

July 2018

Santa Clara County Jail
Inmate Survey

Gr*A*R, Inc.
CRIMINAL JUSTICE CONSULTING

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INTRODUCTION

The Santa Clara County Sheriff engaged GAR, Inc. to administer a scientifically sound survey to get a better understanding of inmates’ experience while in custody. The sheriff sought objective and reliable measures of their perceptions and secondarily, wanted to create a set of baseline data that could be used for comparison against future identical surveys. This would allow the agency to measure the impacts of changes currently underway.

Probability sampling

There have been a number of surveys within the Santa Clara County jail system but few, if any, have used valid sampling methodology. In order to ensure a survey measures what it is intended to measure – in this case, inmate perceptions – all subjects must have an equal opportunity to be selected as a representative sample. We chose a *systematic sampling* method which selected every third inmate on the daily roster for all areas of the facilities. This allowed us to include inmates from all classification levels, types of housing, gender, etc. and everyone had an equal probability of being chosen.

Prior surveys of inmates in the Santa Clara County jail have relied upon volunteer participants – a type of *convenience sampling*. Convenience samples can be conducted relatively quickly for very little money, but they come with a high probability of bias. For example, research shows you are more likely to volunteer for a survey if you are either very happy or very disappointed with a service or situation. Individuals without strong opinions are less likely to participate, so results end up biased to the extremes and not generalizable to your target population.

Questions

Questions selected for the survey were a mix of standard jail outcome measures and concerns specific to Santa Clara County jail stakeholders. The most important outcome measure in a jail environment is whether or not an inmate feels safe in custody. In Maslow’s hierarchy of needs, safety is a crucial component for people to thrive, second only to physiological needs. When people do not feel safe, there can be cascading effects including violence, misconduct, withdrawal and poor interactions with staff. Other questions were developed to measure opinions on topics that the Santa Clara County jail has invested a lot of resources in such as changing staff culture, improving the grievance system, and enhancing medical and mental health services. All questions were reviewed by stakeholders inside and outside the jail system, and suggested changes were incorporated.

SURVEY METHODS

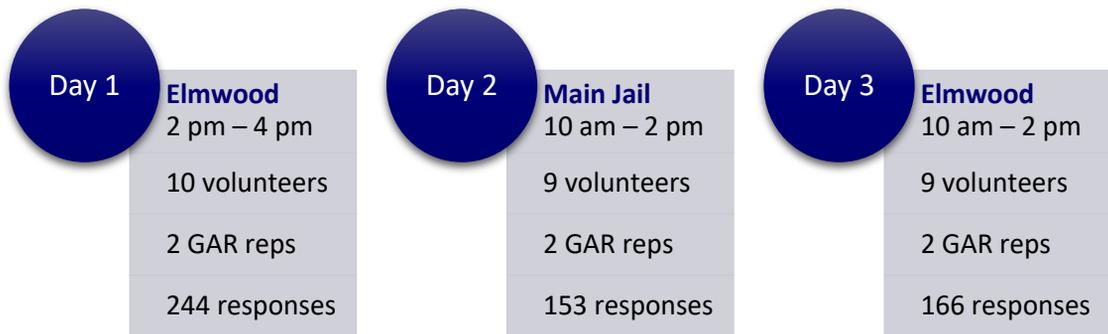
GAR, Inc. conducted a survey of inmate experience in Santa Clara County jail facilities on June 10-12, 2018 in cooperation with corrections staff and jail volunteers. The survey included 15 questions (see page 10), none of which were required. Participants could answer as many or few of the questions as they chose.

- **Safety** - The first question asked participants if they feel safe in the jail with response choices of *Almost Always, Often, Sometimes, Seldom* or *Never*.
- **Housing, staff and services** - The next 11 questions asked the inmates to rate a series of items on a scale of *Very Good, Good, OK, Poor, Very Poor* or *I don't know* with face icons to help define the categories.
- **Open-ended responses** - Two questions allowed participants to volunteer any response for the *worst* and *best* thing about this jail, with a final area for comments of any kind.

The survey was created in SurveyGizmo and loaded onto 22 department iPads cleared of history with their internet access disabled. Volunteers selected the housing location at the beginning of each survey.

Sampling Design

Our initial goal was to sample a third of inmates in all housing areas using a stratified, systematic sample, recognizing that some individuals would not be able to participate because of safety concerns. At the beginning of each sample day, we selected every 3rd inmate from the daily roster, rotating the initial starting point between the first, second and third name on each housing area list. We then relied on the professional expertise of the sergeants and deputies working in each housing area to identify if an individual – or an entire housing area – should be skipped for the survey. If an inmate we selected was not a good option, we often (but not always) selected an inmate adjacent on the roster as a substitute.



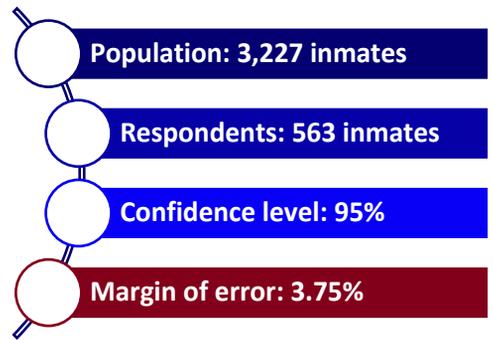
Volunteers and representatives from GAR, Inc. were escorted to each housing area by sergeants. At each area, the sergeant, GAR representatives or lead volunteers would provide a brief explanation of the survey goals to staff and inmates. Selected inmates were then invited to participate.

Inmates who agreed were provided the iPad, with additional instructions on its use from a volunteer. Depending on the housing area and schedule, inmates were brought to a visiting or common area and directly took the survey on the iPad, or they provided verbal responses to a volunteer through the food tray port on their cell door. All were provided sufficient time to complete as much or little of the survey as they chose, including time to enter comments. Volunteers or other inmates were available to translate the survey for non-English speaking participants or those with literacy issues.

Sample Size

More than half of inmates who were invited to participate in the survey agreed to respond. We allowed only inmates on the selection list to participate (volunteers were respectfully declined to eliminate bias in our sample), and limited invitations in five housing areas because of safety concerns (noted in table below).

Overall, we collected 563 responses representing an inmate population of more than 3,000 (population was calculated as the sum of inmates in each housing area on the day we surveyed).



Housing Area	Inmate population	# invited	# responding	Days surveyed	Notes
All Facilities	3,227	968	563	June 10-12	58% response rate
Elmwood					
M-2	273	91		1 and 3	
M-3	198	66	172	1	
M-4	226	75		1	
M-5	293	98	59	1 and 3	
M-8	410	16		3	went into lockdown
Camp	742	247	81	3	
W-2	258	86		1 and 3	
W-3/4	123	34	98	1	single cell, BW and BX (20 inmates) excluded for safety
TOTAL	2,523	713	410		58% response rate
Main Jail					
SOUTH	53	50	16	All sampled on day 2	open invitation to some inmates - others excluded for safety
2nd floor	36	12			
8th floor	135	32	39		8A (39 inmates) excluded for safety
4th floor	58	19			assault in the morning
5th floor	57	19	26		
6th floor	168	56			
7th floor	197	66	72		
TOTAL	704	254	153		60% response rate

Challenges

- Size of the facilities made it difficult to quickly move between housing areas.
- Safely moving individual inmates to a common area for the survey was necessarily time-consuming.
- Inmate schedules could be an incentive (extra time out of their cell) or disincentive (feeding and program time seemed more enticing) to taking the survey.

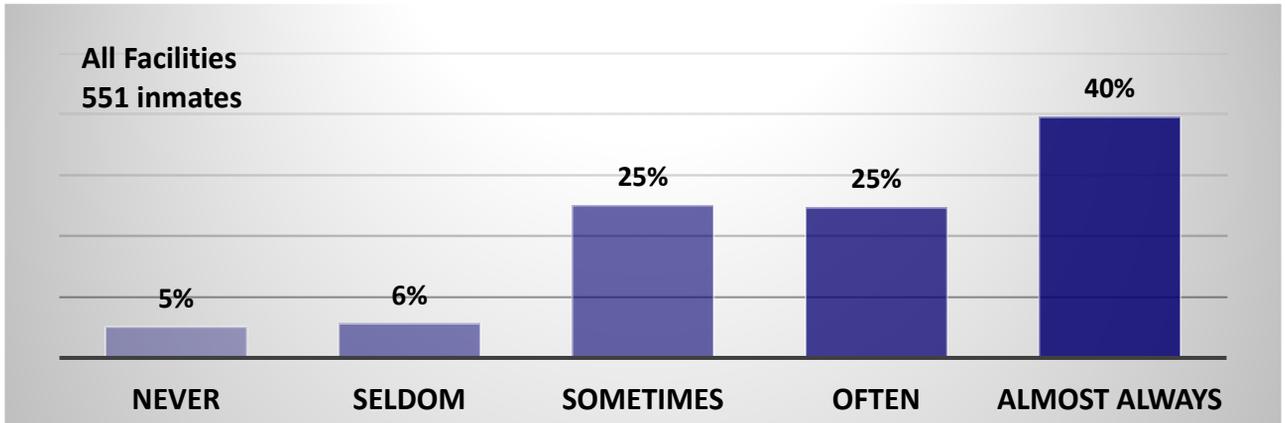
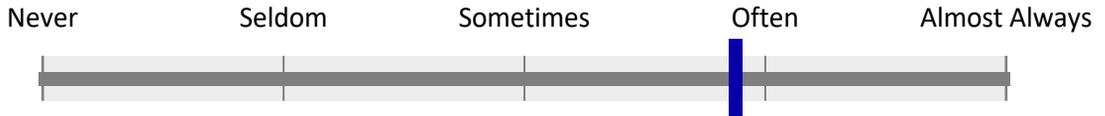
Successes

- Staff, volunteers and inmates were very accommodating, professional and polite.
- The volunteers were very dedicated to conducting a scientifically valid survey.
- Volunteers and inmates who could translate Spanish and other languages allowed us to include non-English speakers.

RESULTS: INMATES IN ALL FACILITIES

Do you feel safe in this jail?

Average
inmate
response



In one word or phrase, what is the worst thing about this jail?

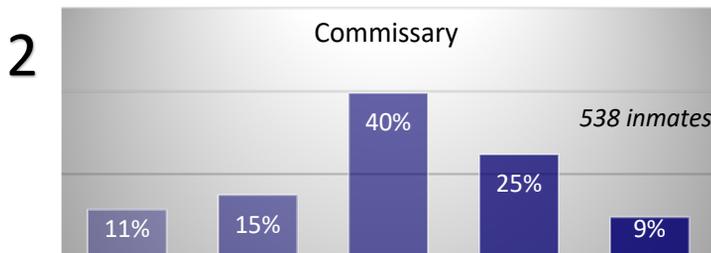


Almost a fifth of the 492 inmates who responded with a “worst thing about this jail” mentioned food. It was also the lowest ranked jail service (see page 6). Comments about the food point out a lack of variety, lack of taste and a high salt/fat content. Other items topping the worst list include being in jail, attitudes of staff towards inmates, insufficient time out of cells for recreation and other activities, and poor medical care.

How would you rate each of the items below?

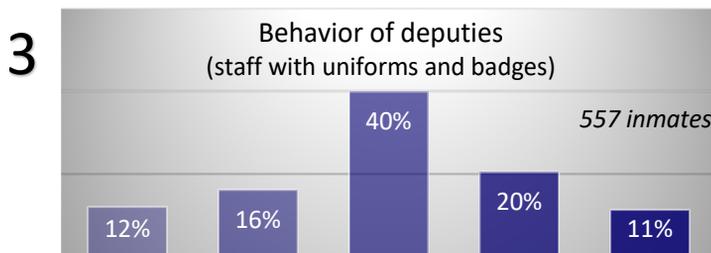


The average inmate perception for nearly all of the jail services listed in the survey was "OK". Responses are summarized on the next 2 pages from highest ranked to lowest. Quotes that capture the essence of inmates' perceptions are also provided with spelling and grammatical errors corrected (unedited comments are available on page 12).



"Commissary is very good and the jailers are fair."

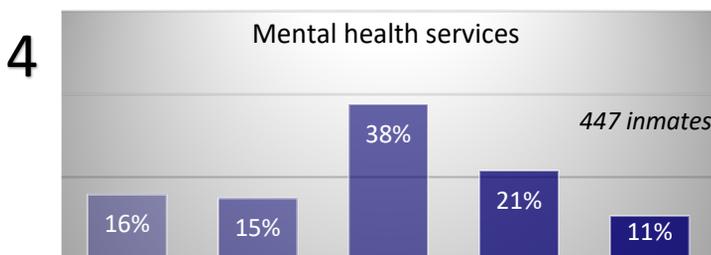
"This place is fair and staff has improved in the last few years. Hope it continues to improve."



"It's been 15 yrs since I've last been here and the treatment by the deputies has improved greatly."

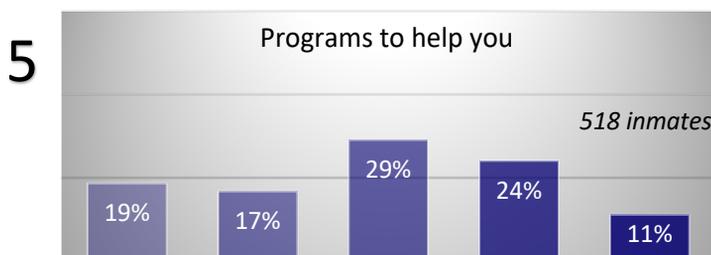
"The cameras on the officers are great and keeps everyone ... accountable."

"I would like to be treated with more respect."



"Respect is a two way street ... most COs need to realize that we live here."

"I wish this jail would follow through with their promises."

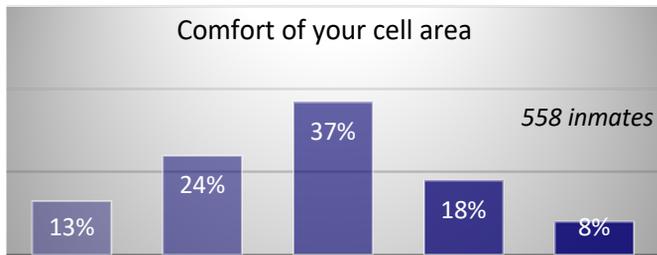


"I wish we had more resources to help us find housing and other opportunities that will benefit us after we are released (to help us feel more at ease when we leave this facility)."

"For a jail, it's adequate and what I would expect. I wouldn't expect luxury."

VERY POOR POOR OK GOOD VERY GOOD

6

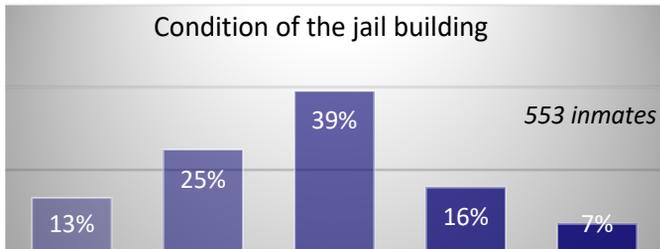


"The facility is in need of pest control - ants and vermin are rampant. The showers run constantly and are a grotesque waste of our water resources."

"The ANT problem."

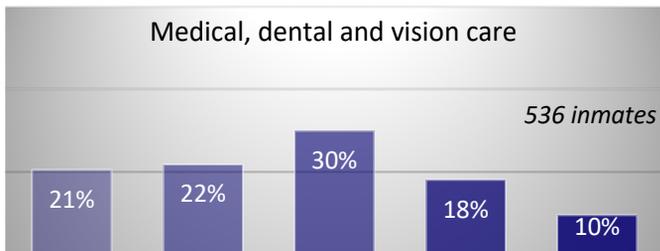
"Living areas really need upgrading, the camp is really unsanitary."

7



"I feel that the systems need to be changed from the housing, clothing, food, medical. The staff need to treat inmates more politely and more professionally."

8

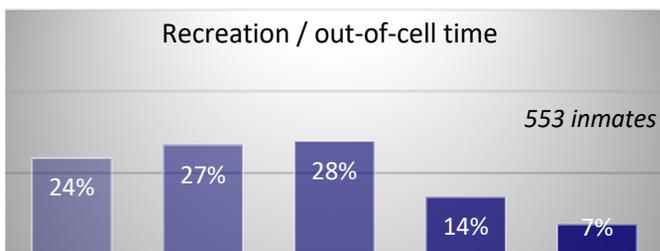


"I don't agree with the way we are classified by classification."

"We need more extras / activities..."

Mentioned repeatedly by multiple inmates: music, tablets, programs, jobs, exercise equipment

9



"I wish I could have something better to do with my time like work. It's boring to do nothing."

"People who have never been in custody really don't know what it feels like to be in jail. Please consider more program time out of the cell. Thank you and god bless."

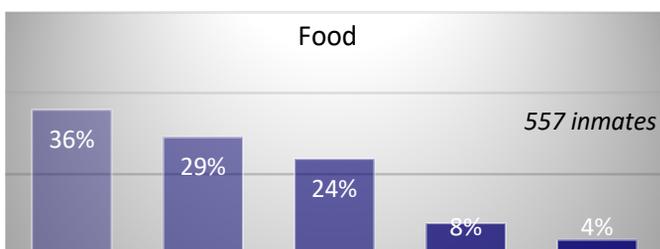
10



"More time outside would be nice. More trips to the healing garden."

"This jail has horrible staff communication. It's impossible to get a request done here."

11



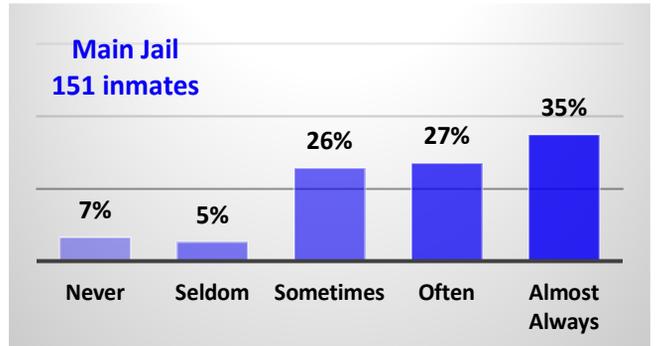
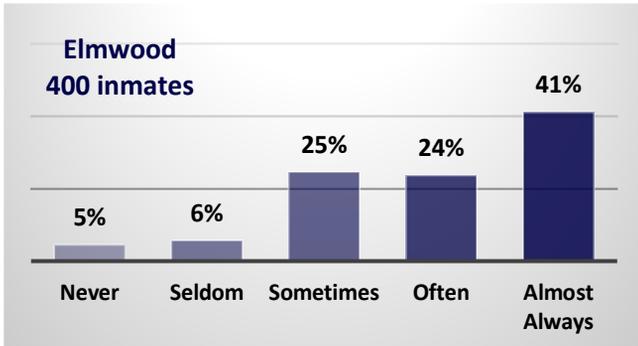
"... unhealthy food. I always gain weight here. Commissary food has no affordable healthier options aside from granola bars ..."

"Increase the quality and the portions of food."

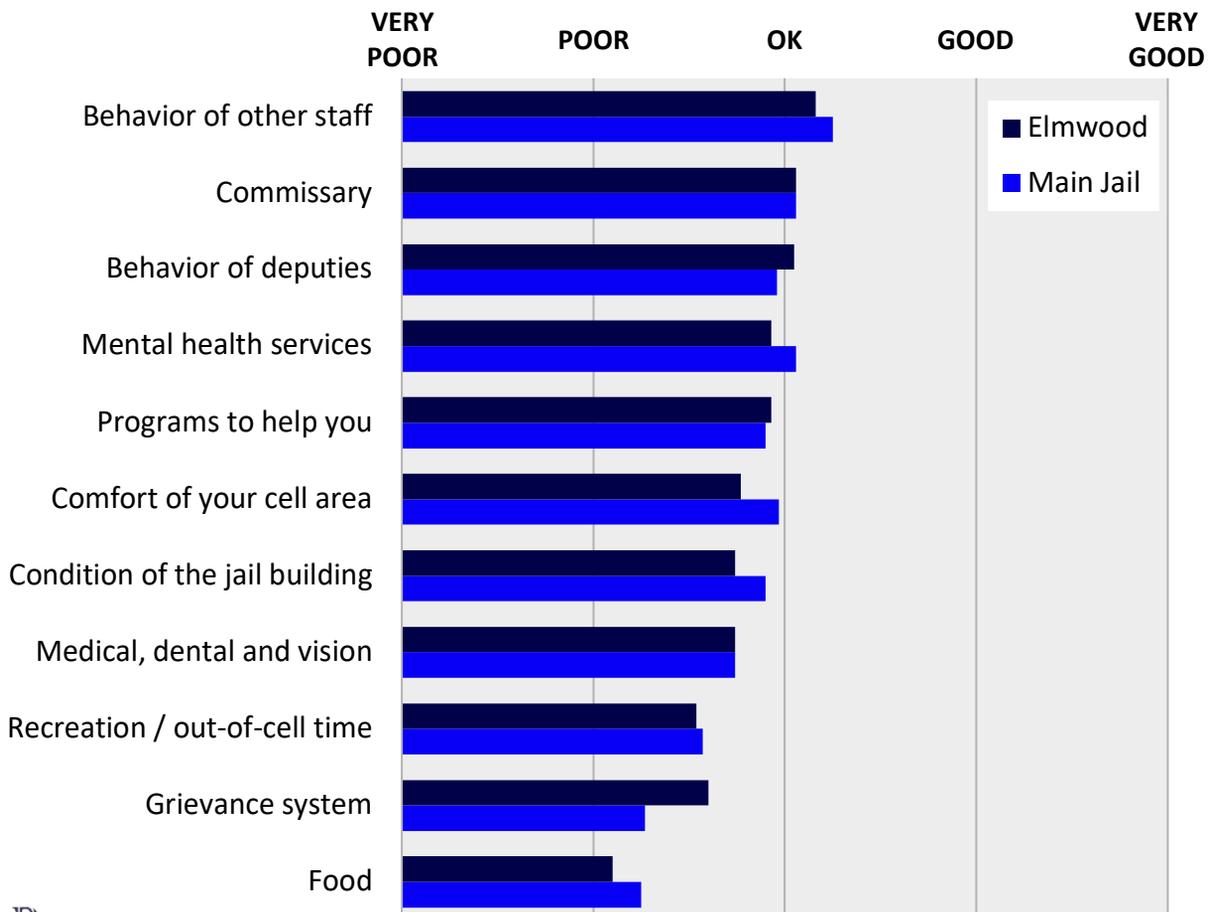
ELMWOOD VS. MAIN JAIL EXPERIENCE

Inmates' perception of their experiences in Elmwood and the Main Jail are very comparable. Inmates in both facilities reported a similar level of feeling safe, and differences in their ratings for other items were minor. The largest difference was in perception of the grievance system, with inmates in the main jail rating it lower.

Do you feel safe in this jail?



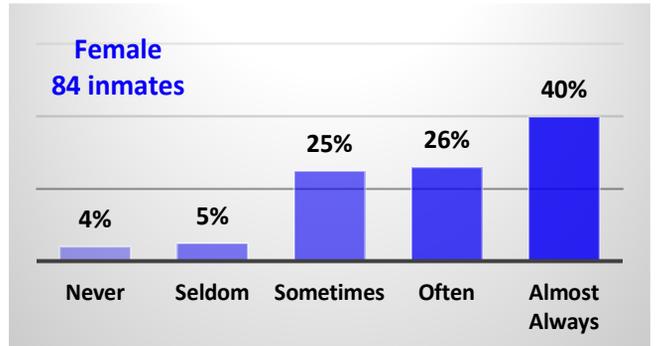
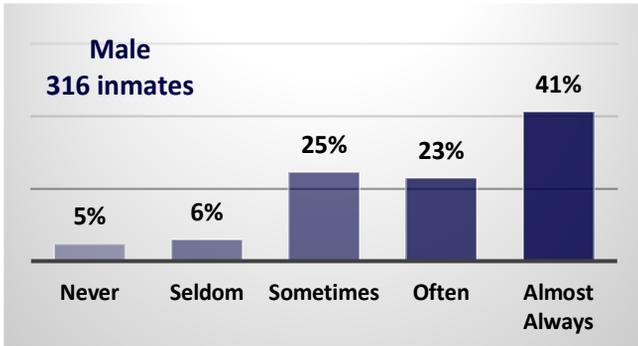
How would you rate each of the items below?



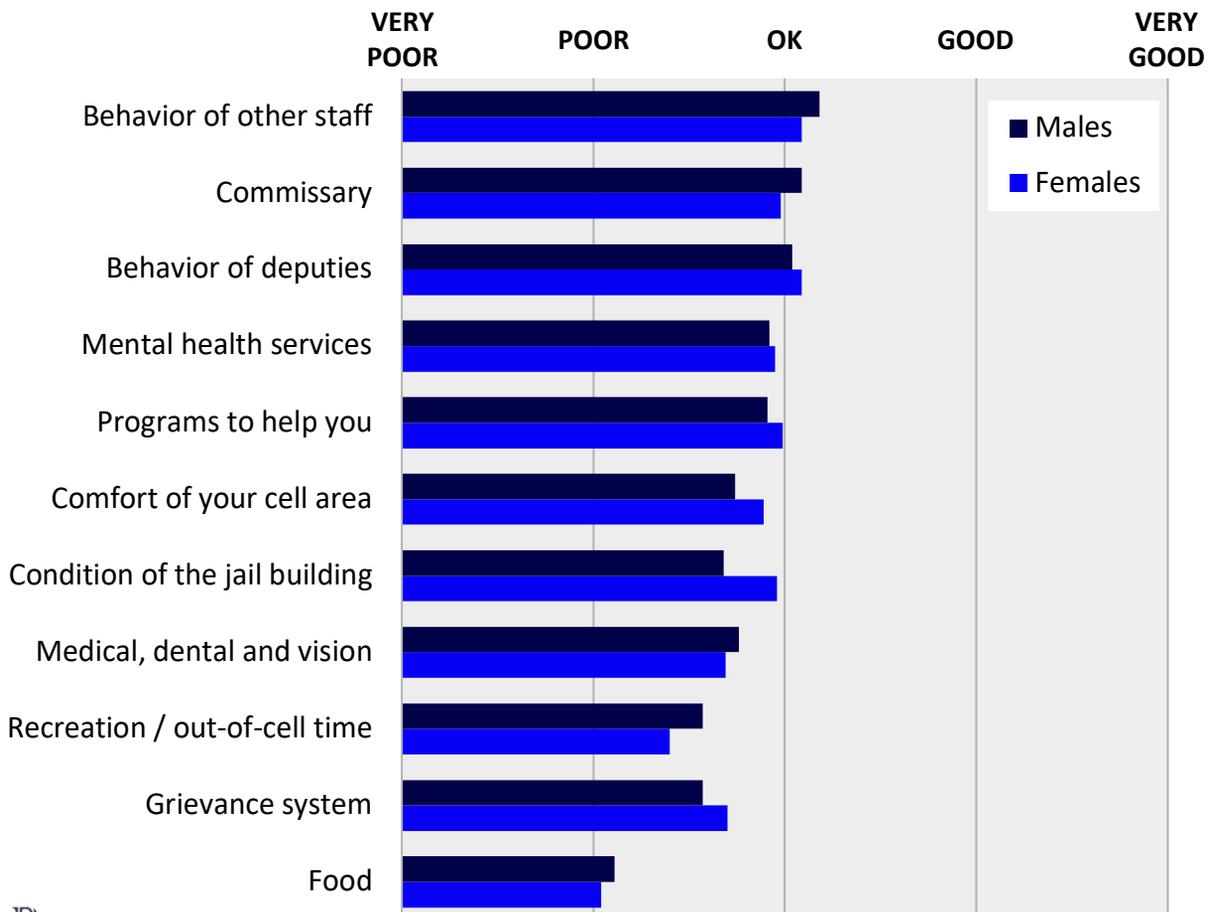
MALE VS. FEMALE EXPERIENCE IN ELMWOOD

Male and female inmates have very comparable perceptions of their experiences in Elmwood. Both genders reported a similar level of feeling safe, and differences in their ratings for other items were minor. The largest difference was for condition of the jail building, with males rating it lower.

Do you feel safe in this jail?



How would you rate each of the items below?



SURVEY TOOL

Facility

1. Housing Unit: *

- | | |
|--|--|
| <input type="radio"/> Elmwood M2, 3 or 4
<input type="radio"/> Elmwood M5 or 8
<input type="radio"/> Elmwood Camp/Barracks
<input type="radio"/> Elmwood Womens W2 A-F
<input type="radio"/> Elmwood Womens W2 Dorms, Special Housing
<input type="radio"/> Elmwood Womens W4 | <input type="radio"/> Main Jail 2nd or 8th Floor
<input type="radio"/> Main Jail 4th or 5th floor
<input type="radio"/> Main Jail 6th or 7th floor
<input type="radio"/> Main Jail SOUTH
<input type="radio"/> Other |
|--|--|

Your Experience

2. Do you feel safe in this jail?

- Almost Always
- Often
- Sometimes
- Seldom
- Never

3. How would you rate each of the items below?

Very Good	Good	OK	Poor	Very Poor	I don't know.
					

| Condition of the jail building | <input type="radio"/> |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Comfort of your cell area | <input type="radio"/> |
| Recreation / out-of-cell time | <input type="radio"/> |
| Behavior of deputies (staff with uniforms and badges) | <input type="radio"/> |
| Behavior of other staff (healthcare, programs, etc.) | <input type="radio"/> |

4. How would you rate each of the items below?

	Very Good 	Good 	OK 	Poor 	Very Poor 	I don't know.
Food	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Commissary	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medical, dental and vision care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programs to help you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grievance system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Worst thing

5. In one word or phrase, what is the worst thing about this jail? (comments available later)

Best thing

6. In one word or phrase, what is the best thing about this jail? (comments available next)

Additional Comments

7. Do you have any other comments you'd like to share?

INMATE COMMENTS

Identifying information was redacted when there were privacy or retaliation concerns.

All original information is available to the Santa Clara County Sheriff.

In order to sustain long term living in this facility. You must first make this facility safe for such time everything's broken, the staff can be hard on punishments as well as services that CDC provides for state inmates such as mile stones, or 3rd time sentencing as well and entertainment and food is not meant to feed grown men.

I would like to speak for the people on prison terms in county and ask if we are allowed to get third time because every other county has it I feel it would be fair if we were able to receive our beanfits and fair share of them so please hear us out and look over these things it would be much appreciated

Thank you for taking your time to come and doing this evaluation.

They let women here do drugs knowing there's drugs in here and we lose our program time because the inmates that are high act out and do crazy things and we have to suffer for it

Worst part of jail is lack of outdoor space to get sunshine and space to move around. Secondly is extremely poor acoustic abatement features (the noise levels are very high), and lastly we need more books, educational type programs. Especially useful wood be unused, older editions of textbooks covering every subject matter. The staff and officers are overall very decent and respectful to inmates.

Overpopulation,mice,insect problem and controlled temperature problem

Most people here would rather do two days prison time to one day jail time due to jail not providing any activities to occupy time.

Change meals

Healthcare is serious something that needs revision, classification is an issue, vermin and pest control, nutritionist needs to revise diets and food, lack of appropriate cleaning supplies for contamination of sti

Would like to see pc get a chance to be on the farm

Inmate attire can be in poor condition and not a good thing if you have to appear in court

Some of the sink here need to be fixed since the switches is deeply punched inside. The commissary is kinda limited, the vendor should have increased the amount of meat that we can buy in a week, need more kind of meat eg:chicken and pork so people can have more choice since the county food is pretty bad. Thank you

I wish I could have something better to do with my Tim like work. It's boring to do nothin.

There should be more books available in the library

I came to this jail from the Calif Medical Facility in Vacaville 2 weeks ago. Vacaville is Ca prison medical facility. When I arrived, I was taking 22 medications, including insulin and arrived with a amputated foot, broken ankle and broken right arm. It took over 1 week for the jail medical to give me one pill, lyrics for my diabetic neuropathy even though it was on my medication list from prison. I suffered in pain for that week before they finally prescribed the medication. Medical dorm I was placed in was dirty and had trash on the floor.

Yes , I felt that the systems needed to be change . From the housing , clothing , foods , medical . The staffs need to be treated to inmates more polite and more professionally. Against I am truly appreciated of this survey and I hope looking forward more changes all the need that we have been giving at the inmates . Thank you ! Sincerely yours, XX

More help for the new people

I Know this facility could run better if they stoped cutting they're own funding to make it better.

I feel a reform is in order due to the real lack of true rehabilitation, change has to start from within, This is all wrong in many aspects, but many books can bring perspective, ie.....unfair by Adam benforado....mistrials by-mark gregos, please talk to me anytime I have my own story working in law enforcementchow. XXXXXXXXXXXX

Classification does not provide meaningful reviews in order to provide opportunities to reach less restrictive housings. Also, staff has blatant biases in favor of the protective custody inmate population, and exhibits preferential treatment on a regular basis. the grievance system here is essentially a dead end system as appeals rarely if ever reach any mutually agreeable resolution. Accountability for staff misconduct is nonexistent. Visiting schedules are conflicting with common work hours and would be better if night visits were made available

It would be better to have a different variety of things-food in particular-as well as more thought put into the things given to us and a better use of the inmate welfare funds, particularly not being so cheap!

The I'd pin system for visits or phones lock often I had to yell at my visit because my I'd pin locked

Help now please.

Don't want to be housed with weirdos

The cameras on the officers are great and keeps everyone held accountable. But a huge problem is lack of program out of the cell it's a real issue. People who never been in custody really don't know what it's feel like to be in jail. it's a real mind fucking situation. please consider more program out of the cell thank you and god bless.

Check the electric line, gas pipe and foundation of the building. Also replace your beds with safety handle on the side of the top beds. Above all you have great fecality.

Never had my rights read to me

Respect is. A two way streetmost COs need to realize that we live here. All the ticket tack is not necessary.....deputies are only here to ensure our safety during our court proceedings.....not punish us...

The staff, administration, and management would prefer NOT to make ANY positive changes and will not do so unless enforced by transparency of their operational procedures and enforcement of repercussions for their misconduct. We need an outside agency to monitor the jail. I suggest having footage from ALL security cameras be broadcasted on local channels to ENSURE the jail is run ethically.

Better treatment form c/o's and p.o's, c.o.p.. Court process to let us speak also for ourselves. Food menu able to be more flexible. court yard condition to be improved and courters of living improved. etc.. thank you ĎŸ~Š.

Instead of officers fraternizing inmates could be given more time to program and exercise. Some officers deliberately give us minimal time out. We as inmates are first and foremost human beings. Jail staff should not deprive us because they can.

The condition of the jail has change since I first arrived slowly but surely we need classification to really be look at for we are been looke at upon or race or affiliation we need more out of time more programs more vocational training

I may need tty device.

Would like to have fm radios on commissary.

The staff here is ok but the sergeants have a very very bad attitude and treat inmates very very bad

Change food menu monthly and slip proof all stairs and visits need a grace period in case of an event

I've signed up for 3 appointments over a month ago and I still have no idea if I'm still waiting or not. I've had very important personal items taken from me for no reason at all. I feel constantly dehumanized and treated as if I'm beyond redemption. Some guards simply bully us knowing we have zero ability to defend ourselves. Visits are too restrictive. The "justice" system is flawed and the people involved have no idea the hell they put us through. If any judge or DA spent even one week in this nightmare... our sentences would be dramatically decreased...

My doctor has been very helpful but dental care is nonexistent Also grievance System needs to be more effective

I have been tortured and neglected repeatedly by medical staff, VMC/jail doctors and nurses with the help of deputies over the course of 2 years. Please help me. My name is XXXXXXXXXXXX.

Am and fm head sets are therapeutic and will help lower negative hostility.

With regards to the best thing about the jail my answer isn't everything it's nothing.

It is all good here to me

Need work on programs, need to enforce bail program and execute bail, overcharging inmates to a hive plead deals not right, prosecutors abuse on charging systems, need to keep a track on the way they charge inmates the way judges allowed it no fair specially on Hispanics on blacks, always short scarf specially on weekends, slow systems on process to much waiver of times , DA public defenders need to stop the abusive DA pleading System PD not looking for interest of inmates to keep them safe from abusive courts and DA prosecutors.

The medical is very bad and the officers here don't help at all. Especially officer [REDACTED] she enjoys making our time here miserable

I watch news and I'm grateful to be given time to rehab in philippines 700 murders a day Drug addicts don't get prop. 36 there's no judge Manleyjust death so I'm grateful our country has still the heart to survey us. In America they value the sanctity of human life and those of us confined to penal institutions are still treated like humans therefore I'm grateful and it's gives me inspiration to want to be a better member in society

Internet facility, facility for people who do not have anyone outside for help

This place is fair staff has improved in the last few years hope it continues to improve

Meals are too high in sodium and there is little nutritional content. There is also a lack of recreational equipment that could be beneficial for inmates (e.g. more chessboards and other board games). Another thing to note is the lack of educational resources because most inmates can't even do basic math. Absolute last thing is availability of books without contacting the chaplain.

Would've better to be allowed to have friends family with records to be allowed to visit. As it is now, if someone has a record it is very hassling and complicated to be able to get them to visit. The process seems to be overly prejudice and almost pointless even though the visit is through glass. Needs to be fixed ASAP.

The library here is never open the barracks are outdated old and infested with mice roaches and antspeople like me with cdc commitments don't receive 33% like we do in cdcr we receive no pay # or net weight packages and are not allowed decent jobs are yard is only open an hour or two at a time and we don't have personal radios and we are even threatened with new charges if we wish to refuse to be downgraded our options in purchasable games is very slim and we cannot wear our shorts outside the barracks even when it's damn near 80 degrees outside

Better food during meal time

Other county's already have other incentives such as tablets and music early kick programs and more food on commissary also a pay number for workers or inmates that are involved in programs

Classification negligence is the most hazardous and most necessary thing that needs attention please for the safety and security for individual and environment its a lawsuit or fatality waiting to happen.. in addition quite scary ...diseases trichomonis is being spread for the lack of sanitation and appropriate cleaning supplies

Not enough single cell units. Especially In P.C. Areas. Many of us, myself included are not always comfortable around other inmates all the time. Possible PTSD from me being physically "REMOVED" from GP by other inmates I trusted.

I want tablet now provide programs,music, face chat with family and games

I would like to have a more professional public defender to represent me in court.

For a jail, it's adequate and what I would expect. I wouldn't expect luxury.

This jail needs new respectable polite staff clean up all the dead birds and animal fesses inmates need our rights back as a USA citizen

I wish the suing, lawsuits and the civil courts in the jails would be working, in affect, or active. Please help with the civil and the United Courts, to fill with complain here, it's really bad! They tried to kill me, and I had hair loss.....possibly brain damage here at Santa Clara county jail.

I'll be glad to go home

Would like to see more programs and dicipline

We need more positive programs, college, job trainings, healthier jail and commissary food, contact visits with our families, friends, especially for those whom cannot afford bail and are Pretrial detainees, furthermore adaqaute training for deputies regarding professionalism, dignity and respect.

Things have been good

The way we are classified by classification. I don't agree with. That is why half of the problems occur. Homosexuals are not respected by staff or inmates.

I would like more opportunities on earlie release programs

Healthcare should be handled more seriously

The facility is in need of pest control ants and vermin are rampant. The showers run constantly and are a grotesque waste of our water resources

I received a piece of plastic in my Fritos and officer took from me leaving me no legal recourse but it could have been used as a weapon I got it in my commisarry they messed up twice on my stuff what's up with that

I think there has been improvements but still lacking but definitely better

We should get are thred time

Wish there was better food

Nobody listens to inmates here when we express genuine concern with regards to safety, what's right/wrong, etc. Personally I feel that officers handle complaints in an extremely unprofessional manner. They blow our spot if we inform them of a gang issue and we get labeled snitches and we are retaliated on.

Yes need a pen-pal system with the opposite sex because some inmates have nobody to share there feelings with I said with opposite sex cause there is things you can tell a women you can't tell a man also total bail reform is needed and drug rehab and drug rehabilitation

I want to sue this jail

They need to take more force in braking up fights between inmates .

Better optical care. Better programming. Better food, more plentiful, more nutritious. Access to achieve higher education. Access to vocational training. Ability to leave here with more skills than when we entered so we can find employment.

There is going to be a unified flood soon

I appreciate the survey

Medical staff talk down to you

I do not understand why Laurie smith is still sheriff.

Yes,I wish this jail would follow through with their promises

Stay out of jail.

Thank you guys and would like to receive 1/3 like ever other county jails

The yard or outside access is very minimal and outdated. I would need to walk over a 100 laps to reach close to one mile of exercise.

Jail is rather dirty, concrete floors, etc

Without proper oversight and accountability on all levels there will always be abuses of authority and staff discretion

Cleaner cells

Need more consistency with out of cell time. Some officers are very arrogant. Sometimes even if I am respectful, they yell and are intimidating. If one person misbehaves they put everybody in lockdown. Other officers are polite, respectful and if one person misbehaves they put that person in lockdown only.

I would like to see more vocational programming and also better commissary. I would also like to commend some of the jail staff on their etiquette.

I think it would be really beneficial if this facility had more programs to assist exiting offenders to get into any of the local unions . Thank you for coming.

As a Marine Corps. Veteran I believe there should be housing to separate those in mental health court and veteran treatment court with services to accommodate those with Mental health and combat related trauma, because combat veterans are not being treated fairly or justly by the justice system outside of Judge Manley's Veterans Court. My name is XXXXXXXXXX. if y'all have more questions feel free to interview me. Jail conditions are as follows: Mold in buildings Building maintenance Expensive calls Need new mattresses that are longer lasting and better quality Better diets More programs that actually benefit court related cases Program to supplement 52 week class for DV in custody Separate veterans and those who do not wish to participate in politics of jail

I'm am very sadden over my prison sentence for I am serving a prison sentence here and not receiving the 1/3 credits I should be receiving if I was in cdc I think it's unfair for I rather be doing my sentence there for the 1/3 time.

Mental health and medical is a joke inmates that need treatment can't get the help we need because it's non existent

We never get the right information about the infractions.. we get plus days after our sentences and deputies don't explain about that in the right time

Please have better yard times for everyone to have possibly night times as well and more options available on commissary

I think they need help with military personnel dealing with ptsd

How do inmates find out about 1/3 time and does it only have to do with people that have prison terms or for everyone and I also think that the body cam are not on at all times

Be able to be treated fairly as level ones

I've asked multiple times about getting a job to pass my time easier although I haven't been sentenced my court hearing is a month away I've asked about a program to get my GED & I have got no response on a job or a school program even with the persistence I have shown

I have an infection in my foot. They give me antibiotics but it's still infected.

We need tablets like every other county to keep us busy and more activities

Adequate mental health treatment ADA is slow in responding to my necessities for equipment.

Contact visits after a year would be great for us n our kids

We should get 3RD time as prison gets who on ab109 and doing time here

C.o. Can utilize respect when addressing inmates and mental health inmates

Kosher water away from bathroom sink avoids disease "drinking water"

Classification and grievance systems are broken. The court system is based on informants working with classification and i.g.i together convictions ,not on guilt or innocence.

The food is very salty,bad for us. Mostly soy and tastes very badly.

Free mr XXXXXXXXXXXX as soon as possible.

Driving on a suspended to harsh a sentence

To be treated with more respect

Please do better with soy meat. Provide better options for low salt and fat. Real skinless and boneless chicken.

Dealing identity theft

Medical care needs improvement

This facility is light years ahead of Fresno County's, but could learn from Santa Rosa county.

Consistency in our entitled hours

They don't treat us the same just because the color of are shirt and we don't get same benefits like other inmates I feel discriminated

Mostly that we should have a better programming system so inmates have more time out. It's not very efficient as is.

We need more exrtas activities

Please not so much IDLE-TIME. PROGRAMS.

We Are always getting screwed for everyone's else's mistakes and no milestones or programs

This county jail is bais and prejudice towards certain inmates

The treatment of the staff and superiors is not exceptional treating us as though we are not human but as animals. We are not all the same and need to be treated as such.

We need music pleas

Elderly Inmates should have bottom bunks

This county's judicial system is the worst part of a law enforcement agency that claims to be used to protect the community from crimes

The respect of kitchen workers like blue coat an red coat have to much say on who gets fired or not. It's to much mind minupulation games played thru them against inmates

Lack of fulfilling promises In l m ac Inmate advisory council Pushing back new items promised to Inmates

They have this lockdowns that don't make no sense..we often lose real valuable program time over it.

It would be cool to have more programs available

This jail is gross

Can we get tablets and college classes

More time to eat in chow hall because of temperature of food.more lower bunks,better tennis shoes.less road ants due to disease s.field in big yard needs to be over turned level foundation lessons injurries ,too many holes can't run. Credit for working in jail.thank you very much sincerely XXXXXXXXXXXX

We should be able to have cleaning supplies when ever needed as well as the jail should provide better dental/health services as for dental they set inmates up by not offering cleaning for teeth

The program time in m4 is unhumane

Change food sometimes

Better AC units, getting rid of the ants and other rodents. Better food.

I was in since Sunday and my phone to make out going calls is still not available.

Problem with ants and bugs

Besides no recreational activities it all good

There should be microphones on the doors to the sun deck, it would help COs to find what is really going on between dorms.

PC inmates should have equal share as GP inmates

I think mentally ill inmates should not be placed in places like 4c. I also feel college courses should be offered here at the main jail. I believe that certain grievances should be answered faster than others. More programs such as parenting skills, job related skills should also be emphasized for people going home soon.

I would like to have a glad when I could to change myself to be good and better same as the way of the people are. Thanks you very much.

I'd like more outdoor time. Sometimes we're in lock down most of the day.

I believe that more can be done to improve our stay. I know we are inmates, but does that mean we should be treated unfairly/like animals. I also would think that it would be beneficial for us to have better tools for haircuts and better hygiene available to us. Many people can not afford proper hygiene and the "free" hygiene does us no good. As for better haircut tools, I suggest the wall t-outliner the designers are good but the outliners break easily, which end up costing you more money. Also it would be nice to have a complete set of guards in the barber tool box. I have many more complaints but don't know what good it would be to express them. If you would like to talk to me my pin is XXXXXXXXXX. I don't mind letting my name go if it could help improve the system. Thank you.

More programs for people that are willing to work to better their life once they're out back in society

I am being refused medical care. Doctors appointments get cancelled and pushed off for long periods of time. We could use more program time as well

Trained the c.o. On how to talk to us and how to approach us

As I say again and again doctors attitude towards patients is really sad they are treating us worse than animals.

I am NERP RECOMMENDED by court BUT NOT by institution. There should be more attention to additional programs of encounters for inmates to earn early kicks. This place is unhealthy and yet to be seen as a respectful facility.

Classification is the worst. Should have more visiting days and better living conditions. phone system doesn't always work.

We have a very dangerous problem with the mental health inmates being placed in general population. Also we get locked down for what seems like every thing. everytime we hear the deputy's radio we fear we're going to get locked down we can't even enjoy our program.

We should have more program time and privileges to be able to further our education and vocations regardless of being maximum security inmates both tiers should be able to come out together so that the recreation time can be extended the classification system should also be looked into to give inmates chances at being lower level inmates and positively program inmates should not be maximum security just based on their cases when they have not been convicted since they are innocent until proven guilty they should also not be considered maximum security inmates just because they have a lot of time left to serve all inmates should have an equal chance to be a lower level visits should also be allowed to be contact and with more than one hour I believe this would be incentive for inmates to positively program

Hopefully us as inmates get more help and better food. Just cause we are incarcerated does not mean we not humans we have rights that are constantly being violated thank you

If we could get a day of free phone calls once a month

Pc needs their own yard like the farm

Yes all the dorms need iPad we can FaceTime or Skype to chat with our family members we didn't see for long time

Food is yucky

Better fruit and more variety of food and guards not being so mean when we ask for something. =(

This is a good service

Mental health needs more program treatment and rehab services

We need better food that taste humane, nicer guards there to intimidating, more out of cell time, better grievance procedure like outside party, commissary list to limited needs more items, better hiegien items, not enough cleaning supplies for dorm or cell staff won't allow us cleaning supplies to clean cell, phones to expensive, clothes have holes and are damaged better clothes, better hair clippers and nail clippers and please add tweezers on men's side, scented soaps and deodorant so inmates won't smell bad, allow trustees to clean up more, medical staff are not good, mental health staff dont treat their patients good, Sargents don't want to talk to inmates. Please make this place better.

Max respeto con los reclusos Chandon pedimos informacion

I'd like to have contact visits with wife or kids because once we leave to prison we won't be able to see them do to the distance of the prison we are sent to.

There are no music channels on tv. There are people here like me going on four years of being here we would like I pad to listen to music. Also there are things called keep always where when people fight they are no longer able to be next to that person. Well they have been down classing people with keep a ways and fights are still happening. Also the consistency in officers one officer does things her way we get used to it and then comes another co who does things different. This is a program dorm why is there people that belong in a unit. They disturb everything. We also need black hair products

Protecting transgender

The showers are too hot, it feels like being boiled taking a shower

Better food. New uniforms. And if down classed able to take the classes with out being judged on past issues. There should be mediators to solve conflicts between the inmates. Make sure inmates are getting their proper medication with professional nurses and psychologist in the facility. Tools to leave jail with like bus passes.

I like hair cuts

I feel as if the Sanaa clara deputy's are often very disrespectful at times and feel as if they are supior over inmates. They also have very good resources for inmates to return to the streets.. thank you for your time and help

I just fell that officers take advantage of us a little to ruff just beacause they have a badge and I feel that they don't believe wat we have to say. Jail sucks I just want to go home and be with my family again

Please get rid of RATS,ANTS,ROACHES,MICE,and The COPs who don't know how to treat inmates with respect.specifically the innocent ones.

Medical. Food staff

It's really important to get a better menue for inmates to eat let's not mention the waisted of food that goes on daily do to the fact that inmates don't like the food very important thank you

That's all folks,....

Commissary unhealthy items

I wish we had more resources to help us find housing and other opportunities that will benefit us after we are released(to help us feel more at ease to have to leave this facility)

I would like to view this surveys results. XXXXXXXXXX. Thank you for your concern and time.excellent job to all who make this operation as safe and efficient as can be.

It would be nice to have more cell time and make it warmer here! It's cold! Also give us a computer lab. So we can email our family. It's 2018 it's time to be modern XXXXXXXXXX

Third time for ab109 and 1170h prison prior sentences.?

Thank you for programs of recovery.

More time outside. Train deputies better to respect

Medical programming sucks

I thank that they should send our mil back unless it is a safety risk because our communication with our family's is helpful for our mental as well as our emotional state.

The inmates here should be entitled to third time like in prison and other counties, the phones should be available at all times, the yard should be kept clean. We should be able to listen to music and given tablets like in other counties. They should install slurpee machines in all barracks.

Proper cleaning supplies are not at hand sanitation is an issue along with these birds. Commissary items are high priced and online purchases should be able to be selected by the purchaser as an option also proper cooking utensils such as bowls. And storage for our items. We should not have to walk around in our shower shoes. This place is being treated as a prison and people are receiving prison priors yet we are not receiving incentives as prisoners do. Other counties are receiving 3rd time or even earlier releases we are to my understanding the only county that does not we should be treated equally. Prisoners receiving pay for work or earlier releases for their services. More rehabilitation programs should be offered as sentencing alternatives for those willing to participate. Music and communication and learning devices would bring tension and boost participation in programs. Homelessness has been a reason to my criminality. Also more training and certification classes would be helpful while serving such long sentences here.

More fresh air

I'm currently serving a prison term here in county jail which can be used as a prison prior however I'm not receiving any incentives or privileges that I receive in prison ie third time ,packages, title 15 books and greivences forms the surrounding counties have implemented these aforementioned. Please take heed thank you

I feel that I'm sure everybody wants to stay at a 5-star resort, for the most part all of us have committed crimes. Being here is our punishment. But I do feel that the necessities, like keeping the facility clean, insect and rodent free should be a standard. I feel it would promote positivity vs frustration and resentments over things that should be easily fixed. Other than the basic standards of a healthy Living, I have accepted my punishment and my fate. Thank you for trying to help us, and Our Struggle. ..

More access to telephone. A lot of them don't work. Or too many take to much time on the phones. unable to talk to family.

Me gustaria que nos didieran un poco de atencion para cuando preguntamos algo y no fueros ignorados y no contestar nuestras preguntas que tenemos.

The Barack's get extremely uncomfortable in the high heat ranges. Making inmates throw away tons of food instead of letting them take it home for latter use is costly and wrong"especialy to indigent inmates".law library is always closed and no one offers 28 lined legal paper.Library is also almost always closed.outside of these items and the lack of main yard everything else is quite fair. Further canteen is monopolized by the o Brian sausage company.

If will be better if we get more program time and more stuff at the store that we can buy because we don't have many options in the store for real foods,and it will help if we can get some way of having sunlight because we don't get a lot of sunlight and our vitamin d level is low and that can lead to depression and other problem.

The fact that this is supposed to be local prison but no prison rights

More program time, better food and there's rats in the chow hall. More exercise equipment in all barracks. And third time for all inmates who are non violent.

Mattresses need to be better

There is no rareness in the amount of time you have to do ,it's all the same procedure.

Hopefully we get more time out of of our room.

It's gotten better from the pass years I been in jail . But still needs to be improvements as the food and services to educational.

Jail isn't fun and sucks. I want to go home!

Vents and drains are clogged, not enough free time on the weekends or holidays, or staff in general and rookies who don't know how to program inmates, clothing not presentable for courts, not enough cleaning time for trustees, tables in cells are rusted, need new paint job, mattresses are ripped and torn and worn out to the max.

Thank you

They need more program time

Living conditions ie ants, rodents, food, and police staff are poorly looked at.

This place sucks butts

More yard time

I think that protective custody should have options that the general population have!

CO need to learn how to handle medical issues

This place is a complete waste of time. There is no correction happening. There are some programs that are useless at best. The only thing that happens is that you are kept from bettering yourself in any way, kept from getting anything done. The inmates are so limited and restricted from getting anything accomplished. Even the routines are designed to break people down. Meals start at 4am for breakfast, then every 6 hours for lunch and dinner with dinner being at 3pm in most of the facilities. There are very few resources as far as accessing outside facilities. For instance, getting ahold of the public defender office or pretrial services is nigh on impossible. The deputies run rampant through the houses like they are theirs and their rules are the rules to follow with no respect for the inmates and no consideration for the fact that this is actually their house because at the end of the day, the inmates are the ones that lay their head here at night and the inmates are the ones that cannot leave, they're the ones that don't have a home to go home to at the end of the day. COURT RELEASE PROCEDURE NEEDS TO BE ADDRESSED When people are released in court,they are lucky to get out of here while the light rail is still running. If they are ordered released in court no later than 5pm, then there is NO REASON that they aren't released until damn near midnight. It is a greed tactic is all I can think making sure that they show up in as many body counts as possible so that the jail can get paid for them before they let them go.. end result of course being people (emphasis on PEOPLE) being stranded out here in Milpitas which is the north edge of the county in the middle of the night. That means a rather long very depressing walk home, or a good chance of breaking some laws to get a good night sleep. I honestly think that this county needs a new way of making money. Bullying and harassing the citizens with law enforcement and putting them in a situation that does nothing but slowly cut them off from being successful so that the county can leech money out of them and get paid for keeping them is UNACCEPTABLE, INEXCUSABLE AND PETTY, PATHETIC BULLSHIT!

Why don't we get what we get in prison if we doing a prison term and this being a prison prior. Why aren't we elegeble for 3rd time also why can't we have head phone action it would calm inmates down with some music and or what we are prebledge to have in a c.d.c facility

I wish I could go home.

45 minutes is not enough time for the rrr program

Staff need to be a bit more understanding, not everyone in here is guilty and needs to be treated disrespectfully.

Living areas really need upgrading the camp is really unsanitary

We are in a program dorm and i understand that sometimes there is short staff or emergencies in other dorms tend to happen but we should have longer program free time

Thanks for listening to what you already know.

I'd appreciate it if you guys could make my time easier especially since I'm innocent and this county isn't doing much to help me prove it when I should be innocent till proven guilty

They don't allow coffee to mental health but allow it everywhere else, it would be nice to be treated equally .

Dirty cells and unhealthy food. I always gain weight here. Commissary food has no affordable healthier options aside from granola bars, etc.

M4 is usually very calm but at time certain rotations of inmates bring violence and compromise others who want to change for the better

This place is covered in bird shit... it's gross. There is a tree near the mess hall with a bunch of dead ones (birds) hanging out of it... they've been there for almost a year. Who's responsibility is it to clean that stuff up

Why do u let so much meth in. How do expect me to recover with hella lotta meth in b dorm need more mental health programs. Trustees do bad job there is never hot water for coffee. Food is disgusting why do we all get locked down when only a few are messing around in class get rid of those messy around. Big mama is a bully

They should stop pepper spraying people

More time out of cell. Better food, speacially at lunch time. Boloniga is not good everyday to eat. Better. Commissary. Some c.o need better their attitudes

Medical staff need sensitivity desperately need sensitivity training,

Better food

Santa Clara county is ruthless and unfair!We are getting mass amounts of time for stupid stuff!Away from families and barley any time out of our cells with horrible living conditions and bad food and canteen

Never had any truoble here

Medical conditions food verity cell out time and indigent funding are some of the poorest...

This jail system is very ancient in terms of showing sympathy towards inmates. Staff members seem to forget that we are human beings. I would like to see a change in policies, concerning staff and inmate interactions! Sincerely XXXXXXXXXX.

Needs more life.

Better shoes

Got to improve system protocols

Increase the quality and the portions of food as well as the respectfulness and responses of the staff.

*I think we need more African hair/body products. *And we also need are TABLETS, please! *we should be able to get a better variety of food for everyone, because honestly the food tastes like slop, and some of us inmates are doing "prison terms" so why not get better food! *we need better mattresses *AND AGAIN WE NEED SOME AFRICAN HAIR/BODY PRODUCTS! *this is a program dorm and there is people who shouldn't be housed here *there should be personal tutors for people who don't have some sort of education

We should be able to use pens for writing and have more options for hygiene on commissary !

I wish the co's were not so def it seems that every thing u tell them goes in one ear and out the other . I wish they had minds of their own. There was explorers in one of them so to speak...vas our de gamma and Columbus so they could determine each situation as an important case as deserves,

Most officers only seem to want power. A handful are dedicated. Franco is dedicated but sometimes unfair. I am super fair and patient. Communication and consistency are real issues in the face of human desperation and no mental health.

We we'll like to be more out of cells we don't get the time we need we get 3 hoers of the day in program

Equally is key to success they abuse power of having badge and represent this constitution and human wrights

The food is atrocious, akin to eating from a dumpster and the commissary is only slightly better, I am shocked by the conditions in jail. I have only been here one time but I have gotten a staph infection, a mrsa infection, my feet were cut from the footwear we are required to wear, I got bedbugs in the sores in my feet! I lost 45 lbs in my first month here? This was part of my own doing but I'm used to living in my own home and eating quality food! Thank you

Need better and thicker mattresses

If it's possible that the program dorm can be an open dorm or have the cells open if we want to be out. Shut it down on lockdowns, sleep time,or disciplinary actions

I have been subject to snitch groups that exist within sccj. I have seen it though me discovery. Through Out my 5 years here I have seen large positive changes with staff,grievances,program,and other essential heath and human rights areas but have yet to see a change in the culture of staff vs inmate.

Just that the jail needs to get more single cell dorms for people that don't like roommates

The being guilty until provin innocent is just wrong. Those in classisification need to be retrained

The condition, and the Deputies conducts have drastically improved from 2015 2016 periods.

Please provide more healthier choice for commissary, please provide better building conditions and please provide a radio so we can use music as a healing agent for the boredom and loneliness and most importantly provide a safer environment. The attitude of the officers have changed to the better except officer [REDACTED] and officer [REDACTED] who practice manipulation and incite violence between inmates by telling misleading statements to stir trouble. An exceptional officer is either Roux, Maldonado or Marichalar, and the best of the best officer is officer Rodriguez who is a listener, diplomat and very gentle in his approach to conflict resolutions. Thank you for your time!

More help with needs for homeless inmates

This jail has horrible staff communication. It's impossible to get a request done here. The food is awful. And there are rats in the chow hall. We barely get program time. And the jail need more programs in general. The night staff "c team" always goes into the barracks and destroys our stuff and throws it around. Every time we go to eat our food in the chow hall they only give us 5mins to eat our food, it's absolutely ridiculous.

A phone in every building. And it says in the rule book that every 6 days that you work is supposed to take 1 day off your sentence and iPads

For assault no battery more strict consequences

Getting c.o,s attention is great but response time on anything they lack

Those who are fighting cases should be treated as innocent til proven guilty, and there should be more help and access to legal help. Staff is fair, but there are some staff who act as if they hate the inmates, even if you treat them with respect. Cleaning could be improved, we live in the United States, not a third world country. Jail and county system need updating.

There are ants in my and many other bunk areas. There are also rats. The bunk areas are very hot. On the positive, commissary is very good and the jailers are fair.

Should accept medical marijuana

Better food and to get rid of ants/roaches

The staff "C.O" are not helpful or it seems like they don't care at all and there is a problem with not keeping the fans clean and there's an ant problem and getting more time to eat or food then there is a problem in general here!!!

There should be more a.a. And n.a. Meetings in jail. More inmate privacy help in case the inmate has any concerns of safety or a thing else.

Would like more workout equipment.

I would like to see the tablets that we were told we were going to get. Coming from a cell down originally, I feel there isn't enough program time (outside cell).

More time outside would be nice. More trips to the healing garden.

Could use better AC and better garbage Containers to avoid rat infestation

I will never come back to this place.â~ï,ð

Need vast improvement need more dupitiesthat wanna see good

They could change the environment of the jail by giving us more nutritional food

Needs deep cleaning and menu changes. Less shakedowns and lockdown hours. A few better incentives for trustee workers.

Better food different varieties

We need music

Better communication with cops

If I had one more thing to add that sucked it would be noisy inmates who slam on the walls and make it harder to do time mentally.

The ANT problem

I think all co's should no bout cpr and seizure conditions and treat us not like criminals so we don't matter and medical is very bad most all nurses don't know wat they are doing

Never come jail be safe

I really think the staff here is great they all seem to go above and beyond their duties to keep us safe

My only concern is about 3rd time and how Santa Clara county is the only country not on board

The clothing should be all brand new when entering the compound

I wish I wasn't in red plants

Be more respectful to visitors. Be more professional.

Thanks for your help

Lots, It lacks an adequate ventilation system (there should be 4 fans per room (a fan in each corner, each fan a part of a circle); it lacks a conventionally cooled water fountain in each side of each room (currently, it only has one, non-cooled water fountain in each TOILET,,,,); the commissary should offer a request EVERY day to new arrivals (currently, it is only available to all inmates at once, on Sundays only,); every barracks should allow each inmate a voice in how a given barracks function (currently, it allows long-term - and those who have been here longest - a voice in how EVERYTHING is done " in other words, the system acquiesces to mob/gang rele,). Ps: I could have suggested more had I been offered a chance to contemplate improvements a day or more in advance of registering my input- a system that offers only OFF THE CUFF input is BOUND to be inferior, or A JOKE!

The mental health system needs improvement people often wait long periods of time to be evaluated and the psychiatrist only wants either not properly medicate us or improperly house us on the 8th floor

Visits should be longer. More food varieties. Mental staff 24/7 to stop aggression behavior before it starts without getting in trouble. Cheaper phone rates. More yard activities. Better doctors. Better sandals. And better food. Jobs for pc inmates....

For the most part things are ok but we need more programs help with getting same programs as other program doors and to monitor what goes on in herein see drugs use othe things like co inmates relations and better vision care etc.

More rec time with both tiers and programs And dr.s thatdo their job and treat us like patients rather than criminals. And better commissary items.

Would like contact visits if possible.

What we need is to be out and have a good back ground

Programs ,that shouldn't have sooo many back in and out. It's literally the same people I've seen upon release.

No...however...it's been 15 yrs since I've last been here and the treatment meant of the deputies have improved..greatly

It's medical is very slow

Nothing good about jail

I think the jail conditions should be updated. I think it's very outdated.

I want more programs or some type of early release programs for P.C

To provide us with better high gear commissary dental cleaning New clothing better food allow medications

This jail is an underground tunnel held with slaves

Too many drugs available in jail.

Great survey

I feel we should be able to have tablets and request items to have on commissary.

Too many ridiculous minor charges making it too easy to return to jail, like VOP violation of probation

I would like to share that the county should find another way to help protect the inmates well being being attacked either by hands or shank...pepper spray is not working or stopping assaults from happening. Thank you. And for other topic, vision care is really not doing what is needed, takes a long period of time to actually see inmates and give the proper treatment,.

We need better razors the single razor not very good, we could use lotion, the water is very hard and causes dry skin. Nurses should be able to cut toe nails to thick for the toe nail clippers. Going to the medical facility should not take 3hrs for a 10 minute visit. ADA should respond faster when requesting new shoes or any other service. The basketballs and volleyball equipment should always be available. Currently the basketball seems to get damaged within a few days and we go without for a week or so. Hard to be active without the proper equipment. Low sodium diets should be for anyone trying to improve their health. All water temperatures should be checked and accurately set to the correct temperature.

This place sucks