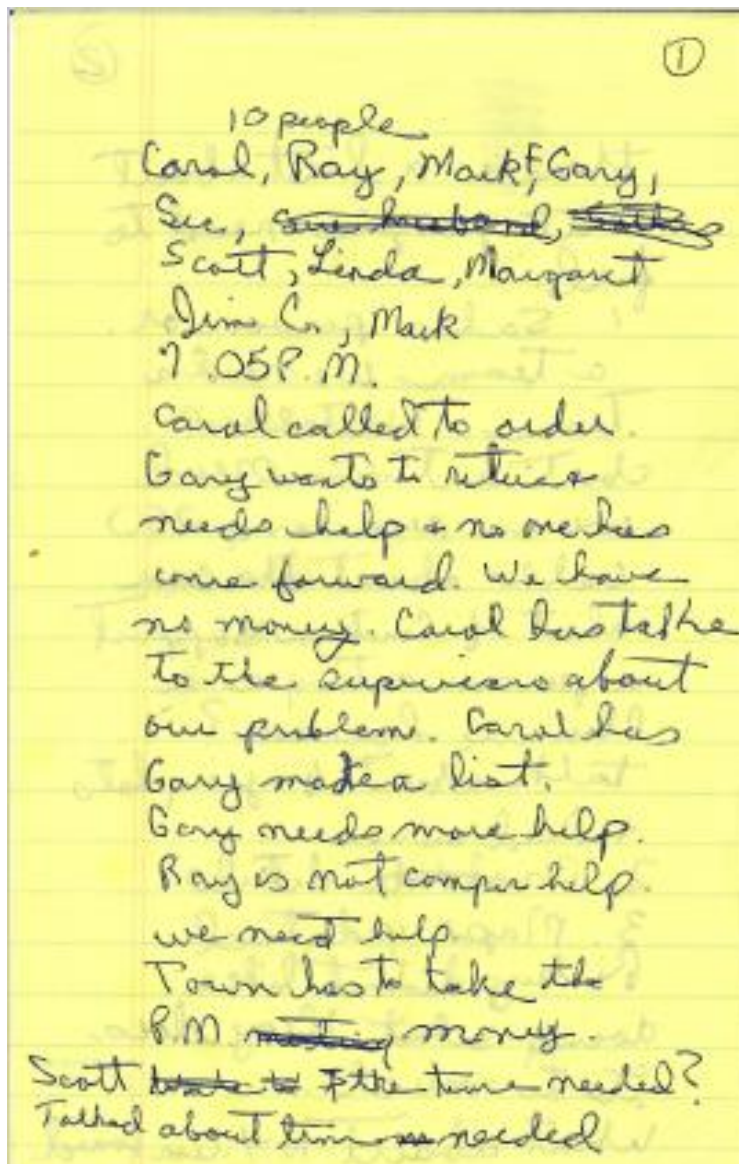


MWC 'Emergency' meeting notes

This meeting was called to respond to Gary's (my) decision to retire at the end of this year....

I have been tasked with collecting and sending out these notes along with adding my comments, continued request for assistance and tasks to be considered. Margaret Hayes was asked by Carol to take the meeting notes. Below are the original notes for you viewing pleasure (*click on the yellow page to view the entire text*):



Gary's Cliff notes:

- Yes, I am planning to retire from 1 or more of my tasks now and the rest soon.
- **The impact will be felt by millions!** (more or less ;)
- Thanks to Carol for setting this meeting up.
- And thanks to Margaret for the note taking.
- Thanks to those that showed up at the meeting.
- The '**Emergency**' is real and that we need a succession plan now! I am forcing that issue. (see bullet #1 above).
- I don't think any of us want to give up on the cemetery and turn operations over to the town.

- I made the point that all cemetery events and activities involve me, (*money and paperwork*). That has become too much for 1 person. Can we divide up the tasks and make a succession plan easier for others to support?

- My **1st goal is to spin off the SALES** tasks to someone else. This task alone consumes much of my time and is extremely important. **All of our income** comes through sales! Yes, *even the PM dividends and interest income.*
- I manage ~250 incoming calls a year, on our voicemail line alone. Those calls involve sales opportunities, funeral scheduling, customer care, and general cemetery questions.
- Once a grave sale, foundation sale or an interment occur, the database, maps and website need to be updated. The money for these events also needs to be managed. Some of these tasks can be linked to sales.
- Not all tasks need to be dealt with the same as I have done them. If you have a better plan, let's discuss it. The 'Cloud' infrastructure is designed for flexibility and for tasks to be handled by different people.
- I noted that the details of any task are important. We cannot job-shop out the treasury to just anyone that may know QuickBooks. Our tasks are interconnected and need to continue to be. Cooperation and communication are critical.
-

So, where are we?

- **Scott Nevol has stepped up to help with sales!!** He and I started the 'training' the day after this meeting! Scott and I will continue to work through the details of the sales tasks and links to customers, vendors, and finance.

So, where are you?

- Where is the rest of our board? This is not the kind of response we expected nor the response that will help us work through the succession planning.
- The jobs/tasks that I do have grown over time to a point where it is not fair to have only 1 person try to do everything. That may be why some of you have not responded, thinking if you step up you will get loaded with everything. That is not the plan and your inactivity at a time of need will not help us move forward.
- Please remember that it may not be you that can help solve part of our problem, but someone you know may be able to.

So, what's next?

- Review what the meeting covered and what we still need to do. I have listed the MWC tasks/jobs below to be considered.
- Provide ideas, advice, or potential contacts to be reviewed.
- Please be part of the solution! The Board is tasked with the proper operation, management, and guidance of all aspects of the Maplewood Cemetery Association.
- I will be working with Scott and anyone else that can step up to help.
- Yes, at some point I will be done, or hit by Margaret's proverbial bus.....

Maplewood Cemetery Business Description

Business description: Maplewood Cemetery is owned and operated by the Maplewood Cemetery Association which was incorporated in 1896. Maplewood Cemetery is a not-for-profit, volunteer run, charitable organization made up of member-owners elected to the Association Board of Directors. The Board of Directors manages the cemetery corporation, appoints a superintendent, elects Officers for various functions and positions to make sure the cemetery grounds and business is properly operated, maintained, and meets all the required NY state and Federal regulations for cemeteries and non-profit corporations.

The operation of the cemetery is divided into 2 primary areas:

Cemetery Operations: Overall property and equipment management.

- **Superintendent**
 - Supervises the Grounds employees (2)
 - Burial scheduling and management
 - Vendor/Contractor management for mowing and projects
 - Landscape and grounds management:
 - Mowing
 - Trimming
 - Grave topping & seeding
 - Roads – accessibility and maintenance
 - Equipment Management:
 - Purchases
 - Repairs
 - Supplies
 - Shed – storage.
 - Tools
 - Hydrants
- **Grounds employees (2)**
 - Provide the landscape and grounds services.
 - Provide the cremation grave openings and closings.
 - Provide onsite equipment maintenance.

Business Management: Primarily financial, records and customer management.

- **Business manager – Treasurer**, responsible for:
 - Sales transactions.
 - Financial transactions and records.
 - Inventory records and maps
 - Customer data
 - Employee data and payroll records.
 - Vendor/Contractor transactions.
 - Tax filings; state and federal
 - Insurance contracts
 - Compliance with NYS & Division of Cemetery laws.
 - Communications, marketing, social media, and websites
 - Infrastructure technology
 - Security requirements.

- **Secretary** responsible for:
 - Purchase – Deed management
 - Customer database
 - Meeting minutes

I hope to hear from you soon!

Thanks,

Gary