



NEW INSPECTOR HOURS NEW INSPECTION REQUEST CUT-OFF TIME EFFECTIVE DECEMBER 22, 2009

In an attempt to better manage the current volume of permit activity with our current staffing levels, beginning **December 22, 2009**, the Building Safety inspectors will begin working a five-day-a-week schedule with office hours from 7:30 a.m. to 4:00 p.m.

Inspectors will be available to answer phone calls from 7:30 a.m. to 8:00 a.m. at the following numbers:

Mike Allen 209-577-5243

Gene Langston....209-577-5239

Bob Nickerson...209-571-5805

Ray Lucas....209-571-5804

Joe Tuggle....209-577-5241

After 8:00 a.m. please leave a voice message. Inspectors will be monitoring their voice mailboxes frequently to provide the best customer service possible while concurrently completing their daily inspections. Inspectors will return to the office each day around 2:30 p.m. in order to input their inspection results for the current workday. This means your inspection results should be available to you each day from the City of Modesto's GIS web page and the Interactive Voice Response (IVR) system by 3:30 p.m. each day. Please contact us at 209-577-5232 if you need assistance with either method of electronically accessing your inspection results; help is also available from the City of Modesto's Development Center web page (www.modestogov.com).

All inspections will continue to be scheduled through our IVR system at ... 209-571-5881.

In order to allow inspectors the time required to input their daily results and prepare the workload for the following workday, **the new cut-off time to schedule inspections for the following workday will be 3:00 p.m.**

We are committed to providing the best customer service possible with this schedule change.

We will make every attempt to work with you when it is necessary to reschedule to a day when you can work within these hours. If you have suggestions or input as to how we can better serve you, please let us know at 209-577-5232. You can also use the [Customer Service Survey](#) available on the City's web site.

THANK YOU IN ADVANCE FOR YOUR PATIENCE AND
UNDERSTANDING!