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1. General Questions

   a. **Why doesn't the map show correctly when I print it?**
      The map Print functions currently do not work with Microsoft Internet Explorer and some versions of the Mozilla Firefox browser. We are working to resolve this problem, but in the meantime we recommend that users download one of the following browsers for use with VBgov Theme Based Maps and Full Screen GIS Map. We apologize for the inconvenience.
      Google Chrome: [Chrome Download for Windows](#)
                                             or [Chrome Download for Mac](#)
      Apple Safari: [Apple Safari Download for Mac and Windows](#)

   b. **There are too many layers on the map. How do I turn some of them off?**
      The checkbox to the left of the Layer name can be used to toggle the layer on or off. Some of the listed layers are on by default. Other layers, such as City Property and Road Edges, are off when the map initially displays, but may be toggled on by the user.
      Some layers may not be available at all scales. For example, the parcel lines and address points will only appear once the user zooms in to the appropriate scales. If an individual layer is not available at the current scale, that layer name will be greyed out in the Table of Contents.

   c. **Can I display more than one 'Theme' at a time?**
      Currently the system only allows you to display one Theme at a time. To the best of our ability we attempted to arrange the themes so that data is grouped by areas of interest that are usually viewed together. A future enhancement may include the ability to add data from another theme.

2. Property Questions

   a. **What's the easiest way to get the AICUZ or Noise Zone information for a property?**
      AICUZ refers to Air Installation Compatible Use Zones. The AICUZ map contains Noise Zones and Accident Potential Zones for the areas surrounding Oceana Naval Air Station and Fentress Air Field. For more information, please visit [NAS Oceana AICUZ Web site](#). Please remember

that the City of Virginia Beach is not the official source for AICUZ and Noise Zone information.

The easiest way to get the AICUZ or Noise Zone for a property is to search for the property using the Theme-Based Search.

Start on the Map Center page:
http://www.vbgov.com/maps/Pages/default.aspx

Select the Theme-Based Search icon in the center of the page:

Use the 'Search By' pull-down to select the appropriate search criteria (usually Property Address or GPIN).
Enter the Address or GPIN in the search field and hit <Enter>.
The system will display a list of matching addresses (or a message that the address is not found).
Select the 'View Property' link for the appropriate property:

The system will transfer you to the map centered on the property selected.
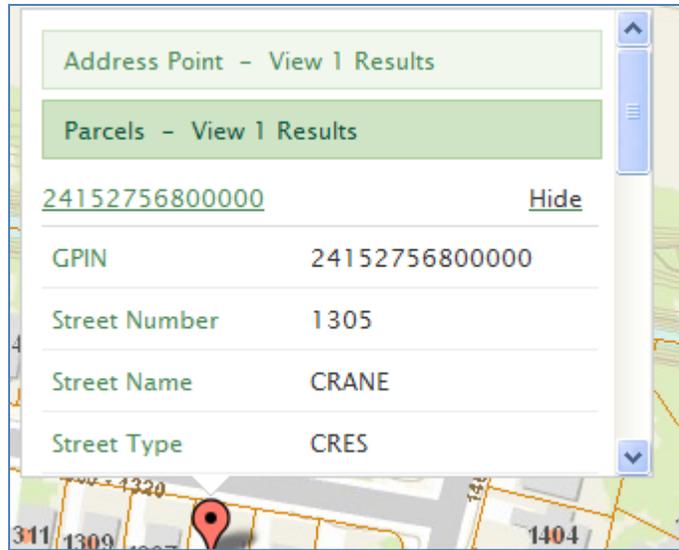There will be a marker and a window indicating 'Parcels' and 'Address Point' (This example assumes the parcel has an address; in the City of Virginia Beach, undeveloped parcels are not assigned addresses, only GPIN's.)

Click on the 'Parcels – View 1 results' line. The result window will expand to show the GPIN or address of the selected item:

Click again on the GPIN or the word 'View' in the window. The system will display the attributes associated with the parcel:

Scroll down using the scroll bar on the right-hand side of the window to find the AICUZ and Noise Zone information:

A value of 'N/A' indicates that the property has not been designated as in the AICUZ or Noise Zone.

You can also display the AICUZ map along with Property Information in graphic format by selecting the Planning and Development Theme.

b. **What's the easiest way to get the Flood Zone information for a property?**
    The easiest way to get the Flood Zone for a property is to search for the
    property using the Theme-Based Search.

    Start on the Map Center page:
    http://www.vbgov.com/maps/Pages/default.aspx

    Select the Theme-Based Search icon in the center of the page:

    Use the 'Search By' pull-down to select the appropriate search criteria
    (usually Property Address or GPIN).
    Enter the Address or GPIN in the search field and hit <Enter>.
    The system will display a list of matching addresses (or a message that
    the address is not found).

    Select the 'View Property' link for the appropriate property:

    The system will transfer you to the map centered on the property
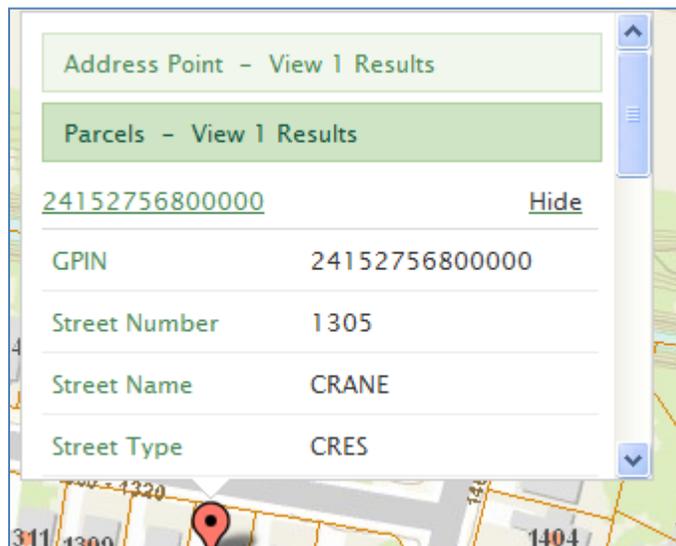   selected.

    There will be a marker and a window indicating 'Parcels' and 'Address
    Point' (This example assumes the parcel has an address; in the City of
    Virginia Beach, undeveloped parcels are not assigned addresses, only
    GPIN's.)

Click on the 'Parcels – View 1 results' line. The result window will expand to show the GPIN or address of the selected item:

Click again on the GPIN or the word 'View' in the window. The system will display the attributes associated with the parcel:

Scroll down using the scroll bar on the right-hand side of the window to find the Flood Zone information:

A value of 'N/A' indicates that the property has not been designated as in a Flood Zone.

Note: The Center for GIS is not the official source for Flood Zone information. To Request a Flood Zone Determination from the Department of Public Works, please call them at 757-385-4131 or use the form here.

You can also display the Flood map along with Property Information in graphic format by selecting the Public Safety Theme.

c. **How do I get the area of a parcel?**

There are 2 ways to get the estimated area of a parcel. (Please keep in mind that the information shown here is not the official recorded plat measurement for any piece of property. All official plats are recorded and stored by the Virginia Beach Clerk of the Circuit Court.)

Use the Theme-Based search to search for and locate the parcel:

Start on the Map Center page:

Select the Theme-Based Search icon in the center of the page:

Use the 'Search By' pull-down to select the appropriate search criteria (usually Property Address or GPIN).

Enter the Address or GPIN in the search field and hit <Enter>.
The system will display a list of matching addresses (or a message that the address is not found).
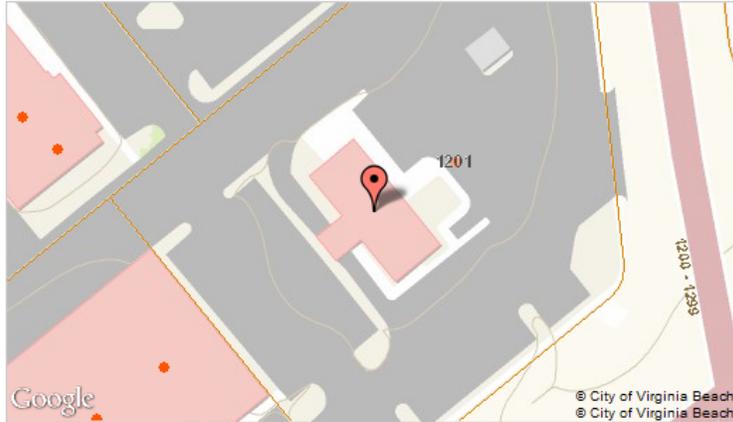
When the list of matching parcels is returned, click on the Address or GPIN number to view the Property Report

When the Property Report displays, scroll down to see the Estimated Land Area (based on information entered by the Assessor's Office):

Selected Property - 1201 Baker Rd

Address:	1201 Baker Rd
Zip Code:	23455
GPIN:	1468-09-3519-0000
Unoffical* Zoning:	B2
Sub Division:	Northampton
Land Use:	Commercial
State Plane X, Y:	12160251.5399735, 3489554.15935475
Geolocation:	36.8837819788037, -76.1838707538959
2000 Census Tract #:	040200
2000 Block Group #:	0402004
Voting District:	4
AGRID:	C4
Soil Type:	42
Watershed:	Chesapeake Bay Watershed
Estimated Land Area :	58,265 Square Feet
Tax Assessment:	View

An alternate way to obtain the estimated area of a parcel is to use the Measure Tool on the Theme-Based Map. Use the Theme-Based Search to locate the parcel information, then select 'View Property' from the 'View on Map' column:
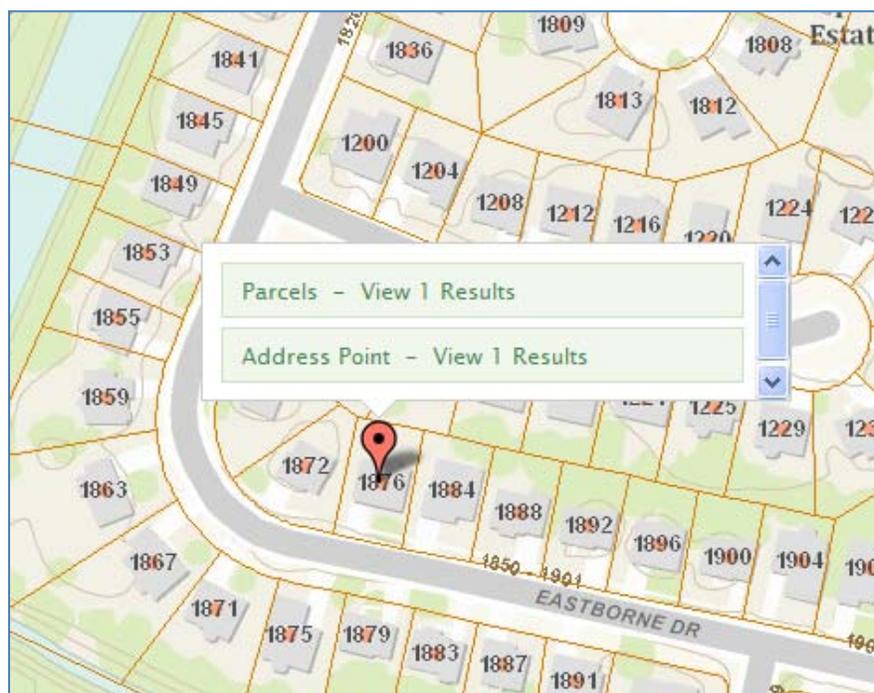
Property Search Results

Your search – **'1876 east'** – matched 1 property.

Address	GPIN	View on Map	Hurricane Report	Survey Controls
1876 Eastborne Dr	24155233840000	View Property	View Report	View Controls

You can view Real Estate Assements here: va-virginiabch-realestate.governmax.com

The system will display the Theme-Based map zoomed to the location of the selected parcel:

Click on the 'i identify' icon tool above the map:
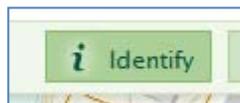
to eliminate the Parcels and Address Point window. Using the mouse wheel or scale bar, zoom in as close as possible to the parcel.

Select the Measure Tool from the toolbar:

the system will place an initial measuring 'marker' on the map. Move the marker to the beginning location for your measurement (in this case, one of the parcel corners). Move the second marker to the opposite corner of the parcel to obtain the measurement for that property line.
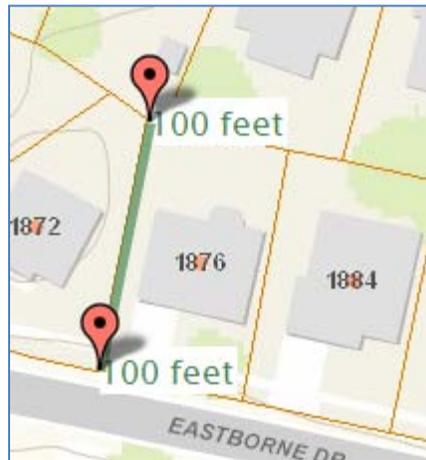
To get the perpendicular measurement, move one of the markers to the perpendicular corner of the parcel:
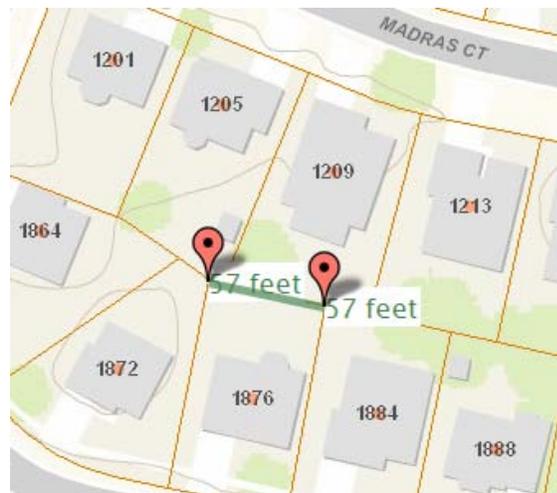
To calculate the estimated area, multiply the length times the width: For example, in the example above, the parcel is approximately 5700 square feet. (Using the Property Detail Report, the Assessor's office estimate is 5,866 Square Feet.)

In the next few months, we plan to implement an Area Measurement tool to assist in this type of function.

d. **How can I see the GPIN number for a parcel?**
    If you know the Address but not the GPIN for a parcel, you can find the
    GPIN by starting at the Theme-Based Search and searching by Address.

    Start on the Map Center page:
    http://www.vbgov.com/maps/Pages/default.aspx

    Select the Theme-Based Search icon in the center of the page:

    The default 'Search By' criteria is Property Address.

    Enter the Address in the search field and hit <Enter>.
    The system will display a list of matching addresses (or a message that
    the address is not found).

    If you just need to get the GPIN and use it elsewhere, you will see it
    displayed in the list of Property Search Results. You can copy and paste
    the contents of the GPIN field into another application using standard
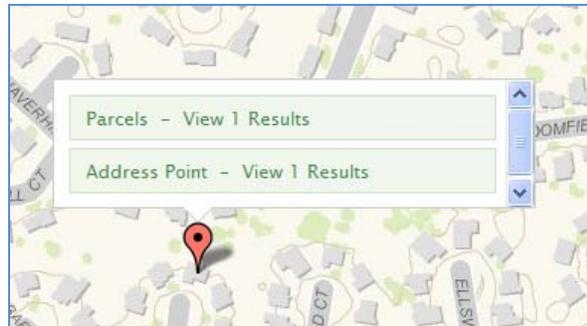   Windows Copy-and-Paste functionality.

    If you need additional info or if you need the GPIN of a property near the
    identified property, select the 'View Property' link for the appropriate
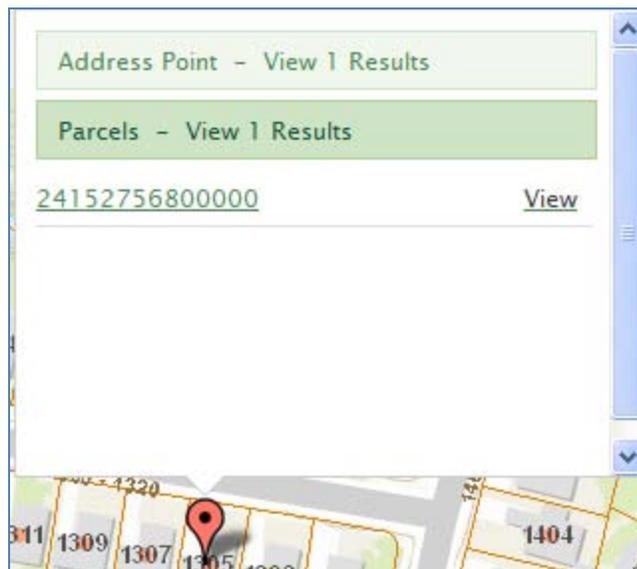   property:

    The system will transfer you to the map centered on the property
    selected.

    There will be a marker and a window indicating 'Parcels' and 'Address

Point' (This example assumes the parcel has an address; in the City of Virginia Beach, undeveloped parcels are not assigned addresses, only GPIN's.)


If you wish to see the GPIN of the selected parcel, click on the 'Parcels – View 1 results' line. The result window will expand to show the GPIN or address of the selected item:


If you wish to see the GPIN of a parcel located near the selected parcel, simply move the red bubble marker to another location on the map:

then click on the marker to get the Address Point and Parcel Results for that location (in this case the marker was moved to another parcel but is not positioned exactly over the Address Point, so only a Parcel Result window is shown):

Click on the 'Parcels – View 1 results' line. The result window will expand to show the GPIN of the selected item:
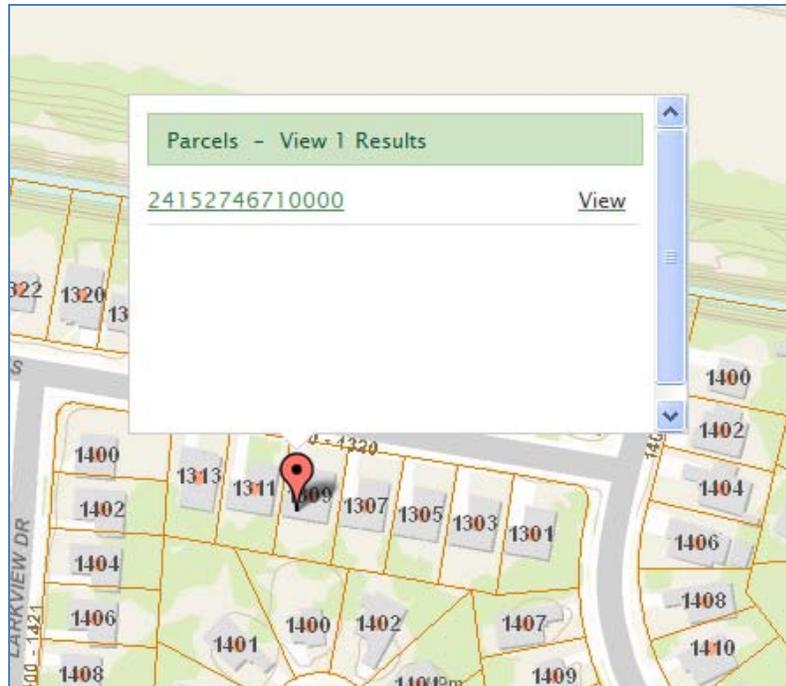
When you have the appropriate property, you can click again on the GPIN or the word 'View' in the window. The system will display the attributes associated with the parcel:
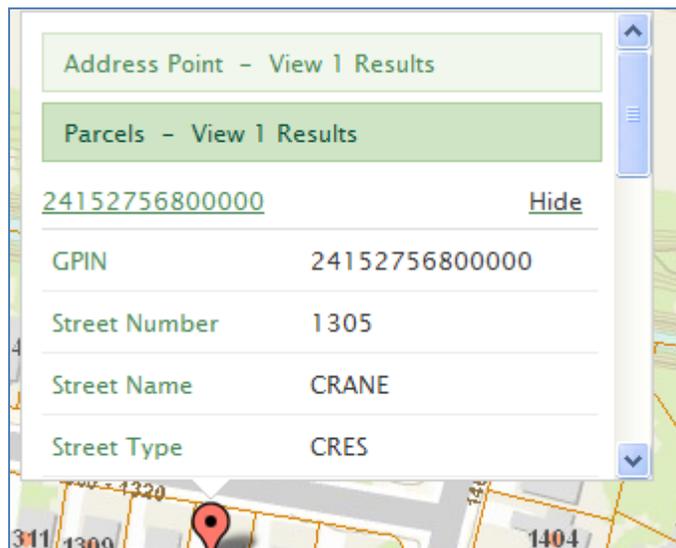
e. **How can I find out which day of the week my trash is collected?**
   Begin by using the Theme-Based Search to locate the property by Address.

   Start on the Map Center page:
   http://www.vbgov.com/maps/Pages/default.aspx

   Select the Theme-Based Search icon in the center of the page:

   The default 'Search By' criteria is Property Address.

   Enter the Address in the search field and hit <Enter>.
   The system will display a list of matching addresses (or a message that the address is not found).

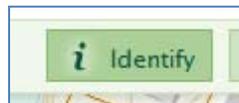   Select the 'View Property' link for the appropriate property:

   The system will display the Theme-Based map zoomed to the location of the selected parcel:

The system will transfer you to the map centered on the property selected.

Click on the 'I – Identify' icon above the map:

 to remove the Parcels / Address Point window so that you can see more of the map.

On the left–hand side of the map, select 'Public Services' from the list of Themes.

The system will redisplay the map using the Public Services theme. Among the data shown will be the Trash Collection days. You may need to zoom out and/or turn off some of the data layers in the table of contents in order to view the Waste management layers more easily:
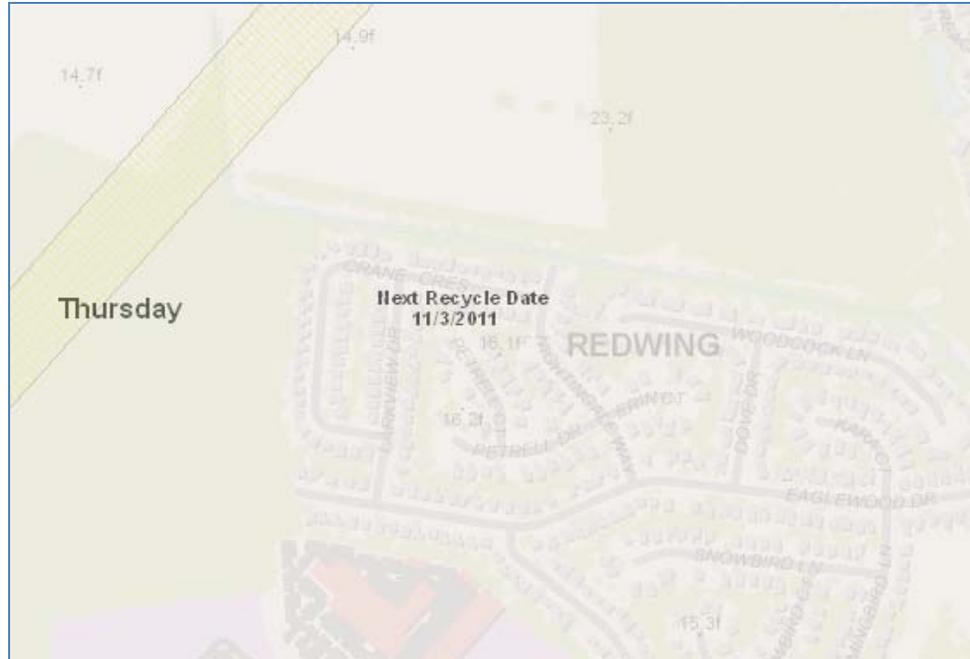
f. **How can I find out the next date for recycling pick-up at my house?**
Begin by using the Theme-Based Search to locate the property by Address.

Start on the Map Center page:
http://www.vbgov.com/maps/Pages/default.aspx

Select the Theme-Based Search icon in the center of the page:

The default 'Search By' criteria is Property Address.

Enter the Address in the search field and hit <Enter>.
The system will display a list of matching addresses (or a message that the address is not found).

Select the 'View Property' link for the appropriate property:
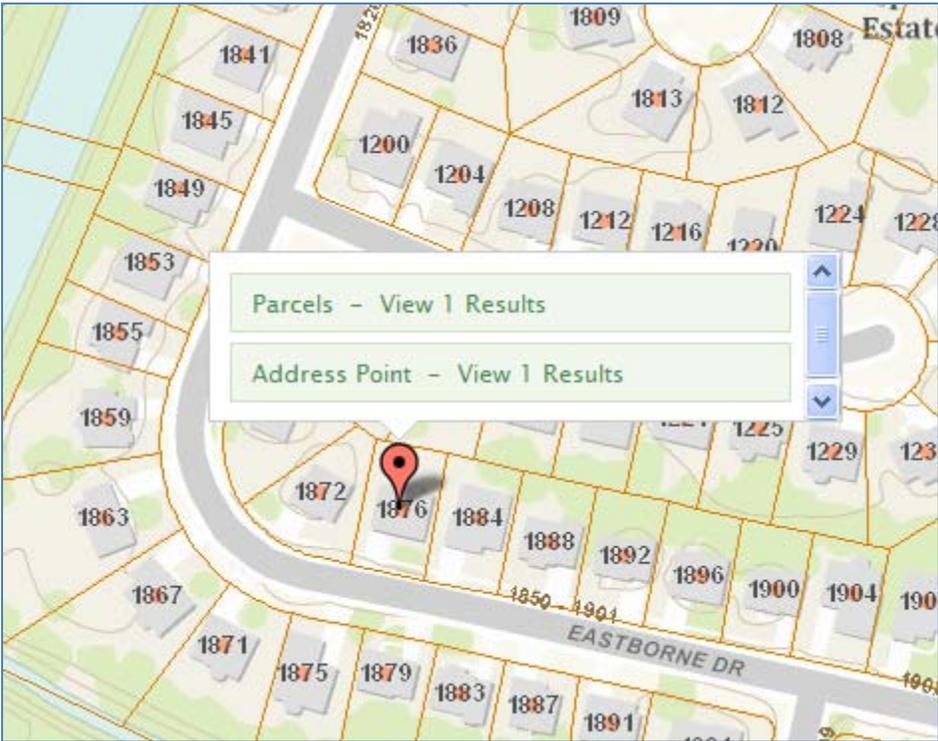
Property Search Results

Your search – '**1876 east**' – matched 1 property.

Address	GPIN	View on Map	Hurricane Report	Survey Controls
1876 Eastborne Dr	24155233840000	View Property	View Report	View Controls

You can view Real Estate Assements here: va-virginiabch-realestate.governmax.com

The system will display the Theme-Based map zoomed to the location of the selected parcel:


Click on the 'I – Identify' icon above the map:

 to remove the Parcels / Address Point window so that you can see more of the map.

On the left-hand side of the map, select 'Public Services' from the list of Themes.

The system will redisplay the map using the Public Services theme. Among the data shown will be the Next Recycle Date. The Recycling Date information is a semi-transparent layer displayed on top of the Property Information. You may need to zoom out and/or turn off some of the data layers (such as Parcels and Street Ranges) in the table of contents in order to view the Waste management layers more easily:
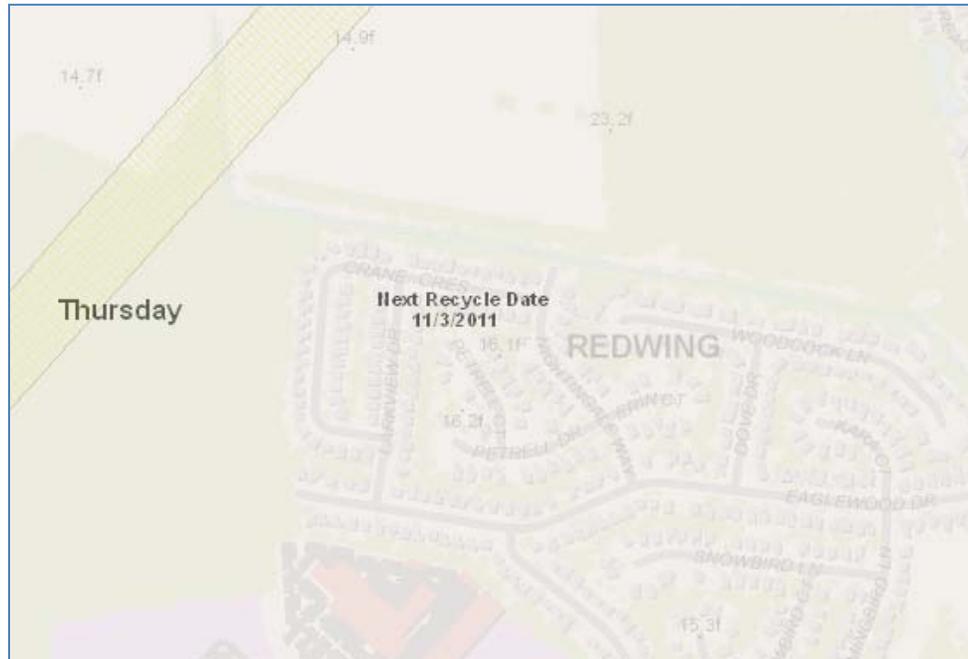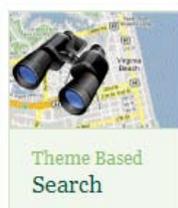

g. **Which Council District is my house in?**
Begin by using the Theme-Based Search to locate the property by Address.

Start on the Map Center page:
http://www.vbgov.com/maps/Pages/default.aspx

Select the Theme-Based Search icon in the center of the page:

The default 'Search By' criteria is Property Address.

Enter the Address in the search field and hit <Enter>.
The system will display a list of matching addresses (or a message that the address is not found).

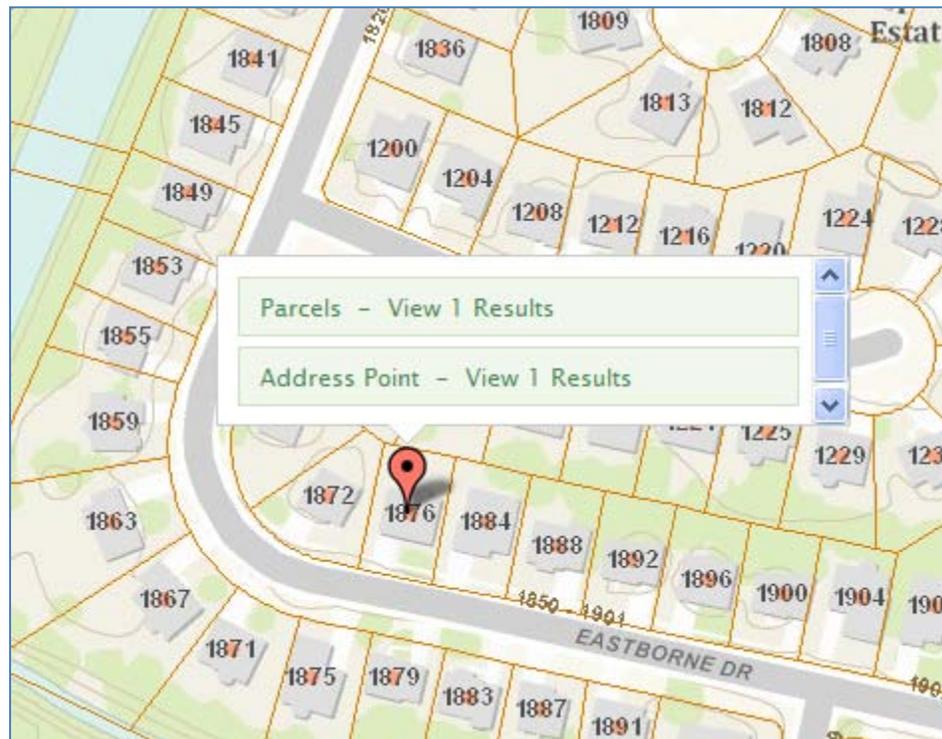Select the 'View Property' link for the appropriate property:

The system will display the Theme-Based map zoomed to the location of the selected parcel:

Click on the 'I – Identify' icon above the map:

to remove the Parcels / Address Point window so that you can see more of the map.

On the left-hand side of the map, select 'Demographics' from the list of Themes.

The system will redisplay the map using the Demographics theme. Among the data shown will be the Council District. (The district is a semi-transparent layer displayed on top of the Property Information.) You may need to zoom out and/or turn off some of the data layers (such as Zip Code, Parcels, and Street Ranges) in the table of contents in order to view the Council District layer more easily:
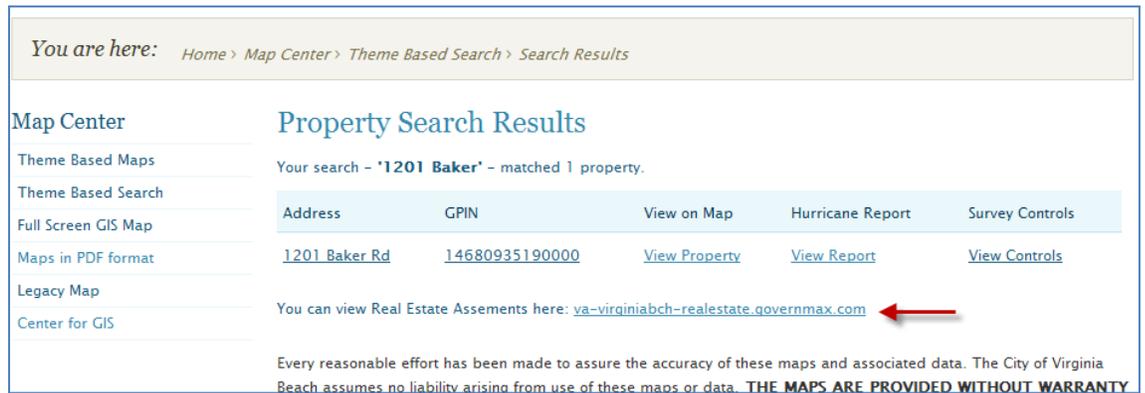
h. **Where is the Assessment data located?**

Assessment data is still available from the City Assessor's Search application. Links to it are located on the Map Center page:
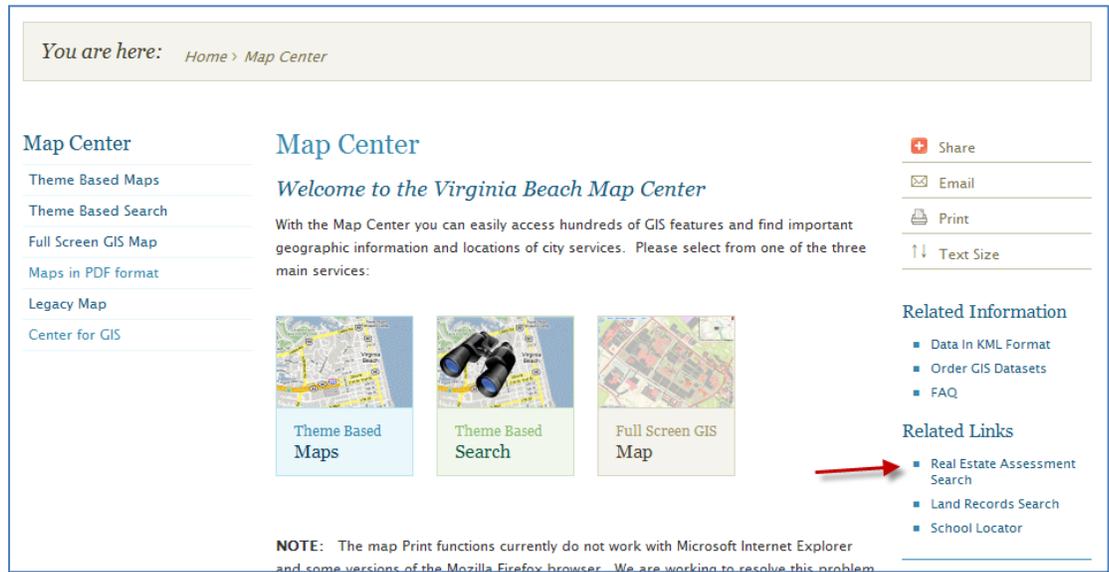
and on the Property Search Results page:

3. **Other Types of Data**

a. **Where can I find Topographic Data?**

The Topographic Data, including contour lines and spot elevations, are available in the Survey Control Theme. You can view the Survey Control Theme by starting with the Theme-Based Search and locating a property

by address or GPIN, or you can start at the Theme-Based Map and pan / zoom to the area needed. As you zoom in, more topographic detail will display.

b. **Where can I find Zoning information?**

For official Zoning information please contact the Department of Planning at 757-385-8074 or see the Zoning Administration page <u>here</u>.

For general use, Zoning information is available in the Planning and Development Theme. You can view the Planning and Development Theme by starting with the Theme-Based Search and locating a property by address or GPIN, or you can start at the Theme-Based Map and pan / zoom to the area needed. As you zoom in, the Zoning and Development Services data layers will display. When you find the area or property, you may need to turn some of the data layers in the Table of Contents to see the Zoning information more clearly.

To see any Conditions associated with the Zoning, click on the Identify icon above the map,
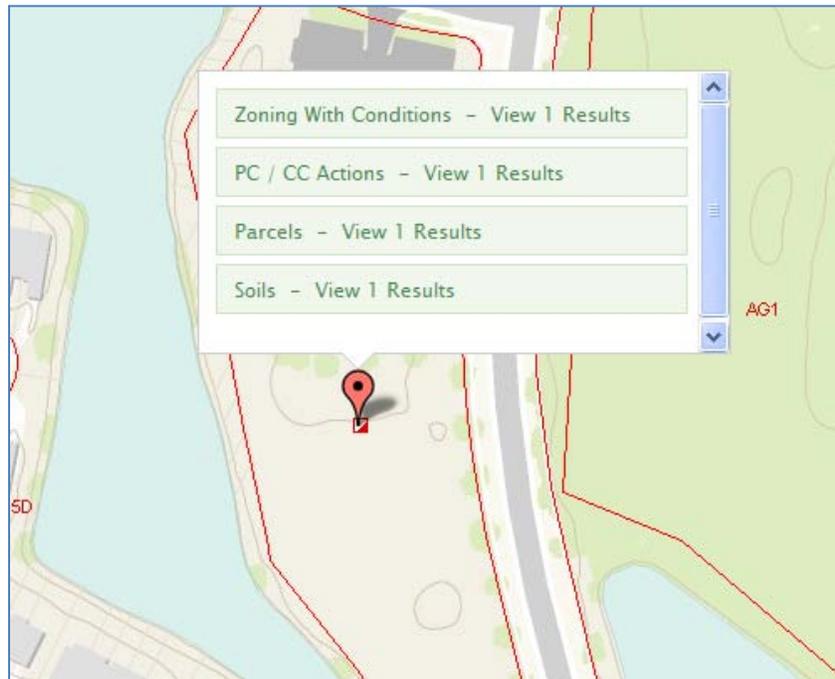

 click on the Zoning Condition symbol, and then on the marker:

the system will display the list of Results for layers, including the Zoning

With Conditions layer as shown here:

Click on the 'Zoning With Conditions – View 1 Results' line to see the type of Condition. For information about the Condition codes and Zoning data, please contact the Department of Planning at 757-385-8074 or view the Zoning Administration page here.
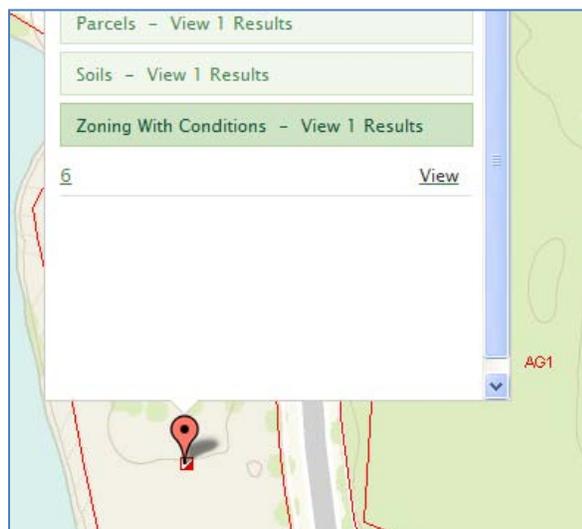
c. **Where are the Public Works Survey Control Points and their PDF's?**

If you know the Survey Control Point ID number, click here to skip to the instructions that begin with a search by ID number.

The Survey Control Points are available in the Survey Control Theme.

Start with the Theme-Based Search and locate a property by address or GPIN
 or
Start at the Theme-Based Map and pan / zoom to the area needed.

If you start from the Property Address or GPIN search, the system will display a list of matching addresses (or a message that the address is not found).

When the list of Property Search Results displays, click on the View Controls link under Survey Controls on the right-hand side of the page:

Property Search Results

Your search – **'1201 baker'** – matched 1 property.

Address	GPIN	View on Map	Hurricane Report	Survey Controls
1201 Baker Rd	14680935190000	View Property	View Report	View Controls

You can view Real Estate Assements here: va-virginiabch-realestate.governmax.com

Every reasonable effort has been made to assure the accuracy of these maps and associated data. The City of Virginia

The system will transfer you to the Theme-Based maps and will automatically display the map using the Survey Control Theme.

Depending on the area you are searching, you may need to zoom out before any Survey Control Points appear on the map. Once you see a Survey Control Point on the map, move the bubble / marker so that the cross-hairs are directly over the Survey Control Point symbol. Then click the marker to view the information associated with that location. It should include at least a Parcel Result and a Survey Control Point result.
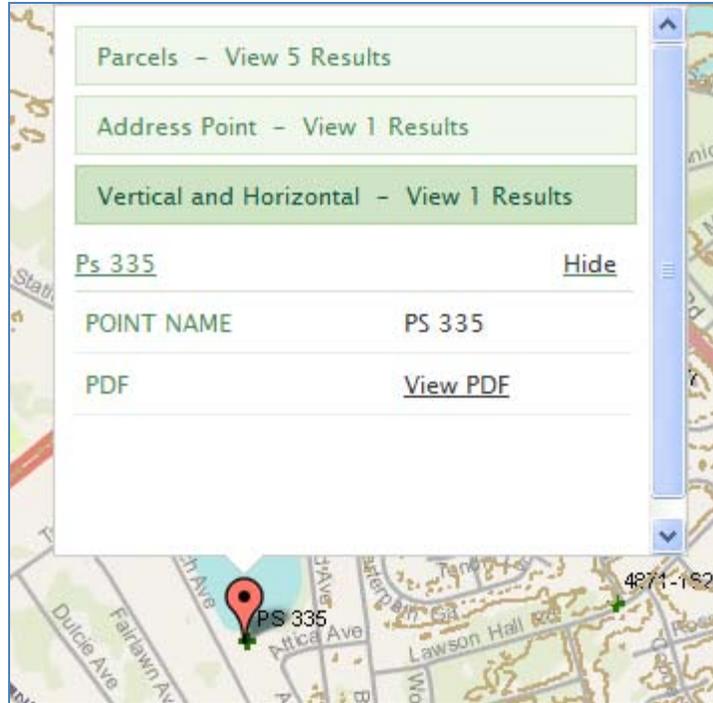
In this example, the Survey Control Point is a Horizontal and Vertical control:
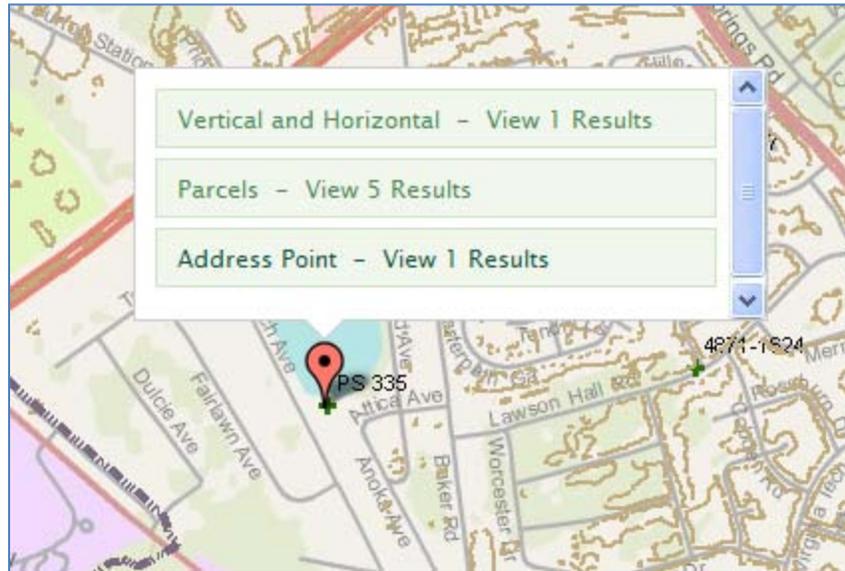
Click on the 'Vertical and Horizontal – View 1 Results' line and then the Control Point ID number
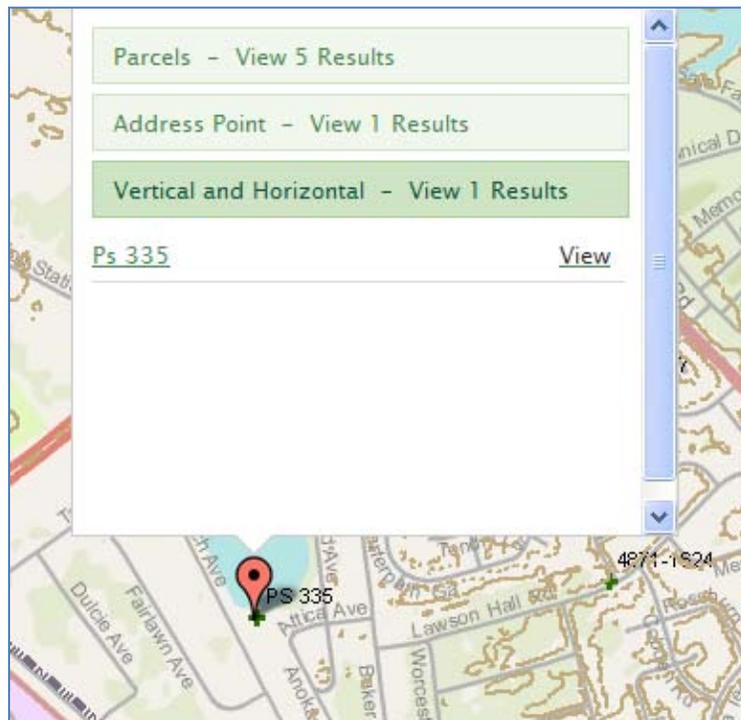
to display the attributes associated with the point:

Click on the 'View PDF' link to display the PDF for that survey control.

To view the information about another point, simply move the marker to another location and follow the steps above again.

If you pan / zoom to the location and find a Survey Control Point, simply click on the Identify icon above the map

and then on the marker to display information associated with the Survey Control Point.

If you already know the Control Point ID number and you just want to view the associated PDF:

Start at the Theme-Based Search and change the pull-down to Search by Public Works Control Number. Key in the Control Number ID or a partial Control Number ID. The system will display a list of matching records. Click on the View PDF link to open the PDF for each associated control record:

d. **Where can I find information about planned City projects (CIPs)?**
Capital Improvement Program (CIP) project locations are available in the Public Services Theme.

You can view the Public Services Theme by starting with the Theme-Based Search and locating a property by address or GPIN, or you can start at the Theme-Based Map and pan / zoom to the area needed.   Change the Theme on the left-hand side of the map from the default Property Information to Public Services.

As you zoom in, the CIP data layers will display. When you find the area

or property, you may need to turn some of the data layers in the Table of Contents (such as Trash Collection data) to see the CIP information more clearly.

4. **Legacy Maps**

   a. **Where can I find the old 'Advanced Maps'?**
      We recommend that you try the new VBgov theme-based maps and searches. The Legacy map will be retired at some point in the future. However, the legacy "Advanced Maps" is still available at this location: http://www.vbgov.com/_assets/maps/advanced-map.aspx. The associated legacy application is no longer available, so you are limited to searching by using the Right-Click > Zoom > GoTo function and selecting either GPIN, Street Range, or Subdivision. You can then key in the search item and the system will respond with a list of matching records. If there is only one match, the system will automatically zoom the map to that location. (You may also need to change the 'Zoom to Width' in the Zoom > Goto dialog window so that the map zooms to the location at a usable scale). The Print functionality is also available from the Legacy map by using Right-click > Print > Print.

   b. **When I use the Legacy Maps, the window is very small at the top of the screen. How can I fix that?**
      If you are using a newer version of Internet Explorer, you will need to click on the 'Compatibility View' icon to the right of the address bar. It should look like a torn page. After you click it, the icon will change from an outline to a solid color, indicating the browser is now in compatibility mode. The old Advanced Mapping application is not compatible with newer browsers. That's one of the reasons we're phasing it out. But you should be able to use it as long as you use Compatibility View.

   c. **In the Advanced Map application, I could copy and paste the map into another document. Can I do that in the new Theme-Based map?**
      Currently, the Theme-Based map does not have a copy and paste feature. We hope to implement it within the next few months. At this point, copy and paste is available only in the legacy Advanced Maps application. Once the map displays the info you need, you can still use the Copy icon (upper left corner on the toolbar) to copy the map and then paste it into

another document.

5. **Where can I find more information?**

The Help document for the Theme-Based Maps and Searches is available here.

The Help Document for the Full-Screen GIS Application is available here.

Contact the Center for GIS at 757-385-4121 or email us at cvbgis@vbgov.com.