

Justification Report – Cemetery Management Software

The Maitland Cemetery is managed by the Clerk's Department. Keeping permanent records for cemetery documents is essential for:

1. Ensuring burial accuracy.
2. Preserving historical and genealogical information.
3. Meeting legal requirements.
4. Providing reliable and efficient public service.

Accurate records prevent issues like double-selling plots or misidentifying graves, which can cause legal problems and distress for families. They also serve as a permanent historical record.

This report seeks Council's approval to upgrade to new cemetery management software to fill service gaps, meet legal requirements, reduce administrative tasks, and enhance service delivery.

The new software will encompass the following key components:

1. Work Orders:

○ Capabilities:

- Assign tasks to the Cemetery Foreman and Monument suppliers.
- Automatically monitor progress and updates from the field.
- Upload photos and record the complete work.
- Communicate progress to families or suppliers who requested services.

○ Justification:

- Legislatively mandated to provide general maintenance, including:
 - Groundskeeping
 - Landscaping
 - Structural Preservation.
 - Headstone and marker care.
- Monument suppliers request orders for markers and foundation installations.
- The current process via email lacks completion notifications to Town Hall or requesters. The new system allows timely, effective responses, confirming task completion.

2. Mapping:

○ Capabilities:

- Identify property status and availability effortlessly.
- Visualize layouts to plan for future growth.

- Walk-to-grave features for families to locate loved ones.
- Printable maps and a public interface on the Town's website for visitors to search burials and navigate using GPS.
- **Justification:**
 - Currently, plot selection requires physical visits. New features allow selections from home.
 - Only one general map is available; enhanced features allow specific plot maps.
 - No current public search portal; new system reduces inquiry calls.
 - Digital map updates quarterly; new features offer real-time updates.
 - Legislative responsibility to provide free access to the cemetery registrar; mapping features facilitate this.

3. Payment Processing:

- **Capabilities:**
 - Secure online payments.
 - Manage payment records and receipts.
- **Justification:**
 - Currently, no credit card or e-transfer acceptance causes declined debit transactions due to the high cost and inconvenience for individuals needing to visit banks. The new system supports credit cards and online payments, easing the process during difficult times.

4. Digital Agreements:

- **Capabilities:**
 - Digital agreement creation.
 - Remote signing.
- **Justification:**
 - Current agreements require manual processing and storage in multiple formats. Digital agreements streamline processes into one location, enhancing efficiency.

Current Software Limitations:

- Lacks functionality for:
 - Multiple plot owners.
 - Multiple interment orders per plot.
 - Work orders, mapping, payment processing, and agreements.
- Only a few clients use it; support is inadequate.
- Primarily used for records management.