Clark County Environmental Public Health
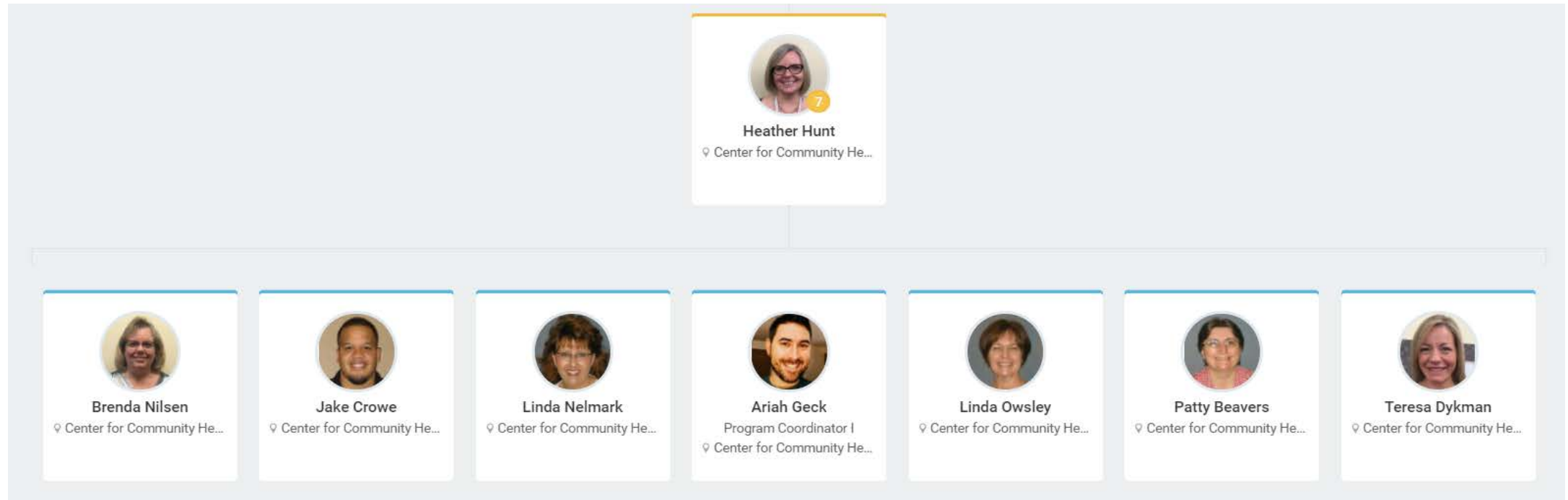
Online Service Request Portal

Heather Hunt

March 24th, 2021

EPH Customer Support Team

Services Provided

- Plan Review Applications

- Inspection requests

- Permit issuance and renewals

- Complaint intake and assignment

- Public Records Request fulfillments

What is a Service Request

- An application that contains:

  - Homeowner's or business owner's name, address and contact information,

  - Contact information if the application is being submitted on behalf of the property or business owner e.g., a licensed contractor,

  - Details of the physical location where a service is being requested,

  - Documents such as; floor plans, schematics, engineering diagrams, menus, SOPs, past inspection or permit documentation etc,

  - Payment.

Programs Served

- Retail Food; Restaurants, Temporary Food Vendors, Grocery Stores.

- Public and Private Schools;

- Recreational Water

- Land Development

- Residential Septic Systems
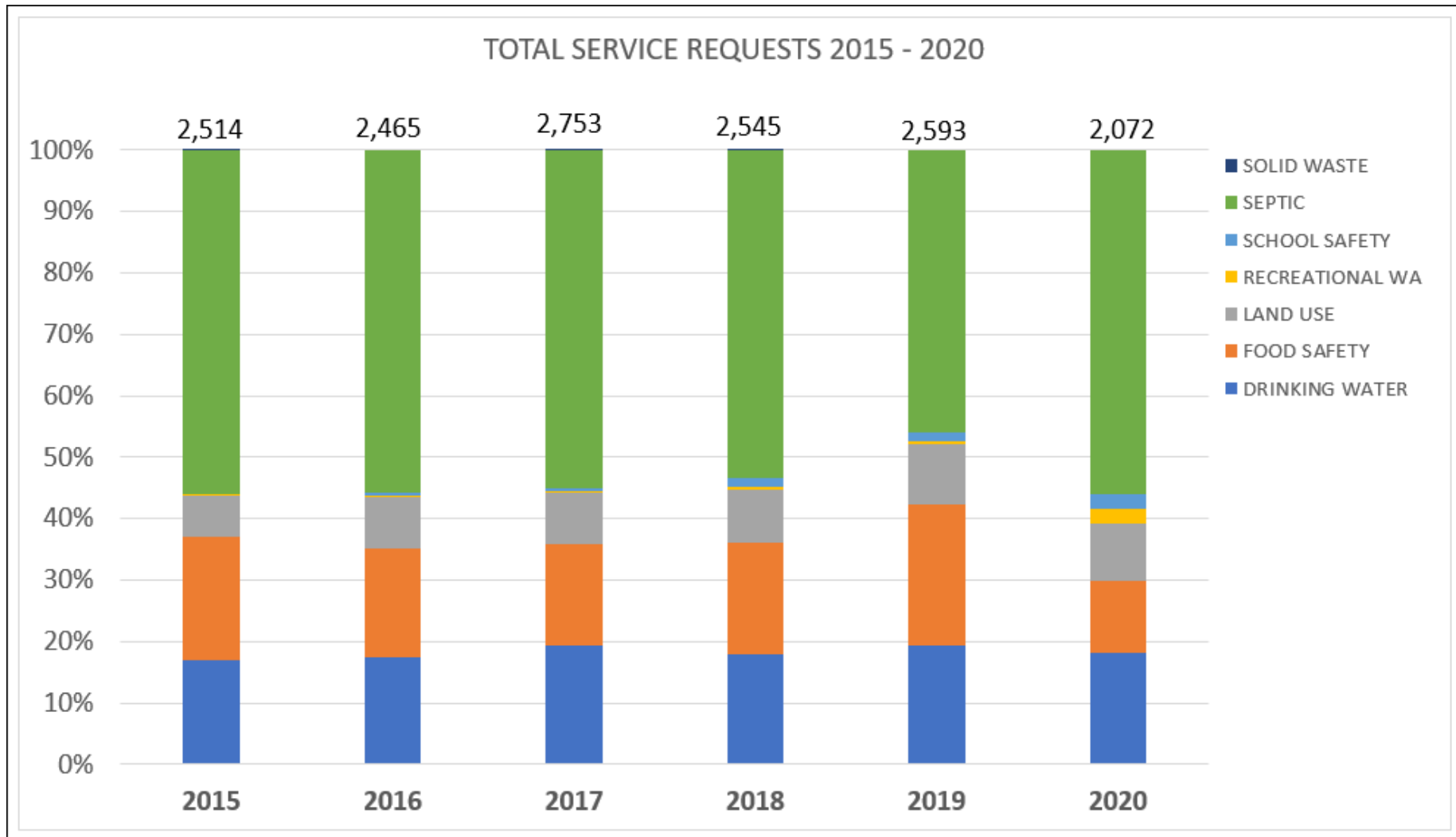
- Residential Water Wells

Processes

- Need for a permit to operate is identified by client.

- Client submits review application, fee and supporting documents as a new **Service Request**.

- Office staff intake and initial review of application, processing of payment.

- Office staff assigns the project to the program inspector.

- Inspector conducts review, makes site visit(s) and conducts a final inspection.

- Inspector approves plans or requires changes to plans.

- Inspector notifies the client of approval; client then submits permit application and fee.

- Office staff processes the permit app and payment, issues permit to client.

- Office staff assign the new permit to program Inspector conducts inspections to ensure ongoing compliance

Service Request Volume

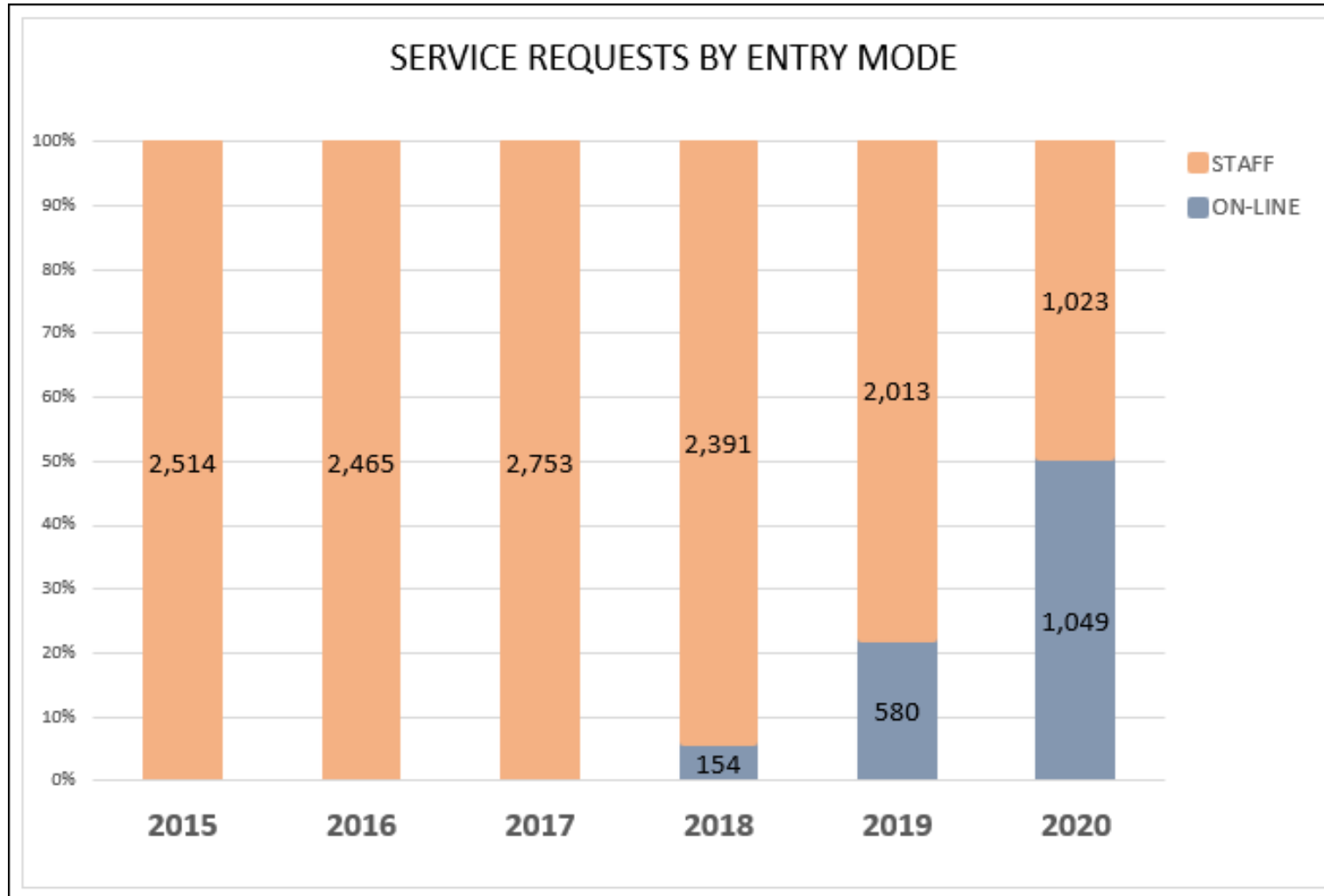# Online Service Requests save time for everybody

Online Service Request Project

Online Service Request Project Status

Program	Application	Start Date	End Date	2017 Q1	Q2	Q3	Q4	2018 Q1	Q2	Q3	Q4	2019 Q1	Q2	Q3	Q4	2020 Q1	Q2	Q3	Q4	2021 Q1	Q2	Q3	Q4
Food Safety	Temporary Food Permit	17-Feb	22-May	██	██	██	██	██															
Food Safety	Food Facility Plan Review	7-Aug	7-Aug		██	██	██	██															
Food Safety	Mobile Food Facility Plan Review	7-Aug	7-Aug		██	██	██	██															
Food Safety	Multiple Event Plan Review	14-Aug	14-Aug		██	██	██	██															
Food Safety	Variance Request	19-Dec	20-Jun					██	██	██													
Food Safety	COVID-19 Partial Permit Payment Plan (Food	13-Oct	13-Apr													██	██	██					
Complaint	Public Health Concern Form	17-Aug	17-Aug		██	██	██	██															
Drinking Water	Well Site Evaluation	1-Mar	31-Aug		██	██	██	██															
Water Resource&Protection	Septic Professional App w/ Pay Later	16-Sep	18-Mar						██	██													
Water Resource&Protection	Septic Professional App w/ Pay Now	16-Sep	18-Mar						██	██													
Recreational Water	Facility Change of Ownership	19-Dec	20-Jun								██	██											
Recreational Water	Facility Remodel Review	19-Dec	20-Jun								██	██											
Recreational Water	Float Tank Facility Plan Review	19-Dec	20-Jun								██	██											
Recreational Water	Pool, Spa and Recreational Water Feature Pl	18-Dec	19-Jun								██	██											
Recreational Water	COVID-19 Partial Permit Payment Plan (Rec W	13-Oct	13-Apr													██	██	██					
Recreational Water	COVID-19 Inactive Permit Application (Rec W	25-Dec	25-Jun													██	██	██					
Vital Records	Funeral Home-Registration	6-Mar	5-Sep									██	██										
Vital Records	Funeral Home-Standard Order	7-Mar	6-Sep									██	██										
Vital Records	Funeral Home-Correction and Copy Order	11-Mar	10-Sep									██	██										
Vital Records	Funeral Home-Veterans Order	11-Mar	10-Sep									██	██										
Development Review	Final Land Use Approval	14-May	13-Nov										██	██									
Development Review	On-site Sewage (OSS) and/or Well Water	14-May	13-Nov										██	██									
Development Review	Public Sewer and Public Water	14-May	13-Nov										██	██									
School Health and Safety	Site Review (PUBLIC)	1-Nov	4-Jan														██	██	██				
School Health and Safety	New Construction and Remodel (PUBLIC)	1-Nov	4-Jan														██	██	██				
School Health and Safety	Portable Plan Review (PUBLIC)	1-Nov	4-Jan														██	██	██				
School Health and Safety	School Food Service (PUBLIC)	1-Nov	4-Jan														██	██	██				
School Health and Safety	Environmental Assessment (PUBLIC)	1-Nov	4-Jan														██	██	██				
School Health and Safety	Occupancy Inspection (PUBLIC)	1-Nov	4-Jan														██	██	██				
School Health and Safety	Playground Plan Review (PUBLIC)	1-Nov	4-Jan														██	██	██				

Online Service Request Volume

SERVICE REQUESTS BY ENTRY MODE

Legend: STAFF, ON-LINE

2015: 2,514
2016: 2,465
2017: 2,753
2018: 2,391 / 154
2019: 2,013 / 580
2020: 1,023 / 1,049

Online Portal Splash Page

Online Portal How-to Guide for new users

Clark County
EPH Online Services Portal

External Customer 'How-to' Guide
Revised 07/27/2020

Table of Contents:

Submit new applications

Make payments

Manage your applications

Review status, documents and invoices

Achievements

- Communicating expectations

- Realizations of efficiencies

- Feedback

- Commitment by Public Health Staff

Thank you!

Comments and questions

Clark County Public Health

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