

Sonya Jones – First 90 Days as Fort Bend County Clerk

As County Clerk, my first 90 days will focus on **modernizing services, supporting staff, preserving records, and ensuring fair public access**—all while being fiscally responsible to taxpayers.

Phase 1: Assess & Listen (Days 1–30)

- Review the County Clerk’s budget to ensure taxpayer dollars are spent efficiently and lawfully.
 - Meet with staff across all divisions to understand workplace culture, training needs, and operational challenges.
 - Evaluate customer service processes and identify immediate service gaps.
 - Conduct an assessment of the Fort Bend County Law Library to identify neglect, accessibility issues, and quick improvements.
 - Begin reviewing records management and digital systems for compliance and preservation.
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Phase 2: Align & Improve (Days 31–60)

- Implement targeted staff training focused on accuracy, customer service, and records management.
 - Expand language access services to **90+ languages and dialects** using cost-effective, on-demand tools.
 - Launch early customer service improvements to reduce wait times and repeat visits.
 - Begin digital modernization efforts for records access and preservation.
 - Stabilize and improve Law Library operations, hours, and digital access.
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Phase 3: Implement & Deliver Results (Days 61–90)

- Align budget priorities with modernization, service delivery, and records preservation goals.

- Establish clear performance expectations and accountability standards.
 - Roll out visible improvements in online services, forms, and public information.
 - Finalize a long-term roadmap for records digitization and disaster-ready preservation.
 - Present a revitalization plan for the Fort Bend County Law Library focused on access to justice.
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Why This Matters to Taxpayers

- **Efficiency:** Fewer errors, shorter lines, and faster service.
- **Equity:** Expanded access for residents regardless of language or background.
- **Cost Control:** Smart use of technology reduces waste and unnecessary spending.
- **Access to Justice:** Stronger public access to records and the Law Library.
- **Trust:** Transparent, accountable, and modern county government.

Leadership Through Governance, Not Politics.

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