



Memorandum

Date: January 22, 2014
To: Southern Nevada District Board of Health
From: 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	Dec 2013	Dec 2014		FY13-14	FY14-15	
Maintenance responses	162	187	↑	1278	1202	↓
Electrical Work Orders	4	18	↑	68	86	↑
HVAC Work Orders	10	26	↑	96	102	↑
Plumbing Work Orders	12	8	↓	46	39	↓
Preventive Maintenance	10	31	↑	85	196	↑
Security responses	1198	737	↓	6889	4961	↓

ADMINISTRATION Information Technology - Fiscal Year Data

Service Requests	Dec 2013	Dec 2014		FY13-14	FY14-15	
Service Requests Completed	334	347	↑	2432	2352	↑
Service Requests Opened	310	387	↑	2446	2349	↓
Service Requests Open over 30 days	71	50	↓	430	237	↓

Information Services System Availability 24/7	Dec 2013	Dec 2014		FY13-14	FY14-15	
Total System	99.91	99.97	↑	99.65	99.94	↑

Total Monthly Work Orders by Department	Dec 2013	Dec 2014		FY13-14	FY14-15	
Administration	81	80	↓	697	636	↓
Community Health	47	50	↑	410	387	↓
Environmental Health	90	65	↑	549	571	↑
Nursing	116	152	↑	780	758	↓

First Call Resolution & Lock-Out Calls	Dec 2013	Dec 2014		FY13-14	FY14-15	
Total number of calls received	310	387	↑	2037	2061	↑
Number of first call resolutions	43	117	↑	169	350	↑
Number of Lock-out calls	2	5	↑	142	266	↑

ADMINISTRATION Finance - Fiscal Year Data

Total Monthly Work Orders by Department	Dec 2013	Dec 2014		FY13-14	FY14-15	
Contracts Processed	13	16	↑	67	86	↑
Grants Processed	1	4	↑	22	33	↑
Purchase Orders Issued	135	123	↓	1014	823	↓
Purchase Orders Paid	158	100	↓	965	811	↓
Payment Vouchers paid	207	182	↓	1514	1270	↓
Checks Issued	186	126	↓	1392	1006	↓
Electronic Fund Transfers Processed	63	67	↑	260	416	↑

ADMINISTRATION Public Information Office - Fiscal Year Data

Media, Collateral and Community Outreach Services	Dec 2013	Dec 2014		FY13-14	FY14-15	
Media - Print Articles	19	11	↓	156	104	↓
Media - Broadcast stories	34	10	↓	243	133	↓
Collateral - Advertising/Print Products	36	13	↓	174	114	↓
Community Outreach - Total Volunteers ¹	27	22	↓			
Community Outreach - Volunteer Hours	1347	1041	↓	8791	7245	↓

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

Social Media Services	Dec 2013	Dec 2014		FY13-14	FY14-15	
*SNHD Facebook likes	731	1,019	↑	731	1019	↑
*Get Healthy Clark County Facebook likes	506	569	↑	506	569	↑
*EZ2Stop Facebook likes	161	199	↑	161	199	↑
*Use Condom Sense Facebook likes	1,194	5344	↑	1194	5344	↑
*EZ2Stop Twitter followers	253	334	↑	253	334	↑
*SNHDFlu Twitter followers	311	466	↑	311	466	↑
*Get Healthy Clark County Twitter followers	130	201	↑	130	201	↑
*SNHDinfo Twitter followers	723	1068	↑	723	1068	↑
*TuSNHD Twitter followers	85	137	↑	85	137	↑
*Use Condom Sense Twitter	158	380	↑	158	380	↑
*SoNVTrauma Twitter	n/a	16	↑	n/a	16	-
SNHD YouTube video views	25,880	44,378	↓	356,200	143,218	↓
Use Condom Sense YouTube	614	148	↓	2,170	1367	↓

