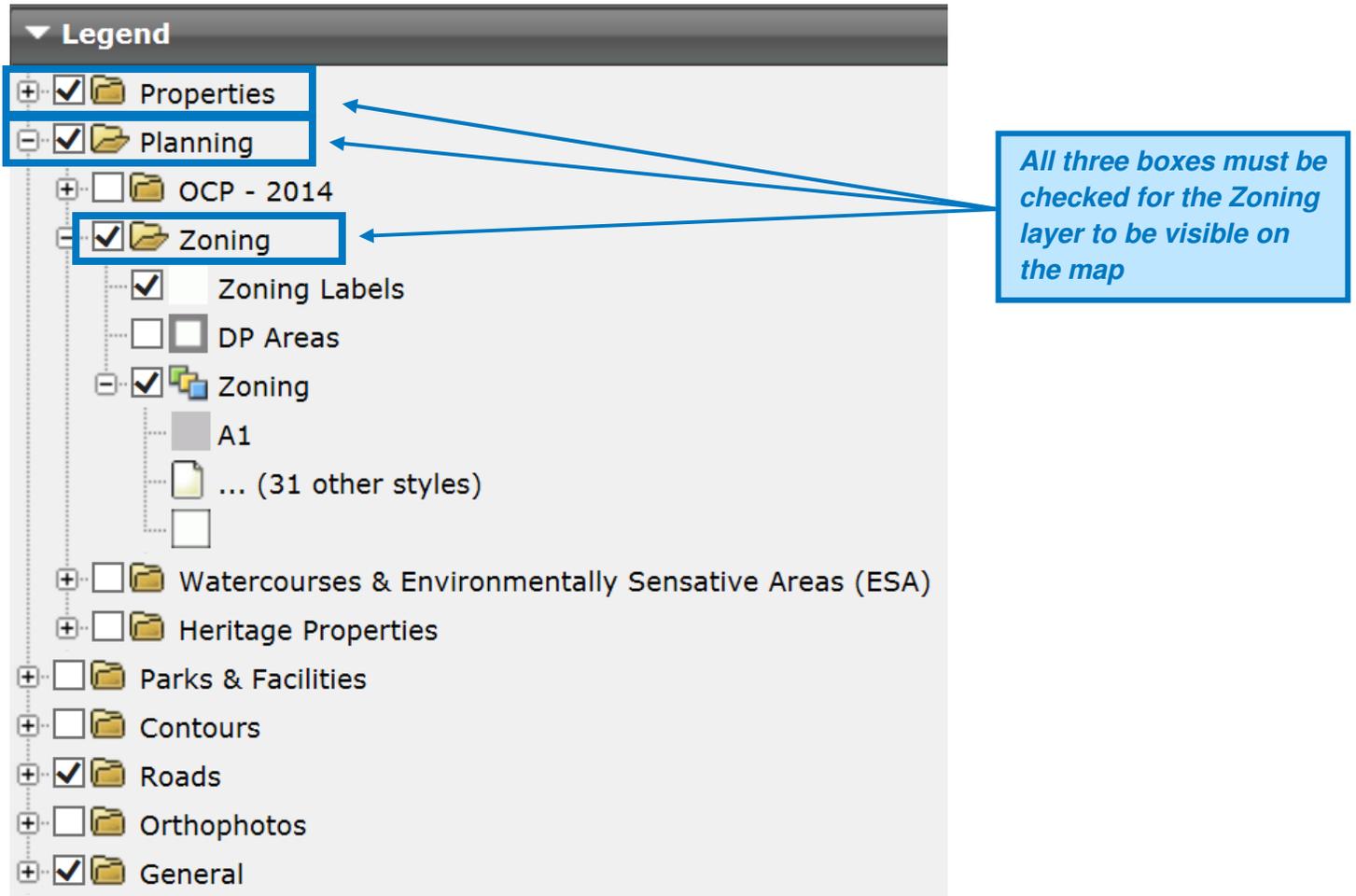


# Frequently Asked *Questions*

## Q. Why is the layer I've turned on not visible on the map?

A - Ensure that all levels of the layer you are trying to view are turned on (boxes are checked). For example, for the zoning layers to be visible on the map, the 'Planning' folder, the 'Zoning' folder and the 'Zoning' layer must all be checked.



The screenshot shows a legend window with a tree view of map layers. The following layers are visible:

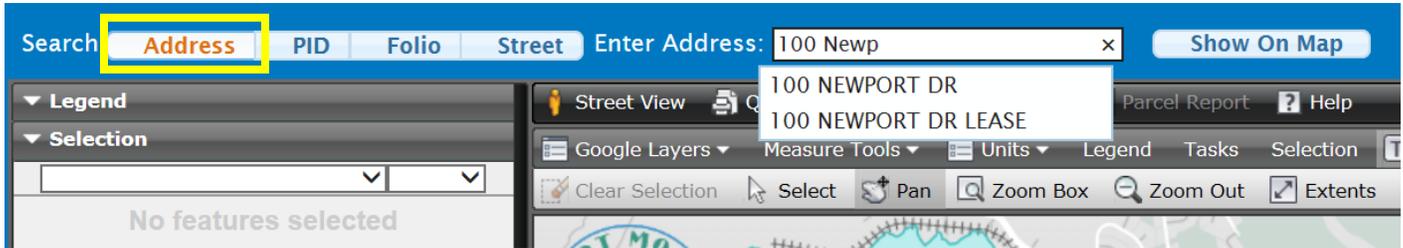
- Legend
  - Properties
  - Planning
    - OCP - 2014
    - Zoning
      - Zoning Labels
      - DP Areas
      - Zoning
        - A1
        - ... (31 other styles)
  - Watercourses & Environmentally Sensitive Areas (ESA)
  - Heritage Properties
  - Parks & Facilities
  - Contours
  - Roads
  - Orthophotos
  - General

Also be aware that more layers become available and appear in the legend as you continue to zoom in on the map.

## Q. How do I search for an Address / PID / Folio / Street?

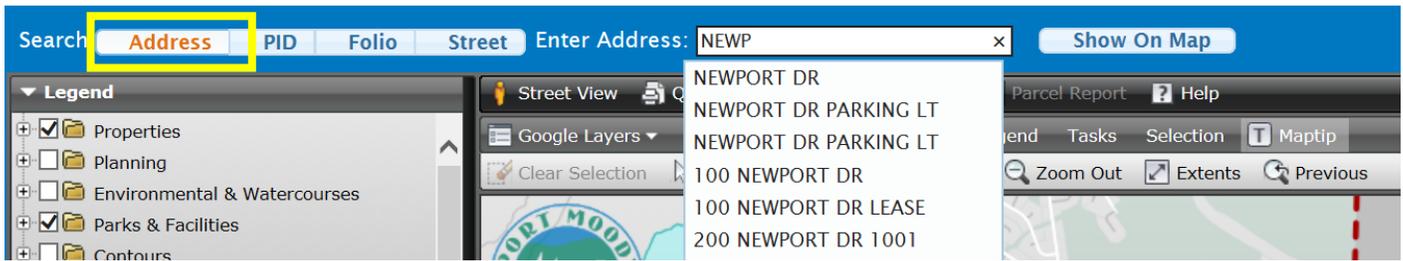
**A - For Address:** In the Search Bar at the top of the map ensure the '**Address**' button is highlighted in orange and start typing the address in the search box starting with either the numeric address number or the street name:

### Numeric Address



OR

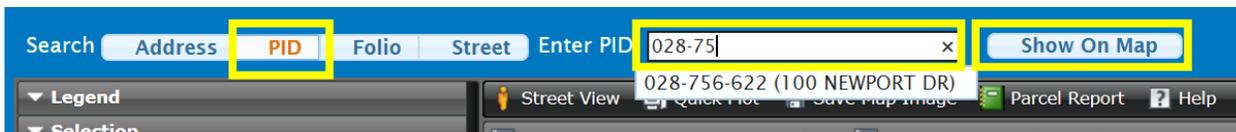
### Street Name



The search bar will provide an auto-complete list of addresses. Select the correct address and click '*Show On Map*' button to zoom to the selected address.

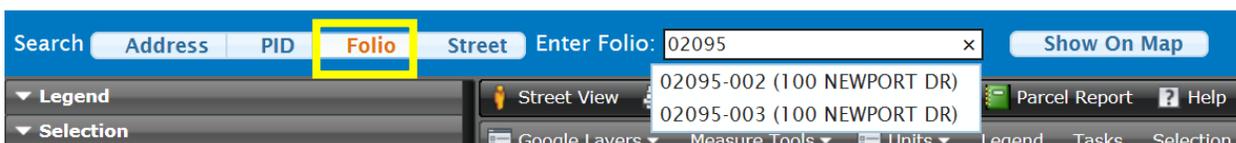
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**For PID:** The Property Identifier Number (PID) is a 9 digit identifier for a parcel in the form of xxx-xxx-xxx assigned by the Land Title Office. The PID can be found on a property's tax assessment notice and on certain land title records. To search for a PID, ensure the '**PID**' button is highlighted in orange and enter the PID in search box. Select the correct PID and click '*Show On Map*' button to zoom to the selected PID.

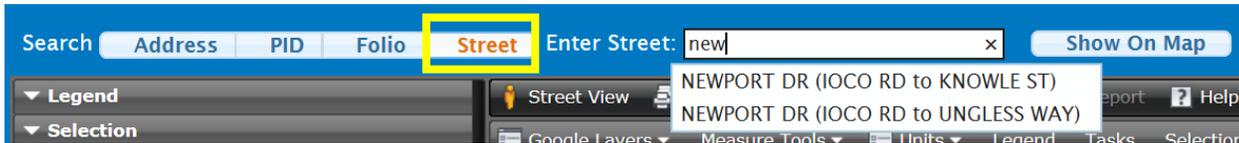


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**For Folio:** The Folio number (also referred to as the Roll Number) is an 8 digit identifier assigned by BC Assessment which can be found on Property Tax Notices in the form of xxxxx-xxx. To search for a folio, ensure the '**Folio**' button is highlighted in orange and enter the folio in search box. Select the correct Folio and click '*Show On Map*' button to zoom to the selected Folio.



**For Street:** Ensure the '**Street**' button is highlighted in orange and enter the street name in search box. Select the correct Street and Street Segment and click '**Show On Map**' button to zoom to the selected Street.



## Q. How do I print a map?

A - There are three ways to print from ViewPort:

1. To print a summary map of a parcel with the legal information (e.g. Address, PID, Folio etc.), select the parcel(s) you want to print and click the **Parcel Report** button on the top tool bar. This creates a printable map displaying the layers you currently have turned on.
2. If you want a screenshot of the current view of the map click on the **Save Map Image** button on the top tool bar. This tool creates a png image of the map that you can save or print.
3. To print a map where you have the ability to add a title, legend, north arrow and scale bar, click on the **Quick Plot** button on the top tool bar. Go through the options on the left of the screen in the task panel, click the 'Generate' button when done and print the resulting map.

## Q. I have turned on all of the orthophotos. How do I know what year I am looking at?

A - If more than one year of orthophotos is turned on at once, the most recent year will be displayed on the map. However, orthophotos should only be turned on one layer at a time as having several layers of orthophotos on at once will slow the performance speed of the map significantly.

## Q. I am trying to find out the zoning for a lot but how do I know what each colour means?

A - Due to display limitations in the legend, all of the colours for the zoning legend are unable to be displayed. If you hover over the area in question a 'maptip' or pop-up label will appear on the screen displaying the zoning designation. Also, if you zoom in to a scale of 10,000 or less labels will populate in the map displaying the zoning designations.

## Q. When I have the zoning or OCP layers on, some of the colours look 'off'. Why is this?

A - This is most likely due the original base layers of the map or layers you have turned on in the map being overlapped by the Zoning or OCP layers. Turn off (uncheck) the "Parks & Facilities" folder to turn off the original base layers and/or any other layers that may be affecting the display.

## Q. Where are can I find the utility features on ViewPort?

A - Currently the City's utility features are not available on ViewPort.

## Q. What layers are currently available on ViewPort?

Properties
<ul style="list-style-type: none"><li>→ Address</li><li>→ Street Names</li><li>→ Cadastre<ul style="list-style-type: none"><li>▪ Legal High Water Mark</li><li>▪ Easements</li><li>▪ Rights-of-Way</li><li>▪ Plan Numbers<ul style="list-style-type: none"><li>- Legal Description</li><li>- Right-of-Way</li><li>- Plan Number</li></ul></li></ul></li><li>→ Parcels</li></ul>
Environmental & Watercourses
<ul style="list-style-type: none"><li>→ ESA Report Reference Number</li><li>→ 30m Stream Buffer (ESA Value = High)</li><li>→ Environmentally Sensitive Areas (ESA)</li><li>→ Watercourses<ul style="list-style-type: none"><li>▪ Streams</li><li>▪ Culverts</li><li>▪ Ditches</li><li>▪ Other Water Features</li></ul></li></ul>
Parks & Facilities
<ul style="list-style-type: none"><li>→ City Facilities</li><li>→ Parks and Green Space</li><li>→ Schools</li></ul>
Contours
<ul style="list-style-type: none"><li>→ Index Contours</li><li>→ Intermediate Contours</li></ul>
General
<ul style="list-style-type: none"><li>→ High Water Mark (Orthophoto)</li><li>→ Municipal Boundary</li><li>→ Railway</li><li>→ Surrounding Areas</li><li>→ Water</li></ul>

Planning
<ul style="list-style-type: none"><li>→ OCP – 2014<ul style="list-style-type: none"><li>▪ OCP Land Use (Map 1)<ul style="list-style-type: none"><li>- Land Use</li><li>- Special Study Areas</li></ul></li><li>▪ Evergreen Sub-Areas (Map 11)<ul style="list-style-type: none"><li>- Evergreen Line Sub Areas</li></ul></li><li>▪ Development Permit Areas (Map 12)<ul style="list-style-type: none"><li>- Development Permit Areas</li></ul></li></ul></li><li>→ Zoning<ul style="list-style-type: none"><li>▪ Zoning Labels</li><li>▪ Development Permit Areas</li><li>▪ Zoning</li></ul></li><li>→ Heritage Properties<ul style="list-style-type: none"><li>▪ Heritage Properties</li><li>▪ Ioco Townsite Heritage Conservation Area</li><li>▪ Moody Centre Heritage Character Area</li><li>▪ Moody Centre Heritage Conservation Area</li></ul></li></ul>
Orthophotos
<ul style="list-style-type: none"><li>→ 2012 Orthophotos</li><li>→ 2006 Orthophotos</li><li>→ 2003 Orthophotos</li></ul>
Roads
<ul style="list-style-type: none"><li>→ Road Centrelines</li></ul>