

CASE STUDY

How Tarrant County Stopped Line-by-Line Reviews and Processes 50,000 Applications Yearly With TrueRoll

ABOUT

Tarrant County's exemptions team was managing over 400,000 properties with active exemptions. They were processing around 50,000 new applications annually through a workflow that required staff to manually research obituaries, ownership changes, rental information, and more across multiple external websites. With a 15-person team spanning a wide range of experience levels, inconsistency and inefficiency were inevitable.

By implementing TrueRoll, the office moved from a research-heavy process to a streamlined review and decision-based workflow that sped up approvals. The success resulted in the county looking into automating document processing across the board.

MANUAL WORKFLOW CHALLENGES

- **Excessive Manual Application Research:** Staff was navigating obituaries, mailing address changes, owner occupancy changes, etc., to piece together information for every application.
- **High Application Volume Overwhelming the Team:** With 50,000 annual applications and a 15-person team ranging in expertise, keeping pace with volume was a constant struggle.

AT A GLANCE

Challenges

- Excessive manual application research
- High application volume overwhelming the team
- Slow approval times created friction for taxpayers

Results

- Staff shifted from researching to reviewing
- Faster processing improved taxpayer experience
- Prepped to automate other document processes



Tarrant
County, TX

~ 500K
Parcels

~2.1M
Population

DEVNET
CAMA Provider

CHALLENGES CONT.

- **Slow Approval Times Creating Friction for Taxpayers:**
The length of time it took to process applications meant taxpayers were waiting far longer than necessary to see their applications resolved.

ELIMINATING MANUAL REVIEW

- **Application Vetter:** TrueRoll's Application Vetter automated the research and initial review steps that were consuming the majority of staff time. Rather than navigating multiple external sources to verify each application, staff now receive applications that have already been checked against configured business rules and flagged accordingly. The result is a workflow where routine applications move through quickly, and only those requiring deeper judgment are escalated, allowing a team of mixed experience levels to work consistently and confidently.

"[The staff has] taken to the new procedures really well, and it's shown them that they can get back a lot of their time to spend on the more complex applications," Perlick said.

RESULTS

- **Staff Roles Shifted from Researching to Reviewing:**
Automation streamlined the time-consuming cycle of researching, processing, and manually entering data to move staff through applications far more efficiently.
- **Faster Processing Improved the Taxpayer Experience:**
With routine applications resolved more quickly, Tarrant County sped up the approval process for residents.
- **Prepped to Automate Other Document Processes:**
Tarrant County is now ready to automate other paper workflows, such as property transfers, protests, and appointment of agent forms.

Ready to make new application processing easy? Request a demo.



"I call it automagical—like the easy button. It gives staff that confidence that the information has been reviewed, and they're more now just moving through the process. The future goal is that when someone submits an application, it's more of an immediate—you're already approved, here's your information back."

Donna Perlick

Director of Support Services

Tarrant County Central Appraisal District

METRICS & OUTCOMES



STAFF ROLES ELEVATED TO REVIEWERS



TEAM CONFIDENCE INCREASED



FASTER, IMPROVED THE TAXPAYER EXPERIENCE