

11/16/2020

## **REMOTE VIDEO/VIRTUAL INSPECTION GUIDELINES**

This guide will allow for the provision of temporary Remote Video Inspections (RVI) services during the COVID-19 pandemic. The priority for RVI's will be additions, remodels, renovations and tenant finishes of occupied buildings. Eligibility for RVI's in all other types of work, including new construction, will be reviewed on a case-by-case basis.

**\*If, for any reason, RVI's cannot be completed on your project, on-site inspections are required and will be scheduled.**

### **RVI instructions:**

#### **1. Schedule the RVI**

- a. Request inspections before 4:00 PM using either of these methods:
  - i. Email: [inspections@vailgov.com](mailto:inspections@vailgov.com)
  - ii. Online: Citizen Portal – <http://vail.onlinegovt.com/>
- b. As with all inspections, if received prior to 4:00 PM, the RVI appointment will be set for the following business day.
- c. FaceTime is our preferred method for remote inspections. For those that do not use Apple products, we will also use the Zoom meetings application.
- d. Add notes in the inspection request to communicate specific contact information for the individual on-site:
  - i. proper email address
  - ii. phone number
  - iii. Specify which app and username you will be using for the RVI.
- e. The assigned inspector will reach out to confirm your request and discuss any details needed for the inspection.

#### **2. Preparing for the RVI**

- a. Check to see if the location has high-speed Wi-Fi access. If it does, plan to connect to it the day of your inspection. 4G connectivity can be utilized, however this connection can be unreliable. **If your device cannot maintain connectivity, the RVI will not be possible.**

- b. Ensure the mobile device (smartphone, tablet, laptop, etc.) is fully charged and has a suitably charged additional power supply (battery pack) if applicable.
- c. Turn off phone or tablet notifications during the video call. Notifications can freeze the video call and will cause delays to the inspection or could require the inspection to be rescheduled. Please keep background noise to a minimum.
- d. Ensure that the lens and screen of any device being used to capture images or video has been cleaned. Dust, grit, smudges, etc., might interfere with the image quality and distorting the inspector's view.
- e. Necessary tools based on type of inspection should be readily available. For example: carry a flashlight, tape measure, level, step ladder (for close ups of ceiling), GFCI tester, etc. An extending pole for the video device such as selfie pole, may be very helpful in taking the smartphone or other video device closer to the point of inspection in various places such as very high ceilings.
- f. Have all approved plans, permit card, and other necessary construction documents available onsite.
- g. All features applicable to the requested inspection must be visible at the time of the RVI. These features must be captured sufficiently and clearly for the inspector to evaluate.

### **3. What to expect during the RVI**

- a. Be prepared to answer the inspector's call at any time on the scheduled date. The inspector will make every effort to give ample notice.
- b. Be cooperative and closely follow the inspector's instructions.
- c. Every site and every inspection is unique. Allot the proper amount of time for the type of inspection and accessibility of the site.
- d. Carefully follow the inspector's instructions for where to direct the device and for covering the site. Do not rush the inspector and allow them adequate time to conduct the RVI to their satisfaction.
- e. All RVI's will begin at the street view looking at the structure with the address showing. Listen carefully to the inspector's guidance as to where to walk and point the camera. The inspector will set the pace as needed.
- f. Make notes of any items that need to be corrected. The inspector will discuss each item in detail, so the necessary corrections are understood.
- g. The inspector will tell you in the video call if the inspection has passed or failed.
- h. Inspection results will be updated in our permit database. Please access the Town of Vail Citizen Portal to view all passing or failing results and potential list of corrections.

**For questions, comments or concerns relating to the Remote Video Inspection option(s), email [cjarecki@vailgov.com](mailto:cjarecki@vailgov.com).**