



# Memorandum

**Date:** November 19, 2015

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

**From:** *AGS* 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 | Oct 2015 | Oct 2016 |   | YTD FY15 | YTD FY16 |   |
|---|----------|----------|---|----------|----------|---|
| Maintenance Responses                   | 189      | 161      | ↓ | 866      | 660      | ↓ |
| Electrical Work Orders                  | 18       | 9        | ↓ | 59       | 27       | ↓ |
| HVAC Work Orders                        | 14       | 5        | ↓ | 75       | 20       | ↓ |
| Plumbing Work Orders                    | 4        | 3        | ↓ | 24       | 24       | → |
| Preventive Maintenance                  | 35       | 21       | ↓ | 152      | 111      | ↓ |
| Security Responses                      | 880      | 714      | ↓ | 3555     | 2895     | ↓ |

## ADMINISTRATION Information Technology - Fiscal Year Data

| Service Requests                   | Oct 2014 | Oct 2015 |   | FY15 | FY16 |   |
|------------------------------------|----------|----------|---|------|------|---|
| Service Requests Completed         | 421      | 290      | ↓ | 1704 | 1378 | ↓ |
| Service Requests Opened            | 414      | 269      | ↓ | 3052 | 1352 | ↓ |
| Service Requests Open over 30 days | 31       | 49       | ↑ | 146  | 196  | ↑ |

  

| Information Services System Availability 24/7 | Oct 2014 | Oct 2015 |   | FY15  | FY16  |   |
|---|----------|----------|---|-------|-------|---|
| Total System                                  | 99.94    | 99.78    | ↓ | 99.81 | 99.84 | ↑ |

| Total Monthly Work Orders by Department | Oct 2014 | Oct 2015 |   | FY15 | FY16 |   |
|---|----------|----------|---|------|------|---|
| Administration                          | 112      | 75       | ↓ | 465  | 370  | ↓ |
| Community Health                        | 51       | 74       | ↑ | 292  | 290  | ↓ |
| Environmental Health                    | 125      | 39       | ↓ | 419  | 289  | ↓ |
| Nursing                                 | 133      | 102      | ↓ | 528  | 440  | ↓ |

| First Call Resolution & Lock-Out Calls | Oct 2014 | Oct 2015 |   | FY15 | FY16 |   |
|--|----------|----------|---|------|------|---|
| Total number of calls received         | 414      | 269      | ↓ | 1773 | 1352 | ↓ |
| Number of first call resolutions       | 125      | 16       | ↓ | 435  | 93   | ↓ |
| Number of Lock-out calls               | 15       | 0        | ↓ | 48   | 5    | ↓ |

**ADMINISTRATION Finance - Fiscal Year Data**

| Total Monthly Work Orders by Department | Oct 2014 | Oct 2015 |   | YTD FY15 | YTD FY16 |   |
|---|----------|----------|---|----------|----------|---|
| Contracts Processed                     | 13       | 39       | ↑ | 60       | 124      | ↑ |
| Grants Processed                        | 4        | 1        | ↓ | 23       | 17       | ↓ |
| Purchase Orders Issued                  | 141      | 142      | ↑ | 583      | 593      | ↑ |
| Invoices Paid                           | 342      | 556      | ↑ | 1484     | 2309     | ↑ |
| Checks Issued                           | 167      | 221      | ↑ | 732      | 904      | ↑ |
| Electronic Fund Transfers Processed     | 62       | 119      | ↑ | 290      | 488      | ↑ |

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

| Media, Collateral and Community Outreach Services  | Oct 2014 | Oct 2015 |   | YTD FY15 | YTD FY16 |   |
|--|----------|----------|---|----------|----------|---|
| Media - Print Articles                             | 26       | 29       | ↓ | 81       | 87       | ↑ |
| Media - Broadcast stories                          | 41       | 19       | ↓ | 114      | 99       | ↓ |
| Collateral - Advertising/Print Products            | 25       | 22       | ↓ | 85       | 84       | ↓ |
| Community Outreach - Total Volunteers <sup>1</sup> | 27       | 28       | ↑ |          |          |   |
| Community Outreach - Volunteer Hours               | 1,266    | 996      | ↓ | 5,181    | 4,127    | ↓ |

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

| Social Media Services                       | Oct. 2014 | Oct. 2015 |   | YTD FY15 | YTD FY16  |   |
|---|-----------|-----------|---|----------|-----------|---|
| *SNHD Facebook likes                        | 979       | 3,391     | ↑ | 979      | 3,391     | ↑ |
| * Henderson PHC Facebook likes              | n/a       | 1,473     | - | n/a      | 1,473     | - |
| * Mesquite PHC Facebook likes               | n/a       | 447       | - | n/a      | 447       | - |
| *Get Healthy Clark County Facebook likes    | 565       | 2,608     | ↑ | 565      | 2,608     | ↑ |
| *EZ2Stop Facebook likes                     | 195       | 1,657     | ↑ | 195      | 1,657     | ↑ |
| *Use Condom Sense Facebook likes            | 4,868     | 6,367     | ↑ | 4,868    | 6,367     | ↑ |
| *EZ2Stop Twitter followers                  | 320       | 364       | ↑ | 320      | 364       | ↑ |
| *SNHDFlu Twitter followers                  | 451       | 601       | ↑ | 451      | 601       | ↑ |
| *Get Healthy Clark County Twitter followers | 187       | 245       | ↑ | 187      | 245       | ↑ |
| *SNHDinfo Twitter followers                 | 1,010     | 1,509     | ↑ | 1,010    | 1,509     | ↑ |
| *TuSNHD Twitter followers                   | 138       | 169       | ↑ | 138      | 169       | ↑ |
| *Use Condom Sense Twitter                   | 331       | 496       | ↑ | 331      | 496       | ↑ |
| *SoNVTrauma Twitter                         | 12        | 38        | ↑ | 12       | 38        | ↑ |
| SNHD YouTube video views                    | 12,807    | 403,735   | ↑ | 64,280   | 1,490,394 | ↑ |
| Use Condom Sense YouTube                    | 187       | 216       | ↓ | 869      | 807       | ↓ |

\*Twitter and Facebook numbers are not cumulative

