



CITY OF CORPUS CHRISTI
DEVELOPMENT SERVICES DEPARTMENT
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TO: Development Services Customers

SUBJECT: **INFORMATION BULLETIN 004**
Virtual Inspections

DATE: February 1, 2020

UPDATED: September 28, 2024

CREATED BY: Development Services Department

Purpose:

As a customer service initiative, the Development Services Department (DSD) will begin offering optional virtual inspections to verify applicable code requirements have been met for select inspection types. Due to current circumstances surrounding COVID-19, DSD will begin offering virtual inspection on June 26, 2020. Conducting virtual inspections increases Contractor and Inspector productivity and reduces costs associated with travel to and from construction sites. All other DSD inspection policies apply when conducting virtual inspections.

Procedures:

The following requirements must be followed to conduct a virtual inspection:

- The Contractor must have the appropriate electronic devices necessary to conduct the inspection. Appropriate devices are cell phones, tablets, laptops, etc.
- The Contractor must have access to a high-speed internet connection.
- The Contractor must have access to live video applications utilized by DSD (WebEx, Skype and Zoom).
- The Contractor must ensure they are using a fully charged phone or tablet.
- The Contractor must avoid the use of virtual private networks (VPNs), which can reduce video quality.
- The Contractor must demonstrate the location of the inspection by showing the street address of the project site.

Turn Video Call On / Off - HD Voice - for some Android™ phones

- From the Home screen, tap on Phone. If unavailable, navigate: Apps > Phone.
- Tap Menu icon (located in the upper right).
- Tap Call Settings.
- Tap Video Calling to turn on or off.
- Tap OK.

Video Calling for Samsung Device users

- Call as you would regularly do.
- Now click on the Video Call option displayed after the call is connected.
- The other person will get a pop-up display to switch to video.
- Ask the other person to click the OK button.

If the first two (2) options do not work because one party has an iPhone or is unable to connect with video, please refer to the WebEx Mobile instructions.

WebEX

- Provide the inspector with a contact email address.
- A meeting invitation with a link appearing as “Join the Meeting” will be sent.
- Once you click the link you will be given 3 options - Download, Call, or Join via installed app.
- Downloading will give the full meeting experience unless you already have the app installed on your phone. Downloading does take a few minutes so please open the email prior to the meeting time to be set up and ready for your scheduled time.
- Once the program is downloaded, open the site, verify terms, fill in your name and email address on the pop-up box and hit the Join button.
- WebEx will ask you to have access to the microphone and camera, and then press the join button.
- Be sure your microphone and video icons do not have a line through them to ensure you can be heard and seen.

Types of Inspections Eligible for Virtual Inspections:

(Note: It is the contractor’s decision. However, all inspections listed below can be performed virtually.) **During inspections, if an approved and properly installed attic ladder is not available, all attic inspections will be done virtually.**

Building	Mechanical	Electrical	Plumbing
Layout / Setback	Rough-in	Service release	Water yard line
Wall board (fire rated assemblies only)	A/C Change out	Solar inspection	Gas yard line
Window and door replacement		Construction meter loop	Sewer yard line
Re-roof		Underground electrical	Water heater change out (electric only)
Driveway		Swimming Pool Bonding	
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Steps for Conducting Virtual Inspections:

The following steps must be followed when conducting a virtual inspection.

- The Contractor requests a virtual inspection when scheduling the inspection via phone, email, or web portal.
- The Inspector confirms whether the inspection type is eligible to be conducted virtually.
- The Inspector and Contractor agree on a date / time for the inspection to be conducted.
- On the scheduled date and time, the Inspector and Contractor join the virtual meeting. Both the Inspector and Contractor are required to maintain live video for the duration of the virtual inspection.
- The Contractor shall manipulate the camera at the Inspector’s direction to document items and take measurements.
- Upon completion of the virtual inspection, the Inspector shall update the inspection records in the DSD software (Infor).

Summary

This bulletin is for informational purposes only .

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