

2016 Cemetery Fee Study

The Pleasant Grove Cemetery is a genuine treasure and a wonderful resource that not all cities have, but by having this treasure and being the stewards over it, we need to ensure that the Cemetery continues to be aesthetically pleasing and is beneficial for generations that follow.

The reason for this updated study is to help the cemetery staff complete necessary improvements that are vital to maintaining a beautiful, well kept cemetery by looking at the fees we are currently charging. We need to make certain that our current fees are sufficient enough to let us reach our goals.

One of the major goals that has been set for the cemetery is to purchase additional property and to build a cremains niche area (currently proposed east of the Memorial Gardens). Our sales for 2015 were 91 Resident and 13 Non-Resident plots or spots. At this rate we could be out of available plots within 4 to 7 years. The need for additional plots is going to be a big issue shortly. With the Pipe Plant property being purchased and the logistics not being finalized, additional property to the south may need to be acquired. The Pipe Plant property is ideal in many ways. One of the biggest benefits is that we could continue west and join our existing sections and would eliminate the need for doubling up on equipment and staff if we were to acquire additional property in a different area of the city.

The cremains niche is an addition that could slow down the use of available plots. Nation wide cremations are on the rise at a steady increased rate. *2014 NFDA Cremation and Burial Report indicates that the rate of cremation is projected to surpass that of burial this year.* Locally we have not seen the increase the rest of the nation has seen due to the traditional burials continuing to be desired, but we have seen an increase in cremations over the past 10 years. Currently we are offering a plot that accommodates up to 8 urns. In comparison the same amount of area housing a niche would be able to support 40-50 niches. It also offers a much more appealing option.

An automated irrigation system is needed in sections "A" - "D". This is the older portion of the cemetery which is hand watered by staff averaging 8 hours a day to turn on and off. We are also consuming much more water due to the non adjustable quick coupler type heads. Often we can not adjust to prevent water hitting the roads. An automated system would also allow us to water at night thus reducing water consumption and public perception that we water the same area everyday, day after day.

The roads in the older section of the cemetery are in pour condition and in some areas need to be widened. Although they need to be improved, it would be money wasted if it were completed prior to installing an automated irrigation system completing underground utilities prior to repairing the roads.

Memorial Grove (the area just east of the Memorial Garden) could facilitate multiple niches and other areas for cremations and support a beautiful landscape. Possible amenities could be water features (reflection pond), cremation gardens, benches, pathways and a shelter to allow for a burial service of the cremains.

Staffing is getting to be a larger concern with the non stop overtime and weekend burials. We are seeing an increase in this area due to the need to allow family members adequate time to attend the service. It is not uncommon to have two to three Saturday burials on the same Saturday. The total burials performed in 2015 was 134. With adopted operation standards we are also needing to staff two employees at each burial. Most of the standards have been implemented due to safety reasons.

We are surrounded by communities without cemeteries or cemeteries with limited space. Hence the reason for non-residents utilizing our cemetery. This is a major concern to provide adequate space for future growth for the residents of Pleasant Grove City.

It is our opinion that fewer and fewer people really care about where they or their loved one is buried and more and more people care about getting a good deal. Unless there is a deep tie with a city, most people will go where they can find the best deal.

The cemetery is a wonderful asset to this community and it is time once again to make sure that we are using its potential to the best we know how. We want to be fair to the residents and non-residents alike and we want this resource to last us as long as we can. Our cemetery is a wonderful part of this city with the beautiful Memorial Garden right next to it and mountains all around. Our cemetery is just as nice as any cemetery and we are dealing with the same challenges as those cemeteries we looked at while completing this survey. We really want it to be the nicest place, we want to “set the standards high” and be where other cemeteries look to for the example of what a cemetery should look like. It is a special place to visit a loved one or own a spot for yourself and with a little help we will obtain our goals and be that Cemetery that takes second place to none other in this valley.

Proposed Fee Schedule for Pleasant Grove Cemetery

<u>Fee Title</u>	<u>Current Fee (Resident)</u>	<u>Proposed Fee (Resident)</u>	<u>Current Fee Non-Resident</u>	<u>Proposed Fee Non-Resident</u>
Burial Plot	\$700	\$750-\$800	\$1,300	\$1,400-\$1,600
Opening & Closing (Adult)	\$600	\$650-\$700	\$1,000	\$1,100—\$1,300
Opening & Closing (infant)	\$225	\$250	\$300	\$400
Family Dig	\$100	No increase	\$100	No increase
Cremations	\$200	\$250	\$350	\$400
Double Deep Interment: Lower grave	\$1,400	\$1,500	\$2,000	\$2,100
Double Deep Interment: Upper grave	\$700	No increase	\$1,300	No increase
Disinterment Fee: Under 4' (four Feet)	\$1,200	\$1,400	\$1,200	\$1,400
Disinterment Fee: Over 4' (four feet)	\$1,200	\$1,400	\$1,200	\$1,40
Disinterment Fee: Double Deep	\$1,500	\$1,700	\$1,500	\$1,700
Weekend, Holiday, After Hours , Fee	\$300	\$350	\$300	\$350
Transfer Fee	\$50 Resident to Resident and Resident to Family	No increase	\$500 Resident to Non-Resident plus difference of what was originally paid for the grave and current non-resident rate.	No increase

Fee Revenue Projection

Total Lot Sales in 2015

Resident **91**
 Non-Resident **13**

Total Burials in

2015
134

Total Anticipated Revenue in 2016

Lot Sales **104**
 Opening/Closing **134**

Plot Pricing

2015 Sales	Current Fee	Current Value	New Fee	Anticipated Value	New Fee	Anticipated Value
Resident 91 Sold	\$700	\$63,700	\$750	\$68,250	\$800	\$72,800
Non-resident 13 Sold	\$1,300	\$16,900	\$1,400	\$18,200	\$1,500	\$19,500
Anticipated Revenue		\$80,600		\$86,450		\$92,300

Opening & Closing Pricing

2015 Sales	Current Fee	Current Value	New Fee	Anticipated Value	New Fee	Anticipated Value
Resident 91 Burials	\$600	\$54,600	\$650	\$59,150	\$700	\$63,700
Non-resident 13 Burials	\$1,000	\$13,000	\$1,100	\$14,300	\$1,200	\$15,600
Anticipated Revenue		\$67,600		\$73,450		\$79,300

Combined Total

TOTAL		\$148,200		\$159,900		\$171,600
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Figures are based on 2015 plot purchases, openings & closings.

Additional revenue is anticipated from the other proposed fee changes. These totals do not reflect a major portion of revenue generated.

Pleasant Grove City Cemetery Plot Price

After completing a Cemetery Fee Study, we propose that we increase the fee for a burial plot for both Resident and Non-Resident. Last year there were 104 plots or spaces sold. At the current rate of sales, the cemetery will be **sold out in 4 to 7 years**. The current fee for a resident is 3rd and is 6th on the fee scale for a non-resident. About half of the communities that were surveyed charge the same for both resident and non-resident. We feel it is still important to give the residents of Pleasant Grove a better rate than a non-resident. The costs below show what our current fee is and what we propose to change the fee to. The last two (2) numbers show where we currently rank and where we would rank if the fees are increased.

			1-10 (1 being the cheapest)	
Burial Plot	Current Fee	Proposed Fee	Currently Ranked	Ranking after Fee Change
Resident	\$700	\$750-\$800	3rd	4th
Non- Resident	\$1,300	\$1,400-\$1,500	6th	8th

Infant Burial Plot: Infant burial plots differ in so many ways. Many cemeteries have a place specifically designed for infants and the price for a plot is normally cheaper than a regular plot. But if you want the infant next to your family plots, then you will pay the regular plot price. Pleasant Grove Cemetery does not have a specific location in the cemetery dedicated to infants. Pleasant Grove Cemetery will allow you to place an infant in a plot that may be used again someday by another family member. Therefore we do not have infant burial pricing. The plots are sold as a resident or non-resident plot.

On that note, Pleasant Grove Cemetery allows the family to dig the plot for an infant. This is a courtesy that many cemeteries do not allow. The burial is supervised by cemetery staff. We know often times large medical bills are associate with this already tough trial of losing an infant. By allowing the family to dig the plot for their loved one, we have found it helps cope with the tremendous sorrow associated with this tragedy in their life. Also, the family is able to save money from the interment fee.

PLOT PRICES		Resident	Resident Rank	Non-Resident	Non-Resident
In order of cost (from cheapest to most expensive)					
Lehi City		\$550	1st	\$1,100	3rd
Lindon City		\$550	1st	\$1,000	2nd
Spanish Fork		\$600	2nd	\$900	1st
Pleasant Grove City		\$700	3rd	\$1,300	6th
Herriman City		\$750	4th	\$1,500	9th
Pleasant Grove City (with proposed increase)		\$750-\$800	4th	\$1,400-\$1,500	8th
Provo City		Flush Stone \$900	5th	Upright \$1,100	3rd
Highland City		\$985	7th	\$1,375	7th
Springville City		Flat \$850 Up-right \$1,000	6th	Flat \$1,160 Upright \$1,200	4th
Orem City		\$1,200	8th	\$1,500	9th
American Fork City		American Fork	8th	\$1,200	5th

This spreadsheet shows the cost of PLOT prices for Pleasant Grove Cemetery and the surrounding community cemeteries. It also shows where we rank in comparison with surrounding community cemeteries with our current fees and with the proposed fee changes.

Pleasant Grove City Cemetery Weekday Interments. (Opening & Closing)

Again, after reviewing the fee study it seems appropriate that it is time to review and re-evaluate the fees we are charging for a “Weekday Interment” or an opening & closing of a burial.

Many things go into an interment and we feel it is important to list just a couple of these items that are completed for an interment. We first feel it important to mention that we are doing around 130 interments a year. This averages out to a funeral about every other day. With this amount of funerals it is hard for staff to stick to a system or schedule when it comes to maintaining the grounds. A interment can rearrange the weekly plan for maintenance.

Just a few items that need to be completed for an interment:

- ___ 1– Work closely with the public if a plot has not been purchased. This literally can take hours helping the public picking a location and completing the paperwork associated with the interment.
- ___ 2– After a plot has been assigned and if the funeral is within a day or two, staff mow and trim the area for aesthetic purposes.
- ___ 3– Staff also must make sure the area is not irrigated a few day prior to the interment to ensure equipment will not damage the grass and create trenching or hazards for the interment services.
- ___ 4– Staff measure, square up the site (remove snow if needed) and remove the sod before digging is started.
- ___ 5– The hole is then dug and secured for safety reasons until the vault arrives.
- ___ 6– Staff will not go into the area of the cemetery where the interment is taking place to perform any type of maintenance until the family has left.
- ___ 7– After the family has left, staff will backfill and mechanically settle the site, arrange the flowers and clean up the area.
- ___ 8– As soon as possible the site will be settled (if it could not be completed during the burial due to not enough staff (weekends)) and sod replaced. Some sites are not settled until spring when the irrigation system is active.
- ___ 9– For the next week or two the site needs additional water, which requires dragging a hose to the location as to not waste water over a large area.
- ___ 10– During the winter months, if the ground becomes frozen, staff will actually cut the grass with a gas operated saw prior to digging the hole.

A few small facts about interments:

1. In the Older Section (A) of the Cemetery, it is possible to discover a grave that was not on the records and the graves are not laid out square. We are always a little nervous performing a burial in the Old Section (A).
2. A good smooth interment takes about 4-6 hours.
3. It is city policy to give the cemetery staff a 24 hour notice prior to a burial.
4. Interments are very dangerous, there is always a chance of a collapse. It is policy to have two (2) employees on site when opening a plot.

Pleasant Grove City Cemetery Weekday Interments. (Opening & Closing)

Listed below are the current fees for a weekday interment and the new fee proposal.

Weekday Interment	Resident	Non-Resident	New Fee Proposal	Resident	Non-Resident
Adult Interment	\$600	\$1,000	Adult Interment	\$650-\$700	\$1,100-\$1,300
Infant Interment*	\$225	\$300	Infant Interment	\$250	\$400
*Family is allowed to dig the grave if they choose.	\$100	\$100	*Family is allowed to dig the grave if they choose.	\$100	\$100
Cremains	\$200	\$350	Cremains	\$250	\$400

Below is a cost breakdown on a “Weekday Interment & Cremains”.

Interment Cost Breakdown

- ◆ Equipment cost \$150 to \$250
- ◆ Wages of staff per interment \$212 to \$458
- ◆ Cost to re-landscape a plot \$20 to \$40
- ◆ Total cost for an interment **\$382 to \$748**

Cremains cost Breakdown

- ◆ Equipment cost \$75to \$85
- ◆ Wages of staff per interment \$98 to \$146
- ◆ Cost to re-landscape a plot \$0—\$30
- ◆ Total cost for an interment **\$173 to \$261**

Pleasant Grove City Cemetery Weekday Interments. (Opening & Closing Comparisons)

Again after reviewing the Fee Study, it appears that it is time to review and re-evaluate the fees we are charging for a “Weekday Interment” or an opening and closing for a funeral.

In order by cost (cheapest to most expensive)				
<u>Weekday Interment</u>	Resident	Non-Resident	Resident	Non-Resident
Lindon City	\$250	\$450	1st	2nd
Lehi City	\$350	\$700	2nd	6th
Spanish Fork City	\$350	\$600	2nd	4th
American Fork City	\$350	\$350	2nd	1st
Springville City	\$350	\$650	2nd	5th
Provo City	\$550	\$550	3rd	3rd
Orem City	\$600	\$750	4th	7th
Highland City	\$600	\$600	4th	4th
Pleasant Grove City	\$600	\$1,000	4th	8th
Pleasant Grove City (with proposed Increase)	\$650 to \$700	\$1,100 to \$1,300	4th	8th
Herriman City	\$750	\$1,500	5th	9th

Double Deep Interment Fees

Below is the list of communities that currently are allowing Double Deep burials. The pricing for Double Deep burials are shown in the order of cheapest #1 to the most expensive #4. We also included where we would stand if the proposed recommended fees are implemented.

<u>Resident / Location</u>	<u>Resident - 1st Hole</u>	<u>Resident - 2nd Hole</u>	<u>Ranking</u>
Spanish Fork City	\$650	\$350	1st
Springville City	\$700	\$700	2nd
Highland City	\$750	\$750	3rd
Pleasant Grove City	\$1,400	\$700	4th
Pleasant Grove City (with proposed increase)	\$1,500	\$700	4th

Current

<u>Non-Resident / Location</u>	<u>Non-Resident - 1st Hole</u>	<u>Non-Resident - 2nd Hole</u>	<u>Ranking</u>
Spanish Fork city	\$900	\$600	2nd
Springville City	\$1,300	\$700	3rd
Highland City	\$750	\$750	1st
Pleasant Grove City	\$2,000	\$1,300	4th
Pleasant Grove City (with proposed increase)	\$2,100	\$1,300	4th

Proposed

Only 3 of the 9 cemeteries that were surveyed are currently allowing Double Deep interments. Digging for a double Deep interment is dangerous, due to the depth it must be. The first hole is almost twice the depth and the work. We propose that the fee for the first (deepest) hole be raised from \$1,400 to \$1,500 for a resident and \$2,000 to \$2,100 for a Non-Resident and the second hole would then cost the \$100 more than a regular interment due to extra work created with a vault present. No increase is anticipated in the second hole.

DISINTERMENT FEES

Disinterment are one of those tasks that are very tough to complete, but sometimes it is necessary for one reason or another. When completing a disinterment there are so many factors that come into play, this is one of those fees that is charged and you never know if you have charged enough or too much.

Below is a list of the current fees being charged in order from cheapest (1) to most expensive. Also, where we rank now and with the proposed fee increase.

<u>Location</u>	<u>Under 4 Feet</u>	<u>Over 4 Feet</u>	<u>Rank</u> <u>(Under 4 Feet)</u>	<u>Rank</u> <u>(Over 4 Feet)</u>	<u>Double Deep</u>	<u>Cremins</u>
Highland City (Resident)	\$435	\$650	1st	1st	N/A	N/A
Lehi City	\$500	\$1,200	2nd	4th	\$1,200	N/A
Spanish Fork City (Resident)	\$650	\$650	3rd	1st	N/A	N/A
Highland City (Non-Resident)	\$655	\$980	4th	3rd	N/A	N/A
Herriman City	\$750	\$750	5th	2nd	N/A	N/A
Provo City	\$900	\$1,500	6th	6th	N/A	N/A
American Fork City	\$1,000	\$1,500	7th	6th	N/A	\$300
Spanish Fork City (Non-Resident)	\$1,500	\$1,500	10th	6th	N/A	N/A
Pleasant Grove City	\$1,200	\$1,200	8th	4th	\$1,500	N/A
Lindon City	\$1,400	\$1,400	9th	5th	N/A	N/A
Pleasant Grove City (with proposed increase)	\$1,400	\$1,400	9th	5th	\$1,700	N/A
Orem City	\$1,500	\$1,500	10th	6th	N/A	N/A

* Disinterment's are only allowed to be completed during regular work hours and must be approved by the Sexton to insure it does not conflict with any funeral that may be scheduled.

Weekend / Holiday and After Hours Fee

Funerals are often very unexpected and are never easy to plan and although the weekend is a great time to have a funeral, it isn't a regular workday for the staff at the cemetery and overtime is paid for these interments. Below is a comparison of Overtime Fees charged by other communities.

Last year there was a total of 134 funerals. Out of these 42 were held on a Saturday, holiday or afterhours. This is an average of a funeral every other weekend, which requires paying overtime to staff. The family pays a little extra to have their funeral services on a Saturday, holiday or afterhours. Currently the family pays \$300 for having a funeral completed requiring a overtime fee. The employee receives \$100 (this is for a four hour block). The other \$200 goes to the City.

It is our proposal that we increase the Weekend / Holiday & Afterhours Fee from \$300 to \$350. This will be a flat rate and it will include **regular interments and cremains** that are afterhours, on weekends and holidays.

After completing this study, we realize that Pleasant Grove City needs to consider increasing our fee.

Ranking

<u>Location</u>	<u>Resident</u>	<u>Non-Resident</u>	<u>Resident</u>	<u>Non-Resident</u>
Lehi City	\$250	\$250	1st	1st
Lindon City	\$275	\$275	2nd	2nd
Springville City	\$250	\$300	3rd	3rd
Pleasant Grove City	\$300	\$300	3rd	3rd
Provo City	\$300	\$300	3rd	3rd
Pleasant Grove City (with proposed increase)	\$350	\$350	4th	4th
Orem City	\$400	\$500	5th	5th
American Fork City	\$650	\$650	7th	6th
Spanish Fork City	\$450	\$800	6th	7th
Highland City	\$850	\$850	8th	8th
Herriman City	\$1,500	\$1,500	9th	9th

Weekend / Holiday and After hours Fee

- * [American Fork City](#): does not allow interments on city recognized holidays, including: Human Rights Day, Columbus Day , Labor Day and obviously the larger and more recognized holidays.
- * [Provo City](#): has an after hour fee of \$75 per 1/2 hours. Their policy states that the family must be out of the cemetery by 4:00 p.m. to allow for the completion of the burial.
- * [Lindon City](#): after hours fee apply on any funeral that is scheduled after 12:30 a.m.
- * [Spanish Fork City](#); after hours includes the funeral congregation leaving the cemetery after 3:30 p.m. (no Sunday interments permitted)
- * [Pleasant Grove City](#): the after hours fee only applies if the funeral is scheduled after 4:00 p.m. It does not apply to a family if the funeral was scheduled during regular work hours and for some reason it runs longer than 4:00 p.m. Pleasant Grove City will not charge a family an After Hours Fee for being in the cemetery after 4:00 p.m. We feel it is up to the family as to how long they choose to be in the cemetery with loved ones and friends. We as staff feel it is ultimately better customer service, more polite and the right thing to do, by not making the family feel rushed as they pay their respects to a loved one. We would rather have a family leave the cemetery when they feel the time is right and not because they think they will be assessed a late fee.

Weekend / Holiday and Afterhours Fee

It is our proposal that we increase the Cremains Fee from \$200 to \$250 for a Resident and \$350 to \$400 for a Non-Resident. This will be a flat rate and it will include **regular interments and cremains** that are after hours, on weekends or on a holiday. Here is the current Cremains Fee along with the proposed fee increase and ranking.

Cremains

Ranking

Location	Resident	Non-Resident	Resident	Non-Resident
Pleasant Grove City	\$200	\$350	1st	3rd
Lehi City	\$200	\$300	1st	2nd
Lindon City	\$200	\$300	1st	2nd
Provo City	\$200	\$250	1st	1st
Spanish Fork City	\$225	\$400	2nd	4th
Pleasant Grove City (with proposed increase)	\$250	\$400	3rd	4th
Springville City	\$250	\$300	3rd	2nd
Orem City	\$300	\$400	4th	4th
American Fork City	\$400	\$400	5th	4th
Highland City	\$750	\$750	6th	5th

Transfer Fee

No Changes to current policy.