



CLARK COUNTY FIRE DEPARTMENT

Fire Prevention

575 E. Flamingo Road, Las Vegas, NV 89119

(702) 455-7316 FAX (702) 455-7347



SECOND RESPONSE POLICY

This policy discusses a process whereby customers can receive a timely response when there is disagreement with the first response they have been given by fire prevention. This policy provides a formalized means for receiving a second opinion for plan review and inspection related issues.

Contacts

Clark County Fire Department – Fire Prevention Division will address customer service review questions that are submitted via telephone or via email.

The customer service review telephone number is: (702) 455-7115

The customer service review email address is: fpactionline@clarkcountynv.gov

Required information

In order to process the customer service review request, the following information is needed:

- Contact name
- Contact number
- Contact e-mail address
- Project name and address
- Project Fire Department permit number, if applicable
- Required date of event or date of final inspection
- Name of fire department personnel involved with initial response
- Issue that needs to be addressed, clarifying the safety issue and the resulting business impact, including cease and desist orders and copies of plan review or inspection records
- Code section that addresses the issue

Response Procedure

Telephone and e-mail submittals will be retrieved four times daily on normal work days– 9 am, 11 am, 2 pm and 4 pm.

Immediate business needs will be addressed within 1 business day (24 hours). Examples of immediate business needs are: issues of courteousness, timing of inspection/plan review turnaround times, specific code requirements (i.e. - the code specifically states one way to do something, where the explicit code intent is available. For instance, “minimum roadway width of 25 feet measured from the back of curb to the back of curb for type L curbs” is very specific).

Code interpretations will be addressed within 3 working days (i.e. - the code does not specifically state one way or another on an issue, only the general code intent is available. For instance “minimum roadway width of 24 feet clear” is not very specific).

After a decision is made, CCFD will respond in writing via e-mail or USPS to the customer. The response will include what remedies, if any, are required.

Meeting Request

When an applicant desires a meeting instead of the written requests provided above, a meeting request may be made via the telephone or email contacts listed above. Within 2 working days, the applicant will be contacted with a meeting date and time. The meeting date will be scheduled to occur within 6 working days from the date of initial request.

Formal Code Interpretation

In cases where a formal code interpretation needs to be issued, the currently approved code interpretation policy will be utilized including posting on the website.

Additional Customer Service Review

Where there are additional concerns after receiving the second response, an additional round of review may be requested by the customer using the above contact procedures. The additional round of review will be subject to approval by the Fire Chief or his designee.

Prepared by

Date

Approved by

Date