Interactive Voice Response System

Inspection Codes

Code	Inspection
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	Rough Mechanical

Inspection Codes (*continued*)

Code	Inspection
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)

User's Guide
240.313.2488

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

Washington County
MARYLAND

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 permit status
Press [5]	Receive dept. information by fax
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 [01]	a number
Press [02]	SH
Press [03]	BO
Press [04]	CL
Press [05]	FU
Press [06]	HK
Press [07]	WI
Press [08]	FK
Press [09]	KV

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

1. 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.
2. 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.

Departmental Information by Fax

The following information can be received from our Dynamic Information System by fax:

Press [1]	Directions to our offices
Press [2]	Inspection requirements & codes
Press [3]	Permit process information and current fee schedule
Press [4]	IVR System User Guide
Press [#]	Back up