

How to Schedule an Inspection by Phone

Welcome to our Interactive Permit System

In an ongoing commitment to improve customer service, Deschutes County Community Development has installed an Interactive Permit System. You can now schedule inspections, cancel inspections or check results, 24 hours a day, 7 days a week!

Interactive Permit System

(541) 317-3174

Schedule Inspections

Cancel Inspections

Retrieve Inspection Results

Before calling you will need:

A touch-tone telephone

A site-specific Permit Number

An Inspection Code for the type of inspection requested. *Choose from the codes listed on the back of this brochure.*

You will be prompted through the entire process. Press [*] at any time for more information.

Choose from the following:

Press [1] **Schedule an Inspection**

Press [2] **Cancel an Inspection**

Press [3] **Obtain Inspection Results**

Press [5] **Repeat Main Menu**

Press [0] **Transfer to Staff**

Press [#] **Disconnect and Hang Up**

Press [*] **Additional Information**

The Interactive Permit System will allow you to perform multiple transactions during each call. At the end of the call you will be issued a confirmation number. We recommend that you keep a record of your confirmation numbers and associated transactions in case they are needed for future reference.

Schedule an inspection

1. Call the Interactive Permit System.
2. When prompted, enter the **Permit Type** and **Permit Number**. *The system will confirm the permit by speaking back the site address.*

3. Enter the Inspection Code ([using a code from the inspection code list](#)).
4. Enter the desired **Inspection Date**. *The cut-off time is 7:30 a.m. for an inspection on the same day.*

After you have scheduled the inspection, you will be able to:

Leave a message for the inspector

Request automatic notification of inspection results

Request another inspection, same permit

Get a Confirmation Number and end call. *Use this Confirmation Number when inquiring about this telephone request.*

Return to Main Menu

Cancel an inspection

Call the Voice Permits system.

1. When prompted, enter the **Permit Type** and **Permit Number**. *The system will confirm the permit by speaking back the site address.*
2. Enter the **Inspection Code** ([using a code from the inspection code list](#)).

After you have cancelled the inspection, you will be able to:

Cancel another inspection, same permit

Cancel another inspection, different permit

Get a Confirmation Number and end call. *Use this Confirmation Number when inquiring about this telephone request.*

Return to Main Menu

Obtain inspection results

1. Call the Voice Permits system.
2. When prompted, enter the **Permit Type** and **Permit Number**. *The system will confirm the permit by speaking back the site address.*
3. Enter the **Inspection Code** ([using a code from the inspection code list](#)).

After you have listened to the inspection results, you will be able to:

Listen to more results, same permit

Listen to more results, different permit

Return to Main Menu

Additional Information

You can press [0] at any time to transfer to a staff member. You can also press [*] to hear an explanation of your current options or call our main office at 541-388-6575.

You can also schedule, cancel or obtain results of inspections by using our online version of the Interactive Permit System.