

CITY OF TOLEDO INSPECTION LINE 936-2720

FOR SIGN INSPECTIONS

In an ongoing commitment to improve customer service, we have installed an Interactive Voice Response System for inspections, 24 hours a day, 7 days a week!

You will be prompted through the entire process. Press * at any time for more information. If you know the codes, you may proceed without waiting for presentation of the options.

BEFORE CALLING you will need:

- A touch-tone telephone
- A site-specific Permit Number
- An Inspection Code (listed in this brochure)

CHOOSE FROM THE FOLLOWING OPTIONS:

Press 1 - Schedule an inspection
Press 2 - Cancel an Inspection
Press 3 - Obtain Inspection Results
Press 0 - Be transferred to an operator
Press * - Hear information on how to use this system
Press # - End this call

SCHEDULE AN INSPECTION:

1. Enter the **permit type**:
 2. Enter the **Permit Number**.
The system will confirm this permit by speaking back the site address.
 3. Enter the **Inspection Code** from the list.
 4. **You must enter a call back phone number**
 5. Enter the **Inspection Date**.
- After you have scheduled the inspection, you will be able to:
- Request another inspection, same permit
 - Request another inspection, different permit
 - Get a Confirmation Number and hang up. Use this Confirmation Number when inquiring about this telephone request.
- Return to Main Menu

CANCEL AN INSPECTION

1. Enter the **Permit Type**
 2. Enter the **Permit Number**
 3. Enter the **Inspection Code** from the list.
- After you have cancelled the inspection, you will be able to:
- Cancel another inspection, same permit
 - Cancel another inspection, different permit
 - Get a Confirmation Number and hang up.
 - Return to Main Menu

OBTAIN INSPECTION RESULTS

1. Enter the Permit Type.
 2. Enter the Permit Number
 3. **Enter the Inspection Code from the list, followed by a # sign.**
- The inspection results pertains only to the requested inspection, not the permit – i.e. Approval can be granted on the footer, rough, underground rough, etc. Final means that the permit is final.**

- After you have listened to the inspection results, you will be able to:
- Listen to more results, same permit
 - Listen to more results, different permit
 - Get a Confirmation number and hang up.
 - Return to Main Menu.

TRANSFER TO STAFF

You can press **0** at any time to transfer to a live staff member. You can also press * to hear an explanation of your current options.

INSPECTION REQUEST CODES

Sign (type 09)

110 – Final