



DURHAM COUNTY DETENTION FACILITY
VIDEO VISITATION

Survey Results

NOVEMBER 2017



Office of the Sheriff
Sheriff Michael D. Andrews

The Durham County Sheriff's Office conducted a random survey of video-visitation participants from **October 17 to November 17**.

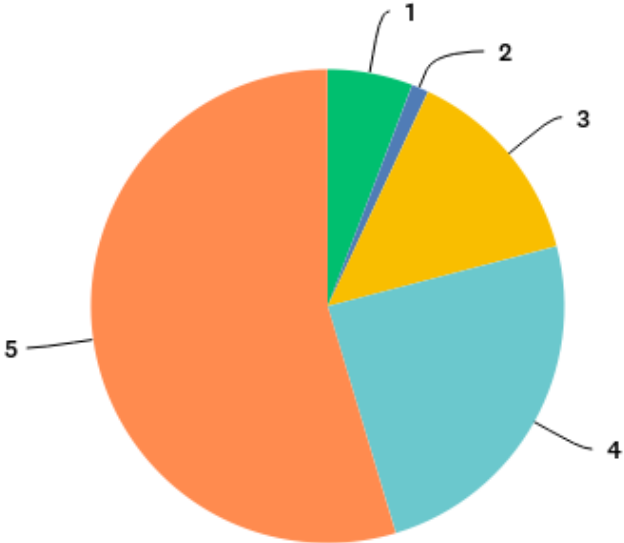
During the first month, there were 252 video visits and 86 visitors voluntarily participated in a survey designed to gauge:

- ▶ Visitor Support of Video Visitation
- ▶ Convenience
- ▶ Technical Issues
- ▶ Visitation Schedule
- ▶ Remote Visitation
- ▶ Areas of Improvement

Ninety-one percent (91.6%) of respondents said they would continue to use video visitation.

SURVEY QUESTION

Q1: On a scale of 1-5, with 1 being “poor” and 5 being “excellent” how would you rate your visit?



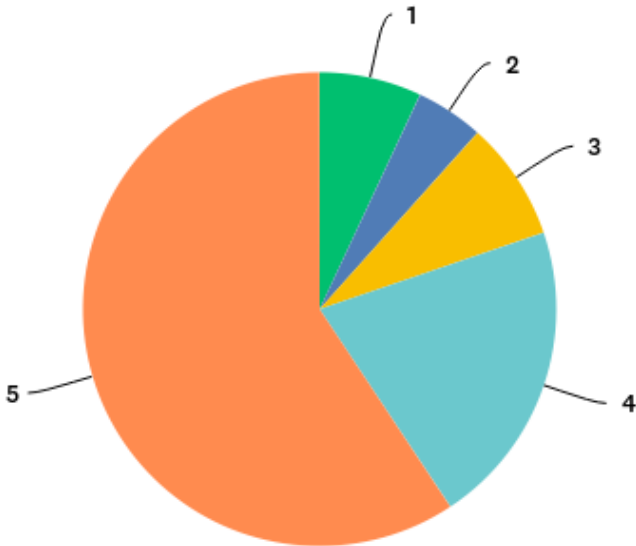
79% of respondents said they had a favorable experience.

ANSWER CHOICES	RESPONSES	
1	5.81%	5
2	1.16%	1
3	13.95%	12
4	24.42%	21
5	54.65%	47
TOTAL		86

Source: DCSO Survey | October 17 - November 17, 2017

SURVEY QUESTION

Q2: On a scale of 1-5, with 1 being “poor” and 5 being “excellent” how would you rate your audio during your visit?

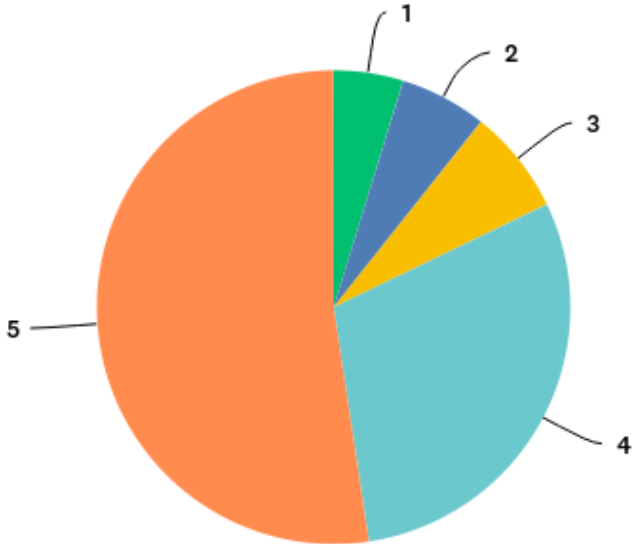


ANSWER CHOICES	RESPONSES
1	6.98% 6
2	4.65% 4
3	8.14% 7
4	20.93% 18
5	59.30% 51
TOTAL	86

Source: DCSO Survey | October 17 - November 17, 2017

SURVEY QUESTION

Q3: On a scale of 1-5, with 1 being “poor” and 5 being “excellent” how would you rate your quality of viewing monitor?

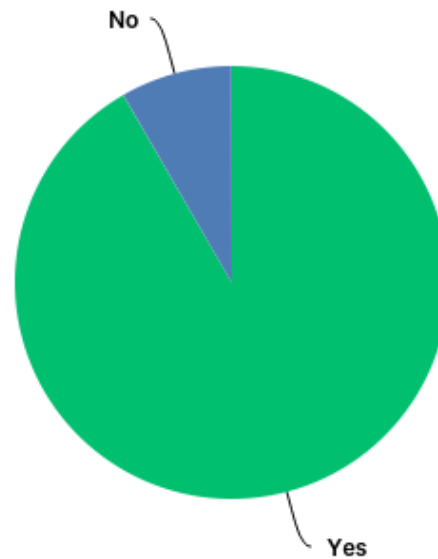


ANSWER CHOICES	RESPONSES	
1	4.76%	4
2	5.95%	5
3	7.14%	6
4	29.76%	25
5	52.38%	44
TOTAL		84

Source: DCSO Survey | October 17 - November 17, 2017

SURVEY QUESTION

Q4: Would you schedule another video visitation?



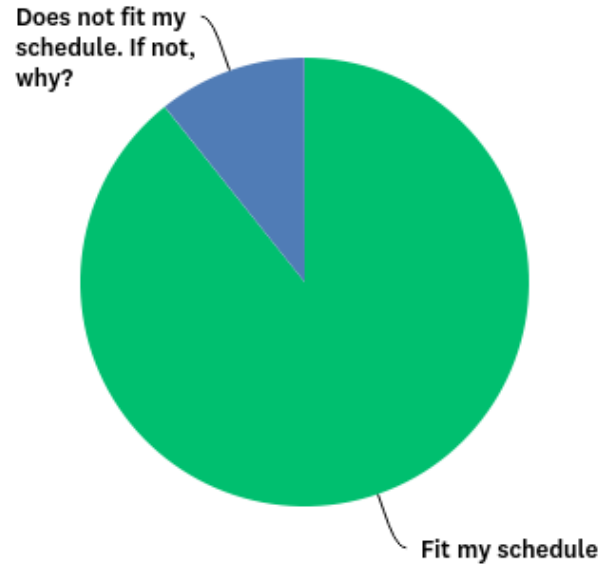
91.6 % of respondents said they would schedule another visit.

ANSWER CHOICES	RESPONSES
Yes	91.67% 77
No	8.33% 7
TOTAL	84

Source: DCSO Survey | October 17 - November 17, 2017

SURVEY QUESTION

Q5:How do you like the hours of video visitation?

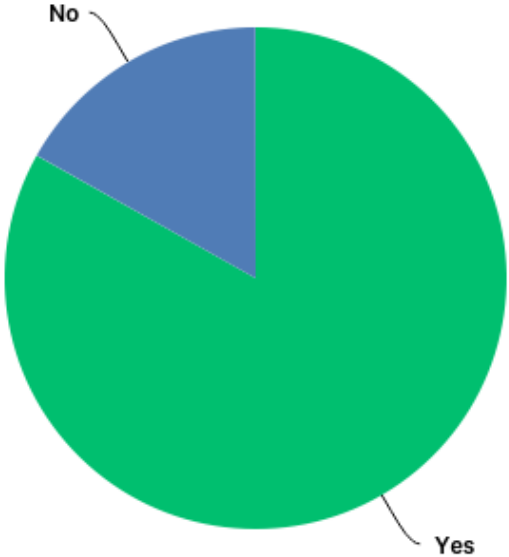


ANSWER CHOICES	RESPONSES
Fit my schedule	89.29% 75
Does not fit my schedule. If not, why?	10.71% 9
TOTAL	84

Source: DCSO Survey | October 17 -November 17, 2017

SURVEY QUESTION

Q6: Would remote visitation (i.e. allowing calls and visitation to be conducted from a mobile device or tablet/laptop/computer) be a feature you would be interested in?



83.1% of respondents said they would support a remote visitation option.

ANSWER CHOICES	RESPONSES	
Yes	83.13%	69
No	16.87%	14
TOTAL		83

Source: DCSO Survey | October 17 - November 17, 2017

SURVEY SUMMARY

- ▶ **A majority of survey respondents support video visitation. Some visitors requested additional time and remote access.**
- ▶ **Three out of 86 survey participants said they prefer in-person visitation only.**
- ▶ **The survey allowed the Durham County Detention Facility to identify technical issues. The vendor quickly resolved audio and video quality challenges.**
- ▶ **Visitors indicated they would like new chairs for video visitation. In addition to researching cost-effective and durable seating, the detention staff lowered the cameras and encouraged visitors to avoid leaning forward.**