



NOTICE OF PUBLIC MEETING

CITY OF ALBANY
CITY COUNCIL WORK SESSION
Municipal Court Room
Monday, November 16, 2009
4:00 p.m.

AGENDA

- 4:00 p.m. **CALL TO ORDER**
- 4:00 p.m. **ROLL CALL**
- 4:00 p.m. **BUSINESS FROM THE PUBLIC**
- 4:05 p.m. **PERFORMANCE MEASUREMENT REPORT** – Bob Woods
Action Requested: Information.
- 4:15 p.m. **INFOHUB DEMONSTRATION** – Pete Brandstetter
Action Requested: Information.
- 4:45 p.m. **COUNCILOR COMMENTS**
- 4:55 p.m. **CITY MANAGER REPORT**
- 5:00 p.m. **ADJOURNMENT**

City of Albany Web site: www.cityofalbany.net

The location of the meeting/hearing is accessible to the disabled. If you have a disability that requires accommodation, advance notice is requested by notifying the Human Resources Director at 917-7500.



TO: Albany City Council
VIA: Wes Hare, City Manager
FROM: Bob Woods, Management Systems Director *BW*
DATE: November 12, 2009, for the November 16, 2009, City Council Work Session
SUBJECT: Annual Performance Benchmarking Report

RELATES TO STRATEGIC PLAN THEME: • An Effective Government

RELATES TO: • Objective 10.43 Participation in National Performance Benchmarking.

Action Requested:

None required. This is an information report to Council.

Discussion:

Since 2006, the City has participated in national benchmark reporting with other jurisdictions, beginning with the annual International City/County Management Association (ICMA) national benchmarking program. The submittal for FY 2008-2009 is the fourth year that the City has submitted information in support of this program.

The ICMA program has changed over the years with adjustments and improvements in the reporting items and breakdowns, and the extent of City participation has grown over that time.

For FY 2009, ICMA has performance measurement efforts in the following 19 areas:

- | | |
|------------------------------------|------------------------------|
| Code Enforcement | Facilities Management |
| Fire and EMS | Fleet Management |
| General Demographics | Highway and Road Maintenance |
| Housing | Human Resources |
| Information Technology | Library Services |
| Obesity Prevention (new) | Parks and Recreation |
| Permits, Land Use, and Plan Review | Police Services |
| Purchasing Services | Refuse and Recycling |
| Risk Management | Sustainability (new) |
| Youth Services | |

ICMA does not currently have performance indicators for Sewer Service, Water Service, or Customer Service/Utility Billing operations. At the time that the ICMA program was developed, ICMA specifically decided not to engage in the utility services area due to concurrent ongoing performance measurement activities being conducted by the American Water Works Association (AWWA).

Albany has reported for FY 2009 in 11 areas and hopes to include two more before final reporting concludes. This rate of participation makes Albany a leader in performance measurement participation which resulted in the City being awarded the ICMA Certificate of Distinction for our 2008 efforts. This is ICMA's second highest award for performance measurement; and Albany received it in our first year of seeking certification.

During the past fiscal year, the City of Albany developed the Albany Dashboard Web system that allows anyone to access our performance measurement data for annual budget performance metrics, national benchmark metrics, and forward-looking strategic plan metrics along with current and historical financial information.

A hallmark of these benchmarking efforts is the requirement that data be based on actual, verifiable measurement. Estimates are not acceptable; the data must be real.

Participation in each service area, therefore, is limited by the information that is available. In almost every area, there are "data holes" where we do not have systems in place that gather the requested data. In some cases, this is a minor issue; but in other cases we are very short of reporting information. Albany is not alone in this problem. In fact, the development of national benchmarking was specifically designed to lead cities to collecting management data that had not been previously collected. The desire was to move from "management by intuition" to "management by data."

Current Non-reporting Areas:

Albany, like most cities, does not participate in all service areas or has limited participation. Those areas where we do not currently have significant national benchmarking participation for FY2009 are:

Code Enforcement – We have delayed 2009 participation as we seek to reconcile data that can meet ICMA requirements.

Housing – While Albany did report some basic overall data, we did not provide any detailed items because Albany is not a public housing services provider.

Fleet Management – Only Police is currently providing data.

Facilities Management – We are not yet engaged in this ICMA area.

Obesity Prevention – New for 2009, this area involves close work with Greater Albany Public Schools (GAPS) for data only available from GAPS and will be pursued later this year.

Purchasing Services – We are not yet engaged in this ICMA area.

Refuse and Recycling – Albany is not a service provider in this area.

Sustainability – New for 2009, we are not yet engaged in this ICMA area.

Youth Services – The services in this area are generally provided by state, county, private, or regional agencies in Oregon and are not provided by the City.

Sewer Services – We are not yet engaged in a national benchmarking program.

Water Services – We are not yet engaged in a national benchmarking program.

Customer Service/Utility Billing – We are not yet engaged in a national benchmarking program.

Cities face problems in data acquisition. One problem is instituting data collection approaches where none currently exist. Another is developing reporting and querying techniques to extract data from systems where it may exist. Yet another problem is when common functions are decentralized, each department may collect data in varying manners and methods, or not at all.

Our Code Enforcement and Fleet operations are examples of how decentralized operations affect data collection and reporting:

Code Enforcement operations in Albany rest heavily with the Police and Community Development Departments with coordination through the City Manager's Office. Other departments are involved from time to time. Police has its own dispatch system; Community Development has a permit tracking system. The systems are vastly different in data collected, capability, and functionality. Neither system was designed to capture the base data needed to meet ICMA's uniform reporting requirements which were designed to measure performance on a consistent basis between jurisdictions.

Managing data creates demands on staff to find, sort, and re-characterize data to at least partially report on the measures. To address this problem, staff is implementing a common data tracking system to track the data necessary to fulfill the majority of metrics. In the end, we hope to have an automated system that will require little effort to produce the needed reports and allow regular reporting instead of a single end-of-year data collection cycle.

Fleet reporting is a similar issue. Many cities have centralized fleet operations. Albany does not. As a result, information is scattered in each department; and without a common tracking system, needed information may not even be available. Currently, only the Police Department has been able to provide requested reporting information.

This lack of reporting on fleet-related metrics is clearly the result of a lack of coordination by the Management Systems Director with the various departments to ensure that each reports their appropriate data. Simply put, most departments probably did not even know it was there. Albany has a team looking at fleet issues and information tracking, and a common framework may be developed that will allow all departments to supply the needed information.

Reporting for the various utility components is in a state of flux. The QualServe benchmarking effort by the American Water Works Association (AWWA) began in 2003 but has been uneven. Surveys were conducted in 2004, 2006, and 2007 but not in 2005 or 2008. A 2009 survey is now available. A large number of utilities that have participated nationwide, including several Oregon cities and utility providers, but Albany has not. The Public Works Department has indicated plans to seek other national benchmarking opportunities which are yet to be identified.

Current Reporting Status

In each area of reporting, ICMA has worked with jurisdictions to develop a broad range of measures that can be used for comparison, regardless of jurisdiction size. Within that range of measures are subsets referred to as core measures. These core measures are considered fundamental to each area, and jurisdictions are expected to work first on implementing them.

Core measures are developed nationally and are adjusted regionally by member jurisdictions. Albany's goal is to meet all regional measures and to eventually report on all national measures. The measures below were adopted by the Oregon Consortium but also includes other national measures on which Albany currently reports. The breakdowns show the FY2009 status in each reporting area.

Fire and EMS

CORE MEASURE	REPORTING	NOT REPORTING
Paid fire and EMS staffing per 1,000 population		√
Total fire operating expenditures per capita		√
Residential structure fire incidents per 1,000 residential structures	√	
Residential structure fires per 1,000 population	√	
One- and two-family residential structure fire incidents: Fire out on arrival, confined to room of origin, or confined to structure of origin		√
Total combined commercial and industrial structure fire incidents per 1,000 commercial and industrial structures		√
Fire incidents involving non-structures per 1,000 population	√	
Total non-fire incidents per 1,000 population		√
Total fire incidents per 1,000 population	√	
False alarms and good intent calls as percentage of total fire incidents		√
Residential arson incidents per 10,000 residents served		√
Total arson incidents per 10,000 population		√
Arson clearance rate		√
Rescues and recoveries performed per 10,000 population served		√
Fire personnel injuries with time lost per 1,000 incidents		√
Percentage of total fire calls with a response time of five minutes and under from dispatch to arrival on the scene		√
EMS responses per 1,000 population served: Total, BLS, and ALS Responses	√	
EMS response time: average time from dispatch to arrival on scene for calls requiring an ALS response (lights and sirens)		√
Patients with full cardiac arrest from medical causes and patients who received early defibrillation		√
Percentage of patients in full cardiac arrest who have specified rhythms upon delivery to a medical facility		√
Hazmat incidents per 10,000 population	√	

Fleet Management

CORE MEASURE	REPORTING	NOT REPORTING
Hours billed per vehicle or piece of equipment maintained by the Central Fleet Management Operation (Note: Albany has no central fleet operation.)		√
Hours billed as a percentage of Hours available (Note: Albany has no central fleet operation.)		√
Percentage of fleet maintenance expenditures that are contracted out		√
Percentage of vehicles exceeding replacement criteria (after pending orders fulfilled)		√
Average fleet maintenance expenditures per vehicle: all vehicles and heavy equipment		√
Police Vehicles: total maintenance and preventive maintenance expenditures per vehicle	√	
Police Vehicles: total maintenance expenditures per mile driven	√	
Fire Apparatus: total maintenance and preventive maintenance expenditures per vehicle		√
Fire Apparatus: total maintenance expenditures per mile driven		√
EMS Vehicles: total maintenance expenditures per mile driven		√
EMS Vehicles: total maintenance and preventive maintenance expenditures per vehicle		√
Light Vehicles I: total maintenance and preventive maintenance expenditures per vehicle		√
Light Vehicles II: total maintenance and preventive maintenance expenditures per vehicle		√
Light Vehicles: total maintenance expenditures per mile driven		√
Buses: total maintenance expenditures per mile driven		√
Medium Vehicles: total maintenance and preventive maintenance expenditures per vehicle		√
Heavy Vehicles: total maintenance and preventive maintenance expenditures per vehicle		√
Heavy Equipment: total maintenance and preventive maintenance expenditures per piece of equipment		√
Percentage of vehicles and heavy equipment using alternative fuel		√

Internal Customer Satisfaction: quality of fleet maintenance services		√
Internal Customer Satisfaction: timeliness of fleet maintenance services		√

General Demographics

The general demographics section does not have any core measures. It is an overall compilation of community statistics covering population, area, form of government, housing units, unemployment rate, household income, operating expenditures, capital expenditures, and citywide citizen surveys.

Albany does not collect or report annual measured data on:

- Percentage of adults/juveniles in population
- Estimates on daily/annual incoming commuters and tourists
- Numbers of occupied housing units/vacancy rates
- Foreclosures
- Median/average household and per-capita income
- Poverty statistics

Highway and Road Maintenance

CORE MEASURE	REPORTING	NOT REPORTING
Road rehabilitation expenditures per paved lane mile	√	
Road rehabilitation expenditures per capita	√	
Paved lane miles assessed in satisfactory or better condition as percentage of total paved lane miles assessed		√
Street sweeping expenditures per capita	√	
Snow and ice control expenditures per capita compared with inches of snowfall <i>(Note: Reported national measure but not part of Oregon Consortium)</i>	√	
Citizen ratings of road condition		√
Citizen ratings of street sweeping		√

Human Resources

CORE MEASURE	REPORTING	NOT REPORTING
Working days for external recruitment	√	
Working days for internal recruitment		√
Working days to reclassify an occupied position	√	
Turnover Rates: total, nonpublic safety and public safety employees	√	
Turnover Rates: IT employees	√	
Sick leave hours used per 1,000 hours worked	√	
Number of employee grievances and appeals per 100 employees	√	

Percentage of grievances resolved before passing from management control	√	
Percentage of employee performance reviews completed on schedule	√	
Customer satisfaction <i>(Note: reported national measure but not part of Oregon Consortium)</i>	√	
Ratio of Human Resources FTEs to total jurisdiction FTEs	√	
Employee benefits as a percentage of total compensation	√	

Information Technology

CORE MEASURE	REPORTING	NOT REPORTING
Central IT expenditures per workstation <i>(Note: reported national measure but not part of Oregon Consortium)</i>	√	
IT O&M expenditures as a percentage of total operating expenditures	√	
Ratio of total workstations to total employees in jurisdiction	√	
Central IT organization's total expenditures per workstation	√	
Telephone System Problem Resolution: percentage corrected within 24 hours <i>(Note: Albany uses VOIP technology for telephones which is specifically excluded from this calculation by ICMA.)</i>		√
Internal Customer Satisfaction: Telephone Services: overall satisfaction <i>(Note: reported national measure but not part of Oregon Consortium)</i>	√	
Repair calls for network services resolved within 24 hours		√
Network and desktop device moves, additions, or changes completed when scheduled		√
Repair calls for application services resolved within 24 hours	√	
Help Desk Calls: resolved at time of call, within 4 hours, and within 8 hours	√	
Internal Customer Satisfaction: General IT Services: Overall Satisfaction <i>(Note: reported national measure but not part of Oregon Consortium)</i>	√	

Library Services

CORE MEASURE	REPORTING	NOT REPORTING
Registered borrowers as a percentage of service area population	√	
Circulation rates per capita	√	

Circulation rates per registered borrower	√	
Patron Internet usage per terminal	√	
Visitation rates per capita	√	
Visitation rates per registered borrower	√	
Library operating and maintenance expenditures per capita	√	
Operating and maintenance expenditures per registered borrower	√	
Operating and maintenance expenditures per item circulated	√	
Number of paid and volunteer FTEs per 1,000 population	√	
Citizen ratings of overall library services	√	
Total program attendance per 1,000 population	√	

Parks & Recreation

CORE MEASURE	REPORTING	NOT REPORTING
Net Parks & Recreation revenue per capita - excluding golf expenditures and revenues	√	
Parks & Recreation revenue received from endowments, grants, and foundations, per capita	√	
Parks & Recreation FTEs per 1,000 population - excluding golf FTEs	√	
Citizen ratings of overall satisfaction with Parks & Recreation in the Jurisdiction <i>(Note: reported national measure but not part of Oregon Consortium)</i>	√	
Citizen ratings of the quality of Parks & Recreation programs <i>(Note: reported national measure but not part of Oregon Consortium)</i>	√	
Citizen ratings of the range of Parks & Recreation Activities <i>(Note: reported national measure but not part of Oregon Consortium)</i>	√	
Developed park acres per 1,000 population	√	
Total park acres per 1,000 population	√	
Net annual O&M expenditures (no utilities) per capita for Parks & Recreation (excluding specialized facilities)	√	
Total number of hours worked by volunteer staff in support of Parks & Recreation activities	√	

Permits, Land Use, and Plan Review

The Permits, Land Use, and Plan Review section is a new template for 2009; and ICMA does not have any core measures listed. It is essentially a tracking of permits and applications processed during the year.

While Albany was able to report on the counts in every area, we were unable to report on some of the costs involved or more detailed review tracking. As core measures are implemented in the future, we will include our status in future reporting.

Police Services

CORE MEASURE	REPORTING	NOT REPORTING
Sworn and civilian FTEs per 1,000 population	√	
Total operating and maintenance expenditures charged to the Police Department per capita <i>(Note: This measure is for costs that are external to Police Department operating expenses.)</i>		√
Number of top priority police calls per 1,000 population	√	
Response time in minutes to top priority calls	√	
UCR Part I Crimes reported per 1,000 population	√	
Total arrests for UCR Part I Crimes per 1,000 population	√	
Total arrests for UCR Part I Crimes per sworn FTE	√	
Juvenile arrests for UCR Part I Crimes as percentage of total arrests for UCR Part I Crimes	√	
Total arrests per 1,000 population	√	
Percentage of UCR Part I Crimes cleared	√	
UCR Part I Crimes cleared per sworn FTE	√	
Total arrests for UCR Part II Drug Offenses per 1,000 population	√	
Juvenile arrests for Part II Drug Abuse Offenses as a percentage of total arrests for UCR Part II Drug Offenses	√	
DUI arrests per 1,000 population	√	
Fatal traffic accidents per 1,000 population	√	
Citizen rating of safety in their neighborhood during the day <i>(Note: reported national measure but not part of Oregon Consortium)</i>	√	
Citizen rating of safety of their neighborhoods after dark <i>(Note: reported national measure but not part of Oregon Consortium)</i>	√	

Citizen rating of business areas during the day <i>(Note: reported national measure but not part of Oregon Consortium)</i>	√	
Citizen rating of business areas after dark <i>(Note: reported national measure but not part of Oregon Consortium)</i>	√	

Risk Management

CORE MEASURE	REPORTING	NOT REPORTING
Total property loss, premiums, and other expenditures per \$1,000 of property value at risk		√
Expenditures for liability claims per capita – commercial general or public entity liability		√
General liability claims Per 10,000 population served	√	
Percentage of commercial general/public entity liability claims that proceeded to litigation	√	
Traffic accidents per 100,000 miles driven–law enforcement vehicles		√
Traffic accidents per 100,000 miles driven – Light Vehicles I		√
Number of workers’ compensation claims per 100 FTEs	√	
Expenditures for workers’ compensation per \$100 of total jurisdiction salaries and benefits		√
Number of worker days lost per claim	√	
Number of worker days lost to injury per FTE	√	

Conclusion

This report provides a systematic analysis of the status of our core reporting for national performance benchmarking efforts. The goal of staff is to continually improve on our tracking abilities until no appropriate measures remain in the “not reporting” status.

Improving our reporting can be relatively slow and incremental. Even on those areas where we might improve tracking or data retrieval before the end of this fiscal year, it will take another entire year of actual measurements in order to report true numbers.

The next report on our efforts is scheduled for November 2010.

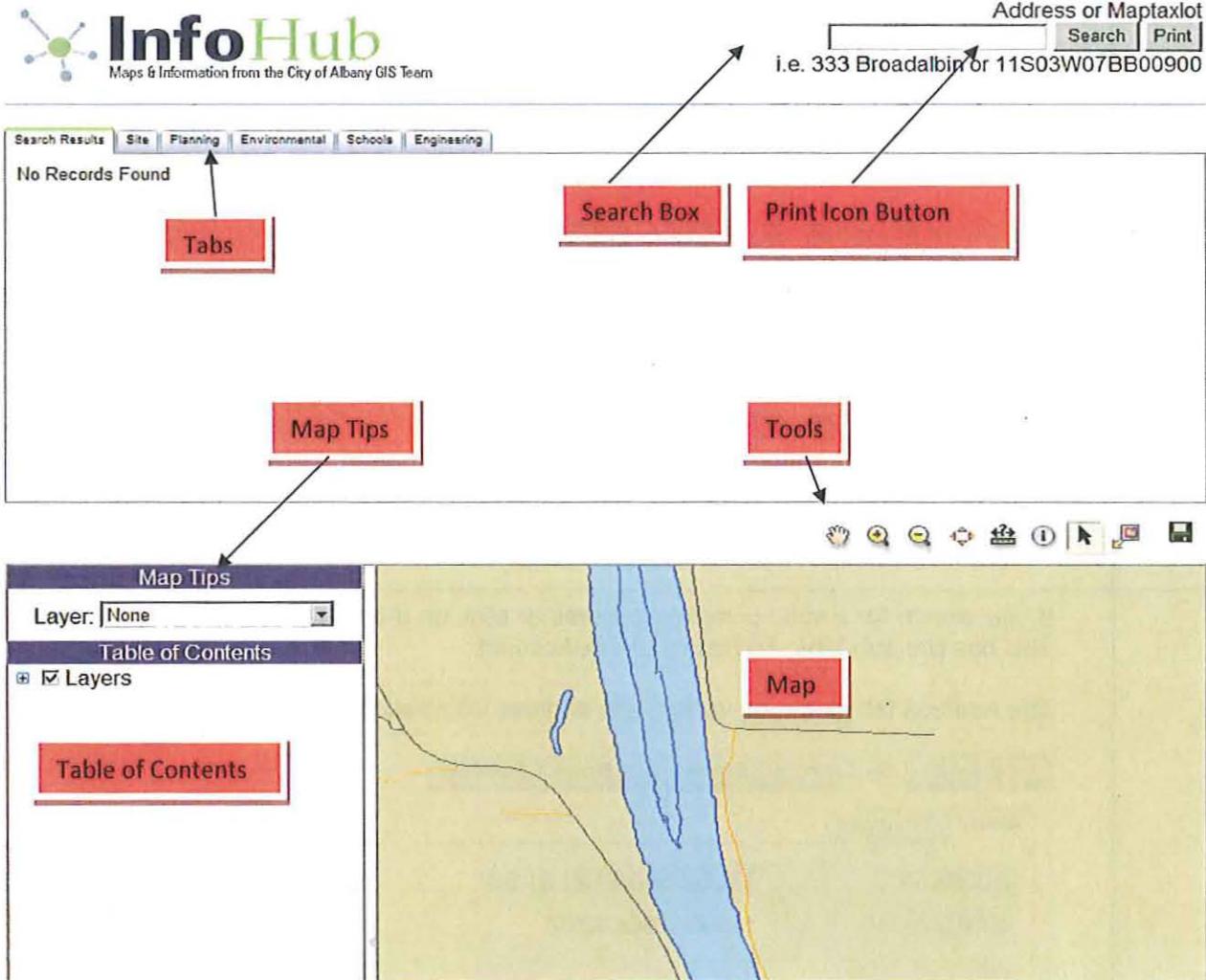
Budget Impact:

There is no budget impact in the preparation of this annual report.

BW:ldh

InfoHub Help

Features Functions, and Tools Found in InfoHub



Search Box & Print Icon Button	
Search	<p style="text-align: center;">Address or Maptaxlot</p> <p style="text-align: center;"> <input type="text"/> <input type="button" value="Search"/> <input type="button" value="Print"/> </p> <p>i.e. 333 Broadalbin or 11S03W07BB00900</p> <ul style="list-style-type: none"> • Search by Address Type in an address to find the parcel based on that address. Typing in just a street name will give you a list of all available addresses on the street. • Search by Maptaxlot Type in part or all of the maptaxlot number (follow the format shown above). <p>Note: If only part of the information is typed, then all similar records will be returned and listed in the search result box.</p>
Print	<p>This icon will create a printer friendly report on another browser page that will display the map and information about the chosen parcel.</p>

Tabs:

Search Results

If part of an address or maptaxlot number is entered, all of the results that match will show up in the Search Results Tab. Clicking on any of the links will take you to the property.

Search Results | Site | Planning | Environmental | Schools | Engineering

[11S03W06CC04900 - 111 BROADALBIN ST SW](#)

[11S03W06CC04900 - 113 BROADALBIN ST SW](#)

[11S03W06CC05900 - 121 BROADALBIN ST SW](#)

[11S03W06CC07000 - 124 BROADALBIN ST SW](#)

[11S03W06CC02700 - 127 BROADALBIN ST NW](#)

[11S03W06CC06000 - 127 BROADALBIN ST SW](#)

[11S03W06CC06000 - 131 BROADALBIN ST SW](#)

[11S03W06CC06000 - 133 BROADALBIN ST SW](#)

Site

If you search for a valid complete address or click on a link, you will go to the Site tab. This has two sub-tabs; Address and Tax Account.

The Address tab gives you various site address information for the selected property.

Search Results | Site | Planning | Environmental | Schools | Engineering

Address | Tax Account

ADDRESS	133 BROADALBIN ST SW
MAPTAXLOT	11S03W06CC06000
JURISDICTION	ALB
STATUS	ACTIVE
PRIMARY ADDRESS	NO
INSIDE CITY LIMITS?	YES
COMMENTS	

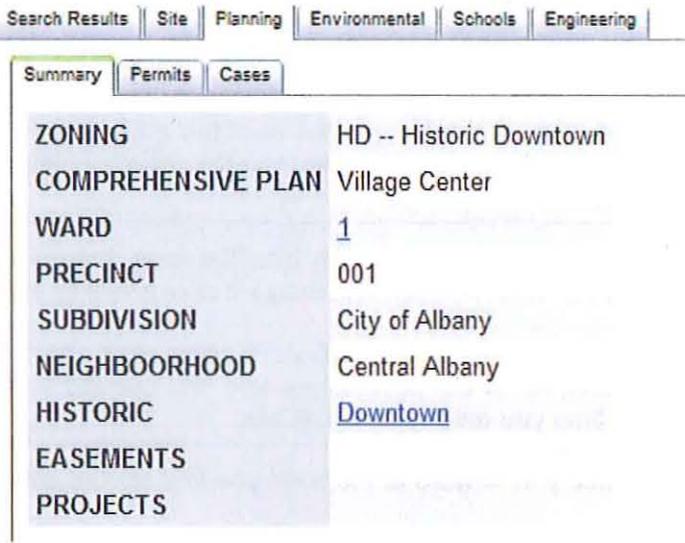
The Tax Account tab provides ownership and assessor account information as well as a link to the county tax information for the property. Selecting the hotlink to the Account number will open up a new tab or window and take you to the county assessor's Web site with the assessment information for the property.

Search Results | Site | Planning | Environmental | Schools | Engineering

Address | Tax Account

The following data is provided by either Linn or Benton County. Clicking on an Account number will

Account	Owner	Site Address
0081188	HEWS RICHARD D	131 BROADALBIN ST SW

<p>Planning</p>	<p>The Planning Tab has three sub tabs; Summary, Permits, and Cases.</p> <p>The Summary sub-tab displays information about the parcel. Links to other information are also available.</p> <p>The Permits sub-tab displays links to information about permits on the property. There are four sub tabs here; Permit Information, Inspections, Contacts, and Fees.</p> <p>The Case sub-tab displays links to planning development review case file information. The four sub tabs here are the same as in Permits.</p>  <p>The screenshot shows a navigation bar with tabs: Search Results, Site, Planning, Environmental, Schools, Engineering. Below it are sub-tabs: Summary, Permits, Cases. The main content area lists the following details:</p> <table border="1"> <tr><td>ZONING</td><td>HD -- Historic Downtown</td></tr> <tr><td>COMPREHENSIVE PLAN</td><td>Village Center</td></tr> <tr><td>WARD</td><td>1</td></tr> <tr><td>PRECINCT</td><td>001</td></tr> <tr><td>SUBDIVISION</td><td>City of Albany</td></tr> <tr><td>NEIGHBORHOOD</td><td>Central Albany</td></tr> <tr><td>HISTORIC</td><td>Downtown</td></tr> <tr><td>EASEMENTS</td><td></td></tr> <tr><td>PROJECTS</td><td></td></tr> </table>	ZONING	HD -- Historic Downtown	COMPREHENSIVE PLAN	Village Center	WARD	1	PRECINCT	001	SUBDIVISION	City of Albany	NEIGHBORHOOD	Central Albany	HISTORIC	Downtown	EASEMENTS		PROJECTS	
ZONING	HD -- Historic Downtown																		
COMPREHENSIVE PLAN	Village Center																		
WARD	1																		
PRECINCT	001																		
SUBDIVISION	City of Albany																		
NEIGHBORHOOD	Central Albany																		
HISTORIC	Downtown																		
EASEMENTS																			
PROJECTS																			
<p>Environmental</p>	<p>The Environmental tab displays natural features information about the parcel. It contains a link that will take you to the FEMA page for floodplain information.</p>  <p>The screenshot shows the navigation bar with tabs: Search Results, Site, Planning, Environmental, Schools, Engineering. The main content area lists the following details:</p> <table border="1"> <tr><td>FLOODPLAIN</td><td>4101370003F FEMA FIRM PANEL</td></tr> <tr><td>LOMA</td><td>None Found</td></tr> <tr><td>SLOPE</td><td>None Found</td></tr> <tr><td>SOILS</td><td>WOODBURN SILT LOAM, 0 TO 3 PERCENT SLOPES</td></tr> <tr><td>WETLANDS</td><td>No Information Available</td></tr> </table>	FLOODPLAIN	4101370003F FEMA FIRM PANEL	LOMA	None Found	SLOPE	None Found	SOILS	WOODBURN SILT LOAM, 0 TO 3 PERCENT SLOPES	WETLANDS	No Information Available								
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SOILS	WOODBURN SILT LOAM, 0 TO 3 PERCENT SLOPES																		
WETLANDS	No Information Available																		
<p>Schools</p>	<p>The Schools tab displays which public schools the parcel is served by. It includes links to the various school web sites for further information.</p>  <p>The screenshot shows the navigation bar with tabs: Search Results, Site, Planning, Environmental, Schools, Engineering. The main content area lists the following details:</p> <table border="1"> <tr><td>HIGH SCHOOL</td><td>West Albany</td></tr> <tr><td>MIDDLE SCHOOL</td><td>Memorial</td></tr> <tr><td>ELEMENTARY</td><td>Central</td></tr> </table>	HIGH SCHOOL	West Albany	MIDDLE SCHOOL	Memorial	ELEMENTARY	Central												
HIGH SCHOOL	West Albany																		
MIDDLE SCHOOL	Memorial																		
ELEMENTARY	Central																		
<p>Engineering</p>	<p>The engineering tab has five sub-tabs. These are Assessments, Easements, Road Assurances, CRAs(Capital Recovery Agreements), and P & W (Petition and Waivers).</p>																		

Search Results | Site | Planning | Environmental | Schools | Engineering

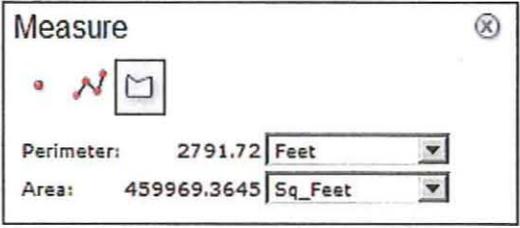
Assessments | Easements | Road Assurances | CRAs | P & W

TYPE Ordinance

ORDINANCE # 576

1 2 3 4

Tools:	
Pan 	Click on the icon, move the pointer over the map, and hold down your mouse button to change the map view - release the mouse button to redraw the map at the new position.
Zoom In 	Click on the icon, move the pointer over the map, then click once to zoom in; or hold down your mouse button and drag a box to zoom to the area inside the box.
Previous Extent 	This tool will take you back to a previous zoom level created with the Zoom In or Zoom Out tool, up to the point where you first opened a map. Extent history is reset every time you enter a new address.
Next Extent 	This tool takes you forward to the point you first started using the Previous Extent tool.
Zoom Out 	Click on the icon, move the pointer over the map, then click once to zoom out; or hold down your mouse button and drag a box to zoom out to an area twice the size of your box.
Full Extent 	Click on this icon to zoom out to the entire mapped area.
Measure 	<p>Use this tool to get measurements. Clicking on the Icon will bring up three choices. The first choice returns the coordinate from where you click on the map.</p> <div data-bbox="488 1368 1009 1566" data-label="Complex-Block"> <p>Measure (X)</p>  <p>X Coordinate: 7525203.4867 Y Coordinate: 379721.7595</p> </div> <p>The second choice will give you the length of a segment, as well as a running total of multiple segments. The drop down allows you to measure in feet, miles, meters, or kilometers.</p> <div data-bbox="488 1740 1009 1953" data-label="Complex-Block"> <p>Measure (X)</p>  <p>Segment: 3546.8611 Feet Total Length: 9625.6314 Feet</p> </div>

	<p>The third choice will allow you to measure the perimeter or area of a drawn polygon. Area can be shown in acres, square feet, square miles, square meters, or square kilometers.</p> 
<p>Map Identify </p>	<p>Use the Map Identify Tool to find out additional information on layers displayed on the map. Select the tool and then click on the map – a popup box will appear and list all the layers you have found, and you can then use the dropdown arrow in the popup to display additional data about each layer. Only layers that are turned on in the map will be "identifiable".</p>
<p>Select Parcel </p>	<p>Get information on a property in your view by clicking on this icon, moving the pointer over the property you're interested in, and clicking once - go to the "Property Details" tab to see the detailed site information of your selection.</p>
<p>Show OverviewMap </p>	<p>Click on this icon to turn the small inset map on/off - the inset map shows you where you are in the city based on your map view.</p>
<p>Save Map Image </p>	<p>Select this button to save a JPG digital image of the map to disk.</p>

Map Tips & Table of Contents:

Map Tips


Map Tips

Layer: Taxlots

- None
- AddressPoints
- Taxlots
- Sewer Mainlines
- Storm Drain Mainlines
- Water Mainlines
- Contour
- Zoning
- Comprehensive Plan
- SteepSlopes
- Wetlands
- FloodPlain
- LOMA
- Station Response Areas

Use this tool to get more information about a feature in the map window. First select a layer from the "Map Tips" layer list to the left of the map window. Scroll down and highlight the layer you are interested in obtaining more information about. Next, select the Map Identify Tool and hover your mouse pointer over the map. A text box will appear showing additional information.



Table of Contents

- Layers
 - Sewer
 - Water
 - Storm
 - Street Names
 - Street Centerlines
 - AddressPoints
 - Railroads
 - Parking Lots
 - Road Edges
 - Sidewalks and Driveways
 - Taxlots
 - Airport
 - Contour
 - 2006 Albany Image
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 - Vegetation
 - Buildings
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 - Assessments
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 - Easements
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 - FloodPlain

When you first launch the application, the map will be at full extent. Most of the layers are turned off and not visible.

The dimmed out layers cannot be turned on until you zoom into a certain extent. Once you zoom in far enough to display a layer, the name of the layer in the Table of Contents will change from gray to black. If the layer is turned off (the check box is empty) you can turn it on by simply checking the box next to the layer name.

Map Tips

Layer: [None]

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