

Interactive Voice Response System

(650) 329-2496

Press Option 1

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) 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

Select Options

This system will ask you for the permit number and inspection code for the inspection type you are trying to schedule. The inspection codes are located on the back of your permit card.

Press [1] Schedule an Inspection *
 Press [2] Cancel/Reschedule an Inspection
 Press [3] Obtain Inspection Results

Press [0] Trouble Scheduling an Inspection *
 Transfer to the Phone Tree and Press Option 2 for Assistance

Press [*] General Information about IVR
 Press [#] Disconnect and Hang Up

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.

* Most inspections can be scheduled by using the IVR system with the following exceptions:

101	Final	102	Temp. Cert. of Occupancy
103	Use and Occupancy Final	105	Demolition Final
107	Electrical Safety Inspection	980	Planning Final
991	Fire TCO	990	Fire Inspection
981	Planning TCO		Planning Arborist
	Public Works TCO		Public Works
	Public Works Environmental Compliance		