Louisville Metro Department of Corrections

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Director Jerry Collins

3/24/2025

Subject: Letter of Recommendation for Smart Communications

To whom this may concern,

We have been using Smart at our facility since 2022, and we have been extremely satisfied with their services. Our facility has a capacity of 1,600, with an average daily population of around 1,350, and Smart Communications has played a crucial role in managing our inmate communications efficiently.

The things that we looked at differently on this contract and service. We wanted to make it easy and better for our Corrections staff since they are the ones that use it daily; Smart Communications is built for Corrections officers to make their daily lives easier while also meeting the needs of the inmates, family and friends, as well as other people that might need to use the system

As mentioned above, Smart Communications has made our Corrections job easier, especially when it comes to inmate mail. The elimination of physical inmate mail and we cannot wait to use the legal mail carts, that will be a game changer for us. My staff no longer touches the inmate mail. The inmate Action Requests system and how it is built has also made our operation better. We have one of our Classification Supervisor that can easily go in and build Action Requests, turn them on and off easily, applying restrictions and rules around selecting Action Request or any other forms we use is simple, and it does what it is supposed to do. One big thing about Smart Communication is that everything is on one single platform.

As far as service...Smart Communications is "Excellent" in every way. I highly recommend you call their service number. Every time I call, I get a service rep right away. There are no delays, and you're not dealing with a horrible phone tree where you get lost or put on hold forever. Just call the number and see for yourself. When they answer, just say that you called the wrong number.

I highly recommend choosing Smart Communications because of how user-friendly their system is for both deputies and inmates. They handle all our inmate communication needs, including phone calls, messaging, grievances and requests, physical mail, video visitation, and inmate tablets, which has been a great improvement for both our facility and the inmates. We look forward to continuing our partnership with Smart Communications and we appreciate the valuable contribution their services make to our operations.

Sincerely,

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