 mothers, fathers, and again the children. Then
20 it hit me one night, 23 cents versus 6 cents
21 per minute. That's the simple answer I came up
22 with. If I could make it so that Eric only had

1 to pay 6 cents per minute, then he could call
2 his mom a whole lot more.

3 I own a phone company. It's not a
4 big company, but it's a good company. And we
5 created a product called Cons for Home.com, so
6 we could provide local numbers to these
7 people. Our first customer was in June 2008,
8 since then we've worked with hundreds of
9 thousands of friends and families of
10 incarcerated individuals. To us, this is not
11 about making money, it's personal.

12 We've made over 20 trips to D.C.
13 to meet with Congressmen, the FCC, and pretty
14 much anyone else that would listen to us about
15 this topic. Today we come to discuss inmates'
16 families issues with the FCC. And it's been a
17 rocky road. Certain state and local inmate
18 calling service providers have blocked our
19 inmate families from talking. We have been
20 treated differently by these ICS providers
21 than other VoIP companies like Vonage because
22 our business model is to save friends and

1 families of inmates money. The issue of
2 whether the call blocking is legal has been
3 before the FCC for several years, and I'm
4 hoping that the Commission will soon resolve
5 the matter once and for all. But simply
6 prohibiting the call blocking, ultimately,
7 won't fix the issue. We need to solve the
8 issue, which is why we're all here today.
9 Further rate reform is needed and necessary.
10 And that's why I'm here.

11 One day I met the individual, just
12 let me hear the masses that need our help. Why
13 are these that can afford the least paying the
14 most? Thank you.

15 MS. SHETLER: Thank you. Charlie.

16 MR. SULLIVAN: Good morning. I
17 would like to say before I begin that we have
18 been involved in this issue for many years.
19 We've had four pro bono law firms, and I
20 noticed in the hall the pictures of the Chairs
21 of FCC. Ms. Clyburn, you are the seventh one
22 that we have been filing on this issue, and I

1 think we hit the jackpot, and thank you.

2 (Laughter.)

3 MR. SULLIVAN: I would like to
4 focus also what I -- to talk about female
5 prisoners, women prisoners.

6 CURE started in San Antonio from a
7 bus service for families of people in prison.
8 Our first trip was January the 2nd, 1972, and
9 the response was overwhelming. We had five
10 buses mainly of families who could not afford
11 the 500-mile round-trip to the prisons located
12 north and south of Houston. Many had not seen
13 their loved ones in years. I remember one
14 mother who was in a wheelchair and had not
15 seen her son in 12 years.

16 Later we would initiate bus
17 services in other Texas cities. We had a lady
18 from El Paso who had not been able to visit
19 her son in 17 years. We were shocked at the
20 plight of these families, but our greatest
21 shock was that we had no one visit the women's
22 prison on this first trip, and many trips

1 afterwards. That was 40 years ago, and I am
2 still baffled by society's indifference to the
3 plight of female prisoners.

4 The average female prisoner is in
5 a much worse situation in regard to family
6 communication than the average male prisoner.
7 I say this for three reasons. First of all,
8 geography. When we started 40 years ago, about
9 5 percent of the prisoners were female. They
10 were all housed at the Goree Unit in
11 Huntsville, which is 700 miles away from El
12 Paso. Today most of them are housed at
13 Gatesville, which is only 500 miles from El
14 Paso. Texas has made a little progress in 40
15 years, 200 miles.

16 Then there were 14 male units in
17 Texas, today there are over 100. I don't know
18 the statistics, but I would estimate that male
19 prisoners are four to five times closer to
20 their families than females.

21 The second reason is poverty. My
22 wife, Pauline, who is Co-Director and Co-

1 Founder of CURE once received a call from the
2 Oprah show. They wanted her to say that
3 women's lib was the reason why female
4 prisoners were the fastest growing group in
5 prison. Pauline said, "That's not the reason.
6 The reason is poverty." They were not
7 interested in Pauline being on the show.

8 Mainstream Media was not the only
9 entity willing to forego ameliorating the
10 poverty of perhaps the poorest segment of our
11 society. Congress dropped the ball, too.
12 Although Pauline had to practically move
13 mountains to get Congress to provide WIC
14 coverage of pregnant prisoners, she struck out
15 on the Family Unity Demonstration Project.

16 The project was to have non-
17 violent women prisoners serve their sentences
18 with their small children. Even Senator Joe
19 Biden, who was then Chair of the Senate
20 Judiciary Committee told Pauline that it was
21 a great idea. Eventually, the bill passed, but
22 not one dollar of the \$20 million authorized

1 was ever appropriated.

2 Three, parental responsibility. As
3 we have said, women prisoners are isolated
4 geographically many times more than male
5 prisoners. Also, they do not make as much in
6 wages. Their plight is discussed, but little
7 is done, and yet women, for the most part, are
8 the primary, if not the sole parent for their
9 children.

10 Children are the forgotten victims
11 of crime, and these exorbitant phone costs are
12 dividing families rather than bonding them.
13 Does the grandmother on a fixed income who is
14 taking care of the children while the mother
15 is in prison accept the collect call that
16 costs \$1 a minute? The grandmother's choice is
17 paying for the phone call, or paying for
18 clothes, or food, or rent. What would you do?
19 So, perhaps things have come a long way in 40
20 years when we had no one visiting the women
21 prisoners on our bus trips. I hope they have,
22 but let me end with this.

1 Just recently, the Federal Bureau
2 of Prisons, the so-called Cadillac of prison
3 systems, decided to build a 2,500 female
4 prison in Aliceville, Alabama. Aliceville
5 needed the prison for economic development
6 since there are only 3,000 people in the whole
7 entire county. And even though most of the
8 women prisoners will be from the major cities,
9 hundreds, even thousands of miles away, no one
10 in the federal prison system was willing to
11 point this out.

12 When I met with the federal prison
13 staff, I brought this up, that visits from
14 their children and their grandmothers would
15 practically be non-existent. They replied that
16 women never get visits anyway. I couldn't
17 believe what I was hearing. Instead of
18 ameliorating the situation, they were
19 accepting it.

20 The only thing left are phone
21 calls. If they are too expensive to happen,
22 and there are no changes by the FCC, then

1 there is no solution. It is up to you.

2 MS. SHETLER: Thank you very much.

3 That was -- thank you all for these tremendous
4 stories. We're looking to see if we have a
5 question from the audience.

6 Okay, we have a question from
7 David Gannon, and it's directed to Alex. And
8 his question is what is your personal
9 experience with prison phone issues?

10 MR. FRIEDMANN: Thanks. My personal
11 experience is before joining HRDC and Prison
12 Legal News, and doing advocacy work on this
13 and many other issues, I was incarcerated for
14 10 years in Tennessee in the 1990s prior to my
15 release in 1999. And I used the phone system
16 during those 10 years of incarceration to stay
17 in touch with my family, including my
18 grandparents who lived in California at great
19 expense to them. And they understandably
20 wanted to hear from me, and wanted to hear my
21 voice, and wanted to make sure that I was safe
22 in prison which, of course, is a very

1 dangerous and stressful environment. But those
2 weekly phone calls to reassure them were very
3 expensive, and I was ashamed that they had to
4 pay so much due to the high phone charges to
5 have that peace of mind to know that I was
6 okay. And I was, frankly, angry at the prison
7 phone companies that were charging these high
8 rates for exploiting their needs as family
9 members to hear from me, to hear my voice.

10 So, beyond my personal -- my
11 knowledge or experience as a researcher on
12 this issue and a journalist, I have empirical
13 experience as someone who's been incarcerated,
14 and has made these phone calls, and whose
15 families have paid for these phone calls. And
16 that, of course, colors some of the work that
17 I do on this issue. Thanks.

18 MS. SHETLER: Thank you. Okay. We
19 have some thoughts here for Delegate Hope.

20 Delegate Hope, what led you to get
21 involved in this issue and introduce your
22 legislation? And are there -- she wanted to

1 know are there specific events or situations
2 that moved you to act? And have you seen any
3 change since you introduced your legislation?

4 DEL. HOPE: Yes, thank you for the
5 question. I mean, I just think it's
6 unconscionable that we are literally funding
7 part of our general fund in Virginia which
8 pays for our roads and transportation, our
9 education, our health care system off the
10 backs on families who we know can least afford
11 it.

12 I will say it's very encouraging
13 that the Director of the Virginia Department
14 of Corrections has actually weighed in, in
15 fact, on this very issue, the call, the NPRM
16 by the Chairwoman. He's written in and he's
17 expressed an interest in asking for reasonable
18 phone rates.

19 Of course, if we were serious
20 about it, the Administration would come with
21 a budget that would eliminate the costs and
22 the phone rates that we've really just fallen

1 in love with over the last several years. In
2 Virginia it's over three and a half million
3 dollars a year that we rely on, so this is
4 very difficult for us to unravel.

5 Putting in my legislation, though,
6 I just think it's just unacceptable that we
7 are literally balancing our books on the backs
8 of families who can least afford it.

9 MS. SHETLER: Okay. And this is a
10 question just whoever -- we can have multiple
11 answers to this.

12 So, we have teed up in our NPRM
13 you know what to do about interstate rates,
14 the interstate rates, and a lot of this also
15 is -- a lot of the rates are intrastate rates.
16 And I just wanted to hear your thoughts on
17 what you think the FCC role is here in terms
18 of what we should be doing to facilitate state
19 reform, as well. So, from your perspectives
20 what can we do? What should we be thinking
21 about?

22 MS. LEANZA: I mean, I would like

1 to just say that from our perspective, one of
2 the big things the FCC can do is leadership.
3 I mean, as folks who are experienced in state
4 policy making know, everybody -- many states
5 often look to the FCC first to see whether the
6 FCC has addressed an issue, even if the issue
7 also exists at the state level and the state
8 jurisdiction.

9 So, the FCC has to clean up its
10 own house. The FCC has been supervising, and
11 has the regulatory authority over rates that
12 are unconscionable and violate the
13 Communications Act. FCC needs to clean up its
14 own house, and that in a large part will
15 provide some leadership, and I think some
16 momentum around the country.

17 And then, certainly, once the FCC
18 cleans up its own house, creates its own
19 record, provides a pathway for the analysis
20 that is necessary, and the action that is
21 necessary to fix the problem at an interstate
22 level, then certainly I think there's lots of

1 room for, you know, dialogue, workshops,
2 additional efforts with states. But I think
3 it's pretty hard for the FCC to encourage
4 states to act if the FCC is not willing to act
5 within its own legal authority.

6 MS. SHETLER: Okay. Go ahead, TL.

7 MS. LEWIS: I would just like to
8 put on -- make the record clear that deaf
9 prisoners in a number of states are actually
10 being charged intrastate rates for interstate
11 calls because ICSSs have blocked local relay
12 numbers, and for other reasons that we can't
13 quite figure out, but the bills show that they
14 are -- their family members are actually
15 paying out-of-state rates for local calls.

16 MS. SHETLER: So, I'm just trying
17 to unpack that. So, their bills show that
18 they're actually placing a call to someone who
19 lives within the local calling area?

20 MS. LEWIS: That's correct.

21 MS. SHETLER: And they're having to
22 call -- they're having to place an interstate

1 call to reach the relay service operator?

2 MS. LEWIS: That's correct.

3 MS. SHETLER: Okay. Yes. Go ahead,
4 Tim.

5 MR. MEADE: I'd like to kind of
6 piggyback on what Cheryl said, that regulatory
7 certainty here is a big issue. With some of
8 the new technologies that are out there, like
9 what we use, no one seems to really know what
10 that means. And if we could get that solved,
11 what that issue means, then the states who
12 we've been told several times by states that
13 they're looking to the FCC on what's going on,
14 but there's no certainty. No one really knows
15 what we do mean.

16 MS. SHETLER: You mean with regard
17 to -- you're speaking with regard to how sort
18 of -- where there are technological way --
19 means that are entirely lawful but you get
20 numbers that are not affiliated, necessarily,
21 with where they're actually located -- they're
22 physically located?

1 MR. MEADE: Exactly right. I mean,
2 a lot of the states and the ICS providers keep
3 citing regulations that were invented before
4 interconnected VoIP even existed, so they're
5 going well because of this, you can't do that.
6 And states -- and ICS providers do the same
7 thing. But, you know, technology is moving
8 forward, and we need certainty now, certainty
9 on that.

10 MS. SHETLER: Okay. Go ahead, Alex.

11 MR. FRIEDMANN: Thanks. This might
12 actually be addressed by one of the other
13 panelists, one of the other panels later
14 today, but I'll mention it briefly; which is -
15 - and kind of echoing this. There's a
16 breakdown of what really now is interstate
17 versus intrastate. And my understanding of the
18 way that the technology system works for ICS
19 calls is that pretty much all calls are routed
20 out of state, and then back into state. Even
21 when you're making a local intrastate call,
22 the VoIP systems and other technology they

1 have set up pretty much means they're all
2 interstate calls. And if they're all
3 interstate calls, if they're all crossing
4 state lines, therefore, impacting interstate
5 commerce, FCC has jurisdiction over all call
6 rates.

7 MS. SHETLER: Well, I mean, I think
8 that there are some complex legal issues there
9 in terms of traditional FCC regulation has
10 focused on where the calls start and end, not
11 necessarily how they -- you can't make a call
12 interstate by routing, dealt with other issues
13 that we've had that are completely unrelated
14 to this historically.

15 But I am interested in sort of
16 following up. I think, you know, you raised
17 issues about advances in technology, and I
18 know that part of advocating is understanding
19 how this actually works and, you know, sort of
20 poking holes in your opponent's argument. So,
21 I'd like to give an opportunity to talk about
22 how technology has changed over the past

1 decade or 15 years in terms of how calls are
2 processed. Sort of what kind of technology is
3 your understanding is being used, and what are
4 the costs, and how have they trended over the
5 period, so we have rates that have been in
6 effect for some period of time. What has
7 changed over time that it should be -- we
8 should be taking into consideration when
9 considering what are appropriate rates? If
10 anybody would like to speak to that.

11 MS. LEANZA: Alex, did you want to
12 talk about that?

13 MR. FRIEDMANN: Briefly, yes. I
14 think a lot of what you're seeing is
15 automation, so most of these type of phone
16 calls are completely automated. There are no
17 live operators for most -- the vast majority
18 of inmate phone calls. So, all the systems are
19 automated, the recording is automated, the
20 recording goes to DVR boxes, you know, where
21 they can do their security searches using
22 automated keyword protocols and so on. So, a

1 lot of the costs, I think, have decreased due
2 to this increase in automating how the system
3 works.

4 No more live operators, all
5 automated recording, and so on. So, I think
6 when you're talking about like the costs, the
7 security costs of these type of systems, the
8 security costs are for the large part kind of
9 fixed, and those costs have been decreasing as
10 technology has been increasing.

11 So, you have, for example, other
12 companies that have similar type phone systems
13 outside the prison system. And whenever I call
14 basically anybody, they always say well, this
15 call may be recorded for quality assurance.
16 They're recording all of their calls, and
17 they're storing all of their calls. And they
18 can go back to any call from a service
19 representative or pretty much any customer
20 service for any major corporation in the
21 United States, pull up that call and listen to
22 it. And that's kind of the same technology

1 that you've got going on in a prison system;
2 recording all calls to be able to go back,
3 take them off a DVR, listen to them for
4 security purposes, run keyword searches and so
5 on.

6 Pretty much all companies that run
7 big customer service centers are doing that
8 but they're not charging \$1 a minute to do it.

9 MS. SHETLER: Okay. Tim?

10 MR. MEADE: Here's a topic I can
11 talk a couple of hours about. I'll try to draw
12 it back. And from the technology point of
13 view, basically -- and we're fairly confident.
14 I've got a lot of exact knowledge on this, and
15 a lot of supposed knowledge on this. The calls
16 from the prisons are all aggregated at the
17 prison into a single box. That box is then
18 converted to a VoIP call. If this is the kind
19 of information you're looking for.

20 The VoIP call is then sent out
21 through VoIP providers, just like Vonage, just
22 like what we use. It's exactly the same

1 technology that we use. And then it goes to a
2 central hub somewhere, and here again I know
3 for a fact, one of the central hubs is in
4 Atlanta because our servers are on the same
5 servers as -- one of the major providers. And
6 then that call is delivered through
7 termination routes through VoIP directly to
8 whoever it's going to go.

9 So, the technology that the big
10 ICS providers are using, once it leaves the
11 prison is exactly the same as the technology
12 that AT&T wants to use, it's the IP telephone
13 technology that a lot of even the big Verizons
14 and everyone is going to. And there's other
15 issues here at the Commission about that. But
16 it's nothing special once it leaves the prison
17 walls.

18 Now, the security inside the
19 prison walls, there are differences there that
20 they have to do for security. But once the
21 call is approved and leaves the prison walls,
22 it's standard technology that everyone else

1 uses.

2 MS. SHETLER: Okay. Did you want to
3 answer, TL?

4 MS. LEWIS: Of course. So, clearly
5 for our community, video phone and caption
6 telephone, and other auxiliary aides, that is
7 the standard in our community. There are so
8 many ways to make telecommunications
9 accessible in this day and age, it doesn't
10 make sense that the only thing in -- only in
11 some prisons. Some prisons have nothing, to be
12 clear. A lot of our prisoners have absolutely
13 no TTY, no access to anything. Those who have
14 access to TTY, it's garbled, the connections
15 because technology has sped up and the TTY is
16 from, you know, the previous century
17 literally, it actually doesn't connect to new
18 technology either. So, our deaf prisoners who
19 are calling family members or us, our
20 operator, when the operator speaks to me and
21 I'm trying to talk to a deaf prisoner through
22 relay, I get I'm sorry, ma'am, the call is

1 coming through garbled. You're just going to
2 have to wait. So, most of my phone call is
3 hold. I'm holding while the operator tries to
4 figure out what the garbled mess says.

5 If we could just install video
6 phones, I would be able to communicate
7 directly with deaf prisoners. So, for example,
8 in Virginia, I actually sign to deaf
9 prisoners, complete effective communication
10 instantaneously. I don't have to go between
11 any interpreter. Everybody knows in the deaf
12 community that something always gets lost in
13 translation if you're not talking directly
14 with the person.

15 I want to talk directly to the
16 deaf person, the deaf person wants to talk
17 directly to me, their family, and whoever
18 else. That's something that should be standard
19 across the nation.

20 MS. SHETLER: Can you speak just --
21 I don't have personal knowledge, but what has
22 happened with the costs, or what do we know

1 about the costs of video technology versus TTY
2 technology, like to implement.

3 MS. LEWIS: So, actually, it's --
4 so, video phones in many states and many
5 places, video phone technology, the equipment
6 itself is actually provided. The only thing
7 that the prison would need to install, which
8 they already have, is an internet capability.
9 So, in the facilities where they have video
10 phones, the equipment was provided. We also
11 have contact --

12 MS. SHETLER: Who is it provided
13 by?

14 MS. LEWIS: Video Relay Service
15 Companies.

16 MS. SHETLER: Okay, so they provide
17 that --

18 MS. LEWIS: And the Video Relay
19 Service Companies we contacted and said hey,
20 would you be willing to provide X equipment?
21 They were like the only thing we need the
22 facilities to do is allow us to come in for

1 repairs. And facilities are like no, we can't
2 do that. You know, it's unfathomable that we
3 don't have video phones in prisons, especially
4 in light of the numbers that the FCC itself
5 reports with respect to the decrease of TTY
6 use, and the increase of video phone usage,
7 and other actually internet-based relay
8 services.

9 MS. SHETLER: Okay. Go ahead,
10 Charlie, and then I have a follow-up.

11 MR. SULLIVAN: I'd like to throw
12 this out. This reminds me very much of Obama
13 Care when it was passed. There was a great
14 push for single-payer, and I think the single-
15 payer issue in this particular issue is why
16 are we always talking about -- it's like the
17 insurance, that we've got a hook in with the
18 phone providers. So, I -- as you said, we're
19 having conferences, our next conference is in
20 Asia.

21 MS. SHETLER: Right.

22 MR. SULLIVAN: Through Skype. I

1 talk free to them. Why can't we begin to look
2 at some free, particularly for people -- one-
3 third of the people in the federal prison
4 system are from other countries. What do they
5 do?

6 Why can't we begin to look at
7 free? Why is it always we've got a hook in to
8 some idea that's going to take some money out
9 of the whole thing?

10 And, certainly, security. I know
11 that there's security problems and all that,
12 but are we looking at maybe Skype, as well,
13 that we can provide some way, particularly
14 minimum security people or whatever. We begin
15 to look at something that does not involve the
16 vendors that are really together with the
17 prisons and jail systems, or really getting
18 the money out of this whole thing.

19 And it's very -- like I say, it's
20 the same thing with Obama Care. They hooked it
21 into the insurance companies. Why? Why not
22 have single-payer, you know?

1 MS. SHETLER: I think --

2 MR. SULLIVAN: Okay.

3 MS. SHETLER: -- that's a good
4 question. And I think, you know, we'll be
5 asking -- we will likely be asking some
6 additional questions, so that's great to raise
7 those kinds of questions that you'd like us to
8 look into that we can follow-up with, and have
9 a full opportunity for comment. So, that's
10 helpful.

11 I want to -- we've got a question
12 for Talila (TL), and what -- put you on the
13 spot here. What is the legal authority for the
14 FCC to require auxiliary aides versus video
15 phones and captioning?

16 MS. LEWIS: The Americans with
17 Disabilities Act and the Rehabilitation Act
18 both prescribe prisons from directly or
19 through contractual or licensing arrangements
20 denying to people with disabilities the
21 opportunity to benefit in the same way from
22 prison services, activities, programming, and

1 prison benefits. So, what that means -- and
2 within both of those federal laws, so look to
3 the federal law, within both of those laws
4 there is a section that requires prisons to
5 make reasonable modifications to policies and
6 procedures to prevent from discriminating
7 against people with disabilities.

8 To me, it's cut and dry. I don't
9 even understand why we're discussing that.
10 That's the legal authority. It's there, and I
11 think the FCC should cite to it.

12 MS. SHETLER: Okay.

13 MS. LEANZA: I just wanted to make
14 a quick comment about the FCC's authority and
15 role here, because I think, obviously, this
16 issue of the cost of phone calls, long
17 distance phone calls which are directly, and
18 clearly, and unquestionably within the
19 prerogative of the FCC's jurisdiction.

20 You know, there's a lot of things
21 that could be done that we should continue to
22 work on, and I think work on in a lot of

1 different areas, but I want to be sure that at
2 no point is the question of the FCC's need to
3 act immediately on the core issue where they
4 clearly have authority, and where they can
5 sort of create a cascading effect of a
6 reevaluation of a variety of pricing systems.
7 Should -- you know, the question of whether
8 the FCC can implement the Rehabilitation Act,
9 I think should not stop the FCC from doing
10 what the FCC clearly is able to do, which
11 there's no debate about.

12 So, you know, I think that from my
13 perspective the important thing, what the FCC
14 can do is if the FCC makes a ruling that
15 requires -- that prohibits the phone companies
16 and the prisons by extension of violating the
17 Communications Act, which the FCC is charged
18 with implementing, then all the prisons in all
19 the states are going to have to take a look at
20 their policies and figure out how they're
21 funding these things, and what's going to
22 happen.

1 So, once you have an open
2 opportunity because there has to be a decision
3 made, then you have the opportunity for all
4 the organizations who are working around the
5 country to think about it, and to change their
6 plans and practices. So, it's certainly true
7 that the FCC cannot control everything that
8 happens in the country, but what the FCC can
9 control will cause a cascading effect around
10 the country as everybody starts to think about
11 this question anew.

12 So, I just want to be -- you know,
13 there's lots of things that are going to be
14 raised that I think are really important, but
15 I don't want the FCC to get distracted or
16 slowed down, or feel like it has an excuse why
17 it can't move now on the stuff that's clearly
18 within its authority.

19 MS. SHETLER: Okay. And I have a --
20 does anybody else want to comment? Go ahead.

21 DEL. HOPE: I would just second
22 that. I mean, I think if the FCC does act in

1 this area it sends a strong signal to states
2 that are very close to getting some progress
3 in this area. So, I think it's very vital that
4 they act. It's a joint effort, but I think
5 they've got to go first.

6 MS. SHETLER: Okay. So, this
7 question comes from John -- I'm sorry, I'm
8 going to mangle this name, Standard, and he's
9 from the Church of Scientology National
10 Affairs Office. And his question is, what
11 individuals or groups are opposed to fixing
12 this problem, and why are they opposed? And
13 that was to the panel, so this is an
14 opportunity to identify who's on the other
15 side of this argument.

16 MS. LEANZA: I mean, I think the
17 challenges, some of the folks who are on the
18 other side of the argument are the phone
19 companies who are getting contracts based on
20 charging these high rates and earning profits.
21 Global Tel Link is one of the biggest in the
22 country. Securus is one of the other biggest

1 in the country. They make millions and
2 millions, hundreds of millions of dollars a
3 year based on a system that allows them to get
4 a contract by charging the highest rates
5 possible.

6 The other folks who are in some
7 cases I think on the wrong side of the issue
8 are prisons that are relying on this money to
9 run their operations. You know, some cases, I
10 think, like the local prison authorities
11 understand the problem, but the decisions are
12 made at a different level.

13 But, generally, you know, with any
14 kind of policy issue, follow the money and the
15 dollars are going to the phone companies, and
16 to the prisons, and those are the folks who
17 want to keep getting that money regardless of
18 where it comes from.

19 MS. SHETLER: Okay. Anyone else?
20 Charlie?

21 MR. SULLIVAN: Well, let's lay it
22 out. My wife, Pauline, lobbied for Congressman

1 Rush's bill for many sessions and she would
2 see the Chairman of that committee was then
3 Henry Waxman. And Chairman Waxman told Pauline
4 the sheriffs in California are blocking this
5 totally.

6 He has since signed on a letter in
7 support of changes with Congressman Rush, and
8 the sheriffs are going to speak later. I have
9 a lot of respect for the sheriffs. We work
10 with them in Texas, we work with them today,
11 but they're wrong. They're wrong. And I think
12 everybody would benefit if they would end up
13 supporting what we're talking about. And I
14 think they are the primary opposition.

15 MS. SHETLER: Okay, thank you. Is
16 there anything else? Okay. So, this is an
17 email, a question that came in from Michael
18 Hamden. And the question was, doesn't 47 USC
19 Section 276, which is Section 276 of the
20 Telecommunications Act, extend the FCC's
21 jurisdiction to the regulation of inmate
22 calling services including interstate and

1 intrastate rates, as well as commissions?
2 There seems to be substantial authority to
3 that effect. So, the question is who wants to
4 -- if anyone wants to weigh in on sort of the
5 legal authority there?

6 MS. LEWIS: Actually, I can't speak
7 to it, but I read through pretty much every
8 comment in this docket, and the students at
9 Stanford Law School actually submitted comment
10 after comment specifically on the issue of the
11 FCC's jurisdiction. And I think that was
12 actually addressed in one of the Stanford Law
13 Student's comments, so I would refer the FCC
14 to those comments.

15 MS. LEANZA: I mean, and I would
16 just say I don't think there's any question
17 that the FCC has authority over this issue. I
18 mean, you're always in every area when you're
19 addressing telecommunications, and the
20 comparison between state and federal
21 regulation, especially in the new age. You're
22 always going to have a debate between the

1 states and FCC, but I think, as I said before,
2 the core issue is that there is a clear line
3 where the FCC absolutely has authority, and
4 there's nothing stopping the FCC from acting.
5 And we cannot let a debate about whether the
6 FCC could do even more, and reach into the
7 states delay an FCC decision immediately and
8 quickly on the core issue where it does have
9 authority.

10 You know, we can -- you know,
11 we'll take that. We're not going to delay over
12 debates of other issues. The FCC has no excuse
13 in a very clear area. I don't even think
14 anybody has challenged the authority in some
15 very clear areas, so we have to keep up with
16 that.

17 MS. SHETLER: Yes. I think that
18 question was actually expanding the FCC's
19 jurisdiction over intrastate. I think that was
20 the focus there.

21 MS. LEANZA: I think that was
22 addressing intrastate, and I know people are

1 interested in intrastate, but I just -- you
2 know, as a practical matter, there is going to
3 be a long debate about that, and there's no
4 reason to bring those questions into immediate
5 action. That is absolutely something we could
6 talk about later, and we should have a debate
7 about that, but we cannot delay action in this
8 docket. It has been 10 years, you know. Martha
9 Wright's grandson is out of prison. Let's get
10 this done. So, you know, I appreciate people
11 wanting to do more with the federal authority
12 that we have, but in the reality of this
13 environment and, you know, how long it has
14 been, I do not want to let the better --
15 perfect be the enemy of the good, so I want
16 the good to happen immediately.

17 I think everything here no matter
18 what else they would like to do, would like to
19 get some -- you know, as close to
20 instantaneous relief as possible where the FCC
21 has clear authority. And I don't think that
22 this record should reflect anything other than

1 that. I don't know if everybody wants to
2 unanimately say yes to that, but we don't --
3 nobody on the advocacy side wants there to be
4 delays for, you know, when the FCC has such
5 clear authority to act.

6 MS. SHETLER: Okay. So, you know, I
7 think we understand that, and setting that
8 aside, so setting aside whether we -- you
9 know, we have an NPRM and the Commission can
10 take further action, but I think we want to
11 use this workshop to explore all actions the
12 Commission could take, not just ones that were
13 teed up in the NPRM that was adopted in
14 December. So, we should -- so, I don't want
15 you to limit your responses because you think
16 that may impact the Commission's action in the
17 near term. I think we'd like to -- we are
18 going to take whatever action the Commission
19 chooses to take in the near term, but I think
20 there's also an interest in seeing beyond that
21 what the Commission can do.

22 But changing tacks for a little

1 bit, or direction for a little bit, is that
2 we've heard from a number of folks that say
3 studies show that inmates that stay connected
4 with their families have lower rates of
5 recidivism, so have there been any studies, or
6 is there any evidence that talk about the
7 reduced recidivism in states where rates have
8 been lowered, or in a comparison of states
9 with lower versus higher phone rates? Is there
10 any evidence of sort of how this particular
11 issue would impact, or has impacted recidivism
12 rates, or other of the societal issues? Alex?

13 MR. FRIEDMANN: We've done a lot of
14 reporting on recidivism-related issues, and
15 the one thing that we found is it's complex.

16 MS. SHETLER: Okay.

17 MR. FRIEDMANN: So, you have a
18 cause and effect type thing, and I'm not aware
19 of any studies that have specifically done
20 recidivism research in states that have
21 reduced their phone rates or done away with
22 commissions in the eight states that have,

1 versus those 42 others that have not. That
2 would be an interesting research study, but
3 the result still regardless of what they
4 showed would not necessarily correlate the
5 reduction in prison phone rates to a increase,
6 decrease, or staying the same recidivism
7 rates, because recidivism depends on a lot of
8 different factors. And there are many other
9 things going on at the same time that you
10 might have differences in phone rates. You
11 might also have differences in sentencing
12 statutes and parole policies, and drug and
13 substance abuse treatment, and reentry
14 programs, Second Chance Act stuff, and a bunch
15 of other stuff. So, to be able to correlate
16 that and make a direction connection, I think
17 would be problematic based on what we know
18 from recidivism studies.

19 There's also questions about how
20 do you define recidivism, too. Is it re-
21 arrest, is it re-conviction, is it re-
22 sentencing, and so on? But what we do know is

1 that studies have repeatedly shown that when
2 you look at recidivism in isolation within a
3 system, that when prisoners maintain familial
4 connections whether through phone or in-person
5 visits, or writing, or what have you, then you
6 see an impact in recidivism rates. And that's
7 basically across the board. So, the studies
8 that have looked at that, more family
9 connection, more family communication equals
10 lower recidivism.

11 MS. SHETLER: Okay. Yes, Charlie?

12 MR. SULLIVAN: I keep -- I
13 apologize for always referring to things a
14 long time ago, but I do have a copy --

15 MS. SHETLER: Past history is very
16 educational.

17 MR. SULLIVAN: I do have a copy of
18 the study that I can give to the FCC that is
19 really the classic study.

20 MS. SHETLER: Okay.

21 MR. SULLIVAN: It was done by the
22 California Department of Corrections in 1972.

1 And, basically, it said after looking at all
2 the studies up to that time on this whole
3 issue, that if a person has a communication or
4 connection with people outside, there's a six
5 times better chance that they will not come
6 back to prison, six times. And that's the
7 classic study that was used for many, many
8 years, the California study. And I can submit
9 that to the FCC.

10 MS. SHETLER: Okay, thank you very
11 much. That would be -- if we don't already
12 have that, and I can't say -- we have a big
13 record here, that would be very helpful. Yes,
14 Tim?

15 MR. MEADE: I read all the studies
16 about recidivism, and I really can't comment
17 on them more than what I've already heard.
18 What I can comment on is not necessarily the
19 states that have reduced their rates, but the
20 Cons Call Home customers that have used
21 reduced rates, my staff handles thousands of
22 phone calls talking to these customers, and

1 there's some real personal stories that we can
2 tell. And we've had a lot of them put in the
3 record at 09144. But the people that are
4 paying reduced rates, and particularly the
5 people that paid higher rates a long time and
6 then suddenly are paying reduced rates are
7 incredibly more happy. I mean, it's that
8 simple.

9 They call and thank us. They build
10 personal relationships with a CSR, someone on
11 our staff, and they really just -- you know,
12 I'm talking to my son. I haven't talked to him
13 in five years. We're talking every week now.
14 He seems better. Everyone just seems happier,
15 and I don't really want to break it down to
16 that simple, but it really is that simple.

17 People are connected, and when
18 they're connected they're happier, and happier
19 people when they get out do better things.

20 MS. SHETLER: That's helpful.

21 MS. LEANZA: I just want to
22 highlight that there is a fair amount of

1 evidence that I know has been submitted on the
2 record. I know there's a huge -- not on the
3 specific question of phone calls because, as
4 we said, I think that's a complex set of
5 relationships, but building on the study that
6 Charlie cited. The Vera Institute has done a
7 ton, and I know has filed directly, and
8 there's a huge coalition of criminal justice
9 advocates that filed citing a fair amount of
10 evidence. So, I mean, there is a lot of
11 evidence about the importance of family
12 connection and communication in the record
13 here.

14 MS. SHETLER: Right. We're just --
15 we're interested to see if anybody had sort
16 of focused in on this one issue and seeing a
17 difference. Like it would -- you know, which
18 is always helpful. Go ahead, Talila.

19 MS. LEWIS: I think most of us are
20 so focused on actual issues that are occurring
21 in the prison system that studies like that
22 are -- at least from my organization, we would

1 love to do it, but they're a little bit out of
2 reach because the system -- injustices that
3 are occurring in the criminal justice system.

4 MS. SHETLER: Okay. And I have a
5 follow-up question. I think it's more directed
6 at Charlie Sullivan, which is generally, with
7 regard to -- you know, to the extent we --
8 this is something, it's an issue the
9 Commission seeks comment on. There'll be an
10 opportunity for the record, but I'll give you
11 an opportunity. The question came in in terms
12 of when you're talking about access to -- you
13 know, giving incarcerated individuals access
14 to Skype, and that this would be a free
15 option. The question was posed, is how do you
16 -- you know, it does require some facilities,
17 some connections, and how does that get paid
18 for, or are you -- what are you thinking about
19 that practically speaking that something like
20 that would be implemented? What is the --

21 MR. SULLIVAN: Well, I'm thinking,
22 basically, that the FCC should do a study or

1 research into this. I can't see that there
2 would be -- certainly, there's a security
3 concern, but I actually have Skype, and also,
4 by the way, with Skype you also have video.
5 And I do question -- and maybe the experiment
6 should be concerned with the people who are
7 from other countries.

8 I don't know, and maybe the people
9 who are the phone vendors here today could
10 talk about that. I don't know if the people in
11 other countries that are here incarcerated,
12 have their families, they must be totally
13 isolated.

14 Now, the idea, of course, if you
15 connect with their families, that perhaps that
16 wouldn't come back again. That would be
17 something that we're seeing. In fact, I think
18 the Federal Bureau of Prisons has actually
19 opened a prison under the Obama Administration
20 for people who come back more than once are
21 actually incarcerated now in the Federal
22 Bureau of Prisons.

1 Well, let's try and keep these
2 families together, provide help, provide where
3 they could talk to their loved ones back home,
4 and help them with an employable skill, and
5 see if we wouldn't need to open more prisons
6 when they come back again.

7 And why not use Skype? I use Skype
8 every day. It doesn't cost me anything. What's
9 the problem there? Certainly security, but
10 there are a lot of things that we should be
11 certainly using the internet and email, it's
12 ridiculous that we do not use that today in
13 prisons and jails.

14 You can figure out -- we can
15 figure out a way of getting somebody on the
16 moon. We can figure out the use of access to
17 email, access to Skype, access to the
18 internet. These days, if you're coming out of
19 prison and you don't have computer skills you
20 might as well forget a job. Everybody knows
21 that. Why aren't we? Because we're afraid that
22 wardens are not into this new age or what --

1 social media. They're threatened by it. They
2 won't experiment. It's the same way with
3 Skype. Why not experiment?

4 MS. SHETLER: Okay.

5 MS. LEWIS: Can I just add to that?
6 So, there are video phones already set up in
7 prisons, first. Second of all, with video
8 visitation, why is that we can pay these
9 companies, these private companies for video
10 visitation but we can't set up the same thing
11 for free? So, if we have video visitation, the
12 D.C. jail is the perfect example, then it
13 seems to me that it's clear that we can set up
14 something similar to Skype in a prison.

15 We also with video phones, they're
16 recorded. Right? So, the entire time that I'm
17 signing with a person in the Virginia, the
18 Powhatan facility, it's being recorded. Very
19 simple to do, it's free, back to automation.
20 All of these things are free, which is why we
21 get back to the point of why are rates so
22 high?

1 MS. SHETLER: So, when you say
2 things are -- I mean, once you have the setup
3 they're free. Once you have the computers, and
4 once you --

5 MS. LEWIS: Sure.

6 MS. SHETLER: Who should -- I mean,
7 I think the question was who pays for all of
8 the infrastructure.

9 MS. LEWIS: You pay for the
10 internet. Right? And then you pay for whatever
11 security means, which is really just an
12 automated recording. Every time this computer
13 comes on, we record, done. Right? So, it's --
14 I think we're over-complicating things that
15 don't need to be complicated. And things that
16 are -- these private prison phone companies
17 are making things seem as though they're much
18 more expensive than they are.

19 It's not that difficult. We have
20 video phones set up. They're being recorded.
21 We can talk directly to those -- the
22 Departments of Corrections with video phones

1 and ask them directly, how much do you pay for
2 security on your video phone, or ask the D.C.
3 Government, the Department of Corrections how
4 much do you pay for your video visitation?
5 Simple, and let's implement it.

6 MS. SHETLER: Okay. Yes, Delegate
7 Hope.

8 DEL. HOPE: What I'll add is, in
9 Virginia we are encouraging more use of things
10 like Skype. And, in fact, it has been somewhat
11 successful, and I base that on the amount of
12 surcharges that are rolling into our general
13 fund, has gone over the years from about four
14 or five million to now three and a half
15 million. So, that's being encouraged.

16 We've set up different call
17 centers across the state. The problem that we
18 are still running into is that some of these
19 call centers are still far away, and they're
20 hard for families to get to.

21 I think the issue can be resolved
22 by looking at what are the actual costs in

1 setting up and maintaining these operations,
2 and establishing what is a reasonable cost to
3 charge on top of that. I think that's how we
4 should get to solve this problem.

5 MS. SHETLER: And I think a
6 question from the audience actually goes
7 directly to what you just referenced, which
8 this is from Keith DeBlasio from Nation
9 Inside. And what he -- his question is,
10 Virginia just passed legislation to permit
11 detention facilities to charge and make
12 commissions on internet calls and connections
13 like Skype. How does this affect the need for
14 the FCC to act immediately?

15 DEL. HOPE: Well, I mean, I will
16 say that that's accurate. We did pass a law
17 that allows jails and prisons to start
18 charging for Skype, and there was a provision
19 in the law that was stricken out that capped
20 the amount that they could charge. So, the sky
21 really is the limit. And I think what the
22 jails and the prisons have seen, especially

1 the jails, is they have seen it's now a free
2 lunch. It's everybody for themselves, and they
3 can now turn their system into a profit
4 center.

5 MS. SHETLER: So, how does this
6 work? They -- so who's providing the service?
7 Is there like a phone -- it's not -- who is
8 the ICS provider when it's an internet or
9 Skype connection? I'm just trying to
10 understand how it works, this recent project-

11 DEL. HOPE: I don't understand the
12 Skype as much as the telephone system, but you
13 mentioned following the money.

14 MS. SHETLER: Right.

15 DEL. HOPE: The phone companies are
16 not -- from what I understand are not making
17 the profit. They are being instructed to
18 charge a commission, and that money is flowing
19 directly into the states.

20 MS. SHETLER: So, right now the
21 prisoners are using sort of some sort of debit
22 or other payment facility for their time that

1 they're spending on Skype or other types of
2 internet calls.

3 DEL. HOPE: That's right, but for
4 Skype and what we've done with this new law is
5 that money, whatever the surcharge is,
6 whatever the jail wants to charge now goes
7 directly into the Department.

8 MS. SHETLER: So, the totality of
9 whatever is collected?

10 DEL. HOPE: That's right.

11 MS. SHETLER: So, the facility
12 provides like the internet connection and does
13 -- is sort of self-operating these systems?

14 DEL. HOPE: That's right.

15 MS. SHETLER: Okay, interesting.

16 MS. LEANZA: I just need to enlarge
17 that. I think that what we're seeing here is,
18 number one, costs are being externalized on
19 people who -- you know, it's a classic state
20 of a dysfunctional economic market. And,
21 unfortunately, the example of what the State
22 of Virginia has just done is, from my

1 perspective, unfortunately, the FCC's inaction
2 for 10 years on something in an area that was
3 a regulated market, where there is federal law
4 protecting people for inappropriate cost of
5 phone rates has now made the prison industry
6 think that they can just charge anything for
7 any -- I mean, pretty soon you're going to
8 have family members having to pay for water
9 for people who are in prison because well, we
10 can charge for water, and our family members
11 need water, so here's your one bottle a day.
12 And after that we'll just go find some extra
13 money.

14 So, they're externalizing the cost
15 of incarcerating people. Incarceration is a
16 cost that we bear as all society. Society
17 decides they want to make the country safer
18 and we take certain people off the streets.
19 And there's a whole conservative movement
20 right now of folks led by folks like Newt
21 Gingrich who are looking at the incredible
22 cost of prisons because it's really -- it's

1 costing too much, and the benefits are too
2 small. Well, when prisons are allowed to
3 externalize the cost on to the backs of
4 families, innocent families who haven't done
5 anything, they're reducing that -- they're
6 looking at an inequitable economic market. The
7 economic market does not function.

8 The state is not bearing the cost
9 of its decision to incarcerate people. If the
10 state is going to choose to incarcerate
11 people, they need to bear the cost of
12 incarcerating people, and they need to bear
13 the costs of incarcerating those people
14 humanely and consistent with federal law.

15 So, the FCC has stood by for a
16 really long time, and now prisons have decided
17 it's a profit center, and you can charge 25
18 cents for an email, which we all know is
19 essentially free.

20 So, yes, there are some costs.
21 But, in fact, what happens is the prisons are
22 not being incentivized because they're

1 allowed, at least on the telephone side,
2 they're allowed to charge money. They are not
3 seeing the actual costs of service, so they
4 don't have the incentives to find the cheapest
5 technology and use the cheapest technology.
6 They're incentivized to find ways to charge
7 people and externalize their costs.

8 So, the FCC has an obligation to
9 try to create an effective communications
10 market, and to make sure that the people who
11 are -- you know, people have the right cost
12 incentives. So, I would just encourage the FCC
13 to take these examples as cautionary tales,
14 and to move quickly.

15 MS. SHETLER: Did you have
16 something you wanted to say, Charlie?

17 MR. SULLIVAN: I'd like to go back.
18 This is the Obama Administration, so the
19 example of Obama Care I think is very
20 relevant. As we know in this last election,
21 what Obama Care is based on is the
22 Massachusetts experiment. Right? Exactly.

1 Whether his opponent or whatever wanted to
2 acknowledge that, but he did.

3 I'm not saying that we should just
4 open it up to Skype. What I'm saying the FCC
5 should do is do like with Obama Care. Look at
6 state, and also have the financial incentive
7 to begin to experiment. That is not, I don't
8 think, anything new. Like if you look at
9 something as comprehensive as health care, and
10 this is extremely complicated, but let's -- we
11 don't have the answers in all of these things
12 whether there will be problems, but let's look
13 at a solution.

14 This is a potential solution, and
15 there should be some financial incentive
16 encouraging experiments with using Skype.
17 Particularly for those people who are from
18 other countries. I don't know -- I think
19 they're just -- like I say, they're forgotten.
20 Their families are forgotten, and somehow or
21 another we think when they go back, that
22 somehow or the other they're not anxious to

1 come back again, if we don't try to provide
2 some help to them while they're incarcerated.

3 MS. SHETLER: Okay, go ahead.

4 DEL. HOPE: Charlie, I think it's a
5 good suggestion, but why do you think that the
6 prisons wouldn't charge for Skype? They're
7 doing it in Virginia, is what point, I'm
8 trying to say.

9 MS. LEWIS: I think the point is
10 that the FCC should -- and, again, we
11 shouldn't wait to figure all of these things
12 out before we act, but the FCC should
13 certainly be looking at future technology and
14 what those developments could mean for the
15 system, and for these family members.

16 So, now that we know that Virginia
17 has implemented such a system where they're
18 charging individuals and their family members
19 for free Skype calls, we should as the FCC say
20 okay, what does that mean for future
21 possibilities of video technology?

22 And I would like to say to

1 Charlie's point about people from other
2 countries not having access to their family
3 members for lack of videos in prisons, we
4 don't even have to go there for the deaf
5 community. They have no access to their family
6 members, and they are citizens of this United
7 States of America. So, I would just like to
8 emphasize that, again. And the FCC really
9 needs to move on video visitation, and caption
10 telephones, and other auxiliary aides
11 immediately.

12 MS. SHETLER: Okay. A question from
13 the audience for you, TL, was are video phones
14 compatible with Skype?

15 MS. LEWIS: Video phones -- no,
16 video phones can only call to other video
17 phones.

18 MS. SHETLER: Okay. So,
19 Commissioner Boyle or Commissioner Burke,
20 would you like to -- did you have anything you
21 wanted to -- I have another question but I
22 wanted to give you an opportunity before we

1 run out of time.

2 COMMISSIONER BURKE: A general
3 question, I think, for all of you that I know
4 that there was a concern let's have the FCC
5 move ahead, but we'll explore in the next
6 panel a little bit, and I'd ask you. What --
7 does it lead, potentially, to some strange
8 dichotomies if, in fact, the FCC moves on
9 interstate rates and you have a state that's
10 resistant and won't move on intrastate rates?
11 Don't you run the possibility of the call
12 across the country being substantially cheaper
13 and less onerous than the one across the
14 street? And how do you deal with that?

15 MS. LEANZA: Well, I mean, one,
16 maybe Millicorp can start the other converse
17 service for Cons Call Home and people can get
18 long distance numbers, if necessary.

19 (Simultaneous speech.)

20 MS. LEANZA: That would be fine.
21 But, I mean, I just -- the FCC cannot continue
22 to stand by while companies and prisons

1 violate the Communications Act. They can't
2 stand by. And yes, it might -- whenever you
3 make policy change, there will be some
4 asynchronous situations as the policy gets
5 rolled out, but to say well, it might be
6 unusual. You might have the local call be more
7 expensive than the long distance call in some
8 resistant states. So that means we should just
9 stand by and do nothing, I don't think is the
10 right answer. So, I think the FCC has to move.

11 MS. SHETLER: Commissioner Boyle.

12 COMMISSIONER BOYLE: Well, I have a
13 question, and it -- two things. One is, states
14 rights are always discussed in the association
15 that we belong to, which is the State
16 Regulatory Commission. But the other part is
17 that we've talked so much about what we want
18 to do, and use Skype, and all these other
19 things. I can hear right now without ever even
20 meeting them, the sheriffs who are going to be
21 here say how do you oversee that so there is
22 no abuse, and so the prisoners who come in,

1 and they are not going to do what they should
2 be doing is calling their families, but trying
3 to use the system for other purposes, which
4 are illegal. So, how do you -- what is your
5 answer to the sheriffs? How do -- because
6 we're talking in a perfect world, but it's not
7 a perfect world.

8 DEL. HOPE: And I think it's a fair
9 question to ask. I would say to them to look
10 to Virginia because we are doing it. We
11 figured out how to do it in Virginia. Now,
12 it's limited where you can have these
13 different Skype facilities for people to come
14 to, but I think we need to promote those. Put
15 them in churches, put them in every nook and
16 cranny that we can in your state to make this
17 accessible for people. But it can be done, it
18 can be done safely because we're doing it in
19 the Commonwealth.

20 MS. SHETLER: So, just to clarify,
21 so what you're doing in Virginia is you're
22 controlling both ends of the call. Right?

1 DEL. HOPE: That's right.

2 MS. SHETLER: You have Skype, but
3 it's Skype that's directed to specific
4 terminals and specific places. So, to a
5 certain extent you're filtering who's on the
6 other end of that call.

7 DEL. HOPE: That is correct.

8 MS. SHETLER: Okay. So, something
9 you're doing there. And did you want to add
10 something to that, Alex?

11 MR. FRIEDMANN: Sure. And I don't
12 want to give the impression that we're trying
13 to reinvent the wheel here, because a number
14 of jurisdictions beyond Virginia is doing the
15 exact same thing. A number of jails have gone
16 over to video visits, and not only video
17 visits using a control on one end with a
18 facility on the other like they're doing now
19 here in D.C, where at the D.C. Jail you have
20 video visitation for certain facilities that
21 are hooked up to terminals in the old D.C.
22 General Hospital and so on. But you also have

1 other systems set up where people can
2 basically just log into the internet and make
3 video calls to and from jails. And they have
4 it set up with kiosks in the jail system. And
5 there's three companies that are doing the
6 majority of this. JPay is one, and the other
7 two the names escape me right now, so this
8 technology not only exists, it is being used,
9 and they're accommodating the security needs
10 for doing so.

11 And part of the joy of this kind
12 of arrangement is it's all digital. You can
13 record every second of it. You can play it
14 back. You can do keyword searches. You can do
15 your security protocols because it is all
16 digital, and it's all stored.

17 So, you know, when we're talking
18 about these new technologies, which is great,
19 let's not forget the larger issue which is a
20 lot of these questions have already been
21 answered. And they've been answered over
22 decades of building on the prison phone

1 systems which is basically on the same model.
2 All calls are now digitally stored. All calls
3 can be recorded and so on.

4 COMMISSIONER BOYLE: I want to say
5 thank you because that is now in the record
6 and it's for the FCC to consider.

7 MR. FRIEDMANN: I'm sorry?

8 COMMISSIONER BOYLE: It's part of
9 the record that we are where we are today.

10 MS. SHETLER: Okay. I think Charlie
11 and Tim both have something.

12 MR. MEADE: It all comes down to
13 technology, and that is what -- technology is
14 changing at an incredibly rapid pace, and it's
15 only going to get faster. Some of the stuff
16 I've heard and seen two, and three, and four
17 years out is really mind boggling. If you look
18 back to 1996 when the Telecommunications Act
19 was in the past, and what we have now, I mean,
20 there really was no internet back then. It was
21 very -- not anything like what we have now.
22 And technology is changing, and it's going to

1 change.

2 I think the issue really comes
3 down to the fact of what these items are
4 charged for, and that's where the FCC steps
5 in.

6 A Skype call is not free, even for
7 you, Charlie. You're going to pay for your
8 internet connection at your house or wherever.
9 Security is not free. We all know that, but it
10 comes to a matter of a reasonable profit as
11 opposed to an unreasonable profit. And that's
12 where the line is drawn. And that's what we've
13 got to look at.

14 We've also got to start looking at
15 technologies even further out, because you
16 don't write software or design things for what
17 you have today. You write software or design
18 things for things that's three to five years
19 out. And that's where we're going and
20 changing. Pretty soon no one is going to have
21 a land line. There are states that will only
22 people with a land line to receive a phone

1 call from a prison. A cell phone is not good
2 enough, and an interconnected VoIP is just a
3 laugh in some states. And that's where the FCC
4 needs to really focus, I think, and define
5 even what a phone call is.

6 And back to what Cheryl said, we
7 actually do have customers -- we have customer
8 that was local to a prison with her cell phone
9 and it was blocked, and she wanted a long
10 distance number so she could talk to her
11 inmate. It does happen in states because local
12 phone calls are blocked in some areas.

13 We had a prison last week with one
14 of the big ICS providers where they blocked
15 every one in the entire NPA NXX, every local
16 phone number to the entire prison got blocked
17 at one time. If someone lived up the street
18 from the prison, they can't get a call. So,
19 these are the issues we have to deal with.

20 MS. SHETLER: Thank you. Charlie?

21 MR. SULLIVAN: Thank you. I think
22 the sheriffs are very narrow in what they're

1 thinking, to answer your question. The Second
2 Chance Act, for example, broaden the view that
3 sheriffs, as well as directors of prison
4 systems cannot say, as they used to say in
5 Texas when you left, we'll see you later to
6 the prisoner. They just presumed they were
7 coming back, and most of them did. Now their
8 job is to make sure that they don't come back,
9 you know. So, I think they've got to begin to
10 look at that, that their mission has changed.

11 Now, there are three ways that you
12 can communicate. We've talked about visiting,
13 we've talked about phone, but we haven't
14 talked about correspondence. You know what the
15 latest is? My wife, Pauline, talks about this
16 like a virus. You know what's spreading now
17 across, that prisoners can only receive
18 postcards from their families, or send
19 postcards. Why? Because it's hard on the staff
20 to begin to look at those letters, et cetera,
21 you know.

22 And if you're in Nevada, there is

1 no way that you could actually send a letter.
2 We try to send our mail through Nevada. It's
3 unbelievable. It gets rejected because they
4 feel that there is still drugs under the
5 label. In other words, it's all fit in regard
6 to how their needs are. But their need -- I
7 think Congress and, hopefully, the President
8 will begin to see their role as more in terms
9 of making sure people don't come back to
10 prison. And that is beginning to -- to use
11 those three ways of communicating in a maximum
12 fashion, and certainly having postcards is not
13 moving in that direction.

14 MS. SHETLER: Commissioner Burke?

15 COMMISSIONER BURKE: How much of
16 this do you think is actually a product as we
17 listen to it today, and we think of it. How
18 much of this is really a product that has to
19 be imparted to the public, in general? Because
20 really, I think a lot of the issues states
21 face probably are based on their theory of
22 what the public wants, and what the public is

1 willing to pay for.

2 How much of this is an educational
3 process, do you think? How far do we have to
4 reach out, and how important is educating our
5 citizenry as to the actual costs? You might be
6 able to do it with legislators, you might be
7 able to do it with regulators, but at the end
8 of the day, don't we have to convince the guy
9 who's watching the baseball game with a Bud?

10 MR. FRIEDMANN: I think a lot of
11 public education needs to be done, and would
12 be a good thing, because the first thing that
13 most people hear when they talk about prison
14 phone rates, or reducing prison rates is well,
15 why should we care what prisoners pay for
16 phone rates? But the vast, vast majority of
17 prison phone calls, those rates are not paid
18 by prisoners, they're paid by the call
19 recipients, either through direct payment from
20 collect calls, or through family members or
21 loved ones placing money on prepaid accounts
22 in their own name, or sending money into their

1 loved ones in prison to set up debit accounts.
2 So, the vast majority of prison phone calls
3 are not paid by prisoners, but there's a
4 misperception among the public that they are.
5 And, of course, that colors the entire debate,
6 so that type of education is extremely
7 important.

8 The other part of your question,
9 which is, you know, what is the public willing
10 to pay? Well, the public is willing to pay for
11 public education, and for police services, and
12 for fire services, and for pretty much every
13 other public service. That's what our taxes go
14 for. And to the extent that prison systems are
15 a public necessity, and that lower recidivism
16 rates, and fewer people committing more crimes
17 resulting in more victimization is a public
18 good, and is something that the public needs,
19 and the public will, ultimately, benefit from,
20 then the public should be assisting in paying
21 for those costs.

22 MS. LEANZA: I just wanted to

1 highlight that we had done some of that
2 polling that I referenced in my opening
3 remarks. It was a similar -- you know, the
4 polling bore out the -- exactly that dynamic,
5 which is when people first hear about it, they
6 don't really understand. Once they really
7 understand what's going on, they're completely
8 offended, and they have a lot of distaste for
9 why a family member would have to pay for
10 that.

11 And then the second thing I would
12 say is that yes, I think it's important, I
13 think public education is really important,
14 but I also think that the federal regulators
15 and the state regulators who are close to this
16 issue and understand how the phone system
17 works, and understand how competitive markets
18 work, I think that's your job, is to
19 understand complicated stuff that ordinary
20 people don't understand, and to do something
21 to fix it.

22 MS. SHETLER: Charlie.

1 MR. SULLIVAN: You asked the
2 question. Let's start at the top. President
3 Obama did not pardon anyone last year. At the
4 rate he's going, he will have less commutation
5 and clemency than our first President, George
6 Washington. And there were a lot less people,
7 as we know, then.

8 President Bush, George W. Bush,
9 signed the Second Chance Act, provided
10 families -- children of prisoners were able to
11 be mentored, signed also the Prison Rape
12 Elimination Act. If we would see someone, and
13 it is a good example what we're saying, it's
14 a bipartisan issue. This is a bipartisan
15 issue. So, let me say there is hope.

16 Two weeks ago, a lot of the women
17 advocates for women prisoners were honored at
18 the White House. I was excited. My wife,
19 Pauline, was there, came back and said we
20 thought well, at least maybe we would have the
21 President or certainly the First Lady would be
22 there, but we didn't have either one, but we

1 had Ms. Sebelius, so there is some beginning.
2 But why wasn't the President there, or why --
3 you're talking about education. Why is --
4 like President Bush did. He visited prisons.
5 Have we seen the President today visit any
6 prison, talk about this issue. Told the Time
7 Magazine he's concerned about mass
8 incarceration, but he's not going to do
9 anything about it up front. So, I think the
10 education's got to start at the top, and it's
11 not happening right now.

12 MS. SHETLER: So, I have a couple
13 of questions that have come in, which I think
14 go to the need to educate the public. So, I'm
15 going to give you an opportunity. These are
16 some of the questions that have come in, and
17 see what the response is to this in terms of
18 -- one is, I'll just read it. Not feeling
19 sorry for these prisoners, what's the cost to
20 the taxpayer? And the second is, Skype isn't
21 free. You must have a computer internet
22 connection. What's my taxes going -- what is

1 my taxes going to pay for that, too? And then
2 I'll counter this with another one, which is
3 if for people in prison who contact their
4 families are less likely to re-offend, why are
5 prison phone rates so high? So, I think -- so,
6 that's sort of, I think, a good representation
7 of the perception in the public, so what would
8 you say is the most important thing for people
9 to understand if you're using this vehicle to
10 educate the public, because there are people
11 watching this on both sides of the issue?

12 MS. LEANZA: So, it costs money to
13 incarcerate people. Crime costs money, crimes
14 causes society all sorts of bad things
15 including -- beyond money, just harm to folks.
16 So, having lower phone rates reduces the
17 number of people -- for prisoners, reduces the
18 number of people who commit crimes after they
19 leave prison. Therefore, on the whole you
20 would expect that the total amount of money
21 that we pay on incarcerating people and
22 reincarcerating people and law enforcement

1 would go down if the cost of phone calls is
2 low.

3 You want the prison to have the
4 incentive to operate in the most cost-
5 effective manner. You don't want them to use
6 old technology and charge a lot of money for
7 it because they have irrational economic
8 incentives. So, you want the prison to have
9 the incentive to do use the cheapest
10 technology and the smartest technology.

11 Right now the system is not set up
12 that way, so we are charging grandmothers, and
13 children exorbitant rates, and the consequence
14 is a less safe society, more people in prison,
15 and prison officials who are incentivized to
16 make irrational financial decisions.

17 MS. SHETLER: And I would just add
18 for clarification, just to the extent that
19 some of the folks watching might not
20 understand how this works today, is these are
21 not tax -- I think the arguments that are --
22 sort of the question before us, before the

1 Commission, clearly there are a number of
2 questions, but on rate levels the question is
3 a just and reasonable rate, whether the rates
4 that are being charged for interstate, and
5 what we have, of course, right now in the
6 NPRM, which is a Notice of Proposed
7 Rulemakings that the Commission is -- can act
8 on that to change rules, is what are just and
9 reasonable rates for phone services. These are
10 rates that are not going to be paid by
11 taxpayers. These are rates that are paid by
12 the inmates or their families, or friends who
13 are receiving calls depending on how it's
14 structured. So, just in terms of -- you know,
15 there are various proposals on the table, but
16 prison -- make sure everyone knows phones
17 today are for the most part not paid for by
18 taxes, they're paid by families and those
19 revenues go to private companies. And some of
20 those revenues are also passed through to the
21 correctional facilities, or to the states, but
22 it's not a matter right now of taxes paying

1 for the phone calls, just to make sure that's
2 set up correctly.

3 DEL. HOPE: In Virginia, and I
4 think other states, too, it sort of is,
5 because if we can replace that three and a
6 half million dollars that we're charging these
7 families, how are we going to replace it? What
8 are we going to replace it with?

9 MS. SHETLER: But that's not to pay
10 for the phone calls, that's to pay for --
11 that's not -- I just want to make sure that
12 everybody understands the facts that we're
13 talking about.

14 MS. LEANZA: And I'm sure, because
15 Alex didn't really get to talk about --

16 MS. SHETLER: Yes.

17 MS. LEANZA: I mean, I don't think
18 we actually set it up. I don't know if anybody
19 is so new to this issue watching this live
20 stream, but you know how they actually --
21 these contracts get bid out.

22 MS. SHETLER: I mean, I'll give

1 Alex an opportunity here to respond both to
2 the educational piece and to the framing of
3 this.

4 MR. FRIEDMANN: Yes. And I think
5 the framing is important because, again, a lot
6 of it is perception. And the people think that
7 this is only an issue that impacts prisoners,
8 and why should they pay less? That's really
9 missing the entire issue. And the larger issue
10 is why are prisoner's families being price
11 gouged by prison phone companies in collusion
12 with the states that accept kickbacks. And
13 there's very little other arrangement I can
14 think of that has a similar business model
15 where a private company will contract with a
16 government agency and kick back money to them
17 to provide an incentive to provide that
18 service, and the contracts are based not on
19 the lowest cost to the consumer, but on the
20 highest amount of money that's kicked back to
21 the state.

22 That's an arrangement that in many

1 other circles would be considered completely
2 illegal, but apparently in this one, this is
3 how the industry works. And I think that needs
4 to be questioned. We need to question how the
5 industry works, and how these contracts are
6 set up.

7 The question, though, on what is
8 the taxpayer paying? And Delegate Hope's
9 question of how do we replace this \$3 million
10 that we're getting in commissions from prison
11 phone companies, my question is why should you
12 be getting those commissions in the first
13 place?

14 Prisoner's families are the ones
15 who pay the vast majority of those
16 commissions, and consider this; you know, I
17 don't have children, but I pay property tax to
18 fund our public schools. Okay? And that's part
19 of how our society provides for everyone. And
20 I might not want my taxes going to certain
21 areas, you know. Some people might not want
22 our taxes paying for wars, or military, or

1 whatever, but this is part of our government.

2 This is how we fund our government, and we
3 provide our taxes to pay for public services.

4 So, to the extent that phone
5 commissions are being used to provide public
6 services, which they are in some cases,
7 they're used either -- go to the General Fund
8 or to provide for correctional services, or in
9 some cases victims or witnesses' services, why
10 are those costs externalized only to
11 prisoner's family members and friends, those
12 who accept phone calls? That makes no sense to
13 the same extent that we don't require only
14 parents of school-age children to pay for
15 schools. Everyone pays for schools. And all
16 taxpayers have an interest in public services,
17 and those public services include operating
18 our correctional facilities.

19 MS. SHETLER: Commissioner Boyle.

20 COMMISSIONER BOYLE: Part of this
21 discussion talked about how we get the public
22 engaged. And in today's world, and I'm an

1 elected official, and Commissioner Burke is
2 appointed so we have a mix. However, what we
3 hear always is no new taxes and cut costs. And
4 it seems to me that while we have all this
5 information in front of us, and we're talking
6 about how to do things, the one thing that
7 we're not addressing and really screaming out
8 there is what is the cost of housing a
9 prisoner?

10 And according to a Vera Institute
11 study of Justice, the average cost per inmate
12 per year is \$31,286. And the amount for --
13 across the nation is in the billions of
14 dollars. So, if people don't like taxes, and
15 they know we have to pay for incarceration,
16 then the thing to do is say how can we take
17 them out of there?

18 In 2012, both the Democratic and
19 Republican party platforms recognized the
20 importance of programs to reduce recidivism.
21 If you start coupling all of that together,
22 not just with what we are going to do if we

1 lose our commissions, but you will see that
2 the public starts becoming aware that billions
3 of dollars for incarceration, and there is a
4 way to reduce recidivism so that they're not
5 coming back, and we have to have programs for
6 them when they get out so that they can find
7 jobs and be productive people. All of that has
8 to blend, but I think we're missing it because
9 we rarely talk about the annual cost to this
10 country for just having prisons.

11 MS. SHETLER: Okay. Alex.

12 MR. FRIEDMANN: And I'll be brief,
13 but that is a cost that our elected officials
14 have imposed on us by enacting laws that
15 criminalize more and more things that people
16 do, and lock up people for longer and longer
17 periods of time. The United States is the
18 leader in mass incarceration in the world. I
19 mean, the statistics have been recorded over
20 and over that we have 5 percent of the world's
21 population and 25 percent of the world's
22 prisoners, and so on. We have 2.2 million

1 people locked up and that's only in prisons
2 and jails, and doesn't include a lot of other
3 types of facilities. So, you know, our elected
4 officials have decided that over the last
5 three decades or so, as part of the war on
6 drugs, and the war on crime, we're going to
7 lock up as many people as possible and keep
8 them locked up as long as possible through
9 laws such as Truth in Sentencing, Mandatory
10 Minimums, and Three Strikes laws, and so on.

11 So, as a direct consequence of
12 that, we are paying -- I believe the Criminal
13 Justice system in the United States is
14 estimated to cost between 60 and 70 billion
15 dollars a year. And if taxpayers don't want to
16 be paying 60 or 70 billion dollars a year to
17 lock up 2.2 million people, a large number of
18 which are incarcerated for non-violent or
19 drug-related offenses, then they need to
20 contact their elected officials and let them
21 know that, and make policy changes so we
22 reduce those costs.

1 COMMISSIONER BOYLE: And we have to
2 say it.

3 MS. LEANZA: I mean, I think it's
4 just important, I think, some of those facts
5 you're citing is exactly what's motivating
6 some of the conservative leaders. Like I said,
7 there's this entire Right on Crime initiative
8 with Newt Gingrich and other conservative
9 leaders that are looking at this from a cost
10 perspective, and they're saying this cost
11 doesn't add up. So, there is bipartisan
12 support for exactly this kind of analysis, and
13 exactly that kind of analysis and instinct is
14 -- you know, if you take that and you draw the
15 line down, this policy of extortionary and
16 predatory prison phone rates is exactly one of
17 those examples of illogical policies that wind
18 up costing money rather than saving money
19 across the board.

20 MS. SHETLER: Okay. Tim?

21 MR. MEADE: I'd like to briefly add
22 that, you know, someone said earlier to follow

1 the money, and that's exactly what needs to be
2 done here. Prisons, the vast majority of them
3 have turned into profit centers. You know, we
4 talk about recidivism, and we talk about
5 people not coming back, but the people running
6 the prisons, they want the people to come
7 back. And I'm saying that in general, that the
8 more people in prisons means the more people
9 making phone calls, means that more money that
10 gets back to the states, and prisons are
11 turning into profit centers.

12 All you have to do is look at who
13 owns the big companies, and who -- and follow
14 the money. They're owned by very large money
15 groups. They're bought and sold every three or
16 four years because they've made their money
17 and they're moving on. And that money comes
18 directly off the backs of people who can least
19 pay and least afford it, which is money being
20 taken out of areas that need that money to
21 rebuild those areas, to do jobs, to do job
22 programs and stuff like that. But when the

1 local people have to pay high phone rates to
2 prisons so large corporations can make money
3 and states can get money, then there's a
4 vicious little weird circle here that is the
5 problem, I think.

6 MS. SHETLER: I want to take this
7 opportunity -- we have some extra time, but we
8 have about -- I think we have possibly 10 more
9 minutes. But I wanted to change the focus just
10 slightly towards the end, which is, you know,
11 setting aside rate reform, which is clearly a
12 very key issue here, but there are a variety
13 of issues that are under consideration in the
14 FCC's Inmate Calling Services proceeding, not
15 just rate levels. For example, per call
16 charges, so some -- the rate structure that's
17 being used, or addressing sort of collect the
18 only -- in some places there's collect calling
19 only, is the only option. There's questions
20 regarding ancillary account charges. There are
21 site commission issues which have been
22 discussed somewhat. But what I want to ask you

1 is that aside from rate level reform, what
2 Commission actions will have the most impact
3 on inmate's ability to stay in touch with
4 their families, and why? So, I just want to
5 give you each a couple of minutes to -- just
6 one or two minutes to respond to that. Whoever
7 wants to go first. Why don't we go down the
8 line. That's easiest.

9 MR. FRIEDMANN: Wow, on the spot
10 there because, obviously, rate reform is the
11 big 400-pound gorilla here that will result in
12 a lot of changes. A lot of this has to do with
13 competition, though. And as you're probably
14 aware, that once prison phone companies get a
15 contract, it's a monopoly contract, so they
16 have complete control over a facility, or in
17 some cases an entire DOC system, and basically
18 can do what they want within the terms of
19 their contract for that system. So, the lack
20 of competition really stifles innovation and
21 technology, and locks in pretty much all
22 aspects of that particular prison phone

1 system, not just rates, but also the extra
2 fees that are charged for account fees and so
3 on, whether prisoners can make or not make
4 free phone calls as part of that contract,
5 which most systems do not have that.

6 So, encouraging or implementing a
7 system that results in greater competition in
8 the prison phone industry I think would be
9 helpful. The fact really remains that there's
10 only, you know, four or five big prison phone
11 companies. And when we talk about competition
12 now, it's really just trading off different
13 contracts between those companies. So, there's
14 not a lot of competition in the industry which
15 contributes to higher rates and monopoly
16 situations.

17 But I would look at increased
18 competition, but also an innovative part of
19 what the FCC was looking at was free phone
20 calls, whether a system can be set up where
21 all prisoners can get a minimum number of free
22 minutes, so all prisoners across the board

1 will have some minimum amount of time where
2 they can communicate with their families, with
3 their children on the outside. I think that
4 would be very important.

5 MS. SHETLER: Okay. And I just --
6 before we go on, I just want to give
7 everybody fair warning that the reason we're
8 extending the panel a little bit is that we
9 are waiting for some dignitaries to show up
10 and speak. So, we will continue talking, and
11 I think this is a very productive discussion,
12 but we may interrupt abruptly when they
13 arrive. So, be fairly warned, we are
14 appreciative of people's time which is often
15 pulled in many directions.

16 MR. SULLIVAN: I just wanted to
17 follow-up to what Alex said about free phone
18 calls. Like I say, there's only three ways of
19 communicating when you're in prison. We have
20 correspondence, even though there's a move to
21 have postcards, but still the Supreme Court
22 has ruled that indigent prisoners are given so

1 many stamps because of the importance of being
2 able to communicate. It's essential.

3 Secondly, so far I think maybe --
4 I don't know if the sheriffs or any sheriff
5 would be willing to do this so far. We don't
6 have meters next to visiting where you put
7 coins in as we do with the telephones, so far
8 that we're seeing that. It is considered free
9 because of the importance of visiting.

10 So, I would say the same with
11 phones. It's really of the three ways to
12 communicate that prisoners have, it is so
13 exorbitant, the cost, that is for most
14 prisoners or families it's not a way to
15 communicate. But the other two ways are either
16 free or even an actual cost given to the
17 prisoners to make sure that if they're
18 indigent they get, what is it, six or eight
19 stamps, Alex, something like that a week or
20 whatever. But they -- anyway, you get a
21 certain number of ways to communicate because
22 of the importance if you're indigent.

1 MS. SHETLER: Okay. So, I'm going
2 to give the rest -- let's do one minute and
3 we're going to wrap up this panel, so I'll
4 give you, Delegate Hope, and we'll go down to
5 Tim.

6 DEL. HOPE: Thank you. The only
7 thing I'd say is that we've talked a little
8 bit about email, we talked a lot about
9 telephone and Skype. I would ask the
10 Commission to take a look at what the actual
11 costs are for providing that service, and
12 apply some sort of reasonableness standard. I
13 mean, clearly, when we talk about \$1 a minute,
14 I mean, that is clearly unreasonable to
15 anyone. So, this issue is about fairness. I
16 don't want to get into a debate of whether or
17 not the FCC has the authority, legal authority
18 or not. I think they clearly do, but for me,
19 this is a public policy argument, and this
20 about fairness.

21 MS. SHETLER: Okay. Cheryl.

22 MS. LEANZA: I'm really glad that

1 you raised the question because we have been
2 talking about rates but I know in the FCC, you
3 know, maybe to some people rates includes all
4 of the fees that you might pay to a phone
5 call, but in terms of the FCC ways of looking,
6 I want to be sure that, you know, the other
7 things that we really hope that the FCC
8 addresses are, you know, the huge range of
9 fees that are associated with the rates. I
10 mean, there's per call charges which are
11 extremely high, there's -- in some cases
12 people have to pay money to put their money
13 into an account. They have to pay money to
14 take their money out of account. They have to
15 pay money for using a certain kind of credit
16 card, so there's all these additional fees
17 that are basically anti-consumer fees that
18 absolutely the FCC should take a look at.

19 And to connect with that, I also
20 think the FCC also should look at call
21 quality, one of the other problems is that
22 when you have a really high \$3.95 per call

1 rate, folks get cut off repeatedly,
2 repeatedly, repeatedly. They have to keep
3 calling back, keep calling back. Well, that's
4 another \$3.95 every time on top of the -- you
5 know, even if it's only 23 cents a minute, if
6 you have to pay \$3.95 four times to complete
7 your 10-minute phone call, the rate is very
8 high. So, I appreciate you raising that, and
9 I think the FCC absolutely has to look at all
10 the other corresponding fees because those
11 will definitely go up if the rate -- if only
12 the rate is addressed.

13 MS. SHETLER: Okay.

14 MS. LEWIS: I think my message has
15 been pretty consistent this entire time.
16 People with disabilities are being
17 disproportionately affected by the rates that
18 exist, so certainly the rates, but also call
19 quality. When a dropped call is dropped for a
20 deaf prisoner, that means they have to pay the
21 hookup fee, the flat fee, and the permanent
22 charge. It's very easy to see why our

1 community is not benefitting. And, also, of
2 course, implementing technology that actually
3 makes it such that communication is accessible
4 for all prisoners regardless of their
5 disability is imperative, and we think that
6 the FCC should take the lead on setting the
7 example for all prisons with respect to that.

8 MR. MEADE: I think something that
9 would have an absolute immediate impact on
10 helping families of inmates is a denial of
11 Petition 09-144, which is another petition
12 before the Commission over the last four
13 years. It would provide regulatory certainty
14 to those of us that are trying to help
15 inmates, families, and move forward which we
16 don't have right now.

17 MS. SHETLER: Okay. And we're about
18 to end the panel, and move on to Panel II, but
19 there was one very practical question, and I
20 think Alex may be the right person to talk
21 about this because he has pulled together a
22 most comprehensive set of rates. But one

1 person from Twitter, I believe, has asked the
2 question, how do we find out what rates are
3 within our own states? And I want to close
4 with that, so sort of what -- so, if folks
5 want to find out the rates, what's the best
6 way to find out what the rates are within
7 their state, or for certain facilities?

8 MR. FRIEDMANN: Some of that
9 information has been entered on the FCC
10 docket, but we also have it on our website,
11 which is prisonphonejustice.org, and I believe
12 it's also cross-posted on phonejustice.org.
13 So, it is available on line, and if for some
14 reason people can't find it they can contact
15 their individual State Department of
16 Corrections. Just call up their office and
17 request the rates, and they will give it to
18 them.

19 MS. SHETLER: And I would say,
20 also, that the service providers have an
21 obligation to make their rates publicly
22 available, so --

1 MR. SULLIVAN: I just want to point
2 out that our leader, Kay Perry, has been
3 following this for close to 20 years, and has
4 a website, Equitable Telephone Charges, ETC
5 Campaign. And I think you will find the rates
6 up to date.

7 MS. SHETLER: Okay. That's very
8 helpful, too. We use that term, too, ETCs. It
9 means something different here. Thank you very
10 much.

11 (Applause.)

12 ACTING CHAIRWOMAN CLYBURN: Thank
13 you so very much for a very detailed and
14 lively discussion on these very important
15 issues. As fate would have it, and this
16 probably will not surprise anybody, that there
17 are some hearings going on in Congress the are
18 severely affecting the schedule of those two
19 individuals who made commitments. So, if
20 everyone -- if it's okay at this point, we
21 will pause for about 10 minutes, and hopefully
22 this will not be too disruptive for those who

1 are scheduled for after lunch. But if we -- if
2 there's no objection, if we could keep moving
3 and make the adjustments, I believe everyone
4 has checked in. So, if we could take let's say
5 15 minutes for you guys being so very flexible
6 with us, so at 11:30, why don't we start the
7 second panel. And, hopefully, everybody will
8 be okay with that lunch-wise. If you could
9 hold out for a few -- and we will handle it
10 that way and take a lunch break at the end.
11 And, hopefully, that will allow our
12 Congressional visitors to come by. Is
13 everybody okay with this? I hope so, because
14 that seems to be the most efficient course at
15 this time. So, at 11:30 let's start the next
16 panel discussion. Thank you very much.

17 (Whereupon, the proceedings went
18 off the record at 11:15 a.m., and went back on
19 the record at 11:30 a.m.)

20 MR. GOLDBLATT: Panel 2, come to
21 the bench, please.

22 I just want to go over again the

1 quick change of plans. We are starting Panel
2 2 now. When Congresspeople Norton and Rush
3 come, we are going to take a slight break,
4 listen to their comments, continue with Panel
5 2. Panel 2 will be over at 1:00. We will
6 take a lunch break from 1:00 until about 2:10
7 or so. Please be back.

8 Commissioner Rosenworcel will be
9 speaking at 2:20, setting off the afternoon,
10 and we are totally on schedule, which is
11 really a good thing. So ready to start?

12 COMMISSIONER BURKE: Well, then we
13 will start right when we are supposed to.
14 Almost. My name is John Burke. I am a member
15 of the Vermont Public Service Board, and I am
16 also chair of NARUC's Telecom Committee.

17 I'd like to start out by thanking
18 the FCC. This is an issue that we have
19 discussed as states on occasion for the last
20 decade. And by taking the bull by the horns,
21 the FCC has given us a chance to actually
22 attack this issue head on.

1 I would like to thank the Wireline
2 Bureau of Competition -- Wireline Competition
3 Bureau for their activity here. I would like
4 to thank the Commissioners, and in particular
5 the two that are going to be speaking to us
6 today -- Chairwoman Clyburn and Commissioner
7 Rosenworcel. I have known both of them a long
8 time, and I admire their fortitude and their
9 tackling of this issue.

10 We are going to today discuss the
11 other half of this issue, and the other half
12 of the issue is the state half. There was
13 some discussion on the first panel with regard
14 to FCC jurisdiction over interstate. Well, in
15 fact, there is another side to the coin.

16 Under the '96 Act, I think the
17 states would say the intrastate jurisdiction
18 would clearly be ours. There may be an
19 erosion of that, but it is still ours as
20 states. So if we are going to make this work,
21 it really should work hand in hand. It should
22 work together. So there is going to be

1 challenges, both on a federal level, on a
2 state level, if in fact reform is going to
3 occur and occur the way it ought to happen.

4 This panel is going to take a look
5 at this, and they are going to address some of
6 these issues. The first speaker that we have
7 today is going to be Anne Boyle. Anne is the
8 chair and a member of longstanding of the
9 Nebraska Utilities Commission.

10 I have served with Anne for over a
11 decade on the NARUC Telecom Committee. She
12 has always taken the issues that appear to her
13 to need resolution, and it didn't matter to
14 her right or wrong as far as perception was
15 concerned. She would move forward if she
16 thought she was right.

17 Our second speaker today is going
18 to be Amalia Deloney. Amalia is the Director
19 of the Center for Media Justice, and also the
20 Media Action Grassroots Network.

21 The third speaker we are going to
22 have today you just heard on the last panel,

1 so he is doing double duty. Patrick Hope is
2 a member, and he's still a member, of the
3 Virginia General Assembly. He serves on the
4 Militia Police and Public Safety Commission as
5 well as Health, Welfare, and Institutions. So
6 he is intimately familiar with the issues
7 facing our corrections in Virginia.

8 Our third speaker is going to be
9 Barry Marano. Barry is a case management
10 consultant and the coordinator for deaf and
11 hearing-impaired offenders at a couple of
12 correctional centers in Virginia. He has 35
13 years of experience working with inmates, and
14 more lately working with those with that type
15 of disability. And we are glad to have Barry
16 with us today.

17 And last, but far from least, is a
18 Commissioner that served with NARUC for eight
19 years while he was a Commissioner in New
20 Mexico. That's Jason Marks, and I've got to
21 say that Jason was instrumental in moving
22 NARUC forward. He wasn't a member of the

1 Telecom Committee, but he'd call me on a
2 regular basis to try to work through the
3 resolution that in fact passed in Baltimore
4 last year, and urged the FCC to hold workshops
5 like this and to attack this problem.

6 So Jason gets to go last as a
7 result of that, and each of the speakers will
8 have a short opening statement.

9 For the FCC, we've got Kal, who is
10 -- Kal Gude, who is going to take the FCC
11 position, probably ask a couple of questions
12 and make a couple of observations for the
13 Commission.

14 So with that, Anne, would you like
15 to start?

16 COMMISSIONER BOYLE: Well, thank
17 you, John. And thank you for your kind
18 introduction, especially saying that right or
19 wrong I go after what I think is right.

20 (Laughter.)

21 But I'm never wrong.

22 COMMISSIONER BURKE: Your husband

1 doesn't always agree with that, Anne, but
2 that's okay.

3 COMMISSIONER BOYLE: I know, but
4 it's just that he just doesn't agree, but he
5 knows I'm right.

6 (Laughter.)

7 So thank you for the opportunity
8 to be here. This is an issue that was brought
9 to me just not so long ago, in 2012. And I
10 was asked if I would be willing to consider a
11 resolution addressing this very problem that
12 we are talking about today, which is the high
13 cost of prison rates for telephone rates.

14 So of course I said yes, because I
15 am also on the Consumer Affairs Committee of
16 the National Association of Regulatory Utility
17 Commissioners. And for those of us who are
18 consumer advocates, I always wanted to try to
19 address things that seemed to be unfair. And
20 in that, we have developed a resolution that
21 I think was very -- with as much possible
22 information as we could get to determine

1 whether or not we should be doing this.

2 It did pass, but there were some
3 objections, and so everybody knows. And as an
4 aside, I want to say this. I truly believe
5 that these meetings are helpful, not only
6 because everybody is here to address the
7 issue, but also it helps us learn that perhaps
8 we are not looking at all of the issues that
9 we need to be considering.

10 And so it is an experience that
11 let's us have a full record and have the FCC
12 consider all sides as opposed to just one or
13 two people coming in and saying, "This is the
14 right thing to do." Maybe it is the right
15 thing to do, but how do we treat that? And
16 what are the problems with the people who are
17 dealing with the people who are in prisons?

18 And so we need to be comfortable
19 that we are listening to what they say and
20 that they are listening to what we say.

21 So I am happy to be here, but I
22 don't want to take up much time with this

1 introduction. I would like you to -- if I
2 understand our program, we are going to just
3 each talk briefly, and then we can go into the
4 program.

5 COMMISSIONER BURKE: Thank you,
6 Anne. I thought I would give you -- in the
7 always flexible mode that Chairwoman Clyburn
8 acknowledged before as how we operate anyway,
9 I now have been passed a note that indicates
10 that Congressman Rush is going to be here
11 probably in the next few minutes.

12 So as we move along, we will be
13 taking some sort of a break, and then we will
14 unbreak and we will make this work to fit
15 those -- I got the gestures from the
16 Chairwoman, so we will make this work is what
17 we're saying.

18 All right. Next to speak would be
19 Amalia. Amalia Deloney has been introduced.
20 And if she has more she wants to say about
21 herself, I'm sure she will do it. Amalia.

22 MS. DELONEY: None of that, but

1 let me thank everyone who is in the room
2 today, and especially the hundreds of
3 community leaders that I know are watching
4 online from across the country. And an extra
5 special thank you to Commissioner -- now
6 Chairwoman Clyburn and her staff and the
7 entire FCC for hosting what we really consider
8 historic events.

9 As mentioned, my name is Amalia
10 Deloney, and I coordinate the Media Policy
11 Initiatives for the Center for Media Justice
12 and the Media Action Grassroots Network.

13 For those of you who don't know,
14 MAG-Net, Working Narratives, or Nation inside,
15 and Prison Legal News have led this national
16 campaign for prison phone justice for the past
17 two years. Together we have generated 90,000
18 petition signatures, filed over 1,700 letters
19 from prisoners, and collected over 2,000
20 signatures to comments that we submitted then
21 to the FCC.

22 These numbers are striking because

1 they represent the families who pay the high
2 cost of phone calls week in and week out,
3 often for years, and we are here today on
4 their behalf.

5 Martin Luther King, Jr. once said,
6 "The arc of the moral universe is long, but it
7 bends towards justice." And we believe it
8 does. Today, after more than 10 years, we are
9 here at the FCC for what we hope is the final
10 step before resolution. Of course, we
11 couldn't have gotten here alone, and that is
12 really what I am here to share.

13 I want to talk about the
14 significant leadership that states have shown
15 on this issue and highlight the ways that
16 states are in fact laboratories of democracy.

17 When the Wright petition was filed
18 in 2003, all 50 states accepted Commissions
19 from the telephone companies, but since then
20 eight states have eliminated the Commissions
21 and recently other states have decided to join
22 this fight for reform.

1 Currently, Minnesota, California,
2 New Jersey, and Washington are all working for
3 state legislation or a regulatory order to
4 eliminate these Commissions, and recently both
5 Maryland and Massachusetts hosted public
6 hearings on the issue, and of course the
7 National Association of Regulatory Utility
8 Commissioners and the FCC's own Consumer
9 Advisory Committee issued strong resolutions
10 urging reform.

11 What it shows is that these states
12 and community leaders know that telecom
13 regulation is a necessary component of
14 community-building. They know that
15 communications policies influence the
16 structure of our country's communication
17 systems, which in turn impacts the overall
18 health and well-being of our country.

19 Specific to prison phones, the
20 ability to make affordable calls to family and
21 friends has a direct impact on community
22 safety, family stability, reentry, recidivism,

1 and crime reduction. When families are able
2 to remain affordably connected throughout the
3 duration of a sentence, the community benefits
4 overall.

5 With over two million people
6 incarcerated, which we have talked about, this
7 is something that touches us all. But before
8 I go on, let me pause and ask people to please
9 raise your hand if you have served time or if
10 you have a friend or a family member or
11 another loved one who has served time or is
12 currently serving time.

13 Looking around the room, you can
14 see this touches us all. Love, forgiveness,
15 stability, redemption, strength, connectivity,
16 community, and hope are all values that cannot
17 be monetized, yet they are each and every time
18 a call is placed from a correctional facility.

19 The price that is paid is not only
20 too high for the families that are forced to
21 make the payments, it is too high for society.
22 At its core, good communications policy is

1 about equal opportunity and equal access to
2 these important local and national resources.

3 Our families and our communities
4 depend on this, yet the policy is often shaped
5 by facts. But the trouble is having facts is
6 not enough. Facts themselves only tell us
7 what is; they do not tell us what ought to be.
8 But good leaders can help shape this vision,
9 especially when they listen to the wisdom of
10 people who are most directly impacted. Our
11 experience should help shape the rules that we
12 live by, not a corporate profit margin.

13 Many states have begun the hard
14 work of turning towards justice, led by many
15 of the esteemed panelists I am with today.
16 Let's follow their lead on this critical issue
17 and ensure that our nation as a whole moves
18 with values that strengthen our families and
19 communities.

20 Thank you.

21 COMMISSIONER BURKE: Thank you,
22 Amalia.

1 And now we will recognize
2 Chairwoman Clyburn for an introduction.

3 ACTING CHAIRWOMAN CLYBURN: Thank
4 you, Commissioner. As always, my good friend
5 Amalia has given me a perfect segue for our
6 next speaker, because she talked about good
7 leadership, and good leadership has come in
8 the form of a gentle person. Sometimes he
9 takes not-so-gentle approaches, but a gentle
10 person from Chicago, Congressman Bobby Rush,
11 who has spent most of his life fighting for
12 everyday people.

13 He believes that the
14 constitutional promise of equality, liberty,
15 and justice for all Americans must be upheld
16 to make our nation strong. He has represented
17 the First Congressional District of Illinois
18 for almost two decades, and from his very
19 first year in office he focused on issues of
20 importance to low and middle income families
21 and communities.

22 This incredible leader has kept

1 his legislative and policy interests sharply
2 focused on the needs of his constituents,
3 especially the most vulnerable. He believes
4 in the redemptive power of the human spirit.
5 He believes in human ingenuity and tenacity.

6 His life is an example of our
7 nation's most fundamental promise, and his
8 work reflects a deep determination to bend the
9 arc of government resources and innovation
10 towards the needs of every American, whether
11 they live on our nation's main streets or
12 their side streets.

13 Among his many successes in
14 diligent work in the U.S. House, in the 111th
15 Congress he introduced the Families Beyond
16 Bars Act of 2010, a bill that seeks to develop
17 -- help develop and maintain family ties
18 between children and their incarcerated
19 parents. This was designed to help children
20 cope with the trauma of having an incarcerated
21 parent and break the cycle of violence in
22 prisons.

1 My friend and my friends, I
2 present to you today my friend, as I said,
3 Congressman Bobby Rush. Congressman Rush.

4 (Applause.)

5 REP. RUSH: Good morning, to each
6 and every one of you. And I want to thank the
7 esteemed Chairwoman of the Federal
8 Communications Commission for not only her
9 introduction but her remarkable leadership,
10 her commitment, her sensitivity, and her
11 brilliant analysis and work that she has
12 provided on this and so many issues that this
13 Commission faces.

14 I want to acknowledge and thank
15 her for not relenting for one moment on this
16 particular issue. As I drove from the
17 Committee hearing of the Energy and Commerce
18 Committee over to this gathering, over to the
19 FCC, it hit me that after many, many years we
20 are finally having a workshop here at the FCC
21 on this -- such an important issue.

22 And I know beyond the shadow of a

1 doubt that we would not be having this
2 workshop today, I wouldn't be here at this
3 place today, if not for the extraordinary
4 leadership of Chairman Mignon Clyburn. Her
5 sensitivities, her leadership, that's the
6 reason why we're here today, a short drive,
7 but a long way, from the time many years ago
8 when my friend, Charlie Sullivan, the founder
9 of the Citizens United for Rehabilitation of
10 Errants, or CURE -- when Charlie -- I met
11 Charlie in the hall many years ago.

12 I think that I was in the Cannon
13 Building at the time. I'm now in -- I've
14 moved up. I'm in the Rayburn. But at that
15 time, I was in the Cannon Building, and
16 Charlie confronted me -- approached me,
17 rather. No, Charlie don't approach; he
18 confronts. When Charlie confronted me with
19 this issue and convinced me that it was
20 something that we could do something about
21 here in the Congress.

22 It resonated with me in so many

1 basic ways. The first thing it did was kind
2 of reminded me of when I was locked away in a
3 penitentiary some years back and spent time
4 away from my family, about six months, and
5 knowing what it meant to receive a phone call
6 or to have the ability to make a phone call,
7 and how that actually really felt. So Charlie
8 didn't have to convince me too much about the
9 importance of this bill.

10 As you know, many of those
11 individuals who don't have extra disposable
12 income to spend on cell phone service or
13 wireless, broadband or cable modem services,
14 they are just severely disadvantaged because
15 of the exorbitant charges that are placed on
16 these -- the rates on the cost of
17 communicating with their loved ones who are
18 locked away.

19 Some of these people who are
20 experiencing this hardship today, the parents
21 at home, the grandparents at home, the loved
22 ones at home, they have very little disposable

1 income. They have to decide -- in most
2 instances, they sacrifice food on the table,
3 they sacrifice other expenses, in order just
4 to stay in touch with their loved ones that's
5 locked away. They shouldn't have to make
6 those kind of critical choices just to stay in
7 touch with their loved ones.

8 My bill doesn't solve all of the
9 problems, but my bill goes a long way. It
10 prescribes a maximum permitted rate that is
11 paid to inmate calling services providers --
12 a maximum rate. It provides and prescribes a
13 maximum service per call or connection rate.
14 It prohibits the payment of commissions by
15 inmate calling service providers to
16 correctional facility administrators.

17 It requires correctional facility
18 administrators to allow more than one service
19 provider at a correctional facility, which
20 offers a choice of providers available to
21 loved ones and to family.

22 Competition will also generate

1 lower calling rates. If you and I were
2 similarly situated, either at home or in one
3 of the correctional facilities, you would want
4 some of these common sense protections that
5 are being denied today to literally tens of
6 thousands of American citizens. You would
7 want to stay in touch and in contact with your
8 loved ones, and that's what my bill attempts
9 to do, to keep families intact, even during
10 these difficult and severe hardships and
11 trying times that they experience.

12 So I just came by today to
13 publicly thank Commissioner Clyburn for
14 allowing us to have this opportunity that we
15 have been fighting for for years here at the
16 FCC. And I hope that whoever is the next
17 Chairman, that he will -- he or she will take
18 up this baton. You have paved the way, and by
19 you paving the way it will make it much
20 easier, and he can run to the daylight now,
21 because you cleared the path for him.

22 So thank you again so very much,

1 and thank each and every one of you for your
2 presence. And may God bless you, and let's
3 secure rights for all of our American
4 citizens.

5 Thank you, Charlie. Appreciate
6 this.

7 (Applause.)

8 ACTING CHAIRWOMAN CLYBURN: Thank
9 you so very much. A short ride, but a long
10 way. Thank you so much, Congressman, for your
11 encouragement and your leadership.

12 And now it is my pleasure, if the
13 panel will continue to show extreme patience,
14 but this is so very significant that we have
15 these two members join us. Congresswoman
16 Eleanor Holmes Norton is now in her twelfth
17 term representing the District of Columbia.

18 She is a ranking member of the
19 House Subcommittee on Economic Development,
20 Public Buildings, and Emergency Management,
21 and she serves on two committees, the
22 Committee on Oversight and Government Reform

1 and the Committee on Transportation and
2 Infrastructure.

3 This giant, before her
4 congressional service, President Jimmy Carter
5 appointed her to serve as the first woman to
6 chair the U.S. Equal Employment Opportunity
7 Commission. She came to Congress as a
8 national figure, who had been a civil rights
9 leader and feminist, tenured law professor,
10 and board member of three Fortune 500
11 companies.

12 The Congresswoman's work for full
13 congressional voting representation and for
14 full democracy for the people of the District
15 of Columbia continues to be her struggle for
16 universal human and civil rights.

17 Congresswoman Norton's
18 accomplishments in breaking barriers for her
19 disempowered district are matched by her
20 success in bringing home unique economic
21 benefits for her constituents.

22 Ladies and gentlemen, a

1 trailblazer indeed, I present to you our
2 friend, Congresswoman Eleanor Holmes Norton of
3 the District of Columbia.

4 (Applause.)

5 DEL. NORTON: Thank you for that
6 wonderfully gracious introduction,
7 Commissioner Mignon Clyburn. You know, you
8 can tell that Commissioner Clyburn is always
9 on the ball because she starts giving the
10 introduction when she -- when I'm coming in
11 the door.

12 (Laughter.)

13 This is a lady who has no time to
14 waste, and it is all to the benefit of all of
15 us who have come to this very important
16 session today. And I want to thank you,
17 Commissioner Clyburn, not only for your
18 leadership in bringing this session about, but
19 I know I speak for literally millions of
20 inmates, former inmates and families, who have
21 been waiting for many years for FCC action.

22 They can't all be here to tell

1 you, but I can tell you that the gratitude
2 that you have taken the leadership to move
3 forward on this outstanding issue cannot be
4 overestimated.

5 My apologies for interrupting a
6 panel that I understand is a panel of state
7 officials, and my congratulations to all of
8 you who have had to move individually on an
9 issue of national importance. And it does
10 show that "federalism" means that if the
11 federal government doesn't act, there are
12 always 50 states and the District of Columbia
13 who know what to do. So my congratulations to
14 you for acting on behalf of your constituents.

15 You have heard from -- apparently
16 just heard from Congressman Bobby Rush, who in
17 the Congress has taken special leadership of
18 this issue with a bill. Although that bill
19 has not gotten to the point of passage, I
20 think it will have done what the Commission
21 wants to do, and rightfully should be doing
22 now. But it does show you the impatience

1 among members of Congress that a bill has been
2 introduced time and again to get this matter
3 done.

4 I appreciate a workshop of this
5 kind because it opens to the public the
6 Commission's -- how the Commission thinks
7 through particularly difficult issues. I want
8 to explain what I am doing here, since I am
9 one of, I must tell you, scores of members of
10 Congress of every background who had this
11 interest. And this interest spans bipartisan
12 concerns in the Congress.

13 However, the 43 members of the
14 Congressional Black Caucus' took special
15 leadership of this bill -- sorry, of this
16 matter, and you might have -- and, of course,
17 the reason should be clear, that a
18 disproportionate number of those who are in
19 prison are people of color. And, therefore,
20 the Congressional Black Caucus felt we had a
21 special responsibility to speak for all who
22 are imprisoned and for their families.

1 In my case, I'm a little different
2 from other members of the caucus because the
3 Bureau of Prisons, because of a special
4 arrangement, applying D.C. law but has
5 jurisdiction once people are convicted in the
6 District of Columbia. So our folks are all
7 over the United States in the Bureau of
8 Prisons.

9 Most members of Congress have a
10 different situation, also complicated.
11 Members of -- those who are their constituents
12 may be incarcerated in the state, and perhaps
13 most are, or they may be incarcerated in
14 another state, and they would have interest in
15 their constituents wherever they were
16 incarcerated.

17 This issue has been of special
18 importance to those of us in the District of
19 Columbia, and you can tell that by the fact
20 that the lead plaintiff in the lawsuit and the
21 lead plaintiff in the matter before the
22 Commission was a District resident. All

1 should be indebted to her.

2 This is an elderly woman, Martha
3 Wright, whose son Ulandis Forte was imprisoned
4 in the Bureau of Prisons. At a press
5 conference that the Congressional Black Caucus
6 held, Ms. Wright and her son appeared, as well
7 as another resident, Celestine Johnson, who
8 had a -- whose is the mother of a man
9 presently incarcerated in the Bureau of
10 Prisons.

11 Mr. Forte is out of prison now.
12 He works as a construction worker for a
13 reputable company here now. He can speak for
14 himself, as did Mr. Wright, who has carried
15 this matter for more than 10 years.

16 I chaired the Congressional Black
17 Caucus Working Group that responded to the FCC
18 ruling which is under advisement now. We are
19 enormously grateful that the Commission has
20 gotten to very serious work on what is not an
21 easy task to come forward with a ruling that
22 would close this matter once and for all.

1 There is a matter that the
2 Congressional Black Caucus felt strongly
3 about. As we read the statute, the words
4 seemed to us to be clear that the intent of
5 Congress was to understand that people in
6 prison are in a special category. And you
7 can't simply treat them and their families
8 like we do other matters that involve states
9 or, for that matter, that cross state lines.

10 So we pressed for jurisdiction
11 based on the words of the statute, which said
12 that the FCC has authority to prescribe
13 regulations that establish a per call
14 compensation plan for every -- in the words of
15 the statute "every completed intrastate and
16 interstate call," and charges the Commission
17 to do so, making sure that such charges are
18 just and reasonable.

19 We found in another statute the --
20 another part of the statute the very same
21 words. We think what Congress was after was
22 a more efficient system. We can't imagine a

1 system where the state officials here would
2 have to run essentially two systems -- the
3 systems in-state, and then work with the FCC
4 for those calls that were made out of state.
5 That is the very signature of inefficiency.

6 Congress understood that, that
7 this is a special population that may be
8 incarcerated miles from home or at home. And
9 it wanted some way to deal with them, and the
10 matter -- it seemed to Congress well within
11 the interstate commerce clause, so that you
12 would not have to go through what the states
13 have had to go through.

14 They've had each and every one of
15 them to think through this issue on their own.
16 We commend them for doing so. Thus, you will
17 find that an inmate, if he happens to be in
18 one state would have one rate, if he happens
19 to be in another state would have another
20 rate. That's why we have the commerce clause
21 in the first place.

22 So we stress that for purposes of

1 efficiency we think that the Commission has to
2 do its job and take seriously the words of the
3 statute. And here I am quoting from the
4 words, "each and every completed intrastate
5 and interstate call." We do not, in Congress,
6 idly throw out language like that.

7 So I would like to have the
8 Commission avoid litigation, which will surely
9 occur if in fact it reads its mandate more
10 narrowly than the statute makes clear. I
11 don't think it will take any more time or
12 effort to think through the clear wording of
13 the statute, and I urge the Commission to do
14 so.

15 I recognize, as does she, that it
16 is too late for Mrs. Wright, the plaintiff who
17 first went to court, then came with a petition
18 to the FCC. It is too late for her son,
19 Ulandis Forte, who is now out and contributing
20 to the economy of the District of Columbia.
21 But there are hundreds of thousands like them.

22 And I want to leave this workshop

1 with the one imperative that I think must
2 guide us. If you look at all of the
3 literature on what makes a difference for
4 people who are incarcerated once they try to
5 integrate into society, almost nothing has
6 been captured that makes a difference.

7 One thing does make a difference,
8 and that is the ability to maintain contact
9 with one's loved ones. To put somebody away
10 for many years with no way to communicate with
11 the ones who care about him or her is to
12 assure a very difficult time for -- or a very
13 difficult time for what is already a very
14 difficult effort, to reintegrate into society.

15 It ensures the estrangement of
16 loved ones who would in fact remain contacted,
17 and for society at large. We condemn
18 ourselves to the recidivism rate that we now
19 know so well. So what the Commission is
20 doing, needs to do thoroughly, because I think
21 what it is doing can have a demonstrable
22 effect upon society as well as inmates and

1 their families who have for so long waited for
2 and are grateful for what the Commission is
3 doing today and will continue to do until its
4 ruling becomes final.

5 Thank all of you particularly who
6 are participating. What you are bringing to
7 the Commission is real life experience that it
8 does not have and must have if it is to in
9 fact respond to the mandate of the statute,
10 and I especially thank, once again,
11 Commissioner Clyburn for leadership that has
12 been stellar and unique on this question.

13 (Applause.)

14 ACTING CHAIRWOMAN CLYBURN: Thank
15 you, once again, Congresswoman, for helping to
16 highlight both the complexities and of course
17 reaffirming our obligations today.

18 So, again, Commissioner Burke?
19 Thank you very much.

20 COMMISSIONER BURKE: Thank you,
21 Chairwoman Clyburn, and thank both of the
22 Congress -- our Congressmen and Congresswomen

1 for coming in and speaking to us. You know,
2 sometimes having a break and listening to that
3 will help us focus, because certainly the idea
4 between the interstate and intrastate
5 jurisdictions were made clear in our last
6 presentation.

7 So with that, where we were -- and
8 let's move on -- Patrick, it's your turn to
9 give us an opening statement.

10 DEL. HOPE: Thank you, and good
11 afternoon to everyone. It is good to be back
12 on the next panel. I'm Delegate Patrick Hope.
13 I represent Arlington in the Virginia General
14 Assembly. And I, again, want to echo the
15 remarks that we just heard and thank the
16 leadership of Congressman Bobby Rush and
17 Delegate Eleanor Holmes Norton, and of course
18 Chairwoman Clyburn, for their leadership in
19 this area.

20 This is a very crucial issue, and
21 giving the authority for the FCC to act is
22 very important. It sends a very strong signal

1 to the states that are actively trying to seek
2 a solution to solve this problem, and so I
3 want to thank them for their tremendous
4 leadership in that and urge the Commission to
5 move as expeditiously as possible.

6 I'm going to focus my opening
7 statement on the environment, political
8 environment in Virginia, for reduced telephone
9 rates. And, first, let me just describe a
10 little bit of the history as I have become
11 familiar with it, and how really did we get
12 into this mess.

13 I wish it were easy enough to
14 blame our State Corporation Commission, which
15 is our regulatory body in the state, to
16 regulate the carriers, to force the carriers
17 to pay a reasonable rate. This did used to be
18 the law, but it was changed after our SCC
19 ruled in 1993 forcing them to pay a reasonable
20 rate.

21 MCI WorldCom was the carrier at
22 the time, and I certainly want to give

1 appreciation for CURE, Virginia CURE. Jean
2 Auldridge headed this effort in Virginia, and
3 I hope she is watching. But she spent
4 tireless hours, years, on this issue.

5 And so SCC did rule that MCI had
6 to lower its rate. That decision was appealed
7 to the Virginia Supreme Court. Before that
8 case could even be heard, however, the
9 Virginia legislature passed a law stripping
10 the SEC of their authority for all Department
11 of Corrections contracts, and so you can
12 imagine who got to the legislature at that
13 time to prevent this from happening. So the
14 case was a moot point, and of course it failed
15 at the Virginia Supreme Court level.

16 So that's where we are today in
17 Virginia governing the contracts at the
18 Department of Corrections. Today, Virginia is
19 receiving nearly a 40 percent commission or
20 surcharge, and I like to also call it a tax,
21 on prisoner phone calls contributing to about
22 three and a half million dollars per year to

1 our state's revenue. That money goes directly
2 into our general fund to pay for roads, health
3 care, public safety, and education.

4 So we have a really big problem on
5 our hands, and we need to figure out a way to
6 unravel ourselves from this tax that we have
7 fallen so much in love with. What do we do to
8 replace that lost revenue with if we in fact
9 are to eliminate this commission or surcharge?

10 That is our problem, but I think
11 the Commission acting expeditiously will send
12 a very strong message to our legislature that
13 we can't have it both ways, and so we need to
14 act -- we need the FCC to act to help us do
15 that.

16 Now, I will say this, to the
17 credit of Virginia and the Department of
18 Corrections. They do want to see the rates to
19 be lowered, and the Director of the Department
20 of Corrections throughout this whole process
21 with the FCC and the NPRM has sent a letter in
22 response supporting the efforts by the

1 Commission to lower the rates.

2 But that of course -- reasonable
3 rates is not the problem. It's the commission
4 that we charge on top of that, and that is out
5 of the Department's hands. If they were
6 serious, however, I would tell the
7 administration that in the next budget that
8 comes before the legislature when we reconvene
9 in 2014 that we will eliminate the three and
10 a half million dollars, that we will supplant
11 that money so it is not charged on the
12 families. And so I would hope that we see
13 that action.

14 In Virginia and elsewhere, while
15 other phone rates have been declining, rates
16 to families of inmates who have done nothing
17 wrong are going up. This is simply
18 unacceptable.

19 What I have done in Virginia to
20 try to solve this problem is a couple of years
21 ago I just went straight to the effort at the
22 heart of the matter and put in a bill that

1 would eliminate the commission all together,
2 would strike it from the code, and of course
3 that failed in Committee very quickly and it
4 failed in the Appropriations Committee as
5 well, because the appropriators had to figure
6 out how to supplant the money, and it wasn't
7 even close.

8 This year, however, in 2013
9 session, I brought a bill. With the help of
10 the advocates, we brainstormed what is the
11 best way to try to solve the problem, and so
12 what the bill would have done this year is it
13 would not cut the commission, what it would
14 do, it would redirect those funds. Ten
15 percent of it would go to the general fund,
16 and the remaining 90 percent would go towards
17 a fund that we would set up called a prisoner
18 reentry fund.

19 And so we figured if we can't stop
20 the flow of money, we should at least redirect
21 it where it can help the prisoners and
22 families from which it originates. That bill

1 passed subcommittee, but it died in full
2 committee. And I am committed to bringing it
3 back.

4 Now, I will note -- and we talked
5 a little bit about this at the previous panel
6 -- on a side note, the jails in Virginia have
7 seen what can be done by charging families of
8 prisoners, and now they want a piece of the
9 action. We passed legislation this year,
10 against my objection, that allows jails to
11 charge an unlimited amount for Skype and Face
12 Time with families, to charge for something
13 that you and I can do for free.

14 We are also allowing jails to sell
15 food products for an unlimited profit. So if
16 you want to go to Virginia Beach Sheriff's
17 Department's website and just do a Google
18 search for Virginia Beach canteen, you will
19 find starting July 1st that families of
20 inmates can purchase products, and they have
21 a sale -- a special on Ben & Jerry's ice
22 cream.

1 Look it up. It's \$5.99 per pint.
2 I went to CVS and I bought one for \$2.65.
3 It's over 100 percent markup that goes
4 directly to the jails. And we, the
5 legislature, just licensed -- gave them the
6 full authority to do that, and they can charge
7 now whatever they want.

8 So we are turning jails into
9 profit centers at the expense of families.
10 This, to me, is simply unacceptable. And so,
11 again, I want to thank you for the opportunity
12 to serve on the panel, and I look forward to
13 the questions.

14 COMMISSIONER BURKE: You're
15 welcome, Patrick. Naturally, you'd pick a
16 Vermont company to fire that out.

17 All right. But he did bring up a
18 point right at the end with Skype that I think
19 deserves to be explored, and I suspect our
20 next speaker is going to do that. Video and
21 video conferencing for those that are hearing
22 impaired is obviously one more tool that would

1 make life easier and more manageable for that
2 segment of our inmates that have that
3 particular problem.

4 Barry, what do you have to say
5 about that?

6 MR. MARANO: Well, I'm a counselor
7 at Powhatan Correctional Center. I've been in
8 counseling for 35 years, and I now specialize
9 in the hard of hearing and deaf. We have a
10 small population of deaf inmates in the
11 Central Virginia Powhatan Correctional Center,
12 and about two dozen hard of hearing.

13 We recently implemented a video
14 phone system at no cost to the offender. We
15 use our video conferencing network. That
16 allows them to call video phone to video phone
17 direct to their families, those that do, and
18 it has proven to be very beneficial. I've
19 used it recently to secure benefits for two
20 leaving the prison system and housing.

21 We also use this system for the
22 relay calls where a relay interpreter will

1 assist the person being called that does not
2 have a video phone that is hearing.

3 There has been some anxiety
4 recently brought to my attention by this
5 inmate population, that the FCC is going to
6 reduce the amount of reimbursement for relay
7 calls, the family members are telling them.
8 And they are concerned that their contact will
9 be reduced. The only source of that
10 information is the families of the offenders.

11 But I'm here for any questions
12 anybody has about dealing with this kind of
13 caseload.

14 COMMISSIONER BURKE: Okay. From a
15 state's perspective, reform we felt needed to
16 come from the states. There had not been up
17 to that point in time lots of action on the
18 part of the FCC. And one of those who urged
19 the state's telecom committee to review this
20 kind of a situation and the dollars that were
21 involved was Jason Marks. So we let him bat
22 cleanup, since he was instrumental in the

1 Committee undertaking the issue of inmate
2 calling.

3 Jason?

4 MR. MARKS: Thanks, John. You
5 know, when we talked about me batting cleanup,
6 we didn't talk about having two pinch-hitters
7 in the lineup.

8 (Laughter.)

9 And it is a real honor to --
10 Congressman Bobby Rush has always been sort of
11 an idol of mine, because he stands up for the
12 right things. And Congressman Holmes Norton
13 is -- I'm going to be a big fan of hers going
14 forward, because she really had some great
15 things to say today.

16 And, you know, we all know the
17 expression "States is the laboratories of
18 democracy," and I think this is -- this issue
19 is a perfect example. I'm going to talk about
20 New Mexico's experience, but the FCC has
21 several other states to look at to see what
22 works, what doesn't work. And I'm going to

1 tell you, it works to regulate the service.

2 And a lot of the objections that
3 the FCC will hear are things that we heard.
4 And they are certainly not something that
5 should stop you.

6 New Mexico, before my time, about
7 10 years ago, passed legislation to prohibit
8 state correctional facilities from charging
9 commissions. And I wasn't around for that,
10 but what we saw when I came into this around
11 2007, we found that that had made things
12 better, but really had not solved the problem.

13 And what we saw were their
14 workarounds. You can eliminate -- Delegate
15 Hope, you can eliminate the cash commissions,
16 and the companies and the facilities will come
17 up with things like charging rent for the wall
18 space for the equipment, discounted calling
19 cards that they give to the facilities that
20 then resell them, and get the money that way,
21 computer equipment that appears to be part of
22 the contract because these are IT services,

1 but they will get a bunch of PCs for the
2 offices, and things like that, as part of the
3 contracts as well.

4 And so we found that we were --
5 our rates weren't quite as bad as some of the
6 other states, but they were still high. So we
7 opened a couple of enforcement cases, and one
8 of the cases was kind of interesting and the
9 FCC needs to be aware of it.

10 We had a company that said, "We
11 are not even under your regulation as a LEC.
12 This is a pure IT service. All we are doing
13 is selling the equipment." And we hauled them
14 in on a show cause for doing
15 telecommunications services without having a
16 certificate at all, and they agreed to become
17 certificated.

18 I would urge the FCC take a broad
19 look at its jurisdiction. With due respect --
20 I was a state commissioner, but with due
21 respect to what Congressman Holmes Norton
22 said, fairness -- or based on what she said,

1 fairness in human rights has to take
2 precedence over states' rights.

3 And it is particularly true -- the
4 issue -- during the course of what New Mexico
5 was doing, the industry transitioned from
6 traditional LEC services to almost entirely
7 VoIP-based services. And as my colleagues
8 Anne and John know, VoIP is a sore point where
9 the FCC has told states you pretty much can't
10 regulate it in any way, shape, or form, and so
11 I think unless the FCC takes action, even
12 though states are trying to regulate it, may
13 wind up being preempted or in court over that.
14 So there needs to be a federal backstop at a
15 minimum.

16 I would also say that our
17 experience was when you took away the
18 commissions, and we ultimately capped rates
19 about three years ago for the biggest
20 providers, so there is no -- the money has
21 definitely shrunk or gone away, going to the
22 facilities. They adapted. There are no

1 security problems in New Mexico. The prisons
2 are underfunded.

3 The next thing -- let me -- well,
4 my time is running out here. But basically
5 what we did after the enforcement cases is we
6 did a rulemaking. The rulemaking ended last
7 year. New Mexico now has capped the rates at
8 15 cents a minute, a dollar per call for setup
9 fees. That is very important.

10 As you heard in one of the earlier
11 panels, one of the things we heard about a lot
12 was you might have a \$4 or \$5 connection fee,
13 and the calls would get dropped multiple
14 times, and by the end of the call it's a \$20,
15 \$25 call, and they have managed to talk for
16 three minutes.

17 So keeping those per call fees
18 very low, and the dollar fee is only for a
19 collect call. If you're prepaid on a call,
20 it's just 15 cents a minute. We have also
21 changed -- we also put in a rule that the \$1
22 can't be charged until the second minute of

1 the call. So you get to charge your 15 cents
2 for your first minute, and then the second
3 minute can be \$1.15, and that prevents
4 multiple charges for calls that really were
5 never completed.

6 The other thing we did was we put
7 strict limits on the surcharges, the credit
8 card fees, the charges to charge a prepaid
9 card, the charge to find out how much -- you
10 can't -- they used to charge people to call up
11 and find out how much was on their prepaid
12 card or to give them a bill. We eliminated
13 that.

14 And there were some questions, is
15 that part of your jurisdiction? These aren't
16 telephone services. And we said they are so
17 intricately related to that that you have to
18 regulate those things. And I would urge the
19 FCC to again take an expansive look at its
20 jurisdiction, look at the add-on fees. Our
21 rules are available online, but I've brought
22 a set I'll leave with staff here.

1 And, again, it is very simple.
2 Here is our -- this is the rate limits here,
3 the rate caps here. And everything is 15
4 cents a minute within the state. The only
5 other issue -- the toughest issue for us was
6 what to do about the small volume facilities,
7 and we ultimately -- we thought about doing
8 tiered rates.

9 We did some cost analysis as part
10 of our case, and I'm sure the FCC is doing
11 that as well. And we found that for the
12 medium and large correctional facilities 15
13 cents a minute is adequate to cover the actual
14 cost of providing this service.

15 But there were truly, in fact,
16 some smaller facilities, county facilities,
17 that just don't have the volumes of inmates,
18 so the fixed costs are -- when you divide the
19 fixed costs over the calling volume, it winds
20 up being in the dollar a minute range.

21 And rather than come up with
22 tiered rates or something like that, we just

1 provided that you could -- a provider could
2 come in for a variance and show their costs
3 are above our rate caps and get approval. So
4 you would have a cost-based rate on a
5 variance.

6 Now, I don't know that that is
7 going to be effective when you are doing it
8 nationally, and they may need a different
9 approach. But for states that are pursuing
10 this, that is an effective mechanism. The
11 bulk of your facilities will be under your
12 caps, and you can deal with the ones that are
13 not -- where it doesn't work on a case-by-case
14 basis.

15 COMMISSIONER BURKE: Thank you,
16 Jason.

17 MR. MARKS: Thanks.

18 COMMISSIONER BURKE: Kal, you
19 listened to the opening statements of the
20 panel and the FCC rep on this panel. Do you
21 have any reaction to it or any questions that
22 were raised by the opening statements?

1 MR. GUDE: First, I'd like to
2 thank everyone for coming. It was -- again,
3 it's a great opportunity for all of us at the
4 Commission to learn, to hear what is happening
5 outside, in states. And I think my first
6 question is related to that, and I think -- I
7 appreciate Jason's comments about walking
8 through -- giving us an opportunity to learn
9 from the states.

10 I would like to give both Jason
11 and all the panelists an opportunity to speak
12 from that perspective as well. What is going
13 on on the state level? If you can talk in
14 those kinds of details, not just in your
15 states but what you may have heard in other
16 states, and share with us a little bit about
17 what we can learn from the laboratory of the
18 state level.

19 What is going on? What can the
20 Commission do? What, from a regulatory
21 perspective, works? What doesn't work? That
22 would be very helpful. So I'll go down the

1 panelists and let everyone have a chance to
2 speak.

3 COMMISSIONER BOYLE: This issue
4 was first presented to me, the first time I
5 ever looked into it, and I discovered that
6 Nebraska is a state that has long term had
7 some of the lowest rates in the country. And
8 as I inquired of one of the officials at the
9 prison, most of them could not remember when
10 that occurred, if perhaps that was always a
11 policy, that the rates would not accept any
12 kind of compensation, and so their rates are
13 very low.

14 But in listening to -- as I said
15 earlier, my comments are not critical, but
16 they are just an eye-opener. And I was
17 surprised when I learned about the
18 compensation that was being given when the RFP
19 went out to prisons to provide services. And
20 in addition to providing the amount for the
21 fee, there was what has been called an
22 incentive or a commission, and the dirty word

1 for it I guess is "kickback," because -- and
2 I was surprised because of this.

3 I work for government and have for
4 many years, and it -- government is not
5 supposed to be a profit-maker. It is supposed
6 to provide the services and get the taxes to
7 provide the services, but to have a program --
8 and with all respect to Delegate hope, we will
9 never -- we never allowed commissions.

10 However, in digging deeper, I did
11 discover on the local level the jails were
12 taking compensations for their
13 telecommunication services. And across the
14 state -- there are 93 countries in Nebraska,
15 not all of them are doing that.

16 And so as a result of that,
17 thinking that they should not either be
18 profit-makers, there will be a lot of
19 discussion by the county officials and they
20 will be saying that we can't afford to lose
21 the compensation, because it goes for other
22 things.

1 But with that, I called to one of
2 our legislators, whose name is -- and we are
3 a one-house legislature -- his name is Senator
4 Ernie Chambers, and he has been a legislator
5 for many years, except when he had to leave
6 because of term limits being imposed, but then
7 he turned around and ran again and now he's
8 back.

9 And he calls himself "The Defender
10 of the Downtrodden." And he is very
11 interesting. But I asked him if he would
12 introduce a bill, and he said, "It's too late.
13 We already went past that." But he -- I said,
14 "Would you be willing to do an interim study?"
15 Which would give him more information, if he
16 introduces a bill, and I think he will.

17 And so he asked us, my commission,
18 to send a draft of what the study should be,
19 and he will take it and do what he wants with
20 it, but that has been introduced and it should
21 be held in September. But among the things
22 that he is looking for is -- and this might

1 not work in larger states, but Nebraska only
2 has 1.8 million people, including cows I
3 suppose, but a review to determine if county
4 and local correctional facilities could buy
5 inmate telephone services through the state's
6 contract for such services, and whether this
7 would reduce overall costs.

8 The state contract is the one that
9 is very limited. And so if they could lock in
10 with the state as opposed to individually
11 buying them, or providing them, it seems like
12 it would be a way to reduce costs even more.

13 The others are he wants to know,
14 what are you using the money for? There is no
15 audit to determine what that money is being
16 used for by anybody. And while I understand
17 the differences are between jails and prisons
18 in Nebraska -- and I'm from Omaha, which is
19 the largest county in the state -- the jail
20 system in Omaha incarcerates people who are
21 being held for trial for long times.

22 And so, therefore, while they are

1 not in the state system, but they do have a
2 responsibility of some people who cannot be
3 let go because their trials are not taking
4 place for maybe a year. And so they do have
5 an extra burden that is not the same as but
6 similar somewhat to what the prison system
7 has.

8 MS. DELONEY: Okay. So not being
9 a legislator or representing a state, I want
10 to walk the question back a little bit and
11 talk about the perspective -- talk from the
12 perspective of someone who works with a
13 campaign with 150 members in 10-plus states,
14 you know, and start really from the point of
15 view that what is right is seldom easy, but it
16 doesn't make it less right.

17 And there is no doubt that this
18 question of parity is a real puzzle, but
19 somebody needs to set the corners on the
20 puzzle. Right? This is what you taught when
21 you were younger. You fill in the edges, and
22 then the middle finds -- you know, people can

1 find their home.

2 And that's really what we need
3 when we think about parity. We need the FCC
4 to recognize, which they have done in the
5 NPRM, that they have, you know, the authority
6 -- I think it's Section 276 -- to really look
7 at both this interstate and intrastate issue.
8 And we need a bright line to follow.

9 We hear that from states all over
10 the country, both looking at the examples of
11 states that have reformed, but then the other
12 states that I mentioned that are seeking both
13 -- either a legislative or a regulatory
14 solution to this. That in the absence of sort
15 of having this framework to operate in there
16 will only be a piecemeal approach.

17 And while some would say a
18 piecemeal approach, it is a better to err on
19 the side of caution with states' rights. I
20 think there are those of us on the other side
21 of the coin that would say the human rights
22 and this fundamental need for connectivity and

1 communication, as a core aspect of what it
2 means to be a human, dictates a different
3 level -- a different kind of approach and one
4 that sets a tone that needs to move more
5 quickly and more uniformly.

6 And so I would say that for folks
7 who feel like at the state level they are
8 getting some pushback -- I think Jason Marks
9 said it -- there is some pushback. But I also
10 think that there are hundreds of constituents
11 in states all over the country who are only
12 willing to go to bat for their local -- you
13 know, local elected officials and state
14 elected officials, that they have been looking
15 for this decision, they are looking for the
16 FCC to take leadership on it, but they are
17 also looking for states to move forward.

18 And so I think, you know, it is
19 something that the FCC can do. Tackling
20 interstate and intrastate at the same time is
21 not outside of the realm of possibility and,
22 in fact, should be the approach.

1 DEL. HOPE: I mean, the only thing
2 I will add to what I have already said, Kal,
3 is, you know, in Virginia it is not the rates
4 that are high. It is the commission and the
5 surcharge on top of those rates that we need
6 to get a handle on.

7 And I think Commissioner Boyle
8 mentioned this question, that if FCC is able
9 to act in an interstate way, how is that going
10 to affect us? I think it would be chaotic.
11 It would be hard for us to determine which is
12 which. And I think it will help us sort of
13 divorce ourselves from those two, and will
14 gradually start to put the rates to a
15 reasonable level. And so that's why I think
16 it is so important that the Commission act as
17 soon as possible.

18 MR. MARANO: From the families,
19 the input that I have, and the inmates
20 themselves, is the absolute confusion over
21 what these charges are, how you plan to make
22 these calls, and the explanations seem to

1 change. There seems to be no set guideline
2 for them that the families can figure out how
3 much they are spending and for what.

4 MR. MARKS: A couple of things.
5 One is I want to go back and actually
6 encourage Delegate Hope. I was saying
7 commissions are only part of it, but it's a
8 big part and it's -- I was just looking at my
9 numbers here, and the -- when we took out the
10 commissions in New Mexico, they went -- the
11 rates went from being about 20 times what they
12 should have been to being about four times
13 what they should have been.

14 And the funny thing was, though,
15 that more went away than the percentage
16 commissions. It is vicious cycle of -- when
17 you've got kickbacks going back and forth,
18 there is a complete disrespect for the
19 families. And once you take part of it out of
20 the equation, things get a lot better. But
21 you still -- rates still need to be capped.

22 One of the things that we found

1 useful is to say, as a starting point and as
2 a -- you know, a non-negotiable, security of
3 the facility is number one and paramount, and
4 we won't do anything to undercut that. And as
5 a commission, we said that and we will leave
6 the facilities in charge of everything to do
7 with security parameters, what they want these
8 systems to do, and so forth.

9 But the funny thing was, once we
10 did that, we found that it really didn't limit
11 us very much on rate regulation. And in fact,
12 one of the things we discovered, in New
13 Mexico, once attitudes started changing among
14 the correctional facilities, after the
15 Commission ban went into effect 10 years ago,
16 the larger facilities started -- you know,
17 really took to heart the idea that making
18 these calls as low cost as possible was going
19 to benefit their mission of corrections and
20 reduce recidivism, increase, you know,
21 reintegration, and so forth. And they wound
22 up making that part of their RFPs.

1 And so by the time that we were
2 putting the rules -- we were doing our
3 rulemaking, our larger facilities actually had
4 rates in place by contract that were lower
5 than our caps. And I think you -- and I think
6 that's really an important point, that once
7 the correctional institutions get on board
8 with this, they may actually do more. They
9 are the best allies.

10 The other thing we found, in my
11 state at least, this was bipartisan. We got
12 some pushback from the smaller facilities and
13 their vendors, but we didn't -- it never
14 turned into a political issue. The general
15 public, to the extent they cared about it, saw
16 this as an issue of fairness. Nobody saw this
17 as, hey, you're going soft on prisoners.
18 Everybody understood this was about families.

19 And on my commission, taking
20 action on the enforcement cases and the
21 rulemakings was unanimous, which meant it was
22 bipartisan. And hopefully at the federal

1 level you can keep that kind of attitude
2 going. It doesn't need -- it turns out
3 everybody is pretty much on the same side.

4 COMMISSIONER BURKE: Well, I have
5 a question -- provided us a question from Bill
6 Pope, who is NCIC Inmate Phone Services,
7 that's directed primarily to you, Barry.

8 He asks, shouldn't video
9 visitation systems eliminate the difficulties
10 of the hearing impaired from communicating
11 with family? TDD and TTY systems are kind of
12 hard to control, and sometimes are to some
13 degree difficult to use. And almost every
14 inmate phone RFP submitted by state and county
15 governments require both phone service and
16 video visitation services to be explored, and
17 hopefully employed.

18 If that's the case, shouldn't
19 basically all jails and prisons, hopefully
20 soon, have these systems in place? And,
21 therefore, won't that lower the need for
22 funding into the relay services sector?

1 MR. MARANO: I can't comment
2 whether it will lower anyone's cost or not, or
3 reimbursement. I don't know how it's done.
4 But I know that it has been very beneficial
5 working with disabled people, particularly the
6 deaf, being able to stay in contact with their
7 families.

8 They don't have some of the
9 options of the other population. Writing is
10 not a primary means of communication for the
11 deaf. So they need visual communication, to
12 see the person they are conversing with. I
13 have had to use it to arrange for, as I said
14 before, housing and medical benefits for those
15 discharged, and then try to get employment for
16 them.

17 So we need to enhance it. We are
18 able in Virginia to do it through our video
19 conferencing, which isn't costing them
20 anything. The only cost incurred I believe is
21 for the companies when we do relay calls. And
22 we have been very supportive of it.

1 We have a very flexible schedule
2 that meets the families' and the offenders'
3 needs, to get them together at criminal times
4 during the day when they are not at work, and
5 were going to use it for other purposes, even
6 programming and teaching ASL. So I agree that
7 it is a tool that we intend to expand.

8 COMMISSIONER BURKE: I've got a
9 question, actually, that would I guess be
10 aimed primarily at -- all of you can answer,
11 but aimed primarily I guess at Jason and Anne.
12 When rates got lowered, was there any study
13 done? And was there any noticeable increase
14 in the amount of phone traffic in and out of
15 the system, do you know?

16 MR. MARKS: You know, I don't
17 know. That's a great question. I think the
18 earlier panel had a similar answer. What we
19 noticed is we stopped getting the complaints
20 and the very tearful and heart-rending
21 complaints from families.

22 COMMISSIONER BURKE: As you know,

1 Anne?

2 COMMISSIONER BOYLE: I don't know,
3 because they never got lowered.

4 COMMISSIONER BURKE: That's right.
5 You've always had them low. I forgot.

6 It will be interesting I think for
7 us all to see, because, you know, no matter
8 how you deal with this, whether it's the FCC
9 or whether it's states individually, because
10 the FCC is not able to move forward and act,
11 whatever might happen, the fact of the matter
12 is that all of us are data-driven. And I
13 think that those states that have had the
14 fortitude to move forward in this level,
15 getting that kind of feedback I think might
16 help snowball the idea of fairness.

17 Let's assume that fairness is the
18 right answer. And let's assume that in fact
19 you can manage to set a reasonable rate to
20 cover the calling issue, and that, in fact,
21 what you have lost -- as I think Patrick has
22 indicated to us well, what you have lost is a

1 revenue stream, and somehow you've got to
2 replace that.

3 So having at least the knowledge
4 that this has had the kind of effect that we
5 want it to have, increased levels of calling,
6 more contact with families, and presumably an
7 effect on the recidivism rate, that is the
8 kind I think of data-driven stuff that might
9 have a huge effect for us nationally and on a
10 state level.

11 Has anybody thought about -- any
12 of your states thought about that kind of a
13 study? I don't think it would cost a
14 fortunate to do it. Or tried to find someone
15 who might be willing to run that kind of a
16 study to help move it forward?

17 DEL. HOPE: Let me try to answer
18 it. I mean, I think when I think of
19 successful reentry programs, I don't just
20 think of this issue as being part of that. I
21 mean, it's one issue, but there are other
22 things having to do with people obtaining a

1 job, obtaining housing, and things like that.
2 Maybe it's substance abuse or mental health
3 treatment.

4 So all of those things need to be
5 part of a successful reentry program, and I
6 think it would be very hard to isolate this
7 one issue or any one menu of options as being
8 something that -- that is the golden ticket
9 that will lower or reduce recidivism and try
10 to encourage people not to reoffend.

11 I think it is all of those things.
12 And I think if you have a successful reentry
13 program, it has got to be all of the above.

14 COMMISSIONER BURKE: Sure. But at
15 least the data about the increased calling
16 back and forth would mean more family contact.
17 That would be fairly easy data I think to put
18 together and might have a positive impact.
19 Wouldn't you agree?

20 DEL. HOPE: Yeah. No, I think if
21 you could isolate those states like New Mexico
22 that have done this, to see if there is a

1 connection. But I would also like to know
2 what their reentry program was like overall.

3 COMMISSIONER BURKE: Sure.

4 COMMISSIONER BOYLE: I would hope
5 a study like that would ask states, what kind
6 of reentry programs do you have? Because that
7 is part and parcel of reducing recidivism.

8 COMMISSIONER BURKE: We have
9 another question that came from Live
10 Questions. This came from Frances Schultz.
11 And what she asked is that, "I'd like to know
12 how inmate phone providers can do things like
13 provide rates when there are some providers
14 that have rates that are gigantically high."
15 And those certainly need to be controlled.
16 But is it reasonable to try to reduce rates to
17 the point that you start losing those
18 providers that are willing to put these
19 connections together? Where do you draw the
20 line and how do you find a middle ground?
21 Jason, I know that's obviously
22 what Mexico tried to do.

1 MR. MARKS: You know, during the
2 course of our proceedings, we went from about
3 five companies that were major players in New
4 Mexico to two companies, and it wasn't because
5 we had driven them out of business by our
6 enforcement and pending rate caps. It was
7 because they were buying each other out.

8 This is -- and we heard that on
9 the first panel. This is such a lucrative
10 business, or was such a lucrative business,
11 that the companies were buying each other up,
12 and there has been enormous consolidation.

13 And that is actually even more
14 reason for rate regulation, because at some
15 point there is going to be a potential paucity
16 of contracts even in front of these
17 correctional institutions, and they are going
18 to need something, a backstop again.

19 We looked at -- as utility
20 commissioners, we are still doing cost-based
21 regulation on the utility side, so we are
22 really familiar with it in a way that the FCC

1 I don't know still does with your forward-
2 looking Telrex, and things like that. We look
3 at real accounting costs.

4 And we did a traditional rate of
5 return analysis, and it wasn't a full-blown
6 rate case, but we did data calls on the
7 providers for their contracts. And we had
8 every contract in our state, and we turned it
9 into a cost per minute and a cost per call.
10 And we found that the rate caps that we were
11 looking at took -- were above the vast
12 majority of the actual costs.

13 And so that is -- I thought we
14 were on safe ground. We have the ability in
15 our rules and hopefully the actuality that
16 from time to time the Commission will revisit
17 those caps and can revisit on the petition and
18 providers. You know, if something changed and
19 costs went up, it sounds like, you know, from
20 the first panel, Mr. Meade, costs are coming
21 down.

22 Technology is -- and, you know, it

1 wasn't even so much in telecom. Maybe it
2 wasn't so much that we're great regulators.
3 Technology has really solved a lot of problems
4 there.

5 COMMISSIONER BURKE: Amalia?

6 MS. DELONEY: Yeah. I just wanted
7 to add, I think that there is a moment in
8 conversations like this where it sometimes
9 starts to feel really technical, and I think
10 it can give the impression to people that, you
11 know, you have to be a super economist to
12 understand how these decisions are made.

13 And I just want to, you know, sort
14 of break it down and say with two million
15 people incarcerated in this country, and that
16 number only growing, the idea that people will
17 not want to communicate with their friends and
18 families from now into the future is a given.
19 Right?

20 And so I think that there is this
21 question, do we base policy around what a
22 market is giving us, or is it not in fact our

1 job to set policy that disciplines a market
2 that has exploited people for so long?

3 And I would suggest that, you
4 know, everything that is being shared is
5 really important, but I want to invite people
6 into the conversation in a way that doesn't
7 make you feel like you have to understand sort
8 of all the data, but that we can very
9 logically and easily sort of say we know that
10 this is a huge business.

11 There's corporations that their
12 entire profit model is structured around
13 providing these calls. They are very
14 lucrative. They have stocks that are worth
15 billions. They trade very well. And they are
16 either going to discipline us as the customer,
17 or we are going to use good policy and
18 rulemaking to discipline them and provide some
19 baseline that is about fairness and
20 reasonableness.

21 And I really think that that's
22 what we're going for today. And so I think

1 there is a lot that we can, but this idea
2 about worrying that we are going to lose
3 companies I think is -- we may lose companies
4 in some way, but we will -- they will appear
5 in a new format that is responsive to how they
6 can gain a profit.

7 COMMISSIONER BOYLE: I have always
8 wondered -- and this is just -- no evidence to
9 it, but because of the fact that there is
10 compensation that was being given, I have
11 always wondered if part of the rate is to
12 recoup the compensation that they have been
13 giving to the carriers -- to the prisons. And
14 if that was taken away, their rates would
15 automatically -- should go down.

16 COMMISSIONER BURKE: We have a
17 couple of questions that I think we probably
18 ought to deal with here. I know that we've
19 got a question from Michael Hamden through
20 Live Questions, and Michael asks, "Given the
21 revenue sharing mechanisms, payment of
22 commissions, that state and local governments

1 get as a result of awarding ICS contracts, is
2 this really a political question? Is this a
3 political and economic question? Is that the
4 problem that Patrick has been having? And do
5 we need to educate the public, or do we need
6 to educate the legislators? Or who in fact do
7 we have to aim this area of education at? Who
8 is the target?"

9 DEL. HOPE: Well, I mean, I'll
10 take a stab at it. I mean, I think it's my
11 colleagues and the legislature where you've
12 got to educate. But I think we are trying to
13 balance our budget.

14 And I want to get back to this
15 other question about whether or not people
16 should be doing this for a profit or not, or
17 what have you. I'm not asking that anyone
18 lose money on this, and I even think people
19 can even make a reasonable amount.

20 But I think it's unreasonable when
21 you talk about some of these fees that they
22 are charging that they are so lucrative. And

1 I think if we can establish some sort of
2 threshold of what that might be, that's where
3 we ought to go.

4 But in terms of our problem in
5 Virginia and other states, solving that issue
6 of the budget, that's -- for me, that's the
7 biggest nut that we haven't figured out how to
8 crack.

9 COMMISSIONER BURKE: Yeah. I
10 think that's fair. And, I mean, most of us
11 would realize that there was a standard
12 utility case, ME Electric Sphere, for
13 instance. What we do is sit and try to
14 determine what is a fair rate of return on
15 their equity. I mean, how do -- you know,
16 what's a fair return for them?

17 And I'm not too sure on this
18 particular level, while on that level alone,
19 not as a revenue or an income stream, the same
20 type of rationale wouldn't apply.

21 Anybody else want to tackle that
22 question that came as to whether or not we

1 ought to look at this as an education for
2 legislators, or an education for the public in
3 general? Or is it both?

4 (No response.)

5 Okay. Let's move to this
6 question, and I'm not sure I know the answer
7 to this, and I probably should. This came
8 from Jennifer Lappin, and the question
9 basically says, "If in fact you are using --
10 you have to use prepaid cards, or if in fact
11 you are using the collect method of calling,
12 does that apply as well to prisoners when at
13 least in the states we have represented here,
14 if they -- do they have to use one of those
15 methods in order to call public defenders or
16 lawyers on their behalf? Do they have to use
17 the same methodology? And wouldn't chill
18 their right to be represented?"

19 MS. DELONEY: Yeah. I would say
20 that the early petitioners -- CURE, the Center
21 for Constitutional Rights, the Washington,
22 D.C. Prisoners Project. I hope I'm getting

1 the names right. And National Lawyers Guild
2 and many other organizations across the
3 country who are -- who either represent
4 clients or public defenders have long said
5 that this is an issue, that they are paying
6 tremendous bills because they are taking
7 collect calls from people that they are
8 representing.

9 I know a specific case, too, that
10 is not just around people who are in criminal
11 correctional facilities, but immigrant
12 detention, came up during the raids in
13 Postville, Iowa, several years ago when I was
14 working in Iowa. And there were raids at the
15 Swift Meat Packing plants.

16 And the church had to host fund-
17 raisers for months to cover the nearly \$20- to
18 \$30,000 of costs that they had incurred
19 through toll-free calls from people who were
20 immigrants in detention who were being held in
21 facilities, you know, throughout Iowa and
22 across the country.

1 So this issue of representation is
2 huge. This issue of budgets for small
3 nonprofits who are providing important legal
4 defense for people is huge. This is an issue
5 for social service agencies and the faith
6 community, who are filling these gaps that are
7 being created because we don't have the fair
8 rates.

9 MR. MARKS: You know, that issue
10 came -- similar issues came up in New Mexico.
11 The criminal defense lawyers intervened in our
12 case, and they generally supported our rules.
13 And of course they -- you know, for various
14 reasons.

15 One of the things I learned is the
16 prepaid method actually works very well for
17 inmates to call their counsel, and, you know,
18 so long as the rates are reasonable. We had
19 defense counsel that were getting hit with
20 these huge bills as well, and taking care of
21 the rates definitely facilitates a better
22 defense.

1 But the other thing we learned was
2 that these systems need to have the ability to
3 distinguish those calls, so that unlike all of
4 the other calls that are monitored, these
5 calls are not supposed to be monitored. And
6 that, again, goes back to we let the
7 correctional facilities determine the
8 technical side of things within the facility.
9 And what the Commission and the FCC needs to
10 be concerned about is the relationship with
11 the paying customer.

12 COMMISSIONER BURKE: Should we
13 worry as states about the fact that in many
14 especially of our smaller states, my own being
15 one, that send a substantial number of their
16 inmates out of state, should we really worry
17 that as we start doing this and working on it
18 on a state basis that we really need the FCC
19 to work here, because you end up in the
20 strange situation where you have a whole wide
21 range of rates, depending on where your family
22 member ends up getting incarcerated.

1 And in some instances, the
2 farthest away they are, the more money it
3 costs, so you can't go see them. And it's
4 expensive to call them, too. What can we do
5 about that? Isn't the FCC the only answer
6 there? Either that or working awfully hard
7 with all our state colleagues. Is there any
8 reaction to that?

9 MR. MARKS: I say thumbs up to
10 that. I think the FCC is the answer there.
11 I think there needs to be a backstop. Again,
12 I can't emphasize this enough, that I am
13 really afraid that we are going to see
14 attempts to get around state regulation
15 because of -- the technology is VoIP.

16 And even states that have
17 effectively regulated it, if there is a desire
18 to find loopholes, we will see it. If the FCC
19 does not act I think consistent, the industry
20 would probably, while they don't like -- they
21 probably don't want regulation, once there is
22 regulation, having it as consistent as

1 possible and regulatory certainty will
2 facilitate things, keep -- reduce costs.

3 And something you said earlier,
4 John, you know, the situation where you could
5 have higher state rates and lower federal
6 rates, pretty much we had that in most states
7 for 10 or 15 years with intrastate IXC
8 services.

9 Sorry, Amalia, for getting
10 technical on this, but -- and the FCC is
11 dealing with it right now on access reform.
12 And so certainly there is precedence for the
13 FCC sticking their nose into intrastate rates
14 when there is -- when the alternative is just
15 complexity and diversity that doesn't help
16 anybody.

17 So I think it really needs
18 Commission action, and back to the -- I'm
19 sorry for talking so long, but I think the
20 commissions -- whether it's the FCC or the
21 state commissions, are the ones who are going
22 to be best able to act because we don't have

1 enough people like Delegate Hope and in our
2 Congress and in our legislatures. And
3 Commissioners are insulated from the campaign
4 contributions, from the phone companies, and
5 the other interests, and can make decisions
6 based purely on the public interest.

7 And so I would really charge our
8 FCC Commissioners to take that to heart and to
9 look purely at the public interest and figure
10 out what the right answer is. And once you do
11 that, I think the right answer comes out in a
12 way that really helps the consumer.

13 COMMISSIONER BOYLE: And if I
14 could just add one more thing, because it
15 hasn't been addressed. This could be the end
16 of collect calls. There is evidence there
17 that even though collect calls are taken, and
18 they are intended to be paid, that 100 percent
19 of them are not. And I am visiting with you,
20 Commissioner Burke, because you told me today
21 that 22 percent of the collect calls from
22 prisons in Vermont are not collected.

1 COMMISSIONER BURKE: Well, that's
2 true. And that is an issue I think, too, that
3 there -- it isn't all what it appears to be,
4 because just like with any other business, I
5 don't care whether it's your regular phone
6 company or it's anybody, there is X amount of
7 what is owed you that doesn't get paid.

8 And so the source of revenue isn't
9 what it appears to be, and it has that kind of
10 snowballing effect to increase it even a
11 little more, so that you can start to cover
12 the 22 percent that you are not getting, which
13 presumably means that the 22 becomes 24, you
14 get the picture.

15 I have a question that came to us
16 that was kind of interesting. The caller here
17 says, "Look, there is a lot of money that goes
18 into this -- into the process of keeping our
19 inmates incarcerated. And who is going to pay
20 if we do all of this stuff and we limit the
21 amount of money that is going to come from the
22 phone calling that we are using? Who is going

1 to pay for all of this? In the end, isn't it
2 all of us who are paying taxes and isn't that
3 a problem for me?"

4 Well, can you argue with that?
5 Isn't it a question of fairness? Because the
6 logic kind of works, doesn't it?

7 DEL. HOPE: No, not at all. I
8 mean, I think from our perspective if we can
9 reduce recidivism and victimization and people
10 committing crimes, we will -- people won't
11 come back and, you know, incarceration is
12 tremendous cost in our budget.

13 And so if we can reduce the number
14 of people that are returning -- and I've seen
15 estimates that it is significantly high, more
16 than half over three years that are released
17 are rearrested. Well, if we can cut that
18 number down, that is a tremendous savings to
19 taxpayers. And so I think it's -- I would
20 argue on the other hand it will save money if
21 we are doing something like this.

22 COMMISSIONER BURKE: Now, before I

1 see if -- I go to another question, I want to
2 make sure -- this got a little out of synch
3 because of our speakers. Can somebody give me
4 a heads up as to what they consider this panel
5 to have left for time, if anything? We're
6 done.

7 (Laughter.)

8 Well, I guess I'm glad I asked the
9 question anyway.

10 First of all, I'd like to, once
11 again, thank the FCC for giving the
12 opportunity to states as well to present their
13 thoughts. I mean, I once made the statement
14 in a fairly large panel that the FCC had never
15 been arrested for speeding on the
16 telecommunications highway.

17 (Laughter.)

18 And while I think that that is
19 probably not an untrue statement here, it
20 appears that the Chairwoman has her eye on the
21 ball and is trying to move forward with
22 something that hopefully will benefit us all.

1 I'd like to thank her, I'd like to thank in
2 advance our speaker at 2:30, Commissioner
3 Rosenworcel, who I know is coming to talk with
4 us, and I would particularly like to thank
5 this panel for their presentation.

6 (Applause.)

7 MR. GOLDBLATT: Okay. We are now
8 going to take a break for lunch. Now, if we
9 tell you all to be here by -- you have to be
10 here by 2:30, so I'll say 2:15. I shouldn't
11 say you should have to be here by -- okay.
12 2:15. 1:00 to 2:15. If you have any
13 questions about lunch places or where to go,
14 just ask us. Enjoy.

15 (Whereupon, at 1:04 p.m., the
16 proceedings in the foregoing
17 matter recessed for lunch.)

18
19
20
21
22

1 staffer at one point and as a commissioner at
2 this point.

3 She previously served on our
4 committee, so to speak, of oversight on the
5 Senate side with just a political icon from
6 West Virginia. I've got one guess for you to
7 figure out who that is.

8 But bringing - I would like to
9 bring a person who I consider a friend who is
10 an incredible public servant and one of the
11 best commissioners ever, Commissioner Jessica
12 Rosenworcel.

13 COMMISSIONER ROSENWORCEL: Oh, my
14 goodness. Those were really kind remarks.
15 Let me thank the chairwoman for holding this
16 session today.

17 I don't really have formal remarks
18 and I don't want to keep you long because this
19 is one of those issues we've waited too long
20 to solve.

21 There's really just one number
22 that stays with me from this record and maybe

1 it's because I'm a parent.

2 But there are 2.7 million children
3 in this country who have at least one of their
4 parents incarcerated.

5 That's 2.7 million children who
6 don't get the opportunity to have that parent
7 put them to sleep at night. That's 2.7
8 million children that may not get the
9 opportunity to talk to their parent regularly.

10 And that's where we come in
11 because in a lot of these cases these children
12 live at some distance from where their parents
13 are doing their time.

14 That can be hundreds of miles
15 away. So the only way they can stay in touch
16 is by making a phone call.

17 But when the price of that phone
18 call can be just as much as you and I spend
19 for unlimited monthly plans, it's hard to make
20 that phone call and it's hard to stay in
21 touch, and the financial burden of staying in
22 touch may be just too much for some families

1 to bear.

2 So I think that's something that
3 it's time for us to address, and it harms
4 those families and those children but it harms
5 all of us because we know that staying in
6 close contact with families has something to
7 do with recidivism.

8 So I think it's time for us to
9 address these issues. I think we have someone
10 who's leading the charge who really wants to
11 and I would just say that when a decision
12 comes before me I want to be able to vote it
13 first.

14 I want to be able to vote it fast.
15 I want to be able to do so in a way that
16 doesn't have a detrimental effect on the
17 security of our prisons but I want to be able
18 to do so in a way that helps the 2.7 million
19 children I just described.

20 And I think we're on the start of
21 that path. It's taken us a really long time
22 to get here but I want to see that we finish

1 it fast and finally put this issue behind us
2 because like I said at the outset I think
3 we've waited too long.

4 So thank you all for coming today
5 and being a part of what I hope is a really
6 productive dialogue. I want you to be
7 confident that I'm interested in resolving
8 this issue and I hope we can do it fast.
9 Thank you.

10 ACTING CHAIRWOMAN CLYBURN: Thank
11 you so much, Commissioner, and for our third
12 and final panel, Providing Inmate Calling
13 Services, out here to moderate is another good
14 friend of mine from the great state of
15 Nebraska, Commissioner Anne C. Boyle.

16 COMMISSIONER BOYLE: Thank you.
17 And first, before I begin, Commissioner
18 Clyburn, I could not be more proud of you for
19 taking on a tough issue. You knew it when you
20 started it.

21 It's something that is long
22 overdue and it's something that is going to be

1 for the better good of our entire country.

2 And thank you also to the FCC and
3 the bureau chiefs and the departments who are
4 here and helping us do this today and I'm sure
5 that when we are finished you will have
6 something to be more enlightening and will
7 help you so that you can get this up and out
8 and over.

9 To begin with, today we have -
10 first person is Mitch Lucas, and Mitch Lucas
11 is the assistant sheriff of the largest
12 sheriff's office in South Carolina.

13 From 2005 to 2012, he served as
14 the Charleston County jail administrator
15 overseeing the largest jail operations for the
16 state with a bed capacity for over 2,100.

17 He is currently the first vice
18 president of the American Jail Association,
19 works with the National Sheriffs Association
20 and the American Correctional Association and
21 has also served as an instructor and
22 consultant for the National Institute of

1 Corrections.

2 Next Jason Marks - Mr. Marks
3 recently completed two four-year terms as a
4 member of the New Mexico Public Regulation
5 Commission where he - yes?

6 (Off mic comment)

7 COMMISSIONER BOYLE: Oh, sorry.
8 You're not Jason Marks. Jason Marks was here
9 earlier today. I just wanted to see if these
10 guys were on their toes.

11 Lee Petro, counsel in Drinker
12 Biddle & Reath. Is that correct?
13 Telecommunication and mass media team in the
14 government and regulatory affairs practice
15 bureau.

16 Lee serves as pro bono counsel to
17 Martha Wright and the petitioner is seeking to
18 end excessive inmate telephone rates in a
19 proceeding before the FCC. Lee also
20 represents broadcasters, telephone companies
21 and wireless service providers before the FCC.

22 Lee authors a monthly column in

1 Radio Magazine and has spoken on panels for
2 the National Association of Broadcasters,
3 state broadcast associations and the National
4 Association of Regulatory Utility
5 Commissioners.

6 He is a graduate for - of the
7 Institute for Communications Law Studies at
8 the Catholic University of Law and he serves
9 as assistant secretary of the Federal
10 Communications Bar Association and previously
11 chaired its nonprofit charitable and
12 educational organization, the FCBA Foundation.

13 Next, Richard Torgersrud, correct?
14 Close? Okay. He is the CEO and founder of
15 Telmate. Prior to founding Telmate, Mr.
16 Torgersrud served in several senior management
17 positions including chief operating officer
18 for NSC Communications, the largest privately
19 held pay phone company in the United States.

20 As COO, he oversaw the company's
21 600 employee pay phone divisions. Mr.
22 Torgersrud began his career as a senior

1 auditor for PriceWaterhouseCoopers
2 specializing in emerging business services and
3 auditing for telecommunications, software and
4 hardware functions.

5 He is a certified public
6 accountant in the state of California. And
7 the next is Timothy Woods. Mr. Woods is the
8 director of government affairs and contracts
9 division at the National Sheriffs Association
10 where he has been employed since 1997.

11 NSA is a nonprofit constituent
12 organization headquartered in Alexandria,
13 Virginia, but has almost 20,000 members and
14 represents the more than 3,000 elected
15 sheriffs across the United States.

16 Sheriffs are typically the chief
17 law enforcement officials over counties and in
18 addition to their policing duties also provide
19 courthouse security and operate about 80
20 percent of the jails in this country.

21 Mr. Woods is on the board of
22 trustees for the National Association of

1 Parents of Murdered Children.

2 He has also authored or co-
3 authored numerous training manuals for law
4 enforcement including "Serving Survivors of
5 Homicide Victims During Cold Case
6 Investigations," "Enhancing Community Policing
7 with the Immigrant Populations," "First
8 Response to Victims of Crime who have a
9 Disability," "First response to Victims of
10 Crime 2001" and the latter - the latter of
11 which was recognized in 2002 as the most
12 requested OBC publication.

13 Mr. Woods was - coordinates
14 nationwide training on domestic violence for
15 law enforcement pursuant to funding from the
16 Office on Violence Against Women, and finally,
17 Mr. Woods is a 2011 recipient of the John W.
18 Gillis Leadership Award presented by the
19 National Organization of Parents of Murdered
20 Children and quote, it says "in recognition of
21 outstanding leadership and fight for justice
22 and due process for survivors of homicide

1 victims and for all crime victims, often in
2 the face of significant opposition and for
3 unyielding dedication to ensure that survivors
4 are always treated with dignity and respect."

5 Next is Vincent Townsend. Mr.
6 Townsend is president of Pay Tel
7 Communications, Inc. Building on 15 years of
8 his success with his own marketing and
9 distribution business Mr. Townsend founded Pay
10 Tel in 1986 following the breakup of AT&T.

11 He is actively involved in all
12 aspects of the business, leading the company
13 through 27 years of consistent growth and
14 innovation.

15 Pay Tel provides inmate telephone
16 service and related technology to jails
17 throughout the United States. He is a long
18 time board member of the American Public
19 Communications Council and a member of its
20 legal community.

21 In this capacity, he has served as
22 an industry spokesman before state and federal

1 regulatory agencies and members of Congress.

2 He is a regular speaker at
3 national conferences and addresses a variety
4 of industry issues including inmate service,
5 fraud prevention, business ethics and industry
6 regulation issues - regulatory issues.

7 And lastly, but to clean up better
8 for this, is Peter Wagner. He is an attorney
9 and the executive director of the Prison
10 Policy Initiative. The Prison Policy
11 Initiative published the 2012 report called
12 "The Price To Call Home: State Sanctioned
13 Monopolization in the Prison Phone Industry,"
14 and Mr. Wagner is a co-author of the 2013
15 report, "Please Deposit all of Your Money:
16 Kickbacks, Rates and Hidden Fees in the Jail
17 Phone Industry," which exposes the predatory
18 fee structures and business practices of the
19 prison phone industry and its partners.

20 And I believe with that, that is
21 all the introductions and so first if - Mr.
22 Lucas, if you would like to make some opening

1 comments.

2 MR. LUCAS: I would. First, I'd
3 like to thank Chairwoman Clyburn and my fellow
4 Charlestonian, and maybe the only person in
5 here that can understand what I say before
6 it's over with, for allowing us to be part of
7 this.

8 I represent the American Jail
9 Association more than the Charleston County
10 Sheriff's Office, in this case. We are the
11 only organization that represents jail
12 processionalists in this country solely.

13 The National Sheriffs Association
14 does, the American Correctional Association
15 does but our purpose is solely on jails, and
16 what I want to talk to you about more than
17 anything else is the difference between
18 prisons and jails.

19 And these regulations and these
20 laws affect jails as they're currently being
21 considered the same as prisons. As you've
22 heard on the previous panel, prisons are

1 typically in remote areas.

2 People are transported there long
3 distances. They're far away from their
4 families. Jails, on the other hand, are part
5 of the community. They're in the county or in
6 the city or in the region where the offense
7 took place.

8 Their family is there. Their
9 infrastructure is there. It's different than
10 when they're packed off and sent off to a
11 prison either in another part of the state or
12 another state.

13 That being the case, we have to -
14 we have to consider which are the most
15 important services for jails. Is it long
16 distance service or is it local service?
17 Obviously, it's going to be local service
18 although there are some needs to have long
19 distance services.

20 If someone gets arrested we want
21 to get them in touch with someone as bad as
22 the inmate wants to get in touch with someone

1 because we want to reduce the population of
2 the jail if possible, and the population is
3 very dynamic.

4 Seventy-five percent of the people
5 who come into jails in this country are
6 normally released within the first 72 hours.

7 So getting that contact as soon as
8 they come into the jail is paramount to
9 operating the jail and typically these phone
10 calls are free. Well, they're free to the
11 inmate. They're not free to the jail.

12 The jail has to pay for these
13 things in some way and that's our first chip
14 at the commission issue is we have to pay for
15 the telephone calls. We have to pay the phone
16 provider.

17 We pay for those calls out of the
18 commission. While they're in the booking
19 area, while they're first in jail, try and get
20 them a way to get out of jail before they stay
21 any longer.

22 The connection with the family is

1 extremely important at that juncture of their
2 stay in jail but we recognize that it
3 continues the longer they stay in jail.

4 But we can't provide these
5 services at some of the rates that I've heard
6 discussed here.

7 Jail is a part of the public
8 safety program of the community and you've got
9 to have detention grade equipment. You've got
10 to have recording devices.

11 You've got to be able to track the
12 phone calls when they're going on because we
13 get sued on a regular basis because we didn't
14 provide adequate telephone calls.

15 And the charges that are made for
16 phones in a jail whereas at the Federal Bureau
17 of Prisons has an issue - if a family member
18 has an issue with the FOP they come into the
19 jail and see the jail administrator about the
20 charges.

21 If they have dropped calls and
22 they are - they're charged these initiation

1 fees over and over they're going to be calling
2 the sheriff.

3 They're going to be coming into
4 the jail and talking to someone about that and
5 the sheriff of the jail necessarily becomes
6 their advocate in dealing with the phone
7 company because we don't want our citizens to
8 be abused in that fashion either.

9 So it's a different - it's an
10 entirely different issue when you're dealing
11 with jails.

12 And the jails - there's 3,300
13 jails in the country. Most of them have less
14 than 200 inmates. Less than 200 have over a
15 thousand prisoners. So the jail that has 50
16 beds and has to provide the same level of
17 security in that 50-bed facility or the 24-bed
18 facility in Boundary County, Idaho, that I do
19 in my 2,100-bed facility in Charleston, South
20 Carolina, has to have the same security
21 safeguard especially on telephones.

22 And I'll be honest with you, I do

1 not believe that we can provide that level of
2 security, especially in small jails, with some
3 of the drastically reduced rates that I've
4 heard discussed here.

5 And I'm not a proponent and the
6 AJA is certainly not a proponent for egregious
7 rates being placed on anyone.

8 We want the rates to be reasonable
9 but more than anything else we believe that
10 you have to separate prisons and jails in this
11 argument.

12 I don't think you can apply the
13 same argument to Marlboro County, South
14 Carolina, that you do to the maximum security
15 facility in California because of the number
16 of people that you're dealing with and the
17 resources that are available and the
18 technology that's available.

19 There are jails in this country
20 who are still running their operation with
21 white boards and three-by-five cards. There
22 is no computer technology in the jail.

1 And they're typically not well
2 funded. Contrary to what a lot of people
3 would like to believe, the public doesn't like
4 to pay for jails. It doesn't like to pay for
5 prisons either.

6 That's why they're overcrowded.
7 That's why they're in the conditions they are.
8 So when we look at this problem it affects all
9 of the inmates and all of the inmates'
10 families but it doesn't affect them on the
11 level playing field.

12 So I would encourage us to have a
13 discussion at some point that we look at jails
14 differently than prisons because the two are
15 not the same. Thank you.

16 COMMISSIONER BOYLE: Mr. Petro.

17 MR. PETRO: Thank you. Who am I
18 and what am I doing here? Admiral Stockdale
19 asked that question back in '92 and I'm asking
20 it again today because I think it's useful at
21 this point in time after two panels to focus
22 on who we're talking about and why we're

1 talking about them.

2 I represent Martha Wright. She is
3 an 86-year-old blind grandmother of Ulandis
4 Forte. Ulandis Forte was imprisoned in Lorton
5 County Prison - Lorton Prison located in
6 Loudoun County several years in the mid-90s
7 and was then moved at least four times to
8 prisons located in states out west. So
9 Arizona, Ohio, New Mexico, and I believe
10 Kentucky as well.

11 So Martha Wright decided to file a
12 petition because she was unable to travel to
13 all these different locations.

14 She was disabled and she had the
15 very real concern - we're talking about real
16 concerns - she had the very real concern of
17 either paying for her medicine or paying to
18 accept a call from her grandson.

19 These are the real concerns that
20 we're talking about and millions of comments
21 have been filed in the FCC and in other
22 dockets across the country over the past 20

1 years dealing with this issue.

2 I actually included some of the
3 excerpts just to remind us of who we're
4 actually talking about, who are the customers
5 that we're talking about.

6 We're talking about a member -
7 former member of the military whose father is
8 in prison who located to Colorado and the
9 father is in Nevada. Can't stay in contact
10 with him.

11 We're talking about a 19-year-old
12 son who is located in Pennsylvania and they
13 can't call because of - they're located in
14 Michigan and the calls are - you know, he
15 makes 19 cents an hour and he can't fund the
16 phone rates.

17 And, you know, I wanted to end
18 this comment or my opening with a reading but
19 I'm going to do it right now because I think
20 it's worthwhile to really hammer home this
21 point.

22 T.L. Terry filed or asked this

1 question and I think it's important that we
2 focus on it.

3 He says and acknowledges that it's
4 his fault that he's in prison "but in how many
5 ways will I be made to pay for my crime," and
6 really that's what we're talking about
7 today.

8 We're talking about the customers.
9 We're talking about the folks that are in
10 prison and their families who are paying
11 excessive rates. In Charleston County, they
12 pay \$18 for an interstate collect call.

13 Is that just and reasonable?
14 That's for the FCC to decide. So today is
15 really the true - and so now let's focus on
16 what we're doing.

17 Today is the first legitimate step
18 towards reform in the inmate phone system in
19 calling since the proceeding started in 2000.

20 Now, the first case where Martha
21 Wright filed was in the D.C. court and the
22 phone companies actually sought to have this

1 matter remanded to the FCC because of their
2 jurisdiction over this issue.

3 It's not as though Martha Wright
4 decided that she was going to file with the
5 FCC. She filed in the district court here in
6 Washington, D.C. and the phone company sought
7 to remand this decision.

8 So 2001 the court remanded this
9 case to the FCC and directed the FCC to act
10 with dispatch. Well, we've had four rounds of
11 comments since 2001.

12 The first one - the first round of
13 comments were in response to a effort by the
14 phone companies to exceed the local price caps
15 that were imposed on them because of these
16 extra security costs that we've heard about
17 today.

18 The FCC declined to take that
19 opportunity in 2002. When we filed the
20 original proposal to have the exclusive
21 contracts between the prisons and jails and
22 the phone companies set aside there was

1 another round of comments and then four years
2 passed between the round of comments and any
3 FCC action.

4 So in 2007, we filed an
5 alternative proposal and that alternative
6 proposal was based on cost data and price data
7 that was available at the time and we had
8 proposed that phone calls are priced at 20
9 cents per minute for prepaid and debit and 25
10 cents a minute for collect calls. Five years
11 passed.

12 And so finally, in response to a
13 grass roots efforts of many of the folks that
14 you've heard speak today and a very unique
15 experience of having an FCC rally outside on
16 their front yard, the NPRM was released in
17 December seeking comment.

18 Now, I think it's clear from
19 everything that you've heard today that there
20 is a need for reform.

21 You've heard about the disparate
22 rates that are charged between the companies.

1 You've heard about, you know, the ICS
2 providers and their needs to be reimbursed.

3 We've heard now about the
4 interests of the sheriffs and the jails, about
5 the safety. I want us to remember the
6 context, as I have 24 seconds left, about what
7 we're really talking about.

8 We're talking about families and
9 their inmates who are in prison and they want
10 to stay in contact because that's the best way
11 to ensure that they don't return to prison.
12 Thank you.

13 COMMISSIONER BOYLE: Thank you.
14 Next, Mr. Torgersrud.

15 MR. TORGERSRUD: Yes.

16 COMMISSIONER BOYLE: Okay. You
17 may begin.

18 MR. TORGERSRUD: Okay. Once
19 again, I want to thank the chairwoman and the
20 commission for giving us this opportunity to
21 present.

22 Correctional facilities are a

1 unique environment requiring a unique
2 telecommunications solution where security
3 needs must be met first.

4 We agree with the commission that
5 lower prices drive higher call volumes and
6 increased communications reduces recidivism.
7 We agree that some call prices are just too
8 high in facilities.

9 Telmate has been a leader in
10 promoting lower postalized rates. Postalized
11 rates are when we use a single price per
12 minute for all calls in the United States.

13 We have done this in Oregon
14 Department of Corrections, Montana Department
15 of Corrections and we've done it for Homeland
16 Security where we have implemented 16 cents
17 per minute or less for calls.

18 In doing so, we've seen up to 300
19 percent increase in call volume. However, a
20 single price per minute cannot apply to every
21 facility as costs vary dramatically from
22 facility to facility based on its size,

1 geographic location, specific service
2 requirements.

3 Mr. Lucas referred to a 24-bed
4 facility in Idaho. Telmate services that
5 facility and we provide that facility with all
6 the same security features we provide our
7 largest customer, that we provide Homeland
8 Security with.

9 Those features are extensive but
10 we must make sure that every facility is as
11 secure whether it's large or small and we
12 can't do that at the same price.

13 In the hearing before that's
14 referred to in New Mexico that some
15 facilities' costs was as high as \$1 per
16 minute. These are the costs that we face in
17 this industry and we balance out
18 supplementing.

19 When we get a request to provide
20 phones to a facility with 15 beds we do it
21 because we represent that community or because
22 we have a lot of facilities in that area, and

1 we do it knowing that we can't possibly make
2 money providing calls in that facility.

3 But we do make profits in other
4 facilities and it offsets. So we're able to
5 keep call prices reasonable and we're able to
6 still provide the same security to them.

7 Setting a cap on interstate rates
8 will effectively cause in-state rates to go
9 down as inmates and friends and family order
10 lines from Skype and Google Voice and
11 circumvent the system and end up getting the
12 interstate number, which takes seconds to do.

13 There are security concerns around
14 this as we no longer know who the actual
15 called party is. The price of seven cents a
16 minute that's been proposed is a nonstarter.

17 It's not possible for any company
18 to operate at a price at that. There's no
19 similar phone service that's as cheap as the
20 petitioners are proposing.

21 Corollaries can be drawn between
22 inmate phones and highly competitive markets

1 of prepaid cellular and pay phones, both of
2 which have substantially higher costs per
3 minute.

4 None of them require anything near
5 what we do today. I hear that the costs in
6 our industry are dropping.

7 The cost of offering a traditional
8 phone call might be dropping but we don't
9 offer traditional phone calls any longer.

10 We offer continuous voice
11 biometrics on a phone when an inmate's
12 talking. Why? Because inmates intimidate
13 other inmates, force them to give them their
14 PINs and then use their PIN and their money to
15 make a phone call.

16 So we have to continuously monitor
17 that voice to make sure it's the actual inmate
18 talking, that he's not being extorted and
19 forced to let someone else talk on it. That's
20 a very expensive process, alone costing a
21 couple cents a minute to do.

22 We do real-time speech to text

1 transcriptions on these calls. We provide
2 pre-alert systems. We do - phone systems
3 never used to integrate.

4 We completely integrate with the
5 correctional software now so we have real time
6 tracking in the inmate movement, placement,
7 transference of their balances.

8 All of these things are nothing
9 like the phone system was five years ago.
10 Forcing a price too low past the point we
11 can't operate would drive Telmate and our
12 other companies in this industry out of the
13 market.

14 An 80/20 rule would come into
15 place whereby 80 percent of the facilities in
16 the country would be deemed too expensive for
17 us to operate in.

18 We wouldn't be able to provide
19 them any phone service. They'd be back to
20 having no phone service at all or having to
21 use the county's phones where inmates would be
22 escorted into a controlled area where they'd

1 be able to talk occasionally on a phone.

2 Twenty percent of the accounts
3 would probably be fine. We'd be able to
4 provide it. Large DOCs and such would be
5 fine.

6 A single price would drive the
7 need for a universal service fund in order for
8 us to provide phone service to all accounts.

9 This commission has talked about
10 phones. Phones are just one component of
11 what's going on. The industry is changing.
12 The young generation doesn't even make phone
13 calls.

14 They don't know how to call
15 anybody. They don't talk on the phone. They
16 text, they put status updates, they exchange
17 photos.

18 Families today expect to be able
19 to video visit and see each other at home.
20 Telmate's the leader in these areas. In the
21 last couple of months alone, we have provided
22 over a quarter million video visits remotely,

1 half a million photos shared and messages.

2 Seventy percent of those we
3 provided free. On Father's Day, Mother's Day,
4 we gave every inmate in every one of our
5 facilities a free 30-minute remote visit so
6 they could see their families.

7 Thirty-one percent of all phone
8 calls that come in our facility are free of
9 charge.

10 Indigents in Oregon Department of
11 Corrections and all of our facilities receive
12 a free phone call every month to all the phone
13 numbers that they know.

14 In Oregon, we have a three- minute
15 phone call. They call in, check on their
16 family. We allow our inmates to do status
17 updates free so they can let their family know
18 how they're doing and that they're okay.

19 Telmate earned just the commission
20 and the FCC to let the elected state officials
21 and counties and sheriffs that have been
22 elected by the communities set pricing, make

1 the decisions that are in the best interest of
2 their communities and respect their ability to
3 do this.

4 Thank you.

5 COMMISSIONER BOYLE: Thank you.

6 Mr. Woods.

7 MR. WOODS: Thank you. First, let
8 me begin by saying that the National Sheriffs
9 Association supports any FCC rule making to
10 ensure just and reasonable inmate calling
11 service rates.

12 As elected officials, sheriffs are
13 sworn to serve and protect their communities
14 and all members of their communities.

15 This, however, is a balancing act
16 in regards to inmate calling services.
17 Sheriffs recognize that continuity of
18 communications between inmates and their
19 families - children, mothers, fathers, spouses
20 - is vitally important and also can be a
21 positive influence for an inmate's
22 reintegration into society after their release

1 from incarceration.

2 But sheriffs who operate 80
3 percent of the jails in this country also have
4 public safety responsibilities and there are
5 dangerous individuals in jails who use inmate
6 calling services to contact their victims and
7 witnesses to their crimes, plan escapes and
8 exploit telephone privileges to continue their
9 criminal activities while incarcerated.

10 Thus, while the National Sheriffs
11 Association supports just and reasonable
12 inmate calling service rates, one cannot
13 compare the cost of a monitored telephone call
14 from inside a jail to the cost of unlimited
15 long distance monthly calling plans outside of
16 a correctional setting.

17 There are jail staffing costs for
18 providing and monitoring, sometimes real-time
19 monitoring, inmate calling services, and these
20 calling systems can be highly sophisticated -
21 blocking inmate calls to certain numbers,
22 detecting calls to the same number by multiple

1 inmates, authenticating voice recognition
2 before an inmate can make a call, et cetera.

3 In short, there are unique and
4 substantial costs to learning about and
5 securely operating a telephone system inside
6 a correctional facility.

7 Furthermore, in establishing just
8 and reasonable rates one cannot lump all
9 correctional settings, jails and prisons
10 together.

11 A one size fits all is not just
12 and reasonable when jails and prisons differ
13 in their population size, and thus in the size
14 of the calling service system and in the
15 frequency of their population turnover.

16 Second, the National Sheriffs
17 Association supports transparency in all the
18 costs and so-called commissions pejoratively
19 referred to as kickbacks associated with
20 inmate calling service rates.

21 In this regard, again, one must
22 not neglect to take into consideration and

1 calculation the substantial cost for jails
2 associated with establishing, maintaining and
3 updating inmate calling service systems.

4 The so-called commissions are used
5 by jails as cost recovery mechanisms to recoup
6 the administration costs of inmate calling
7 services.

8 In addition, depending on the
9 locality, part of the so-called commissions
10 are used for jail inmate welfare and benefit
11 programs.

12 For example, unlike the state
13 prisons in California, local county jails in
14 that state do not receive funding to provide
15 for such welfare and benefits to inmates as
16 recreation supplies, education and vocation
17 programs, prison reentry services, et cetera.

18 These benefits are provided by the
19 Los Angeles County Sheriffs Office via the
20 revenue sharing negotiated contracts between
21 the sheriff's office and the ICS service
22 provider.

1 Third and finally, the National
2 Sheriffs Association is committed to working
3 in partnership with the FCC, inmate families
4 and calling service providers to ensure just
5 and reasonable inmate calling service rates,
6 and in this work to ensure just and reasonable
7 rates we ask that you also partner with the
8 National Sheriffs Association to help us as we
9 try to ensure public safety including safety
10 for the staff and inmates of jails. Thank
11 you.

12 COMMISSIONER BOYLE: Thank you.
13 Mr. Townsend.

14 MR. TOWNSEND: First of all, I
15 would like to echo the comments of the other
16 panelists in thanking Chairwoman Clyburn for
17 putting this workshop together and all the
18 staff that's worked to pull it together
19 because I think it is a great step in bringing
20 all of the involved parties together.

21 Pay Tel is supportive of the
22 commission's efforts to reform inmate calling

1 services and would like for the commission to
2 consider the following six elements as you go
3 forward with that.

4 Number one, we've already started.
5 Balanced reform is needed. It's imperative
6 that we get input from all of the affected
7 parties and that's really what we're doing
8 today. But it's first and foremost consumers
9 are entitled to a fair and reasonable rate.

10 Secondly, as a provider of the
11 service I need to have a reasonable return so
12 I can make the technology advancements I need
13 that my clients are asking.

14 And lastly, it's imperative,
15 echoing what Mr. Woods just said, there are
16 real costs that incur in a facility every
17 single day in the administration of inmate
18 phone service and in the monitoring of phone
19 calls to protect not only the inmates but the
20 staff and the families.

21 Second point that I want to make
22 sure that the FCC considers is that there

1 really needs to be a comprehensive approach in
2 order for this to reach the desired result.

3 And I was pleased this morning
4 when Cheryl Leanza made this comment, that if
5 all the FCC does is tackle the 3 percent of
6 the calls that are interstate and sets that
7 rate then overnight, unless it attacks the
8 other issues, there are going to be fees,
9 which was the comment that Cheryl mentioned,
10 that people in our industry will make up that
11 difference overnight in another way.

12 So if you try to fix this and you
13 don't fix the other, you're really not going
14 to help people and that's going to be tragic.

15 The reality of it is that the
16 unintended consequence, you know, of just
17 fixing that little portion of it will also
18 trickle down to where you'll have more rate
19 arbitrage and it'll be a further problem.

20 Number three, the proposed
21 benchmark rate on interstate calls simply will
22 not work. Adoption of the Wright petitioner's

1 latest proposal to establish the rate at seven
2 cents a minute is really not sustainable at
3 all in a jail environment and all of my
4 comments today are focused on my experience
5 which is in a jail environment.

6 We don't service any prisons. But
7 the seven cents is a nonstarter. It will not
8 work. It will not cover costs in a jail
9 environment.

10 What would happen at that seven
11 cents, and I just said it but I want to expand
12 on it because Mr. Meade commented on it this
13 morning in how good a job his company and
14 other companies have done in helping people
15 get to a lower rate, and if you remember his
16 discussion from this morning he talked about
17 how he was helping people get a local number
18 near the facilities that it would avoid paying
19 the high interstate long call - long distance
20 calls.

21 And they've been very successful
22 with that. You know, five or six years ago 75

1 percent of my business was local phone calls.
2 Today, 90 percent of my business is local
3 phone calls.

4 So what's the arbitrage today?
5 It's that 15 percent. Those folks are now
6 using services like the ones that were talked
7 about this morning to circumvent the long
8 distance rate.

9 Now, let's say that you do go
10 forward and you fix the 3 percent that's out
11 there on the interstate rate. Then what's the
12 - what's the potential for the arbitrage?

13 You then take the 97 percent of
14 the population out there will then be
15 motivated to do business with Cons Call Home
16 and that will create an unbelievable security
17 risk for law enforcement and they will really
18 truly have a legitimate reason to make efforts
19 in the court to immediately stop that because
20 it'll be a tremendous security risk.

21 But that's the challenge with the
22 rate proposal as it sits. Number four,

1 separate rate analysis for jails and prisons -
2 we've all sort of been talking around that.
3 Mr. Lucas made some excellent points.

4 But it's important to understand
5 the real big difference between jails and
6 prisons, and I've got an example and some
7 comments we filed on July 3rd in this
8 proceeding that I hope you all take a chance
9 to read.

10 But in a prison environment the
11 turnover is 1 percent a week, okay. In a jail
12 environment it's 63 percent a week. So when
13 you magnify that out and look at it, in a
14 simple 200-bed jail in North Carolina in one
15 year there's about 6,000 people that are going
16 to be running through that jail and all those
17 families be in touch, the accounts that have
18 to be set up.

19 The bottom line is that in that
20 environment, in a jail environment, we're
21 having to set up accounts for about eight
22 times the number of people that you would in

1 a normal environment.

2 The next point, facilities must
3 receive cost recovery and what I'm talking
4 about there, you know, the perception and I
5 felt this this morning - the perception is
6 real simple.

7 The inmate goes off hook, the call
8 goes to the network and bingo, the person
9 accepts the call and it's no big deal.

10 The reality is every single day 24
11 hours a day there's significant activities and
12 things that not only we do in our data center
13 but all the integrations that we have to do to
14 provide to the facility, all the officer
15 duties, all the things that are done and this
16 is something we filed and put in the record.

17 And I would encourage you to read
18 it because there's a lot of things that go on
19 every day that have to be done every day.

20 Last point that I want to make in
21 concluding it is absolutely imperative that
22 the fees that are being charged today to the

1 families must be addressed if there's going to
2 be a lasting solution.

3 I think we all recognize that
4 these folks have a limited amount of money and
5 it's important to respect that and keep that
6 money in calls and not have it absorb in
7 excessive fees.

8 The bottom line is it takes
9 advantage of two groups. The family is taken
10 advantage of because really truly if I take
11 more than half of Momma's money and take it in
12 fees then whatever she started with, whether
13 it's \$50 or \$100, she has half of it left to
14 make phone calls. So she can only make half
15 the calls.

16 The real cost of the call is
17 doubled. But also what I'm doing is I'm
18 taking advantage of my client, okay, because
19 my client has paid on the revenue for calls,
20 not on revenue for fees.

21 So there are two groups that are
22 being taken advantage of with fees and I would

1 strongly encourage the commission to look at
2 the fee. But thank you for the opportunity to
3 be here.

4 COMMISSIONER BOYLE: Mr. Wagner.

5 MR. WAGNER: Thank you very much.
6 The prison and jail phone market is this dark
7 neglected corner of the telecommunications
8 industry.

9 And I really have to commend the
10 FCC for being willing to cast some light on
11 that dark corner. I really want to urge the
12 FCC to take action as soon as they can to
13 impose some order and some fairness.

14 So in Anne's introduction, she
15 mentioned that my organization did two
16 reports. The first one was about the effects
17 of the consolidation of the prison telephone
18 industry into basically three companies.

19 Our second report was just a
20 little bit longer at 1,200 pages and about
21 what feels like 15 pounds to focus on two
22 things - local jails, which have largely been

1 left out of the discussion, and on the fees
2 for both the prisons and the jails.

3 And I think I largely want to
4 leave the discussion about the differences
5 between prisons and jails, and I agree with
6 you all on some of the facts and I disagree
7 with you on some of what it means I'd like to
8 talk about.

9 But I just want to bring up one
10 thing that's really important about jails and
11 it's what you mentioned about the churn in
12 jails - what that leads to.

13 There's - 700,000 people leave
14 state prison every year. That's a lot of
15 people. That's kind of interesting, whatever.
16 Local jails have 700,000 people are in a local
17 jail right now but 12 million people cycle
18 through jails every year.

19 That's a lot of people and a lot
20 of family members that are paying some very
21 high rates and some very high fees. So jails
22 are pretty important.

1 I want to talk about the hidden
2 fees. So this is not the rate that you pay.
3 It's not the connection charge. It's not the
4 permitted amount.

5 I want to talk about the other
6 ways that families end up spending a lot of
7 money, and these fees are the direct result of
8 the commission system.

9 So the highest commission that I
10 found was one in Georgia that was 84 percent
11 and I'm sure the sheriff said wow, I
12 negotiated a great deal. Eighty-four cents of
13 every dollar that's spent on calls goes to me.
14 I don't even know how it's possible that
15 they're making money but they signed the
16 contract - that's okay.

17 Well, the answer how this is
18 profitable if you give almost all of the money
19 to the contracting authority is to make the
20 money somewhere else.

21 So most of the companies charge
22 fees to accept a deposit. They charge fees to

1 hold deposits. They add on additional fees
2 for each call and then when somebody gets out
3 - and, again, there's 12 million people who
4 cycle through jails every year - they charge
5 families a fee to get their own money back.

6 This is an industry where the
7 majority of this is moving to prepaid so
8 there's not a collection issue. You're
9 getting money in advance and you're charging
10 families for the privilege of taking their
11 money.

12 And you put it all together - oh,
13 and what matters about this, of course, then
14 is the fees are not included in the commission
15 calculations and the allegation is if it's
16 even brought up at all is that the fees are
17 just cost recovery in nature.

18 But as we talk about for 30 pages
19 of the report and 1,200 pages of
20 documentation, they're actually the stealth
21 cost center or stealth profit center for the
22 companies.

1 It's income that has been hidden
2 from the commission system. So if this
3 industry is worth about a billion dollars a
4 year, there could be \$400 million a year that
5 comes from poor families, goes to the prison
6 telephone industry and is not subject to the
7 commissions.

8 And if you think about this, you
9 would expect that the smaller companies would
10 be less efficient and they would have higher
11 fees. It turns out that's not the case.

12 Pay Tel has some of the lowest
13 fees in the industry. NCIC had pretty low
14 fees and after our report came out they
15 renegotiated a contract with Western Union.
16 They lowered their refund fee.

17 Securus, on the other hand, and
18 Global Tel Link, the two market leaders, have
19 some of the highest fees and apparently
20 haven't changed anything.

21 I've been trying to speak about
22 that with Securus and can't seem to get that

1 clarified.

2 So if NCIC can go to Western Union
3 and say hey, you're ripping off my customers
4 and I'm not getting a kickback from you so fix
5 it and give my customers a deal, that took, I
6 think, two weeks.

7 Global Tel Link, apparently, does
8 not have the market leverage to protect its
9 own customers from Western Union. That's the
10 generous interpretation.

11 So I'm hoping that we're going to
12 talk some more about the real costs of taking,
13 holding and refunding families' money.

14 But I want to end my remarks by
15 pointing out that we're here because the
16 market for prison and jail telephone services
17 is fundamentally broken.

18 This industry has shown that it
19 can't regulate itself. Until the FCC acts,
20 the jails are going to keep getting their
21 commissions.

22 The phone industry will keep

1 getting their hidden fees and families are
2 going to keep getting these huge bills. Thank
3 you.

4 COMMISSIONER BOYLE: Great.
5 Before we go on I'd like to enter - mention
6 two letters that were received.

7 One is from the Nebraska
8 Department of Correctional Services and it
9 recognizes the positive impact of regular
10 contact with families and friends on building
11 supportive relationships that will foster
12 inmates' successful return to their
13 communities.

14 To that end, the correctional
15 division in Nebraska receives no profit from
16 inmate telephone calls and operates its inmate
17 calling system with the least amount of cost
18 to inmates and their families and friends as
19 possible.

20 Our second one is more lengthy and
21 this is because it's been in place - in
22 Nebraska we have very, very low rates and

1 they've been in place for many years.

2 Earlier today I said I did not
3 know how they got there and most of the people
4 I spoke to didn't really remember.

5 Today at lunch - this is why being
6 here is very informative - I was told that a
7 warden, Harold Clarke, who lives in Virginia,
8 however he was formally the warden in Nebraska
9 and he is the one who decided he would
10 implement a policy that the rates would be
11 what they are.

12 And there is no - just no real
13 record of it. There's nothing that anybody
14 knows about but that's where it came from.

15 Secondly, when they talked about
16 children and their families today I was also
17 told at lunch that there was a study in Iowa
18 that showed that the children who are in touch
19 with their parents who are incarcerated are
20 much more likely not to go to prison than
21 those children who are not ever in touch or
22 hardly ever in touch with their parents.

1 So those are - continue to be the
2 findings that show us that telephone
3 conversations or some sort of contact with
4 prisoners and their families is worthwhile not
5 only to those who are coming out of prison but
6 also to the younger generations that are
7 growing up.

8 The other letter I have is from
9 the State of New York Department of
10 Corrections and Community Supervision signed
11 by Anthony Annucci, who is the acting
12 commissioner.

13 They recently changed their
14 policies. They said that prior to the recent
15 change they received 57.5 percent commission
16 on every completed call, and I'm not going to
17 go into all of this because it's very lengthy
18 but just going through the paragraphs, today
19 the statute indicates that the department, and
20 this is a quote, "the department shall not
21 accept or receive revenue in excess of its
22 reasonable operating costs for establishing

1 and administering telephone system services."

2 It also goes on to say that the
3 statute presently prohibits the department
4 from collecting commissions from the system
5 but they do allow the department to roll its
6 administrative and security expenses, which is
7 called listening and investigation, for
8 example, into the cost of the call.

9 Although the department is not at
10 present attaching these operational costs to
11 the per minute price of the call it may add
12 them in the future.

13 Next is the impact of the rate
14 change has been significant. The number of
15 completed calls has risen steadily from 5.4
16 million in 2006 to what we are projecting to
17 be over 14 million in 2013.

18 Finally, the - not funny but
19 another option or another comment and it was -
20 Mr. Torgersrud touched on this - it says that
21 clearly lower phone rates have made calling
22 more attractive.

1 However, it also may control the
2 phones a strategic option for gangs and
3 unauthorized groups working inside the
4 facilities who have sought to extort other
5 inmates by attempting to control access to the
6 phones, and the department's intelligence
7 staff has at times intervened with them.

8 Finally, they still believe that
9 the lower calling rate has contributed to the
10 lower rate of illicit cell phones used by
11 inmates in New York and in 2012 the department
12 confiscated less than 100 cellphones compared
13 to over 10,000 annual seizures in comparable
14 sized correctional systems.

15 So the letter is very lengthy and
16 there's much more detail to it but those were
17 some of the highlights of it that continue to
18 help us with - as we make decisions about what
19 we're doing today.

20 And I did have a question, Mr.
21 Torgersrud. The - you mentioned a variety of
22 things that you provide to systems. Do you

1 provide all those systems to all of the jails
2 including the very smallest?

3 MR. TORGERSRUD: Yes. Our system,
4 the way it's set up, whatever service we have
5 at the largest facilities are available at the
6 smallest so there's no discrimination between
7 the sites.

8 Their needs are the same no matter
9 how large they get. You could take a very
10 small facility with 15 inmates. They have the
11 same concerns.

12 They have of a person that's in
13 there that they need to monitor their calls.
14 They want to be able to do it remotely. They
15 want to transcribe those calls. They need
16 support when they go in front of a court. All
17 of the same services we provide them we need
18 to provide to the largest account.

19 COMMISSIONER BOYLE: Okay. All
20 right. Do we have questions yet? This is
21 from Steven Raher regarding the provider's
22 contention that a price cap would eviscerate

1 profits to allow services at unprofitable
2 locations.

3 The question is wouldn't it be a
4 fair price cap if the rate of return safety
5 valve fee to be more effective than the
6 current system of nontransparent cross
7 subsidies.

8 Do you understand the question?

9 MR. LUCAS: I'm not sure I
10 understand the question.

11 COMMISSIONER BOYLE: Do you want
12 to translate?

13 MR. CLARKE: I can - I can give it
14 a try. So Mr. Raheer is not in the room. I
15 suppose you're watching online. Sorry if I
16 get this totally wrong.

17 I think what you're asking in this
18 question is that - I believe somebody in an
19 opening statement mentioned that if we put a
20 price - if you have to see where to take
21 action that would cap prices that that
22 wouldn't allow - wouldn't allow services on

1 unprofitable locations and the question is
2 couldn't a fair price cap work if it had a
3 safety valve, and the way the question is
4 phrased is a rate of return safety valve
5 feature and wouldn't that be more effective
6 than the current system that features cross
7 subsidies and I assume that means from fees to
8 rates.

9 MR. LUCAS: If you don't mind, I'd
10 like to -- this is one of our biggest concerns
11 at the AJA is that the smaller jails,
12 especially, will not have enough business that
13 will make it profitable for interstate calls
14 to be provided by one of the phone companies.

15 And if that's the case -- first
16 off, there's no -- and in spite of what
17 television drama has taught us, there is no
18 constitutional guarantee to a telephone call
19 when we're in jail. This is not something
20 that's required. It's provided in all jails
21 that I'm aware of, but it's not something that
22 the courts have said or the Constitution has

1 said that we have to do.

2 So when we start pricing companies
3 out of small markets, and most here are small
4 markets, then we get to the point to where, do
5 we provide phone services or do we take the
6 money and provide something that we know is
7 essential as well?

8 And that's going to be one of the
9 questions. And I don't know how you come up
10 with a safety valve that would say, well, in
11 certain jails, in certain states, in certain
12 regions, we'll make sure that they make X
13 amount of dollars so that they can stay in
14 business.

15 I think that's the gist of the
16 problem when it comes to jails is there's no
17 way, because you have 3,300 different entities
18 with different legislative bodies and
19 different funding models and different tax
20 bases. And everything that they deal with is
21 different, even when they're in the same
22 state.

1 Sometimes when they're in the same
2 county and there's a city and a county jail,
3 they operate under completely different rules
4 and legislative bodies and funding
5 authorities. So I don't know how you'd ever
6 find a way to make it fair for my jail, the
7 Department of Corrections in Nebraska, and a
8 small county.

9 MR. PETRO: Just a couple points.
10 First of all, as the New York letter pointed
11 out and we've seen, actually, Telmate pointed
12 this out in their filings as well, if you
13 reduce the rate then the call volume goes up.

14 Telmate references a Great Plains
15 state where they reduced the rate down to, I
16 guess their 16 cent rate, and their call
17 volume went up by 233 percent. In New York
18 they reduced their fees and the call volume
19 went up 36 percent. It actually triggered an
20 adjustment in the rate that was being charged
21 and lowered it because they hit the next
22 volume level.

1 So if you have an increase in
2 volume, and we have, you know, study after
3 study that shows that if you increase the
4 volume of calls then the rate of reentry is
5 lowered. We showed in our comments that if
6 all you do is reduce the rate of recidivism by
7 one percent you will save \$250 million a year,
8 after year after year.

9 So we're talking about how to
10 reduce costs. We're talking about whether a
11 fair rate of return, or a fair rate would be
12 the better approach. We think a price cap
13 would be the approach to take.

14 It would give certainty in the
15 market, and if the rate is set at a low enough
16 level the volume will increase. You'll have
17 increased contact and you'll have less
18 reentry, and that will lower the population.
19 I mean the numbers bear out. We have examples
20 of that happening.

21 So I don't know what the other
22 option would be other than, you know, having

1 like, I pointed this out earlier. I mean
2 Charleston County gets a 37 percent commission
3 from their contract. That was \$300,000 last
4 year in commission. They charge \$18.34 for a
5 15-minute collect call for interstate. But
6 for a local call is only \$1.15.

7 Now in the earlier panels we
8 talked about how, you know, all the phone
9 calls are routed through the same security
10 measures in an offsite location. The cost of
11 transport is minimal. We've shown that in our
12 comments. So why is there an \$18 for
13 interstate and a \$1.15 for local? The call's
14 the same. It travels the same path. It's
15 using the same phone. Why the difference?

16 MR. LUCAS: And if you don't mind,
17 can I put this to bed since Mr. Petro is
18 apparently determined to make this about
19 Charleston County, and I'm not sure why.
20 Because no one else in any other panel has
21 done this.

22 But yes, he's correct. And if you

1 pay, pre-paid the call would cost \$14 instead
2 of \$18. And yes, I am more concerned about
3 local calls being \$1.15. They need a 15-
4 minute call is what he's talking about. So
5 it's less than 8 cents a minute for a local
6 call, because that's where most of our calls
7 are going to go to.

8 Now how can we keep that rate
9 lower? I'm assuming it is because there is
10 some type of revenue shifting to move into
11 covering the cost of local calls. I don't
12 know.

13 But I know that when we put out
14 the contractor bid -- and to pontificate just
15 a little bit more, and my apologies, words
16 like kickbacks and profits are not appropriate
17 when discussing this problem with regards to
18 commissions. These are transparent fees.

19 They're part of the public record.
20 They're in the RFP process when jails put
21 these bids out. The money does not go in
22 anybody's pocket. It goes back into the jail

1 in the vast majority of cases to make things
2 better for inmates.

3 Now if there's any other questions
4 out of Charleston County talk to me after this
5 and let's deal with the national problem.

6 MR. PETRO: Okay, I mean just to
7 respond. I'm certainly not trying to put you
8 --

9 MR. LUCAS: I think that's exactly
10 --

11 (Crosstalk)

12 MR. PETRO: Fair enough. We'll
13 talk about that. That's fine.

14 COMMISSIONER BOYLE: Thank you
15 very much. I have a question about this
16 morning's meeting when we talked about the new
17 advances in technology such as Skype and
18 things like that. I was wondering if you
19 could tell the Commission what your thoughts
20 are about providing that kind of service.

21 And I know we talked about
22 charging for it, but you did get charged if

1 you have a computer, but set aside that. What
2 are your thoughts about using that type of
3 technology in the prison systems?

4 MR. LUCAS: We are providing video
5 visitation free as part of a way to encourage
6 people to visit and for attorneys to visit
7 with their clients.

8 I heard when I was at the National
9 Sheriffs' Association conference a few weeks
10 ago, and at the American Jail Association
11 conference there are new vendors coming up
12 that are providing video visitation for a fee.
13 One jail in South Carolina is doing it and
14 it's \$12, if I'm not mistaken, for a 15- or
15 30-minute visit. And the argument is it would
16 cost more in gasoline to drive to the jail and
17 for an onsite visit. And we do video
18 visitation onsite as well.

19 So I haven't explored Skype too
20 much. I don't know if any of the providers
21 have. But video visitation is something that
22 most jails have gone to and it's becoming much

1 easier to provide it from offsite and that
2 eliminates manpower costs.

3 And there was some other comments
4 about recording it. We don't record video
5 visitations, I don't think most jails do
6 because when people come in for a face to face
7 visit we didn't record that either. So we
8 don't record those visits that are private,
9 but there is a burgeoning market for that
10 particular type of technology that we're eager
11 to take advantage of.

12 COMMISSIONER BOYLE: Thank you.

13 Mr. Petro?

14 MR. PETRO: It is becoming a more
15 prevalent option from what we understand. Our
16 biggest issue is that it becomes another
17 revenue generating process.

18 There's a company out there called
19 JPay that has, you know, a very large portion
20 of the market. And so for email if the prison
21 so desires to contract with JPay to handle
22 their email JPay charges a dollar to send an

1 email.

2 They have this system called the
3 Stamps, so you buy an email stamp and in some
4 prisons it costs up to a dollar to send an
5 email. You know, question whether there's
6 really a cost of a dollar an email that, you
7 know, reflects the FCC's, generally, approach
8 of just and reasonable rates.

9 We're also aware of visitation
10 services offered, where it's \$15 for a 15-
11 minute visitation rate. So I guess my -- you
12 know, Cheryl pointed out earlier, there are
13 things the FCC has in front of them to deal
14 with this issue right now that the record is
15 fairly well set. And we would encourage the
16 FCC to move forward on those issues.

17 You know, as is often the case,
18 the FCC issues further notices of proposed
19 rulemaking to deal with follow-up questions
20 that came up during the rulemaking process and
21 the comments and such. You know, if it
22 becomes a whack-a-mole type of situation where

1 new fees come up and new revenue streams come
2 up as you put out the revenue generating
3 sources for phone calls, then you really
4 haven't solved the problem.

5 COMMISSIONER BOYLE: Thank you.

6 Mr. Torgersrud?

7 MR. TORGERSRUD: The question is
8 whether phone systems could be replaced with
9 Skype?

10 COMMISSIONER BOYLE: Or if they
11 would be helpful in prison systems, especially
12 given the fact that they must still have some
13 way to, for security purposes, to make sure
14 that they're not being abused.

15 MR. TORGERSRUD: It would be
16 impossible for a solution like Skype to be
17 provided in a prison environment and have it
18 serve the needs. Skype is -- we have two
19 types of communication systems. One which is
20 a closed type of system which is designed to
21 make sure that just one person reaches another
22 person.

1 Skype is about group sharing,
2 chatting, communicating. There would be no
3 barrier in Skype, for example, from an inmate
4 calling from one pod to another. Two people
5 recently arrested want to get together to
6 explain, work out a story that they're going
7 to tell the court, they'd be able to reach
8 other in Skype.

9 The whole point of an inmate phone
10 system is it's custom built for the inmate
11 industry all the way down to the hardware that
12 we use. Even the VoIP routing equipment we
13 use is designed differently and specifically
14 for the inmate industry to be a nonaggressive
15 communication platform to ensure that we don't
16 give multiple connections.

17 Skype doesn't do call recording
18 and it doesn't do biometrics analysis, because
19 an individual in their home doesn't need to
20 have their voice verified to make sure it's
21 them speaking on the phone because they're not
22 in a courtroom later saying, I never said that

1 I did that.

2 And we have to go through then and
3 say, well, actually the biometrics show that
4 there's a 97 percent chance that it was you
5 speaking on the phone. Well, that was me
6 maybe in the beginning. No, throughout the
7 whole conversation. At 18 seconds into the
8 call you said this, and we've transcribed
9 that.

10 Skype solutions, those solutions
11 we have in the world that we use, aren't
12 possible. It's not a viable solution. Today
13 we look to Skype, we look to products like
14 Google+ and such when we design systems for
15 inmates.

16 I hinted earlier, I said young
17 people today don't know how to make phone
18 calls. And I mean we've seen the stats. They
19 make a handful of calls, two or three phone
20 calls a week and they share 300 messages a
21 day. I mean it's insane, to 10,000 messages
22 a month.

1 So Telmate has become one of the
2 leaders in going through and saying we need
3 photo sharing, we need messages. They need to
4 be able to put a status alert up. But we
5 don't use Facebook to do that, we've got a
6 secure network for them to share these photos
7 with, to be able to share these pictures so
8 they can go through the same review process so
9 we're certain that pedophiles aren't getting
10 inappropriate photos. That victims aren't
11 getting intimidated by messages being sent to
12 them.

13 We can't just have an email system
14 that allows emails to blanketly go out. Those
15 words are searched through just as the mail's
16 always been opened. We offer an electronic
17 mail service, an electronic status update.
18 And the prices on those are subject
19 differently because the controls that have to
20 be put in place for a system like that are
21 incredibly more difficult. Why something was
22 blocked that we have notification systems and

1 inform the inmate of inappropriate behavior
2 and inappropriate sharing.

3 So I think to say that you could
4 take an open product, open source product
5 that's available for the general public and
6 put it in the prison system is inappropriate.

7 COMMISSIONER BOYLE: So, questions
8 or a control that could be put in there so
9 that an inmate only has access to certain
10 parties to interact with?

11 MR. TORGERSRUD: Not in Skype. It
12 isn't an inmate phone system. We link in with
13 solutions like VINE which is a victim alert
14 system where we identify proactively those
15 victims to make sure they're not notified.

16 We real-time connect to make sure
17 that a phone call coming off in New York and
18 one in California, those inmates aren't
19 calling the same number so they can actually
20 have a conversation, or two inmates in one
21 facility aren't calling the same person so
22 they can coordinate when they're going to

1 attack a guard as he moves through the
2 facility, or potentially kill another inmate.

3 You have to remember that what we
4 do in providing a secure system is to protect
5 inmates and to protect the facility staff.
6 For example, with deposits we do full identity
7 verification on every cash deposit and every
8 deposit going in our facility. Why? Because
9 we need to know if one inmate's forcing
10 another inmate's family to put money on their
11 books.

12 So it's not as simple as well, we
13 just received \$100 for this inmate. Wow, why
14 did he get \$100 from someone else's wife?
15 Well, it's because he threatened to kill the
16 individual. So we run through and we run
17 analyses on those type of things.

18 So what we traditionally think,
19 wow, that's just straightforward. You made a
20 phone call. You took a deposit. It's never
21 quite straightforward in this environment as
22 we try to protect the inmates on the inside,

1 the families on the outside, and their
2 victims.

3 COMMISSIONER BOYLE: Thank you.
4 Mr. Woods?

5 MR. WOODS: Yes?

6 COMMISSIONER BOYLE: Do you have
7 any thoughts on this?

8 MR. WOODS: You are asking now a
9 technical question about Skype, et cetera.
10 Sheriff's offices, as I said in my opening, we
11 want to protect the families. We want to
12 protect the inmates. Public safety is part of
13 our concern also, obviously.

14 We would hope that when the inmate
15 leaves the facility that he or she would be
16 better prepared to reintegrate into society.
17 So those are our two objectives. And in terms
18 of the technology for ICS, that is not our
19 expertise.

20 COMMISSIONER BOYLE: Thank you.

21 MR. WOODS: That is why we would
22 like to have full transparency when we

1 negotiate these contracts.

2 COMMISSIONER BOYLE: Thank you.

3 Mr. Townsend?

4 MR. TOWNSEND: I thought Richard
5 did a really good job talking about the
6 technical aspects of the process today. It's
7 really difficult for someone not involved with
8 the process to grasp how the processes all
9 have to be integrated together and there's a
10 significant number of interfaces and things
11 that all have to be coordinated in order to
12 keep security in a facility.

13 And that's something that's
14 expensive to do. You have to have dedicated
15 IT people that stay on top of it and it's a
16 challenge. But it's a process that you have
17 to go through in order to guarantee the
18 security for the facility.

19 COMMISSIONER BOYLE: Thank you.

20 Mr. Wagner?

21 MR. WAGNER: I think that giving
22 incarcerated people additional ways using

1 modern technology to communicate with loved
2 ones makes a lot of sense, video visitation,
3 email and so forth.

4 I think we've seen from the phone
5 example that bad things will happen if it
6 becomes, if the prices then become
7 unreasonable and the profits starts to drive
8 those decisions. And I think we want to
9 particularly though be careful about new
10 decisions, new technologies being brought in,
11 not as an additional benefit for family
12 integration and an additional way to keep
13 communities together but supplanting the old
14 ones.

15 I have on my desk at home a
16 contract for video visitation where as a
17 requirement for accepting this profit-
18 generating video visitation that you all had
19 to agree to ban in-person visits. That is
20 going in the step backwards.

21 COMMISSIONER BOYLE: Okay, but the
22 question was regarding the new-age technology

1 that may or may not be wise to have in prison
2 systems.

3 All right, Commissioner Burke, you
4 have a question?

5 COMMISSIONER BURKE: I think just
6 in the exchange that Mitch and Lee had, you
7 know, Mitch, the one thing I would keep in
8 mind if I were you is that there are a lot of
9 states, my own included, that tuition a lot of
10 their prisoners out. We have a lot of
11 prisoners that, in fact, are in institutions
12 in other states. So the differentiation that
13 we made may have, you know, for us in a sense
14 may have some import.

15 The question I had though is
16 primarily for Tim. When you were making your
17 statement you made some points that I was able
18 to grasp pretty quickly.

19 Not all of the calls are made to
20 the 2.7 million children. Some of them are
21 not made to Mom. Some of them are made to
22 other people. That requires dollars. That

1 requires security. That requires monitoring.
2 Got it. The cost has to be looked at,
3 presumably, as just and reasonable.

4 But then you got to a point where
5 you also mentioned dollars to help defray
6 recreation, inmate, and stuff that didn't seem
7 and feel the same to me. It felt like a
8 revenue stream for other stuff above and
9 beyond communication. Did it feel different
10 to you when you were -- do you differentiate
11 between those two?

12 MR. WOODS: Yeah. And you're
13 talking about the Inmate Welfare and Benefits
14 Program. When persons are incarcerated in
15 jails there are domestic violence programs,
16 child training, education, vocational training
17 programs in small jails.

18 Frequently these programs are
19 funded in part by the cost recovery and the
20 commissions that are received based on the
21 telephone calls.

22 COMMISSIONER BURKE: Thank you.

1 MR. WOODS: If there were no
2 commissions, then those programs would go by
3 the wayside.

4 COMMISSIONER BOYLE: Mr. Lucas,
5 you've got something to say?

6 MR. LUCAS: I do. And this is a
7 cultural aspect of this that I think most
8 people outside of the industry find most
9 distasteful.

10 That some of the fee, or the
11 commission, goes into an inmate welfare fund.
12 And it's used to provide services that one
13 would expect the local governing body to fund,
14 down to as simple as buying board games for
15 inmates to use.

16 In some cases, and I used this
17 example when I first talked to the FCC, buying
18 blankets with the money. Because jails are
19 typically not funded at the level that they
20 should be.

21 And so you've got a jail
22 administrator and a sheriff who is looking at

1 a contract and a legislative body, in most
2 cases, that's looking at a contract that's
3 going to provide some source of revenue to
4 provide for a jail with things that are
5 important to a jail and the jail inmates
6 themselves.

7 The person that's struggling to
8 pay their rent really doesn't care whether the
9 inmate has a deck of cards to play with. It's
10 been my experience.

11 So as the culture has evolved with
12 these phone fees and these commissions,
13 they've been put into inmate welfare fund in
14 the same place that money from commissary
15 comes. The things that we sell, the candy
16 bars, the socks, everything else, goes into an
17 inmate welfare fund.

18 And in South Carolina, one of the
19 37 states that have state standards, says that
20 money has to be used for the welfare of the
21 inmates. And that's how those funds coming
22 from the phone fees went into the inmate

1 welfare fund, with a way to fund things.

2 Now, is that the best way to do
3 it? Is that local government shirking their
4 duties, absolutely. But how we got here were
5 jail managers and sheriffs trying to provide
6 programming and things that inmates need, not
7 buying shiny new cars, but just putting money
8 back into the jail that they could not get
9 from their local funding authority.

10 COMMISSIONER BOYLE: I guess
11 that's not, you know, state by state that may
12 be different.

13 MR. LUCAS: Yes, ma'am. But
14 generally that's how people look if they could
15 be funded.

16 COMMISSIONER BOYLE: Right. But in
17 some states, as we saw today, it goes in the
18 general fund and it pays for the roads and
19 everything else.

20 Before we continue, I'd like to
21 recognize the note we received from the
22 California Department of Corrections and

1 Rehabilitation.

2 She wants to make a correction to
3 a comment made in the opening statement. The
4 California Department of Corrections and
5 Rehabilitation eliminated commissions in 2011.

6 And with that I will also add that
7 other states that have also done it are
8 Nebraska, New Mexico, New York, Michigan,
9 Missouri, Rhode Island, and South Carolina.
10 And I may not have all of them, but I know all
11 of those have eliminated commissions.

12 Next, we have a question from Mr.
13 Alex Friedmann. He says to Mr. Woods, you
14 mentioned that some commission payments are
15 used for inmate programs and jail programs,
16 which you were just talking about.

17 Since commission payments largely
18 come from revenue granted from inmates'
19 families, why do sheriffs believe that it is
20 acceptable that family members of inmates fund
21 such programs from inflated phone rates?

22 Why shouldn't all members of the

1 public fund such programs? And maybe that
2 also goes to Mr. Woods.

3 MR. WOODS: And I did not hear the
4 last part of what you said. Why shouldn't all
5 members?

6 COMMISSIONER BOYLE: Of the public
7 fund the programs, rather than the inmates'
8 families?

9 MR. WOODS: And I think that's a
10 question that Mr. Lucas just answered. If the
11 county did raise the taxes and funded the
12 cards, the blankets, the domestic violence
13 training, et cetera, then there would be no
14 need for these commissions to fund those
15 inmate welfare benefits.

16 COMMISSIONER BOYLE: Okay. Any
17 questions among yourselves? And by the way,
18 so you know, we are going to go until 4:15.
19 And then Julie Veach will be on, and I think
20 probably give us a farewell thank you. Mr.
21 Petro?

22 MR. PETRO: Can I just address one

1 of the comments on where the money from
2 commissions are going. And I won't talk about
3 the eastern side of the country.

4 In California, as your email
5 pointed out, they don't receive commissions on
6 the state level.

7 L.A. County receives a commission
8 annually of \$15 million from their contract.
9 Forty-nine percent of that goes straight to
10 jail maintenance. The rest of it goes to
11 inmate welfare fund. So half of it goes to
12 non-inmate welfare issues.

13 San Diego gets \$3.5 million, and
14 then 80 percent of the revenues above 6.4.
15 And they only spend \$2 million on inmate
16 welfare. The rest of it goes for general fund
17 purposes.

18 Orange County gets \$2.5 million.
19 And 74 percent of the revenue, of whatever you
20 want to call it, goes to staff salaries.

21 In Connecticut, \$350,000 of the
22 \$4.2 million goes to inmate welfare. The rest

1 goes into the general fund.

2 In Maryland, ten counties of the 29
3 have inmate welfare funds. In five of the
4 counties, all the commissions go to the
5 general fund, which is \$5.1 million.

6 COMMISSIONER BOYLE: Has this
7 information been provided to the FCC?

8 MR. PETRO: Yes, it has. In
9 Wisconsin, they receive \$2.3 million in
10 commissions. Two thirds of it gets put into
11 the general fund.

12 It's not the case that the money
13 all goes to benefit the prisoners and their
14 inmate welfare funds. The examples I've just
15 pointed out, most of the money goes to either
16 the general fund or for non-inmate welfare
17 fund purposes.

18 COMMISSIONER BOYLE: All right.
19 And by the way, before I forget, I have
20 tariffs that have been filed from four
21 companies that are in Nebraska that just
22 generally show what their costs are, how they

1 provide funds, or what their funding is and
2 what they charge.

3 So I just want to make note that
4 those are filed in our state. I don't know if
5 they are filed in every state.

6 But the tariff for the local, for
7 those providers in our state are provided to
8 the commission, although we do not call them
9 in for hearings, because they usually have
10 contracts that we don't have any oversight
11 over. However, we do have their tariffs.
12 Yes?

13 MR. WOODS: Ms. Boyle, I would also
14 like to mention that, if I understood the
15 comment about Los Angeles County, some of the
16 commissions going to jail maintenance which
17 was not inmate welfare or benefits, I would
18 quite frankly like to know how jail
19 maintenance is defined.

20 Because we do know it goes to
21 recreational facilities. And I think that
22 could come under jail maintenance or that

1 could come under inmate welfare and benefits.

2 MR. PETRO: We attached the report
3 in our comments. And you'll see they actually
4 meant, or whatever you want to call it, that
5 the money doesn't go for recreation or other
6 inmate things. It goes for heat, lights, that
7 type of expense.

8 COMMISSIONER BOYLE: Okay. Mr.
9 Townsend, Mr. Torgersrud, I have a question
10 for you. How do you set the rates that you
11 charge, if that is not something that should
12 not be asked because it's private.

13 MR. TORGERSRUD: We don't
14 necessarily set the rates. Rates in each
15 state are set by PUCs. In the absence of the
16 PUC setting a rate, then it's usually based on
17 what the prior facility rates were.

18 In our proposals, oftentimes we'll
19 include one or two different rate options.
20 We'll say if we were to provide a rate of 10
21 cents a minute, we could offer X in
22 commission. At 20 cents a minute, we could

1 offer X in commission.

2 Florida DOC just did an RFP. And
3 they requested at different exact price
4 points, ten cents 11 cents, 12 cents, how much
5 commission could be paid. We look at those in
6 each case.

7 And you have to understand it's an
8 RFP public process. And each county or state
9 sends out a list of requirements to say we
10 want you to propose a commission at our set
11 rates. That is their stand today. Or we want
12 you to provide the best price option possible.

13 So at no point is the inmate
14 provider determining and saying here's the
15 rate that you should charge. We make
16 suggestions, or we abide by the state rulings
17 that are in place.

18 COMMISSIONER BOYLE: And if I may
19 ask, how many states are you in?

20 MR. TORGERSRUD: Forty-two states,
21 43 states.

22 COMMISSIONER BOYLE: Okay. Mr.

1 Townsend.

2 MR. TOWNSEND: Historically we, for
3 our first 20 years in business, we operated in
4 the southeast. And in the majority of those
5 states, at that time, rates were all set, as
6 Richard referred to, by the Public Service
7 Commission.

8 And that was one of our challenges.
9 Because we actually were having 85 percent of
10 our business local calls set by the PUC. And
11 in many cases, those rates were below cost.

12 And so that was putting upper
13 pressure on the interstate rate, which we do
14 have control over. And that was part of what
15 we brought to this body back in '98, in 2002,
16 again in 2008.

17 The challenge that we faced is, if
18 in one area our rate is regulated at the state
19 PUC level and the rate hadn't changed in 20
20 years and it's below cost, my read of Section
21 276 of the Telecom Act, it's pretty clear. It
22 says intrastate and interstate. And there's

1 supposed to be peer compensation for both
2 calls.

3 So unfortunately, my rates on long
4 distance calls are higher than I really like
5 them to be. And that's something that really
6 needs to be addressed. And I think that's
7 what we're talking about here.

8 But in the process, if what you do
9 is take this interstate rate and drop it to
10 seven cents a minute, I'll be out of business.
11 So does that answer your question?

12 MALE PARTICIPANT: Yes.

13 COMMISSIONER BOYLE: This is for
14 Mitch, Richard, Timothy, Vincent.

15 (Off microphone comments)

16 COMMISSIONER BOYLE: All right.
17 This question is what sort of access do deaf
18 prisoners have to tell, I'm sorry. What sort
19 of access do deaf prisoners have to telephone
20 service in your jurisdiction or the facilities
21 you serve, especially in those facilities with
22 voice recognition? Do deaf prisoners have

1 access?

2 MR. LUCAS: Fortunately, most jails
3 have the TDD. Did I get that right? Is it
4 TDD or TBD?

5 (Off microphone comments)

6 MR. LUCAS: I'm sorry?

7 FEMALE PARTICIPANT: TTY.

8 MR. LUCAS: That's how unfamiliar
9 I am with the technology. Our jails have
10 them, that I'm aware of. Most states require
11 them, most states with some type of state
12 minimum standards have them.

13 The problem is, and I listened very
14 attentively this morning to this particular
15 problem with the issue of videophones. If you
16 have an inmate that's deaf that comes in, and
17 you have a device in the jail that is
18 workable, a videophone or a TTY, or whatever
19 device you happen to have, how do you make
20 sure that whoever they want to talk to has
21 that same capability?

22 And the videophone particularly

1 troubled me. I think the video visitation
2 over the Internet is probably the best answer
3 to what I've heard about deaf inmates and
4 their communicating with families and
5 attorneys or anyone else.

6 Because it really just simply
7 becomes a matter of some low cost hardware to
8 hook up to a PC, and you can communicate.

9 That's one of the things that when
10 I get back to Charleston we're going to talk
11 about, and with the American Jail Association,
12 what folks are doing with this technology to
13 handle for deaf inmates and other inmates that
14 have communication problems.

15 COMMISSIONER BOYLE: Mr. Woods, do
16 you have anything to add to that?

17 MR. WOODS: I do not.

18 COMMISSIONER BOYLE: Okay. Then by
19 the way, the last question was from Glen
20 Ingledower. From Sarah Fitzgerald, if some of
21 the proposed rates are too low, what would be
22 an appropriate rate cap for jails and for

1 prisoners? Anybody have any thoughts? No?

2 Well, I guess the FCC's just going to solve
3 that problem.

4 MR. PETRO: Well, I would point out
5 that we actually did propose seven cents. And
6 I would also note that the FCC gave a laundry
7 list of questions that directed specifically
8 to the ICS providers asking for cost data.

9 What are the costs for providing
10 the services that we're talking about today,
11 the security, the transport cost, and
12 everything else?

13 And Pay-Tel had a great chart
14 saying what the reality was and what the
15 impression was. But unfortunately, we don't
16 know, because the ICS providers won't tell us
17 what their costs are.

18 They said it's too time consuming.
19 It's too hard to do. We got a wonderful
20 comment of, well, some of our costs have gone
21 up but some of them have gone down, which
22 really nailed the issue.

1 So we don't really know what the
2 costs are. And the unwillingness of the ICS
3 providers to actually break down their costs
4 and tell us if seven cents is wrong then what
5 is the right rate, they've had numerous
6 attempts or numerous avenues, including today,
7 to lay out what those costs are. And you just
8 heard the silence.

9 COMMISSIONER BOYLE: So how did you
10 arrive at the seven cent figure?

11 MR. PETRO: How do we determine
12 seven cents? We started out with the proposal
13 from 2007, updated the information that we had
14 available dealing with what the costs
15 associated are with transporting the call.

16 We used some of the information.
17 There is a company out there called NCIC that
18 did provide some of the information dealing
19 with storage costs and such. And then we
20 doubled it to account for the security issues.

21 Look, we've been dealing with this
22 issue for ten years. And at every time the

1 FCC has told the ICS providers to document
2 what those costs are that makes our proposal
3 wrong, they haven't given it.

4 So at some point, you just have to
5 go with what you know. And we've given every
6 possible estimation. We've backed it up with
7 examples and comparable rates. And there's
8 nothing in the record from the other side.

9 COMMISSIONER BOYLE: Mr. Townsend,
10 your hand is up.

11 MR. TOWNSEND. Yeah, I wanted to
12 clarify where we stand on that. Because I
13 think it's important.

14 I would beg the question, Mr.
15 Petro's comment. In 2008 seven members of the
16 industry all hired an economist to put data in
17 the record.

18 We followed the FCC's recommended
19 price model, which was for marginal location
20 analysis, which would address the concern that
21 we talked about maybe about 30 minutes ago,
22 about how do you guarantee having a rate that

1 would work even in a low margin facility.

2 And that was the reason, I believe,
3 the FCC developed that test. And we did put
4 a data in the record then along with, I think,
5 seven other companies, and produced a rate.

6 And what was interesting about that
7 rate is it actually, when you look at it, and
8 you looked at it in you crossed it with the
9 rate that was proposed by the petitioners at
10 that time, it ended up our rate was lower for
11 longer calls than the rate that the
12 petitioners proposed.

13 What Pay-Tel did specific for this
14 event and this proceeding, and we put this in
15 the record, we did look at the various costs
16 that we incurred and the data that we put in
17 the record before.

18 And the reality is, with the
19 evolution of our business model and how it's
20 changed, like today, in our facilities where
21 we provide free calls, in all of our calls we
22 give a first call free.

1 And I remember the gentleman this
2 morning, Alex, I believe, talked about a free
3 call for ten seconds. Our free call is not
4 ten seconds. Our free call is a free call.

5 And depending upon the facility,
6 it's a minute or three minutes. But after
7 that free call, we connect them with a live
8 operator to set up a call.

9 But when you take into account the
10 free calls, the bail bonds calls, the attorney
11 calls, the public defender calls, you take
12 into account commissary calls, the individual
13 transferring money out of his commissary
14 account to make a debit call, the individual
15 making a commissary order, if you talk about
16 visitation phone calls, the assumption could
17 be, well, visitation, well they're right
18 across the screen from each other.

19 But when that inmate picks up the
20 phone and the voice tells him to enter his pin
21 in order to make the visitation, that call is
22 going back to Greensboro, North Carolina.

1 COMMISSIONER BOYLE: Okay and Eric
2 Ralph with the FCC, he's the economist.

3 MR. TOWNSEND: Pardon?

4 COMMISSIONER BOYLE: He is an
5 economist, the lead economist.

6 MR. RALPH: Don't have to --

7 COMMISSIONER BOYLE: And I think --
8 (Crosstalk)

9 COMMISSIONER BOYLE: -- he wants to
10 make a comment. Okay.

11 MR. RALPH: Just a quick follow up
12 on that question and it sort of relates to a
13 series of things that have been said today.

14 It's obviously very important that
15 security is and, you know, when you have these
16 prison phone calls that security plays in is
17 a critical part of what you providers provide
18 and with the jails actually needing one.

19 Similarly, you just now were
20 speaking about visitation rights and how that
21 can be obtained electronically rather than
22 having people come in, but that obviously has

1 communications costs.

2 And, indeed, if you look at lots of
3 things, the board games that you talked about
4 and blankets and for that matter prisons are
5 difficult places.

6 There's got to be walls and
7 security guards, et cetera, et cetera, so
8 there's lots and lots of expenses that prisons
9 have to pay for.

10 I would imagine and I don't know,
11 I'm not as familiar with what you guys do, but
12 I would imagine that having these electronic
13 visitation processes those probably have very
14 substantial cost savings to the prisons in
15 general.

16 Whereas with a prisoner having to
17 be brought to a specific room and a visitor
18 having to be brought to a specific room and I
19 presume there's all sorts of security issues
20 that that involves, it's probably
21 substantially easier to organize electronic
22 visitations.

1 Now, of course, from the providers
2 perspective, you're providing the
3 telecommunication services that do that, but
4 from the prison's perspective that's
5 presumably a substantial cost benefit.

6 And bringing all of those things
7 together, and look I'm an economist so perhaps
8 I'm a little heartless, but I wonder a little
9 bit about the message you're sending to us.

10 It seems to me that part of what
11 I'm hearing is we have got some kind of system
12 set up and we've steadily shifted certain
13 kinds of costs and are currently increasingly
14 shifting certain kinds of costs over to the
15 prisoners themselves and their families.

16 And they're, in my mind,
17 traditionally costs that I would expect the
18 prisons to bear and ultimately the communities
19 that provide those prisons.

20 And I understand that you guys are
21 in an awkward position, but I wonder why the
22 FCC is being asked to essentially validate

1 what is not entirely perhaps reasonable.

2 COMMISSIONER BOYLE: Yes, and we're
3 running short on time, but I have another
4 question from the public here and so if you
5 could make it --

6 MR. LUCAS: I'll make --

7 COMMISSIONER BOYLE: -- snappy.

8 MR. LUCAS: -- it very short.

9 We've pondered that same question because some
10 States allow booking fees where the inmate has
11 to pay to get booked into the jail, where it
12 generally charges \$2 a meal in some jails to
13 help defray the costs of the inmates.

14 Inmates get charged all kinds of
15 fees and it doesn't come from the inmates, it
16 comes from the inmate families because the
17 inmates don't have any money.

18 This just happened to be one that
19 has come to the forefront, but this is
20 something that's happened all over the
21 Country. This is just the one that the FCC
22 controls.

1 But this is the way that the bias
2 towards financing local jails and prisons is
3 because those costs were shifted.

4 COMMISSIONER BOYLE: Okay. And
5 here is a question that may be our last
6 question, and so each of you if you have a
7 comment, briefly, maybe for a minute or so,
8 comment.

9 It is from Sandra Villalobos-
10 Agudelo. It seems that one of the biggest
11 issues with the rates is the additional cost
12 related with the fees and commissions.

13 Does the FCC have the jurisdiction
14 to limit the commissions paid back to the
15 States and does it have the jurisdiction to
16 limit or eliminate the fees?

17 So the question is, does the FCC
18 have the authority, are they able to remit
19 back fees and also or to eliminate fees?

20 MR. LUCAS: That sounds like a
21 lawyer question to me, ma'am.

22 COMMISSIONER BOYLE: It is

1 question, and I hear you know as well.

2 MR. PETRO: I just happen to be
3 right next to you. Yes, Section 201 of the
4 Communications Act says the FCC shall set
5 aside unjust and unreasonable rates,
6 practices, and charges.

7 Fees of \$15 to put \$20 on your bank
8 account or not, on your prepaid, would fall
9 within the parameters of either a rate or a
10 charge or a practice, so I don't think there's
11 any question.

12 COMMISSIONER BOYLE: Okay.

13 MR. PETRO: That's my shortest
14 answer.

15 COMMISSIONER BOYLE: Mr.
16 Torgersrud?

17 MR. TORGERSRUD: I have no idea
18 whether the FCC has the right to regulate that
19 or not.

20 COMMISSIONER BOYLE: Okay. Mr.
21 Woods?

22 MR. WOODS: I think the FCC

1 probably has its own lawyers and doesn't need
2 me for advice.

3 (Laughter)

4 COMMISSIONER BOYLE: Mr. Townsend?

5 MR. TOWNSEND: In my opening
6 comments I said that unless the FCC addresses
7 the fee issue, this is a totally wasted
8 exercise.

9 Because the reality of it is that
10 we can change the rate, you can change the
11 rate, but if you don't address the fee,
12 they'll be five new fees.

13 I mean our industry has gotten to
14 the point where it's like a fee a week and
15 it's tragic and it's giving us a bad
16 reputation and meaningful change has to be
17 done and the meaningful change has to include
18 the fees.

19 COMMISSIONER BOYLE: And Mr.
20 Wagner?

21 MR. WAGNER: I can be no more
22 poetic than the rest of this panel in

1 answering that question so I will not.

2 COMMISSIONER BOYLE: Thank you very
3 much and we are probably less than, well two
4 or three minutes, do you have any, here's a
5 question.

6 MR. CLARKE: Since we have a minute
7 or two, I'd be interested to hear our
8 panelists thoughts about how has the provision
9 of ICS changed over the last ten years,
10 particularly as a result of advances in
11 technology and centralization of ICS provider
12 operations?

13 MR. LUCAS: I think that the
14 biggest change is the new media that's
15 available in jails, like video visitation is
16 the simplest one to talk about. I've heard a
17 lot about Skype here today and I've not seen
18 too much of it in practice.

19 Email is considerably, the places
20 where I know that it exists, it's extremely
21 popular with inmates because of the immediacy
22 of the communication and I don't know that we

1 understand where it's going to go.

2 There are actually some jails that
3 are trying out cell phone technology in the
4 jail and I'm not sure how that's going to work
5 out, how they would limit the use of cell
6 phones.

7 But I think that most jails that
8 employ moderate inmate behavior management
9 practices are looking for different ways of
10 improving the lot of the inmates and making
11 their management easier are trying to explore
12 all of these options.

13 MR. PETRO: I mean the changes have
14 eliminated largely the actual cost to provide
15 and service, you know, the use of VoIP, the
16 use of centralized calling centers, the, you
17 know, every new prisoner that's added to the
18 pay phone, or the ICS provider's roles is, you
19 know, an added benefit that could, you know,
20 that outweighs any cost, you know, and sporn
21 by the call around services that provide a
22 most valuable service and, you know, my final

1 comment would be I would hope the FCC would
2 act on that petition as well and resolve the
3 call around issue, but that's my final
4 comment.

5 COMMISSIONER BOYLE: Mr.
6 Torgersrud?

7 MR. TORGERSRUD: I think the
8 industry is changing radically in the last few
9 years. I interview hundreds of inmates every
10 year.

11 About every three months we go and
12 we meet with panels of inmates, ask what they
13 need, what they're looking for in the
14 facilities, and I mentioned before phone calls
15 are almost dying in the younger generation.

16 Even with the, every generation
17 people are expecting to see video today. The
18 most powerful thing that I've seen yet is the
19 delivery of video and messaging.

20 And the Oregon Department of
21 Corrections where we provided this service in
22 their facilities, they now have twice the

1 number of visits on a monthly basis and we've
2 seen a 40 percent reduction of violent acts in
3 those facilities.

4 We're hoping to see more studies
5 come out in these areas, but what we're seeing
6 is a change. When we meet with these inmates
7 we ask them what they need and what they want.

8 And they want to be able to see
9 pictures of their kids, they want to be able
10 to know if their son graduated and just
11 because they're locked up that they can still
12 see it.

13 With Oregon again, we had inmates
14 that had never visited with their families in
15 the years because they're across the country.
16 Providing them video visitation has changed
17 their lives.

18 This industry is growing
19 dynamically. My company, we sit right in the
20 middle of San Francisco, downtown, down the
21 street from Twitter and Facebook.

22 I had the same engineers, we have

1 a massive engineering team of people. They're
2 trying to figure out how to build the coolest,
3 new services that we can bring our customers.

4 Our customers are inmates. That's
5 who pays the money and that's how we make our
6 money. Our company tries to make sure that
7 every single day we know that's our customer
8 and that's who I have to serve.

9 We look at the other side and we
10 say how do we protect the community, how do we
11 serve the inmate, and we balance those two on
12 a daily basis to make sure that we can achieve
13 both.

14 I think there's been a lot of
15 statements that this is a non-competitive
16 market, this is a highly competitive market.
17 Contracts come up every week, everyday new
18 contracts come up.

19 Dozens of companies bid on those
20 contracts. We all put forward what we think
21 is the most competitive offer we can to that
22 facility and that facility weighs out its

1 needs.

2 If its needs are based around the
3 lowest possible cost for calls, they go that
4 path as we see with a lot of the DOCs today.
5 If that county is completely strapped for
6 money and they're trying to figure out to pay
7 their officers, they go in that direction.

8 So I think there's a lot of change.
9 I think we're seeing massive technology
10 innovation, because of the lack of regulation,
11 we're able to do this.

12 COMMISSIONER BOYLE: Mr. Woods, do
13 you have any comments?

14 MR. WOODS: I agree with all those
15 comments in terms of better options, better
16 services to the inmates.

17 I would also like to say that the
18 developments in ICS services and technology
19 over the last ten years has helped greatly in
20 preventing crime both within the institutions
21 and outside of jails.

22 COMMISSIONER BOYLE: Thank you.

1 Mr. Townsend?

2 MR. TOWNSEND: You know, and add
3 though the comments on the technology
4 advances, but I think one thing that we're
5 missing that when you talk about ten years,
6 basically you go back ten years, 90 percent of
7 our call traffic was billed through the LEC.

8 Today, 90 percent of our call
9 traffic is billed through setting up accounts
10 individually, one at a time, with people 24
11 hours a day.

12 And this is where I would differ a
13 little bit with what Mr. Petro said. Those
14 costs to do that have dramatically accelerated
15 because each one of those people, a good
16 number of them, are uninformed, they don't
17 have the knowledge, they ask questions, they
18 need to speak to somebody to set up an
19 account.

20 There's a tremendous amount of
21 activity from a touch prospective where we all
22 have to work with the individual to help them

1 set up their account.

2 And then as Mitch said earlier, you
3 know, in 72 hours or, 75 percent of them are
4 out, so guess what they want? They want a
5 refund on their account.

6 So they're all different things
7 that are involving individuals having to work
8 and serve the people. Real quickly on the
9 inmate side, likewise in the last two years,
10 there's been a significant focus on what we
11 could do better for the inmate, just like the
12 great suggestions or concepts Richard was
13 talking about.

14 All the system integrations so the
15 inmate can actually, on the phone, get into
16 his bank account, not have to pester somebody.
17 Thank you.

18 COMMISSIONER BOYLE: Mr. Wagner?

19 MR. WAGNER: Big changes are the
20 consolidation of the industry and the growth
21 of the fees.

22 COMMISSIONER BOYLE: That's it?

1 MR. WAGNER: It is.

2 COMMISSIONER BOYLE: I guess.

3 Okay, well thank you everybody. It is now a
4 little after 4:15, 4:20 almost.

5 I am very grateful to all of you
6 for your talent, your comments, and your
7 willingness to be here today and hopefully we
8 are going to be able to continue on in this
9 path and quickly to have an answer to our
10 problems.

11 And with that we have a new
12 speaker. Here she is, Ms. Julie Veach.

13 MS. VEACH: Thank you,
14 Commissioner. Can you hear me? And thank you
15 all of our panelists. I'm Julie Veach. I'm
16 Chief of the Wireline Competition Bureau.

17 It's the end of a long, but very
18 informative session, so I'll be brief. If
19 you'll indulge me for just a few minutes I'd
20 like to offer some thanks and share with you
21 just a couple of the insights that I gathered
22 through this terrific program today.

1 First, my sincere thanks to all of
2 our panelists, on all of our panels, who have
3 traveled as far as from California and Florida
4 to be here today, truly appreciate you sharing
5 your time and your expertise with us.

6 I'd like to extend a special thanks
7 to Congressman Rush and Congresswoman Norton
8 and Delegate Hope for making time to share
9 their thoughts and their commitment with us.

10 Commissioner Burke and Commissioner
11 Boyle, always a pleasure to see you and thank
12 you very much for your willingness to be here
13 today to lead and participate in this event.

14 Finally, a shout out to our
15 terrific staffs in the Wireline Competition
16 Bureau, Consumer and Governmental Affairs,
17 particularly Greg Haledjian and Susan Fisenne
18 who did such a terrific job in bringing all
19 this together.

20 And to our AV staff and our
21 terrific interpreters who make this program
22 available to those who need their assistance

1 or couldn't be here today with us.

2 I feel much more informed about
3 this issue than I did when I walked in this
4 morning and I'd like to share just a couple of
5 insights.

6 First, Inmate Calling Services and
7 the providers of these services are
8 tremendously important to all of us as members
9 of society. Whether we're inmates, their
10 families, taxpayers or citizens looking for a
11 safer community.

12 I was also struck by the importance
13 of the issue to reducing the isolation for
14 deaf inmates and the importance to women
15 prisoners was also striking.

16 We heard the view that ICS reform
17 could actually save money if we look at the
18 total cost to society and in particular the
19 cost of recidivism.

20 We heard a lot about the potential
21 application of new technology and the
22 challenges that that poses, which is a

1 constant theme here in everything we do at the
2 FCC and it was very interesting to hear some
3 of the perspectives about that for this
4 particular issue.

5 Perhaps most importantly, to me, we
6 heard that reform can be accomplished in a way
7 that takes into account the needs of all the
8 stakeholders.

9 We know this because it's happening
10 in some of the States or has already happened,
11 and those that are willing to take the lead on
12 this issue, such as in Nebraska. It's a great
13 example of the States as laboratories.

14 Chairwoman Clyburn kicked us off
15 this morning by saying that this is an FCC
16 priority. That means it's my priority.

17 Thank you all for helping me, my
18 team, and the FCC as we address these issues.
19 We look forward to moving forward together.
20 Thank you.

21 MR. GOLDBLATT: I just want to tell
22 you in about two or three days the video will

1 posted of the entire Workshop on
2 fcc.gov/events, just click on this.

3 It takes a few days because they
4 have to put the close captioning on and we'll
5 have pictures, we'll contact the panelists and
6 send you pictures as well.

7 Okay. Any questions, you all have
8 contacts. Thank you all.

9 (Whereupon, the Workshop was
10 concluded at 4:22 p.m.)

11

12

13

14

15

16

17

18

19

20

21

22

A				
abide 315:16	access 18:14 36:10 36:14,15 37:3	164:11 173:21	275:1 281:11	admits 42:9
abiding 28:15	40:1,4 65:13,14	176:14,14 199:9	309:6 319:16	ado 7:3
ability 11:19 130:3 151:20 158:6	87:12,13 89:16,17	199:16 206:10	338:2	adopted 80:13
171:8 211:14	89:17 101:2,5	221:19 222:22	added 333:17,19	adopting 27:8
220:2 260:2	153:1 222:11	250:9 260:15	addition 10:18	Adoption 266:22
able 30:22 36:11	282:5 299:9	316:21 330:4	29:15 37:18	adults 34:11
47:18 63:2 66:6	317:17,19 318:1	334:2	192:20 236:18	advance 2:8 35:12 227:2 275:9
72:10 82:15 112:6	accessible 38:11,21	acting 1:13,15 4:3	263:8	advancements
112:7 115:10	39:18 65:9 104:17	6:10,15 7:5 78:4	additional 38:9	265:12
133:2 152:1 199:8	137:3	139:12 154:3	57:2 70:6 135:16	advances 60:17
204:6,18 206:10	accommodating	161:8 164:14	275:1 302:22	291:17 332:10
222:22 231:12,14	106:9	172:14 176:11	303:11,12 329:11	338:4
231:15,17 243:11	accomplished	228:3 232:10	address 143:5	advantage 271:9
255:4,5 257:18	343:6	280:11	146:19 147:6	271:10,18,22
258:1,3,18 283:14	accomplishments	action 8:14,15	231:3,9 310:22	293:11
296:7 298:4,7	162:18	13:15 31:5 35:7	322:20 331:11	advice 331:2
304:17 329:18	account 5:11 24:14	56:20 79:5,7	343:18	advisement 167:18
335:8,9 337:11	129:20 131:2	80:10,16,18	addressed 36:17	advisor 18:3
340:8	135:13,14 283:18	143:20 149:12	56:6 59:12 77:12	Advisory 151:9
abruptly 132:12	321:20 324:9,12	163:21 177:13	136:12 223:15	advocacy 18:5 31:1 52:12 80:3
absence 197:14	324:14 330:8	179:9 182:17	271:1 317:6	advocate 18:10
314:15	338:19 339:1,5,16	186:11 202:20	addresses 135:8	22:22 24:1 244:6
absolute 137:9	343:7	222:18 251:3	239:3 331:6	advocates 21:11
199:20	accountant 236:6	272:12 284:21	addressing 77:19	36:10 86:9 115:17
absolutely 38:6,11	accounting 211:3	actions 4:6 80:11	78:22 124:7	146:18 178:10
65:12 78:3 79:5	accounts 112:21	130:2	129:17 146:11	advocating 6:5 60:18
135:18 136:9	113:1 258:2,8	active 20:1 31:3	add-on 188:20	affairs 1:18 15:13
270:21 308:4	269:17,21 338:9	actively 174:1	adequate 189:13	74:10 146:15
absorb 271:6	accurate 93:16	238:11	243:14	234:14 236:8
abuse 36:9 82:13	achieve 336:12	activities 70:22	adequately 11:19	341:16
103:22 208:2	acknowledge 5:22	261:9 270:11	adjustment 287:20	affect 93:13 199:10
abused 244:8	99:2 156:14	activity 142:3	adjustments 140:3	240:20 246:10
295:14	acknowledged	338:21	administering	affiliated 58:20
academic 11:15	148:8	acts 277:19 335:2	281:1	affiliation 5:22
accelerated 338:14	acknowledges	actual 13:19 22:20	administration	afford 46:13 47:10
accept 22:2 50:15	249:3	86:20 92:22 98:3	54:20 88:19 98:18	54:10 55:8 128:19
121:12 123:12	act 36:3 40:13,14	112:5 133:16	177:7 263:6	193:20
192:11 247:18	41:22 54:2 56:13	134:10 189:13	265:17	affordable 36:2
274:22 280:21	57:4,4 70:17,17	211:12 255:14	administrative	151:20
acceptable 38:2	72:3,8,17 73:22	256:17 333:14	281:6	affordably 11:19
309:20	74:4 76:20 80:5	actuality 211:15	administrator	19:7 152:2
accepted 150:18	82:14 93:14	acute 12:6	233:14 243:19	afraid 89:21
accepting 51:19	100:12 103:1	adapted 186:22	306:22	221:13
303:17	107:18 110:2	add 90:5 92:8	administrators	African 33:22 34:5
accepts 270:9	115:9,12 119:7	105:9 118:17	159:16,18	
	142:16 155:16	127:11,21 199:2	Admiral 246:18	
		212:7 223:14	admire 142:8	

34:10	allow 7:16 28:4	127:12,13 156:11	279:13 320:1	appropriated 50:1
afternoon 141:9	67:22 140:11	189:9 211:5 269:1	anybody's 290:22	Appropriations
173:11 228:4	159:18 259:16	296:18 322:20	anyone's 204:2	178:4
age 65:9 77:21	281:5 284:1,22,22	ancillary 129:20	anyway 51:16	appropriators
89:22	328:10	anew 73:11	133:20 148:8	178:5
agencies 22:13	allowed 97:2 98:1,2	Angeles 263:19	226:9	approval 190:3
219:5 239:1	193:9	313:15	apart 36:6	approved 13:12
agency 22:5 121:16	allowing 41:9	Angie 15:14	apologies 164:5	64:21
agenda 15:17	160:14 179:14	angry 53:6	290:15	April 21:18
aggregated 63:16	240:6	Ann 8:2	apologize 83:13	arbitrage 266:19
ago 8:18,19 24:4	allows 75:3 93:17	Anne 2:15 3:4 20:2	apparently 122:2	268:4,12
48:1,8 83:14	179:10 181:16	143:7,7,10 145:14	164:15 276:19	arc 150:6 155:9
115:16 146:9	298:14	146:1 148:6 186:8	277:7 289:18	area 27:9 57:19
157:7,11 177:21	alternative 222:14	205:11 206:1	appealed 175:6	74:1,3 77:18
184:7 186:19	251:5,5	232:15	appear 143:12	78:13 96:2 173:19
201:15 218:13	Amalia 2:17	Anne's 272:14	214:4	215:7 242:19
257:9 267:22	143:18,18 148:19	annual 125:9	appeared 167:6	254:22 257:22
292:10 322:21	148:19,21 149:9	282:13	appearing 29:4	316:18
agree 146:1,4 205:6	153:22 154:5	annually 311:8	appears 184:21	areas 72:1 78:15
208:19 253:4,7	212:5 222:9	Annucci 280:11	224:3,9 226:20	109:12 122:21
273:5 303:19	ameliorating 49:9	answer 10:12 44:21	Applause 7:4 15:20	128:20,21 241:1
337:14	51:18	65:3 103:10 104:5	139:11 156:4	258:20 335:5
agreed 185:16	America 12:1	110:1 205:10,18	161:7 163:4	argue 225:4,20
Agudelo 329:10	101:7	206:18 207:17	172:13 227:6	argument 14:6
ahead 41:5 57:6	American 3:14	217:6 221:5,10	application 342:21	60:20 74:15,18
58:3 59:10 68:9	34:10 155:10	223:10,11 274:17	apply 134:12	134:19 245:11,13
73:20 86:18 100:3	160:6 161:3	317:11 319:2	216:20 217:12	292:15
102:5	233:18,20 238:18	330:14 340:9	245:12 253:20	arguments 118:21
aides 37:5 41:3	240:8,14 292:10	answered 30:13	applying 166:4	Arizona 247:9
65:6 70:14 101:10	319:11	106:21,21 310:10	appointed 124:2	Arlington 25:3
aim 215:7	Americans 34:1,5	answering 332:1	162:5	173:13
aimed 205:10,11	40:13 70:16	answers 55:11	appreciate 7:7	Arm 18:5
AJA 245:6 285:11	154:15	99:11	20:12,12 29:20	arrange 33:5
Alabama 51:4	amount 40:19	Anthony 280:11	79:10 136:8 161:5	204:13
Alaska 23:4	85:22 86:9 92:11	anti-consumer	165:4 191:7 341:4	arrangement
alert 298:4 299:13	93:20 117:20	135:17	appreciation 175:1	106:12 121:13,22
Alex 2:5 16:21 20:8	121:20 124:12	Antonio 47:6	appreciative	166:4
52:7 59:10 61:11	132:1 179:11	anxiety 10:19	132:14	arrangements
81:12 105:10	182:6 192:20	182:3	approach 157:17	70:19
120:15 121:1	205:14 215:19	anxious 99:22	190:9 197:16,18	arrest 82:21
125:11 132:17	224:6,21 271:4	anybody 61:10	198:3,22 266:1	arrested 24:5
133:19 137:20	274:4 278:17	62:14 73:20 78:14	288:12,13 294:7	226:15 241:20
309:13 324:2	286:13 338:20	86:15 120:18	approached 157:16	296:5
Alexandria 236:12	amounts 22:10	139:16 182:12	approaches 154:9	arrive 132:13
Aliceville 51:4,4	37:15	195:16 207:11	appropriate 9:21	321:10
allegation 275:15	analyses 300:17	216:21 222:16	61:9 290:16	ashamed 53:3
allies 202:9	analysis 56:19	224:6 258:15	319:22	Asia 19:17 68:20

aside 80:8,8 129:11 130:1 147:4 250:22 292:1 330:5	assuming 290:9 assumption 324:16 assurance 62:15 assure 171:12 asynchronous 103:4	80:5 134:17,17 168:12 173:21 175:10 180:6 197:5 274:19 308:9 329:18	43:5 59:20 62:18 63:2,12 84:6 88:16,20 89:3,6 90:19,21 98:17 99:21 100:1 106:14 107:18,20 109:6 110:7,8 111:9 115:19 121:16,20 125:5 128:5,7,10 136:3 136:3 140:18 141:7 158:3 173:11 179:3 194:8 196:10 200:5,17 208:16 215:14 220:6 222:18 225:11 246:19 257:19 275:5 290:22 308:8 316:15 319:10 324:22 329:14,19 338:6	barrier 296:3 barriers 26:4 38:8 162:18 Barry 2:22 144:9,9 144:15 181:4 203:7 bars 30:1 155:16 307:16 base 92:11 212:21 baseball 112:9 based 22:1 74:19 75:3 82:17 98:21 111:21 121:18 168:11 185:22 223:6 251:6 253:22 305:20 314:16 337:2 baseline 213:19 bases 286:20 basic 9:9 158:1 basically 6:14 36:2 62:14 63:13 83:7 84:1 87:22 106:2 107:1 130:17 135:17 187:4 203:19 217:9 272:18 338:6 basis 145:2 190:14 220:18 243:13 335:1 336:12 bat 182:21 198:12 baton 160:18 batting 183:5 Beach 179:16,18 bear 96:16 97:11 97:12 231:1 288:19 327:18 bearing 97:8 becoming 125:2 292:22 293:14 bed 233:16 289:17 beds 244:16 254:20 beg 322:14 began 33:20 235:22 beginning 111:10 116:1 297:6 begun 153:13
asked 30:10 44:15 115:1 138:1 146:10 194:11,17 209:11 226:8 246:19 248:22 314:12 327:22	Atlanta 64:4 attached 314:2 attaching 281:10 attack 141:22 145:5 300:1 attacks 266:7 attempting 282:5 attempts 160:8 221:14 321:6 attending 20:15 attention 29:17 182:4 attentively 318:14 attitude 11:17 203:1 attitudes 201:13 attorney 239:8 324:10 attorneys 36:11 292:6 319:5 attractive 281:22 AT&T 64:12 238:10 audience 52:5 93:6 101:13 audit 195:15 auditing 236:3 auditor 236:1 Auldrige 175:2 aunts 26:3 authenticating 262:1 authored 237:2,3 authoritative 11:22 authorities 75:10 287:5 authority 56:11 57:5 70:13 71:10 71:14 72:4 73:18 77:2,5,17 78:3,9 78:14 79:11,21	authorized 49:22 authors 234:22 automated 24:6,11 61:16,19,19,22 62:5 91:12 automatically 214:15 automating 62:2 automation 61:15 90:19 auxiliary 37:5 41:3 65:6 70:14 101:10 AV 341:20 available 21:5 138:13,22 159:20 188:21 245:17,18 251:7 283:5 299:5 321:14 332:15 341:22 avenues 321:6 average 9:9 48:4,6 124:11 avoid 170:8 267:18 Award 237:18 awarding 215:1 aware 41:15 43:6 81:18 125:2 130:14 185:9 285:21 294:9 318:10 awesome 228:15 awfully 221:6 awkward 327:21 A-F-T-E-R-N-O-... 228:1 a.m 1:12 5:2 140:18,19	106:14 107:18,20 109:6 110:7,8 111:9 115:19 121:16,20 125:5 128:5,7,10 136:3 136:3 140:18 141:7 158:3 173:11 179:3 194:8 196:10 200:5,17 208:16 215:14 220:6 222:18 225:11 246:19 257:19 275:5 290:22 308:8 316:15 319:10 324:22 329:14,19 338:6 backed 322:6 background 165:10 backs 54:10 55:7 97:3 128:18 backstop 186:14 210:18 221:11 backwards 303:20 bad 42:8 117:14 185:5 241:21 303:5 331:15 baffled 48:2 bail 324:10 balance 215:13 254:17 336:11 Balanced 265:5 balances 257:7 balancing 55:7 260:15 ball 49:11 163:9 226:21 Baltimore 145:3 ban 201:15 303:19 bank 330:7 339:16 Bar 235:10	
asking 11:9 41:13 54:17 70:5,5 215:17 246:19 265:13 284:17 301:8 320:8 asks 203:8 214:20 ASL 39:2,7 205:6 aspect 26:12 198:1 306:7 aspects 130:22 238:12 302:6 Assembly 17:13 25:4 144:3 173:14 assist 182:1 assistance 341:22 assistant 2:3 233:11 235:9 assisting 12:20 113:20 Associate 1:17 2:2 16:2,22 associated 135:9 262:19 263:2 321:15 association 3:14,22 35:4 103:14 146:16 151:7 233:18,19,20 235:2,4,10 236:9 236:22 240:9,13 240:14 260:9 261:11 262:17 264:2,8 292:9,10 319:11 associations 235:3 assume 206:17,18 285:7	authority 56:11 57:5 70:13 71:10 71:14 72:4 73:18 77:2,5,17 78:3,9 78:14 79:11,21	back 12:11 21:5 24:18 27:1,5 28:17,18 32:4	B	Baltimore 145:3 ban 201:15 303:19 bank 330:7 339:16 Bar 235:10

behalf 29:5 150:4 164:14 217:16	197:18 200:20 219:21 233:1	296:18 297:3	booked 328:11	141:3,6 148:13
behavior 11:16 299:1 333:8	239:7 288:12 291:2 301:16	bipartisan 35:1 115:14,14 127:11	booking 242:18 328:10	155:21 173:2
beings 23:15	337:15,15 339:11	165:11 202:11,22	books 55:7 300:11	212:14 227:8
believe 12:22 34:6 36:16 51:17	beyond 12:15 53:10 80:20	Bird 12:1,2	BOP 43:7	321:3
126:12 138:1,11 140:3 147:4 150:7	105:14 117:15	bit 8:8 81:1,1 87:1	bore 114:4	breakdown 59:16
204:20 239:20 245:1,9 246:3	155:15 156:22	102:6 132:8 134:8	bottle 96:11	breaking 26:4 162:18
247:9 282:8 284:18 309:19	305:9	174:10 179:5	bottom 269:19 271:8	breakup 238:10
323:2 324:2	bias 329:1	191:16 196:10	bought 128:15 180:2	brief 125:12 340:18
believes 154:13 155:3,5	biblical 30:15	272:20 290:15	Boundary 244:18	briefly 33:14 59:14 61:13 127:21
belong 103:15	bid 14:12 120:21 290:14 336:19	327:9 338:13	box 63:17,17	148:3 329:7
Ben 179:21	Biddle 3:16 234:12	Black 165:14,20 167:5,16 168:2	boxes 61:20	bright 197:8
bench 140:21	Biden 49:19	blame 174:14	Boyle 2:15 3:4 8:2	brilliant 156:11
benchmark 266:21	bids 290:21	blanketly 298:14	20:2 101:19	bring 31:6 32:17,18 41:9 79:4 180:17
bend 155:8	big 12:1,2 45:4 56:2 58:7 63:7	blankets 306:18 310:12 326:4	103:11,12 107:4,8	229:9 273:9 336:3
bends 150:7	64:9,13 84:12	blend 125:8	123:19,20 127:1	bringing 162:20 163:18 172:6
beneficial 34:14 181:18 204:4	109:14 128:13	bless 161:2	143:7 145:16	179:2 229:8
benefit 40:10,21 70:21 76:12	130:11 131:10	blind 247:3	146:3 192:3 199:7	264:19 327:6 341:18
113:19 163:14	176:4 183:13	blocked 40:20 45:18 57:11 109:9	206:2 209:4 214:7	brings 34:20
201:19 226:22	200:8 269:5 270:9 339:19	109:12,14,16	223:13 232:15,16	broad 35:5 185:18
263:10 303:11	biggest 74:21,22 186:19 216:7	298:22	234:7 246:16	broadband 158:13
312:13 327:5	285:10 293:16	blocking 46:2,6 76:4 261:21	252:13,16 260:5	broadcast 235:3
333:19	329:10 332:14	board 2:13 20:6 83:7 127:19	264:12 272:4	broadcasters 234:20 235:2
benefits 19:8 71:1 97:1 152:3 162:21	bill 9:9 49:21 76:1 155:16 158:9	131:22 141:15	278:4 283:19	broaden 110:2
181:19 204:14	159:8,9 160:8	162:10 202:7	284:11 291:14	broken 10:9 277:17
263:15,18 305:13	164:18,18 165:1	236:21 238:18	293:12 295:5,10	brothers 26:2
310:15 313:17 314:1	165:15 177:22	306:14 326:3	299:7 301:3,6,20	brought 51:13 146:8 178:9 182:4
benefitting 137:1	178:9,12,22	boards 245:21	302:2,19 303:21	188:21 275:16
best 27:8 138:5 178:11 202:9	188:12 194:12,16 203:5	Bobby 1:18 4:9 7:18 154:10 156:3	306:4 308:10,16	303:10 316:15 326:17,18
222:22 229:11	billed 338:7,9	164:16 173:16	310:6,16 312:6,18	Bud 112:9
252:10 260:1	billion 126:14,16 276:3	183:10	313:13 314:8	budget 54:21 177:7 215:13 216:6
308:2 315:12 319:2	billions 124:13 125:2 213:15	bodies 286:18 287:4	315:18,22 317:13	225:12
better 26:14 39:13 44:9 79:14 84:5	bills 57:13,17 218:6 219:20 278:2	body 174:15 306:13 307:1	317:16 319:15,18	budgets 219:2
85:14,19 184:12	bingo 270:8	316:15	321:9 322:9 325:1	build 16:5 51:3 85:9 336:2
	bio 6:14	bogging 107:17	325:4,7,9 328:2,7	building 86:5 106:22 157:13,15
	biometrics 256:11	bond 26:15	329:4,22 330:12	238:7 278:10
		bonding 50:12	330:15,20 331:4	Buildings 161:20
		bonds 324:10	331:19 332:2	
		bono 46:19 234:16	334:5 337:12,22	
			339:18,22 340:2 341:11	
			brainstormed 178:10	
			break 4:5,14 6:3,7 85:15 140:10	

built 296:10	306:17 308:7	249:12 253:5,7,19	39:14,17,17,18	149:16 196:13
bulk 190:11		255:5 256:8,15	51:21 53:2,14,15	223:3
bull 141:20	C	258:14 259:12,15	57:11,15 59:19,19	candy 307:15
bunch 82:14 185:1	C 2:15 3:4 5:1	259:15 261:13	60:2,3,10 61:1,16	Cannon 157:12,15
burden 196:5	232:15	262:2 267:19	61:18 62:16,17	canteen 179:18
230:21	cable 158:13	268:15 270:7,9	63:2,15 71:16,17	cap 255:7 283:22
bureau 1:17,18 2:2	Cadillac 51:2	271:16 275:2	84:22 86:3 93:12	284:4,21 285:2
2:4,14 3:8,11	cafeteria 32:1	280:16 281:8,11	95:2 100:19 106:3	288:12 319:22
15:12 16:3 51:1	calculation 263:1	285:18 287:13,16	107:2,2 109:12	capability 67:8
88:18,22 142:2,3	calculations 275:15	287:18 289:5,6	112:17,20 113:2	318:21
166:3,7 167:4,9	California 52:18	290:1,4,6 296:17	118:1 119:13	capacity 18:3
233:3 234:15	76:4 83:22 84:8	297:8 299:17	120:1,10 123:12	233:16 238:21
243:16 340:16	151:1 236:6	300:20 311:20	128:9 131:4,20	capped 93:19
341:16	245:15 263:13	313:8 314:4	132:18 150:2	186:18 187:7
Bureaus 15:13	299:18 308:22	321:15 323:22	151:20 169:4	200:21
burgeoning 293:9	309:4 311:4 341:3	324:3,3,4,4,7,8,14	175:21 181:22	caps 189:3 190:3
Burke 2:12 8:1	call 9:8,12 10:3,5	324:21 333:21	182:7 187:13	190:12 202:5
20:4 101:19 102:2	11:6 19:3,4 22:6	334:3 338:7,8	188:4 194:9	210:6 211:10,17
111:14,15 124:1	23:5,17 24:7,13	called 24:5 32:7	199:22 201:18	250:14
141:12,14 145:22	24:16 32:10,13	45:5 178:17 182:1	204:21 211:6	caption 37:4 39:1
148:5 153:21	38:1,5 40:3 43:2	192:21 194:1	213:13 218:7,19	41:2 65:5 101:9
172:18,20 180:14	43:10,11,14 45:1	239:11 255:15	220:3,4,5 223:16	captioning 70:15
182:14 190:15,18	46:2,6 49:1 50:15	281:7 293:18	223:17,21 242:10	344:4
203:4 205:8,22	50:17 54:15 57:18	294:2 321:17	242:15,17 243:12	captured 171:6
206:4 208:14	57:22 58:1 59:21	caller 224:16	243:14,21 248:14	card 24:14 135:16
209:3,8 212:5	60:5,11 62:13,15	calling 1:3 4:7,18	251:8,10 253:12	188:8,9,12
214:16 216:9	62:18,21 63:18,20	5:4 7:10 11:1,12	253:17 255:2	cards 5:9,14 184:19
220:12 223:20	64:6,21 65:22	15:1 36:22 40:9	256:9 257:1	217:10 245:21
224:1 225:22	66:2 84:20 85:9	40:17 45:18 57:19	258:13 259:8	307:9 310:12
304:3,5 305:22	92:16,19 101:16	65:19 76:22 104:2	261:21,22 265:19	care 10:10 11:10,20
341:10	102:11,17 103:6,7	129:14,18 136:3,3	266:6,21 267:20	27:13 30:16 50:14
bus 47:7,16 50:21	104:22 105:6	159:11,15 160:1	268:1,3 271:6,14	54:9 68:13 69:20
buses 47:10	108:6 109:1,5,18	183:2 184:18	271:15,19 274:13	98:19,21 99:5,9
Bush 115:8,8 116:4	112:18 129:15	189:19 206:20	278:16 281:15	112:15 171:11
business 21:21	135:5,10,20,22	207:5 208:15	283:13,15 285:13	176:3 219:20
45:22 121:14	136:7,18,19	217:11 224:22	288:4 289:9 290:3	224:5 307:8
210:5,10,10	138:16 145:1	232:12 244:1	290:6,11 295:3	cared 202:15
213:10 224:4	152:18 158:5,6	249:19 260:10,16	297:18,19,20	career 235:22
236:2 238:9,12	159:13 168:13,16	261:6,12,15,19,20	304:19 305:21	careful 303:9
239:5,18 268:1,2	170:5 175:20	262:14,20 263:3,6	316:10 317:2,4	cares 6:22 27:13
268:15 285:12	181:16 187:8,14	264:4,5,22 278:17	323:11,21,21	Carolina 14:22
286:14 316:3,10	187:15,17,19,19	281:21 282:9	324:10,10,11,11	233:12 244:20
317:10 323:19	188:1,10 211:9	296:4 299:19,21	324:12,16 325:16	245:14 269:14
buttons 38:15	217:15 219:17	333:16 342:6	334:14 337:3	292:13 307:18
buy 195:4 294:3	221:4 230:16,18	calls 9:15 10:11	call's 289:13	309:9 324:22
buying 195:11	230:20 239:12	22:2 28:6 32:9	campaign 17:9	carried 167:14
210:7,11 306:14	247:18 248:13	34:8 37:16 38:7	21:10 22:21 139:5	carrier 174:21

carriers 174:16,16 214:13	94:4 97:17 143:19 149:11 181:7,11	cetera 110:20 262:2 263:17	187:21 211:18 276:20 280:13	215:22 275:9 291:22
cars 308:7	217:20 270:12	301:9 310:13	316:19 323:20	charitable 235:11
Carter 162:4	275:21,21	326:7,7	332:9 335:16	Charleston 3:13
cascading 72:5 73:9	centers 63:7 92:17 92:19 128:3,11	chair 17:21 20:4 49:19 141:16	changes 51:22 76:7 126:21 130:12	233:14 240:9 244:19 249:11
case 30:12 31:1 36:13 144:9 166:1	144:12 180:9	143:8 162:6	333:13 339:19	289:2,19 291:4 319:10
175:8,14 189:10	333:16	228:12	changing 80:22 107:14,22 108:20	Charlestonian 240:4
203:18 211:6	central 64:2,3 181:11	chaired 167:16 235:11	201:13 258:11 334:8	Charlie 2:9 19:9,10 46:15 68:10 75:20
216:12 218:9	centralization 332:11	Chairman 76:2,3 157:4 160:17	chaotic 199:10	83:11 86:6 87:6 98:16 100:4
219:12 237:5	centralized 333:16	Chairs 46:20	chapters 19:14	107:10 108:7 109:20 114:22
240:10 241:13	cents 9:12 43:9,11 43:19 44:20,20	chairwoman 1:13 1:15 4:3 6:10,12	charge 27:14 28:5 38:9 93:3,11,20	157:8,10,11,16,17 157:18 158:7
249:20 250:9	45:1 97:18 136:5	6:15,22 7:3,5 16:6	94:18 95:6 96:6	161:5
276:11 285:15	187:8,20 188:1	20:16 25:7 29:12	96:10 97:17 98:2	Charlie's 101:1
294:17 312:12 315:6	189:4,13 248:15	41:8 54:16 139:12	98:6 100:6 118:6	chart 320:13
caseload 182:13	251:9,10 253:16	142:6 148:7,16	136:22 177:4	chatting 296:2
cases 23:8 75:7,9 123:6,9 130:17	255:15 256:21	149:6 154:2,3	179:11,12 180:6	cheap 255:19
135:11 185:7,8	267:2,7,11 274:12	156:7 161:8	188:1,8,9,10	cheaper 102:12
187:5 202:20	290:5 314:21,22	172:14,21 173:18	201:6 223:7	cheapest 98:4,5 118:9
230:11 291:1	315:4,4,4 317:10	226:20 228:3	231:10 259:9	check 21:15 259:15
306:16 307:2 316:11	320:5 321:4,12	229:15 232:10	274:3,21,22 275:4	checked 140:4
case-by-case 190:13	century 65:16	240:3 252:19	289:4 313:2	cherish 23:14
cash 184:15 300:7	CEO 235:14	264:16 343:14	314:11 315:15 330:10	Cheryl 2:7 18:1,1,9 18:11 29:4 58:6
cast 272:10	certain 45:17 96:18 105:5,20 122:20	challenge 23:9 32:14 268:21	charged 10:11 34:7 37:19,19,21,22	109:6 134:21 266:4,9 294:12
category 168:6	133:21 135:15	302:16 316:17	57:10 72:17 108:4	Chicago 154:10
Catholic 235:8	138:7 261:21	challenged 78:14	119:4 131:2	chief 1:16,17 2:2,3 2:14 3:6,10 16:2
caucus 17:20,21 165:14,20 166:2	286:11,11,11	challenges 74:17 143:1 316:8	177:11 187:22	18:22 235:17 236:16 340:16
167:5,17 168:2	298:9 299:9	342:22	243:22 251:22	chiefs 233:3
cause 73:9 81:18 185:14 255:8	327:12,14	Chambers 194:4	270:22 287:20	child 26:13 305:16
causes 117:14	certainly 56:17,22 69:10 73:6 88:2	chance 82:14 84:5 110:2 115:9	291:22 328:14	children 10:16 11:7 11:20,22 12:4,20
caution 197:19	89:9,11 100:13	141:21 192:1	charges 9:12 53:4 129:16,20 135:10	26:11,14 32:16,16 41:19 44:19 49:18
cautionary 98:13	111:12 115:21	269:8 297:4	139:4 158:15	50:9,10,14 51:14 115:10 118:13
Celestine 167:7	136:18 173:3	change 54:3 73:5 103:3 108:1 119:8	168:16,17 188:4,8	122:17 123:14
cell 109:1,8 158:12 282:10 333:3,5	174:22 184:4	129:9 141:1 200:1	199:21 243:15,20	
cellphones 282:12	209:15 222:12	280:15 281:14	293:22 328:12 330:6	
cellular 256:1	245:6 291:7	331:10,10,16,17	charging 37:14 53:7 63:8 74:20	
cent 287:16 321:10	certainty 58:7,14 59:8,8 137:13	332:14 335:6	75:4 93:18 100:18	
center 2:5,17,22 17:1 20:20 21:7	222:1 288:14	337:8	118:12 120:6 179:7 184:8,17	
	certificate 185:16	changed 60:22 61:7 110:10 174:18		
	certificated 185:17			
	certified 236:5			

132:3 155:18,19 230:2,5,8,11 231:4,19 237:1,20 260:19 279:16,18 279:21 304:20 children's 32:19 chill 217:17 chip 242:13 choice 50:16 159:20 choices 159:6 choose 97:10 chooses 80:19 Christ 18:4 29:6 30:9 33:16 35:3 chronically 11:12 church 18:4 29:6 30:9,11 33:15 35:2 74:9 218:16 churches 104:15 churn 273:11 circle 129:4 circles 122:1 circumvent 255:11 268:7 cite 71:11 cited 86:6 cities 47:17 51:8 citing 59:3 86:9 127:5 citizenry 112:5 citizens 2:9 19:11 101:6 157:9 160:6 161:4 244:7 342:10 city 241:6 287:2 civil 18:6,13 33:17 33:19 162:8,16 clarification 118:18 clarified 277:1 clarify 104:20 322:12 Clarke 3:10 279:7 284:13 332:6 classic 83:19 84:7 95:19	clause 169:11,20 clean 56:9,13 239:7 cleans 56:18 cleanup 182:22 183:5 clear 13:19 32:2 57:8 65:12 78:2 78:13,15 79:21 80:5 90:13 165:17 168:4 170:10,12 173:5 251:18 316:21 cleared 160:21 clearly 65:4 71:18 72:4,10 73:17 119:1 129:11 134:13,14,18 142:18 281:21 clemency 115:5 click 344:2 client 29:5 271:18 271:19 clients 24:5 218:4 265:13 292:7 close 6:4 34:22 74:2 79:19 114:15 138:3 139:3 167:22 178:7 231:6 235:14 344:4 closed 295:20 closer 48:19 CLOSING 4:22 clothes 50:18 Clyburn 1:13,15 4:3 6:10,22 7:3,5 16:6 20:16 25:7 29:12 41:8 46:21 139:12 142:6 148:7 149:6 154:2 154:3 157:4 160:13 161:8 163:7,8,17 172:11 172:14,21 173:18 228:3 232:10,18 240:3 264:16 343:14	coalition 86:8 code 178:2 coin 142:15 197:21 coins 133:7 Cold 237:5 colleague 8:5 31:14 colleagues 31:11 186:7 215:11 221:7 228:14 collect 5:16 50:15 112:20 129:17,18 187:19 217:11 218:7 223:16,17 223:21 249:12 251:10 289:5 collected 95:9 149:19 223:22 collecting 5:14 31:5 281:4 collection 275:8 collective 14:14 23:13 collusion 121:11 color 165:19 Colorado 248:8 colors 53:16 113:5 Columbia 161:17 162:15 163:3 164:12 166:6,19 170:20 column 234:22 combining 5:19 come 15:22 19:21 28:17 45:15 50:19 54:20 67:22 84:5 88:16,20 89:6 100:1 103:22 104:13 110:8 111:9 116:13,16 128:6 140:12,20 141:3 154:7 163:15 167:21 182:16 184:16 189:21 190:2 224:21 225:11 228:14 230:10 242:5,8 243:18	257:14 259:8 286:9 293:6 295:1 295:1 309:18 313:22 314:1 325:22 328:15,19 335:5 336:17,18 comes 8:15 74:7 75:18 91:13 107:12 108:2,10 128:17 177:8 223:11 231:12 276:5 286:16 307:15 318:16 328:16 comfortable 147:18 coming 7:11 20:8 66:1 89:18 110:7 125:5 128:5 147:13 163:10 173:1 191:2 211:20 227:3 232:4 244:3 280:5 292:11 299:17 307:21 commence 41:4 commend 169:16 272:9 comment 70:9 71:14 73:20 77:8 77:9,10 84:16,18 87:9 204:1 234:6 248:18 251:17 266:4,9 281:19 309:3 313:15 320:20 322:15 325:10 329:7,8 334:1,4 commented 267:12 comments 5:8 77:13,14 141:4 149:20 191:7 192:15 240:1 247:20 250:11,13 251:1,2 264:15 267:4 269:7 288:5 289:12 293:3	294:21 311:1 314:3 317:15 318:5 331:6 337:13,15 338:3 340:6 commerce 60:5 156:17 169:11,20 commissary 307:14 324:12,13,15 commission 1:1,11 2:16,21 3:5 6:18 7:22 9:3 13:12 14:11 15:2 18:9 20:3 22:4,10 29:19 35:6 41:8 46:4 64:15 80:9 80:12,18,21 87:9 94:18 103:16 119:1,7 129:21 130:2 134:10 137:12 143:9 144:4 145:13 156:8,13 162:7 164:20 165:6 166:22 167:19 168:16 170:1,8,13 171:19 172:2,7 174:4,14 175:19 176:9,11 177:1,3 178:1,13 191:4,20 192:22 194:17 199:4,16 201:5,15 202:19 211:16 220:9 222:18 228:19 234:5 242:14,18 252:20 253:4 258:9 259:19 265:1 272:1 274:8,9 275:14 276:2 280:15 289:2,4 291:19 306:11 309:14,17 311:7 313:8 314:22 315:1,5,10 316:7 commissioner 1:15 2:12,15,20 3:4
---	--	--	---	---

4:16 6:16 8:1,2,4 8:5 101:19,19 102:2 103:11,12 107:4,8 111:14,15 123:19,20 124:1 127:1 141:8,12 142:6 144:18,19 145:16,22 146:3 148:5 149:5 153:21 154:4 160:13 163:7,8,17 172:11,18,20 180:14 182:14 185:20 190:15,18 192:3 199:7 203:4 205:8,22 206:2,4 208:14 209:3,4,8 212:5 214:7,16 216:9 220:12 223:13,20 224:1 225:22 227:2 229:1,11,13 232:11,15,16,17 234:7 246:16 252:13,16 260:5 264:12 272:4 278:4 280:12 283:19 284:11 291:14 293:12 295:5,10 299:7 301:3,6,20 302:2 302:19 303:21 304:3,5 305:22 306:4 308:10,16 310:6,16 312:6,18 314:8 315:18,22 317:13,16 319:15 319:18 321:9 322:9 325:1,4,7,9 328:2,7 329:4,22 330:12,15,20 331:4,19 332:2 334:5 337:12,22 339:18,22 340:2 340:14 341:10,10 commissioners 142:4 146:17	151:8 210:20 223:3,8 228:11,12 229:11 235:5 commissions 19:20 22:11,17 28:5 77:1 81:22 93:12 122:10,12,16 123:5 125:1 150:18,20 151:4 159:14 184:9,15 186:18 193:9 200:7,10,16 214:22 222:20,21 262:18 263:4,9 276:7 277:21 281:4 290:18 305:20 306:2 307:12 309:5,11 310:14 311:2,5 312:4,10 313:16 329:12,14 commission's 80:16 165:6 264:22 commit 117:18 commitment 156:10 341:9 commitments 139:19 committed 27:14 179:2 264:2 committee 2:12 17:17,18 20:4 49:20 76:2 141:16 143:11 145:1 146:15 151:9 156:17,18 161:22 162:1 178:3,4 179:2 182:19 183:1 229:4 committees 161:21 committing 113:16 225:10 common 160:4 Commonwealth 17:14 104:19 communicate 19:6	36:20 39:21 66:6 110:12 132:2 133:2,12,15,21 171:10 212:17 303:1 319:8 communicating 23:6 26:5 111:11 132:19 158:17 203:10 296:2 319:4 communication 28:1 37:6,7,11,12 39:9 40:19 48:6 66:9 83:9 84:3 86:12 137:3 151:16 198:1 204:10,11 295:19 296:15 305:9 319:14 332:22 communications 1:1 3:18 15:2 28:7 29:7,8,18 30:10,22 35:6 56:13 72:17 98:9 103:1 151:15 152:22 156:8 235:7,10,18 238:7 238:19 253:6 260:18 326:1 330:4 communities 21:2 26:19 27:2 153:3 153:19 154:21 259:22 260:2,13 260:14 278:13 303:13 327:18 community 12:17 27:5 28:20 33:20 35:17 65:5,7 66:12 101:5 137:1 149:3 151:12,21 152:3,16 219:6 237:6 238:20 241:5 243:8 254:21 280:10 336:10 342:11 community-buil...	151:14 commutation 115:4 companies 21:22 22:14 45:21 53:7 62:12 63:6 67:15 67:19 69:21 72:15 74:19 75:15 90:9 90:9 91:16 94:15 102:22 106:5 119:19 121:11 122:11 128:13 130:14 131:11,13 150:19 162:11 184:16 204:21 210:3,4,11 214:3 214:3 223:4 234:20 249:22 250:14,22 251:22 257:12 267:14 272:18 274:21 275:22 276:9 285:14 286:2 312:21 323:5 336:19 company 19:1,2 45:3,4,4 121:15 167:13 180:16 185:10 224:6 235:19 238:12 244:7 250:6 255:17 267:13 293:18 321:17 335:19 336:6 company's 235:20 comparable 282:13 322:7 compare 261:13 compared 36:5 282:12 comparison 77:20 81:8 compatible 39:11 101:14 compelling 34:13 compensation 168:14 192:12,18	193:21 214:10,12 317:1 compensations 193:12 compete 21:22 competition 1:16 2:2,4,14 3:8,11 16:3 130:13,20 131:7,11,14,18 142:2,2 159:22 340:16 341:15 competitive 114:17 255:22 336:16,21 complaining 9:3 complaints 205:19 205:21 complement 228:11 complete 40:1 66:9 130:16 136:6 200:18 completed 168:15 170:4 188:5 234:3 280:16 281:15 completely 60:13 61:16 114:7 122:1 257:4 287:3 337:5 complex 14:3 60:8 81:15 86:4 complexities 172:16 complexity 222:15 complicated 13:20 14:13 33:8 91:15 99:10 114:19 166:10 component 151:13 258:10 comprehensive 21:20 99:9 137:22 266:1 computer 89:19 91:12 116:21 184:21 245:22 292:1 computers 91:3 concepts 339:12
--	---	---	--	---

concern 9:21 88:3 102:4 247:15,16 301:13 322:20	165:20 167:5,16 168:2	consequence 118:13 126:11 266:16	consumer 1:17 15:12 22:2 121:19 146:15,18 151:8 223:12 341:16	contracting 22:4 274:19
concerned 88:6 116:7 143:15 182:8 220:10 290:2	Congressman 7:18 29:15 75:22 76:7 148:10 154:10 156:3,3 161:10 164:16 173:16 183:10,12 185:21 341:7	conservative 96:19 127:6,8	consumers 4:4 265:8	contractor 290:14
concerning 41:11	Congressmen 45:13 172:22	conservatives 35:5	consuming 320:18	contracts 14:11 22:1 74:19 120:21 121:18 122:5 131:13 175:11,17 185:3 210:16 211:7 215:1 236:8 250:21 263:20 302:1 313:10 336:17,18,20
concerns 13:22 165:12 247:16,19 255:13 283:11 285:10	Congresspeople 141:2	consider 10:2 11:2 13:10 14:6 107:6 122:16 146:10 147:12 149:7 226:4 229:9 241:14 265:2	contact 12:15 16:10 23:12 27:19 67:11 117:3 126:20 138:14 160:7 171:8 182:8 204:6 207:6 208:16 231:6 242:7 248:9 252:10 261:6 278:10 280:3 288:17 344:5	contractual 14:10 70:19
concluded 344:10	Congresswoman 7:18 161:15 162:17 163:2 172:15 341:7	considerable 26:8	contacted 9:2 67:19 171:16	Contractary 246:2
concluding 270:21	Congresswomen 172:22	considerably 332:19	contacts 344:8	contribute 26:22
condemn 171:17	Congresswoman's 162:12	consideration 61:8 129:13 262:22	contains 18:18	contributed 282:9
conditions 246:7	Congresswomen's 172:22	considered 122:1 133:8 240:21	contention 283:22	contributes 27:10 131:15
conference 18:6 19:15,17 33:17 68:19 167:5 292:9 292:11	connect 37:1,13,21 38:9 65:17 88:15 135:19 299:16 324:7	considering 61:9 147:9	context 16:7 32:12 252:6	contributing 170:19 175:21
conferences 68:19 239:3	connected 25:22 26:10 81:3 85:17 85:18 152:2	considers 265:22	continue 24:12 26:15 71:21 102:21 132:10 141:4 161:13 172:3 261:8 280:1 282:17 308:20 340:8	contributions 223:4
conferencing 180:21 181:15 204:19	Connecticut 311:21	consistent 97:14 136:15 221:19,22 238:13	continues 162:15 243:3	control 30:5 32:21 73:7,9 105:17 130:16 203:12 282:1,5 299:8 316:14
confident 63:13 232:7	connecting 25:17	consolidation 210:12 272:17 339:20	continuity 260:17	controlled 209:15 257:22
confinement 36:6	connection 9:11 10:18 23:13 26:1 82:16 83:9 84:4 86:12 94:9 95:12 108:8 116:22 159:13 187:12 209:1 242:22 274:3	constant 343:1	continuous 256:10	controlling 104:22
confirmation 6:20	connections 65:14 83:4 87:17 93:12 209:19 296:16	constituencies 33:22	continuously 256:16	controls 298:19 328:22
confiscated 282:12	connectivity 152:15 197:22	constituent 236:11	contract 14:12 75:4 121:15 130:15,15 130:19 131:4 184:22 195:6,8 202:4 211:8 274:16 276:15 289:3 293:21 303:16 307:1,2 311:8	conveniently 24:13
confronted 157:16 157:18	Cons 19:3,4 45:5 84:20 102:17 268:15	constituents 155:2 162:21 164:14 166:11,15 198:10		conversation 213:6 297:7 299:20
confronts 157:18		Constitution 285:22		conversations 33:8 212:8 280:3
confusion 199:20		constitutional 154:14 217:21 285:18		converse 102:16
congratulations 164:7,13		constraints 5:17 23:8		conversing 204:12
Congress 49:11,13 111:7 139:17 155:15 157:21 162:7 164:17 165:1,10,12 166:9 168:5,21 169:6,10 170:5 172:22 223:2 239:1		construction 167:12		converted 63:18
congressional 140:12 154:17 162:4,13 165:14		consultant 144:10 233:22		convicted 166:5
		consulting 18:2		convince 112:8 158:8
				convinced 157:19
				COO 235:20
				cool 6:13 7:7

coolest 336:2	287:7 308:22	117:12,13 123:10	242:5 244:13	cover 32:4 189:13
Cooperation 14:17	309:4 334:21	124:3 126:22	245:19 247:22	206:20 218:17
coordinate 149:10	correctly 120:2	134:11 189:18,19	257:16 261:3	224:11 267:8
299:22	correlate 82:4,15	190:2 195:7,12	311:3 328:21	coverage 49:14
coordinated 302:11	corresponded 42:5	211:3,12,19,20	335:15	covering 290:11
coordinates 17:9	correspondence	218:18 221:3	country's 151:16	cows 195:2
21:9 237:13	110:14 132:20	222:2 250:16	county 3:13 25:4	co-author 239:14
coordinator 144:10	corresponding	253:21 254:15,16	51:7 189:16	Co-Chair 17:19
cope 12:4 155:20	39:6 136:10	256:2,5 261:17	193:19 195:3,19	18:5 33:16
copies 21:4	corruption 21:2	262:4,18 263:6	203:14 233:14	Co-Director 48:22
coping 10:19	cost 9:8,15 13:4	265:16 267:8	240:9 241:5	crack 216:8
copy 83:14,17	14:4 22:1 23:21	277:12 280:22	244:18 245:13	cranny 104:16
core 72:3 78:2,8	32:10 71:16 89:8	281:10 288:10	247:5,6 249:11	cream 179:22
152:22 198:1	93:2 96:4,14,16	293:2 294:4	263:13,19 287:2,2	create 31:2 38:9
corner 272:7,11	96:22 97:3,8,11	312:22 320:9,17	287:8 289:2,19	72:5 98:9 268:16
corners 196:19	98:11 116:19	320:20 321:2,3,7	291:4 310:11	created 45:5 219:7
Corollaries 255:21	118:1,4 121:19	321:14,19 322:2	311:7,18 313:15	creates 56:18
corporate 153:12	124:8,11 125:9,13	323:15 326:1	315:8 337:5	credit 24:14 135:15
corporation 62:20	126:14 127:9,10	327:13,14,17	county's 257:21	176:17 188:7
174:14	133:13,16 146:13	328:13 329:3	couple 34:18 63:11	crime 27:7,14 28:2
corporations 129:2	150:2 158:16	338:14	116:12 130:5	28:11 50:11
213:11	181:14 189:9,14	cost-based 190:4	144:11 145:11,12	117:13 126:6
correct 5:12 57:20	201:18 204:2,20	210:20	177:20 185:7	127:7 152:1 237:8
58:2 105:7 234:12	207:13 211:9,9	Council 238:19	200:4 214:17	237:10 238:1
235:13 289:22	225:12 251:6	counsel 219:17,19	256:21 258:21	249:5 337:20
correction 309:2	256:7 261:13,14	234:11,16	287:9 340:21	crimes 113:16
correctional 2:22	263:1,5 270:3	counseling 181:8	342:4	117:13,18 225:10
9:1 12:11 21:12	271:16 275:17,21	counselor 181:6	coupling 124:21	261:7
119:21 123:8,18	278:17 281:8	counselors 11:16	course 8:4 26:13	criminal 31:15
144:12 152:18	289:10 290:1,11	counter 117:2	52:22 53:16 54:19	86:8 87:3 126:12
159:16,17,19	292:16 294:6	counterparts 8:1	65:4 88:14 113:5	205:3 218:10
160:3 181:7,11	305:2,19 316:11	counterproductive	119:5 137:2	219:11 261:9
184:8 189:12	316:20 319:7	28:6	140:14 146:14	criminalize 125:15
195:4 201:14	320:8,11 326:14	counties 236:17	150:10 151:6	critical 153:16
202:7 210:17	327:5 329:11	259:21 312:2,4	165:16 172:16	159:6 192:15
218:11 220:7	333:14,20 337:3	countries 69:4 88:7	173:17 175:14	325:17
233:20 240:14	342:18,19	88:11 99:18 101:2	177:2 178:2 186:4	cross 168:9 284:6
252:22 257:5	costing 97:1 127:18	193:14	210:2 219:13	285:6
261:16 262:6,9	204:19 256:20	country 31:9 56:16	275:13 327:1	crossed 323:8
278:8,14 282:14	costs 9:3 10:4,6	73:5,8,10 74:22	court 32:4 132:21	crossing 60:3
corrections 54:14	13:5 28:11 31:12	75:1 96:17 102:12	170:17 175:7,15	Crosstalk 291:11
83:22 91:22 92:3	32:4 50:11,16	125:10 149:4	186:13 249:21	325:8
138:16 144:7	54:21 61:4 62:1,6	151:18 192:7	250:5,8 268:19	cross-posted
175:11,18 176:18	62:7,8,9 66:22	197:10 198:11	283:16 296:7	138:12
176:20 201:19	67:1 92:22 95:18	212:15 218:3,22	courthouse 236:19	crucial 173:20
234:1 253:14,15	97:13,20 98:3,7	230:3 233:1	courtroom 296:22	CSR 85:10
259:11 280:10	112:5 113:21	236:20 240:12	courts 285:22	cultural 306:7

culture 307:11	David 52:7	143:11	328:13	253:14 259:10
CURE 2:10 19:12	day 36:2 42:15	decades 17:7	degraded 14:2	278:8 280:9,19,20
19:14 47:6 49:1	43:19 44:15 46:11	106:22 126:5	degree 203:13	281:3,5,9 282:11
157:10 175:1,1	65:9 89:8 96:11	154:18	DEL 25:2 54:4	287:7 308:22
217:20	112:8 205:4 228:6	December 13:8,13	73:21 92:8 93:15	309:4 334:20
current 14:11	259:3,3 265:17	80:14 251:17	94:11,15 95:3,10	departments 91:22
284:6 285:6	270:10,11,19,19	decide 159:1	95:14 100:4 104:8	233:3
currently 18:17	297:21 336:7	249:14	105:1,7 120:3	department's
151:1 152:12	338:11	decided 51:3 97:16	134:6 163:5	177:5 179:17
233:17 240:20	daylight 160:20	126:4 150:21	173:10 199:1	282:6
327:13	days 89:18 343:22	247:11 250:4	207:17 208:20	depend 153:4
custodial 12:20	344:3	279:9	215:9 225:7	depending 119:13
custody 32:16,20	deaf 18:15,16,17,18	decides 96:17	delay 78:7,11 79:7	220:21 263:8
custom 296:10	35:13 36:1,4,13	decision 73:2 78:7	delays 80:4	324:5
customer 45:7	36:18,21 37:3,10	97:9 175:6 198:15	Delegate 7:17	depends 82:7
62:19 63:7 109:7	37:15 38:3,14	231:11 250:7	17:13,22 25:3	deposit 239:15
213:16 220:11	39:3,8,20 40:10	decisions 75:11	53:19,20 92:6	274:22 300:7,8,20
254:7 336:7	40:20 57:8 65:18	118:16 212:12	122:8 134:4	deposits 275:1
customers 84:20,22	65:21 66:7,8,11	223:5 260:1	173:12,17 184:14	300:6
109:7 248:4 249:8	66:16,16 101:4	282:18 303:8,10	193:8 200:6 223:1	Deputy 3:10
277:3,5,9 336:3,4	136:20 144:10	deck 307:9	341:8	describe 174:9
cut 13:17 24:11	181:9,10 204:6,11	declined 250:18	Delegates 2:6,19	described 8:21
71:8 124:3 136:1	317:17,19,22	declining 177:15	delighted 25:5	231:19
178:13 225:17	318:16 319:3,13	decrease 68:5 82:6	delivered 64:6	describes 31:18
CVS 180:2	342:14	decreased 62:1	delivery 334:19	deserve 10:9
cycle 155:21	deal 102:14 109:19	decreases 27:7	Deloney 2:17	deserves 29:18
200:16 273:17	169:9 190:12	decreasing 62:9	143:18 148:19,22	180:19
275:4	206:8 214:18	dedicated 15:9	149:10 196:8	design 108:16,17
	270:9 274:12	17:2 302:14	212:6 217:19	297:14
D	277:5 286:20	dedication 238:3	democracy 150:16	designed 155:19
D 4:1 5:1	291:5 294:13,19	deemed 257:16	162:14 183:18	295:20 296:13
dad 25:19,20	dealing 25:8	Deena 2:2 16:2	Democrat 6:17	desire 221:17
daily 336:12	147:17 182:12	deep 155:8	Democratic 124:18	desired 266:2
dangerous 53:1	222:11 244:6,10	deeper 193:10	demonstrable	desires 293:21
261:5	245:16 248:1	deeply 11:12	171:21	desk 303:15
dark 272:6,11	321:14,18,21	defender 194:9	demonstrate 23:14	desperately 24:22
data 21:17 22:8	deals 43:12	324:11	Demonstration	detail 282:16
39:13 208:15,17	dealt 60:12	defenders 217:15	49:15	detailed 21:21
211:6 213:8 251:6	Dear 2:8	218:4	denial 137:10	139:13
251:6 270:12	debate 72:11 77:22	defense 2:5 17:1	denied 160:5	details 191:14
320:8 322:16	78:5 79:3,6 113:5	20:19 21:7 219:4	Denomination 35:3	detecting 261:22
323:4,16	134:16	219:11,19,22	denying 70:20	detention 17:3
database 18:17	debates 78:12	define 82:20 109:4	deodorant 32:8	21:12 22:18 93:11
data-driven 206:12	debit 94:21 113:1	defined 313:19	department 54:13	218:12,20 243:9
207:8	251:9 324:14	definitely 136:11	83:22 92:3 95:7	determination
date 139:6	DeBlasio 93:8	186:21 219:21	138:15 175:10,18	155:8
daughter's 25:21	decade 61:1 141:20	defray 305:5	176:17,19 253:14	determine 146:22

195:3,15 199:11 216:14 220:7 321:11 determined 289:18 determining 315:14 detrimental 231:16 devastating 33:1 develop 155:16,17 developed 146:20 323:3 development 51:5 161:19 developments 100:14 337:18 develops 18:15 device 318:17,19 devices 243:10 dialogue 41:11 57:1 232:6 dichotomies 102:8 dictates 198:2 died 179:1 Diego 311:13 differ 262:12 338:12 difference 12:16 86:17 171:3,6,7 240:17 266:11 269:5 289:15 differences 64:19 82:10,11 195:17 273:4 different 43:7 44:13,14 72:1 75:12 82:8 92:16 104:13 131:12 139:9 166:1,10 190:8 198:2,3 241:9 244:9,10 247:13 286:17,18 286:19,19,21 287:3 305:9 308:12 314:19 315:3 333:9 339:6 differentials 14:7 differentiate	305:10 differentiation 304:12 differently 45:20 246:14 296:13 298:19 difficult 33:12 55:4 91:19 160:10 165:7 171:12,13 171:14 203:13 298:21 302:7 326:5 difficulties 203:9 digging 193:10 digital 106:12,16 digitally 107:2 dignitaries 4:8 132:9 dignity 238:4 diligent 155:14 direct 30:15 31:1 112:19 126:11 151:21 181:17 274:7 directed 52:7 87:5 105:3 203:7 250:9 320:7 direction 81:1 82:16 111:13 337:7 directions 132:15 directly 64:7 66:7 66:13,15,17 70:18 71:17 86:7 91:21 92:1 93:7 94:19 95:7 128:18 153:10 176:1 180:4 director 16:22 54:13 143:18 176:19 236:8 239:9 directors 110:3 dirty 192:22 disabilities 40:13 40:15 70:17,20 71:7 136:16	disability 137:5 144:15 237:9 disabled 204:5 247:14 disadvantaged 158:14 disagree 273:6 discharged 204:15 discipline 213:16 213:18 disciplines 213:1 discounted 184:18 discounts 40:21 discover 193:11 discovered 192:5 201:12 discriminating 71:6 discrimination 283:6 discuss 16:8 35:20 45:15 142:10 discussed 50:6 103:14 129:22 141:19 243:6 245:4 discussing 71:9 290:17 discussion 123:21 132:11 139:14 140:16 142:13 193:19 246:13 267:16 273:1,4 discussions 20:1 disempowered 162:19 disowned 42:20 disparate 251:21 disparities 10:1 dispatch 250:10 disposable 158:11 158:22 disproportionate 165:18 disproportionately 136:17 disrespect 200:18	disruptive 139:22 distance 8:22 13:10 14:9 26:8 43:10 71:17 102:18 103:7 109:10 230:12 241:16,19 261:15 267:19 268:8 317:4 distances 11:6 241:3 distaste 34:19 114:8 distasteful 306:9 distinguish 220:3 distinguished 35:17 distracted 73:15 distribution 238:9 district 17:14 154:17 161:17 162:14,19 163:3 164:12 166:6,18 166:22 170:20 250:5 diversity 222:15 divide 189:18 dividing 50:12 division 2:4,14 3:11 236:9 278:15 divisions 235:21 divorce 199:13 DOC 130:17 315:2 docket 77:8 79:8 138:10 dockets 247:22 DOCs 258:4 337:4 document 322:1 documentation 275:20 doing 5:19 52:12 55:18 63:7 72:9 100:7 104:2,10,18 104:21 105:9,14 105:18 106:5,10 144:1 147:1 164:21 165:8 169:16 171:20,21	172:3 185:12,14 186:5 189:7,10 190:7 193:15 202:2 210:20 215:16 220:17 225:21 230:13 246:18 249:16 253:18 259:18 265:7 271:17 282:19 292:13 319:12 dollar 10:5 49:22 187:8,18 189:20 274:13 293:22 294:4,6 dollars 55:3 75:2 75:15 120:6 124:14 125:3 126:15,16 175:22 177:10 182:20 276:3 286:13 304:22 305:5 domestic 237:14 305:15 310:12 door 10:5 27:21 163:11 doors 228:22 double 144:1 doubled 271:17 321:20 doubt 157:1 196:17 downtown 335:20 Downtrodden 194:10 dozen 181:12 Dozens 336:19 draft 194:18 drama 285:17 dramatic 30:6 dramatically 253:21 338:14 drastically 245:3 draw 31:13 63:11 127:14 209:19 drawn 108:12 255:21 Drinker 3:16
--	--	---	--	---

234:11	early 217:20	effective 36:2 37:6 66:9 98:9 118:5 190:7,10 284:5 285:5	electronically 325:21	ended 187:6 323:10
drive 14:1 157:6 253:5 257:11 258:6 292:16 303:7	earn 31:21,22 32:2	effectively 221:17 255:8	elements 265:2	ends 104:22 220:22
driven 210:5	earned 259:19	effects 34:14 272:16	eliminate 54:21 151:4 176:9 177:9 178:1 184:14,15 203:9 329:16,19	enemy 79:15
drop 317:9	earning 74:20	efficiency 170:1	eliminated 150:20 188:12 309:5,11 333:14	Energy 156:17
dropped 49:11 136:19,19 187:13 243:21	earth 31:3	efficient 140:14 168:22 276:10	eliminates 293:2	enforcement 117:22 185:7 187:5 202:20 210:6 236:17 237:4,15 268:17
dropping 256:6,8	easier 160:20 181:1 293:1 326:21 333:11	effort 7:21 29:14 74:4 170:12 171:14 175:2 177:21 228:21 250:13	Elimination 115:12	engage 19:22
drove 156:16	easiest 130:8	egregious 245:6	else's 300:14	engaged 123:22
drug 82:12	easily 30:12 213:9	eight 9:18 81:22 133:18 144:18 150:20 269:21	elusive 14:18	engagement 14:14 15:12
drugs 111:4 126:6	eastern 311:3	Eighty-four 274:12	email 76:17 89:11 89:17 97:18 134:8 293:20,22 294:1,3 294:5,6 298:13 303:3 311:4 332:19	engineer 44:12
drug-related 126:19	easy 136:22 167:21 174:13 196:15 208:17	either 65:18 112:19 115:22 123:7 133:15 160:2 193:17 197:13 213:16 218:3 221:6 241:11 244:8 246:5 247:17 293:7 312:15 330:9	emails 298:14	engineering 336:1
dry 71:8	echo 173:14 264:15	election 98:20	embrace 23:16	engineers 335:22
due 8:5 9:16 53:4 62:1 185:19,20 237:22	echoing 59:15 265:15	Electric 216:12	embracing 23:18	ENGLEDOW 2:3
duration 152:3	eclipses 9:8	electronic 298:16 298:17 326:12,21	Emergency 161:20	English 39:2,6,7
duties 236:18 270:15 308:4	economic 10:21 51:5 95:20 97:6,7 118:7 161:19 162:20 215:3		emerging 236:2	enhance 204:17
duty 144:1	economist 3:6 212:11 322:16 325:2,5,5 327:7		emphasize 101:8 221:12	Enhancing 237:6
DVR 61:20 63:3	economy 170:20		empirical 53:12	enjoy 23:15 227:14
dying 334:15	edges 196:21		employ 333:8	enlarge 95:16
dynamic 114:4 242:3	editor 17:4		employable 89:4	enlightening 233:6
dynamically 335:19	educate 2:8 35:12 116:14 117:10 215:5,6,12		employed 203:17 236:10	enormous 210:12
dysfunctional 95:20	educating 112:4		employee 235:21	enormously 167:19
D.C 1:12 8:20 30:2 45:12 90:12 92:2 105:19,19,21 166:4 217:22 249:21 250:6	education 54:9 112:11 113:6,11 114:13 116:3 176:3 215:7 217:1 217:2 263:16 305:16		employment 162:6 204:15	ensure 153:17 238:3 252:11 260:10 264:4,6,9 296:15
<hr/>			enable 13:6 19:5	ensures 171:15
E			enacting 125:14	enter 278:5 324:20
E 4:1 5:1,1	educational 12:3 83:16 112:2 121:2 235:12		encourage 28:1 57:3 98:12 200:6 208:10 246:12 270:17 272:1 292:5 294:15	entered 138:9
eager 293:10	education's 116:10		encouraged 92:15	entire 51:7 90:16 109:15,16 113:5 121:9 127:7 130:17 136:15 149:7 213:12 233:1 344:1
earlier 127:22 187:10 192:15 205:18 222:3 234:9 279:2 289:1 289:7 294:12 297:16 339:2	effect 14:11 61:6 72:5 73:9 77:3 81:18 171:22 201:15 207:4,7,9 224:10 231:16		encouragement 161:11	entirely 58:19 186:6 244:10 328:1

53:1 79:13 174:7 174:8 253:1 267:3 267:5,9 269:10,12 269:20,20 270:1 295:17 300:21 equal 18:14 36:14 40:3 153:1,1 162:6 equality 154:14 equals 83:9 equation 200:20 equipment 67:5,10 67:20 184:18,21 185:13 243:9 296:12 Equitable 139:4 equity 216:15 equivalency 39:6 Eric 3:6 42:6,19 43:1,13,15 44:16 44:22 325:1 Eric's 44:2 Ernie 194:4 erosion 142:19 err 197:18 Errants 2:10 19:12 157:10 escape 106:7 escapes 261:7 escorted 257:22 especially 7:12 15:5,8 26:10 41:18,19 68:3 77:21 93:22 145:18 149:2 153:9 155:3 172:10 220:14 244:21 245:2 285:12 295:11 317:21 essential 133:2 286:7 essentially 97:19 169:2 327:22 establish 168:13 216:1 267:1 established 19:4	establishing 93:2 262:7 263:2 280:22 esteemed 153:15 156:7 estimate 48:18 estimated 126:14 estimates 225:15 estimation 322:6 estrangement 171:15 et 110:20 262:2 263:17 301:9 310:13 326:7,7 ETCs 139:8 ethics 239:5 Evangelicals 35:4 event 323:14 341:13 events 54:1 149:8 Eventually 49:21 everybody 20:14 29:11 56:4 66:11 73:10 76:12 80:1 89:20 94:2 120:12 132:7 140:7,13 147:3,6 202:18 203:3 340:3 everybody's 5:20 everyday 154:12 336:17 evidence 81:6,10 86:1,10,11 214:8 223:16 eviscerate 283:22 evolution 323:19 evolved 307:11 exacerbated 10:22 exact 38:19 63:14 105:15 315:3 exactly 59:1 63:22 64:11 98:22 114:4 127:5,12,13,16 128:1 291:9 example 38:11 62:11 66:7 90:12 95:21 98:19 110:2	115:13 129:15 137:7 155:6 183:19 263:12 269:6 281:8 296:3 300:6 303:5 306:17 343:13 examples 98:13 127:17 197:10 288:19 312:14 322:7 exceed 250:14 excellent 269:3 exception 40:7 excerpts 248:3 excess 280:21 excessive 234:18 249:11 271:7 excessively 23:8 exchange 258:16 304:6 excited 8:13 115:18 exciting 6:8 exclusive 250:20 excuse 73:16 78:12 executive 18:22 239:9 exercise 331:8 exist 136:18 existed 33:13 59:4 exists 56:7 106:8 332:20 exorbitant 8:22 11:11 50:11 118:13 133:13 158:15 expand 205:7 267:11 expanding 78:18 expansive 188:19 expect 117:20 258:18 276:9 306:13 327:17 expecting 334:17 expedite 15:3 expeditiously 174:5 176:11 expense 52:19	180:9 314:7 expenses 159:3 281:6 326:8 expensive 32:18 51:21 53:3 91:18 103:7 221:4 256:20 257:16 302:14 experience 18:8 30:6 31:13 35:22 52:9,11 53:11,13 144:13 147:10 153:11 160:11 172:7 183:20 186:17 251:15 267:4 307:10 experienced 56:3 experiences 24:3 36:5,7 experiencing 158:20 experiment 88:5 90:2,3 98:22 99:7 experiments 99:16 expertise 301:19 341:5 explain 165:8 296:6 explanations 199:22 exploit 261:8 exploited 213:2 exploiting 53:8 explore 80:11 102:5 333:11 explored 180:19 203:16 292:19 exposed 36:8 exposes 239:17 express 7:12 36:12 expressed 54:17 expression 183:17 extend 76:20 341:6 extending 132:8 extension 72:16 extensive 254:9 extent 40:11 87:7	105:5 113:14 118:18 123:4,13 202:15 externalize 97:3 98:7 externalized 95:18 123:10 externalizing 96:14 extort 282:4 extorted 256:18 extortionary 127:15 extra 10:11 96:12 129:7 131:1 149:4 158:11 196:5 250:16 extraordinary 157:3 extreme 161:13 extremely 8:13 99:10 113:6 135:11 243:1 332:20 eye 226:20 eye-opener 192:16
F				
face 32:15 111:21 179:11 238:2 254:16 293:6,6 Facebook 298:5 335:21 faced 316:17 faces 156:13 facilitate 55:18 222:2 facilitates 28:10 219:21 facilities 9:1 11:4 12:11 14:5 17:3 21:12 22:18,19 38:12 67:9,22 68:1 87:16 93:11 104:13 105:20 119:21 123:18 126:3 138:7 160:3 184:8,16,19				

186:22 189:6,12	120:12 127:4	155:15 160:9	far 92:19 112:3	156:19,20 160:16
189:16,16 190:11	153:5,5,6 273:6	163:20 165:22	133:3,5,7 143:14	163:21 167:17
195:4 201:6,14,16	failed 175:14 178:3	168:7 172:1	144:17 241:3	168:12 169:3
202:3,12 218:11	178:4	177:12,16 178:22	341:3	170:18 173:21
218:21 220:7	fair 85:22 86:9	179:7,12,19 180:9	farewell 310:20	176:14,21 182:5
252:22 253:8	104:8 132:7	181:17 182:10	farthest 221:2	182:18 183:20
254:15,22 255:4	216:10,14,16	199:18 200:2,19	fashion 111:12	184:3 185:9,18
257:15 259:5,11	219:7 265:9 284:4	202:18 204:7	244:8	186:9,11 188:19
267:18 270:2	285:2 287:6	205:2,21 207:6	fast 231:14 232:1,8	189:10 190:20
282:4 283:5	288:11,11 291:12	212:18 228:9	faster 107:15	197:3 198:16,19
313:21 317:20,21	fairly 30:12 32:11	230:22 231:4,6	fastest 49:4	199:8 206:8,10
323:20 334:14,22	63:13 132:13	241:4 246:10	fate 139:15	210:22 220:9,18
335:3	208:17 226:14	249:10 252:8	father 39:20 248:7	221:5,10,18
facility 38:6 90:18	294:15	258:18 259:6	248:9	222:10,13,20
94:22 95:11	fairness 134:15,20	260:19 264:3	fathers 26:2 44:19	223:8 226:11,14
105:18 130:16	185:22 186:1	265:20 269:17	260:19	228:6,10 233:2
152:18 159:16,17	202:16 206:16,17	271:1 274:6 275:5	Father's 259:3	234:19,21 247:21
159:19 201:3	213:19 225:5	275:10 276:5	fault 249:4	249:14 250:1,5,9
220:8 244:17,18	272:13	277:13 278:1,10	FCBA 235:12	250:9,18 251:3,15
244:19 245:15	faith 219:5	278:18 279:16	FCC 1:1,13,15,15	259:20 260:9
253:21,22,22	fall 330:8	280:4 301:1,11	1:17,18 2:2,4,14	264:3 265:22
254:4,5,5,10,20	fallen 54:22 176:7	309:19 310:8	3:8,12 5:5,13 6:13	266:5 272:10,12
255:2 259:8 262:6	falling 27:3	319:4 327:15	8:20 13:8 14:14	277:19 294:13,16
265:16 270:14	familial 83:3	328:16 335:14	15:9 30:11 35:15	294:18 306:17
283:10 299:21	familiar 144:6	342:10	39:12 45:13,16	312:7 320:6 322:1
300:2,5,8 301:15	174:11 210:22	family 24:15 26:10	46:3,21 51:22	323:3 325:2
302:12,18 314:17	326:11	28:8 36:18,20	55:17 56:2,5,6,9	327:22 328:21
323:1 324:5	families 11:5,18	37:10 38:2 39:9	56:10,13,17 57:3	329:13,17 330:4
336:22,22	13:2,16 15:4,5	39:10 40:22 48:5	57:4 58:13 60:5,9	330:18,22 331:6
facing 144:7	16:11 19:5 21:1	49:15 52:17 53:8	68:4 70:14 71:11	334:1 343:2,15,18
fact 9:18 11:2 34:9	22:16 25:17 26:5	57:14 65:19 66:17	72:8,9,10,13,14	FCCLive 5:12
44:10 54:15 64:3	26:7 27:15,18,19	83:8,9 86:11 96:8	72:17 73:7,8,15	FCC's 71:14,19
88:17 92:10 97:21	28:1 30:1 41:18	96:10 100:15,18	73:22 77:13,17	72:2 76:20 77:11
102:8 108:3 131:9	45:9,16,19 46:1	101:2,5 112:20	78:1,3,4,6,7,12	78:18 96:1 129:14
142:15 143:2	47:7,10,20 48:20	114:9 123:11	79:20 80:4 83:18	151:8 294:7 320:2
145:3 150:16	50:12 53:15 54:10	151:20,22 152:10	84:9 87:22 93:14	322:18
166:19 170:9	55:8 81:4 88:12	155:17 158:4	97:15 98:8,12	FCC.gov 41:15
171:16 172:9	88:15 89:2 92:20	159:21 182:7	99:4 100:10,12,19	fcc.gov/events
176:8 189:15	97:4,4 99:20	203:11 208:16	101:8 102:4,8,21	344:2
198:22 201:11	104:2 110:18	220:21 241:8	103:10 107:6	feature 285:5
206:11,18,20	115:10 117:4	242:22 243:17	108:4 109:3	features 9:21 254:6
212:22 214:9	119:12,18 120:7	255:9 259:16,17	131:19 134:17	254:9 285:6
215:6 217:9,10	121:10 122:14	271:9 273:20	135:2,5,7,18,20	February 6:18
220:13 228:16	130:4 132:2	300:10 303:11	136:9 137:6 138:9	19:15
295:12 304:11	133:14 137:10,15	309:20	141:18,21 142:14	federal 1:1 15:2
factors 82:8	150:1 152:1,20	family's 23:10	145:4,9,10 147:11	29:18 35:6 40:14
facts 33:11 35:19	153:3,18 154:20	fan 183:13	149:7,21 150:9	42:10 43:7 51:1

51:10,12 69:3 71:2,3 77:20 79:11 88:18,21 96:3 97:14 114:14 143:1 156:7 164:11 186:14 202:22 222:5 235:9 238:22 243:16 federalism 164:10 fee 136:21,21 187:12,18 192:21 239:18 272:2 275:5 276:16 284:5 292:12 306:10 331:7,11 331:14 feedback 206:15 feel 6:6 24:20 34:16 44:13 73:16 111:4 198:7 212:9 213:7 305:7,9 342:2 feeling 116:18 feels 7:1 272:21 fees 9:11 38:9 131:2,2 135:4,9 135:16,17 136:10 187:9,17 188:8,20 215:21 239:16 244:1 266:8 270:22 271:7,12 271:20,22 273:1 273:21 274:2,7,22 274:22 275:1,14 275:16 276:11,13 276:14,19 278:1 285:7 287:18 290:18 295:1 307:12,22 328:10 328:15 329:12,16 329:19,19 330:7 331:12,18 339:21 fellow 41:13 240:3 felt 158:7 165:20 168:2 182:15 270:5 305:7 female 47:4 48:3,4	48:9 49:3 51:3 318:7 females 48:20 feminist 162:9 fessed 42:9 fewer 113:16 fianc 38:3 field 246:11 fifth 19:16 fight 150:22 237:21 fighting 154:11 160:15 figure 57:13 66:4 72:20 89:14,15,16 100:11 162:8 176:5 178:5 200:2 223:9 229:7 321:10 336:2 337:6 figured 104:11 178:19 216:7 file 247:11 250:4 filed 8:20 86:7,9 149:18 150:17 247:21 248:22 249:21 250:5,19 251:4 269:7 270:16 312:20 313:4,5 filing 46:22 filings 287:12 fill 196:21 filling 219:6 filtering 105:5 final 150:9 172:4 232:12 333:22 334:3 finally 19:9 156:20 232:1 237:16 251:12 264:1 281:18 282:8 341:14 financial 23:10 99:6,15 118:16 230:21 financing 329:2 find 24:18 33:5	34:1 41:16 42:22 96:12 98:4,6 125:6 138:2,5,6 138:14 139:5 169:17 179:19 188:9,11 197:1 207:14 209:20 221:18 287:6 306:8 findings 280:2 finds 42:21,22 196:22 fine 102:20 258:3,5 291:13 finish 231:22 finished 233:5 fire 113:12 180:16 firm 18:2 firms 46:19 first 5:4 6:12 16:4,4 16:20,21 17:19 19:15 25:6,13 35:14 36:18 38:20 39:7 41:7 45:7 47:8,22 48:7 56:5 74:5 90:7 112:12 114:5 115:5,21 122:12 130:7 142:13 143:6 154:17,19 158:1 162:5 169:21 170:17 174:9 188:2 191:1,5 192:4,4 210:9 211:20 226:10 231:13 232:17 233:10,17 237:7,9 239:21 240:2 242:6,13,19 249:17,20 250:12 250:12 253:3 260:7 264:14 265:8 272:16 285:15 287:10 306:17 316:3 323:22 341:1 342:6	fiscal 22:8 Fisenne 341:17 fit 111:5 148:14 fits 262:11 Fitzgerald 319:20 five 47:9 48:19 85:13 92:14 108:18 131:10 210:3 228:11 251:10 257:9 267:22 312:3 331:12 five-minute 33:9 fix 46:7 56:21 114:21 266:12,13 268:10 277:4 fixed 50:13 62:9 189:18,19 fixing 74:11 266:17 flat 37:20 43:10,12 136:21 flexible 140:5 148:7 205:1 Florida 315:2 341:3 flow 178:20 flowing 94:18 focus 25:13 36:16 47:4 78:20 109:4 129:9 173:3 174:6 246:21 249:2,15 272:21 339:10 focused 60:10 86:16,20 154:19 155:2 267:4 folks 29:13 30:14 56:3 74:17 75:6 75:16 81:2 96:20 96:20 117:15 118:19 136:1 138:4 166:6 198:6 249:9 251:13 268:5 271:4 319:12 follow 75:14 127:22 128:13 153:16 197:8	325:11 followed 322:18 following 6:19 16:18 21:18 60:16 94:13 139:3 238:10 265:2 follow-up 68:10 70:8 87:5 132:17 294:19 food 50:18 159:2 179:15 FOP 243:18 force 18:7 33:18 174:16 256:13 forced 152:20 256:19 forcing 174:19 257:10 300:9 forefront 328:19 forego 49:9 foregoing 227:16 foremost 35:14 265:8 forget 27:18 89:20 106:19 312:19 forgiveness 152:14 forgot 206:5 forgotten 50:10 99:19,20 form 23:5,18 154:8 186:10 formal 229:17 formally 279:8 format 214:5 former 2:20 8:3 163:20 248:7 Forte 167:3,11 170:19 247:4,4 forth 200:17 201:8 201:21 208:16 303:3 fortitude 142:8 206:14 fortunate 207:14 Fortunately 318:2 Fortune 162:10 Forty 44:3
---	--	--	---	--

Forty-nine 311:9	100:19 108:6,9	306:11,13 307:13	123:7 128:7 144:3	give 6:14 37:7
Forty-two 315:20	116:21 131:4,19	307:17 308:1,1,18	173:13 176:2	60:21 83:18 87:10
forward 13:14 15:6	131:21 132:17	309:20 310:1,7,14	178:15 202:14	101:22 105:12
25:10 59:8 137:15	133:8,16 179:13	311:11,16 312:1,5	217:3 299:5	116:15 120:22
143:15 144:22	242:10,10,11	312:11,16,17	308:18 311:16	130:5 132:6 134:2
164:3 167:21	259:3,5,8,12,17	fundamental 155:7	312:1,5,11,16	134:4 138:17
180:12 183:14	292:5 323:21,22	197:22	326:15	148:6 173:9
198:17 206:10,14	324:2,3,4,4,7,10	fundamentally	generally 75:13	174:22 184:19
207:16 211:1	frequency 262:15	277:17	87:6 219:12 294:7	188:12 191:10
226:21 265:3	frequent 28:7	funded 246:2	308:14 312:22	194:15 212:10
268:10 294:16	Frequently 26:7	305:19 306:19	328:12	226:3 256:13
336:20 343:19,19	305:18	308:15 310:11	generate 159:22	274:18 277:5
foster 278:11	Freshman 17:20	funding 54:6 72:21	generated 22:15	284:13 288:14
found 34:4 81:15	Friedmann 2:5	203:22 237:15	149:17	296:16 310:20
168:19 184:11	16:21 20:10 52:10	263:14 286:19	generating 293:17	323:22
185:4 189:11	59:11 61:13 81:13	287:4 308:9 313:1	295:2 303:18	given 9:17 15:4
200:22 201:10	81:17 105:11	funds 178:14	generation 258:12	132:22 133:16
202:10 211:10	107:7 112:10	307:21 312:3,14	334:15,16	141:21 154:5
274:10	121:4 125:12	313:1	generations 280:6	192:18 212:18
Foundation 235:12	130:9 138:8	funny 200:14 201:9	generous 277:10	214:10,20 295:12
founded 19:2,11	309:13	281:18	gentle 154:8,9	322:3,5
238:9	friend 152:10	further 7:3 12:19	gentleman 324:1	giving 87:13 163:9
founder 18:12	154:4 156:1,2	46:9 80:10 108:15	gentlemen 162:22	173:21 191:8
35:11 49:1 157:8	157:8 163:2 229:9	266:19 294:18	geographic 254:1	212:22 214:13
235:14	232:14	Furthermore 262:7	geographical 23:7	226:11 252:20
founding 235:15	friends 8:2,3 11:18	future 27:7 28:11	geographically	302:21 331:15
four 37:11 43:18	15:18 19:5 30:1	100:13,20 212:18	50:4	glad 134:22 144:15
46:19 48:19 92:13	41:19 45:9,22	281:12	geography 48:8	226:8
107:16 128:16	119:12 123:11	<hr/>	George 115:5,8	Glen 319:19
131:10 136:6	151:21 156:1	G	Georgia 274:10	global 19:17 74:21
137:12 200:12	212:17 255:9	G 3:16 4:1 5:1	gestures 148:15	276:18 277:7
228:12 247:7	278:10,18	gain 214:6	getting 24:16 69:17	go 5:6 28:18 32:20
250:10 251:1	front 116:9 124:5	game 112:9	74:2,19 75:17	41:5 57:6 58:3
268:22 312:20	210:16 251:16	games 306:14	89:15 122:10,12	59:10 62:18 63:2
four-minute 16:14	283:16 294:13	326:3	198:8 205:19	64:8 66:10 68:9
four-year 234:3	full 70:9 147:11	gangs 282:2	206:15 217:22	73:20 74:5 86:18
framework 197:15	162:12,14 179:1	Gannon 52:7	219:19 220:22	96:12 98:17 99:21
framing 121:2,5	180:6 228:11	gaps 219:6	222:9 224:12	100:3 101:4
Frances 209:10	300:6 301:22	garbled 65:14 66:1	242:7 255:11	113:13 116:14
Francisco 335:20	full-blown 211:5	66:4	275:9 277:4,20	118:1 119:19
frankly 53:6	function 97:7	gasoline 292:16	278:1,2 298:9,11	123:7 130:7,7
313:18	functions 236:4	Gatesville 48:13	giant 162:3	132:6 134:4
fraud 239:5	fund 54:7 92:13	gathered 340:21	gigantically 209:14	136:11 140:22
free 6:6 24:7,13,16	122:18 123:2,7	gathering 156:18	Gillis 237:18	145:6,19 148:3
32:6 69:1,2,7	176:2 178:15,17	general 17:13 25:4	Gingrich 96:21	152:8 169:12,13
87:14 90:11,19,20	178:18 218:16	54:7 92:12 102:2	127:8	178:15,16 179:16
91:3 94:1 97:19	248:15 258:7	105:22 111:19	gist 286:15	191:22 196:3

198:12 200:5	143:7,17,21 144:8	228:3 232:13	grateful 7:13	Guild 218:1
214:15 216:3	145:10 148:2,10	233:1 267:13	167:19 172:2	guy 112:8
221:3 226:1	174:6 177:17	302:5 338:15	340:5	guys 140:5 234:10
227:13 255:8	180:20 182:5	Goodheart 15:14	gratified 30:21	326:11 327:20
265:2 268:9	183:13,13,19,22	goodness 229:14	gratitude 164:1	
270:18 277:2	186:21 190:7	Google 179:17	great 8:3 15:17	H
278:5 279:20	191:12,19 199:9	255:10 297:14	49:21 52:18 68:13	Haledjian 341:17
280:17 283:16	200:17 201:18	Goree 48:10	70:6 106:18	half 11:2 55:2
290:7,21 297:2	202:17 203:2	gorilla 130:11	183:14 191:3	92:14 120:6
298:8,14 302:17	205:5 210:15,17	gotten 150:11	205:17 212:2	142:11,11,12
306:2 310:18	213:16,17,22	164:19 167:20	232:14 264:19	175:22 177:10
312:4 314:5 322:5	214:2 221:13	331:13	274:12 278:4	225:16 259:1
333:1 334:11	222:21 224:19,21	gouged 121:11	287:14 320:13	271:11,13,14
337:3,7 338:6	224:22 227:8	governing 175:17	339:12 343:12	311:11
goal 5:19 13:7	232:22 241:17	306:13	greater 23:9 131:7	hall 46:20 157:11
God 161:2	243:12 244:1,3	government 15:13	greatest 47:20	Hamden 76:18
goes 61:20 64:1	248:19 250:4	22:5,13 27:17	greatly 337:19	214:19
93:6 95:6 159:9	258:11 266:8,13	34:11 92:3 121:16	Greensboro 324:22	hammer 248:20
176:1 180:3	266:14 269:15	123:1,2 155:9	Greg 341:17	hand 2:7 18:2
193:21 220:6	271:1 277:11,20	161:22 164:11	ground 209:20	142:21,21 152:9
224:17 270:7,8	278:2 280:16,18	193:3,4 234:14	211:14	225:20 241:4
274:13 276:5	286:8 290:7 296:6	236:8 308:3	grounds 32:2	276:17 322:10
281:2 287:13	298:2 299:22	Governmental	group 49:4 167:17	handful 297:19
290:22 306:11	300:8 303:20	1:18 341:16	296:1	handle 140:9 199:6
307:16 308:17	307:3 310:18	governments	groups 74:11	293:21 319:13
310:2 311:9,10,11	311:2 313:16	203:15 214:22	128:15 271:9,21	handles 84:21
311:16,20,22	319:10 320:2	gracious 163:6	282:3	hands 176:5 177:5
312:1,13,15	324:22 333:1,4	grade 243:9	growing 49:4	happen 33:9 51:21
313:20 314:6	340:8	gradually 199:14	212:16 280:7	72:22 79:16
going 6:2 16:5,13	GOLDBLATT	graduate 235:6	335:18	109:11 143:3
31:6 42:6,9,16	1:17 4:2 5:3	graduated 335:10	growth 238:13	206:11 267:10
58:13 59:5 63:1	15:21 140:20	grandmother 8:19	339:20	303:5 318:19
64:8,14 66:1 69:8	227:7 343:21	50:13 247:3	guarantee 285:18	330:2
72:19,21 73:13	golden 208:8	grandmothers	302:17 322:22	happened 66:22
74:8 75:15 76:8	Gonzales 31:14	51:14 118:12	guard 300:1	328:18,20 343:10
77:22 78:11 79:2	33:3	grandmother's	guardians 11:18	happening 24:19
80:18 82:9 96:7	good 7:9 15:19 16:1	50:16	guards 326:7	116:11 175:13
97:10 103:20	20:11 25:2 27:17	grandparents	Gude 2:14 145:10	191:4 288:20
104:1 107:15,22	28:19 29:3 35:10	52:18 158:21	191:1	343:9
108:7,19,20 114:7	45:4 46:16 70:3	grandson 79:9	guess 44:13 193:1	happens 40:1 73:8
115:4 116:8,15,22	79:15,16 100:5	247:18	205:9,11 226:8	97:21 169:17,18
117:1 119:10	109:1 112:12	granted 309:18	229:6 287:16	happier 85:14,18
120:7,8 122:20	113:18 115:13	grants 13:9	294:11 308:10	85:18
124:22 126:6	117:6 141:11	grasp 302:8 304:18	320:2 339:4 340:2	happy 85:7 147:21
134:1,3 139:17	152:22 153:8	grass 251:13	guidance 16:16	hard 18:19 29:16
141:3 142:5,10,20	154:4,6,7 156:5	grassroots 19:13	guide 171:2	36:13 42:22 43:17
142:22 143:2,4,5	173:10,11 213:17	143:20 149:12	guideline 200:1	57:3 92:20 110:19

153:13 181:9,12 199:11 203:12 208:6 221:6 230:19,20 320:19 hardship 23:10 158:20 hardships 10:21 160:10 hardware 236:4 296:11 319:7 harm 117:15 harms 231:3,4 Harold 279:7 hat 29:11 hauled 185:13 head 141:22 headed 175:2 headquartered 236:12 heads 226:4 health 17:18 54:9 99:9 144:5 151:18 176:2 208:2 hear 20:10 33:11 34:14 38:16,17 46:12 52:20,20 53:9,9 55:16 103:19 112:13 114:5 124:3 184:3 191:4 197:9 256:5 310:3 330:1 332:7 340:14 343:2 heard 2:8 18:12,15 31:10 35:12 81:2 84:17 107:16 143:22 164:15,16 173:15 175:8 184:3 187:10,11 191:15 210:8 240:22 243:5 245:4 250:16 251:14,19,21 252:1,3 292:8 319:3 321:8 332:16 342:16,20 343:6 hearing 18:19 36:7	36:14,15,19 37:17 37:20 38:3,6 40:1 40:11,22 51:17 156:17 180:21 181:9,12 182:2 203:10 254:13 327:11 hearings 139:17 151:6 313:9 hearing-impaired 144:11 heart 7:1 177:22 201:17 223:8 heartless 327:8 heart-rending 205:20 heat 314:6 hefty 28:5 held 17:3 167:6 194:21 195:21 218:20 235:19 help 12:3 19:22 24:10,19 27:1,4 41:16,17 44:16 46:12 89:2,4 100:2 137:14 153:8,11 155:17 155:19 173:3 176:14 178:9,21 199:12 206:16 207:16 222:15 233:7 264:8 266:14 282:18 305:5 328:13 338:22 helped 337:19 helpful 70:10 84:13 85:20 86:18 131:9 139:8 147:5 191:22 295:11 helping 2:8 35:12 137:10 172:15 233:4 267:14,17 343:17 helps 12:19 147:7 223:12 231:18 Henry 76:3	hey 67:19 202:17 277:3 Hi 29:3 hidden 239:16 274:1 276:1 278:1 high 9:6,11 20:22 23:8 31:11 53:4,7 74:20 90:22 117:5 129:1 135:11,22 136:8 146:12 150:1 152:20,21 185:6 199:4 209:14 225:15 253:8 254:15 267:19 273:21,21 higher 22:20 34:8 36:19 81:9 85:5 131:15 222:5 253:5 256:2 276:10 317:4 highest 22:3 75:4 121:20 274:9 276:19 highlight 33:14 35:1 85:22 114:1 150:15 172:16 highlights 282:17 highly 255:22 261:20 336:16 highway 226:16 hinted 297:16 hired 322:16 Hispanic 34:10 Hispanics 34:1,6 historic 18:4 149:8 historically 60:14 316:2 history 6:13 83:15 174:10 hit 44:20 47:1 156:19 219:19 287:21 hold 5:15 66:3 140:9 145:4 275:1 holding 66:3 229:15 277:13 holes 60:20	Holmes 1:20 4:11 7:19 161:16 163:2 173:17 183:12 185:21 home 11:4 14:22 19:3,4 43:14 84:20 89:3 102:17 158:21,21,22 160:2 162:20 169:8,8 197:1 239:12 248:20 258:19 268:15 296:19 303:15 Homeland 253:15 254:7 Home.com 45:5 homicide 237:5,22 honest 244:22 honor 183:9 Honorable 1:18,20 2:6,18 4:9,11 17:12 honored 115:17 hook 68:17 69:7 270:7 319:8 hooked 69:20 105:21 hookup 37:21 136:21 hope 2:6,18 7:17 17:12,22 25:2,3 50:21 53:19,20 54:4 73:21 92:7,8 93:15 94:11,15 95:3,10,14 100:4 104:8 105:1,7 115:15 120:3 134:4,6 135:7 140:13 144:1 150:9 152:16 160:16 173:10,12 175:3 177:12 184:15 193:8 199:1 200:6 207:17 208:20 209:4 215:9 217:22 223:1	225:7 232:5,8 269:8 301:14 334:1 341:8 hopefully 111:7 139:21 140:7,11 202:22 203:17,19 211:15 226:22 340:7 Hope's 122:8 hoping 46:4 277:11 335:4 horns 141:20 horrendous 36:9 Hospital 105:22 host 218:16 hosted 151:5 hosting 149:7 hour 43:20,22 248:15 hours 15:10 43:18 44:3 63:11 175:4 242:6 270:11 338:11 339:3 house 1:18,22 2:6 2:18 4:10,12 56:10,14,18 108:8 115:18 155:14 161:19 housed 11:3 48:10 48:12 housing 124:8 181:20 204:14 208:1 Houston 47:12 HRDC 17:7 23:22 52:11 HRDC's 17:5 hub 64:2 hubs 64:3 huge 12:13 86:2,8 135:8 207:9 213:10 219:2,4,20 278:2 hugs 23:16 human 2:5 16:22 20:19 21:7 23:15 31:15 33:17 155:4
--	---	--	---	--

155:5 162:16	immediacy 332:21	25:15,20 26:12,16	261:9 279:19	incredible 96:21
186:1 197:21	immediate 79:4	41:10 42:1,12	302:22 305:14	154:22 228:6
198:2	137:9	72:13 73:14 112:4	incarcerates	229:10
humanelly 97:14	immediately 41:4	113:7 114:12,13	195:20	incredibly 85:7
humbly 29:21	72:3 78:7 79:16	117:8 121:5 127:4	incarcerating	107:14 298:21
hundreds 45:8 51:9	93:14 101:11	132:4 139:14	96:15 97:12,13	increments 33:10
75:2 149:2 170:21	268:19	153:2 156:21	117:21	incur 9:4 265:16
198:10 230:14	immigrant 218:11	163:15 173:22	incarceration	incurred 204:20
334:9	237:7	187:9 199:16	52:16 96:15 116:8	218:18 323:16
hungry 30:19	immigrants 218:20	202:6 213:5 219:3	124:15 125:3,18	indebted 167:1
Huntsville 48:11	immigration 22:18	241:15 243:1	225:11 261:1	indicate 12:15
husband 145:22	impact 14:8 15:4	249:1 260:20	incentive 99:6,15	indicated 206:22
husbands 44:18	16:9 20:22 80:16	269:4 271:5	118:4,9 121:17	indicates 148:9
	81:11 83:6 130:2	273:10,22 307:5	192:22	280:19
	137:9 151:21	322:13 325:14	incentives 98:4,12	indifference 48:2
	208:18 278:9	342:8	118:8	indigent 132:22
I	281:13	importantly 41:1	incentivized 97:22	133:18,22
ice 179:21	impacted 81:11	343:5	98:6 118:15	Indigents 259:10
icon 229:5	153:10	impose 272:13	incidentals 32:7,8	individual 16:9
ICS 16:9 45:20	impacting 12:8	imposed 125:14	include 22:8,17	46:11 138:15
59:2,6,18 64:10	60:4 228:8	194:6 250:15	123:17 126:2	296:19 300:16
94:8 109:14 215:1	impacts 11:18	impossible 43:1	314:19 331:17	324:12,14 338:22
252:1 263:21	121:7 151:17	295:16	included 248:2	individually 164:8
301:18 320:8,16	impaired 180:22	impression 105:12	275:14 304:9	195:10 206:9
321:2 322:1 332:9	203:10	212:10 320:15	includes 22:9 135:3	338:10
332:11 333:18	imparted 111:19	imprisoned 11:3	including 20:21	individuals 16:11
337:18 342:16	impatience 164:22	23:7 165:22 167:3	34:2 37:13 52:17	18:15 29:22 43:16
ICSs 37:14 38:8	imperative 137:5	247:4	76:22 117:15	45:10 74:11 87:13
39:1 57:11	171:1 265:5,14	imprisonment 28:3	195:2 235:17	100:18 139:19
Idaho 244:18 254:4	270:21	28:12	237:4 239:4 264:9	158:11 261:5
idea 49:21 69:8	implement 38:10	improving 333:10	283:2 321:6	339:7
88:14 173:3	67:2 72:8 92:5	inaction 96:1	income 26:8 50:13	indulge 340:19
201:17 206:16	279:10	inappropriate 96:4	154:20 158:12	industry 21:3,21,22
212:16 214:1	implemented 87:20	298:10 299:1,2,6	159:1 216:19	24:22 96:5 122:3
330:17	100:17 181:13	incarcerate 97:9,10	276:1	122:5 131:8,14
identify 74:14	253:16	117:13	increase 33:20 62:2	186:5 221:19
299:14	implementing	incarcerated 10:20	68:6 82:5 201:20	238:22 239:4,5,13
identity 300:6	72:18 131:6 137:2	12:5 16:11 19:6	205:13 224:10	239:17,19 254:17
idly 170:6	implications 12:14	23:3 44:18 45:10	253:19 288:1,3,16	256:6 257:12
idol 183:11	import 304:14	52:13 53:13 87:13	increased 16:10	258:11 266:10
II 2:11 4:6 137:18	importance 86:11	88:11,21 100:2	131:17 207:5	272:8,18 275:6
III 3:2 4:18	124:20 133:1,9,22	126:18 152:6	208:15 253:6	276:3,6,13 277:18
illegal 104:4 122:2	154:20 158:9	155:18,20 166:12	288:17	277:22 296:11,14
illicit 282:10	164:9 166:18	166:13,16 167:9	increases 27:6	306:8 322:16
Illinois 154:17	342:12,14	169:8 171:4	increasing 62:10	331:13 334:8
illogical 127:17	important 7:2	212:15 220:22	increasingly	335:18 339:20
illustration 37:7	13:15 15:3 20:15	224:19 230:4	327:13	inefficiency 169:5
imagine 168:22				
175:12 326:10,12				

inequitable 97:6	263:10 264:3,5,22	256:11 260:21	intact 160:9	13:10 55:13,14
inflated 309:21	265:17 270:7	300:9,10	integrate 171:5	56:21 57:10,22
influence 151:15	278:16,16 296:3,9	innocent 97:4	257:3,4	59:16 60:2,3,4,12
260:21	296:10,14 299:1,9	innovation 130:20	integrated 302:9	76:22 102:9 119:4
inform 299:1	299:12 300:2,13	155:9 238:14	integration 303:12	142:14 168:16
information 5:7	301:14 305:6,13	337:10	integrations 270:13	169:11 170:5
6:4 18:18 21:16	306:11 307:9,13	innovative 131:18	339:14	173:4 197:7
22:9 63:19 124:5	307:17,22 309:15	input 199:19 265:6	intelligence 282:6	198:20 199:9
138:9 146:22	310:15 311:11,15	inquired 192:8	intend 205:7	249:12 255:7,12
182:10 194:15	311:22 312:3,14	insane 297:21	intended 223:18	266:6,21 267:19
312:7 321:13,16	313:17 314:1,6	insecurity 10:19	intent 168:4	268:11 285:13
321:18	315:13 318:16	inside 21:9 64:18	interact 299:10	289:5,13 316:13
informative 279:6	324:19 328:10,16	93:9 149:14	interconnected	316:22 317:9
340:18	333:8 336:11	261:14 262:5	59:4 109:2	intervened 219:11
informed 24:12	339:9,11,15 342:6	282:3 300:22	interest 54:17	282:7
342:2	InmateCallingR...	insights 340:21	80:20 123:16	intervention 34:11
infrastructure 91:8	5:11	342:5	165:11,11 166:14	interview 334:9
162:2 241:9	inmates 12:10 19:5	install 39:1 66:5	223:6,9 260:1	intimately 144:6
infrequent 26:9	25:22 27:4,15	67:7	interested 49:7	intimidate 256:12
ingenuity 155:5	34:7 45:15 46:1	installation 41:1	60:15 79:1 86:15	intimidated 298:11
Ingledower 319:20	81:3 119:12	instance 216:13	232:7 332:7	intrastate 55:15
initiate 47:16	137:10,15 144:13	instances 9:7 159:2	interesting 82:2	57:10 59:17,21
initiation 243:22	163:20,20 171:22	221:1	95:15 185:8	77:1 78:19,22
initiative 3:20	177:16 179:20	instantaneous	194:11 206:6	79:1 102:10
127:7 239:10,11	181:2,10 189:17	79:20	224:16 273:15	142:17 168:15
Initiatives 149:11	199:19 219:17	instantaneously	323:6 343:2	170:4 173:4 197:7
injunctio 30:15	220:16 224:19	66:10	interests 155:1	198:20 222:7,13
injustices 87:2	244:14 246:9,9	instinct 127:13	223:5 252:4	316:22
inmate 1:3 4:6,18	252:9 255:9	Institute 86:6	interfaces 302:10	intricately 188:17
5:3 7:10 9:15,19	256:12,13 257:21	124:10 233:22	interim 194:14	introduce 16:12,20
10:3 11:1,11,11	259:16 260:18	235:7	international 19:15	53:21 194:12
15:1 26:12 36:22	262:1 263:15	institutions 17:18	internet 67:8 89:11	introduced 54:3
40:8,17 41:11	264:10 265:19	144:5 202:7	89:18 91:10 93:12	148:19 155:15
45:17,19 61:18	278:12,18 282:5	210:17 304:11	94:8 95:2,12	165:2 194:20
76:21 109:11	282:11 283:10	337:20	106:2 107:20	introduces 194:16
124:11 129:14	291:2 297:15	instructed 94:17	108:8 116:21	introduction 20:13
159:11,15 169:17	299:18,20 300:5	instructor 233:21	319:2	21:13 145:18
182:5 183:1 195:5	300:22 301:12	instructs 30:15,17	internet-based	148:1 154:2 156:9
203:6,14 209:12	306:15 307:5,21	instrumental	68:7	163:6,10 272:14
232:12 234:18	308:6 309:18,20	144:21 182:22	interpretation	introductions
238:15 239:4	310:7 319:3,13,13	insulated 223:3	277:10	239:21
241:22 242:11	328:13,14,15,17	insurance 68:17	interpreter 66:11	invented 59:3
249:18 255:22	332:21 333:10	69:21	181:22	investigation 281:7
256:17 257:6	334:9,12 335:6,13	insure 13:1 15:11	interpreters 341:21	Investigations
259:4 260:10,16	336:4 337:16	27:1,4 37:5 40:9	interrupt 132:12	237:6
261:5,12,19,21	342:9,14	40:18	interrupting 164:5	invitation 35:15
262:2,20 263:3,6	inmate's 130:3	insuring 13:4,5	interstate 10:3	invite 213:5

invited 4:8 19:21
inviting 35:16
involve 69:15 168:8
involved 30:9
 46:18 53:21
 182:21 238:11
 264:20 302:7
involvement 33:20
involves 326:20
involving 339:7
in-person 83:4
 303:19
in-state 169:3
 255:8
Iowa 218:13,14,21
 279:17
IP 64:12
irrational 118:7,16
Island 309:9
isolate 208:6,21
isolated 50:3 88:13
isolation 36:5 83:2
 342:13
issue 7:1 8:7,10,15
 9:15 12:5,7 18:10
 20:17 21:17 25:9
 25:11 29:17 33:21
 35:1,7 36:12
 41:10 42:2 46:1,7
 46:8,18,22 53:12
 53:17,21 54:15
 56:6,6 58:7,11
 68:15,15 71:16
 72:3 75:7,14
 77:10,17 78:2,8
 81:11 84:3 86:16
 87:8 92:21 106:19
 108:2 114:16
 115:14,15 116:6
 117:11 120:19
 121:7,9,9 129:12
 134:15 141:18,22
 142:9,11,12 146:8
 147:7 150:15
 151:6 153:16
 156:16,21 157:19
 164:3,9,18 166:17

169:15 173:20
 175:4 183:1,18
 186:4 189:5,5
 192:3 197:7
 202:14,16 206:20
 207:20,21 208:7
 216:5 218:5 219:1
 219:2,4,9 224:2
 228:8 232:1,8,19
 242:14 243:17,18
 244:10 248:1
 250:2 275:8
 293:16 294:14
 318:15 320:22
 321:22 331:7
 334:3 342:3,13
 343:4,12
issued 151:9
issues 14:3,10,13
 17:7 20:21 34:2
 41:16,17 45:16
 52:9,13 60:8,12
 60:17 64:15 78:12
 81:12,14 86:20
 109:19 111:20
 129:13,21 139:15
 143:6,12 144:6
 147:8 154:19
 156:12 165:7
 219:10 229:19
 231:9 239:4,6,6
 266:8 294:16,18
 311:12 321:20
 326:19 329:11
 343:18
items 108:3
it'll 266:19 268:20
IXC 222:7

J

jackpot 47:1
jail 3:14 11:11 24:8
 24:9,17 25:19
 28:17 69:17 90:12
 95:6 105:19 106:4
 195:19 233:14,15
 233:18 239:16

240:8,11 242:2,8
 242:9,11,12,19,20
 243:2,3,7,16,19
 243:19 244:4,5,15
 245:22 261:14,17
 263:10 267:3,5,8
 269:11,14,16,20
 272:6 273:17
 277:16 285:19
 287:2,6 290:22
 292:10,13,16
 306:21 307:4,5,5
 308:5,8 309:15
 311:10 313:16,18
 313:22 318:17
 319:11 328:11
 333:4
jails 22:3,17 26:6
 89:13 93:17,22
 94:1 105:15 106:3
 126:2 179:6,10,14
 180:4,8 193:11
 195:17 203:19
 236:20 238:16
 240:15,18,20
 241:4,15 242:5
 244:11,12,13
 245:2,10,19 246:4
 246:13 250:21
 252:4 261:3,5
 262:9,12 263:1,5
 263:13 264:10
 269:1,5 272:22
 273:2,5,10,12,16
 273:18,21 275:4
 277:20 283:1
 285:11,20 286:11
 286:16 290:20
 292:22 293:5
 305:15,17 306:18
 318:2,9 319:22
 325:18 328:12
 329:2 332:15
 333:2,7 337:21
January 47:8
Jason 2:20 8:4
 144:20,21 145:6

182:21 183:3
 190:16 191:10
 198:8 205:11
 209:21 234:2,8,8
Jason's 191:7
Jean 175:1
Jennifer 217:8
jeopardize 13:22
Jerry's 179:21
Jersey 151:2
Jessica 1:15 8:6
 229:11
Jimmy 162:4
job 33:6 89:20
 110:8 114:18
 128:21 170:2
 208:1 213:1
 267:13 302:5
 341:18
jobs 125:7 128:21
Joe 49:18
John 2:12 8:1 20:3
 74:7 141:14
 145:17 183:4
 186:8 222:4
 237:17
Johnson 167:7
join 19:21 150:21
 161:15
joined 15:15
joining 7:19 8:6
 52:11
joint 74:4
journalist 53:12
joy 106:11
JPay 106:6 293:19
 293:21,22
Jr 150:5
Judiciary 49:20
Julie 1:16 4:22
 310:19 340:12,15
July 1:8 179:19
 269:7
junction 243:1
June 45:7
jurisdiction 56:8
 60:5 71:19 76:21

77:11 78:19
 142:14,17 166:5
 168:10 185:19
 188:15,20 250:2
 317:20 329:13,15
jurisdictions
 105:14 173:5
justice 2:17 17:10
 21:10 22:22 29:8
 31:4,15 35:18
 86:8 87:3 124:11
 126:13 143:19
 149:11,16 150:7
 153:14 154:15
 237:21
justify 9:22
juvenile 22:19

K

Kal 145:9,10
 190:18 199:2
KALPAK 2:14
Kay 139:2
keep 10:13 11:8
 23:13 59:2 75:17
 78:15 83:12 89:1
 126:7 136:2,3
 140:2 160:9 203:1
 222:2 229:18
 255:5 271:5
 277:20,22 278:2
 290:8 302:12
 303:12 304:7
keeping 187:17
 224:18
Keith 93:8
Kentucky 247:10
kept 154:22
key 28:8 129:12
keyword 61:22
 63:4 106:14
kick 121:16
kickback 22:4
 193:1 277:4
kickbacks 22:5,13
 121:12 200:17
 239:16 262:19

290:16	113:9 114:3 115:7	336:7 338:2 339:3	lastly 239:7 265:14	156:9 157:4,5
kicked 24:11	119:14 120:18,20	343:9	late 170:16,18	161:11 163:18
121:20 343:14	122:16,21 124:15	knowing 158:5	194:12	164:2,17 165:15
kids 335:9	126:3,21 127:14	255:1	lately 144:14	172:11 173:16,18
kill 300:2,15	127:22 128:3	knowledge 42:16	latest 110:15 267:1	174:4 198:16
kind 58:5 59:15	129:10 131:10	53:11 63:14,15	laugh 109:3	237:18,21
61:2 62:8,22	133:4 135:2,3,6,8	66:21 207:3	Laughter 47:2	leading 18:9
63:18 75:14	136:5 146:3 149:3	338:17	145:20 146:6	231:10 238:12
106:11 127:12,13	149:13 151:12,14	known 18:16 142:7	163:12 183:8	leads 8:13 273:12
135:15 145:17	156:22 158:10	knows 39:12 58:14	226:7,17 331:3	Leanza 2:7 18:1
158:1 159:6 165:5	163:7,19 164:13	66:11 89:20	launched 13:8	29:3,4 55:22
182:12,20 185:8	171:19 173:1	119:16 146:5	laundry 320:6	61:11 71:13 74:16
192:12 198:3	183:5,16,16 186:8	147:3 279:14	law 10:9 28:15	77:15 78:21 85:21
203:1,11 206:15	190:6 195:13	Kronenberg 15:14	46:19 71:3 77:9	95:16 102:15,20
207:4,8,12,15	196:14,22 197:5		77:12 93:16,19	113:22 117:12
209:5 224:9,16	198:13,18 199:3	L	95:4 96:3 97:14	120:14,17 127:3
225:6 229:14	201:2,16,20 204:3	label 111:5	117:22 162:9	134:22 266:4
273:15 291:20	204:4 205:15,16	laboratories	166:4 174:18	learn 14:19 34:20
327:11	205:17,22 206:2,7	150:16 183:17	175:9 235:7,8	147:7 191:4,8,17
kinds 70:7 191:14	209:1,11,21 210:1	343:13	236:17 237:3,15	learned 2:7 18:2
327:13,14 328:14	211:1,18,19,22	laboratory 191:17	268:17	192:17 219:15
King 150:5	212:11,13 213:4,9	lack 101:3 130:19	lawful 58:19	220:1
kiosks 106:4	214:18 216:15	337:10	laws 40:14 71:2,3	learning 262:4
kisses 23:16	217:6 218:9,21	Ladies 162:22	125:14 126:9,10	leave 14:1 117:19
kit 12:3	219:9,13,17 222:4	lady 47:17 115:21	240:20	170:22 188:22
knew 232:19	225:11 227:3	163:13	lawsuit 166:20	194:5 201:5 273:4
know 6:12 8:18	228:10 231:5	land 108:21,22	lawyer 329:21	273:13
16:17 28:2 30:8	248:14,17 252:1	language 39:3,5	lawyers 217:16	leaves 64:10,16,21
30:14 48:17 53:5	255:14 258:14	170:6	218:1 219:11	301:15
54:1,10 55:13	259:13,17 266:16	Lappin 217:8	331:1	leaving 28:14
56:4 57:1 58:9	267:22 270:4	large 14:5 56:14	lay 75:21 321:7	181:20
59:7 60:16,18,19	274:14 279:3	62:8 126:17	lead 102:7 137:6	LEC 185:11 186:6
61:20 64:2 65:16	286:6,9 287:5	128:14 129:2	153:16 166:20,21	338:7
66:22 68:2 69:10	288:2,21,22 289:8	171:17 189:12	325:5 341:13	led 35:17 53:20
69:22 70:4 71:20	290:12,13 291:21	226:14 254:11	343:11	96:20 149:15
72:7,12 73:12	292:20 293:19	258:4 283:9	leader 125:18	153:14
75:9,13 78:10,10	294:5,7,12,17,21	293:19	139:2 154:22	Lee 3:16 234:11,16
78:22 79:2,8,10	297:17 300:9	largely 272:22	162:9 253:9	234:19,22 304:6
79:13,19 80:1,4,6	304:7,13 308:11	273:3 309:17	258:20	left 32:5 51:20
80:9 82:17,22	309:10 310:18	333:14	leaders 31:8 35:17	110:5 226:5 252:6
85:11 86:1,2,7,17	313:4,18,20	larger 106:19	127:6,9 149:3	271:13 273:1
87:7,13,16 88:8	320:16 321:1	121:9 195:1	151:12 153:8	legal 2:5 17:4 18:14
88:10 95:19 97:18	322:5 325:15	201:16 202:3	276:18 298:2	20:18 21:4,19
98:11,20 99:18	326:10 330:1	largest 195:19	leadership 8:7 18:6	23:22 46:2 52:12
100:16 102:3	332:20,22 333:15	233:11,15 235:18	20:17 25:8,12	57:5 60:8 70:13
106:17 108:9	333:17,19,19,20	254:7 283:5,18	33:17 56:2,15	71:10 77:5 134:17
110:9,14,16,21	333:22 335:10	lasting 271:2	150:14 154:7,7	149:15 219:3

238:20	316:19	318:13	272:22 273:16,16	143:8
legislation 53:22	levels 119:2 129:15	listening 147:19,20	289:6,13 290:3,5	longtime 228:21
54:3 55:5 93:10	207:5	173:2 192:14	290:11 306:13	look 15:5 25:9
151:3 179:9 184:7	leverage 277:8	281:7	308:3,9 313:6	26:22 41:21,22
legislative 155:1	leveraging 19:7	literally 27:2 54:6	316:10 329:2	56:5 69:1,6,15
197:13 286:18	Lewis 2:8 18:12	55:7 65:17 160:5	localities 9:18	70:8 71:2 72:19
287:4 307:1	35:10,11 57:7,20	163:19	locality 263:9	83:2 99:5,8,12
legislator 194:4	58:2 65:4 67:3,14	literature 171:3	located 47:11 58:21	104:9 107:17
196:9	67:18 70:16 77:6	litigation 20:21	58:22 247:5,8	108:13 110:10,20
legislators 27:2	86:19 90:5 91:5,9	170:8	248:8,12,13	128:12 131:17
112:6 194:2 215:6	100:9 101:15	little 6:14 16:15	location 254:1	134:10 135:18,20
217:2	136:14	30:5 32:21 43:5,7	289:10 322:19	136:9 143:4 171:2
legislature 175:9	lib 49:3	44:13,14 48:14	locations 247:13	180:1,12 183:21
175:12 176:12	liberty 154:14	50:6 80:22 81:1	284:2 285:1	185:19 188:19,20
177:8 180:5 194:3	licensed 180:5	87:1 102:6 121:13	lock 125:16 126:7	197:6 211:2 217:1
215:11	licensing 70:19	129:4 132:8 134:7	126:17 195:9	223:9 224:17
legislatures 223:2	life 33:6 154:11	158:22 166:1	locked 24:8 126:1,8	246:8,13 269:13
legitimate 249:17	155:6 172:7 181:1	174:10 179:5	158:2,18 159:5	272:1 297:13,13
268:18	lifeline 23:12	191:16 196:10	335:11	308:14 315:5
lengthy 278:20	light 68:4 228:7	224:11 226:2	locks 130:21	321:21 323:7,15
280:17 282:15	272:10	266:17 272:20	log 106:2	326:2 327:7 336:9
letter 31:7 76:6	lights 314:6	290:15 327:8,8	logic 225:6	342:17 343:19
111:1 176:21	likewise 339:9	338:13 340:4	logically 213:9	looked 83:8 192:5
280:8 282:15	limit 80:15 93:21	live 5:13 26:8 61:17	logistical 5:7	210:19 305:2
287:10	201:10 224:20	62:4 120:19	long 8:22 13:10	323:8
letters 23:1 110:20	329:14,16 333:5	153:12 155:11	14:9 15:10 29:16	looking 52:4 58:13
149:18 278:6	limited 9:10 104:12	209:9 214:20	30:9 33:13 37:12	63:19 69:12 84:1
let's 20:8 42:13	195:9 271:4	230:12 324:7	43:10 50:19 71:16	92:22 96:21 97:6
75:21 79:9 89:1	limits 188:7 189:2	lived 52:18 109:17	79:3,13 83:14	100:13 108:14
92:5 99:10,12	194:6	lively 139:14	85:5 97:16 102:18	127:9 131:19
102:4 106:19	line 18:17 24:18	lives 30:5 32:22	103:7 109:9 126:8	135:5 147:8
115:2 134:2 140:4	78:2 108:12,21,22	42:15 57:19 279:7	142:7 146:9 150:6	152:13 194:22
140:15 147:11	127:15 130:8	335:17	157:7 159:9 161:9	197:10 198:14,15
153:16 161:2	138:13 197:8	live-changing 30:6	172:1 192:6	198:17 200:8
173:8 206:17,18	209:20 269:19	LLC 2:7 3:17	195:21 213:2	211:2,11 306:22
217:5 249:15	271:8	LLP 3:16	218:4 219:18	307:2 333:9
268:9 291:5	lines 60:4 168:9	lobbied 75:22	222:19 229:18,19	334:13 342:10
level 56:7,22 75:12	255:10	local 14:9 38:5,7	231:21 232:3,21	loopholes 221:18
130:1 143:1,2	lineup 183:7	43:11 45:6,17	238:17 241:2,15	Lorton 247:4,5
175:15 191:13,18	link 44:11 74:21	57:11,15,19 59:21	241:18 261:15	Los 263:19 313:15
193:11 198:3,7	276:18 277:7	75:10 103:6 109:8	267:19,19 268:7	lose 125:1 193:20
199:15 203:1	299:12	109:11,15 129:1	317:3 340:17	214:2,3 215:18
206:14 207:10	list 315:9 320:7	153:2 193:11	longer 125:16,16	losing 209:17
216:18,18 244:16	listen 45:14 62:21	195:4 198:12,13	242:21 243:3	lost 66:12 176:8
245:1 246:11	63:3 111:17 141:4	214:22 241:16,17	255:14 256:9	206:21,22
287:22 288:16	153:9	250:14 263:13	272:20 323:11	lot 21:16 35:20
306:19 311:6	listened 190:19	267:17 268:1,2	longstanding 13:9	43:3 45:2 55:14

55:15 59:2 61:14 62:1 63:14,15 64:13 65:12 71:20 71:22 76:9 81:13 82:7 85:2 86:10 89:10 106:20 111:20 112:10 114:8 115:6,16 118:6 121:5 126:2 130:12,12 131:14 134:8 184:2 187:11 193:18 200:20 212:3 214:1 224:17 230:11 246:2 254:22 270:18 273:14,19,19 274:6 303:2 304:8 304:9,10 332:17 333:10 336:14 337:4,8 342:20	160:1 175:6 177:1 202:4 203:21 204:2 208:9 222:5 253:5,10 267:15 281:21 282:9,10 288:18 290:9 323:10 lowered 81:8 176:19 205:12 206:3 276:16 287:21 288:5 lowering 13:10 lowest 22:1 121:19 192:7 276:12 337:3 low-income 15:5 Lucas 3:13 233:10 233:10 239:22 240:2 254:3 269:3 284:9 285:9 289:16 291:9 292:4 306:4,6 308:13 310:10 318:2,6,8 328:6,8 329:20 332:13 lucrative 210:9,10 213:14 215:22 lump 262:8 lunch 4:14 6:3,4 94:2 140:1,10 141:6 227:8,13,17 279:5,17 lunch-wise 140:8 Luther 150:5 LYNNE 2:3 L.A 311:7	maintain 10:17 44:11 83:3 155:17 171:8 maintaining 9:20 12:17 28:7 93:1 263:2 maintains 18:16 maintenance 311:10 313:16,19 313:22 major 51:8 62:20 64:5 210:3 majority 61:17 106:6 112:16 113:2 122:15 128:2 211:12 228:18 275:7 291:1 316:4 making 26:18 45:11 56:4 59:21 91:17 94:16 111:9 128:9 168:17 201:17,22 230:16 260:9 274:15 304:16 324:15 333:10 341:8 male 48:6,16,18 50:4 317:12 man 167:8 manage 206:19 manageable 181:1 managed 187:15 management 144:9 161:20 235:16 333:8,11 managers 308:5 managing 17:4 mandate 40:16 170:9 172:9 Mandatory 126:9 mangle 74:8 manner 38:19 118:5 manpower 293:2 manuals 237:3 Marano 2:22 144:9 181:6 199:18	204:1 margin 153:12 323:1 marginal 322:19 market 14:2 95:20 96:3 97:6,7 98:10 212:22 213:1 257:13 272:6 276:18 277:8,16 288:15 293:9,20 336:16,16 marketing 238:8 markets 114:17 255:22 286:3,4 marks 2:20 8:4,14 144:20 182:21 183:4 190:17 198:8 200:4 205:16 210:1 219:9 221:9 234:2 234:2,8,8 markup 180:3 Marlboro 245:13 Martha 8:19 79:8 167:2 234:17 247:2,11 249:20 250:3 Martin 150:5 Maryland 151:5 312:2 mass 41:22 42:1 116:7 125:18 234:13 Massachusetts 98:22 151:5 masses 46:12 massive 336:1 337:9 matched 162:19 matter 43:4 46:5 79:2,17 108:10 119:22 143:13 165:2,16 166:21 167:15,22 168:1,9 169:10 177:22 206:7,11 227:17 250:1 283:8 319:7	326:4 matters 168:8 275:13 maximum 111:11 159:10,12,13 245:14 ma'am 65:22 308:13 329:21 MCI 174:21 175:5 Meade 2:9 18:21 41:7 58:5 59:1 63:10 84:15 107:12 127:21 137:8 211:20 267:12 meal 328:12 mean 36:14 41:16 54:5 55:22 56:3 58:15,16 59:1 60:7 73:22 74:16 77:15,18 85:7 86:10 91:2,6 93:15 96:7 100:14 100:20 102:15,21 107:19 120:17,22 125:19 127:3 134:13,14 135:10 199:1 207:18,21 208:16 215:9,10 216:10,15 225:8 226:13 288:19 289:1 291:6 297:18,21 331:13 333:13 meaningful 12:15 13:6,16 15:11 331:16,17 means 26:20 32:8 38:13 39:12 41:17 44:3 58:10,11,19 60:1 71:1 91:11 103:8 128:8,9 136:20 139:9 164:10 198:2 204:10 224:13 273:7 285:7 343:16
lots 16:17,17 56:22 73:13 182:17 326:2,8,8 Loudoun 247:6 love 8:12 23:6 43:2 44:2 55:1 87:1 152:14 176:7 loved 9:4 11:7 13:3 19:6 22:16 23:16 24:17 26:6 27:19 47:13 89:3 112:21 113:1 152:11 158:17,21 159:4,7 159:21 160:8 171:9,16 303:1 loves 42:20 43:4 low 14:1 26:7 118:2 154:20 187:18 192:13 201:18 206:5 257:10 276:13 278:22 288:15 319:7,21 323:1 lower 21:11 22:22 81:4,9 83:10 113:15 117:16	Magazine 116:7 235:1 magnify 269:13 MAG-Net 17:8 21:8 149:14 mail 111:2 298:17 mail's 298:15 main 12:8 155:11 Mainstream 49:8	<hr/> M <hr/> Magazine 116:7 235:1 magnify 269:13 MAG-Net 17:8 21:8 149:14 mail 111:2 298:17 mail's 298:15 main 12:8 155:11 Mainstream 49:8		

meant 158:5 202:21 314:4	38:17	318:5	Ministry 29:9	Moderator 2:2,13 3:5
measures 289:10	men 18:19	middle 154:20	Minnesota 151:1	moderators 19:19
Meat 218:15	mental 208:2	196:22 209:20	minute 9:13 43:5	modern 303:1
mechanics 13:19	mention 44:17	335:20	43:10,11,22 44:1	modifications 71:5
mechanism 13:2	59:14 278:5	Midwestern 39:21	44:21 45:1 50:16	mom 25:19,20
190:10	313:14	mid-90s 247:6	63:8 134:2,13	43:18 44:1 45:2
mechanisms 5:21	mentioned 12:9	Mignon 1:12,15	136:5 187:8,20,22	304:21
214:21 263:5	23:19 33:16 94:13	157:4 163:7	188:2,3 189:4,13	moment 156:15
media 2:17 18:4,6	149:9 197:12	miles 11:4 48:11,13	189:20 211:9	212:7
29:8 33:18 49:8	199:8 266:9	48:15 51:9 169:8	251:9,10 253:12	momentum 56:16
90:1 143:19,20	272:15 273:11	230:14	253:17,20 254:16	Momma's 271:11
149:10,11,12	282:21 284:19	military 22:19	255:16 256:3,21	monetized 152:17
234:13 332:14	305:5 309:14	122:22 248:7	259:14 267:2	money 27:12,16,17
medical 204:14	334:14	Militia 17:16 144:4	281:11 290:4,5	28:3,20 32:1 43:1
medicine 247:17	mentored 115:11	Millicorp 2:9 18:22	294:11 314:21,22	43:13,17 45:11
medium 189:12	menu 208:7	102:16	317:10 324:6	46:1 69:8,18 75:8
meet 45:13 334:12	mess 66:4 174:12	million 10:14,15	329:7 332:6	75:14,17 94:13,18
335:6	message 136:14	22:11,12 44:16	minutes 23:21 44:4	95:5 96:13 98:2
meeting 1:12	176:12 327:9	49:22 55:2 92:14	129:9 130:5,6	112:21,22 117:12
103:20 228:17	messages 259:1	92:15 120:6 122:9	131:22 139:21	117:13,15,20
291:16	297:20,21 298:3	125:22 126:17	140:5 148:11	118:6 121:16,20
meetings 147:5	298:11	152:5 175:22	187:16 322:21	127:18,18 128:1,9
meets 205:2	messaging 334:19	177:10 195:2	324:6 332:4	128:14,14,16,17
member 17:12	met 1:11 42:4	212:14 230:2,5,8	340:19	128:19,20 129:2,3
24:16 114:9	46:11 51:12	231:18 258:22	misperception	135:12,12,13,14
141:14 143:8	157:10 253:3	259:1 273:17	113:4	135:15 176:1
144:2,2,22 152:10	meters 133:6	275:3 276:4	missing 121:9	177:11 178:6,20
161:18 162:10	method 217:11	281:16,17 288:7	125:8 338:5	184:20 186:20
220:22 234:4	219:16	304:20 311:8,13	mission 31:2	195:14,15 215:18
238:18,19 243:17	methodology	311:15,18,22	110:10 201:19	221:2 224:17,21
248:6,7	217:17	312:5,9	Missouri 309:9	225:20 239:15
members 19:14	methods 217:15	millions 29:22	mistake 42:8	255:2 256:14
28:8,16 36:19,21	Mexico 2:20	41:18 44:17 75:1	mistaken 292:14	271:4,6,11 274:7
37:10 39:10 40:22	144:20 184:6	75:2,2 163:19	Mitch 3:13 233:10	274:15,18,20
53:9 57:14 65:19	186:4 187:1,7	247:20	233:10 304:6,7	275:5,9,11 277:13
96:8,10 100:15,18	200:10 201:13	mind 10:13 53:5	317:14 339:2	286:6 290:21
101:3,6 112:20	208:21 209:22	107:17 285:9	mix 124:2	300:10 306:18
123:11 161:15	210:4 219:10	289:16 304:8	mode 148:7	307:14,20 308:7
165:1,9,13 166:2	234:4 247:9	327:16	model 21:21 45:22	311:1 312:12,15
166:9,11 182:7	254:14 309:8	mine 183:11	107:1 121:14	314:5 324:13
196:13 236:13	Mexico's 183:20	232:14	213:12 322:19	328:17 336:5,6
239:1 260:14	mic 234:6	minimal 289:11	323:19	337:6 342:17
273:20 309:20,22	Michael 76:17	minimum 69:14	models 286:19	monitor 256:16
310:5 322:15	214:19,20	131:21 132:1	modem 158:13	283:13
342:8	Michigan 248:14	186:15 318:12	moderate 232:13	monitored 220:4,5
memorized 38:15	309:8	Minimums 126:10	333:8	261:13
	microphone 317:15	Minister 31:15	moderating 16:4	

monitoring 261:18 261:19 265:18 305:1	217:5 226:21 290:10 294:16	235:2,3 236:9,22 237:19 239:3 240:13 260:8 261:10 262:16 264:1,8 291:5 292:8	147:9,18 176:5,13 176:14 190:8 197:2,3,8,22 199:5 200:21 203:2,21 204:11 204:17 208:4 209:15 210:18 215:5,5 220:2,18 251:20 258:7 265:11,12 283:13 283:15,17 290:3 296:19 298:2,3,3 300:9 308:6 310:14 331:1 334:13 335:7 338:18 341:22	206:3 226:14 257:3 296:22 300:20 335:14
Monopolization 239:13	moved 54:2 157:14 247:7	nationally 190:8 207:9	199:5 200:21 203:2,21 204:11 204:17 208:4 209:15 210:18 215:5,5 220:2,18 251:20 258:7 265:11,12 283:13 283:15,17 290:3 296:19 298:2,3,3 300:9 308:6 310:14 331:1 334:13 335:7 338:18 341:22	new 2:20 10:4 14:12 58:8 65:17 77:21 89:22 95:4 99:8 106:18 120:19 124:3 144:19 151:2 183:20 184:6 186:4 187:1,7 200:10 201:12 208:21 210:3 214:5 219:10 234:4 247:9 254:14 280:9 282:11 287:10,17 291:16 292:11 295:1,1 299:17 303:9,10 308:7 309:8,8 331:12 332:14 333:17 336:3,17 340:11 342:21
monopoly 130:15 131:15	movement 96:19 257:6	nationwide 22:12 237:14	209:15 210:18 215:5,5 220:2,18 251:20 258:7 265:11,12 283:13 283:15,17 290:3 296:19 298:2,3,3 300:9 308:6 310:14 331:1 334:13 335:7 338:18 341:22	new 2:20 10:4 14:12 58:8 65:17 77:21 89:22 95:4 99:8 106:18 120:19 124:3 144:19 151:2 183:20 184:6 186:4 187:1,7 200:10 201:12 208:21 210:3 214:5 219:10 234:4 247:9 254:14 280:9 282:11 287:10,17 291:16 292:11 295:1,1 299:17 303:9,10 308:7 309:8,8 331:12 332:14 333:17 336:3,17 340:11 342:21
Montana 253:14	moves 102:8 153:17 300:1	nation's 155:7,11	209:15 210:18 215:5,5 220:2,18 251:20 258:7 265:11,12 283:13 283:15,17 290:3 296:19 298:2,3,3 300:9 308:6 310:14 331:1 334:13 335:7 338:18 341:22	new 2:20 10:4 14:12 58:8 65:17 77:21 89:22 95:4 99:8 106:18 120:19 124:3 144:19 151:2 183:20 184:6 186:4 187:1,7 200:10 201:12 208:21 210:3 214:5 219:10 234:4 247:9 254:14 280:9 282:11 287:10,17 291:16 292:11 295:1,1 299:17 303:9,10 308:7 309:8,8 331:12 332:14 333:17 336:3,17 340:11 342:21
month 31:22 32:6 32:10,13 259:12 297:22	moving 59:7 111:13 128:17 140:2 144:21 275:7 343:19	Naturally 180:15	209:15 210:18 215:5,5 220:2,18 251:20 258:7 265:11,12 283:13 283:15,17 290:3 296:19 298:2,3,3 300:9 308:6 310:14 331:1 334:13 335:7 338:18 341:22	new 2:20 10:4 14:12 58:8 65:17 77:21 89:22 95:4 99:8 106:18 120:19 124:3 144:19 151:2 183:20 184:6 186:4 187:1,7 200:10 201:12 208:21 210:3 214:5 219:10 234:4 247:9 254:14 280:9 282:11 287:10,17 291:16 292:11 295:1,1 299:17 303:9,10 308:7 309:8,8 331:12 332:14 333:17 336:3,17 340:11 342:21
monthly 9:9 17:5 230:19 234:22 261:15 335:1	multifaceted 19:1	nature 275:17	209:15 210:18 215:5,5 220:2,18 251:20 258:7 265:11,12 283:13 283:15,17 290:3 296:19 298:2,3,3 300:9 308:6 310:14 331:1 334:13 335:7 338:18 341:22	new 2:20 10:4 14:12 58:8 65:17 77:21 89:22 95:4 99:8 106:18 120:19 124:3 144:19 151:2 183:20 184:6 186:4 187:1,7 200:10 201:12 208:21 210:3 214:5 219:10 234:4 247:9 254:14 280:9 282:11 287:10,17 291:16 292:11 295:1,1 299:17 303:9,10 308:7 309:8,8 331:12 332:14 333:17 336:3,17 340:11 342:21
months 158:4 218:17 258:21 334:11	multiple 12:14 55:10 187:13 188:4 261:22 296:16	NCIC 203:6 276:13 277:2 321:17	209:15 210:18 215:5,5 220:2,18 251:20 258:7 265:11,12 283:13 283:15,17 290:3 296:19 298:2,3,3 300:9 308:6 310:14 331:1 334:13 335:7 338:18 341:22	new 2:20 10:4 14:12 58:8 65:17 77:21 89:22 95:4 99:8 106:18 120:19 124:3 144:19 151:2 183:20 184:6 186:4 187:1,7 200:10 201:12 208:21 210:3 214:5 219:10 234:4 247:9 254:14 280:9 282:11 287:10,17 291:16 292:11 295:1,1 299:17 303:9,10 308:7 309:8,8 331:12 332:14 333:17 336:3,17 340:11 342:21
moon 89:16	Murdered 237:1 237:19	near 80:17,19 256:4 267:18	209:15 210:18 215:5,5 220:2,18 251:20 258:7 265:11,12 283:13 283:15,17 290:3 296:19 298:2,3,3 300:9 308:6 310:14 331:1 334:13 335:7 338:18 341:22	new 2:20 10:4 14:12 58:8 65:17 77:21 89:22 95:4 99:8 106:18 120:19 124:3 144:19 151:2 183:20 184:6 186:4 187:1,7 200:10 201:12 208:21 210:3 214:5 219:10 234:4 247:9 254:14 280:9 282:11 287:10,17 291:16 292:11 295:1,1 299:17 303:9,10 308:7 309:8,8 331:12 332:14 333:17 336:3,17 340:11 342:21
moot 175:14		nearly 8:18 18:18 34:16 175:19 218:17	209:15 210:18 215:5,5 220:2,18 251:20 258:7 265:11,12 283:13 283:15,17 290:3 296:19 298:2,3,3 300:9 308:6 310:14 331:1 334:13 335:7 338:18 341:22	new 2:20 10:4 14:12 58:8 65:17 77:21 89:22 95:4 99:8 106:18 120:19 124:3 144:19 151:2 183:20 184:6 186:4 187:1,7 200:10 201:12 208:21 210:3 214:5 219:10 234:4 247:9 254:14 280:9 282:11 287:10,17 291:16 292:11 295:1,1 299:17 303:9,10 308:7 309:8,8 331:12 332:14 333:17 336:3,17 340:11 342:21
moral 30:18 150:6	N	Nebraska 2:15 3:4 20:3 143:9 192:6 193:14 195:1,18 232:15 278:7,15 278:22 279:8 287:7 309:8 312:21 343:12	209:15 210:18 215:5,5 220:2,18 251:20 258:7 265:11,12 283:13 283:15,17 290:3 296:19 298:2,3,3 300:9 308:6 310:14 331:1 334:13 335:7 338:18 341:22	new 2:20 10:4 14:12 58:8 65:17 77:21 89:22 95:4 99:8 106:18 120:19 124:3 144:19 151:2 183:20 184:6 186:4 187:1,7 200:10 201:12 208:21 210:3 214:5 219:10 234:4 247:9 254:14 280:9 282:11 287:10,17 291:16 292:11 295:1,1 299:17 303:9,10 308:7 309:8,8 331:12 332:14 333:17 336:3,17 340:11 342:21
morning 7:9,12 8:9 15:9,19 16:1 25:2 29:3 35:10 46:16 156:5 266:3 267:13,16 268:7 270:5 318:14 324:2 342:4 343:15	N 4:1 5:1	necessarily 58:20 60:11 82:4 84:18 244:5 314:14	209:15 210:18 215:5,5 220:2,18 251:20 258:7 265:11,12 283:13 283:15,17 290:3 296:19 298:2,3,3 300:9 308:6 310:14 331:1 334:13 335:7 338:18 341:22	new 2:20 10:4 14:12 58:8 65:17 77:21 89:22 95:4 99:8 106:18 120:19 124:3 144:19 151:2 183:20 184:6 186:4 187:1,7 200:10 201:12 208:21 210:3 214:5 219:10 234:4 247:9 254:14 280:9 282:11 287:10,17 291:16 292:11 295:1,1 299:17 303:9,10 308:7 309:8,8 331:12 332:14 333:17 336:3,17 340:11 342:21
morning's 291:16	nailed 320:22	need 10:7,17 13:18 13:21 14:15 23:15 24:10,22 25:18 28:15 33:4,5,6 36:17 37:3 41:3 44:10 46:7,12 59:8 67:7,21 72:2 89:5 91:15 93:13 95:16 96:11 97:11 97:12 104:14 111:6 116:14 122:4 126:19 128:20 143:13	209:15 210:18 215:5,5 220:2,18 251:20 258:7 265:11,12 283:13 283:15,17 290:3 296:19 298:2,3,3 300:9 308:6 310:14 331:1 334:13 335:7 338:18 341:22	new 2:20 10:4 14:12 58:8 65:17 77:21 89:22 95:4 99:8 106:18 120:19 124:3 144:19 151:2 183:20 184:6 186:4 187:1,7 200:10 201:12 208:21 210:3 214:5 219:10 234:4 247:9 254:14 280:9 282:11 287:10,17 291:16 292:11 295:1,1 299:17 303:9,10 308:7 309:8,8 331:12 332:14 333:17 336:3,17 340:11 342:21
mother 39:20 41:21 42:19,20,21 43:14,15 44:3,5 47:14 50:14 167:8	name 5:21 7:16 16:1 29:4 35:11 38:19 42:6,7 74:8 112:22 141:14 149:9 194:2,3	necessary 46:9 56:20,21 102:18 151:13	209:15 210:18 215:5,5 220:2,18 251:20 258:7 265:11,12 283:13 283:15,17 290:3 296:19 298:2,3,3 300:9 308:6 310:14 331:1 334:13 335:7 338:18 341:22	new 2:20 10:4 14:12 58:8 65:17 77:21 89:22 95:4 99:8 106:18 120:19 124:3 144:19 151:2 183:20 184:6 186:4 187:1,7 200:10 201:12 208:21 210:3 214:5 219:10 234:4 247:9 254:14 280:9 282:11 287:10,17 291:16 292:11 295:1,1 299:17 303:9,10 308:7 309:8,8 331:12 332:14 333:17 336:3,17 340:11 342:21
mothers 26:2 44:19 260:19	names 106:7 218:1	necessarily 58:20 60:11 82:4 84:18 244:5 314:14	209:15 210:18 215:5,5 220:2,18 251:20 258:7 265:11,12 283:13 283:15,17 290:3 296:19 298:2,3,3 300:9 308:6 310:14 331:1 334:13 335:7 338:18 341:22	new 2:20 10:4 14:12 58:8 65:17 77:21 89:22 95:4 99:8 106:18 120:19 124:3 144:19 151:2 183:20 184:6 186:4 187:1,7 200:10 201:12 208:21 210:3 214:5 219:10 234:4 247:9 254:14 280:9 282:11 287:10,17 291:16 292:11 295:1,1 299:17 303:9,10 308:7 309:8,8 331:12 332:14 333:17 336:3,17 340:11 342:21
Mother's 259:3	Narratives 17:8 21:8 149:14	need 10:7,17 13:18 13:21 14:15 23:15 24:10,22 25:18 28:15 33:4,5,6 36:17 37:3 41:3 44:10 46:7,12 59:8 67:7,21 72:2 89:5 91:15 93:13 95:16 96:11 97:11 97:12 104:14 111:6 116:14 122:4 126:19 128:20 143:13	209:15 210:18 215:5,5 220:2,18 251:20 258:7 265:11,12 283:13 283:15,17 290:3 296:19 298:2,3,3 300:9 308:6 310:14 331:1 334:13 335:7 338:18 341:22	new 2:20 10:4 14:12 58:8 65:17 77:21 89:22 95:4 99:8 106:18 120:19 124:3 144:19 151:2 183:20 184:6 186:4 187:1,7 200:10 201:12 208:21 210:3 214:5 219:10 234:4 247:9 254:14 280:9 282:11 287:10,17 291:16 292:11 295:1,1 299:17 303:9,10 308:7 309:8,8 331:12 332:14 333:17 336:3,17 340:11 342:21
motivated 268:15	narrow 109:22	need 10:7,17 13:18 13:21 14:15 23:15 24:10,22 25:18 28:15 33:4,5,6 36:17 37:3 41:3 44:10 46:7,12 59:8 67:7,21 72:2 89:5 91:15 93:13 95:16 96:11 97:11 97:12 104:14 111:6 116:14 122:4 126:19 128:20 143:13	209:15 210:18 215:5,5 220:2,18 251:20 258:7 265:11,12 283:13 283:15,17 290:3 296:19 298:2,3,3 300:9 308:6 310:14 331:1 334:13 335:7 338:18 341:22	new 2:20 10:4 14:12 58:8 65:17 77:21 89:22 95:4 99:8 106:18 120:19 124:3 144:19 151:2 183:20 184:6 186:4 187:1,7 200:10 201:12 208:21 210:3 214:5 219:10 234:4 247:9 254:14 280:9 282:11 287:10,17 291:16 292:11 295:1,1 299:17 303:9,10 308:7 309:8,8 331:12 332:14 333:17 336:3,17 340:11 342:21
motivating 127:5	narrowly 170:10	need 10:7,17 13:18 13:21 14:15 23:15 24:10,22 25:18 28:15 33:4,5,6 36:17 37:3 41:3 44:10 46:7,12 59:8 67:7,21 72:2 89:5 91:15 93:13 95:16 96:11 97:11 97:12 104:14 111:6 116:14 122:4 126:19 128:20 143:13	209:15 210:18 215:5,5 220:2,18 251:20 258:7 265:11,12 283:13 283:15,17 290:3 296:19 298:2,3,3 300:9 308:6 310:14 331:1 334:13 335:7 338:18 341:22	new 2:20 10:4 14:12 58:8 65:17 77:21 89:22 95:4 99:8 106:18 120:19 124:3 144:19 151:2 183:20 184:6 186:4 187:1,7 200:10 201:12 208:21 210:3 214:5 219:10 234:4 247:9 254:14 280:9 282:11 287:10,17 291:16 292:11 295:1,1 299:17 303:9,10 308:7 309:8,8 331:12 332:14 333:17 336:3,17 340:11 342:21
mountains 49:13	NARUC 2:12 20:4 143:11 144:18,22	need 10:7,17 13:18 13:21 14:15 23:15 24:10,22 25:18 28:15 33:4,5,6 36:17 37:3 41:3 44:10 46:7,12 59:8 67:7,21 72:2 89:5 91:15 93:13 95:16 96:11 97:11 97:12 104:14 111:6 116:14 122:4 126:19 128:20 143:13	209:15 210:18 215:5,5 220:2,18 251:20 258:7 265:11,12 283:13 283:15,17 290:3 296:19 298:2,3,3 300:9 308:6 310:14 331:1 334:13 335:7 338:18 341:22	new 2:20 10:4 14:12 58:8 65:17 77:21 89:22 95:4 99:8 106:18 120:19 124:3 144:19 151:2 183:20 184:6 186:4 187:1,7 200:10 201:12 208:21 210:3 214:5 219:10 234:4 247:9 254:14 280:9 282:11 287:10,17 291:16 292:11 295:1,1 299:17 303:9,10 308:7 309:8,8 331:12 332:14 333:17 336:3,17 340:11 342:21
move 49:12 73:17 98:14 101:9 102:5 102:10 103:10 132:20 137:15,18 143:15 148:12 164:2,8 173:8 174:5 198:4,17 206:10,14 207:16	NARUC's 141:16	need 10:7,17 13:18 13:21 14:15 23:15 24:10,22 25:18 28:15 33:4,5,6 36:17 37:3 41:3 44:10 46:7,12 59:8 67:7,21 72:2 89:5 91:15 93:13 95:16 96:11 97:11 97:12 104:14 111:6 116:14 122:4 126:19 128:20 143:13	209:15 210:18 215:5,5 220:2,18 251:20 258:7 265:11,12 283:13 283:15,17 290:3 296:19 298:2,3,3 300:9 308:6 310:14 331:1 334:13 335:7 338:18 341:22	new 2:20 10:4 14:12 58:8 65:17 77:21 89:22 95:4 99:8 106:18 120:19 124:3 144:19 151:2 183:20 184:6 186:4 187:1,7 200:10 201:12 208:21 210:3 214:5 219:10 234:4 247:9 254:14 280:9 282:11 287:10,17 291:16 292:11 295:1,1 299:17 303:9,10 308:

non-existent 51:15	201:3 212:16	occur 143:3,3	58:3 59:10 63:9	122:14 158:17,22
non-inmate 311:12	220:15 225:13,18	170:9	65:2 67:16 68:9	159:4,7,21 160:8
312:16	229:21 245:15	occurred 192:10	70:2 71:12 73:19	171:9,11,16
non-negotiable	255:12 261:22	occurring 86:20	74:6 75:19 76:15	190:12 222:21
201:2	265:4 266:20	87:3	76:16 80:6 81:16	268:6 303:2,14
non-profit 17:1	267:17 268:22	offended 114:8	83:11,20 84:10	one's 171:9
18:13	269:22 281:14	offender 181:14	87:4 90:4 92:6	one-house 194:3
non-violent 126:18	299:19 302:10	offenders 27:20	95:15 100:3,20	ongoing 14:10
nook 104:15	335:1 338:16	28:13,17 144:11	101:12,18 105:8	online 12:3 21:16
normal 9:16 37:12	numbers 10:13	182:10 205:2	107:10 122:18	149:4 188:21
270:1	40:20 45:6 57:12	offense 241:6	125:11 127:20	284:15
normally 242:6	58:20 68:4 102:18	offenses 126:19	132:5 134:1,21	onsite 292:17,18
north 47:12 269:14	149:22 200:9	offer 256:9,10	136:13 137:17	open 24:14 73:1
324:22	259:13 261:21	298:16 314:21	139:7,20 140:8,13	89:5 99:4 299:4,4
Norton 1:20 4:11	288:19	315:1 336:21	146:2 182:14	opened 88:19 185:7
7:19 141:2 161:16	numerous 237:3	340:20	196:8 217:5 227:7	298:16
163:2,5 173:17	321:5,6	offered 294:10	227:11 235:14	opening 16:19
183:12 185:21	nut 216:7	offering 256:7	252:16,18 259:18	25:13 114:2 145:8
341:7	NXX 109:15	offers 159:20	269:11 271:18	173:9 174:6
Norton's 162:17		office 3:14 15:14	274:16 283:19	190:19,22 239:22
nose 222:13	O	29:6 74:10 138:16	291:6 303:21	248:18 284:19
note 5:9 148:9	O 3:21 5:1	154:19 233:12	310:16 314:8	301:10 309:3
179:4,6 308:21	Obama 68:12	237:16 240:10	315:22 319:18	331:5
313:3 320:6	69:20 88:19 98:18	263:19,21	325:1,10 329:4	opens 165:5
noted 31:21	98:19,21 99:5	officer 18:22	330:12,20 340:3	operate 118:4
Notice 119:6	115:3	235:17 270:14	344:7	148:8 197:15
noticeable 205:13	OBC 237:12	officers 337:7	old 29:7 105:21	236:19 255:18
noticed 8:12 46:20	objection 140:2	offices 185:2	118:6 303:13	257:11,17 261:2
205:19 228:17	179:10	301:10	Omaha 195:18,20	287:3
notices 294:18	objections 147:3	official 124:1	once 14:12 25:10	operated 316:3
notification 298:22	184:2	officials 7:17	41:21 46:5 49:1	operates 278:16
notified 299:15	objectives 301:17	118:15 125:13	56:17 64:10,16,20	operating 123:17
not-so-gentle 154:9	obligation 98:8	126:4,20 164:7	73:1 88:20 91:2,3	235:17 242:9
NPA 109:15	138:21	169:1 192:8	91:4 114:6 130:14	262:5 280:22
NPRM 13:12 54:15	obligations 172:17	193:19 198:13,14	150:5 166:5	operation 245:20
55:12 80:9,13	observations	236:17 259:20	167:22 171:4	operational 281:10
119:6 176:21	145:12	260:12	172:10,15 200:19	operations 75:9
197:5 251:16	obstacles 36:22	offsets 255:4	201:9,13 202:6	93:1 233:15
NSA 236:11	obtained 325:21	offsite 289:10	221:21 223:10	332:12
NSC 235:18	obtaining 207:22	293:1	226:10,13 228:4	operator 37:14,22
number 12:9 22:20	208:1	oftentimes 23:17	228:22 252:18	58:1 65:20,20
25:16 57:9 81:2	obviously 71:15	314:18	onerous 102:13	66:3 324:8
95:18 105:13,15	130:10 180:22	oh 229:13 234:7	ones 9:4 11:7 13:3	operators 37:2
109:10,16 117:17	209:21 241:17	275:12	14:5 19:6 22:16	61:17 62:4
117:18 119:1	301:13 325:14,22	Ohio 247:9	23:16 26:6 27:19	opponent 99:1
126:17 131:21	occasion 141:19	okay 20:11 52:6	47:13 80:12 89:3	opponent's 60:20
133:21 165:18	occasionally 258:1	53:6,18 55:9 57:6	112:21 113:1	opportunities

16:18	ought 143:3 153:7 214:18 216:3 217:1	152:19 159:11 223:18 224:7 271:19 315:5 329:14	158:20 230:4,12 237:1,19 279:19 279:22	265:7 299:10
opportunity 14:19 16:14 28:22 29:20 33:21 41:9 60:21 70:9,21 73:2,3 74:14 87:10,11 101:22 116:15 121:1 129:7 146:7 153:1 160:14 162:6 180:11 191:3,8,11 226:12 230:6,9 250:19 252:20 272:2	outset 232:2 outside 33:7 34:9 37:2 44:11 62:13 84:4 132:3 191:5 198:21 251:15 261:15 301:1 306:8 337:21	panel 2:1,11 3:2 4:4,6,18 15:21 16:4,5 19:22 35:16 44:15 74:13 102:6 132:8 134:3 137:18,18 140:7 140:16,20 141:1,4 141:5 142:13 143:4,22 161:13 164:6,6 173:12 179:5 180:12 190:20,20 205:18 210:9 211:20 226:4,14 227:5 232:12 240:22 289:20 331:22	parity 196:18 197:3 parole 82:12 part 30:17 50:7 54:7 56:14 60:18 62:8 103:16 106:11 107:8 113:8 119:17 122:18 123:1,20 126:5 131:4,18 168:20 182:18 184:21 185:2 188:15 189:9 200:7,8,19 201:22 207:20 208:5 209:7 214:11 232:5 240:6 241:4 241:11 243:7 263:9 290:19 292:5 301:12 305:19 310:4 316:14 325:17 327:10	partner 264:7 partners 14:19 239:19 partnership 264:3 parts 34:18 party 124:19 255:15 Paso 47:18 48:12 48:14 pass 93:16 147:2 passage 164:19 passed 49:21 68:13 93:10 119:20 145:3 148:9 175:9 179:1,9 184:7 251:2,11
opposed 74:11,12 108:11 147:12 195:10	outstanding 7:13 164:3 237:21	panelists 16:13,21 19:19 29:13 41:13 59:13 153:15 191:11 192:1 264:16 332:8 340:15 341:2 344:5	Participant 2:4,15 3:9,12 317:12 318:7	pastors 30:2 path 160:21 231:21 289:14 337:4 340:9
opposition 76:14 238:2	overcome 36:22	panels 19:20 59:13 187:11 235:1 246:21 289:7 334:12 341:2	participants 7:14	pathway 56:19
Oprah 49:2	overcrowded 246:6	paragraphs 280:18	participate 341:13	patience 161:13
option 26:9 87:15 129:19 281:19 282:2 288:22 293:15 315:12	overdue 232:22	parameters 201:7 330:9	participating 172:6	Patrick 2:6,18 7:17 17:12 25:3 144:1 173:8,12 180:15 206:21 215:4
options 204:9 208:7 314:19 333:12 337:15	overestimated 164:4	paramount 36:3 201:3 242:8	participation 228:5	paucity 210:15
Orange 311:18	overnight 266:7,11	parcel 209:7	particular 31:20 68:15 81:10 130:22 142:4 156:16 181:3 216:18 228:7,8 293:10 318:14 342:18 343:4	Pauline 19:10 48:22 49:5,7,12 49:20 75:22 76:3 110:15 115:19
order 151:3 159:3 217:15 255:9 258:7 266:2 272:13 302:11,17 324:15,21	oversaw 235:20	parents 11:3 123:14 155:19	parties 264:20	paved 160:18 paving 160:19 pay 3:18 8:10,16 10:3 13:4,18 24:13,17 36:19 37:9,21 38:6 40:18 45:1 53:4 90:8 91:9,10 92:1 92:4 96:8 108:7 112:1,15 113:10 113:10 114:9 117:1,21 120:9,10 121:8 122:15,17 123:3,14 124:15
ordinary 114:19	oversee 103:21			
Oregon 253:13 259:10,14 334:20 335:13	overseeing 233:15			
organization 17:1 18:13 19:13 86:22 235:12 236:12 237:19 240:11 272:15	oversight 161:22 229:4 313:10			
organizations 31:8 73:4 218:2	overwhelming 47:9 overwhelmingly 22:15			
organize 326:21	over-complicating 91:14			
organized 15:9	owed 224:7			
original 250:20	owned 128:14			
originates 178:22	owns 128:13			
	P			
	P 5:1			
	pace 38:16 107:14			
	packed 241:10			
	Packing 218:15			
	pages 272:20 275:18,19			
	paid 22:4,13 38:4 53:15 85:5 87:17 112:17,18 113:3 119:10,11,17,18			

128:19 129:1 135:4,12,13,15 136:6,20 150:1 174:17,19 176:2 224:19 225:1 235:19,21 238:6,9 238:15 242:12,14 242:15,17 246:4,4 249:5,12 256:1 264:21 274:2 276:12 290:1 307:8 326:9 328:11 333:18 337:6 payer 68:15 paying 46:13 50:17 50:17 57:15 85:4 85:6 113:20 119:22 122:8,22 126:12,16 218:5 220:11 225:2 247:17,17 249:10 267:18 273:20 payment 94:22 112:19 159:14 214:21 payments 152:21 309:14,17 pays 54:8 91:7 123:15 308:18 336:5 Pay-Tel 320:13 323:13 PC 319:8 PCs 185:1 peace 31:5 53:5 pedophiles 298:9 peer 317:1 peers 40:12 pejoratively 262:18 pending 210:6 penitentiary 158:3 Pennsylvania 10:6 248:12 penny 44:4 people 5:8,14,16 6:22 10:21 17:2	28:8 31:16,19 32:17,19 34:20 37:17 39:4 40:15 43:8 44:14,16 45:7 47:7 51:6 69:2,3,14 70:20 71:7 78:22 79:10 84:4 85:3,5,17,19 88:6,8,10,20 95:19 96:4,9,15 96:18 97:9,11,12 97:13 98:7,10,11 99:17 101:1 102:17 104:13,17 106:1 108:22 111:9 112:13 113:16 114:5,20 115:6 117:3,8,10 117:13,17,18,21 117:22 118:14 121:6 122:21 124:14 125:7,15 125:16 126:1,7,17 128:5,5,6,8,8,18 129:1 135:3,12 136:16 138:14 147:13,16,17 152:5,8 153:10 154:12 158:19 162:14 165:19 166:5 168:5 171:4 188:10 195:2,20 196:2,22 204:5 207:22 208:10 212:10,15,16 213:2,5 215:15,18 218:7,10,19 219:4 223:1 225:9,10,14 241:2 242:4 245:16 246:2 266:10,14 267:14 267:17 269:15,22 273:13,15,16,17 273:19 275:3 279:3 292:6 293:6 296:4 297:17 302:15,22 304:22	306:8 308:14 325:22 334:17 336:1 338:10,15 339:8 people's 132:14 percent 22:6 32:3 39:14,18 48:9 125:20,21 175:19 178:15,16 180:3 223:18,21 224:12 236:20 242:4 253:19 257:15 258:2 259:2,7 261:3 266:5 268:1 268:2,5,10,13 269:11,12 274:10 280:15 287:17,19 288:7 289:2 297:4 311:9,14,19 316:9 335:2 338:6,8 339:3 percentage 200:15 percentages 22:10 perception 117:7 121:6 143:14 270:4,5 perfect 79:15 90:12 104:6,7 154:5 183:19 performance 11:15 period 61:5,6 periods 125:17 permanent 136:21 permit 93:10 permitted 159:10 274:4 Perry 139:2 person 42:3,8,18 66:14,16,16 84:3 90:17 137:20 138:1 154:8,10 182:1 204:12 229:9 233:10 240:4 270:8 283:12 295:21,22 299:21 307:7 personal 45:11	52:8,10 53:10 66:21 85:1,10 personally 6:21 persons 305:14 perspective 56:1 72:13 96:1 127:10 182:15 191:12,21 196:11,12 225:8 327:2,4 perspectives 55:19 343:3 per-minute 38:1 pester 339:16 Peter 3:20 239:8 petition 8:20 137:11,11 149:18 150:17 170:17 211:17 247:12 334:2 petitioner 234:17 petitioners 217:20 255:20 323:9,12 petitioner's 266:22 petitions 13:9 Petro 3:16 234:11 246:16,17 287:9 289:17 291:6,12 293:13,14 310:21 310:22 312:8 314:2 320:4 321:11 330:2,13 333:13 338:13 Petro's 322:15 phase 8:15 phone 8:10,16 9:7 9:15,16 10:4,11 11:6 13:5,18 17:6 17:10 20:20,21,22 21:3,10,11,20,22 22:6,9,14,22,22 23:5,12,20 24:1,6 24:21,21 27:9,12 31:11 32:9,10,13 34:8 37:16 38:1,5 38:7 39:11,16,17 41:11 45:3 50:11 50:17 51:20 52:9	52:15 53:2,4,7,14 53:15 54:18,22 61:15,18 62:12 65:5 66:2 67:5 68:6,18 71:16,17 72:15 74:18 75:15 81:9,21 82:5,10 83:4 84:22 86:3 88:9 91:16 92:2 94:7,15 96:5 106:22 108:22 109:1,5,8,12,16 110:13 112:14,16 112:17 113:2 114:16 117:5,16 118:1 119:9 120:1 120:10 121:11 122:11 123:4,12 127:16 128:9 129:1 130:14,22 131:4,8,10,19 132:17 135:4 136:7 149:16 150:2 158:5,6,12 175:21 177:15 181:14,16,16 182:2 203:6,14,15 205:14 209:12 223:4 224:5,22 230:16,17,20 235:19,21 239:13 239:17,19 242:9 242:15 243:12 244:6 248:16 249:18,22 250:6 250:14,22 251:8 255:19 256:8,9,11 256:15 257:2,9,19 257:20 258:1,8,12 258:15 259:7,12 259:12,15 265:18 265:18 268:1,3 271:14 272:6 277:22 281:21 285:14 286:5 289:8,15 295:3,8 296:9,21 297:5,17
--	---	--	---	--

297:19 299:12,17 300:20 303:4 307:12,22 309:21 324:16,20 325:16 333:3,18 334:14 339:15 phonejustice.org 138:12 phones 37:4 39:1 41:2 66:6 67:4,10 68:3 70:15 90:6 90:15 91:20,22 101:13,15,16,17 119:16 133:11 151:19 243:16 254:20 255:22 256:1 257:21 258:10,10 282:2,6 282:10 333:6 photo 298:3 photos 258:17 259:1 298:6,10 phrased 285:4 physical 36:9 physically 58:22 pick 180:15 picked 24:6 picking 43:19 picks 324:19 picture 224:14 pictures 46:20 298:7 335:9 344:5 344:6 piece 121:2 179:8 piecemeal 197:16 197:18 piggyback 58:6 pin 256:14 324:20 pinch-hitters 183:6 PINs 256:14 pint 180:1 place 33:5 57:22 122:13 157:3 169:21 196:4 202:4 203:20 241:7 257:15 278:21 279:1	298:20 307:14 315:17 placed 152:18 158:15 245:7 placement 257:6 places 6:4 67:5 105:4 129:18 227:13 326:5 332:19 placing 57:18 112:21 Plains 287:14 plaintiff 166:20,21 170:16 plan 168:14 199:21 261:7 plans 33:6 73:6 141:1 230:19 261:15 plants 218:15 platform 296:15 platforms 124:19 play 7:20 31:1 106:13 307:9 players 210:3 playing 246:11 plays 325:16 please 5:21 15:22 21:15 24:10 140:21 141:7 152:8 239:15 pleased 6:11 29:10 266:3 pleasure 161:12 341:11 plight 47:20 48:3 50:6 plug 21:13 pocket 290:22 pod 296:4 poetic 331:22 point 16:8 26:17 27:11 38:22 51:11 63:12 72:2 90:21 100:7,9 101:1 139:1,20 164:19 175:14 180:18	182:17 186:8 196:14 201:1 202:6 209:17 210:15 229:1,2 246:13,21 248:21 257:10 265:21 270:2,20 286:4 296:9 305:4 315:13 320:4 322:4 331:14 pointed 287:10,11 289:1 294:12 311:5 312:15 pointing 277:15 points 269:3 287:9 304:17 315:4 poking 60:20 police 17:17 113:11 144:4 policies 27:1,4 28:4 71:5 72:20 82:12 127:17 151:15 280:14 policing 236:18 237:6 policy 2:4,14 3:10 3:20 4:4 18:3 25:14 28:19 30:10 30:22 56:4 75:14 103:3,4 126:21 127:15 134:19 149:10 152:22 153:4 155:1 192:11 212:21 213:1,17 239:10 239:10 279:10 political 174:7 202:14 215:2,3 229:5 polling 33:22 34:4 114:2,4 pondered 328:9 pontificate 290:14 poor 30:3,19 276:5 poorest 49:10 Pope 203:6 popular 332:21	population 125:21 169:7 181:10 182:5 204:9 242:1 242:2 262:13,15 268:14 288:18 Populations 237:7 portion 266:17 293:19 pose 23:9 posed 87:15 poses 342:22 position 145:11 327:21 positions 235:17 positive 208:18 260:21 278:9 possibilities 100:21 possibility 102:11 198:21 possible 25:16 75:5 79:20 126:7,8 146:21 174:5 199:17 201:18 222:1 242:2 255:17 274:14 278:19 297:12 315:12 322:6 337:3 possibly 129:8 255:1 postalized 253:10 253:10 postcards 110:18 110:19 111:12 132:21 posted 344:1 Postville 218:13 potential 99:14 210:15 268:12 342:20 potentially 102:7 300:2 pounds 272:21 poverty 48:21 49:6 49:10 power 155:4 powerful 334:18	Powhatan 2:22 90:18 181:7,11 practical 79:2 137:19 practically 49:12 51:15 87:19 practice 34:12,17 34:20 234:14 330:10 332:18 practices 27:9 73:6 239:18 330:6 333:9 precedence 186:2 222:12 predatory 127:16 239:17 preempted 186:13 pregnant 49:14 prepaid 24:14 112:21 187:19 188:8,11 217:10 219:16 251:9 256:1 275:7 330:8 prepared 301:16 prerogative 71:19 prescribe 70:18 168:12 prescribes 159:10 159:12 presence 161:2 present 1:14 156:2 163:1 226:12 252:21 281:10 presentation 173:6 227:5 presented 192:4 237:18 presently 167:9 281:3 president 6:19 18:1 18:21 111:7 115:2 115:5,8,21 116:2 116:4,5 162:4 233:18 238:6 presiding 1:13 press 167:4 pressed 168:10
--	--	---	--	---

pressing 38:15	primarily 203:7	239:19 241:11	21:14	326:13,20 331:1
pressure 316:13	205:10,11 304:16	247:5,5 248:8	prisons 13:11 22:3	332:3
presumably 207:6	primary 39:3 50:8	249:4,10 252:9,11	22:19 26:6 28:14	problem 25:16
224:13 305:3	76:14 204:10	263:17 269:10	36:10 37:2,3 43:8	56:21 74:12 75:11
327:5	prior 52:14 235:15	272:6,17 273:14	47:11 51:2 63:16	89:9 92:17 93:4
presume 326:19	280:14 314:17	276:5 277:16	65:11,11 68:3	129:5 145:5
presumed 110:6	priority 15:3	279:20 280:5	69:17 70:18 71:4	146:11 174:2
pretty 6:13 7:7	343:16,16	292:3 293:20	72:16,18 75:8,16	176:4,10 177:3,20
33:12 44:1 45:13	prison 2:5 3:20	295:11,17 299:6	88:18,22 89:5,13	178:11 181:3
57:3 59:19 60:1	8:10,16 9:8 10:16	304:1 325:16	90:7 93:17,22	184:12 215:4
62:19 63:6 77:7	12:16 13:4,18	prisoner 36:1,4	96:22 97:2,16,21	216:4 225:3 246:8
96:7 108:20	17:4,6,9 20:18,20	38:4,14 39:8 48:4	100:6 101:3	266:19 286:16
113:12 130:21	21:2,4,10,11,19	48:6 65:21 110:6	102:22 116:4	290:17 291:5
136:15 186:9	21:20 22:6,9,14	124:9 136:20	125:10 126:1	295:4 318:13,15
203:3 222:6	22:18,22 23:22	175:21 178:17	128:2,6,8,10	320:3
273:22 276:13	24:1,21,21 27:20	326:16 333:17	129:2 137:7	problematic 82:17
304:18 316:21	28:2,8 30:20	prisoners 10:8	147:17 155:22	problems 36:16
prevalent 293:15	31:16,19,22 32:20	12:13 21:1 33:4	166:3,8 167:4,10	69:11 99:12
prevent 26:5 71:6	33:7 34:7,9 36:7	36:14,15,18,20,21	187:1 192:19	135:21 147:16
175:13	39:22 41:3 42:11	37:3,9,15,20 38:5	195:17 203:19	159:9 187:1 212:3
preventing 337:20	42:16 43:16 44:9	38:12 40:10,18,20	214:13 223:22	319:14 340:10
prevention 239:5	47:7,22 49:5	40:22 47:5,5 48:3	231:17 240:18,21	procedures 71:6
prevents 188:3	50:15 51:2,4,5,10	48:9,19 49:4,14	240:22 243:17	proceeding 13:8
previous 65:16	51:12 52:9,11,22	49:17 50:3,5,21	245:10 246:5,14	14:18 129:14
179:5 240:22	53:6 62:13 63:1	51:8 57:9 65:12	247:8 250:21	234:19 249:19
previously 15:15	63:17 64:11,16,19	65:18 66:7,9 83:3	262:9,12 263:13	269:8 323:14
229:3 235:10	64:21 67:7 69:3	94:21 103:22	267:6 269:1,6	proceedings 140:17
pre-alert 257:2	70:22 71:1 75:10	110:17 112:15,18	273:2,5 294:4	210:2 227:16
pre-paid 290:1	79:9 82:5 84:6	113:3 115:10,17	326:4,8,14 327:18	process 15:7 112:3
price 9:7 31:11	86:21 88:19 89:19	116:19 117:17	327:19 329:2	176:20 224:18
121:10 152:19	90:14 91:16 96:5	121:7 125:22	prison's 327:4	237:22 256:20
230:17 239:12	96:9 106:22 109:1	131:3,21,22	private 22:17 90:9	290:20 293:17
250:14 251:6	109:8,13,16,18	132:22 133:12,14	91:16 119:19	294:20 298:8
253:11,20 254:12	110:3 111:10	133:17 137:4	121:15 293:8	302:6,8,16 315:8
255:15,18 257:10	112:13,14,17	149:19 178:21	314:12	317:8
258:6 281:11	113:1,2,14 115:11	179:8 202:17	privately 235:18	processed 61:2
283:22 284:4,20	116:6 117:3,5,19	217:12,22 244:15	privilege 275:10	processes 302:8
285:2 288:12	118:3,8,14,15	280:4 304:10,11	privileges 261:8	326:13
315:3,12 322:19	119:16 121:11	312:13 317:18,19	pro 46:19 234:16	processionals
priced 251:8	122:10 127:16	317:22 320:1	proactively 299:14	240:12
prices 14:1 253:5,7	130:14,22 131:8	327:15 342:15	probably 111:21	produced 323:5
255:5 284:21	131:10 132:19	prisoner's 18:17	130:13 139:16	product 45:5
298:18 303:6	146:13 149:15,16	22:15 121:10	145:11 148:11	111:16,18 299:4,4
PriceWaterhous...	151:19 165:19	122:14 123:11	214:17 217:7	productive 28:16
236:1	167:11 168:6	prisonphonejusti...	221:20,21 226:19	125:7 132:11
pricing 2:3,14 3:10	181:20 192:9	21:15 138:11	228:10 258:3	232:6
72:6 259:22 286:2	196:6 239:9,10,13	prisonphone.org	310:20 319:2	products 179:15,20

297:13	promotes 18:14	286:6 293:1	provision 93:18	205:5 295:13
professor 162:9	promoting 12:17	306:12 307:3,4	332:8	311:17 312:17
profit 94:3,17	27:3 253:10	308:5 313:1	public 2:13,15,21	pursuant 237:15
97:17 108:10,11	prompts 38:16,18	314:20 315:12	3:4 4:4 17:17	pursuing 190:9
128:3,11 153:12	property 122:17	321:18 323:21	20:3,6 25:14 27:7	push 68:14
179:15 180:9	proponent 245:5,6	325:17 327:19	28:19 34:18	pushback 198:8,9
213:12 214:6	proposal 250:20	333:14,21	111:19,22,22	202:12
215:16 275:21	251:5,6 267:1	provided 37:6	112:11 113:4,9,10	put 5:21 29:14 57:8
278:15 303:17	268:22 321:12	40:21 67:6,10,12	113:11,13,15,17	70:12 85:2 104:14
profitable 274:18	322:2	115:9 156:12	113:18,19,20	104:15 133:6
285:13	proposals 119:15	190:1 203:5	114:13 116:14	135:12 171:9
profits 74:20 255:3	314:18	258:21 259:3	117:7,10 122:18	177:22 187:21
284:1 290:16	propose 315:10	263:18 285:14,20	123:3,5,16,17,21	188:6 199:14
303:7	320:5	295:17 312:7	125:2 134:19	208:17 209:18
profit-maker 193:5	proposed 119:6	313:7 334:21	141:15 144:4	230:7 232:1
profit-makers	251:8 255:16	provider 94:8	151:5 161:20	258:16 270:16
193:18	266:20 294:18	159:19 190:1	165:5 176:3	275:12 284:19
profound 44:2	319:21 323:9,12	242:16 263:22	202:15 215:5	289:17 290:13,20
program 148:2,4	proposing 255:20	265:10 315:14	217:2,15 218:4	291:7 295:2 298:4
193:7 208:5,13	prospective 338:21	332:11	223:6,9 228:21	298:20 299:6,8
209:2 243:8	protect 40:15	providers 14:1	229:10 234:4	300:10 307:13
305:14 340:22	260:13 265:19	45:18,20 59:2,6	236:5 238:18	312:10 322:16
341:21	277:8 300:4,5,22	63:21 64:5,10	243:7 246:3 261:4	323:3,14,16 330:7
programming	301:11,12 336:10	68:18 109:14	264:9 290:19	336:20 344:4
70:22 205:6 308:6	protecting 17:2	138:20 159:11,15	299:5 301:12	putting 55:5 202:2
programs 26:20	96:4	159:20 186:20	310:1,6 315:8	264:17 308:7
27:22 34:15 82:14	protections 160:4	209:12,13,18	316:6 324:11	316:12
124:20 125:5	protocols 9:17	211:7,18 234:21	328:4	puzzle 196:18,20
128:22 207:19	61:22 106:15	252:2 264:4	publication 17:5	P-R-O-C-E-E-D-...
209:6 263:11,17	proud 14:21	292:20 313:7	20:19 21:4 237:12	228:1
305:15,17,18	232:18	320:8,16 321:3	publicly 138:21	p.m 227:15 228:2
306:2 309:15,15	proven 44:8 181:18	322:1 325:17	160:13	344:10
309:21 310:1,7	provide 14:4 28:13	327:1 342:7	published 21:19	
progress 13:6	45:6 49:13 56:15	provider's 283:21	239:11	Q
48:14 74:2	67:16,20 69:13	333:18	PUC 314:16 316:10	quality 62:15
Progressive 17:21	89:2,2 100:1	provides 56:19	316:19	135:21 136:19
35:3	121:17,17 123:3,5	95:12 122:19	PUCs 314:15	quarter 258:22
prohibit 184:7	123:8 137:13	159:12 238:15	pull 62:21 264:18	quarters 34:5,10
prohibiting 46:6	192:19 193:6,7	providing 4:18	pulled 132:15	question 5:20,22
prohibits 72:15	209:13 213:18	20:17 94:6 134:11	137:21	10:12 30:12 52:5
159:14 281:3	236:18 243:4,14	189:14 192:20	punished 10:10	52:6,8 54:5 55:10
project 49:15,16	244:16 245:1	195:11 213:13	purchase 179:20	70:4,11 72:2,7
94:10 217:22	254:5,6,7,19	219:3 232:12	pure 185:12	73:11 74:7,10
projecting 281:16	255:6 257:1,18	255:2 261:18	purely 223:6,9	76:17,18 77:3,16
promise 154:14	258:4,8 263:14	291:20 292:4,12	purpose 240:15	78:18 86:3 87:5
155:7	270:14 282:22	300:4 320:9 327:2	purposes 63:4	87:11,15 88:5
promote 104:14	283:1,17,18 286:5	335:16	104:3 169:22	91:7 93:6,9

101:12,21 102:3	quite 8:11 13:20	211:4,6,10 214:11	177:15 185:5	271:16 277:12
103:13 104:9	57:13 185:5	216:14 265:9	186:18 187:7	279:12 339:8
110:1 113:8 115:2	300:21 313:18	266:7,18,21 267:1	189:8,22 192:7,11	reality 30:4 79:12
118:22 119:2	quote 237:20	267:15 268:8,11	192:12 199:3,5,14	266:15 270:10
122:4,7,9,11	280:20	268:22 269:1	200:11,21 202:4	320:14 323:18
135:1 137:19	quoting 170:3	274:2 281:13	205:12 209:13,14	331:9
138:2 172:12		282:9,10 284:4	209:16 214:14	realize 32:12
191:6 196:10,18	R	285:4 287:13,15	219:8,18,21	216:11
199:8 203:5,5	R 5:1	287:16,20 288:4,6	220:21 222:5,6,13	really 6:8,22 7:11
205:9,17 209:9	radically 334:8	288:11,11,15	234:18 239:16	9:14 16:5 25:18
212:21 214:19	Radio 235:1	290:8 294:11	243:5 245:3,7,8	30:21 35:21 42:14
215:2,3,15 216:22	Raher 283:21	314:16,19,20	248:16 249:11	42:18 43:2 44:5
217:6,8 224:15	284:14	315:15 316:13,18	251:22 253:10,11	54:22 58:9,14
225:5 226:1,9	raids 218:12,14	316:19 317:9	255:7,8 260:11	59:16 69:16,17
246:19 249:1	raise 70:6 152:9	319:22 321:5	261:12 262:8,20	73:14 83:19 84:16
282:20 284:3,8,10	310:11	322:22 323:5,7,9	264:5,7 273:21	85:11,15,16 91:11
284:18 285:1,3	raised 60:16 73:14	323:10,11 330:9	278:22 279:10	93:21 96:22 97:16
291:15 294:5	135:1 190:22	331:10,11	281:21 285:8	101:8 107:17,20
295:7 301:9	raisers 218:17	rates 1:3 4:7 5:4	294:8 309:21	108:2 109:4
303:22 304:4,15	raising 136:8	8:11,16,22 9:6	314:10,14,14,17	111:18,20 114:6,6
309:12 310:10	rally 251:15	13:5,11,21 14:8	315:11 316:5,11	114:13 120:15
314:9 317:11,17	Ralph 3:6 325:2,6	14:11 16:10 20:22	317:3 319:21	121:8 124:7
319:19 322:14	325:11	21:11 23:1,9	322:7 329:11	130:20 131:9,12
325:12 328:4,9	ran 194:7	24:21 27:10,12	330:5	133:11 134:22
329:5,6,17,21	RANDY 3:10	33:13 34:8,15	rationale 216:20	135:7,22 141:11
330:1,11 332:1,5	range 34:2 135:8	36:19 37:16,18	Rayburn 157:14	142:21 149:7
questioned 122:4	189:20 220:21	53:8 54:18,22	reach 58:1 78:6	150:12 158:7
questions 5:8,13	ranging 22:5	55:13,14,15,15	87:2 112:4 266:2	174:11 176:4
16:18 41:14 70:6	ranking 161:18	56:11 57:10,15	296:7	183:14 184:12
70:7 79:4 82:19	Rape 115:11	60:6 61:5,9 74:20	reaches 295:21	188:4 196:14
106:20 116:13,16	rapid 107:14	75:4 77:1 81:4,7,9	reaction 190:21	197:2,6 201:10,17
119:2 129:19	rare 43:15	81:12,21 82:5,7	221:8	202:6 210:22
145:11 180:13	rarely 125:9	82:10 83:6 84:19	read 77:7 84:15	212:3,9 213:5,21
182:11 188:14	rate 9:19 10:1 11:1	84:21 85:4,5,6	116:18 168:3	215:2 220:16,18
190:21 209:10	14:6 16:10 22:9	90:21 96:5 102:9	269:9 270:17	221:13 222:17
214:17,20 227:13	37:20,21 38:1	102:10 112:14,14	316:20	223:7,12 228:16
283:20 286:9	40:18 43:10,12	112:16,17 113:16	reading 248:18	228:18 229:14,17
291:3 294:19	46:9 115:4 119:2	117:5,16 118:13	reads 170:9	229:21 231:10,21
299:7 310:17	119:3 129:11,15	119:3,9,10,11	ready 141:11	232:5 248:20
320:7 338:17	129:16 130:1,10	127:16 129:1	reaffirming 172:17	249:6,15 252:7
344:7	136:1,7,11,12	131:1,15 135:2,3	real 10:7 12:16	265:7 266:1,13
quick 71:14 141:1	159:10,12,13	135:9 136:17,18	42:3,7,7 85:1	267:2 268:17
325:11	169:18,20 171:18	137:22 138:2,5,6	172:7 183:9	271:10 272:9,11
quickly 78:8 98:14	174:17,20 175:6	138:17,21 139:5	196:18 211:3	273:10 279:4
178:3 198:5	189:2,3 190:3,4	146:13,13 158:16	247:15,15,16,19	294:6 295:3 302:5
304:18 339:8	201:11 206:19	160:1 174:9	257:5 265:16	302:7 307:8 317:4
340:9	207:7 210:6,14	176:18 177:1,3,15	269:5 270:6	317:5 319:6

320:22 321:1	recessed 227:17	62:5,16 63:2	referred 254:3,14	221:17 316:18
realm 198:21	recidivism 12:18	91:12 243:10	262:19 316:6	regulation 2:21
real-time 256:22	26:18 28:9 81:5,7	293:4 296:17	referring 83:13	60:9 76:21 77:21
261:18 299:16	81:11,20 82:6,7	recoup 214:12	reflect 79:22	151:13 185:11
rearrested 225:17	82:18,20 83:2,6	263:5	reflects 155:8	201:11 210:14,21
reason 48:21 49:3,5	83:10 84:16	recovery 263:5	294:7	221:14,21,22
49:6 79:4 132:7	113:15 124:20	270:3 275:17	reform 4:6 13:19	234:4 239:6
138:14 157:6	125:4 128:4	305:19	14:21 16:10 20:1	337:10
165:17 210:14	151:22 171:18	recreation 263:16	24:1,22 35:18	regulations 59:3
268:18 323:2	201:20 207:7	305:6 314:5	46:9 55:19 129:11	168:13 240:19
reasonable 13:1,6	208:9 209:7 225:9	recreational	130:1,10 143:2	regulators 112:7
32:11 54:17 71:5	231:7 253:6 288:6	313:21	150:22 151:10	114:14,15 212:2
93:2 108:10 119:3	342:19	redemption 152:15	161:22 182:15	regulatory 56:11
119:9 168:18	recidivism-related	redemptive 155:4	222:11 249:18	58:6 103:16
174:17,19 177:2	81:14	redirect 178:14,20	251:20 264:22	137:13 146:16
199:15 206:19	recipient 237:17	reduce 124:20	265:5 342:16	151:3,7 174:15
209:16 215:19	recipients 112:19	125:4 126:22	343:6	191:20 197:13
219:18 245:8	recognition 38:13	182:6 195:7,12	reformed 9:19	222:1 234:14
249:13 255:5	237:20 262:1	201:20 208:9	197:11	235:4 239:1,6
260:10 261:11	317:22	209:16 222:2	Reforming 1:3	rehabilitation 2:10
262:8,12 264:5,6	recognize 7:16,22	225:9,13 242:1	15:1	12:18 19:12 28:10
265:9,11 280:22	19:18 154:1	287:13 288:6,10	reforms 9:11	40:14 70:17 72:8
294:8 305:3 328:1	170:15 197:4	reduced 26:18 28:9	refund 276:16	157:9 309:1,5
reasonableness	243:2 260:17	81:7,21 84:19,21	339:5	reimbursed 252:2
134:12 213:20	271:3 308:21	85:4,6 174:8	refunding 277:13	reimbursement
reasons 24:20	recognized 124:19	182:9 245:3	regard 48:5 58:16	182:6 204:3
25:14 48:7 57:12	237:11	287:15,18	58:17 87:7 111:5	reincarcerating
219:14	recognizes 12:1	reduces 28:11	142:13 262:21	117:22
reassimilate 12:13	278:9	117:16,17 253:6	regarding 129:20	reintegrate 171:14
reassure 53:2	recommended	reducing 12:18	283:21 303:22	301:16
Reath 3:16 234:12	322:18	13:21 27:9,11	regardless 11:10	reintegration 28:9
Rebecca 15:13	reconvene 177:8	97:5 112:14 209:7	75:17 82:3 137:4	201:21 260:22
rebuild 128:21	record 41:10 56:19	342:13	regards 260:16	reinvent 105:13
receive 40:5 108:22	57:8 79:22 84:13	reduction 28:2	290:17	rejected 111:3
110:17 158:5	85:3 86:2,12	82:5 152:1 335:2	regime 11:12 15:1	related 17:7 20:21
259:11 263:14	87:10 91:13	reelected 17:15	region 241:6	188:17 191:6
270:3 280:21	106:13 107:5,9	reentry 26:20	regions 286:12	238:16 329:12
311:5 312:9	140:18,19 147:11	27:16,22 33:3	regrets 42:13	relates 325:12
received 23:2 49:1	229:22 270:16	82:13 151:22	regular 145:2	relationship 220:10
278:6 280:15	279:13 290:19	178:18 207:19	224:5 239:2	relationships 32:15
300:13 305:20	293:4,7,8 294:14	208:5,12 209:2,6	243:13 278:9	85:10 86:5 278:11
308:21	322:8,17 323:4,15	263:17 288:4,18	regularly 230:9	relay 37:2,14,22
receives 278:15	323:17	reevaluation 72:6	regulate 174:16	38:10 39:14,15,18
311:7	recorded 62:15	refer 77:13	184:1 186:10,12	40:19 57:11 58:1
receiving 24:7	90:16,18 91:20	referenced 93:7	188:18 277:19	65:22 67:14,18
29:17 119:13	107:3 125:19	114:2	330:18	68:7 181:22,22
175:19	recording 61:19,20	references 287:14	regulated 96:3	182:6 203:22

204:21	136:1,2,2	requirements	rest 42:14 134:2	20:11 35:19 40:12
release 52:15	replace 120:5,7,8	254:2 315:9	311:10,16,22	59:1 68:21 86:14
260:22	122:9 176:8 207:2	requires 10:13	331:22	90:16 91:10,13
released 12:3,11	replaced 295:8	37:11,13 71:4	result 82:3 130:11	94:14,20 95:3,10
27:5 225:16 242:6	replied 51:15	72:15 159:17	145:7 193:16	95:14 96:20 98:11
251:16	report 21:20	304:22 305:1,1	215:1 266:2 274:7	98:22 103:10,19
relenting 156:15	239:11,15 272:19	requiring 253:1	332:10	104:22 105:1
relevant 98:20	275:19 276:14	research 21:19	resulting 113:17	106:7 116:11
relief 8:21 13:16	314:2	22:7 26:13,19	results 131:7	118:11 119:5,22
79:20	reported 17:6	33:15 81:20 82:2	return 211:5	127:7 137:16,20
religious 31:7	reporting 20:20	88:1	216:14,16 252:11	141:13 143:14,16
rely 55:3	81:14	researched 17:6	265:11 278:12	145:18,19 146:5
relying 75:8	reports 68:5	researcher 53:11	284:4 285:4	147:14,14 148:18
remain 152:2	272:16	resell 184:20	288:11	180:17,18 183:12
171:16	represent 25:3	resident 166:22	returning 225:14	196:15,16,20
remainder 15:7	150:1 173:13	167:7	Reunited 19:11	206:4,18 212:19
remaining 9:20	218:3 240:8 247:2	resistant 102:10	revenue 22:6,14	217:18 218:1
178:16	254:21	103:8	176:1,8 207:1	222:11 223:10,11
remains 131:9	representation	resolution 143:13	214:21 216:19	228:13,19 248:19
remand 250:7	117:6 162:13	145:3 146:11,20	224:8 263:20	273:17 283:20
remanded 250:1,8	219:1	150:10	271:19,20 280:21	294:14 304:3
remarkable 156:9	representative	resolutions 151:9	290:10 293:17	308:16 312:18
remarks 4:2,3,8,16	62:19	resolve 46:4 334:2	295:1,2 305:8	317:16 318:3
4:22 8:17 114:3	Representatives	resolved 92:21	307:3 309:18	321:5 324:17
173:15 229:14,17	1:19,22 4:10,12	resolving 232:7	311:19	330:3,18 335:19
277:14	represented 154:16	resonated 157:22	revenues 119:19,20	rightfully 164:21
remember 47:13	217:13,18 228:16	resources 28:15	311:14	rights 2:5,8 16:22
192:9 252:5	representing	153:2 155:9	Reverend 31:14	17:2 18:6,13
267:15 279:4	161:17 196:9	245:17	33:2	20:19,22 21:7
300:3 324:1	218:8	respect 68:5 76:9	review 15:4 182:19	29:8 31:15 33:18
remind 248:3	represents 234:20	137:7 185:19,21	195:3 298:8	33:19 35:13 40:15
reminded 158:2	236:14 240:11	193:8 238:4 260:2	revisit 211:16,17	103:14 161:3
reminds 68:12	Republican 124:19	271:5	revolving 27:21	162:8,16 186:1,2
remit 329:18	reputable 167:13	respond 121:1	re-conviction 82:21	197:19,21 217:21
remote 241:1 259:5	reputation 331:16	130:6 172:9 291:7	re-offend 26:21	325:20
remotely 258:22	request 138:17	responded 167:17	27:6 117:4	ripping 277:3
283:14	254:19	response 34:18	RFP 192:18 203:14	risen 281:15
renegotiated	requested 237:12	47:9 116:17	290:20 315:2,8	risk 268:17,20
276:15	315:3	176:22 217:4	RFPs 201:22	road 45:17
renomination 6:19	require 14:13	237:8,9 250:13	Rhode 309:9	roads 54:8 176:2
rent 50:18 184:17	70:14 87:16	251:12	Richard 3:17	308:18
307:8	123:13 203:15	responses 80:15	235:13 302:4	rocky 45:17
reoffend 208:10	256:4 318:10	responsibilities	316:6 317:14	Roger 1:17 4:2 7:6
rep 156:5 190:20	required 38:12	261:4	339:12	role 7:21 31:2
repairs 68:1	285:20	responsibility 50:2	ride 161:9	55:17 71:15 111:8
repeat 27:20	requirement	165:21 196:2	ridiculous 89:12	roles 333:18
repeatedly 83:1	303:17	responsive 214:5	right 8:3 12:2	roll 281:5

rolled 103:5	173:16 183:10	says 36:3 66:4	section 71:4 76:19	98:3 133:8 335:5
rolling 92:12	341:7	217:9 224:17	76:19 197:6	337:9
room 1:12 21:6	Rush's 76:1	237:20 249:3	316:20 330:3	seek 174:1
57:1 149:1 152:13		281:20 307:19	sector 203:22	seeking 8:21
228:19 284:14	S	309:13 316:22	secure 161:3	197:12 234:17
326:17,18	S 2:22 5:1	330:4	181:19 254:11	251:17
roots 251:13	sacrifice 159:2,3	scared 24:9	298:6 300:4	seeks 87:9 155:16
Rosenworcel 1:15	safe 52:21 118:14	SCC 174:18 175:5	securely 262:5	seen 47:12,15 54:2
4:16 8:6 141:8	211:14	schedule 139:18	security 9:17,21	93:22 94:1 107:16
142:7 227:3	safeguard 244:21	141:10 205:1	13:22 61:21 62:7	116:5 179:7
229:12,13	safely 19:7 104:18	scheduled 140:1	62:8 63:4 64:18	225:14 253:18
round 250:12	safer 26:19 28:21	school 11:15 26:14	64:20 69:10,11,14	287:11 297:18
251:1,2	96:17 342:11	77:9	88:2 89:9 91:11	303:4 332:17
rounds 250:10	safety 17:17 27:7	schools 122:18	92:2 106:9,15	334:18 335:2
round-trip 47:11	144:4 151:22	123:15,15	108:9 187:1 201:2	segment 49:10
routed 59:19 289:9	176:3 243:8 252:5	school-age 123:14	201:7 231:17	181:2
routes 64:7	261:4 264:9,9	Schultz 209:10	236:19 244:17,20	segue 154:5
routing 60:12	284:4 285:3,4	Scientology 74:9	245:2,14 250:16	seizures 282:13
296:12	286:10 301:12	scores 165:9	253:2,16 254:6,8	seldom 196:15
rule 175:5 187:21	Sala 31:14	screaming 124:7	255:6,13 268:16	self-operating
257:14 260:9	salaries 311:20	screen 324:18	268:20 281:6	95:13
ruled 132:22	sale 179:21	scripture 30:17	289:9 295:13	sell 179:14 307:15
174:19	sample 21:4	search 179:18	302:12,18 305:1	selling 185:13
rulemaking 187:6	San 47:6 311:13	searched 298:15	320:11 321:20	Senate 49:19 229:5
187:6 202:3	335:20	searches 61:21	325:15,16 326:7	Senator 49:18
213:18 294:19,20	Sanctioned 239:12	63:4 106:14	326:19	194:3
rulemakings 119:7	Sandra 329:9	seated 228:19	Securus 74:22	send 43:1 110:18
202:21	Sarah 319:20	Seattle 23:3	276:17,22	111:1,2 176:11
rules 119:8 153:11	save 45:22 225:20	Sebelius 116:1	see 10:1 28:17,18	194:18 220:15
188:21 202:2	288:7 342:17	SEC 175:10	34:19 52:4 56:5	293:22 294:4
211:15 219:12	saves 27:12,16 28:3	second 5:10 6:17	76:2 83:6 86:15	344:6
287:3	28:19	17:15 26:17 32:14	88:1 89:5 110:5	sending 112:22
ruling 72:14	saving 27:17	36:21 38:8 39:8	111:8 115:12	327:9
167:18,21 172:4	127:18	48:21 73:21 82:14	116:17 125:1	sends 74:1 173:22
rulings 315:16	savings 225:18	90:7 106:13 110:1	136:22 152:14	315:9
run 63:4,6 75:9	326:14	114:11 115:9	176:18 177:12	senior 235:16,22
102:1,11 160:20	saw 184:10,13	116:20 140:7	183:21 204:12	sense 65:10 123:12
169:2 207:15	202:15,16 308:17	143:17 187:22	206:7 208:22	160:4 303:2
300:16,16	saying 7:7 11:21	188:2 262:16	221:3,13,18 226:1	304:13
running 9:11 92:18	99:3,4 115:13	265:21 272:19	231:22 234:9	sensitivities 157:5
128:5 187:4	127:10 128:7	278:20	243:19 258:19	sensitivity 156:10
245:20 269:16	145:18 147:13	Secondly 133:3	259:6 284:20	sent 63:20 176:21
328:3	148:17 193:20	265:10 279:15	314:3 334:17	241:10 298:11
Rush 1:18 4:9 7:18	200:6 260:8	seconds 252:6	335:4,8,12 337:4	sentence 152:3
29:15 76:7 141:2	296:22 298:2	255:12 297:7	341:11	sentences 49:17
148:10 154:10	315:14 320:14	324:3,4	seeing 61:14 80:20	sentencing 82:11
156:3,3,5 164:16	343:15	secretary 235:9	86:16 88:17 95:17	82:22 126:9

separate 39:5 245:10 269:1	334:21	314:10,14,15	240:13 252:4	161:9 262:3 328:3
separation 13:3 32:22	services 1:3 4:19 5:4 7:10 9:16	315:10 316:5,10	259:21 260:8,12	328:8
September 194:21	15:1 37:1 40:9,11	324:8 327:12	260:17 261:2,10	shortest 330:13
series 325:13	40:17 41:11 47:17	330:4 338:18	262:16 263:19	shout 341:14
serious 54:19 167:20 177:6	68:8 70:22 76:22	339:1	264:2,8 292:9	show 39:13 49:2,7
seriously 170:2	113:11,12 119:9	sets 198:4 266:6	308:5 309:19	57:13,17 81:3
servant 228:21 229:10	123:3,6,8,9,16,17	setting 80:7,8 93:1	sheriff's 3:13	132:9 161:13
serve 49:17 162:5 180:12 260:13	129:14 158:13	129:11 137:6	179:16 233:12	164:10,22 185:14
295:18 317:21	159:11 184:22	141:9 255:7	240:10 263:21	190:2 280:2 297:3
336:8,11 339:8	185:15 186:6,7	261:16 314:16	301:10	312:22
served 143:10 144:18 152:9,11	188:16 192:19	338:9	Shetler 2:2 16:1,2	showed 82:4
229:3 233:13,21	193:6,7,13 195:5	settings 262:9	29:2 35:8 41:5	279:18 288:5
235:16 238:21	195:6 203:6,16,22	setup 91:2 187:8	46:15 52:2 53:18	shown 83:1 150:14
servers 64:4,5	222:8 232:13	seven 255:15 267:1	55:9 57:6,16,21	277:18 289:11
serves 17:4,16,20 18:3 144:3 161:21	236:2 241:15,19	267:7,10 317:10	58:3,16 59:10	shows 10:6 26:13
234:16 235:8	243:5 254:4	320:5 321:4,10,12	60:7 63:9 65:2	26:19 151:11
service 2:13,16 3:5 14:2,4 20:3,6	260:16 261:6,19	322:15 323:5	66:20 67:12,16	288:3
31:12 45:18 47:7	263:7,17 265:1	seventh 46:21	68:9,21 70:1,3	shrunk 186:21
58:1 62:18,20	268:6 277:16	Seventy 259:2	71:12 73:19 74:6	sick 30:19
63:7 67:14,19	278:8 281:1	Seventy-five 242:4	75:19 76:15 78:17	side 74:15,18 75:7
94:6 98:3 102:17	283:17 284:1,22	severe 160:10	80:6 81:16 83:11	80:3 98:1 142:15
113:13 121:18	286:5 294:10	severely 139:18	83:15,20 84:10	155:12 179:6
134:11 138:20	306:12 320:10	158:14	85:20 86:14 87:4	197:19,20 203:3
141:15 158:12	327:3 333:21	sexual 36:9	90:4 91:1,6 92:6	210:21 220:8
159:13,15,18	336:3 337:16,18	shadow 156:22	93:5 94:5,14,20	229:5 311:3 322:8
162:4 184:1	342:6,7	shamelessly 21:13	95:8,11,15 98:15	336:9 339:9
185:12 189:14	serving 6:17 152:12 237:4	shape 153:8,11	100:3 101:12,18	sides 117:11 147:12
203:15 219:5	Sesame 12:2,6	186:10	103:11 104:20	sign 66:8
234:21 238:16	session 163:16,18 178:9 229:16	shaped 153:4	105:2,8 107:10	signal 74:1 173:22
239:4 241:16,16	340:18	share 150:12	109:20 111:14	signature 169:5
241:17 254:1	sessions 76:1	191:16 297:20	114:22 116:12	signatures 31:6,7
255:19 257:19,20	set 16:7 36:22 60:1	298:6,7 340:20	118:17 120:9,16	149:18,20
258:7,8 260:11	86:4 90:6,10,13	341:8 342:4	120:22 123:19	signed 76:6 115:9
261:12 262:14,20	91:20 92:16 106:1	shared 213:4 259:1	125:11 127:20	115:11 274:15
263:3,21 264:4,5	106:4 113:1	sharing 214:21	129:6 132:5 134:1	280:10
265:11,18 267:6	118:11 120:2,18	263:20 296:1	134:21 136:13	significant 9:22
283:4 291:20	122:6 131:20	298:3 299:2 341:4	137:17 138:19	12:5 13:13 150:14
298:17 316:6	137:22 178:17	sharply 155:1	139:7	161:14 238:2
317:20 333:15,22	188:22 196:19	shedding 228:7	shifted 327:12	270:11 281:14
	200:1 206:19	sheriff 133:4	329:3	302:10 339:10
	213:1 250:22	233:11 244:2,5	shifting 290:10	significantly
	259:22 269:18,21	274:11 306:22	327:14	225:15
	283:4 288:15	sheriffs 3:21 76:4,8	shiny 308:7	signing 90:17
	292:1 294:15	76:9 103:20 104:5	shirking 308:3	silence 321:8
		109:22 110:3	shock 47:21	similar 62:12 90:14
		133:4 233:19	shocked 47:19	114:3 121:14
		236:9,15,16	short 145:8 157:6	196:6 205:18

219:10 255:19	89:7,17 90:3,14	soft 202:17	sort 58:17 60:15,19	297:5 325:20
similarly 160:2	92:10 93:13,18	software 108:16,17	61:2 72:5 77:4	speaks 65:20
325:19	94:9,12 95:1,4	236:3 257:5	81:10 86:15 94:21	special 64:16 149:5
simple 13:20 44:10	99:4,16 100:6,19	sold 128:15	94:21 95:13 117:6	164:17 165:14,21
44:21 85:8,16,16	101:14 103:18	sole 50:8	118:22 120:4	166:3,17 168:6
90:19 92:5 189:1	104:13 105:2,3	solely 240:12,15	129:17 134:12	169:7 179:21
269:14 270:6	108:6 116:20	solitary 36:6	138:4 148:13	341:6
300:12 306:14	134:9 179:11	solution 52:1 99:13	183:10 197:14	specialize 181:8
simplest 332:16	180:18 255:10	99:14 174:2	199:12 212:13	specializing 236:2
simply 46:5 168:7	291:17 292:19	197:14 253:2	213:7,9 216:1	specific 54:1 86:3
177:17 180:10	295:9,16,18 296:1	271:2 295:16	269:2 280:3	105:3,4 151:19
266:21 319:6	296:3,8,17 297:10	297:12	317:17,18 325:12	218:9 254:1
Simultaneous	297:13 299:11	solutions 297:10,10	sorts 117:14 326:19	323:13 326:17,18
102:19	301:9 332:17	299:13	sought 249:22	specifically 14:14
sincere 341:1	sleep 230:7	solve 25:11,15	250:6 282:4	77:10 81:19
single 9:7 42:21	slight 141:3	41:17 46:7 93:4	sounds 211:19	296:13 320:7
63:17 68:14	slightly 129:10	159:8 174:2	329:20	sped 65:15
253:11,20 258:6	slowed 73:16	177:20 178:11	source 182:9 224:8	speech 102:19
265:17 270:10	small 14:5 49:18	229:20 320:2	299:4 307:3	256:22
336:7	97:2 181:10 189:6	solved 58:10	sources 295:3	speeding 226:15
single-payer 68:14	219:2 245:2	184:12 212:3	south 14:22 47:12	spend 32:3,7 42:10
69:22	254:11 283:10	295:4	233:12 244:19	158:12 230:18
sisters 26:3	286:3,3 287:8	solving 216:5	245:13 292:13	311:15
sit 216:13 335:19	305:17	somebody 24:8	307:18 309:9	spending 95:1
site 129:21	smaller 189:16	89:15 171:9	southeast 316:4	200:3 274:6
sites 283:7	202:12 220:14	196:19 226:3	so-called 51:2	spent 154:11 158:3
sits 268:22	276:9 285:11	275:2 284:18	262:18 263:4,9	175:3 274:13
sitting 17:11,22	smallest 283:2,6	338:18 339:16	space 184:18	Sphere 216:12
18:20	smartest 118:10	somewhat 92:10	spans 165:11	spirit 155:4
situated 160:2	snappy 328:7	129:22 196:6	speak 11:17 61:10	spite 285:16
situation 48:5	snowball 206:16	son 23:3,20 25:20	66:20 76:8 77:6	spoke 279:4
51:18 166:10	snowballing 224:10	39:22 40:2,2	132:10 148:18	spoken 23:19 235:1
182:20 220:20	soap 32:8	47:15,19 85:12	163:19 165:21	spokesman 238:22
222:4 294:22	social 90:1 219:5	167:3,6 170:18	167:13 191:11	sporn 333:20
situations 54:1	socially 31:2	248:12 335:10	192:2 229:4	spot 70:13 130:9
103:4 131:16	societal 12:14 16:9	soon 25:16 46:4	251:14 276:21	spouses 260:19
six 43:18 84:4,6	81:12	96:7 108:20	338:18	spreading 110:16
133:18 158:4	society 12:12 26:22	199:17 203:20	speaker 143:6,17	stab 215:10
265:2 267:22	28:16 30:16 31:3	242:7 272:12	143:21 144:8	stability 151:22
size 253:22 262:11	49:11 96:16,16	sophisticated	154:6 180:20	152:15
262:13,13	117:14 118:14	261:20	227:2 239:2	staff 2:4,14 3:8,12
sized 282:14	122:19 152:21	sore 186:8	340:12	5:15 15:9,15
skill 89:4	171:5,14,17,22	sorry 65:22 74:7	speakers 145:7	51:13 84:21 85:11
skills 89:19	260:22 301:16	107:7 116:19	226:3	110:19 149:6
sky 93:20	342:9,18	165:15 222:9,19	speaking 58:17	188:22 264:10,18
Skype 68:22 69:12	society's 48:2	234:7 284:15	87:19 141:9 142:5	265:20 282:7
87:14 88:3,4 89:7	socks 307:16	317:18 318:6	173:1 296:21	300:5 311:20

341:20	121:21 138:7,15	129:3 138:3	staying 26:10 82:6	strength 152:15
staffer 229:1	142:12 143:2	141:19 142:17,20	230:21 231:5	strengthen 12:19
staffing 261:17	151:3 164:6	150:14,16,18,20	stays 229:22	153:18
staffs 341:15	166:12,14 168:9	150:21 151:11	steadily 281:15	stress 169:22
stakeholders 343:8	169:1,4,18,19	153:13 164:12	327:12	stressful 53:1
stamp 294:3	174:14,15 184:8	166:7 168:8	stealth 275:20,21	stricken 93:19
stamps 133:1,19	185:20 189:4	169:12 174:1	stellar 172:12	strict 188:7
294:3	191:13,18 192:6	182:16 183:17,21	step 13:14,15	strike 178:2
stand 29:21 102:22	193:14 195:8,10	185:6 186:2,9,12	150:10 249:17	Strikes 126:10
103:2,9 315:11	195:19 196:1,9	190:9 191:5,9,15	264:19 303:20	striking 149:22
322:12	198:7,13 202:11	191:16 195:1	stepfather 39:22	342:15
standard 40:7	203:14 207:10	196:13 197:9,11	steps 108:4	stripping 175:9
64:22 65:7 66:18	211:8 214:22	197:12,19 198:11	Steven 283:21	strong 74:1 151:9
74:8 134:12	220:16,18 221:7	198:17 206:9,13	sticking 222:13	154:16 173:22
216:11	221:14 222:5,21	207:12 208:21	stifles 130:20	176:12
standards 307:19	232:14 233:16	209:5 216:5	Stockdale 246:18	strongly 168:2
318:12	235:3 236:6	217:13 220:13,14	stocks 213:14	272:1
stands 183:11	238:22 239:12	221:16 222:6	stood 97:15	struck 49:14
Stanford 77:9,12	241:11,12 259:20	226:12 235:19	stop 72:9 178:19	342:12
start 20:9 25:6 42:2	263:12,14 273:14	236:15 238:17	184:5 268:19	structure 9:19 11:1
60:10 93:17	280:9 286:22	247:8 253:12	stopped 205:19	129:16 151:16
102:16 108:14	287:15 307:19	286:11 304:9,12	stopping 78:4	structured 119:14
115:2 116:10	308:11,11 311:6	307:19 308:17	storage 321:19	213:12
124:21 140:6,15	313:4,5,7 314:15	309:7 315:19,20	stored 106:16	structures 239:18
141:11,13,17	315:8,16 316:18	315:21 316:5	107:2	struggle 35:18
145:15 196:14	318:11	318:10,11 328:10	stories 40:5 52:4	162:15
199:14 209:17	statement 16:15	329:15 343:10,13	85:1	struggling 307:7
220:17 224:11	25:14 44:2 145:8	state's 176:1	storing 62:17	students 77:8
231:20 286:2	173:9 174:7	182:15,19 195:5	story 42:13 43:5	Student's 77:13
started 20:8 47:6	226:13,19 284:19	statistics 48:18	296:6	studies 12:14 81:3
48:8 201:13,16	304:17 309:3	125:19	straight 177:21	81:5,19 82:18
232:20 249:19	statements 16:6,19	stats 297:18	311:9	83:1,7 84:2,15
265:4 271:12	190:19,22 336:15	status 258:16	straightforward	86:21 235:7 335:4
321:12	states 7:20 9:10,18	259:16 298:4,17	300:19,21	study 82:2 83:18,19
starting 141:1	10:15 14:15 22:11	statute 168:3,11,15	strange 102:7	84:7,8 86:5 87:22
179:19 201:1	39:4,15,19 40:6	168:19,20 170:3	220:20	124:11 194:14,18
starts 73:10 125:2	43:8 56:4 57:2,4,9	170:10,13 172:9	strapped 337:5	205:12 207:13,16
163:9 212:9 303:7	58:11,12 59:2,6	280:19 281:3	strategic 282:2	209:5 279:17
state 4:6 7:22 10:4	62:21 67:4 72:19	statutes 82:12	stream 120:20	288:2,3
14:19,21,22 19:20	74:1 78:1,7 81:7,8	stay 6:7 9:4 13:2	207:1 216:19	stuff 73:17 82:14
27:21 39:21 45:17	81:20,22 84:19	25:21 33:5 52:16	305:8	82:15 107:15
55:18 56:3,7,7	94:19 101:7 103:8	81:3 130:3 159:4	streams 295:1	114:19 128:22
59:20,20 60:4	103:13 108:21	159:6 160:7 204:6	street 1:12 12:2,6,8	207:8 224:20
77:20 92:17 95:19	109:3,11 111:20	230:15,20 242:20	102:14 109:17	305:6,8
95:21 97:8,10	119:21 120:4	243:2,3 248:9	335:21	subcommittee
99:6 102:9 103:15	121:12 125:17	252:10 286:13	streets 96:18	161:19 179:1
104:16 114:15	126:13 128:10	302:15	155:11,12	subject 276:6

298:18	178:6	surely 170:8	292:3 295:8,11,19	Talila 2:8 18:11,20
submit 84:8	supplanting 303:13	surprise 139:16	297:14 298:22	35:8,11 70:12
submitted 77:9	supplementing	surprised 192:17	304:2	86:18
86:1 149:20	254:18	193:2	S.W 1:12	talk 8:12,13 43:14
203:14	supplies 263:16	survivors 237:4,22		43:17,22 44:4
subsidies 284:7	support 34:11 35:2	238:3	T	47:4 60:21 61:12
285:7	35:5 76:7 127:12	Susan 341:17	table 21:5 119:15	63:11 65:21 66:15
subsist 31:21	283:16	suspect 180:19	159:2	66:16 69:1 79:6
substance 82:13	supported 34:15	sustainable 267:2	tables 5:10	81:6 88:10 89:3
208:2	219:12	Swift 218:15	tackle 14:4 216:21	91:21 109:10
substantial 77:2	supporter 228:20	sworn 6:18 260:13	266:5	112:13 116:6
220:15 262:4	supporting 76:13	synch 226:2	tackling 142:9	120:15 125:9
263:1 326:14	176:22	system 18:14 24:2	198:19	128:4,4 131:11
327:5	supportive 204:22	24:6,11 35:19	tacks 80:22	134:13 137:20
substantially	264:21 278:11	38:14,21 51:10	tact 23:14	148:3 150:13
102:12 256:2	supports 43:3	52:15 54:9 59:18	take 6:6 35:7 63:3	183:6,19 187:15
326:21	260:9 261:11	62:2,13 63:1 69:4	69:8 72:19 78:11	191:13 196:11,11
substitute 30:3	262:17	75:3 83:3 86:21	80:10,12,18,19	215:21 227:3
success 27:1 162:20	suppose 195:3	87:2,3 94:3,12	96:18 98:13	230:9 240:16
238:8	284:15	100:15,17 104:3	124:16 127:14	256:19 258:1,15
successes 155:13	supposed 63:15	106:4 114:16	129:6 134:10	273:8 274:1,5
successful 26:20	141:13 193:5,5	118:11 126:13	135:14,18 137:6	275:18 277:12
27:16,22 28:9,18	220:5 317:1	130:17,19 131:1,7	140:4,10 141:3,6	291:4,13 311:2
92:11 207:19	Supreme 132:21	131:20 168:22	143:4 145:10	318:20 319:10
208:5,12 267:21	175:7,15	169:1 181:14,20	147:22 160:17	324:15 332:16
278:12	surcharge 95:5	181:21 195:20	170:2,11 185:18	338:5
successfully 12:13	175:20 176:9	196:1,6 205:15	186:1 188:19	talked 43:9 85:12
suddenly 85:6	199:5	249:18 255:11	194:19 198:16	103:17 110:12,13
sued 243:13	surcharges 92:12	257:9 262:5,14	200:19 215:10	110:14 123:21
suffering 10:21	188:7	274:8 276:2	223:8 227:8	134:7,8 152:6
suggest 213:3	sure 29:16 52:21	278:17 281:1,4	250:18 262:22	154:6 179:4 183:5
suggestion 100:5	72:1 91:5 98:10	283:3 284:6 285:6	268:13 269:8	258:9 267:16
suggestions 315:16	105:11 110:8	294:2 295:20	271:10,11 272:12	268:6 279:15
339:12	111:9 119:16	296:10 298:13,20	283:9 284:20	289:8 291:16,21
Sullivan 2:9 19:10	120:1,11,14	299:6,12,14 300:4	286:5 288:13	306:17 322:21
46:16 47:3 68:11	133:17 135:6	327:11 339:14	293:11 299:4	324:2 326:3
68:22 70:2 75:21	148:21 168:17	systems 37:1 38:13	317:9 324:9,11	talking 8:10 12:7
83:12,17,21 87:6	189:10 208:14	41:3 51:3 59:22	343:11	30:4 31:20 44:5
87:21 98:17	209:3 216:17	61:18 62:7,12	taken 128:20	45:19 62:6 66:13
109:21 115:1	217:6 226:2 233:4	69:17 72:6 95:13	143:12 164:2,17	68:16 76:13 84:22
132:16 139:1	254:10 256:17	106:1 107:1 110:4	214:14 223:17	85:12,13 87:12
157:8	265:22 274:11	113:14 131:5	231:21 271:9,22	104:6 106:17
summary 28:4	284:9 286:12	151:17 169:2,3	takes 154:9 186:11	116:3 120:13
super 212:11	289:19 295:13,21	201:8 203:9,11,20	255:12 271:8	124:5 132:10
supervising 56:10	296:20 299:15,16	220:2 257:2,2	343:7 344:3	135:2 146:12
Supervision 280:10	318:20 333:4	261:20 263:3	talent 340:6	222:19 244:4
supplant 177:10	336:6,12	282:14,22 283:1	tales 98:13	246:22 247:1,15

247:20 248:4,5,6	303:10	174:8 188:16	116:17 119:14	340:3,13,14
248:11 249:6,8,9	technology 19:8	195:5 234:18,20	130:18 135:5	341:11 343:17,20
252:7,8 256:12,18	38:10 39:10,11	238:15 242:15	216:4 234:3	344:8
269:2 270:3 288:9	59:7,18,22 60:17	243:14 261:8,13	301:17 337:15	thanking 25:7
288:10 290:4	60:22 61:2 62:10	262:5 272:17	terrible 31:12	141:17 264:16
302:5 305:13	62:22 63:12 64:1	276:6 277:16	terrific 15:16	thanks 8:5 52:10
309:16 317:7	64:9,11,13,22	278:16 280:2	340:22 341:15,18	53:17 59:11 183:4
320:10 339:13	65:15,18 67:1,2,5	281:1 285:18	341:21	190:17 340:20
talks 31:19 33:3	98:5,5 100:13,21	305:21 317:19	Terry 248:22	341:1,6
42:18 110:15	106:8 107:13,13	telephones 37:4	test 323:3	theme 343:1
target 215:8	107:22 118:6,10	39:2 41:2 101:10	Texas 47:17 48:14	theory 111:21
tariff 313:6	118:10 130:21	133:7 244:21	48:17 76:10 110:5	they'd 257:19,22
tariffs 312:20	137:2 211:22	television 285:17	text 256:22 258:16	296:7
313:11	212:3 221:15	tell 6:21 35:22 42:3	thank 7:5,6,11 15:8	thing 6:2 33:2
task 18:7 33:18	238:16 245:18,22	85:2 153:6,7	15:16 20:7,11,14	51:20 59:7 65:10
167:21	265:12 291:17	163:8,22 164:1	20:16 25:1,11	67:6,21 69:9,18
taught 196:20	292:3 293:10	165:9 166:19	28:22 29:2 35:7,8	69:20 72:13 81:15
285:17	301:18 303:1,22	177:6 184:1 227:9	35:15 41:4,5,8,12	81:18 90:10
tax 27:18 118:21	318:9 319:12	291:19 296:7	46:14,15 47:1	105:15 112:12,12
122:17 175:20	332:11 333:3	317:18 320:16	52:2,3 53:18 54:4	114:11 117:8
176:6 286:19	337:9,18 338:3	321:4 343:21	76:15 84:10 85:9	124:6,16 134:7
taxes 113:13	342:21	telling 182:7	107:5 109:20,21	141:11 147:14,15
116:22 117:1	teed 55:12 80:13	tells 324:20	134:6 139:9,12	158:1 171:7 187:3
119:18,22 122:20	Tel 3:18 74:21	Telmate 3:17	140:16 142:1,4	188:6 199:1
122:22 123:3	238:6,10,15	235:15,15 253:9	145:16,17 146:7	200:14 201:9
124:3,14 193:6	264:21 276:12,18	254:4 257:11	148:5 149:1,5	202:10 220:1
225:2 310:11	277:7	259:19 287:11,14	153:20,21 154:3	223:14 273:10
taxing 27:19	telecom 141:16	298:1	156:6,14 160:13	304:7 334:18
taxpayer 28:20	143:11 145:1	Telmate's 258:20	160:22 161:1,5,8	338:4
116:20 122:8	151:12 182:19	Telrex 211:2	161:10 163:5,16	things 31:18 50:19
taxpayers 119:11	212:1 316:21	ten 178:14 312:2	172:5,10,14,19,20	56:2 71:20 72:21
123:16 126:15	telecommunicati...	315:4 321:22	172:21 173:10,15	73:13 82:9 83:13
225:19 342:10	193:13 234:13	324:3,4 332:9	174:3 180:11	85:19 89:10 90:20
TBD 318:4	327:3	337:19 338:5,6	190:15 191:2	91:2,14,15,17
TDD 203:11 318:3	telecommunicati...	tenacity 155:5	226:11 227:1,1,4	92:9 99:11 100:11
318:4	2:13 18:7 19:1	Tennessee 52:14	228:5 229:15	103:13,19 108:16
teachers 11:14	20:5 33:19 36:3	tens 9:1 160:5	232:4,9,10,16	108:18,18 117:14
teaching 205:6	65:8 76:20 77:19	tenured 162:9	233:2 240:3	124:6 125:15
team 234:13 336:1	107:18 185:15	Teresa 41:21	246:15,17 252:12	135:7 146:19
343:18	226:16 236:3	term 6:17 17:16	252:13,19 260:4,5	183:12,15 184:3
tearful 205:20	253:2 272:7	80:17,19 139:8	260:7 264:10,12	184:11,17 185:2
technical 212:9	telephone 9:9	161:17 192:6	272:2,5 278:2	187:11 188:18
220:8 222:10	23:17 28:6 37:1	194:6	291:14 293:12	193:22 194:21
301:9 302:6	37:12 39:17 40:10	terminals 105:4,21	295:5 301:3,20	200:4,20,22
technological 58:18	64:12 65:6 94:12	termination 64:7	302:2,19 305:22	201:12 207:22
technologies 58:8	98:1 134:9 139:4	terms 55:17 60:9	310:20 332:2	208:1,4,11 209:12
106:18 108:15	146:13 150:19	61:1 87:11 111:8	337:22 339:17	211:2 219:15

220:8 222:2	164:20 168:21	thirds 312:10	time 5:17 8:11 36:1	76:10 88:9 89:12
242:13 257:8	169:15 170:1,11	Thirty-one 259:7	37:13 38:20 44:4	107:9 108:17
270:12,15,18	170:12 171:1,20	thoroughly 171:20	61:6,7 82:9 83:14	111:17 116:5
272:22 282:22	176:10 180:18	thought 34:2	84:2 85:5 90:16	118:20 119:17
291:1,18 294:13	183:18 186:11	115:20 143:16	91:12 94:22 97:16	142:6,10 143:7,17
300:17 302:10	191:5,6 194:16	148:6 189:7	102:1 109:17	143:22 144:16
303:5 307:4,15	197:3,6,20 198:8	207:11,12 211:13	116:6 125:17	146:12 149:2
308:1,6 314:6	198:10,18 199:7	302:4	129:7 132:1,14	150:3,8 153:15
319:9 325:13	199:10,12,15	thoughts 53:19	136:4,15 140:15	156:2 157:2,3,6
326:3 327:6 339:6	202:5,5 205:17	55:16 226:13	142:8 147:22	158:20 160:5,12
think 7:6 25:15	206:6,13,15,21	291:19 292:2	152:9,11,12,17	163:16 172:3,17
32:9 34:19 43:21	207:8,13,18,18,20	301:7 320:1 332:8	157:7,13,15 158:3	175:16,18 183:15
47:1 54:5 55:6,17	208:6,11,12,17,20	341:9	163:13 165:2	213:22 223:20
56:15,22 57:2	212:7,9,20 213:21	thousand 244:15	170:11 171:12,13	229:16 232:4
60:7,16 61:14	213:22 214:3,17	thousands 9:2 45:9	174:22 175:13	233:4,9 234:9
62:1,5 68:14 70:1	215:10,12,18,20	51:9 84:21 160:6	179:12 182:17	246:20 249:7,14
70:4 71:11,15,22	216:1,10 221:10	170:21	184:6 187:4 192:4	249:17 250:17
72:9,12 73:5,10	221:11,19 222:17	threatened 90:1	198:20 202:1	251:14,19 256:5
73:14,22 74:3,4	222:19 223:11	300:15	211:16,16 226:5	258:18 265:8
74:16 75:7,10	224:2 225:8,19	three 5:7,20 31:18	228:20 230:13	267:4 268:2,4
76:11,14 77:11,16	226:18 231:2,8,9	34:4,9 36:16 48:7	231:3,8,21 238:18	270:22 279:2,5,16
78:1,13,17,19,21	231:20 232:2	50:2 55:2 92:14	246:21 251:7	280:18 282:19
79:17,21 80:7,10	245:12 246:20	106:5 107:16	257:5 316:5	297:12,17 302:6
80:15,17,19 82:16	248:19 249:1	108:18 110:11	320:18 321:22	308:17 315:11
86:4,19 87:5	251:18 264:19	111:11 120:5	323:10 328:3	320:10 321:6
88:17 91:7,14	271:3 273:3 276:8	126:5,10 128:15	338:10 341:5,8	323:20 325:13
92:21 93:3,5,21	277:6 284:17	132:18 133:11	timer 16:15	332:17 334:17
95:17 96:6 98:19	286:15 288:12	162:10 175:22	times 37:11 48:19	337:4 338:8 340:7
99:8,18,21 100:4	291:9 293:5 299:3	177:9 186:19	50:4 58:12 84:5,6	340:22 341:4,13
100:5,9 102:3	300:18 302:21	187:16 225:16	136:6 160:11	342:1
103:9,10 104:8,14	303:4,8 304:5	259:14 266:20	187:14 195:21	today's 7:10 8:14
107:10 108:2	306:7 310:9,19	272:18 297:19	200:11,12 205:3	10:7 13:14 15:10
109:4,21 110:9	313:21 317:6	324:6 332:4	247:7 269:22	123:22
111:7,16,17,20	319:1 322:13	334:11 343:22	282:7	toes 234:10
112:3,10 114:12	323:4 325:7	three-by-five	Timothy 3:21	told 24:7 49:20
114:13,14,18	330:10,22 332:13	245:21	18:21,21 236:7	58:12 76:3 116:6
116:9,13 117:5,6	333:7 334:7	threshold 216:2	317:14	186:9 223:20
118:21 120:4,17	336:14,20 337:8,9	throw 68:11 170:6	tip 29:11	279:6,17 322:1
121:4,6,14 122:3	338:4	thumbs 221:9	tireless 175:4	toll-free 218:19
125:8 127:3,4	thinking 55:20	ticket 208:8	TL 18:11,20 35:9	ton 86:7
129:5,8 131:8	87:18,21 110:1	tiered 189:8,22	35:11 57:6 65:3	tone 198:4
132:3,11 133:3	193:17	ties 12:17,19	70:12 101:13	tool 180:22 205:7
134:18 135:20	thinks 165:6	155:17	today 10:1 15:6,16	tools 28:14
136:9,14 137:5,8	third 27:11 33:2	Tim 2:9 41:6 58:4	16:5,7 29:1,5,10	toothpaste 32:8
137:20 139:5	37:3 38:22 69:3	63:9 84:14 107:11	29:21 30:3 43:9	top 9:12 93:3 115:2
142:16 145:19	143:21 144:8	127:20 134:5	44:15 45:15 46:8	116:10 136:4
146:21 157:12	232:11 264:1	304:16	48:12,17 59:14	177:4 199:5

302:15 topic 45:15 63:10 Torgersrud 3:17 235:13,16,22 252:14,15,18 281:20 282:21 283:3 295:6,7,15 299:11 314:9,13 315:20 330:16,17 334:6,7 total 23:21 39:14 39:18 117:20 342:18 totaled 22:11 totality 95:8 totally 76:5 88:12 141:10 284:16 331:7 touch 9:4 11:8 13:2 52:17 130:3 159:4 159:7 160:7 230:15,21,22 241:21,22 269:17 279:18,21,22 338:21 touched 281:20 touches 152:7,14 tough 232:19 toughest 189:5 Townsend 3:18 238:5,6,9 264:13 264:14 302:3,4 314:9 316:1,2 322:9,11 325:3 331:4,5 338:1,2 track 243:11 tracking 257:6 trade 213:15 trading 131:12 traditional 60:9 186:6 211:4 256:7 256:9 traditionally 300:18 327:17 traffic 205:14 338:7,9 tragic 266:14	331:15 trailblazer 163:1 training 237:3,14 305:16,16 310:13 transcribe 283:15 transcribed 297:8 transcriptions 257:1 transference 257:7 transferring 324:13 transition 228:13 transitioned 186:5 translate 284:12 translating 13:15 translation 66:13 transparency 262:17 301:22 transparent 290:18 transport 289:11 320:11 transportation 54:8 162:1 transported 241:2 transporting 321:15 trash 43:19 trauma 155:20 travel 11:5 30:2 247:12 traveled 341:3 travels 289:14 treat 147:15 168:7 treated 45:20 238:4 treatment 30:18 82:13 208:3 tremendous 25:7 52:3 174:3 218:6 225:12,18 268:20 338:20 tremendously 342:8 trended 61:4 trial 195:21 trials 196:3 trickle 266:18 tried 207:14 209:22	tries 38:18 66:3 336:6 triggered 287:19 trio 228:15 trip 47:8,22 trips 45:12 47:22 50:21 trouble 153:5 troubled 319:1 true 73:6 186:3 224:2 249:15 truly 147:4 189:15 268:18 271:10 341:4 Trust 6:5 Trustees 236:22 Truth 126:9 try 5:18 24:19 30:7 38:14 63:11 89:1 98:9 100:1 111:2 145:2 146:18 171:4 177:20 178:11 204:15 207:17 208:9 209:16 216:13 242:19 264:9 266:12 284:14 300:22 trying 33:4 57:16 65:21 94:9 100:8 104:2 105:12 137:14 160:11 174:1 186:12 215:12 226:21 276:21 291:7 308:5 333:3,11 336:2 337:6 TTY 37:10 38:4 39:10 65:13,14,15 67:1 68:5 203:11 318:7,18 tuition 304:9 turn 27:6 28:11 94:3 151:17 173:8 turned 128:3 194:7 202:14 211:8 turning 128:11	153:14 180:8 turnover 262:15 269:11 turns 203:2 276:11 twelfth 161:16 Twenty 258:2 twice 23:20 334:22 Twitter 5:11 138:1 335:21 two 5:9 10:13 17:7 21:18 24:4 33:22 40:12 44:16 103:13 106:7 107:16 115:16 130:6 133:15 139:18 142:5 147:13 149:17 152:5 154:18 161:15,21 169:2 181:12,19 183:6 199:13 210:4 212:14 228:14 234:3 246:14,21 271:9,21 272:15 272:21 276:18 277:6 278:6 295:18 296:4 297:19 299:20 301:17 305:11 312:10 314:19 332:3,7 336:11 339:9 343:22 two-thirds 34:6,16 type 61:15 62:7,12 81:18 113:6 144:14 216:20 290:10 292:2 293:10 294:22 295:20 300:17 314:7 318:11 types 95:1 126:3 295:19 typically 236:16 241:1 242:9 246:1 306:19 T.L 248:22	U UCC 29:9 30:21 31:4,16 Ulandis 167:3 170:19 247:3,4 ultimately 46:6 113:19 186:18 189:7 327:18 unable 11:5 247:12 unacceptable 34:7 55:6 177:18 180:10 unaffordable 9:5 10:22 unanimous 202:21 unanimously 80:2 unauthorized 282:3 unbelievable 111:3 268:16 unbreak 148:14 uncles 26:3 unconscionable 54:6 56:12 undercut 201:4 underfunded 187:2 undergone 14:21 understand 33:12 42:15 71:9 75:11 80:7 94:10,11,16 114:6,7,16,17,19 114:20 117:9 118:20 148:2 164:6 168:5 195:16 212:12 213:7 240:5 269:4 284:8,10 293:15 315:7 327:20 333:1 understandably 52:19 understanding 59:17 60:18 61:3 understands 120:12 understood 169:6 202:18 313:14
--	---	--	---	---

undertaking 183:1	untold 10:21 44:17	utilized 38:20	261:6 298:10	175:1,2,7,9,15,17
unfair 146:19	untrue 226:19	utilizes 27:22	299:15 301:2	175:18 176:17
unfamiliar 318:8	unusual 103:6	U.S 1:18,20 4:10,12	video 37:4 39:1,11	177:14,19 179:6
unfathomable 68:2	unwillingness	17:3 155:14 162:6	39:16,17 41:1	179:16,18 181:11
unfortunately	321:2	V	65:5 66:5 67:1,4,5	199:3 204:18
95:21 96:1 317:3	unyielding 238:3	validate 327:22	67:9,14,18 68:3,6	216:5 229:6
320:15	upbeat 8:9	valuable 333:22	70:14 88:4 90:6,7	236:13 279:7
uniform 34:19	update 298:17	values 152:16	90:9,11,15 91:20	virus 110:16
uniformly 198:5	updated 22:7	153:18	91:22 92:2,4	vision 153:8
uninformed 338:16	321:13	valve 284:5 285:3,4	100:21 101:9,13	visit 32:18 47:18,21
unintended 266:16	updates 258:16	286:10	101:15,16,16	116:5 258:19
Union 276:15	259:17	variance 190:2,5	105:16,16,20	259:5 292:6,6,15
277:2,9	updating 263:3	variety 72:6 129:12	106:3 180:20,21	292:17 293:7
unique 39:5 162:20	upheld 154:15	239:3 282:21	181:13,15,16,16	visitation 26:9 90:8
172:12 251:14	upper 316:12	various 119:15	182:2 203:8,16	90:10,11 92:4
253:1,1 262:3	urge 170:13 174:4	219:13 323:15	204:18 258:19,22	101:9 105:20
Unit 48:10	185:18 188:18	vary 253:21	292:4,12,17,21	203:9,16 292:5,12
United 2:9 10:15	272:11	vast 61:17 112:16	293:4 303:2,16,18	292:18,21 294:9
18:4 29:6 30:8	urged 145:4 182:18	112:16 113:2	319:1 332:15	294:11 303:2,16
33:15 35:2 39:4	urging 151:10	122:15 128:2	334:17,19 335:16	303:18 319:1
39:15,19 40:6	usage 68:6	211:11 291:1	343:22	324:16,17,21
62:21 101:6	USC 76:18	Veach 1:16 4:22	videophone 318:18	325:20 326:13
125:17 126:13	use 16:16 21:13	310:19 340:12,13	318:22	332:15 335:16
157:9 166:7	30:22 32:6 38:13	340:15	videophones	visitations 293:5
235:19 236:15	38:14,18 42:6	vehicle 117:9	318:15	326:22
238:17 253:12	58:9 63:22 64:1	vendors 69:16 88:9	videos 101:3	visited 116:4
units 48:16	64:12 68:6 80:11	202:13 292:11	view 63:13 110:2	335:14
Unity 49:15	89:7,7,12,16 92:9	Vera 86:6 124:10	196:15 342:16	visiting 50:20
universal 162:16	98:5 103:18 104:3	verification 300:7	Villalobos 329:9	110:12 133:6,9
258:7	111:10 118:5,9	verified 296:20	Vincent 3:18 238:5	223:19
universe 150:6	139:8 181:15,21	Verizons 64:13	317:14	visitor 326:17
University 235:8	203:13 204:13	Vermont 2:13 20:5	VINE 299:13	visitors 140:12
unjust 330:5	205:5 213:17	141:15 180:16	violate 56:12 103:1	visits 31:16 51:13
unlimited 179:11	217:10,14,16	223:22	violating 72:16	51:16 83:5 105:16
179:15 230:19	253:11 256:14	versus 14:5 44:20	violence 155:21	105:17 258:22
261:14	257:21 261:5	59:17 67:1 70:14	237:14,16 305:15	293:8 303:19
unpack 57:17	296:12,13 297:11	81:9 82:1	310:12	335:1
unprofitable 284:1	298:5 306:15	viable 297:12	violent 49:17 335:2	visual 39:4 204:11
285:1	333:5,15,16	vice 233:17	Virginia 2:6,18	vital 7:21 26:11
unquestionably	useful 201:1 246:20	vicious 129:4	7:17 17:13,15,21	74:3
71:18	uses 44:4 65:1	200:16	25:4,8 54:7,13	vitality 260:20
unravel 55:4 176:6	usually 313:9	victim 299:13	55:2 66:8 90:17	vocation 263:16
unreasonable	314:16	victimization 27:8	92:9 93:10 95:22	vocational 305:16
108:11 134:14	Utilities 143:9	113:17 225:9	100:7,16 104:10	voice 38:5,13,19
215:20 303:7	utility 146:16 151:7	victims 50:10 123:9	104:11,21 105:14	52:21 53:9 255:10
330:5	210:19,21 216:12	237:5,8,9 238:1,1	120:3 144:3,7,12	256:10,17 262:1
unrelated 60:13	235:4		173:13 174:8	296:20 317:22

324:20	72:1 73:12,15,20	wanting 79:11	230:15 231:15,18	151:18
voices 11:22	75:17 79:14,15	wants 40:2,3 64:12	242:13,20 252:10	went 140:17,18
VoIP 19:8 45:21	80:10,14 85:15,21	66:16 77:3,4 80:1	266:11 283:4	170:17 177:21
59:4,22 63:18,20	96:17 103:17	80:3 95:6 111:22	285:3 286:17	180:2 192:19
63:21 64:7 109:2	105:9,12 107:4	130:7 148:20	287:6 292:5	194:13 200:10,11
186:8 221:15	118:3,5,8 120:11	164:21 194:19	295:13 296:11	200:15 201:15
296:12 333:15	122:20,21 126:15	195:13 231:10	303:12 308:1,2	210:2 211:19
VoIP-based 186:7	128:6 129:6,22	241:22 309:2	310:17 312:19	287:17,19 307:22
volume 39:15	130:4,18 132:6	325:9	319:19 329:1	weren't 185:5
189:6,19 253:19	134:16 135:6	war 126:5,6	343:6	west 229:6 247:8
287:13,17,18,22	138:3,5 139:1	warden 279:7,8	ways 5:7 23:13	Western 276:15
288:2,4,16	140:22 147:4,22	wardens 89:22	65:8 98:6 110:11	277:2,9
volumes 189:17	150:13 156:6,14	warned 132:13	111:11 132:18	we'll 5:13,14,17
253:5	160:3,7 163:16	warning 132:7	133:11,15,21	20:8 70:4 78:11
Vonage 45:21	165:7 170:22	wars 122:22	135:5 150:15	96:12 102:5 110:5
63:21	173:14 174:3,22	Washington 1:12	158:1 176:13	134:4 286:12
vote 231:12,14	176:18 179:8,16	8:20 23:3 30:2	249:5 274:6	291:12 314:18,20
voting 162:13	180:7,11 196:9	115:6 151:2	302:22 333:9	344:4,5
vulnerable 11:13	200:5 201:7 207:5	217:21 250:6	wayside 306:3	we're 6:2,5 8:2
155:3	212:13,17 213:5	wasn't 116:2	web 5:12	16:7 27:18 44:7
	215:14 216:21	144:22 178:6	website 138:10	46:8 52:4 63:13
	221:21 226:1	184:9 210:4 211:5	139:4 179:17	68:18 71:9 76:13
	229:18 231:12,14	212:1,2	websites 21:14	78:11 85:13 86:14
	231:15,17,22	waste 163:14	WEDNESDAY 1:8	86:15 88:17 89:21
	232:6 240:16	wasted 331:7	week 31:9 44:3	91:14 95:17 104:6
	241:20 242:1	watching 41:14	85:13 109:13	104:18 105:12
	244:7 245:8 252:5	112:9 117:11	133:19 150:2,2	106:17 108:19
	252:9,19 265:21	118:19 120:19	269:11,12 297:20	115:13 120:6,12
	267:11 270:20	149:3 175:3	331:14 336:17	122:10 124:5,7
	272:11 273:3,9	284:15	weekly 31:17 53:2	125:8 126:6 132:7
	274:1,5 277:14	water 96:8,10,11	weeks 24:4 115:16	133:8 134:3
	283:14,15 284:11	Waxman 76:3,3	277:6 292:9	137:17 148:17
	296:5 301:11,11	way 11:7 13:21	weigh 77:4	157:6 212:2
	303:8 311:20	50:19 58:18 59:18	weighed 54:14	213:22 226:5
	313:3 314:4	69:13 70:21 88:4	weighs 336:22	231:20 246:22,22
	315:10,11 318:20	89:15 90:2 111:1	weird 129:4	247:15,20 248:3,5
	335:7,8,9 339:4,4	118:12 125:4	welcome 4:2 5:3	248:6,11 249:6,8
	343:21	133:14 138:6	7:9 20:7 180:15	249:9,16 252:7,8
	wanted 24:12 49:2	140:10 143:3	welfare 17:18	255:4,5 265:7
	52:20,20,21 53:22	157:7 159:9	144:5 263:10,15	269:20 277:11,15
	55:16 71:13 98:16	160:18,19 161:10	305:13 306:11	282:19 285:19
	99:1 101:21,22	169:9 171:10	307:13,17,20	288:9,10 293:10
	109:9 113:22	176:5 178:11	308:1 310:15	294:9 298:9 317:7
	129:9 132:16	184:20 186:10	311:11,12,16,22	319:10 320:10
	146:18 169:9	195:12 199:9	312:3,14,16	328:2 335:4,5
	212:6 234:9	210:22 213:6	313:17 314:1	337:9,11 338:4
	248:17 322:11	214:4 223:12	well-being 25:21	342:9

we've 13:17 19:21 22:7 33:15 45:8 45:12 46:19 54:22 58:12 60:13 68:17 69:7 70:11 81:2 81:13 85:2 92:16 95:4 103:17 108:12,14 110:12 110:13 134:7 145:9 214:18 229:19 232:3 250:10,16 252:3 253:15,18 265:4 269:2 287:11 289:11 297:8,18 298:5 303:4 321:21 322:5,6 327:12 328:9 335:1	Wisconsin 312:9 wisdom 153:9 wise 304:1 wish 7:11 15:8 174:13 witnesses 123:9 261:7 wives 44:18 woman 162:5 167:2 women 18:19 31:20 32:15,21 47:5 49:17 50:3,7,20 51:8,16 115:16,17 237:16 342:14 women's 47:21 49:3 wonder 327:8,21 wondered 214:8,11 wonderful 6:9 320:19 wonderfully 163:6 wondering 291:18 Woodard 23:2,4 Woods 3:21 236:7 236:7,21 237:13 237:17 260:6,7 265:15 301:4,5,8 301:21 305:12 306:1 309:13 310:2,3,9 313:13 319:15,17 330:21 330:22 337:12,14	156:11 162:12 167:20 169:3 183:22 190:13 191:21 193:3 195:1 205:4 220:19 264:6 266:22 267:8 285:2 296:6 323:1 333:4 338:22 339:7 workable 318:18 workarounds 184:14 worked 15:10 29:15 45:8 264:18 worker 167:12 working 6:10 15:6 17:8 21:8 25:10 73:4 144:13,14 149:14 151:2 167:17 204:5 218:14 220:17 221:6 264:2 282:3 works 28:2 43:16 43:17,22 59:18 60:19 62:3 94:10 114:17 118:20 122:3,5 167:12 183:22 184:1 191:21 196:12 219:16 225:6 233:19 workshop 1:5,11 5:4 6:9 7:10 8:14 10:7 13:14 15:10 20:15 80:11 156:20 157:2 165:4 170:22 264:17 344:1,9 workshops 57:1 145:4 world 104:6,7 123:22 125:18 297:11 WorldCom 174:21 world's 125:20,21 worry 220:13,16	worrying 214:2 worse 48:5 worth 213:14 276:3 worthwhile 248:20 280:4 wouldn't 24:17 88:16 89:5 100:6 157:2 208:19 216:20 217:17 257:18 284:3,22 284:22 285:5 wound 201:21 wow 130:9 274:11 300:13,19 wrap 134:3 Wright 8:19 150:17 167:3,6,14 170:16 234:17 247:2,11 249:21 250:3 266:22 Wright's 79:9 write 108:16,17 writing 83:5 204:9 written 54:16 wrong 8:12 34:17 75:7 76:11,11 143:14 145:19,21 177:17 284:16 321:4 322:3 wrote 23:4,11	187:7 196:4 269:15 273:14,18 275:4 276:4,4 288:7,8,8 289:4 334:10 years 8:18,19 21:3 21:18 25:9 42:5 42:10,17 46:3,18 47:13,15,19 48:1 48:8,15 50:20 52:14,16 55:1 61:1 79:8 84:8 85:13 92:13 96:2 107:17 108:18 128:16 137:13 139:3 144:13,19 149:17 150:3,8 156:19 157:7,11 158:3 160:15 163:21 167:15 171:10 175:4 177:20 181:8 184:7 186:19 193:4 194:5 201:15 218:13 222:7 225:16 238:7,13 247:6 248:1 251:1,10 257:9 267:22 279:1 316:3,20 321:22 332:9 334:9 335:15 337:19 338:5,6 339:9 York 10:4 280:9 282:11 287:10,17 299:17 309:8 young 10:20 258:12 297:16 younger 25:22 196:21 280:6 334:15
whack-a-mole 294:22 wheel 105:13 wheelchair 47:14 white 115:18 245:21 WIC 49:13 wide 220:20 wife 19:10 48:22 75:22 110:15 115:18 300:14 willing 32:20 49:9 51:10 57:4 67:20 112:1 113:9,10 133:5 146:10 194:14 198:12 207:15 209:18 272:10 343:11 willingness 340:7 341:12 wind 127:17 186:13 winds 189:19 wireless 158:13 234:21 Wireline 1:16 2:2,4 2:14 3:6,11 15:12 16:3 142:1,2 340:16 341:15	word 192:22 wording 170:12 words 26:3 111:5 168:3,11,14,21 170:2,4 290:15 298:15 work 13:17 14:15 15:19 28:18 29:14 32:1 42:22 44:3 52:12 53:16 71:22 71:22 76:9,10 94:6 114:18 142:20,21,22 145:2 148:14,16 153:14 155:8,14	workable 318:18 workarounds 184:14 worked 15:10 29:15 45:8 264:18 worker 167:12 working 6:10 15:6 17:8 21:8 25:10 73:4 144:13,14 149:14 151:2 167:17 204:5 218:14 220:17 221:6 264:2 282:3 works 28:2 43:16 43:17,22 59:18 60:19 62:3 94:10 114:17 118:20 122:3,5 167:12 183:22 184:1 191:21 196:12 219:16 225:6 233:19 workshop 1:5,11 5:4 6:9 7:10 8:14 10:7 13:14 15:10 20:15 80:11 156:20 157:2 165:4 170:22 264:17 344:1,9 workshops 57:1 145:4 world 104:6,7 123:22 125:18 297:11 WorldCom 174:21 world's 125:20,21 worry 220:13,16	X X 67:20 224:6 286:12 314:21 315:1 Y yard 251:16 yardstick 30:18 Yeah 208:20 212:6 216:9 217:19 305:12 322:11 year 12:10 17:19 22:8 39:16 55:3 75:3 115:3 124:12 126:15,16 145:4 154:19 175:22 178:8,12 179:9	\$ \$1 50:16 63:8 134:13 187:21 254:15

\$1.15 188:3 289:6 289:13 290:3	1 269:11 1st 179:19	287:16 163 4:11	2003 150:18 2005 233:13	292:15 300 253:18 297:20
\$10 32:10	1,200 272:20	17 43:19 47:19	2006 281:16	340 4:22
\$100 271:13 300:13 300:14	275:19 1,700 149:18	18 297:7	2007 184:11 251:4 321:13	35 144:12 181:8
\$11 10:6	1.8 195:2	19 248:15	2008 19:2 45:7 316:16 322:15	36 287:19
\$112 22:11,12	1:00 141:5,6 227:12	19th 6:18	201 330:3	37 289:2 307:19
\$12 292:14	1:04 227:15	19-year-old 248:11	2010 155:16	<hr/> 4 <hr/>
\$14 290:1	1:30 6:3	1972 19:12 47:8 83:22	2011 17:16 19:16 21:18 237:17	4:15 310:18 340:4
\$14.95 24:13	10 1:8 8:18,18	1986 238:10	2012 22:8,12 124:18 146:9	4:20 340:4
\$15 294:10 311:8 330:7	42:10,17 52:14,16 79:8 96:2 129:8	1990s 52:14	2013 1:8 6:16,18 178:8 239:14	4:22 344:10
\$17.50 32:5	139:21 150:8	1993 174:19	2014 19:17 177:9	40 48:1,8,14 50:19 175:19 335:2
\$18 249:12 289:12 290:2	167:15 184:7 201:15 222:7	1996 107:18	22 223:21 224:12 224:13	400-pound 130:11
\$18.34 289:4	314:20	1997 236:10	227 4:14	42 9:9 23:21 82:1
\$2 311:15 328:12	10,000 282:13	1999 52:15	229 4:16	43 165:13 315:21
\$2.3 312:9	297:21	<hr/> 2 <hr/>	23 21:3 43:9 44:20 136:5	445 1:12
\$2.5 311:18	10-minute 136:7	2 140:20 141:2,5,5	232 4:19	46 19:14
\$2.65 180:2	10-plus 196:13	2nd 47:8	233 287:17	47 76:18
\$20 49:22 187:14 218:17 330:7	10-second 24:16	2,000 149:19	24 224:13 252:6 270:10 338:10	47th 17:14
\$20.40 38:4	100 11:4 31:8 48:17 180:3 223:18	2,100 233:16	24-bed 244:17 254:3	<hr/> 5 <hr/>
\$22 31:22 32:4	282:12	2,100-bed 244:19	25 32:3 97:17 125:21 251:9	5 4:2 48:9 125:20
\$25 187:15	11 315:4	2,500 51:3	27 238:13	5.4 281:15
\$250 288:7	11:15 140:18	2.2 125:22 126:17	276 76:19,19 197:6 316:21	50 150:18 164:12 244:15
\$3 122:9	11:30 140:6,15,19	2.7 10:13,15 230:2 230:5,7 231:18 304:20	29 44:3 312:2	50-bed 244:17
\$3.5 311:13	11th 155:14	2:10 141:6	3 266:5 268:10	50-year 29:7
\$3.95 135:22 136:4 136:6	12 6:3 39:14 47:15 273:17 275:3	2:15 227:10,12,12	3rd 269:7	500 18:18 48:13 162:10
\$30,000 218:18	315:4	2:20 141:9	3,000 51:6 236:14	500-mile 47:11
\$300,000 289:3	12th 1:12	2:30 227:2,10	3,300 244:12 286:17	57.5 280:15
\$31,286 124:12	14 48:16 281:17	2:32 228:2	30 275:18 322:21	<hr/> 6 <hr/>
\$350,000 311:21	140 4:5	20 45:12 139:3 200:11 247:22	30-minute 259:5	6 43:11 44:20 45:1
\$4 9:12 187:12	142 4:7	251:8 314:22 316:3,19		6,000 269:15
\$4.2 311:22	15 61:1 140:5 187:8 187:20 188:1	2:10 141:6		6.4 311:14
\$400 276:4	189:3,12 222:7	2:15 227:10,12,12		60 126:14,16
\$5 187:12	238:7 254:20	2:20 141:9		600 235:21
\$5.1 312:5	268:5 272:21	2:30 227:2,10		63 269:12
\$5.99 180:1	283:10 290:3	200 48:15 244:14 244:14		<hr/> 7 <hr/>
\$50 271:13	292:14 294:10	200-bed 269:14		7 4:3
\$59.12 23:21	15-minute 10:3 289:5	2000 249:19		70 22:6 126:14,16
<hr/> 0 <hr/>	150 196:13	2001 19:14 237:10 250:8,11		700 48:11
09-144 137:11	156 4:9	2002 237:11 250:19 316:15		700,000 10:14 12:10,10 273:13 273:16
09144 85:3	16 4:4 253:16			
<hr/> 1 <hr/>				

72 242:6 339:3
74 311:19
75 39:17 267:22
339:3

8

8 290:5
80 236:19 257:15
261:2 311:14
80/20 257:14
84 274:10
85 316:9
86-year-old 247:3
89 9:12

9

9:00 1:12
9:11:03 5:2
90 178:16 268:2
338:6,8
90,000 149:17
92 246:19
93 193:14
96 142:16
97 268:13 297:4
98 316:15

C E R T I F I C A T E

This is to certify that the foregoing transcript

In the matter of: Reforming Inmate Calling Services

Before: FCC

Date: 07-10-13

Place: Washington, DC

was duly recorded and accurately transcribed under my direction; further, that said transcript is a true and accurate record of the proceedings.



Court Reporter

NEAL R. GROSS

COURT REPORTERS AND TRANSCRIBERS

1323 RHODE ISLAND AVE., N.W.

WASHINGTON, D.C. 20005-3701