



# BUREAU OF DEVELOPMENT SERVICES CITY OF PORTLAND

## Frequently Asked Questions



### What is the Inspection Request (IVR) System?

The inspection request system, called IVR, is an automated phone system that allows you to:

- Schedule/cancel/reschedule inspections;
- Get inspection results and messages from inspectors; and
- Obtain plan review status and other documents via fax.

Once an inspector has finished your requested inspection(s), the inspection results are posted to the IVR system. Just as you can schedule your inspections using IVR, you can also access the results posted by the inspector.

### What is an IVR Number?

Permits are tracked and inspections scheduled in the system using an assigned IVR number. When your permit is issued and printed, your IVR number will appear in the lower left-hand corner of your permit. If you are unsure of your IVR number, you may use your permit number to schedule inspections. IVR will translate your permit number to your IVR number and repeat it back to you for future use. *NOTE: Your IVR number is distinct from your Permit Number. The fastest way to schedule an inspection is to use your IVR number.*

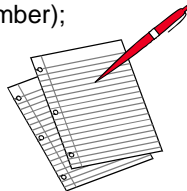
### How do I access the IVR System?

The inspection request phone number is (503) 823-7000. The IVR system is available 24 hours a day with only a small amount of down time on Saturday mornings. If for any reason IVR can't complete your requested transaction, you may be forwarded to a staff person during business hours.

### What do I need to schedule an inspection?

To schedule an inspection, you need the following:

1. An IVR Request Number (or permit number);
2. The three-digit inspection code(s) of the inspection(s) you would like to schedule; and
3. Pen and paper to write down your confirmation number.



### Where do I find the inspection codes?

Enclosed (on page 3) is an inspection reference sheet that contains all the available inspection codes, brief instructions on dialing into the IVR system, and some reminders about different inspections. If you need additional copies of the IVR inspection reference sheet or the IVR Pocket Reference, copies can be picked up in the Development Services Center or visit our website at <http://www.portlandonline.com/bds>.

### What is the deadline for requesting an inspection?

While IVR is available 24 hours a day, keep in mind that there are some times when you will be transferred to an operator or given a different phone number to dial for service. **To obtain an inspection for the same day, you must request the inspection prior to 6:00 a.m.**

### Can I hear a list of my scheduled inspections?

If you want to know what inspections you have scheduled on a specific permit, IVR can provide this information. When you hear the Main Menu, select 6 on your telephone keypad. You will be prompted to enter your IVR number, and then your scheduled inspections on that permit will be spoken. This feature works per permit, so have all your IVR numbers ready when you call.

### How do I schedule a reinspection?

If an inspector has been out to do an inspection and your inspection was not approved for any reason, you will be required to schedule a reinspection. There are no separate codes for reinspections. To schedule a reinspection, simply call and, using the same 3-digit inspection code you initially used to schedule the inspection, schedule your inspection again.

### What is the deadline for rescheduling or canceling an inspection?

To reschedule or cancel a same-day inspection, you must call in your request no later than 6:00 a.m. If you call between 6:00 a.m. and 8:00 a.m., you'll be asked to call back after 8:00 a.m. to speak to an operator.

### Will IVR ever stop you from scheduling an inspection?

- You can't schedule an inspection on your permit unless it has been issued.
- If your permit has any unpaid fees, no inspections can be requested until those fees are paid.
- Currently, inspections for sewer permits cannot be requested via IVR. See page 2 for instructions.

### How can I hear my inspection results?

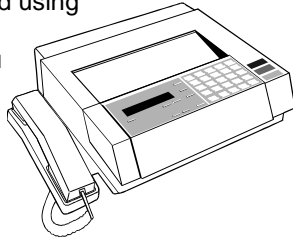
When you dial into the IVR system, select 3 from the main menu. You will be prompted to enter the IVR number and inspection code, so please be sure to have those available.

## How do I request inspections on a revision?

For now, inspection requests and results on Revisions and Deferred Submittals are recorded on the main permit for the project. If you encounter any difficulties when trying to schedule an inspection on a permit that has revisions or deferred submittals, please zero out of the IVR system and talk to an operator. They will be able to provide the IVR Request Number for your main permit.

## How can I get a plan review status?

Your plan review status can be obtained using the IVR system. When you dial into IVR, select 4 from the main menu. You will need to supply a fax number where your plan review status can be sent. Plan review status reports are only available on permits that are under review.



## How do I get a Sewer Inspection?

Currently, sewer permit inspections can't be requested through IVR. To request sewer inspections:

1&2 Family Dwelling Sewer Permit inspections:  
call (503) 823-7388

Commercial and 3 or More Family Sewer Permit inspections:  
call: (503) 823-7302

## Important Information about the Voicemail Feature of IVR

If you record a message for an inspector using the voicemail feature of IVR, please be sure to press the # key when you're finished recording your message and then the 1 key to send the message. The inspector won't receive your message if you don't press these keys to send your message.

## Final Building Inspection vs. Final Permit Inspection

There has been some confusion over the two final inspections "299 Final – Structural" and "999 Final Permit." To clarify, "299 Final – Structural" can only be used on RS, MP and MI permits. The purpose of this inspection is to get a final only for the building piece of the job. 999 Final is used to final the whole project. For finals on Commercial Building Permits, customers should request inspection 999.

## Building Inspections Clarification

When you're calling in on a Residential Building Permit, there are two inspections available that are not available on the Commercial Building permit: 260 Shearwalls and 265 Firewall Nailing. On a Commercial Building permit, the equivalent inspections are 270 Framing (instead of Shearwalls) and 275 Wallboard Attachment (instead of Firewall Nailing).

## If you receive the message, "There is an error with your permit. Permit status not ok."



This means the permit is either not issued or has already been finalized. To request inspections on a permit, the permit status must either be Issued or Under Inspection. Any other permit status will return the message "There is an error with your permit. Permit status not ok."

## If IVR doesn't accept your 3-digit code

If your 3-digit code isn't accepted, there are a couple things to check. First, only applicable inspections can be requested on a permit. For example, if you have an electrical permit, you will not be able to request building inspections using that permit number. You would need the building permit IVR request number to request the needed building inspections. Second, although the # key is used to accept information you enter in to the IVR system, you do not need to press the # key after entering your 3-digit inspection code. Just enter the 3-digit code and IVR will continue with the scheduling process.

## Some Important IVR Reminders

- ✓ Always remember to hit the pound (#) key to accept information in IVR. If you hear a message that says "Your response was not detected," re-enter your information and make sure to hit the # key.
- ✓ Remember that inspections listed on the inspection reference cards that have "RS Only" listed after them only apply to residential permits.
- ✓ You can view the TRACS computer system (where your IVR inspections are stored) on the public terminals in Development Services Center (1st floor of the 1900 Building) and Permitting Services (2nd floor of the 1900 Building). TRACS is where all of your building/trade/land use permit information is stored. Instructions for finding your permit(s) are located next to the terminal.
- ✓ Listen for important IVR announcements at the beginning of the main menu.