



# Memorandum

**Date:** January 22, 2014

**To:** Southern Nevada District Board of Health

**From:** Andrew J. Glass, <sup>AG</sup>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	Nov 2013	Nov 2014		FY13-14	FY14-15	
Maintenance responses	161	149	↓	1116	1015	↓
Electrical Work Orders	14	9	↓	64	68	↑
HVAC Work Orders	16	17	↑	70	92	↑
Plumbing Work Orders	7	3	↓	38	27	↓
Preventive Maintenance	15	13	↓	75	165	↑
Security responses	1032	669	↓	5691	4224	↓

## ADMINISTRATION Information Technology - Fiscal Year Data

Service Requests	Nov 2013	Nov 2014		FY13-14	FY14-15	
Service Requests Completed	383	301	↓	2098	2005	↓
Service Requests Opened	434	288	↓	2136	1962	↓
Service Requests Open over 30 days	81	41	↓	359	187	↓

  

Information Services System Availability 24/7	Nov 2013	Nov 2014		FY13-14	FY14-15	
Total System	99.91	99.99	↑	99.39	99.90	↑

Total Monthly Work Orders by Department	Nov 2013	Nov 2014		FY13-14	FY14-15	
Administration	120	91	↓	616	556	↓
Community Health	56	45	↓	363	337	↓
Environmental Health	77	87	↑	459	506	↑
Nursing	115	78	↓	664	606	↓

First Call Resolution & Lock-Out Calls	Nov 2013	Nov 2014		FY13-14	FY14-15	
Total number of calls received	434	288	↓	1727	1674	↓
Number of first call resolutions	76	82	↑	126	233	↑
Number of Lock-out calls	0	2	↑	140	261	↑

**ADMINISTRATION Finance - Fiscal Year Data**

Total Monthly Work Orders by Department	Nov 2013	Nov 2014		FY13-14	FY14-15	
Contracts Processed	19	10	↓	54	70	↑
Grants Processed	0	6	↑	21	29	↑
Purchase Orders Issued	139	117	↓	879	700	↓
Purchase Orders Paid	175	146	↓	807	711	↓
Payment Vouchers paid	228	169	↓	1307	1088	↓
Checks Issued	212	148	↓	1206	880	↓
Electronic Fund Transfers Processed	51	59	↑	197	349	↑

**ADMINISTRATION Public Information Office - Fiscal Year Data**

Media, Collateral and Community Outreach Services	Nov 2013	Nov 2014		FY13-14	FY14-15	
Media - Print Articles	27	12	↓	137	93	↓
Media - Broadcast stories	42	9	↓	209	123	↓
Collateral - Advertising/Print Products	34	25	↓	138	101	↓
Community Outreach - Total Volunteers <sup>1</sup>	27	22	↓			
Community Outreach - Volunteer Hours	1527	1022	↓	7444	6204	↓

<sup>1</sup>Total volunteer numbers fluctuate from month to month and are not cumulative

Social Media Services	Nov 2013	Nov 2014		FY13-14	FY14-15	
*SNHD Facebook likes	723	1004	↑	723	1004	↑
*Get Healthy Clark County Facebook likes	506	566	↑	506	566	↑
*EZ2Stop Facebook likes	158	194	↑	158	194	↑
*Use Condom Sense Facebook likes	1140	4993	↑	1140	4993	↑
*EZ2Stop Twitter followers	245	330	↑	245	330	↑
*SNHDFlu Twitter followers	304	464	↑	304	464	↑
*Get Healthy Clark County Twitter followers	129	195	↑	129	195	↑
*SNHDinfo Twitter followers	712	1052	↑	712	1052	↑
*TuSNHD Twitter followers	85	133	↑	85	133	↑
*Use Condom Sense Twitter	158	339	↑	158	339	↑
*SoNVTrauma Twitter	n/a	16	↑	n/a	16	↑
SNHD YouTube video views	27,664	16,330	↓	330,320	98,840	↓
Use Condom Sense YouTube	380	170	↓	1556	1219	↓

\*Twitter and Facebook numbers are not cumulative

