
From: Deci Call <decicall@msn.com>
Sent: Wednesday, August 10, 2016 10:35 PM
To: sbodiford@greenvillecounty.org
Cc: Haley, Nikki; kwhite@greenvillesc.gov
Subject: Improvement Needed
Attachments: Contact Us.pdf; Delivery Failed.pdf; Mission & Vision Statement.pdf

Mr. Bodiford,

Yesterday, I had the unfortunate experience of having to deal with your facility. My son was sentenced to 30 days or to pay a fine of \$465.00. The sentence was given to him on February 24th, 2016. He was taken to the Greenville Detention Center and around 2:00 p.m. yesterday. I went to the Summary Court on White Horse Road and paid the fine.

I called my mother and asked her to go pick him up because I had to get back to work. My mother who lives in Anderson arrived at the Detention center at about 4:00 in the afternoon. She asked the employees at the inmate information desk how long it would be for him be released. They told her that it would be thirty minutes to two hours. After 2 hours, she approached the desk and was told that it would be thirty minutes to two hours once again. By 9:00 p.m., he had still not been released. My mother is 75 years old and was getting tired. She had been **waiting for 5 hours**. We decided that she should go home and my husband or I would pick him up upon his release.

By 10:00 p.m., he was still in jail. I called the jail (864-467-2330) and was greeted by a very long recording. At the end of the recording, it instructed that if calling from a rotary phone to stay on the line and an officer will take the call in the order in which it was received. The other options did not fit what I wanted to accomplish which was to find out when my son would be released. Therefore, I waited for an officer to answer. Instead of an officer picking up, the recording started over again. I hung up and called again and held once more for an officer to pick up. This time, the recording said that the line was busy, said goodbye, and then hung up. The third try resulted in the same as the second try. Finally, the forth time, an officer did pick up. I explained what was happening and asked when my son would be released. **He said that they don't start releasing inmates until after 1:00 a.m. and that I should get the names of the employees that told me that it would be thirty minutes to two hours because they were giving me the wrong information.** I was not going to hang up until I got satisfactory information and was demanding answers. I was not using bad language, but I was insisting on knowing what was going on. **The officer hung up on me.**

I called back so many times to try to speak to a human that I lost track of how many attempts I made. By 11:20 p.m., the same officer picked up the phone and I asked him if he was the same person that hung up on me about thirty minutes ago and he replied that he was and he did so because he "didn't feel like arguing." I asked him for his name and he said he was Officer Angello. I then proceeded to demand answers **and he hung up on me again.** At 11:25 p.m., my son called to report he had been released. My husband went to the jail to pick him up.

And there is more to the story!!!!

Today, I decided to lodge a complaint about what had happened last night. I visited the Greenville County Detention Center website and clicked on the "Contact Us" link. There was an email provided on the web page (see attached). I clicked on the email link and sent an email asking for the name and email address of the administrator so that I could write my complaint. Several minutes later, I received an email stating that delivery of my email failed (see attached). I decided to go to the facility and ask for the information. **It is as if the facility has made every effort to insure that no one on the outside can contact anyone on the inside!**

While visiting the website, (see attached) I noticed the **mission statement says that "Detention personnel will be professional and citizen-friendly." What a joke!!!!!!!!!!!!!!!!!!!!!!!!!!!!**

My experience with the Greenville Detention Center was frustrating, pitiful, and unacceptable. I have summarized below the issues that need to be addressed:

1. No one should have to sit in the lobby for 5 hours and keep being told that the person they are waiting for will be released in thirty minutes to two hours.
2. It should not take over seven hours for an inmate to be released after all fines have been satisfied.
3. The information given to the citizens regarding the process should be consistent and accurate.
4. The staff should not hang up on a citizen because the citizen is frustrated with how they have been treated.
5. The phone system should not hang up on citizens or start the recording over again.
6. The email address on the Detention Center website to contact the Detention should be legitimate.

I hope that my concerns will be addressed and action will be taken so that other citizens don't have to have the same experience I have had. I am on a mission to improve citizen experience with your facility. If necessary, this is the first of many efforts to correct these problems.

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