

## USING THE SYSTEM

The first menu gives instructions on how to use the system. To return to the beginning of the first menu press the \* key while in the first menu. If information is not entered at the first menu within 10 seconds, your call will be transferred to the main PRMD number (during working hours) or to a voice mailbox (to leave a message outside normal working hours).

You will soon find that you can enter information as soon as **SELECTRON** begins to request it. While this makes the process much shorter, it is suggested that you listen to the entire dialogue until you are familiar with the system.

In the rare event that the computer is not in service you can still request inspections and make a request for an appointment, however the validity of data (permit number and status of permit) cannot be verified. You will be transferred to voice mail to leave a message. Please leave your permit number, address, 3 digit inspection code number and a phone number where you can be reached the morning of the next working day. This will allow staff to contact you should there be a question about your request, or in the case of a request for an appointment - to schedule the actual day and time.

## REQUESTS

Most Well and Septic inspections require that an appointment be scheduled with staff.

The cutoff time for **Next Working Day Notices** or **Requests for an Appointment** or **Cancellations** is 12:00 a.m. (midnight) on the previous day.

Requests made after midnight will be processed as though they were received on the following day.

**Requests for an Appointment** can be made on weekends and holidays to be logged on the next working day. See information under "HOLIDAYS".

Listen while **SELECTRON** repeats your entries back to you. If there are problems you will be given further information. In most cases you can press the # key to re-do an entry.

1. To schedule an inspection / request an appointment ....Press 1  
To cancel an inspection.....Press 2  
To hear the inspector's estimated arrival time  
(You must call after 8am the day of the inspection).....Press 3  
To hear inspection results.....Press 4
2. Well & Septic permit numbers begin with 3 letters (SEP, SEV, WEL, etc.). Please enter the three letters at the beginning of your permit number.
3. Enter the 6 digits of your permit number. The address of the permit will be spoken back as a confirmation of your permit number entry. If the street name is new and/or has not been voice recorded yet, only the street number will be spoken back.
4. Enter a 3 digit inspection code (see the lists on this handout) You will also be prompted to leave a telephone number (so that staff can contact you to schedule the actual day and time for the appointment for the inspection) and a gate code (if necessary to gain access to the property).
5. At the end of the inspection request or cancellation process, you will be given a confirmation number. Be prepared to write down the confirmation number as a verification of your transaction. Information inquiry calls (such as the inspector's estimated arrival time or inspection results) do not receive confirmation numbers.

## HOLIDAYS

If you call on the last working day before a holiday, the system will initially ask if you want to schedule your Request for an Appointment on the holiday - press 1. After the system checks the calendar you will be told that your request could not be logged on the holiday, and that it has been logged on the next working day. You are told that staff will contact you on or after...(the day and date of the next working day are spoken back to you) to schedule the actual day and time of the Appointment.

## CANCELLING A REQUEST

All cancellations must be requested prior to the cutoff time 12:00 a.m. (midnight). Inspections / Appointments requested for work which is not ready may result in the imposition of re-inspection fees. Canceling an Inspection / Appointment is virtually the same as requesting except that you will press 2 to cancel instead of 1 to request. If you must cancel an Inspection / Appointment after the cutoff time, call the office at **(707)565-1900** between **8:00 and 8:30 a.m.**

Write your Permit Number(s) here:

## Well & Septic Division Inspections

Some Well & Septic inspections require only Next Working Day Notice.

Most Well & Septic inspections require an appointment to be scheduled directly with staff. Well & Septic inspections that are system tests and some site construction inspections are often required to be witnessed at a mutually acceptable time to multiple parties (Contractor, Consultant, PRMD Inspection staff, etc).

You can NOW use the **SELECTRON** system to make a Request for an Appointment. Your Request for an Appointment will be recorded on the Selectron system and is displayed on a calendar in the permit tracking computer program used by Well and Septic staff.

You will be contacted by staff (at the telephone number you leave with your request) to schedule the **actual** inspection day and time.

## Well & Septic Division Inspections

(For Permit Types SEP, SEV, and WEL)

### Next Working Day Notice

| Code | Inspection Type              |
|------|------------------------------|
| 322  | well seal                    |
| 324  | well destruction             |
| 326  | water well / spring yield    |
| 360  | perc test                    |
| 384  | wet weather perc test        |
| 386  | wet weather groundwater test |

### Requests For an Appointment

| Code | Inspection Type                   |
|------|-----------------------------------|
| 270  | field clearance site insp         |
| 285  | graywater sys const insp          |
| 286  | pkg treatment sys const insp      |
| 287  | std sys const inspection          |
| 293  | voluntary repair                  |
| 294  | abatement addition / repair       |
| 302  | septic squirt test                |
| 303  | septic reinspection               |
| 305  | septic intercept drain            |
| 306  | septic tank destruct              |
| 307  | septic tank/sump water tight test |
| 308  | septic tank only                  |
| 309  | septic transmission line          |
| 310  | septic final cover / mon wells    |
| 340  | pre perc site inspection          |
| 385  | findings report site inspection   |
| 319  | septic final                      |

Requests for inspections noted as Next Day Inspections will be scheduled for the next working day.

# County of Sonoma Permit & Resource Management Department

## AUTOMATED INSPECTION REQUEST SYSTEM

Effective October 2009

## WELL & SEPTIC



# (707) 565-3551

### What is the Automated Inspection Request System?

The Sonoma County Automated Inspection Request System (**SELECTRON**) is a computer system that allows callers to use a touch tone phone to schedule and cancel permit Next Day Notice and Requests for an Appointment from 6:00 a.m. to 12:00 a.m. (midnight) 7 days a week.

NOTE: This is the same system that is used to schedule Building Inspections for the next working day. Since many Well and Septic Inspections require that an appointment be scheduled with staff, the Selectron system has been modified to allow "Requests for an Appointment". All Well and Septic inspections that require an appointment will now be logged (on the next working day) as a "Request for an Appointment". You will be contacted by staff (at the telephone number you leave with your request) on or after that date to schedule the **actual** inspection day and time. Requests for inspections noted in this handout as Next Working Day Notices will be scheduled for the next working day.

A strong cell phone signal is needed to use the **SELECTRON** system. If you experience problems, we recommend calling from an area with a stronger signal or using a land line. **SELECTRON** will NOT function properly if you are trying to "text" the responses for the text portion of the Permit Number. The system was designed for touch tone phones and is expecting the touch tone keypad number that is associated with the letter on the keypad, ie: for "BLD" **SELECTRON** is expecting "253".