



MONROE COUNTY GROWTH MANAGEMENT - BUILDING DEPARTMENT

Middle Keys/Main Office: 2798 Overseas Highway, Marathon, FL (305) 289-2501

Upper Keys Office: 102050 Overseas Highway, Key Largo, FL (305) 453-8800

Ocean Reef Office: 11601 CR 905, Key Largo, FL (305) 453-8765

Lower Keys Office: 5503 College Road, Key West, (305) 295-3990

BUILDING PERMIT IVR INSPECTION SYSTEM OVERVIEW

Phone # 305-295-5160

What is the IVR?

The IVR is an Interactive Voice Response system that will enable the public to request, cancel and/or reschedule inspections.

(After Hours inspection requests must be requested in the office using the request form found on our website or in office.)

Additionally, the system allows the inspector to result an inspection immediately after performing the inspection onsite.

Lastly, the public may use the IVR to hear inspection results should they not have access to our MCeSearch website.

Do I have to use the IVR?

Yes. The IVR is designed to perform many of the required permit conditions checking and data entry that took our staff several hours every morning to complete before the inspector could go out to perform inspections. Therefore all inspection requests should come thru this system.

NOTE: The inspection email addresses are not monitored for daily inspection requests.

What are the required conditions that must be met on a permit in order to allow an inspection request?

An inspection request will be scheduled if the following conditions are met:

- ✓ The permit is active (not closed, voided or on hold) and has been issued.
- ✓ The same inspection code is not already scheduled/awaiting inspection and/or result. *(NEW 3/5/14)*
- ✓ If the Notice of Commencement is required for the job, a copy of a recorded copy has been accepted for the permit in the building department office.

Additionally, other types of state and/or local requirements such as Certificate of Elevation, Notice to Proceed where required must also have been approved.

- ✓ The state license, county competency registration (biennial renewal), Business Tax (formerly Occupational License annual renewal), insurance and workers comp insurance of the contractor id entered is current at the time of the request.
- ✓ The permit does not have any holds to restrict inspections.
- ✓ The Building Final (199) will only be allowed if all other inspections on the permit, or in the case of multiple same inspections the most recent inspection, has been resulted with a PASS (or NA).

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IVR SYSTEM is not available weekdays 5 am to 6:30 am (UPDATED 1/30/20,
and Thursday from 10:55 pm to 6:30 am for system maintenance. (UPDATED 9/1/18)



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FAQ - SCHEDULING INFORMATION:

What information do I need to have when calling the IVR to schedule inspection(s)?

(CLARIFIED 2/3/14)

The IVR will require every inspection a permit number, a contractor id, and an inspection code.

- Permit # - Is an 8 digit number where the first 2 numbers represent the year of application (not issuance). It can be found on the permit and permit hard card.
- Contractor Id – is a 5 digit id displayed on the permit.
Owner Builder contractor id is 69637 (the numeric telephone digits representing the letters OWNER).
- Inspection code – is a 3 digit code. The inspection list was provided at issuance, is available in each office, is available on our website, and by pressing “*” while on the IVR you can additionally hear a list of inspections and the 3 digit code.

What is cut-off time for same day inspection request?

An inspection request can be scheduled before 5 am for the same day. (NEW 9/20/18)

How far in advance can I schedule an inspection?

An inspection request can be scheduled up to 4 days out.

Can I request a specific time of day? (Updated 3/12/15)

You may leave a message for inspector however no time preference can be guaranteed.

AM/PM time preference is available but can't be guaranteed:

AM (8 am to 12 PM) or PM (12 PM to 6 PM)

Will I be able to leave a message for the inspector?

The IVR requires every inspection request to leave a contact telephone number. Additionally, it will allow for a contractor to leave a brief message to provide direction, location of plans, and/or access codes to site. However, any information left requesting other inspections will not be fulfilled. (Exception: in qualifying situations where building final and other inspections are wanted for the same day.)

Can the General Contractor call in inspections for sub contractors whose license/registration/insurances have expired? (NEW 2/13/14)

The IVR system will check the license/registration/insurances/business tax expiration dates of the contractor id entered. If the id used has any expired dates the IVR will not allow the inspection request. However if the entered contractor id is current but the contractor on record licensed for the work has expired dates, the inspector will not perform the requested inspection and notify the requestor (via the telephone number entered with the inspection request).

This practice has not changed with the implementation of IVR system.

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FAQ – INSPECTION INFORMATION:

Can I request the 199 -Final Building permit inspection the same day as my other sub finals and/or Environmental/Planning/Fire finals? (UPDATED 09/09/15, NEW 2/3/14)

The Building Final when required on a permit is the last inspection confirming the entire job is complete, including Environmental, Planning and/or Fire inspections. Any pending inspections not passed will therefore not allow the IVR to schedule this final inspection.

Effective 10/1/15 – Due to logistical reasons with inspectors' variable daily routes and the inability to consistently coordinate without impacting inspection service to the County, the following option is discontinued:

If you would like to request a building final the same day in conjunction with other inspections you may leave a message when requesting the other inspections to alert the inspector you wish to have the permit building final inspection as well. Inspectors will try to coordinate their inspection workload to accommodate this request.

What inspection code do I use to request Floodplain related inspections? (NEW 2/3/14)

Inspections such as Transfer of Ownership, Inspection Upon Sale, Certificate of Compliance FEMA program, enclosure demos, etc., related to our Floodplain department should be requested with a **157 – F.E.M.A. Compliance** inspection code.

How can I verify the inspection was scheduled? (NEW 2/13/14)

Use Option #3 from Main Menu, Obtain Results, and after entering the permit number and inspection code, the specific scheduled inspection will recite the date scheduled.

Note: The IVR will not allow the scheduling of the same inspection code that is already scheduled/awaiting inspection and/or result. (NEW 3/5/14)

What happens if I schedule the wrong inspection? (CLARIFIED 2/11/14)

If it is before 5 am the day of the requested inspection you CANCEL the inspection (option #2 from IVR Main Menu) and then schedule (option #1 from IVR Main Menu) the correct inspection.

If it is after 5 am the day of the requested inspection, the inspector may perform the correct inspection, and while there on site will require you to call in the correct inspection code, so the inspector can then immediately result both the incorrect code with CANCEL and the correct inspection just performed.

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How can I obtain results of the inspection and/or hear messages for contractor? (NEW 5/14/14)

Select Option #3 from Main Menu, Obtain Results, and after entering the permit number and inspection code, the IVR will recite inspection information.

If the inspector left a message the message will be recited at this time.

Additionally, you can use the Monroe County Building Department “MCeSearch” web application to look up permit inspection information. Resulted inspections will have information available and under “NOTES” it will display if a message was left by the inspector for the contractor. If a message was recorded you must call the IVR and use the Obtain Result option to hear the recorded message for that inspection code.

Will I be able to speak to a “real” person during working hours?

Yes, the IVR will give you the option to be transferred to an attendant should you have a problem. Inspection requests will not be fulfill thru the attendant.

If the attendants’ lines are busy you will be transferred directly to Voice Mail. Staff are monitoring voice messages throughout the day so be sure to leave a return phone number and detail message so that staff can be ready to assist when returning the call.

If the IVR phone line is down, how will I be able to request an inspection? (CLARIFIED 5/14/14)

Should the County IVR phone line become in operable for more than 1 ½ business days, notice will be posted on our website and in lobbies detailing a contingency plan for requesting inspections.

Impact on Private Providers:

Private Providers performing inspections must call in all inspections PRIOR to performing them, using the contractor ID assigned to them on the permit. Additionally, they must call in the results of that scheduled inspection within 2 days.

A separate instructional document is available in the Private Provider packet detailing the inspection process for the Private Provider.



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PRIVATE PROVIDERS PERFORMING INSPECTIONS ON BUILDING PERMITS

Inspection process:

1. Private Providers performing inspections must call in all inspections, **PRIOR** to performing them, using the IVR phone line and the contractor ID assigned to them on the permit.
2. Results must be emailed to the appropriate email within 2 business days:
lowerkeysinspections@monroecounty-fl.gov
upperkeysinspections@monroecounty-fl.gov

NOTE:

For new construction or elevated additions, upon approval of the inspection which establishes the lowest floor elevation in AE flood zones or the bottom of the lowest horizontal structural member in VE zones, the Private Provider shall notify the Building Department liaison/staff member. A Preliminary Certificate of Elevation will be required within 21 days of this passed inspection. NO FURTHER INSPECTIONS WILL BE ALLOWED TO BE SCHEDULED after 21 days unless a Preliminary Certificate of Elevation has been received and approved by the Floodplain Management Department.

Completed Inspection Reports must be retained on the job site for county audit inspection reference.

Additionally, all completed Inspection Reports must be submitted with Certificate of Inspection Compliance.

3. At the end of the inspection process the Private Provider must submit a Certificate of Inspection Compliance along with the compiled completed Inspection Reports. The Building Official and/or his designate will review the permit for approval of Certification of Completion or Occupancy.

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Before Calling the IVR to Request/Cancel/Reschedule Inspection(s)...

HAVE THESE 3 PIECES OF INFORMATION AVAILABLE:

PERMIT #

8 digits

CONTRACTOR ID

or

SUB CONTRACTOR ID

ID

5 digits

INSPECTION CODE

3 digits



MONROE COUNTY GROWTH MANAGEMENT BUILDING DEPARTMENT BUILDING - FLOODPLAIN - DEVELOPMENTAL PERMIT

ISSUED	10/15/2013	PERMIT #	13113964								
APPLIED	10/03/2013	PERMIT TYPE	FENCE AND/OR RETAINING WALLS								
APPLIED VALUE	\$2000	Code 12									
SQ FT	0	PARCEL ID / RE #	000000000000								
DEO DATE	Exempt	ADDRESS	XXXXXXXXXXXXX DR KEY WEST								
LEGAL DESCRIPTION: XXXXXXXX BIG COPPITT KEY XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX XXXXXXXX		OWNER	XXXXXX XXXXXXXXX DRIVE KEY WEST, FL 33040								
		MAIN Contractor ID=69637	XXXXXXXXXXXXXXXXXXXX KEY WEST, FL 33040								
		<table border="1"> <thead> <tr> <th>TYPE</th> <th>ID</th> <th>COMPANY NAME</th> <th>LICENSE</th> </tr> </thead> <tbody> <tr> <td>FENCE</td> <td>10532</td> <td>ISLAND FENCE</td> <td>SP 3599</td> </tr> </tbody> </table>		TYPE	ID	COMPANY NAME	LICENSE	FENCE	10532	ISLAND FENCE	SP 3599
TYPE	ID	COMPANY NAME	LICENSE								
FENCE	10532	ISLAND FENCE	SP 3599								

JOB ADDRESS and CONDITIONS OF PERMIT:

No work within a right of way is authorized by this permit. A separate permit from the Monroe County Engineering Department for work within a County Right of Way or from the Florida Department of Transportation for work within a State Right of Way is required.

Monroe County Growth Management - Permit Inspections
305-295-5160

All Building, Civil, Planning and Environmental Inspections require inspections must be scheduled, cancelled or rescheduled using the automated service (305) 295-5160 of the inspection day. To request inspections you must have your permit number (i.e. 13113964), contractor ID (i.e. 69637), and the 3-digit code using list below for the inspection you wish to schedule.

INSPECTION CODE	DESCRIPTION	INSPECTION CODE	DESCRIPTION	INSPECTION CODE	DESCRIPTION
100	Accessibility	200	Underground Electric	300	Final Electric
101	Asphalt Driveway/Driveway	201	Rough Electric/Conduit Band	301	Final Mechanical
102	Asphalt Driveway/Driveway	202	Temp Electric	302	Final Mechanical
103	Asphalt Driveway/Driveway	203	Temp Electric	303	Final Mechanical
104	Asphalt Driveway/Driveway	204	Temp Electric	304	Final Mechanical
105	Asphalt Driveway/Driveway	205	Temp Electric	305	Final Mechanical
106	Asphalt Driveway/Driveway	206	Temp Electric	306	Final Mechanical
107	Asphalt Driveway/Driveway	207	Temp Electric	307	Final Mechanical
108	Asphalt Driveway/Driveway	208	Temp Electric	308	Final Mechanical
109	Asphalt Driveway/Driveway	209	Temp Electric	309	Final Mechanical
110	Asphalt Driveway/Driveway	210	Temp Electric	310	Final Mechanical
111	Asphalt Driveway/Driveway	211	Temp Electric	311	Final Mechanical
112	Asphalt Driveway/Driveway	212	Temp Electric	312	Final Mechanical
113	Asphalt Driveway/Driveway	213	Temp Electric	313	Final Mechanical
114	Asphalt Driveway/Driveway	214	Temp Electric	314	Final Mechanical
115	Asphalt Driveway/Driveway	215	Temp Electric	315	Final Mechanical
116	Asphalt Driveway/Driveway	216	Temp Electric	316	Final Mechanical
117	Asphalt Driveway/Driveway	217	Temp Electric	317	Final Mechanical
118	Asphalt Driveway/Driveway	218	Temp Electric	318	Final Mechanical
119	Asphalt Driveway/Driveway	219	Temp Electric	319	Final Mechanical
120	Asphalt Driveway/Driveway	220	Temp Electric	320	Final Mechanical
121	Asphalt Driveway/Driveway	221	Temp Electric	321	Final Mechanical
122	Asphalt Driveway/Driveway	222	Temp Electric	322	Final Mechanical
123	Asphalt Driveway/Driveway	223	Temp Electric	323	Final Mechanical
124	Asphalt Driveway/Driveway	224	Temp Electric	324	Final Mechanical
125	Asphalt Driveway/Driveway	225	Temp Electric	325	Final Mechanical
126	Asphalt Driveway/Driveway	226	Temp Electric	326	Final Mechanical
127	Asphalt Driveway/Driveway	227	Temp Electric	327	Final Mechanical
128	Asphalt Driveway/Driveway	228	Temp Electric	328	Final Mechanical
129	Asphalt Driveway/Driveway	229	Temp Electric	329	Final Mechanical
130	Asphalt Driveway/Driveway	230	Temp Electric	330	Final Mechanical
131	Asphalt Driveway/Driveway	231	Temp Electric	331	Final Mechanical
132	Asphalt Driveway/Driveway	232	Temp Electric	332	Final Mechanical
133	Asphalt Driveway/Driveway	233	Temp Electric	333	Final Mechanical
134	Asphalt Driveway/Driveway	234	Temp Electric	334	Final Mechanical
135	Asphalt Driveway/Driveway	235	Temp Electric	335	Final Mechanical
136	Asphalt Driveway/Driveway	236	Temp Electric	336	Final Mechanical
137	Asphalt Driveway/Driveway	237	Temp Electric	337	Final Mechanical
138	Asphalt Driveway/Driveway	238	Temp Electric	338	Final Mechanical
139	Asphalt Driveway/Driveway	239	Temp Electric	339	Final Mechanical
140	Asphalt Driveway/Driveway	240	Temp Electric	340	Final Mechanical
141	Asphalt Driveway/Driveway	241	Temp Electric	341	Final Mechanical
142	Asphalt Driveway/Driveway	242	Temp Electric	342	Final Mechanical
143	Asphalt Driveway/Driveway	243	Temp Electric	343	Final Mechanical
144	Asphalt Driveway/Driveway	244	Temp Electric	344	Final Mechanical
145	Asphalt Driveway/Driveway	245	Temp Electric	345	Final Mechanical
146	Asphalt Driveway/Driveway	246	Temp Electric	346	Final Mechanical
147	Asphalt Driveway/Driveway	247	Temp Electric	347	Final Mechanical
148	Asphalt Driveway/Driveway	248	Temp Electric	348	Final Mechanical
149	Asphalt Driveway/Driveway	249	Temp Electric	349	Final Mechanical
150	Asphalt Driveway/Driveway	250	Temp Electric	350	Final Mechanical
151	Asphalt Driveway/Driveway	251	Temp Electric	351	Final Mechanical
152	Asphalt Driveway/Driveway	252	Temp Electric	352	Final Mechanical
153	Asphalt Driveway/Driveway	253	Temp Electric	353	Final Mechanical
154	Asphalt Driveway/Driveway	254	Temp Electric	354	Final Mechanical
155	Asphalt Driveway/Driveway	255	Temp Electric	355	Final Mechanical
156	Asphalt Driveway/Driveway	256	Temp Electric	356	Final Mechanical
157	Asphalt Driveway/Driveway	257	Temp Electric	357	Final Mechanical
158	Asphalt Driveway/Driveway	258	Temp Electric	358	Final Mechanical
159	Asphalt Driveway/Driveway	259	Temp Electric	359	Final Mechanical
160	Asphalt Driveway/Driveway	260	Temp Electric	360	Final Mechanical
161	Asphalt Driveway/Driveway	261	Temp Electric	361	Final Mechanical
162	Asphalt Driveway/Driveway	262	Temp Electric	362	Final Mechanical
163	Asphalt Driveway/Driveway	263	Temp Electric	363	Final Mechanical
164	Asphalt Driveway/Driveway	264	Temp Electric	364	Final Mechanical
165	Asphalt Driveway/Driveway	265	Temp Electric	365	Final Mechanical
166	Asphalt Driveway/Driveway	266	Temp Electric	366	Final Mechanical
167	Asphalt Driveway/Driveway	267	Temp Electric	367	Final Mechanical
168	Asphalt Driveway/Driveway	268	Temp Electric	368	Final Mechanical
169	Asphalt Driveway/Driveway	269	Temp Electric	369	Final Mechanical
170	Asphalt Driveway/Driveway	270	Temp Electric	370	Final Mechanical
171	Asphalt Driveway/Driveway	271	Temp Electric	371	Final Mechanical
172	Asphalt Driveway/Driveway	272	Temp Electric	372	Final Mechanical
173	Asphalt Driveway/Driveway	273	Temp Electric	373	Final Mechanical
174	Asphalt Driveway/Driveway	274	Temp Electric	374	Final Mechanical
175	Asphalt Driveway/Driveway	275	Temp Electric	375	Final Mechanical
176	Asphalt Driveway/Driveway	276	Temp Electric	376	Final Mechanical
177	Asphalt Driveway/Driveway	277	Temp Electric	377	Final Mechanical
178	Asphalt Driveway/Driveway	278	Temp Electric	378	Final Mechanical
179	Asphalt Driveway/Driveway	279	Temp Electric	379	Final Mechanical
180	Asphalt Driveway/Driveway	280	Temp Electric	380	Final Mechanical
181	Asphalt Driveway/Driveway	281	Temp Electric	381	Final Mechanical
182	Asphalt Driveway/Driveway	282	Temp Electric	382	Final Mechanical
183	Asphalt Driveway/Driveway	283	Temp Electric	383	Final Mechanical
184	Asphalt Driveway/Driveway	284	Temp Electric	384	Final Mechanical
185	Asphalt Driveway/Driveway	285	Temp Electric	385	Final Mechanical
186	Asphalt Driveway/Driveway	286	Temp Electric	386	Final Mechanical
187	Asphalt Driveway/Driveway	287	Temp Electric	387	Final Mechanical
188	Asphalt Driveway/Driveway	288	Temp Electric	388	Final Mechanical
189	Asphalt Driveway/Driveway	289	Temp Electric	389	Final Mechanical
190	Asphalt Driveway/Driveway	290	Temp Electric	390	Final Mechanical
191	Asphalt Driveway/Driveway	291	Temp Electric	391	Final Mechanical
192	Asphalt Driveway/Driveway	292	Temp Electric	392	Final Mechanical
193	Asphalt Driveway/Driveway	293	Temp Electric	393	Final Mechanical
194	Asphalt Driveway/Driveway	294	Temp Electric	394	Final Mechanical
195	Asphalt Driveway/Driveway	295	Temp Electric	395	Final Mechanical
196	Asphalt Driveway/Driveway	296	Temp Electric	396	Final Mechanical
197	Asphalt Driveway/Driveway	297	Temp Electric	397	Final Mechanical
198	Asphalt Driveway/Driveway	298	Temp Electric	398	Final Mechanical
199	Asphalt Driveway/Driveway	299	Temp Electric	399	Final Mechanical
200	Asphalt Driveway/Driveway	300	Temp Electric	400	Final Mechanical

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MENU OUTLINE on IVR System

Main Menu

1 – Schedule

- **Enter Permit #, Contractor Id, Inspection Code**
- **Select date**
- ~~Am/Pm preference~~
- **Leave Voice Message (optional)**
- **Enter phone # for contractor**
- **End Menu**
 - **1 – Get confirmation # and end Call**
 - **2 – Schedule another inspection on same permit**
 - **3 – Schedule another inspection on DIFFERENT permit**
 - **4 – Return to Main Menu**

2 – Cancel or Reschedule (Failed/Incomplete inspections)

- **Enter Permit #, Contractor Id, Inspection Code**
- **Select inspection**
 - **1 – Cancel**
 - **2 – Cancel and Reschedule**
 - **3 – Do nothing with this inspection code**
- **End Menu**
 - **1 - Get confirmation # and end Call**
 - **2 – Select another inspection to cancel on same permit**
 - **3 – Select another inspection to cancel on DIFFERENT permit**
 - **4 – Return to Main Menu**

3 – Obtain Results

- **Enter Permit # and Inspection Code**
- **Result Choice**
 - **1 – Hear previous result for the same inspection**
 - **2 – Hear results for a different inspection**
 - **3 – Reschedule the resulted inspection**
- **End Menu**
 - 1 – Get confirmation # and end Call**
 - 2 – Hear more results on same permit**
 - 3 – Hear results on DIFFERENT permit**
 - 4 – Return to Main Menu**

COMMON Functions to all menus:

- Go back to previous prompt

0 – Transferred to Attendant

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