

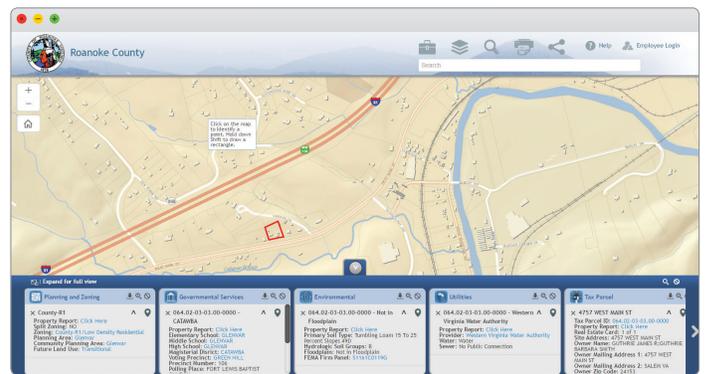
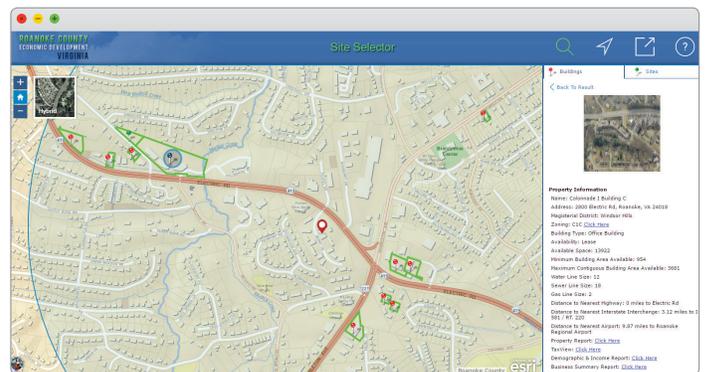


## Quick Access, Better Decision Making

Roanoke County, Virginia, in southwest Virginia, serves a population close to 100,000 people. It has an established GIS program to meet the needs of staff and citizens. Roanoke County had an outdated public-facing online map. They wanted to provide improved access to the wealth of GIS data in a way that would better serve staff and citizens with varied technological expertise. They also wanted a solution that would deliver highly-focused, simple mapping applications targeted to citizens and one comprehensive mapping application that would be especially useful to staff.

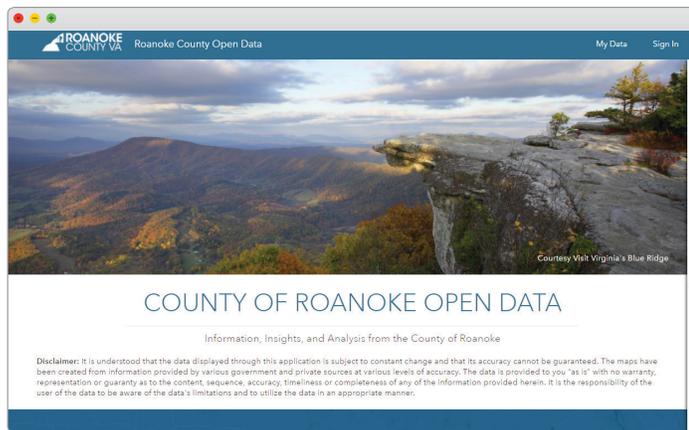
### The Solution

GISinc worked with the county's GIS staff to create an online portal that includes business-specific apps: TaxView, GovView, 3-D View, Property Report Viewer, VoterView, SchoolView, ParkView, Site Selector and Open Data Portal. These apps allow users to search for information such as property data, government services like trash pick-up schedules, available building and sites, and polling locations and hours. GISinc customized the search in these apps to auto complete based on multiple data fields and many feature classes (owner name, address, parcel ID, and place name). In addition, the county is using the GISinc OneView app which gives intermediate to advanced users access to the county's rich datasets with sophisticated visualization controls and query tools.



Now the county's staff members use these apps, especially GISinc OneView, to quickly access data including real estate sales, land records, planning and zoning, schools, government services, and environmental and utilities information. The improved operational efficiency extends to the field where staff save many hours on data collection.

The county's Real Estate Valuation Office recently used the new tools to create a report that used to take weeks. Now it only takes two days to create an even more comprehensive report. The Valuation Office has also seen a 79% reduction in calls to the customer service department, because residents can find the details they need anytime, day or night, on many types of devices. Giving the public one place to find detailed information on county services saves citizens' time. With these new apps in place, the county is better serving the needs of its constituents on a daily basis.



**“We have saved hundreds of work hours in field data collection, provided better customer service through quick access to information, and helped locate and rescue lost and injured hikers on the Appalachian Trail.”**

**David Wray**  
GIS Manager  
Roanoke County

The apps have proven to be life-saving. Emergency personnel have used these resources to locate and save hikers stranded on the Appalachian Trail. 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, 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.

In addition, the Site Selector and Open Data Portal are helping to make it easier to do business in Roanoke County by streamlining data access for internal users as well as businesses. The Open Data Portal will provide the public access and download up to 155 data layers maintained through the County's online web maps and applications platforms while highlighting data projects such as: PSAP Regional Map, Mountain Valley Pipeline Map, Roanoke County Broadband Project.

