



Building Inspection Scheduling and IVR

Automated Inspection Request and Permit Status Information System

The City of San Ramon's Interactive Voice Response (IVR) system and automated permit Tracking System provide callers with 24-hour access to schedule inspections, cancel inspections or check the Plan Check status.

REQUIREMENTS

- Touch tone phone
- Permit Number
- Contact Phone Number
- Inspection Request Code

HELPFUL HINTS

- Because cellular phones often have interruptions in the transmitting of information, they have been found to be unreliable when using the System.
- To prevent problems with your scheduling, it is recommended that you use a hardwired touch-tone phone.
- When first using the system, it is important that you listen to the entire message at each step of the system. However, once you have become familiar with the procedures, you may move on to the next step by pressing the proper number at any time during the message.

TO USE AUTOMATED RESPONSE SYSTEM

- Call (925) 973-2582 and From the "Main Menu" select from the following options:
 1. Schedule an Inspection*
 2. Cancel an Inspection
 3. Obtain Inspection Results
 4. Obtain Plan Review Status/Comments
 5. Fax on Demand
 0. To Speak with Staff
 - *. Listen to General Information
 - #. Hang-Up
- NOTE: When scheduling an inspection, you must stay on the line to receive a confirmation number. If you do not receive a confirmation number, your inspection request was not accepted by the system.

ENTERING PERMIT (APPLICATION) NUMBER

- Permit number 00-9999 would be entered as 009999. The system will read back the permit number. If correct, press #.
- For example:
 1. Permit number 99-0081 would be entered as 990081.
 2. Permit number 02-1205 would be entered as 021205.

INSPECTION TIME WINDOW

- An inspection time window is available on the system:
Anytime: 8:30 a.m. to 3 p.m.
AM: 8:30 a.m. to 12 p.m.
PM: 12 p.m. to 3 p.m.
- Inspection request and inspection information are available 24 hours a day through the IVR system (NOTE: The system re-sets itself at midnight and is unavailable for approximately 30 minutes). If the system does not respond, dial (925) 973-2580 during working hours. Inspections requested by 4:00pm through voice mail or operator, will be scheduled for the following business day.

EXAMPLES

To Schedule an Inspection

(Press 1 from Main Menu)

Enter Permit (Application) Number (6-Digit)

Enter Permit Type

1 – Building (most inspections will be scheduled here)

Hear Address

Enter 3-Digit Inspection Code

Choose Day of Inspection (See list)

Choose Preferred Inspection Time (Note: AM or PM inspection time cannot be guaranteed.)

Press 1 for Anytime

Press 2 for AM

Press 3 for PM

Call (925) 973-2580 after 7:30 a.m. Mondays, Wednesdays, and Fridays, or after 8:30 a.m. on Tuesdays, Thursdays to check on inspection time frame.)

To Leave a Voice Message for the Inspector:

Press 1 to leave Special Instructions for the Inspector. – Please leave Message with Contact Name and Telephone Number.

Press 2 if No Message

Hear Confirmation Number for Inspection.

Press 1 to End Call

Press 2 to Schedule another Inspection on this Permit.

Press 3 to Schedule an Inspection on another Permit.

Press 4 to Return to Main Menu

Note: Residential rough frame **does not include** electrical, plumbing, mechanical, shower pan and fireplace. When scheduling, please select all that apply.

To Cancel an Inspection

(Press 2 from Main Menu)

Enter Permit (Application) Number (6-Digit)

Select Permit Type

Get a List of Inspections that caller can cancel.

Hear Address

Press 1 to Cancel Inspection

Press 2 to Hear Next Inspection

Press # to Return to the Main Menu

Hear Cancellation Message

Press 1 to Hear Confirmation Number and End All

Press 2 to Cancel another Inspection on this Permit

Press 3 to Cancel an Inspection on another Permit

Press 4 to Return to Main Menu.

☐ To Request Inspection Results

(Press 3 from Main Menu)

Enter Permit (Application) Number (6-Digit)

Enter Permit Type (Building, Electrical, Plumbing, Mechanical)

Last Resulted Inspection will be played.

Press 1 to Hear the Previous Results

Press 2 to Exit Inspection Results Menu

Press 1 to End Call

Press 2 to Repeat these Results

Press 3 to Hear Results on a Different Permit

Press 4 to Return to Main Menu

Press 9 to Repeat this Menu

☐ To Hear Plan Check Results

(Press 4 from Main Menu)

Enter Permit (Application) Number (6-Digit)

Hear Site Address

Hear Plan Check Stops and Status

Press 5 to Receive a Fax with this Information

(Please enter your 10-Digit Fax Number.)

Press 1 to End this Call.

Press 2 to Repeat these Results.

Press 3 to Hear Results on a Different Application.

Press 4 to Return to Main Menu.

Press 9 to Repeat this Menu.

☐ To Receive Fax on Demand

(Press 5 from Main Menu)

Enter 3-Digit Document Number

Enter 10-digit Fax number (925 area code may enter 7-digit fax number followed by the # key).

Press 1 to confirm fax number.

Press 2 to re-enter fax number.

Press # to return to previous menu.

Enter up to 9 more 3-digit document numbers.

Press # when complete.

Press # to end call or follow prompts to schedule; cancel; hear results of inspection; or the status of a plan check.

BUILDING

100	Setbacks
101	Footing / Piers
102	Masonry Bond Beam
103	Foundation Wall
104	Foundation Grade Beam
105	Slab On Grade
106	Concrete Floor / Deck
108	Concrete Wall
109	Pilings / Caissons
110	Masonry Veneer
111	Fireplace Footings
112	Fireplace Throat
113	Final Fireplace
114	CMU / Masonry
115	Retaining Wall
116	Steel Column Base
117	Structural Steel
121	Underfloor Frame
122	Rough Frame
123	Shear Wall
124	T-Bar Ceiling
125	Fireproofing
126	Stucco Lath
127	Stucco Brown
128	Stucco Scratch
131	Insulation – Wall
132	Insulation – Underfloor
133	Insulation – Ceiling
134	Siding
135	Rebar / Reinforcement
141	Sheetrock
142	Firewall
143	Attic Firewalls
144	Draft Stop
145	Area Separation Wall
150	Roof Truss / Frame
151	Party Wall – 1 st Floor
152	Party Wall – 2 nd Floor
153	Subfloor Nail
154	Smoke Detectors
155	Sign (Building)
161	Final Building (Partial) TCO
162	Final Building
182	Seismic Upgrade

REROOF/BUILDING

146	Roof Tear-Off
147	Roof Nailing
148	Roof In-Progress
165	Final Roof

MECHANICAL/BUILDING

202	Furnace
203	Water Heater
204	Air Conditioner
205	Underfloor Mechanical
206	Roof Equipment
207	Fireplace / Insert
208	Gas Flue
209	Rough Mechanical
210	Underslab Duct

211	Fire / Smoke Dampers
212	Type 1 Grease Hood / Rough
213	Type 1 Grease Hood / Test & Final
215	Final Mechanical
216	Above Ceiling – Mechanical

PLUMBING/BUILDING

301	Drain Waste Vent
302	Sewer Connection
303	Water Line
304	Water Connection
305	Sewage Ejector
306	Water Booster Pump
307	Underslab Plumbing
308	Underfloor Plumbing
309	Rough Plumbing
310	Backflow Prevention Device
311	Grease Trap
312	Sand / Oil Interceptor
313	Final Plumbing
315	Shower Pan
316	Gas Test
317	Rainwater Piping
320	Landscape Drainage
203	Water Heater

ELECTRICAL/BUILDING

401	Temporary Service
404	Underground Electrical
405	Electrical Service
410	Rough Electrical
411	Underslab Electrical
412	Electric Conduit
420	Final Electrical
421	Low Voltage
422	Electrical Sign
423	Electrical, Above Ceiling
424	Light Pole Footings

SWIMMING POOL/BUILDING

501	Swimming Pool Pre-gunite
502	Swimming Pool Rough Electric
503	Swimming Pool Rough Plumbing / Gas
504	Swimming Pool Pre-deck
505	Swimming Pool Gunite Sp. Insp.
506	Swimming Pool Pre-plaster
507	Final Swimming Pool

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