

## RESCHEDULE OR CANCEL

BY PHONE

**360-778-8303**

- Step 1:** Call the Inspection Line  
Press [2] To Reschedule or Cancel
- Step 2:** Choose the Permit Segment  
**Press [3] for Public Works**  
Enter Permit Type  
Press [1] PBW (Public Works)  
Press [2] STM (Stormwater)
- Step 3:** Enter the Permit Number followed by a # sign
- Step 4:** Enter your 3-digit inspection code

## INSPECTION CODES

### **PBW Inspection Codes (PBW Permit)**

305 DRIVE WAY  
310 SEWER CAP  
320 SEWER INSPECTION  
325 WATER INSPECTION  
505 TRENCH BACKFILL  
511 PERMANENT PATCH  
512 STORM CONNECTION  
900 FINAL-CONSTRUCTION & UTILITY

### **STM Inspection Codes (STM Permit)**

210 INITIAL INSPECTION  
215 SITE STABILIZATION  
220 FACILITIES INSPECTION  
513 EROSION CONTROL INSTALLED  
514 STORM FACILITIES INSPECTION  
900 FINAL

Visit <http://www.cob.org/inspections> for more information on updates, downloading this User Guide or general information. Email issues or comments to [onlineinspections@cob.org](mailto:onlineinspections@cob.org). The Inspection Scheduling System will be unavailable every day from 11:45 p.m. to 2:45 a.m. for routine maintenance.

## User Guide

for

## Inspection Scheduling System

**Schedule by Phone**

**360-778-8303**

**24 hours a day**

or

**Schedule on the Web**

**<http://www.cob.org/inspections>**



City of Bellingham  
Public Works

City Hall - 210 Lottie Street  
Bellingham, WA 98225  
PHONE: 360-778-7900  
FAX: 360-778-7901

**May 2, 2011**

## SYSTEM GUIDELINES AND INFORMATION

### Before scheduling an inspection, have the following items available

- A touchtone phone or a computer with internet access
- Your permit number(s)
- Inspection codes or a copy of your issued permit
- A way to note your confirmation number

### To start using the Inspection Scheduling System by phone, call 360-778-8303

Press [1] To schedule an inspection  
Press [2] To reschedule or cancel  
Press [3] To hear inspection results  
Press [\*] For system information  
Press [#] To return to previous menu

Confirmation numbers generated by the system will confirm your inspection request. Permit Center staff will not call back to confirm inspections.

## SCHEDULE AN INSPECTION ON THE WEB

- Step 1:** Navigate to (<http://www.cob.org/inspections>)
- Step 2:** Enter your Permit Number [click submit]
- Step 3:** Click on Schedule Inspection Link
- Step 4:** Enter or Select
- Type of inspection
  - Date of the inspection request
  - Time preference (a.m./p.m./none)
  - Your telephone number (optional)
  - Notes to the inspector (optional)

## SCHEDULE AN INSPECTION BY PHONE

360-778-8303

- Step 1:** Call the Inspection Line  
Press [1] To Schedule
- Step 2:** Choose the Permit Segment  
**Press [3] for Public Works**  
Enter Permit Type  
Press [1] PBW (Public Works)  
Press [2] STM (Stormwater)
- Step 3:** Enter the Permit Number followed by a # sign
- Step 4:** Enter your 3-digit inspection code
- Step 5:** Enter your inspection date preference  
Press [1] The first available inspection date  
Press [2] The next available inspection date  
Press [3] Subsequent next inspection date
- EXAMPLE:**  
*If your permit number is PBW2010-00333, you will enter 201000333#. The system will verify the permit number, street name, and address number.*
- Step 6:** Enter your time preference  
Press [1] No time preference  
Press [2] a.m. preference (8-11:30 a.m.)  
Press [3] p.m. preference (12:30-4 p.m.)
- NOTE:** Time preference is **NOT** guaranteed.
- Step 7:** Leave Message for Inspector  
Press [1] Leave message  
Press [2] Leave no message
- Step 8:** Enter Ending Options  
Press [1] Hear confirmation number & hang up  
Press [2] Schedule another inspection for this permit  
Press [3] Schedule an inspection for a different permit  
Press [4] To return to the Main Menu

## RESCHEDULING AND CANCELLATIONS

Inspections may be cancelled using the Inspection Scheduling System by phone or on the web before 7 a.m. on the same day as the inspection is scheduled. To cancel after 7 a.m. for an inspection scheduled for the same day, call the Public Works Engineering office at 360-778-7929. Users will be directed to the Inspection Scheduling System to request a new inspection.

In the event of a City-declared snow day, disaster, or other such event, inspections for the current day will be cancelled. Inspections cancelled by the City require users to call the system to request another (new) inspection.

## RESCHEDULE OR CANCEL ON THE WEB

- Step 1:** Navigate to (<http://www.cob.org/inspections>)
- Step 2:** Click on Permit Status & Inspections link
- Step 3:** Enter your Permit Number [click submit]
- Step 4:** Click on Re-schedule Inspection Link
- Step 4:** Enter or Select
- Type of Inspection
  - Date of the Inspection Request
  - Time Preference (a.m./p.m./None)
  - Your telephone number (optional)
  - Notes to the Inspector (optional)