

The City of Bellevue uses an automated telephone answering system called *interactive voice response* (IVR) to provide a variety of inspection services. The system is accessible 24 hours a day, seven days a week and provides real-time information.

Interactive Voice Response System Tips

- Listen carefully to all instructions.
- If you are calling regarding a permit, have the permit in front of you; the permit number and the [code numbers \(on the back of the permit\)](#) 📄 are necessary for the inspections to be scheduled.
- Have a pen and paper ready to write down the confirmation number and other important scheduling information.
- Don't hang up until the entire call is completed; otherwise, the system can't process the request.
- With a cell phone, make sure there is a good, clear signal to successfully use the IVR system.

Call the IVR system at 425-452-6875 to do any of the following:

- **Schedule Inspections (press 1)**
 - Schedule building, electrical, mechanical, clearing & grading, plumbing, fire, transportation right of way, land use and utility storm connection & side sewer inspections.
 - Call until 6 a.m. to schedule a same-day inspection in most cases.
 - Schedule most inspections up to 3 days in advance.
- **Cancel Inspections (press 2)**
Cancel and/or reschedule inspections.
- **Listen to Inspection Results (press 3)**
Listen to the status of a specific inspection.
- **Receive a Faxed Inspection History Report (press 4)**
Receive a report by fax that shows the entire inspection history on a permit.
- **Receive a Faxed Application Status Report (press 5)**
Receive a report by fax that shows the review status of a permit that is in process (not issued yet).
- **Listen to the Information Line (press 6)**
Listen to the following general information:
 1. Inspection request cut-off times
 2. Tips for using the IVR system
 3. Important contact phone numbers
- **Speak to Inspection Services Operators (press 0)**
The following operators are available to assist with inspection questions and information during normal business hours, Monday through Friday:
 1. Building Division – electrical, mechanical, plumbing, clearing & grading, building structural and non-structural
 2. Fire Department – fire extinguishing systems, smoke control, fire alarms

3. Transportation Department – right of way and road construction
4. Utilities Department – side sewer and storm connection

Land Use Division – landscaping, mechanical rooftop equipment screening, parking lot striping, environmental issues, color & materials