

IGRP MONTHLY REPORTS 2004

APPENDIX D

INMATE GRIEVANCE RESOLUTION PROGRAM
MONTH: *June 2004* FACILITY: DEPARTMENT-WIDE

GRIEVANCE CATEGORY	AMKC	ARDC	BKDC	EMTC	GMDC	GRVC	JMBC JBKC	NIC	OBCC	OBCC/ CPSU	QDC	RMSC	VCBC	VF	TOTAL	YTD
1. CLASSIFICATION	1	0		0	0	1	0	0	0	0		0	0	0	2	
2. CLOTHING	0	0		0	0	0	0	1	0	0		0	0	0	1	
3. COMMISSARY	1	0		0	0	16	0	0	1	0		10	1	0	29	
4. CORRESPONDENCE	6	7		0	3	0	1	0	8	2		1	2	0	30	
5. DIS. PROCESS	0	0		0	0	0	0	0	0	1		0	0	0	1	
6. EMPLOYMENT	14	3		2	8	5	3	6	3	0		21	15	0	80	
7. ENVIRONMENTAL	0	1		0	1	1	0	0	0	0		0	0	0	3	
8. EQUIPMENT	1	1		0	1	0	2	0	0	2		0	7	0	14	
9. FOOD	4	5		0	1	1	0	1	0	0		0	0	0	12	
10. GRIEV. MECH.	0	0		0	0	0	0	0	0	0		0	0	0	0	
11. INMATE ACCOUNT	6	4		4	2	3	5	4	2	0		14	5	0	49	
12. JAIL TIME	0	8		30	0	0	1	0	2	2		3	0	1	47	
13. LAUNDRY	0	0		0	0	0	0	0	0	0		0	1	0	1	
14. LAW LIBRARY	0	0		0	0	0	1	0	1	0		0	0	0	2	
15. MENTAL HEALTH	0	0		0	0	0	1	0	1	0		0	0	0	2	
16. MEDICAL	1	3		0	2	0	2	0	0	0		1	1	0	10	
17. NOISE	0	0		0	0	0	1	0	0	0		0	0	0	1	
18. PACKAGES	0	5		2	12	4	1	0	1	0		0	0	0	25	
19. PERSONAL HYG.	14	13		0	0	0	0	0	0	0		0	0	0	27	
20. PHONE CALLS	1	2		0	17	4	0	1	3	0		2	6	0	36	
21. PHYSICAL PLANT	0	1		0	0	0	0	5	0	0		2	0	0	8	
22. PROPERTY	13	11		7	0	5	8	12	2	0		2	4	2	66	
23. RECREATION	0	0		0	0	0	0	0	0	0		0	0	0	0	
24. RELIGION	1	0		0	0	0	0	0	0	0		0	0	0	1	
25. RULES & REGS	0	1		0	0	0	0	0	0	2		0	7	0	10	
26. SCHOOL	0	0		0	0	0	0	0	0	0		0	1	0	1	
27. SEARCH	0	1		0	1	9	0	0	0	0		1	2	0	14	
28. SOCIAL SERVICES	0	0		0	0	0	0	0	0	0		1	2	0	3	
29. TRANSFER	0	0		0	0	0	0	0	0	0		0	1	0	1	
30. TRANSPORTATION	0	0		0	0	0	0	0	0	0		0	0	0	0	
31. VISITING	0	1		0	0	0	1	0	0	0		0	0	0	2	
32. OTHER	3	0		7	0	0	1	2	4	0		2	3	0	19	
TOTAL	63	67		52	48	49	23	32	28	9		60	58	3	497	

GRIEVANCE RESOLUTION PROGRAM

Performance Indicator Report - Fiscal Year 2004

FEBRUARY 2004

APPENDIX D

Service Indicators	AMKC	%	ARDC	%	BBKC	%	EMTC	%	CMDC	%	CRVC	%	NIC	%	OBCC	%	OBCC/CPJU	%	RMSC	%	VCBC	%	WEST	%	TOTAL
1 CLASSIFICATION	-	0%	1	1%	-	0%	2	4%	-	0%	3	8%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	6
2 CLOTHING	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2	3%	-	0%	2
3 COMMISSARY	2	4%	5	6%	-	0%	-	0%	-	0%	-	0%	2	7%	1	4%	-	0%	4	5%	4	7%	-	1%	18
4 CORRESPONDENCE	4	8%	7	9%	1	3%	3	6%	5	15%	4	11%	1	3%	10	37%	3	19%	1	1%	1	2%	-	0%	40
5 DIS. PROCESS	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
6 EMPLOYMENT	12	23%	9	11%	3	10%	-	0%	9	27%	7	19%	5	17%	3	11%	1	6%	22	30%	8	14%	1	3%	80
7 ENVIRONMENTAL	-	0%	1	1%	-	0%	-	0%	-	0%	1	3%	-	0%	-	0%	-	0%	3	4%	-	0%	-	0%	5
8 EQUIPMENT	5	9%	2	3%	6	20%	-	0%	-	0%	-	0%	-	0%	1	4%	-	0%	4	5%	16	27%	-	1%	34
9 FOOD	-	0%	1	1%	-	0%	-	0%	-	0%	1	3%	-	0%	1	4%	1	6%	5	7%	-	0%	-	1%	9
10 GRIEV. MECH.	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
11 INMATE ACCOUNT	13	25%	10	13%	8	27%	7	13%	1	3%	4	11%	1	3%	4	15%	2	13%	8	11%	4	7%	1	1%	63
12 JAIL TIME	-	0%	2	3%	-	0%	24	44%	-	0%	-	0%	-	0%	1	4%	1	6%	1	1%	1	2%	-	0%	30
13 LAUNDRY	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2	3%	-	0%	-	0%	2
14 LAW LIBRARY	-	0%	1	1%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	6%	-	0%	1	2%	-	0%	3
15 MENTAL HEALTH	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	1%	-	0%	-	0%	1
16 MEDICAL	1	2%	6	8%	-	0%	-	0%	2	6%	2	5%	-	0%	-	0%	-	0%	2	3%	1	2%	-	0%	14
17 NOISE	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
18 PACKAGES	1	2%	5	6%	-	0%	1	2%	7	21%	1	3%	2	7%	-	0%	-	0%	-	0%	-	0%	-	0%	17
19 PERSONAL HYG.	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	-	0%	3	4%	1	2%	-	0%	5
20 PHONE CALLS	1	2%	4	5%	-	0%	4	7%	3	9%	2	5%	2	7%	3	11%	2	13%	1	1%	1	2%	-	0%	25
21 PHYSICAL PLANT	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	6	8%	-	0%	-	1%	6
22 PROPERTY	14	26%	19	24%	11	37%	11	20%	4	12%	7	19%	12	41%	1	4%	3	19%	1	1%	9	15%	4	0%	96
23 RECREATION	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
24 RELIGION	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	6%	2	3%	-	0%	3	0%	6
25 RULES & REGS	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2	3%	-	0%	2
26 SCHOOL	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
27 SEARCH	-	0%	1	1%	-	0%	-	0%	-	0%	5	14%	-	0%	-	0%	1	6%	-	0%	3	5%	-	0%	10
28 SOCIAL SERVICES	-	0%	1	1%	-	0%	-	0%	1	3%	-	0%	2	7%	-	0%	-	0%	3	4%	-	0%	-	0%	7
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	-	0%	2	3%	1	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	3
32 OTHER	-	0%	3	4%	-	0%	2	4%	1	3%	-	0%	1	3%	2	7%	-	0%	5	7%	5	8%	-	1%	19
TOTAL	53		60		35		34		53		37		29		27		16		74		50		9		501

GRIEVANCE RESOLUTION PROGRAM

Performance Indicator Report - Fiscal Year 2004

MARCH 2004

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Service Indicators	AMKC	%	ARDC	%	BBKC	%	EIMC	%	OMDC	%	GRVC	%	NIC	%	OBCC	%	OBCC/CPUSU	%	RMSC	%	VCBC	%	WEST	%	TOTAL
1 CLASSIFICATION	4	4%	3	5%	-	0%	2	3%	1	1%	-	0%	-	0%	-	0%	-	0%	2	2%	-	0%	-	0%	12
2 CLOTHING	1	1%	2	3%	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	-	0%	2	2%	-	0%	-	0%	6
3 COMMISSARY	3	3%	2	3%	-	0%	2	3%	-	0%	2	4%	1	3%	-	0%	-	0%	1	1%	1	1%	1	0%	13
4 CORRESPONDENCE	11	11%	1	2%	1	3%	3	4%	10	11%	1	2%	3	8%	10	20%	-	0%	2	2%	3	3%	2	0%	47
5 DIS. PROCESS	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	2	9%	-	0%	-	0%	-	0%	3
6 EMPLOYMENT	13	13%	2	3%	7	23%	2	3%	11	12%	2	4%	8	15%	1	2%	-	0%	25	29%	14	14%	1	2%	84
7 ENVIRONMENTAL	-	0%	1	2%	-	0%	-	0%	16	17%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	17
8 EQUIPMENT	-	0%	2	3%	1	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	6	7%	13	13%	-	0%	22
9 FOOD	1	1%	1	2%	-	0%	-	0%	-	0%	1	2%	-	0%	3	6%	-	0%	3	3%	1	1%	-	0%	10
10 GRIEV. MECH.	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	1
11 INMATE ACCOUNT	30	30%	18	31%	15	50%	4	8%	29	32%	29	51%	7	18%	15	31%	4	18%	20	23%	13	13%	2	1%	186
12 JAIL TIME	-	0%	7	12%	-	0%	35	50%	-	0%	-	0%	-	0%	5	10%	2	9%	6	7%	-	0%	-	0%	55
13 LAUNDRY	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	1%	-	0%	1
14 LAW LIBRARY	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	2	9%	-	0%	-	0%	-	0%	3
15 MENTAL HEALTH	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	-	0%	-	0%	-	0%	-	0%	1
16 MEDICAL	-	0%	4	7%	-	0%	-	0%	-	0%	1	2%	2	5%	3	6%	-	0%	-	0%	2	2%	2	0%	14
17 NOISE	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
18 PACKAGES	-	0%	4	7%	-	0%	1	1%	6	7%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	12
19 PERSONAL HYG.	-	0%	-	0%	-	0%	-	0%	-	0%	2	4%	1	3%	-	0%	1	5%	-	0%	1	1%	-	0%	5
20 PHONE CALLS	13	13%	1	2%	-	0%	4	6%	-	0%	-	0%	1	3%	1	2%	3	14%	1	1%	33	32%	1	0%	58
21 PHYSICAL PLANT	-	0%	-	0%	-	0%	-	0%	1	1%	-	0%	-	0%	-	0%	-	0%	9	10%	1	1%	-	1%	11
22 PROPERTY	22	22%	6	10%	6	20%	12	17%	13	14%	8	14%	16	40%	4	8%	6	27%	-	0%	12	12%	6	0%	111
23 RECREATION	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	1	1%	-	0%	-	0%	2
24 RELIGION	-	0%	-	0%	-	0%	-	0%	1	1%	-	0%	-	0%	2	4%	-	0%	1	1%	-	0%	-	0%	4
25 RULES & REGS	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	1	1%	-	0%	2
26 SCHOOL	-	0%	2	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2
27 SEARCH	-	0%	-	0%	-	0%	-	0%	1	1%	5	9%	1	3%	1	2%	-	0%	-	0%	5	5%	-	0%	13
28 SOCIAL SERVICES	2	2%	-	0%	-	0%	-	0%	2	2%	-	0%	-	0%	-	0%	-	0%	1	1%	-	0%	-	0%	5
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	-	0%	-	0%	-	0%	1	1%	1	1%	2	4%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	4
32 OTHER	-	0%	2	3%	-	0%	4	6%	-	0%	-	0%	-	0%	2	4%	2	9%	6	7%	1	1%	3	0%	20
TOTAL	100		58		50		70		52		37		40		48		32		58		102		18		724

GRIEVANCE RESOLUTION PROGRAM

Performance Indicator Report - Fiscal Year 2004

APRIL 2004

APPENDIX D

Service Indicators	AM/KC	%	AR/DC	%	BB/KC	%	EM/TC	%	CM/DC	%	GR/VC	%	IM/VC	%	OB/CC	%	OB/CC/PSU	%	RM/SC	%	VC/BC	%	WEST	%	TOTAL
1 CLASSIFICATION	-	0%	1	2%	-	0%	2	3%	-	0%	1	3%	-	0%	1	3%	-	0%	4	5%	1	1%	-	###	10
2 CLOTHING	-	0%	-	0%	1	4%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	3	4%	-	0%	-	###	4
3 COMMISSARY	-	0%	1	2%	-	0%	4	6%	2	4%	-	0%	2	5%	-	0%	1	0%	3	4%	3	4%	-	###	16
4 CORRESPONDENCE	5	11%	4	8%	-	0%	1	2%	9	20%	1	3%	3	7%	5	13%	3	8%	-	0%	1	1%	-	###	32
5 DIS. PROCESS	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	###	-
6 EMPLOYMENT	6	13%	4	8%	4	15%	-	0%	3	7%	4	13%	3	7%	4	10%	-	0%	20	26%	16	19%	-	###	64
7 ENVIRONMENTAL	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	1%	-	0%	-	###	1
8 EQUIPMENT	-	0%	2	4%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	5	6%	7	8%	-	###	14
9 FOOD	-	0%	2	4%	-	0%	-	0%	-	0%	1	3%	1	2%	-	0%	3	8%	1	1%	1	1%	-	###	9
10 GRIEV. MECH.	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	###	-
11 INMATE ACCOUNT	18	38%	11	21%	11	42%	11	17%	11	24%	8	26%	10	24%	11	28%	11	28%	9	12%	15	18%	-	###	126
12 JAIL TIME	1	2%	5	9%	1	4%	35	56%	-	0%	-	0%	-	0%	3	8%	2	5%	4	5%	-	0%	-	###	51
13 LAUNDRY	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	6	15%	-	0%	26	31%	-	###	32
14 LAW LIBRARY	-	0%	1	2%	2	8%	-	0%	-	0%	1	3%	-	0%	-	0%	2	5%	-	0%	1	1%	-	###	7
15 MENTAL HEALTH	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	###	-
16 MEDICAL	1	2%	3	6%	-	0%	-	0%	3	7%	-	0%	-	0%	3	8%	-	0%	3	4%	-	0%	-	###	13
17 NOISE	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	###	-
18 PACKAGES	2	4%	4	8%	-	0%	-	0%	4	8%	1	3%	-	0%	1	3%	-	0%	2	3%	-	0%	-	###	14
19 PERSONAL HYG.	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	###	-
20 PHONE CALLS	3	6%	-	0%	-	0%	2	3%	1	2%	4	13%	2	5%	5	13%	-	0%	11	14%	1	1%	-	###	29
21 PHYSICAL PLANT	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	###	1
22 PROPERTY	11	23%	11	21%	7	27%	8	13%	4	9%	8	26%	14	33%	3	8%	5	13%	1	1%	4	5%	-	###	76
23 RECREATION	-	0%	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	###	1
24 RELIGION	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	1	3%	2	3%	-	0%	-	###	4
25 RULES & REGS	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	1	1%	-	###	2
26 SCHOOL	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	###	1
27 SEARCH	-	0%	1	2%	-	0%	-	0%	3	7%	-	0%	5	12%	1	3%	1	3%	-	0%	5	6%	-	###	16
28 SOCIAL SERVICES	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	6	8%	-	0%	-	###	7
29 TRANSFER	-	0%	2	4%	-	0%	-	0%	-	0%	1	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	###	3
30 TRANSPORTATION	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	###	-
31 VISITING	-	0%	1	2%	-	0%	-	0%	1	2%	-	0%	-	0%	1	3%	2	5%	-	0%	-	0%	-	###	5
32 OTHER	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	1	2%	1	3%	1	3%	2	3%	2	2%	-	###	8
TOTAL	47		33		26		63		45		31		43		36		29		77		24		-	546	

GRIEVANCE RESOLUTION PROGRAM

Performance Indicator Report - Fiscal Year 2004

MAY 2004

APPENDIX D

Service Indicators	AMKC	%	ARDC	%	BBKC	%	EMTC	%	CMDC	%	GRVC	%	NIC	%	OBCC	%	OBCC/CP5U	%	RMSC	%	VCBC	%	WEST	%	TOTAL
1 CLASSIFICATION	-	0%	2	2%	-	0%	3	5%	-	0%	-	0%	-	0%	1	4%	-	0%	-	0%	-	0%	-	0%	6
2 CLOTHING	2	2%	-	0%	2	8%	-	0%	-	0%	-	0%	1	3%	-	0%	-	0%	14	18%	-	0%	1	3%	20
3 COMMISSARY	1	1%	-	0%	-	0%	-	0%	2	4%	-	0%	1	3%	-	0%	1	0%	1	1%	-	0%	-	0%	6
4 CORRESPONDENCE	6	7%	6	7%	-	0%	2	3%	5	11%	-	0%	-	0%	3	13%	-	0%	1	1%	2	4%	-	0%	25
5 DIS. PROCESS	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	1%	-	0%	-	0%	1
6 EMPLOYMENT	23	26%	14	17%	6	23%	1	2%	2	4%	6	16%	2	5%	1	4%	-	0%	26	33%	7	14%	-	5%	88
7 ENVIRONMENTAL	1	1%	9	11%	-	0%	-	0%	-	0%	2	5%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	13
8 EQUIPMENT	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	-	0%	4	5%	2	4%	-	1%	7
9 FOOD	-	0%	4	5%	-	0%	-	0%	2	4%	-	0%	-	0%	2	8%	1	8%	-	0%	1	2%	-	0%	10
10 GRIEV. MECH.	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
11 INMATE ACCOUNT	27	30%	15	18%	6	23%	7	12%	9	20%	12	32%	11	30%	3	13%	2	15%	12	15%	11	22%	1	3%	116
12 JAIL TIME	1	1%	2	2%	-	0%	24	41%	-	0%	-	0%	-	0%	2	8%	-	0%	3	4%	-	0%	-	1%	32
13 LAUNDRY	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
14 LAW LIBRARY	1	1%	2	2%	2	8%	-	0%	1	2%	-	0%	1	3%	-	0%	1	8%	-	0%	-	0%	-	0%	8
15 MENTAL HEALTH	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
16 MEDICAL	4	4%	2	2%	1	4%	-	0%	1	2%	-	0%	1	3%	-	0%	2	15%	1	1%	-	0%	1	0%	13
17 NOISE	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
18 PACKAGES	2	2%	4	5%	-	0%	-	0%	2	4%	3	8%	1	3%	-	0%	-	0%	-	0%	1	2%	-	0%	13
19 PERSONAL HYC.	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	3	8%	-	0%	-	0%	-	0%	1	2%	1	0%	5
20 PHONE CALLS	4	4%	3	4%	2	8%	4	7%	2	4%	2	5%	-	0%	-	0%	1	8%	-	0%	3	6%	-	0%	21
21 PHYSICAL PLANT	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	4	5%	1	2%	-	1%	5
22 PROPERTY	14	16%	12	14%	6	23%	18	31%	14	31%	7	19%	10	27%	8	33%	1	8%	1	1%	9	18%	1	0%	101
23 RECREATION	-	0%	1	1%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1
24 RELIGION	1	1%	-	0%	-	0%	-	0%	-	0%	1	3%	1	3%	-	0%	-	0%	1	1%	-	0%	-	0%	4
25 RULES & REGS	2	2%	2	2%	-	0%	-	0%	-	0%	1	3%	-	0%	1	4%	2	15%	1	1%	-	0%	-	0%	9
26 SCHOOL	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
27 SEARCH	-	0%	1	1%	-	0%	-	0%	-	0%	3	8%	2	5%	1	4%	1	8%	1	1%	9	18%	-	0%	18
28 SOCIAL SERVICES	-	0%	-	0%	-	0%	-	0%	3	7%	-	0%	-	0%	-	0%	-	0%	4	5%	-	0%	-	1%	7
29 TRANSFER	-	0%	2	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2
30 TRANSPORTATION	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	-	0%	-	0%	-	0%	-	0%	1
31 VISITING	-	0%	1	1%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	8%	-	0%	-	0%	-	0%	2
32 OTHER	1	1%	1	1%	1	4%	-	0%	2	4%	-	0%	1	3%	2	8%	-	0%	5	6%	2	4%	1	1%	16
TOTAL	90		83		26		59		45		27		37		24		15		20		36		8		550

GRIEVANCE RESOLUTION PROGRAM

Performance Indicator Report - Fiscal Year 2004

JUNE 2004

APPENDIX D

Service Indicators	AMKC	%	ARDC	%	BBKC	%	EMTC	%	GMDC	%	GRVC	%	NIC	%	OBCC	%	OBCC/CPFU	%	RMSC	%	VCBC	%	WEST	%	TOTAL
1 CLASSIFICATION	-	0%	1	2%	-	0%	4	8%	1	3%	-	0%	-	0%	-	0%	-	0%	3	4%	-	0%	-	###	9
2 CLOTHING	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	4%	-	0%	-	0%	2	3%	-	0%	-	###	3
3 COMMISSARY	-	0%	-	0%	1	5%	1	2%	-	0%	-	0%	2	8%	-	0%	-	0%	1	1%	1	2%	-	###	6
4 CORRESPONDENCE	5	10%	7	13%	-	0%	3	5%	8	21%	1	3%	-	0%	-	0%	1	4%	-	0%	1	2%	-	###	26
5 DIS. PROCESS	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	###	1
6 EMPLOYMENT	13	25%	3	5%	4	18%	-	0%	2	5%	8	19%	2	8%	5	22%	-	0%	27	38%	7	14%	-	###	89
7 ENVIRONMENTAL	-	0%	-	0%	-	0%	-	0%	5	13%	-	0%	-	0%	-	0%	-	0%	1	1%	-	0%	-	###	6
8 EQUIPMENT	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	3	4%	1	2%	-	###	5
9 FOOD	2	4%	2	4%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	2	9%	1	1%	2	4%	-	###	10
10 GRIEV. MECH.	-	0%	2	4%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	###	2
11 INMATE ACCOUNT	16	31%	5	9%	16	73%	1	2%	2	5%	10	32%	9	35%	7	30%	5	22%	11	15%	8	16%	-	###	90
12 JAIL TIME	-	0%	4	7%	-	0%	27	44%	-	0%	-	0%	-	0%	3	13%	2	9%	5	7%	-	0%	-	###	41
13 LAUNDRY	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	4%	-	0%	1	2%	-	###	2
14 LAW LIBRARY	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	4%	-	0%	-	0%	-	###	1
15 MENTAL HEALTH	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	###	-
16 MEDICAL	2	4%	1	2%	-	0%	-	0%	3	8%	1	3%	3	12%	-	0%	2	9%	2	3%	1	2%	-	###	15
17 NOISE	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	###	-
18 PACKAGES	-	0%	7	13%	-	0%	1	2%	5	13%	-	0%	-	0%	1	4%	-	0%	-	0%	-	0%	-	###	14
19 PERSONAL HYG.	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2	9%	-	0%	-	0%	-	###	3
20 PHONE CALLS	1	2%	4	7%	-	0%	9	15%	-	0%	-	0%	2	8%	1	4%	-	0%	2	3%	8	16%	-	###	27
21 PHYSICAL PLANT	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	1%	1	2%	-	###	3
22 PROPERTY	5	10%	7	13%	1	5%	14	23%	6	16%	12	39%	4	15%	5	22%	5	22%	3	4%	9	18%	-	###	71
23 RECREATION	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	###	-
24 RELIGION	1	2%	3	5%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	1%	-	0%	-	###	5
25 RULES & REGS	-	0%	1	2%	-	0%	-	0%	-	0%	1	3%	3	12%	-	0%	-	0%	-	0%	3	6%	-	###	8
26 SCHOOL	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	###	-
27 SEARCH	1	2%	3	5%	-	0%	-	0%	3	8%	-	0%	-	0%	-	0%	-	0%	-	0%	4	8%	-	###	11
28 SOCIAL SERVICES	2	4%	-	0%	-	0%	-	0%	1	3%	-	0%	-	0%	-	0%	-	0%	5	7%	-	0%	-	###	8
29 TRANSFER	-	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%	2	4%	-	###	2
31 VISITING	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	1%	-	0%	-	###	2
32 OTHER	2	4%	2	4%	-	0%	-	0%	2	5%	-	0%	-	0%	1	4%	2	9%	3	4%	2	4%	-	###	14
TOTAL	57		59		23		82		38		31		26		25		23		72		31			455	

GRIEVANCE RESOLUTION PROGRAM

Performance Indicator Report - Fiscal Year 2005

JULY 2004

APPENDIX D

Service indicators	AMKC	%	ARDC	%	BEKC	%	EIMC	%	GMDC	%	GRVC	%	NIC	%	OBOC	%	OBCC/CPSU	%	RMSC	%	VCBC	%	WEST	%	TOTAL
1 CLASSIFICATION	-	0%	4	8%	-	0%	1	1%	1	2%	-	0%	-	0%	-	0%	-	0%	2	3%	-	0%	-	1%	8
2 CLOTHING	1	1%	-	0%	-	0%	1	1%	-	0%	-	0%	-	0%	-	0%	-	0%	1	1%	-	0%	-	0%	3
3 COMMISSARY	1	1%	1	2%	2	10%	1	1%	1	2%	1	3%	-	0%	-	0%	-	0%	1	1%	-	0%	-	0%	8
4 CORRESPONDENCE	5	6%	4	8%	1	5%	3	4%	11	17%	1	3%	3	6%	-	0%	1	5%	-	0%	2	6%	-	0%	31
5 DIS. PROCESS	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
6 EMPLOYMENT	12	16%	2	3%	-	0%	1	1%	2	3%	8	26%	8	15%	3	33%	-	0%	24	34%	7	20%	1	11%	68
7 ENVIRONMENTAL	-	0%	2	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	5%	4	6%	-	0%	-	2%	7
8 EQUIPMENT	-	0%	1	2%	-	0%	-	0%	-	0%	2	6%	-	0%	-	0%	2	10%	-	0%	1	3%	-	0%	6
9 FOOD	-	0%	2	3%	-	0%	1	1%	1	2%	2	6%	2	4%	-	0%	2	10%	6	9%	1	3%	-	3%	17
10 GRIEV. MECH.	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
11 INMATE ACCOUNT	25	32%	4	6%	13	62%	6	8%	9	14%	7	23%	9	17%	3	33%	1	5%	4	6%	4	11%	-	2%	85
12 JAIL TIME	1	1%	5	8%	-	0%	31	44%	-	0%	-	0%	-	0%	-	0%	5	25%	1	1%	2	6%	-	0%	45
13 LAUNDRY	-	0%	-	0%	-	0%	1	1%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	2
14 LAW LIBRARY	-	0%	1	2%	-	0%	-	0%	1	2%	-	0%	1	2%	-	0%	1	5%	-	0%	3	9%	-	0%	7
15 MENTAL HEALTH	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
16 MEDICAL	4	5%	3	5%	-	0%	1	1%	4	6%	2	6%	3	6%	-	0%	2	10%	-	0%	-	0%	1	0%	20
17 NOISE	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
18 PACKAGES	-	0%	7	11%	-	0%	1	1%	3	5%	1	3%	-	0%	-	0%	-	0%	1	1%	1	3%	-	0%	14
19 PERSONAL HYG.	1	1%	-	0%	-	0%	-	0%	1	2%	-	0%	2	4%	-	0%	2	10%	-	0%	-	0%	-	0%	6
20 PHONE CALLS	2	3%	5	8%	-	0%	8	11%	-	0%	2	6%	2	4%	2	22%	-	0%	2	3%	2	6%	-	1%	25
21 PHYSICAL PLANT	-	0%	4	6%	1	5%	2	3%	-	0%	-	0%	-	0%	-	0%	-	0%	6	9%	2	6%	-	3%	15
22 PROPERTY	21	27%	11	17%	4	19%	10	14%	3	5%	5	16%	12	23%	1	11%	2	10%	2	3%	3	9%	1	1%	75
23 RECREATION	-	0%	4	6%	-	0%	-	0%	-	0%	-	0%	3	6%	-	0%	1	5%	-	0%	-	0%	-	0%	8
24 RELIGION	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2	4%	-	0%	-	0%	1	1%	-	0%	-	0%	3
25 RULES & REGS	1	1%	-	0%	-	0%	-	0%	-	0%	-	0%	2	4%	-	0%	-	0%	-	0%	1	3%	-	0%	4
26 SCHOOL	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
27 SEARCH	-	0%	1	2%	-	0%	-	0%	27	42%	-	0%	1	2%	-	0%	-	0%	1	1%	3	9%	-	0%	33
28 SOCIAL SERVICES	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	5	7%	-	0%	-	2%	7
29 TRANSFER	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	1
30 TRANSPORTATION	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
31 VISITING	2	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	3
32 OTHER	1	1%	1	2%	-	0%	3	4%	-	0%	-	0%	-	0%	-	0%	-	0%	9	13%	1	3%	-	4%	15
TOTAL	77		63		21		71		64		51		52		6		20		76		39		6		516

GRIEVANCE RESOLUTION PROGRAM

Performance Indicator Report - Fiscal Year 2005

AUGUST 2004

APPENDIX D

Service Indicators	AMKC	%	ARDC	%	BBKC	%	EMTC	%	GMDC	%	GRVC	%	IMC	%	OBCC	%	OBCC/CFSU	%	RMSC	%	VCBC	%	WEST	%	TOTAL
1 CLASSIFICATION	-	0%	-	0%	-	0%	2	3%	-	0%	-	0%	1	2%	-	0%	1	7%	-	0%	1	1%	-	0%	5
2 CLOTHING	-	0%	1	2%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	7	9%	1	1%	-	2%	10
3 COMMISSARY	-	0%	1	2%	-	0%	-	0%	-	0%	4	17%	-	0%	1	8%	-	0%	-	0%	-	0%	-	0%	6
4 CORRESPONDENCE	8	16%	4	8%	1	4%	3	4%	4	8%	-	0%	3	6%	1	8%	2	13%	2	3%	2	3%	-	1%	30
5 DIS. PROCESS	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	1%	-	0%	1
6 EMPLOYMENT	16	32%	5	10%	2	8%	3	4%	7	14%	2	9%	4	8%	-	0%	1	7%	26	34%	24	33%	-	8%	90
7 ENVIRONMENTAL	-	0%	1	2%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	4	5%	-	0%	-	1%	6
8 EQUIPMENT	-	0%	1	2%	-	0%	-	0%	-	0%	1	4%	1	2%	1	8%	-	0%	1	1%	1	1%	-	0%	6
9 FOOD	-	0%	-	0%	-	0%	2	3%	7	14%	2	9%	-	0%	-	0%	-	0%	3	4%	2	3%	-	1%	16
10 GRIEV. MECH.	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
11 INMATE ACCOUNT	16	32%	7	13%	16	62%	8	11%	5	10%	3	13%	3	6%	5	38%	-	0%	12	16%	13	18%	1	4%	89
12 JAIL TIME	-	0%	5	10%	-	0%	30	40%	-	0%	-	0%	2	4%	-	0%	-	0%	5	6%	2	3%	-	2%	44
13 LAUNDRY	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
14 LAW LIBRARY	-	0%	-	0%	-	0%	-	0%	-	0%	1	4%	-	0%	-	0%	1	7%	-	0%	-	0%	-	0%	2
15 MENTAL HEALTH	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	1%	-	0%	-	0%	1
16 MEDICAL	-	0%	4	8%	1	4%	-	0%	2	4%	1	4%	2	4%	-	0%	3	20%	2	3%	-	0%	-	1%	15
17 NOISE	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
18 PACKAGES	1	2%	2	4%	-	0%	1	1%	3	6%	-	0%	-	0%	-	0%	1	7%	1	1%	2	3%	-	0%	11
19 PERSONAL HYG.	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	2	3%	-	0%	3
20 PHONE CALLS	2	4%	3	6%	1	4%	10	13%	2	4%	-	0%	-	0%	1	8%	1	7%	1	1%	2	3%	-	0%	23
21 PHYSICAL PLANT	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	19	39%	-	0%	-	0%	1	1%	1	1%	-	0%	22
22 PROPERTY	7	14%	13	25%	4	15%	14	19%	10	20%	6	26%	8	16%	3	23%	3	20%	4	5%	4	6%	1	1%	77
23 RECREATION	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	1%	-	0%	2
24 RELIGION	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
25 RULES & REGS	-	0%	-	0%	-	0%	-	0%	-	0%	1	4%	-	0%	-	0%	-	0%	-	0%	6	8%	-	0%	7
26 SCHOOL	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
27 SEARCH	-	0%	1	2%	-	0%	-	0%	2	4%	2	9%	3	6%	-	0%	1	7%	-	0%	4	6%	-	0%	13
28 SOCIAL SERVICES	-	0%	-	0%	-	0%	-	0%	3	6%	-	0%	-	0%	1	8%	-	0%	4	5%	-	0%	-	1%	8
29 TRANSFER	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2	3%	-	0%	2
30 TRANSPORTATION	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
31 VISITING	-	0%	2	4%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	3
32 OTHER	-	0%	-	0%	1	4%	2	3%	1	2%	-	0%	2	4%	-	0%	1	7%	3	4%	1	1%	?	1%	13
TOTAL	50		53		26		75		48		25		46		13		43		77		72		4		505

GRIEVANCE RESOLUTION PROGRAM

Performance Indicator Report - Fiscal Year 2005

SEPTEMBER 2004

APPENDIX D

Service Indicators	AMKC	%	ARDC	%	BBKC	%	EMTC	%	GMDC	%	GRVC	%	NIC	%	OBCC	%	OBCCCPSU	%	RMSC	%	VCBC	%	WEST	%	TOTAL
1 CLASSIFICATION	1	1%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	9%	-	0%	-	0%	-	####	2
2 CLOTHING	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	3	4%	1	2%	-	####	4
3 COMMISSARY	2	3%	1	2%	-	0%	-	0%	-	0%	1	5%	-	0%	1	7%	-	0%	3	4%	5	11%	-	####	13
4 CORRESPONDENCE	4	6%	4	10%	-	0%	-	0%	1	3%	1	5%	1	2%	-	0%	1	9%	-	0%	4	9%	-	####	16
5 DIS. PROCESS	2	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	####	2
6 EMPLOYMENT	6	9%	1	2%	2	8%	1	2%	4	13%	9	41%	1	2%	1	7%	-	0%	23	33%	6	13%	-	####	54
7 ENVIRONMENTAL	-	0%	3	7%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	1	9%	9	13%	-	0%	-	####	14
8 EQUIPMENT	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	4	9%	-	0%	-	0%	-	0%	3	7%	-	####	7
9 FOOD	-	0%	2	5%	-	0%	-	0%	6	20%	-	0%	6	14%	-	0%	-	0%	-	0%	7	15%	-	####	21
10 GRIEV. MECH.	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	####	-
11 INMATE ACCOUNT	24	36%	4	10%	13	54%	2	3%	3	10%	5	23%	2	5%	4	27%	-	0%	11	16%	2	4%	-	####	70
12 JAIL TIME	1	1%	7	17%	-	0%	35	56%	-	0%	-	0%	-	0%	1	7%	1	9%	2	3%	1	2%	-	####	48
13 LAUNDRY	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	####	-
14 LAW LIBRARY	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	####	-
15 MENTAL HEALTH	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	####	1
16 MEDICAL	3	4%	2	5%	2	8%	1	2%	4	13%	-	0%	1	2%	1	7%	-	0%	1	1%	-	0%	-	####	15
17 NOISE	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	####	-
18 PACKAGES	2	3%	4	10%	-	0%	-	0%	-	0%	-	0%	3	7%	1	7%	-	0%	1	1%	1	2%	-	####	12
19 PERSONAL HYG.	8	12%	2	5%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	1	9%	-	0%	1	2%	-	####	13
20 PHONE CALLS	2	3%	-	0%	-	0%	14	22%	2	7%	-	0%	-	0%	-	0%	-	0%	-	0%	3	7%	-	####	21
21 PHYSICAL PLANT	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	6	14%	-	0%	-	0%	-	0%	-	0%	-	####	6
22 PROPERTY	12	18%	11	26%	6	25%	8	13%	3	10%	3	14%	13	30%	4	27%	3	27%	2	3%	3	7%	-	####	68
23 RECREATION	-	0%	1	2%	-	0%	-	0%	2	7%	-	0%	-	0%	-	0%	-	0%	1	1%	2	4%	-	####	6
24 RELIGION	-	0%	-	0%	-	0%	-	0%	2	7%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	####	3
25 RULES & REGS	-	0%	-	0%	-	0%	-	0%	-	0%	2	9%	-	0%	-	0%	-	0%	-	0%	1	2%	-	####	3
26 SCHOOL	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	####	-
27 SEARCH	-	0%	-	0%	-	0%	-	0%	1	3%	1	5%	-	0%	1	7%	-	0%	-	0%	2	4%	-	####	5
28 SOCIAL SERVICES	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	4	6%	-	0%	-	####	5
29 TRANSFER	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	####	-
30 TRANSPORTATION	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	####	-
31 VISITING	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	-	0%	-	0%	1	9%	1	1%	-	0%	-	####	3
32 OTHER	-	0%	-	0%	1	4%	2	3%	-	0%	-	0%	3	7%	1	7%	2	18%	9	13%	3	7%	-	####	21
TOTAL	67		42		24		63		30		22		43		16		11		70		46		-	433	

GRIEVANCE RESOLUTION PROGRAM

Performance Indicator Report - Fiscal Year 2005

OCTOBER 2004

APPENDIX D

Service Indicators	AMKC	%	ARDC	%	BBKC	%	EMTC	%	GMDC	%	GRVC	%	NIC	%	OBCC	%	OBCC/CPSU	%	RMSC	%	VCBC	%	WEST	%	TOTAL
1 CLASSIFICATION	-	0%	1	2%	-	0%	3	5%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	5
2 CLOTHING	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	5	10%	2	5%	-	1%	7
3 COMMISSARY	5	8%	1	2%	-	0%	-	0%	1	2%	-	0%	1	2%	-	0%	2	0%	-	0%	-	0%	-	0%	10
4 CORRESPONDENCE	7	12%	3	5%	1	4%	1	2%	4	8%	2	6%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	19
5 DIS. PROCESS	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
6 EMPLOYMENT	5	8%	1	2%	9	35%	-	0%	8	17%	14	39%	2	5%	2	9%	-	0%	23	48%	10	23%	-	7%	74
7 ENVIRONMENTAL	-	0%	6	10%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	7
8 EQUIPMENT	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	23	55%	-	0%	-	0%	4	8%	10	23%	-	1%	37
9 FOOD	-	0%	-	0%	-	0%	-	0%	-	0%	1	3%	1	2%	-	0%	-	0%	-	0%	1	2%	1	0%	4
10 GRIEV. MECH.	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
11 INMATE ACCOUNT	24	41%	8	14%	6	23%	10	15%	12	25%	4	11%	4	10%	13	59%	-	0%	9	19%	3	7%	-	3%	93
12 JAIL TIME	2	3%	11	19%	-	0%	33	50%	-	0%	-	0%	-	0%	2	9%	1	8%	3	6%	-	0%	-	1%	52
13 LAUNDRY	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1
14 L&W LIBRARY	-	0%	1	2%	-	0%	-	0%	-	0%	1	3%	-	0%	-	0%	1	8%	-	0%	-	0%	2	0%	5
15 MENTAL HEALTH	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
16 MEDICAL	1	2%	1	2%	1	4%	-	0%	3	6%	1	3%	1	2%	-	0%	1	8%	-	0%	-	0%	-	0%	9
17 NOISE	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
18 PACKAGES	-	0%	4	7%	-	0%	-	0%	2	4%	-	0%	-	0%	1	5%	-	0%	-	0%	-	0%	-	0%	7
19 PERSONAL HYG.	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	5%	-	0%	-	0%	-	0%	1	0%	3
20 PHONE CALLS	-	0%	3	5%	2	8%	8	12%	6	13%	-	0%	-	0%	-	0%	1	8%	1	2%	3	7%	-	0%	24
21 PHYSICAL PLANT	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
22 PROPERTY	12	20%	10	17%	6	23%	9	14%	6	13%	10	28%	5	12%	2	9%	2	17%	-	0%	5	12%	1	0%	68
23 RECREATION	-	0%	5	9%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	7
24 RELIGION	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	0%	2
25 RULES & REGS	1	2%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	3
26 SCHOOL	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
27 SEARCH	-	0%	-	0%	-	0%	-	0%	1	2%	2	6%	3	7%	-	0%	-	0%	-	0%	5	12%	-	0%	11
28 SOCIAL SERVICES	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	3	25%	2	4%	-	0%	-	1%	5
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	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1
32 OTHER	-	0%	1	2%	1	4%	1	2%	2	4%	1	3%	1	2%	1	5%	1	8%	-	0%	3	7%	1	0%	13
TOTAL	58		58		25		65		45		35		42		22		12		48		43		7	467	

GRIEVANCE RESOLUTION PROGRAM

Performance Indicator Report - Fiscal Year 2005

NOVEMBER 2004

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Service Indicators	AMKC	%	ARDC	%	BBKC	%	EMTC	%	GMDC	%	GRVC	%	NIC	%	OBCC	%	OBCC/CPSU	%	RMSC	%	VCBC	%	WEST	%	TOTAL
1 CLASSIFICATION	-	0%	4	5%	-	0%	1	2%	-	0%	1	4%	-	0%	-	0%	-	0%	5	10%	-	0%	-	2%	11
2 CLOTHING	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	-	0%	-	0%	1	2%	-	0%	2
3 COMMISSARY	1	2%	-	0%	1	3%	-	0%	-	0%	1	4%	-	0%	-	0%	3	0%	1	2%	1	2%	-	0%	8
4 CORRESPONDENCE	3	7%	1	1%	1	3%	-	0%	2	6%	2	7%	1	3%	1	5%	-	0%	3	6%	3	5%	-	1%	17
5 DIS. PROCESS	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	3	14%	-	0%	-	0%	-	0%	3
6 EMPLOYMENT	10	24%	1	1%	2	7%	-	0%	10	32%	3	11%	-	0%	1	5%	-	0%	17	33%	17	30%	-	5%	61
7 ENVIRONMENTAL	-	0%	3	4%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	5	10%	-	0%	-	2%	8
8 EQUIPMENT	-	0%	-	0%	-	0%	-	0%	-	0%	2	7%	6	19%	-	0%	-	0%	-	0%	-	0%	-	0%	8
9 FOOD	-	0%	1	1%	-	0%	-	0%	1	3%	-	0%	-	0%	1	5%	1	5%	4	8%	-	0%	-	1%	8
10 GRIEV. MECH.	-	0%	1	1%	-	0%	-	0%	-	0%	1	4%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2
11 INMATE ACCOUNT	13	31%	11	14%	12	40%	4	7%	8	26%	2	7%	9	28%	2	9%	-	0%	7	13%	13	23%	2	2%	83
12 JAIL TIME	-	0%	10	12%	-	0%	39	54%	-	0%	-	0%	-	0%	4	18%	2	10%	2	4%	-	0%	-	1%	57
13 LAUNDRY	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
14 LAW LIBRARY	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	1	5%	-	0%	1	2%	-	0%	3
15 MENTAL HEALTH	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
16 MEDICAL	-	0%	2	2%	1	3%	-	0%	-	0%	5	18%	-	0%	1	5%	-	0%	-	0%	-	0%	-	0%	9
17 NOISE	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
18 PACKAGES	-	0%	6	7%	-	0%	1	2%	6	19%	-	0%	-	0%	1	5%	2	10%	-	0%	1	2%	-	0%	17
19 PERSONAL HYG.	4	10%	3	4%	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	-	0%	-	0%	-	0%	-	0%	8
20 PHONE CALLS	1	2%	2	2%	-	0%	11	18%	-	0%	-	0%	1	3%	1	5%	1	5%	3	6%	4	7%	-	1%	24
21 PHYSICAL PLANT	-	0%	1	1%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2	4%	-	0%	-	1%	3
22 PROPERTY	10	24%	15	19%	9	30%	4	7%	1	3%	5	18%	11	34%	6	27%	6	29%	-	0%	6	11%	4	0%	77
23 RECREATION	-	0%	2	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	2%	-	0%	-	0%	3
24 RELIGION	-	0%	-	0%	-	0%	-	0%	-	0%	1	4%	-	0%	1	5%	1	5%	-	0%	-	0%	-	0%	3
25 RULES & REGS	-	0%	5	6%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2	4%	-	0%	7
26 SCHOOL	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
27 SEARCH	-	0%	9	11%	-	0%	-	0%	2	6%	-	0%	1	3%	-	0%	-	0%	-	0%	5	9%	-	0%	17
28 SOCIAL SERVICES	-	0%	1	1%	-	0%	-	0%	1	3%	-	0%	-	0%	3	14%	1	5%	1	2%	-	0%	-	0%	7
29 TRANSFER	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
30 TRANSPORTATION	-	0%	-	0%	-	0%	-	0%	-	0%	1	4%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1
31 VISITING	-	0%	2	2%	1	3%	-	0%	-	0%	2	7%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	5
32 OTHER	-	0%	1	1%	3	10%	1	2%	-	0%	2	7%	-	0%	-	0%	-	0%	1	2%	3	5%	-	0%	11
TOTAL	42		61		30		63		31		28		12		22		23		57		6		6	463	

GRIEVANCE RESOLUTION PROGRAM

Performance Indicator Report - Fiscal Year 2005

DECEMBER 2004

APPENDIX D

Service Indicators	AMKC		ARDC		BBKC		EMTC		GMDC		GRVC		NIC		OBCC		OECC/CPBU		RMSC		VCBC		WEST		TOTAL
		%		%		%		%		%		%		%		%		%		%		%		%	
1 CLASSIFICATION	-	0%	2	4%	2	6%	-	0%	-	0%	-	0%	-	0%	1	7%	1	3%	3	5%	-	0%	-	2%	9
2 CLOTHING	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	8	13%	-	0%	-	7%	8
3 COMMISSARY	3	5%	2	4%	-	0%	-	0%	3	8%	1	6%	-	0%	-	0%	-	0%	1	2%	1	3%	-	1%	11
4 CORRESPONDENCE	3	5%	6	13%	-	0%	-	0%	1	3%	-	0%	-	0%	-	0%	1	3%	2	3%	1	3%	-	2%	14
5 DIS. PROCESS	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
6 EMPLOYMENT	20	31%	1	2%	3	9%	-	0%	9	25%	5	28%	1	4%	3	21%	-	0%	25	41%	11	32%	-	20%	78
7 ENVIRONMENTAL	6	9%	5	11%	-	0%	-	0%	-	0%	3	17%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	14
8 EQUIPMENT	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2	8%	-	0%	2	7%	-	0%	1	3%	-	0%	5
9 FOOD	-	0%	3	7%	-	0%	-	0%	3	8%	2	11%	-	0%	-	0%	9	31%	-	0%	-	0%	-	0%	17
10 GRIEV. MECH.	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
11 INMATE ACCOUNT	16	25%	8	17%	10	29%	5	8%	2	6%	1	6%	3	12%	3	21%	1	3%	5	8%	6	18%	1	4%	61
12 JAIL TIME	-	0%	5	11%	1	3%	35	58%	-	0%	-	0%	-	0%	3	21%	2	7%	1	2%	-	0%	-	1%	47
13 LAUNDRY	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	1
14 LAW LIBRARY	-	0%	-	0%	1	3%	-	0%	2	6%	-	0%	-	0%	-	0%	-	0%	-	0%	1	3%	-	0%	4
15 MENTAL HEALTH	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
16 MEDICAL	1	2%	1	2%	2	6%	-	0%	2	6%	1	6%	-	0%	-	0%	4	14%	2	3%	-	0%	-	2%	13
17 NOISE	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
18 PACKAGES	-	0%	-	0%	1	3%	-	0%	-	0%	-	0%	-	0%	1	7%	-	0%	-	0%	-	0%	-	0%	2
19 PERSONAL HYG.	4	6%	-	0%	1	3%	-	0%	-	0%	-	0%	6	23%	-	0%	-	0%	-	0%	-	0%	-	0%	11
20 PHONE CALLS	1	2%	1	2%	-	0%	8	13%	2	6%	1	6%	1	4%	-	0%	-	0%	4	7%	1	3%	-	3%	19
21 PHYSICAL PLANT	-	0%	1	2%	-	0%	-	0%	2	6%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	3
22 PROPERTY	8	13%	8	17%	11	31%	8	13%	5	14%	-	0%	10	38%	3	21%	8	28%	3	5%	9	26%	1	2%	74
23 RECREATION	-	0%	1	2%	-	0%	-	0%	-	0%	1	6%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	2
24 RELIGION	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-
25 RULES & REGS	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1
26 SCHOOL	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1
27 SEARCH	-	0%	-	0%	-	0%	-	0%	2	6%	3	17%	3	12%	-	0%	-	0%	-	0%	2	6%	-	0%	10
28 SOCIAL SERVICES	-	0%	1	2%	1	3%	-	0%	2	6%	-	0%	-	0%	-	0%	1	3%	3	5%	-	0%	-	2%	8
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	-	0%	1	2%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	-	0%	1
32 OTHER	-	0%	-	0%	2	6%	4	7%	1	3%	-	0%	-	0%	-	0%	-	0%	4	7%	-	0%	-	3%	11
TOTAL	64		46		35		60		35		18		25		14		28		61		34		2	425	