

## **CLARK COUNTY FIRE DEPARTMENT**

### **GUIDELINE AND CUSTOMER POLICY REVIEW**

**SCOPE:** All new and revised guidelines and customer policies established by the Clark County Fire Department (CCFD) Fire Prevention Division are subject to the process detailed below.

**WEB PAGE:** Guideline/policy web pages are located at:  
<http://fire.co.clark.nv.us/How%20to%20guide.aspx>

**EMAIL NOTIFICATION:** In order to receive notification of a change to the guideline/policy web pages, sign-up with email information on the guideline website.

#### **PROCESS**

**STEP 1:** CCFD Creates Draft Guideline/Policy.

**STEP 2:** Draft Guideline/Policy will be uploaded to the CCFD website as a “Draft”. Notification will be made to those that have signed up for notification.

**STEP 3:** Customers will have a 30-day period to review and make comments on the guideline/policy. Comments can be made online through the guideline/policy web pages.

**STEP 4:** If no comments are received during the review period, the guideline/policy will be moved to “Tentative” stage for a 15-day period. After the 15-day period, the guideline/policy will be moved automatically to the “Effective” stage. Notification will be made to those that have signed up for notification for each stage.

**STEP 5:** If comments are received during the initial 30-day review period, CCFD will address all comments, and will repost the revised guideline/policy as a “DRAFT” for a 15-day period. If there are not comments during the second review period, the guideline/policy will move through “Tentative” and “Effective” stages as discussed in STEP 4.

**STEP 6:** If comments are received during the second 15-day review period, CCFD will address all comments, and will schedule a public workshop to discuss all comments received. Notification of the public workshop will be made to those that have signed up for notification. After the public workshop, CCFD will report the revised guideline/policy for a new 15-day period. If there are not comments during the third review period, the guideline/policy will move through “Tentative” and “Effective” stages as discussed in STEP 4.