

Safety Codes

Remote Video Inspection Guide

Remote Video Inspection (RVI) provides an alternative to on-site inspection for many types of Safety Codes permits. During this time, to protect the health and safety of residents and employees, RVI will be utilized in occupied interior spaces.

How will I know if my inspection is in person or via RVI?

You will be notified by a Safety Codes staff member if your inspection is eligible for RVI and will be asked for an email address or phone number associated with your FaceTime or Google Duo. If you do not have access to these technologies, you may be offered an alternative such as a verbal inspection with photos or the inspection will be deferred.

Requirements for Remote Video Inspection

- **Technology:** To participate, the client must utilize either FaceTime or the Google Duo application on a mobile device to interact with the County safety codes inspector. FaceTime is available on Apple devices and does not require download. Familiarize yourself with the app prior to your inspection. If you require Google Duo, download and Install Google Duo from your devices app store:
 - Google Duo is a video calling app that works across Android and iOS phones and tablets, smart devices, and on the web for many other devices.
 - Install Google Duo on an Android-based device: go to [Google Play Store](#)
 - Install Google Duo on an Apple-based device: go to [Apple Store](#)
 - Install Google Duo on a web-connected computer, laptop or chromebook: open duo.google.com on your computer, and follow instructions through the install process.
 - Set up Duo on any device: go to [setup Google Duo](#)
- **Tools:** Prior to your inspection, ensure that the necessary tools are available. For example, flashlight for inspection areas with low light, tape measure to verify length, level, GFCI tester and an approved ladder (for close ups of areas with limited access), etc.
- **Data Connection:** Device (smartphone, iPad, tablet, or other device) with reliable data service (4G/LTE internet) OR strong Wi-Fi connection (preferred)
Caution: If no Wi-Fi is available cell data is an option. If you have a limited cell data plan your service provider may charge you for data used during the re-inspection.
Warning: Older mobile devices or mobile devices with older operating systems and lower resolution cameras may not work properly with the RVI program.

How does the Remove Video Inspection work?

- Prior to your inspection, the Safety Codes Officer will contact you by telephone to confirm the inspection platform and your readiness to begin the inspection. You are expected to be able to start the inspection at any time during the requested inspection window (i.e. Morning/Afternoon).
- Make sure radios, power tools and equipment are not running so that the call audio is clear.
- Accept the incoming Google Duo / FaceTime call. You should have a view of the Safety Codes Officer on your device.
- You will be instructed to switch to your outward (rear) facing camera.
- Begin inspection, displaying the outside entrance of the structure. The address must show in the initial view.
- Follow the directions of the inspector.
- Walk Inspector thru the project and areas to be inspected.
- Upon completion of the RVI, an email copy of the inspection report will also be sent to the contractor or permit applicant.

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Incomplete or Unsatisfactory Remote Video Inspections

- If the initial phone call to confirm the inspection platform is not answered/returned within ten minutes, the inspection result is "No Entry".
- If the connection cannot be made or is lost during the RVI, the inspector will attempt to re-establish connection or determine an alternate method (via phone call) for up to five minutes after the initial loss of connection. If connection cannot be re-established or an alternative method is not available, the inspection result will be "No Entry – unable to complete virtual inspection".
- If lighting is inadequate, or the necessary tools (see requirements section above) are not available for the inspection, the inspection will be "Not Ready". You will be asked to reschedule.
- If the connection is made but you choose not to proceed, the inspection result is "No Entry".
- Standard reinspection fees *may* apply for unsuccessful inspections.