

Automated Request to Staff Report (March 2014 to present)

Included in the Department of Corrections' (SCDC) May 24, 2019 letter to the House Legislative Oversight Committee (LOC). This information was provided in response to the following questions in LOC's May 16, 2019 letter to the Department of Corrections: "27. Please list other ways in which inmates receive information while in custody and the type of information received."

In addition to providing the information in this document, SCDC provided the following response, "Inmates can receive information via US mail, Interdepartmental mail, via telephone, Inmate KIOSK system and tablets as assigned. Inmates may also utilize the Automated Request to Staff system to communicate with staff, please see attached ARTSM report notating the number of requests received from inmates since the implementation of the system on March 31, 2014."

Inmate Request Statistics By Date

Today's Date: 5/21/19 19:04

Date Range: 3/31/14 20:02 - 5/21/19 20:02

Request Type	% of Overall	Total	Complete	Pending	% Complete
Commissary	16.96%	380635	380019	616	99.84%
Classification	16.60%	372508	369350	3158	99.15%
Religion	8.88%	199291	198663	628	99.68%
Inmate Financial	7.25%	162586	161890	696	99.57%
Security	4.29%	96147	94955	1192	98.76%
Education	4.22%	94705	94313	392	99.59%
Visitation	3.91%	87757	87458	299	99.66%
Personal Property	3.66%	82157	81466	691	99.16%
Mail	3.48%	77976	77748	228	99.71%
Programs	3.44%	77264	76532	732	99.05%
Food (Cafeteria and Food)	2.82%	63236	62860	376	99.41%
Canteen	2.68%	60198	59995	203	99.66%
Law Library	2.33%	52255	51986	269	99.49%
Grievance	2.10%	47230	47098	132	99.72%
Telephone / Kiosk (Trouble Form)	1.71%	38339	38170	169	99.56%
Bed Assignments	1.70%	38192	38013	179	99.53%
Maintenance	1.68%	37649	37336	313	99.17%
Designated Facilities	1.54%	34632	34549	83	99.76%
Job Assignments	1.37%	30793	30109	684	97.78%
Inmate Records	1.13%	25378	25127	251	99.01%
Disciplinary	1.13%	25304	25184	120	99.53%
Young Offender Parole & Re-Entry	0.91%	20372	20348	24	99.88%
Privilege Reinstatement	0.89%	19905	19785	120	99.40%
Inmate-to-Inmate Correspondence	0.77%	17233	17221	12	99.93%
Contraband	0.72%	16213	15923	290	98.21%
Recreation	0.67%	15117	15045	72	99.52%
Transfers	0.63%	14103	13982	121	99.14%
Policy	0.47%	10648	10577	71	99.33%
Legal	0.45%	10052	10030	22	99.78%
American Disabilities Act (ADA)	0.37%	8319	8310	9	99.89%
Legal Materials	0.36%	8092	8030	62	99.23%
Notary Services	0.32%	7217	7204	13	99.82%
Investigations	0.25%	5525	5403	122	97.79%
EHSO	0.22%	4936	4898	38	99.23%
Special Subcommittee	0.06%	1429	1429	0	100.00%
ARCHIVED	0.01%	212	212	0	100.00%
Test	0.01%	157	121	36	77.07%
ICH - Transfer	0.00%	0	0	0	0.00%

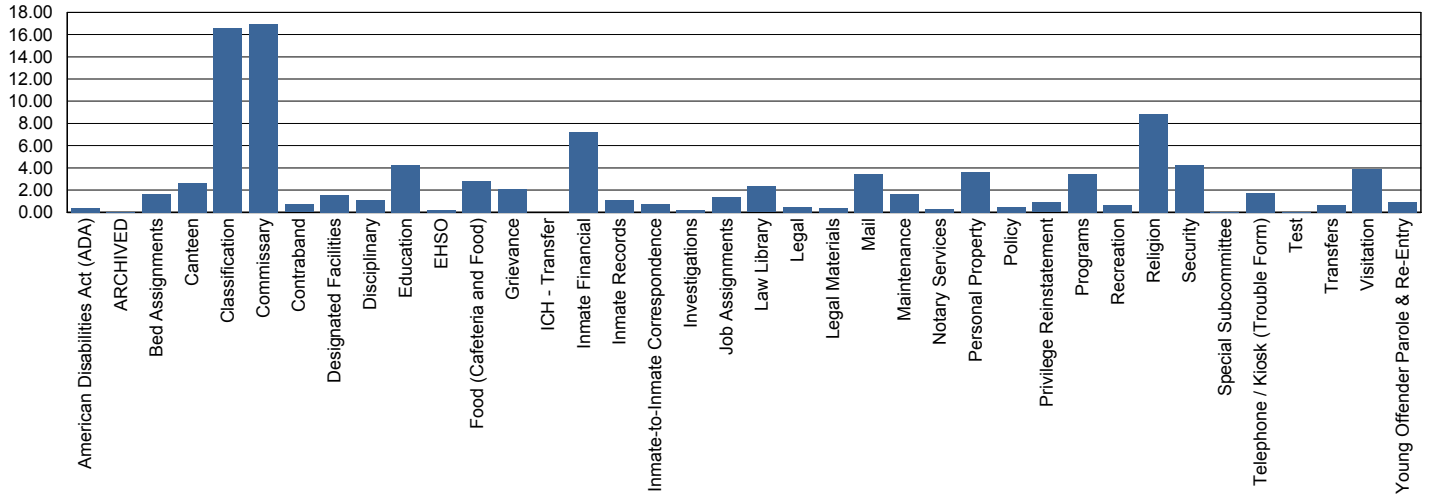
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Request Type	% of Overall	Total	Complete	Pending	% Complete
Total		2243762	2231339	12423	99.45%

% of Overall



% Complete

