

APPLICATION FORM

All applications must include the following information. Separate applications must be submitted for each eligible program. **Deadline: June 1, 2016.** Please include this application form with electronic entry.

PROGRAM INFORMATION

County: Henrico County

Program Title: Parcel Project & HOPS

Program Category: Information Technology

CONTACT INFORMATION

Name: Cristol Klevinsky

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SIGNATURE OF COUNTY ADMINISTRATOR OR CHIEF ADMINISTRATIVE OFFICER

Name: John A. Vithoukas

Title: County Manager

Signature: 

1. Short Overview of the Program

Multiple needs from various departments pertaining to county-owned properties became apparent in 2013. From fiscal analyses to recording environmental standards documents, accessing and maintaining information about our land was a county-wide necessity. Thus, the Parcel Project was initiated to take a holistic evaluation of our properties and the associated data management techniques.

Numerous county departments researched and collaborated to develop an internal property management system that serves as the centralized location for all data associated with Henrico's parcels. The outcome of the Parcel Project was the in-house developed Henrico County-Owned Property System, HOPS. By pulling data from existing systems and allowing for user-generated information, HOPS has integrated and streamlined every aspect of property management. Simple tasks like identifying a parcel's responsible department now takes minutes when it previously took a week of never-ending email strings. HOPS has even led to the creation of a secondary internal property management system.

2. Problem/Challenge/Situation

Essentially, there were three main needs the Parcel Project, and ultimately HOPS, had to address – identify, organize, and categorize. First and foremost, Henrico needed an efficient and effective manner to access all of our current and past land records. Prior to HOPS, just identifying all of our current county-owned parcels took querying two internal

systems and no less than two external systems. Archived records were not readily available. Furthermore, each department had their own parcel data management formats, such as a spreadsheet or entire separate system.

Additionally, trying to respond to a citizen inquiry, handle a maintenance issue, or record environmental standards on most of our unutilized lots took approximately a week to resolve. Numerous emails to varying departments was the main avenue of finding out a parcel's responsible department. The limited information available about Henrico's parcels organized the properties by the legal owner, which could have been Henrico County general government, School Board, or Economic Development Authority.

Finally, there was no categorization or prioritization of county-owned properties. Before our property management plan and system, there was limited knowledge of how many parcels were being utilized or had future plans on a macro level. Some of this information was known only by the individual departments and maintained in many different formats. Thus, an exact financial report or long-term land asset plan were not readily available.

3. How the Program Was Carried Out

All of the differing needs pertaining to county-owned land led to the creation of the Parcel Project, which was a project team with representatives from 16 departments charged with developing a property system. The effort was led by staff from the County

Manager's Office and the Information Technology departments. Before any discussions of a real-time digital database could begin, the team had to identify, organize, and categorize all 716 parcels. After those initial three phases were complete, HOPS was created and implemented.

To begin, the team reviewed each department's individual property lists, evaluated our county's entire land database and neighboring localities database to compile a comprehensive list of every county-owned parcel. This step involved numerous meetings, site visits, and countless hours researching land transfer documents. Through our analyses of department lists and various deed books, the project team then organized every parcel by responsible department. Not only did every parcel need a responsible department, but some parcels were shared between departments.

Additionally, some parcels did not have an obvious responsible department, leading to undesignated lots. In addition to the use of physical sources, institutional knowledge was critical assistance in these two particular situations. Thus, we further organized properties by multiple responsible departments and designated one department to the unclaimed parcels.

The third phase categorized or prioritized all 716 pieces of properties. With such a significant inventory, it became even more apparent a long-term land asset plan was vital. Every parcel was analyzed for utilization based upon certain criteria. Responsible departments evaluated their property and grouped them into three different categories:

in-use, future use, and surplus. In-use means the parcel is currently being used; future use delineates a parcel has a proposed or planned project; and surplus means the parcel has no use and can be disposed.

Once comprehensive lists were compiled, the Planning and Real Property departments reviewed all of the surplus parcels to subgroup them based on ease of sale. The final review and groupings then led to the implementation of Henrico's land asset plan. The plan outlines the acquisition and disposal processes, a prioritized disposal list, and included funds to contract with a brokerage firm to help unload the surplus parcels. Once our land asset plan was invoked, the development of HOPS begun.

The main objectives for HOPS are to provide accurate parcel information in a centralized location with customized reporting capabilities. The property management system contains both quantitative and qualitative data. The database pulls information from three different sources: real estate data from Vision software, Geographical Information System (GIS), and staff. Vision and GIS contain most of the county's parcel data, such as acreage, assessments, and zoning. Data entry personnel are responsible for the qualitative aspects, which include the parcel category, internal property description or name, and comments. The comments not only allow us to capture institutional knowledge, but it also allows us to identify any trends in maintenance issues or citizen inquiries. When leaving a comment on a parcel, a user must select a category.

These categories organize comments based on content, which can help departments recognize patterns of maintenance issues or other concerns.

Since property management was so decentralized prior to HOPS, the Information Technology and County Manager's staff worked with all 16 departments to develop a user-friendly platform and format for everyone. As you can see in Attachment #1, the home/default page displays the county's entire parcel inventory, which can be filtered, sorted, and searched by seven different fields. A parcel's detail page – Attachment #2 - contains every piece of qualitative and quantitative information about that particular piece of property, including contact information for the responsible department and an interactive map. Links to the separate Vision and GIS databases are also included. HOPS integration of GIS allows users to directly link to the full online mapping service that includes dozens of layers of data. Furthermore, the comments made on the parcel can be downloaded to a spreadsheet or formal report.

Comments are not the only report HOPS provides, though. In fact, there are four other reports that are possible for users to generate and download in spreadsheet form. The Detail Parcel Report, shown in Attachment #3, provides the user with the 10 most significant pieces of information about parcels, including any comments. Reports can be filtered and generated by four different criteria giving users the ability to customize reports.

The second report, Parcel Statistics, serves as the dashboard for county-owned properties. This report displays either basic information, such as acreage and assessment values, on a county or department level. The Parcel Statistics – Attachment #4 - is particularly useful as it provides an accurate overview of the county's or a department's inventory in seconds. Prior to HOPS, this might have taken one or two business days. The last land report, titled Archived Parcels, is an innovative approach to maintaining our transfer land records. The system automatically runs weekly validation checks between the other databases and HOPS. If there is ever a discrepancy, the administrator is notified. Then based on the error the administrator either confirms a parcel's record in HOPS or expires a parcel. When a parcel is expired, the user-generated information, such as parcel category or comments, is saved along with the responsible department and the unique identification code. Finally, to ensure system utilization, a Usage Report was included. This report tracks the users and number of page views within a month period.

The HOPS database application is built on top of an Oracle database that utilizes Oracle Real Application Clusters (RAC) for a high level of current availability and flexible scalability for future enhancements. All of the databases are on Oracle Database Appliance (ODA) servers. The Spatial Database is built upon Microsoft SQL Server 2008r2 using Esri's Spatial Database Engine (ArcSDE) version 10.2. The SQL Server database utilizes Microsoft's Active/Passive Clustering to provide a highly available environment.

4. Financing and Staffing

HOPS was developed and implemented entirely in-house with existing resources. No outside assistance or development costs were utilized. In years past, the County would have hired a consultant to handle the Parcel Project. The County Manager's Office led the Parcel Project team, and the Information Technology department worked tirelessly with all of the departments to create a user-friendly environment with customized reporting capabilities. All of the software and existing sources of information were already in use and were not purchased for the sole use of this project.

5. Program Results

Prior to HOPS, there was no comprehensive list of county-owned parcels. If a list was generated, it excluded certain parcels and was static. Now, we have a real-time inventory that includes archived and out-of-jurisdiction parcels. Included in this inventory is also institutional knowledge left in the comments. It is imperative to any project or program that historical or pertinent paper-based information remain. Now, instead of multiple meetings or days of research, those qualitative pieces of data are digitized and can be readily accessed.

HOPS has significantly enhanced our efficiency and effectiveness in reporting and concerns pertaining to parcels. Trying to generate a dashboard or overview of our parcel inventory used to take one to two business days; it now takes minutes to generate and download. Staff can now address a citizen inquiry or maintenance issue

on a county-owned parcel in a day, the same inquiry would take up to a week just to identify the responsible department.

Finally, HOPS has proven to be so effective it has led to the development of a secondary system. The secondary system maintains specific stormwater compliance data, and the responsible department – the most important piece of information – feeds from HOPS. Knowing the responsible department is critical to meet the compliance standards set by our environmental permits. Streamlining our reporting and recording process will enable us to stay compliant with the state or federal regulatory agencies.

6. Brief Summary

It began as a simple meeting to discuss Henrico's assets, and the end result was a comprehensive review and enhancement of the county's property management practices. The scope of needs pertaining to county-owned land spanned from historical information to environmental regulation reporting. A project team with representatives from 16 departments was charged with the objective to identify, organize, and categorize county-owned properties. After evaluating current property management tools and processes, the team realized there was a demand for decentralizing property information, too.

By pulling information from three different sources, the project team was able to identify and organize more than 700 parcels. The organizational phase involved assigning each

property to a county department. Once each parcel was claimed, the properties were evaluated for current and future utilization. The categorization created a long-term assets management plan for Henrico. All of this research and substantial amount of data culminated to the development of HOPS, the centralized database for information pertaining to county-owned properties. Users can search the entire database, create customized reports, and add historical and qualitative information. HOPS is a one-stop-shop for all information needed by agencies in the collaboration and management of parcels owned by the county, and it has also become the foundation for other, specific internal property management systems.

HOPS is much more than just a digital parcel database. It is the product of a county-wide initiative to make data-driven decisions about one of our most valuable assets. It has revolutionized how Henrico maintains property information and has positioned us for success not only in property management, but various other fields as well. HOPS is the epitome of the productive opportunities possible with technology. Our efficiency has increased and reporting capabilities have come to fruition. More importantly, HOPS has embodied a new way of problem solving and collaborative project management.

Attachments Appendix

Attachment #1: Home/Default Page

Henrico County-Owned Property System (HOPS) Welcome: TRE08 Logout

Home
Reports
Administration

County Parcels

GPIN Department - Select - Category - Select -
 Address Use Code - Select - Magisterial District
 Property Description

row(s) 1 - 15 of 716 Next >

Select	GPIN	Responsible Dept	Property Description	Category	Parcel Address	Use Code	District
<input type="checkbox"/>	784-744-1788	RECREATION & PARKS	1700 Anderson Street	Future-Use	1700 ANDERSON ST	011 Vacant Residential	Fairfield
<input type="checkbox"/>	784-744-0302	RECREATION & PARKS	1701 Vale Street	In-Use	1701 VALE ST	011 Vacant Residential	Fairfield
<input type="checkbox"/>	783-743-9598	RECREATION & PARKS	1703 Vale Street	In-Use	1703 VALE ST	011 Vacant Residential	Fairfield
<input type="checkbox"/>	783-743-9096	RECREATION & PARKS	1705 Vale Street	In-Use	1705 VALE ST	011 Vacant Residential	Fairfield
<input type="checkbox"/>	783-743-7093	RECREATION & PARKS	1713 Vale St	Surplus	1713 VALE ST	011 Vacant Residential	Fairfield
<input type="checkbox"/>	783-743-5091	RECREATION & PARKS	1721 Vale St	Future-Use	1721 VALE ST	011 Vacant Residential	Fairfield
<input type="checkbox"/>	783-745-7815	RECREATION & PARKS	1901 Dumbarton Rd	Future-Use	1901 DUMBARTON RD	011 Vacant Residential	Fairfield
<input type="checkbox"/>	781-747-1213	RECREATION & PARKS	2126 Madison Ln	In-Use	2126 MADISON LN	011 Vacant Residential	Fairfield
<input type="checkbox"/>	741-756-4251	RECREATION & PARKS	2712 Logan Estates Run	Surplus	2712 LOGAN ESTATES RUN	011 Vacant Residential	Tuckahoe
<input type="checkbox"/>	782-743-4949	RECREATION & PARKS	5200 Bloomingdale Ave	Future-Use	5200 BLOOMINGDALE AVE	011 Vacant Residential	Fairfield
<input type="checkbox"/>	782-743-7051	RECREATION & PARKS	5201 Bloomingdale Ave	Future-Use	5201 BLOOMINGDALE AVE	011 Vacant Residential	Fairfield
<input type="checkbox"/>	783-743-0571	RECREATION & PARKS	5201 Smith Ave	Future-Use	5201 SMITH AVE	011 Vacant Residential	Fairfield
<input type="checkbox"/>	783-743-2085	RECREATION & PARKS	5202 Gillespie Ave	Future-Use	5202 GILLESPIE AVE	011 Vacant Residential	Fairfield
<input type="checkbox"/>	782-743-8662	RECREATION & PARKS	5202 Smith Ave	Future-Use	5202 SMITH AVE	011 Vacant Residential	Fairfield
<input type="checkbox"/>	782-743-6955	RECREATION & PARKS	5203 Bloomingdale Ave	Future-Use	5203 BLOOMINGDALE AVE	011 Vacant Residential	Fairfield

[Spreadsheet](#)

row(s) 1 - 15 of 716 Next >

Attachment #2: Detail Page

County Parcel Information

Edit	Responsible Department	Property Description	GPIN	Category	Expired	Last Change
Edit	RECREATION & PARKS	5319 Walker Ave	783-744-7054	Surplus	N/A	10/09/2014 by CONV

Contact(s)

Contact Name	Email
AL AZZARONE	Email

Base Information

State Code: Exempt Local	Parcel Address: 5319 WALKER AVE
Use Code: 011 Vacant Residential	Owner: COUNTY OF HENRICO
Tax Type: Exempt	Mailing Address: C/O REAL PROPERTY
Zone: R-4	PO BOX 90775
Tax District: Regular	HENRICO VA
Magisterial: Fairfield	23273-0775
Subdivision: Bloomingdale	Building Name: N/A
Section: N/A	Parcel Status: Active
Block: 22	Acreage: .17155978
Lot: 10	GPIN: 783-744-7054

Buildings

No buildings found

Last Transfer

Sale Date	Sale Price	Deed Book	Page	Previous Owner	Sale Comment	# of Parcels
02/01/1986	\$0.00	1992	202	N/A	N/A	N/A

Current Assessment

Year	Date	Land	Land Use	Improvements	Total
2016	01/29/2016	\$1,500	N/A	\$0	\$1,500

Comments

[Print Comment Report](#)

NOTE	Comment Type	Last Change
Property Description set to "5319 Walker Ave"	INFORMATION CHANGE	10/09/2014 by CONV

[Spreadsheet](#)

Map



[Real Estate Property Information](#)

[GIS Map](#)

Attachment #3: Detail Parcel Report

Henrico County-Owned Property System (HOPS)

Welcome: TRED8 Logout

Home Reports Administration

Back

Detail Parcel Report

Clear Search

Department - Select - Abbreviated Comments Yes

Category - Select - Zone - Select - Magisterial District Go

row(s) 1 - 15 of 713 Next

Select	GPIN	Category	Parcel Address	Responsible Department	Property Description	Acreage	Improvements	Land	Zone	District	Last Comment
	781-766-4867	Surplus	1600 OLD FRANCIS RD	PUBLIC WORKS	N/A	.00641013	\$0	\$400	R-4	Fairfield	Planning - Parcel is not buildable (even if combin... (more)
	830-712-3312	Surplus	410 TREVA RD	PUBLIC UTILITIES	LEE PARK SEWER PUMP STATION	.01993794	\$0	\$300	R-3	Varina	Property Description set to "LEE PARK SEWER PUMP S... (more)
	781-766-5774	Surplus	1512 FRANCIS RD	PUBLIC WORKS	N/A	.02125494	\$0	\$1,600	R-4	Fairfield	Planning - Parcel is not buildable (even if combin... (more)
	765-741-9508	Surplus	1403 STILWELL RD	PUBLIC UTILITIES	WESTHAVEN WELL LOT	.02281907	\$0	\$900	R-3	Tuckahoe	Property Description set to "WESTHAVEN WELL LOT"
	781-766-4566	Surplus	1602 OLD FRANCIS RD	PUBLIC WORKS	N/A	.0245803	\$0	\$2,000	R-4	Fairfield	Planning - Parcel is not buildable (even if combin... (more)
	785-751-8565	Future-Use	805 SIBLEY AVE	PUBLIC WORKS	N/A	.02616209	\$0	\$1,300	R-3	Fairfield	Planning - Parcel is not buildable. Acquired in 19... (more)
	751-739-8045	Surplus	705 N PARHAM RD	PUBLIC WORKS	N/A	.027141	\$0	\$2,000	R-3	Tuckahoe	Planning - Parcel is not buildable. Acquired in 19... (more)
	751-754-9707	Surplus	2422 PEMBERTON RD	PUBLIC UTILITIES	WESTBRIAR SEWER PUMP STATION	.02823125	\$0	\$100	R-5	Three Chopt	Property Description set to "WESTBRIAR SEWER PUMP ... (more)
	781-766-5472	Surplus	1514 FRANCIS RD	PUBLIC WORKS	N/A	.03585046	\$0	\$2,400	R-4	Fairfield	Planning - Parcel is not buildable (even if combin... (more)
	755-754-3466	Surplus	2498 KILPECK DR	PUBLIC WORKS	N/A	.0381527	\$8,700	\$1,700	R-5	Three Chopt	Planning - Parcel is not buildable. Pump station s... (more)
	791-752-3657	Surplus	303 DAMASCUS DR	PUBLIC UTILITIES	CHAMBERLAYNE HEIGHTS DAMASCUS SEWER LOT	.03925049	\$0	\$100	R-2A	Fairfield	Property Description set to "CHAMBERLAYNE HEIGHTS

Attachment #4: Parcel Statistics

Parcel Statistics

[Clear Search](#)

Department - Select -

Department Statistics

Responsible Dept	Number of Parcels
ECONOMIC DEVELOPMENT AUTHORITY	2
FIRE	23
GENERAL SERVICES	34
LIBRARY	13
MENTAL HEALTH & DEVELOPMENTAL SERVICES	11
POLICE	3
PUBLIC UTILITIES	182
PUBLIC WORKS	78
REAL PROPERTY	31
RECREATION & PARKS	240
SCHOOL BOARD	96
Total	713

[Spreadsheet](#)

Category Statistics

Category	Number Of Parcels
Future-Use	88
In-Use	355
Surplus	270
Total	713

[Spreadsheet](#)

Assessment Statistics

Responsible Dept	TOTAL	Acreage <input type="button" value="v"/>
REAL PROPERTY	\$100,800	4.48869826
MENTAL HEALTH & DEVELOPMENTAL SERVICES	\$9,842,100	9.17869342
PUBLIC WORKS	\$2,654,400	31.56550001
FIRE	\$34,109,400	56.94496172
LIBRARY	\$70,780,800	127.29995286
POLICE	\$20,628,100	132.14463409
GENERAL SERVICES	\$188,973,800	262.62521157
ECONOMIC DEVELOPMENT AUTHORITY	\$39,378,700	1674.75729357
SCHOOL BOARD	\$933,917,500	1869.89002555
PUBLIC UTILITIES	\$166,942,400	2335.38838082
RECREATION & PARKS	\$134,847,200	3108.29347886
Total	\$1,602,175,200	9612.57683073

[Spreadsheet](#)