

## IVR PROCEDURE FOR OFFSITE PERMIT INSPECTIONS REQUESTS

Follow the standard procedure for requesting an inspection through the IVR system (as stated on reverse), but when prompted, leave a message for the Offsite inspector with the type of permit, permit number, inspection code and a phone number where you can be reached. The Offsite Inspector will contact you after 1:30 pm on the business day before your scheduled inspection to confirm the date and arrange an inspection time. Based on inspector availability, the inspection request may be rearranged to a different day and/or time during this call.

**NOTE:** Your inspection is not scheduled until the Offsite Inspector confirms the date and time.

When making multiple inspection requests, each request must be made separately, using the fire permit number for which the work is authorized. This can be done during the same phone call by following the prompts.

**EXAMPLE:** A project with multiple EN numbers must request under each EN separately.

If you have difficulty scheduling the inspection, you may press "0" during normal business hours (Monday through Friday from 8:00 am to 5:00 pm) and a staff person will assist you.

Please call (480) 350-4311 with any questions.



**Tempe**

Community Development

## IVR Fast Track Instructions

1. Dial (480) 350-8072
2. Press 1 for English or 2 for Spanish
3. Press 1 to schedule an inspection \*
4. Press 4 for EN
5. Enter the numeric portion of the EN number followed by the # sign
6. Enter inspection code number followed by the # sign
7. Press 1 for a next business day inspection or listen to the prompts for an alternate day
8. You MUST leave a message for the inspector with your name, type of permit, permit number, and call back number.
9. You may choose the option to receive a call back or text message once inspection is resulted.

\* **Be sure to retain your confirmation number**

### \*OTHER AVAILABLE OPTIONS AT STEP 2

**Press 2** to cancel an inspection, then follow the prompts (must be done before the scheduled inspection day).

**Press 3** to obtain inspection results, then follow the prompts (the inspector may have left a message for you).

**Pressing the # sign** will allow you to back-up one step

Community Development

31 East 5th Street  
Tempe, Arizona 85281  
Phone: (480) 350-4311  
Fax: (480) 858-2073



Community Development

INTERACTIVE VOICE  
RESPONSE (IVR)  
INSPECTION CODES



**OFFSITE IVR Request  
Instructions**

Private Development  
Engineering



**IVR Telephone: (480) 350-8072**

## IVR Permit Inspection Codes

To provide a better service to the community, the City of Tempe Community Development Department has an Interactive Voice Response (IVR) system that allows customers to schedule inspections through touch-tone phones. The IVR is an automatic telephone system that allows the schedule of inspections using the permit type and the numeric part of the permit. Rotary-dial phones do not work with the IVR system.

Before calling, you will need the six (6) digit EN number and one or more of the inspection codes listed on this brochure. **Call (480) 350-8072** from a touch-tone phone. You will be prompted through the process. When there are multiple permits (building, fire, engineering, etc.) associated with a project, the inspection request(s) must be made using the appropriate permit number for which the work was authorized. Please call (480) 350-8341, Option 1, with any questions regarding the IVR system or inspection codes.

<b>CODE</b>	<b>SEWER (SW)</b>
711	PIPE, Trench, Bedding
712	Wye (Cut in, Factory)
713	Shading of Pipe
717	Manhole/Pre Pour Base
718	Manhole, Post Base Pre Backfill
719	Manhole Final (Vacuum Test)
720	Air Test

<b>CODE</b>	<b>WATER (WA)</b>
731	Trench, bedding, pipe, valves, fittings, polywrap
732	Tap
733	Tapping Sleeve and Valve
734	Water Meter/Service Line
739	Fire Hydrant
741	Thrust Blocks
745	Pipe Shading/Backfill
746	Pressure Test
748	Bacteria Testing
749	Fire Line Flush

<b>CODE</b>	<b>STORM DRAIN (DR)</b>
702	Underground Retention
703	Drywells
704	Storm Drain Pipe
705	Catch Basins/Slotted Drains
706	MS4 Initial Inspection
708	Single Family Residence
709	Surface Retention

<b>CODE</b>	<b>STREET LIGHT (SL)</b>
751	Foundation, Pre Pour
753	Pull Box
759	Pole, Luminaire

<b>CODE</b>	<b>PAVING (PV)</b>
761	Subgrade/Stringline/Pre-Paving
762	Concrete Forms
763	Water Flow Test
769	Striping

<b>CODE</b>	<b>OTHER</b>
770	Pre-construction meeting
771	Miscellaneous Trenching (MS)
772	Pothole (PTH)
773	Dry Utility (UT)
774	Special Use (SU)
781	Courtesy Inspection
790	Warranty
793	MS4 Post Construction

<b>CODE</b>	<b>OFFSITE FINAL</b>
799	Offsite Final

**Call (480) 350-8072  
to schedule an inspection**