DATE: March 30, 2020

TO: All Construction Industry Stakeholders

FROM: Doug Wise, Director
Building Division

RE: Update - COVID-19 Inspection Scheduling and Plan Review Help Desk

During the current COVID-19 outbreak, in order to ensure our ability to continue to provide essential services to our community, and to ensure the safety and well-being of our staff, we are making changes to Building Division operational procedures.

- **Effective immediately**, field inspection staff will not be reporting to the Building Division office in the morning. Instead, Inspectors will report directly to the project sites with scheduled inspections for that day.
  - All customers are directed to utilize the ePZB online database after 8:00 A.M. on the day of the requested inspection to determine which Inspector will be performing their specific inspection.
  - Please note also that inspection assignments are not finalized before 8:00 A.M. and may change based upon unforeseen circumstances.
  - Customers may click on the Inspector’s name in the database to obtain a cell phone number, and call the Inspector directly if they would like to speak with them. Text messaging is also encouraged, since our Inspectors may be driving between sites if you call. If you do send a text, please provide a permit number and site address for reference.
- Walk-in customers are not permitted to meet directly with Building Inspectors or Plan Examiners in the Division office during this crisis.
- Customers with questions or concerns about failed inspections or plan review comments should contact the appropriate County staff member directly by telephone.
  - If they are unable to resolve their questions or concerns in this manner, customers may request a teleconference with the staff member’s immediate supervisor by contacting Building Administration at 561-233-5101.
- **Certified Copies of Notices of Commencement** (NOCs) must be submitted electronically by email at: PZBInspNOC@pbcgov.org
while certified copies are still available by mail, electronically filed NOCs may be accepted during this crisis.

- **Completion Agreements** or waiver forms may no longer be submitted or accepted in the Division office. Instead, these should be given to your field Inspector at the time of inspection.
  - If the field Inspector agrees with your waiver request and the inspection passes otherwise, they will result the inspection with a "Qualified Pass" result noting the waiver request.
  - The Inspector will assess the prerequisite $100 fee for the waiver or completion agreement.
  - You must reschedule the affected inspection once the item(s) listed in the completion agreement are ready for re-inspection.
  - If the item(s) are accepted upon re-inspection the inspection will be resulted with a "Pass".

- **Walk-in inspection requests** will no longer be accepted or processed
  - All customers are directed to utilize the County Integrated Voice Response (IVR) system by calling 561-355-2222 or Website at: [https://www.pbcgov.org/ePZB.Admin.WebSPA/#/login](https://www.pbcgov.org/ePZB.Admin.WebSPA/#/login) to request inspections.
  - Customers requiring special assistance may call 561-233-5170 but may expect prolonged holding time.

- The following requests will no longer be accepted in person and shall be submitted via email to PZB-Bldg@pbcgov.org
  - Certificates of Completion and Certificates of Occupancy
  - General Inspections
  - Permit Renewals
  - To close inactive permits

We have also added two permit types to be submitted online, [https://www.pbcgov.org/ePZB.Admin.WebSPA/#/login](https://www.pbcgov.org/ePZB.Admin.WebSPA/#/login):
  - HVAC w/ductwork
  - All accessory structures

Fee’d subs remain unavailable at this time. Staff is currently working on this process in hopes for online submittal very soon.

We sincerely appreciate your patience and understanding as we work to ensure continued essential services to our community.

Additional contact information can be found at the following link: [http://discover.pbcgov.org/pzb/building/Pages/Contact-Us.aspx](http://discover.pbcgov.org/pzb/building/Pages/Contact-Us.aspx)