



DEVELOPMENT SERVICES

## CITY OF FRISCO

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## REMOTE VIDEO INSPECTION PROGRAM

### Purpose:

The purpose of the Remote Video Inspection (RVI) program is to provide an alternative to field inspections for minor residential projects and other projects approved for the program by the Building Official. The program allows a customer to use a compatible device using a video streaming app that includes geolocation and audio capabilities in order to interact with the building inspector in real time. The program allows for a timely inspection, thereby increasing the efficiency and effectiveness of Building Inspection Services.

### Eligible Permits:

- Water Heaters
- HVAC Change-outs
- Plumbing Service Re-Routs (Gas, Water, Sewer)
- Minor Electrical Work/Electrical Releases
- Solar Tubes
- Solar Panels
- Water Softeners/Whole House Filters
- Gas Repair/Gas Releases
- Window/Door Replacements
- Individual permits or inspections approved for participation in the RVI program by the Building Official

### Remote Video Inspection Scheduling

- Inspection request shall be made using [eTRAKiT](#). Notes indicating that an RVI is being requested and a preferred date for the inspection should be entered in the Notes Field providing the name and phone number of the person who will be performing the video call with the inspector. If the requested inspection is not eligible for RVI, the contractor will be notified, and an onsite inspection will be scheduled.
- The Building Inspector will contact the customer to verify they have the approved Video App (FaceTime, Google Duo only). A time will be set with the customer as to when the inspection will take place.

### Preparing for the RVI

- Verify cell service availability at site. If possible, plan to connect to a WIFI source if cellular service is not strong.
- Inspections vary depending on permit, so please allow enough time to properly perform the inspection.

- Ensure you have the necessary tools. For example, have a flashlight, tape measure, electrical outlet tester, level, step ladder, etc. available. These may be necessary during the inspection.
- Make sure your device is fully charged.
- Clean your device lens and screen for maximum clarity.
- Turn off device's 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.
- Be ready to accept a video call at the scheduled time and respond to instructions from the City inspector.

### **Remote Video Inspection Process**

**Note:** Based on the complexity of the project it may not be possible to complete the inspection with the RVI program. In that case, the remote inspector will inspect what is possible and make every effort to route a field inspector to complete the inspection the same day. If not possible, the inspector will schedule the field inspection for the following business day.

The customer will not be required to perform anything unsafe even if it would be caused by an action the inspector is requesting.

- The inspection will begin with a street view to verify the site address location.
- The inspector will direct the customer on where to focus the device's camera and will set the pace of the inspection.
- Notes should be taken of any items that need correction. The inspector will discuss each item in detail so that they are fully understood.
- Results will be entered in TRAKiT along with appropriate notes of the inspection.