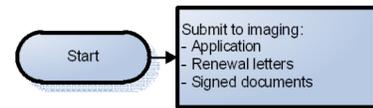
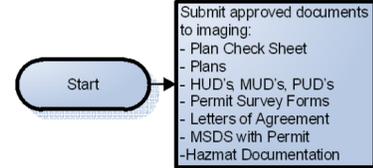


Intake / Pick Up

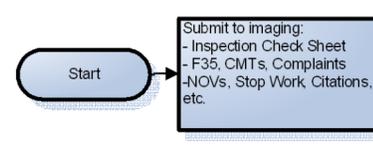


Side Notes:
2 scanners utilized- one for plans , one for additional documents
Average number of pages scanned weekly : 5,000 not including plans

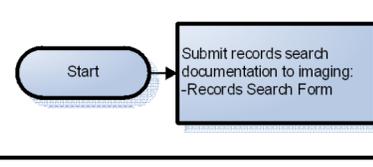
Plan Checker



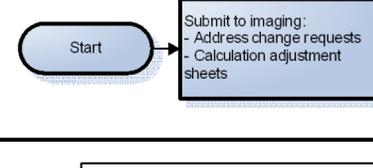
DFM



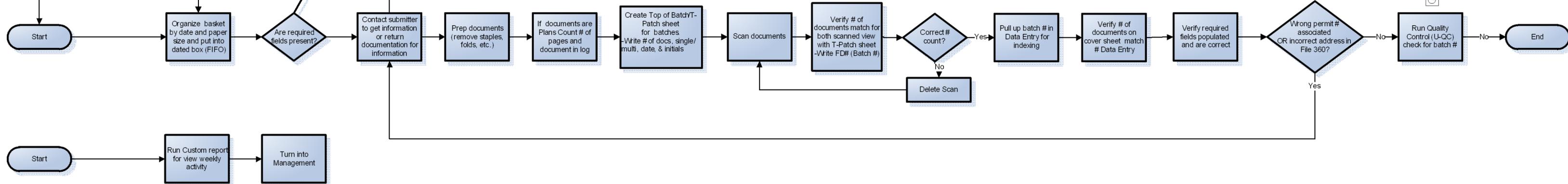
Inspector



Finance



Imaging



Process Scenario :
1) Documents need to be scanned and related to a permit / application number within File 360

System Constraints :
-

Business Rules :
-All Documents are scanned in as they are received -First in First Out
- All Documents are imaged in the File 360 application
- All documents in main File360 application must contain an Permit #, Major Project, Address, Application Code and Date (date doc approved , created , etc)
- All current documents must be imaged before backlog can be imaged

Triggers :
-Documentation is dropped off in imaging bin for scanning

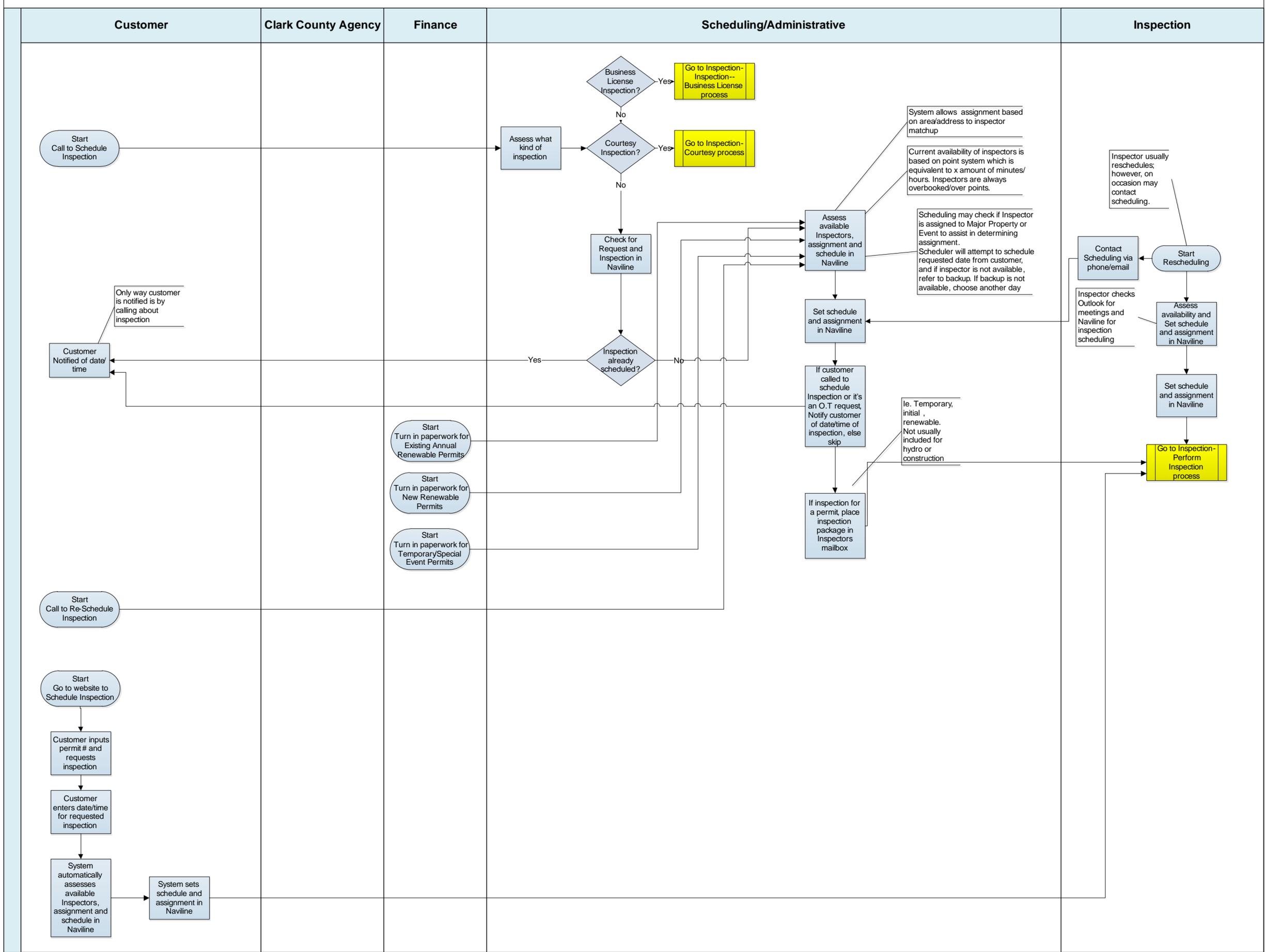
Goals :
-Documentation is scanned into File 360

Gaps/Issues :
1. Documentation dropped off may not include a cover sheet that includes the correct permit# (application/request #) to associate the documents to.
2. Documentation is not received in a timely manner -especially with Plans Check. Some plans checkers will leave plans build up for a month prior to drop off .
3. Deputy Fire Marshal review of inspections is backlogged .
4. If electronic plans were submitted , there isn't actual scanning but it takes 15-20 minutes to move the files into File360 from the electronic plan system (per document package)

Roles :
Customer- Can be an internal (Clark County contractor or employee) or external person (not employed via Clark County or servicing Clark County)
Intake- Fire Department (Prevention) staff responsible for assisting customers as it relates to Prevention
Clark County Agency- Another Clark County department outside of Fire Department . May include Air Quality Management , Business License, Health District, Development Services, Building, Comprehensive Planning , Zoning
Scheduling- Fire Department (Prevention) staff responsible for scheduling inspections
Finance- Fire Department (Prevention) staff responsible for Finance
Imaging- Fire Department (Prevention) staff responsible for scanning documentation and images as it relates to APN , Address, applications

Systems :
File 360

FD072-Administrative -Inspection Scheduling



Process Scenario :
 Fire Department inspection is required and needs scheduling . This does not include Business Licensing , Courtesy Inspection & Annual Occupancy or Overtime .

System Constraints :
 -Naviline uses a point system instead of basing availability off of business schedule
 -Naviline and CLIPS do not talk to each other
 -Naviline- cannot block out time for vacation , meetings , training, etc- items not included/considered inspection . Have to enter an administration code to block out time .
 -In Naviline, travel time was estimated and absorbed into inspection time..

Business Rules :
 - A request (application) has to be entered in Naviline for all inspections except for complaints . Complaints utilize the code enforcement module .
 -Temporary Permit /Special Event Inspections are always booked no matter if points are over .
 -Temporary/Special Event, Renewables , and Renewal inspections are proactively scheduled without a call from the customer .
 -Weekend permit requests go to the weekend and night time inspector or require overtime from another inspector .
 -More than one inspector can be assigned to a property
 -An inspector may be given a specialty assignment , with a backup inspector, for a particular property or major property / address .
 -On Business License and Courtesy inspections , a no charge permit is created
 -Every attempt is made to schedule the customer's requested date. Time is not guaranteed
 -Renewals and New Renewable inspections are scheduled 2 weeks out from date of entry

Triggers :
 - Customer communication
 - Request/Application submission
 - Online inspection scheduling

Goals:
 - Inspection scheduled in Naviline

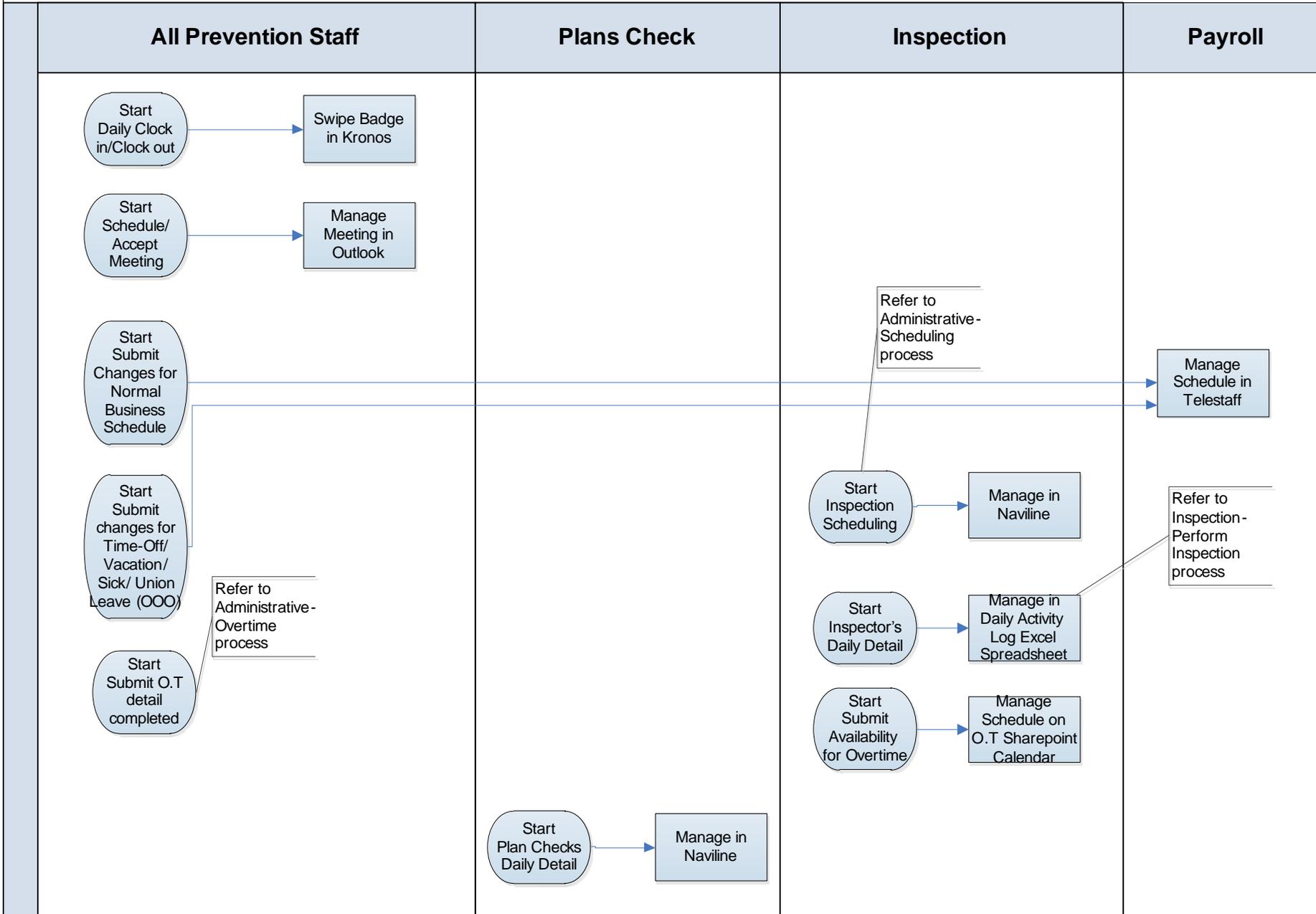
Gaps :
 1. Customer isn't always notified of when the inspection date / time is unless the customer calls
 2. Currently have a report that shows temporary inspections which have a result . However, lacking visibility to temporary permits which are "CM" / where the inspector did not go out to the site or where the inspection was not scheduled and the event is already over .
 3. Not all inspections are treated the same in that FD may be proactive versus reactive . Example: Renewables -proactive, System/Construction reactive .
 4. Code Enforcement module is separated .

Roles:
Customer- Can be an internal (Clark County department /agency employee) or external person (not employed via Clark County or servicing Clark County)
Clark County Agency- Another Clark County department outside of Fire Department . May include Air Quality Management , Business License , Health District, Development Services, Building, Comprehensive Planning , Zoning
Finance- Fire Department (Prevention) staff responsible for Finance
Scheduling/Administrative- Clark County Fire Department Administrative staff (Prevention) (Laurie , & Stephanie handle business license scheduling , Amber, Judy, Penny Dale & Tanya handle all other inspection scheduling)
Inspection-Clark County Fire Department Inspection staff responsible for evaluating code compliance and enforcing code compliance

Systems :
 Naviline
 Outlook

November 09, 2012

FD073-Administrative-Manage Time & Availability



Systems :

Kronos- Used for recording start/end time (Clock in-Clock out for the day)

Naviline-Used for recording time and providing availability

- Plans Check
- Plan Review
- Admin, Meeting,
- OOO (Out of Office)time (vacation, sick)
- Training hours
- Inspection
- Travel time for Inspection
- Perform Inspection
- Document Inspection
- OOO (Out of Office)time (vacation, sick)

Daily Activity Log-Used for recording hours/minutes for all activities related to an Inspector

Inspector O.T. Sharepoint calendar-Used for recording overtime availability

Telestaff-Used for identifying schedules /work hours by individual, vacation, sick time, union leave, out of office time. Utilized by payroll.

Customer

Intake

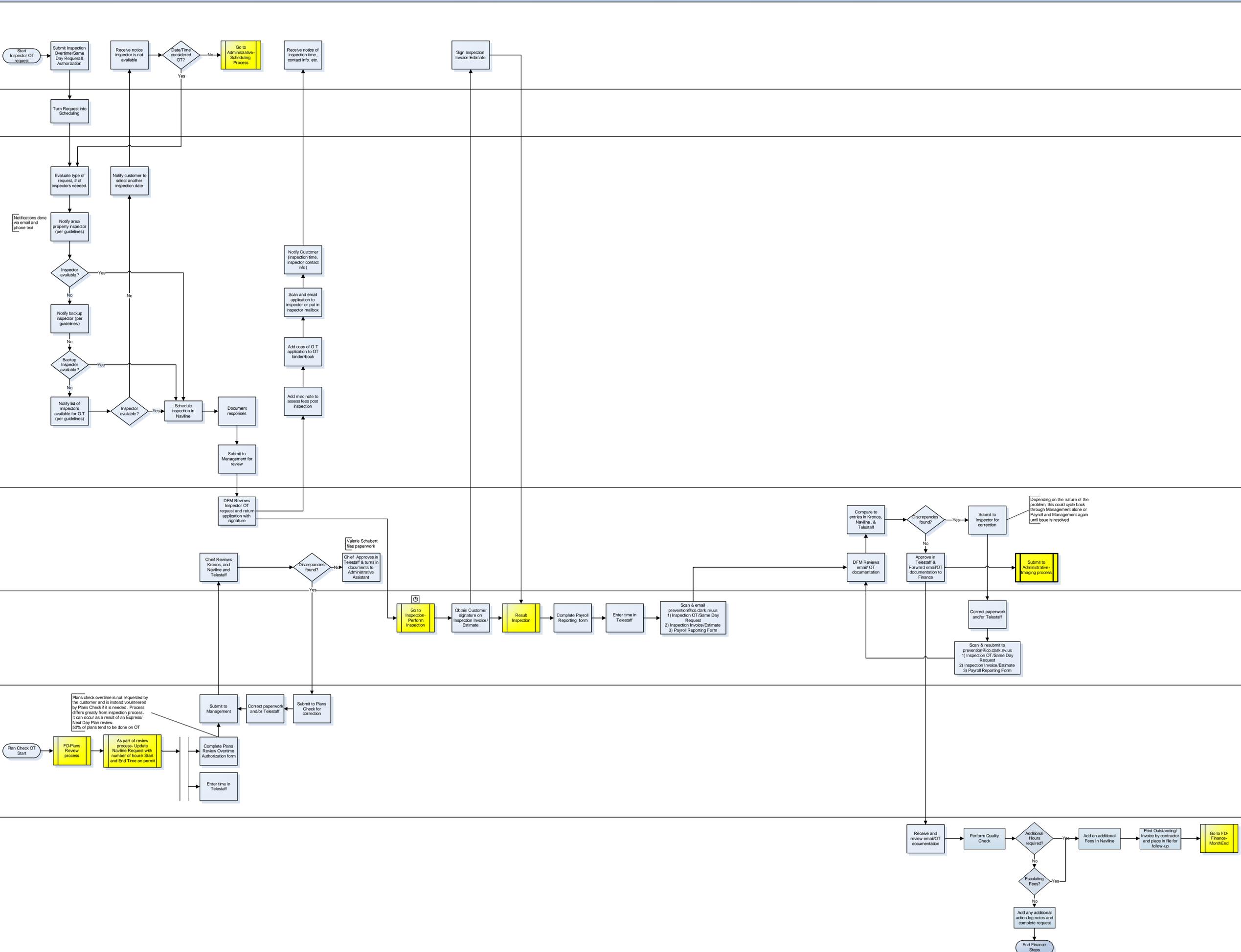
Scheduling

Management

Inspection

Plan Check

Finance



Process Scenario:
 1) Inspection overtime
 2) Plans check overtime

System Constraints:
 Unable to designate as overtime in the system .
 System does not automatically calculate overtime fees

Business Rules:
 If request was emailed or fax , an escrow account must be supplied
 Not all overtime is contractor paid and can be paid by from the Fire Department's budget
 According to union policies , the designated area inspector (s) have 10 minutes to respond to an overtime request before the Fire Department can offer it up to all available inspectors
 If an inspector is required outside of the area designated inspector or backup, overtime is awarded to the inspector with the least amount of overtime at the time of scheduling
 Overtime is charged at a rate of \$80.00 (per hr) per person , per permit for an extended work day
 Overtime is charged at a rate of \$240.00 (3 hrs) for an outside regular work-day inspection , plus an additional \$50.00 per hour, per person per permit for every hour over 3 hrs.
 An additional charge of \$75.00 applies for a same day inspection (less than 24 hours notice)
 Fire Prevention personnel must have a minimum of 8 hours off-duty

Triggers:
 Inspection overtime required - Inspection Overtime/Same Day Request & Authorization form
 Express/Next Day plan review

Goals:
 Assess and calculate overtime charges as it relates to plan review and inspection
 Overtime information updated in Telesstaff and payroll system

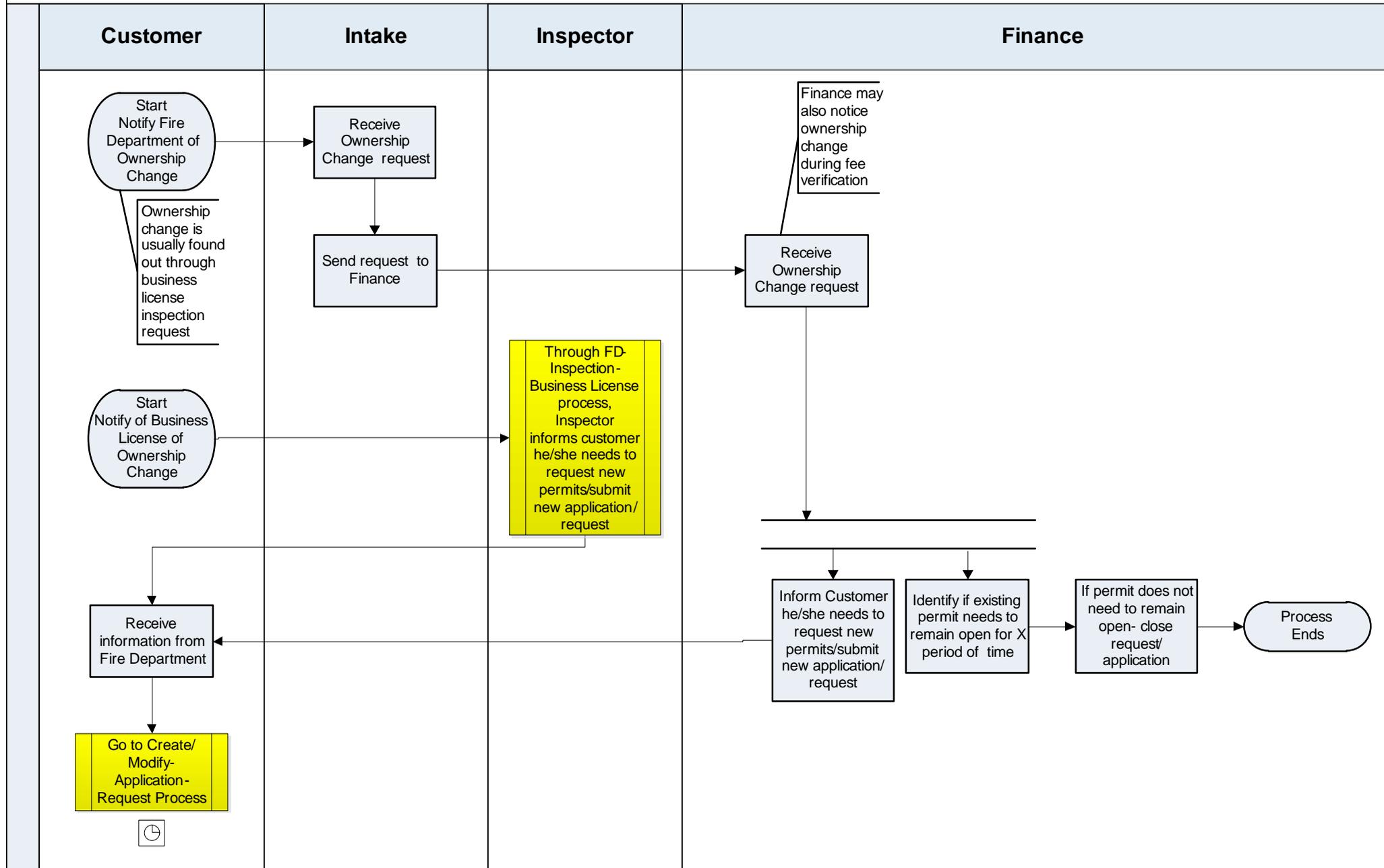
Gaps/Issues:
 1. Rules are not concise as to what is considered an extension versus outside regular work -day
 2. Overtime process is not the same for Plans Check as it is for inspection
 3. A large denomination of outstanding fees is attributed to overtime charges
 4. Customer accusations of double billing
 5. Invoice/Estimate does not get imaged

Roles:
 Customer- Can be an internal (Clark County department/agency employee) or external person (not employed via Clark County or servicing Clark County)
 Intake- Fire Department (Prevention) staff responsible for assisting customers as it relates to Prevention
 Finance- Fire Department (Prevention) staff responsible for Finance
 Management -Fire Department (Prevention or Suppression) supervisor staff responsible for approval of said processes , procedures or activities .
 Inspection-Fire Department (Prevention) staff responsible for inspections
 Plans Check- Fire Department (Prevention) staff responsible for reviewing plans submitted for construction or operational permits
 Payroll-Fire Department staff responsible for payroll and additional levels of accounting .

Systems:
 Navline
 Excel

Revision: December 13, 2012

FD076-Administrative -Permit-OwnershipChange



Process Scenario :

1) 100% Ownership has changed for a renewable permit . This includes acquisitions .

System Constraints :

-N/A

Business Rules:

-When an ownership change occurs on a renewable permit , the permit has to be closed and the customer has to start the request process for permits all over .

Triggers:

-Customer calls, emails or submits letter regarding ownership change
 -Customer submits business license ownership change and business license requests business license inspection

Goals:

-Permit is closed in Naviline and a new permit request has been submitted

Gaps/Issues:

1. Procedure is not formalized .
2. Customer is not required to submit a form with changes
3. Code indicates when ownership changes , permit becomes invalid for all permits. However, this process does not include all other permits .

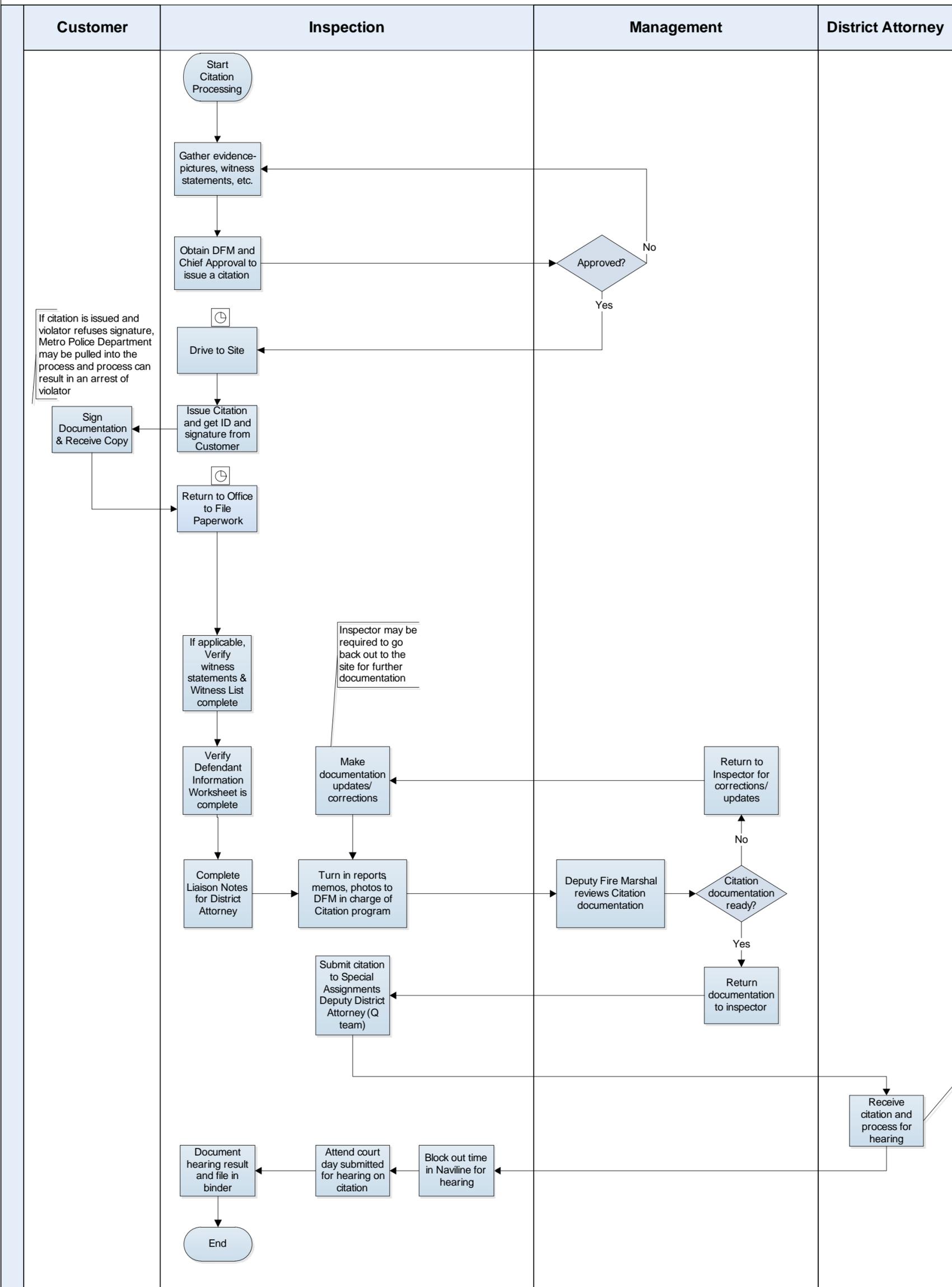
Roles:

Customer- Can be an internal (Clark County contractor or employee) or external person (not employed via Clark County or servicing Clark County)
 Intake- Fire Department i (Prevention) staff responsible for assisting customers as it relates to Prevention
 Inspection-Fire Department (Prevention) staff responsible for inspections
 Finance- Fire Department (Prevention) staff responsible for Finance

Systems :

Naviline

FD077-Citation



Process Scenario :
 Customer has not made reasonable progress toward code compliance typically following the 2nd or 3rd inspection and the inspector needs to issue a citation .

System Constraints :
 -Unable to scan sensitive data into File 360 and lock down based on segregated duties .

Business Rules :
 -Only two violations can be placed on the front side of the citation. Additional violations can be placed on page 4 of the citation.
 -Citation shall only be used where a violation of a specific section of the fire code or ordinance has occurred .
 -A written notice shall be issued whenever a code violation is encountered
 -Citation documentation and /or evidence must be reviewed by management
 -An approval from the Deputy Fire Marshal and Chief is required prior to issuing a citation .
 -Court appearance dates shall be set to at least 4 weeks from the date of issuance on the 2nd and 4th Wednesday at 10A.M in the Justice Court Department 4 (subject to change)
 -A citation is considered a misdemeanor

Triggers
 -A citation has been issued to a customer

Goals/Issues :
 -Citation submission to district attorney for a legal hearing .

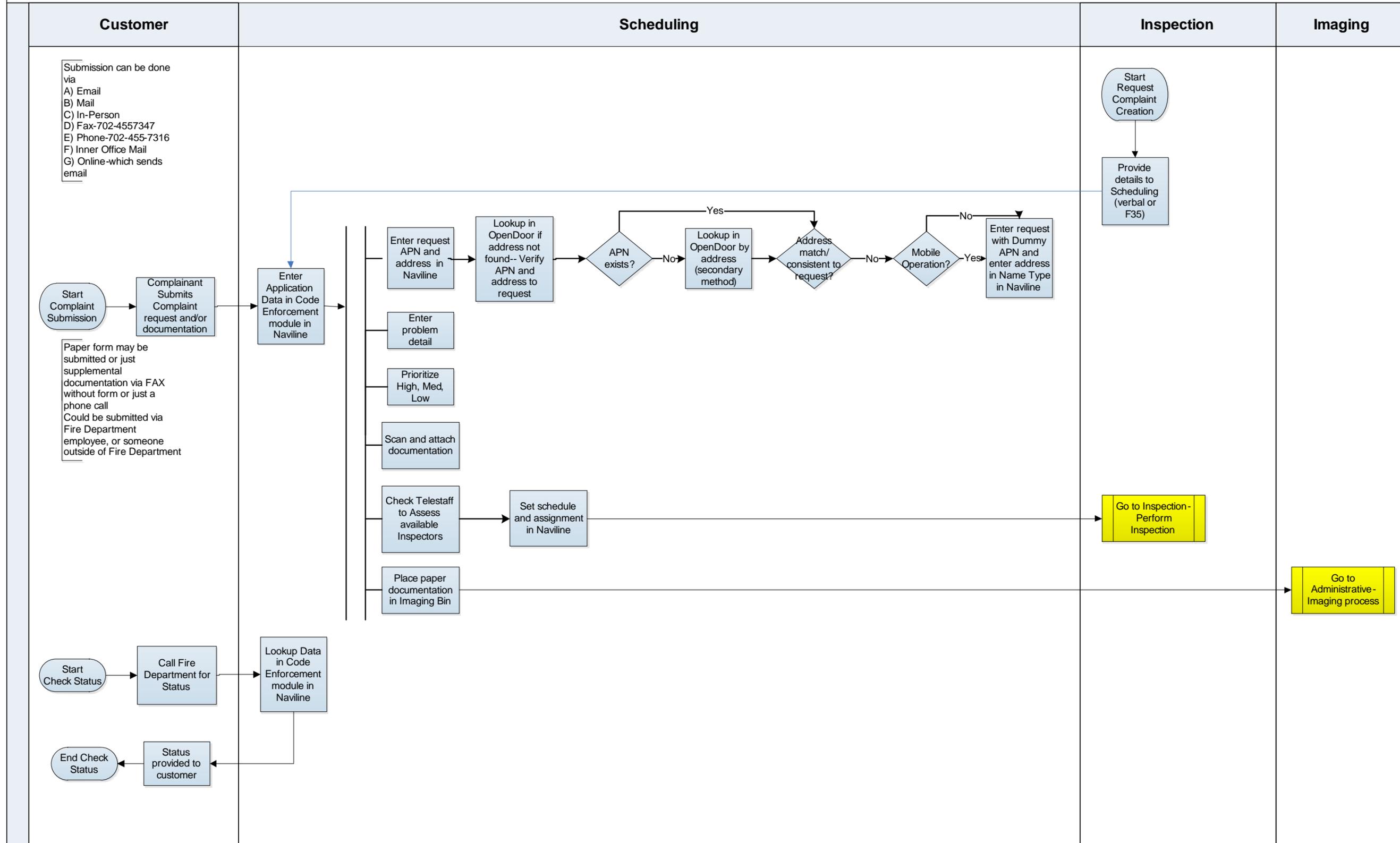
Gaps :
 1. No direct way to communicate citation to other agencies through the system .
 2. Signature from DFM or Chief is not required on paperwork
 3. Citation books need to be kept current
 4. Citations are not tracked in Naviline
 5. Once the citation is submitted to the District Attorney's office, it is cumbersome tracking back to a case number from the District Attorney and/or check the status
 6. Guideline indicates a citation should be issued prior to a stop work but that is typically not adhered to .
 7. Citation documentation is not imaged /stored electronically due to personal information in the documentation - ie SS#, driver lic #.
 8. Documentation is not scanned and but is stored in a secured cabinet onsite

Roles:
 Inspection -Fire Department (Prevention) staff responsible for inspections
 Management -Fire Department (Prevention or Suppression) supervisor staff responsible for approval of said processes , procedures or activities .
 District Attorney -Clark County party responsible for processing court violations

Systems :
 N/A

If there are errors or items missing in the documentation, DA office liaison may contact DFM or inspector for additional information

FD078-Complaint



Process Scenario :

Customer has complaint to submit to Fire Department

System Constraints :

-Unable to utilize assignment capabilities in BP module because code enforcement is separate module .

Business Rules:

-DFM always has to review the complaint results and close out request
 -Fire protection companies are required to notify Fire Department if a business has cancelled their service or a business has not resolved an issue within 30 days from when a report was made .

Triggers

- Complaint request
 - Faxed Supplemental documentation (Vendor maintenance agreements , etc.)

Goals:

- Close out complaint and input F 35-Inspection Results
 - Reschedule follow-up inspection

Gaps:

1. Scheduling in system does not incorporate complaints into points/hours inspection allocation
2. Inspector can close request without DFM knowing about complaint/DFM review
3. Electronic form submission available and emails to Scheduling but Scheduler still has to manually enter
4. F35 form entry is manual
5. Inspector will usually schedule a follow-up; however, if this is not done proactively , the complaint may not be addressed via the individual.
6. Complaints are managed in a separate module

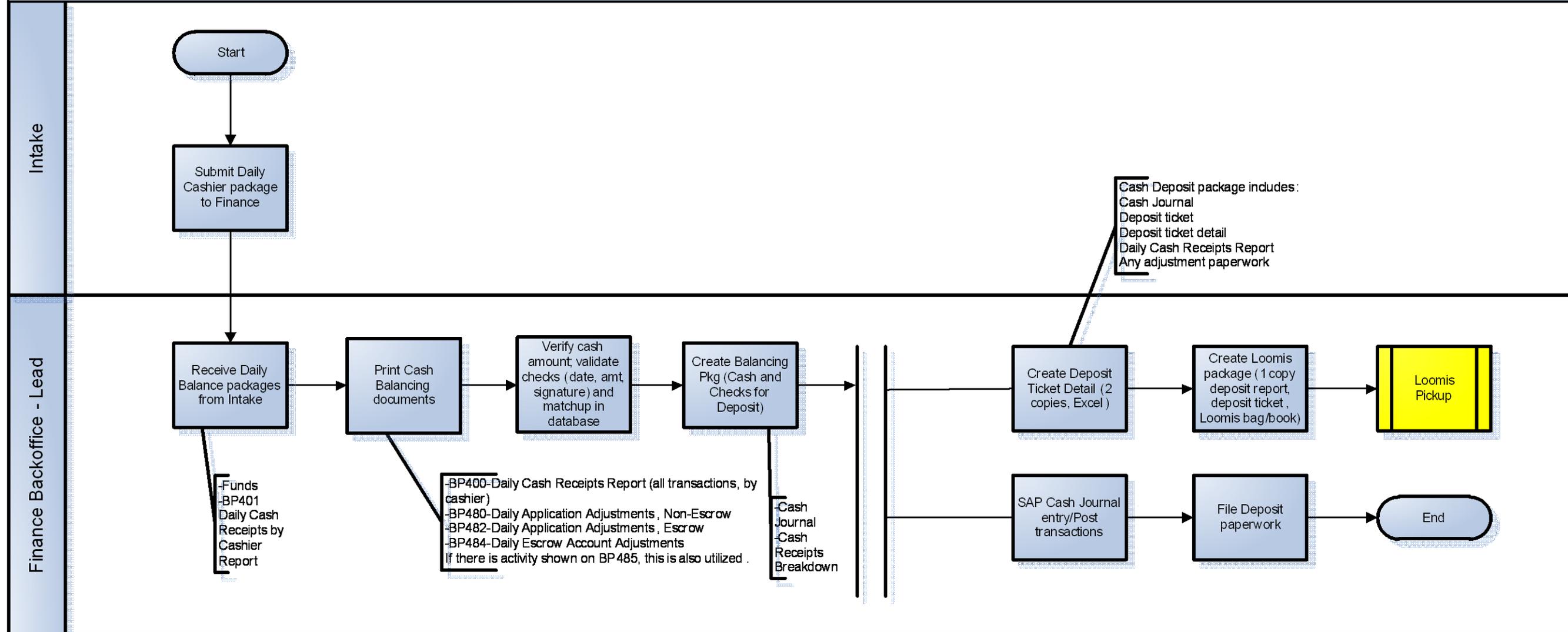
Roles:

Customer- Can be an internal (Clark County contractor or employee) or external person (not employed via Clark County or servicing Clark County)
 Scheduling-Fire Department (Prevention) staff responsible for scheduling inspections
 Inspection-Fire Department (Prevention) staff responsible for inspections
 Imaging-Fire Department (Prevention) staff responsible for scanning documentation and images as it relates to APN , Address, applications

Systems :

Naviline
 Telestaff

FD080– Finance-Cash Balancing Daily Deposit



Process Scenario :
Daily activity of balancing cash receipts and creating the deposit for previous days funds

System Constraints :
-If "Print/Create cash receipt" is not checked in Naviline, transaction does not show up on daily cash receipts
-If any adjustments are made in Naviline, the date of the actual adjustment- on the escrow activity report-goes back to the date of the original transaction instead of the date the adjustment was made on.
-Cannot perform a print escrow account information function in Naviline-instead the print out goes to the building department

Business Rules:
-All adjustments must be approved by management
-Daily Cash receipts report includes all escrow accounts and all payment and adjustment transactions for the day

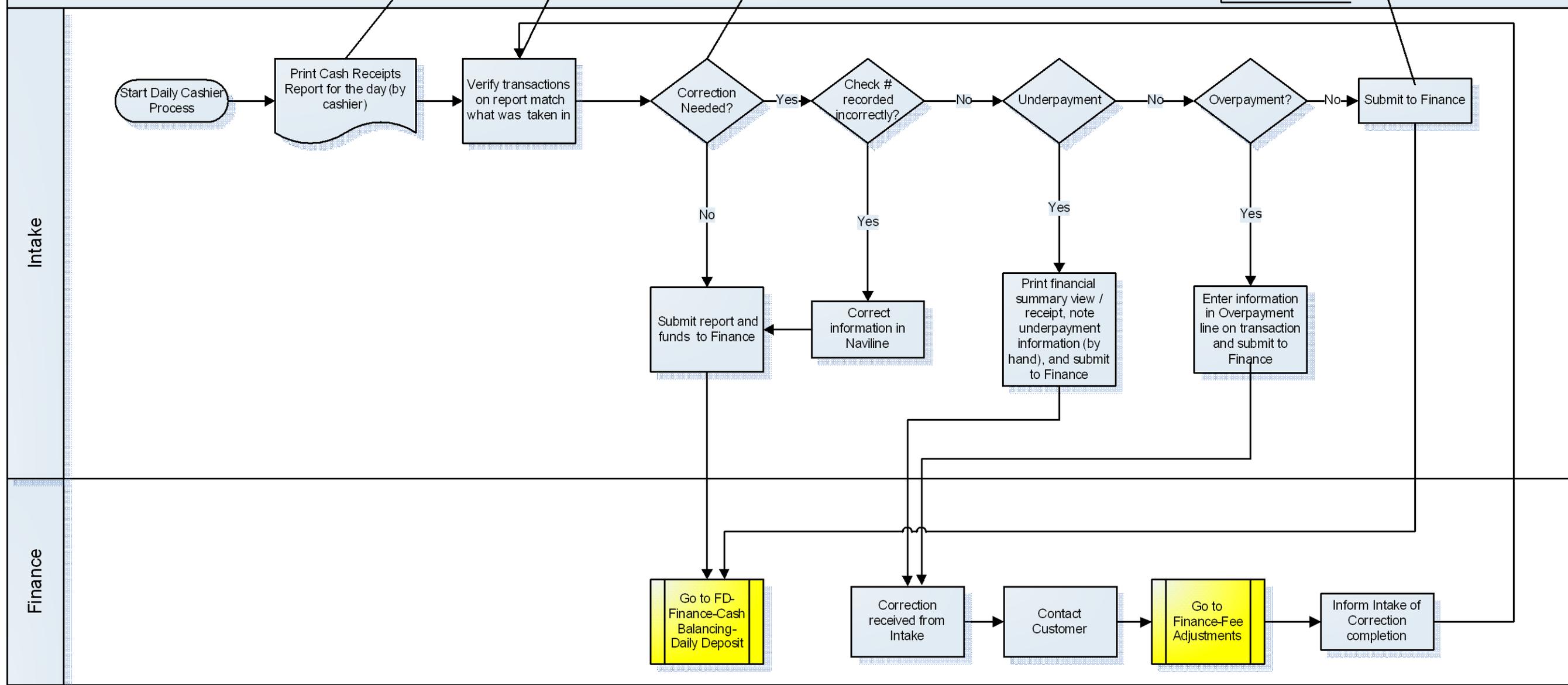
Gaps/Issues :
1. Need in the system a daily breakdown of funds paid to Escrow versus, Overtime, versus payments for Permits

Roles:
Intake- Fire Department intake staff
Finance- Fire Department Finance staff

Systems:
Naviline
Crystal Reports

Revision: December 07, 2012

FD081—Finance-Daily Cashier Balance



BP401E-Daily Cash Receipts by Cashier

ie. Check # match, date, amount, signatures on checks, against correct request/application #

90% of the corrections typically go to Finance

Issue may be one of below but not limited to
 A) Transaction doesn't match actual
 B) Check not signed-may need to void transaction

Intake

Finance

Process Scenario :
 End of day Intake staff needs to balance funds taken into Fire Department

System Constraints :
 -Intake can only adjust if the check # on the transaction was wrong

Business Rules :
 -Transactions processed must balance to funds taken in

Triggers :
 -End of day procedure for Clark County Intake

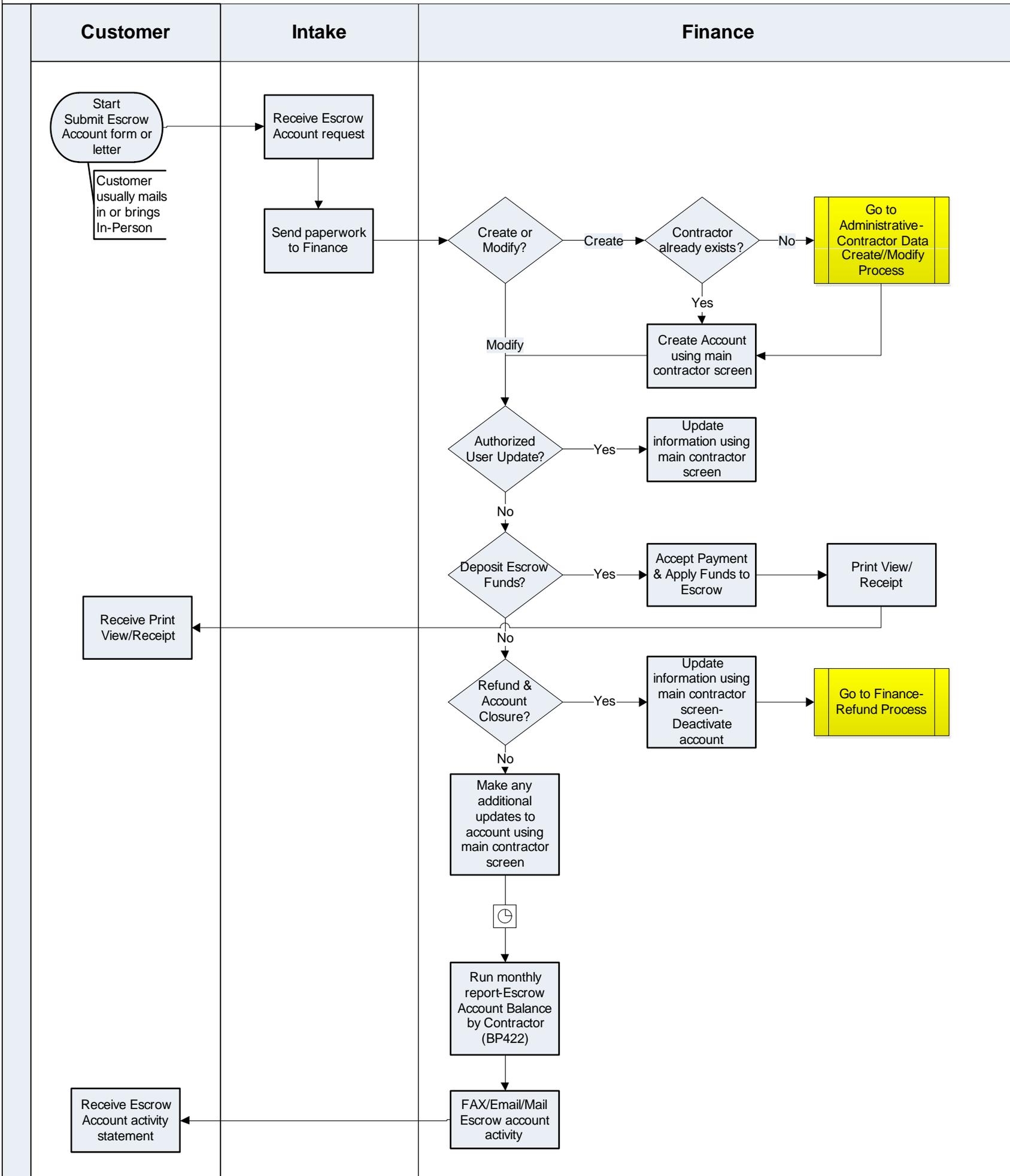
Goals :
 -Balance transactions for the day
 -Submit copy of Daily Cashier Balance report and funds to Finance

Gaps/Issues :
 1.Intake does not currently have the ability to adjust escrow unless it's a deposit

Roles :
 Intake- Fire Department i (Prevention) staff responsible for assisting customers as it relates to Prevention
 Finance- Fire Department (Prevention) staff responsible for Finance

Systems :
 Naviline
 File 360

FD082-Finance-Escrow Accounts



Process Scenario :

1) Escrow account is needed or needs to be maintained

System Constraints :

-Unable to easily perform a refund of an escrow account

Business Rules :

-Any escrow activity requires submission/request in writing.

Triggers :

-Customer submits escrow account form or letter

Goals :

- Create new escrow account
- Maintain funds in escrow account
- Maintain list of authorized users
- Deactivate escrow account

Gaps/Issues :

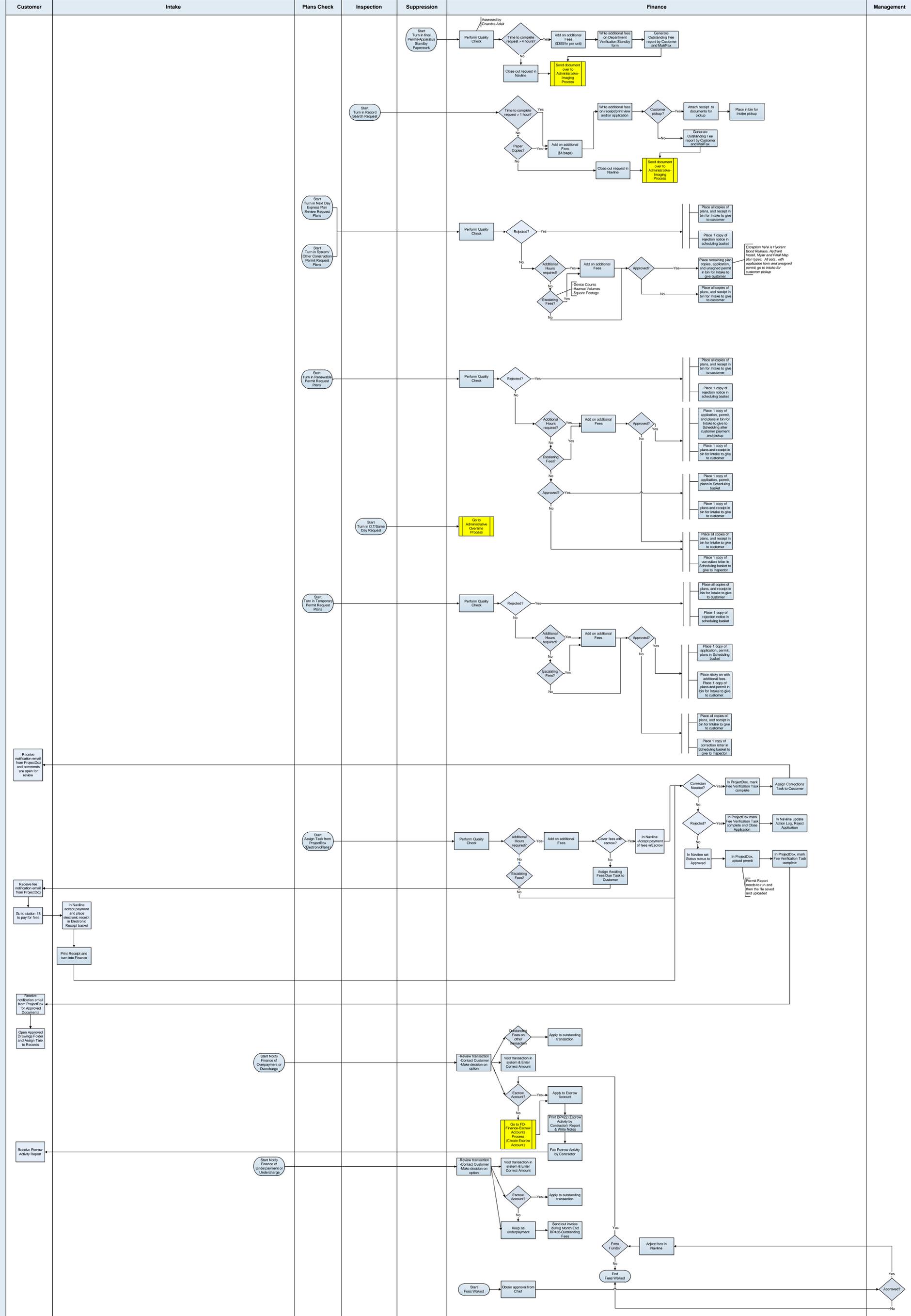
1. Not all escrow accounts have a list of authorized users
2. Upon opening there is not a requirement to deposit funds in the account
3. Escrow accounts that have a zero balance for an extended period of time are not closed . Future-automatically close account if no funds after 6 months from opening
4. Escrow applications are not scanned in /electronically stored and instead are stored in a binder

Roles :

Customer- Can be an internal (Clark County contractor or employee) or external person (not employed via Clark County or servicing Clark County)
 Intake- Fire Department i (Prevention) staff responsible for assisting customers as it relates to Prevention
 Finance- Fire Department (Prevention) staff responsible for Finance

Systems :

Naviline
 Crystal reports



Process Scenario:
 1) Plans received for new or existing request/application and additional fees may need to be assessed for plans review or inspection.
 2) There may have been incorrect funds applied - overpayment or underpayment.
 3) Waiver of fees

System Constraints:
 -Unable to easily waive fees and/or adjust fees
 -System calculations are currently not setup to provide calculations needed to excel spreadsheet is used to calculate and input appropriate amounts.

Business Rules:
 - Municipal properties fees are waived except for overtime fees.
 - Escalating fees are based on permit type.
 - If fees need to be waived during the fee adjustment process, Management approval is required.

Triggers:
 - Plans and/or application is submitted to Finance for fee assessments or adjustments

Goals:
 - Verify all appropriate fees were assessed and adjusted as needed
 - Plans are ready for customer pickup

Gaps/Issues:
 1. Missing a definitive way to tell in the system if inspection time was paid for out of Fire Department budget versus contractor
 2. On the escrow activity report, it does not reflect the date an actual adjustment is/was made and instead reflects the date of the initial transaction
 3. Receipts printed out is an actual report versus a true receipt

Roles:
 Customer- Can be an internal (Clark County department/agency employee) or external person (not employed via Clark County or serving Clark County)
 Intake- Fire Department (Prevention) staff responsible for assisting customers as it relates to Prevention
 Plans Check-Fire Department (Prevention) staff responsible for reviewing plans submitted for construction or operational permits
 Inspection-Fire Department (Prevention) staff responsible for inspections
 Suppression-Fire Department staff responsible for fire suppression

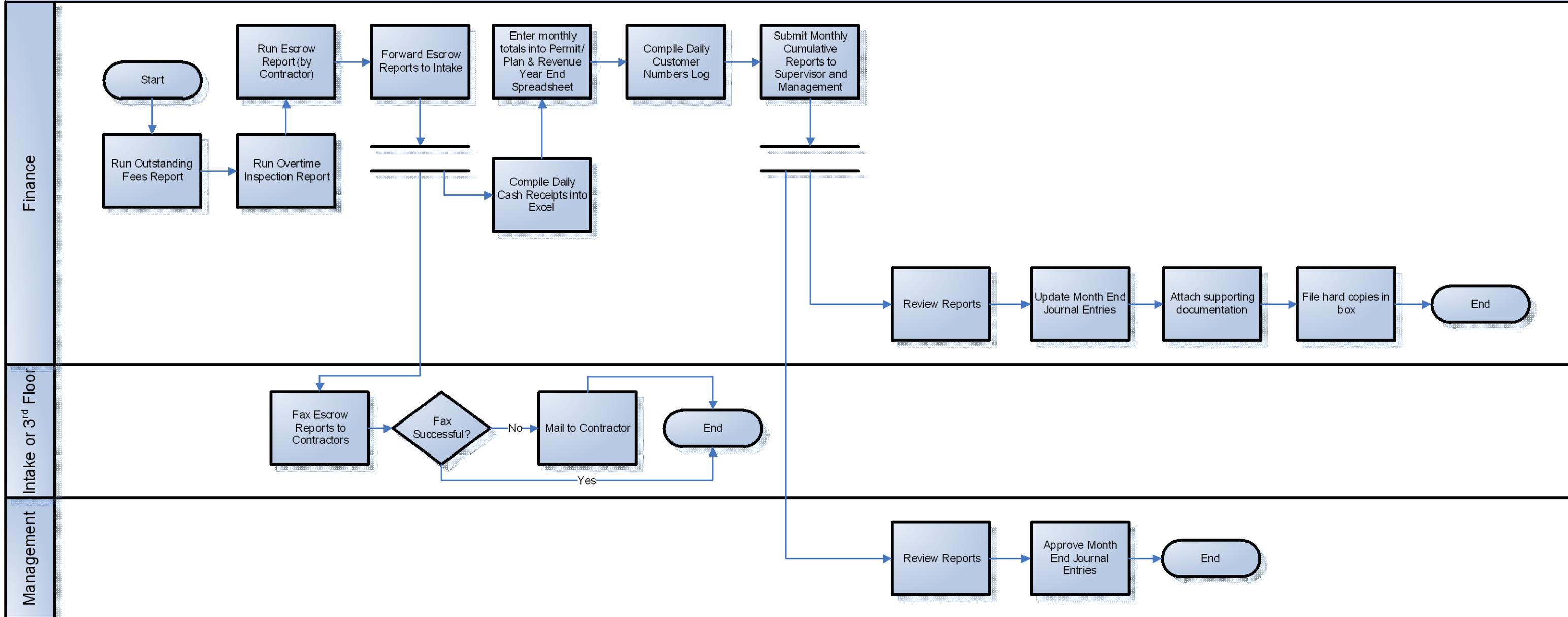
Systems:
 Navline
Locality Check Steps
 1. Check if Revision
 2. Validate Application Number is correct on form versus Navline
 3. Validate application # matches receipt
 4. Check application status is set correctly - "PC" or "AP"
 5. Verify information was entered in by Plans Check
 6. Update subproject field info
 7. Verify Contractor
 8. Update permit expiration if required
 9. Review what intake assessed
 10. Change Plan location on structure screen and validate information was entered correctly
 11. Verify Title Block - Address, Project Name, Permit #
 12. Create and Print permit
 13. Print correction letter if needed and insert into plans
 14. Update Application tracking log
 15. Update Application status
 16. Update plan location

Crystal Reports
 1. BPA37-Generate Outstanding Fee report by Customer

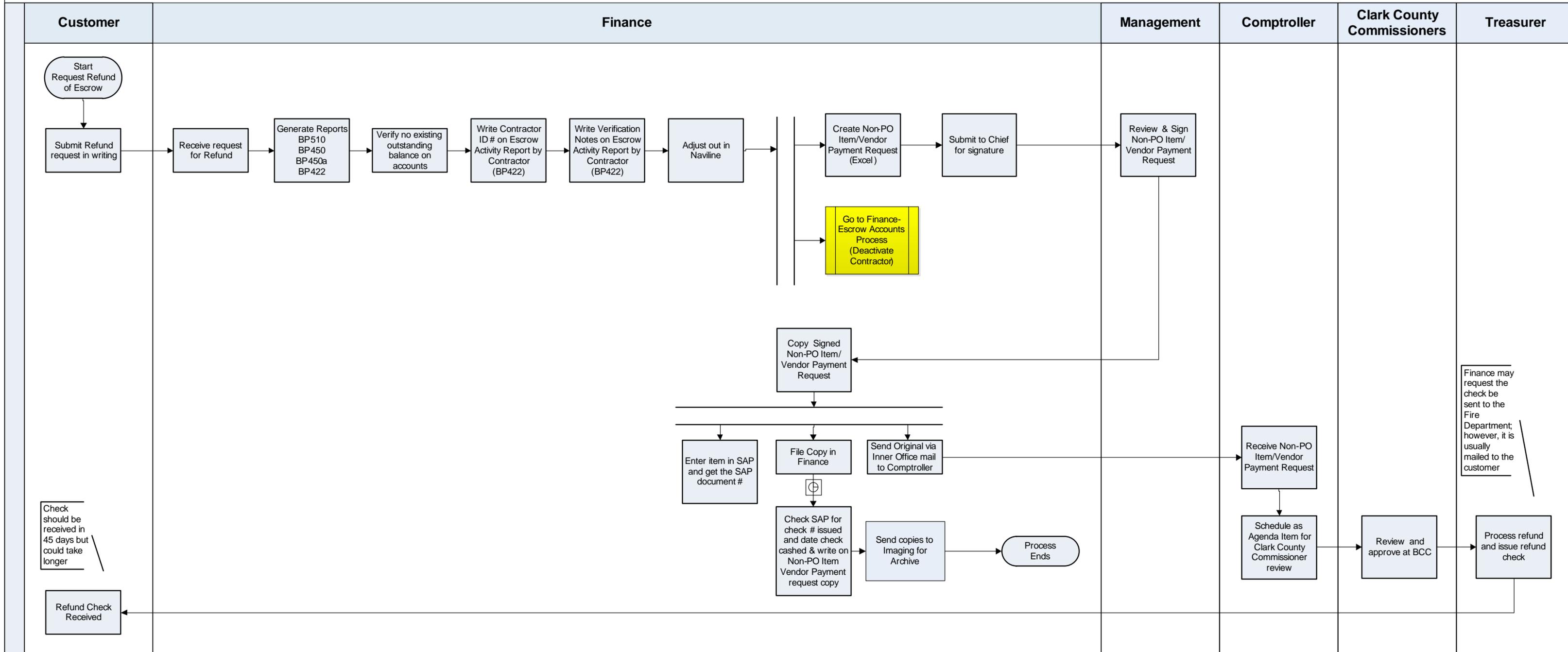
FD084–Finance-Month End Process

Business Rule:
 - Reports are run on the first day of the following month

Reports:
 - Month-End Adjustments
 - Accounts Receivable Analysis for Fiscal Year
 - Permit/Plan Submittals & Revenue Analysis for Fiscal Year
 - Customer Numbers for Fiscal Year
 - Daily Customer Numbers Log – Monthly and Year End Totals
 - Receipts for Fiscal Year
 - Daily Receipts Log – Monthly and Year End Totals



FD085-Finance-Refund



Process Scenario :
 Refund is required as a result of
 A) Fees waived-example expedite fees
 B) Escrow Refund request
 C) Wrong fees taken for application

System Constraints :
 -Overpayment , Overcharge or extra funds have to be applied to an Escrow Account in order to keep track of the additional funds .

Business Rules:
 -Extra funds are always moved to an Escrow Account as part of the Fee Adjustments process . If a refund is required , it is initiated from the customer .
 -Non-PO Item/Vendor Payment Request is a required form from the Comptrollers office

Triggers :
 -Customer requests a refund

Goals:
 -Escrow account is balanced to zero
 -Refund submission in SAP
 -Non-PO Item/Vendor Payment Request submitted to Comptroller
 -Refund check issued to customer

Gaps/Issues :
 1. BCC meetings are only twice a month. If refund request does not get submitted 10 days prior to BCC, issue of refund could be delayed .

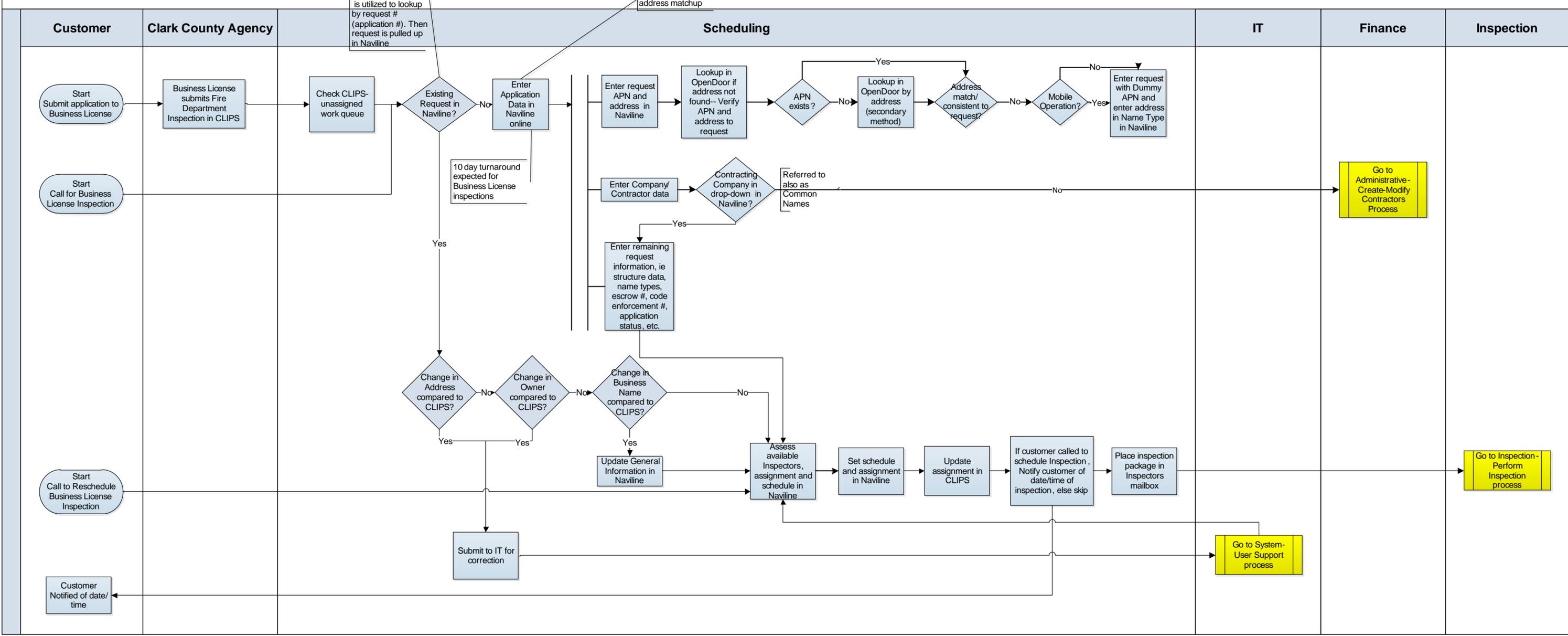
Roles:
 Customer- Can be an internal (Clark County contractor or employee) or external person (not employed via Clark County or servicing Clark County)
 Finance- Fire Department (Prevention) staff responsible for Finance

Systems :
 Excel
 Naviline
 SAP

Finance may request the check be sent to the Fire Department; however, it is usually mailed to the customer

Check should be received in 45 days but could take longer

FD086-Inspection -Business License



ReportWeb query
http://ccfdapps01m/bpreports/reports.aspx?reportfile=BP010_BL_X_Ref
 is utilized to lookup by request # (application #). Then request is pulled up in Naviline

Utilized for area to address match up

Process Scenario :
 Request to have a business license inspection scheduled or rescheduled

System Constraints :

- Naviline uses a point system instead of basing availability off of business schedule
- Naviline- cannot block out time for vacation , meetings , training, etc- items not included/considered inspection
- In Naviline, even though plans may not be attached /needed for a request, user has to approve plans within the system
- Once assignment is made in CLIPS cannot reassign
- Unable to effectively relate a business license request # to a Fire Department request #
- Business License inspections require a business license number

Business Rules :

- A request (application) has to be entered in Naviline for all inspections
- More than one inspector can be assigned to a property
- An inspector may be given a specialty assignment , with a backup inspector , for a particular property or major property / address .
- On Business License inspections, a no charge permit is created
- Every attempt is made to schedule for the customer's requested date. Time is not guaranteed
- Inspector is required to contact customer to identify time
- Business License Inspections are a lower priority

Triggers :

- Business License inspection in CLIPS
- Communication from customer

Goals :

- Application/Request and Inspection is created in Naviline
- Inspection Assignment in CLIPS

Gaps :

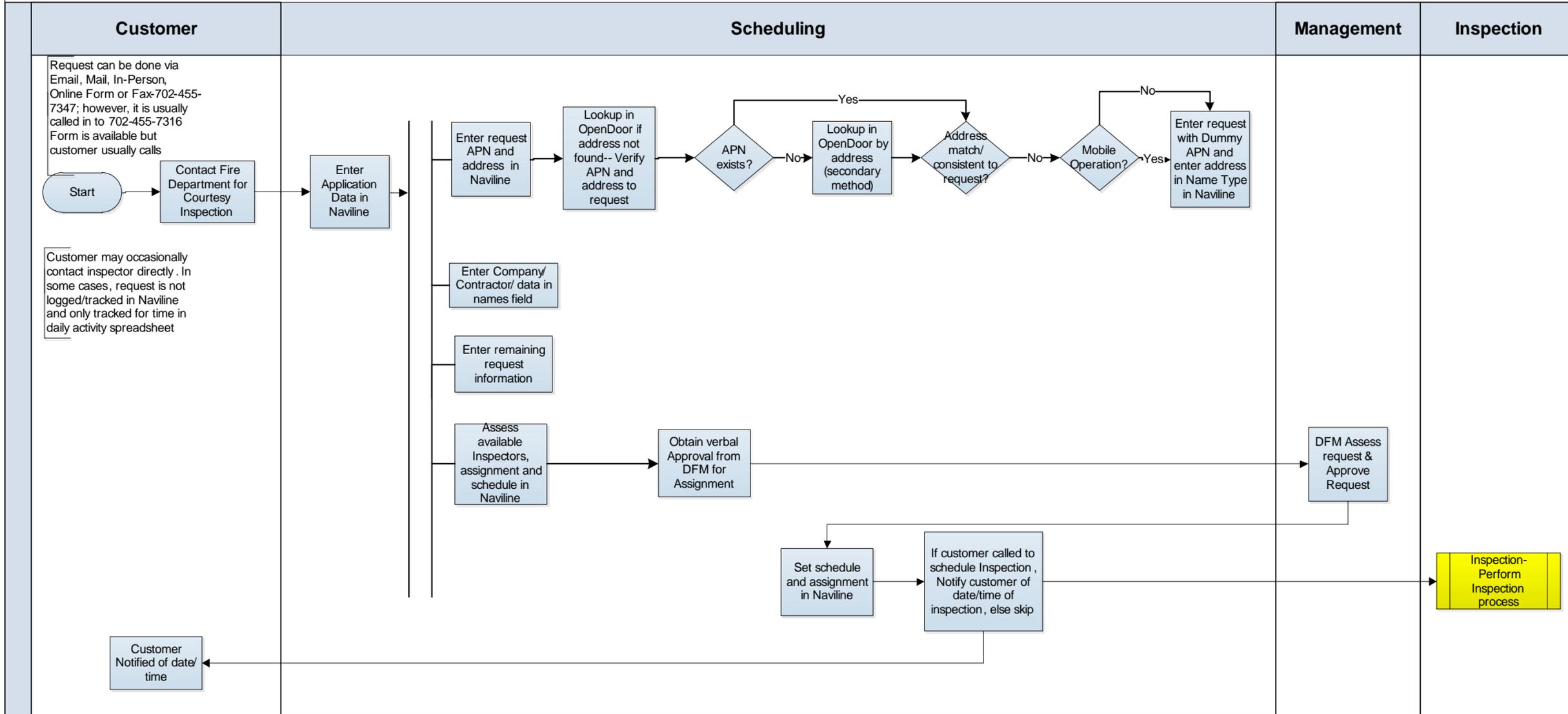
1. Inspection request should be triggered in one system versus two where duplicate data has to be entered .
2. Customer is not communicated inspection date until inspector contacts customer
3. Some prequalification steps such as building final may not be completed , although it should be completed prior to FD inspection.
4. Unable to effectively relate in system, the business license # to fire department inspection

Roles :

- Customer- Can be an internal (Clark County department /agency employee) or external person (not employed via Clark County or servicing Clark County)
- Clark County Agency- Another Clark County department outside of Fire Department . May include Air Quality Management , Business
- Scheduling- Fire Department (Prevention) staff responsible for scheduling inspections
- IT- Clark County Information Technology staff (Tier III) responsible for supporting software and /or hardware .
- Finance- Fire Department (Prevention) staff responsible for Finance
- Inspection- Fire Department (Prevention) staff responsible for inspections

Systems :
 Naviline

FD087-Inspection -Courtesy



Process Scenario :

Customer would like to have evaluated if new construction or installation will require Fire Department permits . A courtesy inspection needs to be scheduled .

System Constraints :

- Naviline uses a point system instead of basing availability off of business schedule
- Naviline- cannot block out time for vacation, meetings, training, etc- items not included/considered inspection . Have to enter an inspection to block out time.
- In Naviline, even though plans may not be attached /needed for a request, user has to approve plans within the system prior to scheduling an inspection

Business Rules:

- A request (application) has to be entered in Naviline for all inspections
- More than one inspector can be assigned to a property
- An inspector may be given a specialty assignment , with a backup inspector, for a particular property or major property / address.
- On Courtesy inspections, a no charge permit is created
- Every attempt is made to schedule for the customer's requested date. Time is not guaranteed
- Inspector is required to contact customer to identify time
- Deputy Fire Marshal has to approve the assignment of a courtesy inspection
- Courtesy Inspections are a lower priority
- Courtesy Inspections need to be reviewed via Scheduling prior to scheduling inspector

Inputs:

- Customer Communication
- Courtesy Inspection Request

Goals:

- Application/Request is created in Naviline
- Courtesy inspection is scheduled

Gaps:

1. Courtesy inspections may not always be tracked effectively. Time allocation may only be recorded in daily spreadsheet and results may not get recorded and instead are verbal .
2. Detail provided upfront is sometimes insufficient .
3. Definition and formal procedure on Courtesy Inspections
- 4.Missing visibility into licenses or permitting required via other agencies

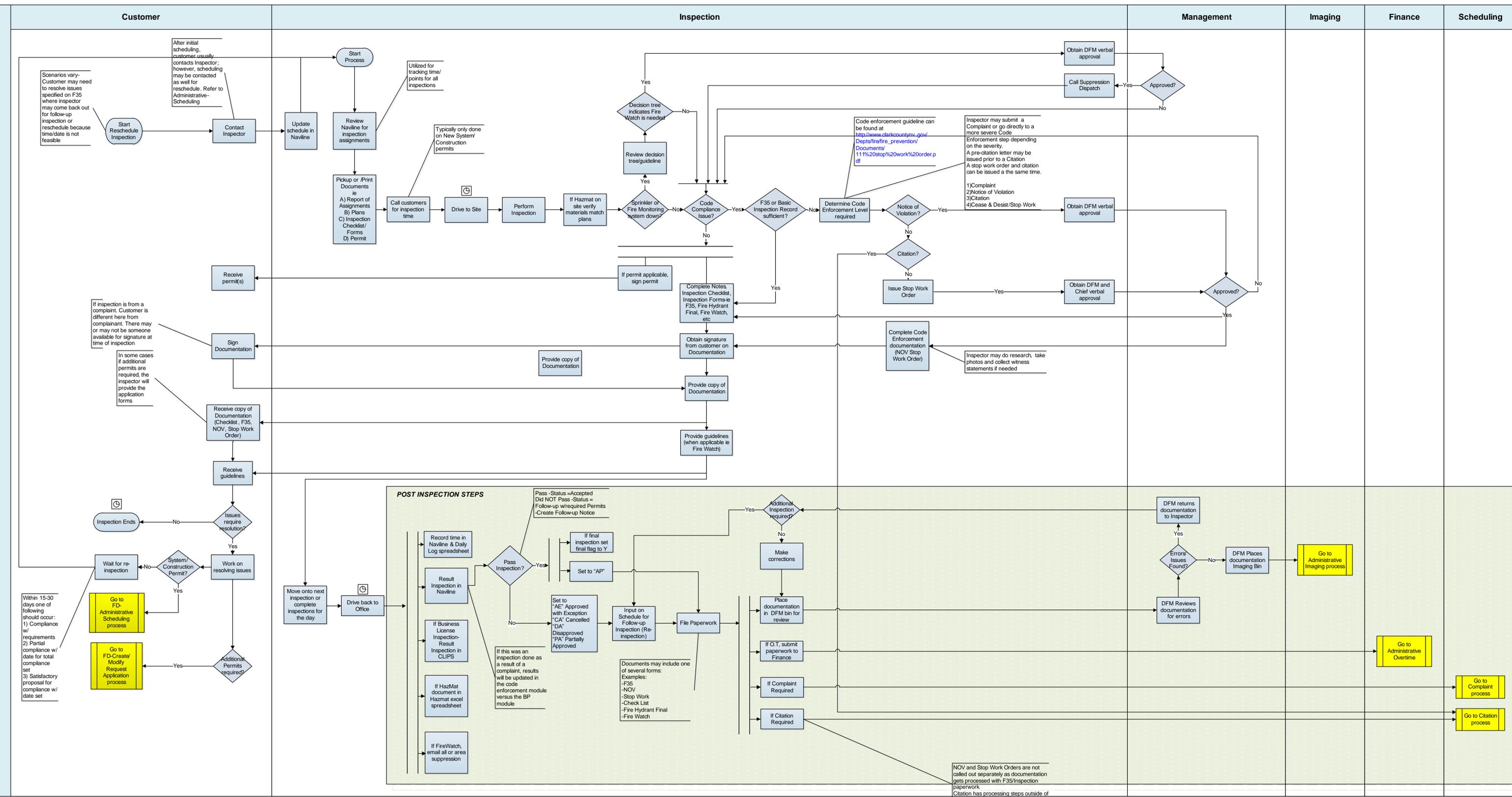
Roles:

Customer- Can be an internal (Clark County contractor or employee) or external person (not employed via Clark County or servicing Clark County)
 Scheduling-Fire Department (Prevention) staff responsible for scheduling inspections
 Management -Fire Department (Prevention or Suppression) supervisor staff responsible for approval of said processes , procedures or activities .
 Finance- Fire Department (Prevention) staff responsible for Finance
 Inspection-Fire Department (Prevention) staff responsible for inspections

Systems:

Naviline

FD089-Inspection -Perform Inspection



Process Scenario :
Inspector performs inspection

System Constraints :
-Naviline uses a point system instead of basing availability off of business schedule
-Naviline and CLIPS do not talk to each other
-Naviline- cannot block out time for vacation , meetings , training , etc- items not included/considered inspection . Have to block out using administration time .
-Naviline online customer version not intuitive enough for customer

Business Rules :
-The customer must provide a signature on the inspection .
-Resulting in Naviline should get submitted with the same information on the F 35 .
-The final flag shall be set when finalizing an inspection
-After 15-30 days if a violation is not corrected , 2nd notice of violation is issued for 10-15 days
-After 10-15 days notify DFM to either issue 3rd notice for 7 days or issue citation .
-There must be a violation of the Clark County Fire Code of IFC code to issue a citation .

Triggers :
- Inspection is scheduled based on several kinds of requests :
1) Complaints
2) Courtesy inspection request
3) Business License inspection request
4) Permit request a) System/Construction b) Temporary c) Renewable
5) Occupancy Inspection

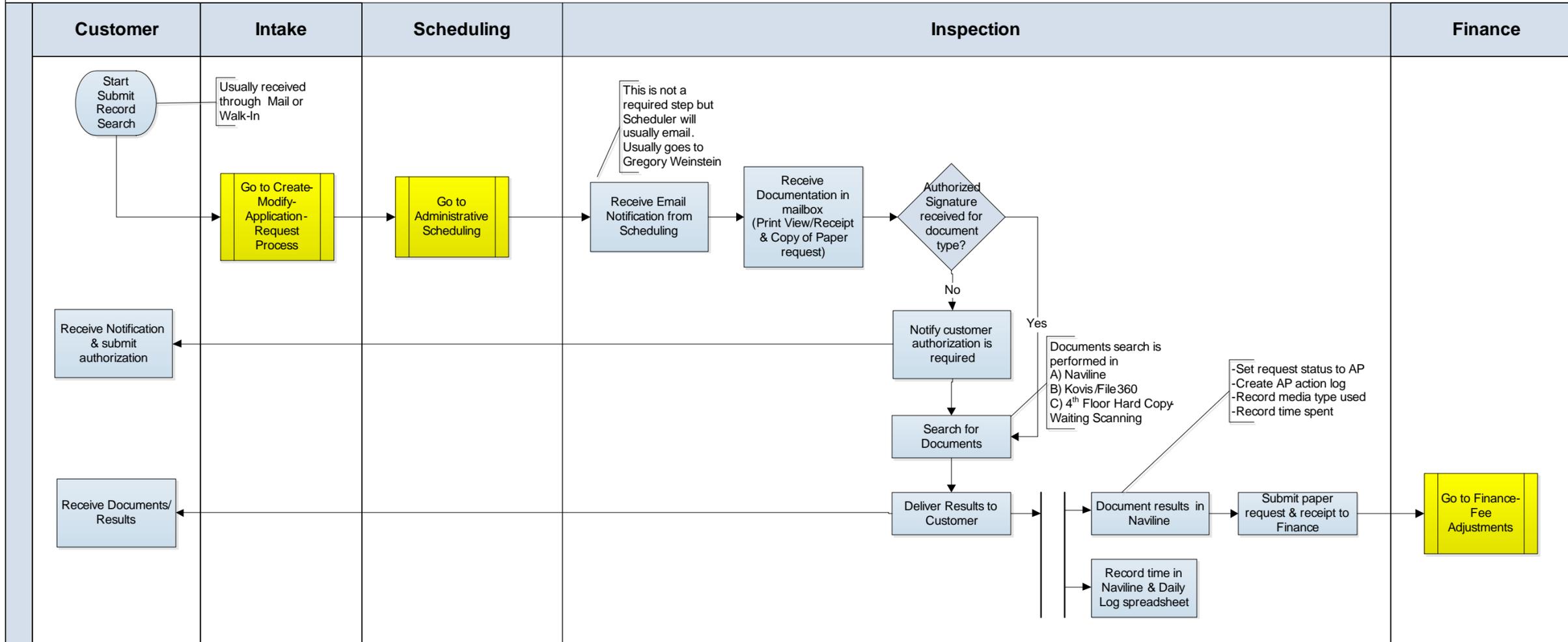
Goals :
- Inspection completed and resulted in Naviline and /or CLIPS
- Daily detail recorded in Daily activity log excel spreadsheet

Gaps/Issues :
1. Inspector may not receive the plans in a timely manner
2. If Inspector transfers to new area , previous area work may not get transferred over to another inspector
3. Inspection report may not get scanned in on a timely manner
4. Inspector has to be proactive on scheduling follow -up as once the results have been inputted there are no reminders , effective follow-up measures in place
5. Inspectors are usually overbooked for more inspections than can be achieved in one day
6. Inconsistent detail and method utilized for writing up inspection reports . Training and /or standard operational procedure needs to be put in place .
7. All paper version of plans have to be picked up from Fire Station 18.
8. There is subjectivity as to when a Complaint should be filed or Code Enforcements steps should be taken .
9. Guideline indicates Stop Work is most severe ; however , inspectors are currently utilizing Stop Work before Citation due to processing and legal delays involved with Citation .
10. It is unclear in citation process document whether a pre - citation letter is absolutely required and requires a DFM or Chief approval
11. Delays in resulting inspection can cause delays and conflicting customer expectation when requiring a building final .
12. Other than documenting in an activity log , there isn't a Hazmat section in the current system
13. Process is not clear and is subjective as to when a complaint should be created or utilized

Roles :
Customer- Can be an internal (Clark County contractor or employee) or external person (not employed via Clark County or servicing Clark County)
Inspection -Fire Department (Prevention) staff responsible for inspections
Management -Fire Department (Prevention or Suppression) supervisor staff responsible for approval of said processes , procedures or activities .
Imaging -Fire Department (Prevention) staff responsible for scanning documentation and images as it relates to APN , Address , applications
Finance- Fire Department (Prevention) staff responsible for Finance
Scheduling -Fire Department (Prevention) staff responsible for scheduling inspections

Systems :
Naviline
CLIPS

FD090-Inspection -Record Search



Process Scenario :

A search for fire prevention bureau records is needed for a specific address or multiple addresses

System Constraints :

-Unable to search easily for Fire Code violations

Business Rules:

- No fee is charged for a municipal /Clark County required search
- A refund can be issued if the search has not begun or been conducted
- A base fee of \$80.00 covers 1 hour of research per address . Any additional time gets charged at a rate of \$80/hr per address , per resource .
- A record search can be expedited for an additional fee of \$85.00 per address
- If no records are found , the applicable fees still apply
- A letter of authorization is required to obtain copies of plans that were submitted by another contractor
- 2 paper copies of the application /request are required from the customer
- Record search requests have a completion date of 10 days from submission date
- Expedited record search requests have a completion date of 3 days from submission date

Triggers:

-Fire Department Record Search request

Goals:

-Record Search complete and documents provided to customer

Gaps/Issues:

1. A record search may be requested from management and not follow the process and get recorded
2. A clear definition or guideline is missing for what documents are considered public vs . private and/or what can be released
3. Quality controls for imaging - many images can be mismatched with the address
4. CD media is available but is not on the fee schedule and therefore cannot be charged back to the customer
5. If imaging staff is required for the actual search , fee association/charge is not available
6. Rules vary from supervisor to supervisor in regards to what documents can be released
7. Related documentation may not be electronic due to delays in the review process , receipt by imaging and lack of imaging resourcing .

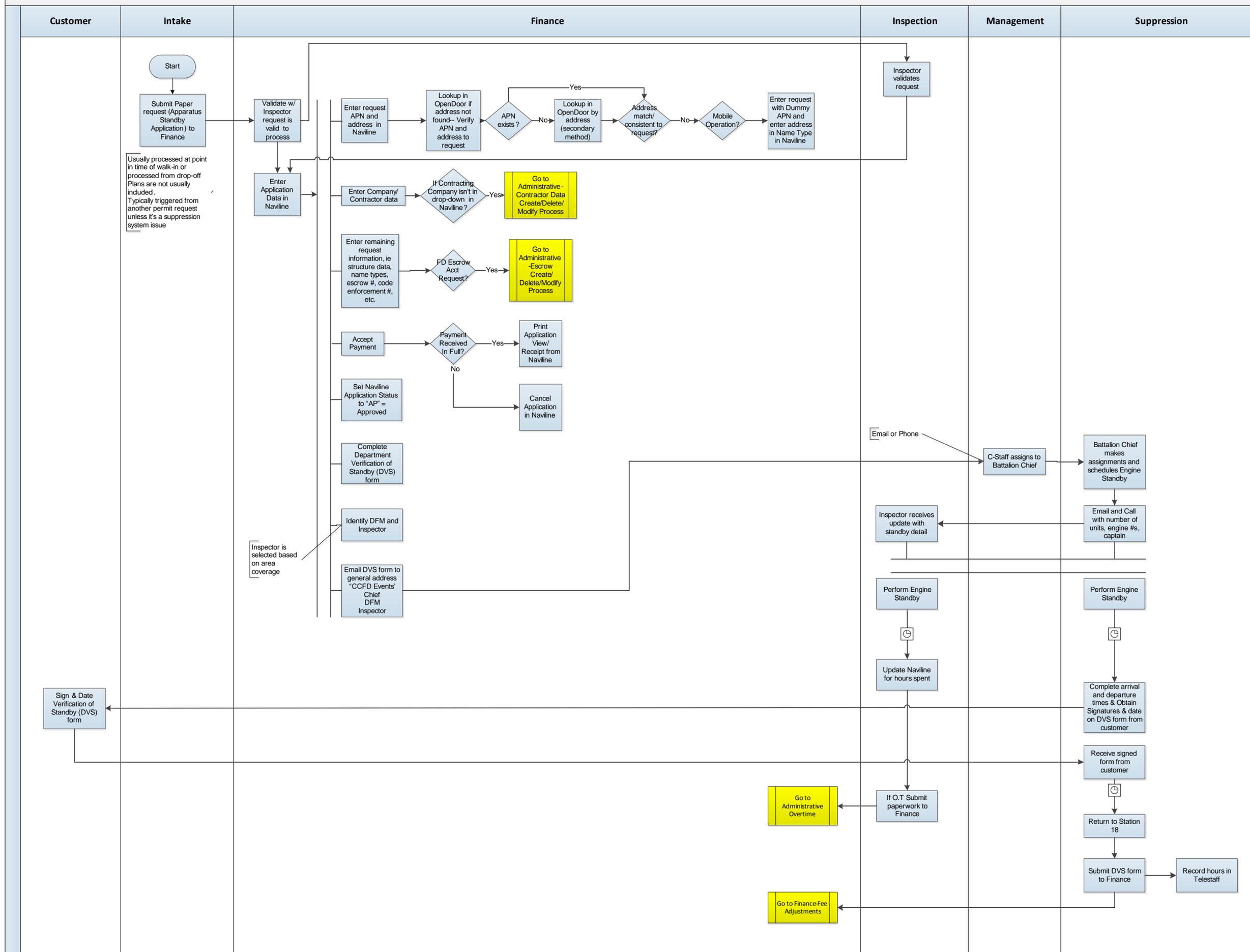
Roles:

Customer- Can be an internal (Clark County department /agency employee) or external person (not employed via Clark County or servicing Clark County)
 Intake- Fire Department i (Prevention) staff responsible for assisting customers as it relates to Prevention
 Scheduling -Fire Department (Prevention) staff responsible for scheduling inspections
 Inspection-Fire Department (Prevention) staff responsible for inspections
 Finance- Fire Department (Prevention) staff responsible for Finance

Systems :

Naviline
 File360

FD091-Permit-Apparatus Standby Process

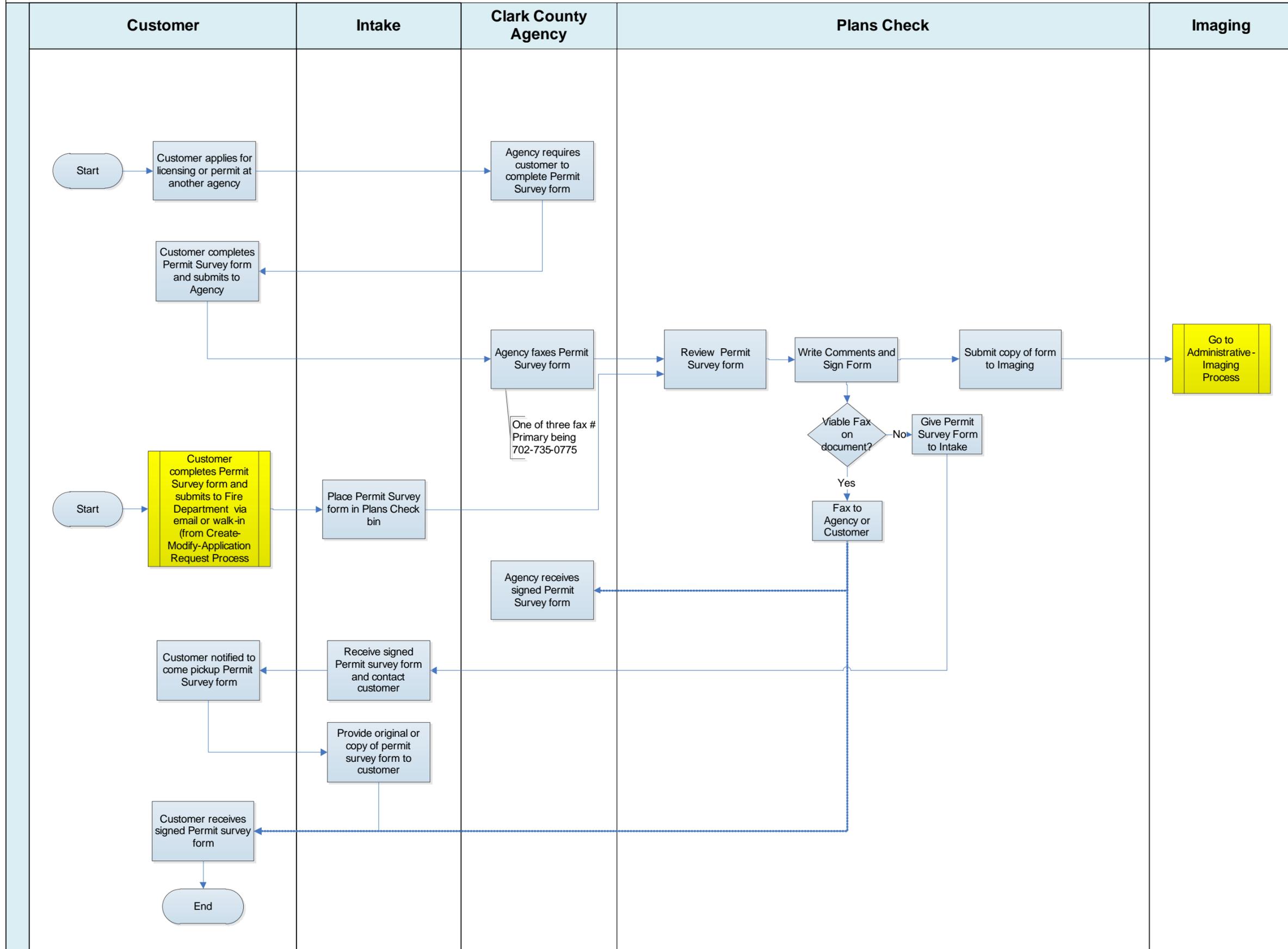


Usually processed at point in time of walk-in or processed from drop-off Plans are not usually included. Typically triggered from another permit request unless it's a suppression system issue

Inspector is selected based on area coverage

- System Constraints:**
- An request in Naviline has to be submitted as a permit application and set to approved in order to schedule an inspection
 - Suppression does not have access to Naviline
- Business Rules:**
- There is no permit issued with an Apparatus Standby request .
 - An inspector is assigned and scheduled for an Apparatus Standby request
 - Four personnel are assigned to each unit from Suppression for Engine Standbys
 - At least one person from Prevention is assigned as Inspector
 - At least one person from Suppression is assigned as Captain and responsible for documentation
 - Suppression and Prevention staff are required to report arrival date / time and departure date/time
 - A fee of \$1200.00 applies to one unit and includes 4 hours of staffing
 - More than 4 hours gets a \$300.00/hour fee assessment per unit
 - Main business hours are considered 8A.M-5P.M; however, some staff business hours are considered 4P.M-2A.M
- Forms:**
- Apparatus Standby Request /Authorization form
 - CCFD Departmental Verification of Standby form
 - Overtime Authorization
- Gaps/Issues:**
1. Time allocation is recorded in multiple locations
 2. Both the Apparatus Standby Request form and Departmental Verification of Standby form contain redundant data
- Roles:**
- Intake- Fire Department intake staff responsible for assisting customers as it relates to Prevention
 - Finance- Fire Department (Prevention) staff responsible for Finance
 - Inspection-Fire Department (Prevention) staff responsible for inspections
 - Management-Fire Department (Prevention or Suppression) supervisor staff responsible for approval of said processes , procedures or activities.
 - Suppression-Fire Department staff responsible for fire suppression
- Systems:**
- Naviline
 - Telestaff
 - Email

FD092-Permit-Permit Survey



Process Scenario :
Permit Survey form received from other agency and requires Fire Department review and signature

System Constraints :
-N/A

Business Rules :
-Permit Survey form only requires Fire Department processing if any of the questions on the survey are Yes

Inputs:
-Permit Survey form

Goals:
-Permit Survey form response submitted back with comments , signature and date

Gaps/Issues :

1. Request not entered into system other than imaging
2. Time allocation not accounted for in permit /inspection system for plans check
3. Fire Department receives multiple paper copies of the same form from different departments (duplicates)
4. Business license always require a signature even though answers do not require Fire Department review
5. Periodically submitted with plans even though it should have been submitted in advance
6. Current form verbiage is confusing for the customer .

Roles:

Customer- Can be an internal (Clark County contractor or employee) or external person (not employed via Clark County or servicing Clark County)

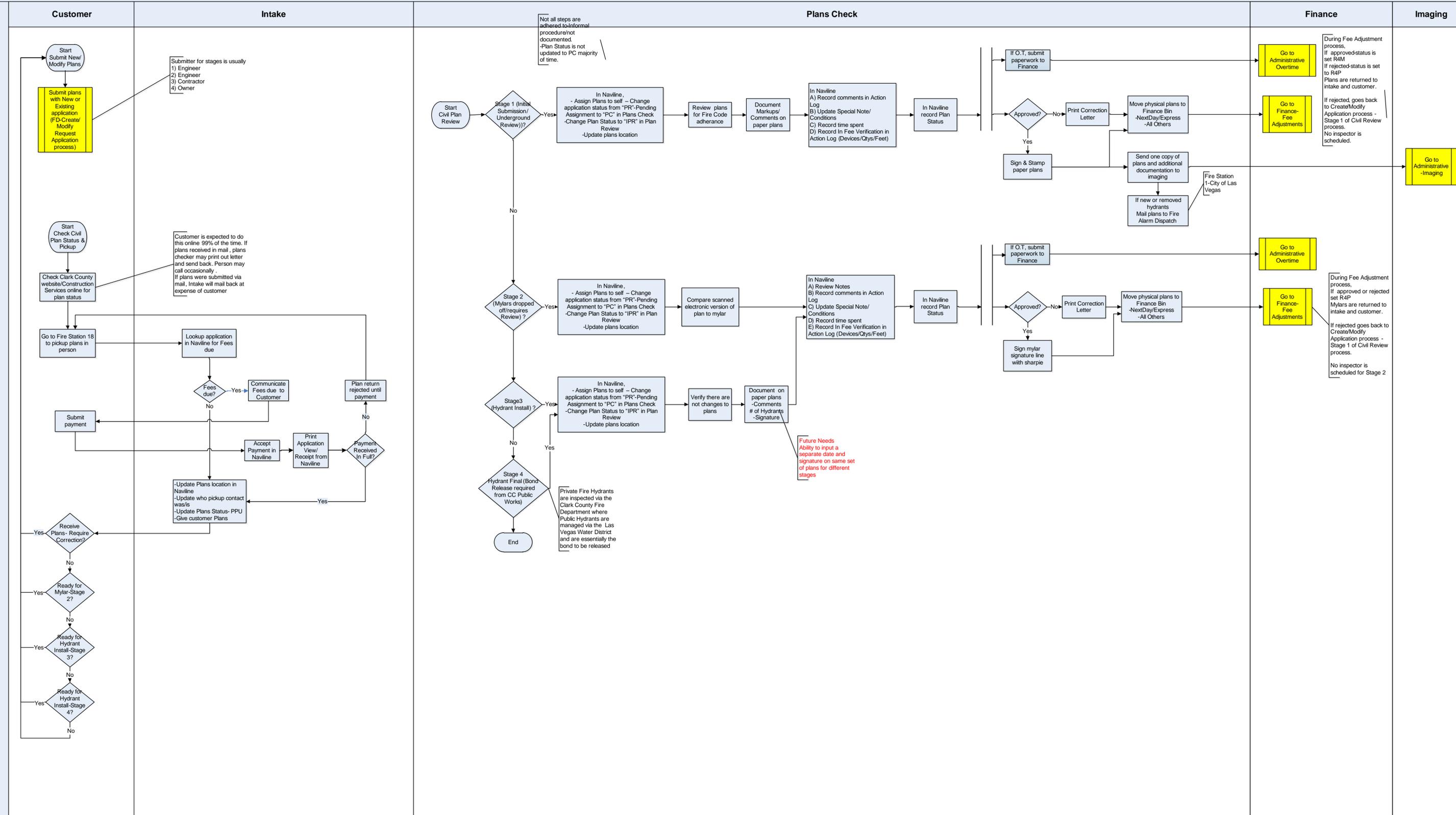
Clark County Agency- Another Clark County department outside of Fire Department . May include Air Quality Management , Business License, Health District, Development Services , Building , Comprehensive Planning , Zoning

Plans Check-Fire Department (Prevention)staff responsible for reviewing plans submitted for construction or operational permits

Imaging-Fire Department (Prevention) staff responsible for scanning documentation and images as it relates to APN , Address , applications

Systems :
File360

FD094-Plans-Civil Plan Review



Process Scenario :
Plans received for new or existing request /application .

System Constraints :
-Permit is associated with each application and thus each stage .

Business Rules :
-Stage 2 requires mylars instead of paper plans
-If plans are approved and the civil plan is for a single lot - applicant gets the plans returned .
-If plans are for a large complex /buildout , Fire Department keeps the plans .
-Stage 1 & 2 do not require the scheduling of an inspector
-Stage 3 and 4 require an inspection
-A permit is created for each stage
-An application/request is required to be completed for each stage .
-If there are any changes found past Stage 1, the customer is required to resubmit a new application /request and start the Civil process over at Stage 1 .
-Not every Civil Plan review has to go through Stage 4
-Customer has to submit a new application/request for each stage .
-If process utilizes electronic plan review submission, Stage 2 review of Mylars will still need to be included in the process .

Triggers :
- Plans filed in bins and available for review .
- Overtime Authorization

Goals :
-Plans approved with signature and /or markings
-Daily activity logged in Navline

Gaps/Issues :
1. After plans have been received , plans check is not actively updating the location and status of the plans .
2.Although plans may have been reviewed and approved , plans may sit on a plans checker's desk and not get turned into imaging in a timely manner (sometimes up to a month until receipt)
3. In the system, a permit is associated with each stage although a permit is technically only needed in stage 3 for the Fire Hydrant Install. Future need for customer to have receipt /proof of plans approval .
4. Stage 1 there is usually not an APN or address to associate the request 2. Need for future GIS latitude or District Phantom recorded for future reference

Roles:
Customer- Can be an internal (Clark County contractor or employee) or external person (not employed via Clark County or servicing Clark County)
Intake- Fire Department intake staff
Plans Check-Fire Department staff responsible for reviewing plans submitted for construction or operational permits
Finance- Fire Department Finance staff
Intake

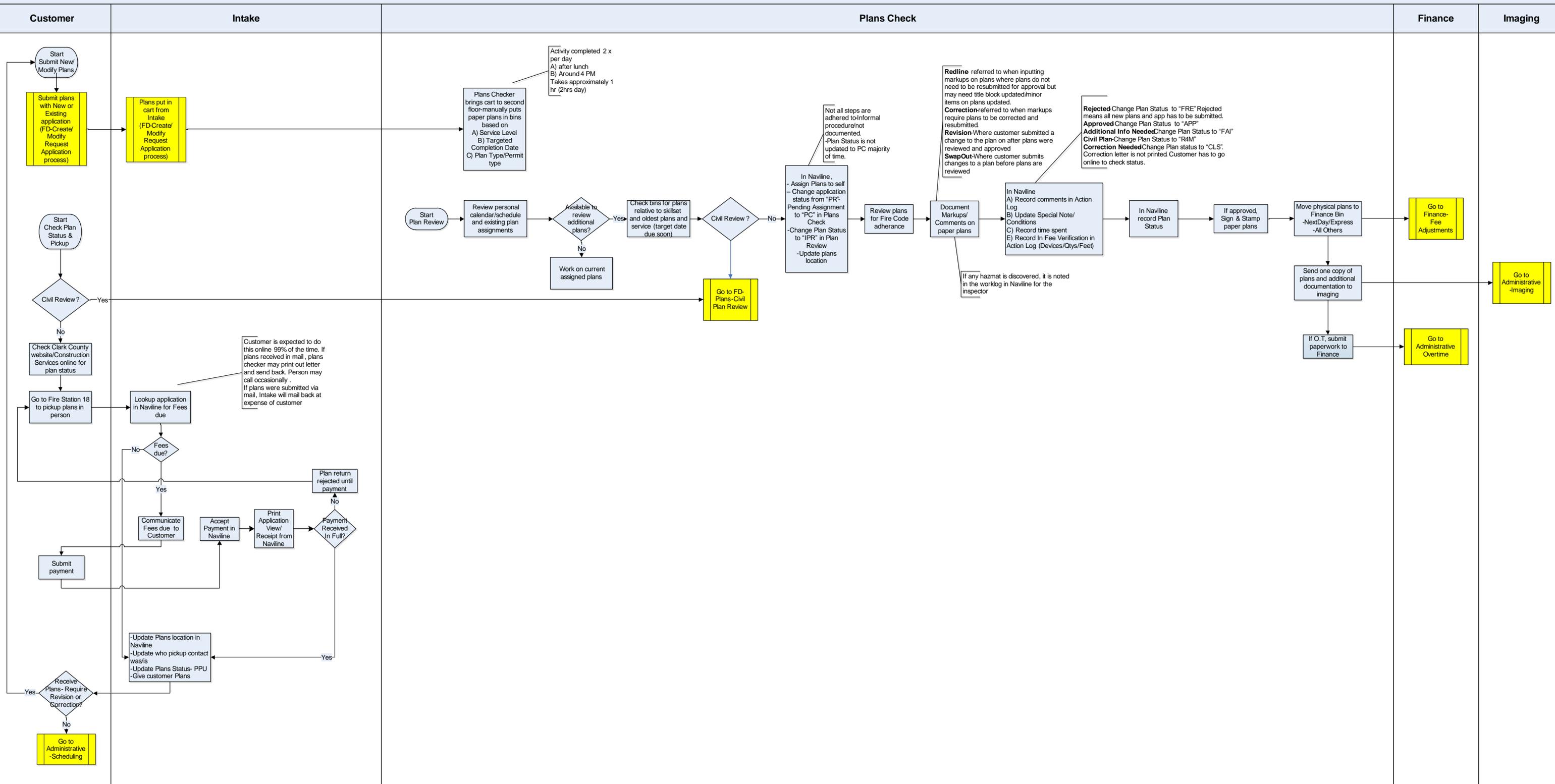
Systems :
Naviline

Plans Terminology
Redline-referred to when inputting markups on plans where plans do not need to be resubmitted for approval but may need title block updated/minor items on plans updated.
Correction-referred to when markups require plans to be corrected and resubmitted.
Revision-Where customer submitted a change to the plan on after plans were reviewed and approved
SwapOut-Where customer submits changes to a plan before plans are reviewed

Common Plan Statuses(not all inclusive)
Rejected-Change Plan Status to "FRE" Rejected means all new plans and app has to be submitted.
Approved-Change Plan Status to "APP"
Additional Info Needed-Change Plan Status to "FAI"
Civil Plan-Change Plan Status to "R4M"
Correction Needed-Change Plan status to "CLS".

Correction letter may be printed and attached.
The customer can go online to check plan status.

FD095-Plans-Review



Process Scenario :
Paper plans received for new or existing request /application .

System Constraints :
-Hazmat entries are entered in special conditions on the permit .
-Checklist or field requirements based on permit type not available in current system

Business Rules:
-Submission of Plans for Correction-Customer is required to submit 3 copies of the plans with the correction letter .
-Submission of Plans for Revision-Customer is required to submit 3 copies of the new plan along with 1 copy of the original approved plans .
-Submission of Plans for Swap-out-Customer is required to submit 3 copies of the new plan .

Triggers:
- Plans filed in bins and available for review .

Goals:
-Plans approved with signature and /or markups
-Daily activity logged in Naviline

Gaps/Issues :

1. After plans have been received , plans check is not actively updating the location and status of the plans .
2. Although plans may have been reviewed and approved , plans may sit on a plans checker's desk and not get turned into imaging in a timely manner (sometimes up to a month until receipt)
3. If request is for a renewable permit , system does not automatically set the permit expiration (365 days from day of initial plans approval)
4. Too many steps involved with current system for assignment to self.
5. Reminders not currently available in system
6. Unable to effectively manage plan assignment due to inability to view list of plans assigned to work queue .
7. Once current plans are issued a correction letter , request appears (from a quick view) as if Plans review is not complete.
8. Current Plans organization process takes 2 hours per day (10 hours per week)

Roles:
Customer- Can be an internal (Clark County contractor or employee) or external person (not employed via Clark County or servicing Clark County)
Intake- Fire Department intake staff
Plans Check-Fire Department staff responsible for reviewing plans submitted for construction or operational permits
Finance- Fire Department Finance staff
Imaging

Systems:
Naviline

FD096-Plans-Review-ElectronicPlans

Process Scenario :
Customer wants to submit plans for review electronically .

System Constraints :
-ProjectDox is not tightly integrated with Naviline

Business Rules:
-Cannot submit corrections until all fees are paid

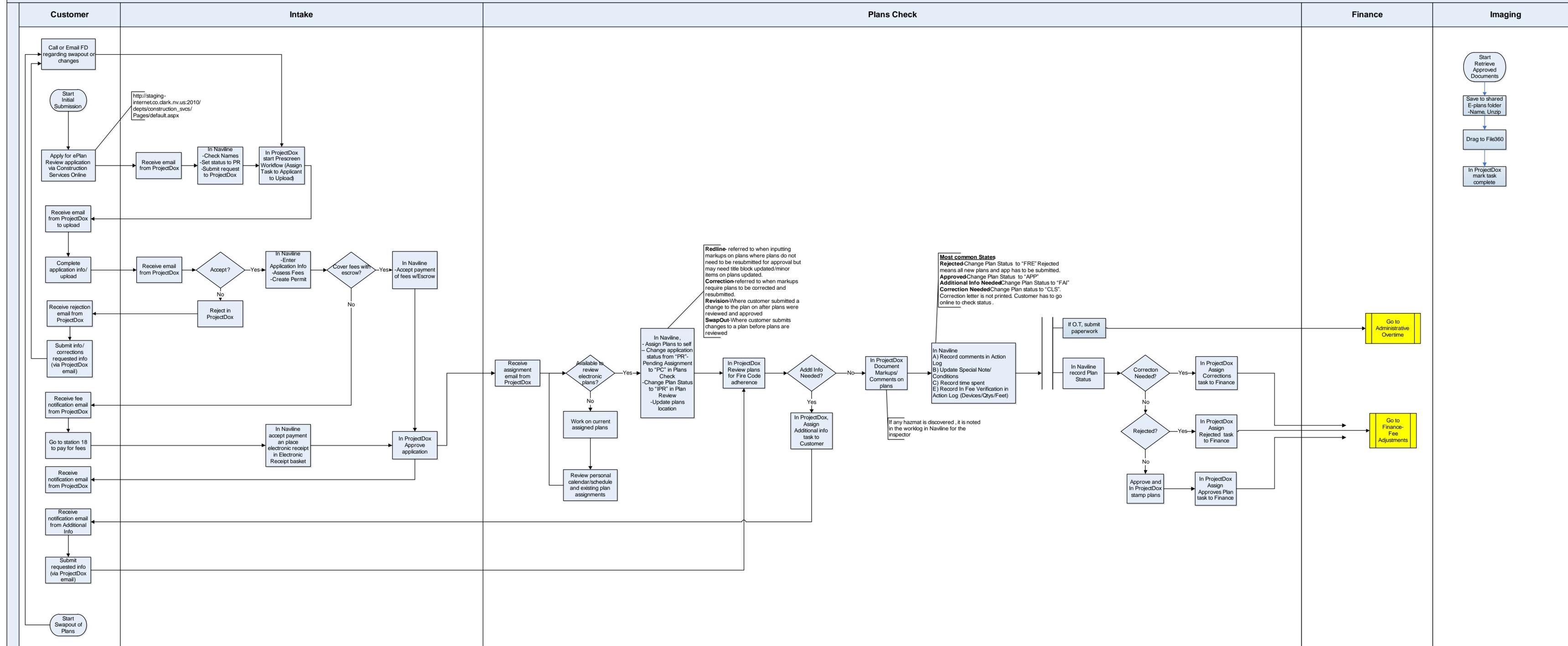
Triggers:
-Application submitted through Construction Services Online

Goals:
-Review completion in ProjectDox and Naviline

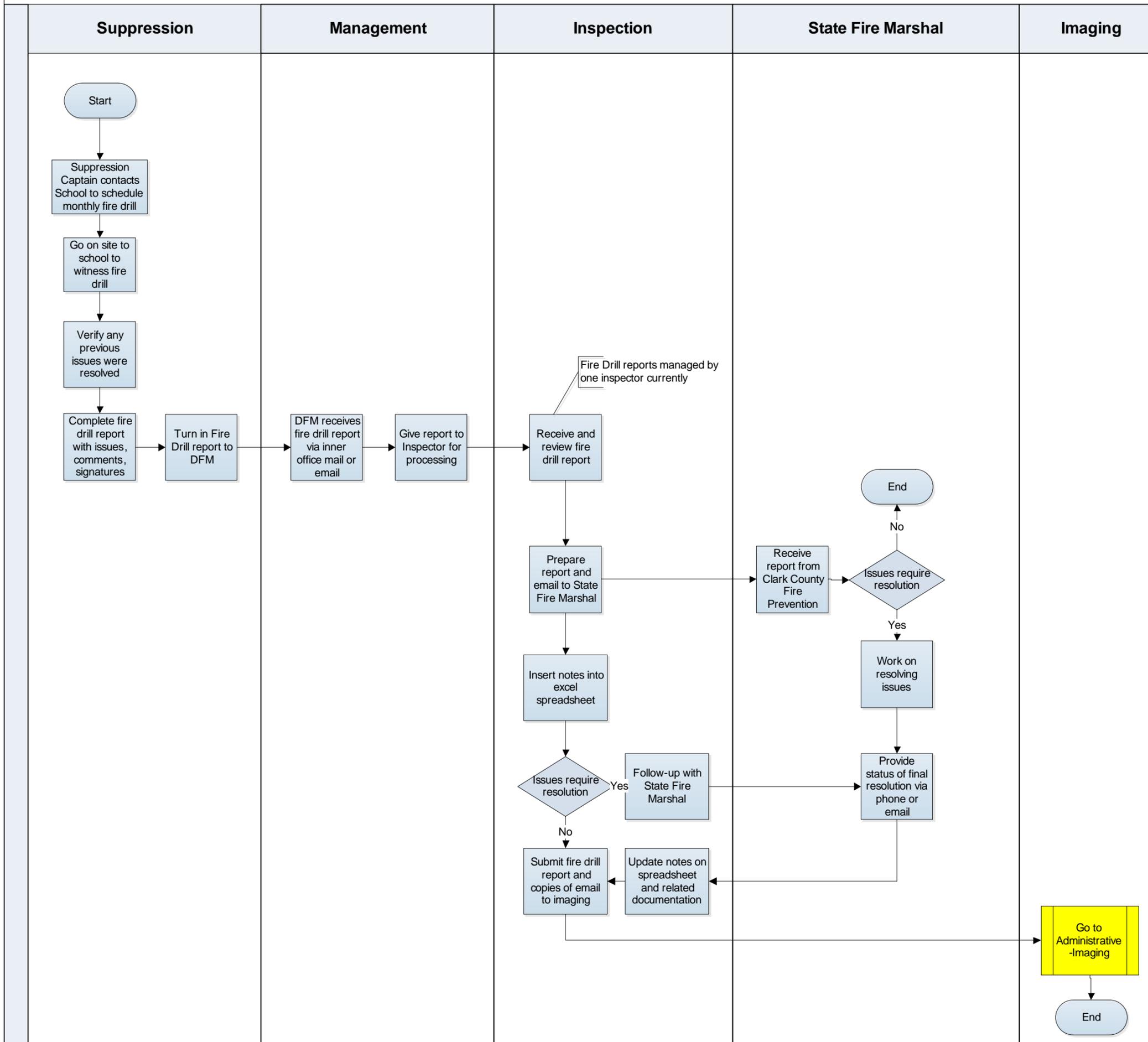
Gaps/Issues:
1. Duplicate entry needs to occur in both ProjectDox and Naviline
2. Swap out rules are inconsistent as whether it holds a customer's place in line.
3. Electronic plans take approximately 20 minutes to move to File360 because for each paged inserted , a person has to type the permit # each time.

Roles:
Customer- Can be an internal (Clark County contractor or employee) or external person (not employed via Clark County or serving Clark County)
Intake- Fire Department (Prevention) staff responsible for assisting customers as it relates to Prevention
Plans Check-Fire Department (Prevention) staff responsible for reviewing plans submitted for construction or operational permits
Finance- Fire Department (Prevention) staff responsible for Finance
Imaging-Fire Department (Prevention) staff responsible for scanning documentation and images as it relates to APN , Address , applications

Systems:
Naviline
ProjectDox



FD097-Suppression -Fire Drill



Process Scenario :
 Monthly fire drill needs to be scheduled , completed, and processed

System Constraints :
 N/A

Business Rules :
 -All schools require a monthly fire drill based on state requirement .
 -At least one staff member from the fire department is required to be present to witness the fire drill

Triggers
 -There isn't technically a trigger other than a proactive step to schedule the fire drill

Goals:
 -Monthly fire drill has been witnessed and documentation processed and completed

Gaps/Issues :
 1. Inspector is not actually involved in the Fire Drill process other than processing the paperwork and acting as a liaison
 2. Fire Drill is documented in an excel spreadsheet

Roles:
 Suppression -Fire Department staff responsible for fire suppression
 Management -Fire Department (Prevention or Suppression) supervisor staff responsible for approval of said processes , procedures or activities .
 Inspection -Fire Department (Prevention) staff responsible for inspections
 State Fire Marshal -party responsible for insuring public schools adhere to any fire codes
 Imaging -Fire Department (Prevention) staff responsible for scanning documentation and images as it relates to APN , Address , applications

Systems :
 Excel
 Email