



IVR USER'S GUIDE

972 - 237- 8007

Call the NEW Automated Voice Inspection IVR System for your Building Inspection Services 24-hours a day.

Welcome to Voice Permits™

In an ongoing commitment to improve customer service, the City of Grand Prairie - Building Inspection division has installed a new Interactive Voice Response System for inspections. It is available 24 hours a day, 7 days a week.

CITY OF GRAND PRAIRIE
BUILDING INSPECTION
206 W. Church Street
Grand Prairie, TX 75050
972-237-8230

SYSTEM INFORMATION

The Voice Permits™ system will prompt you through the steps during your call. You may perform multiple transactions during each call. You will be issued a confirmation number at the end of your call. We recommend that you keep a record of your confirmation number and associated transaction numbers in case they are needed for future reference.

A building permit can have multiple inspection types and inspection codes. You will be prompted to select the appropriate inspection type prior to requesting a specific inspection code.

Example: To schedule a "Building" inspection you must select the "Building Inspection" Type and use the "Building Inspection" Codes.

You must request each individual inspection type and inspection code as needed.

BEFORE CALLING YOU WILL NEED

1. A touch-tone phone (includes most cellular phones).
2. A site-specific 6-digit permit application number.
3. An Inspection Code - Choose from a code on the back of this brochure.

TRANSFER TO STAFF

If you are unable to perform the desired operation using the Voice Permits™ system you can press [0] to transfer to a staff member during normal business hours.

CALL INSPECTION SERVICES IVR

Main Menu

- Schedule Inspections Press [1]
- Cancel Inspections Press [2]
- Obtain Inspection Results Press [3]

CANCEL AN INSPECTION

The cut-off time is 8:00 am to cancel an inspection

1. Enter the Permit Application Number.
2. Select the "Inspection Type" when prompted
 - Building Inspection Press [1]
 - Electrical Inspection Press [2]
 - Mechanical Inspection Press [3]
 - Plumbing Inspection Press [4]

After you have cancelled the inspection, you may:

- **Cancel** another inspection for the *same* inspection type
- **Cancel** inspection for a *different* inspection type.
- **Cancel** inspection for a different **permit number**.
- **Return** to the **Main Menu**

OBTAIN INSPECTION RESULTS

Results are available for 7 days from the initial inspection request.

1. Enter the Permit Application Number.
2. Select the "Inspection Type" when prompted
 - Building Inspection Press [1]
 - Electrical Inspection Press [2]
 - Mechanical Inspection Press [3]
 - Plumbing Inspection Press [4]

After you have obtained the results, you may:

- **Listen to more results** for the *same* inspection type.
- **Listen** to results for a *different* inspection type
- **Listen** to results for a different **permit number**.
- **Return** to the **Main Menu**

Call Inspection Services IVR

972-237-8007

Main Menu

- Schedule Inspections Press [1]
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SCHEDULE AN INSPECTION

The cut-off time is 8:00 am to schedule a same-day inspection

1. Enter the **Permit Application Number**

The permit number is the first two lead numbers and the last four digits. (See Example Below)

Permit No.: 03-00008523 Enter: 03-8523

2. Select the "**Inspection Type**" when prompted

- Building Inspection Press [1]
- Electrical Inspection Press [2]
- Mechanical Inspection Press [3]
- Plumbing Inspection Press [4]

3. Enter the "**Inspection Code**" to Schedule.

4. Select the Inspection Date.

You must request each individual inspection type and inspection code as needed.

After you have scheduled the inspection, you may:

- **Leave a message** for the inspector.
- **Request** another inspection for the **same** inspection type.
- **Request** an inspection for a **different** inspection type.
- **Request an inspection** for a different **permit number**.
- **Get a "Confirmation"** number and hang up.
- **Return to the Main Menu.**

BUILDING INSPECTION CODES

- 100 BLDG - FDN PIERS
- 105 BLDG - FDN SLAB
- 110 BLDG - FDN GRADE BEAMS
- 112 BLDG - EROSION CONTROL
- 114 BLDG - FENCE FINAL
- 115 BLDG - FRAMING
- 119 BLDG - FRAMING ENERGY COMPLIANCE B1
- 122 BLDG - FIRE WALL
- 123 BLDG - SHEAR WALL
- 124 BLDG - LATHE
- 125 BLDG - BRICK TIE
- 126 BLDG - TILT WALL
- 127 BLDG - BRICK TIE - 2ND FLOOR
- 130 BLDG - PAVING
- 135 BLDG - RETAINING WALL
- 140 BLDG - SIDEWALKS
- 145 BLDG - APPROACH
- 150 BLDG - DRIVEWAY
- 153 BLDG - ENERGY COMPLIANCE RESULTS B2
- 155 BLDG - POOL STEEL
- 160 BLDG - POOL DECK
- 170 BLDG - FINAL ENERGY COMPLIANCE B3
- 175 BLDG - POOL FINAL
- 180 BLDG - OTHER ♦
- 199 BLDG - FINAL

*The City of Grand Prairie DOES NOT perform 3rd party inspections. A city inspection is required to **REVIEW** the compliance report provided by a 3rd party inspector.*

B1) *Required at **BLDG. FRAMING** inspection*

B2) *Required at **ELEC. TEMP SERV.** Inspection*

B3) *Required at **BLDG. FINAL** inspection*

♦ *If you select "OTHER" inspection type, you must leave a detailed message stating the exact type of inspection needed. If you do not leave a message the inspection will not be performed.*

ELECTRICAL INSPECTION CODES

- 200 ELEC - ROUGH IN
- 205 ELEC - T POLE
- 210 ELEC - TEMP SERVICE
- 215 ELEC - POOL BOND
- 230 ELEC - SIGN
- 235 ELEC - UNDERGROUND
- 240 ELEC - ROUGH-IN (CEILING)
- 245 ELEC - ROUGH-IN (WALL)
- 250 ELEC - OTHER ♦
- 255 ELEC - POOL FINAL
- 299 ELEC - FINAL

PLUMBING INSPECTION CODES

- 300 PLBG - ROUGH IN
- 305 PLBG - STACK OUT
- 310 PLBG - SEWER
- 312 PLBG - WATER PIPING LEAD TEST P1
- 315 PLBG - GAS SERVICE
- 320 PLBG - GAS INSIDE
- 325 PLBG - P TRAP
- 335 PLBG - WATER HEATER
- 340 PLBG - WATER SERVICE LINE
- 345 PLBG - BACKFLOW PREVENTER
- 350 PLBG - STORM DRAIN
- 355 PLBG - OTHER ♦
- 360 PLBG - POOL FINAL
- 365 PLBG - LAWN IRRIGATION
- 370 PLBG - ABOVE CEILING
- 399 PLBG - FINAL

*P1 Required with **PLBG. ROUGHIN** Inspection*

MECHANICAL INSPECTION CODES

- 400 MECH - DUCT
- 405 MECH - WALL HEATER
- 410 MECH - CENTRAL FURNACE
- 415 MECH - VENT HOOD
- 420 MECH - CONDENSING UNIT
- 425 MECH - OTHER ♦
- 430 MECH - ABOVE CEILING
- 499 MECH - FINAL