



CITY OF VICTORVILLE  
PUBLIC WORKS DEPARTMENT  
**ENGINEERING DIVISION**



## **INSPECTION HOTLINE INSTRUCTIONS**

The Inspection Hotline will prompt you through each step during your call. You may perform multiple transactions during each call. At the conclusion of your call you will receive a confirmation number which you may use when inquiring about this telephone request.

### **Before Calling You Will Need:**

- 1) A touchtone telephone;
- 2) A site-specific permit number; and
- 3) An inspection code (please refer to **Inspection Codes** list on reverse side)

### **Choose From the Following Options:**

- Press '1' Schedule an inspection  
Press '2' Cancel an inspection

### **Schedule an Inspection:**

- 1) Enter the permit type (**Press 7 for ENG case types**)
- 2) Enter the 7-digit permit number followed by '#' the system will confirm the permit by reading back both the permit number and the address (**See upper right corner of permit \_\_ - \_\_\_\_\_ #**)
- 3) Enter the inspection code (**See Inspection Codes on the reverse side of this document**)
- 4) Enter the requested inspection date (**Follow Prompts**)
- 5) Enter the time preference for either AM (**Press 1**) or PM (**Press 2**). All inspections must be called in to the **Inspection Hotline** before 12:00am on the requested date of inspection; all inspections called in after 12:00am will be scheduled for a later date.
- 6) Choose whether or not to leave a voice message for the inspector. (**Follow Prompts**)
- 7) Choose whether or not to receive automatic notification of the inspection result. (**Follow Prompts**)
- 8) Write down confirmation number.

### **Cancel an Inspection:**

- 1) Enter the permit type (**Press 7 for ENG case types**)
- 2) Enter the permit number followed by '#' the system will confirm the permit by reading back both the permit number and the address (**See upper right corner of permit \_\_ - \_\_\_\_\_ #**)
- 3) Enter the inspection code (**See Inspection Codes on the reverse side of this document**)
- 4) Choose to cancel the inspection, reschedule the inspection, or leave the inspection as scheduled. All canceled or rescheduled inspections must be called in to the **Inspection Hotline** before 12:00am on the day of the inspection.
- 5) If you choose to reschedule, choose the date and time preference AM (**Press 1**) or PM (**Press 2**).
- 6) Choose whether or not to leave a voice message for the inspector. (**Follow Prompts**)

If you have any questions regarding this procedure, please contact the Engineering Department at 760-955-5158 or email [engineeringshared@ci.victorville.ca.us](mailto:engineeringshared@ci.victorville.ca.us) .



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**UTILITY PERMIT INSPECTION CODE LIST**  
**INSPECTION HOTLINE 760-955-5103**

Need assistance with the Inspection Hotline, please call 760.955.5158 or email [engineeringshared@ci.victorville.ca.us](mailto:engineeringshared@ci.victorville.ca.us)

**Inspection Hotline Pocket Instructions**

(for detailed instructions please see the reverse side of this document)

1. Call 760.955.5103 for each day working.
2. Press '1' to schedule an inspection
3. Press '7' for ENG case type permits
4. Enter the 7-digit permit number from the upper right corner of permit, followed by the # key.
5. Enter appropriate inspection code from list below.
6. Enter inspection date by following prompts.
7. Press '1' for AM or '2' for PM inspection time.
8. If desired, leave voice mail for inspector by following prompts.
9. Obtain and note confirmation number.

**ENG CASE INSPECTION CODES**

ENG	Pre-Construction	901
ENG	Encroachment	947
ENG	Wet Utilities	927
ENG	Dry Utilities	925
ENG	Dry Utilities Final	946
ENG	Pothole	948
ENG	Trench/Bore	949
ENG	Sidewalk	919
ENG	Curb & Gutter	921
ENG	Street	915
ENG	ROW - Monday	945
ENG	ROW - Tuesday	954
ENG	ROW - Wednesday	955
ENG	ROW - Thursday	956

Need additional assistance, contact Corie Prueitt, Engineering Specialist, at 760.243.6355 or [cprueitt@ci.victorville.ca.us](mailto:cprueitt@ci.victorville.ca.us)