



LAKE COUNTY
FLORIDA

Zip Code Mapping Application

A Case Study



Highlights

- All information required to explore the relationships between cities and zip codes is assembled in one location.
- 24-hour access to information.

Return on Investment (ROI)

- Minimizing the need to call county staff.
- More efficient use of county time
- Eliminate unnecessary postage expense.

Contact Us

For more information, contact:
Larry Martin, GIS Analyst
lmartin@lakecountyfl.gov
Lake County Geographic Information Services

Lake County GIS has implemented a Zip Code web map application that allows the user to locate an address, alternate key, or parcel id to locate a property of interest and examine the relationship between city and zip code boundaries.

Background:

A good, known addresses is critical for emergency response to assist fire and ambulance units to reach the incident, and sometimes that address relies on the zip code to determine exactly where it is located. Because citizen access to city and zip code information is limited, many citizens call the addressing department for an explanation or confirmation of what zip code/city they reside in. While addressing has been able to provide sources for the desired information, citizens often express a desire to see information overlaid on one source. This has resulted in the creation of custom zip code maps that are then mailed to individual citizens.

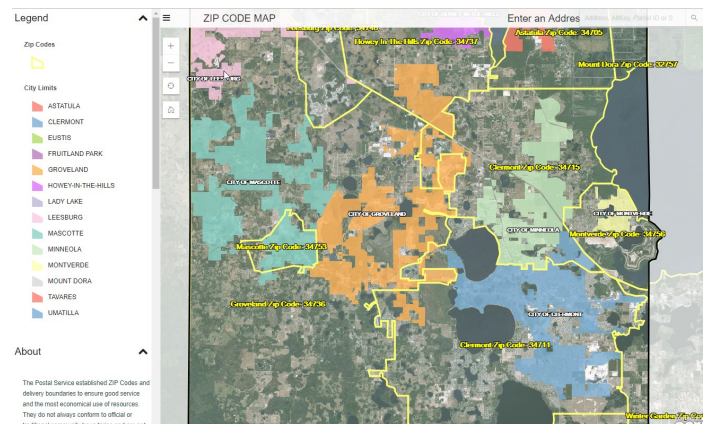
The Issue:

Customer service is a priority with Lake County, but it's not always easy for people to find desired information when given numerous sources. The information can be spread over various web sites, government directories, and may also be formatted in a way that citizens may not be able to view.

The Solution:

Citizens now have access to an online interactive map that will display the relationship between zip code and city boundaries in a clear and easy to understand format.

Implementation of the "Zip Code Map" app ensures the citizen will not experience any delays in obtaining the desired information and will also free up valuable time for the addressing department.





The Benefit:

It is anticipated that the Zip Code web app will reduce the number of phone calls to the addressing department by allowing the citizens to answer many of their own questions. This will allow staff to maximize their time and redirect efforts toward other work, thereby saving time and money. Also, having city and zip codes consolidated into one map will, hopefully, reduce frustration citizens may experience when requesting desired information.