



APPLICATION FORM

All applications must include the following information. Separate applications must be submitted for each eligible program. **Deadline: June 1, 2018.** Please include this application form with electronic entry. If you do not receive an email confirming receipt of your entry within 3 days of submission, please contact [Gage Harter](#).

PROGRAM INFORMATION

County: Roanoke

Program Title: Open Data Application

Program Category: Information Technology

CONTACT INFORMATION

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SIGNATURE OF COUNTY ADMINISTRATOR OR DEPUTY/ASSISTANT COUNTY ADMINISTRATOR

Name: Thomas C. Gates

Title: County Administrator

Signature: 

EXECUTIVE SUMMARY

As part of building our enterprise level Geographic Information System (GIS), Roanoke County developed a new public-facing website to share open data. The goal was to connect to the citizens and leverage the County investment in the ArcGIS platform. County of Roanoke is committed to sharing data with the public and other localities to increase collaboration, transparency, accountability and customer service and to empower companies, individuals and non-profit organizations with the ability to harness a vast array of useful information to improve life in the Roanoke Valley. The Open Data Application helps drive economic development, innovation and problem solving within the public and private sectors. Citizens are able to more deeply understand and engage with their community. Finally, the Open Data Application was developed using modern technology therefore providing the capability to maintain the application in-house. Please visit the Open Data application using the following URL <http://data.roanokecountyva.gov/>

THE PROBLEM OR CHALLENGE

As part of building our enterprise level Geographic Information System (GIS), Roanoke County developed a new and innovative online “Open Data” website that allows greater and easier access to the County’s authoritative information on mapping, tax parcels, zoning, public safety, economic development, and government services data. The problem was to build an application to share data with the public to increase collaboration, transparency, accountability, customer service and to empower companies, individuals and non-profit organizations with the ability to harness a vast array of useful information to improve life in the Roanoke Valley.

OVERVIEW

The Open Data Application offers a new and easy-to-use web application that allows data exploration by category, showcases various web applications and displays examples of data driven decision making. GIS Services was able to showcase data leveraging the ArcGIS platform.

The Open Data Application was created, configured and customized by accomplishing the following objectives:

- Create Web Application layout including banner, county color branding and icons,
- Add Data Categories, Applications and Data Driven Decision making section,
- Enable Open Data in the cloud (AGOL),
- Add and define items,
- Manage site capabilities,
- Configure Open Data Groups,
- Deploy the final application.

The Open Data Application offers the same functionality when accessed on a desktop PC, mobile phone, or tablet device. Designed as a mobile application from the ground-up, the Open Data Application offers access to geographic information in the palm of a user's hand.

Now the county's citizens and staff members use the app, to quickly gain access to data by category including boundaries, community/schools, environmental, infrastructure, parks, recreation and tourism, planning and zoning, public safety and tourism. A quick search for data is also an option for data exploration. The improved operational efficiency extends to the

citizens where end users are empowered to data self-service, collaboration and analysis and staff save many hours on phone calls and data dissemination.

COSTS OF THE PROGRAM

Roanoke County acquired the Open Data Application template for free, but paid \$5200 for professional services to modify the template during the implementation phase of the project.

The application was installed on an existing server so no equipment cost was incurred to Go Live with this application. Internal labor of 222 hours was incurred to manage, develop and implement this project. No other cost has been incurred with implementing this successful application.

RESULTS

The overall goal of developing the Open Data Application was to minimize the administrative overhead of delivering staff and public requests for geographic information while maximizing access to public data delivery in the most convenient and accessible formats for staff and the public alike. With the Open Data Application, all citizens, staff and commercial stakeholders can access the comprehensive geographic information in many standard formats they need on any device, at any time, and anywhere.

In today's economic climate, localities are tasked with doing more with less staff and declining budgets.

Our new Open Data Application helps to address this constraint by mitigating administrative overhead while maximizing data delivery and access for both citizens and staff. Data requests that had previously required input from technical staff can now be tackled independently and quickly, creating efficiencies for staff and public users alike. The innovative Open Data

Application makes data quickly accessible for both citizens and staff. Staff and citizens can get download data quickly, make smarter choices, collaborate and develop new solutions faster.

Requests that required input from staff can now be answered independently and quickly through the integrated services offered in the Open Data Application, which creates efficiencies for staff and public users alike. Now staff and citizens can use the Open Data Application to quickly access data for real estate, land records, economic development, police activity, planning and zoning, schools, government services, environmental and utilities information and much more.

Giving citizens easy access to geographic information, available in the palm of their hands at all times, has reduced citizen calls for information, while overall customer satisfaction has increased. Citizen and staff adoption of the new Open Data Application is the strongest indicator of the app's ongoing success. In the last 30 days, the Open Data Application has served 4,913 pageviews with 79 percent new users.

With the New Open Data Application, Roanoke County has achieved its goal of offering staff and citizen a new level of access to the county data they need on any device, at any time, and anywhere it is needed.

A MODEL FOR OTHER MUNICIPALITIES

The Open Data site is a model for other localities to implement at no additional cost if they are currently using the Esri Enterprise License Agreement (ELA).

Roanoke County's Open Data Application helps to reduce the bottleneck inherent in many government processes by making public data easily accessible through an internet application solution that is compatible across multiple platforms and today's latest mobile devices.

The Open Data Application bridges the gap between County held data and public access to that information, helping to increase government transparency and enabling both citizens and staff quick access to data that can improve and streamline decision-making. Implementing Open Data Application has reduced administrative overhead and staff time while increasing the efficiency of how information is served to Roanoke County's citizens.

The Open Data Application also creates synergies by using GIS technologies to combine data from in-house systems used by Real Estate Assessment, Planning and Zoning, Police and other County departments into a common and easy-to-use platform for both citizens and staff. Using GIS technologies also gives Roanoke County the ability to offer all this information in a consistent way across a variety of devices and platforms, ranging from the desktop computer to a fully-compatible mobile application that services citizens and staff at any time, from any location. The Open Data site is a model for other localities to implement at no additional cost if they are currently using the Esri Enterprise License Agreement (ELA). Please visit the Open Data application using the following URL <http://data.roanokecountyva.gov/>