### Welcome!

In an effort to streamline our operations and improve customer service, the City of Palo Alto's Building Division has implemented an interactive voice response (IVR) inspection scheduling system.

We encourage you to use this new system to fulfill many of your needs. You can use the IVR 24 hours a day, 7 days a week to do many things:

- Schedule an Inspection
- Reschedule an Inspection
- Cancel an Inspection
- Obtain Inspection Results





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Schedule, Reschedule, or Schedule, Reschedule, or Cancel an Inspection... Cancel an Inspection...



# Inspection Voice Response System

(650)329-2496 Option 8 Option 0 during closed hours

## Choose Your Option

When the IVR system answers your call, you'll hear the following options:

Press [1] Schedule an Inspection

Press [2] Cancel/Reschedule an Inspection

Press [3] Obtain Inspection Results

Press [0] Transfer to Staff

Press [#] Disconnect and Hang Up

Press [\*] Additional Information

The system will prompt you each step of the way. 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 all confirmation numbers and associated transactions in case they are needed in the future.

### How It Works

To use the City of Palo Alto Inspection Voice Response System, just dial:

### (650)329-2496 Option 8 **Option 0 during closed hours**

and follow the simple instructions. It's available 24 hours a day, 7 days a week!



### What You'll Need

- a. A touch-tone telephone. Most cell phones will work fine.
- b. A site-specific Permit Number
- c. Inspection Code (see below and the panels to the right for a complete list).

You will be prompted through the entire process. Press [\*] at any time for more information on how to use the system.

To return to the previous menu at any time, press the [#] key.

### Inspection Codes

### Building 275 Additional Time for Secured Site Access West of Interstate 280 201 Building Pre-Demolition 241 Shower Pan

202 Temporary Construction 242 Tub Test Power or Temp Power Final 203 Underslab Plumbing

205 Piers and Footings

206 Slab on Grade 207 CMU

208 Wall Steel 209 Grade Beam

210 Shotcrete 211 Post Tension Slab

212 Joist

213 Joist and Underfloor Combo

214 Underfloor Insulation

217 Exterior Sheathing

218 Exterior Lath

219 Roof In-Progress 220 Residential All Trades

221 Water Piping

222 Gas Test Green Tag or

Gas Final

223 Underground Electric

Green Tag

224 Sewer or Sewer Final

225 Water Service or Water

Service Final

228 Rough Frame

229 Rough Plumbing 230 Rough Mechanical

231 Rough Electrical

232 Rough Gas 233 Exterior Gypsum

234 Shaft

235 Insulation

236 Double Sided Shear

#### Building, cont.'d

238 Interior Shear

239 Factory Built Fireplace

280 Additional Time for Sites 240 Masonry Fireplace or Fire

243 Drywall or Gypsum

244 Tile Lath

204 Foundation and Setbacks 245 Hearth Thermal Barrier

246 Electrical Torque

Inspection

247 Hot Check

#### Commercial

301 Multi-Trades In-Progress

302 Steel Stud Frame

303 Drywall

304 Above Ceiling or T-Bar

#### Electrical

401 Underground Conduit

402 Underfloor Electrical

403 Rough Conduit

405 Electric Service or Electric Service Final

406 Electric Panel

407 Grounding, Bonding, or

UFER

408 Transformer

### Plumbing

501 Underground or Underslab

226 Drain, Waste, Vent Topout 502 Underfloor Plumbing

503 Water Heater or Water

Heater Final

504 Tankless Water Heater

505 Re-Pipe

507 Grease Trap

508 Trenchless Sewer

509 Interceptor

510 Backflow Device

511 Combo Waste and Vent

512 Sewage Ejector 513 Storage Tank

Inspection Codes

#### Mechanical

601 Fire Damper

602 Boiler or Boiler Final

603 Kitchen Hoods

604 Industrial Hoods

605 AC Unit or AC Unit Final

606 Fans

608 HVAC Package Unit

609 Furnace or Furnace Final

610 Hydronic Piping

611 Process Piping 613 HVAC Curb

614 Roof-Top Equipment

#### Photovoltaic (PV)

701 Photovoltaic Attachment

702 Photovoltaic Rough Wiring

703 Photovoltaic Final

#### Solar Hot Water

704 Solar Water Attachment

706 Solar Water Final

#### Re-Roof

801 Pre-Roof Inspection

802 Roof Tear-Off

803 Roof Nailing

804 Roof Rigid Insulation

805 In Progress

806 Pre-Foam

808 Roof Final

#### Pool/Spa 901 Pre-Pool Demo

903 Pre-Gunite

904 Pre-Deck 905 Pre-Plaster

906 Pool or Spa Final

\* The following inspections cannot be scheduled through the IVR at this time and must be scheduled through the office. To schedule one of these inspections, dial (650) 329-2496 Option 0 during regular business hours.

#### Final and Other

\* 101 Final Inspection

\* 102 Temporary Certificate of Occupancy

\* 103 Use and Occupancy Final

\* 104 Accessibility Compliance

\* 105 Demolition Final

\* 106 Fire Investigation \* 107 Electrical Safety

Inspection

\* 108 Conditional Electric Service

\* 109 Conditional Gas Service

\* 110 Structural Investigation \* 111 Pre-Construction

Meeting

\* 112 Other Consultation

705 Solar Piping and Controls \* 113 Mechanical, Electrical, Plumbing Pre-Final Inspection

Building \* 215 Daylight Plane

\* 216 Roof/Exterior

Sheathing/Structural Frame

\* 248 Other Structural

#### Solar Water Heater

\* 707 Other Energy

#### Re-Roof

\* 807 Other Roof

#### Pool/Spa

\*902 Pool or Spa Demolition Final