

IGRP MONTHLY REPORTS 2005

GRIEVANCE RESOLUTION PROGRAM

Performance Indicator Report - Fiscal Year 2005

JANUARY 2005

APPENDIX D

Service Indicators	AMKC	%	ARDC	%	BBKC	%	EMTC	%	GMDC	%	GRVC	%	NIC	%	OBCC	%	OBCC/CPUSU	%	RMSC	%	VCBC	%	WEST	%	TOTAL
1 CLASSIFICATION	-	0%	1	1%	3	8%	3	5%	1	2%	-	0%	-	0%	-	0%	1	10%	-	0%	-	0%	-	0%	9
2 CLOTHING	1	1%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	3	4%	1	2%	1	1%	7
3 COMMISSARY	-	0%	3	4%	-	0%	-	0%	12	24%	-	0%	2	3%	1	4%	1	0%	4	5%	-	0%	-	1%	23
4 CORRESPONDENCE	1	1%	4	5%	-	0%	-	0%	1	2%	2	5%	1	2%	1	4%	-	0%	3	4%	-	0%	-	1%	13
5 DIS. PROCESS	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
6 EMPLOYMENT	4	6%	13	16%	16	44%	2	4%	3	6%	7	19%	3	5%	2	8%	-	0%	35	47%	9	20%	-	8%	94
7 ENVIRONMENTAL	-	0%	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1
8 EQUIPMENT	-	0%	1	1%	-	0%	-	0%	-	0%	-	0%	2	3%	-	0%	-	0%	-	0%	-	0%	-	0%	3
9 FOOD	-	0%	1	1%	-	0%	-	0%	1	2%	1	3%	11	18%	1	4%	-	0%	-	0%	-	0%	-	0%	15
10 GRIEV. MECH.	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	10%	-	0%	-	0%	-	0%	1
11 INMATE ACCOUNT	40	56%	19	24%	10	26%	8	14%	27	54%	7	19%	14	23%	9	38%	1	10%	15	20%	21	48%	-	3%	171
12 JAIL TIME	1	1%	5	6%	3	8%	26	46%	-	0%	-	0%	-	0%	2	8%	1	10%	-	0%	-	0%	-	0%	38
13 LAUNDRY	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
14 LAW LIBRARY	-	0%	-	0%	-	0%	-	0%	-	0%	1	3%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	2
15 MENTAL HEALTH	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	1%	-	0%	-	0%	1
16 MEDICAL	-	0%	3	4%	-	0%	-	0%	-	0%	4	11%	-	0%	1	4%	-	0%	-	0%	-	0%	1	0%	9
17 NOISE	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
18 PACKAGES	2	3%	4	5%	-	0%	-	0%	1	2%	2	5%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	10
19 PERSONAL HYG.	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
20 PHONE CALLS	4	6%	3	4%	1	3%	6	11%	-	0%	2	5%	-	0%	3	13%	1	10%	-	0%	1	2%	1	0%	22
21 PHYSICAL PLANT	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	1%	1	2%	-	0%	2
22 PROPERTY	15	21%	20	25%	2	6%	7	13%	4	8%	7	19%	15	25%	4	17%	3	30%	4	5%	-	0%	2	1%	83
23 RECREATION	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	0%	1
24 RELIGION	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	1	10%	1	1%	3	7%	-	0%	6
25 RULES & REGS	-	0%	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	2
26 SCHOOL	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
27 SEARCH	-	0%	1	1%	-	0%	-	0%	-	0%	2	5%	1	2%	-	0%	-	0%	-	0%	5	11%	-	0%	9
28 SOCIAL SERVICES	2	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	4	5%	-	0%	-	1%	6
29 TRANSFER	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	1
30 TRANSPORTATION	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
31 VISITING	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	8	13%	-	0%	-	0%	-	0%	-	0%	-	0%	8
32 OTHER	1	1%	2	3%	1	3%	3	5%	-	0%	-	0%	2	3%	-	0%	-	0%	4	5%	-	0%	-	1%	13
TOTAL	73		80		36		56		50		37		51		24		10		75		44		6	550	

GRIEVANCE RESOLUTION PROGRAM

Performance Indicator Report - Fiscal Year 2005

FEBRUARY 2005

APPENDIX D

Service Indicators	AMKC	%	ARDC	%	BBKC	%	EMTC	%	GMDC	%	GRVC	%	NIC	%	OBCC	%	OBCC/CPUS	%	RM/SC	%	VCBC	%	WEST	%	TOTAL
1 CLASSIFICATION	-	0%	4	3%	-	0%	1	2%	-	0%	2	4%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	7
2 CLOTHING	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	1%	-	0%	-	0%	1
3 COMMISSARY	4	5%	1	1%	2	6%	1	2%	1	2%	2	4%	10	19%	-	0%	-	0%	-	0%	-	0%	-	0%	21
4 CORRESPONDENCE	2	2%	4	3%	-	0%	-	0%	-	0%	-	0%	5	9%	-	0%	2	20%	3	4%	-	0%	-	1%	16
5 DIS. PROCESS	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	0%	1
6 EMPLOYMENT	14	16%	16	13%	1	3%	1	2%	34	60%	9	18%	14	26%	-	0%	1	10%	28	34%	22	52%	-	11%	140
7 ENVIRONMENTAL	-	0%	1	1%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2
8 EQUIPMENT	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	2
9 FOOD	3	3%	5	4%	-	0%	-	0%	-	0%	2	4%	1	2%	2	10%	-	0%	1	1%	-	0%	-	0%	14
10 GRIEV. MECH.	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1
11 INMATE ACCOUNT	46	53%	35	29%	15	45%	19	31%	12	21%	14	27%	6	11%	13	65%	-	0%	26	32%	6	14%	2	11%	194
12 JAIL TIME	1	1%	11	9%	6	18%	25	40%	-	0%	-	0%	-	0%	1	5%	1	10%	5	6%	1	2%	-	2%	51
13 LAUNDRY	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	1
14 LAW LIBRARY	1	1%	-	0%	-	0%	-	0%	-	0%	3	6%	-	0%	-	0%	2	20%	-	0%	-	0%	-	0%	6
15 MENTAL HEALTH	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
18 MEDICAL	1	1%	8	7%	2	6%	-	0%	2	4%	1	2%	1	2%	1	5%	2	20%	-	0%	-	0%	-	0%	18
17 NOISE	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
18 PACKAGES	-	0%	10	8%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	11
19 PERSONAL HYG.	2	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2
20 PHONE CALLS	1	1%	7	6%	-	0%	8	13%	-	0%	-	0%	1	2%	-	0%	-	0%	1	1%	1	2%	-	0%	19
21 PHYSICAL PLANT	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	2	2%	-	0%	-	1%	3
22 PROPERTY	8	9%	8	7%	6	18%	7	11%	5	9%	7	14%	9	17%	2	10%	1	10%	4	5%	5	12%	-	2%	62
23 RECREATION	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	1
24 RELIGION	-	0%	2	2%	-	0%	-	0%	-	0%	2	4%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	5
25 RULES & REGS	1	1%	1	1%	-	0%	-	0%	-	0%	2	4%	3	6%	-	0%	-	0%	-	0%	-	0%	-	0%	7
28 SCHOOL	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
27 SEARCH	-	0%	4	3%	-	0%	-	0%	1	2%	2	4%	1	2%	-	0%	-	0%	1	1%	3	7%	-	0%	12
28 SOCIAL SERVICES	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	1	10%	1	1%	-	0%	-	0%	3
29 TRANSFER	-	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%	-
31 VISITING	2	2%	1	1%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	3
32 OTHER	-	0%	2	2%	1	3%	-	0%	-	0%	1	2%	-	0%	1	5%	-	0%	9	11%	2	5%	-	4%	16
TOTAL	86		120		33		62		67		61		63		20		10		62		42		3		619

GRIEVANCE RESOLUTION PROGRAM

Performance Indicator Report - Fiscal Year 2005

MARCH 2005

APPENDIX D

Service Indicators	AMKC	%	ARDC	%	BBKC	%	EMTC	%	GMDC	%	GRVC	%	NIC	%	OBCC	%	OBCC/CPSU	%	RMISC	%	VCBC	%	WEST	%	TOTAL
1 CLASSIFICATION	1	1%	-	0%	1	3%	-	0%	-	0%	-	0%	-	0%	1	3%	1	6%	-	0%	-	0%	-	0%	4
2 CLOTHING	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	0%	1
3 COMMISSARY	-	0%	1	1%	-	0%	-	0%	-	0%	2	4%	8	18%	1	3%	1	0%	-	0%	1	2%	-	0%	14
4 CORRESPONDENCE	8	8%	4	5%	-	0%	1	1%	1	2%	-	0%	2	4%	2	6%	3	17%	2	2%	-	0%	-	0%	23
5 DIS. PROCESS	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
6 EMPLOYMENT	17	18%	18	22%	10	33%	1	1%	15	33%	12	26%	8	18%	2	6%	-	0%	27	32%	26	52%	-	6%	136
7 ENVIRONMENTAL	-	0%	6	7%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	1%	-	0%	-	0%	7
8 EQUIPMENT	-	0%	-	0%	1	3%	-	0%	-	0%	1	2%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	3
9 FOOD	1	1%	2	2%	-	0%	-	0%	2	4%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	0%	6
10 GRIEV. MECH.	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	6%	-	0%	-	0%	-	0%	1
11 INMATE ACCOUNT	41	43%	12	15%	12	40%	22	28%	14	30%	27	57%	10	22%	10	31%	3	17%	28	33%	8	16%	-	7%	187
12 JAIL TIME	4	4%	5	6%	2	7%	34	43%	-	0%	-	0%	-	0%	12	38%	3	17%	3	4%	-	0%	-	1%	63
13 LAUNDRY	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	6%	-	0%	1	2%	-	0%	2
14 LAW LIBRARY	-	0%	2	2%	-	0%	-	0%	-	0%	2	4%	3	7%	-	0%	-	0%	-	0%	1	2%	-	0%	8
15 MENTAL HEALTH	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
16 MEDICAL	2	2%	7	9%	1	3%	-	0%	2	4%	-	0%	1	2%	-	0%	1	6%	1	1%	1	2%	1	0%	17
17 NOISE	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
18 PACKAGES	-	0%	3	4%	-	0%	1	1%	1	2%	-	0%	-	0%	-	0%	-	0%	1	1%	-	0%	-	0%	6
19 PERSONAL HYG.	1	1%	2	2%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	6	7%	1	2%	1	1%	12
20 PHONE CALLS	-	0%	4	5%	-	0%	3	4%	-	0%	1	2%	-	0%	-	0%	-	0%	1	1%	-	0%	-	0%	9
21 PHYSICAL PLANT	-	0%	1	1%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	3	6%	-	0%	4
22 PROPERTY	13	14%	11	13%	3	10%	15	19%	7	15%	2	4%	9	20%	3	9%	3	17%	5	6%	5	10%	1	1%	77
23 RECREATION	-	0%	1	1%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1
24 RELIGION	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	3	4%	-	0%	-	1%	4
25 RULES & REGS	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	1
26 SCHOOL	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
27 SEARCH	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	1	2%	-	0%	-	0%	-	0%	1	2%	-	0%	3
28 SOCIAL SERVICES	7	7%	-	0%	-	0%	-	0%	2	4%	-	0%	-	0%	-	0%	1	6%	5	6%	-	0%	-	1%	15
29 TRANSFER	-	0%	2	2%	-	0%	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	-	0%	-	0%	-	0%	3
30 TRANSPORTATION	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
31 VISITING	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
32 OTHER	-	0%	1	1%	-	0%	3	4%	-	0%	-	0%	1	2%	-	0%	-	0%	1	1%	1	2%	-	0%	7
TOTAL	95		82		20		80		46		47		45		32		18		84		50		5		614

GRIEVANCE RESOLUTION PROGRAM

Performance Indicator Report - Fiscal Year 2005

APRIL 2005

APPENDIX D

Service Indicators	AMKC	%	ARDC	%	BBKC	%	EMTC	%	GMDC	%	GRVC	%	NIC	%	OBCC	%	OBCC/CPBU	%	RMSC	%	VCBC	%	WEST	%	TOTAL
1 CLASSIFICATION	-	0%	-	0%	1	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1
2 CLOTHING	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	1
3 COMMISSARY	1	2%	-	0%	-	0%	-	0%	-	0%	2	6%	1	2%	-	0%	-	0%	-	0%	3	6%	-	0%	7
4 CORRESPONDENCE	3	5%	1	2%	-	0%	-	0%	2	4%	-	0%	1	2%	1	6%	-	0%	1	2%	-	0%	-	0%	9
5 DIS. PROCESS	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	10%	-	0%	-	0%	-	0%	1
6 EMPLOYMENT	9	16%	8	13%	4	11%	-	0%	13	29%	12	39%	8	16%	1	6%	-	0%	24	36%	13	28%	-	3%	92
7 ENVIRONMENTAL	-	0%	2	3%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	3
8 EQUIPMENT	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	4	9%	-	0%	4
9 FOOD	-	0%	-	0%	-	0%	-	0%	-	0%	2	6%	2	4%	-	0%	-	0%	-	0%	1	2%	-	0%	5
10 GRIEV. MECH.	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	1
11 INMATE ACCOUNT	28	50%	21	35%	11	31%	25	32%	17	38%	10	32%	8	16%	7	44%	1	10%	24	36%	10	21%	3	3%	165
12 JAIL TIME	1	2%	5	8%	9	25%	32	41%	-	0%	-	0%	-	0%	3	19%	2	20%	1	2%	-	0%	-	0%	53
13 LAUNDRY	-	0%	-	0%	4	11%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2	4%	-	0%	6
14 LAW LIBRARY	1	2%	1	2%	-	0%	-	0%	-	0%	1	3%	1	2%	-	0%	-	0%	1	2%	-	0%	-	0%	5
15 MENTAL HEALTH	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	1
16 MEDICAL	-	0%	1	2%	2	6%	-	0%	3	7%	-	0%	3	6%	-	0%	1	10%	-	0%	-	0%	-	0%	10
17 NOISE	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
18 PACKAGES	1	2%	4	7%	-	0%	-	0%	2	4%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	7
19 PERSONAL HYG.	-	0%	1	2%	-	0%	-	0%	1	2%	1	3%	1	2%	-	0%	-	0%	-	0%	2	4%	-	0%	6
20 PHONE CALLS	-	0%	6	10%	-	0%	4	5%	-	0%	-	0%	1	2%	-	0%	1	10%	1	2%	2	4%	-	0%	15
21 PHYSICAL PLANT	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	6	9%	1	2%	-	1%	8
22 PROPERTY	10	18%	6	10%	5	14%	10	13%	4	9%	1	3%	18	35%	4	25%	3	30%	-	0%	1	2%	5	0%	67
23 RECREATION	2	4%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	3
24 RELIGION	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	3	6%	-	0%	-	0%	-	0%	1	2%	-	0%	5
25 RULES & REGS	-	0%	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1
26 SCHOOL	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
27 SEARCH	-	0%	2	3%	-	0%	-	0%	2	4%	1	3%	2	4%	-	0%	-	0%	-	0%	2	4%	-	0%	9
28 SOCIAL SERVICES	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	10%	6	9%	-	0%	-	1%	7
29 TRANSFER	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	2
30 TRANSPORTATION	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
31 VISITING	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
32 OTHER	-	0%	-	0%	-	0%	8	10%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	2	4%	3	0%	14
TOTAL	56		60		35		79		45		31		31		15		10		66		47		11		508

GRIEVANCE RESOLUTION PROGRAM

Performance Indicator Report - Fiscal Year 2005

MAY 2005

APPENDIX D

Service Indicators	AMKC	%	ARDC	%	BBKC	%	EMTC	%	GMDC	%	GRVC	%	NIC	%	OBCC	%	OBCC/CPBU	%	RMSC	%	VCBC	%	WEST	%	TOTAL
1 CLASSIFICATION	2	3%	1	2%	-	0%	2	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	5
2 CLOTHING	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
3 COMMISSARY	-	0%	2	3%	2	5%	1	1%	-	0%	5	11%	2	5%	-	0%	-	0%	-	0%	-	0%	-	0%	12
4 CORRESPONDENCE	1	1%	3	5%	-	0%	-	0%	1	4%	-	0%	3	7%	-	0%	1	10%	-	0%	1	3%	-	0%	10
5 DIS. PROCESS	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1
6 EMPLOYMENT	9	13%	1	2%	13	35%	1	1%	6	21%	15	33%	10	24%	-	0%	-	0%	41	50%	17	43%	1	7%	114
7 ENVIRONMENTAL	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
8 EQUIPMENT	2	3%	-	0%	-	0%	-	0%	-	0%	1	2%	2	5%	-	0%	-	0%	-	0%	-	0%	-	0%	5
9 FOOD	-	0%	-	0%	-	0%	-	0%	-	0%	2	4%	1	2%	-	0%	2	20%	-	0%	2	5%	-	0%	7
10 GRIEV. MECH.	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
11 INMATE ACCOUNT	29	41%	20	34%	14	38%	11	15%	9	32%	9	20%	7	17%	20	80%	-	0%	23	28%	10	25%	1	4%	153
12 JAIL TIME	1	1%	9	16%	4	11%	26	35%	-	0%	-	0%	1	2%	1	4%	3	30%	5	6%	-	0%	-	1%	50
13 LAUNDRY	2	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2
14 LAW LIBRARY	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	0%	2
15 MENTAL HEALTH	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
16 MEDICAL	1	1%	2	3%	-	0%	-	0%	1	4%	-	0%	2	5%	-	0%	1	10%	-	0%	1	3%	1	0%	9
17 NOISE	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
18 PACKAGES	-	0%	4	7%	-	0%	-	0%	1	4%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	1	0%	7
19 PERSONAL HYG.	-	0%	2	3%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	1	10%	-	0%	-	0%	-	0%	4
20 PHONE CALLS	2	3%	4	7%	-	0%	11	15%	1	4%	1	2%	-	0%	-	0%	-	0%	-	0%	3	8%	-	0%	22
21 PHYSICAL PLANT	-	0%	-	0%	-	0%	-	0%	1	4%	-	0%	-	0%	-	0%	-	0%	1	1%	-	0%	-	0%	2
22 PROPERTY	9	13%	4	7%	3	8%	7	9%	2	7%	9	20%	12	29%	2	8%	1	10%	3	4%	3	8%	2	1%	57
23 RECREATION	-	0%	2	3%	1	3%	-	0%	-	0%	-	0%	-	0%	-	0%	1	10%	2	2%	-	0%	-	0%	6
24 RELIGION	1	1%	-	0%	-	0%	-	0%	4	14%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	5
25 RULES & REGS	1	1%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1
26 SCHOOL	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
27 SEARCH	-	0%	-	0%	-	0%	-	0%	-	0%	2	4%	1	2%	1	4%	-	0%	2	2%	3	8%	-	0%	9
28 SOCIAL SERVICES	6	11%	-	0%	-	0%	-	0%	2	7%	-	0%	-	0%	-	0%	-	0%	4	5%	-	0%	-	1%	14
29 TRANSFER	1	1%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	4%	-	0%	-	0%	-	0%	-	0%	2
30 TRANSPORTATION	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1
31 VISITING	1	1%	2	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	3
32 OTHER	1	1%	-	0%	-	0%	16	21%	-	0%	-	0%	-	0%	-	0%	-	0%	1	1%	-	0%	-	0%	18
TOTAL	71		66		37		75		29		45		42		25		10		62		40		7		521

GRIEVANCE RESOLUTION PROGRAM

Performance Indicator Report - Fiscal Year 2005

JUNE 2005

APPENDIX D

Service Indicators	AMKC		ARDC		BKCC		EMTC		GMDC		GRVC		NIC		OBCC		OBCC/CPSU		RMSC		VCBC		WEST		TOTAL
		%		%		%		%		%		%		%		%		%		%		%		%	
1 CLASSIFICATION	-	0%	1	1%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	2
2 CLOTHING	-	0%	1	1%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1
3 COMMISSARY	5	6%	1	1%	1	3%	-	0%	1	3%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	9
4 CORRESPONDENCE	1	1%	4	5%	-	0%	-	0%	-	0%	1	5%	2	4%	1	4%	-	0%	-	0%	2	5%	-	0%	11
5 DIS. PROCESS	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
6 EMPLOYMENT	30	35%	8	10%	11	31%	1	1%	16	44%	10	48%	12	25%	1	4%	1	9%	33	41%	10	24%	-	14%	133
7 ENVIRONMENTAL	2	2%	3	4%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	5
8 EQUIPMENT	-	0%	3	4%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	1	2%	-	0%	5
9 FOOD	2	2%	3	4%	-	0%	-	0%	-	0%	2	10%	1	2%	-	0%	1	9%	1	1%	-	0%	-	0%	10
10 GRIEV. MECH.	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
11 INMATE ACCOUNT	23	27%	20	25%	14	39%	9	12%	14	39%	2	10%	7	15%	16	62%	1	9%	27	34%	6	15%	-	11%	139
12 JAIL TIME	4	5%	7	9%	3	8%	33	43%	-	0%	-	0%	3	6%	5	19%	3	27%	4	5%	3	7%	-	2%	65
13 LAUNDRY	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
14 LAW LIBRARY	1	1%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	2	18%	-	0%	-	0%	1	0%	5
15 MENTAL HEALTH	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
16 MEDICAL	-	0%	5	6%	1	3%	-	0%	-	0%	-	0%	-	0%	-	0%	1	9%	1	1%	-	0%	-	0%	8
17 NOISE	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
18 PACKAGES	-	0%	2	3%	-	0%	-	0%	-	0%	1	5%	1	2%	-	0%	-	0%	-	0%	2	5%	1	0%	7
19 PERSONAL HYG.	4	5%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	9%	-	0%	-	0%	-	0%	5
20 PHONE CALLS	-	0%	5	6%	-	0%	10	13%	1	3%	1	5%	-	0%	1	4%	-	0%	2	3%	-	0%	-	1%	20
21 PHYSICAL PLANT	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
22 PROPERTY	10	12%	7	9%	1	3%	15	19%	3	8%	3	14%	15	31%	2	8%	1	9%	8	10%	11	27%	1	3%	77
23 RECREATION	-	0%	1	1%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1
24 RELIGION	-	0%	1	1%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	2
25 RULES & REGS	-	0%	3	4%	-	0%	-	0%	-	0%	-	0%	2	4%	-	0%	-	0%	-	0%	-	0%	-	0%	5
26 SCHOOL	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
27 SEARCH	-	0%	3	4%	2	6%	-	0%	1	3%	1	5%	-	0%	-	0%	-	0%	-	0%	5	12%	-	0%	12
28 SOCIAL SERVICES	1	1%	-	0%	1	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	3	4%	-	0%	-	1%	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	-	0%	2	3%	1	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	3
32 OTHER	1	1%	-	0%	1	3%	9	12%	-	0%	-	0%	1	2%	-	0%	-	0%	1	1%	-	0%	-	0%	13
TOTAL	85		80		36		77		36		21		48		26		11		80		41		3	544	

GRIEVANCE RESOLUTION PROGRAM

Performance Indicator Report - Fiscal Year 2006

JULY 2005

APPENDIX D

Service Indicators	AMKC	%	ARDC	%	BEIC	%	EMTC	%	OMDC	%	GRVC	%	NIC	%	OBCC	%	OBCC/CPBU	%	RMSC	%	VCEC	%	WEST	%	TOTAL
1 CLASSIFICATION	-	0%	1	1%	1	3%	3	4%	-	0%	1	4%	-	0%	-	0%	-	0%	1	1%	-	0%	-	0%	7
2 CLOTHING	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	3	4%	-	0%	-	0%	3
3 COMMISSARY	2	3%	-	0%	-	0%	-	0%	-	0%	2	8%	1	3%	-	0%	-	0%	-	0%	3	8%	-	0%	8
4 CORRESPONDENCE	8	12%	2	2%	-	0%	-	0%	1	5%	1	4%	3	8%	1	5%	1	8%	-	0%	3	8%	-	0%	20
5 DIS. PROCESS	-	0%	1	1%	-	0%	-	0%	1	5%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2
6 EMPLOYMENT	12	18%	11	11%	13	37%	2	3%	2	11%	6	24%	9	23%	1	5%	1	8%	39	54%	9	24%	-	0%	105
7 ENVIRONMENTAL	-	0%	2	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	1%	5	14%	-	0%	8
8 EQUIPMENT	-	0%	7	7%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	8
9 FOOD	1	1%	4	4%	-	0%	-	0%	-	0%	3	12%	-	0%	-	0%	2	17%	-	0%	-	0%	-	0%	10
10 GRIEV. MECH.	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
11 INMATE ACCOUNT	28	41%	14	14%	16	46%	12	17%	5	26%	5	20%	10	25%	12	60%	2	17%	20	28%	6	16%	-	0%	130
12 JAIL TIME	1	1%	9	9%	5	14%	28	40%	-	0%	-	0%	-	0%	-	0%	3	25%	1	1%	-	0%	-	0%	47
13 LAUNDRY	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
14 LAW LIBRARY	2	3%	1	1%	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	-	0%	-	0%	3	8%	-	0%	7
15 MENTAL HEALTH	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
16 MEDICAL	2	3%	12	12%	-	0%	-	0%	1	5%	2	8%	1	3%	1	5%	-	0%	2	3%	-	0%	-	0%	21
17 NOISE	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
18 PACKAGES	-	0%	3	3%	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	1	8%	-	0%	1	3%	-	0%	6
19 PERSONAL HYG.	1	1%	2	2%	-	0%	-	0%	-	0%	1	4%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	4
20 PHONE CALLS	-	0%	10	10%	-	0%	7	10%	1	5%	-	0%	-	0%	-	0%	1	8%	-	0%	2	5%	-	0%	21
21 PHYSICAL PLANT	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2	3%	-	0%	-	0%	2
22 PROPERTY	9	13%	10	10%	-	0%	5	7%	6	32%	2	8%	12	30%	5	25%	-	0%	-	0%	2	5%	-	0%	51
23 RECREATION	-	0%	3	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	3
24 RELIGION	-	0%	3	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	8%	-	0%	-	0%	-	0%	4
25 RULES & REGS	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
26 SCHOOL	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
27 SEARCH	-	0%	3	3%	-	0%	-	0%	-	0%	2	8%	1	3%	-	0%	-	0%	-	0%	-	0%	-	0%	7
28 SOCIAL SERVICES	2	3%	-	0%	-	0%	-	0%	1	5%	-	0%	-	0%	-	0%	-	0%	1	1%	-	0%	-	0%	4
29 TRANSFER	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	-	0%	-	0%	-	0%	-	0%	1
30 TRANSPORTATION	-	0%	1	1%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1
31 VISITING	-	0%	2	2%	-	0%	-	0%	1	5%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	3
32 OTHER	-	0%	1	1%	-	0%	13	19%	-	0%	-	0%	-	0%	-	0%	-	0%	2	3%	1	3%	-	0%	17
TOTAL	51		102		35		70		19		25		40		20		12		72		37			500	

GRIEVANCE RESOLUTION PROGRAM

Performance Indicator Report - Fiscal Year 2006

AUGUST 2005

APPENDIX D

Service Indicators	AMKC	%	ARDC	%	BBKC	%	EIMTC	%	GMDC	%	GRVC	%	NIC	%	OBCC	%	OBCC/CFSU	%	RMSC	%	VCBC	%	WEST	%	TOTAL
1 CLASSIFICATION	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	1%	-	0%	-	0%	2
2 CLOTHING	1	2%	1	1%	2	7%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2	2%	-	0%	-	0%	6
3 COMMISSARY	1	2%	1	1%	1	3%	-	0%	2	4%	3	5%	-	0%	1	5%	-	0%	-	0%	1	2%	-	0%	10
4 CORRESPONDENCE	3	5%	1	1%	2	7%	-	0%	1	2%	2	4%	-	0%	-	0%	2	20%	2	2%	3	6%	-	0%	16
5 DIS. PROCESS	4	6%	1	1%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	5
8 EMPLOYMENT	1	2%	13	15%	7	23%	5	7%	10	21%	15	27%	36	69%	-	0%	-	0%	52	63%	9	18%	1	2%	149
7 ENVIRONMENTAL	-	0%	-	0%	1	3%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	1	1%	-	0%	-	0%	3
8 EQUIPMENT	1	2%	1	1%	-	0%	-	0%	-	0%	4	7%	-	0%	-	0%	1	10%	-	0%	5	10%	-	0%	12
9 FOOD	1	2%	4	5%	2	7%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	8
10 GRIEV. MECH.	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
11 INMATE ACCOUNT	24	37%	16	19%	6	20%	15	21%	10	21%	15	27%	4	8%	14	70%	1	10%	16	19%	8	16%	-	0%	129
12 JAIL TIME	2	3%	5	6%	1	3%	28	39%	-	0%	-	0%	-	0%	-	0%	-	0%	3	4%	1	2%	-	0%	40
13 LAUNDRY	4	6%	1	1%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	6
14 LAW LIBRARY	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	2	4%	-	0%	3
15 MENTAL HEALTH	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
16 MEDICAL	1	2%	3	3%	1	3%	-	0%	8	17%	4	7%	-	0%	-	0%	1	10%	2	2%	4	8%	-	0%	24
17 NOISE	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
18 PACKAGES	-	0%	3	3%	-	0%	-	0%	2	4%	-	0%	-	0%	1	5%	1	10%	1	1%	1	2%	-	0%	9
19 PERSONAL HYG.	-	0%	2	2%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	1	10%	-	0%	-	0%	-	0%	4
20 PHONE CALLS	1	2%	10	12%	1	3%	4	6%	-	0%	-	0%	-	0%	-	0%	1	10%	-	0%	3	6%	-	0%	20
21 PHYSICAL PLANT	-	0%	-	0%	2	7%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2
22 PROPERTY	12	18%	8	9%	3	10%	12	17%	8	17%	4	7%	8	15%	3	15%	1	10%	2	2%	3	6%	2	4%	66
23 RECREATION	-	0%	8	9%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	1	10%	-	0%	-	0%	-	0%	10
24 RELIGION	-	0%	2	2%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	1	1%	-	0%	-	0%	4
25 RULES & REGS	3	5%	2	2%	-	0%	-	0%	-	0%	4	7%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	9
26 SCHOOL	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
27 SEARCH	-	0%	1	1%	-	0%	-	0%	2	4%	1	2%	1	2%	-	0%	-	0%	-	0%	2	4%	-	0%	7
28 SOCIAL SERVICES	4	6%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	5
29 TRANSFER	-	0%	1	1%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	4	8%	-	0%	6
30 TRANSPORTATION	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
31 VISITING	-	0%	2	2%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	3
32 OTHER	1	2%	-	0%	1	3%	8	11%	1	2%	-	0%	-	0%	1	5%	-	0%	-	0%	4	8%	-	0%	16
TOTAL	55		56		30		72		47		56		62		29		10		63		61		3	574	

GRIEVANCE RESOLUTION PROGRAM

Performance Indicator Report - Fiscal Year 2008

SEPTEMBER 2005

APPENDIX D

Service Indicators	AMKC	%	ARDC	%	BBKC	%	EMTC	%	GMDC	%	GRVC	%	NIC	%	OBCC	%	OBCC/CPBU	%	RMSC	%	VCBC	%	WEST	%	TOTAL
1 CLASSIFICATION	-	0%	1	2%	1	3%	3	4%	-	0%	-	0%	-	0%	-	0%	-	0%	2	3%	-	0%	-	0%	7
2 CLOTHING	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	1%	-	0%	-	0%	1
3 COMMISSARY	11	19%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	1	0%	-	0%	1	2%	-	0%	14
4 CORRESPONDENCE	5	9%	1	2%	-	0%	-	0%	1	4%	-	0%	-	0%	2	12%	-	0%	1	1%	1	2%	-	0%	11
5 DIS. PROCESS	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	6%	-	0%	-	0%	-	0%	1
6 EMPLOYMENT	9	16%	14	21%	9	26%	-	0%	8	21%	11	26%	8	29%	-	0%	1	6%	35	49%	14	33%	1	2%	108
7 ENVIRONMENTAL	-	0%	2	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	3
8 EQUIPMENT	-	0%	-	0%	-	0%	-	0%	-	0%	2	5%	2	7%	-	0%	-	0%	1	1%	2	5%	-	0%	7
9 FOOD	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	1	4%	-	0%	-	0%	-	0%	2	5%	-	0%	4
10 GRIEV. MECH.	-	0%	-	0%	-	0%	-	0%	1	4%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1
11 INMATE ACCOUNT	15	26%	15	23%	12	34%	12	17%	7	25%	16	37%	3	11%	12	71%	2	13%	23	32%	13	30%	5	12%	135
12 JAIL TIME	2	4%	7	11%	4	11%	35	51%	-	0%	-	0%	-	0%	1	6%	2	13%	2	3%	-	0%	-	0%	53
13 LAUNDRY	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
14 LAW LIBRARY	-	0%	-	0%	-	0%	-	0%	1	4%	1	2%	-	0%	-	0%	-	0%	-	0%	2	5%	-	0%	4
15 MENTAL HEALTH	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
16 MEDICAL	4	7%	4	6%	2	6%	-	0%	4	14%	3	7%	-	0%	-	0%	2	13%	3	4%	-	0%	-	0%	22
17 NOISE	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
18 PACKAGES	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2	13%	-	0%	1	2%	-	0%	3
19 PERSONAL HYG.	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	4%	-	0%	-	0%	-	0%	-	0%	-	0%	1
20 PHONE CALLS	-	0%	4	6%	-	0%	10	14%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	15
21 PHYSICAL PLANT	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	1	4%	-	0%	-	0%	-	0%	2	5%	-	0%	4
22 PROPERTY	10	18%	10	15%	7	20%	4	6%	3	11%	6	14%	11	39%	2	12%	2	13%	2	3%	1	2%	4	9%	62
23 RECREATION	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
24 RELIGION	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	1%	-	0%	2	5%	3
25 RULES & REGS	1	2%	1	2%	-	0%	-	0%	1	4%	1	2%	-	0%	-	0%	-	0%	-	0%	3	7%	-	0%	7
26 SCHOOL	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
27 SEARCH	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	6%	-	0%	1	2%	-	0%	3
28 SOCIAL SERVICES	-	0%	1	2%	-	0%	-	0%	2	7%	-	0%	1	4%	-	0%	1	6%	-	0%	-	0%	-	0%	5
29 TRANSFER	-	0%	1	2%	-	0%	-	0%	1	4%	-	0%	-	0%	-	0%	1	6%	-	0%	-	0%	-	0%	3
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%	2	3%	-	0%	5	7%	1	4%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2	5%	10
TOTAL	57		89		55		69		29		43		26		17		16		71		43		15		488

GRIEVANCE RESOLUTION PROGRAM

Performance Indicator Report - Fiscal Year 2008

OCTOBER 2005

APPENDIX D

Service Indicators	AMKC	%	ARDC	%	BBKC	%	BMTC	%	CMDC	%	CRVC	%	NIC	%	OBCC	%	OBCC/CFSU	%	RMSC	%	VCBC	%	WEST	%	TOTAL
1 CLASSIFICATION	2	5%	1	2%	2	7%	3	5%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	8		
2 CLOTHING	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	1%	2	5%	-	0%	3		
3 COMMISSARY	1	3%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	1	4%	1	1%	1	3%	-	0%	6		
4 CORRESPONDENCE	3	8%	2	4%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	3	4%	1	3%	-	0%	10		
5 DIS. PROCESS	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	4%	1	20%	-	0%	-	0%	-	0%	2		
6 EMPLOYMENT	11	29%	9	19%	3	10%	-	0%	9	20%	6	24%	8	21%	3	11%	-	0%	30	44%	9	24%	88		
7 ENVIRONMENTAL	-	0%	4	9%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	1	1%	1	3%	-	0%	7		
8 EQUIPMENT	-	0%	-	0%	1	3%	-	0%	-	0%	-	0%	6	16%	-	0%	-	0%	-	0%	-	0%	7		
9 FOOD	1	3%	3	6%	-	0%	-	0%	1	2%	-	0%	1	3%	-	0%	-	0%	-	0%	-	0%	6		
10 GRIEV. MECH.	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-		
11 INMATE ACCOUNT	9	24%	12	26%	16	53%	22	34%	5	11%	11	44%	6	16%	16	59%	-	0%	26	38%	5	14%	128		
12 JAIL TIME	4	11%	2	4%	2	7%	21	33%	-	0%	-	0%	-	0%	1	4%	3	80%	3	4%	-	0%	36		
13 LAUNDEY	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-		
14 LAW LIBRARY	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	1		
15 MENTAL HEALTH	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-		
16 MEDICAL	-	0%	4	9%	1	3%	-	0%	2	4%	1	4%	1	3%	-	0%	-	0%	-	0%	2	5%	11		
17 NOISE	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-		
18 PACKAGES	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	2		
19 PERSONAL HYG.	2	5%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	3	8%	1	3%	6		
20 PHONE CALLS	1	3%	2	4%	-	0%	5	8%	1	2%	1	4%	-	0%	-	0%	-	0%	-	0%	-	0%	10		
21 PHYSICAL PLANT	-	0%	-	0%	-	0%	-	0%	11	24%	-	0%	1	3%	-	0%	-	0%	-	0%	-	0%	12		
22 PROPERTY	4	11%	3	6%	4	13%	7	11%	5	11%	5	20%	8	21%	2	7%	-	0%	6	16%	-	0%	44		
23 RECREATION	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-		
24 RELIGION	-	0%	1	2%	-	0%	-	0%	1	2%	-	0%	2	5%	-	0%	-	0%	-	0%	-	0%	4		
25 RULES & RECS	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	-	0%	2	5%	-	0%	4		
26 SCHOOL	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-		
27 SEARCH	-	0%	1	2%	-	0%	-	0%	1	2%	-	0%	1	3%	1	4%	-	0%	4	11%	-	0%	8		
28 SOCIAL SERVICES	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	1	1%	-	0%	-	0%	2		
29 TRANSFER	-	0%	-	0%	-	0%	-	0%	2	4%	-	0%	1	3%	-	0%	-	0%	1	3%	-	0%	4		
30 TRANSPORTATION	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-		
31 VISITING	-	0%	2	4%	1	3%	-	0%	-	0%	-	0%	2	5%	-	0%	-	0%	-	0%	-	0%	5		
32 OTHER	-	0%	-	0%	-	0%	6	9%	2	4%	1	4%	2	7%	-	0%	2	3%	-	0%	2	5%	15		
TOTAL	58		47		50		54		45		25		38		27		5		80		37		5		429

GRIEVANCE RESOLUTION PROGRAM

Performance Indicator Report - Fiscal Year 2006

AUGUST 2005
November

APPENDIX D

Service Indicators	AMKC	%	ARDC	%	BBKC	%	EMTC	%	GMDC	%	GRVC	%	NIC	%	OBCC	%	OBCG/CPSU	%	RMSC	%	VCBC	%	WEST	%	TOTAL
1 CLASSIFICATION	2	3%	-	0%	2	6%	3	5%	1	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	8
2 CLOTHING	1	1%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2	3%	-	0%	-	0%	3
3 COMMISSARY	-	0%	1	3%	-	0%	-	0%	1	3%	1	4%	-	0%	1	4%	-	0%	3	4%	1	2%	-	0%	8
4 CORRESPONDENCE	4	5%	1	3%	1	3%	-	0%	-	0%	-	0%	-	0%	1	4%	-	0%	3	4%	-	0%	-	0%	10
5 DIS. PROCESS	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	5%	-	0%	-	0%	-	0%	1
6 EMPLOYMENT	29	38%	4	11%	12	34%	-	0%	21	66%	8	30%	12	31%	1	4%	-	0%	37	53%	15	36%	-	0%	139
7 ENVIRONMENTAL	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	-	0%	-	0%	-	0%	-	0%	1
8 EQUIPMENT	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	5%	-	0%	-	0%	-	0%	1
9 FOOD	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	1	3%	-	0%	1	5%	-	0%	2	5%	-	0%	5
10 GRIEV. MECH.	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
11 INMATE ACCOUNT	16	21%	8	23%	17	49%	15	24%	3	9%	9	33%	8	21%	14	54%	1	5%	21	30%	4	10%	-	0%	116
12 JAIL TIME	2	3%	4	11%	1	3%	28	44%	-	0%	-	0%	-	0%	3	12%	1	5%	1	1%	-	0%	-	0%	40
13 LAUNDRY	-	0%	-	0%	-	0%	-	0%	-	0%	1	4%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1
14 LAW LIBRARY	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	5%	-	0%	1	2%	-	0%	2
15 MENTAL HEALTH	-	0%	1	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1
16 MEDICAL	1	1%	3	9%	-	0%	-	0%	1	3%	-	0%	1	3%	-	0%	-	0%	-	0%	-	0%	-	0%	6
17 NOISE	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
18 PACKAGES	1	1%	1	3%	-	0%	-	0%	1	3%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	4
19 PERSONAL HYG.	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
20 PHONE CALLS	1	1%	-	0%	-	0%	6	10%	-	0%	2	7%	-	0%	-	0%	1	5%	-	0%	-	0%	-	0%	10
21 PHYSICAL PLANT	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
22 PROPERTY	14	18%	8	23%	2	6%	7	11%	1	3%	2	7%	11	28%	6	23%	3	15%	1	1%	3	7%	1	100%	59
23 RECREATION	1	1%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	2
24 RELIGION	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2	5%	-	0%	1	5%	-	0%	1	2%	-	0%	4
25 RULES & REGS	-	0%	1	3%	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	-	0%	-	0%	4	10%	-	0%	6
26 SCHOOL	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
27 SEARCH	1	1%	2	6%	-	0%	-	0%	-	0%	4	15%	1	3%	-	0%	-	0%	-	0%	8	19%	-	0%	16
28 SOCIAL SERVICES	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1
29 TRANSFER	-	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%	-
31 VISITING	4	5%	1	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	6
32 OTHER	-	0%	-	0%	-	0%	4	6%	1	3%	-	0%	1	3%	-	0%	9	45%	2	3%	-	0%	-	0%	17
TOTAL	74		35		35		63		32		27		39		26		20		70		42		1	467	

GRIEVANCE RESOLUTION PROGRAM

Performance Indicator Report - Fiscal Year 2006

DECEMBER 2005

APPENDIX D

Service Indicators	AMKC	%	ARDC	%	BBKC	%	EMTC	%	GMDC	%	GRVC	%	NIC	%	OBCC	%	OBCC/CPSU	%	RMSC	%	VCBC	%	WEST	%	TOTAL
1 CLASSIFICATION	1	2%	2	15%		0%	1	1%		0%		0%	-	0%		0%		0%	-	0%		0%		0%	4
2 CLOTHING		0%		0%		0%		0%		0%		0%	-	0%		0%		0%	1	2%	1	3%		0%	2
3 COMMISSARY	1	2%		0%	1	3%		0%		0%	1	8%	3	6%	1	5%		0%	-	0%		0%		0%	7
4 CORRESPONDENCE	3	7%	1	8%		0%		0%	3	8%		0%	2	4%		0%		0%	1	2%	2	6%		0%	12
5 DIS. PROCESS		0%		0%		0%		0%		0%	1	8%	-	0%		0%	1	9%	-	0%		0%		0%	2
6 EMPLOYMENT	17	37%		0%	4	13%	1	1%	10	27%	4	31%	20	40%	8	38%		0%	39	59%	11	31%		0%	114
7 ENVIRONMENTAL		0%		0%		0%		0%	1	3%		0%	-	0%		0%	1	9%	-	0%		0%		0%	2
8 EQUIPMENT		0%		0%		0%		0%		0%		0%	1	2%		0%	2	18%	-	0%		0%		0%	3
9 FOOD	3	7%		0%		0%		0%	1	3%		0%	1	2%		0%	1	9%	1	2%		0%		0%	7
10 GRIEV. MECH.		0%		0%		0%		0%		0%		0%	-	0%		0%		0%	-	0%		0%		0%	-
11 INMATE ACCOUNT	6	13%	5	38%	8	25%	8	12%	8	22%	5	38%	10	20%	9	43%		0%	16	24%	1	3%		0%	76
12 JAIL TIME	2	4%	1	8%	3	9%	39	57%		0%		0%	-	0%		0%	1	9%	3	5%		0%		0%	49
13 LAUNDRY		0%		0%		0%		0%		0%		0%	-	0%		0%		0%	-	0%		0%		0%	-
14 LAW LIBRARY	2	4%		0%		0%		0%		0%		0%	-	0%		0%	1	9%	-	0%		0%		0%	3
15 MENTAL HEALTH		0%		0%		0%		0%		0%		0%	-	0%		0%		0%	-	0%		0%		0%	-
16 MEDICAL	1	2%		0%	1	3%		0%	1	3%		0%	-	0%		0%	2	18%	-	0%		0%		0%	5
17 NOISE		0%		0%		0%		0%		0%		0%	-	0%		0%		0%	-	0%		0%		0%	-
18 PACKAGES		0%		0%		0%		0%	1	3%		0%	-	0%		0%		0%	-	0%		0%		0%	1
19 PERSONAL HYG.		0%		0%		0%		0%	1	3%		0%	-	0%		0%		0%	1	2%		0%		0%	2
20 PHONE CALLS		0%		0%		0%	9	13%		0%		0%	-	0%	1	5%	1	9%	1	2%	3	8%		0%	15
21 PHYSICAL PLANT		0%		0%	1	3%		0%		0%		0%	-	0%		0%		0%	-	0%	6	17%		0%	7
22 PROPERTY	8	17%	3	23%		0%	4	6%	5	14%	1	8%	8	16%	1	5%		0%	-	0%	3	8%	1	100%	34
23 RECREATION		0%		0%		0%		0%		0%		0%	-	0%		0%		0%	-	0%		0%		0%	-
24 RELIGION		0%		0%		0%		0%	1	3%	1	8%	-	0%		0%		0%	1	2%	2	6%		0%	5
25 RULES & REGS	1	2%	1	8%		0%		0%	1	3%		0%	-	0%		0%		0%	-	0%	4	11%		0%	7
26 SCHOOL		0%		0%		0%		0%		0%		0%	-	0%		0%		0%	-	0%		0%		0%	-
27 SEARCH		0%		0%		0%		0%	1	3%		0%	4	8%		0%		0%	-	0%		0%		0%	5
28 SOCIAL SERVICES		0%		0%		0%		0%	2	5%		0%	-	0%		0%	1	9%	1	2%	2	6%		0%	6
29 TRANSFER		0%		0%		0%		0%		0%		0%	1	2%		0%		0%	-	0%	1	3%		0%	2
30 TRANSPORTATION		0%		0%		0%		0%		0%		0%	-	0%		0%		0%	-	0%		0%		0%	-
31 VISITING		0%		0%	1	3%		0%		0%		0%	-	0%		0%		0%	-	0%		0%		0%	1
32 OTHER	1	2%		0%	13	41%	6	9%	1	3%		0%	-	0%	1	5%		0%	1	2%		0%		0%	23
TOTAL	46		13		32		68		37		13		50		21		11		66		36		1	394	