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Fire Inspections 360 – Public Permitting & Inspection SOP

Document Type: Public-Facing SOP

Program: Fire Inspections 360 (FI360)

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Table of Contents

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1. Purpose

This Standard Operating Procedure (SOP) explains the public-facing permitting and inspection process using **Fire Inspections 360 (FI360)**. It provides applicants with clear guidance on submitting permits, scheduling inspections, receiving results, and resolving violations in a consistent and transparent manner.

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2. Scope

This SOP applies to **all public users** utilizing Fire Inspections 360 for fire-related permits and inspections, including:

- Business owners
- Contractors
- Property managers
- Authorized representatives

It covers the full lifecycle of a permit or inspection request, from application submission through final approval or closure.

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3. Program Overview

Program Name

Fire Inspections 360

Permit and Inspection Types

The following permit and inspection types are included:

- Fire alarm systems
- Fire sprinkler systems
- Operational permits
- Fire inspections

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4. How to Get Started

Applicants may initiate the process using one of the following methods:

- **Online:** Fire Inspections 360 portal
- **In Person:** Fire Department counter
- **By Phone:** Staff assistance available

Required Application Information

Applicants must provide:

- Business information
- Correct property address
- Permit or inspection type
- Applicants contact information
- Required documents, including:
    - Completed application
    - Plans
    - Cut sheets

Fees

- **Fees are not required upfront** when submitting through FI360.
- When applicable, fees are paid **online through miViewPoint/Community Connect** (not within FI360).

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5. Applicant Responsibilities

Applicants are responsible for the following:

- Submitting complete and accurate applications
- Uploading all required documents at the time of permit submission
- Responding promptly to plan review comments or correction requests
- Scheduling inspections **after permit approval and work completion**
- Providing access to the property at the scheduled inspection time
- Correcting any violations identified during inspections
- Requesting re-inspections once corrections are completed

Common Applicant-Caused Delays

Delays may occur due to:

- Missing or incorrect documentation
- Incorrect or incomplete address information
- Failure to respond to plan review comments

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6. Using Fire Inspections 360 (Public Actions)

Public users may use FI360 to:

- Submit permit or inspection applications
- Upload required documents
- View plan review status
- Schedule inspections
- View inspection results
- Download reports

Note: Pay fees on **miViewPoint/Community Connect**, not FI360.

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7. Plan Review & Inspection Timeframes

Plan Review Timeframe

- Fire permit applications requiring plan review are typically reviewed **within ten (10) business days** from the date a **complete** application is submitted.
- Incomplete applications or missing documentation will pause the review timeline until corrected.

Inspection Scheduling Timeframes

- Inspections are typically scheduled **by the next business day** after a request is submitted.
- Please provide a 24-hour notice prior to any scheduled inspection.

Access Issues

- If no one is available at the scheduled time, the inspection is **rescheduled to the next business day**.

- If access is denied, the inspection is **cancelled** and must be rescheduled.

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8. Inspection Results & Outcomes

Applicants may receive one of the following outcomes:

- **Pass**
- **Partial Pass**
- **Fail / Violations Noted**

Delivery of Results

Inspection results are provided via:

- Email notification from a **no-reply email address**
- Portal notification within FI360
- Downloadable inspection report

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9. Violations & Re-Inspections

If Violations Are Found

Applicants must:

- Correct all identified issues
- Request a re-inspection through FI360

Proof of correction uploads are **not required** unless specifically requested.

Deadlines

- Correction deadlines are **not formally enforced**; however, timely resolution is strongly encouraged to avoid operational delays.

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10. Denials, Appeals, and Exceptions

Denials

Permits or inspections may be denied if they do not comply with:

- Fire life & safety codes
- Fire sprinkler codes
- Fire alarm codes

Appeals

- A **formal appeal process** is available for denied permits or disputed inspection outcomes.
- Appeal instructions will be provided upon denial.

11. Communication & Support

Applicants may contact the fire department for assistance via:

- **Email**
- **Phone**
- **In-Person Counter Service:**
  Mon–Thu: 8am–5pm (closed 12–1pm)

Inspector Contact Guidance

To ensure efficient service, applicants should **avoid contacting inspectors directly to request inspections**. All inspection requests should be made through FI360 or staff channels.

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12. Frequently Asked Questions (FAQ)

Q1: How long does plan review take?

Plan reviews are typically completed within **10 business days** once a complete application is submitted.

Q2: How do I know if my permit has been approved?

An email invoice notification will be sent to you initially. Upon payment of the fees, you will receive a confirmation email or text message, and you may also check the permit status in Fire Inspections 360.

Q3: Why was my inspection cancelled?

Inspections may be cancelled if the property is inaccessible or the work is not ready.

Q4: How soon can I schedule an inspection?

Most inspections can be scheduled by the next business day after permit approval.

Q5: Where do I pay my fees?

Fees are paid online through **miViewPoint/Community Connect**, not within Fire Inspections 360.

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13. Business Days & Observed Holidays

Definition of Business Days

Business days are **Monday through Friday**, excluding weekends and the holidays listed below.

Observed Holidays

The Fire Department observes the following holidays. These days **do not count toward business-day timelines**:

- New Year’s Day
- Martin Luther King Jr. Day
- President’s Day
- Memorial Day
- Independence Day

- Labor Day
- Veterans Day
- Thanksgiving Day
- Day after Thanksgiving (Recognizing Columbus Day)
- Christmas Eve (Recognizing Juneteenth)
- Christmas Day