



**FOR IMMEDIATE RELEASE**

**April 6, 2015**

**Contact:** Niel Laudati, 541.726.3780 direct  
541.221.3686 cell

Or

Loralyn Spiro, 541.726.2233 direct  
541.285.6205 cell

**~ MEDIA ADVISORY ~**

**NEW TOLL-FREE INSPECTION SCHEDULING  
HOTLINE LIVE IN SPRINGFIELD**

The City of Springfield launched a new toll-free inspection scheduling hotline today Monday, April 6, 2015. Springfield permit holders needing to schedule a permit inspection now are able to call 1-888-299-2821 from a touch-tone phone, 24 hours a day, 7 days a week to do so. Inspection requests received up until 7 AM, Monday through Friday, may be scheduled for the same day.

Permit holders can also continue to schedule a permit inspection through the current website – [https://aca.oregon.accela.com/oregon/contractors\\_login.html](https://aca.oregon.accela.com/oregon/contractors_login.html).

When scheduling a permit inspection you will need your permit's 12 digit Interactive Voice Response (IVR) number. If your permit is issued on or after April 6, 2015, this number will be listed on your permit document. If your permit was issued prior to April 6, 2015, you will need to obtain your permit's IVR number by contacting the City of Springfield Building Program at 541-726-3753.

**Background:** The City of Springfield offers a multitude of services online in support of the development community and general public. Several of these services are offered through a partnership with the State of Oregon and their ePermitting system – [https://aca.oregon.accela.com/oregon/contractors\\_login.html](https://aca.oregon.accela.com/oregon/contractors_login.html). These services provide contractors the ability to apply for building permits, schedule inspections, check the status of permits and pay fees on-line without having to call or physically come to City

Hall. This access also provides the general public the ability to research current and past building permits in the City of Springfield on-line. The information available to the public through these system's include information on the Owner, Contractor, Fees Paid, Permit Status, Inspection dates and Inspection results. All of the information available is easily retrieved with a limited amount of information, such as site address, project name or Map Tax Lot Number. These services can also be utilized for broad queries based on types of permits or date ranges.

**What:** New Toll-Free Inspection Scheduling Hotline, 1-888-299-2821

**Who:** Springfield permit holders

**When:** April 6, 2015

**Where:** City of Springfield

**Additional information:** Contact Matthew Ruettgers, Building and Land Development Supervisor, at 541.736.1035 or email at [mruettgers@springfield-or.gov](mailto:mruettgers@springfield-or.gov).