



## Large East Coast Jail Relies on AIS™ to Help Control Calls & Improve Atmosphere

### SITUATION

The Passaic County Jail is a large 1,100 bed facility located in Paterson, New Jersey. Its motto is "Security, Custody & Control." For a busy facility of its size, living up to this motto can be challenging. Despite the demands placed on the jail staff, the facility has proven to be one of the most secure county correctional facilities in the state. And each and every call to the Passaic County Jail is answered by the third ring, ensuring citizens get prompt answers to their questions. But this wasn't always the case.

"Before we began using AIS™, we were bombarded with calls. There was no way to handle them quickly or efficiently," recalls Warden Michael Tolerico. "It seemed like for every single inmate, we'd get separate calls from their brother, sister and mother, all wanting the same basic, everyday operational information. It was impossible to effectively meet the demand."

Previously, a mix of officers and civilians in the Records Division had been charged with answering the heavy load of calls. The atmosphere was extremely hectic and callers endured long wait times if they were able to get through at all. Looming budget cuts were the incentive to give AIS™ a try—it would be less expensive to use AIS™ and to re-deploy staff to handle other tasks.

### SOLUTION AND BENEFITS

Most of the staff were initially resistant to implementing an automated phone system, but they were soon won over by over by AIS' effectiveness. The system was designed so that callers can easily find answers to their questions without having to hit zero for a live attendant. This 82% automation led to a much quieter and less hectic atmosphere.

2011 Statistics	
Total Calls Handled	132,055
Total Calls Automated	108,120
Automation Rate	82%

And while the impressive automation rate has improved the atmosphere of the Passaic County Jail, Warden Tolerico was won over by the easy implementation.

"I've worked with a lot of different vendors on all kinds of new computer systems," he said, "But AIS™ was hands down the most seamless install and transition we've ever had. Going live was absolutely effortless on our part."

With AIS™ in production for more than three years, it has become an integral part of the Passaic County operations and the once leery staff are now solid supporters.

"They would probably go nuts if we turned off AIS™." Tolerico noted. "It's been absolutely worthwhile for everyone—the staff, the callers and the bottom line."

