



Clark County Department of Building & Fire Prevention

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Division:	Building	Policy & Procedure	BD-PP-113
Subject:	Customer Service Survey	Effective Date:	04/01/2009
Code:		Review Date:	10/14/2016

A. POLICY

Our goal for customer service is to provide timely and effective plan review, permitting and inspection of construction to ensure compatible and safe development for citizens and visitors of Clark County.



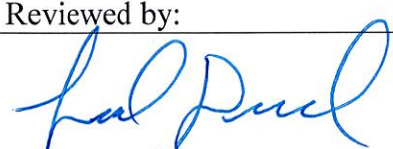
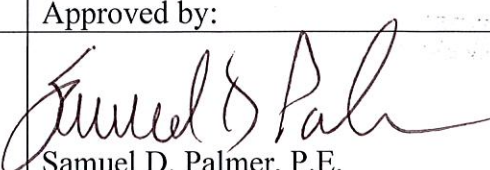
B. PROCEDURE

The Customer Service Survey form and card have been developed in order for customers to submit comments or suggestions on the department's service performance. The following procedures are outlined on how we collect the data, report the results and the staff responsible for these functions:

1. During an applicant's visit to the Building Department he or she has the opportunity to submit a Customer Service Survey Card. There will be three (3) survey boxes located on the service counters in the lobby area. Cards will be made available at the Plan Submittal, and Permit Issue counters. Cards will also be attached to the permit application when plans are assembled.
2. The survey cards will be collected monthly by the Building Plans Examination Administrative Assistant. The forms received by email will be printed monthly by the Building Plans Examination Administrative Assistant and given to the Plans Examination Manager for review.
3. Survey cards and forms will be collected, manually dated, and stored on a monthly basis. The information will then be transferred to a computer database by the Plan Examination Administrative Assistant. The database will allow responses to be tracked and results are then reported.

Revision History:

Policy #	Title	Effective Date	Revised	Reviewed
BD-PP-113	Customer Service Survey	04/01/2009	12/27/2012	10/28/2013
BD-PP-113	Customer Service Survey			09/18/2015
BD-PP-113	Customer Service Survey			10/14/2016

Developed by: <i>Building Division (2009) Manager or Staff</i>	Reviewed by: <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  For: Kevin McOsker <i>Plans Exam Manager</i> </div> <div style="text-align: center;">  Brenda Thompson <i>Inspection Manager</i> </div> </div>
Reviewed by:  Ted Droessler <i>Engineering Manager</i>	Approved by:  Samuel D. Palmer, P.E. <i>Acting Director/Building & Fire Official</i>