



A Tradition of Stewardship
A Commitment to Service

NAPA COUNTY GRAND JURY

2012-2013

MAY 20, 2013

FINAL REPORT

NAPA COUNTY SHERIFF/CORONER- SERVICES OPERATIONS

TABLE OF CONTENTS

Letter to Supervising Judge	3
Letter to the Citizens of Napa County	4
Napa County Sheriff/Coroner	5
Summary	5
Background	5
Methodology	8
Discussion	9
Findings	15
Recommendation	16
Commendation	17
Request for Responses	17
Appendices Attached	



NAPA COUNTY GRAND JURY

**P.O. BOX 5397
NAPA, CALIFORNIA 94581**

May 20, 2013

The Honorable Mark S. Boessenecker
Supervising Judge
Superior Court of the State of California
County of Napa
825 Brown Street
Napa, California 94559

Re: 2012-2013 Grand Jury Final Report: Napa County Sheriff/Coroner

Dear Judge Boessenecker,

Pursuant of Section 933 (a) of the California Penal Code, the 2012-2013 Napa County Grand Jury submits its report on the Napa County Sheriff/Coroner Services Division.

Our investigation of this subject was conducted in a manner consistent with the California Penal Code, this Court's Charge, and the historic role of the Grand Jury, to pursue the interests of the residents of Napa County.

This is a fifth in a series of final reports we will be issuing during our term. I would like to acknowledge the good work and dedication of the Napa County Grand Jurors as demonstrated in this report.

Respectfully submitted,

Victor J. Connell
Foreperson
2012-2013 Napa County Grand Jury



NAPA COUNTY GRAND JURY

P.O. BOX 5397

NAPA, CALIFORNIA 94581

May 20, 2013

To the Residents of Napa County:

Our fifth Grand Jury Final Report is on the Napa County Sheriff/Coroner.

The Napa County Office of County Counsel has reviewed this final report. The Napa County Superior Court Presiding Judge, pursuant to California Penal Code Section 933(a), has found that this report complies with California Penal code Part 2 Title 4.

Copies of this report are available for review in the Napa City-County Library and online at www.napa.courts.ca.gov (follow the link to the Grand Jury).

We hope you find this report informative. It is an honor and privilege to serve you during our 2012-2013 Grand Jury term.

Respectfully submitted,

The 2012-2013 Napa County Grand Jury

NAPA COUNTY SHERIFF/CORONER SERVICES OPERATIONS

SUMMARY

The 2012-2013 Napa County Grand Jury, prompted by the lack of any apparent previous investigation of the Coroner and Services Divisions of the Napa Sheriff's Office (NSO), began an investigation of the Napa County morgue and Coroner's operations. With imaginings of a cold dark odiferous setting quickly dispelled, we discovered a bright, clean and exceptionally well-equipped facility staffed with caring professionals. Napa County's autopsy facility is considered state-of-the-art partly because of its on-site X-ray equipment. It is primarily this equipment that accounts for a small amount of activity from neighboring counties. In-house X-rays offer substantial savings in both time and money making the transportation to and from Napa worthwhile. The Coroner's office performs autopsies for Marin and other counties just a few times per year. A reasonable fee is charged for services.

In Napa, direct supervision of the Coroner's office staff falls under the NSO Services Division. In addition to the Coroner's office, the Services Division oversees a number of related support groups including the Technical Services/Records section, Evidence/Fingerprint (CSI) Laboratory, and Property/Evidence Room. The Grand Jury also reviewed operations in these sections in order to provide the citizens of Napa County a larger view of the often overlooked support arm of the NSO.

We are pleased to report that only minor issues were discovered. All NSO staff who were interviewed were cooperative and eager to express their high level of morale and job satisfaction. The Grand Jury congratulates the entire NSO Services Division and Coroner's staff and management for their excellence in service. The Grand Jury was singularly impressed with the culture of individual responsibility we observed during this investigation.

BACKGROUND

The Coroner's Division of the NSO was selected for investigation by the 2012-2013 Napa County Grand Jury after a report by the 2011-2012 Marin County Grand Jury reported on its use of Napa County's state-of-the-art morgue. In combination with the investigation of the Coroner's Division, the Grand Jury also reviewed the Sheriff's Services Division which includes Technical Services (Civil Services/Records), the CSI Evidence Lab, and the Property/Evidence Room.

Time constraints prevented the Grand Jury from reviewing the Court Services (courtroom bailiffs and prisoner transport) provided by the NSO as well as the services of a Sheriff's Lieutenant provided to the Department of Corrections (Jail), all of which are part of the Sheriff's Services Division.

The Grand Jury found no record of any previous Grand Jury investigation specific to the Coroner's Office or the Services Division of the Sheriff's Office. Recent Grand Jury investigations of other NSO operations include a report on Animal Services (see 2010-2011 Final Grand Jury Report) and the Napa Special Investigations Bureau (see 2009-2010 Final Grand Jury Report).

Organization/Mission and Philosophy

In 2005 the Napa County Sheriff/Coroner Offices moved from the Hall of Justice in downtown Napa to a new facility on Airport Boulevard in southern Napa. Eight years later the building is still a state-of-the-art facility. The facility supports 104 sworn officers and approximately 41 civilian support staff. The Sheriff's Office is organized in two main divisions: Field Operations and the Services (Civil/Coroner) Division. The Sheriff and Undersheriff, supported by an Administrative Services Manager and an Administrative Secretary, serve as executive oversight. One additional captain serves as Chief of Police for the City of American Canyon under their contract with the NSO for law enforcement services.

Mission Statement

The Napa County Sheriff's Office is committed to providing the highest level of professional services to our community, while fostering partnerships based on trust and respect.

The philosophy and culture of the department, as explained to the Grand Jury, is based first on providing service to the public and secondarily on law enforcement. Napa County has a low crime rate and law enforcement officers enjoy a relatively peaceful work environment in comparison to some surrounding counties. In an effort to keep crime low and enhance the quality of life in Napa County the NSO has instituted the *Problem-Oriented Policing Program, Shop with a Cop, and Napa Valley Crime Stoppers* (Appendix A) and many other activities intended to foster community awareness and symbiotic relationships. Additional NSO activities are described on the NSO website at www.countyofnapa.org/sheriff/.

The Napa County Budget Performance Measurement Report, Fiscal Year 2011/2012, pages 187 to 191 (Appendix B) provides statistical analysis and comparison of criminal activity in Napa County and several comparable counties in California. The report is available through the Napa County Executive office or may be accessed from the Napa County website at: www.countyofnapa.org.

NSO Budget

The NSO operated at a net cost (funds paid directly from Napa County) of \$10.9 million for fiscal year (FY) 2011/2012. The fiscal year 2012/2013 net cost is estimated at \$11 million. The County of Napa *Budget Performance Management Report, Fiscal Year 2011/2012*, page 224 summarizes the NSO budget as follows:

	Actual FY 2010/2011	Final FY 2011/2012	Recommended FY 2012-2013	Variance	% Change
Appropriations	22,744,885	23,336,524	24,152,270	815,746	3
Revenue	11,917,367	12,486,625	13,110,597	623,972	5
Net Cost	10,827,519	10,849,899	11,041,673	191,774	2

The term “Appropriations” as used in the Napa County Budget refers to total department expenses that are drawn from various funding sources.

Revenues (or Income) from several sources generate operating funds. A large source of funding is Proposition 172 funds (\$4,229,109 in 2011-12), a state-wide ½ percent sales tax, annual contract services to American Canyon (\$4.9 million), Yountville (\$834,000) and the Napa County Office of Education (\$190,000) together with fees for private and charitable events where the Sheriff is requested to assist with security. Fines, forfeitures and penalties (\$50,336), other state and federal funds and fees for civil process and other services make up the remainder of the NSO revenue sources. The NSO Coroner Division also receives a small amount of revenue for rental of a surgical suite in the morgue by a tissue bank and use of the autopsy suite by other counties.

The difference between the Appropriations and Revenue is the “Net Cost” which is paid directly from Napa County general funds.

It is not surprising that the largest cost of running the NSO is the salaries and benefits for the men and women working both on the streets and at headquarters. Salaries and benefits budgeted for FY 2012/2013 account for approximately 77.8 percent of the total appropriations (expenses) for the NSO.

Salaries and benefits, determined through collective bargaining, for FY 2012/2013 are estimated at \$19,656,894. The remaining appropriations, categorized as Services and Supplies, amounts to \$5,604,266. The largest, non-salary expenditures include the NSO’s share of the Napa Police Department dispatch center (\$2,040,000), travel and mileage expenses including fuel for all patrol vehicles (\$1,055,373) and IT services (\$779,634).

The largest increased expense anticipated in FY 2012/2013 is vehicle maintenance which grew from \$31,152 in FY 2011/2012 to \$205,000 this fiscal year. The added expense results from the Ford Motor Company’s decision to discontinue production of the Crown Victoria. Replacement models are smaller, have less interior dashboard space and will

not allow the NSO to re-use much of the equipment that is routinely installed, both externally and internally, on the patrol cars. New equipment and installation brackets will need to be purchased as the old Crown Vics wear out and new patrol cars are rolled out on streets.

Additional budget information is provided in the *Napa County Adopted Budget, Fiscal Year 2012/2013*, pages A112 through A117 (Appendix C). Napa County is one of two counties in California with a jail that is not supervised by the Sheriff. The Grand Jury was unable to compare the NSO budget to Sheriff's budgets in similar counties because of the inclusion of jail facilities and differences in accounting and budget practices in other counties.

METHODOLOGY

The Grand Jury conducted 24 interviews with staff and administrators from the NSO and other county agencies and visited the NSO and Coroner's facilities on Airport Boulevard on 3 separate occasions. Written policies and procedures currently in use by the NSO Services Division and Coroner's Office were reviewed together with various several other documents including:

- Contracts between the NSO and American Canyon, Yountville, City of Napa and Napa County Office of Education for law enforcement and animal control services
- Agreements with the forensic pathologist, tissue bank and Tulocay Mortuary
- 2012/2013 Napa County Budget
- Napa County Budget Performance Measurement Report, Fiscal Year 2012/2013
- NSO 2011 Year-end Report
- NSO Allocation Chart dated October 2012
- Proposition 172 information spreadsheet and trend analysis
- Problem-Oriented Policing Program pamphlet and Hunter Education program pamphlet

DISCUSSION

I. Coroner's Office/Morgue

Duties and Responsibilities

Tasked with determining the time and cause of unattended, violent or suspicious deaths in Napa County, this division utilizes state-of-the-art technology and equipment together with personnel who are highly skilled and trained in this specialized area. The Coroner's Office is staffed with two specifically assigned Coroner Investigators, a medical secretary, a contract forensic pathologist, and two part-time forensic autopsy technicians. The Coroner's Office works not only in the unincorporated area, but within every jurisdiction in Napa County including the Cities of Napa, American Canyon, St. Helena and Calistoga. Every Sheriff's Deputy in Napa County is also considered a deputy coroner; however, only those specifically assigned to the Coroner Investigator position received specialized training and work full-time as Coroner Investigators. Appendix D, a page from the NSO *2011 Year-end Report*, provides some general information on the Coroner's Office.

Coroner Investigators

Coroner Investigators are responsible for locating and notifying next of kin and securing the residence and/or property of a deceased individual when applicable. Certain items of personal property including jewelry, cash or other valuables, when appropriate, may be cataloged and taken to the Sheriff's Office for safekeeping.

The deputies assigned as Coroner Investigators receive specialized training through formal course work and practical experience. Deputies who accept an assignment as Coroner Investigator are routinely rotated back into field operations after 3 to 5 years due in part to the stressful nature of their duties. The rotation of this duty also provides the department with field officers who possess the knowledge and experience necessary to properly secure the site of a death or homicide prior to the arrival of a formally assigned Coroner Investigator. Experienced deputies share their knowledge with other field officers further enhancing the department's efficiency.

Forensic Pathologist

Beginning in January 2011 the NSO contracted for the services of a forensic pathologist who serves both Napa and Marin Counties under separate contracts. The duties of the pathologist include all autopsy services: reviewing medical records, dissection and examination of remains, ordering toxicology and other tests, recording the autopsy findings and, when necessary, testifying in Court proceedings.

Written NSO Coroner Procedures set forth the criteria for autopsies as follows:

- a. When conducting a medical history or external examination determines that an autopsy is necessary.
- b. Whenever foul play or criminal activity is suspected to be involved in affecting death, including the death of a fetus.
- c. The death is suspected to be the result of Sudden Infant Death Syndrome (SIDS).
- d. Vehicle accidents under the following circumstances:
 - (1) Autopsy the driver
 - (2) Any passengers or pedestrians – may be external review by a pathologist
 - (3) Upon valid request by law enforcement.
- e. Industrial accidents resulting in death.
- f. “Found” cases in which the decedent died alone and there is no medical history known.
- g. All decomposed bodies.
- h. Therapeutic misadventure unless substantiated with extensive medical documentation.

Pursuant to the terms of a January 2011 contract, the pathologist receives a fixed monthly fee of \$10,000 per month. Should more than 120 autopsies be required in a fiscal year the contract calls for the payment of an additional \$1,000 per autopsy. Over the past few years, the Coroner’s Office has averaged fewer than 100 autopsies per year. In 2012 there were 85 autopsies, 45 medical record reviews (not requiring autopsy) and 20 external examinations with toxicology tests.

The Grand Jury observes that Napa County is very fortunate to have the services of this very well qualified and conscientious forensic physician.

The pathologist, though not based in Napa County, is available by telephone 24 hours per day, seven days per week. The doctor is able, in most cases, to travel to Napa to perform autopsies on short notice and is normally in Napa once or twice per week. He is contractually obligated to provide a qualified substitute should he be absent or unavailable.

Because the contract pathologist is a solo practitioner, the Grand Jury inquired as to how the Coroner’s Office would handle a sudden or unexpected loss of the doctor’s services. The NSO acknowledges that there is a nationwide shortage of qualified forensic

pathologists and the replacement of the current contractor would likely require a nationwide recruitment effort. An interim measure may require the use of a previous contractor.

Coroner's Facilities (The Morgue)

The Grand Jury was first drawn to the subject of the Napa County morgue following the publication of the 2011-2012 Marin County Grand Jury Report concerning that county's lack of a formal Coroner's facility. The Marin County report indicated an agreement with Napa for the performance of certain autopsies. During this investigation, the Napa County Grand Jury learned that Marin does in fact utilize the NSO Coroner's facilities for autopsies a few times per year. Marin pays an average of \$1,250 for an autopsy with X-rays. Most, if not all, of the cases brought to Napa from Marin require X-rays and Napa's in-house X-ray capability is the primary reason for other counties to bring remains to Napa for a full autopsy. Marin continues to utilize a funeral home to perform the majority of its autopsies, a practice that was utilized by Napa County prior to the building of the facility on Airport Boulevard in 2005.

The Airport Boulevard Coroner's facility is still considered state-of-the-art some 8 years after opening. The autopsy suite is equipped with X-ray equipment, video and photographic equipment, a microphone that allows the forensic pathologist to dictate notes during an autopsy procedure, and a glass viewing area that avoids cross-contamination issues while allowing investigators a close up view of autopsy proceedings. Coroner Investigators are routinely present in the autopsy room during procedures to photograph and document autopsy findings. Forensic autopsy technicians are responsible for cleaning the room both before and after an autopsy. Judging from the Grand Jury's observation of the room, they are meticulous in their work.

Coroner's Records

Coroner's reports and records, until recently, were recorded in a computerized system separately from other NSO records. The NSO and Napa County Information Services recently began a migration of Coroner's records into a program called iLeads which is shared by the entire NSO. The previous system became obsolete as new and improved software and technology came into the market and began conflicting with the older software. The system was overloaded with data and became unusable. iLeads will allow criminal investigators to quickly access Coroner's records.

The Grand Jury also learned that a system of typewritten index cards, dating back to the 1950's, continues to be updated and utilized in the Coroner's Office despite the availability of powerful computer data entry and retrieval systems. The Grand Jury believes that creating new typewritten index cards for inclusion in the old system is redundant and a waste of staff's time. We recommend that staff instead use that time to enter the information from the old index card system into the electronic system so that all Coroner's case records eventually become retrievable from a single database.

II. Technical Services/Records Section

This Technical Services/Records section (Records section) of the NSO is responsible for a wide variety of tasks:

- Storage, retrieval and management of all official NSO reports, records and statistical information
- Sexual offender/Drug offender/Arson offender registration
- LiveScan fingerprinting
- Processing of concealed weapons permits
- Processing of arrest warrants
- Processing booking records
- Processing NSO reports
- Misdemeanor and Infraction citations
- Civil Process including services of summons and complaints, levies, writs, evictions, restraining orders and other notices and court orders

Recordkeeping and Daily Duties

The Records section manages all official NSO reports and records together with all Napa County booking records and arrest warrants. Records section staff also report statistical data to state and federal agencies. The Records section is staffed by approximately 8 to 10 legal clerks and two supervisors and is in operation 24 hours a day, 365 days a year. Two staff members are generally assigned to handling warrants and writs while the remaining staff members work with the public, assist field officers and process reports. Daily public interaction for Records section staff includes LiveScan fingerprinting services which take place by appointment every 15 minutes between 8 and 5 during weekdays, vehicle impound releases, concealed weapon permit applications, registration for narcotic, sex and arson offenders, record requests and other items.

Sorry, Cash or Check Only

The Grand Jury learned that Records section staff members are unable to accept credit or ATM cards and this creates an inconvenience for the public. The NSO charges a low “roll” fee for LiveScan fingerprinting which makes it a popular option to higher priced commercially owned LiveScan services in the Napa area. The roll fee, however, is only a part of the total LiveScan fee which is determined by the type of activity (i.e., notary public, non-profit volunteer, etc.) and by the agency processing and/or recording the

prints. The unpredictability of the final cost becomes an issue for citizens who bring too little cash or do not have their checkbook requiring either a second trip to Airport Boulevard and/or a visit to nearest bank. A previous plan to accept credit/ATM cards was rejected due to related costs. The Grand Jury believes this should not be an insurmountable issue since other local governmental agencies now accept credit and debit cards through third party contractors whose fees are passed directly to the customer. The Grand Jury encourages the NSO and the Napa County Board of Supervisors (BOS) to locate and contract with a third party credit card merchant service such as those utilized by the Napa County Tax Collector and the Napa County Clerk.

Civil Process

Civil process requests include the service of summons and complaints in civil lawsuits; Small Claims documents; restraining orders; civil warrants; eviction notices and other court orders. NSO deputies are assigned the task of personal service. Writs and levies on bank accounts, business property, vehicles and other assets of a judgment debtor are also executed by Records section staff. Supervising officers oversee planning and logistics in complex cases such as the seizure of a grape crop, unbottled wine, livestock or other non-monetary property. The NSO is often responsible for the movement, storage and, at times, the sale at auction of a wide variety of property.

Probation Information

Field officers receive support from Records clerks who verify that information on probation terms and warrants are current. The Grand Jury learned that there was a recent information gap between the Probation Department and the NSO. Over one year ago the Probation Department stopped a long-standing practice of providing the NSO with monthly lists of probationers in Napa County reasoning that the lists became obsolete because of the constantly changing probation terms. Those changes were unknown to NSO staff until the next monthly list was issued. Interim changes in probation terms and status may have caused field officers to detain and/or search individuals who were no longer subject to probationary search and seizure.

A new 24-hour phone line is now in place that allows the NSO and other law enforcement agencies in Napa County to seek live information from the Probation Department when questions arise related to individuals subject to probation.

III. Evidence/Fingerprint (CSI) Lab

The NSO Evidence Lab is staffed by two experienced, well-trained and FBI certified Evidence Specialists and one Evidence Technician. Fortunately for the citizens of Napa, these “CSIs” are not often found processing murder scenes as depicted on popular television shows, but they are certainly well trained to do so.

The NSO lab is primarily a “fingerprint” lab. Evidence collected by NSO deputies and/or lab staff is processed for fingerprints which are photographed and compared to the prints

of known suspects and/or electronic databases such as the Automated Fingerprint Identification System (AFIS). In cases involving John Doe victims, evidence specialists collect and analyze the victim's fingerprints for identification. The NSO lab staff's expert work is not always limited to Napa County as evidenced by their recent work with the Fairfield PD to successfully identify a young homicide victim.

Lab workers also collect digital camera memory sticks loaded with photos taken by deputies. It is their job to copy the photos onto duplicate CDs which are stored separately from other evidence. The system of storing crime scene photos on CDs is less than optimal and more advanced storage systems are available. CDs are subject to damage and may be lost or misfiled. The shelf life of a CD is also in question. A secure server with state-of-the-art photo management software and an appropriate back-up system would enhance not only the storage of photos but would also speed the retrieval and copying process. The NSO is encouraged to continue its work with County IT to budget and set up a secure computerized photo management system for crime scene photographs.

Though collected and indexed by NSO staff, blood and DNA evidence is not processed at the NSO lab. All ballistics, toxicology, DNA and blood evidence is sent either to the Department of Justice in Santa Rosa or Sacramento or to specialized private forensic laboratories. Specialized forensic testing equipment is very expensive and Napa County is fortunate that our low crime rate does not justify the expense of purchasing and maintaining this equipment at the NSO.

The Grand Jury understands that the laboratory staff has received excellent training and is very familiar with the proper methods of handling DNA samples. However, we found the section of the policies and procedures relating to the collection and preservation of DNA evidence to be insufficient in that it consists solely of pages taken from the *Journal of Forensic Identification*, Vol.41, No.5 dated Sept/Oct 1991, which indicates the information is more than 20 years old. The purpose of written policies and procedures is to ensure consistency and provide guidance to all NSO staff on proper protocols. The Grand Jury recommends the immediate development of a proper policy and procedure for DNA sampling and handling.

IV. Property/Evidence Room

The Property Room is presently staffed by two very experienced civilian members of the NSO. The volume of work and recent staff absences has required the part-time use of an Evidence Lab technician in the Property Room. Property Room staff manages storage of criminal evidence, found items and property taken for safekeeping. They are responsible for the secure storage and eventual removal or destruction of property and evidence under clear NSO policies and procedures. As a matter of policy the NSO uses redundancies in paper and computer records to avoid evidence tampering or theft.

The Grand Jury visited the Property Room on two separate occasions in the presence of an NSO officer and staff member. We observed a large amount of property that was

bagged or boxed as well as many bulky items that were neatly shelved. It appeared the Property Room was quite full with little room for new evidence to be properly housed. Also observed were a fair number of items either left out on a table or on the floor.

The Grand Jury found the Property Room staff to be competent and conscientious. Policies and procedures are clear and appear to be carefully followed. The staff members are all long-term employees who are known among their colleagues for their integrity.

As the Property Room fills with evidence, it falls to the staff to identify and process for removal any items that can be returned, sold or destroyed. Evidence related to murder and sex crimes must remain securely housed indefinitely. The vast majority of evidence at the NSO, however, relates to less serious crimes. The destruction of evidence following the adjudication or dismissal of a criminal matter requires a Court Order. The Napa County District Attorney's office (DA) is also required to approve any such destruction.

The Grand Jury learned through testimony that the process to obtain Court approval for destruction had been slowed because the NSO was not receiving responses from the DA. Our investigation revealed that the DA was most recently provided a list that included approximately 150 adult and juvenile cases. The list lacked sufficient information in many cases for the DA to make a knowledgeable assessment. Additionally, that fact coupled with the mix of adult and juvenile cases and the large volume of case names and numbers, was slowing the DA's response to the NSO.

The efficient operation of the NSO Property Room is, in part, dependent upon its staff being able to purge items of no further use. It benefits the NSO, the DA and the citizens of Napa County to have a Property Room that is capable of efficiently housing and retrieving evidence in criminal matters. The Grand Jury sees a definite need for the NSO and DA to work together in the development of streamlined, written procedure that will allow the DA to quickly research and either approve or deny the destruction order request, while allowing NSO staff to efficiently purge evidence that is no longer useful.

The Grand Jury also believes that the Property Room is understaffed. It is understood that the NSO utilizes the services of officers on restricted duty and a member of the Evidence Lab to assist staff. The Grand Jury finds that the addition of at least a part-time staff member dedicated to the Property Room will enhance efficiency and avoid backlogs in indexing and securely storing new evidence as well as purging the old.

FINDINGS

- F1.** The Sheriff's Office has a flexible policy of rotating sworn officers through various duty positions to provide cross-training and enrich the experiences of deputies.
- F2.** The Coroner's office performs autopsies for surrounding counties on an as-needed basis and bills those counties for services.

- F3.** The Coroner's office and autopsy facilities, eight years after being built, are still considered state-of-the-art.
- F4.** The Coroner's office staff uses a typewritten index card for each Coroner's case which is redundant with the computerized system currently in use.
- F5.** The Records section is unable to accept credit/debit card payment for fees associated with LiveScan services, copies of reports, or other services to the public.
- F6.** The Evidence Laboratory currently stores all crime scene photographs taken by deputies on CDs.
- F7.** The Grand Jury found that the NSO has no written standard operating procedure that appropriately describes the proper manner of collection and preservation of DNA.
- F8.** The Property (Evidence) Room becomes overloaded periodically and court orders for destruction of evidence related to closed or dismissed cases have been impeded due to a lack of coordinated inter-departmental procedure.
- F9.** The Property (Evidence) Room is understaffed and is currently utilizing a person from the Evidence Laboratory to fill the gap in staffing.

RECOMMENDATIONS

The Napa County Grand Jury makes the following recommendations:

- R1.** The Coroner's Division immediately begin a program of entering data from the old system of typewritten index cards into the current computerized system.
- R2.** The NSO seek assistance, as appropriate, from the BOS, the Napa County Executive Office, and/or County Counsel to secure an agreement with a third party credit/debit card merchant service to allow the NSO to accept credit and debit cards for payment of fees and services and pass related costs to the customer.
- R3.** The NSO, County IT and the NSO budget analyst work together to develop a cost-benefit analysis for a secure server with state-of-the-art software to store, index, manage and retrieve crime-scene photographs that are now routinely stored on CDs.
- R4.** The NSO develop full documentation of policy and procedures for the collection and preservation of DNA evidence. This documentation should include the currently used standard operation procedures for handling DNA evidence.
- R5.** That no later than December 31, 2013, the NSO and District Attorney's office develop a joint policy and procedure which effectively obtains and enforces proper court orders for appropriate destruction of evidence in NSO custody in cases either fully adjudicated, dismissed or beyond the statute of limitations.
- R6.** That within the 2013-2014 fiscal year the NSO hire a part-time or extra-help person to fully staff the Property (Evidence) Room.

COMMENDATION

- The Grand Jury wishes to commend the Sheriff of Napa County and his supervisors who collectively maintain a culture of support, mentoring and cross-training of deputies, enriching the experience of both sworn and civilian staff members and supporting staff with opportunities for professional development. Staff attitudes reflect good leadership and the Grand Jury observed an excellent level of morale, pride in service and personal responsibility among the staff.

REQUEST FOR RESPONSES

Pursuant to Penal code section 933.05, the grand jury requests responses as follows:

From the following governing bodies:

- Napa County Sheriff's Office: All Recommendations **R1** through **R6**.
- Napa County District Attorney: **R5**.

APPENDICES ATTACHED:

APPENDIX A

Napa County Sheriff's Office 2011 Year-End Report, page 14.

APPENDIX B

The Napa County Budget Performance Measurement Report, Fiscal Year 2011/2012, pages 187 to 195.

APPENDIX C

Napa County Adopted Budget, Fiscal Year 2012/2013, pages A112 through A117.

APPENDIX D

Napa County Sheriff's Office 2011 Year-End Report, page 29.

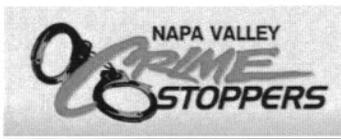
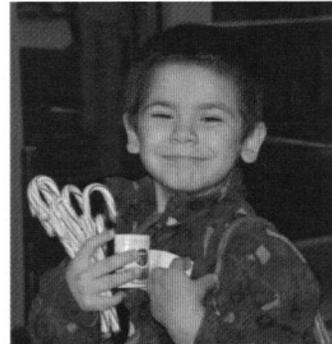
Problem Oriented Policing Program (POPP)

The mission of the Napa County Sheriff's Office Problem Oriented Policing Program is to employ non-traditional police methods, in collaboration with our partners within the local community, to address those issues that affect the quality of life of the citizens of the unincorporated areas of Napa County. Our partners include: Environmental Health, Planning Department, Code Enforcement, homeless advocates, and the Humane Society. There are two deputies assigned full time to this program, Jon Thompson and Craig Wong, and they achieved the following in 2011:

- Continued with our monthly "Coffee with the Cops" community meetings.
- Increase in the number of residents attending our monthly "Coffee with the Cops" meetings.
- Worked with County Counsel in cleaning up, and redefining, the Social Host Ordinance. Including, attending patrol briefings to explain the procedures.
- Established a Neighborhood Watch Program on Milton Road, which led to the creation of "Resident" stickers identifying the resident's vehicles. This enables deputies patrolling the area to know which cars belong in the area.
- Participated in several events including: Angwin Open House, National Night Out, Yountville Safety Fair, and Shop with a Cop.
- Moore's landing clean up completed.
- Assisted Napa Special Investigations Bureau with the eradication of several thousand marijuana plants and service of numerous search warrants.

"Shop with a Cop"

In December, deputies participated in 'Shop with a Cop'. The event is a partnership between Target, local law enforcement, high school students, city and county employees, Salvation Army, and Kiwanis Club of Greater Napa. 42 children arrived with a list of what they wanted to buy for their family, were given a set dollar amount to spend, and went shopping with their deputy. The children were also given a gift card to buy something for themselves. Another 20 children had items delivered to their homes.



Napa Valley Crime Stoppers

Law enforcement cannot solve many crimes on their own. Crime Stoppers recognizes that someone other than criminals may have information about crime, and was developed to combat the public's fear of reprisals, public apathy, and a reluctance to get involved. The program provides anonymity (callers are given a code number instead of being asked for their name, and calls are not traced or recorded) and pays rewards when their information leads to an arrest and/or conviction.

- Crime Stoppers is run by the community and the Napa County Sheriff's Office provides assistance in an advisory capacity. A board of directors has been elected and the program has received its' not for profit status through the State of California.
- A website and Tip Line were established - Leading to the Capture of over 20 wanted felons (The first of which was an arrest made by POPP Deputies)
- A Crime Stoppers tip led to the identification of the suspect who robbed the US Bank (in American Canyon) after the suspect's picture appeared on the website and in local papers.

Functional Area: Law/Justice and Public Safety

COMMUNITY INDICATORS

TITLE OF INDICATOR

Crime Count and Crime Rate

WHAT IS THE MEASURE?

Crime counts are a summation of crimes reported to local law enforcement agencies. They include misdemeanor and felony reports, but not infractions like traffic violations. Reported crimes are counted regardless of whether the criminal was apprehended or identified. This data includes crimes committed by both juveniles and adults.

The crime rate is the number of crimes committed per 100,000 people, and includes both violent and property crimes.

The data shown below is from the California Crime Index.

WHY IS IT IMPORTANT?

Crime rate data can be used to determine whether the amount of crime in a given area is increasing or decreasing and to show how crime rates in Napa County compare to the state average. Crime counts and crime rates can be an indication of how safe a community is. While it is often difficult to predict when or where a crime will be committed, individuals and communities can help with prevention by taking note of patterns and trends collected by legitimate agencies.

Crime rates could rise and fall with increasing or decreasing incidence of crime, but rates can also change if more or fewer crimes are reported to local law enforcement agencies or if the population changes significantly. Population growth is incorporated into this data. Therefore, careful analysis is needed when evaluating change in crime rates.

HOW ARE WE DOING

After a slight decline between 1999 and 2001, property crimes in Napa County has fluctuated. The number of reported burglaries decreased by 52 (6.8%) in 2009. Napa County maintains a property crime rate significantly lower than the statewide average; however, the trends seemed to be similar up until 2006. Both California and Napa County saw a slight decrease in the property crime rate between 1999 and 2001, followed by a steady increase between 2002 and 2005. California experienced a decrease of approximately 63 crimes reported per 100,000 population in 2006 while Napa County saw an increase of approximately 75 reported property crimes per 100,000 population. However, since 2007 property crimes have been declining for both the State of California and Napa County.

Reported violent crimes in Napa County remained steady between 1999 and 2003. In 2004, the number of reported violent crimes increased by 71 (18.6%) and again increased by 26 (2.5%) in 2005 yet decreased by 14 (2.9%) in 2006. The number of aggravated assaults which had been on the rise in 2004 and 2005, decreased by 55 (13.9%) in 2006. The number of reported robberies nearly doubled while forcible rapes and homicides remained stable.

Between 2007 and 2008, aggravated assault increased by 379 (110%) causing staff to question whether there was a change in reporting or charging practices. This change caused Napa County's violent crime rate to rise above the statewide average. Staff believes that there was a reporting error by one or more of the police agencies. Assaults are typically characterized as either a simple assault or an aggravated assault. Aggravated assault is defined as the unlawful attack by one person upon another for the purpose of inflicting severe or aggravated bodily injury. This type of assault is usually accompanied by the use of a weapon or by means likely to produce death or great bodily harm. Simple assault is defined as the unlawful attack by one person by another typically with no intent to cause great bodily harm or injury. It is likely that one or more of the local police agencies reported simple assault statistics with aggravated assault statistics, which would lead to a false increase in the number of aggravated assaults in the number of aggravated assaults in the County of Napa on the California Crime Index. In 2009, that error seems to be corrected, with Aggravated Assaults down by 37% to 452.

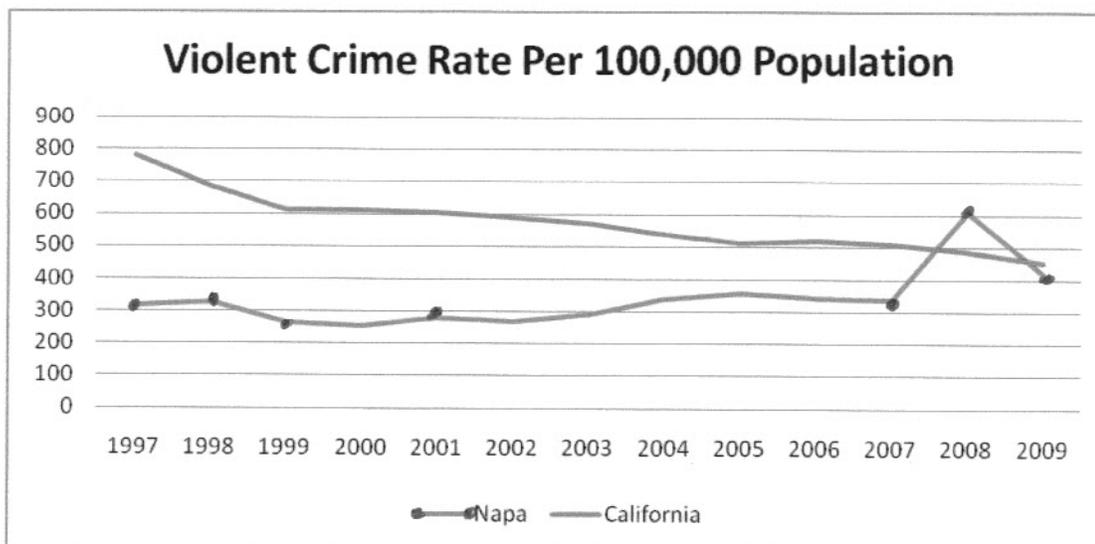
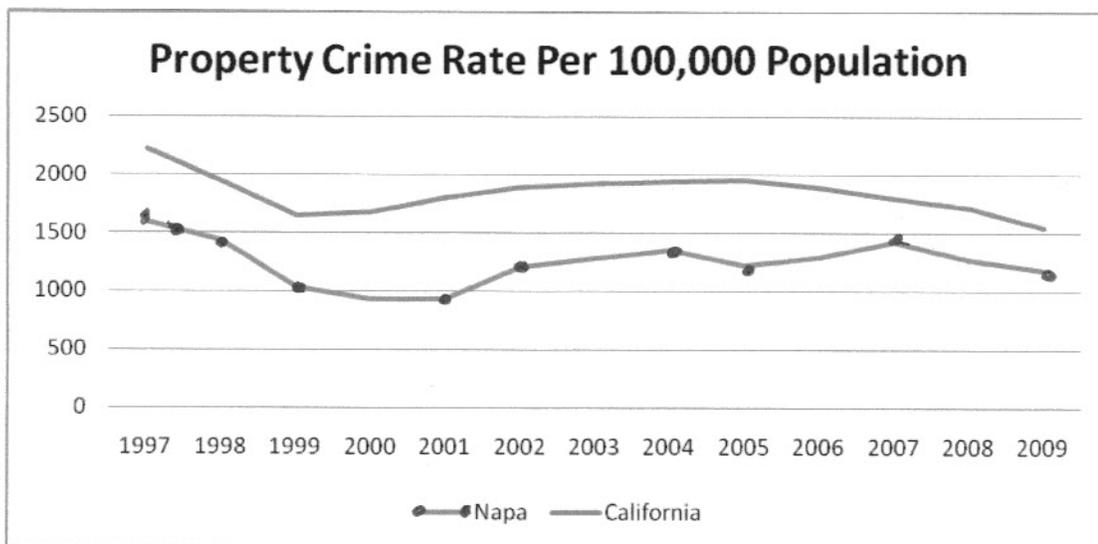
Functional Area: Law/Justice and Public Safety
COMMUNITY INDICATORS

Other than the increase in 2008 due to the aggravated assault reporting error, the overall violent crime rate per 1,000 population remains lower in Napa than it is statewide. California's violent crime rate per 100,000 population increased slightly from 485.6 to 453.6 (6.5%) while Napa County's violent crime rate decreased significantly due mostly to the reduced number of aggravated assaults from 607.3 to 418.8 (31%) in 2009.

Reported Property Crimes			
Year	Burglary	Motor Vehicle	Total
		Theft	
1997	885	334	1,219
1998	833	258	1,091
1999	578	189	767
2000	503	204	707
2001	482	163	645
2002	564	347	911
2003	581	372	953
2004	596	436	1,032
2005	652	348	1,000
2006	708	356	1,064
2007	807	366	1,173
2008	768	307	1,075
2009	716	309	1,025

Reported Violent Crimes					
Year	Homicide	Forcible Rape	Robbery	Aggravated Assault	Total
1997	2	30	48	305	385
1998	1	32	62	309	404
1999	2	28	40	261	331
2000	3	37	46	236	322
2001	1	36	52	272	361
2002	2	26	49	268	345
2003	2	39	51	288	380
2004	3	50	58	340	451
2005	1	36	44	396	477
2006	2	36	84	341	463
2007	6	29	82	343	460
2008	1	39	70	722	832
2009	1	34	93	452	580

Functional Area: Law/Justice and Public Safety
COMMUNITY INDICATORS



Functional Area: Law/Justice and Public Safety
COMMUNITY INDICATORS

Reported Property Crimes 2009			
County	Burglary	Motor Vehicle Theft	Total
Nevada	366	100	466
Napa	716	309	1,025
El Dorado	932	178	1,110
Humboldt	1057	475	1,532
Madera	1166	520	1,686
San Luis Obispo	1,433	375	1,808
Yolo	1357	559	1,916
Santa Cruz	1732	847	2,579
Santa Barbara	2,290	682	2,972

Reported Violent Crimes 2009					
County	Homicide	Forcible Rape	Robbery	Aggravated Assault	Total
Nevada	1	36	17	235	289
Humboldt	8	33	117	383	541
El Dorado	3	50	71	396	520
Yolo	7	68	171	310	556
Napa	1	34	93	452	580
Madera	3	36	162	484	685
San Luis Obispo	4	89	106	495	694
Santa Cruz	10	79	222	904	1215
Santa Barbara	11	123	262	1501	1897

In 2009, compared to other comparable counties, Napa County had a lower number of reported property and violent crime rates, which may be an indication of effective law enforcement and criminal justice strategies and may be a result of Napa County's socioeconomics. Napa County's quality of life is likely better due to these lower crime statistics. Nevada County has significantly fewer reported property crimes for a population of only 97,047 compared to Napa County's population of approximately 132,565. Of Nevada, El Dorado, Yolo and Humboldt Counties, only Yolo County has a larger population. Napa County is amongst the lowest for reported homicide, forcible rape crimes, and robberies. The County falls in the middle for reported aggravated assaults.

COMMUNITY INDICATORS

Crime Rates per 100,000 Population-2009	
County	Property Crimes
El Dorado	956.5
Santa Barbara	1,094.7
San Luis Obispo	1,107.1
Napa	1,179.8
Madera	1,402.2
Yolo	1,473.3
Humboldt	1,702.9
Santa Cruz	1,773.7

Crime Rates per 100,000 Population-2009	
County	Violent Crimes
San Luis Obispo	255.3
El Dorado	286.5
Yolo	275
Humboldt	286.5
Napa	418.8
Santa Barbara	438.1
Madera	448
Santa Cruz	448.5

In regards to crime rates per 100,000 population, Napa County is in the middle of crime rates per 100,000 population for both property crime and violent crime rates. As compared to more similarly sized counties, Napa County has the 4th lowest reported property crime. Unfortunately, data from Nevada County was not available. Napa County's low crime rates per 100,000 population may be a result of effective law enforcement and criminal justice strategies and may contribute to a higher quality of life.

Appendix C

State Controller Schedules
County Budget Act
2010 Revision # 1

County of Napa
Financing Sources and Uses by Budget Unit by Object
Governmental Funds
For the Fiscal Year 2013

Schedule 9

Fund: 1000 - General Fund
Budget Unit: 13600 - Sheriff
Function: Public Protection
Activity: Police Protection

Account	Detail by Revenue Category and Expenditure Object	2010-2011 Actuals	2011-2012 Actuals	2012-2013 Recommended	2012-2013 Adopted by the Board of Supervisors
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License, Permits and Franchises

42600	Safety Permits	1,431.00	1,443.00	1,400.00	1,400.00
	License, Permits and Franchises	\$ 1,431.00	\$ 1,443.00	\$ 1,400.00	\$ 1,400.00

Intergovernmental Revenues

43610	State - Prop 172 Public Safety Funds	3,869,301.98	4,229,109.10	4,268,722.00	4,268,722.00
43615	State - COPS	99,999.99	452.47	-	-
43710	State - SB 90 Mandates	81,083.00	-	-	-
43790	State - Other Funding	786,222.40	552,965.97	388,358.00	388,358.00
43890	Federal - Other Funding	210,011.68	225,610.67	-	-
	Intergovernmental Revenues	\$ 5,046,619.05	\$ 5,008,138.21	\$ 4,657,080.00	\$ 4,657,080.00

Fines, Forfeitures, and Penalties

44200	Court Fines	-	10,545.18	-	-
44310	Parking Fines/Penalties	52,646.36	39,790.53	50,000.00	50,000.00
	Fines, Forfeitures, and Penalties	\$ 52,646.36	\$ 50,335.71	\$ 50,000.00	\$ 50,000.00

Revenue from Use of Money and Property

45100	Interest	1,357.02	1,087.70	-	-
	Revenue from Use of Money and Property	\$ 1,357.02	\$ 1,087.70	\$ -	\$ -

Charges for Services

46110	Auditing/Accounting Fees	148.85	-	-	-
46150	Civil Process Services	52,957.36	56,154.00	50,000.00	50,000.00
46175	Law Enforcement Services	206,079.68	160,981.25	199,000.00	199,000.00
46195	Copies/Reports	2,880.54	2,652.80	5,000.00	5,000.00
46400	Educational Services	30,493.30	14,193.05	40,000.00	40,000.00
46810	Charges for Services - American Canyon	4,860,261.90	4,909,762.86	5,174,676.00	5,174,676.00
46815	Charges for Services - City of Napa	-	-	20,000.00	20,000.00
46820	Charges for Services - Yountville	810,834.15	834,000.50	859,020.00	859,020.00
		A112			

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 County Budget Act
 2010 Revision # 1

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46840	Charges for Services - Courts	1,525,009.48	-	-	-
	Charges for Services	\$ 7,488,665.26	\$ 5,977,744.46	\$ 6,347,696.00	\$ 6,347,696.00

Miscellaneous Revenues		(97.13)	1,663.45	1,000.00	1,000.00
47900	Miscellaneous				
	Miscellaneous Revenues	\$ (97.13)	\$ 1,663.45	\$ 1,000.00	\$ 1,000.00

Other Financing Sources		-	11,030.00	-	-
48100	Sale of Capital Assets				
48200	Transfers-In		56,792.00	2,153,934.21	2,313,041.00
	Other Financing Sources	\$ -	\$ 56,792.00	\$ 2,164,964.21	\$ 2,313,041.00

Special Items		-	68,713.54	-	-
49900	Intrafund Revenue				
	Special Items	\$ -	\$ 68,713.54	\$ -	\$ -

Total Revenues		\$ 12,647,413.56	\$ 13,274,090.28	\$ 13,370,217.00	\$ 13,370,217.00
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Salaries and Employee Benefits		10,708,100.63	11,063,694.48	11,659,541.96	11,659,541.96
51100	Salaries and Wages				
51110	Extra Help		404,812.43	410,136.42	375,000.00
51115	Overtime		1,304,064.37	1,390,669.19	875,000.00
51120	Holiday Pay		216,502.04	206,374.73	225,000.00
51200	401A Employer Contribution		8,000.00	7,950.00	8,000.00
51205	Cell Phone Allowance		12,550.00	13,358.00	13,320.00
51230	Uniform Allowance		69,500.00	86,680.43	91,575.00
51300	Medicare		173,436.48	181,323.93	161,087.03
51400	Employee Insurance - Premiums		1,533,482.28	1,682,765.06	1,897,260.55
51405	Workers Compensation		279,164.00	493,823.00	659,602.00

State Controller Schedules
 County Budget Act
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Schedule 9

Fund: 1000 - General Fund
 Budget Unit: 13600 - Sheriff
 Function: Public Protection
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Account	Detail by Revenue Category and Expenditure Object	2010-2011 Actuals	2011-2012 Actuals	2012-2013 Recommended	2012-2013 Adopted by the Board of Supervisors
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51600	Retirement	2,891,309.99	3,042,547.48	2,974,531.96	2,974,531.96
51605	Other Post Employment Benefits	433,597.00	450,683.20	600,294.00	600,294.00
	Salaries and Employee Benefits	\$ 18,034,519.22	\$ 19,030,005.92	\$ 19,656,893.63	\$ 19,656,893.63

Services and Supplies					
52130	Information Technology Services	700,063.92	706,010.04	779,634.00	779,634.00
52215	Research/Investigative Services	5,656.25	4,370.35	-	-
52220	Medical / Laboratory Services	12,385.72	13,335.56	-	-
52400	Dispatch Services	1,750,000.00	1,890,000.00	2,040,000.00	2,040,000.00
52490	Other Professional Services	42,324.45	9,309.76	8,000.00	8,000.00
52500	Maintenance - Equipment	152,772.29	208,973.46	68,750.00	68,750.00
52505	Maintenance - Buildings/Improvements	14,039.81	21,269.03	17,500.00	17,500.00
52520	Maintenance - Vehicles	56,237.33	31,152.13	205,000.00	205,000.00
52600	Rents and Leases - Equipment	50,303.79	49,634.87	49,792.00	49,792.00
52700	Insurance - Liability	390,541.00	346,701.00	278,117.00	278,117.00
52705	Insurance - Premiums	-	-	5,000.00	5,000.00
52800	Communications/Telephone	73,464.18	65,950.68	55,000.00	55,000.00
52830	Publications and Legal Notices	265.00	603.68	55,000.00	55,000.00
52900	Training/Conference Expenses	154,112.89	121,415.04	1,200.00	1,200.00
52905	Business Travel/Mileage	1,029,886.46	1,055,174.84	160,000.00	160,000.00
52910	Transport of Prisoners	156,560.04	78,227.48	1,055,373.00	1,055,373.00
53100	Office Supplies	32,501.99	31,768.60	60,000.00	60,000.00
53120	Memberships/Certifications	7,245.00	8,017.00	35,000.00	35,000.00
53300	Clothing and Personal Supplies	30,207.99	17,028.03	6,700.00	6,700.00
53315	Medical / Laboratory Supplies	-	-	25,000.00	25,000.00
53400	Minor Equipment/Small Tools	2,990.00	-	42,100.00	42,100.00
53600	Special Department Expense	56,086.05	101,881.63	55,000.00	55,000.00
53620	Law Enforcement Supplies	431,162.71	656,256.30	630,100.00	630,100.00
53630	Recruitment Supplies	-	35,212.75	27,000.00	27,000.00
	Services and Supplies	\$ 5,148,806.87	\$ 5,452,292.23	\$ 5,604,266.00	\$ 5,604,266.00

Fund: 1000 - General Fund
 Budget Unit: 13600 - Sheriff
 Function: Public Protection
 Activity: Police Protection

Account	Detail by Revenue Category and Expenditure Object	2010-2011 Actuals	2011-2012 Actuals	2012-2013 Recommended	2012-2013 Adopted by the Board of Supervisors
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Capital Assets					
55400	Equipment		201,865.68		
	Capital Assets	\$ -	\$ 201,865.68	\$ -	\$ -
	Total Expenses	\$ 23,183,326.09	\$ 24,684,163.83	\$ 25,261,159.63	\$ 25,261,159.63
	Net Cost	\$ 10,535,912.53	\$ 11,410,073.55	\$ 11,890,942.63	\$ 11,890,942.63

State Controller Schedules
 County Budget Act
 2010 Revision # 1

County of Napa
 Financing Sources and Uses by Budget Unit by Object
 Governmental Funds
 For the Fiscal Year 2013

Schedule 9

Fund: 1000 - General Fund
 Budget Unit: 13610 - Sheriff - Coroner
 Function: Public Protection
 Activity: Police Protection

Account	Detail by Revenue Category and Expenditure Object	2010-2011 Actuals	2011-2012 Actuals	2012-2013 Recommended	2012-2013 Adopted by the Board of Supervisors
Revenue from Use of Money and Property					
45300	Rent - Building/Land	30,000.00	30,000.00	30,000.00	30,000.00
	Revenue from Use of Money and Property	\$ 30,000.00	\$ 30,000.00	\$ 30,000.00	\$ 30,000.00
Charges for Services					
46175	Law Enforcement Services	-	-	-	15,000.00
46800	Charges for Services	11,542.20	4,519.00	15,000.00	15,000.00
	Charges for Services	\$ 11,542.20	\$ 4,519.00	\$ 15,000.00	\$ 15,000.00
Other Financing Sources					
48200	Transfers-In	1,427.00	1,654.00	1,654.00	1,654.00
	Other Financing Sources	\$ 1,427.00	\$ 1,654.00	\$ 1,654.00	\$ 1,654.00
	Total Revenues	\$ 42,969.20	\$ 36,173.00	\$ 46,654.00	\$ 46,654.00
Salaries and Employee Benefits					
51100	Salaries and Wages	231,905.86	190,560.29	180,987.81	180,987.81
51110	Extra Help	568.51	10,848.95	30,000.00	30,000.00
51115	Overtime	357.46	730.29	700.00	700.00
51200	401A Employer Contribution	270.00	1,405.00	1,000.00	1,000.00
51205	Cell Phone Allowance	975.50	1,566.50	1,560.00	1,560.00
51230	Uniform Allowance	750.00	925.00	925.00	925.00
51300	Medicare	3,336.44	2,920.12	2,596.10	2,596.10
51400	Employee Insurance - Premiums	42,029.78	39,353.47	34,357.32	34,357.32
51405	Workers Compensation	1,224.00	13,859.00	16,546.00	16,546.00
51600	Retirement	61,205.81	52,424.29	46,829.12	46,829.12
51605	Other Post Employment Benefits	10,966.00	11,208.72	4,856.00	4,856.00
	Salaries and Employee Benefits	\$ 353,589.36	\$ 325,801.63	\$ 321,090.47	\$ 321,090.47

State Controller Schedules
 County Budget Act
 2010 Revision # 1

County of Napa
 Financing Sources and Uses by Budget Unit by Object
 Governmental Funds
 For the Fiscal Year 2013

Schedule 9

Fund: 1000 - General Fund
 Budget Unit: 13610 - Sheriff - Coroner
 Function: Public Protection
 Activity: Police Protection

Account	Detail by Revenue Category and Expenditure Object	2010-2011 Actuals	2011-2012 Actuals	2012-2013 Recommended	2012-2013 Adopted by the Board of Supervisors
Services and Supplies					
52130	Information Technology Services	16,845.96	17,880.96	19,126.00	19,126.00
52210	Burial Services	2,254.00	2,781.00	1,654.00	1,654.00
52220	Medical / Laboratory Services	-	172,465.35	-	-
52490	Other Professional Services	165,888.40	-	181,000.00	181,000.00
52500	Maintenance - Equipment	428.00	-	250.00	250.00
52700	Insurance - Liability	478.00	381.00	107.00	107.00
52900	Training/Conference Expenses	550.00	-	1,000.00	1,000.00
52905	Business Travel/Mileage	-	-	1,000.00	1,000.00
53100	Office Supplies	1,965.81	1,332.01	2,000.00	2,000.00
53120	Memberships/Certifications	880.00	200.00	450.00	450.00
53315	Medical / Laboratory Supplies	8,979.73	7,340.62	10,000.00	10,000.00
53400	Minor Equipment/Small Tools	659.72	37.79	-	-
53600	Special Department Expenses	6,823.56	6,657.12	-	-
53620	Law Enforcement Supplies	-	-	4,000.00	4,000.00
	Services and Supplies	\$ 205,753.18	\$ 209,075.85	\$ 220,587.00	\$ 220,587.00
	Total Expenses	\$ 559,342.54	\$ 534,877.48	\$ 541,677.47	\$ 541,677.47
	Net Cost	\$ 516,373.34	\$ 498,704.48	\$ 495,023.47	\$ 495,023.47

Coroner's Office:

Douglas E. Koford is the Sheriff-Coroner for Napa County. While all deputies are "Deputy Coroners" and may investigate deaths, there are two investigators assigned full-time to the Coroner's Office; they are Deputy John Dunagan and Deputy Larry Borgo. In January 2011, we signed a contract with Dr. Joseph Cohen to be our pathologist. Dr. Cohen is under contract with both Marin and Napa County Coroner's Offices. In 2011, we reduced the Coroner Forensic Technician position from a full time, to a part time position. We also have a Medical Secretary in the Coroner's Office.

The Coroner's Office is assisted by the **Law Enforcement Chaplaincy of Napa County**. This service is a non-profit, staffed by volunteers and led by Chaplain Lee Shaw. Law Enforcement Chaplains respond to counsel, assist, and support victims and witnesses of critical incidents, crisis, and other traumatic events.

Customer Service Survey:

The Sheriff's Office values our communities' opinion on how well we are serving them. In 2008, the Coroner's Office implemented a "Family Satisfaction Survey". The survey was mailed to 65 family members of decedents, who had at least three months to grieve before receiving our letter. There was a high level of discomfort involved in this process, due to the sensitive nature of asking anyone who has suffered a loss for this type of feedback. However, we felt that it was important to ensure that we were doing all we could to help families get through these difficult times. Due to the value, we have continued the survey.

In reviewing the comments received, people said the most helpful actions we take are being patient with the families by allowing them time to say goodbye and answering all their questions.

DEATHS BY MODE	2011	2010	2009	2008	2007
Natural	87	52	66	107	81
Sign Outs (death cert. only)	544	508	612	511	621
Accidental	16	23	25	29	21
Vehicle Accident	9	11	12	13	13
Homicide	4	2	2	2	6
Suicide	18	20	13	16	11
Undetermined	0	3	4	2	1
Pending Cause	0	3	1	0	0
Autopsies	79	104	100	95	108
TOTAL DEATHS TO CORONER	757	726	735	680	754

- The majority of "Accidental" deaths this year were due to falls; 5 ground level falls and 2 from objects, with the next most common cause being drug overdoses (3). In 2011, there were no drowning deaths; **this is the first year since 1997 when we have not had a drowning death at Lake Berryessa!**
- No single month stood out as having more suicides than any other. Most of the suicides were men (11:7) and the majority was 40-59 years old.
- This chart does not include deaths where a physician signed the death certificate due to natural causes and there was no involvement by our office.