



APPLICATION FORM

All applications must include the following information. Separate applications must be submitted for each eligible program. **Deadline: June 3, 2019.** 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 County

Program Title: Floodview Web Mapping Application

Program Category: Criminal Justice & Public Safety

CONTACT INFORMATION

Name: David Wray

Title: GIS Manager

Department: Communications and Information Technology

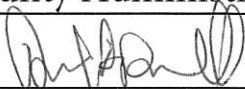
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SIGNATURE OF COUNTY ADMINISTRATOR OR DEPUTY/ASSISTANT COUNTY ADMINISTRATOR

Name: Dan O'Donnell

Title: County Administrator

Signature: 

THE PROBLEM OR CHALLENGE

Comprehensive flood information about tax parcels in Roanoke County could only be obtained by compiling information from several separate, diverse and in-house systems, or from staff in separate departments. Fulfilling public or staff requests about a tax parcel's flood status and other vital information required several days and coordination of staff in various departments. This approach created a barrier to citizen and staff access of important information necessary for daily decision-making in Roanoke County.

The County sought a way to offer consolidated flood information about tax parcels into a single, easy-to-use application that allowed users to find information with the most commonly used search methods. A key objective in the project was to make all flood data accessible quickly, across a variety of platforms and technologies, including today's current mobile devices.

GIS Services in Information Technology maintains flood data, parcel outlines, address data, street centerlines and zoning data to create the foundation of GIS services in the County of Roanoke. This approach ensures data consistency across the County's various departments and assorted applications. GIS Services was able to leverage ArcGIS for Server technology to integrate this GIS foundation with data from both legacy in-house systems and third party commercial services to provide a one-stop-shop for all Roanoke County tax parcel based flood information.

FloodView offers an easy-to-use map-based view of tax parcel information with consolidated data sources from the County's Enterprise GIS, County's

Computer Aided Mass Appraisal (CAMA) system, real estate tax receivables database, zoning, and other sources. Using Microsoft SQL Server, ArcGIS platform and Python, GIS Services was able to integrate the CAMA data into its GIS platform, providing flood information, narrative description, property characteristics, overlay districts, flood zone information, building description, sub areas, government services, schools, broadband availability, property photos, zoning map, aerial photography, and tax map information in a map-based application.

Flood status searches are simplified by using a custom auto-complete search engine that allows discovery based on the most commonly used labels, including street address, owner, or tax ID.

This level of integration into a common GIS platform also enabled staff to enhance the County's application with third party services such as Google Street View and Pictometry, and combining these services to a unique TriView web mapping service of any selected tax parcel.

FloodView offers the same functionality when accessed on a desktop PC using a modern internet browser, mobile phone or tablet device. Designed as a mobile application from the ground-up, FloodView offers comprehensive parcel information in the palm of a user's hand. In addition, location-based services allow real estate professionals, citizens, and staff to view this same information on property flood status as they travel through neighborhoods.

Now the county's citizens and staff members use these apps to quickly access data including flood status, and support documentation and land records.

The improved operational efficiency extends to the field where staff save many hours on data collection.

FloodView users can also provide feedback directly from the app to GIS Services to help improve the quality of flood information and associated characteristics over time.

The overall goal of developing the FloodView app was to minimize the administrative overhead of delivering staff and public requests for flood information while maximizing access to public data delivery in the most convenient and accessible formats for staff and the public alike. With the single focused application, FloodView, all citizens, staff and commercial stakeholders can access the comprehensive flood information they need on any device, at any time, and from anywhere.

To streamline requests for flood information from both staff and citizens during a recent storm, Roanoke County sought to create a single focused solution for staff and citizens to access this information using any desktop and mobile devices. The FloodView app was designed from the ground up to offer a consistent experience on a PC, mobile phone or tablet.

Questions that required input from staff in several departments can now be answered independently and quickly through the integrated services offered in the FloodView app, which creates efficiencies for staff and public users alike.

Now staff and citizens can use the FloodView Application to quickly access data for vast array of public data about floodways, flood plains, land, tax parcels,

building values, land values, DFIRM panels, flood certificates, and flood zone status information. Most importantly, the app was utilized to achieve credits for Citizen Outreach for flood mapping in FEMA's Community Rating System (CRS).

Giving citizens easy access to flood data and related 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 FloodView app is the strongest indicator of the app's ongoing success. Since the application's launch on September 13, 2018, the FloodView app has served 6,424 pageviews with 91 percent new users. Most significantly, after a major flooding event occurred through the Roanoke Valley, the application experienced 4,173 pageviews in one week.

With the single focused FloodView app, Roanoke County has achieved its goal of offering staff and citizen a new level of access to a vast array of public data about floodways, flood plains, land, tax parcels, building values, land values, DFIRM panels, flood certificates, and flood zone status they need on any device, at any time, and anywhere it is needed.

EXECUTIVE SUMMARY

Roanoke County, Virginia's FloodView application is a customized single-focused solution that addresses the County's need to offer comprehensive flood information through a graphical and simple user interface. The FloodView app was created at the start with accessibility in mind, and an emphasis was placed on integrating the latest technologies to ensure mobile compatibility and the use of location services.

The FloodView app offers a new level of government transparency to its citizens, by including a vast array of public data about floodways, flood plains, land, tax parcels, building values, land values, DFIRM panels, flood certificates, and flood zone status in an easy-to-use and mobile solution. Citizens and staff are no longer tied to desktop computers, as the FloodView app can be used on a variety of mobile devices, from any location. Most importantly, the app was utilized to achieve credits for Citizen Outreach for flood mapping in FEMA's Community Rating System (CRS).

This increased ease-of-use helps streamline the day-to-day operation of staff while giving citizens access to County data whenever, and wherever, they choose. Please click on the following link to launch the FloodView application

<https://gisweb.roanokecountyva.gov/floodview/> .

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BRIEF OVERVIEW

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