

## New Inmate Mail Delivery System at Marin County Jail

To curb the introduction of mail contraband, Marin County Jail is implementing a new inmate mail delivery process. Effective May 2, 2022, incoming non-legal mail must be sent to a central facility at the following address:

INMATE NAME – ID NUMBER  
Marin County Jail – 1102  
PO Box 96777  
Las Vegas, NV 89119

Pigeonly Corrections will operate this central facility. They will open all non-legal mail and scan them into a digital color copy. The copy is printed and delivered to Marin County Jail. Originals are temporarily stored and securely destroyed. Originals will not be returned to the sender.

## Send Mail for Free with Pigeonly's Forever Free Plan

For faster delivery, family and friends can sign up on [www.pigeonly.com](http://www.pigeonly.com) to create and send letters, photos, greeting cards, postcards, and web articles directly from their cell phones, tablets, and/or computers. With Pigeonly's Forever Free plan, family and friends can create and send limited mail to one inmate contact per month at no cost! A paid subscription option is available to those who wish to send unlimited mail to their incarcerated loved ones.

### Pigeonly Non Legal Mail Requirements

- All mail must have a return address.
- Envelopes must be no larger than 4 in. x 9½ in.
- Letters must be on paper that is no larger than 8 ½ in. x 11 in.
- Greeting Cards must be no larger than 5 in. x 7 in.
- Postcards must be 5 in. x 7 in.
- Photographs must be 4 in. x 6 in. (Limit to 10 photos per Parcel)

### Pigeonly's Prohibited Non-Legal Mail Materials

- Greeting Cards and Letters with glitter, rhinestones, stickers, or any glued-on items.
- Greeting Cards that are electronic, have pop-ups, or are oversized.
- Photographs smaller or larger than 4 in. x 6 in.
- Unused/blank envelopes, paper, stationary, and stamps.

After release, formerly incarcerated individuals can email [support@pigeon.ly](mailto:support@pigeon.ly) with their ID number to download their scanned mail items for free.

## Marin County Jail Mail Delivery Guidelines

### Pigeonly

Pigeonly will process the following non-legal incoming mail at their offsite facility:

- Letters
- Greeting Cards
- Postcards
- 4x6 Photos (Limit to 10 Photos per Parcel)
- Children's Drawings
- Unbound Newsletters

Note: Bulk mail will not be accepted.

### Mail To

Inmate Name – ID Number  
Marin County Jail – 1102  
PO Box 96777  
Las Vegas, NV 89119

### Marin County Jail

Marin County Jail will continue to processing the following mail:

- Legal Mail: Attorneys should continue to send legal mail directly to Marin County Jail for delivery to their incarcerated clients.
- Official Documents (including but not limited to):
  - Passbooks
  - Deposit Slips
  - Birth Certificates
  - Social Security Cards
  - Driver's License
  - Welfare Card
  - Medical Card
  - School Diplomas
  - Checks
- Printed material sent directly from publisher:
  - Newspaper and magazine subscriptions
  - Books addressed to inmates
  - Photo books addressed to inmates

### Mail To

Inmate Name – ID Number  
Marin County Jail  
13 Peter Behr Drive  
San Rafael, CA 94903

## **Marin County Jail Mail Scanning Frequently Asked Questions**

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### **Why is this new mail delivery process needed?**

Postal mail remains an access point to introduce contraband and illicit drugs into correctional facilities. Current scanning methods are limited in detecting this illegal contraband, which poses a significant health and safety risk.

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### **How does the new mail processing system work?**

- Non-legal mail is sent via PO Box to a central processing facility, operated by Pigeonly.
- All non-legal postal mail is opened, screened for contraband, and scanned into an electronic document with searchable text. This scanning process ensures that the digital copy closely resembles the original hardcopy, including color.
- The scanned mail is shared electronically with the Jail through a secure dashboard for further screening and review to ensure the mail is permitted under Jail policy.
- The scanned mail is printed and shipped from the central processing facility to Marin County Jail for distribution to the inmate recipients, completely eliminating the risk of contraband.
- For families and friends of inmates, Pigeonly provides an easy-to-use website ([www.pigeonly.com](http://www.pigeonly.com)) that allows them to create, send, and track delivery of printed photos, letters, greeting cards, and postcards from a cell phone, tablet, or computer.

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### **How is legal mail handled?**

Attorneys will continue to send legal mail directly to Marin County Jail for delivery to their incarcerated clients.

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### **Marin County Jail continues to accept official documents directly through postal mail (government ID cards, medical cards, diplomas, checks, etc.). Are these documents delivered to inmates?**

Official documents will be held on file at the Marin County Jail for the inmates.

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## **How long does it take for an inmate to receive non-legal mail?**

Within 24 hours of receipt, Pigeonly will open and scan incoming mail, share the electronic scan with the Jail for further screening, then print and prepare the mail for shipment to Marin County Jail. Printed mail is delivered to the Jail via Priority Mail and will be received at the facility within 1-3 days of shipment.

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## **How long is mail held at the central processing facility?**

Original copies of postal mail are held for 45 days. After this period, it is destroyed.

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## **I sent mail to an inmate and it was returned as undeliverable. Why?**

It may have been returned because it violates mail policy. All received mail will be inspected for prohibited materials. Mail that contains the following will be flagged and is subject to being marked as undeliverable: nudity, explicit sexual material, obscene material, violent language, promotion of violence, and contraband such as but not limited to weapons, drugs, or items of an unknown substance or odor.