

Property Map and Data Products Contacts

MdProperty View/*FINDER*/*FINDER* Online Subscribers, Paper and Digital Tax Map users and the general public can get help through the following Maryland Department of Planning channels:

MdProperty View and *FINDER* Support: Help Desk

The Help Desk Team has over 20 years of experience in working with various GIS applications in a variety of operating system, software and network environments. Contact us at:

Email: MDPVHelpdesk@mdp.state.md.us

Help Desk exists to serve new *MdProperty View* and *FINDER* Subscribers who encounter difficulties in loading or running the DVD product or seasoned Subscribers who have data-specific questions that are not covered by the *MdProperty View* or *FINDER* Subscriber's Guide. Typical questions handled through Help Desk include:

- Can I join *MdProperty View* datasets with my external dataset, merge *MdProperty View* datasets spatially to create a custom study area or link an *MdProperty View* dataset to a spreadsheet?
- Can I import and overlay files created in other GIS applications using *MdProperty View*?
- Can I easily create and print detailed *MdProperty View* reports?
- Can I join *FINDER* datasets with my external dataset, merge *FINDER* datasets spatially to create a custom study area or link a *FINDER* dataset to a spreadsheet?
- Can I import and overlay files created in other GIS applications using *FINDER*? Can I easily create and print detailed *FINDER* reports?

MdProperty View and *FINDER* Support: Beyond Help Desk

If you have already submitted a Help Desk email and you need additional support or information or if you want to be referred to a specific member of our Help Desk Team, contact:

Virginia Hawkins
Support Technician

Phone: 410-767-1420
Email: vhawkins@mdp.state.md.us

MdProperty View/*FINDER* Subscriber Website

The Subscriber Website is your place to go for downloadable datasets such as monthly Sales transaction files, the latest *MdProperty View* or *FINDER* product updates and the latest news about the *MdProperty View* and *FINDER* DVD products. You can also submit Help Desk questions via the Subscriber Website at:

<http://planning.maryland.gov/OurProducts/PropertyMapProducts/MDPropertyViewProducts.shtml>

MdProperty View Product Demonstrations and Training Opportunities

To schedule an *MdProperty View* demonstration or to inquire about *MdProperty View* one-on-one, group and/or Subscriber-specific training, contact:

Bob Dadd
Property Mapping Section Manager

Phone: 410-767-4455
Email: bdadd@mdp.state.md.us

FINDER Product Demonstrations and Training Opportunities

To schedule a *FINDER* demonstration or to inquire about *FINDER* one-on-one, group and/or Subscriber-specific training, contact:

Virginia Hawkins
Support Technician

Phone: 410-767-1420
Email: vhawkins@mdp.state.md.us

To Locate Additional Downloadable Map Layers for Use with *MdProperty View* and *FINDER*

You can add map layers that are in shapefile format acquired from outside sources to *MdProperty View* and *FINDER*. Note that as well as being in shapefile format, any layer added must be in the *MdProperty View* or *FINDER*-compatible map projection of the Maryland State Plane coordinate system NAD83 meters to display properly. Typical resources for these files are other State agencies, local or town government agencies, commercial providers or your own organization. Visit these websites for information on some of the map layers that are available:

- Maryland Department of Planning: <http://planning.maryland.gov/OurProducts/mapping.shtml>
- Maryland Department of Natural Resources: <http://www.dnr.maryland.gov/gis/>
- State Highway Administration: <http://www.marylandgis.net/SHAdata/list.asp>
- Geodata.gov: <http://gos2.geodata.gov/wps/portal/gos>

MdProperty View Only: To Add iMap Services

Over 100 different map layers can also be added as Web Mapping Services. You can find them at the iMap portal at:

<http://www.imap.maryland.gov/portal/services.asp>

To Purchase *MdProperty View* or Discuss Subscription Concerns

MdProperty View can be purchased by jurisdiction (county or Baltimore City). Each 2011 Edition DVD contains both ArcGIS 9.3 and 10 map document files (.mxd) files that incorporate map layers, legends, formatting and additional functionality. The ArcGIS software, an Environmental Systems Research Institute, Inc. (ESRI) product, is not included with *MdProperty View* and must be purchased separately.

ArcGIS can be purchased directly from ESRI or from any of MDP's Private Business Partners, who have entered into agreements MDP and agreed to act as resellers of *MdProperty View*. In addition to selling the ESRI software and marketing *MdProperty View*, these private business partners may provide value-added services to tailor the DVD product to Subscribers' specific application or needs. Download and read **Appendix A: Hardware/Software Requirements and Where to Get ArcGIS**, part of the *MdProperty View* 2011 Edition Subscriber's Guide (MdpUsr11.pdf) for more information. To purchase *MdProperty View* or for *MdProperty View* billing concerns and/or account questions, contact:

Virginia Hawkins
Support Technician

Phone: 410-767-1420
Email: vhawkins@mdp.state.md.us

To print the *MdProperty View* Subscription Order Form and 2010-2011 Edition License Agreement go to:

<http://planning.maryland.gov/pdf/OurProducts/propertyMapProducts/FrmMdp.pdf>

To Purchase *FINDER* or Discuss *FINDER* Subscription Concerns

FINDER can be purchased by jurisdiction (county or Baltimore City). This DVD product works with MDP's **free** *FINDER* software, which can be downloaded from the *FINDER* website; the product does not require the use of any other software.

FINDER is less expensive than *MdProperty View*, and it contains more user-friendly tools and querying capabilities than *MdProperty View*; however, the *FINDER* Parcel dataset is not as comprehensive as the *MdProperty View* Parcel dataset. Each subscription to *FINDER* includes access to the Subscriber Website, where you can download monthly Sales Transaction data and other data layers.

To purchase *FINDER* or for *FINDER* billing issues and/or account questions, contact:

Virginia Hawkins
Support Technician

Phone: 410-767-1420
Email: vhawkins@mdp.state.md.us

To print the ***FINDER* Subscription Order Form and 2010-2011 Edition License Agreement** go to:

<http://planning.maryland.gov/pdf/OurProducts/PropertyMapProducts/Finder/FrmFnd.pdf>

To Purchase *FINDER* Online or Discuss *FINDER* Online Subscription Concerns

FINDER Online can be purchased by region (groups of counties including Baltimore City). This product operates solely online; it does not require the use of any external software product. *FINDER* Online is less expensive than *MdProperty View* and *FINDER*, and it contains user-friendly tools and querying capabilities.

The *FINDER* Online Parcel dataset is the same as the *FINDER* Parcel dataset; however, *FINDER* Online does not include the Residential Sales, 2010 Floodplain Data derived from DFIRMs or National Register of Historic Properties (NRHP) Maryland Coverage GIS layers. You cannot save the results of any data analyses you perform in *FINDER* Online to an export file, and *FINDER* Online subscriptions do not include access to the Subscriber Website.

To try a **free** 5-Day Trial of *FINDER* Online, to purchase the *FINDER* Online product or for *FINDER* Online billing concerns or account questions, contact:

Virginia Hawkins
Support Technician

Phone: 410-767-1420
Email: vhawkins@mdp.state.md.us

To print the ***FINDER* Subscription Order Form and 2010-2011 Edition License Agreement** go to:

<http://planning.maryland.gov/pdf/OurProducts/PropertyMapProducts/Finder/FrmFnd.pdf>

Continue to the next page for information about Paper and Digital Tax Maps >>>

Paper or Digital Tax Map Orders Online or Via Fax

To order paper tax maps online, go to the Paper Tax Maps website:

<http://planning.maryland.gov/OurProducts/PropertyMapProducts/PaperTaxMaps.shtml>

or order paper or digital (.TIF) property maps via fax (credit card orders only) or over the phone from:

Virginia Hawkins
Support Technician

Phone: 410-767-1420
Fax: 410-333-5381
Email: vhawkins@mdp.state.md.us

To print the **Paper or Digital Tax Maps Order Form** or to order paper tax maps online go to:

<http://planning.maryland.gov/OurProducts/PropertyMapProducts/PaperTaxMaps.shtml>

Parcel Map Production and/or Map Corrections

If you have questions related to parcel map production and/or map corrections, please contact the Property Mapping Section:

Bob Dadd
Property Mapping Section Manager

Phone: 410-767-4455
Email: bdadd@mdp.state.md.us

To Contact the Maryland Department of Planning

If you need to contact us for any other reason, please write or call:

Maryland Department of Planning (MDP)
Planning Data Services
301 West Preston Street – Room 1101
Baltimore, MD 21201-2305

Phone: 410-767-4500
Phone: 877-767-6272