



**City of Portland, Oregon**  
**Bureau of Development Services**  
**Inspection Services**  
FROM CONCEPT TO CONSTRUCTION

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## IVR Inspection Request Limitations

March 15, 2017

### Residential Inspection Request Limitations

- Perform all of the requested inspections for the day.
  - Move performance matrix to 100% of requested inspections within 24 hours.
- Benefits
  - Homeowner gets their scheduled inspection.
    - On the day they scheduled the inspection when they took the day off from work.
    - Reduces the number of No Access inspections and project delays.
  - Decrease the number of inspections when the work has not been completed in anticipation of being rolled over till the next day.
  - We would be expecting an increase of first time approvals.
  - All inspections become a priority currently we follow a priority list.
    - Final Inspections for Home Sale closings
    - Property owners going on vacation
    - Open trenches that need to be backfilled
- Daily number of inspections limited to 350 requests initially.
  - Inspection request number can be changed with a six hour notice to our TRACS team
  - Increase the request number with the hiring of new inspectors and inspectors achieving more certifications.

### Commercial Inspection Request Limitations

- Limit the number of inspections for individual trades
  - Commercial Building Permit – 88 inspection requests per day.
  - Commercial Electrical Permit – 70 inspection requests per day.
  - Commercial Plumbing Permit – 32 inspection requests per day
  - Commercial Mechanical Permit – 15 inspections per day