



Memorandum

Date: February 26, 2014

To: Southern Nevada District Board of Health

From: *AGS*
Andrew J. Glass, FACHE, MS, Director of Administration
Joseph P. Iser, MD, DrPH, MSc, Chief Health Officer

RE: Administration Division Monthly Report

ADMINISTRATION Facilities - Fiscal Year Data

Total Monthly Work Orders by Department	Jan 2014	Jan 2015		FY13-14	FY14-15	
Maintenance responses	215	112	↓	1493	1314	↓
Electrical Work Orders	13	8	↓	81	94	↑
HVAC Work Orders	8	7	↓	104	109	↑
Plumbing Work Orders	11	6	↓	57	45	↓
Preventive Maintenance	26	17	↓	111	213	↑
Security responses	1483	629	↓	8372	5590	↓

ADMINISTRATION Information Technology - Fiscal Year Data

Service Requests	Jan 2014	Jan 2015		FY13-14	FY14-15	
Service Requests Completed	394	497	↑	2826	2849	↑
Service Requests Opened	422	502	↑	2868	2851	↓
Service Requests Open over 30 days	80	56	↓	510	293	↓

Information Services System Availability 24/7	Jan 2014	Jan 2015		FY13-14	FY14-15	
Total System	99.92	99.83	↓	99.79	99.89	↑

Total Monthly Work Orders by Department	Jan 2014	Jan 2015		FY13-14	FY14-15	
Administration	109	119	↑	806	755	↓
Community Health	65	78	↑	475	465	↓
Environmental Health	110	125	↑	659	696	↑
Nursing	114	175	↑	894	933	↑

First Call Resolution & Lock-Out Calls	Jan 2014	Jan 2015		FY13-14	FY14-15	
Total number of calls received	422	502	↑	2459	2563	↑
Number of first call resolutions	52	155	↑	221	505	↑
Number of Lock-out calls	0	2	↑	142	268	↑

ADMINISTRATION Finance - Fiscal Year Data

Total Monthly Work Orders by Department	Jan 2014	Jan 2015		FY13-14	FY14-15	
Contracts Processed	10	22	↑	77	108	↑
Grants Processed	2	0	↓	24	33	↑
Purchase Orders Issued	144	118	↓	1158	941	↓
Purchase Orders Paid	135	188	↑	1100	999	↓
Payment Vouchers paid	282	334	↑	1796	1604	↓
Checks Issued	221	202	↓	1613	1208	↓
Electronic Fund Transfers Processed	81	104	↑	341	520	↑

ADMINISTRATION Public Information Office - Fiscal Year Data

Media, Collateral and Community Outreach Services	Jan 2014	Jan 2015		FY13-14	FY14-15	
Media - Print Articles	35	16	↓	191	120	↓
Media - Broadcast stories	35	39	↓	278	172	↓
Collateral - Advertising/Print Products	28	15	↓	202	129	↓
Community Outreach - Total Volunteers ¹	35	22	↓			
Community Outreach - Volunteer Hours	1280	1025	↓	10,071	8270	↓

¹Total volunteer numbers fluctuate from month to month and are not cumulative

Social Media Services	Jan 2014	Jan 2015		FY13-14	FY14-15	
*SNHD Facebook likes	743	1056	↑	743	1056	↑
*Get Healthy Clark County Facebook likes	510	570	↑	510	570	↑
*EZ2Stop Facebook likes	163	202	↑	163	202	↑
*Use Condom Sense Facebook likes	1243	5567	↑	1243	5567	↑
*EZ2Stop Twitter followers	263	342	↑	263	342	↑
*SNHDFlu Twitter followers	321	484	↑	321	484	↑
*Get Healthy Clark County Twitter followers	141	206	↑	141	206	↑
*SNHDinfo Twitter followers	734	1106	↑	734	1106	↑
*TuSNHD Twitter followers	84	142	↑	84	142	↑
*Use Condom Sense Twitter	196	382	↑	196	382	↑
*SoNVTrauma Twitter	n/a	16	↑	n/a	16	-
SNHD YouTube video views	25,997	44,378	↑	382,197	187,596	↓
Use Condom Sense YouTube	413	148	↓	2583	1515	↓

*Twitter and Facebook numbers are not cumulative

