

Q: How do I get to the GIS Office?

A: For driving directions to 150 N. Queen Street, see [Google Maps](#). To get to the GIS office, enter 150 N Queen St at the Binn's Park stage entrance and follow the corridor to the right, to the elevators. Go to the third floor, and the IT Help Desk will be on your right.

Q: I can't access the Property Search website.

A:

1. Verify your browser and display settings. The GIS property search only works with [Microsoft Internet Explorer](#). Your screen resolution must be set to 1024 x 768, see instructions below*.
2. If you can't find a parcel, see the [search tips](#).
3. Try to refresh the site or close your browser and open the site again.
4. Call the GIS Division at 717-391-7550 and someone will assist you.

**Instructions for checking/changing your screen resolution for Windows users:*

- ❖ *Right-click on a blank area of your desktop and choose **Properties**.*
- ❖ *Click on the **Settings** tab.*
- ❖ *In the **Screen Resolution** section, slide the bar to 1024 by 768 pixels or higher.*
- ❖ *Click **OK**.*

Q: I'm having trouble with my Parcel Viewer.

A:

1. If your using RETTEW's "GIS Locator" program please direct your questions to the Lancaster County Association of Realtors ([LCAR](#)) at (717) 569-4652. As of April 15, 2007 RETTEW no longer supports the "GIS Locator." This application uses our data, but we also do not support the product.
2. If you are having trouble loading the Parcel Viewer CD; try the help section on the disc: LCPVHELP.EXE
3. For specific questions or problems, call the GIS Division at 717-391-7550 and someone will assist you.

Q: I have a question about the flood plain lines.

A: Your first stop should be your municipality or FEMA. We DO NOT handle discrepancies about the flood plain line decisions. Niki Edwards, from the FEMA public affairs office, should get any calls at 215-931-5614. You can also get information on the [FEMA](#) website. The GIS Department can make a map showing a representation of flood plain lines; however, any map made by our department is not survey grade, and cannot be used for legal purposes.

Q: When is the parcel viewer released and how much is it? What does it contain?

A: Parcel viewer is released quarterly in February, May, August, and November (usually mid-month). It costs \$37.50 + tax (\$39.75 total). It contains parcel data (lines, owner info, acreage, and assessment values), roads, zoning, ADC index, tile index, school districts, and municipality boundaries. It also contains an application to view the data if you do not have ESRI products, the data is in shapefile format and can be used with ESRI products. Click [here](#) to order.

Q: Do you sell County Maps?

A: No. There is a County Map available at the [Chamber of Commerce](#). Another option is to purchase an ADC Map at a convenience store or book store.

Q: What kind of maps do you sell and what is the cost?

A: We sell Production maps which are available in three sizes at standard and non-profit rates. 'Prod' maps have set layers and a fixed layout. Any request beyond a 'Prod' map would become a Custom Map; they are available at a rate of \$75.00/hr + tax or \$15.00/hr for nonprofits. Click [here](#) to order.

Q: What kind of payment do you take for GIS maps and services?

A: We take cash, check and Visa or MasterCard credit cards. Checks can be made payable to **Lancaster County GIS**.

Q: Where do I get a 'plot plan' of my property (in order to get a permit for an addition or new construction)?

A: You can get a 'plot plan' or 'tax map' of your property through either the GIS or the Property Assessment Office, both on the 3rd floor of 150 N. Queen St. They are \$10 + tax for an 8.5"x11" size map, if you need anything larger, GIS will make it.

Q: I looked at your website and my neighbor's building is on my property, can I take any action?

A: If there is a question about the GIS positioning of a parcel boundary, a GIS mapping technician will use a recorded deed and/or subdivision plan to determine if any corrections need to be made in the GIS data. The GIS parcel lines are merely representations of the legal description found in the respective deed, and are shown for illustrative purposes only. The actual position and location of property lines on the ground should be determined by a Professional Land Surveyor licensed in the Commonwealth of Pennsylvania.

Q: I don't want to pay \$100 for a map of my house with a photo; do you have anything less expensive?

A: Yes, 8.5"x11" 'Prod' maps with the photo are \$10 + tax, and 11"x17" 'Prod' maps are \$25 + tax.

Q: Can you fix errors on my GPS or internet map (Bing, Google, Mapquest, ect.)?

A: We can look at the error to see if it is correct in our data. However, you will need to report it directly to the company that maintains the data for your GPS unit or for the mapping website. Most of these companies have a way to report errors through their websites. The two main companies are [Navtag](#) and [Tele Atlas](#).