

APPLICATION FORM

All applications must include the following information. Separate applications must be submitted for each eligible program. **Deadline: June 2, 2017.** Please include this application form with electronic entry.

PROGRAM INFORMATION

County: Roanoke

Program Title: Interactive Property Report Application

Program Category: Information Technology

CONTACT INFORMATION

Name: David Wray

Title: GIS Manager

Department: Communications & Information Technology

Complete Mailing Address: 5925 Cove Rd., Roanoke, VA 24019

Telephone: 540-777-8564 Website: www.roanokecountyva.gov

Email: dwwray@roanokecountyva.gov

SIGNATURE OF COUNTY ADMINISTRATOR OR CHIEF ADMINISTRATIVE OFFICER

Name: Thomas C. Gates

Title: County Administrator

Signature: 

OVERVIEW:

The Communications and Information Technology Department partnered with the Real Estate Valuation and Community Development Departments to create a one-of-a-kind Property Report. By leveraging technology to provide more services with less staff and declining budgets, the enterprise level interactive Property Report improves operational efficiencies and enhances customer service while providing added value directly to our citizens by making information accessible through a variety of platforms. The Property Report allows easy access to a comprehensive real estate data set, including sales, land records, planning and zoning, schools, government services, environmental, utility information, and more.

Property Report is one of several single-focused, public apps available in the County's GIS Maps and Apps Gallery. The app was created from the ground up as a mobile solution that enables users to view property data in real-time as they walk or drive through neighborhoods. Users can create customized reports of property data that can be viewed on-screen, shared by email or social media, saved, or printed by the user. Users are able to search by specific addresses, owner names, or parcel numbers, and then view property data from the County's GIS system, see home sales and tax assessments from County records, and instantly share this information with others. Users can also provide feedback to improve the quality of the application over time.

This Property Report also allows users to quickly create a PDF document of all pertinent information for any property in Roanoke County. Residents are able to access this service at any time of day or night, on the devices and platform they choose, which has greatly reduced customer service calls for staff during business hours.

County staff members use the Property Report to quickly access data including real estate sales, land records, planning and zoning, schools, government services, and environmental and utilities information. Improved operational efficiency extends to the field where staff save many hours on data collection. The County's Real Estate Valuation Office uses the app to create reports that used to take weeks. Now, it only takes two days or less to create an even more comprehensive report.

The Property Report can be accessed at <http://gisweb.roanokecountyva.gov/PropertyReport/>.

BRIEF SUMMARY

Property Report offers a unique, interactive report of tax parcel information that enables supporting agencies, organizations and the general public to locate an area of interest and review common information stored in the County's real property assessment and tax databases. Users can generate a PDF report of the selected information, and include interactive elements from commercial services such as Google StreetView, Pictometry imagery, Roanoke County zoning and overlay districts, flood zone data, building sketches, government services with hyperlinks, schools, broadband providers, tax map, and official aerial imagery.

This interactive reporting tool can be accessed by smart phones, tablets, and all major operating systems and browsers. Consolidating this detailed information in one convenient report saves citizens' time and allows access to data at any time of day or night, on many types of devices. In addition, County staff can quickly generate comprehensive property reports for stakeholders that previously took weeks to create. The success of the Property Report can be measured by the overwhelming adoption by citizen users who use the application for self service, at their leisure, rather than making telephone calls or visit to the Roanoke County Real Estate Valuation offices.

In summary, on a daily basis the County is better serving the needs of its constituents. Giving the public one place to find detailed information on County services saves citizens' time. Residents can find the details they need any time of day or night on many types of devices. The Real Estate Valuation Office alone has seen a 79% reduction in calls to the customer service department.

The Property Report can be accessed at <http://gisweb.roanokecountyva.gov/PropertyReport/>.

THE PROBLEM OR CHALLENGE

The interactive Property Report was developed to meet the high demand for a comprehensive source of real property information combined with custom mapping options.

Some of the major project goals for development of the Property Report included:

- Allowing users to easily access GIS and quickly view the information they need,

- Making data accessible from any place and at any time a citizen chooses, available on a variety of common devices and platforms
- Empowering end users with data to make decisions more efficiently, and allowing users to easily self-select only the information they need
- Using technology to integrate common features such as Auto Complete Search, Geo-location services, integration with other Roanoke County apps and third party commercial services such as Google StreetView and 3-D imagery (Pictometry)
- Easy ongoing maintenance utilizing existing staff resources

This project has exceeded expectations by allowing access to GIS and Roanoke County parcel information in an easy to use, property-focused application.

RESULTS:

The Property Report has successfully met the goals defined at the outset of the project. The first goal of "Sharing GIS" enabled users to easily access GIS data and quickly select the information they need through an intuitive interface focused on real estate information.

The second goal to "Empower the End User" has been met allowing users to self-select the data needed to create custom reports. Citizens can quickly select what information to include in the report, ranging from sales information, land records, planning and zoning, schools, government services, environmental condition, utility information, and more.

Residents can find the details they need any time of day or night on many types of devices anywhere the internet is available. This accomplishes our third goal of "Accessible from Anywhere" by providing 24/7 access to information via a variety of devices, from desktop applications to mobile-connected tablets and smartphones.

The County accomplished its fourth goal, "Use Modern Technology," by incorporating commercial features and technology into the application, including sharing features, Autocomplete Search, Geo-

location Services, Google StreetView, Pictometry 3-D Pictures, and integrated links between other Roanoke County Apps, websites, services and data stores.

The last goal, "Easily Maintained" was accomplished by using current technology practices such as configurable applications built on JavaScript and HTML technology that can be maintained by existing staff resources.

This project exceeded expectations and delivered information faster to our citizens enabling them to make better decisions. The Property Report met all users' needs and demands for Real Property Information. Now, Property Report is the most interactive report available, with dynamic content control available to both citizens and staff alike.

FINANCING AND STAFFING:

County of Roanoke has a Small Government Enterprise License Agreement with Esri. This gives the County the ability to fast track GIS. The ELA provides unlimited access to ArcGIS software along with timely and professional assistance from Esri. Microsoft SQL Server 2012 is the Enterprise Database providing a consistent programming model and common tools across the Enterprise. The County has established a web presence that caters to a broad user base with diverse needs and technological capability. The Property Report is designed with an interactive singular focus, which creates a comfortable environment that doesn't require instruction or training. To achieve this, the application was developed with contemporary methods and designed according to the asynchronous module definition (AMD) and Model View View Model (MVVM) patterns leveraging Knockout JS and Twitter Bootstrap libraries. This approach creates a solution that is easily maintained in-house while taking advantage of other commercial technologies that already exist. As a result, the County can deliver rich content based on Esri's ArcGIS for Server and ArcGIS Online offerings, combined with Google Streetview and Pictometry to allow users to explore the County from every angle.

The biggest investment is in personnel. A total of 650 personnel hours were used to complete this project for a cost of approximately \$19,500. The hours were used to support the enterprise approach and design, develop, and maintain the enterprise GIS resources. Also, an estimated 40 hours of professional

Services was used from our partner GIS Inc. for a cost of \$23,000 for a total cost of \$42,500, not including previous investments in the County's GIS Enterprise infrastructure.

Property Location: 5204 BERNARD DR
Parcel ID: 087.07-03-08.00-0000
Magisterial District: CAVE SPRING
Account: 37933
Card 1 of 1

Owner Name and Mailing Address:
 ROANOKE CO BOARD OF SUPERVISORS
 P O BOX 29800 ROANOKE VA 24018

Current Property Assessment 2016

Total Building Value: 5329500
Total Land Value: 918000
Total Value: 6247500



Narrative Description

This property contains 3.84900 AC of land with a(n) OTHER COUNTY style building, Built about 1978, having primary GLASS / THERMAL secondary FACE BRICK exterior and RUBBER roof cover, 0 bedroom(s), 0 full bath(s), 0 half bath(s).

Property Characteristics

Jurisdiction: COUNTY
Legal Description: TR 4A COMB FOR BOARD OF SUPERVISORS OFF
Deeded Acreage: 3.84900 AC **Neighborhood:** F024 / TANGLEWOOD COMMERCIAL II
Estimated Acreage: 3.87675584 AC **Census Block:** 511610308013061
Vacant Land: NO **Land Use Program:** NO

**Sales Information
Most Recent Sales**

<u>Sale Date</u>	<u>Sale Price</u>	<u>Legal Reference</u>	<u>Sales Description</u>
11/5/2013	0	PB201314549	PLAT
3/31/1993	0	DB0013970058	NEEDS REVIEW
8/3/1992	2476667	DB0013731572	FINANCIAL INSTITUTION
7/1/1985	0	DB0012230872	NEEDS REVIEW
1/1/1900	0	PB0000900180	PLAT
1/1/1900	0	DB0011960940	UNKNOWN REASON

Property Location: 5204 BERNARD DR
Parcel ID: 087.07-03-08.00-0000
Magisterial District: CAVE SPRING
Account: 37933
Card 1 of 1

Zoning Information

Split: NO

Zoning Code

County-C2

Zoning Description

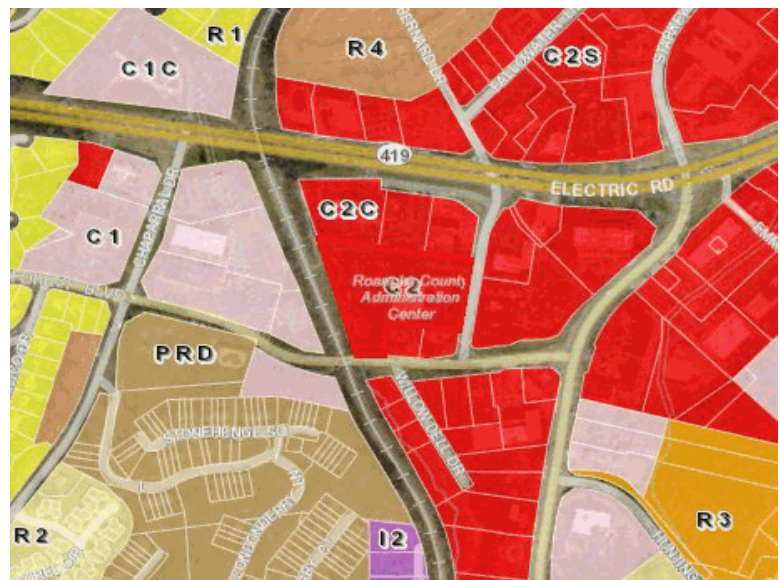
[County-C2/High Intensity Commercial District](#)

Action No: 17-05/1987

Date:

Ordinance: [587-3](#)

Name:



Property Location: 5204 BERNARD DR
Parcel ID: 087.07-03-08.00-0000
Magisterial District: CAVE SPRING
Account: 37933
Card 1 of 1

Overlay Districts

Emergency Communications: [No](#)
Airport: [No](#)
Wellhead Protection: [No](#)
Floodplain: [No](#)
Roanoke River Conservation: [No](#)
***Manufactured Housing:** [No](#)
Clearbrook Village: [No](#)

*For more Information on Roanoke County Zoning, please call 540-772-2068 or visit <http://www.roanokecountyva.gov/pz>

Community Number: 510190

Flood Zone Information

Flood Certificates **FIRM Panel:**
Flood Zone:

Effective Date:
Floodway:

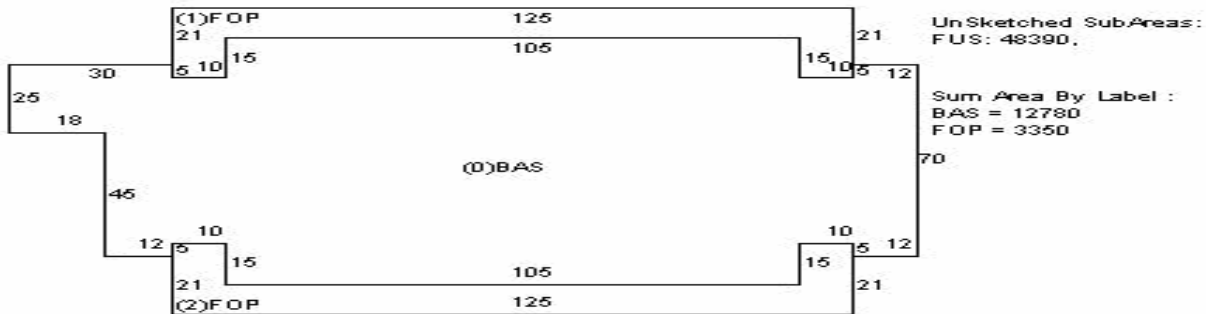
Building Description

Building Type: OTHER COUNTY	Foundation Type: SPREAD FOOTING
Year Built: 1978	Roof Structure: STEEL FRAME
Finished Area (SF): 61170	Roof Cover: RUBBER
Style/Story Height: 2.5 OR MORE	Primary Exterior Wall: GLASS / THERMAL
Bedrooms: 0	Secondary Exterior Wall: FACE BRICK
Full Baths: 0	Primary Interior Walls: DRYWALL
Half Baths: 0	Secondary Interior Wall:
Air Conditioning: 100%	Primary Floors: CARPET
Heating: 100%	Secondary Floors: VINYL TILE
Heating Type: AIR-DUCTED	Basement Garage:
Heating Fuel: ELECTRIC	Fireplace:

Property Location: 5204 BERNARD DR
Parcel ID: 087.07-03-08.00-0000
Magisterial District: CAVE SPRING
Account: 37933
Card 1 of 1

Building Areas

<u>Sub Area</u>	<u>Sketched Area</u>	<u>Finished Area</u>	<u>Perimeter</u>
BASE	12780	12780	554
PORCH-OPEN FINISHED	1675	0	332
PORCH-OPEN FINISHED	1675	0	332
UPPER STORY-FINISHED	48390	48390	0



Property Location: 5204 BERNARD DR

Parcel ID: 087.07-03-08.00-0000

Magisterial District: CAVE SPRING

Account: 37933

Card 1 of 1

Services

Trash Service: [MONDAY](#)

Bulk & Brush Pickup: [B ROUTE](#)

Recycling: [Map](#)

COX COMMUNICATIONS (0.53 miles)

Recreational Center: [Map](#)

BRAMBLETON RECREATION CENTER (1.56 miles)

Library: [Map](#)

SOUTH COUNTY LIBRARY (2.00 miles)

Western Virginia Water Authority

[Website](#)

Water: Water

Sewer: Sewer

Police Station: [Map](#)

Public Safety Center, 5925 Cove Rd, Roanoke VA

Fire Station: [Map](#)

CAVE SPRING

Schools

Elementary School: [PENN FOREST](#)

Middle School: [CAVE SPRING](#)

High School: [CAVE SPRING](#)

Property Location: 5204 BERNARD DR
Parcel ID: 087.07-03-08.00-0000
Magisterial District: CAVE SPRING
Account: 37933
Card 1 of 1

Broadband Providers

Wireless 4G

<u>Provider Name</u>	<u>Upload Speed</u>	<u>Download Speed</u>
AT&T MOBILITY, LLC.	768 Kbps - 1.5 Mbps	1.5 - 3 Mbps
VERIZON WIRELESS	256 - 768 Kbps	768 Kbps - 1.5 Mbps

Wireless LTE

<u>Provider Name</u>	<u>Upload Speed</u>	<u>Download Speed</u>
AT&T MOBILITY, LLC.	768 Kbps - 1.5 Mbps	1.5 - 3 Mbps
T-MOBILE	256 - 768 Kbps	1.5 - 3 Mbps
VERIZON WIRELESS	256 - 768 Kbps	768 Kbps - 1.5 Mbps
NTELOS	256 - 768 Kbps	1.5 - 3 Mbps

Wireline Cable

<u>Provider Name</u>	<u>Upload Speed</u>	<u>Download Speed</u>
COX COMMUNICATIONS	3 - 6 Mbps	10 - 25 Mbps
COX COMMUNICATIONS	10 - 25 Mbps	100 - 1000 Mbps

Wireline DSL

<u>Provider Name</u>	<u>Upload Speed</u>	<u>Download Speed</u>
LUMOS	768 Kbps - 1.5 Mbps	3 - 6 Mbps
VERIZON	768 Kbps - 1.5 Mbps	3 - 6 Mbps

Property Location: 5204 BERNARD DR
Parcel ID: 087.07-03-08.00-0000
Magisterial District: CAVE SPRING
Account: 37933
Card 1 of 1

Pictometry



Tax Map



Property Location: 5204 BERNARD DR

Parcel ID: 087.07-03-08.00-0000

Magisterial District: CAVE SPRING

Account: 37933

Card 1 of 1

Hybrid



Property Location: 5204 BERNARD DR

Parcel ID: 087.07-03-08.00-0000

Magisterial District: CAVE SPRING

Account: 37933

Card 1 of 1

