



MICHAEL SCHRAA

STATE REPRESENTATIVE • 53RD ASSEMBLY DISTRICT

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Testimony on Assembly Bill 565

Thank you, Representative Swearingen and fellow members of the State Affairs Committee, for allowing me to provide testimony on Assembly Bill 565, which requires the Department of Corrections to continue its longstanding practice of contracting with multiple vendors to provide approved items for persons in their care.

If you haven't visited a DOC facility, I invite you to do so. It's an eye-opening experience. As you would imagine, there is limited access to just about everything. Items can be purchased in a canteen if there are funds on account to do so, but items are limited and not inexpensive. The other option is to have family and friends purchase items for them. The administrative rule that governs this process is this:

DOC 309.52 Canteen. (1)(d) Institutions shall permit inmates to purchase approved personal property not carried in the canteen. The procedures to be followed shall be written and available to inmates. **The procedures shall permit purchases from a sufficient number of enterprises to ensure a reasonable selection and a competitive price.**

It is that last sentence that brings us here today. Currently, there are three vendors, which certainly fulfills this requirement. However, DOC decided that it would be to their advantage to work with only one vendor, which was chosen through a competitive bidding process. While that may seem reasonable on the surface, it does not ensure a reasonable selection, nor a competitive price.

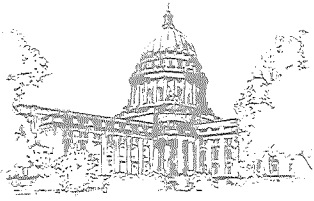
Anyone who works with persons in the care of DOC knows that available items cost more than you or I pay at our local retailers. That's just a fact of life due to security considerations. Even so, the lack of all competition cannot help but make the prices even higher. That doesn't just affect the

people in our prisons; it also affects their families and friends who purchase items on their behalf.

Until now, there have been three vendors, which made it possible for incarcerated persons, family, and friends to choose which vendor they wanted to purchase from. One vendor also provides a retail store where items can be ordered in person with cash. While I commend DOC for pursuing efficiencies, this particular decision is short sighted and plagued with unintended consequences. It's only common sense that this change will cost more than it will save.

Frankly, there are a couple of concerns with this bill that I'd like to address up front. First, since the bill was just introduced, we do not yet have a fiscal estimate. It is my sincere belief that the Department of Corrections is capable of completing that process swiftly. Secondly, on the surface, the bill seems to favor one business over another. As a business owner, myself, I understand how unfair that would be. The point of the bill is to provide competition among vendors and to continue to provide service to a community that depends upon a brick and mortar location to make it possible to place orders with cash. If another vendor is willing to provide that service, that competition can only benefit the consumers.

I have met with DOC and believe they understand our intent with this bill. They have suggestions for amendments that we will give due consideration. I thank you again for your attention, and would be glad to answer any questions you might have.



STATE SENATOR LaTonya Johnson

WISCONSIN STATE SENATE

6TH DISTRICT

Assembly Committee on State Affairs
Testimony on Assembly Bill 565
September 22, 2021

Good morning members of the committee,

Thank you for the opportunity to testify on behalf of this proposal—Assembly Bill 565 (AB 565)—which requires the Department of Corrections (DOC) to contract with no fewer than three vendors to provide hobby, religious, and other personal property items for sale to inmates in state correctional institutions. It also provides that one contracted vendor must maintain a storefront in the city of Milwaukee where a third party may place an order for items to be delivered to an inmate.

The necessity for this bill is that, last year, the Department of Corrections awarded an exclusive contract to Union Supply, a California-based company, for the provision of personal property items for sale to inmates in state correctional institutions. This upended over 30 years of Departmental contracting practices, codified in Admin. Rule DOC 309.52 Canteen, which had always maintained multiple vendors for personal items to state inmates.

This sudden grant of a monopoly to one company also removes the only in-person retail option for families that are unbanked or lack easy access to the internet for online purchases. Jack L. Marcus, Inc., has maintained a retail location on Milwaukee's Northwest side for over 60 years, and prior to this move, had contracted with DOC to provide personal property items to inmates and their loved ones for over 30 years. DOC's move not only changes decades of past practices, it will subject vulnerable persons in our care and their families to potential price increases without any market competition and deny them the ability to shop for items in-person in our state's largest metropolitan area.

Needless to say, this move has caused a lot of concern for families that have relied on Jack L. Marcus, Inc., for decades. My office has been contacted by numerous local residents opposed to DOC's decision, in addition to current and former inmates who

have had negatives experiences with Union Supply, and do not want to see them given the sole right to sell personal property items in our correctional system.

I believe that that passage of AB 565 will restore a status quo that was working well for the Wisconsin residents that we were elected to serve. While I have no doubt that DOC's quest for greater efficiency in its contracting was well intentioned, their decision to move forward with this exclusive contract goes too far. Efficiency is only a worthwhile goal when you can do so without sacrificing the quality of the underlying service—DOC's decision to remove all price competition for personal property items leaves the door open to future exploitation, and cuts out families who cannot easily shop online. With this bill, we can do our job as legislators, and provide DOC with the necessary statutory guidance to balance the Department's desire for efficiency with the need to provide a fair and accessible service to our constituents.

Once again, thank you to committee members for your consideration of this important piece of legislation, and thank you to my co-authors Representatives Schraa, Callahan, and Moore Omokunde, and Senators Wanggaard and Felzkowski for their work on this bipartisan bill.



DATE: September 22, 2021

FROM: State Representative Supreme Moore Omokunde

TO: Assembly Committee on State Affairs

RE: Testimony in Support of AB565 – vendors at state correctional institutions

Thank you Chairman Swearingen and Members of the Assembly Committee on State Affairs for the opportunity to testify in support of AB565. This bill is important for 2 reasons. Firstly, this bill provides incarcerated Wisconsinites and their families the ability to choose the most affordable and accessible purchasing options for basic needs and personal items. Second, this bill will keep good-paying Wisconsin jobs right here in the state.

The DOC's decision to initiate a request for proposal of an exclusive contract was made with insufficient consideration of the impacts that it would have on the vulnerable incarcerated population. I have received feedback from these individuals and their families who are upset with the new chosen vendor because of increased pricing, decreased selection and long delivery wait times for "catalog and canteen" purchases. Incarcerated individuals and their families should not be stuck with one vendor. They deserve to have a choice as to where they can buy their goods – monopolies only drive up price and reduce purchasing options.

The DOC may not have considered the impact this decision would have on local Milwaukee companies either, like Jack L. Marcus and many of its suppliers. Milwaukee stands to lose many good, family supporting jobs in a part of our community where far too many employers have left in recent years. In a time when many Wisconsin small businesses are struggling to keep their doors open because of the pandemic, I was disheartened to learn one of our state agencies is choosing out of state companies over local Wisconsin companies.

The proposed solution to allow 3 vendors to offer personal property items to PIOC and their families is a common-sense solution that supports Wisconsin business and eases the burden on Wisconsin families. I urge the committee to support AB565.

Sincerely,

Representative Supreme Moore Omokunde
17th Assembly District

17TH ASSEMBLY DISTRICT

My name is Fontaine baker and I've been incarcerated over 20 years in the Wisconsin prison system. I've lived through several changes in vendors and for the most part having a variety of company's to shop from has been a benefit to me and similar situated individuals in this system. Having multiple vendors to choose from ensures that we the incarcerated and our family's can get the best bang for our bucks. First and foremost we all struggle to buy anything with most job salary's being 12¢ an hour.

When looking at how having different vendors helps us, it is clear that all three offers things that are allowed to us in this system. However, some may have higher prices than others. Some sell better quality items at prices that while not so affordable are tolerated because we are a captivated consumer and are either forced to buy or go without.

Speaking from a person who used to reside in Milwaukee having J.L. Marcus as a vendor is of great significance. Being that it is a local vendor our family can either shop online or simply go to the store and order the items we need. Marcus has very reasonable prices and quality merchandise. It also offers jobs to the individuals in the city of Milwaukee. Having one vendor will force us to be a captivated consumer who would be forced to pay whatever price that vendor sets. Most of the time out of state vendors are slow getting the items to us, only half of the order is being fulfilled and some of the items are not top quality.

I recently took a pole in each cell hall here at Waupun Correctional Institution concerning the looming prospect of having only one vendor. I can speak for the vast majority here feels that it is not at all the overall consensus of this population to have one vendor. We prefer variety and like the option of not being forced to shop at only one place where some prices may be cheaper, the services are better, or it is convenient and easy for our families to order and ship the items.

To have a single vendor would be an injustice to this prison system's population. We are a captivated consumer and causing us to contribute to a monopolistic situation in which we are forced to shop at one place or go without is by no means conducive to a healthy shopping experience or environment.

We would like to see our dollars go towards helping those employees in this state who work at Marcus pay their bills, taxes and put their kids through school.

We believe that it would not only be a disservice to us incarcerated to have one vendor, but it will also be a disservice to the state of Wisconsin. When we lay sales taxes to a company outside this state it goes toward that state's bottom line. Wisconsin should not be deprived of those funds going towards its bottom line.

I by no means consider myself an analyst, however, I am an expert through lived experience in the Wisconsin Prison System. I have been in many institutions around the state and this system has a grapevine which is called inmate.com. word spreads faster than wildfire about things coming and going on with this system. The vast majority of this prison system prefers having choices in which vendor to frequent. There is nothing like hearing it directly from the mouth of those who will be impacted the most. So we vote to keep all three vendors and maybe add Walkenhurst back.

Respectfully submitted
A captivated consumer.

Waupun correctional institution
P.o.box#351
Waupun, Wisconsin 53963

Jodi Weber

From: Andrea Weiner <muran@q.com>
Sent: Tuesday, August 03, 2021 2:38 PM
To: Customer Service
Subject: I made the call to advocate for your right to be an approved vendor by the DOC

It is SO not fair to have a single prison vendor. So often Union Supply is sold out of the limited items/sizes they offer. I have been a supporter of JL Marcus since I worked for the Boys & Girls Clubs of Greater Milwaukee in the 1990s. JL Marcus is a godsend to the Central City!

Andrea Weiner

Sent from my iPhone

-----Forwarded Message-----

From: Jackie Wille <jswille@earthlink.net>

Sent: Aug 3, 2021 3:51 PM

To: <nadiyah.groves@wisconsin.gov>, <kevin.carr@wisconsin.gov>

Subject: Jack L Marcus and the WI DOC

Hello Governor Evers and Secretary Carr:

I have ordered things from Jack L Marcus for an incarcerated loved one for over 20 years and I have always found their merchandise good, their prices fair, and their customer service helpful. I have also ordered from Union Supply.

My concern is with the proposed elimination of Jack L Marcus as a vendor for the WI prison system. It is very expensive to support someone in prison and everything costs - the phone, the emails, and sending in money and clothing and supplies. Who pays for these costs? Not the inmate, but the inmate's family. We are a captive audience. And by removing our choice and the competition between vendors, I fear that the quality will go down and the prices will go up.

I also drive by the Jack L Marcus store in Milwaukee frequently and I know that they provide good jobs for people in the inner city. I have heard that losing the DOC as a customer would greatly harm and possibly close this locally owned and operated business in Milwaukee.

Thank you for considering my concerns. I hope you will reverse this decision.

Jackie Wille

8680 N Kildeer Ct

Brown Deer, WI 53209

This is what I sent to both addresses for the Governor. Feel free to send it anywhere else it might help. (They don't usually read stuff from out-of-state residents!)

Although I don't live in Wisconsin and realize in most cases the Governor does not listen to anyone from out-of-state, as the grandmother of a man who has been incarcerated within your system several times in several different locations over several years, I have used Marcus Supply many times and have been grateful for the small measure of comfort I have been able to provide for my grandson. I like it to stay, even much longer than my grandson's stay!

My grandson may well deserve to be punished, but that's beside the point. The point is he is incarcerated and fulfilling the punishment which has been meted out to him, and hopefully, this time it will be sufficient, and I believe it is, to have him choose better options in his life. Because of his incarceration I have not seen my grandson in more than ten years. We correspond almost daily and now that he is in a location when I can speak to him more often, he calls at least once a week. My primary comfort and satisfaction, other than knowing it is helpful for him to talk to me, is in providing him with some of the necessities he should have, things like shoes that aren't falling off his feet, lighter tee shirts if he's outside in extremely high temperature, lighter hats that can protect him from the sun, and basically the things I can figure out that will be helpful to him. (besides the prayers and admonishments I give him on the phone and in mail!)

It's frustrating when the items are 'out of stock' or take weeks to be delivered, a frequent problem with Union Supply. It's frustrating with dealing with Union Supply's computer programming. And if Union Supply would be the only place where I could purchase items for my grandson, then surely the monopoly will make them even more expensive, more careless about the individual, and more eager to simply make money for themselves and care less for the recipient.

In short, it borders on additional cruel and unusual punishment for someone already being punished.

Keep Marcus Supply. Keep competition. Keep prisoners receiving only the just punishment that has been meted out to them, and nothing more.

Thanks.

Muriel J. Smith
99R Center Avenue
Atlantic Highlands, NJ 07716

murieljs1@aol.co

blog: www.venividiscripto.com

Jodi Weber

From: Thena McClain <youcanjunkit2@gmail.com>
Sent: Wednesday, September 15, 2021 9:25 AM
To: Jodi Weber
Subject: Re: Hobby Order Questions

Yes, please do. I guess since "k" kinda sounds like "a" the representative misheard me. Thanks for your help. I think you guys have the best customer service & hate that the DOC is allowing a monopoly. I signed a petition but I guess it just wasn't enough.

On Wed, Sep 15, 2021, 8:54 AM Jodi Weber <jodiw@jacklmarcus.com> wrote:

Hi Thena,

Thank you for responding so quickly. That may explain why you didn't receive the order confirmation, we have email recorded as THENKNME@GMAIL.COM. Is it okay to make the change?

I look forward to hearing from you.

Sincerely,

Jodi W.

Customer Service

Jack L. Marcus, Inc.

From: Thena McClain <youcanjunkit2@gmail.com>
Sent: Wednesday, September 15, 2021 1:32 AM
To: Jodi Weber <jodiw@jacklmarcus.com>
Subject: Re: Hobby Order Questions

Thank you for your response. Sorry I used the wrong email to send my message. The correct email is thenanme@gmail.com

Dear Customer Service,

I wanted to respond that I did write to the governor and DOC, with the arguments in the mail, but that they had a weak response.

I did speak to a friend in Oshkosh CI just now and mentioned this, and he said that if there was a lawsuit, it would certainly help to include the prisoners (maybe as a class action?) because there are jailhouse lawyers who can collect evidence and who can send grievances when the lack of service by just the one vendor will start to be apparent.

For instance, if a prisoner orders with JL Marcus, he or she gets the hygiene products and/or food within a week, at most 2 weeks. But with Union Supply Direct they wait for 2 months to get these necessary products. So there will probably be grievances filed about that, and these may also help with lawsuits, if the prisoners are included. Because East Bay tried to sue WI DOC alone, but the case was dismissed, and it might have been stronger if they had included the prisoners from their part, is what the friend inside told me.

I hope that you can stay at work in WI for the prisoners.

Yours sincerely,
Annabelle Parker

I want you to know that I have been very pleased with your company, and have signed the petition, and emailed the governor and the DOC secretary in support of your company.

Sharon Kreft

FYI, after signing the petition the first time I called both Carr's and Ever's offices. The person who answers the phone for Carr guaranteed me that he would NOT be calling me back on this issue. That we need to talk to our legislators not Carr. Ever's number had a recording saying his voice mailbox is full. Am currently writing letters. If phones don't work I am willing to flood their mailboxes.

Thank you,

Paulette Malinowski

Here is my reply 🙏

Good evening,

I am writing you today to talk about a rule that Governor Evers made about families only ordering from one company, UNION SUPPLY, for their loved ones. What you are proposing is a MONOPOLY. I remember learning about this term and its definition in middle school, and as you know, this is NOT a good thing. You are proposing that families have ZERO choice in and from who we order from. I have placed orders from both Jack L Marcus as well as Union Supply. One has different things than the other has.

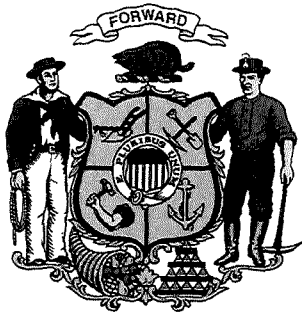
I am asking you, on behalf of the families that have loved ones in the prison system, to please reconsider. I am asking that you give us a CHOICE. Just as we chose Governor Evers for his position, we deserve a choice on behalf of our loved ones. By allowing us choices, you are minimizing monopolies, and allowing us to choose what is best for our loved ones. Although they have lost many "rights" because they are in prison, they should not have to lose the right to chose the small activity of their commissary.

Again, please look at what the people of this great state want and what's good FOR the people.

Thank you.

Sincerely,

Kathy Patrick



Wisconsin Department of Corrections

Governor Tony Evers | Secretary Kevin A. Carr

**Written Testimony for AB565/SB564 – Corrections Vendor
Assembly Committee on State Affairs
Wednesday, September 22, 2021**

Thank for the opportunity to submit written testimony for information only regarding AB 565/SB 564. It is our understanding that this bill was drafted in response to a former vendor that was not selected through the state's competitive bid process. The bill requires that the DOC contract with at least three vendors for the property contract, and that one of those vendors be required to have a storefront in the City of Milwaukee. The language in this bill would guarantee Jack L. Marcus as one of the three vendors.

The new hobby and personal property contract between WI Department of Corrections (DOC) and Union Supply Group (USG), set to begin on October 1, 2021, was the result of the DOC utilizing the State of Wisconsin's competitive procurement process known as a Request for Proposal (RFP). The RFP process is detailed in the State Procurement Manual that is maintained by the State Bureau of Procurement. This RFP was a years-long competitive procurement process used to ensure a good-faith effort to obtain competitive proposals, seek out reasonable/market-based pricing, obtain good customer service as well as a wide range of products for purchase for people in our care.

In 2020, DOC posted the RFP which clearly indicated its intent to award the Personal Property Items contract to a single vendor. DOC received four proposal responses. Each response was scored by an independent evaluation committee in accordance with established criteria of the RFP, and per the processes outlined in the State Procurement Manual. After the proposals were scored, USG was the highest scoring proposer and subsequently received an intent to award. DOA reviewed our process along with the appeal from Jack L. Marcus and upheld our decision based on the merits of the solicitation. Of note in Jack L. Marcus' response, there were three items in which vendors needed to provide detail about their current process and offer suggestions for changes/making improvements. They failed to respond to the second half of that requirement.

The DOC is seeking several technical changes to the bill in order to be able to operationalize the intent of the bill and not run afoul of State Procurement rules, and they include:

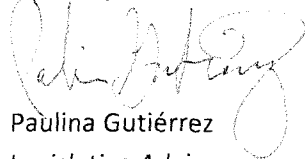
1. Removing language regarding the canteen contract. The canteen is a completely separate contract that should not be intermingled with the personal property contract. Despite vendors wanting to sell as much as possible to persons in our care, intermingling contracts will result in a reduction in service due to our processing requirements that differ for each contract. The canteen contract consists of consummables (e.g. toiletries, snacks), while the personal property contract consists of household items (e.g. shoes, tv's, hobby/religious items). Due to the secure nature of corrections, we require that these items be processed differently.

2. Change the required number of vendors from three to multiple. The DOC does not want the total number of required vendors to usurp the quality and service to the people in our care. The DOC could be in a position where we would be required to maintain a contract with a vendor that is not meeting the needs of the people in our care because state law indicates that there must be three vendors. Changing the requirement to "multiple" will accomplish the goal of the bill which is to remove discretion from the DOC to have only one vendor, but still maintain authority to act if there are concerns with any of the vendors that may result in the termination of a contract.
3. Clarifying the definition of storefront. Due to security concerns, specifically, the need to reduce the amount of contraband entering our facilities, we are asking that bill authors reconsider this definition to reflect the true intent which is to require that vendors have a cash option for catalog purchases located in the city of the Milwaukee. As written, the only vendor that would qualify would be Jack L. Marcus.

The DOC will continue to comply with state procurement rules, and will continue to monitor the personal property contract very closely after it is implemented, as it is vital to the people in our care. Contracts that provide a service or product to people in our care will include expectations for customer service, warranties, operations, and product availability. The costs of items offered in the catalogs is also addressed as part of the overall contract, and is closely monitored by DOC.

Thank you for your time and please do not hesitate to contact me if you have questions or concerns.

Sincerely,



Paulina Gutiérrez
Legislative Advisor

Wisconsin Department of Corrections

Dear mam/sir Thursday August 19, 2021 (10:00pm)
I am writing you in concern of the way (D.O.C.)
is (Wrong Fully) treating not just "us" inmates
but also you, your company and employees and
turning their back on "All of you" and your (BO)
plus years of "loyalty", service and All
that you stand for. About (2) weeks ago I wrote
to Governor Foy EVERS and Lt. Mandala
and explained how (Mr. Marcus) as we called
him when I and my family was children in the 1980's
came to the store on North Ave and how poor
we was coming up here from Memphis, TENN.
When my mother was short on money to buy
us school and winter clothes the manager and
employees would give her a discount and even
started (lay-away) to help the community
families because, you care! I also
informed them that (Marcus) has always
employed a lot of women, especially
women of color that is from the community
and "pleaded and begged them to not allow Marcus
to be discontinue from D.O.C. I also asked them
to "please" keep our Wisconsin "Jobs and money" here in
Wisconsin especially since the "PANDEMIC" tore our
state apart and other companies closed or moved to
other countries. Sincerely

20 Aug. 2021

To Jack L. Mearns, Inc.

An ugly rumor here has just been confirmed. Dreyer Supply will be granted a monopoly in the Wisconsin. A Wisconsin company, Yours is now removed from selling Wisconsin. This all as "Buy Wisconsin" is the slogan coming out of Madison. They here are VERY upset. We all know T.L. Mearns has, by far the most competitive prices and easily the BEST service. Please fight this in a suit. Investigate the financial arrangement Vinson has with the DDC & Milwaukee. Its reporter would be good. We feel Vinson will only raise prices to us in order to kick back more money to the DDC.

On a personal level I was in college w/17th Jack Mearns. Took classes. Years ago but easily 95% of what Y buy has come from Mearns. Years ago my T.L. arrived in 4 DDC's. Don't let the DDC and Dreyer get away with this. Thousands of us are on your side!

Sincerely

James

P.O. Box 925

Reynolds, WI 54970-0925

Dear J.L. Marcus,

I am writing this letter in regard to the upcoming loss of your vendor service with the Wisconsin Department of Corrections.

I (and in general "we" as inmates) are very upset with this decision to no longer offer J.L. Marcus. Your prices, service, and variety of items you offer far exceeds that of other competitors. For example Union Supply or Access.

We as inmates are very upset about our State's decision to allow Union Supply to have a monopoly on ^{US.} ^{Catalog} "Can'teen".

Prices keep going up with decreasing quality of service, dollar minimums in order to get free shipping, and poor delivery service! Sometimes taking 5-6 weeks to get items delivered. Yet they're happy to collect our money on time, of course. Many items are quite often out of stock. Never had problems with Mart's IS there anyone you know of, who we as inmates or our families on

the outside (who often pay \$\$\$\$) can write
to in order to keep I.L. Marcus? IS
So, who? Committees? Addresses?
We would be very sad to see you
go.

Thank you for your time and consideration.

Sincerely,

✶ Most all inmates
at R.C.I. 11

Jeffrey

Racine Correctional Institution

P.O. Box 900

Sturtevant, WI 53174 - 0900

Hello,

I am contacting you for important reasons. The DOC is about to start restricting vendors to inappropriate levels. Their implementation rollout is supposed to start September 30!

Let me tell you who I am. I am the mother of an incarcerated daughter. Who is DOC assessed as not a criminal thinker, who is a recovering addict. A young woman who was a Carroll College student and became addicted to painkillers legally through the misleading opiate practices for surgical and medical pain. Waukesha County.

And of course going on over a decade of stories like my child's, we all NOW know how this Child ended up in prison. I am grateful and lucky that my child is still alive.

More than another mother, I am a retired therapist and teacher who worked with many juvenile offenders and many locked systems during my career. I worked at residential treatment facilities for adjudicated and Type II offender minors. I also wrote curriculum for DOC juveniles.

I am also the currently the volunteer Indigenous Chaplain at the Milwaukee county jail and prison.

At Issue:

The DOC has been peeling back and peeling access to quality and necessary hygiene, personal products, nutritious food, and recreation materials for inmates over the past decade. *In ALL SORTS OF WAYS!*

They NOW want to reduce everything to one vendor.

Namely: Union Supply.

Cutting: Jack Marcus.

DOC seems to want to or, to be fair, may not realize, they are CHOOSING to keep the MOST low quality, understocked, and least accessible vendor.

* Inaccessible to INMATES! In other words, there will be no way for inmates to order their own materials. Even prior to the pandemic inmates could no longer receive materials from family, and very few vendors. Diabetes and hypertension, as well as other physical health and mental health issues have increased because of the large decrease in nutrition in the institutional facilities of Wisconsin.

*Low quality product from this vendor, Union Supply.

*Less choices AND choices are many times out of stock.

* Computer program for orders is outdated and website is glitchy and difficult to interface with.

* Telephone customer service is in adequately staffed and hard to access. At times DIScourteous customer service.

* This will then be Giving a low quality company permission to behave as a monopoly company. BAD IDEA. Never pigeonhole yourself to a vendor who can then manipulate you contractually!

Finally, I was already concerned that I am going to have to help my beautiful daughter build up her immune system and physical and mental health when she gets back home to the community, because I can't get her quality product through the barbed-wire cell walls.

Now, if this inappropriate RESTRICTION is implemented, Inmate access to hygiene, vitamins, protein shake, and supplements will be almost NOTHING.

We have a diverse prison population now because we do not have adequate treatment facilities, Sensical Sentencing, and a variety of needed prison reform issues -- Therefore, this trajectory of limiting

inmate access to quality products, is going to be a long-term costly systemic mistake. And not just for Milwaukee county or urban areas.

The Underlying thought processes in these decision-making trajectories are definitely pathways and variables in DECREASING suburban and rural community resiliency and recovery, as well.

If you can do anything to stop this choice, and at least keep vendor access the way it is right now, please do so.

And if you would like to ever start a zoom conference on... I don't know... prison reform ideas, reach out to me, and let's get some better things going.

Thank you,
Barbara J Murray MS, LPC, SAS
Waterford, WI
262.366.9137

ramiah whiteside

From: BAKER FONTAINE (391865)
Sent Date: Sunday, July 4, 2021 12:17 AM
To: ramiahexpo@gmail.com
Subject: Vendor change

My name is Fontaine baker and I've been incarcerated over 20 years in the Wisconsin prison system. I've lived through several changes in vendor's and for the most part having a variety of company's to shop from has been a benefit to me and similar situated individuals in this system. Having multiple vendor to choose from ensures that we the incarcerated and our family's can get the best bang for our bucks. First and foremost we all struggle to buy anything with most job salary's being 12¢ an hour.

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To have a single vendor would be a injustice to this prison systems population. We are a captivated consumer and causing us to contribute to a monopolectic situation in which we are forced to shop at one place or go without is by no means conducive to a healthy shopping experience or environment.

We would like to see our dollars go towards helping those employees in this state who work at Marcus pay their bills, taxes and put their kids through school.

We believe that it would not only be a disservice to us incarcerated to have one vendor, but it will also be a disservice to the state of Wisconsin. When we lay sales taxes to a company outside this state it goes toward that states bottom line. Wisconsin should not be deprived of those funds going towards its bottom line.

I by no means consider myself an analyst, however I am an expert through lived experience in the Wisconsin Prison System. I have been in many institution around the state and this system has a grapevine which is called inmate.com. word spreads faster than wild fire about things coming and going on with this system. The vast majority of this prison system prefers having choices in which vendor to frequent. There is nothing like hearing it directly from the mouth of those who will be impact the most. So we vote to keep all three vendors and maybe add Walkenhurst back.

Respectfully submitted
A captivated consumer.

Fontaine baker #391865
Waupun correctional institution
P.o.box#351
Waupun, Wisconsin 53963

ramiah whiteside

From: KEERAN JEFFERY (385507)
Sent Date: Tuesday, July 13, 2021 3:21 AM
To: ramiahexpo@gmail.com
Subject: MY TESTIMONY/

To Whom This Concerns:

I am writing this letter in opposition to the Union Supply contract.

The products that are currently being sold to inmates, through the current contracted vendors, are "low quality" and "overpriced." Inmates are given no other option but to purchase defected items, that cannot be sold in stores, for prices that are higher than retail value. The items that I have purchased through the current vendors, more often than not, last me only a few days to a few months before they have "issues," break, or tear up. My concern is that if WI gets this contract, and UNION SUPPLY becomes the only vendor that me and my family are able to order items from, that the quality of the products being sold to me will decrease more than they already have in recent years, while the prices that I will be forced to pay for products will continue to increase.

Another concern that I have with this contract, is that the very thing that the WI DOC is doing to me, by running a business, and "cornering the market," is the very same thing that they discourage me from doing. The DOC should be held to the same standards of conduct that they hold the people in their care to. For example, if I run a "store," and decide to sell canteen products to other inmates at interest, when caught, I will be given a conduct report for ENTERPRISE AND FRAUD and sent to segregation. Or if I sell hobby items that I made to another inmate (ex. greeting cards, beading items, etc) and get caught, I will be given a conduct report and sent to segregation. The person that purchases the items from me can also be given a conduct report for UNAUTHORIZED TRANSFER OF PROPERTY.

This is not right. The Bible also speaks of oppressing the poor. Many family and friends of those incarcerated cannot afford to continue to purchase products from these vendors. They are being forced to purchase defected items for their incarcerated loved one. The contracted vendor knows that they are selling us "defected products" that are only going to last a couple of weeks to a few months. Family and friends of those incarcerated are even being charged fees to send \$ to their loved one. This is not right. And if individuals, like yourselves, do not step up and change the way that the DOC has been conducting their business, this kind of "monopoly" will continue to happen, and we know that it never gets better for the inmate or their families/loved ones.

I am asking that you look into what is going on and to find it within yourself to do the right thing and end the monopoly that has been taking place within the WI DOC.

Sincerely,

Jeff Keeran

Scanned 7-14-21

ramiah whiteside

From: SCHMUCK MICHAEL (393597)
Sent Date: Saturday, August 14, 2021 6:59 AM
To: ramiahexpo@gmail.com
Subject: Vendor monopoly

I just saw the news piece regarding this issue and I am having a lot of problems with union supply myself. I have tried ordering 3 different pairs of shoes and all of them are out of stock. I crochet for a hobby and the yarn is very limited compared to JLMarcus not to mention union supply es not sell certain required items needed to completes projects like the plastic tapestry sewing needles used to sew projects together and stitch markers to keep track of rounds on a project. Union supply also takes a very long time to ship anything, amazon can get anything to anywhere in the country in 2 days for free why cant union do it in a week. Its exhausting to even deal with those people, not to mention there customer service phone number puts you on hold for hours until you hang up tying up our families time for nothing. Also union supply as a canteen supplier is hideous at best there are all least 7 items that are never in stock and another 20 items that are hit or miss. We have a 100 dollar bi weekly allowance but can never reach that limit because of shortages in inventory. Sad and stupid of the DOC to limit our options. I suggest a watchdog group follow the money and see who in the higher ups of the DOC and/or the state of Wisconsin government is lining their pockets with money or donations to their campaign funds.

ramiah whiteside

From: GRAY KENNETH (315302)
Sent Date: Friday, August 13, 2021 11:23 PM
To: ramiahexpo@gmail.com
Subject: Vendor Monopoly

Peace,

There's more than grumbling about this monopoly being put in place; about us Wis-con-state Inmates(PICO's) being only allowed to order from one vendor, Union Supply Co.

There was once a time when we were able to purchase our basic needs from any provider, stuff such as, underwear, eyeglasses, books, etc. Then, it was decreed we could purchase things from 3 vendors. If one didn't have it or sold the same thing at a lower price, we had that option, now, no strange happenings. We are subjected to only ONE vendor, who has proven to be capricious in their dealings, by not shipping our order within a timely fashion, or just simply not having a product.

It has been proven that once a person, company, or entity becomes aware that its the only 'game' in town, it does as it pleases; first, raising its prices. And, who are we (inmates/PICO) to say something, who will listen?

~ Doughboy

ramiah whiteside

From: VIETH MICHAEL (291462)
Sent Date: Monday, August 9, 2021 10:35 PM
To: ramiahexpo@gmail.com
Subject: Case Law for One Vendor

Hello Ramiah. I read an article in my Wisconsin E-News this morning about DOC and their reasons for going to a one vendor catalog and saw your name listed and figured you'd be the best person to touch base with on the issue. It may be something to share with Jack L. Marcus as well. The case is State ex rel. Anderson-EI v Cooke. Basically what it says is an agency MUST follow their own rules/guidelines and when they don't, its been determined that its NOT a harmless error.

One question, since its so hard for our people to get ahold of someone at Union Supply, I was think the suggestion should be made that they get set up with a corrlinks account so we can communicate with them. You know that we don't all have someone out there to do this for us, we need to be able to handle some things on our own. Also, that hygiene package that Union Supply offers, that can only be ordered by our family. If I have no family I don't get those products offered to me?? I think this should be changed so we can order those items from within as well as having our families order them for us.

Thanks for your time and effort, I for one appreciate the fight you are all fighting for/with us.

Mike at JBCC.

ramiah whiteside

From: CARTER TOMMIE (389297)
Sent Date: Wednesday, August 18, 2021 7:49 AM
To: ramiahexpo@gmail.com
Subject: RE:"CHANGE IN PROPERTY VENDOR"

ON AUGUST 17, 2021, WE RECEIVED A MEMORANDUM FROM DAI ADMINISTRATOR "SARAH COOPER" STATING EFFECTIVE OCTOBER 1, 2021, THE NEW SINGLE VENDOR CATALOG FOR PROPERTY AND HOBBY ITEMS WITH UNION SUPPLY GROUP WILL BE AVAILABLE. ACCORDING TO SARAH COOPER, THEY REVIEWED AND APPROVED HUNDREDS OF ITEMS AND ENSURE ALL INMATES THAT THE PRICES OF ITEMS IN THE NEW CATALOG ARE CLOSE TO THE PRICES IN THE PREVIOUS CATALOGS. IN ADDITION TO THE ITEM OUTLINED IN THE PLAN FROM UNION SUPPLY, WILL INCLUDE MODEL KITS.

WE HAVE A LOT OF CONCERNS AND QUESTIONS ABOUT THIS INCREASE IN PRICES AND OPTING TO MAINTAIN ONLY UNION SUPPLY AS THE APPROVED CATALOG VENDOR. THE SPONTANEOUS PROTEST FROM INMATES AND RELATIVES OF INMATES AND ORGANIZATIONAL PEOPLE IN THE FREE WORLD HAS DONE NOTHING TO PREVENT THE DOC PERSONNEL FROM GOING FORWARD WITH THE CHANGE IN PROPERTY VENDOR. THE ONLY VENDOR THAT SELLS TABLETS AND CHARGES IS ACCESS AND SINCE THE DOC HAS FORCED UNION SUPPLY ON US, DOES THIS MEANS THAT WE CAN'T ORDER TABLETS AND CHARGERS NO MORE?!

TOMMIE L. CARTER #389297
G.B.C.I
P.O.BOX 19033
GREENBAY, WI 54307

ramiah whiteside

From: CARTER TOMMIE (389297)
Sent Date: Thursday, August 19, 2021 12:39 AM
To: ramiahexpo@gmail.com
Subject: RE:"FABRICATED INTENTIONS"

Greetings RAMIAH:

We have a lot of prisoners with fabricated intentions; and refuse to fight against the people that are oppressing them! These dudes make too many excuses as if to why they have not filed the complaints that I wrote up for them ,when I have along with other prisoners and non prisoners has explained the importance of exhausting administrative remedies,this shit fail on deaf ear's!!!

This move that the DOC pulled by creating a monopoly and forcing "Union supply" on all prisoner's as the approved property vendor; the administrator ("SARAH E. COOPER") is fully aware of DOC 309.52(1)(d) which states in part:"INSTITUTIONS SHALL PERMIT INMATES TO PURCHASE APPROVED PERSONAL PROPERTY NOT CARRIED IN THE CANTEEN, THE PROCEDURES TO BE FOLLOWED SHALL BE WRITTEN AND AVAILABLE TO INMATES. THE PROCEDURE SHALL PERMIT PURCHASE'S FROM A SUFFICIENT NUMBER OF ENTERPRISES TO ENSURE A REASONABLE SELECTION AND COMPETITIVE PRICES."

In addition to this, doc 309.20(3)(b)(2)(4) explains that permissible methods by which personal property may be acquired by an inmate. We know this does not ensure a "reasonable selection" per the administrative code.

Finally, the annihilation of competition removed any incentive for Union to keep prices reasonable and competitive. This is a tragedy, because it hurts Wisconsin prisoners, their families, and friends and sabotage the Wisconsin economy, since the only Wisconsin vendor is being stolen from us!!!!!!

The only option is to create and circulate a public petition to the Wisconsinites about this monopolization by the doc and how it infringed on local jobs at J. L. MARCUS...

TOMMIE L. CARTER#389297
G.B.C.I.
P.O.BOX 19033
GREENBAY, WI 54307

ramiah whiteside

From: CARTER TOMMIE (389297)
Sent Date: Thursday, September 9, 2021 7:37 AM
To: ramiahexpo@gmail.com
Subject: RE:"UNION SUPPLY "

The financial program supervisor ("Mark Eiting") here at the green bay correctional institution posted a memorandum on August 16,2021, stating "Union supply is experiencing many manufacturer delays in receiving stock", this is a significant reason to justify, allowing Union supply to be the only property vendor for the entire department of corrections.

We are still trying to get these dude's to file inmate complaints.

Tommie L. Carter#389297

G.B.C.I.

P. O. Box 19033

GREENBAY, WI 54307

ramiah whiteside

From: SCHUMACHER MATTHEW (369487)
Sent Date: Monday, August 16, 2021 8:15 PM
To: ramiahexpo@gmail.com
Subject: DOC

Just wanted to write real quick and ask if any things been figured out about the union catalog ? They were suppose to submit there final draft to the DOC on the 12th and I was wondering if that was put out their by chance. We've been dealing with a pretty big cut in food shortages at meal time. And then if you're able to get canteen you have to hope you get everything or at least enough to get you through the next 2 weeks. I know that some people see that as petty when we start raising hell about food or canteen, but when we don't have much to start off or are constantly losing stuff. You have to fight for what you still have. I find it interesting how not just canteen prices going up, but also the size(s) of said item. When you could buy bigger boxes of candy, chips, snack mixes. Or full boxes of the Debbie snacks and not individual packages. Or bigger bags / canisters of coffee. We don't have much and who knows how much worse it will get with union taking over. And the really sad part " besides the way Marcus is getting screwed," is that we won't see the bad effects of this deal for maybe a year or two. Then we'll start seeing the price hikes. Carr has said some really good stuff, but he needs to put someone under him that will actually put some work in. During that last heat wave it was so bad here that the fire alarms started going off constantly. There's was nothing they could do but keep resetting it. I actually asked the warden about selling ice cream. If for nothing else but during the summer months. Right now we get popcorn. She did right back and said it'll be looked into soon as more of the institution opens up. We shall see. So the fight continues.

ramiah whiteside

From: SCHUMACHER MATTHEW (369487)
Sent Date: Friday, August 6, 2021 12:19 PM
To: ramiahexpo@gmail.com
Subject: Union Contract

Read the article a few days ago in the Milwaukee Journal and wanted to thank you for fighting for us. The reasons for taking Marcus really shows they'll do and say anything to fit their agenda. It would've been easier just to say they'll get more money by doing this. But that probably would open themselves up to a lawsuit. And maybe ones coming down the line. The one statement I had the biggest issue from Mr. Beard is him saying it's a security threat by allowing families to go into Marcus to purchase items. Somehow contraband is coming in that way. Even tho we've been ordering from Marcus for years. Again, they needed to protect themselves by saying it's a security threat and that almost always is never touched by the courts.

They want us to believe that by hiring more staff and adding more items that'll cut down on orders being delayed or canteen items constantly being out of stock. I don't know what there plan is when they say they'll be adding more items so there's more of a variety. They should just open up the whole catalog to us. If they feel safer " security wise," with Union then they should have no issue with opening up the whole catalog. And then we have to hope the DOC will allow everything Union wants to do. I know the first time we switched over to them for canteen in the contact they said they'd provide freezers to all institutions so there ice cream could be sold. Although there are institutions that do in house ice cream sales. I asked our Warden if that's something that could be looked into here for the hot summer months if nothing else. Right now we get free popcorn once a month and although that's nice it's not something we want during the hot months. She did write back and said it'll be looked into as more of the institution opens up.

And then we have Mr. Carr and everything that was suppose to happen when the pandemic first started. Including some things Makda Fessahaye had said would be done while she was still in Madison. It's no secret that canteen is horrible ever since switching to Union. Biggest issue has been out of stock items and price changes. We get the smallest items available. And the hygiene care package has went backwards also. Either guys waiting forever for there orders cause items are out of stock or getting there order with items missing. I don't know what happened with the care package since Fessahaye left, but there were suppose to be a few things looked at as they worked the kinks out. They were going to look at allowing us to order right from the institution and they were going to look at food and holiday care packages.

And has anyone heard anything on the tablet contract ? There's a lot of rumors going around, but that's all it is. I know that they are looking into the mail situation changing in all institutions. All they've done on the tablets is adding more games and movies / music. Still not using it for educational purposes or opening it up like they could. We have the bare minimum on the tablets compared to other states.

In the paper it said Union has to submit there catalog to the DOC for approval by August 12th. Is their any way for you guys to see what was added or will we all have to wait till the catalog comes out in October ? Either way thank you for your time and attention to this matter.

Sincerely,
Matthew Schumacher #369487
OSCI
P. O. Box 3310
Oshkosh, WI 54903

ramiah whiteside

From: CANSLER JAMES (431257)
Sent Date: Wednesday, August 25, 2021 9:47 PM
To: ramiahexpo@gmail.com
Subject: BETTER BUSINESS BUREAU & UNION SUPPLY GROUP

Better Business Bureau
10019 W. Greenfield Ave.
Milwaukee, WI 53214

To whom it may concern,

I'm writing in regards to the constant frustration experienced by so many of us forced to rely on USG (Union Supply Group), for the purchase of canteen items within the Wisconsin Prison System. I can only imagine that this is a theme repeated throughout the country in various penological institutional settings.

Time and time again they are out of stock of items ranging from the most necessary (i.e. hygiene: soaps, shampoo, toothpaste etc.), to the most desirable (i.e. cheeses, meats, coffee etc.).

In addition to constant shortages (even before Covid was a factor, or even existed), we also have to contend with limited choices of already poor quality items being offered at exorbitant prices.

One prime example is a basic staple of humanity: Water. USG offers one 16.9oz plastic bottle of water at a price of .58¢. We are only allowed to purchase a total of 24 bottles every two weeks. That equals one whole case of water that costs about \$13.92. That is absolutely outrageous.

Just consider that a case of water usually ranges anywhere between \$2-\$3, when they are on sale and/or included in various other deals, to an average cost of \$4 or \$5 in other marketplaces depending upon brand preference. Do the math and see the 300%-400% mark-up that's being imposed.

There is a high volume of kidney issues here at Fox Lake Correctional Institution directly related to our water supply coming from antiquated pipes. I understand that is outside your purview. My point for mentioning it is to illustrate the urgency of our situation as consumers, along with the difficulties we experience pertaining to the exploitation and predatorial practices of USG regarding only one item of theirs: again, Water. \$14 a case for something that's a basic staple of humanity is unacceptable.

There are many, many other examples similar to this that USG is guilty of. It's not only their canteen items they take advantage of us with, but also their clothing, electronics, shoes and hobby items. All offered at extremely high prices, while manufactured with poor quality that doesn't last.

I'm imploring the Better Business Bureau to enact whatever measures they possess to reign in these predatory and exploitative practices engaged in by USG. Or, at the very minimum, launch an investigation into the USG to begin shedding light on the disparities and inequalities taken advantage of by USG upon those of us who constitute a certain segment of consumers with no voice to defend their consumer rights.

Also, consider prevailing upon USG to follow their own policy of allowing us incarcerated consumers due notice of unavailable items prior to finalizing our canteen orders that are submitted utilizing the phone system. A policy in which they've proven negligent in carrying out. Simply disallow the entry of the item number if it's unavailable or out of stock, so that we can allocate our funds in a different fashion and plan accordingly.

Thank you for time and considerations in these difficult and most frustrating matters.

Respectfully,

James Cansler August 2021

*** I've mailed this letter to several individuals and organizations, along with a very pertinent article from the May 2021 edition of PRISON LEGAL NEWS magazine entitled "The Punishment Economy: Winners and Losers in the Business of Mass Incarceration" by Daniel A. Rosen. It is extremely well researched

ramiah whiteside

and written. I strongly encourage all Criminal/Social Justice Reform Advocate-minded people to read and pass it along to others.

**** Also, I, James "Jimmy John" Cansler, give my full permission to use anything I've written in whatever capacity you deem appropriate and worthy. It was said that it would, "take a lot to change anything", and the response to that defeatist statement was, "Well, then why don't you become part of that 'lot'?" I thank all of you who are involved in the Great Work of shifting paradigms during these most consequential times we have the good fortune to live. Thank you for the sincere hard-work and dedication. STRUGGLE BREEDS STRENGTH, PATIENCE AND PERSEVERANCE.....

John" Cansler

James "Jimmy

ramiah whiteside

From: THORUD TODD (226723)
Sent Date: Monday, September 13, 2021 7:05 PM
To: ramiahexpo@gmail.com
Subject: Wrote Gov./Union Supply -- Disaster Countdown !!

Mon. Sept. 13th, '21 -- @ -- 8 a.m.

Good Morning My Fellow Wisconsinites,

I don't know about you, but my last week was semi -- eventful !! I was called up to HSU, and completed a " Multi

-- Page " Questionnaire for my: Upcoming Appt. with the: Physiatrist (Spinal Specialist), in: Neenah, Wisconsin !!

It should be soon since they like the information, in the Questionnaire, to be as recent -- as possible !!
Hopefully,

the Specialist, will have some " Good News " for me !! Hopefully, they will confirm, what I've been saying, & need to

do Surgery to fix, my Spine !! Cause, right now its, quite painful, and restrictive to my -- Current : Mobility / Exercise

Levels !!

I wrote a long " Typed Letter " to: Governor--Tony Evers, about the whole: " UNION SUPPLY -- MONOPOLY, " situation

and the: " DISASTER, ITS BEEN FOR THE LAST: YEAR OR SO, " and the expectation for it to: " CONTINUE " to: WORSEN --

INTO THE FUTURE !! "

I asked the Governor, how Union Supply, was able to: " skirt " the Law's of this State, and even be eligible, to

bid on State Contracts !! I told him all that: Union Supply did was open, one -- Distribution Warehouse Menominee Falls !!

I suggested to the Governor, that in order for any Business / Company, etc... to be even eligible to submit a bid for any:

State Contract !! The Business, Company, etc... should have to have been Headquartered in Wisconsin, pay Wisconsin

ramiah whiteside

taxes Wisconsin, etc... for a minimum of: 5 years !!

I told the: Governor, that because of this the: " in-State " Vendor was denied the Contract !! That J.L. Marcus

was going to — lose more than — 30%, of their (D.O.C./State) Business, which would affect their ability to maintain

employment level's, and would have to cut costs, and most likely let people go, etc... !!

J.L. Marcus, Inc. employs many people in the: minority communities, and has contributed to it's own neighborhood !! It will be unable to make up for the loss, of: 22,000 plus inmates, their families, etc... !!

Marcus, has been in: Business more than 60 years, first as a: Department Store, and then as a seller to: Wisconsin Inmates !!

ramiah whiteside

From: WALKER DARIUS (296657)
Sent Date: Saturday, August 21, 2021 12:11 AM
To: ramiahexpo@gmail.com
Subject: USG

Greetings,

Below is a copy of a letter I recently sent to the Better Business Bureau - Milwaukee, referring to just some of the issues with the service Union Supply Group(USG), provides to the PIOC's of the Wisconsin DOC. This concise list of some, but not all issues may also serve as more evidence of why USG SHOULD NOT be the sole provider of canteen (food, hygiene items and personal property), for the resident community of Wisconsin PIOC's. Use it as you will. I give my permission to you to publish it in written or electronic media. Peace.

Greetings,

Please construe this correspondence as a complaint and a warning to perspective consumers about the services of Union Supply Group (USG).

I am a person in the care of the Wisconsin Department of Corrections. My current predicament ensures that I purchase all of my canteen from USG on Fox Lake Correctional Institution's biweekly canteen schedule, as they are the sole canteen vendor for Wisconsin's prison community. I have no choice. USG is "the only show in town."

Apparently, the fact that my community has but one outlet for buying commissary has resulted in USG being of the disparaging persuasion that the quality of the services they render to myself, along with my incarcerated peers is of trivial importance.

Recently USG has consistently allowed me to order items such as "Cheddar Squeeze Cheese", "Tapa Rosa Nacho Cheese with Jalapeno Cup" or "Pop Tarts" (either flavor), only to find that when I pick up my order it is incomplete. This tends to happen for consecutive orders. The subpar customer service is not exclusive to the aforementioned items either.

It is understandable that stock sometimes runs out, however this is a common occurrence pertaining to other "staple" items as well, i.e. Ramen Noodles, (all flavors offered, at different times), bagged candy and microwave popcorn.

Attached, you will find several receipts I received from USG documenting how often my orders have been only partially filled. This over just the past approximately two years.

The shoddy service provided by USG creates stressful situations for residents and staff alike on almost a daily basis. Afterall, the staff members are the ones who must deal with residents who are perturbed. Staff must also complete any added paperwork this vexation produces when people are charged for "missing" items.

USG has demonstrated a lack of integrity regarding their canteen services. Thus I write this letter born of bewilderment, frustration and anger.

Countless times have I found myself scratching my head, asking myself: "What respectable business treats its valued patrons with such contempt and is able to stay in business?" If I was not incarcerated the answer would be none. No reputable establishment would conduct business so negligently and stay afloat. By logical deduction I conclude that USG doesn't esteem my peers and I as valued customers, and that devaluation is seemingly based on the fact that we are incarcerated.

I was convicted of a crime for which I am serving the sentence imposed by a court of law. That is what the Constitution of the United States of America has required of me. I was not sentenced to willfully accept being pissed on while being told it's raining. I have temporarily been removed from the public but I remain a citizen of the USA.

The Better Business Bureau's stellar track record for helping protect consumers and keeping businesses honest

ramiah whiteside

by highlighting their integrity, or lack thereof, is my only recourse at present. You are my voice.

As opposed to demanding that USG improve the quality of its service, I am entreating USG, hoping to incite better service. Thanks.

Respectfully, Darius Walker Sr.