



To the Mayor and Members of the City Council

November 1, 2022

Page 1 of 3

**SUBJECT: FORT WORTH COMMUNICATIONS & PUBLIC ENGAGEMENT
MYFORTWORTH APP**

The purpose of this Informal Report is to give an update on recent changes to the MyFW App, future changes and other app enhancements in the pipeline.

The MyFW App is designed for residents and visitors to report service issues for 34 divisions throughout the City of Fort Worth. The primary resident usage includes Street Lights Out and Solid Waste Violations.

The app provides quick service for a resident 24 hours a day, 7 days a week. The MyFW app interfaces with 9 work order systems within the City of Fort Worth, which means when the request is entered into the app, the request passes to the division's work order system.

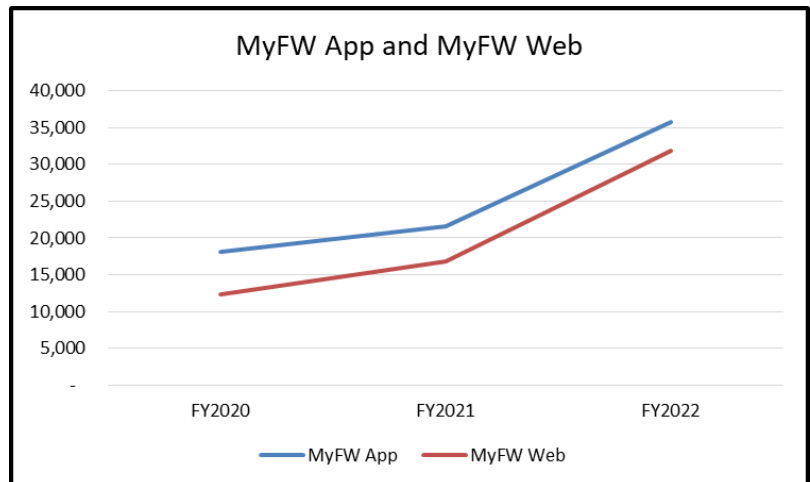
The MyFW Team completed the identified divisions of the system project in 2020. Over time, MyFW app's total requests continue to increase.

FY2020 to FY2021

System	150%
App	119%
Web	136%

FY2021 to FY2022

System	120%
App	166%
Web	189%



According to data collected to by an organization of 311 call centers self-entry requests using an app or webpage continue to increase as people become more comfortable using technology (*CS Week 311 Engage). Fort Worth residents are no different as the numbers show above and demonstrate Fort Worth as a Smart City.



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November 1, 2022

Page 2 of 3

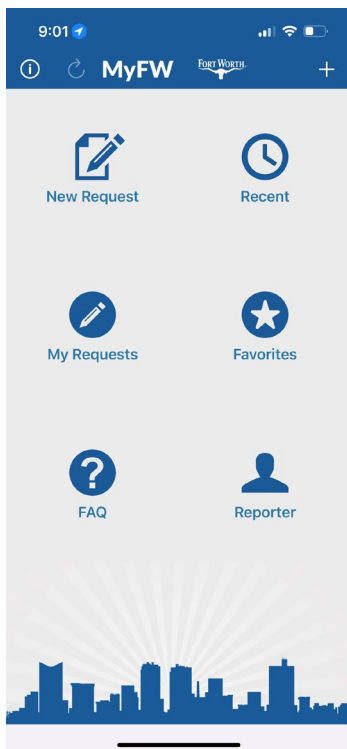
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Currently, components are added to the app on a quarterly basis. For example, the latest refresh included adding Fort Worth Texas Alerts. This request links to the Alert website page where a resident can register.

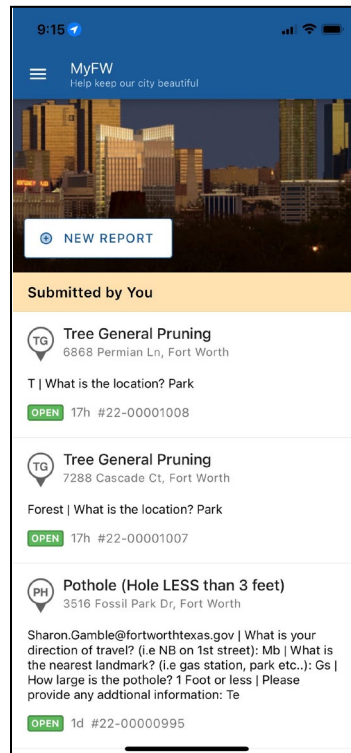
Fort Worth Texas Alerts

Fort Worth Texas Alerts is a new emergency alert system designed as another method to keep the residents and visitors of Fort Worth informed during any potential hazards. Potential hazards we face in North Texas can be severe weather, acts of terrorism, chemical spills or other man-made disasters. These alerts will be issued by the Office of Emergency Management and within the registration process, you can also choose to receive optional weather warnings issued by the National Weather Service.

What's New for the MyFW App in 2023?



Current Look



New Look.

New features coming in 2023:

- Search Request Type



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Page 3 of 3

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- Artificial intelligence will be used to determine the request based on the picture taken.
- Resident has the option to search to submit request types.
- As opposed to the quarterly updates, app service requests and changes will be able to be added or changed on a more frequent basis.
- In the next phase of the app other languages starting with Spanish will be added.

Some departments have deployed apps for specific city services, some of which include:

- Solid Waste offers the Garbage, Recycling, Yard Trimmings and Bulk Waste Collection Week schedule on its app.
- TPW allows users to pay for and reserve a parking space on its app.
- Water Utility customers can pay bills and view water usage on its app.
- Library promotes a national app called Libby for ebooks and audiobooks selected by our Library staff.

Additionally, departments use web forms to automate processes of delivering their services to residents of Fort Worth.

Occasionally we are asked by other organizations to help promote apps that can help residents with a particular service. A recent example of this was the Parent Pass. Although these aren't City apps and aren't affiliated with the MyFW app, we try to help promote those that can help residents get access to services and information from a third party.

Any questions about this IR can be directed to Michelle Gutt, Communications & Public Engagement Director at (817) 392-6248.

David Cooke
City Manager