

2019
Business Plan
Presentation

Recorder's Court Clerk

Mission

Recorder's Court is a high volume court established in 1972 to create a system that would effectively and efficiently process the growing number of traffic cases in Gwinnett County.

Staffing

- 1 Clerk
- 16 Full-time deputy clerks
- 5 Part-time clerks

2017

- \$8,451,398 total fines and fees sent to the county finance department in 2017
- 52% of those cited paid fines through our online vendor without ever stepping into the courthouse
- 16,591 citations were paid through web portal
- 10,439 citations were paid by phone
- 3,833 citations were paid by IVR

Web Portal

- Completely automated, real time, no data entry
- Recalls bench warrant and FTA
- Disposition sent to driving history
- Automatically receipts money to case
- Closes case

Web Portal

- Reduced phone and courthouse traffic
- Reduced errors
- Reduced credit card fees
- Available phone center

Monday – Friday 7:00am – Midnight

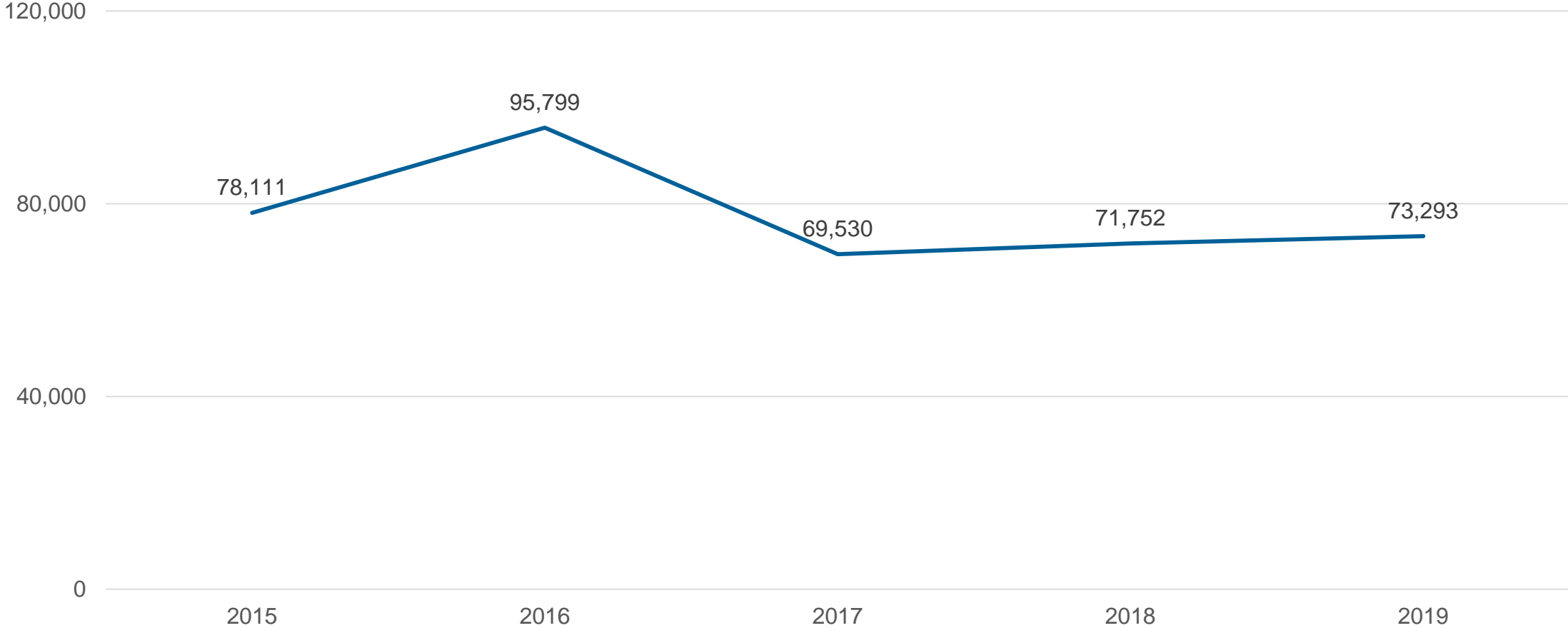
Saturday – Sunday 9:00am – 6:00pm

Open everyday of the year except Thanksgiving and Christmas

2019

- Create an interface to electronically send dispositions and failure to appears to the GBI
- Streamline the different payment options and offer payment plans through the clerk's office
- Move our servers from the data center to a cloud hosted solution through our vendor

Citations Received



Collection Trend

