

CITY OF VICTORVILLE
ENGINEERING DEPARTMENT
INSPECTION HOTLINE INSTRUCTIONS

The Touchtone Permits system 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. Additionally, you may press '#' at any time to return to the main menu, or '0' to transfer to a live staff member (during normal City Hall hours).

Before Calling You Will Need:

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

Choose From The Following Options:

Press '1' Schedule an inspection
Press '2' Cancel an inspection
Press '3' Obtain inspection results or receive a faxed inspection history
Press '4' Obtain plan review information
Press '0' Transfer to staff

Schedule an Inspection:

- 1) Enter the permit type
- 2) Enter the 7-digit permit number followed by '#' (the **Touchtone Permits** system will confirm the permit by reading back both the permit number and the address)
- 3) Enter the inspection code (please refer to **Inspection Codes** list)
- 4) Enter the requested inspection date
- 5) Enter the time preference for either AM or PM (all inspections must be called in to the **Touchtone Permits** system 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
- 7) Choose whether or not to receive automatic notification of the inspection result

Cancel an Inspection:

- 1) Enter the permit type
- 2) Enter the permit number followed by '#'
- 3) Enter the inspection code (please refer to **Inspection Codes** list)
- 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 **Touchtone Permits** system before 12:00am on the day of the inspection)
- 5) If you choose to reschedule, choose the date and time preference (AM or PM) and whether or not to leave a message for the inspector

Obtain Inspection Results or Receive a Faxed Inspection History:

- 1) Enter the permit type
- 2) Enter the permit number followed by '#'.
- 3) Enter the inspection code (please refer to **Inspection Codes** list)
- 4) Choose whether you would prefer to hear the inspection results over the phone, or receive a fax of your inspection history
- 5) To hear results of a specific inspection, enter the inspection code (please refer to **Inspection Codes** list)
- 6) To receive a faxed inspection history, enter your ten digit fax number

Obtain Plan Review Information:

- 1) Enter the permit type
- 2) Enter the permit number followed by '#'
- 3) Choose to have the plan review detail spoken or to receive a fax of the plan review detail
- 4) To receive a fax of your plan review detail, enter your ten digit fax number

If you have any questions regarding this new procedure, please contact the Engineering Department at 760-955-5158.



CITY OF VICTORVILLE
ENGINEERING DEPARTMENT



INSPECTION CODE LIST
INSPECTION HOTLINE 760-955-5103

ENG CASE INSPECTION CODES

ENG	Pre-construction (Eng)	901
ENG	Pre-construction (Wtr)	902
ENG	Grading (Eng)	903
ENG	Material (Wtr)	904
ENG	Mass Grading (Eng)	905
ENG	Trench/Bedding (Wtr)	906
ENG	Pavement Sect. Rec'd (Eng)	907
ENG	Sewer (Eng)	908
ENG	Mainline Services (Wtr)	909
ENG	Off-Site Sewer (Eng)	910
ENG	Off-Site Signal (Eng)	911
ENG	Storm Drain (Eng)	912
ENG	Sanding (Wtr)	913
ENG	Off-Site Storm Drain (Eng)	914
ENG	Street (Eng)	915
ENG	Off-Site Street (Eng)	916
ENG	Dry Wells (Eng)	917
ENG	Backfill/Soils (Wtr)	918
ENG	Sidewalk (Eng)	919
ENG	Hydrostatic (Wtr)	920
ENG	Curb & Gutter (Eng)	921
ENG	Chlorination (Wtr)	922
ENG	Handicap Ramp (Eng)	923
ENG	Flushing (Wtr)	924
ENG	Dry Utilities (Eng)	925
ENG	Bacteria Samples (Wtr)	926
ENG	Wet Utilities (Eng)	927
ENG	Water turn-on (Wtr)	928
ENG	Paving (Eng)	929
ENG	Drive Approach (Eng)	930
ENG	Remove & Repair (Eng)	931
ENG	Bond Walk - Street	932
ENG	Bond Walk - Water	933

ENG CASE INSPECTION CODES

ENG	Bond Walk - Off-Site Street	934
ENG	Bond Walk - Sewer	935
ENG	Bond Walk - Off-Site Sewer	936
ENG	Bond Walk - Storm Drain	937
ENG	1 yr warranty (Wtr)	938
ENG	Bond Walk -OffSite Storm Drain	939
ENG	Bond Walk - Monumentation	940
ENG	Bond Walk - Signal	941
ENG	Bond Walk - Off-Site Signal	942
ENG	House Final	943
ENG	Commercial Final	944
ENG	Misc ROW	945

WTR CASE INSPECTION CODES

WTR	Water Setup	951
WTR	Pre-construction (Wtr)	952
WTR	2-Material (Wtr)	953
WTR	1-Trench/Bedding (Wtr)	954
WTR	4-Trench Backfill(Wtr)	955
WTR	Energize Mainline (Wtr)	956
WTR	3-Sand Backfill\Tape(Wtr)	957
WTR	Backfill/Soils (Wtr)	958
WTR	5-Hydrostatic (Wtr)	959
WTR	6-Chlorination (Wtr)	960
WTR	7-Flushing (Wtr)	961
WTR	8-Bacteria Samples (Wtr)	962
WTR	Remove and Repair (Wtr)	963
WTR	Punchlist (Wtr)	964
WTR	Water turn-on (Wtr)	965
WTR	Final Inspection	966
WTR	Bond Walk Start - Water	967
WTR	Bond Walk End - Water	968
WTR	1 yr warranty (Wtr)	969