Interactive Voice Response System

Inspection Codes

920	Anchors	
910	Blocking	
1624	Boiler Heater Equipment	
1100	Bonding / Steel	
605	Ceiling (Electrical)	
1840	Chimney Relining	
520	Crawl Space	
1000	Crock / Throat	
410	Electrical Service	
100	Entrance	
830	Final Building	
800	Final Electrical	
820	Final Mechanical	
810	Final Plumbing	
300	Footer	
500	Foundation	
700	Framing	
701	Framing - Deck	
705	Framing - Commercial	
Ceiling Close In		
880	LP Gas / Fuel Storage Tank	
890	Manufactured Fireplace	
875	Gas Piping	
710	Insulation	
607	Low Voltage - Rough	
807	Low Voltage - Final	
900	Pier Footing	
905	Piers	
950	Placement	
501	Pre-Pour - Concrete	
1700	Progress Check Building	
530	Radon	
960	Removal	
600	Rough Electrical	
1607	Rough Hydronic	
620	Devel Mashaniaal	

620 Rough Mechanical

Inspection Codes (continued)

610	Rough Plumbing
1621	Septic Line Connection
200	Setbacks
1600	Sewer Connection
1400	Site Work
515	Slab - Basement / Radon
510	Slab - Garage / Structural
405	Storm Drains
430	Temporary Electrical Service
390	Underground Elec Conduit
400	Underground Plumbing
1622	Water Conditioner
1610	Water Connection (Public)
1623	Water Heater

1620 Well Line Connection (Private)

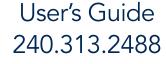
For more information:

Washington County Division of Permits and Inspections 747 Northern Ave Hagerstown, MD 21742 Phone: 240.313.2460 Fax: 240.313.2461 www.washco-md.net

> You Tube

















Interactive Voice Response (IVR) System

In an on-going commitment to improve customer service, the Division of Permits and Inspections has installed an Interactive Voice Response System for inspections, 7 days a week, from 6:00 a.m. until 11:00 p.m.

IVR System Permit Line 240-313-2488

Use the IVR System for the following:

- Schedule Inspections
- Cancel Inspections
- Retrieve Inspections Results
- Check Permit Status
- Obtain Dept. Information

Before Calling You Will Need

- 1. A touch-tone phone
- 2. A permit number
- 3. An inspection code choose from the inspection codes listed here

Choose from the following options

- Press [1] Schedule an inspection
- Press [2] Cancel an inspection
- Press [3] Obtain inspection results
- Press [4] Check status
- Press [5] Receive dept. information
- Press [0] Transfer to departmental staff
- Press [#] Hang up

The IVR system prompts users through the entire process. You may perform multiple transactions during each call. At the end of the call you will be issued a confirmation number. Keep this number for future reference.

Schedule an Inspection

If your permit begins with...

Press [1]	a number
Press [2]	SH
Press [3]	BO
Press [4]	CL
Press [5]	FK
Press [6]	HK
Press [7]	WI
Press [8]	KV

 Enter your permit number followed by the # sign. The system will confirm this permit by speaking back the site address.

Step-by-Step

GUIC

- 2. Enter the inspection code.
- 3. Enter the inspection date. The cut-off time is 12:00 a.m. for an inspection the following day.

After you have scheduled the inspection, you can:

- Leave a message for the inspector
- Get a confirmation number and hang up

Use this confirmation number when inquiring about your telephone request.

- Request another inspection, same permit
- Request another inspection, different permit
- Return to Main Menu

Cancel an Inspection

- 1. Enter the permit number followed by the # sign.
- 2. Enter the inspection code.

After you have cancelled the inspection, you can:

- Press [1] Hear confirmation # & hang up
- Press [2] Cancel inspection on same permit
- Press [3] Cancel inspection on different permit
- Press [4] Return to Main Menu

Obtain Inspection Results

- Enter the permit number. The system will confirm this permit by speaking back the site address.
- 2. Enter the inspection number.

After you have listened to the inspection results, you can:

- Retrieve inspector message
- Hear confirmation # and hang up
- Listen to more results, same permit
- Listen to more results, different permit
- Return to Main Menu

Check Permit Status

- 1. Enter permit number.
- Press [1] to have the permit status and list of outstanding agencies faxed to you, or Press
 [2] to have the permit status and list of outstanding agencies spoken to you.

You will be asked to enter your fax number if the information is being faxed to you.

Transfer to Staff

You can press [0] at any menu to transfer to a live departmental staff member.

