

# City of Gainesville



**Effective March 25, 2020:** Due to the COVID-19 outbreak, virtual inspections will be required to be done on most inspections. The Department of Sustainable Development will maintain on-site inspections for all Life Safety work, including alarm concealments, sprinkler installations and Life Safety final inspections. This publication provides information on both on-site and virtual inspection procedures.

It is our goal as always to be able to continue to provide good community service and do so in a safe way. We are committed to working cooperatively with you during this ongoing national crisis and appreciate your understanding as we have to adjust our business practices. These adjustments are vital to reduce the risk of exposure and virus transmission.

## **Schedule an inspection:**

Phone: 352-334-5050

Web: Citizen Access Portal

<https://egov.cityofgainesville.org/citizenaccess>

## **On-Site Inspections**

1. An inspector will call 30 minutes prior to the inspection to allow the contractor to relocate all personnel from the inspection area.
2. When the inspector arrives on-site, one contact person who is assigned to walk with the inspector can approach the vehicle. If workers are present within the inspection area, the inspector will cancel the inspection.
3. Contractor needs to maintain a safe and healthy job site environment and follow the CDC's best practices.
4. The inspector will call or email results to contractor. Inspection results may also be found through the city's Citizen Access portal.

## **Remote Virtual Inspections**

Remote Virtual Inspection is an alternative to on-site inspections that require prompt service, a follow up after an initial on-site inspection, or scheduling a more specific inspection time. Remote Virtual Inspections are conducted by using a video call on a smart phone or tablet to interact with the city inspector. The process for Remote Virtual Inspection is as follows:

1. Schedule regular inspections (ex. rough-in concealment, footing, final) online by visiting the Citizen Access Public Portal (<https://egov.cityofgainesville.org/citizenaccess/>) or calling 352-334-5050.
2. When scheduling, provide the contact phone number that the inspector is to call. Note if you will be using Facetime or Skype.
3. On the day of the scheduled inspection, the inspector that has been assigned to conduct your inspection will contact you with an inspection time.
4. At the scheduled time, the inspector will initiate the call.
5. Ensure the person walking the site has the necessary tools (based on the inspection type) readily available. For example: a tape measure, level, GFCI tester, ladder, flashlight, etc.

# Client Responsibilities

## 4G Wireless Service

Ensure your inspection location has 4G connectivity and your smart phone or tablet has 4G connectivity. You must have FaceTime or Skype for the Remote Virtual Inspection.

## Prepare for Remote Virtual Inspection

Prior to the inspection, ensure you have the necessary tools (based on the inspection type) readily available. For example, a tape measure, level, GFCI tester, step ladder (for close ups of ceiling), etc.

## Prepare to Receive the Remote Virtual Inspection Call

1. Make sure the smart phone or tablet is fully charged
2. Be ready to accept a video call at the scheduled time, and respond to requests from the city inspector
3. Make sure the auto rotate feature on your phone is turned on
4. Make sure to move slowly so the inspector can see the image clearly
5. Allow camera a moment to focus when showing specific items
6. Make sure any testing equipment, manometer, pressure valves, etc. are already set up
7. Have the required tools (tape measure, level, GFCI tester, step ladder, etc.)
8. Turn off phone or tablet notifications during the video call. Notifications freeze the video call and will cause delays to the inspection or could require the inspection to be rescheduled

## The Inspection

1. Begin the inspection at street view looking at structure with the address showing
2. Follow the directions of the inspector
3. Walk the inspection from bottom to top (if multiple floors) top to bottom to follow load path if residential
4. Make note of any items that require correction
5. The inspector reserves the right to determine if, due to connection or the complexity of the inspection, an on-site inspection is required.

## Inspection Results

The inspector will tell you on the video call if the inspection has passed or failed. Inspection results may also be found through the city's Citizen Access portal.

## Failed Inspections

The inspector will update our permitting system after the video call is completed. The day after the inspection, the comments will be available for viewing through the city's Citizen Access portal.

## Inspections for Complex Projects

Based on the size and/or complexity of the project it may not be possible to conduct a Remote Virtual Inspection. In these cases, we appreciate your cooperation with coordination to clear the area of personnel unrelated to the inspection and maintaining safe distance practices.