

QUICK REFERENCE GUIDE

TELEPHONE INTERACTIVE VOICE RESPONSE (IVR) PERMIT SYSTEM



(www.rctops.org)

INTRODUCTION:

Telephone Interactive Voice Response (IVR) Permit System

Welcome to the City of Rancho Cucamonga's Telephone Interactive Voice Response (IVR) Permit System. The system allows customers to use phones to access information regarding development and construction permits 24 hours a day, seven days a week.

The Telephone IVR Permit System provides access to up-to-date plan checks, permits and inspection information. The system strives to improve customer service and employee productivity.

With the Telephone IVR Permit System you can:

- Schedule, reschedule, or cancel an inspection and check inspection results;
- Check the status of a plan check application;
- Review Planning Case status information.

For more information regarding how to use the Rancho Cucamonga Telephone IVR Permit System, please visit <http://www.rctops.org> in the Help section.

If you have any comments about the system, please send email to Trang Huynh, Building & Safety Official thuynh@ci.rancho-cucamonga.ca.us, (909) 477-2710 ext. 4265.

TABLE OF CONTENTS

I. HELPFUL HINTS 2

II. INSPECTION MENU – SCHEDULING NEW INSPECTION 3

III. INSPECTION MENU – RESCHEDULING EXISTING INSPECTION 5

IV. INSPECTION MENU – CANCELING AN INSPECTION 7

V. INSPECTION MENU – RESULTS INQUIRY..... 9

VI. PLAN CHECK STATUS MENU 11

VII. PLANNING PROJECT CASE STATUS MENU 12

EXHIBITS

VIII. EXHIBIT A: RCTOPS INSPECTION CODES QUICK REFERENCE GUIDE

IX. EXHIBIT B: TELEPHONE IVR PERMIT SYSTEM FLOW DIAGRAM

HELPFUL HINTS

Before calling, please have available the following:

- Pen or pencil and paper.
- Permit or Case number.
- The list of inspection codes.

Note:

- To obtain a *printable Inspection Codes List*, please visit http://www.rctops.org/ivr_codelist.htm or call the IVR Permit Online System at (909) 477-2777, *option 1*, then *option 5* for the Faxback.
- The cut-off time for requesting an inspection for the next business day is 4:30 p.m.
- If you need to cancel your inspection, you may do so up to 6:30 a.m. the day the inspection is scheduled.
- When calling from a cellular phone, make sure your signal is strong.
- Telephone IVR Permit System Flow Diagram (Exhibit B).

List of Permit/Case Types:

- BPR - The letter assigned to a Building project when plans are submitted for three buildings or homes submitted on a single set of plans.
- DRC - Any Planning case that is not a subdivision.
- PMT - Building or Fire permit case when plans are submitted for review and permit issuance. The case number will become the permit number when the plans are approved and permit is issued.
- ROW - Right-of-Way Engineering case. Construction/Encroachment permit. The type of permit gives permission to do work in the City's right-of-way property.
- SUBTT - Subdivision Tentative Tract Map Planning case.
- SUBTPM - Subdivision Tentative Parcel Map Planning case.

INSPECTION MENU – SCHEDULING NEW INSPECTION

You can schedule an inspection up to 4 business days in advance. As a reminder, City Hall business hours are Monday – Thursday, 7 a.m. to 6 p.m. The cutoff time to schedule an inspection for the next day is 4:30 p.m. You can also request a morning or afternoon inspection. Please note that we will try to accommodate your time of day request, however we cannot guarantee inspection times. The system will prompt you to enter a phone number where an inspector can reach a contact person if necessary. A confirmation number will be provided to you after the inspection is successfully scheduled.

STEPS TO SCHEDULING INSPECTIONS

1. Dial **(909) 477-2777** to get into the *IVR @YourService System*
2. Press **1** to access the *Telephone Permit System*
3. Press **option 1** for *Inspection Options*
4. Press **option (1, 2, 3, or 4)** to identify your *Case Type* from the following list

Options	Inspections Main Menu
1	Building & Safety Inspection (PMT)
2	Fire Construction Services Inspection (PMT)
3	Engineering Inspection (ROW)
4	Planning Inspection (PMT)
0	Customer Assistance

5. Enter the **9-digit Case Number** *yyyyxxxxx* (Example 200599999)
6. Listen to the announcement and confirm the Case Number entered
7. Press **option 1** *if correct* or **option 2** *to re-enter*

Note 1: If the case number is not found, you will be prompted to the following options:

- Re-enter (1),
- Go back to Main Menu (2),
- End call (9), or
- Transfer to Customer Assistance (0).

The inspection prerequisites must be completed and approved prior to the scheduling of the inspection. If there are any parcel tags with holds or holds w/ override, activity or people holds, outstanding fees, inspection restrictions, and/or insurance that has expired, you will not be able to access the inspection menu and will be prompted to choose from the following options:

- Go back to main Menu (1),
- End call (9), or
- Transfer to Customer Assistance (0).

8. Press **option 1** to Schedule for New Inspection
9. Enter the **3-digit Inspection Code** (Example: 111 for Drywall, Nailing: Interior Lath)

Note 2: Please refer to the *RCTOPS Inspection Code Quick Reference Guide (Exhibit A)* or press option 4 for Faxback Inspection Code. You will be prompted to enter your 10-digit FAX number.

You can also download the RCTOPS Inspection Code Quick Reference Guide from the City's website at http://www.rctops.org/ivr_codelist.htm

- 10. Press **option 1** if correct or **option 2** to re-enter
- 11. Select **option (1, 2 ...)** from the list of available inspection dates.

Options	Inspection Dates
1	Date1 mm/dd/yyyy
2	Date2 mm/dd/yyyy
3	Date3 mm/dd/yyyy
4	Date4 mm/dd/yyyy

- 12. Select **option (1, 2 ...)** from the list of available inspection times.

Options	Inspection Times
1	AM
2	PM
3	Anytime

Note 3: We will try to accommodate your time of day request, however we cannot guarantee inspection times.

- 13. Enter your **10-digit telephone number** starting with the **area code** first (enter a phone number where an inspector can reach a contact person if necessary)
- 14. Inspection has been successfully scheduled and *your confirmation number* is <mmddyxxx>
- 15. Press **option 9** to *End Call*, or select from among the following options:

Options	Schedule Inspection Menu
1	Repeat Confirmation Number
2	Schedule Another Inspection
3	Inspection Option Menu
4	Main Menu
5	Faxback
9	End Call

INSPECTION MENU – RESCHEDULING EXISTING INSPECTION

You can schedule an inspection up to 4 business days in advance. The cutoff time to schedule an inspection for the next day is 4:30 p.m. You can also request a morning or afternoon inspection. Please note that we will try to accommodate your time of day request, however we cannot guarantee inspection times. The system will prompt you to enter your phone number where an inspector can reach you if necessary. A confirmation number will be provided to you after the inspection is successfully scheduled.

STEPS TO RESCHEDULING INSPECTIONS

1. Dial **(909) 477-2777** to get into the *IVR @YourService*
2. Press **1** to access *Telephone Permit System*
3. Press **option 1** for *Inspection Options*
4. Press **option (1, 2, 3, or 4)** to identify your *Case Type* from the following list

Options	Inspections Main Menu
1	Building & Safety Inspection (PMT)
2	Fire Construction Services Inspection (PMT)
3	Engineering Inspection (ROW)
4	Planning Inspection (PMT)
0	Customer Assistance

5. Enter the **9-digit Case Number** *yyyyxxxxx* (Example 200599999)
6. Listen to the announcement and confirm the Case Number entered:
7. Press **option 1** *if correct* or **option 2** *to re-enter*

Note 1: If the case number is not found, you will be prompted to the following options:

- Re-enter (1),
- Go back to Main Menu (2),
- End call (9), or
- Transfer to Customer Assistance (0).

The inspection prerequisites must be completed and approved prior to the scheduling of the inspection. If there are any parcel tags with holds or holds w/ override, activity or people holds, outstanding fees, inspection restrictions, and/or insurance that has expired, you will not be able to access the inspection menu and will be prompted to choose from the following options:

- Go back to main Menu (1),
 - End call (9), or
 - Transfer to Customer Assistance (0).
-

8. Press **option 3** to *Reschedule Existing Inspection*
9. Enter the **3-digit Inspection Code** (Example: 111 for Drywall, Nailing: Interior Lath)

Note 2: Please refer to the *RCTOPS Inspection Code Quick Reference Guide (Exhibit A)* or press option 4 for the *Faxback*. You will be prompted to enter your 10-digit FAX number.

You can also download the *RCTOPS Inspection Code Quick Reference Guide* from the City's website http://www.rctops.org/ivr_codelist.htm

Inspection reschedule is not permitted if there are more than one inspection of the same type previously scheduled on the same day. The user will be directed to contact the customer assistance.

- 10. Press **option 1** if correct or **option 2** to re-enter
- 11. (If there are more than one inspections of the same type that you want to reschedule, the system will prompt you to enter the date on which the inspection was previously scheduled). Otherwise, the system will proceed to step 12)

Enter the **month**, **date** and **year** in which this inspection was scheduled previously. Please use the following format to enter the date *mm/dd/yyyy*

- 12. Select **option (1, 2 ...)** from the list of available inspection dates

Options	Inspection Dates
1	Date1 mm/dd/yyyy
2	Date2 mm/dd/yyyy
3	Date3 mm/dd/yyyy
4	Date4 mm/dd/yyyy

- 13. Select **option (1, 2, or 3)** from the list of available inspection times

Options	Inspection Times
1	AM
2	PM
3	Anytime

Note 3: We will try to accommodate your time of day request, however we cannot guarantee inspection times.

- 14. Enter your **10-digit telephone number** starting with the **area code** first (enter a phone number where an inspector can reach a contact person if necessary)
- 15. Inspection has been successfully rescheduled and *your confirmation number* is <mmddyxxx>
- 16. Press **option 9** to *End Call*, or select from the following options:

Options	Schedule Inspection Menu
1	Repeat Confirmation Number
2	Schedule Another Inspection
3	Inspection Option Menu
4	Main Menu
5	Faxback
9	End Call

INSPECTION MENU – CANCELING AN INSPECTION

You may cancel an inspection any time before 6:30 a.m. on the day of the inspection.

STEPS TO CANCELING AN INSPECTION

1. Dial **(909) 477-2777** to get into the *IVR @YourService*
2. Press **1** to access *Telephone Permit System*
3. Press **option 1** for *Inspection Options*
4. Press **option (1, 2, 3, or 4)** to identify your *Case Type* from the following list

Options	Inspections Main Menu
1	Building & Safety Inspection (PMT)
2	Fire Construction Services Inspection (PMT)
3	Engineering Inspection (ROW)
4	Planning Inspection (PMT)
0	Customer Assistance

5. Enter the **9-digit Case Number** *yyyyxxxxx* (Example 200599999)
6. Listen to the announcement and confirm the Case Number entered:
7. Press **option 1** if correct or **option 2** to re-enter

Note 1: If the case number not found, you will be prompted to select one of the following options:

- Re-enter (1),
- Go back to Main menu (2),
- End call (9), or
- Transfer to Customer Assistance (0).

The inspection prerequisites must be completed and approved prior to the scheduling of the inspection. If there are any parcel tags with holds or holds w/ override, activity or people holds, outstanding fees, inspection restrictions, and/or insurance that has expired, you will not be able to access the inspection menu and will be prompted to choose from the following options:

- Go back to main Menu (1),
- End call (9), or
- Transfer to Customer Assistance (0).

8. Press **option 2** to *Cancel an Inspection*
9. Enter the **3-digit Inspection Code** (Example: 111 for Drywall, Nailing: Interior Lath)

Note 2: Please refer to the *RCTOPS Inspection Code Quick Reference Guide (Exhibit A)* or press **option 4** for the *Faxback*. You will be prompted to enter your 10-digit FAX number.

You can also download the *RCTOPS Inspection Code Quick Reference Guide* from the City's website http://www.rctops.org/ivr_codelist.htm

- 10. Press **option 1** *if correct* or **option 2** *to re-enter*
- 11. (If there are more than one inspections of the same type that you want to cancel, the system will prompt you to enter the date on which the inspections were previously scheduled. Otherwise, the system will proceed to step 12)

Enter the **month, date** and **year** in which the inspection was scheduled previously using the following format to enter the date: *mm/dd/yyyy*

12. Cancel Complete

Note 3: If the inspection cancel fails because of the cutoff time, you will be prompted to select one of the following options:

- Go to the Inspection Option Menu (1),
 - Go back to Main Menu (2),
 - Transfer to Customer Assistance (0)
-

13. Press **option 9** to *End Call*, or select from the following:

Options	Schedule Inspection Menu
1	Repeat Confirmation Number
2	Schedule Another Inspection
3	Inspection Option Menu
4	Main Menu
5	Faxback
9	End Call

INSPECTION MENU – RESULTS INQUIRY

The Results Inquiry menu option provides the status of your inspection. If your inspection was given a status of correction, it will provide you with what corrections are needed.

STEPS TO RESULTS INQUIRY

1. Dial **(909) 477-2777** to get into the *IVR @YourService*
2. Press **1** to access *Telephone Permit System*
3. Press **option 1** for *Inspection Options*
4. Press **option (1, 2, 3, or 4)** to identify your *Case Type* from the following list

Options	Inspections Main Menu
1	Building & Safety Inspection (PMT)
2	Fire Construction Services Inspection (PMT)
3	Engineering Inspection (ROW)
4	Planning Inspection (PMT)
0	Customer Assistance

5. Enter the **9-digit Case Number** *yyyyxxxxx* (Example 200599999)
6. Listen to the announcement and confirm the Case Number entered:
7. Press **option 1** *if correct* or **option 2** *to re-enter*

Note 1: If the case number not found, you will be prompted to select one of the following options:

- Re-enter (1),
- Go back to Main menu (2),
- End call (9), or
- Transfer to Customer Assistance (0).

The inspection prerequisites must be completed and approved prior to the scheduling of the inspection. If there are any parcel tags with holds or holds w/ override, activity or people holds, outstanding fees, inspection restrictions, and/or insurance that has expired, you will not be able to access the inspection menu and will be prompted to choose from the following options:

- Go back to main Menu (1),
- End call (9), or
- Transfer to Customer Assistance (0).

8. Press **option 4** for *Inspection Results Inquiry*
9. Enter the **3-digit Inspection Code** (Example: 111 for Drywall, Nailing: Interior Lath)

Note 2: Please refer to the *RCTOPS Inspection Code Quick Reference Guide (Exhibit A)* or press **option 4** for the *Faxback*. You will be prompted to enter your 10-digit FAX number.

You can also download the *RCTOPS Inspection Code Quick Reference Guide* from the City's website http://www.rctops.org/ivr_codelist.htm

- 10. Press **option 1** if correct or **option 2** to re-enter
- 11. (PMT Case Only) If there are more than one inspections of the same type, the system will prompt you to enter the date. Otherwise, the system will proceed to step 12. See Note 3 for more detail.

Enter the **month, date** and **year** in which the inspection was scheduled previously using the following format to enter the date: *mm/dd/yyyy*

Note 3: For ROW case: If there is more than one inspection of the same type, the system will read the inspections that have been resulted first, and then it will read the ones that are still in process.

For PMT case: If there is more than one inspection of the same type, the system will prompt the user to enter the date on which the inspection was scheduled.

- 12. If the code is found, the announcement will read the *inspection type, inspection result*, and the *corrections* if any.
- 13. Press **option 9** to *End Call*, or select from the following

Options	Schedule Inspection Menu
1	Repeat Confirmation Number
2	Schedule Another Inspection
3	Inspection Option Menu
4	Main Menu
5	Faxback
9	End Call

PLAN CHECK STATUS MENU

The Plan Check Status menu provides which stage of the plan check process your plan check is in. You can find out how many documents are pending, if any (PMT and BPR only). You can find out the status of your reviews from different departments, whether they are in process or have corrections (PMT, BPR, DRC, SUBTT, and SUBTPM case only).

STEPS TO PLANCHECK

1. Dial **(909) 477-2777** to get into the *IVR @YourService*
2. Press **option 1** to access *Telephone Permit System*
3. Press **option 2** for *Plan Check Status Options*
4. Press **option (1, 2, 3, 4, or 5)** to identify the beginning letter of your *Case Number* from the following list

Options	Plan Check Status Main Menu
1	PMT
2	BPR
3	DRC
4	SUBTT
5	SUBTPM

5. Enter the **9-digit Case Number** *yyyyxxxxx* (Example 200599999)
6. Listen to the announcement and confirm the Case Number entered
7. Press **option 1** *if correct* or **option 2** *to re-enter*

Note 1: If the case number not found, you will be prompted to select one of the following options:

Re-enter (1),
Go back to Main Menu (2),
End call (9), or
Transfer to Customer Assistance (0).

8. At this time, the system will read the results and status of submitted plans
(Please see Exhibit E for PMT and BPR cases and Exhibit F for DRC, SUBTT, and SUBTPM cases for more detail)

9. Press **option 1** to *Repeat*, or select from the following options:

Options	Schedule Inspection Menu
1	Repeat
2	Main Menu
0	Customer Assistance

10. End call

PLANNING PROJECT CASE STATUS MENU

The Planning Case Status menu provides planning project case status information for planning department (DRC, SUBTT, and SUBTPM case only).

STEPS TO PLANNING PROJECT CASE STATUS

1. Dial **(909) 477-2777** to get into the *IVR @YourService*
2. Press **option 1** to access *Telephone Permit System*
3. Press **option 3** for *Planning Project Case Status Options*
4. Press **option (1, 2, or 3)** to identify the *Planning Case Number* beginning letter from the following list

Options	Planning Case Number Menu
1	DRC
2	SUBTT
3	SUBTPM

5. Enter the **9-digit Case Number** *yyyyxxxxx* (Example 200599999)
6. Listen to the announcement and confirm the Case Number entered:
7. Press **option 1** *if correct* or **option 2** *to re-enter*

Note 1: If the case number not found, you will be prompted to select one of the following options:

Re-enter (1),
 Go back to Main Menu (2),
 End call (9), or
 Transfer to Customer Assistance (0).

8. At this time, the system will read the case status of your application
 (Please see [Exhibit G](#) for more detail)
9. Press **option 9** to *End Call*, or select from the following options:

Options	Schedule Inspection Menu
1	Search Another Case Number
9	End Call
0	Customer Assistance

EXHIBIT A

↔ **RCTOPS Inspection Code Quick Reference Guide** ↔
 (909) 477-2777 Call before 4:30 p.m. for next day inspection

BUILDING & SAFETY

- Building**
- 100 Foundation, Footing, Setbacks
- 101 Slab; Floor Joists
- 102 Masonry Steel, Rebar, Grout
- 103 Wall Reinforcement, Rebar, Mid-Height
- 104 Bond Beam
- 105 Roof Sheathing; Nailing
- 106 Exterior Shear
- 107 Combination
- 116 Framing/Roofing
- 108 Framing Only
- 118 Rough Grading
- 117 Precise Grading
- 110 Insulation
- 111 Drywall, Nailing; Interior Lath
- 113 Suspended Ceiling
- 112 Exterior Lath
- 114 Other
- 115 Final Inspection
- 129 Light Pole Bases
- 130 Tilt Up Panels
- 122 Partial Occupancy
- 119 Final - Certificate of Occupancy
- Residential Fire Inspection**
- 109 Hydro; Rough
- Electrical**
- 120 Underground Conduit
- 121 Meter Panel
- 123 Rough Electrical
- 124 Fixtures
- 125 Temporary Power Pole
- 126 Panels, Transformer
- 127 Temporary Power
- 128 Other Inspection
- 132 Final Electrical
- Mechanical**
- 137 Underground Ducts; Refrigeration Lines
- 138 Rough Mechanical (ducts, supports, vents)
- 139 Forced Air Unit
- 140 Air Conditioning Unit
- 144 Fire Dampers
- 141 Vents
- 142 Hoods
- 143 Spray Booth
- 145 Dust Collection System
- 147 Other Inspection
- 149 Final Mechanical
- Swimming Pool**
- 153 Excavation, Setbacks, Reinforcement, Bonding
- 154 Underground Conduit

- 155 Gas line; Gas Test
- 156 Enclosures; Rough Electrical
- 159 Pool; Spa - Final
- Plumbing**
- 162 Underground; Drainage; Floor
- 163 Underground; Storm Drain System
- 164 Top Out
- 165 Rough (Water, Gas, Vents)
- 166 Pre-Inspection; Septic System
- 167 Sewer; Private Disposal System
- 168 Gas Test
- 169 Backwater Valve
- 170 Water Heater
- 173 Water Softener
- 171 Private Water System
- 172 Other Inspection
- 174 Final Plumbing

FIRE CONSTRUCTION SERVICES

- 300 Fire Sprinkler Overhead
- 301 Pre-Thrust Block
- 302 Sprinkler Supply Underground Hydro
- 303 Flush Test
- 304 Hood & Duct Protection
- 305 Alarm Test
- 306 Temp Power for Fire
- 307 Other Inspection
- 320 Occupancy Final for Fire
- 330 Fire Final
- 340 Fire - Shell Final

PLANNING

- 710 Planning - On-Site Improvements
- 720 Planning - Other Inspection
- 750 Planning - Final Inspection

ENGINEERING

- Streets:**
- 501 Access Ramp
- 503 Asphalt
- 505 Asphalt Repair
- 507 Bond Beam
- 509 Cross Gutters/Spandrels
- 511 Curb Core; Culverts
- 513 Curb/Gutters
- 515 Drive Approach
- 517 Footings
- 519 Paving
- 521 Paving Repair
- 523 Sidewalk
- 525 Signage/Striping
- 527 Street Grade

- 529 Street Lights
- 531 Trenching
- 533 Trenching Repair
- Storm Drain:**
- 541 Catch Basin
- 543 Channels
- 545 Headwall
- 547 Pipe
- 549 Rip Rap
- 545 Headwall
- 551 Structures
- Traffic:**
- 555 Lane Closure/Traffic Control
- 557 Traffic Signal
- Utilities:**
- 561 Cable
- 563 Edison
- 565 Gas
- 567 Sewer
- 569 Verizon
- 571 Water
- LMD:**
- 601 Backflow Pad
- 603 Boulder Placement
- 605 Cabinet Pad Forms
- 607 Coverage Test
- 609 Irrigation
- 611 Landscaping
- 613 Layout
- 615 Mainline Pressure
- 617 Mow Curb
- 619 Rockscape/Hardscape
- 621 Trees
- 623 Wall
- Miscellaneous:**
- 579 Backfill
- 581 Concrete
- 583 Dumpster/Roll-Off
- 585 Final
- 587 Forms
- 589 Lateral
- 591 Leak Repair
- 593 Manholes
- 595 Miscellaneous
- 596 Occupancy Release
- 597 Patchwork
- 598 Pre-Job Meeting
- 599 R & R

EXHIBIT B

City of Rancho Cucamonga
Telephone Interactive Voice Response (IVR) Permit System Flow Diagram

