

## Welcome

In an ongoing commitment to improve customer service, the City of Vallejo Building Division has installed an Interactive Voice Response (IVR) System for inspections.

## Before Calling You Will Need

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

## Choose From The Following Options

Press [1] Schedule an inspection

Press [2] Cancel/Reschedule an inspection

Press [3] Retrieve inspection results

Press [0] Transfer to Building Staff

Press [#] To go back to the previous menu

Press [\*] For help

The 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 the inside of this brochure.

## To Schedule An Inspection– Cont.

3. Enter the **Inspection Date**. The cut-off time is **7:00 am** for scheduling and canceling same-day inspections.

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 inside of this brochure.

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

- Press [1]** Hear confirmation # 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 inside of this brochure.  
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**. *Use the confirmation number when inquiring about this telephone request.*

# City of Vallejo Building Division

## Interactive Voice Response System (IVR)

The City of Vallejo has updated our IVR System and inspection codes to allow customers to schedule or cancel inspections and retrieve inspection results via speech recognition and touch-tone telephone, 24 hours a day, seven days a week.

# IVR SYSTEM

The Inspections Interactive Voice Response (IVR) System is now in place and will help streamline the City's inspection process. By using a touch-tone telephone, customers need only dial the IVR number (707) 648-4384 and follow a series of prompts either by speech recognition or touch tone to schedule or cancel an inspection or to retrieve results of an inspection.

**INSPECTION CODES****FOUNDATION**

Survey/Setbacks	101
Ufer/Grounding Electrode System	102
Piers	103
Footings	104
Slab Foundation	105
Slab Garage	106
Driveway	107
Demo	108
Retaining Wall	109

**GRADING**

Rough Grading	200
Final Grading	201
Gen Bldg, Site/In-progress	202

**MANUF. HOME/ COMMERCIAL COACH**

MH/CC Set-up	300
MH/CC Accessary Inspection	301
MH/CC Permanent Foundation	302
MH/CC Final	303

**STRUCTURAL**

Under-floor Frame	400
Exterior Shear Nailing	401
Interior Shear Nailing	402
Roof Deck Nailing	403
Rough Frame	404
Exterior Lath/Siding	405
Drywall	406
Firewall	407
Green/ gray/purple-board	408
Wet wall	409

**INSPECTION CODES****STRUCTURAL CONT.**

Structural—Misc./T-bar	410
Roof In-progress	411
Window Replacement	412
Fire wall penetration	413
Miscellaneous	414

**ELECTRICAL**

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

**INSULATION**

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

**PLUMBING**

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

**INSPECTION CODES****BLOCK/CONCRETE**

Fireplace/Foundation/Wall	800
CMU—Lifts 1st—2nd— 3rd—4th	801

**POOLS/SPA**

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

**MECHANICAL**

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

**FINALS**

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

You can get further information about inspections using our online inspection scheduling system.

Check our website at

<http://www.ci.vallejo.ca.us/cms/one.aspx?objectId=21904>