



Memorandum

Date: March 23, 2015

To: Southern Nevada District Board of Health

From: *AKS* 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	Feb 2014	Feb 2015		FY13-14	FY14-15	
Maintenance responses	195	217	↑	1688	1531	↓
Electrical Work Orders	18	16	↓	99	110	↑
HVAC Work Orders	11	9	↓	115	118	↑
Plumbing Work Orders	12	5	↓	69	50	↓
Preventive Maintenance	29	14	↓	140	227	↑
Security responses	1280	621	↓	9652	6211	↓

ADMINISTRATION Information Technology - Fiscal Year Data

Service Requests	Feb 2014	Feb 2015		FY13-14	FY14-15	
Service Requests Completed	466	497	↑	2826	2849	↑
Service Requests Opened	419	502	↑	3287	2851	↓
Service Requests Open over 30 days	78	56	↓	510	293	↓

Information Services System Availability 24/7

	Feb 2014	Feb 2015		FY13-14	FY14-15	
Total System	99.98	99.89	↓	99.89	99.89	→

Total Monthly Work Orders by Department	Feb 2014	Feb 2015		FY13-14	FY14-15	
Administration	138	92	↓	944	847	↓
Community Health	57	70	↑	532	535	↑
Environmental Health	128	92	↓	787	788	↑
Nursing	143	142	↓	1037	1075	↑

First Call Resolution & Lock-Out Calls	Feb 2014	Feb 2015		FY13-14	FY14-15	
Total number of calls received	419	375	↓	2878	2938	↑
Number of first call resolutions	42	82	↑	263	587	↑
Number of Lock-out calls	0	0	→	142	268	↑

ADMINISTRATION Finance - Fiscal Year Data

Total Monthly Work Orders by Department	Feb 2014	Feb 2015		FY13-14	FY14-15	
Contracts Processed	16	16	→	93	124	↑
Grants Processed	6	6	→	30	39	↑
Purchase Orders Issued	134	118	↓	1292	1059	↓
Purchase Orders Paid	135	211	↑	1235	1210	↓
Payment Vouchers paid	248	281	↑	2044	1885	↓
Checks Issued	217	168	↓	1830	1376	↓
Electronic Fund Transfers Processed	61	89	↑	402	609	↑

ADMINISTRATION Public Information Office - Fiscal Year Data

Media, Collateral and Community Outreach Services	Feb 2014	Feb 2015		FY13-14	FY14-15	
Media - Print Articles	22	35	↑	191	155	↓
Media - Broadcast stories	24	48	↑	276	220	↓
Collateral - Advertising/Print Products	24	14	↓	226	143	↓
Community Outreach - Total Volunteers ¹	17	22	↑			
Community Outreach - Volunteer Hours	1006	1050	↑	9678	9320	↓

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

Social Media Services	Feb 2014	Feb 2015		FY13-14	FY14-15	
*SNHD Facebook likes	743	1079	↑	743	1079	↑
*Get Healthy Clark County Facebook likes	519	573	↑	519	573	↑
*EZ2Stop Facebook likes	167	208	↑	167	208	↑
*Use Condom Sense Facebook likes	1328	5714	↑	1328	5714	↑
*EZ2Stop Twitter followers	271	344	↑	271	344	↑
*SNHDFlu Twitter followers	332	501	↑	332	501	↑
*Get Healthy Clark County Twitter followers	147	209	↑	147	209	↑
*SNHDinfo Twitter followers	763	1152	↑	763	1152	↑
*TuSNHD Twitter followers	86	147	↑	86	147	↑
*Use Condom Sense Twitter	208	395	↑	208	395	↑
*SoNVTrauma Twitter	n/a	18	↑	n/a	18	→
SNHD YouTube video views	25,094	173,701	↑	407,291	361,297	↓
Use Condom Sense YouTube	464	213	↓	3047	1728	↓

*Twitter and Facebook numbers are not cumulative

