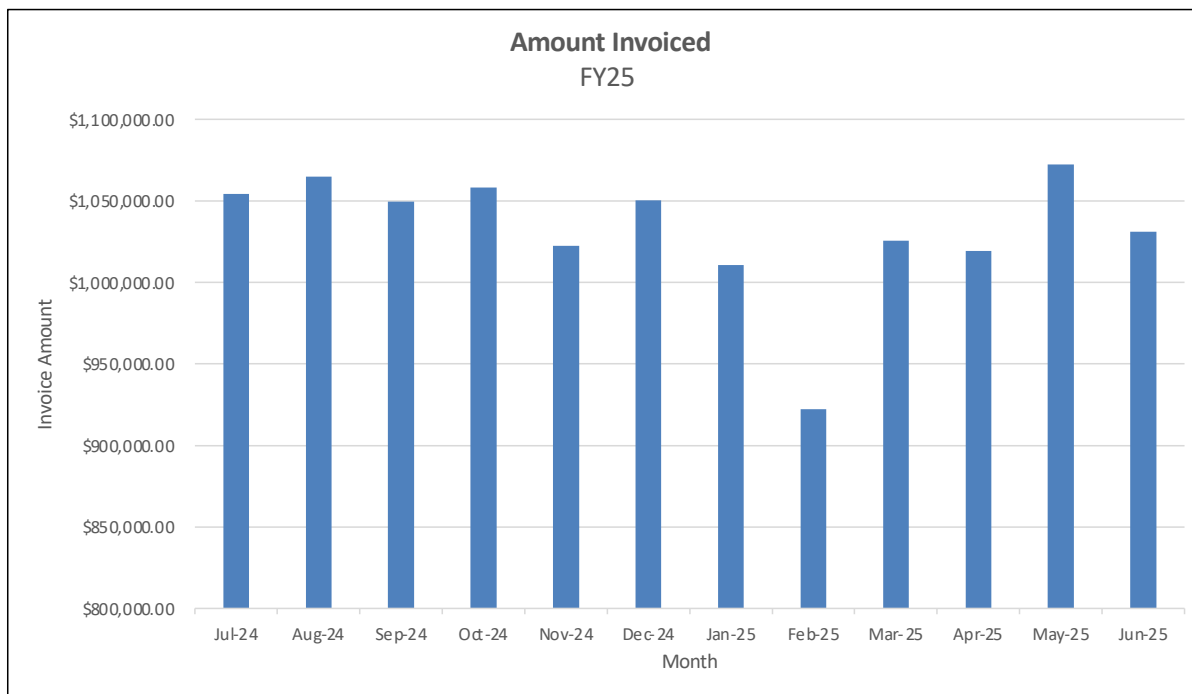


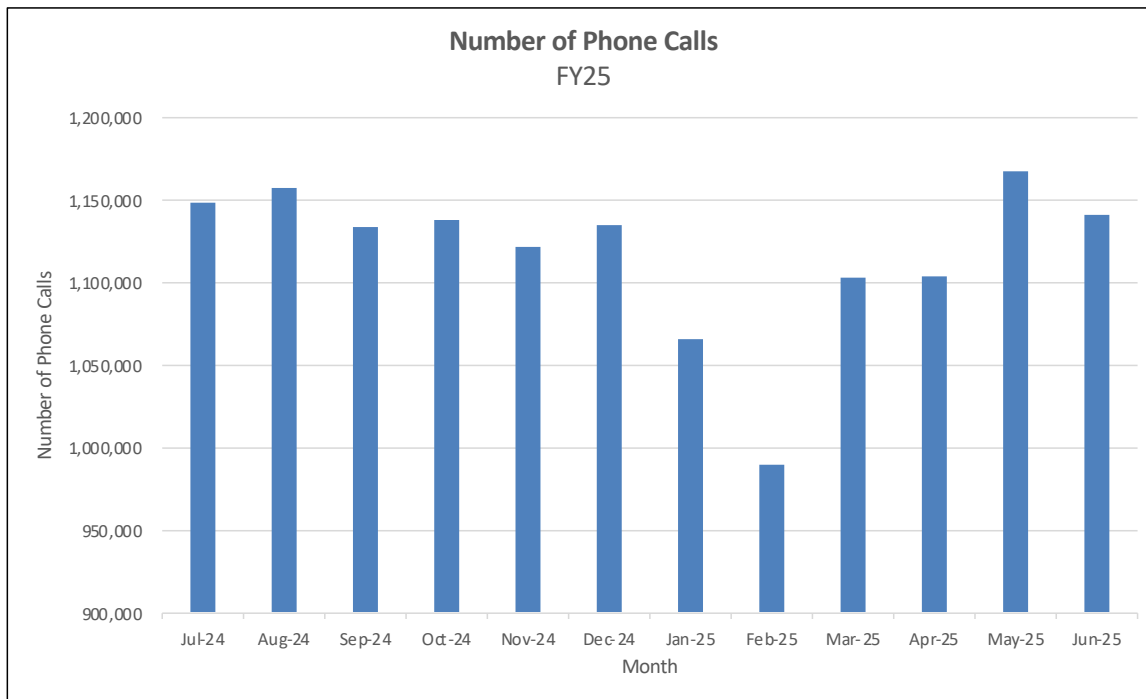
FY25 No Cost Communication



Average of **\$1.03 million** invoiced per month in FY25



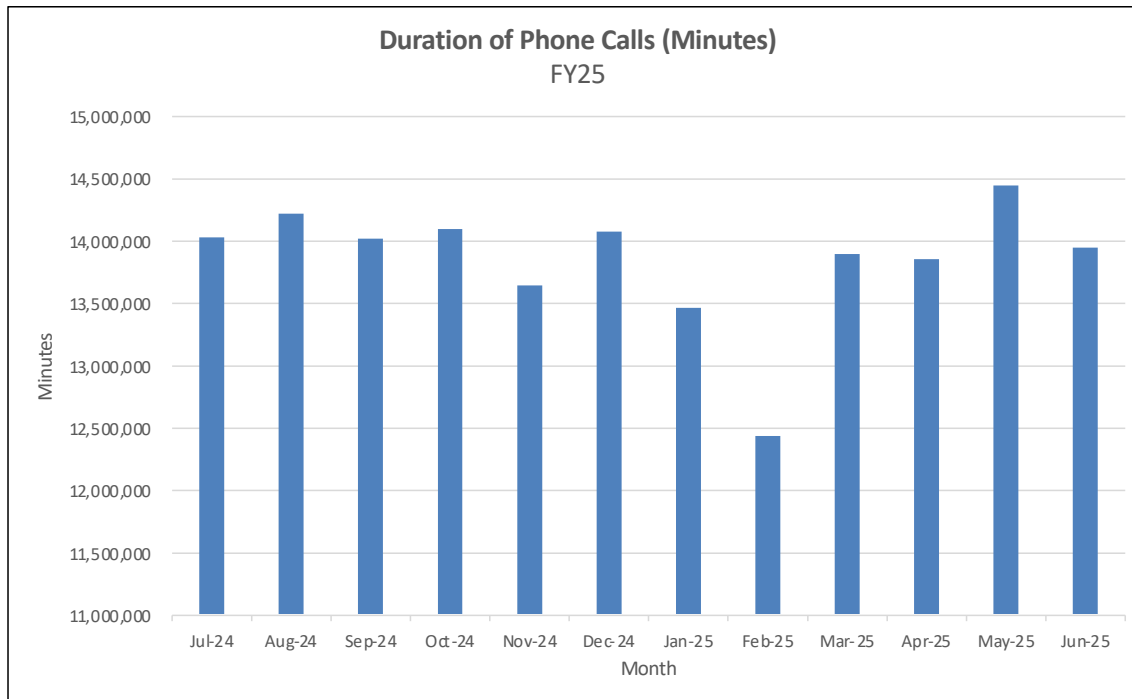
FY25 No Cost Communication



- Average of **1.1 million phone calls** per month in FY25
- **171% increase** since implementation (December 2023)



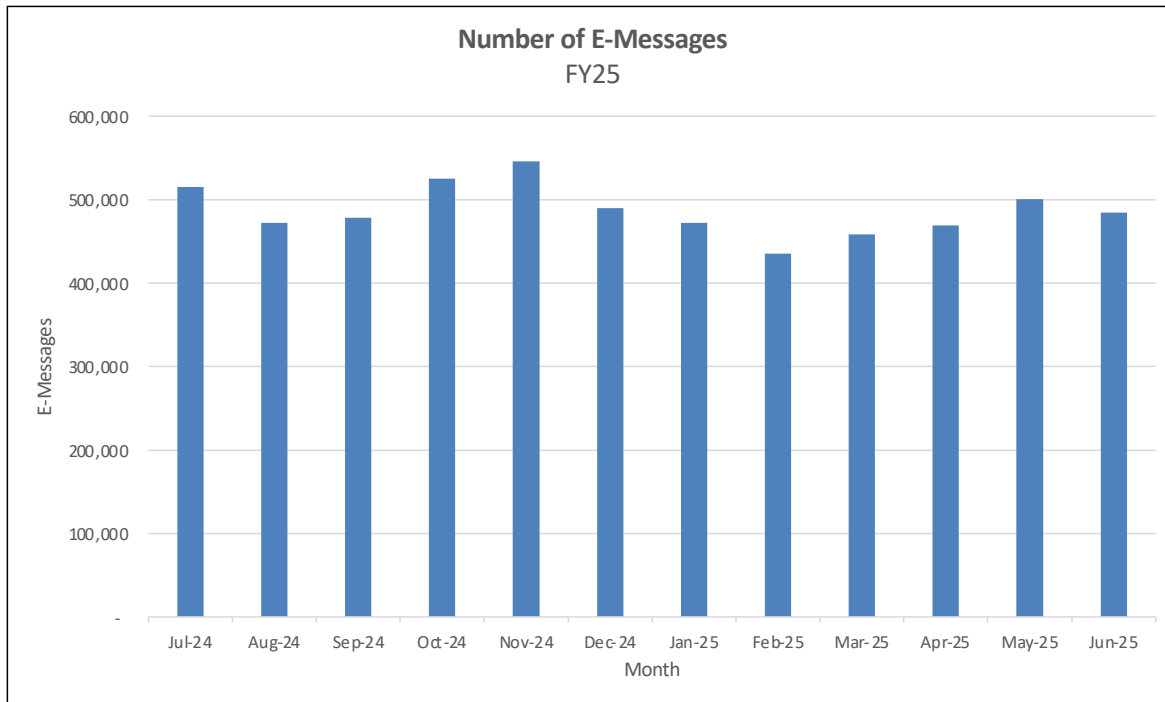
FY25 No Cost Communication



- Average of **13.8 million minutes** per month in FY25
- **186% increase** since implementation (December 2023)



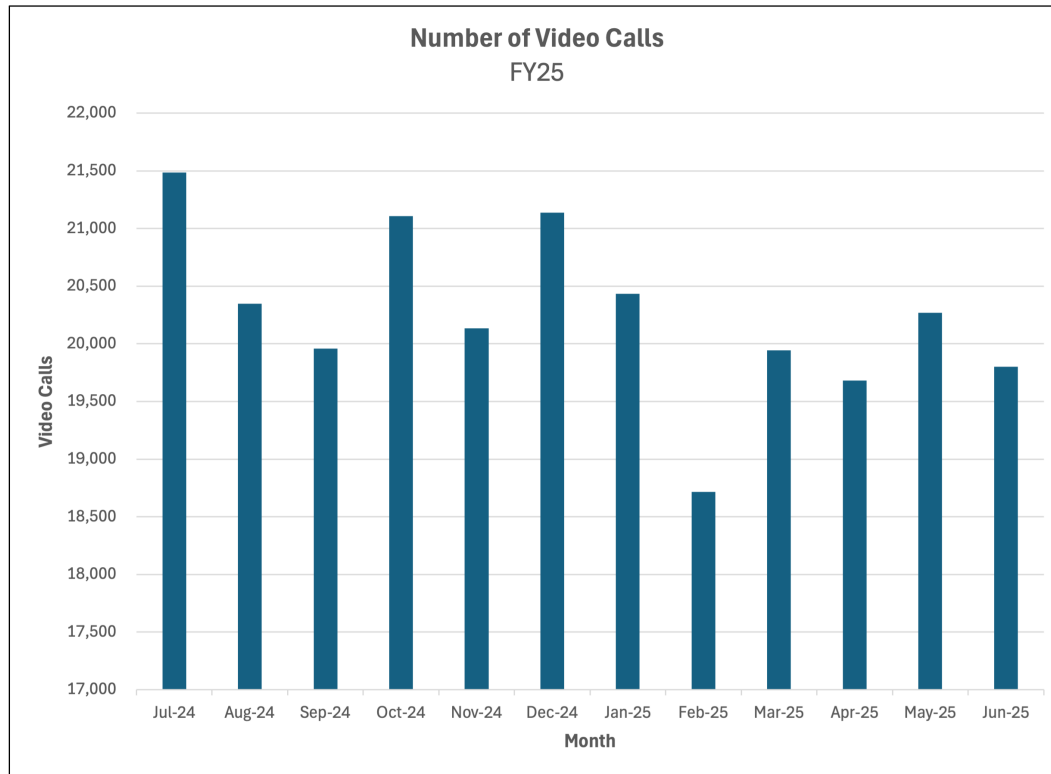
FY25 No Cost Communication



- Average of **487,000 e-messages** per month in FY25
- **557% increase** since implementation (December 2023)



FY25 No Cost Communication



- Average of **20,000** video calls per month in FY25
- **44% increase** since implementation (December 2023)



FY25 No Cost Communication

Sheriff's Office	No Cost Communication FY25 Security Costs
Barnstable	\$253,825.00
Berkshire	\$123,894.23
Bristol	\$170,000.00
Dukes	\$160,906.14
Essex	\$2,785,850.00
Franklin	\$337,200.00
Hampden	\$400,000.00
Hampshire	\$38,319.50
Middlesex	\$100,000.00
Norfolk	\$114,246.00
Plymouth	\$922,373.36
Suffolk	\$1,767,476.00
Worcester	\$157,517.00
Total	\$7,331,607.23

The staffing impact to monitor the No Cost Communication services provided is **\$7.3M** in FY25

