

To the Mayor and Members of the City Council**February 24, 2026**

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**SUBJECT: HOW THE MyFW APP PROCESSES AND STORES UPLOADED PHOTOS**

The purpose of this Informal Report is to provide Mayor and Council with an overview of how the MyFW application processes, transmits, and stores photos submitted by residents when reporting service requests.

Overview of MyFW

The MyFW application is the City of Fort Worth's customer engagement platform that allows residents to submit service requests, track progress, and communicate directly with City departments. The app integrates with ten (10) separate departmental work order systems across the City.

When a resident submits a request — including an uploaded photo — the request is transmitted to the appropriate department's work order system within approximately 15 minutes after address identification and system routing.

How Photos Are Processed

When a resident uploads a photo through the MyFW application:

1. Submission

The resident selects a service category and uploads one or more photos within the MyFW interface.

2. Address Identification

The system verifies and standardizes the location through geolocation services or manually entered address data.

3. System Integration

MyFW routes the service request — including associated location information — to the appropriate departmental work order system (e.g., Code Compliance, Transportation & Public Works, Environmental Services, etc.).

4. Photo Handling

Photos are attached to the service request record and stored within the platform architecture supporting MyFW and/or the receiving departmental work order system.

- The image file is transmitted securely.
- The photo becomes part of the official service request record.
- Departments can view the image within their respective work order systems.

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For Code Compliance–related requests, photos are accessible within CodeOps, the department’s case management system, allowing inspectors to review documentation prior to field response.

Data Flow and System Architecture

The MyFW platform functions as a front-end intake tool that connects to multiple back-end operational systems and operates as a standalone work order database. As a centralized intake portal, it:

- Captures resident-submitted information and media
- Standardizes address data
- Routes requests to appropriate departmental systems
- Allows tracking updates to be pushed back to the resident

Because MyFW integrates with **ten** different work order systems, photo storage and retention are governed by the receiving system’s data management policies and the City’s records retention requirements.

Transparency and Record Retention

Photos submitted through MyFW become part of the official service request record and are subject to applicable public information and records retention laws. Access to images is role-based and managed within departmental systems.

The attached presentation shows how photos are processed. Slides 4 and 5 have embedded audio to guide readers through the process.

For any questions regarding the MyFW application or photo processing protocols, please contact Dr. Sana Syed, Chief Communications Officer, Communications & Public Engagement Department, at 817-366-4367 or sana.syed@fortworthtexas.gov.

Jesus “Jay” Chapa
City Manager

How MyFW App Handles Uploading Photos

Presented by Sana Syed, PhD

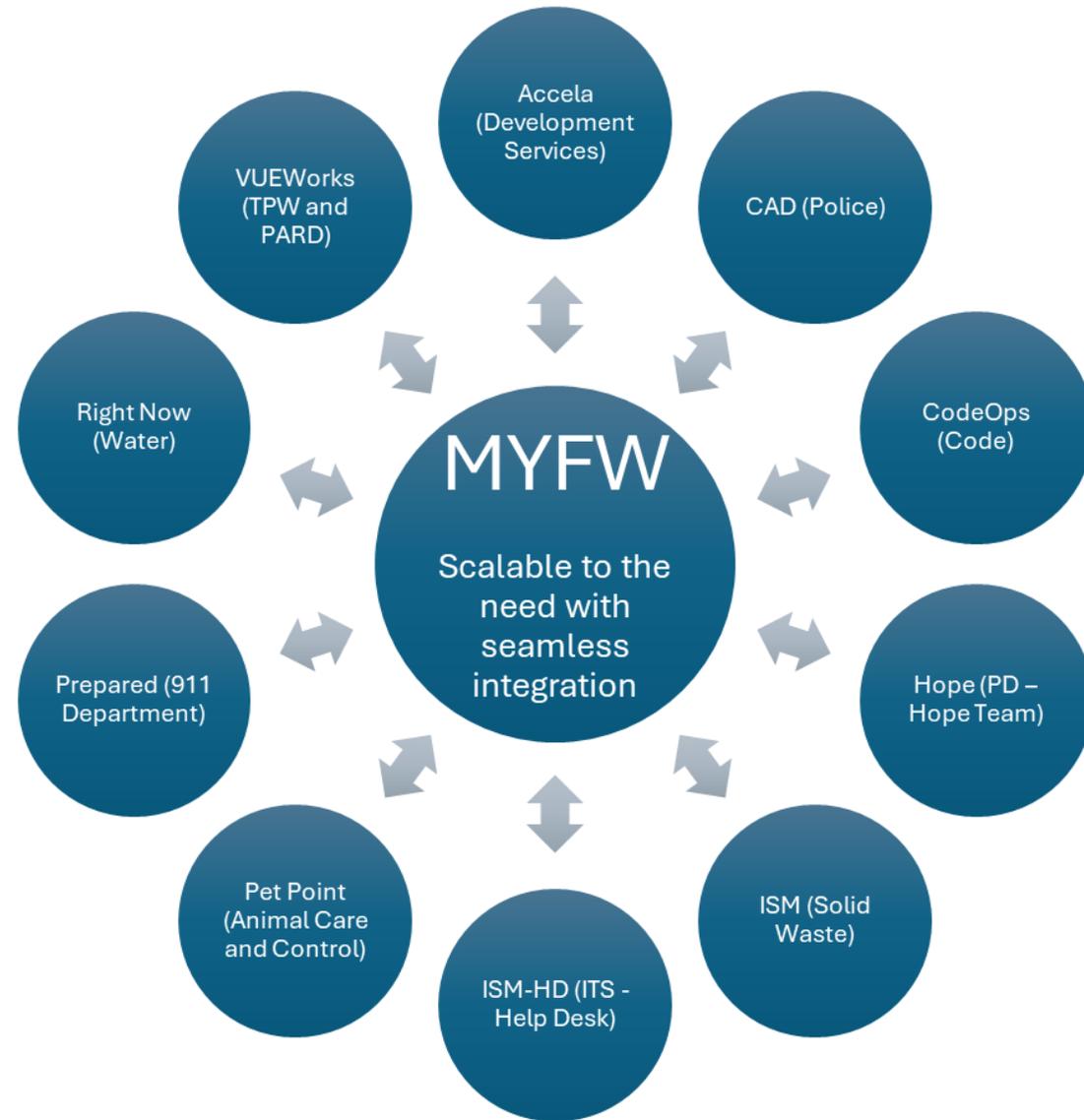
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MyFW

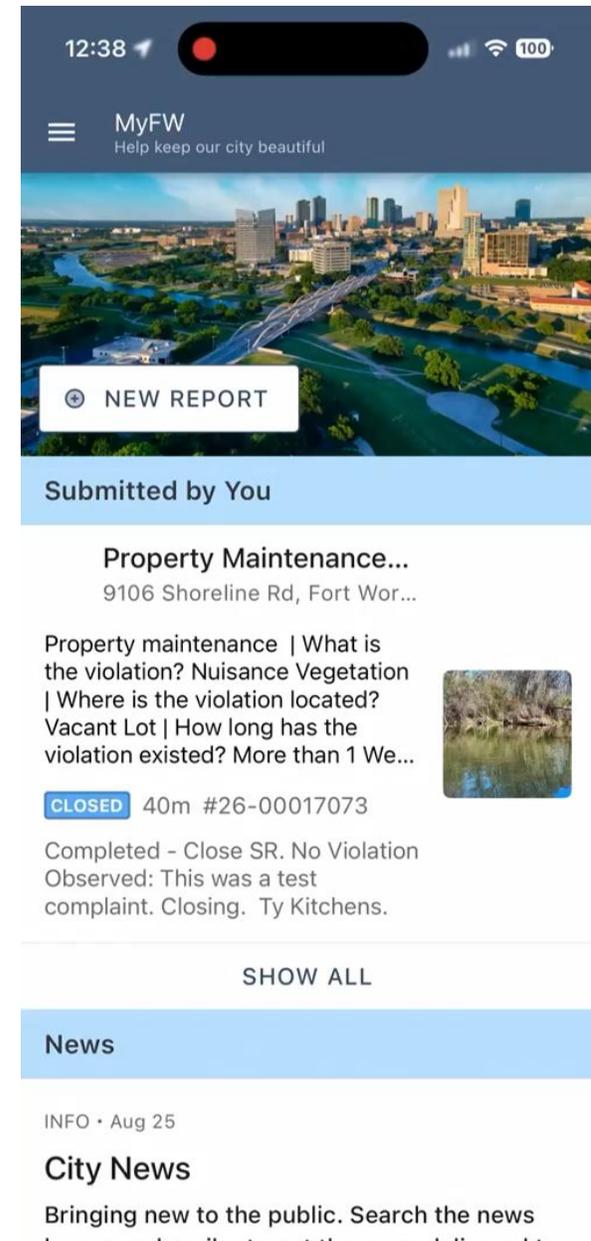
10 Systems

- MyFW integrates with 10 work order systems in the City of Fort Worth
- Within 15 minutes
- Address Identification

Work Order Systems



MyFW App



CodeOps



Code Compliance



MyFW App Uploading Photos

Thank you