



CITY OF SAN ANTONIO  
**DEVELOPMENT SERVICES DEPARTMENT**  
P.O. BOX 839966 | SAN ANTONIO TEXAS 78283-3966



**TO:** Development Services Department Staff

**SUBJECT:** **INFORMATION BULLETIN #240**  
Remote Video Inspections

**DATE:** 3/30/2020

**PREPARED BY:** Field Services Division

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**Purpose:**

As a customer service initiative, Development Services Department (DSD) has created Information Bulletin (IB) 240 in order to outline the procedures for conducting Remote Video Inspections (RVIs) for construction projects. RVIs are intended to provide an alternative and efficient method to ensure the permitted work complies with our City's building-related safety codes. Further, the use of RVI's allows DSD staff and our customers to use technology to promote social distancing while performing essential services during the COVID-19 crisis.

This IB outlines the RVI applicable inspections and overall process to ensure that they can be performed in a timeline manner which will enhance our services to the construction community.

**Eligible Inspection:**

Limited first time inspections for Building, Mechanical, Electrical, and Plumbing at the discretion of the Chief and/or Senior Inspectors and re-inspections of four (4) items or less. To discuss eligibility of a requested inspection please contact the Chief or Senior Inspector of your trade discipline.

**Device Procedure:**

The inspector will reach out to the primary contact listed on the inspection to schedule a time for the inspection. At the time of the call, the inspector will ask what type of device will be utilized for the inspection. If necessary, the inspector will send a video chat invite. Video chat options are as listed below:

**For Android™ phones – (Compatibility will need to be verified)**

- From a 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 normally 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 OK button.

### **Skype Video Calling For Most Devices**

- Download Skype
- Create an account
- Send invite via email to DSD Inspector or Accept an invite via email from the DSD Inspector

### **Minimum Required Tools and Equipment**

- Compatible Video Device
- Flashlight (verify with inspector)
- Measuring tape (verify with inspector)

### **Inspection Procedure:**

- Begin inspection at street view looking at the structure with the address in the initial view.
- Follow the direction of the inspector.
- Inspection shall be in a clockwise direction horizontally then bottom to top vertically (if more than one floor) or as instructed by the inspector.
- Make notes of any required corrections.
- The inspector shall inform the customer if the inspection receives a pass, partial or fail.
- The inspector shall input comments in the permitting system with the results at the completion of the video inspection.

### **Summary:**

Our goal is to provide the most effective and efficient service possible, please be patient as we try to adjust and service the community during these challenging times. Should you have questions or if you require additional information feel free to contact Chief Combination Inspector Eloy Resendez at 210-207-0148 or the Senior Inspector of your trade discipline.

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