

Cemetery Improvements Report  
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**Computer Hardware and Software Improvements**

- *Document generation and storage (deeds, receipts, financial reports)*
- *Backup capability*
- *Mapping ability*
- *Additional information storage*
- *Reduce paper document storage and duplication*
- *Provides single information source*

Cemetery staff acquired 2 new computers in December to replace older computers in the office. One of the older computers will be utilized as a central server to accommodate communication and information sharing between the office, maintenance staff, department administration, and the city IT Department until better internet service is brought into the office. We are also in the process of purchasing cemetery software that will be specific to managing cemetery administration. This will allow for document generation for certificates of purchase, deeds, receipts and financial reports. The capability to backup information and records will allow us to eliminate much of the paper documents that we store in multiple files in the office as well as provide us with a program that will allow us to store more background information on each grave and the grave ownership than we currently are able to store. The more information that we have at our fingertips will enable us to better discern in the future ownership of the graves as well as family authorization for burials in specific graves. Many times we rely only on the information provided to us by the family and/or funeral home that so-and-so is really the family member that is authorized or eligible to occupy a grave space.

Computer generated mapping capability will be available with the cemetery software that will allow us to better document our burials and grave locations which will be beneficial to both the staff as well as our visitors. Individual graves will be linked to the database that will help us determine ownership of the grave as well as determine if the space may be vacant and available for sale. At some point this database can be used as a directory for visitors wanting to locate deceased family members.

**Internet Connection Improvement**

- *Improve connections and communication with administrative offices, City finance, IT and other servers*

We will be investigating the installation of upgraded internet services to the cemetery office. The cemetery office is in such a remote location that we have very outdated internet service. In the past we have looked into bringing in new underground internet service from the surrounding neighborhood only to find that it was very expensive to do so and we did not have the budget to pay for it. We are going to take another look with the city's provider and investigate the costs again. This internet service upgrade is necessary to provide better direct communication with IT and rest of the city.

### **Office Upgrades and Remodeling**

- *HVAC*
- *Electrical*
- *Furnishings*
- *Windows*

The office and shop facility at Mt. View Cemetery was constructed in the 1960's if not before. The furnishings are also of that vintage as well and do not really represent the city in a modern forward looking mode. We are looking into installing a more efficient heat source as well as installing new insulated windows in the office area. We have also replaced the aging desk and office furniture with something more befitting a modern office. Upgrades will also include replacing the electrical panel and remodeling the employee's restroom facilities.

### **Security and Record Storage**

- *Safe*
- *Alarm system upgrade*

A new fireproof safe was purchased in December to store cemetery maps and other paper documents in the cemetery office. At some point in the future much of the paper documentation will be replaced by computerized records but until that time these valuable and sensitive documents need to be protected.

The office security alarm was updated in December as well. Monitoring of the system will now be done by the County rather than a private company. We currently still have a private security company checking our facility after hours as well as opening and closing the gates to the cemetery on holidays and weekends as well as evenings in the summers.

### **Staffing Improvements**

- *Consistent Office Coverage*
- *Telephone Messaging Service*

Cemetery staffing will experience a change following the retirement of the Accounting Clerk in January. We will be hiring a Maintenance worker to work in the field with our existing Maintenance Worker and the Cemetery Supervisor will devote more time to managing the cemetery and office. The cemetery supervisor will serve as the primary contact with the public, funeral directors, monument companies, and vault company. Interpretation of rules and regulations are an important duty of the office person and it is better to have a person of higher authority in the front office to make decisions.

Cemetery staff also contracted with a local telephone messaging company in 2012 to provide "real person" contact with customers. Also messages are directly routed to the cemetery supervisor for messages and return calls. This provides better customer service than a recording machine.