Hello System

The San Mateo County Planning and Building Division is pleased to announce the implementation of our upgraded automated inspection scheduling system. This telephone system, linked with Permit*Plan, our automated permit tracking system, will provide callers with 24-hour access to schedule inspections, cancel inspections or check the status of a permit that is in the plan checking process.

To operate this system, you must have a touch tone phone. Additionally, to schedule inspections, you will need to have the “Scheduling Index,” which you will find on the back of the inspection record card that was provided to you when your permit was issued. If you have an older inspection record that does not have the scheduling index on the back, please contact the Building Inspection Office at 599-7311 and a copy will be mailed or faxed to you upon request. (Copies can also be obtained at the Development Review Center located at 455 County Center, Second Floor, Redwood City).

The Hello System will guide you through each step of the process. However, in this pamphlet there are written instructions that will help to familiarize you with the system before you call. Once you become familiar with this system, you will find that it is not necessary to wait for the entire message (or directions) to be completed before entering a command.

During normal business hours, you can still call the Planning or Building Inspection Sections for assistance with other matters, but all inspection requests should be made using the Hello System.

What is the Hello System?

The Hello System is an automated response system, which will:
1. Schedule inspection appointments.
2. Accept and cancel inspection requests.
3. Provide you with information regarding the status of your permit.

How to Use the Automated Response System

Call (650) 306-8415

Select Options, press:
1. Touch Tone phone, to use the Hello System.

Select from the following options:
1. For Building Permit (BLD).
2. For Electrical Permit (ELE).
3. For Mechanical Permit (MEC).
4. For Plumbing Permit (PLM).

Please enter the numeric portion of the permit number followed by the # key. For example: 951234# for an old permit or 199901234# for a new permit.

Main menu options, press:
1. To request an inspection.
2. To cancel an inspection.
3. To determine if your permit is ready to be issued.
4. To select a new permit.
5. To repeat menu.
6. To end this call.

1. Request an Inspection:
Inspections can be scheduled up to fourteen days in advance (Monday-Friday) excluding holidays.
   a. Please enter the three-digit inspection code followed by the # key.

For example:
140# - Retaining Wall Footings
180# - Retaining Wall Stems

b. This system will give you the first three available dates. Press 1, 2, or 3 to select one. If you wish to schedule a specific date, press #. Please enter the 8-digit date on which you wish to have an inspection, then press the # key.

For example:
06061999# is June 6, 1999.

2. Cancel an Inspection:
Enter the date for which the inspection was requested, followed by the # key.
For example: 06061999# is June 6, 1999.
Your inspection request for June 6, 1995 has been canceled. Please be advised that this will cancel all inspections for that project on that date.

3. Determine the Status of your Permit.
a. If you are told there are no holds on your permit, your permit is ready to be issued and may be picked up at the Building Section of the Development Review Center. All fees must be paid before a permit may be issued.

b. If you are told there are holds on this permit, these holds must be resolved before this permit can be issued. Please call the specific sections who are holding your permit.
Telephone numbers for various departments:

Building Inspection  599-7311
Planning  363-1825
Public Works  363-1822
Geotechnical  363-1838
Health Department  363-4305

Fire Department
  California Dept. Forestry  573-3846
  Woodside Fire District  851-1594
  Menlo Park Fire District  688-8425
  Redwood City Fire Dist.  780-7400
  Half Moon Bay  726-5213
  Point Montara  728-3022
  South County  802-4255
  Broadmoor  755-5666

Cal Trans  573-8669
Fish and Game  707 366-5882