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

### 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

### 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

### Roadmap: Citizen’s Portal
- Extending the City’s previous years’ achievements to its residents and those who do business with Fort Worth

### 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.