

# 2026 Business Plan Presentation

Jeff West  
Clerk of Court



**Gwinnett  
Judicial Circuit**  
Recorder's Court





# Service Delivery Mission

To ensure every case is handled with care, security, and fairness, while providing the public with the highest quality of service.





# 2025 Efficiencies and Improvements

- Implemented a new vertical file system to replace an unsupported and unrepairable legacy unit, leading to enhanced document retrieval speed and accuracy, and proactively preventing potential service interruptions due to system failure.
- Undertook a comprehensive modernization and refresh of all office spaces, including new carpet and paint, which has led to a significant improvement in staff morale and a more positive public image for the department.



# Emerging Developments and Our Path Forward

## Legislative changes

- Proactively monitor House Bills to anticipate legislative changes. We prioritize responsive system updates and staff training to ensure timely compliance, despite post-budget effective dates.

## Artificial Intelligence

- Recognizing the increasing sophistication of AI, we are exploring implementing chatbots for simple customer interactions to enhance accessibility, reduce call volumes, and optimize staff time for complex inquiries.

# Strategic Goals and Efficiencies

- Successfully launched a dedicated SharePoint site, which has significantly improved internal communication, streamlined information access, and generated measurable time savings and efficiencies across the department.
- Building on our highly efficient operations, we will continue to refine workflows and maximize the utility of existing systems to ensure sustained time savings and efficiencies.
- Partnering with the Clerk of Court and key vendors, we will continue updating our website to provide more comprehensive information and streamline digital interactions, complementing our existing online payment options for traffic citations, which reduce courthouse visits.

# People Strategies

- We foster a positive and collaborative environment through regular social gatherings, promoting open communication and an approachable management style where all leadership is receptive to employee input.
- We empower employees by actively valuing their input and cultivating a shared commitment to delivering the highest quality of customer service possible.
- Our focus includes ongoing training programs for employee self-improvement and professional growth, alongside extensive cross-training initiatives to build comprehensive knowledge and enhance individual and team confidence.







# Thank you



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