

## 1. PURPOSE

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Virtual inspections for occupied structures will use remote access viewing of a site to conduct a virtual inspection. City staff are piloting virtual inspections as an alternative method of completing inspections during COVID-19 pandemic.

## 2. DESCRIPTION

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A virtual inspection allows the Inspector to remotely view the site using a webcam controlled by the customer. The inspector will direct the customer throughout the inspection so that the work can be fully evaluated.

## 3. SCOPE

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Virtual inspections should be scheduled in instances where social distancing cannot be accomplished or where there is a risk that Inspectors may come into contact with contaminated surfaces. Inspection types that can be done virtually include:

1. Final Inspections
  - Bathroom Remodels (plumbing and mechanical permits typically)
  - Kitchen Remodels (plumbing and mechanical and building permits, typically)
  - Mechanical installs (AC units, furnaces, water heaters)
2. Rough-Ins
  - Slab Insulation
  - Waterlines
  - Hydronic Heating
  - Limited Gas Pipe Tests
  - Mud-set Shower Pans
  - Insulation in simple remodels
  - Simple single system plumbing rough-ins (bathroom or kitchen group)
  - Simple single system Mechanical (bath or range fan)
3. Follow-ups or Re-inspections

## 4. RESPONSIBILITIES

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Each Inspector will make a determination at each job site when they arrive as to how to proceed with the inspection. If it is determined that the inspection can be done virtually using GoToMeeting, the inspector will schedule a meeting through the GoToMeeting app with the customer. The customer must download the free GoToMeeting app from the App Store, Google Play, or Window Store. The GoToMeeting App must be downloaded on a device that has a webcam such as a i-pad, i-phone, smartphone, or tablet prior to the virtual inspection appointment.

## 5. SPECIFIC PROCEDURE

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### Instructions for Inspector

1. The Inspector will arrive onsite at the time posted at [www.mybuildingpermit.com/todaysinspections.aspx](http://www.mybuildingpermit.com/todaysinspections.aspx). Upon arrival, the Inspector will determine if a virtual inspection is appropriate per the onsite conditions.
2. Once it is determined that the inspection can be virtually, the Inspector will send the customer an invite through the GoToMeeting App. See instructions below.

### Instructions for the Customer

1. Customer will schedule an inspection through [www.mybuildingpermit.com](http://www.mybuildingpermit.com)
2. Customer should download the GoToMeeting app from the App Store, Google Play or Window Store. The GoToMeeting app must be downloaded on a device that has a webcam such as a i-pad, i-phone, smartphone, or tablet prior to the virtual inspection appointment.
3. Customer will leave the following information in the contact fields:
  - Name and phone number of person responsible for the inspection
  - E-mail address
4. Customer answers call from the inspector at the specified time.
5. The inspection will take place during the two hour window posted at [www.mybuildingpermit.com/TodaysInspections.aspx](http://www.mybuildingpermit.com/TodaysInspections.aspx).
6. The customer is guided through the inspection and will be asked by the Inspector to direct their video to certain areas of the site for confirmation and approval. During the call, the customer can switch from front to rear camera feed. This will allow the Inspector to view the site as if he or she were standing next to the customer at the site location.

### Setting up a GoToMeeting

1. All apple devices (i-phones and i-pads) have the **GoToMeeting App** already loaded.
2. Login into the app.
3. On the **My Meetings** screen, select the **Plus Icon** in the right corner.
4. Enter in the session details (meeting name and start and end time only).
5. Click on **Done**.
6. You will then be prompted to invite others to join.
7. Click on **Send Invitation**.
8. Click on **Email**.
9. Enter email address and send email by selecting the **Up Arrow Icon**.

## 6. TOOLS TO BE USED BY INSPECTION STAFF

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Inspection staff will utilize a City-issued iPad or iPhone.