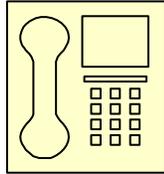




# IVR Instructions

CITY OF  
TUCSON  
Planning and  
Development  
Services



1. Dial 520-791-3111
2. For English, press “1” or “2” for Spanish
3. Press “1” to schedule the inspection
4. Use the telephone keypad to enter your activity number – ex. for T10EL00916, enter 8103500916. (See Key box for help) Note: you are entering zeroes, not the letter “o”. on all permits issued except an “OT” permit. “OT” or “OTHER” permits are used for Signs, C of O and Floodplain.
5. The Recording will state the property address.
6. Press “1” to schedule the inspection for the following day. Or choose from the dates offered. Please note that you can schedule an inspection up to 3 business days in advance through the IVR system.
7. Enter the inspection code (found on your inspection card). Make sure you include the leading zero (ex. 02070). Recording will repeat the name of the inspection.
8. When prompted to leave a voicemail, provide the phone number of the individual on the job site who will be working through the inspection and the preferred platform to conduct the inspection: FaceTime or Google Duo.
9. Enter inspection code of the next inspection. Recording will repeat the name of the inspection.
10. Press “2” to continue without leaving a message or leave another voicemail if needed.
11. When all inspections have been entered, press # key.
12. Press “1” to hear the confirmation number. Be sure to write it down. If you have problems receiving an inspection, you will be asked for this number.

The Commercial and Residential Inspections Department closes at 3:30 PM. If you have not received your scheduled inspection prior to 3:00 PM please contact 520-791-5550. The Engineering and Landscape Inspections close at 3:00 PM. Please call 520-837-4991 prior to 2:30. If there is no answer,

please leave a message and your call will be returned the following morning.

## IVR Key and Touchtone Keypad

KEY: Definition of permit #: T10EL01234  
(example)

T.....Tucson  
10.....Permit year  
EL.....Permit type (Electrical)  
01234.....# of permits issued (per type)

For help with inspections dial:

791-5550 for Building code  
837-4991 for Engineering  
791-3234 for Fire Inspections  
791-4371 for TDOT – Right of Way

Write your Activity number here numerically for future reference:

1	2 A B C	3 D E F
4 G H I	5 J K L	6 M N O
7 P Q R S	8 T U V	9 W X Y Z
*	0	#

Please be aware that the Inspections Department will make every effort to perform the inspection for the day it was scheduled. If unforeseen circumstances arise including a larger than normal volume of requests, we will make every effort to contact you that same day at the number you have provided as the applicant.

### Planning and Development Services Staff

