

Clark County Building Department

The mission of the Clark County Building Department is to provide timely, progressive, and effective plan review, permitting, and inspection of construction to ensure compatible and safe development for citizens and visitors of Clark County.

The Building Department operates as an enterprise fund, supported only from fees collected through the review of plans, issuance of permits and performance of inspections. The Department functions include the responsibility to process applications and plans to ensure conformance to County development codes and adopted standards prior to issuing permits and inspection of the structures during construction to ensure compliance to the approved plans.

BRIEF OVERVIEW OF FUNCTIONS

The Permit Application Section provides services related to the screening of plans to ensure submittals are complete, permit set-up and issuance, including fee work-up, and records services.

The Plan Review and Engineering Sections conduct building plan review services, provide building code information and issue building code interpretations as required for the department.

The Inspection Section provides building inspections of permitted work, public complaint issues related to commercial buildings, resort inspections, amusement/transportation system inspections and post-disaster assessments.

The department is also involved in the development of the building codes and local amendments, and development and administration of a third party inspection certification program.

HIGHLIGHTS OF ACCOMPLISHMENTS 2010 THROUGH 2012

- Instituted a 90-day residential permit amnesty in the summer of 2012. The amnesty allowed the department to waive penalties for homeowners who come forward to resolve any building, electrical, plumbing, or mechanical construction or repair work done to their homes without permits.
- Maintained department-wide policies & procedure manual, including updating all documents to current procedures.
- Completed the ISO audit, receiving the highest rating of 1 for commercial (only four departments out of over twenty thousand received such a rating) and a rating of 2 for residential (only 120 departments received a 2 or better). 1 is the highest rating with 10 being the lowest. The ISO rating is used in determining insurance rates within the community.
- Completed the IAS accreditation process, becoming only one of twelve departments in the U.S. to be fully accredited and the first major jurisdiction to do so.

- Provided on-going review, including periodic inspections of several decommissioned major projects, including Echelon, Fontainebleau, Venetian's Palazzo, and Summerlin Mall. This has allowed the customer to maintain the projects in their current state, including permit status when possible but also be secured and safe for the public.

SERVICE DELIVERY

- The program promoted by the department as "Second Opinion" continued to provide an easy, timely method for customers to receive input from a second source within the department. Through September of 2012, a total of 1135 responses have been provided to customers using the program.
- Inspection managers and supervisors provided audit and customer enhancement programs by direct calling of customers that had recently received inspection services. Direct feedback in this manner has been used to improve inspection service methods and provide further training and guidance to inspectors.
- Developed methods and processes involving plan review and permit fee assessment that allowed further permit types to be issued electronically, thereby allowing customers to obtain permits on-line rather than be required to come to the department's offices.
- Over the counter plan review services were enhanced, offering all sub-trade reviews in addition of architectural review. Also, the service was expanded in regard to project size, allowing for larger project reviews.
- Following heavy rains sustained in the valley resulting in flooding at various locations, the department provided assistance to the community by assessing and evaluating damaged structures and determining their safety for continued use. Professional reporting was completed and submitted for use in obtaining financial assistance.
- Worked in partnership with Southern Nevada Home Builders Association in review and analysis of plan review and inspection timeliness and efficiency expectations to provide for better understanding and realistic goal establishment.
- In partnership with major construction material retailer Home Depot, and the local cities and State of Nevada Contractors Board, the department initiated a permit issue site at kiosks located within various Home Depot stores in Las Vegas. The program's intent is to offer a quick means to customers to obtain permits for the work they are buying construction products for. It is further anticipated that by making the permitting process this available that owners will choose to permit the project rather than not.
- Actively participated in the Southern Nevada Child Drowning Prevention Coalition, working to improve drowning prevention measures in the local community.
- Reviewed and modified the electronic customer service contacts, to include the department's phone tree and website, by ensuring all content is accurate and presented in format that is

readily accessible to the public. Created new public advisement content and reporting sections on website.

WORK PRODUCTION AND QUALITY

- Consistently met established goals for Timeliness, Efficiency, Quality, and Customer Service and reported results to the customer by use of website. Provided the management necessary to complete over 15,000 plan reviews, 200,000 inspections, and inspections of 16 resort facilities with on-going required corrections in an additional 11 facilities. The major project of Terminal 3 at McCarran Airport was completed on-time, providing an additional 1 million square feet of area, with a 6000 car parking garage and 27 vendor tenant areas.
- Special reports were developed by means of extracting data from plans exam tracking logs to provide individual plans examiner production data, allowing for manager review and targeted improvement areas for staff members. This same data was used for accurate reporting of the entire section's work time frames and provided to the public for their awareness.
- Data was obtained and tracked for inspection turn-down ratios and roll-overs and a program developed to improve the Inspection Section in both areas. Through additional training, mentoring and on-site supervision and follow-up with inspectors working outside the norms in each area, the turn-downs and roll-overs were both reduced. While working with a reduced staff in relation to the inspections completed, the turn-down ratio was reduced from 10.65% to 6.8% from January through September, with roll-overs reduced from 0.9% of the total workload to 0.3%.
- Life Safety High-Rise Testing Program was initiated with completion of the required Technical Guideline following several meetings with industry representatives and property owners. Six properties per month are advised to begin the required testing process toward a targeted completion of two years.
- Working with the Southern Nevada Building Officials organization and in conjunction with all surrounding Southern Nevada cities, developed local code amendments for the 2012 series of building codes, preparing for adoption in the coming year.
- Improved document control was established for filing of draft documents, current and historical publications and department guidelines, allowing for greater ease of recall.
- Several grant programs involving energy code compliance and sustainability were initiated or continued with the State of Nevada and administered through our Inspection Section.

DEPARTMENT MANAGEMENT, FISCAL RESPONSIBILITY, AND STAFF DEVELOPMENT

- Maintained a continuous review of work productivity and service delivery goals to establish correct manpower needs for existing and projected workloads. Kept department service delivery on target to established goals and maintained within budget. No new job positions created and only some of vacant positions created by natural attrition were filled.
- Working in partnership with IT and other county business and development departments to purchase a software product that allows coordination of information through the development process. The department has identified the services provided in a detailed business process flowchart documenting the full scope of department involvement, from application through certificate of occupancy.
- Technical training of staff as required by state law for technical positions was provided via several means, with department staff providing 93 classroom hours of instruction resulting in 1153 hours of received training time by staff members. Additional supervisory, management and technical training was provided by the annual EduCode presentation, obtained by the department at significant cost reduction because of its involvement with the program and the local presentation. The engineering staff was provided technical enhancement and classes necessary to maintain required licensure through webinars, and the engineering manager also provided training through a presentation series he titled “Greetings from the Engineering Manager.” This presentation included discussion of professional engineering journal articles with differing staff members, with follow-up assignments for learning and professional growth.

OFFICE LOCATIONS AND KEY CONTACT NUMBERS

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