



POLICY MEMORANDUM

To: Building Program Staff, Contractors, Design Professionals, Owner-Builders, and Owners' Authorized Representatives

From: Building Official

Effective Date: November 1, 2026

Subject: Revised Inspection Scheduling Procedures

Effective immediately, the Building Division will implement revised inspection scheduling procedures intended to improve operational efficiency, streamline inspection routing, and provide more consistent customer service.

Currently, inspection requests are accepted through multiple methods, including the Washoe IR-Building Inspection app, email, phone, and online via the Accela ACA scheduling application.

Maintaining multiple scheduling platforms requires significant administrative effort, increases the risk for duplicate or conflicting requests, and creates inefficiencies throughout the inspection scheduling process. Inspection requests are currently accepted until 11:59 p.m. on the day prior to an inspection. This practice limits the building program's ability to efficiently review requests, balance inspector workloads, assign inspection routes, and prepare schedules in advance of the workday. Establishing an earlier submission deadline will improve schedule preparation, maximize inspector productivity, and ensure inspection resources are deployed in the most effective manner possible.

Effective November 1, 2026, all inspection requests must be submitted no later than **3:30 p.m.** to be considered for scheduling on the next available inspection day. Inspection requests received after 3:30 p.m. will be scheduled on a subsequent inspection day based upon workload, routing, and inspector availability.

Effective immediately, only one active inspection request per inspection type is permitted for a permit.. The same inspection type may not be scheduled on multiple days in an attempt to hold a place on the schedule while preparing for inspection. This change is necessary because some applicants schedule the same inspection type across multiple consecutive days, only to then canceled the unneeded requests. These duplicate reservations reduce inspection availability for other customers, disrupt routing and workload planning, and distort the Division's overall inspection demand and performance data. Duplicate requests for the same permit and inspection type will be rejected or canceled by the Building Program.

Effectively immediately,, the Building Program will accept inspection requests through the following methods only:

- Desktop Applications - onenv.us
- Email building@washoecounty.gov
- Phone (775) 328-2020
- Washoe Building Inspection App (App Store)



Effective immediately, the following inspection scheduling methods are discontinued:

- Email: inspections@washoecounty.gov
- Phone: 775-325-8000
- Any other online scheduling platform not administered through Accela

The Building Division appreciates the cooperation of contractors, design professionals, property owners, and stakeholders as these improvements are implemented. These changes will provide a more efficient, consistent, and reliable inspection scheduling process for both customers and staff.

Impacts on Cancellations and Rescheduling: :

Inspection cancellations and rescheduling requests must be submitted no later than 3:30 p.m. on the business day prior to the scheduled inspection, consistent with the inspection-request cutoff time. After 3:30 p.m., the online system will not accept cancellations or rescheduling requests. Because daily inspections are capped based on workload and available inspection staff, late changes result in unused capacity that cannot be offered to other customers and disrupt efficient scheduling, which may result in a re-inspection fee.

The Building Official may authorize exceptions for emergency conditions, life-safety issues, or other circumstances as deemed necessary.