Welcome!

In an effort to streamline our operations and improve customer service, the City of Palo Alto’s Building Division has implemented an interactive voice response (IVR) inspection scheduling system.

We encourage you to use this new system to fulfill many of your needs. You can use the IVR 24 hours a day, 7 days a week to do many things:

- Schedule an Inspection
- Reschedule an Inspection
- Cancel an Inspection
- Obtain Inspection Results

When the IVR system answers your call, you’ll hear the following options:

Press [1] Schedule an Inspection
Press [3] Obtain Inspection Results
Press [0] Transfer to Staff
Press [#] Disconnect and Hang Up
Press [*] Additional Information

The system will prompt you each step of the way. You may perform multiple transactions during each call. At the end of the call you will be issued a confirmation number. We recommend that you keep a record of all confirmation numbers and associated transactions in case they are needed in the future.
How It Works

To use the City of Palo Alto Inspection Voice Response System, just dial:

(650)329-2496 Option 8 Option 0 during closed hours and follow the simple instructions. It’s available 24 hours a day, 7 days a week!

What You’ll Need

a. A touch-tone telephone. Most cell phones will work fine.
b. A site-specific Permit Number
c. Inspection Code (see below and the panels to the right for a complete list).

You will be prompted through the entire process. Press [*] at any time for more information on how to use the system. To return to the previous menu at any time, press the [#] key.

Inspection Codes

Building
275 Additional Time for Secured Site Access
280 Additional Time for Sites West of Interstate 280
201 Building Pre-Demolition
202 Temporary Construction
203 Underslab Plumbing
204 Foundation and Setbacks
205 Piers and Footings
206 Slab on Grade
207 CMU
208 Wall Steel
209 Grade Beam
210 Shotcrete
211 Post Tension Slab
212 Joist
213 Joist and Underfloor Combo
214 Underfloor Insulation
217 Exterior Sheathing
218 Exterior Lath
219 Roof In-Progress
220 Residential All Trades
221 Water Piping
222 Gas Test Green Tag or Gas Final
223 Underground Electric Green Tag
224 Sewer or Sewer Final
225 Water Service or Water Service Final
226 Drain, Waste, Vent Topout
228 Rough Frame
229 Rough Plumbing
230 Rough Mechanical
231 Rough Electrical
232 Rough Gas
233 Exterior Gypsum
234 Shaft
235 Insulation
236 Double Sided Shear

Building, cont’d
238 Interior Shear
239 Factory Built Fireplace
240 Masonry Fireplace or Fire Pit
241 Shower Pan
242 Tub Test
243 Drywall or Gypsum
244 Tile Lath
245 Hearth Thermal Barrier
246 Electrical Torque Inspection
247 Hot Check

Commercial
301 Multi-Trades In-Progress
302 Steel Stud Frame
303 Drywall
304 Above Ceiling or T-Bar

Electrical
401 Underground Conduit
402 Underfloor Electrical
403 Rough Conduit
405 Electric Service or Electric Service Final
406 Electric Panel
407 Grounding, Bonding, or UFER
408 Transformer

Plumbing
501 Underground or Underslab
502 Underfloor Plumbing
503 Water Heater or Water Heater Final
504 Tankless Water Heater
505 Re-Pipe
507 Grease Trap
508 Trenchless Sewer
509 Interceptor
510 Backflow Device
511 Combo Waste and Vent
512 Sewage Ejector
513 Storage Tank

Mechanical
601 Fire Damper
602 Boiler or Boiler Final
603 Kitchen Hoods
604 Industrial Hoods
605 AC Unit or AC Unit Final
606 Fans
608 HVAC Package Unit
609 Furnace or Furnace Final
610 Hydronic Piping
611 Process Piping
613 HVAC Curb
614 Roof-Top Equipment

Photovoltaic (PV)
701 Photovoltaic Attachment
702 Photovoltaic Rough Wiring
703 Photovoltaic Final

Solar Hot Water
704 Solar Water Attachment
705 Solar Piping and Controls
706 Solar Water Final

Re-Roof
801 Pre-Roof Inspection
802 Roof Tear-Off
803 Roof Nailing
804 Roof Rigid Insulation
805 In Progress
806 Pre-Foam
808 Roof Final

Building
215 Daylight Plane
216 Roof/Exterior Sheathing/Structural Frame
248 Other Structural

Solar Water Heater
707 Other Energy

Pool/Spa
901 Pre-Pool Demo
903 Pre-Gunite
904 Pre-Deck
905 Pre-Plaster
906 Pool or Spa Final

Final and Other
* 101 Final Inspection
* 102 Temporary Certificate of Occupancy
* 103 Use and Occupancy Final
* 104 Accessibility Compliance
* 105 Demolition Final
* 106 Fire Investigation
* 107 Electrical Safety Inspection
* 108 Conditional Electric Service
* 109 Conditional Gas Service
* 110 Structural Investigation
* 111 Pre-Construction Meeting
* 112 Other Consultation
* 113 Mechanical, Electrical, Plumbing Pre-Final Inspection

Inspection Codes

Re-Roof
807 Other Roof

Building
215 Daylight Plane
216 Roof/Exterior Sheathing/Structural Frame
248 Other Structural

Solar Water Heater
707 Other Energy

Pool/Spa
902 Pool or Spa Demolition Final