

IGRP MONTHLY REPORTS 2003

GRIEVANCE RESOLUTION PROGRAM

Performance Indicator Report - Fiscal Year 2003

January 2003

APPENDIX D

Service Indicators	AMKC	%	ARDC	%	BBKC	%	BKDC	%		%	BK-HDM	%	EMTC	%	GMDC	%	GRVC	%	JATC	%	NIC	%	OBCC	%	OBCC/CPUS	%	QHDM	%	RMSC	%	VEBC	%	WEST	%	TOTAL		
1 CLASSIFICATION	1	2%	3	5%	2	6%	-	0%		##	-	##	1	2%	-	0%	-	0%	-	##	-	0%	1	3%	-	0%	-	##	-	0%	-	0%	-	0%	-	0%	8
2 CLOTHING	-	0%	-	0%	4	13%	2	7%		##	-	##	-	0%	-	0%	-	0%	-	##	1	3%	-	0%	-	0%	-	##	3	5%	1	3%	-	1%	11		
3 COMMISSARY	10	20%	-	0%	-	0%	-	0%		##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	3	10%	1	0%	-	##	-	0%	-	0%	-	0%	14		
4 CORRESPONDENCE	5	10%	16	24%	-	0%	-	0%		##	-	##	-	0%	5	12%	1	4%	-	##	-	0%	5	17%	-	0%	-	##	3	5%	7	18%	-	1%	42		
5 DIS. PROCESS	-	0%	-	0%	-	0%	-	0%		##	-	##	-	0%	-	0%	-	0%	-	##	2	6%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	2		
6 EMPLOYMENT	10	20%	5	8%	6	19%	5	17%		##	-	##	3	5%	2	5%	4	14%	-	##	3	9%	8	27%	-	0%	-	##	19	31%	1	3%	-	6%	66		
7 ENVIRONMENTAL	2	4%	-	0%	-	0%	-	0%		##	-	##	-	0%	-	0%	1	4%	-	##	-	0%	-	0%	-	0%	-	##	2	3%	1	3%	-	1%	6		
8 EQUIPMENT	-	0%	-	0%	-	0%	-	0%		##	-	##	-	0%	-	0%	1	4%	-	##	-	0%	1	3%	1	25%	-	##	3	5%	3	8%	-	1%	9		
9 FOOD	1	2%	-	0%	-	0%	-	0%		##	-	##	-	0%	-	0%	1	4%	-	##	1	3%	-	0%	-	0%	-	##	-	0%	2	5%	-	0%	5		
10 GRIEV. MECH.	-	0%	-	0%	-	0%	-	0%		##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-		
11 INMATE ACCOUNT	6	12%	9	14%	5	16%	4	14%		##	-	##	6	10%	4	10%	4	14%	-	##	1	3%	2	7%	-	0%	-	##	11	18%	4	11%	-	4%	56		
12 JAIL TIME	-	0%	7	11%	-	0%	-	0%		##	-	##	30	51%	-	0%	-	0%	-	##	-	0%	4	13%	2	50%	-	##	3	5%	-	0%	-	1%	46		
13 LAUNDRY	-	0%	-	0%	-	0%	-	0%		##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-		
14 LAW LIBRARY	1	2%	-	0%	-	0%	-	0%		##	-	##	-	0%	2	5%	-	0%	-	##	2	6%	1	3%	-	0%	-	##	-	0%	-	0%	-	0%	6		
15 MENTAL HEALTH	-	0%	-	0%	-	0%	-	0%		##	-	##	-	0%	1	2%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	1		
16 MEDICAL	-	0%	1	2%	3	10%	1	3%		##	-	##	-	0%	2	5%	-	0%	-	##	1	3%	2	7%	-	0%	-	##	1	2%	2	5%	-	0%	13		
17 NOISE	-	0%	-	0%	-	0%	-	0%		##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-		
18 PACKAGES	-	0%	1	2%	-	0%	-	0%		##	-	##	-	0%	6	14%	-	0%	-	##	1	3%	-	0%	-	0%	-	##	1	2%	-	0%	-	0%	9		
19 PERSONAL HYG.	-	0%	1	2%	-	0%	-	0%		##	-	##	-	0%	-	0%	2	7%	-	##	2	6%	-	0%	-	0%	-	##	-	0%	1	3%	-	0%	6		
20 PHONE CALLS	1	2%	4	6%	1	3%	3	10%		##	-	##	1	2%	-	0%	1	4%	-	##	-	0%	-	0%	-	0%	-	##	2	3%	-	0%	2	1%	15		
21 PHYSICAL PLANT	-	0%	-	0%	-	0%	-	0%		##	-	##	-	0%	-	0%	-	0%	-	##	2	6%	-	0%	-	0%	-	##	6	10%	2	5%	-	2%	10		
22 PROPERTY	12	24%	16	24%	8	26%	7	24%		##	-	##	15	25%	11	26%	13	46%	-	##	9	28%	2	7%	-	0%	-	##	2	3%	5	13%	3	1%	103		
23 RECREATION	-	0%	-	0%	-	0%	-	0%		##	-	##	-	0%	4	10%	-	0%	-	##	1	3%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	5		
24 RELIGION	-	0%	-	0%	1	3%	-	0%		##	-	##	-	0%	-	0%	-	0%	-	##	2	6%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	3		
25 RULES & RECS	-	0%	-	0%	-	0%	-	0%		##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	4	11%	-	0%	4		
26 SCHOOL	-	0%	-	0%	-	0%	-	0%		##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-		
27 SEARCH	-	0%	-	0%	-	0%	-	0%		##	-	##	-	0%	1	2%	-	0%	-	##	2	6%	-	0%	-	0%	-	##	-	0%	3	8%	-	0%	6		
28 SOCIAL SERVICES	-	0%	-	0%	-	0%	-	0%		##	-	##	-	0%	1	2%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	2	3%	-	0%	-	1%	3		
29 TRANSFER	-	0%	-	0%	-	0%	-	0%		##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	1	3%	-	0%	-	##	-	0%	-	0%	-	0%	1		
30 TRANSPORTATION	-	0%	-	0%	-	0%	-	0%		##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-		
31 VISITING	-	0%	2	3%	-	0%	1	3%		##	-	##	-	0%	1	2%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	1	2%	-	0%	-	0%	5		
32 OTHER	-	0%	1	2%	1	3%	6	21%		##	-	##	3	5%	2	5%	-	0%	-	##	2	6%	-	0%	-	0%	-	##	3	5%	2	5%	-	1%	20		
TOTAL	117	23%	156	24%	81	26%	74	24%		##	-	##	153	25%	111	26%	133	46%	-	##	109	28%	27	7%	-	0%	-	##	27	3%	55	13%	33	1%	475		

GRIEVANCE RESOLUTION PROGRAM

Performance Indicator Report - Fiscal Year 2003

February 2003

APPENDIX D

Service Indicators	AMKC	%	ARDC	%	BBKC	%	BKDC	%	%	BAHDM	%	EMTC	%	GMDC	%	GRVC	%	JATC	%	NIC	%	OBCC	%	OBC/CPSU	%	QHDM	%	RMSC	%	VCBC	%	WEST	%	TOTAL
1 CLASSIFICATION	-	0%	1	1%	-	0%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	1	2%	-	0%	-	0%	2
2 CLOTHING	-	0%	1	1%	1	3%	3	10%	##	-	##	-	0%	-	0%	-	0%	-	##	1	3%	-	0%	-	0%	-	##	1	2%	-	0%	-	0%	7
3 COMMISSARY	6	9%	1	1%	-	0%	3	10%	##	-	##	1	2%	-	0%	-	0%	-	##	-	0%	3	8%	-	0%	-	##	4	7%	1	3%	1	1%	20
4 CORRESPONDENCE	18	26%	15	20%	2	7%	1	3%	##	-	##	-	0%	-	0%	3	19%	-	##	5	13%	8	22%	-	0%	-	##	2	3%	-	0%	1	0%	55
5 DIS. PROCESS	-	0%	-	0%	-	0%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	1	3%	-	0%	-	##	-	0%	-	0%	-	0%	1
6 EMPLOYMENT	2	3%	5	7%	1	3%	1	3%	##	-	##	2	4%	7	13%	3	19%	-	##	-	0%	8	22%	-	0%	-	##	21	34%	5	17%	-	4%	55
7 ENVIRONMENTAL	-	0%	4	5%	-	0%	-	0%	##	-	##	-	0%	23	43%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	1	2%	-	0%	-	0%	28
8 EQUIPMENT	-	0%	-	0%	1	3%	1	3%	##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	1	2%	-	0%	-	0%	3
9 FOOD	-	0%	5	7%	-	0%	-	0%	##	-	##	-	0%	3	6%	2	13%	-	##	1	3%	-	0%	1	25%	-	##	1	2%	-	0%	-	0%	13
10 GRIEV. MECH.	-	0%	-	0%	-	0%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-
11 INMATE ACCOUNT	21	30%	7	9%	10	34%	5	17%	##	-	##	4	7%	1	2%	2	13%	-	##	4	11%	6	17%	-	0%	-	##	10	16%	6	21%	-	2%	76
12 JAIL TIME	-	0%	1	1%	-	0%	1	3%	##	-	##	29	51%	-	0%	-	0%	-	##	-	0%	2	6%	-	0%	-	##	5	8%	-	0%	-	1%	38
13 LAUNDRY	-	0%	-	0%	1	3%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	2	3%	-	0%	-	0%	3
14 LAW LIBRARY	-	0%	-	0%	-	0%	1	3%	##	-	##	-	0%	1	2%	-	0%	-	##	-	0%	1	3%	-	0%	-	##	-	0%	-	0%	-	0%	3
15 MENTAL HEALTH	-	0%	-	0%	-	0%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	1	3%	-	0%	1
16 MEDICAL	-	0%	3	4%	3	10%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	2	5%	1	3%	-	0%	-	##	-	0%	2	7%	1	0%	12
17 NOISE	-	0%	1	1%	-	0%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	1
18 PACKAGES	1	1%	1	1%	-	0%	1	3%	##	-	##	-	0%	1	2%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	2	3%	1	3%	1	0%	8
19 PERSONAL HYG.	-	0%	5	7%	-	0%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	4	11%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	9
20 PHONE CALLS	4	6%	1	1%	-	0%	4	14%	##	-	##	1	2%	2	4%	1	6%	-	##	-	0%	1	3%	-	0%	-	##	-	0%	2	7%	1	0%	17
21 PHYSICAL PLANT	-	0%	-	0%	-	0%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	1	3%	-	0%	-	0%	-	##	1	2%	2	7%	-	0%	4
22 PROPERTY	11	16%	19	25%	9	31%	3	10%	##	-	##	15	26%	8	15%	4	25%	-	##	16	42%	4	11%	3	75%	-	##	5	8%	1	3%	3	1%	101
23 RECREATION	-	0%	-	0%	-	0%	-	0%	##	-	##	-	0%	1	2%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	1
24 RELIGION	-	0%	-	0%	-	0%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	1	2%	-	0%	1	0%	2
25 RULES & REGS	2	3%	1	1%	-	0%	-	0%	##	-	##	-	0%	-	0%	1	6%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	2	7%	-	0%	6
26 SCHOOL	-	0%	-	0%	-	0%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-
27 SEARCH	1	1%	1	1%	-	0%	2	7%	##	-	##	-	0%	3	6%	-	0%	-	##	2	5%	1	3%	-	0%	-	##	2	3%	4	14%	-	0%	16
28 SOCIAL SERVICES	-	0%	-	0%	-	0%	-	0%	##	-	##	-	0%	1	2%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	1
29 TRANSFER	-	0%	-	0%	-	0%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-
30 TRANSPORTATION	-	0%	-	0%	-	0%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-
31 VISITING	-	0%	2	3%	-	0%	2	7%	##	-	##	-	0%	1	2%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	5
32 OTHER	3	4%	2	3%	1	3%	1	3%	##	-	##	5	9%	2	4%	-	0%	-	##	2	5%	-	0%	-	0%	-	##	1	2%	2	7%	-	0%	19
TOTAL	49	7%	79	10%	29	10%	39	14%	10	4%	57	20%	54	19%	11	4%	11	4%	36	13%	29	10%	4	1%	11	4%	104	3%	23	8%	9	3%	507	

MARCH 2003
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Performance Indicator Report - Fiscal Year 2003

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APPENDIX D

Service Indicators	AMKC	%	ARDC	%	BBKC	%	BRDC	%	%	BXNDM	%	EMTC	%	GMDC	%	GRVC	%	JATC	%	NIC	%	OBCC	%	OBCC/CPBU	%	QNDM	%	RMBC	%	VCBC	%	WEST	%	TOTAL
1 CLASSIFICATION	1	1%	4	5%	-	0%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	5
2 CLOTHING	-	0%	-	0%	-	0%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	2	3%	1	2%	-	0%	3
3 COMMISSARY	8	8%	2	3%	-	0%	3	10%	##	-	##	-	0%	1	2%	1	2%	-	##	-	0%	1	3%	-	0%	-	##	1	1%	4	9%	-	0%	21
4 CORRESPONDENCE	18	19%	10	13%	3	12%	-	0%	##	-	##	1	2%	14	22%	3	6%	-	##	3	7%	6	15%	2	50%	-	##	2	3%	1	2%	3	0%	66
5 DIS. PROCESS	-	0%	1	1%	-	0%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	1
6 EMPLOYMENT	16	16%	5	6%	8	32%	6	19%	##	-	##	5	8%	15	23%	5	10%	-	##	-	0%	4	10%	-	0%	-	##	24	33%	8	18%	-	2%	96
7 ENVIRONMENTAL	1	1%	6	8%	-	0%	-	0%	##	-	##	-	0%	1	2%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	2	3%	-	0%	-	0%	10
8 EQUIPMENT	-	0%	-	0%	-	0%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	6	15%	-	0%	-	##	5	7%	-	0%	-	0%	11
9 FOOD	6	6%	4	5%	-	0%	2	6%	##	-	##	-	0%	1	2%	3	6%	-	##	-	0%	-	0%	-	0%	-	##	1	1%	-	0%	-	0%	17
10 GRIEV. MECH.	-	0%	-	0%	-	0%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-
11 INMATE ACCOUNT	14	14%	6	8%	5	20%	4	13%	##	-	##	5	8%	7	11%	10	20%	-	##	12	29%	4	10%	-	0%	-	##	10	14%	7	16%	2	1%	86
12 JAIL TIME	2	2%	3	4%	-	0%	1	3%	##	-	##	30	50%	-	0%	-	0%	-	##	1	2%	5	13%	-	0%	-	##	7	10%	2	5%	-	1%	51
13 LAUNDRY	-	0%	1	1%	-	0%	1	3%	##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	2
14 LAW LIBRARY	-	0%	-	0%	3	12%	-	0%	##	-	##	-	0%	-	0%	1	2%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	4
15 MENTAL HEALTH	-	0%	-	0%	-	0%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-
16 MEDICAL	-	0%	3	4%	-	0%	-	0%	##	-	##	1	2%	-	0%	-	0%	-	##	2	5%	5	13%	-	0%	-	##	1	1%	-	0%	1	0%	13
17 NOISE	-	0%	-	0%	-	0%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-
18 PACKAGES	-	0%	4	5%	-	0%	1	3%	##	-	##	-	0%	3	5%	1	2%	-	##	-	0%	-	0%	-	0%	-	##	1	1%	1	2%	-	0%	11
19 PERSONAL HYG.	-	0%	2	3%	-	0%	1	3%	##	-	##	-	0%	2	3%	1	2%	-	##	2	5%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	8
20 PHONE CALLS	1	1%	3	4%	2	8%	3	10%	##	-	##	2	3%	8	12%	4	8%	-	##	1	2%	2	5%	-	0%	-	##	-	0%	-	0%	1	0%	27
21 PHYSICAL PLANT	-	0%	1	1%	-	0%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	1	1%	1	2%	-	0%	3
22 PROPERTY	22	23%	19	25%	4	16%	5	16%	##	-	##	13	22%	4	6%	14	27%	-	##	13	32%	6	15%	2	50%	-	##	3	4%	4	9%	5	0%	114
23 RECREATION	-	0%	-	0%	-	0%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	1	2%	-	0%	-	0%	-	##	-	0%	1	2%	-	0%	2
24 RELIGION	-	0%	-	0%	-	0%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	2	5%	2	0%	4
25 RULES & REGS	1	1%	-	0%	-	0%	-	0%	##	-	##	-	0%	-	0%	1	2%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	1	2%	-	0%	3
26 SCHOOL	-	0%	-	0%	-	0%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-
27 SEARCH	-	0%	-	0%	-	0%	-	0%	##	-	##	-	0%	1	2%	4	8%	-	##	3	7%	-	0%	-	0%	-	##	2	3%	3	7%	-	0%	13
28 SOCIAL SERVICES	-	0%	-	0%	-	0%	3	10%	##	-	##	-	0%	3	5%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	2	3%	-	0%	-	0%	8
29 TRANSFER	-	0%	-	0%	-	0%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-
30 TRANSPORTATION	-	0%	-	0%	-	0%	-	0%	##	-	##	-	0%	1	2%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	1
31 VISITING	2	2%	-	0%	-	0%	-	0%	##	-	##	-	0%	1	2%	2	4%	-	##	1	2%	-	0%	-	0%	-	##	1	1%	1	2%	-	0%	8
32 OTHER	5	5%	3	4%	-	0%	1	3%	##	-	##	3	5%	3	5%	1	2%	-	##	2	5%	1	3%	-	0%	-	##	7	10%	7	16%	2	1%	35
TOTAL	97		77		15		31		0		0		68		67		29		31		41		90		0		31		72		48		16	623

GRIEVANCE RESOLUTION PROGRAM

Performance Indicator Report - Fiscal Year 2003

APRIL 2003

APPENDIX D

Service Indicators	AMKC	%	ARDC	%	BBKC	%	BKDC	%	%	%	BHDM	%	EMTC	%	GMDC	%	GRVC	%	IATC	%	NIC	%	ORCC	%	OBCC/CPBU	%	QHDM	%	RMSC	%	VCBC	%	WEST	%	TOTAL	
1 CLASSIFICATION	-	0%	6	11%	-	0%	-	0%	##	-	##	3	5%	-	0%	-	0%	-	##	-	0%	2	6%	-	0%	-	##	-	0%	-	0%	-	0%	-	0%	11
2 CLOTHING	-	0%	-	0%	1	5%	3	9%	##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	3	4%	5	9%	-	1%	12		
3 COMMISSARY	9	13%	-	0%	-	0%	-	0%	##	-	##	1	2%	3	6%	2	8%	-	##	2	5%	2	6%	-	0%	-	##	1	1%	1	2%	-	0%	21		
4 CORRESPONDENCE	10	14%	9	16%	3	15%	2	6%	##	-	##	3	5%	12	26%	1	4%	-	##	2	5%	8	22%	-	0%	-	##	1	1%	-	0%	-	0%	51		
5 DIS. PROCESS	-	0%	-	0%	-	0%	-	0%	##	-	##	-	0%	1	2%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	0%	1
6 EMPLOYMENT	9	13%	-	0%	3	15%	6	19%	##	-	##	4	6%	3	6%	3	13%	-	##	3	7%	3	8%	-	0%	-	##	25	33%	5	9%	1	8%	65		
7 ENVIRONMENTAL	2	3%	-	0%	-	0%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	0%	2
8 EQUIPMENT	1	1%	-	0%	-	0%	2	6%	##	-	##	-	0%	-	0%	2	8%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	10	19%	-	0%	-	0%	15
9 FOOD	1	1%	-	0%	-	0%	-	0%	##	-	##	-	0%	-	0%	1	4%	-	##	2	5%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	0%	4
10 GRIEV. MECH.	-	0%	-	0%	-	0%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	0%	-
11 INMATE ACCOUNT	9	13%	5	9%	6	30%	4	13%	##	-	##	6	9%	3	6%	2	8%	-	##	6	14%	-	0%	-	0%	-	##	11	15%	9	17%	-	4%	61		
12 JAIL TIME	-	0%	10	18%	-	0%	1	3%	##	-	##	26	41%	1	2%	-	0%	-	##	-	0%	5	14%	4	44%	-	##	4	5%	1	2%	-	1%	52		
13 LAUNDRY	1	1%	-	0%	-	0%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	4	5%	-	0%	-	1%	5		
14 LAW LIBRARY	1	1%	-	0%	-	0%	1	3%	##	-	##	1	2%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	0%	3
15 MENTAL HEALTH	-	0%	-	0%	-	0%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	0%	-
16 MEDICAL	1	1%	1	2%	1	5%	1	3%	##	-	##	3	5%	3	6%	-	0%	-	##	1	2%	5	14%	1	11%	-	##	1	1%	2	4%	-	0%	-	0%	20
17 NOISE	-	0%	-	0%	-	0%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	0%	-
18 PACKAGES	2	3%	5	9%	-	0%	-	0%	##	-	##	-	0%	2	4%	-	0%	-	##	-	0%	1	3%	-	0%	-	##	3	4%	-	0%	-	1%	13		
19 PERSONAL HYC.	1	1%	-	0%	-	0%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	1	2%	-	0%	-	0%	-	##	4	5%	1	2%	-	1%	7		
20 PHONE CALLS	1	1%	1	2%	2	10%	4	13%	##	-	##	4	6%	10	21%	7	29%	-	##	5	12%	3	8%	-	0%	-	##	1	1%	-	0%	-	0%	38		
21 PHYSICAL PLANT	-	0%	-	0%	-	0%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	1	2%	1	3%	-	0%	-	##	1	1%	6	11%	-	0%	-	0%	9
22 PROPERTY	18	26%	13	24%	4	20%	6	19%	##	-	##	8	13%	5	11%	4	17%	-	##	15	35%	5	14%	4	44%	-	##	2	3%	4	8%	2	1%	90		
23 RECREATION	-	0%	-	0%	-	0%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	1	2%	-	0%	-	0%	1
24 RELIGION	-	0%	-	0%	-	0%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	1	0%	-	0%	1
25 RULES & RECS	1	1%	-	0%	-	0%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	1	2%	-	0%	-	0%	2
26 SCHOOL	-	0%	-	0%	-	0%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	0%	-
27 SEARCH	-	0%	-	0%	-	0%	-	0%	##	-	##	-	0%	3	6%	1	4%	-	##	2	5%	-	0%	-	0%	-	##	2	3%	4	8%	-	1%	12		
28 SOCIAL SERVICES	-	0%	2	4%	-	0%	1	3%	##	-	##	1	2%	-	0%	1	4%	-	##	1	2%	-	0%	-	0%	-	##	6	8%	-	0%	-	2%	12		
29 TRANSFER	-	0%	-	0%	-	0%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	1	2%	-	0%	-	0%	1
30 TRANSPORTATION	-	0%	-	0%	-	0%	-	0%	##	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	##	-	0%	-	0%	-	0%	-	0%	-
31 VISITING	1	1%	2	4%	-	0%	-	0%	##	-	##	1	2%	-	0%	-	0%	-	##	1	2%	1	3%	-	0%	-	##	-	0%	-	0%	-	0%	-	0%	6
32 OTHER	2	3%	1	2%	-	0%	1	3%	##	-	##	3	5%	1	2%	-	0%	-	##	1	2%	-	0%	-	0%	-	##	6	8%	2	4%	-	2%	17		
																												532								

GRIEVANCE RESOLUTION PROGRAM

Performance Indicator Report - Fiscal Year 2003

MAY 2003

APPENDIX D

Service Indicators	AMKC	%	ARDC	%	BRKC	%	BKDC	%	%	EXHDM	%	EMTC	%	GMDC	%	CRVC	%	JATC	%	NIC	%	OBCC	%	OBCC/CPST	%	CHDM	%	RMSC	%	VEBC	%	WEST	%	TOTAL
1 CLASSIFICATION	1	1%	5	8%	-	0%	-	0%	###	-	###	1	2%	1	2%	-	0%	-	###	-	0%	1	4%	-	0%	-	###	1	2%	-	0%	-	0%	10
2 CLOTHING	-	0%	-	0%	2	6%	1	5%	###	-	###	-	0%	-	0%	-	0%	-	###	-	0%	-	0%	-	0%	-	###	3	5%	-	0%	-	1%	6
3 COMMISSARY	4	6%	4	6%	-	0%	-	0%	###	-	###	1	2%	1	2%	2	8%	-	###	2	6%	-	0%	-	0%	-	###	6	9%	1	3%	-	2%	21
4 CORRESPONDENCE	6	9%	11	###	4	###	1	5%	###	-	###	1	2%	8	###	1	4%	-	###	1	3%	7	###	-	0%	-	###	-	0%	1	3%	-	0%	41
5 DIS. PROCESS	1	1%	1	2%	-	0%	-	0%	###	-	###	-	0%	-	0%	-	0%	-	###	-	0%	-	0%	3	###	-	###	-	0%	-	0%	-	0%	5
6 EMPLOYMENT	7	10%	4	6%	3	9%	10	###	###	-	###	8	###	7	###	5	###	-	###	-	0%	1	4%	-	0%	-	###	14	###	3	8%	-	5%	82
7 ENVIRONMENTAL	-	0%	1	2%	-	0%	-	0%	###	-	###	-	0%	-	0%	-	0%	-	###	-	0%	1	4%	1	8%	-	###	1	2%	-	0%	-	0%	4
8 EQUIPMENT	-	0%	-	0%	2	6%	1	5%	###	-	###	-	0%	-	0%	1	4%	-	###	1	3%	-	0%	-	0%	-	###	4	6%	2	6%	-	2%	11
9 FOOD	-	0%	2	3%	-	0%	-	0%	###	-	###	1	2%	2	5%	3	###	-	###	-	0%	1	4%	2	###	-	###	7	###	2	6%	-	3%	20
10 GRIEV. MECH.	1	1%	-	0%	-	0%	-	0%	###	-	###	-	0%	-	0%	1	4%	-	###	-	0%	-	0%	-	0%	-	###	-	0%	-	0%	-	0%	2
11 INMATE ACCOUNT	18	26%	6	###	9	###	1	5%	###	-	###	6	9%	5	###	3	###	-	###	4	###	4	###	-	0%	-	###	6	9%	3	8%	-	2%	65
12 JAIL TIME	2	3%	4	6%	1	3%	1	5%	###	-	###	29	###	-	0%	1	4%	-	###	-	0%	2	8%	1	8%	-	###	5	8%	-	0%	-	2%	46
13 LAUNDRY	-	0%	-	0%	-	0%	-	0%	###	-	###	-	0%	-	0%	-	0%	-	###	-	0%	-	0%	-	0%	-	###	-	0%	-	0%	-	0%	-
14 LAW LIBRARY	-	0%	1	2%	-	0%	-	0%	###	-	###	-	0%	1	2%	-	0%	-	###	-	0%	-	0%	1	8%	-	###	-	0%	-	0%	1	0%	4
15 MENTAL HEALTH	-	0%	-	0%	-	0%	-	0%	###	-	###	-	0%	-	0%	-	0%	-	###	-	0%	-	0%	-	0%	-	###	-	0%	-	0%	-	0%	-
16 MEDICAL	1	1%	1	2%	-	0%	-	0%	###	-	###	-	0%	1	2%	-	0%	-	###	-	0%	3	###	-	0%	-	###	-	0%	1	3%	-	0%	7
17 NOISE	-	0%	-	0%	-	0%	-	0%	###	-	###	-	0%	-	0%	-	0%	-	###	-	0%	-	0%	-	0%	-	###	-	0%	-	0%	-	0%	-
18 PACKAGES	1	1%	6	###	-	0%	-	0%	###	-	###	-	0%	5	###	-	0%	-	###	-	0%	-	0%	-	0%	-	###	-	0%	-	0%	-	0%	12
19 PERSONAL HYG.	3	4%	2	3%	-	0%	-	0%	###	-	###	-	0%	1	2%	-	0%	-	###	4	###	-	0%	-	0%	-	###	1	2%	1	3%	-	0%	12
20 PHONE CALLS	2	3%	2	3%	2	6%	2	9%	###	-	###	1	2%	2	5%	2	8%	-	###	-	0%	1	4%	1	8%	-	###	-	0%	-	0%	-	0%	15
21 PHYSICAL PLANT	-	0%	1	2%	-	0%	-	0%	###	-	###	-	0%	-	0%	-	0%	-	###	-	0%	-	0%	-	0%	-	###	1	2%	1	3%	-	0%	3
22 PROPERTY	16	23%	4	6%	7	###	4	###	###	-	###	14	###	8	###	3	###	-	###	17	###	2	8%	2	###	-	###	2	3%	5	###	3	1%	87
23 RECREATION	2	3%	1	2%	-	0%	1	5%	###	-	###	-	0%	1	2%	-	0%	-	###	-	0%	-	0%	-	0%	-	###	-	0%	-	0%	-	0%	5
24 RELIGION	1	1%	-	0%	-	0%	-	0%	###	-	###	-	0%	-	0%	-	0%	-	###	-	0%	-	0%	-	0%	-	###	-	0%	2	6%	-	0%	3
25 RULES & REGS	1	1%	2	3%	-	0%	-	0%	###	-	###	-	0%	-	0%	-	0%	-	###	-	0%	-	0%	-	0%	-	###	-	0%	-	0%	-	0%	3
26 SCHOOL	-	0%	-	0%	-	0%	-	0%	###	-	###	-	0%	-	0%	-	0%	-	###	-	0%	1	4%	1	8%	-	###	5	8%	-	0%	-	2%	7
27 SEARCH	-	0%	1	2%	-	0%	-	0%	###	-	###	-	0%	-	0%	3	###	-	###	1	3%	-	0%	-	0%	-	###	-	0%	7	###	-	0%	12
28 SOCIAL SERVICES	-	0%	-	0%	-	0%	-	0%	###	-	###	-	0%	-	0%	-	0%	-	###	-	0%	-	0%	-	0%	-	###	1	2%	-	0%	-	0%	1
29 TRANSFER	-	0%	-	0%	-	0%	-	0%	###	-	###	-	0%	-	0%	-	0%	-	###	1	3%	1	4%	-	0%	-	###	-	0%	-	0%	-	0%	2
30 TRANSPORTATION	-	0%	-	0%	-	0%	-	0%	###	-	###	-	0%	-	0%	-	0%	-	###	-	0%	-	0%	-	0%	-	###	-	0%	-	0%	-	0%	-
31 VISITING	1	1%	-	0%	-	0%	-	0%	###	-	###	-	0%	-	0%	-	0%	-	###	-	0%	-	0%	-	0%	-	###	1	2%	-	0%	-	0%	2
32 OTHER	2	3%	4	6%	2	6%	-	0%	###	-	###	3	5%	1	2%	-	0%	-	###	3	9%	1	4%	-	0%	-	###	6	9%	7	###	-	2%	29
TOTAL	76	%	83	%	52	%	23	%	0	%	0	85	%	46	%	29	%	0	54	%	26	%	12	%	0	64	%	36	%	6	%	497		

APPENDIX D

INMATE GRIEVANCE RESOLUTION PROGRAM
MONTH: FACILITY: DEPARTMENT-WIDE

June 2003

GRIEVANCE CATEGORY	AMKC	ARDC	BBKC	BKDC	EMTC	GMDC	GRVC	NIC	OBCC	OBCC/ CPSU	QDC	RMSC	VCBC	WF	TOTAL	YTD
1. CLASSIFICATION	1	4	0		2	0	3	0	2	0		3	0	0	15	
2. CLOTHING	0	0	1		0	0	0	0	1	0		1	6	0	3	
3. COMMISSARY	0	0	0		0	1	1	1	1	2		1	14	0	21	
4. CORRESPONDENCE	5	7	4		1	6	4	4	7	1		0	0	0	39	
5. DIS. PROCESS	0	1	0		0	0	0	0	0	8		0	0	0	9	
6. EMPLOYMENT	14	3	3		5	24	7	2	11	0		31	4	0	104	
7. ENVIRONMENTAL	0	2	0		0	0	0	0	0	0		2	1	0	5	
8. EQUIPMENT	1	1	1		0	0	1	2	1	1		0	7	0	15	
9. FOOD	4	5	2		0	2	0	1	2	2		1	0	0	19	
10. GRIEV. MECH.	0	0	0		0	0	0	0	1	0		0	6	0	1	
11. INMATE ACCOUNT	7	16	16		11	3	6	2	2	1		6	0	1	65	
12. JAIL TIME	2	8	1		25	0	0	0	4	1		3	0	0	44	
13. LAUNDRY	0	1	0		0	0	0	0	0	0		0	1	0	2	
14. LAW LIBRARY	0	1	0		0	1	1	1	0	0		0	0	0	4	
15. MENTAL HEALTH	0	1	0		0	0	0	0	0	0		0	0	0	1	
16. MEDICAL	2	10	4		0	1	0	0	6	1		0	2	1	27	
17. NOISE	0	0	0		0	0	0	1	0	0		0	0	0	1	
18. PACKAGES	2	1	0		0	6	0	0	0	0		0	0	0	4	
19. PERSONAL HYG.	0	2	0		0	0	1	21	0	2		0	1	0	27	
20. PHONE CALLS	1	5	0		2	2	1	0	0	1		0	0	1	13	
21. PHYSICAL PLANT	0	0	0		0	2	0	0	0	0		0	0	0	2	
22. PROPERTY	16	11	8		11	11	12	5	7	3		2	5	2	93	
23. RECREATION	0	1	0		0	0	0	0	0	0		0	0	0	1	
24. RELIGION	0	1	0		0	1	0	0	0	0		0	0	0	2	
25. RULES & REGS	3	2	0		0	0	1	0	0	0		0	2	0	3	
26. SCHOOL	0	0	0		0	0	0	0	0	0		0	0	0	0	
27. SEARCH	1	1	0		0	0	3	0	1	0		2	9	0	17	
28. SOCIAL SERVICES	2	0	0		0	1	0	0	0	0		1	0	0	4	
29. TRANSFER	0	0	0		0	0	0	0	1	0		2	0	0	3	
30. TRANSPORTATION	0	0	0		0	0	1	0	0	0		0	0	0	1	
31. VISITING	0	2	0		0	0	0	0	0	0		2	0	0	4	
32. OTHER	2	6	0		4	1	0	1	0	0		4	3	1	22	
TOTAL	63	92	34		61	62	42	41	47	23		61	44	6	581	

PERFORMANCE RESOLUTION PROGRAM
 Performance Indicator Report - Fiscal Year 2004
 JULY 2003

APPENDIX D

Service Indicators	AMKC	%	ARDC	%	BRKC	%	EMTC	%	OMDC	%	GRVC	%	NIC	%	OBCC	%	OBCCC/PSU	%	RMSC	%	VCBC	%	WEST	%	TOTAL
1 CLASSIFICATION	2	3%	5	5%	-	0%	4	5%	-	0%	-	0%	-	0%	3	7%	1	5%	4	6%	-	0%	-	1%	19
2 CLOTHING	-	0%	-	0%	1	4%	-	0%	-	0%	-	0%	-	3%	-	0%	-	0%	1	1%	1	2%	-	0%	4
3 COMMISSARY	2	3%	1	1%	-	0%	-	0%	2	4%	3	8%	-	0%	1	2%	2	0%	6	9%	18	33%	-	2%	35
4 CORRESPONDENCE	4	6%	23	23%	2	7%	-	0%	6	12%	2	5%	6	20%	3	7%	1	5%	1	1%	-	0%	-	0%	48
5 DIS. PROCESS	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
6 EMPLOYMENT	18	25%	15	15%	3	11%	3	5%	11	22%	6	16%	2	7%	7	16%	-	0%	24	34%	6	11%	-	7%	95
7 ENVIRONMENTAL	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1
8 EQUIPMENT	-	0%	-	0%	-	0%	-	0%	-	0%	3	8%	-	0%	1	2%	-	0%	-	0%	3	5%	-	0%	7
9 FOOD	1	1%	1	1%	1	4%	-	0%	-	0%	-	0%	1	3%	1	2%	1	5%	6	9%	-	0%	-	2%	12
10 GRIEV. MECH.	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
11 INMATE ACCOUNT	10	14%	16	16%	7	26%	10	15%	5	10%	4	11%	5	17%	3	7%	1	5%	7	10%	6	11%	1	2%	75
12 JAIL TIME	1	1%	6	6%	1	4%	32	48%	-	0%	-	0%	-	0%	6	14%	3	14%	4	6%	-	0%	-	1%	53
13 LAUNDRY	1	1%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2	5%	1	1%	-	0%	-	0%	4
14 LAW LIBRARY	2	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	5%	-	0%	-	0%	-	0%	3
15 MENTAL HEALTH	-	0%	2	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2
16 MEDICAL	1	1%	2	2%	1	4%	-	0%	1	2%	2	5%	1	3%	4	9%	-	0%	-	0%	-	0%	-	0%	12
17 NOISE	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
18 PACKAGES	2	3%	2	2%	-	0%	-	0%	2	4%	4	11%	-	0%	-	0%	-	0%	3	4%	-	0%	1	1%	14
19 PERSONAL HYG.	2	3%	2	2%	2	7%	-	0%	-	0%	-	0%	4	13%	2	5%	1	5%	-	0%	-	0%	-	0%	13
20 PHONE CALLS	3	4%	9	9%	-	0%	3	5%	1	2%	3	8%	-	0%	-	0%	1	5%	3	4%	-	0%	-	1%	23
21 PHYSICAL PLANT	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	6	9%	2	4%	-	2%	8
22 PROPERTY	19	26%	14	14%	9	33%	11	17%	11	22%	11	29%	7	23%	10	23%	7	32%	2	3%	4	7%	3	1%	108
23 RECREATION	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	5%	-	0%	1	2%	-	0%	2
24 RELIGION	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	1
25 RULES & REGS	-	0%	1	1%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2	4%	-	0%	3
26 SCHOOL	1	1%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1
27 SEARCH	-	0%	-	0%	-	0%	-	0%	2	4%	-	0%	3	10%	-	0%	-	0%	-	0%	1	2%	-	0%	6
28 SOCIAL SERVICES	-	0%	-	0%	-	0%	-	0%	2	4%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2
29 TRANSFER	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2	4%	-	0%	2
30 TRANSPORTATION	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1
31 VISITING	1	1%	1	1%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2
32 OTHER	2	3%	1	1%	-	0%	3	5%	4	8%	-	0%	-	0%	2	5%	-	0%	2	3%	9	16%	-	1%	23
TOTAL	75		101		37		66		98		36		50		94		29		70		91		5	579	

GRIEVANCE RESOLUTION PROGRAM

Performance Indicator Report - Fiscal Year 2004

AUGUST 2003

APPENDIX D

Service Indicators	AMKC	%	ARDC	%	BBKC	%	EMTC	%	CMDC	%	GRVC	%	NIC	%	OBCC	%	OBCC/CPSU	%	RMSC	%	VCBC	%	WEST	%	TOTAL
1 CLASSIFICATION	1	2%	4	10%	-	0%	-	0%	-	0%	1	3%	-	0%	4	11%	-	0%	1	2%	-	0%	-	1%	11
2 CLOTHING	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	1	3%	-	1%	3
3 COMMISSARY	1	2%	2	5%	5	19%	2	3%	-	0%	2	7%	3	8%	1	3%	-	0%	1	2%	2	6%	-	1%	19
4 CORRESPONDENCE	7	11%	10	25%	1	4%	2	3%	7	17%	1	3%	7	18%	2	6%	2	50%	-	0%	1	3%	-	0%	40
5 DIS. PROCESS	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1
6 EMPLOYMENT	14	22%	4	10%	1	4%	2	3%	11	27%	3	10%	1	3%	3	9%	-	0%	24	39%	14	39%	-	13%	77
7 ENVIRONMENTAL	5	8%	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	6
8 EQUIPMENT	-	0%	-	0%	2	8%	-	0%	-	0%	1	3%	2	5%	-	0%	-	0%	1	2%	1	3%	-	1%	7
9 FOOD	-	0%	-	0%	1	4%	-	0%	1	2%	-	0%	6	15%	-	0%	-	0%	5	8%	-	0%	-	3%	13
10 GRIEV. MECH.	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
11 INMATE ACCOUNT	8	12%	1	3%	7	27%	8	13%	2	5%	3	10%	6	15%	1	3%	-	0%	2	3%	3	8%	1	1%	42
12 JAIL TIME	3	5%	2	5%	-	0%	30	48%	-	0%	-	0%	-	0%	7	20%	-	0%	6	10%	-	0%	-	3%	48
13 LAUNDRY	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
14 LAW LIBRARY	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	1	3%	-	0%	-	0%	-	0%	-	0%	2
15 MENTAL HEALTH	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2	3%	-	0%	-	1%	2
16 MEDICAL	3	5%	1	3%	3	12%	1	2%	-	0%	-	0%	1	3%	4	11%	-	0%	1	2%	-	0%	1	1%	15
17 NOISE	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
18 PACKAGES	-	0%	3	8%	-	0%	-	0%	5	12%	1	3%	-	0%	-	0%	-	0%	2	3%	-	0%	-	1%	11
19 PERSONAL HYG.	1	2%	1	3%	-	0%	-	0%	-	0%	2	7%	5	13%	-	0%	-	0%	-	0%	1	3%	-	0%	10
20 PHONE CALLS	1	2%	1	3%	3	12%	3	5%	1	2%	1	3%	-	0%	1	3%	-	0%	1	2%	-	0%	-	1%	12
21 PHYSICAL PLANT	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2	3%	-	0%	-	1%	2
22 PROPERTY	17	26%	8	20%	2	8%	13	21%	11	27%	8	28%	5	13%	7	20%	2	50%	3	5%	2	6%	-	2%	78
23 RECREATION	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	1
24 RELIGION	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	-	0%	-	0%	-	0%	-	0%	2
25 RULES & REGS	-	0%	-	0%	-	0%	-	0%	-	0%	2	7%	-	0%	-	0%	-	0%	-	0%	5	14%	-	0%	7
26 SCHOOL	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
27 SEARCH	-	0%	1	3%	-	0%	-	0%	2	5%	3	10%	2	5%	-	0%	-	0%	-	0%	1	3%	-	0%	9
28 SOCIAL SERVICES	-	0%	1	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	7	11%	-	0%	-	4%	8
29 TRANSFER	-	0%	1	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1
30 TRANSPORTATION	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
31 VISITING	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2	6%	-	0%	-	0%	-	0%	-	0%	3
32 OTHER	-	0%	-	0%	1	4%	1	2%	-	0%	-	0%	1	3%	2	6%	-	0%	2	3%	4	11%	1	1%	12
TOTAL	63		60		25		63		61		20		48		53		4		61		38		3		442

GRIEVANCE RESOLUTION PROGRAM

Performance Indicator Report - Fiscal Year 2004

SEPTEMBER 2003

APPENDIX D

Service Indicators	AMKC	%	ARDC	%	BBKC	%	EMTC	%	OMDC	%	ORVC	%	NIC	%	OBCC	%	OBCC/CPSU	%	RMSC	%	VCBC	%	WEST	%	TOTAL
1 CLASSIFICATION	-	0%	1	2%	-	0%	2	3%	2	4%	-	0%	-	0%	-	0%	-	0%	1	2%	1	3%	-	0%	7
2 CLOTHING	-	0%	-	0%	1	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1
3 COMM. SARY	2	2%	1	2%	-	0%	-	0%	1	2%	2	8%	1	2%	1	3%	1	0%	1	2%	-	0%	-	0%	10
4 CORRESPONDENCE	12	13%	13	21%	2	6%	1	2%	16	29%	-	0%	3	6%	5	14%	2	13%	-	0%	-	0%	2	0%	56
5 DIS. PROCESS	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1
6 EMPLOYMENT	39	41%	5	8%	-	0%	1	2%	5	9%	10	38%	1	2%	3	8%	1	7%	24	39%	7	18%	-	4%	96
7 ENVIRONMENTAL	2	2%	1	2%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	2	3%	-	0%	-	0%	6
8 EQUIPMENT	-	0%	2	3%	1	3%	-	0%	-	0%	-	0%	4	7%	-	0%	-	0%	-	0%	1	3%	-	0%	8
9 FOOD	6	6%	5	8%	1	3%	1	2%	1	2%	-	0%	19	35%	2	6%	-	0%	4	6%	-	0%	-	1%	39
10 GRIEV. MECH.	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
11 INMATE ACCOUNT	13	14%	5	6%	10	32%	8	14%	3	5%	6	23%	5	9%	4	11%	-	0%	12	19%	10	25%	1	2%	77
12 JAIL TIME	-	0%	-	0%	1	3%	28	48%	-	0%	-	0%	-	0%	5	14%	3	20%	3	5%	-	0%	-	0%	40
13 LAUNDRY	-	0%	2	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2
14 LAW LIBRARY	1	1%	-	0%	-	0%	-	0%	2	4%	-	0%	1	2%	1	3%	2	13%	1	2%	1	3%	-	0%	9
15 MENTAL HEALTH	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
16 MEDICAL	-	0%	2	3%	-	0%	1	2%	3	5%	1	4%	3	6%	2	6%	1	7%	-	0%	-	0%	-	0%	13
17 NOISE	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
18 PACKAGES	1	1%	4	6%	-	0%	2	3%	4	7%	1	4%	-	0%	-	0%	-	0%	1	2%	3	8%	-	0%	16
19 PERSONAL HYG.	3	3%	1	2%	-	0%	-	0%	-	0%	-	0%	2	4%	-	0%	-	0%	-	0%	1	3%	-	0%	7
20 PHONE CALLS	-	0%	-	0%	-	0%	2	3%	-	0%	2	8%	1	2%	3	8%	3	20%	-	0%	-	0%	-	0%	11
21 PHYSICAL PLANT	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	1	3%	-	0%	2
22 PROPERTY	14	15%	10	16%	12	39%	11	19%	9	16%	3	12%	6	11%	4	11%	2	13%	2	3%	4	10%	7	0%	84
23 RECREATION	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
24 RELIGION	-	0%	2	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	3
25 RULES & RECS	1	1%	-	0%	-	0%	-	0%	-	0%	-	0%	2	4%	-	0%	-	0%	-	0%	2	5%	-	0%	5
26 SCHOOL	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	-	0%	-	0%	-	0%	1
27 SEARCH	-	0%	3	5%	-	0%	-	0%	1	2%	1	4%	3	6%	-	0%	-	0%	1	2%	3	8%	-	0%	12
28 SOCIAL SERVICES	1	1%	-	0%	-	0%	-	0%	3	5%	-	0%	1	2%	1	3%	-	0%	1	2%	-	0%	-	0%	7
29 TRANSFER	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1
30 TRANSPORTATION	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
31 VISITING	1	1%	3	5%	-	0%	-	0%	2	4%	-	0%	-	0%	1	3%	-	0%	1	2%	-	0%	-	0%	8
32 OTHER	-	0%	3	5%	3	10%	-	0%	1	2%	-	0%	2	4%	3	8%	-	0%	7	11%	5	13%	1	1%	25
TOTAL	96		63		31		53		35		28		54		56		13		62		40		11		547

GRIEVANCE RESOLUTION PROGRAM

Performance Indicator Report - Fiscal Year 2004

OCTOBER 2003

APPENDIX D

Service Indicators	AMKC	%	ARDC	%	BBKC	%	EMTC	%	DMDC	%	DRVC	%	MC	%	OBCC	%	OBCC/CFSU	%	RMSC	%	VCBC	%	WEST	%	TOTAL
1 CLASSIFICATION	-	0%	-	0%	-	0%	2	3%	1	2%	1	6%	2	4%	-	0%	-	0%	-	0%	-	0%	-	0%	6
2 CLOTHING	-	0%	1	2%	2	10%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	3
3 COMMISSARY	3	4%	3	5%	-	0%	-	0%	-	0%	-	0%	2	4%	8	16%	1	0%	2	4%	1	2%	-	1%	20
4 CORRESPONDENCE	12	15%	10	17%	1	5%	2	3%	9	18%	-	0%	2	4%	6	12%	-	0%	2	4%	1	2%	-	1%	45
5 DIS. PROCESS	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
6 EMPLOYMENT	17	21%	5	8%	1	5%	6	9%	8	12%	6	38%	8	15%	2	4%	-	0%	22	39%	9	21%	1	6%	83
7 ENVIRONMENTAL	1	1%	7	12%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	3	5%	1	2%	-	1%	13
8 EQUIPMENT	9	11%	3	5%	-	0%	-	0%	-	0%	-	0%	-	0%	2	4%	-	0%	5	9%	-	0%	-	1%	19
9 FOOD	2	3%	-	0%	-	0%	1	1%	1	2%	-	0%	2	4%	3	6%	-	0%	-	0%	-	0%	-	0%	9
10 GRIEV. MECH.	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
11 INMATE ACCOUNT	12	15%	4	7%	3	14%	10	15%	4	8%	2	13%	10	19%	4	8%	-	0%	7	12%	4	10%	1	2%	61
12 JAIL TIME	3	4%	-	0%	-	0%	21	31%	-	0%	-	0%	-	0%	4	8%	6	80%	1	2%	-	0%	1	0%	36
13 LAUNDRY	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	1
14 LAW LIBRARY	-	0%	1	2%	-	0%	-	0%	-	0%	1	6%	2	4%	-	0%	-	0%	-	0%	-	0%	-	0%	4
15 MENTAL HEALTH	-	0%	-	0%	-	0%	-	0%	-	0%	1	6%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1
16 MEDICAL	4	5%	2	3%	1	5%	-	0%	1	2%	1	6%	-	0%	6	12%	-	0%	-	0%	-	0%	-	0%	15
17 NOISE	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
18 PACKAGES	-	0%	3	5%	-	0%	1	1%	3	6%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	1	0%	9
19 PERSONAL HYG.	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	1
20 PHONE CALLS	-	0%	2	3%	-	0%	3	4%	4	8%	1	6%	-	0%	1	2%	-	0%	2	4%	1	2%	-	1%	14
21 PHYSICAL PLANT	-	0%	-	0%	-	0%	-	0%	2	4%	-	0%	1	2%	-	0%	-	0%	7	12%	6	14%	-	2%	16
22 PROPERTY	12	15%	10	17%	11	52%	19	28%	11	22%	3	19%	17	33%	8	16%	3	30%	1	2%	4	10%	2	0%	101
23 RECREATION	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1
24 RELIGION	2	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	3
25 RULES & REGS	1	1%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	5	12%	-	0%	6
26 SCHOOL	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
27 SEARCH	-	0%	4	7%	-	0%	-	0%	2	4%	-	0%	2	4%	-	0%	-	0%	4	7%	5	12%	-	1%	17
28 SOCIAL SERVICES	-	0%	1	2%	-	0%	-	0%	4	8%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	5
29 TRANSFER	1	1%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1
30 TRANSPORTATION	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
31 VISITING	1	1%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	3	6%	-	0%	1	2%	-	0%	-	0%	6
32 OTHER	-	0%	1	2%	2	10%	3	4%	2	4%	-	0%	3	6%	2	4%	-	0%	-	0%	2	5%	-	0%	15
TOTAL	90	9%	21	3%	21	5%	59	5%	51	5%	19	5%	52	5%	48	5%	10	5%	57	5%	42	5%	3	511	

GRIEVANCE RESOLUTION PROGRAM

Performance Indicator Report - Fiscal Year 2004

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APPENDIX D

Service Indicators	AMKC	%	ARDC	%	BBKC	%	EMTC	%	OMDC	%	CRVC	%	NIC	%	OBCC	%	OBCC/CPFU	%	RMSC	%	VCBC	%	WEST	%	TOTAL
1 CLASSIFICATION	-	0%	1	2%	-	0%	1	2%	1	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	3
2 CLOTHING	1	2%	-	0%	1	4%	-	0%	-	0%	-	0%	-	0%	1	1%	1	7%	-	0%	-	0%	-	0%	4
3 COMMISSARY	2	4%	-	0%	-	0%	-	0%	-	0%	8	25%	-	0%	68	68%	1	0%	17	32%	1	4%	-	6%	97
4 CORRESPONDENCE	8	13%	3	6%	2	8%	2	4%	8	24%	1	3%	2	6%	10	10%	2	14%	2	4%	-	0%	2	1%	40
5 DIS. PROCESS	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
6 EMPLOYMENT	9	20%	5	10%	-	0%	4	7%	6	18%	4	13%	2	6%	1	1%	-	0%	16	30%	4	15%	-	6%	51
7 ENVIRONMENTAL	-	0%	2	4%	-	0%	1	2%	-	0%	-	0%	-	0%	1	1%	-	0%	-	0%	-	0%	-	0%	4
8 EQUIPMENT	1	2%	1	2%	4	15%	-	0%	-	0%	-	0%	-	0%	-	0%	2	14%	1	2%	-	0%	-	0%	9
9 FOOD	1	2%	1	2%	-	0%	-	0%	1	3%	-	0%	1	3%	2	2%	1	7%	-	0%	-	0%	-	0%	7
10 GRIEV. MECH.	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
11 INMATE ACCOUNT	6	13%	14	28%	5	18%	12	21%	4	12%	8	25%	7	22%	8	8%	1	7%	6	11%	1	4%	1	2%	73
12 JAIL TIME	4	9%	2	4%	-	0%	21	37%	-	0%	-	0%	-	0%	1	1%	2	14%	4	8%	1	4%	-	2%	35
13 LAUNDRY	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	1
14 LAW LIBRARY	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	1	3%	1	1%	-	0%	-	0%	-	0%	-	0%	3
15 MENTAL HEALTH	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	1%	-	0%	-	0%	-	0%	-	0%	1
16 MEDICAL	3	7%	1	2%	1	4%	-	0%	2	6%	-	0%	1	3%	1	1%	-	0%	-	0%	1	4%	-	0%	10
17 NOISE	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
18 PACKAGES	-	0%	2	4%	1	4%	-	0%	4	12%	-	0%	-	0%	1	1%	-	0%	-	0%	-	0%	-	0%	9
19 PERSONAL HYC.	-	0%	-	0%	-	0%	-	0%	-	0%	2	8%	1	3%	-	0%	-	0%	-	0%	-	0%	-	0%	3
20 PHONE CALLS	1	2%	2	4%	-	0%	2	4%	1	3%	-	0%	-	0%	1	1%	2	14%	1	2%	2	8%	-	0%	12
21 PHYSICAL PLANT	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	-	0%	-	0%	-	0%	-	0%	1
22 PROPERTY	9	20%	11	22%	12	46%	7	12%	4	12%	8	25%	13	41%	3	3%	2	14%	-	0%	10	38%	1	0%	80
23 RECREATION	-	0%	1	2%	-	0%	-	0%	1	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2
24 RELIGION	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1
25 RULES & REGS	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1
26 SCHOOL	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	4%	-	0%	1
27 SEARCH	-	0%	-	0%	-	0%	-	0%	2	6%	1	3%	-	0%	-	0%	-	0%	2	4%	5	19%	-	1%	10
28 SOCIAL SERVICES	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	-	0%	2	4%	-	0%	-	1%	3
29 TRANSFER	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	-	0%	-	0%	-	0%	-	0%	2
30 TRANSPORTATION	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
31 VISITING	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1
32 OTHER	-	0%	1	2%	-	0%	7	12%	-	0%	-	0%	1	3%	-	0%	-	0%	1	2%	-	0%	-	0%	10
TOTAL	49		50		38		57		54		52		53		100		18		55		38		5		474

GRIEVANCE RESOLUTION PROGRAM

Performance Indicator Report - Fiscal Year 2004

DECEMBER 2003

APPENDIX D

Service Indicators	AMKC	%	ARDC	%	BRKC	%	EMTC	%	GMDC	%	GRVC	%	NIC	%	OBCC	%	OBCC/CFSU	%	RMSC	%	VCBC	%	WEST	%	TOTAL
1 CLASSIFICATION	1	2%	4	4%	-	0%	7	10%	-	0%	1	4%	-	0%	1	4%	-	0%	-	0%	-	0%	-	###	14
2 CLOTHING	-	0%	-	0%	3	12%	-	0%	-	0%	3	13%	-	0%	-	0%	-	0%	3	4%	4	8%	-	###	13
3 COMMISSARY	1	2%	2	2%	-	0%	1	1%	-	0%	6	26%	37	52%	2	8%	-	0%	12	17%	1	2%	-	###	62
4 CORRESPONDENCE	11	23%	8	9%	-	0%	3	4%	2	4%	-	0%	2	3%	1	4%	1	17%	-	0%	2	4%	-	###	30
5 DIS. PROCESS	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	###	-
6 EMPLOYMENT	6	13%	6	7%	2	8%	4	6%	12	24%	3	13%	1	1%	4	16%	-	0%	32	45%	12	25%	-	###	82
7 ENVIRONMENTAL	-	0%	3	3%	-	0%	1	1%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	###	4
8 EQUIPMENT	-	0%	2	2%	1	4%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2	3%	-	0%	-	###	5
9 FOOD	1	2%	1	1%	-	0%	-	0%	4	8%	1	4%	-	0%	-	0%	1	17%	-	0%	-	0%	-	###	8
10 GRIEV. MECH.	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	###	-
11 INMATE ACCOUNT	7	15%	13	14%	5	20%	6	8%	1	2%	3	13%	3	4%	5	20%	-	0%	11	15%	4	8%	-	###	58
12 JAIL TIME	1	2%	2	2%	1	4%	25	35%	-	0%	-	0%	-	0%	1	4%	2	33%	2	3%	1	2%	-	###	35
13 LAUNDRY	-	0%	-	0%	-	0%	2	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	###	2
14 LAW LIBRARY	-	0%	3	3%	1	4%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	2	4%	-	###	7
15 MENTAL HEALTH	-	0%	-	0%	-	0%	1	1%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	###	2
16 MEDICAL	2	4%	7	8%	1	4%	-	0%	1	2%	-	0%	4	6%	2	8%	-	0%	-	0%	1	2%	-	###	18
17 NOISE	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	###	-
18 PACKAGES	2	4%	1	1%	1	4%	2	3%	8	16%	2	9%	-	0%	-	0%	-	0%	2	3%	1	2%	-	###	19
19 PERSONAL HYG.	1	2%	2	2%	-	0%	-	0%	2	4%	-	0%	2	3%	1	4%	1	17%	-	0%	2	4%	-	###	11
20 PHONE CALLS	2	4%	7	8%	-	0%	6	8%	1	2%	2	9%	5	7%	3	12%	-	0%	-	0%	7	15%	-	###	33
21 PHYSICAL PLANT	-	0%	1	1%	-	0%	-	0%	5	10%	-	0%	4	6%	-	0%	-	0%	3	4%	-	0%	-	###	13
22 PROPERTY	11	23%	18	20%	7	28%	9	13%	6	12%	-	0%	13	18%	4	16%	1	17%	3	4%	6	13%	-	###	78
23 RECREATION	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	###	-
24 RELIGION	-	0%	2	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	###	2
25 RULES & REGS	-	0%	3	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	3	6%	-	###	6
26 SCHOOL	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	###	-
27 SEARCH	-	0%	1	1%	-	0%	1	1%	1	2%	2	9%	-	0%	1	4%	-	0%	-	0%	1	2%	-	###	7
28 SOCIAL SERVICES	1	2%	-	0%	-	0%	-	0%	4	8%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	###	5
29 TRANSFER	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	###	-
30 TRANSPORTATION	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	###	1
31 VISITING	-	0%	1	1%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	###	2
32 OTHER	-	0%	5	5%	3	12%	3	4%	1	2%	-	0%	-	0%	-	0%	-	0%	1	1%	1	2%	-	###	14
TOTAL	49		94		33		71		51		23		71		25		6		71		49				531