



Development and Resource Management Department

VoicePermitsTM
Interactive Voice Response System

Quick Reference Guide

(559) 621-8116

Call the automated
VoicePermits IVR System

WELCOME TO VOICE PERMITS

In an ongoing commitment to improve customer service, your *building* department has installed an Interactive Voice Response System. You can now schedule inspections, or check results, 24 hours a day, 7 days a week!

VoicePermits Line (559) 621-8116

- **Schedule Inspections**
- **Cancel Inspections**
- **Retrieve Inspection Results**
- **Check Plan Review Status**

BEFORE CALLING YOU NEED:

- A touch-tone telephone
- A site-specific Permit Number
- An Inspection Code. *Choose from the codes listed.*

You will be prompted through the entire process. Press [*] at any time for more information.

CHOOSE THE FROM THE FOLLOWING OPTIONS:

- | | |
|-----------|---------------------------|
| Press [1] | Schedule an Inspection |
| Press [2] | Cancel an Inspection |
| Press [3] | Obtain Inspection Results |
| Press [4] | Check Plan Review Status |
| Press [5] | Certificate of Occupancy |
| Press [6] | Obtain Zoning Information |
| Press [0] | Transfer to Staff |
| Press [#] | Disconnect and Hang Up |
| Press [*] | Additional Information |

The **VoicePermits** 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 your confirmation numbers and associated transactions in case they are needed for future reference.

SCHEDULE AN INSPECTION

1. Call the VoicePermits system.
2. When prompted, enter the **Permit Number** and **Permit Type**. *The system will confirm the permit by speaking back the site address.*
3. Enter the **Inspection Code** (using a code from the list on last page).
4. Enter the **Inspection Date**. *The cut-off time is 4:30 pm for an inspection on the following day.*

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

- **Request another inspection**, same permit
- **Request another inspection**, different permit
- **Get a Confirmation Number and end call.** *Use this Confirmation Number when inquiring about this telephone request.*
- **Return to Main Menu**

CANCEL AN INSPECTION

1. Call the VoicePermits system.
2. When prompted, enter the **Permit Number** and **Permit Type**. *The system will confirm the permit by speaking back the site address.*
3. Enter the **Inspection Code** (using a code from the list on last page).

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

- **Cancel another inspection**, same permit
- **Cancel another inspection**, different permit
- **Get a Confirmation Number and end call.** *Use this Confirmation Number when inquiring about this telephone request.*
- **Return to Main Menu**

OBTAIN INSPECTION RESULTS

1. Call the VoicePermits system.
2. When prompted, enter the **Permit Number** and **Permit Type**. *The system will confirm the permit by speaking back the site address.*
3. Enter the **Inspection Code** (using a code from the list on last page).

After you have listened to the inspection results, you will be able to:

- **Listen to more results**, same permit
- **Listen to more results**, different permit
- **Get a Confirmation Number and end call.** *Use this Confirmation Number when inquiring about this telephone request.*
- **Return to Main Menu**

CHECK PLAN REVIEW STATUS

1. Call the VoicePermits system.
2. When prompted, enter the **Plan Number**.
3. Press **[1]** to **Listen to Plan Check Status**, or Press **[2]** to **Receive a Faxed Copy** of the permit or plan check status information. *You will be asked to enter your fax number.*

After you have listened to the plan review results, you will be able to:

- **Check the status of another plan**
- **Return to Main Menu**

ADDITIONAL INFORMATION

You can press [0] at any time to transfer to a staff member. You can also press [*] to hear an explanation of your current options.

INSPECTION CODES

****FOR SPECIAL CONDITIONS, REQUESTS, OR CODES NOT LISTED PRESS "0" FOR OPERATOR ASSISTANCE**

	BUILDING		ELECTRICAL		PLUMBING
2206	B DEMOLITION FINAL	3311	E UNDERGROUND CONDUIT-ELECT	5585	P GAS TEST
2212	B UFER GROUND	3315	E POLE FOOTING	5586	P SPRINKLER (LANDSCAPE)
2214	B FOUNDATION (FOOTINGS)	3321	E SLAB CONDUIT	5588	P TEMPORARY GAS
2220	B FENCE FOOTING	3359	E ROUGH WIRING-WALLS	5592	P SAFE TO STOCK
2221	B CONCRETE SLAB ON GRADE	3360	E ROUGH WIRING-(ELECTRICAL)	5593	P SAFE TO OCCUPY/TEMP
2223	B CONCRETE WALL STEEL	3372	E ROUGH WIRING-T-BAR	5597	P GAS METER CLEARANCE
2224	B MASONRY	3386	E TEMPORARY ELECTRIC	5599	P FINAL (PLUMBING)
2225	B FIRE PROOFING	3387	E TEMPORARY POWER POLE		
2227	B TILT-UP WALL -STEEL	3389	E SERVICE CHANGE		
2231	B STRUCTURAL STEEL	3392	E SAFE TO STOCK		
2232	B DRYPACK	3393	E SAFE TO OCCUPY/TEMP		
2234	B CONCRETE COLUMN	3399	E FINAL (ELECTRICAL)		
2235	B CONCRETE FLOOR-STEEL				
2236	B GLU-LAM BEAMS		SIGNS		SWIMMING POOL
2238	B STEEL DECK				
2239	B FLOOR FRAMING	3414	S FOUNDATION-FORMS	6611	SW UNDERGROUND ELECT
2240	B FLOOR NAILING	3457	S STRUCTURAL FRAME	6618	SW ROUGH GAS
2242	B BRACED WALL INT/EXT	3497	S FINAL-NON ELECTRIC SIGN	6623	SW PREGUNITE
2243	B SHEAR WALL	3499	S FINAL-ELECTRIC SIGN	6635	SW PREDECK
2244	B HOLDOWNS			6660	SW ROUGH PLUMBING
2246	B TRUSSES		MECHANICAL	6684	SW RETAINING WALL
2247	B ROOF NAIL			6685	SW GAS TEST
2253	B RACKS	4450	M FIREPLACE	6688	SW FINAL (POOL HEATER)
2254	B FIREWALL	4460	M ROUGH MECH-DUCTS & FLUES	6689	SW BACKFLOW DEVICES
2259	B FRAME-PARTIAL	4470	M HOOD SHAFT	6699	SW FINAL/ PREPLASTER
2260	B FRAME	4475	M GAS TEST		
2262	B INSULATION	4476	M H.V.A.C FINAL (CHANGE-OUT)		
2263	B RESILIENT CHANNELS	4482	M WATER HEATER - BOILER		
2265	B EXTERIOR LATH / SIDING	4484	M K.A.V. EXHAUST FANS KIT HOOD		
2266	B FIRE DAMPERS	4486	M HOOD (COMMERCIAL COOKING)		
2267	B FIRE-SMOKE DAMPERS	4492	M SAFE TO STOCK		
2270	B HOOD SHAFT	4493	M SAFE TO OCCUPY/TEMP		
2271	B FIRESTOP PENETRATIONS	4499	M FINAL (MECHANICAL)		
2272	B T-BAR / SUSPENDED				
2274	B EMERGENCY SYSTEMS		PLUMBING		
2275	B EMERGENCY LIGHTING				
2278	B DISABLED ACCESS	5507	P SEWER CAP		
2281	B DRAFT STOPS	5511	P ON-SITE STORM DRAINS		
2282	B STAIRWAYS	5512	P ON-SITE WATER (200 LB TEST)		
2284	B FIRE DOORS	5513	P ON-SITE SEWER (AIR TEST)		
2292	B SAFE TO STOCK	5516	P SEWER-BUILDING		
2293	B SAFE TO OCCUPY	5517	P WATER SERVICE		
2294	B TENT	5518	P ROUGH GAS		
2296	B FIREPLACE FINAL	5519	P ON SITE WATER PARTIAL		
2298	B FENCE FINAL	5520	P FIRE HYDRANT FLUSH		
2299	B FINAL (BUILDING)	5555	P VENTS		
		5556	P TOP OUT		
	REROOF	5557	P MEDICAL GAS		
		5559	P ROOF DRAINS		
2402	R PREROOF	5560	P ROUGH PLUMBING		
2456	R PREROOF / ROOF NAIL	5564	P SHOWER WALL & PAN		
2458	R ROOF BRACING	5581	P ON-SITE SEWER PARTIAL		
2499	R FINAL	5582	P WATER HEATER		