



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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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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IVR SYSTEM is *not available Thursday from 11 PM to 4 AM* for system maintenance. (UPDATED 9/1/18)



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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 Building Department - Permit Inspections
305-295-5160

All Building, Civil, Fire, and Environmental Reviews Permit Inspections must be scheduled, conducted and booked using the automated system (IVR) on the inspection day. To request inspections you must have your permit number (A-2216134), Contractor ID (A-00293), and the 3 digit code using list below for the inspection you wish to schedule.

INSPECTION CODE	DESCRIPTION	INSPECTION CODE	DESCRIPTION
001	Accessibility	300	Underground Electric
002	Asphalt Paving/Pre-Placement Aggregate	301	Rough Electric/General Bond
003	Block Masonry	302	Temp Pole
004	Block Walls	303	Temp Power
005	Board UP/Exterior	304	Temp Underground (TUG)
006	Brick	305	Solar PV System/Generator
007	Brick/Block	306	Flood Review (2013/2015)
008	Brick/Block	307	Flood Review (2013/2015)
009	Brick/Block	308	Flood Review (2013/2015)
010	Brick/Block	309	Flood Review (2013/2015)
011	Brick/Block	310	Flood Review (2013/2015)
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IVR SYSTEM is not available Thursday from 11 PM to 4 AM



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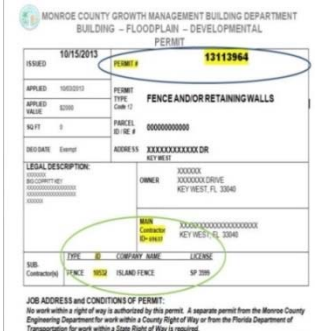
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To REQUEST Inspection(s) Using the IVR:

<p>Dial 305-295-5160</p>	<p>Listen to greeting for directional information.</p>
<p>Press 1</p>	<p>To request an inspection</p>
<p>Enter 8 digit permit number <u>AND</u> press the “#” key Example: 12301188#</p> <p><u>Effective 9/13/2016:</u> The system will recite any re inspection fees due on the permit.</p> <p>Enter 5 digit CONTRACTOR ID or SUB CONTRACTOR ID <u>AND</u> press the “#” key Example: 08174#</p>	<p>The 8 digit permit number can be found on your Permit or on the Permit Card on the job site.</p> <p>Listen to the address recited to confirm you have entered the correct permit number. If not press the “#” key to be able to reenter the permit number</p> <p>The 5 digit contractor id can be found on the Permit and Permit Card on the job site</p>
<p>Enter 3 digit INSPECTION CODE Example: 125</p> <p>Note: 199 Building Final must be requested after all other inspections are passed.</p>	<p>The 3 digit inspection code can be found on the Inspection List provided at the time of permit issuance and on the Monroe County Growth Management Building Department Inspection webpage at www.monroecounty-fl.gov.</p> <p>Listen to the inspection description to confirm you have entered the correct inspection code</p>
<p>Select DAY you wish to schedule inspection</p>	<p>Scheduling can be made for up to 4 working days out</p>
<p>Select TIME preference Press 1 (none) Press 2 (AM) or Press 3 (PM)</p>	<p>Time preference will be taken into consideration but can't be guaranteed.</p>
<p>Press 1 – message Press 2 – no message</p>	<p>Optional: leave a brief message to provide access to site, plans and/or permit card only. Any request for additional inspections must be made thru scheduling the specific inspection code.</p>
<p>Enter contact TELEPHONE #</p>	<p>Enter 10 digit telephone number (include area code). Confirm recited telephone number.</p>
<p>Press 1 – End Call Press 2 – Schedule on same permit Press 3 – Schedule on different permit</p>	<p>You may enter more than one inspection on one or multiple permits, using the same contractor id or different contractor ids.</p>



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

1. Building, Fire, Plumbing and Mechanical Inspections must be completed, certified and recorded using the Automated Permit System (APS) prior to the inspection day. No request inspections you must have your permit number (a building, 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.

INSPECTION CODE	DESCRIPTION	INSPECTION CODE	DESCRIPTION
100	Accessibility	199	Final Building
101	Architectural	200	Final Electrical
102	Auto Service Station	201	Final Fire Alarm
103	Bar	202	Final Fire Protection
104	Bar/Club	203	Final Gas
105	Bar/Club	204	Final Mechanical
106	Bar/Club	205	Final Plumbing
107	Bar/Club	206	Final Sign
108	Bar/Club	207	Final Sign
109	Bar/Club	208	Final Sign
110	Bar/Club	209	Final Sign
111	Bar/Club	210	Final Sign
112	Bar/Club	211	Final Sign
113	Bar/Club	212	Final Sign
114	Bar/Club	213	Final Sign
115	Bar/Club	214	Final Sign
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118	Bar/Club	217	Final Sign
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123	Bar/Club	222	Final Sign
124	Bar/Club	223	Final Sign
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126	Bar/Club	225	Final Sign
127	Bar/Club	226	Final Sign
128	Bar/Club	227	Final Sign
129	Bar/Club	228	Final Sign
130	Bar/Club	229	Final Sign
131	Bar/Club	230	Final Sign
132	Bar/Club	231	Final Sign
133	Bar/Club	232	Final Sign
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137	Bar/Club	236	Final Sign
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148	Bar/Club	247	Final Sign
149	Bar/Club	248	Final Sign
150	Bar/Club	249	Final Sign
151	Bar/Club	250	Final Sign
152	Bar/Club	251	Final Sign
153	Bar/Club	252	Final Sign
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168	Bar/Club	267	Final Sign
169	Bar/Club	268	Final Sign
170	Bar/Club	269	Final Sign
171	Bar/Club	270	Final Sign
172	Bar/Club	271	Final Sign
173	Bar/Club	272	Final Sign
174	Bar/Club	273	Final Sign
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191	Bar/Club	290	Final Sign
192	Bar/Club	291	Final Sign
193	Bar/Club	292	Final Sign
194	Bar/Club	293	Final Sign
195	Bar/Club	294	Final Sign
196	Bar/Club	295	Final Sign
197	Bar/Club	296	Final Sign
198	Bar/Club	297	Final Sign
199	Bar/Club	298	Final Sign
200	Bar/Club	299	Final Sign
201	Bar/Club	300	Final Sign

IVR SYSTEM is not available Thursday from 11 PM to 4 AM for system maintenance. (UPDATED 9/1/18)



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

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

IVR SYSTEM is *not available Thursday from 11 PM to 4 AM* for system maintenance. (UPDATED 9/1/18)