

# How to.....

How to schedule an inspection using Interactive Voice Response Phone System (IVR).

To schedule an inspection using the IVR System, dial (707) 648-4384.



# Before calling you will need

- IVR can handle speech recognition and touch tone. If you want to touch tone, you will need to press **7** from the main menu.
- A permit number.
- An inspection code; choose from the inspection listed on your permit card.

# Choose from the following options

Press [1] Schedule an inspection

Press [2] Schedule/Cancel

Press [0] Transfer to Building Staff

Press [#] To go back to the previous menu

Press [\*] For help

The Interactive Voice Response system will prompt you through the steps below during your call. You may perform multiple transactions during each call. At the end of the call you will be issued a confirmation number. We recommend that you keep a record of your confirmation numbers and associated transactions in case they are needed for future references.

# To schedule an inspection

1. Enter your **Permit Number**(example SR14-0000). IVR can handle **speech recognition and touch tone**.
2. Enter the **Inspection Code** from the list on your permit.
3. Enter the **Inspection Date**. The cut-off time is **7:00 am** for scheduling and canceling same day.

After you have scheduled the inspection, you will be able to:

- Get a confirmation number and hang-up (use the confirmation number when inquiring about this telephone request).
- Request another inspection, same permit.
- Request another inspection, different permit.
- Return to the main menu.

# Cancel an inspection

1. Enter the **Permit Number**.
2. Enter the **Inspection Code** from the list on the permit card.

After you have canceled the inspection, you will be able to:

Press [1] Hear confirmation number and hang-up.

Press [2] Schedule/Cancel inspection on the same permit

Press [3] Retrieve inspection results.

Press [4] Return to the main menu.

# Obtain inspection results

1. Enter the **Permit Number**. IVR can handle **speech recognition and touch tone**.
2. Enter the **Inspection Code** from the list on the permit card. After you have listened to the inspection results, you will be able to:
  - **Listen for more results**, for the same permit.
  - **Listen for more results**, from a different permit.
  - **Get a confirmation number and hang-up**.

# Inspection Codes

## **Foundation**

- 101 Survey/Set Backs
- 102 Ufer/Grounding Electrodes
- 103 Piers
- 104 Footings
- 105 Slab Foundations
- 106 Slab Garage
- 107 Driveway
- 108 Demolition
- 109 Retaining Wall

## **Grading Permit Insp.**

- 200 Rough Grading
- 201 Finish Grading
- 202 Gen Bldg. Site/In-progress

## **Manufactured Homes/ Commercial Coaches**

- 300 MH Set-up
- 301 MH Accessory Inspection
- 302 MH Permanent Foundation
- 303 MH Final

## **Structural**

- 400 Under-floor frame
- 401 Exterior Shear Nailing
- 402 Interior Shear Nailing
- 403 Roof Deck Nailing
- 404 Rough Frame
- 405 Exterior Lath/Siding
- 406 Drywall
- 407 Firewall
- 408 Green/Gray Purple Board

## **Structural Cont.**

- 409 Wetwall
- 410 Structural- Misc. T-Bar
- 411 Roof In-progress
- 412 Window Replacement
- 413 Firewall Penetration
- 414 Miscellaneous

## **Electrical**

- 500 Temporary Power Pole
- 501 Underground Conduit
- 502 Electrical Service/Sub Panel
- 503 Rough Electrical
- 504 Bonding/Grounding
- 505 Restoration of Service/Reconnect
- 506 Rough Photovoltaic/ Solar
- 507 Electric Meter Release

## **Insulation**

- 600 Under-floor Insulation
- 601 Wall framing insulation
- 602 Ceiling Insulation

## **Plumbing**

- 700 Ground Plumbing
- 701 Under-floor Plumbing
- 702 Rough Plumbing
- 703 Shower Pan Test
- 704 Water Service/Piping
- 705 Water Heater
- 706 Gas Pressure Test/Piping
- 707 Gas Meter Release
- 708 Restoration of Service/Reconnect

## **CMU Block/ Concrete**

- 800 Fireplace/Foundation/ Wall
- 801 CMU Lifts – 1<sup>st</sup> – 2<sup>nd</sup> – 3<sup>rd</sup> – 4<sup>th</sup>

## **Swimming Pool/Spa**

- 900 Setbacks/ Pre-Gunite
- 901 Bonding- Cavity/deck/Steel/Water
- 902 Fencing/Door Alarms/ Pool-Spa Cover
- 903 Pre-final
- 904 Final – Pool/Spa

## **Mechanical**

- 925 HVAC Furnace
- 926 Rough Mechanical
- 927 Fire Dampers
- 928 Hood Duct Shaft
- 929 Commercial Kitchen Hood
- 930 A/C Condenser
- 931 Wall Heater

## **FINAL INSPECTIONS**

- 950 Final Building
- 951 Final Electrical
- 952 Final Plumbing
- 953 Final Mechanical
- 954 Final Grading
- 955 Final Demolition
- 956 Final Photovoltaic/Solar