

The City of Fort Worth is ranked 13th largest in the U.S., and is home to 895,000+ residents. Fort Worth's goal—to be the most livable and best managed city in the country—prompted CTO Kevin Gunn to envision and implement a BPM initiative.



### Forms Portal

- Day ONE - went live with over 400 forms
- Now over 500 forms being hosted
- Averaging over 3,700 forms accessed per month
- Estimated savings of \$1,040 per month arising *just from time saved locating forms*



"Recently a new HR form was introduced at a meeting with human resource coordinators from all 24 city departments to rounds of applause by those who would be using the form and benefit from it."

### Tuition Reimbursement



- Affected employees throughout 680 facilities distributed across the City's 350 square miles
- Tuition reimbursement form contains 13 touch points and leverages more than seven of the core Process Director functionalities

### Roadmap: Citizen's Portal

- Extending the City's previous years' achievements to its residents and those who do business with Fort Worth



## The Value of Digital Transformation



- Saving **\$2000** per month attributed to improved workforce productivity
- Elimination of two other forms solutions, saving **\$87,000** annually
- From initial 26 forms, saving **\$130,000** per year Increased time to value by 25%
- Forms usage rate increased to **800+ forms** per month (a 30% increase)
- Improvements in compliance and security
- Ability to rapidly transform processes due to low coding required
- Ability to now track processes until completion within platform
- Free up personnel to perform more value-added tasks



### Value from the Tuition Reimbursement Project Alone

- HR hours reduction in processing time, each semester, from 40 hours to 8 hours (saving 96 man-hours per year)
- For submitter, saving 225 hours per year in time spent filling out, submitting, and tracking
- Overall, saving 321 employee hours a year
- Financial impact: \$8,025 savings per year

### Projected Results for Citizen Portal



- Increase user communication/participation by **25%**
- Overall reduction in costs by **30%** with improved processes in place
- Increase user communication/participation by **25%**
- Provide fully electronic processes that provide visibility and accountability for our citizens and business partners
- Transformation from print and fill forms to dynamically responsive forms that are platform agnostic
- Decrease calls by **75%** for instances of being citizens and business partners not being able to locate forms

**By utilizing the transformative power of BPM, the City of Fort Worth is achieving its goal of becoming the most livable and best managed city in the U.S.**