



Memorandum

Date: October 23, 2014

To: Southern Nevada District Board of Health

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

RE: Administration Division Monthly Report – September 2014

ADMINISTRATION Facilities - Fiscal Year Data

Total Monthly Work Orders by Department	Sept 2013	Sept 2014		FY13-14	FY14-15	
Maintenance responses	253	253	→	717	677	↓
Electrical Work Orders	13	10	↓	41	41	→
HVAC Work Orders	14	14	→	39	61	↑
Plumbing Work Orders	13	4	↓	25	20	↓
Preventive Maintenance	7	40	↑	28	117	↑
Security responses	1060	805	↓	3495	2675	↓

ADMINISTRATION Information Technology - Fiscal Year Data

Service Requests	Sept 2013	Sept 2014		FY13-14	FY14-15	
Service Requests Completed	364	413	↑	1315	1283	↓
Service Requests Opened	362	416	↑	1283	1260	↓
Service Requests Open over 30 days	74	37	↓	212	115	↓

Information Services System Availability 24/7	Sept 2013	Sept 2014		FY13-14	FY14-15	
Total System	99.96	99.82	↓	98.03	99.67	↑

Total Monthly Work Orders by Department	Sept 2013	Sept 2014		FY13-14	FY14-15	
Administration	118	111	↓	367	353	↓
Community Health	74	79	↑	249	241	↓
Environmental Health	88	92	↑	294	294	→
Nursing	84	131	↑	405	395	↓

First Call Resolution & Lock-Out Calls	Sept 2013	Sept 2014		FY13-14	FY14-15	
Total number of calls received	362	416	↑	1283	1260	↓
Number of first call resolutions	49	98	↑	55	108	↑
Number of Lock-out calls	65	117	↑	136	244	↑

ADMINISTRATION Finance - Fiscal Year Data

Total Monthly Work Orders by Department	Sept 2013	Sept 2014		FY13-14	FY14-15	
Contracts Processed	8	10	↑	27	47	↑
Grants Processed	7	11	↑	13	19	↑
Purchase Orders Issued	174	144	↓	564	442	↓
Purchase Orders Paid	154	107	↓	516	430	↓
Payment Vouchers paid	263	212	↓	791	712	↓
Checks Issued	247	170	↓	767	565	↓
Electronic Fund Transfers Processed	39	62	↑	100	228	↑

ADMINISTRATION Public Information Office - Fiscal Year Data

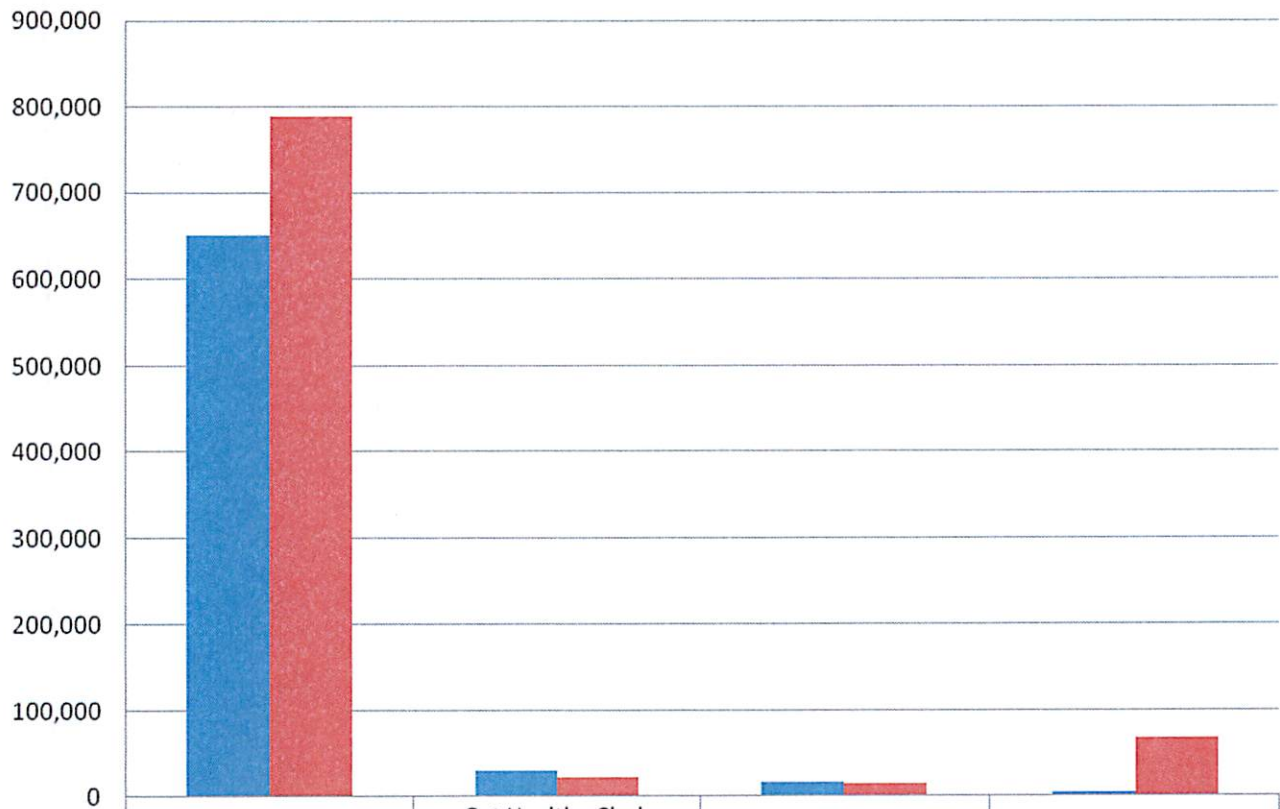
Media, Collateral and Community Outreach Services	Sept FY2014	Sept FY2015		FY13-14	FY14-15	
Media - Print Articles	17	19	↑	81	54	↓
Media - Broadcast stories	34	30	↓	123	73	↓
Collateral - Advertising/Print Products	21	18	↓	72	51	↓
Community Outreach - Total Volunteers ¹	28	27	↓			
Community Outreach - Volunteer Hours	1446	1229	↓	4427	3916	↓

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

Social Media Services	Sept FY2014	Sept FY2015		FY13-14	FY14-15	
*SNHD Facebook likes	696	952	↑	696	952	↑
*Get Healthy Clark County Facebook likes	491	557	↑	491	557	↑
*EZ2Stop Facebook likes	151	192	↑	151	192	↑
*Use Condom Sense Facebook likes	1,107	4,737	↑	1107	4737	↑
*EZ2Stop Twitter followers	229	317	↑	229	317	↑
*SNHDFlu Twitter followers	286	423	↑	286	423	↑
*Get Healthy Clark County Twitter followers	111	183	↑	111	183	↑
*SNHDinfo Twitter followers	696	965	↑	696	965	↑
*TuSNHD Twitter followers	81	128	↑	81	128	↑
*Use Condom Sense Twitter	138	316	↑	138	316	↑
*SoNVTrauma Twitter	n/a	11	↑	n/a	11	↑
SNHD YouTube video views	32,664	13,019	↓	273,577	69,726	↓
Use Condom Sense YouTube	329	193	↓	n/a	673	↑

*Twitter and Facebook numbers are not cumulative

Monthly Website Page Views



■ Sept. 2013	650,469	29,599	16,803	4,234
■ Sept. 2014	788,934	23,071	15,525	67,217