



# Memorandum

**Date:** April 23, 2015  
**To:** Southern Nevada District Board of Health  
**From:** *AG* **Andrew J. Glass, FACHE, MS, Director of Administration**  
**Joseph P. Iser, MD, DrPH, MSc, Chief Health Officer** *JPI*

**RE:** Administration Division Monthly Report

## ADMINISTRATION Facilities - Fiscal Year Data

Total Monthly Work Orders by Department	Mar 2014	Mar 2015		FY13-14	FY14-15	
Maintenance responses	208	183	↑	1896	1714	↓
Electrical Work Orders	16	16	→	115	126	↑
HVAC Work Orders	12	18	↑	127	136	↑
Plumbing Work Orders	9	8	↓	78	58	↓
Preventive Maintenance	45	30	↓	185	257	↑
Security responses	1394	585	↓	11,046	6796	↓

## ADMINISTRATION Information Technology - Fiscal Year Data

Service Requests	Mar 2014	Mar 2015		FY13-14	FY14-15	
Service Requests Completed	546	473	↓	3372	3322	↓
Service Requests Opened	554	469	↓	3841	3320	↓
Service Requests Open over 30 days	60	39	↓	570	332	↓

  

Information Services System Availability 24/7	Mar 2014	Mar 2015		FY13-14	FY14-15	
Total System	99.95	99.89	↓	99.92	99.89	↓

Total Monthly Work Orders by Department	Mar 2014	Mar 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	Mar 2014	Mar 2015		FY13-14	FY14-15	
Total number of calls received	554	469	↓	3432	3407	↓
Number of first call resolutions	84	126	↑	347	713	↑
Number of Lock-out calls	0	1	↑	142	269	↑

**ADMINISTRATION Finance - Fiscal Year Data**

Total Monthly Work Orders by Department	Mar 2014	Mar 2015		FY13-14	FY14-15	
Contracts Processed	22	16	↓	115	140	↑
Grants Processed	5	5	→	35	44	↑
Purchase Orders Issued	137	197	↑	1429	1256	↓
Purchase Orders Paid	133	258	↑	1368	1468	↑
Payment Vouchers paid	234	262	↑	2278	2147	↓
Checks Issued	175	213	↑	2005	1589	↓
Electronic Fund Transfers Processed	72	95	↑	474	704	↑

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

Media, Collateral and Community Outreach Services	Mar 2014	Mar 2015		FY13-14	FY14-15	
Media - Print Articles	16	22	↑	207	177	↓
Media - Broadcast stories	32	13	↓	308	233	↓
Collateral - Advertising/Print Products	39	19	↓	265	162	↓
Community Outreach - Total Volunteers <sup>1</sup>	18	23	↑			
Community Outreach - Volunteer Hours	1,011	1,159	↑	10,689	10,479	↓

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

Social Media Services	Mar 2014	Mar 2015		FY13-14	FY14-15	
*SNHD Facebook likes	777	1,962	↑	777	1,962	↑
*Get Healthy Clark County Facebook likes	528	988	↑	528	988	↑
*EZ2Stop Facebook likes	176	344	↑	176	344	↑
*Use Condom Sense Facebook likes	1409	5673	↑	1409	5673	↑
*EZ2Stop Twitter followers	277	344	↑	277	344	↑
*SNHDFlu Twitter followers	352	512	↑	352	512	↑
*Get Healthy Clark County Twitter followers	149	220	↑	149	220	↑
*SNHDinfo Twitter followers	800	1,190	↑	800	1190	↑
*TuSNHD Twitter followers	93	149	↑	93	149	↑
*Use Condom Sense Twitter	219	414	↑	219	414	↑
*SoNVTrauma Twitter	n/a	18	↑	n/a	18	-
SNHD YouTube video views	25,378	184,771	↑	432,669	546,068	↑
Use Condom Sense YouTube	299	194	↓	3346	1922	↓

\*Twitter and Facebook numbers are not cumulative

Monthly Website Page Views

