

The Automated Inspection Request System (AIRS) was discontinued 3/14/2014

When dialing our main number (327-2880) we previously provided the option to enter inspection requests using our automated system. You can continue to make inspection requests using one of these remaining methods:

- **Website** – When logged on with a free web account as a contractor or homeowner, you can request inspections for your permits any time.
- **By Phone** – Call the main number 327-2880 during business hours to request an inspection by phone.

The decision to discontinue AIRS was made based on:

- **Limited use** – A large majority of inspection requests are made online (almost 70%). Only 2% of inspection requests are made using AIRS. Most users will not be impacted by shutting down AIRS.
- **Missed Requests** – When an inspection request is rejected, a clear message explaining the problem is displayed to online and in house users, but when using AIRS some people have mistakenly thought their inspection was scheduled when in fact it had been rejected. Requests have also sometimes been missed when AIRS was down, even when requests by phone are still working.
- **Effort to Maintain** – Based on limited use and missed requests, it is more cost effective to eliminate AIRS and redirect that effort to the other two methods.