

# City of Katy, TX

Reference  
**Kenneth D. Parker** (Assistant Fire Chief)

Turnaround Time  
**45 Days**

Technical Challenge  
**High**

Prime Consultant  
**ViewPro**

## Background

The City of Katy (COK), TX has a thriving population seated at the touching distance of Houston area. The uniqueness about the city is their significant investment into public safety. The COK is in the pursuit to ensure its water infrastructure outlets such as fire hydrants are in ready to use condition at all times.

## Problem

KFD intended to efficiently maintain the fire hydrants with a solution that would integrate multiple city department workflows under a single roof and provide easier exchange of data to increase efficiency into its governance.

- **Efficient Communication**

Enhance communication between the hydrant users, monitors, and maintenance workers.

- **Access to Dashboard**

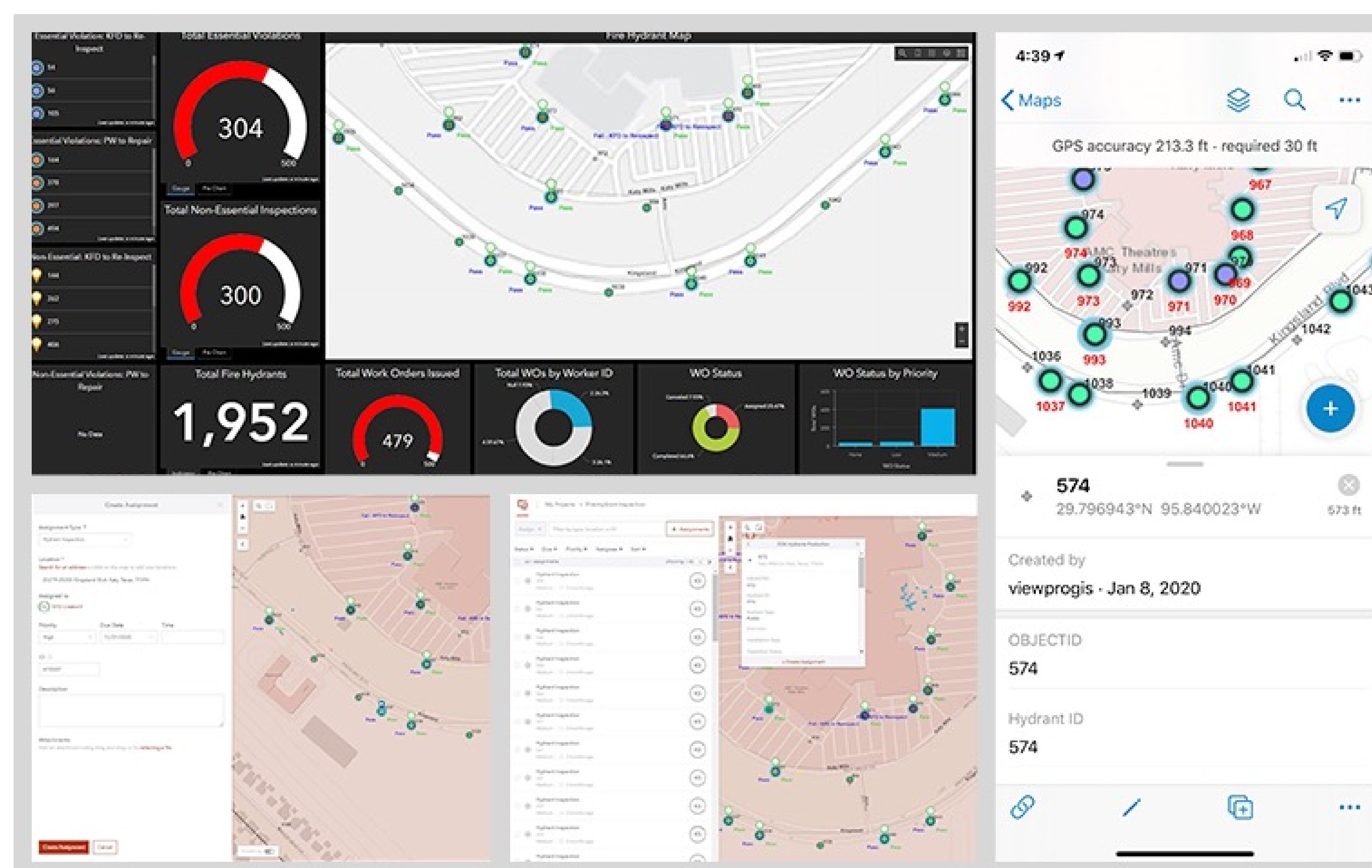
One-stop access to a dashboard that provides information relevant to all fire hydrants to all department heads.

- **Less Complex**

To have an easy to use, sustainable, and automated system.

## Summary

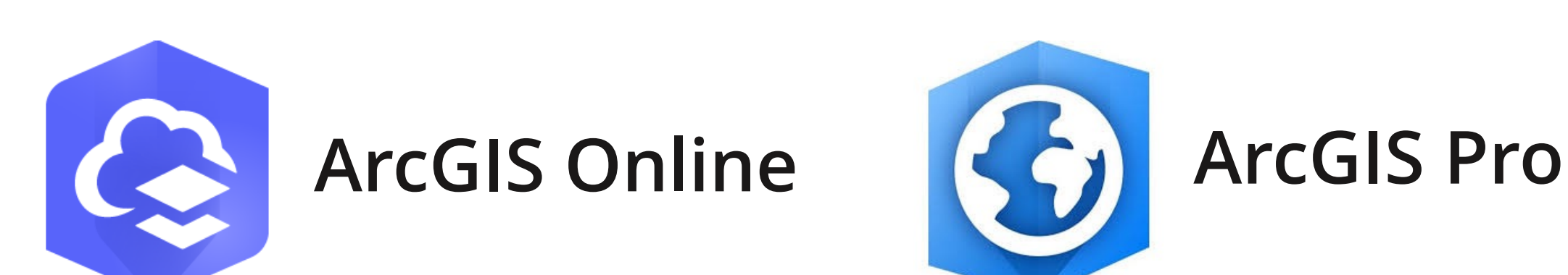
The ArcGIS Collector/Workforce /Dashboard combination GIS tool provided the City of Katy with a single authoritative data monitoring system for 2,000+ Fire Hydrants in the city. Communication between KFD, KPD, and KPW departments is enhanced and managed by ArcGIS cloud reliability, data management, and appropriately suited visualisation tools.



## Solutions

ViewPro helped COK implement tools that integrated multiple field inspection workflows using Esri's ArcGIS Collector, Workforce, and Dashboards to build a streamlined operation for cross-departmental access to fire-hydrant maintenance and management.

- Esri's field collection apps are auto-updating background maps, layers, and information graphics. Gauges and graphical analytics were coupled with a process of automation that keeps fire, police, public works, and city officials informed of where and what with regards to hydrant infrastructure.
- Each department has instant access to the latest GIS data without depending on the IT or GIS department. Every worker, office or in the field, mobile or desktop, can see real-time updates of hydrant locations and conditions from one intelligent, easy-to-use interface.
- To ensure their safety, field workers can be tracked and update their status to ensure situational awareness, and maximise work order efficiency during maintenance, inspection, or emergency events.
- KFD requires all fire hydrants ready to go at all times. Katy Police Department (KPD) needs to know which hydrants are not functional at any given time. Katy Public Works (KPW) department need to keep the hydrants free of obstacles and provide maintenance whenever needed. The automated workflow allows instant access to most relevant and accurate information through an easy to use dashboard system.



Esri Software Used



Esri Technical Specialties

**GEOZONE**

ViewPro Product Used