The City of Eugene Building & Permit Services is committed to supporting our local construction and development community by performing timely inspection of construction work during the COVID-19 pandemic. In order to continue this essential function in a safe manner and comply with distancing guidelines to limit the spread of the virus, we are implementing a new process for inspections within occupied dwellings.

Effective April 6th, all inspections within occupied dwellings will initially be done using remote video. Using the Skype application on a mobile device, customers will interact with remote inspectors who will view and verify that the work complies with codes and standards, while minimizing personal contact.

Remote Inspection Requirements:

- The customer will schedule the applicable inspection in the normal manner, using their eBuild account.
- The City Inspector or Inspection Support staff will reach out to the customer on the day of the scheduled inspection to verify and arrange for the video inspection.
- Customers must download and use the **Skype** application on a mobile device to interact with the City Inspector.
- The customer must have a mobile device with reliable wireless data service or a reliable Wi-Fi connection.
- The contractor, installer or other person responsible for the work being inspected must be onsite with the mobile device to interact with the city Inspector.
- The city Inspector will guide the customer through the inspection process in real time.
- The customer will be responsible for having the tools available to assist with the inspection. These may include a flashlight, tape measure, GFCI tester, or other equipment.

In circumstances where remote video inspection cannot be accomplished, or where during a video inspection it is determined that the work cannot be viewed in sufficient clarity or detail, special arrangement will need to be made for an alternate inspection. For assistance, questions, or to arrange for alternate inspections contact Inspection Support at 541-682-**5283**.

Additional detailed instructions for website:

CLIENT RESPONSIBILITIES:

1. Reliable wireless data service (internet via phone/device provider) or reliable Wi-Fi connection (preferred)

Ensure your inspection location has strong connectivity and your device is always within range of those services around the whole site. Slower and/or weaker connectivity may not provide the speed and

clarity required to complete the inspection. If this is the case, the Inspector may change the inspection request status to **Info Only, Reviewed, or Denied.**

Depending on how your phone is configured you may receive alerts and/or calls during your remote video re-inspection. If you choose to take an outside call before the inspection is complete, the inspection may be listed as **Info Only, Reviewed, or Denied** as applicable, and you will have to set up another appointment for re-inspection. If the connection is lost during the inspection, the Inspector will attempt to re-establish connection for up to 5 minutes after the initial loss of connection. If connection cannot be re-established the inspection result will be Reviewed**.**

2. Prepare for the inspection

Prior to scheduling, 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 corrections with limited access), etc.

3. Schedule the inspection

- **Returning User** to *eBuild* – enter your user name and password to schedule inspection(s).
- **New User** to *eBuild* – you will be asked to create an account. This account can be used in the future to book and track scheduled inspections.
  Locating Skype Name on your phone:
  - Open Skype
  - Tap the profile picture at top of screen
  - Select Skype profile
  - Under profile you will locate Skype Name – it will begin with -live:
  - Customers can tap the Skype Name and the option to copy will appear.

4. Prepare to receive the Skype call

- Make sure phone or tablet is fully charged.
- Be ready to accept Skype video call at the scheduled appointment time.

Skype View Selection in iPhone iOS or Android OS:

- Authorize camera and mic usage for Skype if / when given the option.
- Make sure power tools and equipment are not running so that the call audio is clear.
- Accept the incoming Skype call – Tap green button
- You should have a view of the City Inspector.
- Tap the Skype screen to access the tool bar
- Tap the camera icon to turn on the camera and speakers
- The screen view should be a full screen image of the City Inspector with the RVR program banner behind and your device's image in the upper right small screen.
- In the top right-hand corner view of your screen, tap the reverse camera icon. This should activate the forward-facing camera.

- If your forward-facing camera view is not in full screen mode - touch and drag the icon view from the top right to the middle of the screen until you see a check mark. You end up with a split screen view. Touch and drag your image to create a small screen in the upper right corner.
- Be sure to orient your camera to Landscape mode so that the Inspector will see the whole picture during the inspection.

5. Start the inspection

- Begin inspection, displaying the outside entrance of the structure.
- The address must show in the initial view.
- Follow the directions of the Inspector.
- Show all required corrections.

6. Inspection results

- Upon completion of the Skype inspection the Inspector will tell you if the inspection is APPROVED.
- The Inspector will update inspection results immediately in the permitting system after the Skype call is completed.
- If the inspection is Reviewed or Denied, a memo will be sent addressing the areas needing further improvement as well as rescheduling instructions.