

City of Alexandria, Virginia

MEMORANDUM

DATE: JULY 2, 2020

TO: CODE ADMINISTRATION CUSTOMERS AND STAFF

FROM: CHRIS EVANS, DEPUTY DIRECTOR *CE*
DEPARTMENT OF CODE ADMINISTRATION

SUBJECT: FIRE PROTECTION INSPECTION SCHEDULING

The purpose of this memorandum is to provide updates and changes to the current fire protection inspection scheduling process. Currently our process is that customers schedule an inspection online using our APEX customer self-service portal. Effective July 27, 2020 all fire protection system inspections will only be allowed to be requested by the customer instead of scheduled.

This adjustment will increase customer service and workload balancing for our inspection team. This change is being made to reduce customer wait times and to allow our teams to dedicate the correct amount of time and staff for each inspection.

Please see process below for more details.

Process

1. Request your inspection online using our APEX Customer Self Service portal. Inspections are scheduled at least one day in advance. Be sure to include the following information in the *comments/gate code* box.
 - Contact information, phone number, and email address
 - Requested dates and time for inspection
2. Fire protection systems inspection team will review requested inspections within one business day
3. Fire protection systems inspection team will contact the customer and schedule the inspection with an estimated window of time for the inspection and provide the name and phone number of the assigned inspector
4. Prepare for your inspection
 - Verify all work is complete and ready for inspection
 - Make sure system is pre-tested as applicable

- Check with inspector for additional testing requirements
 - Make sure you have a copy of the scaled approved plans on site
 - Ensure you have the required tools for the inspection readily available. For example, a tape measure, smoke, screwdriver, GFCI tester, ladder, and/or flashlight.
5. Inspection results
- Comments will be entered into the system and be available online through APEX
 - Inspection results will also be emailed to all contacts on the permit