



**SAINT LOUIS COUNTY**  
Transportation and Public Works

## Commercial Occupancy Inspection Scheduling

The **INTERACTIVE VOICE RESPONSE (IVR) SYSTEM** is a computerized system that allows touch tone phone callers to schedule inspections and cancel inspections. The system is available **24** hours a day, **7** days a week.

A touch tone phone must be used to access the IVR system. Rotary telephones will not allow access to the IVR system.

To schedule an inspection **for the next business day**, you must call no later than 7:00 PM on the day prior to the desired inspection date.

If you have any questions, you may speak with Commercial Inspections by calling (314) 615-3724 during regular business hours (8:00 AM—4:00 PM).

Please stay on the line until your scheduled inspection has been verified. Your inspection will not be scheduled until it has been verified.

### SCHEDULING AN INSPECTION VIA THE INTERACTIVE VOICE RESPONSE (IVR) SYSTEM

You must call no later than 7:00 PM to receive an inspection the following business day.

1. Dial (314) **615-4677**; an initial greeting plays:
2. Select Type of inspection: Press #6 for Commercial Occupancy.
3. Enter numeric permit number with the year of the permit first followed by #. *EXAMPLE:*  
2301234
4. Verify permit number entered
6. To Schedule: Press 1- for initial inspection.  
Press 2- for follow up inspection
7. Stay on the line to verify that the inspection has been scheduled.

### SCHEDULING AN INSPECTION VIA CITIZENS ACCESS PERMIT PORTAL (ACA)

1. Log into your account at <https://aca.stlouisco.com/citizenaccess/Default.aspx>.
2. Select permit number from your construction permits list
3. Click the arrow next to the “record info” option and choose “inspections” from the drop-down list
4. Click “schedule or request an inspection”
5. Choose and select the appropriate inspection type and click “continue”
6. Choose your preferred date from the ones that are available on the calendar, select “all day”, then click “continue”
7. Verify the information and click “Continue”
8. Confirm the details listed, add any additional notes to the inspector (if applicable) by clicking “Include Additional Notes”, then click “Finish”