

The background of the slide features a large, faded seal of the Cochise County Sheriff's Office. The seal is circular and contains the text "COCHISE COUNTY" at the top, "SHERIFF'S OFFICE" in the center, and "ARIZONA" at the bottom. It also includes the year "1881" and "EST." on either side of the word "OFFICE".

Cochise County Jail Technological Needs and Challenges

Lt. Ariel Monge

Technological Needs in a Jail Facility

- Radio communications
- Telephone communications
- Intercom
- Cellphone connectivity
- Network
- Video conferencing
- Secure Wi-Fi
- Digital identification system
- CCTV system
- Door controls
- Electronic doors
- Computers
- Data management system
- Digital Law Library
- Digital Fingerprinting system

Technological Needs in a Jail Facility

Most of these essential technologies we currently operate with were either non-existent or unavailable when the facility was built.

Everything has been retrofitted into the facility.

Despite all our efforts to accomplish what is within reach; when compared to new or more modern facilities, our capabilities and technology is substandard.

Technological Needs in a Jail Facility

Modern jail facilities operate with technologies we do not have:

1. PLC (programmable logic controller) system
2. Functional Intercom system
3. Wi-Fi capabilities
4. Digital controls for plumbing flush valves.
5. Electronic doors throughout the facility, living areas, and cell doors.
6. Electronic key control cabinets with key tracking capabilities.
7. Body scanners
8. Fully digital CCTV
9. Functional Video or Remote court/attorney services
10. Live rounds tracking (security check tracker)

Daily Technological Challenges

The most common technological challenges we face daily involve:

1. Radio Communications
2. CCTV
3. Video conferencing
4. Door controls
5. Electronic doors
6. Wi-Fi strength



Radio Communications

The jail operates with the essential technological needs, however, the performance with some of the existing technology needs improvement.

Historically, radio communications within the jail have been inadequate.

Radio calls for emergency response sometimes went unheard by some officers.

Radio Communications

Radios have been replaced over the years, most recently in July 2021 but there was little to no improvement.

To correct the communication deficiencies, a bi-directional amplification system (BDA) was installed.

The BDA improved the issues significantly and for the first time ever, jail staff is now able to communicate with all three jails by radio.

Video Conferencing

Prior to COVID, the Bisbee Jail operated with only two Polycom video conferencing systems which were primarily utilized for communication with the courts. The Sierra Vista Jail and Willcox Jail each have one Polycom.

In 2020, after everything came to a spontaneous shut down; we immediately realized having two systems was not enough to keep up with all the courts. Furthermore, because we stopped all professional visitors from entering the jail, attorneys were unable to meet with their inmate clients.

Video Conferencing

To provide an immediate solution, we installed five additional Polycoms in the Bisbee Jail. We used every possible area we could find to install Polycom stations, to include an old supply closet.

The demand for video conferencing between the courts and attorneys grew; which created an increase in the workload for the control room officer.

Unfortunately, we began to experience challenges with audio and video quality.

Video Conferencing

One of the biggest challenges with Polycom was the background noise inside the jail. A noise that is impossible to stop because of the facility's design. The noise and video's audio was so bad, it disrupted court hearings and judges often had to cancel the hearing and request the inmate be transported to the court.

We recently began applying sound-deafening padding on the walls of our Polycom stations. The results are promising.

We continue to work closely with our IT to overcome most of the technological challenges and have identified possible solutions.

Inmate Technological Services

Inmates currently have communication access to friends, family, clergy, and attorneys through our provider (Securus). These services include:

- Telephone
- Video Visitation
- Electronic messaging or mail

We also provide inmates access to legal materials through a single isolated computer that has a digital law library downloaded into it. We are currently exploring the possibility of offering digital law library through the video terminals utilized by inmates in their living areas.



CCTV