

NAPA COUNTY  
RESPONSE TO THE GRAND JURY FINAL REPORT ON NAPA COUNTY'S 2024 GENERAL  
ELECTION PROCESS:

The Votes Are In – and Were Counted Securely and Accurately  
April 23, 2025

**Findings:**

**Finding 9:** The Napa County Elections Division's office workspace was inadequate and warrants improvement.

The Board of Supervisors agree with the finding. On April 9, 2024, the Board of Supervisors reviewed the Facilities Master Plan (FMP) report which included possible recommendations to address election division workspace needs. The Board of Supervisors expect to follow those recommendations when final decisions are made on relocating the election division.

**Recommendations:**

The Jury Recommends:

**Recommendation 1:** The Napa County Board of Supervisors examine the need to upgrade the Napa Elections Office to ensure adequate office workspace for future elections. This examination should include collaboration with and input from the Napa County Elections Division staff, and should occur within 60 days, with a report of recommendations released in 45 days.

*Response, Board of Supervisors:* The recommendation has been implemented. On April 9, 2024, the Board of Supervisors reviewed the Facilities Master Plan (FMP) report which included possible recommendations to address election division workspace needs. In developing those recommendations, the firm preparing the FMP report interviewed the Registrar of Voters, surveyed election staff and reviewed Napa County workspace standards. The Board of Supervisors expects to follow those recommendations when final decisions are made on relocating the election division.

## **Invited Responses:**

### **Findings:**

**Finding 10:** Napa County Elections Division website is lacking information and organization to assist voters and the community in an easy-to-understand format.

Napa Countywide Communications agrees partially with the finding. Countywide Communications will support the Elections Division in implementing website content changes to improve organization and usability. The team will also assist in adding or requesting any content or documents for countyofnapa.org, as identified by the Elections Division.

**Finding 11:** Napa County Elections Division did not maintain its own social media accounts as required by the Napa County Social Media Use Policy, leading to personnel utilizing personal accounts for county business.

Napa Countywide Communications disagrees wholly with the finding. The Napa County Social Media Use Policy does not require departments or divisions to maintain their own social media accounts. Instead, it directs each department to designate a social media administrator to coordinate with the County Public Information Officer (PIO) to ensure the appropriate dissemination of official communications. It is recommended that the Elections Division strengthen coordination with the County PIO to share official voter information through the County's existing, centralized social media channels.

### **Recommendations:**

The Jury Recommends:

**Recommendation 2:** The Napa County Elections Division review its website for modernization and standards to help the organization of information. The Elections website should include the public reports required by the state. Recommendation for a review and generation of areas of improvement of the website be within 60 days and implementation of changes within 180 days from the identification of the areas of improvement.

*Response, Napa Countywide Communications:* The recommendation had not yet been implemented. However, Napa Countywide Communications is currently in the process of a countywide website redesign, which presents a timely opportunity for the Elections Division's web contributors to review web content, usability, organization, and access to required public reports. Countywide Communications looks forward to supporting the Elections team as they identify areas for improvement and work to modernize their section of the site as part of this broader effort.

***Recommendation 3:*** The Napa County Elections Division set up and maintain its own social media accounts to distribute voter information, and staff should refrain from using personal accounts to communicate official county business. Both of these recommendations should be implemented within 90 days.

*Response, Napa Countywide Communications:* The recommendation will not be implemented because it is not warranted or is not reasonable. Napa Countywide Communications recommends that the Elections Division coordinate with the County Public Information Officer to distribute official voter information through the County's existing social media channels. To help broaden the reach of these messages, Elections Division staff may share official posts from their personal accounts but should not use personal accounts to originate or distribute official communications.