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:

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<th>Title</th>
<th>Effective Date</th>
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Developed by: Building Division Manager or Staff

Reviewed by: Brenda Thompson Inspection Manager

Reviewed by: Samuel D. Palmer, P.E.

Approved by: Acting Director/Building & Fire Official