

March 18, 2020

Honorable Joe Davis, III
322 Courthouse Square
Bay Minette, AL 36507

Honorable Joe Davis, III:

The Baldwin County Coroner Advisory Committee recently held a series of meetings at the Fairhope Satellite Courthouse, at which leadership of the Baldwin County Coroner's Office offered foundational background concerning the duties of the Baldwin County Coroner's Office. Through this process, the committee members were provided trends in data as well as background information regarding the overall operation of the Baldwin County Coroner's Office.

The end goal for the committee was to offer a set of recommendations appropriate to enable the Baldwin County Coroner's Office to meet the needs of the citizens and visitors of Baldwin County. Those recommendations, which are shown below, would ultimately be executed in phases knowing some projects would be larger than others and some projects would have a longer implementation period than others. All are items that the County Coroner Advisory Committee recommend and coincide with the stated goals of the strategic plan recently adopted by Baldwin County.

Recommendation #1 – Staffing Needs

The Coroner's Office has the beginnings of a great team. Staff members are cooperative and work well collaboratively. All staff are actively seeking additional certifications and all investigators will be ABMDI certified. ABMDI is a national certification and standard for death investigators.

All Deputy Coroner staff are currently temporary labor with limited benefits. Additional collaboration concerning compensation level and benefits should be explored.

Recommendation #2 – Facility Needs

The Baldwin County Coroner's Office is thankful for the current facility. However, due to significant case load increase as well as the need for additional staff, the Coroner's Office is out of room. The current facility is at maximum capacity.

A facility will need to be built allowing the Baldwin County Coroner's Office space for future growth including revenue generating opportunities. The Baldwin County Coroner's Office may never generate sufficient funding to fully pay 100% of the costs of the BCCO operation; however, we can significantly improve the revenue generation to offset expense.

Recommendation #3 – Reporting Platform

The Baldwin County Coroner's Office currently depends heavily on paper files, email communication, approximately 27 different spreadsheets and some simple PDF forms. It is very easy for communication

and/or data entry to be missed as the day gets busy. Supervisors also need a way to review ongoing activities in an environment that is more real-time.

The Baldwin County Coroner's Office needs a reporting platform similar to platforms used by law enforcement. These platforms allow for report completion and review by supervisors, as well as any additional documents specific to a case to be retained together. All documents can be viewed by pertinent personnel for quality and accuracy.

Recommendation #4 – Call Center / Answering Platform

The Baldwin County Coroner's Office staff currently answers all incoming phone calls while at the office during the hours of 7 am – 6 pm, Monday through Friday. Office phones are rolled to the on-call investigator when the office is closed.

Based on over 1,000 calls per month coming into the Coroner's Office, if the average call is around 10 minutes, we are occupying a significant amount of time each day on the phone just to answer incoming calls.

All committee members agree and hereby attest to these recommendations as best forward next steps for the Baldwin County Coroner's Office as shown by the affixed signatures shown below.

Joe Davis, III



Tony Lovell



Erik Fahlberg



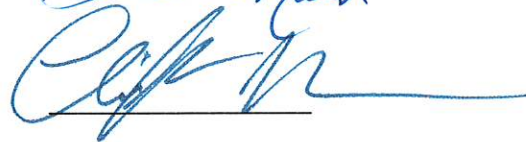
Sherry Mack



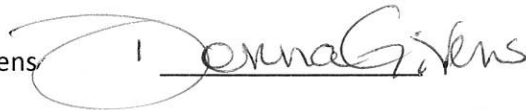
Mike Gaul



Cliff McCollum



Donna Givens



Daphne Stamps



Benjie Hughes

