

Automated Request to Staff Member System-Reports/Statistics Available

Included in the Department of Corrections' (SCDC) October 29, 2019 letter to the House Legislative Oversight Committee (LOC). This information was provided in response to the following question in LOC's October 8, 2019, letter to the Department of Corrections: "58. Please provide reports that include the ARTSM information below, as well as the most recent version of any other reports related to ARTSM that the agency regularly reviews. (a) Division and position responsible for responding to requests, by request type; (b) Average response time for each month during the last 12 months, by request type; (c) Number of requests responded to within 45 days during the last 12 months, by request type; (d) Number of requests over 45 days old that are not yet responded to during the last 12 months, by request type;"

In addition to providing the information in this document, SCDC provided the following response:

- Please note the following reports that can be generated through the ARTSM Reports Menu. The reports names are as follows: Inmate Request Statistics, Inmate Request Statistics with Date Range, Inmate Request Statistics with Date Range and Location, Inmate Request Audit Trail, Inmate Request Search, Inmate Request Search by Date, Inmate Request Statistics, Inmate Request Statistics by Date, Inmate Requests Assigned To, Inmate Requests Requiring Response, Inmate Requests Requiring Response by Location.
- Attached is an example of the Inmate Request Statistics, Inmate Request Search, Inmate Requests Requiring Response.
- Please advise which reports you would like generated and redacted for your review.

Date Range: 1/1/19 16:25 - 10/29/19 16:25

[illegible]

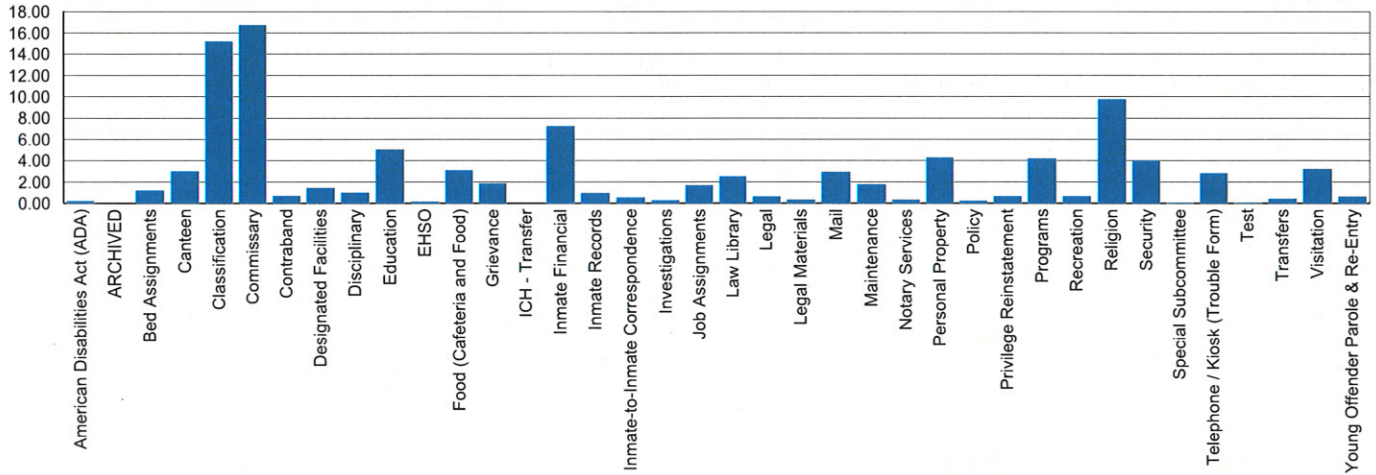
Inmate Request Statistics By Date

Today's Date: 10/29/19 15:28

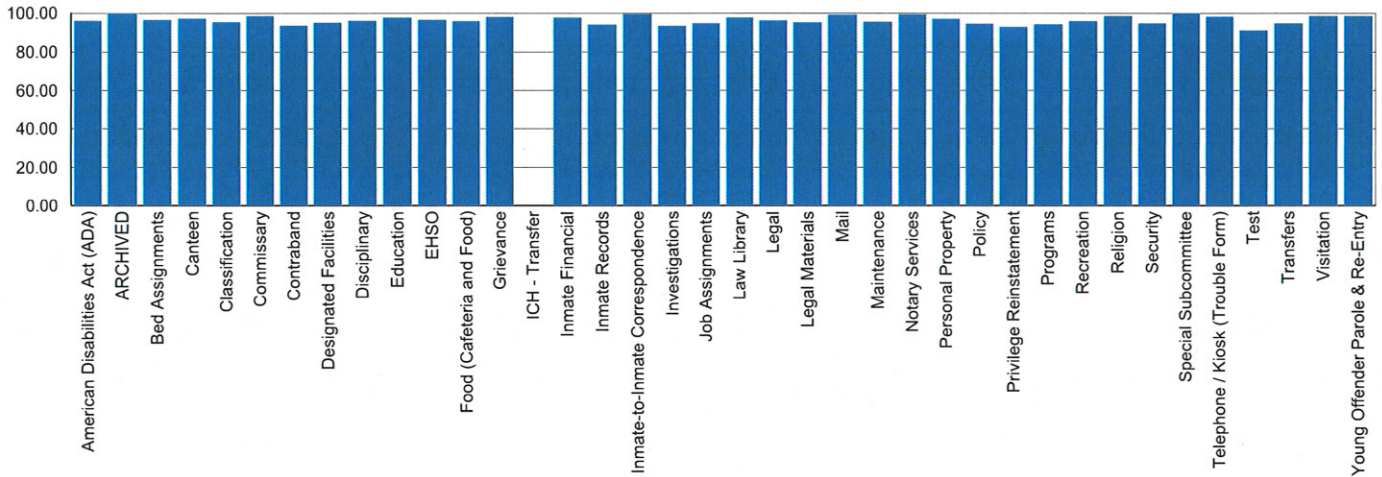
Date Range: 1/1/19 16:25 - 10/29/19 16:25

Request Type	% of Overall	Total	Complete	Pending	% Complete
Total		307050	297862	9188	97.01%

% of Overall



% Complete



Inmate Request

Today's Date: 10/29/19 15:37

Name: [REDACTED]
Booking #: [REDACTED]
Permanent #: [REDACTED]

Reference #: [REDACTED]

Date Requested: 10/31/16 17:11

Request Type: Disciplinary

Requested By: Kiosk

Request Details: MY LAST CHARGE WAS ON SEPT. 20 I PLEAD GUILTY AND I SUPPOSE TO HAVE MY PRIVILAGES ON DEC. 20 BUT IT SAY ON DEC. 25TH. WHY IS THAT.

Disposition: Complete

Officer:

Disposition Date: 11/30/16 10:39

Request Responses

Date	Author	Note
11/30/16 10:39	c031434	Your restrictions end 122516.

Inmate Requests Requiring Responses

Today's Date: 10/24/19 14:17

45 Past Request Date

Inmate Name	Booking #	Reference #	Date Requested	Request Type	Requested By	Disposition	Days Past
0161							
Request Type: Canteen							
[REDACTED]	[REDACTED]	[REDACTED]	07/30/19 20:00	Canteen	Kiosk	Pending	86
Request Type: Classification							
[REDACTED]	[REDACTED]	[REDACTED]	09/09/19 06:51	Classification	Kiosk	Pending	45
[REDACTED]	[REDACTED]	[REDACTED]	09/04/19 17:50	Classification	Kiosk	Pending	50
[REDACTED]	[REDACTED]	[REDACTED]	09/09/19 13:50	Classification	Kiosk	Pending	45
[REDACTED]	[REDACTED]	[REDACTED]	08/27/19 18:14	Classification	Kiosk	Pending	58
[REDACTED]	[REDACTED]	[REDACTED]	08/16/19 10:03	Classification	Kiosk	Pending	69
Request Type: Disciplinary							
[REDACTED]	[REDACTED]	[REDACTED]	09/09/19 20:40	Disciplinary	Kiosk	Pending	45
[REDACTED]	[REDACTED]	[REDACTED]	09/02/19 14:21	Disciplinary	Kiosk	Pending	52
[REDACTED]	[REDACTED]	[REDACTED]	09/06/19 15:40	Disciplinary	Kiosk	Pending	48
[REDACTED]	[REDACTED]	[REDACTED]	09/03/19 14:20	Disciplinary	Kiosk	Pending	51
[REDACTED]	[REDACTED]	[REDACTED]	09/07/19 00:05	Disciplinary	Kiosk	Pending	47
[REDACTED]	[REDACTED]	[REDACTED]	09/04/19 01:32	Disciplinary	Kiosk	Pending	50
Request Type: Inmate Financial							
[REDACTED]	[REDACTED]	[REDACTED]	08/19/19 11:56	Inmate Financial	Kiosk	Pending	66
[REDACTED]	[REDACTED]	[REDACTED]	07/12/19 13:07	Inmate Financial	Kiosk	Pending	104
[REDACTED]	[REDACTED]	[REDACTED]	08/16/19 15:52	Inmate Financial	Kiosk	Pending	69
[REDACTED]	[REDACTED]	[REDACTED]	09/04/19 16:50	Inmate Financial	Kiosk	Pending	50
Request Type: Personal Property							
[REDACTED]	[REDACTED]	[REDACTED]	08/28/19 10:51	Personal Property	Kiosk	Pending	57
[REDACTED]	[REDACTED]	[REDACTED]	09/01/19 22:17	Personal Property	Kiosk	Pending	53
[REDACTED]	[REDACTED]	[REDACTED]	08/27/19 10:06	Personal Property	Kiosk	Pending	58
[REDACTED]	[REDACTED]	[REDACTED]	08/27/19 18:59	Personal Property	Kiosk	Pending	58
[REDACTED]	[REDACTED]	[REDACTED]	09/04/19 22:27	Personal Property	Kiosk	Pending	50
[REDACTED]	[REDACTED]	[REDACTED]	09/04/19 11:52	Personal Property	Kiosk	Pending	50
[REDACTED]	[REDACTED]	[REDACTED]	09/03/19 08:13	Personal Property	Kiosk	Pending	51
[REDACTED]	[REDACTED]	[REDACTED]	09/09/19 17:39	Personal Property	Kiosk	Pending	45
[REDACTED]	[REDACTED]	[REDACTED]	09/05/19 12:32	Personal Property	Kiosk	Pending	49
[REDACTED]	[REDACTED]	[REDACTED]	09/08/19 16:21	Personal Property	Kiosk	Pending	46
[REDACTED]	[REDACTED]	[REDACTED]	09/09/19 18:39	Personal Property	Kiosk	Pending	45
[REDACTED]	[REDACTED]	[REDACTED]	09/02/19 14:05	Personal Property	Kiosk	Pending	52
[REDACTED]	[REDACTED]	[REDACTED]	08/28/19 08:45	Personal Property	Kiosk	Pending	57