

Using Data to Improve Decision Making

Commonwealth of PA Public Safety Delivery Center

PCCD CJAB Conference

April 2022

Public Safety Delivery Center

- Office of Administration, Office of Information Technology (OA OIT)
- Agencies supported:
 - Commission on Crime & Delinquency
 - Department of Corrections
 - Justice Network
 - Office of Victim Advocate
 - Parole Board
 - Sex Offender Assessment Board
 - State Police

Why Use Data to Support Decision Making

Improve Strategic Planning

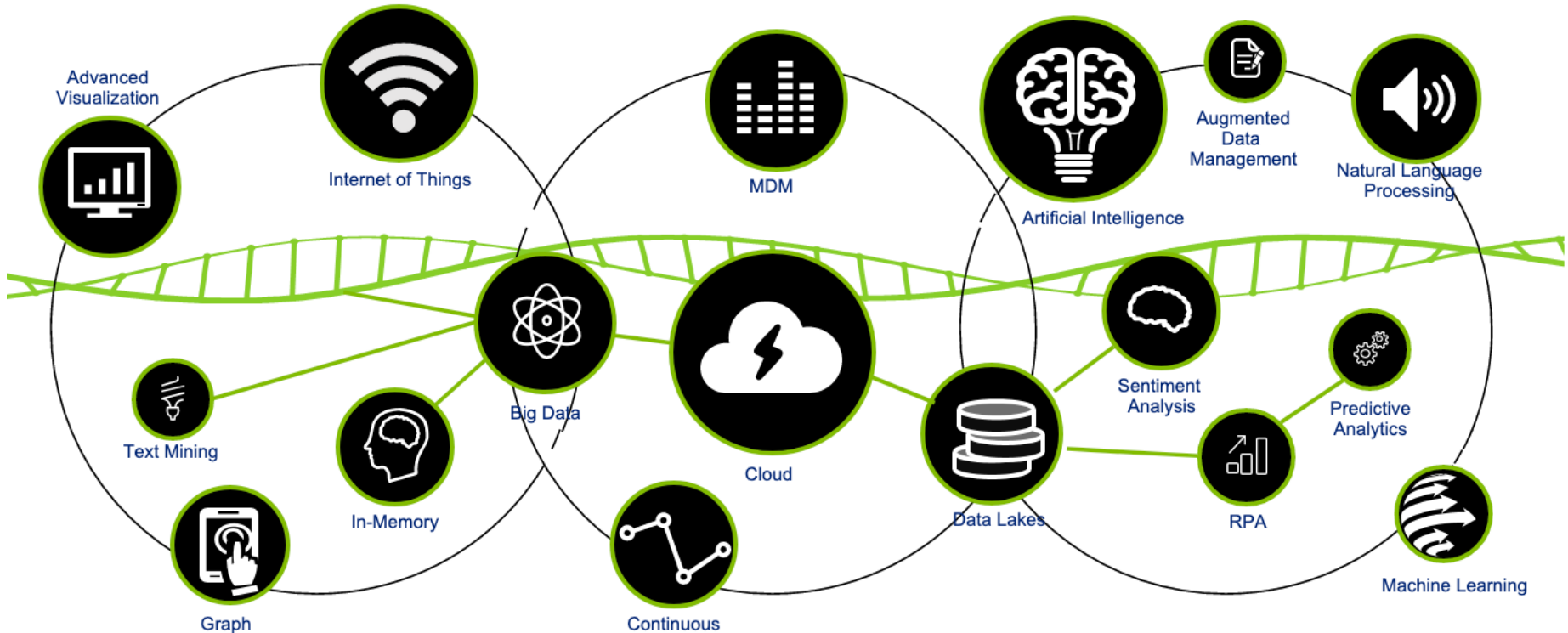
- ✓ Improve Buy-In
- ✓ Become Proactive
- ✓ Reveal hidden insights

Improve Operational Performance

- ✓ Realize efficiencies
- ✓ Decrease Costs

How to Get Started?

Don't let the lingo intimidate you



▶ How to Get Started?

Have a Business Centric Focus

"What information could help us support our vision, mission or strategic goals?"

"What are we trying to improve?"

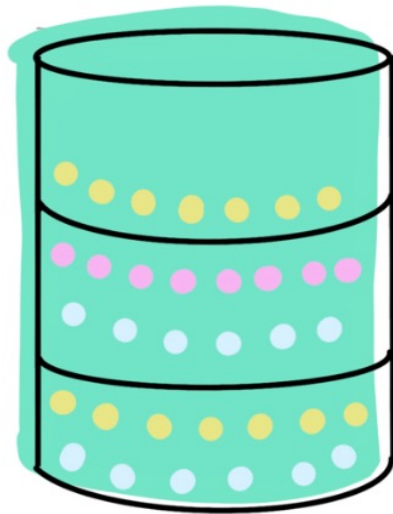
"Where do we want to be as a department, organization or county?"

► Understand Your Data

- What information do you have access to?
- Internal v. External?
- Structured v. Unstructured?
- Timeliness (real time v. batched data)?

Storage Considerations

DATA
WAREHOUSE



VS

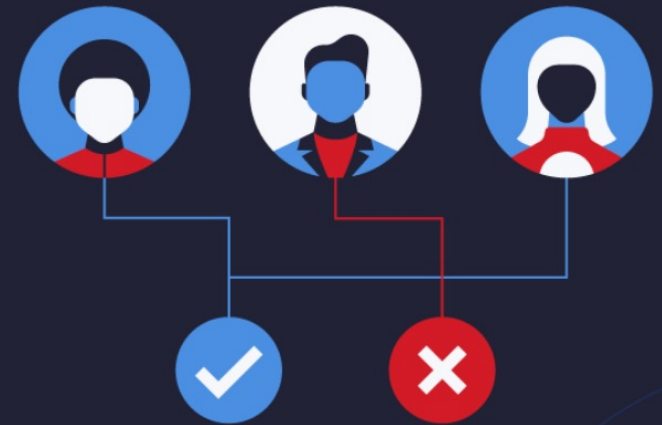
DATA LAKE



Different roles for different users

- Developers
- Data Analysts
- Executives
- Power Users
- Staff
- Public

Role-Based Access Control (RBAC) is a security paradigm whereby users are granted **access to resources based on their role in the company.**



Design Considerations

Data Tools

- Think of Data Tools as Commodities
- As simple as Excel, as complex as MDM



Examples from:


PSP

JNET

DOC

PBPP

Example – PSP CAD Report



Incident Date: 1/1/2021 | 1/25/2022

Time/Shift: All

Troop: All

Org Type: All

Station: All

Zone: All

County: All

Municipality: All

Test System

Earliest Data Year Available: 2019

Clear Filters

Summary

CAD

RMS

TRACS

1/18/2022 23:59

Data Last Updated


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1,161,245	Calls for Service by Org and Report Required			Ranked Final Call Types	Calls for Service																														
Total Calls For Service	Org Unit/% GO Requi... ● Crime ● Patrol ● Percent GO Report Required			Final Call Type Total CAD Records																															
373,344				<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><th>Final Call Type</th><th>Total CAD Records</th></tr> <tr><td>DSCHSC</td><td>144,804</td></tr> <tr><td>ILNZN</td><td>117,861</td></tr> <tr><td>DSCHK</td><td>103,038</td></tr> <tr><td>PATCHK</td><td>89,757</td></tr> <tr><td>DISM</td><td>47,813</td></tr> <tr><td>SEEOFC</td><td>42,162</td></tr> <tr><td>MOTCAS</td><td>41,494</td></tr> <tr><td>MEGVER</td><td>35,809</td></tr> <tr><td>ISTAT</td><td>34,857</td></tr> <tr><td>ROAD</td><td>28,971</td></tr> <tr><td>MVCNR</td><td>24,698</td></tr> <tr><td>DSCHHW</td><td>24,427</td></tr> <tr><td>MVCRNI</td><td>23,924</td></tr> <tr><td>Total</td><td>1,161,245</td></tr> </table>	Final Call Type	Total CAD Records	DSCHSC	144,804	ILNZN	117,861	DSCHK	103,038	PATCHK	89,757	DISM	47,813	SEEOFC	42,162	MOTCAS	41,494	MEGVER	35,809	ISTAT	34,857	ROAD	28,971	MVCNR	24,698	DSCHHW	24,427	MVCRNI	23,924	Total	1,161,245	
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Total	1,161,245																																		
12,840	Cancelled by Complainant			TS to Rpt Required	% Calls GO Required																														
Rpt Req - No Rpt Found																																			
25,310	Rpt Req No Rpt Found																																		
Total False Alarms																																			
516,452	TS to Rpt Required																																		
Total Traffic Stops																																			
49,620	% Calls GO Required																																		
Cancelled by Complainant																																			

Example – PSP RMS Dashboard



Incident Date: 1/1/2021 1/25/2022

Time/Shift: All

Troop: All

Org Type: All

Station: All

Zone: All

County: All

Municipality: All

Test System

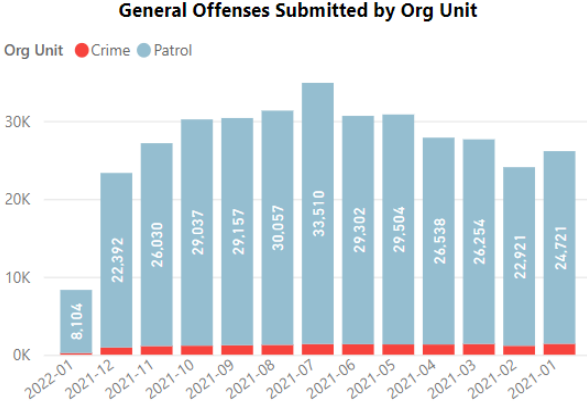
Earliest Data Year Available: 2019

[Clear Filters](#)

365,619 Submitted GOs	67,711 Cleared GOs	54% Clearance %	57,561 Non-Cleared GOs
367,294 Concluded GOs	15,438 All Overdue GO Reports	148,780 Total Criminal Offenses	242,252 Total Non-Criminal Offenses
184,932 Follow-ups	140,813 Completed Follow-Ups	16,150 All Overdue Follow-ups	69,853 Total Arrests

General Offenses Submitted by Org Unit

Org Unit ● Crime ● Patrol

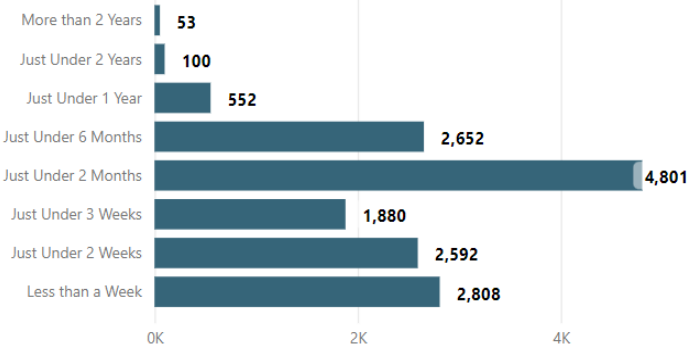


Year	Crime	Patrol
2022-01	8,104	
2021-12	22,392	
2021-11	26,030	
2021-10	29,037	
2021-09	29,157	
2021-08	30,057	
2021-07	33,510	
2021-06	29,302	
2021-05	29,504	
2021-04	26,538	
2021-03	26,254	
2021-02	22,921	
2021-01	24,721	

Common Criminal Offenses

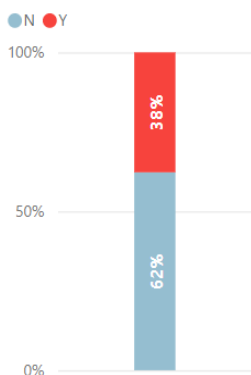
Offense	Total Criminal Offens...
THEFT BY DECEPT ID THEFT	11,816
DRUG POSSESSION	10,942
HARASS PHYSICAL CONTACT	8,950
DUI ON VIEW DRUGS	7,474
DUI ON VIEW ALCOHOL	7,082
WARRANT MISD/FELONY	6,976
POSS DRUG PARAPHERNALIA/EQUIP	6,812
CRIMINAL MISCHIEF UNDER \$1000	6,557
THEFT ALL OTHER	5,701
USE FOR NON TRAFFIC CITATION	3,657
DISORDERLY CONDUCT	3,206
THEFT RETAIL/SHOPLIFTING	3,135
DUII CRASH ALCOHOL	2,687
Total	148,780

Outstanding Reports Age



Age	Count
More than 2 Years	53
Just Under 2 Years	100
Just Under 1 Year	552
Just Under 6 Months	2,652
Just Under 2 Months	4,801
Just Under 3 Weeks	1,880
Just Under 2 Weeks	2,592
Less than a Week	2,808

% Criminal Offense



Category	Percentage
Non-Criminal (N)	62%
Criminal (Y)	38%

Summary

CAD

RMS

TRACS

1/18/2022 23:59

Data Last Updated

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[CAD](#)

[RMS](#)

[TRACS](#)

Example – PSP CAID Dashboard

pennsylvania
STATE POLICE

Date
Troop
Station
County
Municipality

1/1/2019
12/31/2021
All
All
All
All

Time
All

Earliest Data Year Available: 2019

Contact us:
 Clear Filters

Overview

Crash

Crash Maps

Enforcement

Enforcement Maps

DISSEMINATION NOTICE
The data populating the Community Access to Information Dashboard is derived from several PSP systems and applications. The data is not guaranteed to be accurate. The data is based upon ever-evolving incidents, investigations, and events and is subject to change without notice. Some data will not be included due to statutory and/or regulatory limitations. Covert and personnel related investigations are excluded. Questions regarding the dashboard can be sent to RA-SPOCE@pa.gov.

3/20/2022 23:59

Date Last Updated

223,426 Crashes	1,583 Crashes with Fatalities	51,093 Crashes Including Injury or Death
12,685 DUI Crashes	27,340 Hit & Run Crashes	29,987 Distracted Driving Crashes
1,517,551 Citations	1,047,191 Warnings	46,700 Seat Belt Citations

Warnings

Month	JAN 2019	FEB 2019	MAR 2019	APR 2019	MAY 2019	JUN 2019	JUL 2019	AUG 2019	SEP 2019	OCT 2019	NOV 2019	DEC 2019	JAN 2020	FEB 2020	MAR 2020
Value	20K	29K	30K	33K	39K	28K	34K	27K	28K	20K	27K	28K	20K	28K	20K

Citations

Month	JAN 2019	FEB 2019	MAR 2019	APR 2019	MAY 2019	JUN 2019	JUL 2019	AUG 2019	SEP 2019	OCT 2019	NOV 2019	DEC 2019	JAN 2020	FEB 2020	MAR 2020
Value	38K	49K	44K	44K	73K	58K	44K	36K	60K	40K	40K	40K	40K	28K	28K

Crash Reports

Month	JAN 2019	FEB 2019	MAR 2019	APR 2019	MAY 2019	JUN 2019	JUL 2019	AUG 2019	SEP 2019	OCT 2019	NOV 2019	DEC 2019	JAN 2020	FEB 2020	MAR 2020
Value	7.4K	6.5K	5.8K	6.8K	6.7K	6.0K	7.8K	7.6K	6.6K	5.6K	4.4K	4.4K	4.4K	4.4K	4.4K

Fatal Crashes

Month	JAN 2019	FEB 2019	MAR 2019	APR 2019	MAY 2019	JUN 2019	JUL 2019	AUG 2019	SEP 2019	OCT 2019	NOV 2019	DEC 2019	JAN 2020	FEB 2020	MAR 2020
Value	31	33	38	47	43	66	47	39	39	50	27	40	32	21	27

Common Crash Cause Factors

Crash Cause Type	Crashes
Driving Too Fast For Conditions	30,985
Other Improper Driving Actions	11,861
Affected By Physical Condition	10,686
Deer In Roadway	10,142
Tailgating	6,951
Careless Passing Or Lane Change	6,913
Driver Was Distracted	5,826
Improper/Careless Turning	5,289
Slippery Road Conditions (Wet/Ice/Snow)	4,475
Proceeding W/O Clearance After Stop	4,347
Over/Under Compensation At Curve	3,085
Unknown	2,785
Speeding	1,841

“Data analysis and visualization is creating efficiencies in how the PSP manages its finite resources to their maximum potential. The PSP is also extremely close to using holistic data analysis for individual and group performance management. Both benefits are only achievable through a robust relationship with IT professionals and a mutual understanding of business goals.”

Major Sean Georgia, Director, Bureau of Communications and Information Services

Overdose Information Network (ODIN)

- A statewide criminal justice application developed in coordination with the Pennsylvania State Police and the Liberty Mid-Atlantic HIDTA that:
- Tracks overdoses, naloxone administration, and identifiable drug markings
- Is accessible through the JNET portal
- Provides real-time information and intelligence on drug markings and those trafficking narcotics
- Enables the sharing of overdose and naloxone administration information with state and local policy and decision makers in treatment, prevention, education, and law enforcement to assist in creating effective treatment and prevention strategies



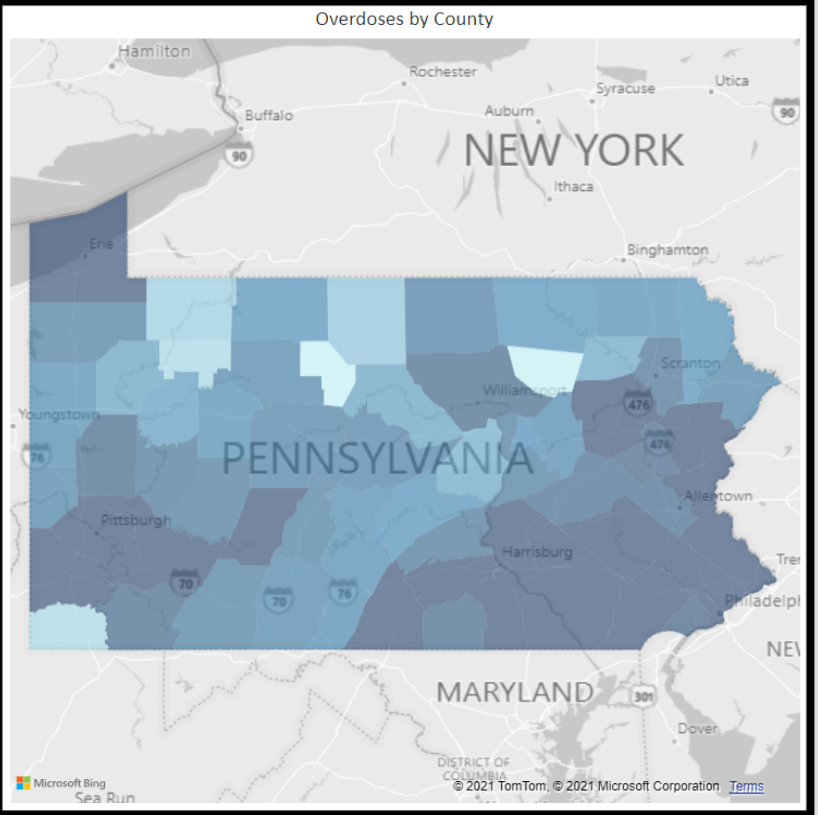
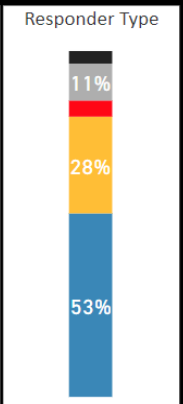
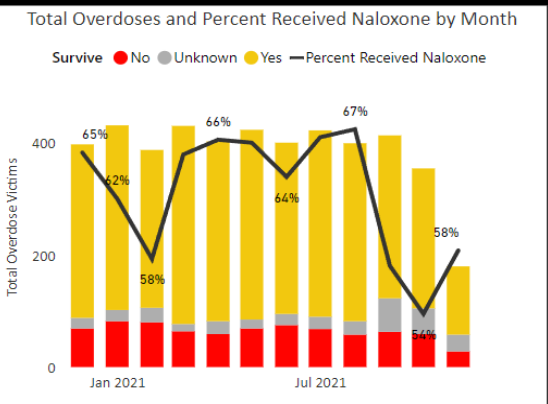
- ODIN Home**
- Location**
- Demographics**
- Naloxone Administration**
- Summary**
- My Agency**
- EMS Administrations**

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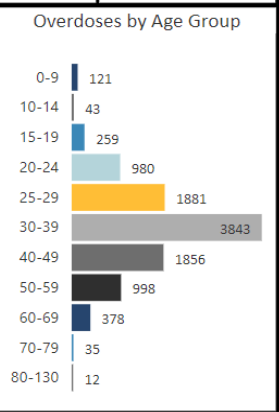
Incident Date 6/1/2018 11/17/2021
Time / Shift All
Agency Type All
Agency All
Suspected Overdose Drug All
County All
Troop / Station All
Third Party Administration All
 Clear All Filters


Overdoses
10K
 Received Naloxone
6811



Most Common Overdose Drugs

Suspected Overdose Drug	Total Overdose Victims
HEROIN	7041
FENTANYL	2937
UNKNOWN	1425
PHARMACEUTICAL OPIOID	607
FENTANYL ANALOG/OTHER...	522
METHAMPHETAMINE	509
COCAINE/CRACK	474
PHARMACEUTICAL OTHER	366
OTHER	361
ALCOHOL	354
BENZODIAZEPINES (I.E.VALI...	351
MARIJUANA	260
SYNTHETIC MARIJUANA	174
BUPRENORPHINE (I.E. SUB...	126
CARFENTANIL	87





Incident Date

Time / Shift

Agency Type

Agency

Suspected Overdose Drug

Overdoses
10K
Received Naloxone
6811

ODIN Home
Location
Demographics
Naloxone Administration
Summary
My Agency
EMS Administrations


County
 ZIP Code
 Municipality

Street
 Satellite
 Heatmap

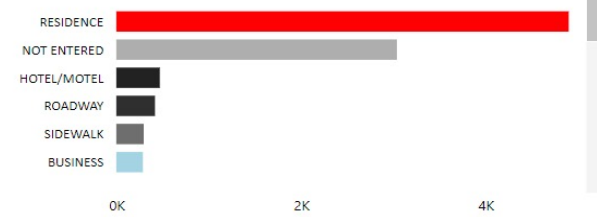
Municipality Search

Municipality Name	Overdoses	Total Administrations	Admins by
Pittsburgh City, Allegheny County	1084	756	2
York City, York County	517	414	1
Erie City, Erie County	437	330	
Johnstown City, Cambria County	272	193	
Falls Township, Bucks County	201	146	
Philadelphia City, Philadelphia County	195	93	
Lebanon City, Lebanon County	138	113	
Bristol Township, Bucks County	117	91	
Penn Hills Township, Allegheny County	95	58	
Norristown Borough, Montgomery County	83	38	
Total	10407	7083	37

Overdoses by Municipality




Overdoses by Location Description



Location Description	Approximate Count
RESIDENCE	4000+
NOT ENTERED	2000
HOTEL/MOTEL	500
ROADWAY	300
SIDEWALK	200
BUSINESS	100

Questions about this dashboard?
 Please Contact Us
 Email: ra:spodin@pa.gov



Incident Date

6/1/2018 | 11/17/2021

Time / Shift

All

Clear All Filters

Agency Type

All

County

All

Agency

All

Troop / Station

All

Suspected Overdose Drug

All

Third Party Administration

All

Overdoses

10K

Received Naloxone

6811

ODIN Home

Location

Demographics

Naloxone Administration

Summary

My Agency

EMS Administrations

Responder Description	Administrations	Admins by Third Party	Admins by Non-Third ...
<input type="checkbox"/> CRIMINAL JUSTICE	3758	0	3758
<input type="checkbox"/> EMS	1982	1981	1
<input type="checkbox"/> FIRE DEPARTMENT	330	329	1
<input type="checkbox"/> GOOD SAMARITAN	756	756	0
<input type="checkbox"/> OTHER	257	257	0
Total	7083	3323	3760

GLOSSARY OF TERMS

[Click here to view, download, and print the Glossary of Terms.](#)

Administration
A naloxone administration by a responding agency. A victim may have more than one administration from more than one responding agency or multiple administrations from the same agency. An administration may have a single or multiple dosage of naloxone.

Average Dosage Per Victim (mg)
All combined doses in (mg) averaged by the total count of victims who received naloxone. If a victim's dosage is entered into the ODIN application as "UNKNOWN" or "OTHER," this victim is not counted in the average.

Date of Last Overdose
The date of the last Incident with at least one victim that was entered in the ODIN application.

Days Since Last Overdose
The number of days that have passed since the last Incident, with at least one victim, that was entered into the ODIN application.

Incident
A response to an overdose event. An incident can contain multiple victims, responders, and/or naloxone administrations.

Naloxone Death Count
The total number of overdose victims who received naloxone and where the answer was "No" when asked "Did the person survive?"

Naloxone Survival Rate

10K
Total Overdose Victims

6811
Total Received Naloxone

3596
Total Did Not Receive N...

29K
Total Dosage (mg)

8094
Overdose Victim Survive...

6027
Naloxone Survive Count

65%
Percent Received Nalox...

6
Average Dosage Per Vict...

1742
Overdose Victim Death ...

445
Naloxone Death Count

10.17K
Total Incidents

1820
Overdose Victims with ...

78%
Overdose Victim Percen...

88%
Naloxone Percent Surviv...

7083
Total Administrations

4.65
Survive/Death Ratio

571
Overdose Victims whos...

339
Overdose Victims who Received Naloxone whose Survival is Unknown

11/17/2021
Date of Last Overdose

1
Days Since Last Overdose

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Email: ras@odin@pa.gov

JNET Recidivism Dashboard

- Partnership with County Chief Adult Probation and Parole Officers Association & the Administrative Office of Pennsylvania Courts
- Leverages AOPC Court Case Event information & County Electronic Reporting Probation and Parole (ER2P) Information
- How do agencies measure successful outcomes?
 - Different measurements of Recidivism
 - Does programming work?
 - How do outcomes compare across between comparable counties?
 - Does county size or classification impact outcomes?

JNET Recidivism Dashboard

Recidivism Home

Supervision Level

Supervision Type

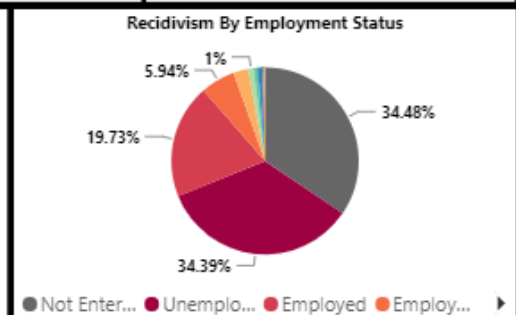
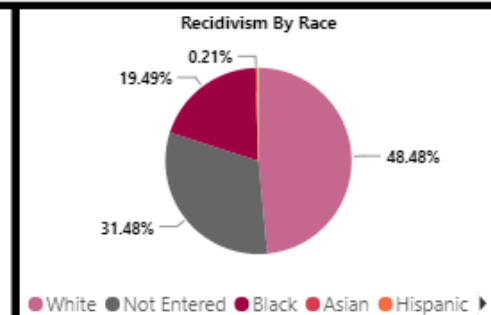
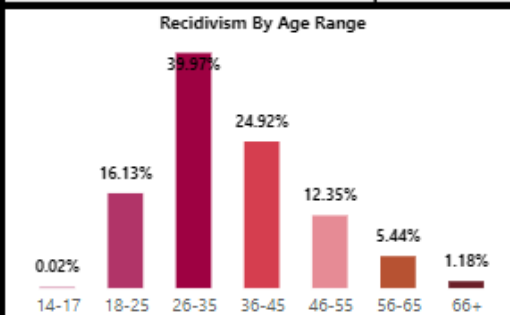
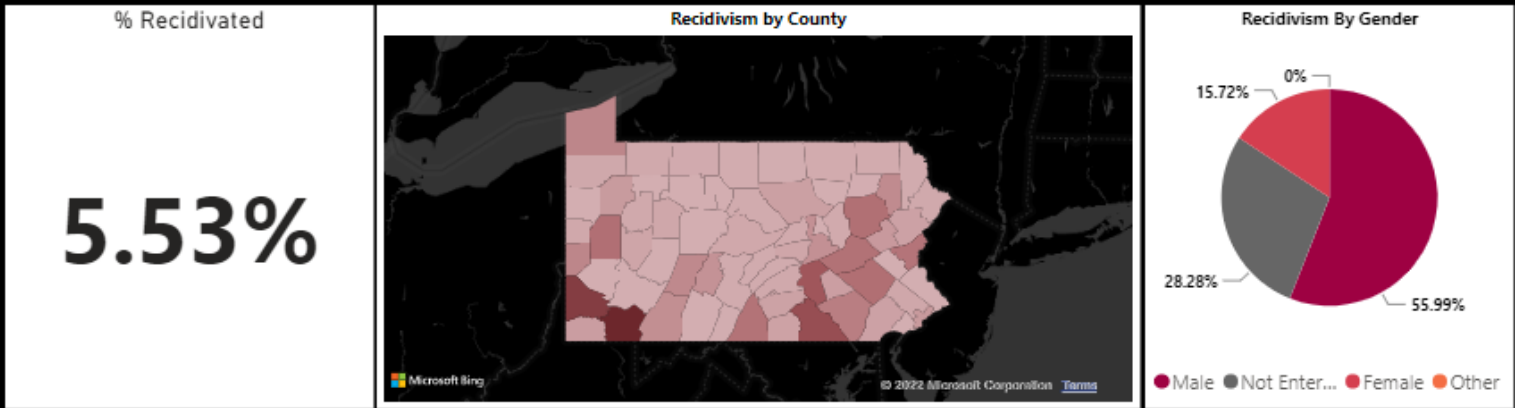
Successful Discharge

Trends

Summary

Recidivism Date: 1/2/2015 to 4/13/2021
 County: All
 Supervision Type: All
 Supervision Level: All
 Gender: All
 Race: All
 Employment Status: All
 Total Offenders: 539,495
 Total Recidivated: 29,861
 Clear All Filters

Recidivism is defined as a new felony or misdemeanor charge sustained by a judicial officer. It will be measured for three years from the start of the period of supervision, whether probation, county intermediate punishment (CIP) or parole. If a post-parole probation tail is imposed, the three years should be measured from the date of release on parole. (Note: 'sustained' does not require conviction, but simply bound over at the MDJ level.)



DOC - Drug Vulnerability Assessment

- Analytics tool for The Bureau of Intelligence and Investigations (BII).
- Request: Ability to assess the drug vulnerability of inmates and institutions.
- Solutions: Predictive Analytics utilizing **machine learning**.

The assessment predicts which inmates are most likely be found in possession of drugs.

DOC - Drug Vulnerability Assessment

- Use machine learning to analyze, build model and predict the drug violation risk for inmates.

Machine learning is a method of data analysis that automates analytical model building. It is a branch of artificial intelligence based on the idea that systems can learn from data, identify patterns and make decisions with minimal human intervention.

DOC - Drug Vulnerability Assessment

Target:

- How likely the inmate will make any drug-related misconduct. (Drug-Misconduct history)

Factors:

- Age, Sex, Marital Status
- Problems Areas:
 - Assault, Sex Offense, Minor Victim, Drug, Alcohol, Escape, Walk Off, Mental Health, Suicide, Domestic Violence
- Others
 - Years served, Z-coded, Total Misconducts

DOC - Drug Vulnerability Assessment

- Algorithms
 - Linear Regression
 - Logistic Regression
 - Polynomial Regression (Tried 2~5, 2 is best)
 - Random Forest
 - K-th Nearest Neighbor (KNN, Tried 1~20, 2 is best)
- Evaluation
 - Accuracy
 - F1-Score (confusion matrix)

LET THE DATA SCIENTIST HANDLE THIS!

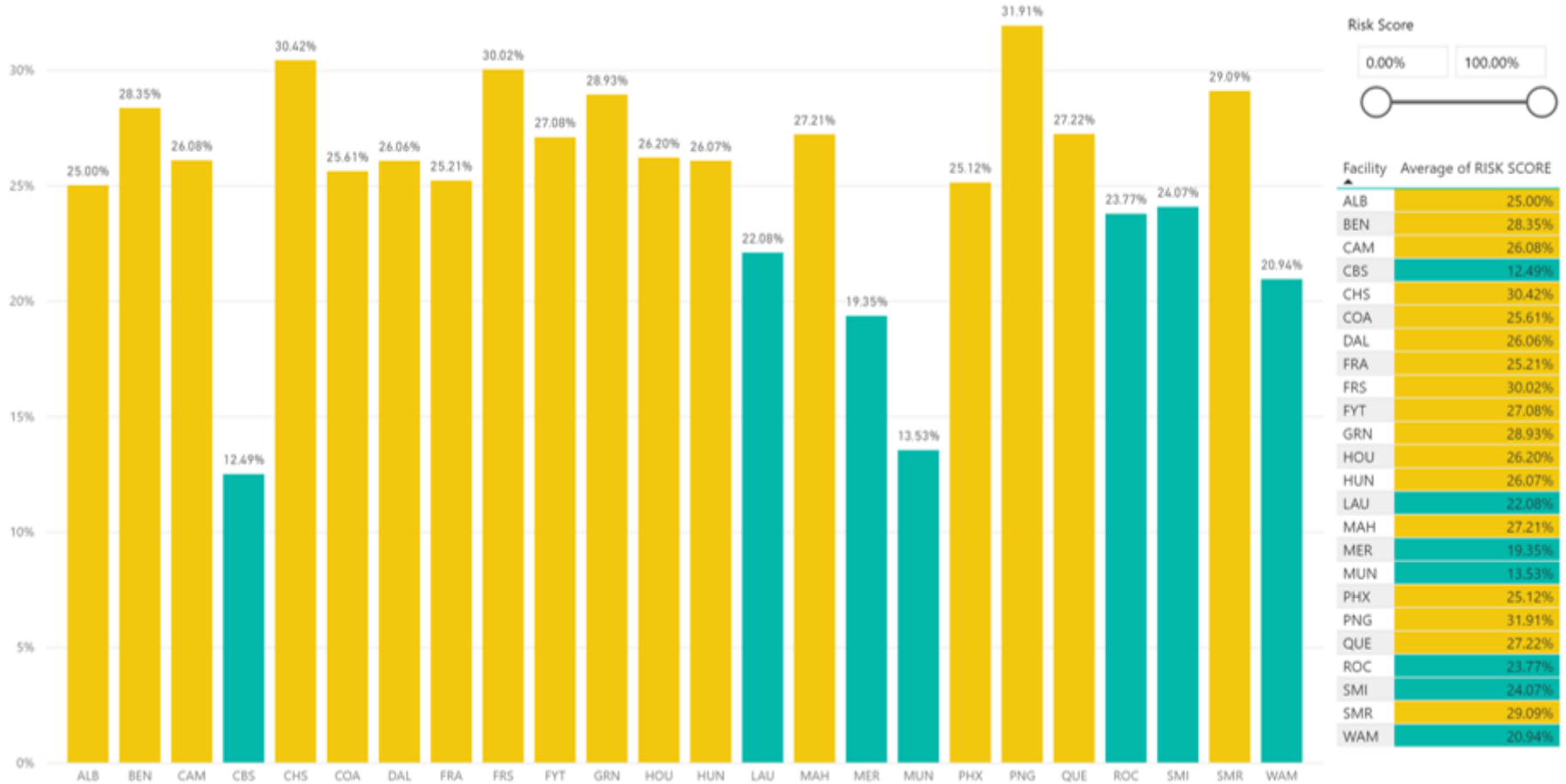
▶ DOC - Drug Vulnerability Assessment

1. Gather the business requirements
2. Gather and clean the historical data
3. Build multiple models based on multiple scenarios (based on existing data and describe on previous slide)
4. Evaluate the models and select the best one.
5. Prediction output and visualization
6. Modify and finalization
7. Production
8. Retraining the model

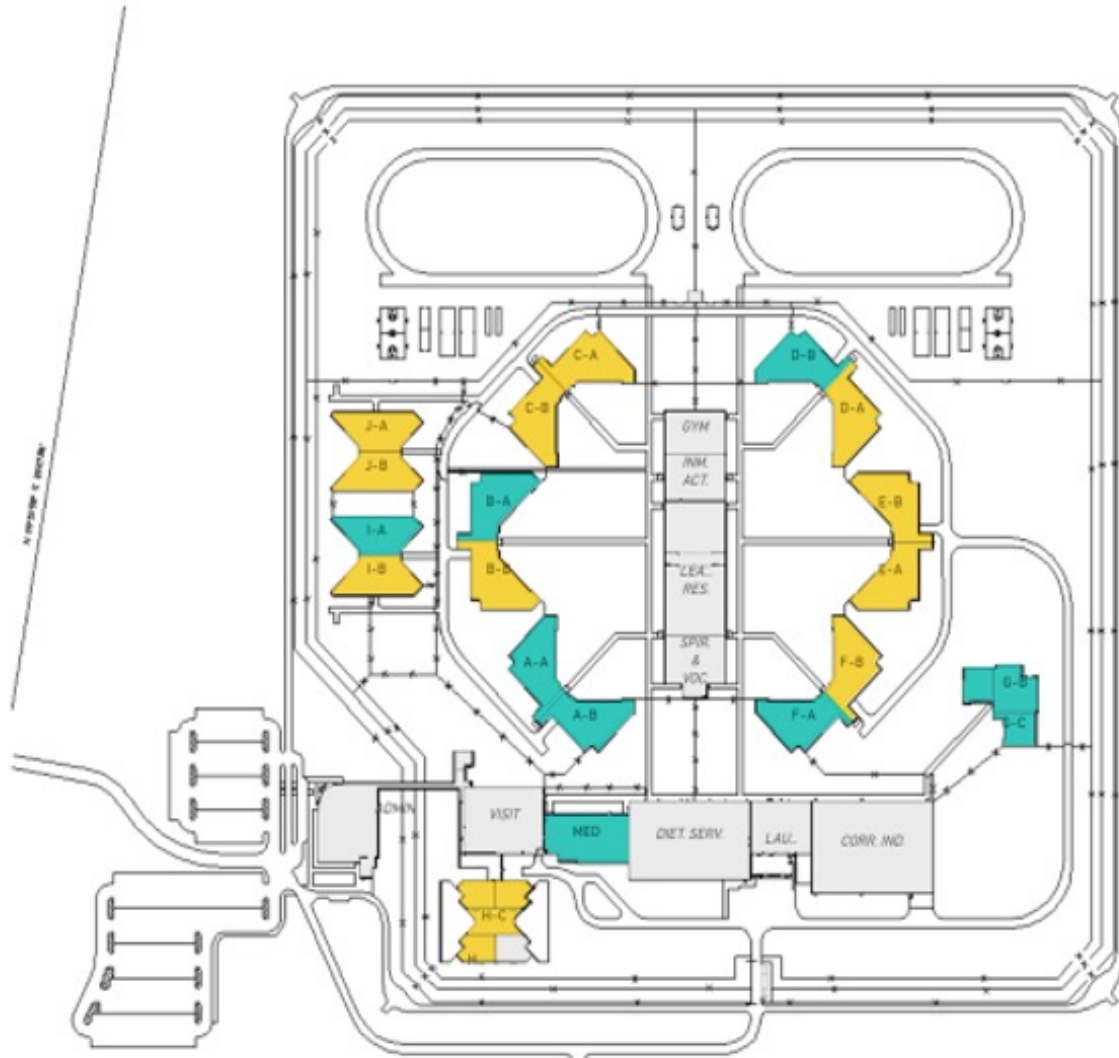
Drug Vulnerability Assessment

Average of Drug Vulnerability Assessment Risk Score by Facility

TEST DATA



Drug Vulnerability Assessment



BUILDING: All
 SECTION: All
 INMATE: All

0.00% 99.75%



Facility	Building	Inmate Number	DVA Risk Score
			12.00%
			2.00%
			1.00%
			47.42%
			3.00%
			28.00%
			3.00%
			1.00%
			3.00%
			0.00%
			41.00%
			0.00%
			12.00%
			17.00%
			1.00%
			10.00%
			0.00%
			1.00%
			2.00%
			0.00%
			3.00%
			12.00%
			5.00%
			14.00%
			9.00%
			59.92%
			35.00%
			20.00%
			22.97%
			0.00%
			30.00%
			26.40%
			4.00%

DOC/Parole Joint Metrics Dashboard

- Publicly accessible dashboard
 - DOC Website → Statistics → Dashboard
- Provide a tool for monitoring/managing progress towards improvements in different key areas which will enable more efficient management of the prison population.
 - By achieving improvements in these areas, the ultimate outcomes will be cost reduction, public safety enhancement, and prison population reduction.

Department of Corrections

About Us Facilities Inmates Community Reentry Parole Supervision

- [Spotlight Dashboard](#) — includes data on prison and parole populations, outcomes, etc. Produced by [Recidiviz](#)
- [Interactive Map: Inmate RELEASES by County and Year](#)
- [Drug Interdiction Indicators](#)

DOC-PBPP Dashboard

The Pennsylvania Department of Corrections (DOC) and the Pennsylvania Board of Probation and Parole (PBPP) are jointly responsible for managing various administrative processes that are key drivers of the state prison population. These key areas of the [joint DOC/PBPP operations dashboard](#) which affect the prison population include:


Interviews: Parole Board capacity for scheduling and conducting parole interviews

Pending Release: Inmates approved for parole but still pending release from prison for various reasons

Release: The number of inmates released onto parole supervision, either in a community corrections center (halfway house) or at home

Parole Violator: Re-admission to PA DOC custody for a parole violation

The primary objective of this dashboard is to provide a tool for monitoring/managing progress towards improvements in these areas which will enable more efficient management of the prison population. By achieving improvements in these areas, the ultimate outcomes will be cost reduction, public safety enhancement, and prison population reduction.



DOC/Parole Joint Metrics Dashboard

Overview Interviews Pending Release Release Parole Violator

Selected Date: 01/2022

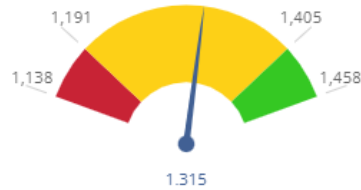
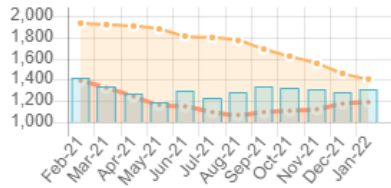
1. Parole Interviews

Parole Interviews Scheduled

This Month 12 Month Avg

1,315 1,298

▲ UP From Last Month

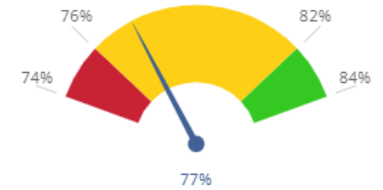
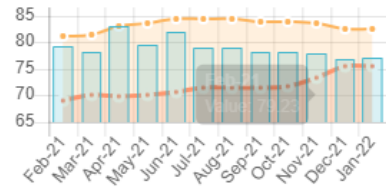


Percent of Scheduled Interviews Held

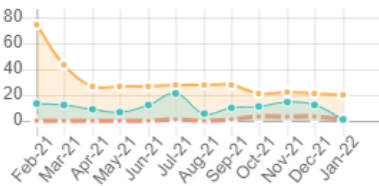
This Month 12 Month Avg

77% 79%

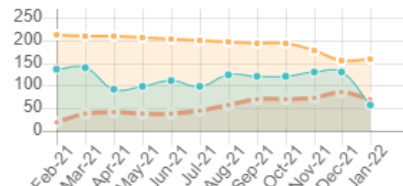
▲ UP From Last Month



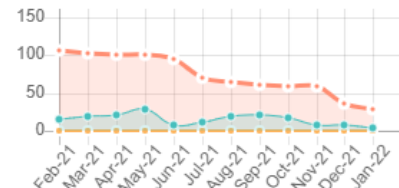
Interviews Not Held- PBPP



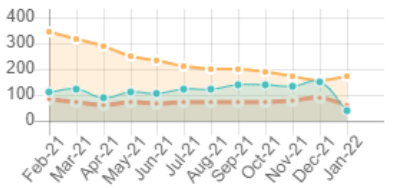
Interviews Not Held- DOC



Interviews Not Held- Transferred



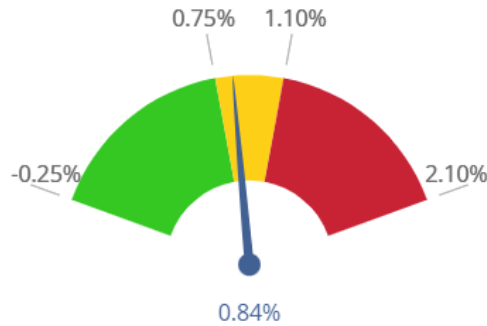
Interviews Not Held- Not Preventable



DOC/Parole Joint Metrics Dashboard

4. Parole Violators

Total Parole Violator Admission Rate i		Technical Parole Violator Admission Rate i		Convicted Parole Violator Admission Rate i	
This Month	12 Month Avg	This Month	12 Month Avg	This Month	12 Month Avg
1.48%	1.73%	0.84%	0.92%	0.62%	0.78%
▼ DOWN From Last Month		▼ DOWN From Last Month		▼ DOWN From Last Month	



DOC COVID 19 Dashboard

- The COVID dashboard provides the agency with transparency with the public on COVID status for inmates and staff
- Leadership uses the data to make decisions on how to reduce the impact of COVID
- The data is used for mapping COVID positives (both staff and inmates) within the SCIs so SCIs can quarantine accordingly
- Data impacts inmate SCI assignments via population management
- Data is helpful to leadership in determining rules related to in-person visitation for inmates
- Supports the department's position in legal cases

COVID 19 Dashboard

SCI Inmate Positive Cases



Facility

All

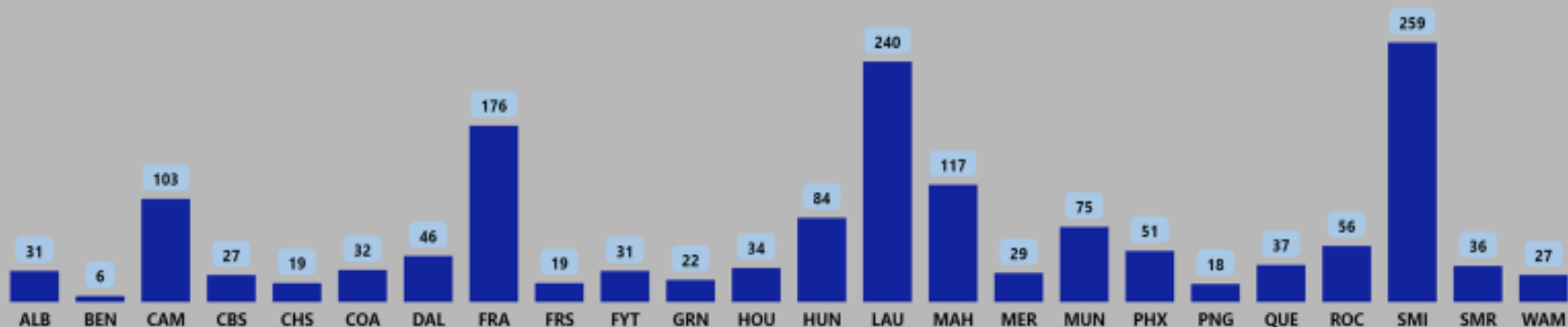
Active Cases

1,575

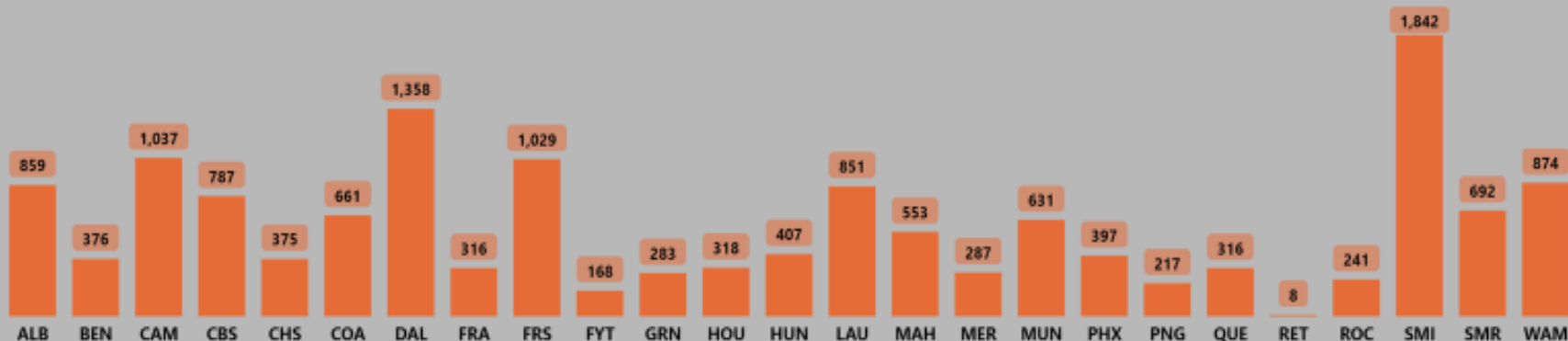
Total Cases

14,883

Active Cases by Facility



Cumulative Cases by Facility



COVID 19 Dashboard

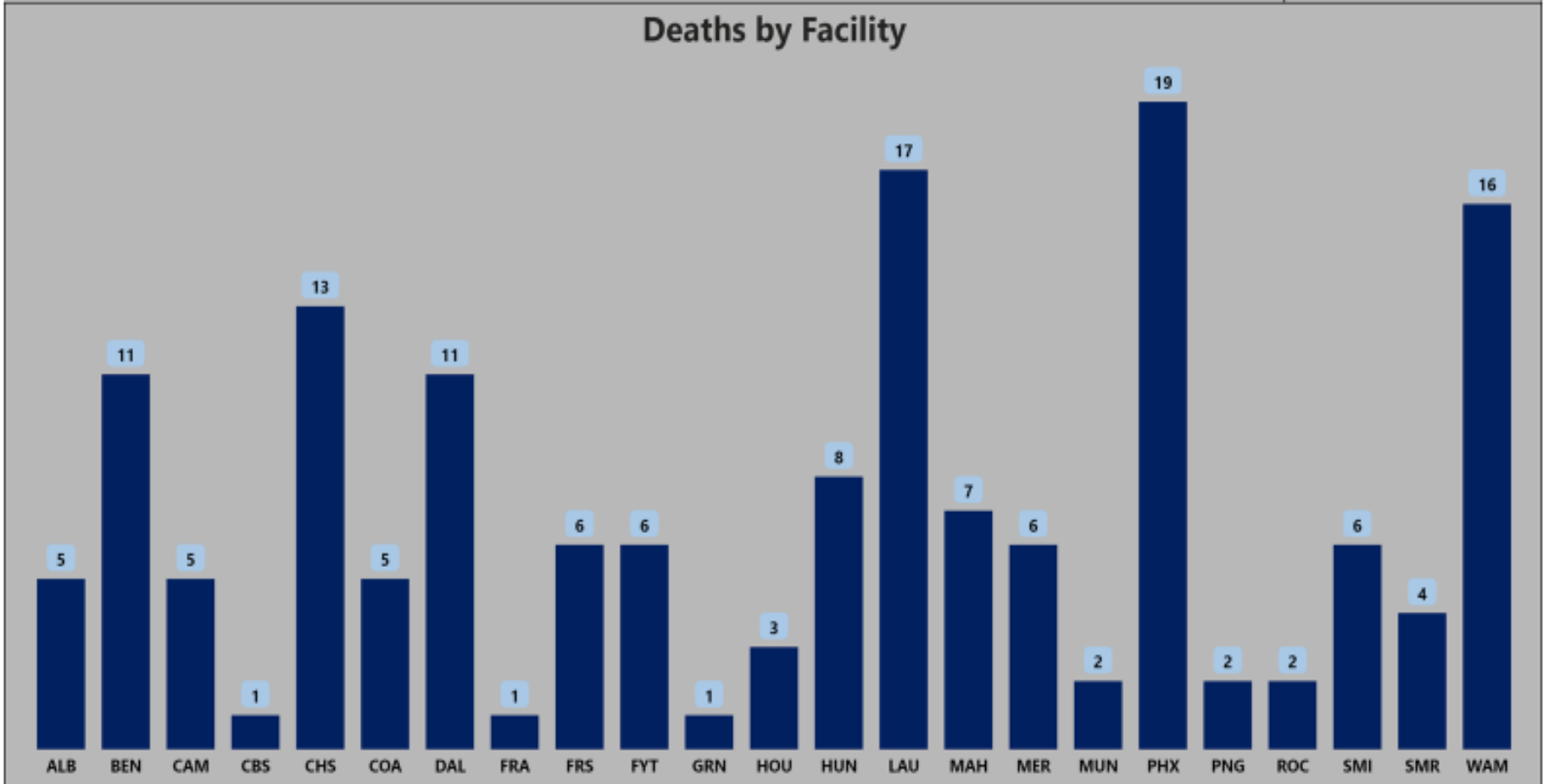
SCI Inmate Deaths while Positive with COVID-19



Note: This page is updated weekly as clinical reviews are required to determine factors contributing to death.

Total Deaths
157

Deaths by Facility



COVID 19 Dashboard

SCI Vaccinations SCI Vaccinations



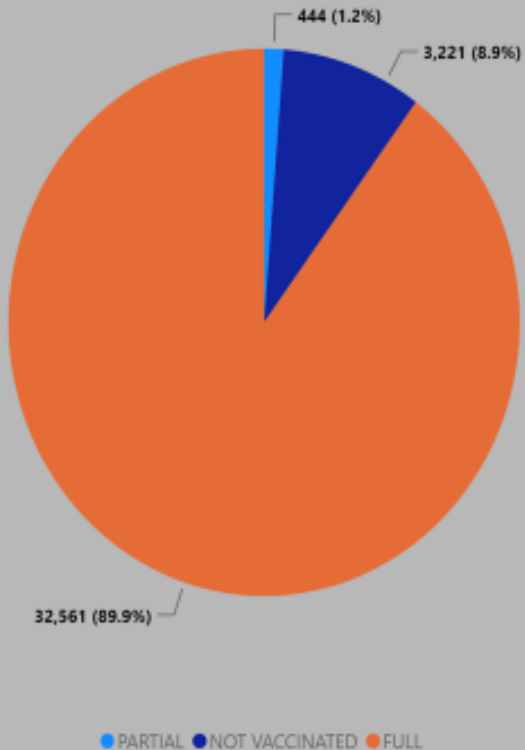
Facility

All

Note: Any vaccinations administered to staff offsite are self-reported. Employees at the PA DOC are not required to report protected health information.

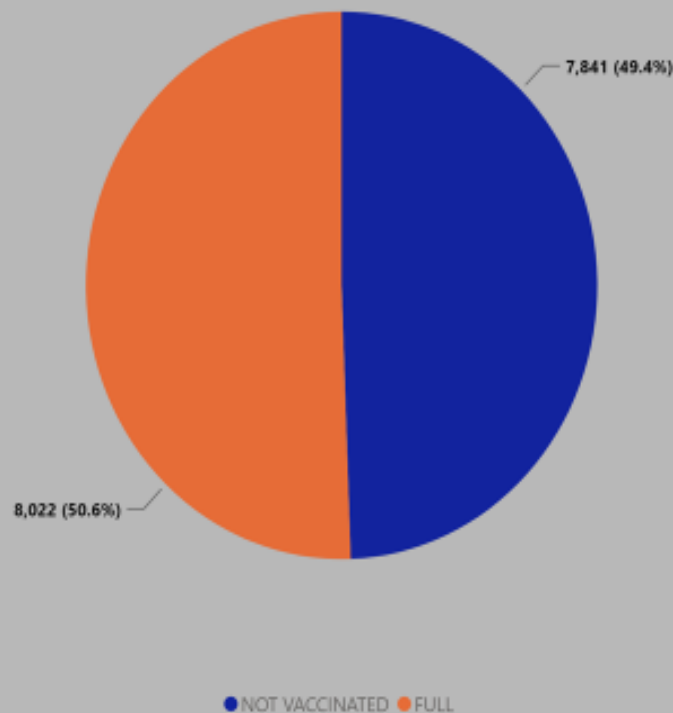
Inmate Vaccinations

Not Vaccinated	Partial	Full
3,221	444	32,561



Staff Vaccinations

Not Vaccinated	Partial	Full
7,841	0	8,022



DOC Executive Dashboard

- Dashboard to display the combined information from all facilities.
 - Current month information and the trending information from previous months.
 - Easily interpreted visual representations of an increase or decrease in the reported KPIs.
- Dashboard also displays by facility, so leadership can also view facility specific information.

DOC Executive Dashboard - Statewide

Total Inmate Counts - SCI

34,470

▲ UP
This week

Total Inmate Counts - CCC

1,835

▲ UP
This week

Total Restricted Housing Unit Population

Administrative Custody

706

▼ DOWN
This week

Disciplinary Custody

1,018

▲ UP
This week

Total Young Adult Offender Beds

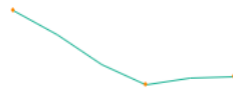
49

▼ DOWN
This week

Total Inmate Count - SCI



Total Inmate Count - CCC



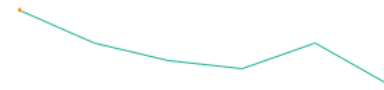
Total RHU - AC Count



Total RHU - DC Count



Total YAO Beds Count











DOC Executive Dashboard - Facility

TEST DATA

3. Security Operations Statistics

Is Operating properly?

 PIDS Operations	 Camera Operations	 Electronic Drug Detection
 Heartbeat Detector	 IDVS Operations	 Equipment Operations
 94 Phone Monitoring Hrs	 27 Total Cell Searches Minimum Cell Search : 53	

4. Contraband Find Incidents Statistics

Weapons			Drugs			Cell Phones			Other		
	This week	Year to Date		This week	Year to Date		This week	Year to Date		This week	Year to Date
Staff	0	0	Staff	0	0	Staff	0	0	Staff	0	0
Inmate	0	0	Inmate	0	3	Inmate	0	0	Inmate	0	0
Visitors	0	0	Visitors	0	0	Visitors	0	0	Visitors	0	0
Contractors	0	0	Contractors	0	0	Contractors	0	0	Contractors	0	0

Other DOC Dashboards

- Intelligence Management System (IMS) is used to track Security Threat Group (STG) and other activity that could jeopardize the safety and security of facilities, reentrants and staffs.
- Office of Victim Advocate (OVA) dashboard to assist OVA to generate reports needed to received grant funding for different types of services provided to victims. Also used to show data over period of time.
- Inmate Grievance Dashboard to monitor the grievances filed by inmates to identify trends of dissatisfaction within DOC or within individual facilities. This allows for proactively addressing issues that, if not addressed, could lead to security issues, lawsuits or other problematic behaviors.

A lot more dashboards – used for quality assurance, grant funding, trends (inmates, staffs, progress), and other information for better decision makings.

PSDC Executive Dashboard

- Dashboard for PSDC IT Management team to monitor our progress.
 - Critical Applications Performance Indicators (availability, response time, number of transactions, etc)

PSDC Executive Dashboard

Multiple selections ▾

PSDC System Performance Indicators

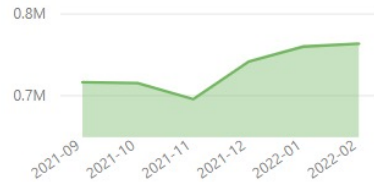


Average CAPTOR Availability (%)

99.3779

Average of Value

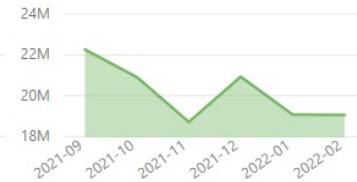
CAPTOR Volumes



IOCMS Volumes



DOC Info Volumes



Onbase Documents Viewed



Messaging Volumes (ESB and MI)



Average Web Service Availability (%)

99.5976

Portal Volumes



Average Portal Availability (%)

99.7767



CLEAN Volumes



Average CLEAN Availability (%)

99.9826

PICS Volumes



PICS Overall Avail (%)

99.9174

PICS National Avail (%)

99.9174

PICS State Avail (%)

100.0000

AFIS Volumes



Average AFIS Availability (%)

100.0000

CCHRI Volumes



Average CCHRI Availability (%)

99.9981

Questions?