Welcome to Norfolk Address Information Resource (AIR) v2.1

Last Updated: April 24, 2013

Norfolk AIR v2.1 is a newly updated version of Norfolk AIR, which originally deployed in January of 2013. In addition to some design changes - more property information and enhanced functionality have been added to increase the usability of the site. The web- based application provides the user the ability to search for property information within the City of Norfolk through an easy-to-use search box or by selecting parcels from the map. Both methods return the related information for that address, to include, but not limited to: aerial photography, parcel map, real estate, schools, municipal services, planning, public safety, civic highlights, code enforcement cases, and building permits. In addition, Norfolk AIR 2.1 now gives the user the ability to enter the application without search criteria and locate the property by using the map.

Figure 1

Searches

To begin a search, enter an address, GPIN, tax account number, or street name into the textbox on the main search page (Figure 1). To search by any of these methods begin typing the address, tax account, GPIN, or street name. The application will begin scanning databases for possible matches and will offer you a selection value to choose from. Select one of the choices from the drop down menu (Figure 2) and click on the 'SEARCH' button to initiate your request. The application will then display the selected parcel as shown in Figure 3 below.

Figure 2

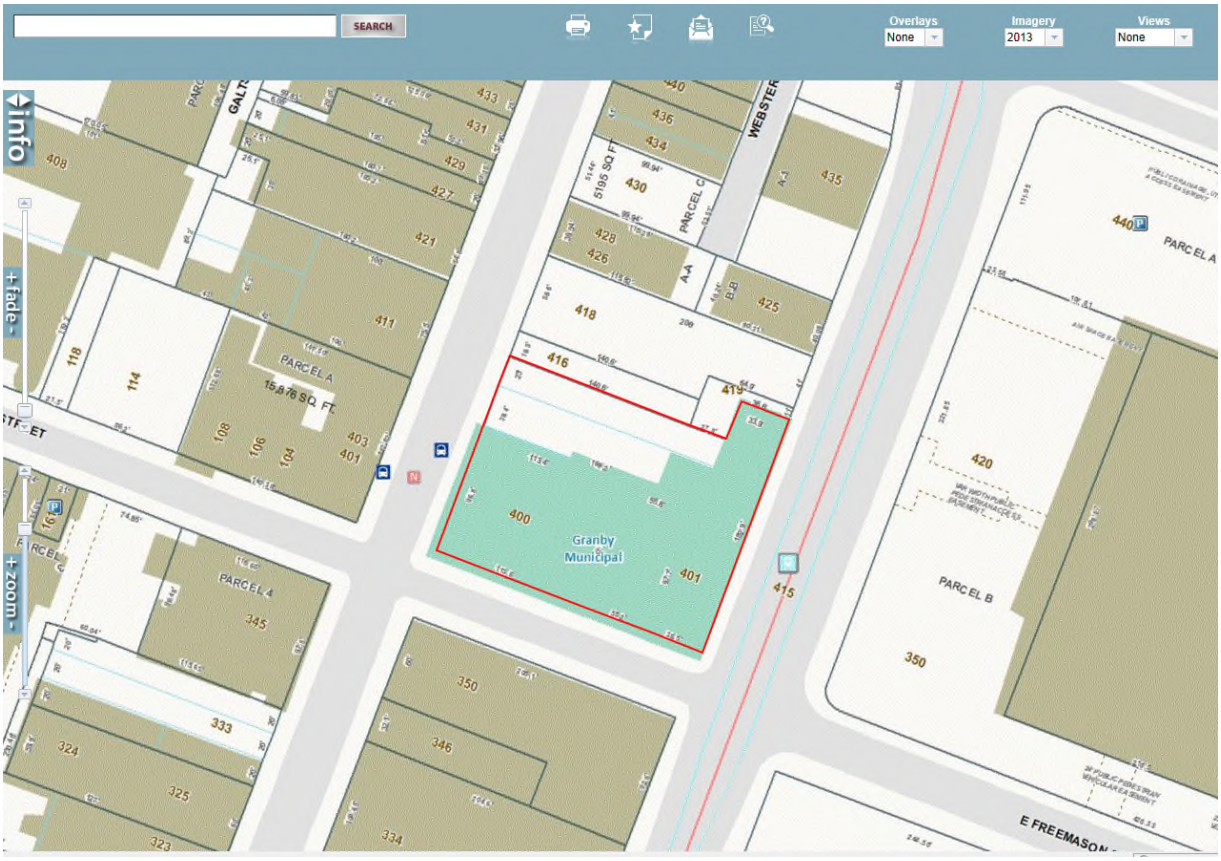

Figure 3

The map window will display:

- The parcel outlined in red in street map view.
- A sliding 'INFO' tab on the left side of the screen by clicking that will hide and show data by clicking on it.
- A sliding 'fade' on the left side of the screen that allows changing the transparency of the street map to show the imagery.
- A sliding 'zoom' on the left side of the screen by dragging will zoom the map in and out – which can also be accomplished by using a mouse wheel.
- A bar on the top of the window with search and other various tools (discussed further in functionality section).

In addition, to search the information without entering a value in the search box, just click “GO TO MAP” to enter the interactive map- which will take you into the application, displaying a map of the City of Norfolk and from there a property can be located by manually zooming in and out to a certain location (Figure 4). Map zooms can be done using the zoom slider on the left of the map and/ or mouse scroll wheels.

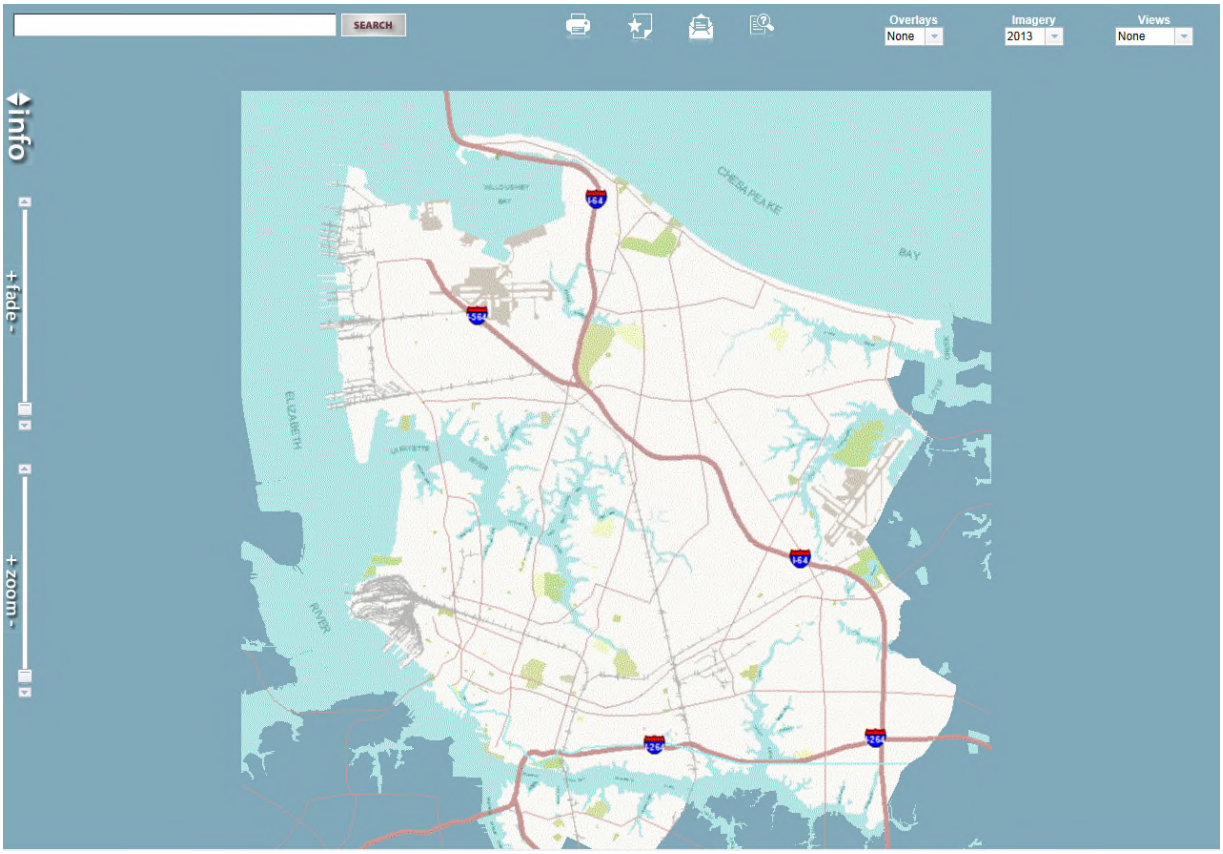

Figure 4

Search from Map Page:

To begin another search from the map page (Figure 7), just types in another address, etc. into the search bar at the top left side of the page or zoom to a location and click on the parcel. When a user types in an address into the search bar at the top left side of the page and hits “SEARCH” it will zoom to that address, highlight the parcel in red and when you open the sliding ‘INFO’ tab each data tab will have information for that parcel (Figure 5).

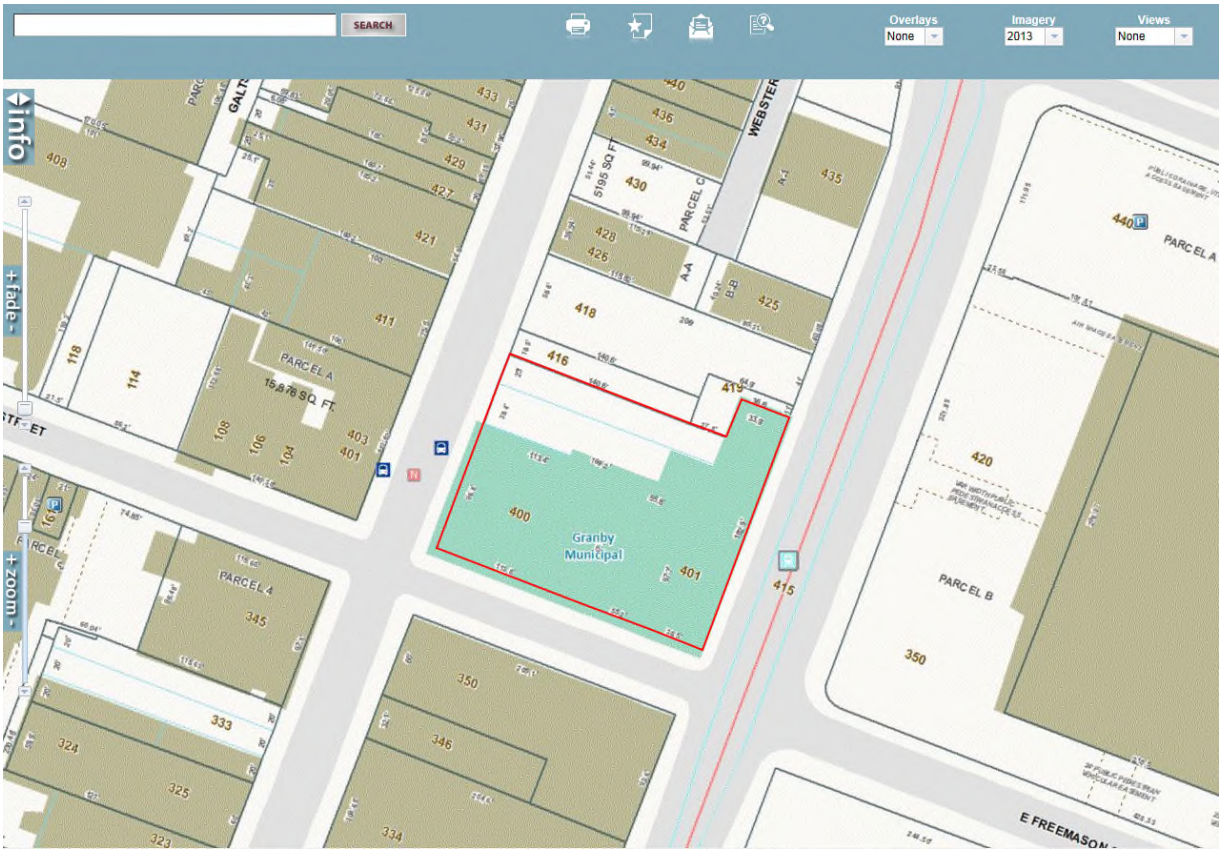

Figure 5

If just zooming into a certain location the user can click on the desired parcel and a box will pop up that has the parcel GPIN and tax account. By just zooming in and clicking on a parcel it gives you the option to 'View Data', which will then give you all the information for that parcel in the 'INFO' tab (Figure 6).

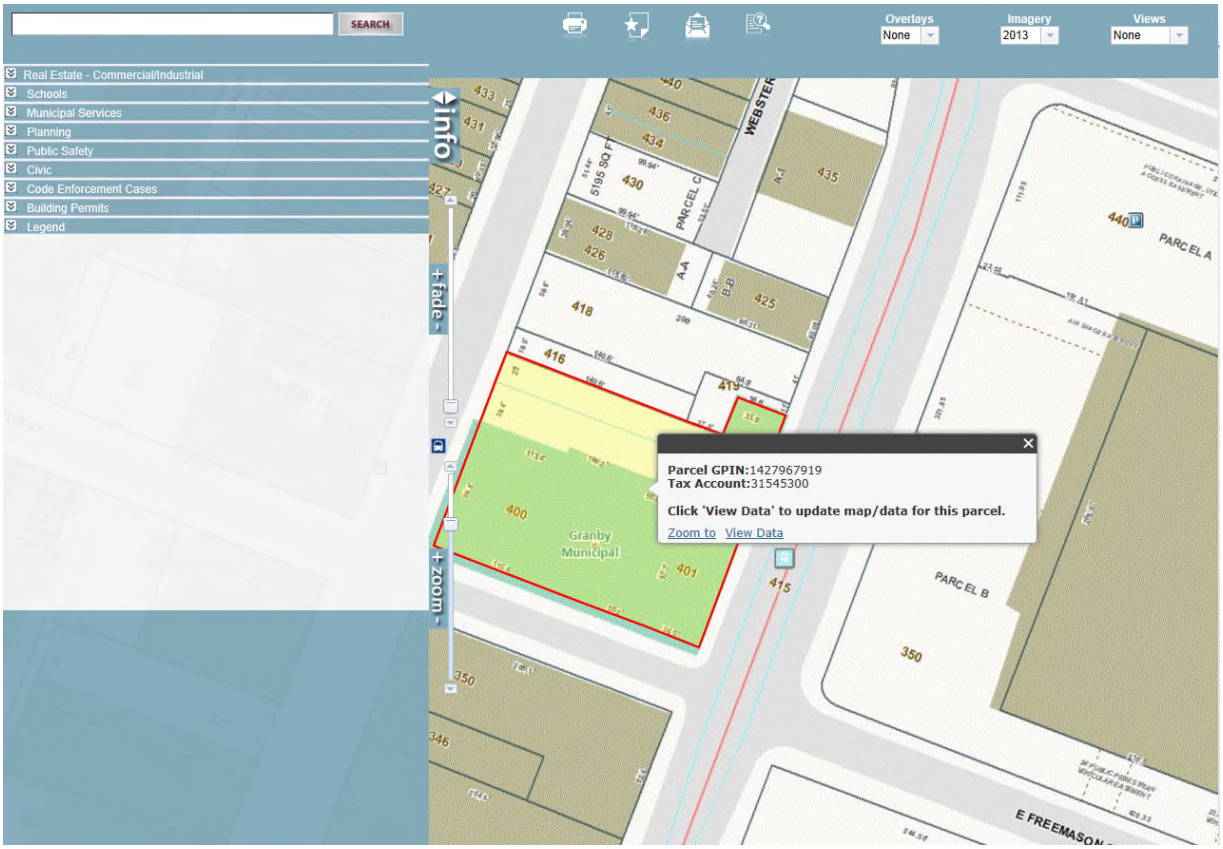

Figure 6

Examples of each search method that can be used are described below.

Search by Address:

Using an address to search for a parcel will yield results in the dropdown box once the user has typed the first three numbers of the address (Figure 7). When letters for the street name are entered after the address number the search will narrow its results to find the exact address being searched.

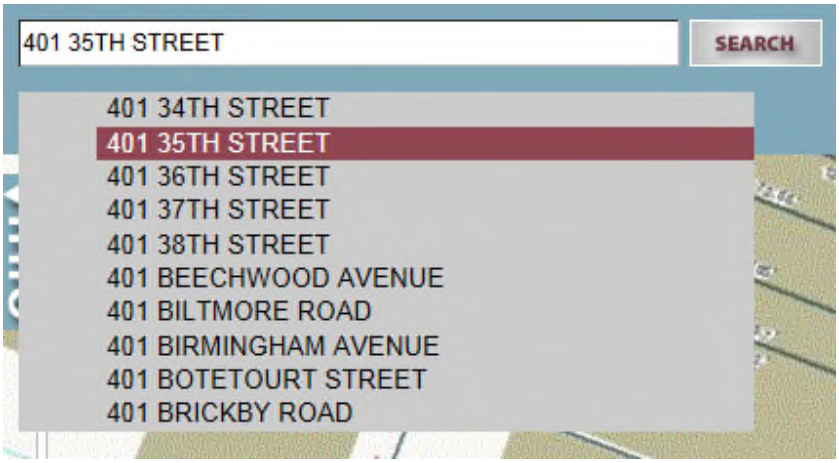

Figure 7

Search by Account Number:

Each parcel has its own individual account number so once the user starts typing in the numbers the account number should automatically show up (Figure 8).

Figure 8

Search by GPIN:

Users can also use a GPIN number to find information about a parcel. After the fifth number is typed the search will yield results with GPINs starting with those numbers (Figure 9) and if the GPIN you're searching for is listed then the user can click on it to retrieve the information. Also the more numbers you type from the GPIN the more narrow the results will become until the GPIN you're searching for is found.

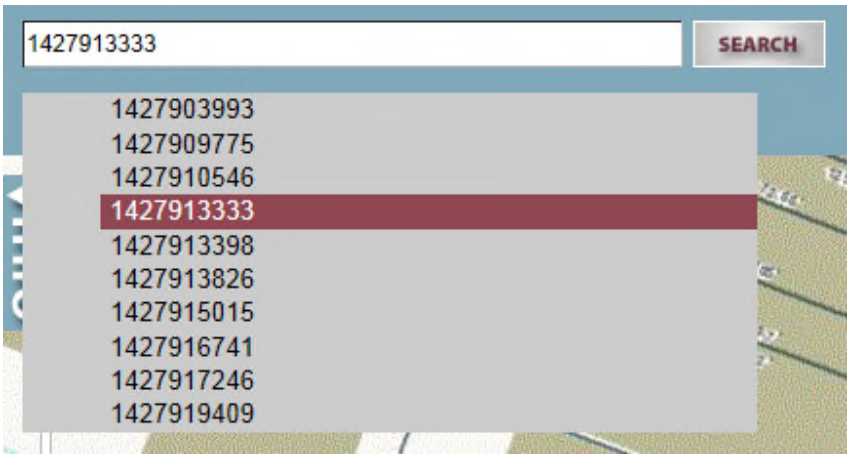

Figure 9

Search by Street Name:

There is also the option of entering a street name. The search will result in a drop down menu of all the blocks on that particular street (Figure 10). Choosing a block will then result in another drop down menu with a list of addresses in that block range. Once the block and address number are selected, the search box will populate with the valid address.

Figure 10

Note: If searching by a street name, entering a portion of the name will trigger the return of possible matches. For examples typing "BRAM" will result in a list of choices that include E Brambleton Avenue and W Brambleton Avenue.

Search with Multiple Tax Accounts:

If a particular address has more than one tax account (i.e. Condominiums) the search will return all tax accounts for that particular address. By clicking 'View' in the far left column (Figure 11) it will display the information about that address.

	Street #	Street Name	Type	Unit #
View...	255	College	CR	
View...	255	College	CR	
View...	255	College	CR	
View...	255	College	CR	15
View...	255	College	CR	29
View...	255	College	CR	30
View...	255	College	CR	30
View...	255	College	CR	31
View...	255	College	CR	32
View...	255	College	CR	33
View...	255	College	CR	34
View...	255	College	CR	35
View...	255	College	CR	36
View...	255	College	CR	37
View...	255	College	CR	38
View...	255	College	CR	39
View...	255	College	CR	40
View...	255	College	CR	41
View...	255	College	CR	42
View...	255	College	CR	43
View...	255	College	CR	44
View...	255	College	CR	45
View...	255	College	CR	46
View...	255	College	CR	47
View...	255	College	CR	48

Figure 11

Functionality

Once you enter an address or hit 'Enter Map' the view screen offers you a wide array of functionality to review information about the property. For example, on initial load, the street map will display, which can be changed to aerial photo by moving the sliding tool from street map to imagery on the right side, as well as information associated with the address on the left side (Figure 12). Highlights about each tool are outlined below.

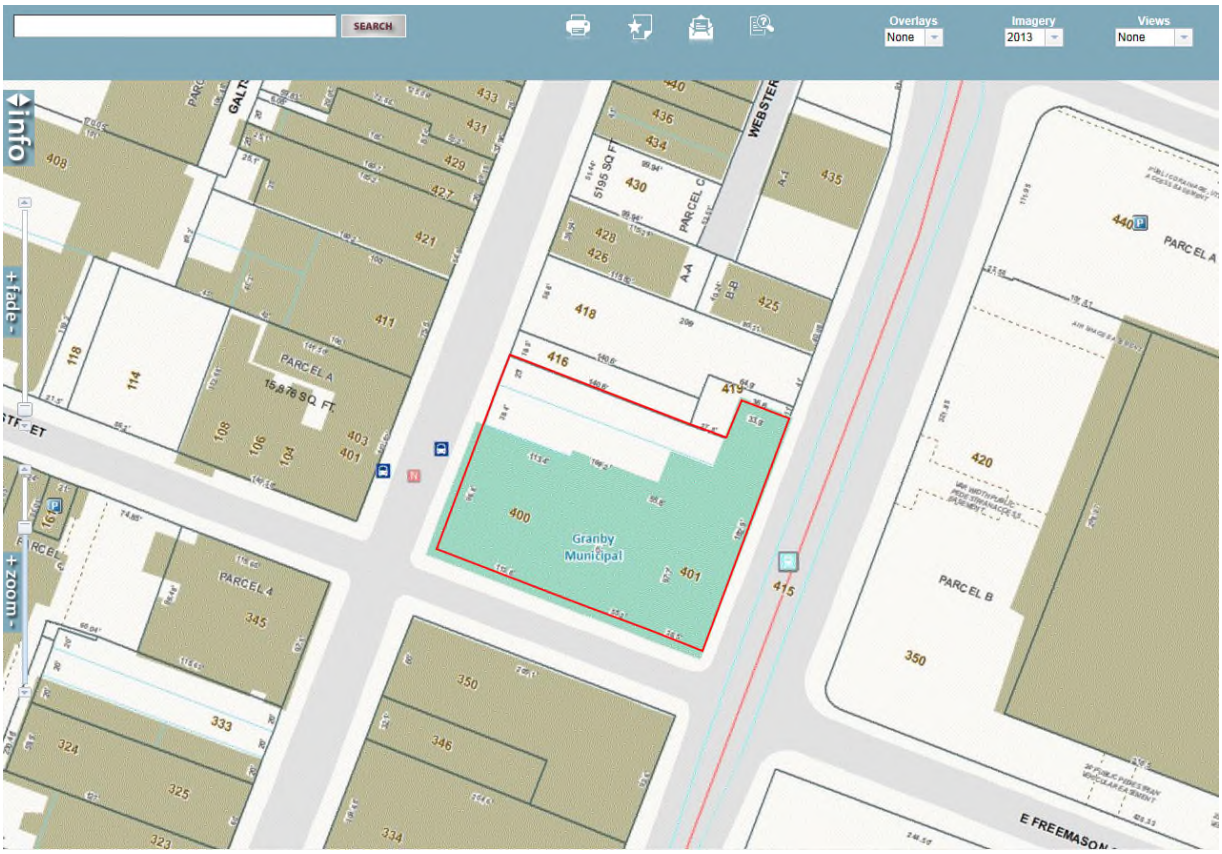

Figure 12

Fade and Zoom Sliders:

The fade slider tool (Figure 13) is located on the far left side of the map and can be used to increase or decrease the opacity of the street map and display the imagery.

The zoom slider tool (Figure 13) is located on the far left side of the map and can be used to zoom in and out of the map. It can be used by clicking on the top arrow to zoom in or you can zoom out by hitting the bottom arrow. You can also zoom in and out by moving the square up and down on the slider tool.

Figure 13

INFO Tab:

The sliding 'INFO' tab (Figure 14) is located on the left side of the screen. When open, consists of multiple bars that can be clicked for extendable viewing. Each pane focuses on different sets of related data. Currently there are real estate, schools, municipal services, planning, public safety, civic, code enforcement, and building permits panes. To view the data in each section select the down arrow in the left corner of each bar. Likewise the panes may be reduced by clicking the up arrow in the same corner. In order to ensure all data can be seen on various screen sizes, only one pane may be open at a time. Clicking the down arrow on another pane will cause the open pane to close. The data in each pane is organized logically in related groups of data. A field's location in the order is in no way inferential of the importance of the data.

Figure 14

- Real Estate - provides four different areas of information. They are 'Property Detail', 'Sales/ Assessment History', 'Building Description' and 'Additional Property Information'. Shown below is an example of when both a photo and a sketch exist for a

structure, which is located under building description (Figure 15). The availability of photos and sketches will vary based on the address. Click once on the photo or sketch to see it in a larger format. To close the large format image, click the close button at the bottom of the image.

Note: Additional property information is only available for residential properties and includes information on pools, porches, shorelines structures and other types of structures.

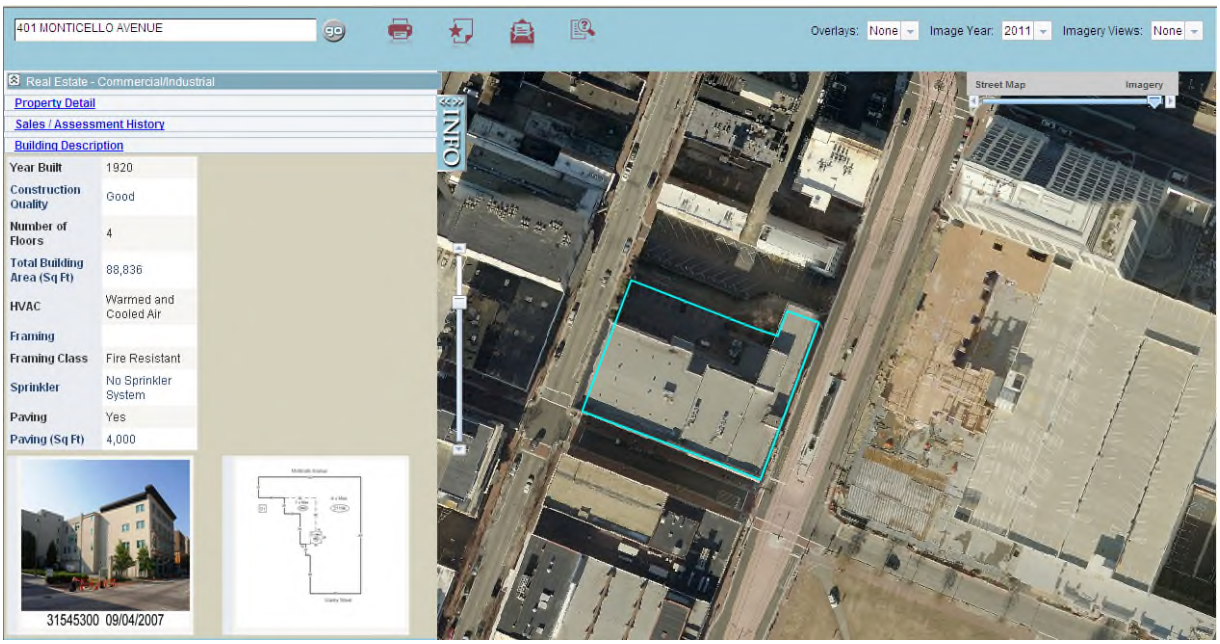

Figure 15

- Schools - provides the Elementary, Middle and High schools for that parcel and along with each school it gives the address, phone number and a link it the schools website.
- Municipal Services - provides information about the parcel such as street sweeping, trash pickup, recycling dates, nearest recreation facility, nearest library, etc. Recycling dates provides a link, which tells you the dates and also gives you links to the Department of Public Health website and email.
- Planning - provides the zoning, which has a link and in a pop up provides specific zoning information. It also provides the user with economic district, neighborhood service area, census tract name and number, planning district name and number, etc.
- Public Safety - provides information about the dominion power grid panel, approximate distance to nearest fire hydrant, fire and rescue first responder, police precinct, police

car district, flood zone and hurricane storm surge zones. Both flood zone and hurricane storm surge have links to pop up windows that give detailed information about each.

- Civic - provides the precinct number/name, polling location and address, Ward and Superward representatives, VA House of Delegates and VA senate representatives, US House of Representatives, civic league and president, the meeting time and location. All representatives have a phone number listed and a link to their email and website.

- Code Enforcement Cases - provides information on active and historic code enforcement cases. If the selected parcel doesn't have an enforcement case it will say 'No cases available', but if the parcel does have enforcement cases it will provide department, case number which has a link for information about the case and date.

- Building Permits - provides information on active and historic permits from the last three years. If a parcel doesn't have active or historic permits the section will say 'No permits available'. If the parcel does have active or historic permits it will have a list with the permit number, which is a link to give information about the permit and the date.

- Legend – provides a legend of basic map elements for the street map and zoning overlay.

Search:

The search box (Figure 16) is where the user can type in an address, account number, GPIN or street name. For more information refer to the 'Searches' section of this document.

Figure 16

Print Report:

The print report icon (Figure 17) allows the user to print off all the information from the 'INFO' tab including a street view property image of the address. When print report is selected from the main menu a pop-up window will appear allowing the user to select one or more sections to include in the report (Figure 18).

Figure 17

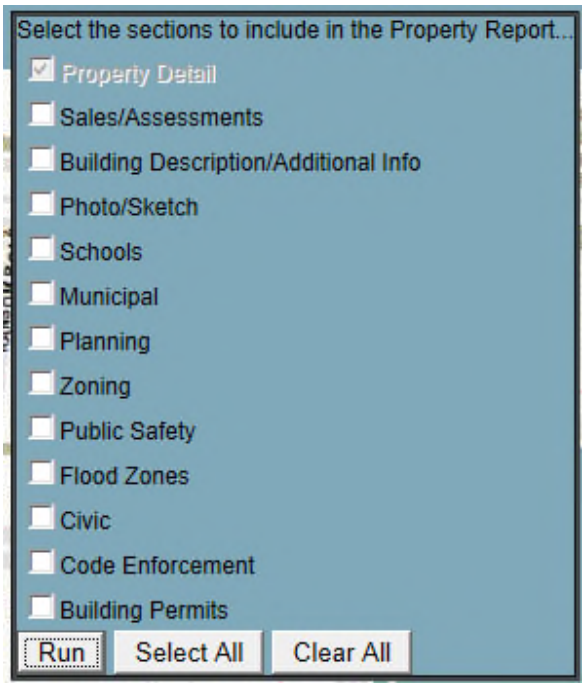

Figure 18

- By default, the Property Detail will display for all reports on the first page.
- 'Select All' will include all selections in the report.
- 'Clear All' will clear all current selections.
- 'Run' will generate the report for all selected sections.
- To close pop-up, just click anywhere else on the page.

Note: If a property has multiple building descriptions, only the currently selected building in the 'Real Estate' data tab will display on the report.

Once 'Run' is clicked, the report window will open in a new window (Figure 19), allowing the user to preview, print, or export the report.

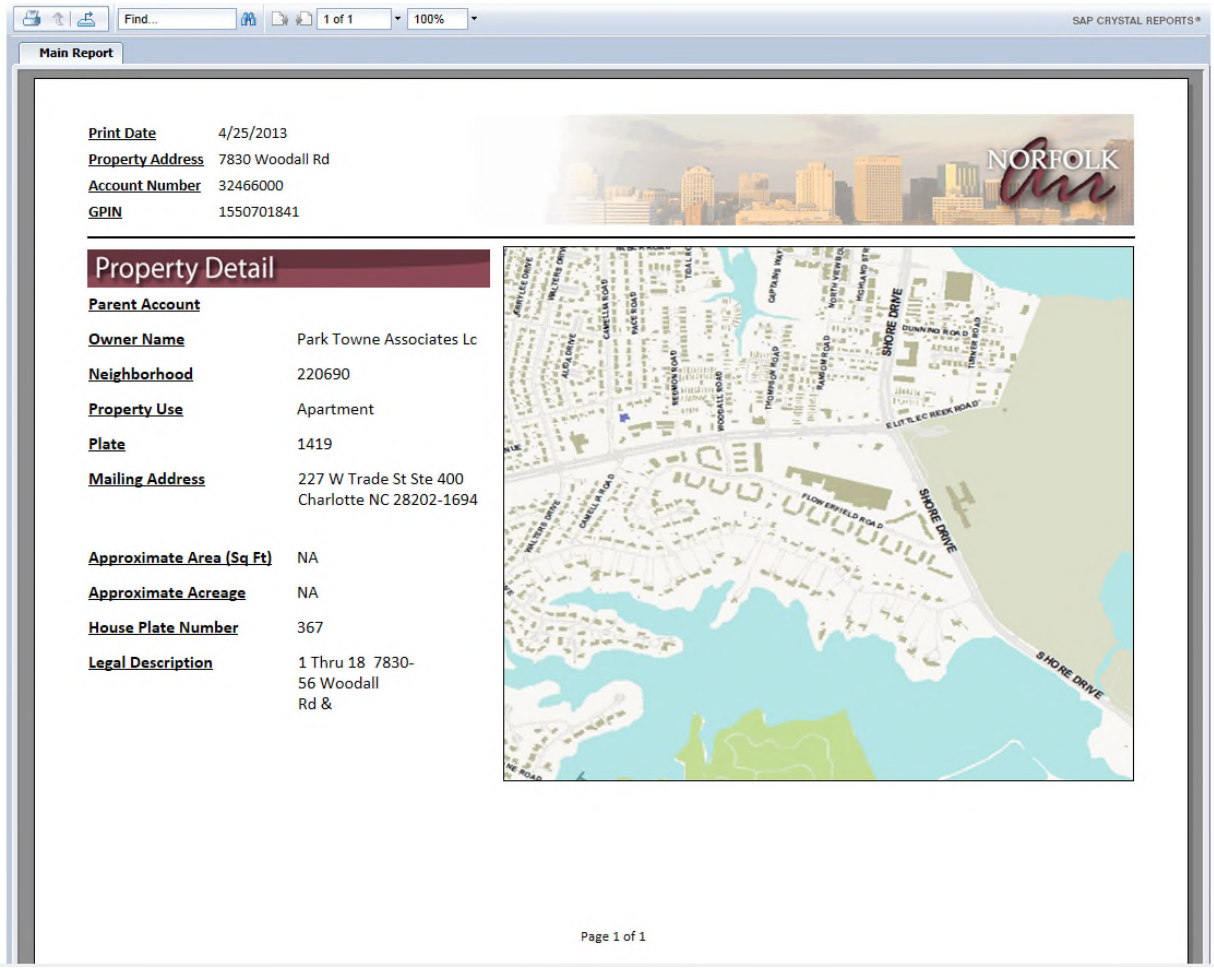

Figure 19

Share Page:

The Share Icon (Figure 20) provides a link of the property URL (Figure 21) that can be copied and sent to other users. The user can enter the URL In a browser and will enter the application with the property information already displayed.

Figure 20

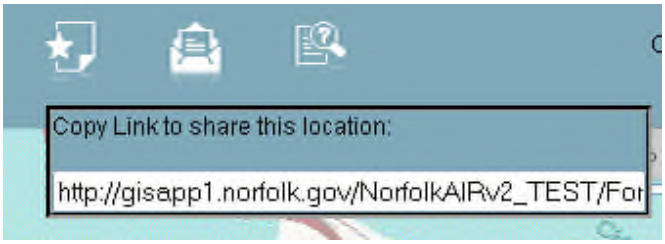

Figure 21

Contact Information:

The contact button (Figure 22), provides the user with a pop up window of all the different departments that should be contacted for different data issues and provides an email link for each department (Figure 23). If the user should notice any technical issues or inaccurate information, they can easily send an email of the problem to the appropriate department.

Figure 22

Contact Us

Department	Inquiry Type	Email
GIS Team	• Website is not responding • Error pages • Data is not displaying • Data related to schools, municipal services, planning, public safety, civic, and code enforcement	itgisteam@norfolk.gov
Real Estate Assessor's Office	• Mailing address correction • Sales and Assessment data • Building information data such as the number of bathrooms, bedrooms, square footage, etc.	real.estate@norfolk.gov
Planning Department	• Zoning questions • Overlay districts • Flood zone information • Code enforcement data • Building permit data	planning@norfolk.gov
Surveys Department	• Address questions • Subdivision plats • Encroachments	pworks@norfolk.gov

*Please note that Norfolk AIR was designed to work within Internet Explorer 8.0 or higher, Chrome, and Firefox. Although it may display in other browsers not all the functionality may work. The application was designed for a screen resolution of 1024x768 and not for utilization on mobile devices. Users accessing Norfolk AIR from military installations and some private businesses may encounter problems due to network security restrictions.

CLOSE

Figure 23

Help Documentation:

The help documentation icon (Figure 24) is a PDF that will open in a new window when clicked on and provides descriptions of all features and icons that are in Norfolk AIR 2.0. This document also gives directions on different ways the user can search for properties and how to use the different functionalities within the application.

Figure 24

Overlays:

The overlays drop down menu (Figure 25) provides options to display either the Zoning or Flood Insurance Rate Map (FIRM) over the street map. This allows the user to see what zone a parcel is in or they can look at the flood zone to see if that parcel would be affected by a flood.

Note: The overlays coincide with the data on the 'INFO' tab on the Zoning and Flood Zone pop ups.

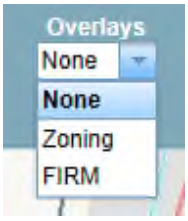

Figure 25

Imagery:

The Imagery drop down (Figure 26) allows the user to change which imagery to display on the map. When the site initially loads, the image year automatically defaults to the most recent available year, which is currently 2013. The drop down menu provides options for all available imagery and if changed, will update the imagery on the map with the year selected. At this time, the City can provide eight years of imagery, going back to 1999.

Note: For the user to see the imagery they need to make sure the opacity slider is on imagery and not street map.

Figure 26

Views:

The Views drop down (Figure 27) menu consists of 'Google Street Maps' and 'All Imagery'.

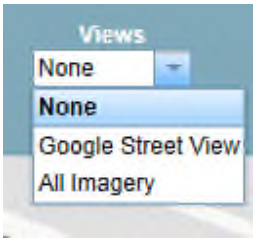

Figure 27

'Google Street Maps' provides a Google maps image of a particular property in a pop up window (Figure 28).

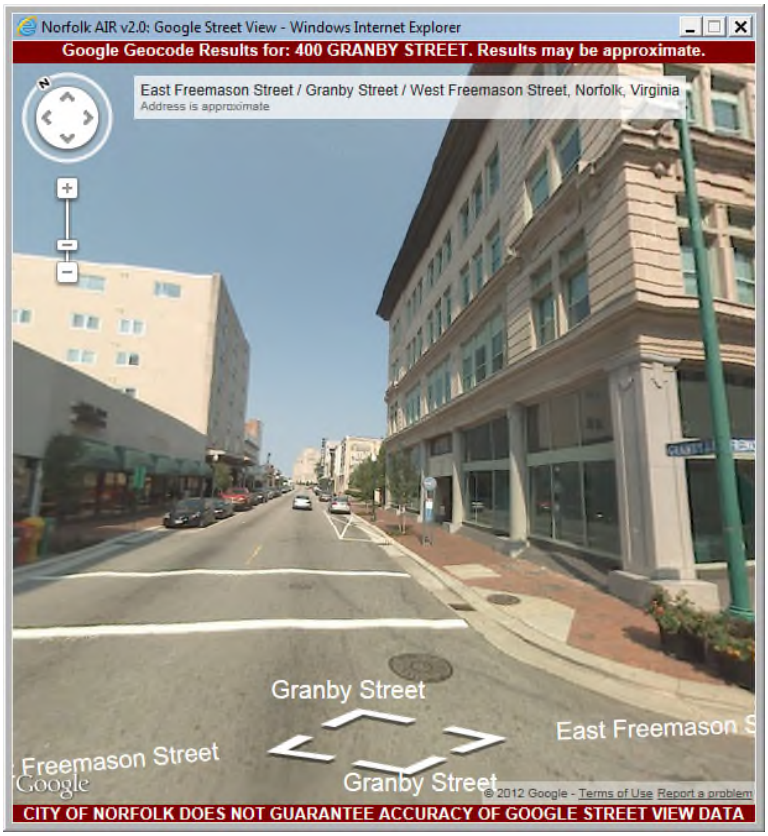

Figure 28

Note: The City of Norfolk cannot guarantee the information returned in the Google Street Map view to be accurate for all addresses. This functionality utilizes the Google geocoding service and is not controlled by City data or resources.

'All Imagery' opens in a new pop up window and shows four different years of aerial photography for the same location (Figure 29). The images can be zoomed in or out by using the zoom slider tool on the left side of the first image or the user can manually zoom in and out of that image as well- all images will refresh with the same extent. The imagery year can also be changed by selecting the desired year from the drop down boxes of each image. Lastly the user also has the option of printing this page with all four aerial photos by just clicking print in the right corner.

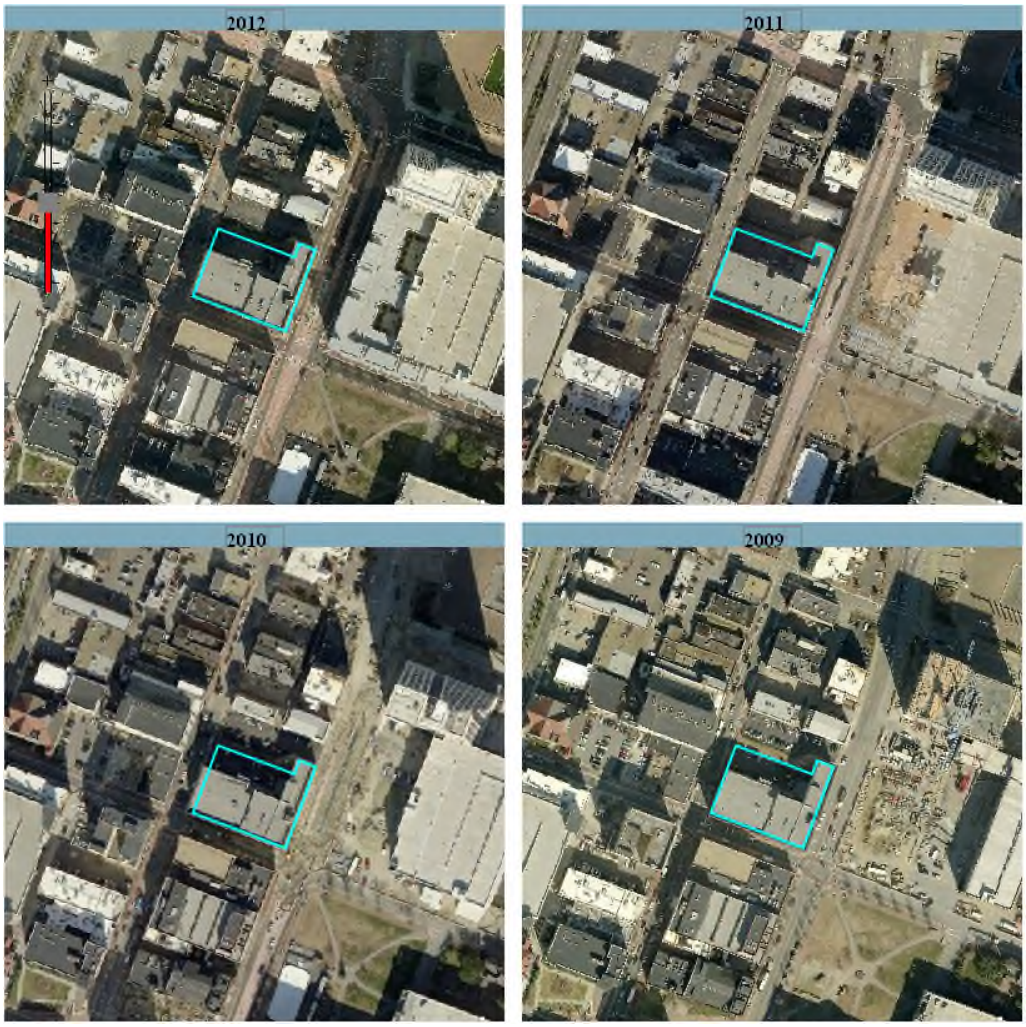

Figure 29