

## WELCOME TO AUTOMATED VOICE RESPONSE SYSTEM

With an ongoing commitment to improve customer service, the Construction Services Division has installed an Automated Voice Response System to allow for inspection requests, 24 hours a day, 7 days a week.

**Inspection Line**  
**(714) 765-5126**  
**To Schedule Inspections**  
**To Cancel Inspections**

For **Emergency Repair** Press 0  
For **English** Press 1  
For **Spanish** Press 2  
For **Operator Assistance** during Office Hours  
(8:00 a.m. - 5:00 p.m., Monday - Friday) Press 0  
Press (\*) at any time for more information.

You will be prompted through the entire process.

### **Before Calling You Will Need:**

1. A touch-tone telephone.
2. A permit number. (Starting with RCP or GRA)
3. An inspection code – Choose from the codes listed on the back of this sheet.

Because **cellular phones** often have interruptions in the transmission of information, they have been found to be unreliable when using the System. To prevent problems with your scheduling, it is recommended that you use a landline.

When first using the system, it is important that you listen to the entire message at each step of the system. However, once you have become familiar with the procedures, you may move on to the next step by pressing the proper number at any time during the message.

**\*To request this notice in an alternative format,  
please call (714)765-5281 or TTY (714)765-5125.**

The Voice Response System will prompt you through the steps below during your call. 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 your confirmation number and associated transactions in case they are needed for future reference.

### **Choose From the Following Options:**

- Press (1) For English  
Press (2) For Spanish  
Press (1) To Schedule an Inspection  
Press (2) To Cancel an Inspection  
Press (\*) To hear information on how to use this inspection line.  
Press (0) To be transferred to an operator  
Press (#) To Disconnect and Hang Up

### **Schedule An Inspection:**

1. Enter the Permit Type:  
(Press 1) RCP  
(Press 2) GRA
2. Enter the 9 digit numeric portion of your Permit Number, ignoring the dash.  
For example, if your permit number is RCP2005-02345, enter 200502345  
The system will confirm this permit by repeating the permit number or by saying the site address.
3. Enter the Inspection Code from the list on the back of this sheet. For a list of inspection codes, press the (\*) key.
4. You will now be prompted to select an available inspection date and time.

**After you have scheduled the inspection you will be able to:**

- Get a confirmation number and hang up. Use this confirmation number when inquiring about this telephone request.
- Request another inspection, same permit.
- Request another inspection, different permit.
- Return to Main Menu.

### **Cancel An Inspection:**

1. Enter the Permit Type:  
(Press 1) RCP  
(Press 2) GRA
2. Enter the 9 digit numeric portion of your Permit Number, ignoring the dash.  
For example, if your permit number is RCP2005-02345, enter 200502345  
The system will confirm this permit by repeating the permit number or by saying the site address.
3. Enter the Inspection Code from the list on the back of this sheet. For a list of inspection codes, press the (\*) key.
4. You will now be prompted to select the appropriate cancellation date and time.

**After you have cancelled your inspection, you will be able to:**

- Get a confirmation number and hang up. Use this confirmation number when inquiring about this telephone request.
- Cancel another inspection, same permit.
- Cancel another inspection, different permit.
- Return to Main Menu.

Note: To reschedule an inspection, first schedule a new inspection, then cancel your existing inspection

### **Transfer to Staff/Additional Information:**

You can press (0) at any time to transfer to a live staff member during office hours. You can also press (\*) to hear an explanation of your current options.

Office Hours: 8:00 a.m. to 5 p.m.  
Monday – Friday

If you would like to verify time of inspection, please call between 8:00 a.m. and 8:30 a.m.

Office Number: (714) 765-5176  
Office Fax: (714) 765-4409

## RIGHT-OF-WAY CONSTRUCTION PERMIT (RCP)

### PRE-CONSTRUCTION / FINAL

- 900 – Pre-Construction Meeting
- 901 – Final Inspection or Job Walk
- 902 – Permit Sign-Off

### UTILITIES (INSTALL / REPAIR / TIE-IN / ABANDON)

- 910 – Traffic Control and Lane Closure
- 911 – Cable TV Main or Service Line Installation
- 912 – Gas Main or Service Line Installation
- 913 – Telephone Main or Service Line Installation
- 914 – Electric Main or Service Line Installation
- 915 – Water Main or Service Line Installation
- 916 – Boring for Utility Lines

### STREET IMPROVEMENTS

#### Pavement Construction

- 920 – Asphalt Concrete or Concrete, Saw Cutting
- 921 – Excavation and Trenching
- 922 – Asphalt Concrete Grinding
- 923 – Trench Backfill and Compaction
- 924 – Soil or Asphalt Concrete, Compaction Test
- 925 – Asphalt Concrete or Concrete, Repair and Patching
- 926 – Street Paving with Asphalt Concrete or Concrete
- 927 – Adjusting Manhole or Water Valve to Grade
- 928 – Pavement Striping
- 930 – Pavement Core Drill
- 931 – Potholing

#### Concrete Hardscape Construction

- 932 – Sidewalk Construction
- 933 – Driveway Approach Construction
- 934 – Curb and Gutter Construction
- 935 – Cross Gutter Construction
- 936 – Bus Pad Construction
- 937 – Access Ramp Construction

### STORM DRAIN SYSTEM

- 940 – Storm Drain Main or Lateral, Pipe Installation
- 941 – Storm Drain Structure, Construction
- 942 – Catch Basin and Local Depression Construction
- 943 – Parkway Drain Pipe or Culvert Construction

### SEWER SYSTEM

- 950 – Sewer Main Line or Lateral, Pipe Installation
- 951 – Sewer Lateral Tie-In, Construction
- 952 – Sewer Structure, Construction
- 953 – Sewer Line Air Test or TV Inspection

### IRRIGATION / LANDSCAPING

- 960 – Irrigation Pipe, Valve, or Backflow Installation
- 961 – Irrigation Controller Installation
- 962 – Irrigation Line Pressure Testing
- 963 – Backflow Test and Certification
- 964 – Irrigation System Coverage Test
- 965 – Top Soil Placement or Soil Amendment
- 966 – Landscaping and Tree Planting

### TRAFFIC SIGNAL / LIGHTING

- 970 – Traffic Signal Modification
- 971 – Traffic Signal or Street Light, Conduit Installation
- 972 – Traffic Signal or Street Light, Pull Box Installation
- 973 – Traffic Signal or Street Light, Conductor Installation
- 974 – Traffic Signal or Street Light, Pole Foundation
- 976 – Traffic Signal or Street Light, Pole Installation
- 977 – Traffic Signal Controller Assembly Installation
- 978 – Traffic Signal or Street Light, Electrical Service Installation
- 979 – Traffic Signal or Street Light, Turn-On and Testing
- 980 – Traffic Loop Installation
- 981 – Traffic Sign Installation

## GRADING PERMIT (GRA)

### PRE-CONSTRUCTION / FINAL

- 800 – Pre-Construction Meeting
- 802 – Final Inspection or Job Walk
- 804 – Permit Sign-Off

### GRADING / CONSTRUCTION

- 806 – Demolition or Clear & Grubb
- 808 – Import or Export of Soil
- 810 – Erosion Control and Best Management Practices
- 812 – Grading
- 814 – Finish Grading and Lot Certification
- 816 – Pad Certification
- 818 – Crib or Retaining Wall Construction



**REVISED AUGUST 2010**

**City of Anaheim  
Department of Public Works  
Construction Services  
Inspection Section**

**(714) 765-5126**

***Automated Inspection Request  
User's Guide***

**200 S. Anaheim Blvd.  
Anaheim, CA 92805**

**[www.anaheim.net/public\\_works/avrbrochure.pdf](http://www.anaheim.net/public_works/avrbrochure.pdf)**