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July 17, 2006

RE: Inspection request service

Dear Contractor,

The City of Lawrence Building Safety Division is pleased to announce the implementation of the City's Interactive Voice Response (IVR) system on August 1, 2006. This IVR system will directly benefit contractors by providing greater convenience and accuracy scheduling inspections through direct access to the inspection tracking system 24/7.

The IVR system is designed for easy use, and will prompt callers through the process of scheduling inspections, canceling inspections, and checking inspection results. In addition, a brochure describing services available through the use of the IVR system, and instructions for the use of the system is enclosed. All information needed to complete an inspection request will be found on the permit as well as the yellow permit card posted on jobsites.

The phone number to access the IVR system is (785) 832-7710.

We strongly encourage contractors to make use of this system. Administrative staff will continue to accept inspection requests, but will inform callers of the IVR system and offer transfer into the system. This will provide for greater timeliness in permit and license processing and other service requests.

Watch for further improvements in Building Safety Division operations in the near future, such as online inspection scheduling, online permitting for minor work, and an online customer service survey. Also, remember to check the department website at www.lawrenceneighres.org. The website contains a wealth of information regarding Building Safety Division and Neighborhood Resources Department operations. Please contact us at (785) 832-7700 if you have any questions.

Sincerely,

Barry Walthall
Building Safety Manager

C: Victor Torres, Neighborhood Resources Director

