



INDUSTRY ADVISORY FROM CITY OF LAS VEGAS BUILDING & SAFETY

Beginning April 24, 2017, service levels and wait times will be impacted by training of department personnel on a new database system supporting Building and Safety permitting operations.

Full implementation of the new Infor 10 system is tentatively scheduled for May 22, 2017.

Major Service Impact: Be advised that the weekend (May 19, 2017 – May 21, 2017) prior to full implementation of Infor 10, *all web and phone scheduling services* will be interrupted. Please adjust your timelines and plan for this accordingly.

Please bear with us as we navigate this process to “build community to make life” *even* “better” for our **customers**.

In combination with our department’s new database, we are undergoing a full update of our suite of technical tools:

1. [Apply for a Building Permit](#)
 - a. **Online permits** will include a longer list of options for OTC (over the counter) permits that may be processed online;
<https://secure3.lasvegasnevada.gov/otconline/>
 - b. **Online applications will be accepted for projects that require plan review.** This will provide customers with an application number to begin the process and assist you in having a faster transaction with our Permit Technicians. Plans will still need to be submitted in person for the project, but we will be moving to complete electronic submittals in the near future.
2. [Check Status of Permits & Applications](https://www.lasvegasnevada.gov/portal/faces/wcnav_externalId/bp-check-permit-status?_af.crl-state=hg05xcafr_4&_afLoop=32286033510805775) will provide additional status detail about projects;
https://www.lasvegasnevada.gov/portal/faces/wcnav_externalId/bp-check-permit-status?_af.crl-state=hg05xcafr_4&_afLoop=32286033510805775
3. [Online Inspection Scheduling Inspections and Fee Payment](https://permits.lasvegasnevada.gov/Account/LogOn) will also receive an update with additional tracking features and project detail;
<https://permits.lasvegasnevada.gov/Account/LogOn>

4. Phone Inspection Scheduling System will also be updated but the number will stay the same.

We encourage feedback from industry professionals and homeowners on the success of our personnel, processes and technical tools at gaining your satisfaction, and on opportunities to gain it if we have not. **If you have any questions, please feel free to contact Yolanda Palomo, Building & Safety Process Coordinator, at (702) 229-1239.**

Again, please remember that our service levels and wait times will be negatively impacted by the training of Department personnel as we move forward into the implementation of this data base system. Training will be on-going between the dates of April 24 through May11, 2017. We will do everything we can to continue to provide excellent customer service but this training will take considerable staff time away from their normal duties and thus impact our service levels.

Please complete our department survey [here](#).