

# Sonya Jones – First 90 Days as Fort Bend County Clerk

## Purpose

The first 90 days in office will focus on **assessment, stabilization, and execution**. As a constitutional officer, the Fort Bend County Clerk must ensure lawful public access to records, fiscal responsibility, professional staff management, and modern service delivery. This plan establishes a strong foundation for long-term modernization, accountability, and public trust.

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## Phase I: Assess, Listen, and Stabilize (Days 1–30)

### Budget & Fiscal Oversight

- Conduct a full review of the Clerk’s Office budget, expenditures, revenues, and staffing allocations.
- Evaluate contracts, vendors, and technology costs for efficiency and compliance.
- Coordinate with the County Auditor and Budget Office to confirm fiscal controls and reporting requirements.

### Office Climate, Culture & Personnel

- Hold listening sessions with staff across all divisions to assess morale, workload balance, and operational challenges.
- Review organizational structure, job descriptions, vacancies, and supervisory alignment.
- Reinforce expectations for professionalism, ethics, and service to the public.

### Statutory Compliance & Records Management

- Review records management practices for compliance with Texas Local Government Code and Texas State Library and Archives Commission (TSLAC) retention schedules.
- Assess records security, disaster recovery, and preservation of permanent and historical records.

### Fort Bend County Law Library – Initial Assessment

- Conduct a walkthrough and operational review of the Law Library.
  - Meet with staff, judiciary partners, attorneys, and frequent users.
  - Identify immediate accessibility, staffing, and resource gaps.
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## Phase II: Align, Improve, and Modernize (Days 31–60)

### Personnel Training & Performance

- Implement targeted training in records accuracy, customer service, ethics, cybersecurity, and statutory compliance.
- Establish consistent performance expectations and supervisory accountability.
- Identify cross-training opportunities to improve continuity of service.

### Customer Service & Public Access

- Map customer service workflows for in-person, mail, phone, and online services.
- Address service bottlenecks, unclear instructions, and repeat-visit issues.
- Launch early customer service improvements, including clearer signage and standardized forms.

### Language Access Expansion

- Expand language access services to **90+ languages and dialects** using cost-effective, on-demand interpretation and digital translation tools.
- Prioritize vital records, court-related forms, signage, and website content for multilingual access.

### Technology & Digital Modernization

- Inventory existing systems used for records imaging, indexing, storage, and public access.
- Identify quick-win technology improvements that enhance efficiency without major procurement.
- Ensure cybersecurity and data protection standards are met.

### Law Library – Stabilization

- Address immediate operational issues such as hours, technology access, and signage.
- Begin integration of digital legal research tools to improve access for self-represented residents.

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## Phase III: Implement, Deliver Results, and Set Direction (Days 61–90)

### Budget Alignment & Resource Planning

- Prepare budget recommendations aligned with modernization, training, and records preservation priorities.
- Establish internal monitoring practices for ongoing fiscal accountability.

## Records Preservation & Modernization Roadmap

- Finalize a phased plan for digitizing and preserving high-use and historically significant records.
- Strengthen disaster recovery and long-term digital storage strategies.

## Customer Service Metrics & Accountability

- Implement baseline performance metrics such as wait times, transaction accuracy, and service volume.
- Establish feedback mechanisms for residents and stakeholders.

## Law Library Revitalization Plan

- Present a comprehensive improvement plan for the Fort Bend County Law Library focused on:
  - Access to justice
  - Digital research resources
  - Appropriate staffing and funding
  - Accessibility for self-represented litigants

## Communication & Transparency

- Communicate progress, priorities, and expectations to staff, Commissioners Court, and the public.
  - Publish clear service standards and modernization goals.
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## Why This Matters to Taxpayers

- **Efficiency:** Reduced errors, shorter wait times, and fewer repeat visits.
  - **Fiscal Responsibility:** Smarter use of technology and resources lowers long-term costs.
  - **Equity & Access:** Residents can access vital services regardless of language or background.
  - **Preservation:** County records are protected for legal certainty and future generations.
  - **Public Trust:** Transparent, accountable operations strengthen confidence in county government.
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## Leadership Through Governance, Not Politics.

My first 90 days will lay the foundation for a **modern, accessible, and accountable Fort Bend County Clerk's Office** that works for every resident.