

Missoula Cemetery Board Meeting  
Thursday, February 7, 2019  
12:00pm  
Missoula City Cemetery Office

**Minutes**

**1. Call to Order**

**Board members present:** Mary Lou Cordis, Kim Seeberger, Paul Filicetti

**Board members absent:** Pat McHugh, Neil Carson

**Staff:** Ron Regan, Mary Ellen Stubb, Susan Aaberg (City Attorney)

**Public:** Bob & Michelle Jordan (Garden City Monument Services), Susie Hilmes (Sunset Memorial Gardens), Clint Burson (Chamber of Commerce)

**2. Roll Call**

**3. Approval of Minutes.** December minutes unanimously approved as submitted with staff report attached.

**4. Public Comment on items not listed on the agenda.** Mr. Jordan wanted to direct a concern to the board members. He had some minor issues that he discussed with Mr. Regan and he would have liked to have met with the board to discuss how to work them out. In turn, Mr. Regan took it upon himself to make us look like we are really bad people, turned against us, and did not give us a chance to work together. Mr. Jordan does not like getting poked at at almost every board meeting. Mrs. Seeberger asked what this was about.

Mr. Jordan said the latest one was a stone the cemetery set, where names were placed on the wrong side, and he had to take it back and redo it. He asked Mr. Regan if the cemetery wanted to reset it at the time. Mr. Regan said no, we should go ahead and set it. Mr. Regan was not available when we got ready to install but Jason was there when we set it. We brought it out and set it, as they wanted us to. We had always had our setting adhesive in the vehicle and Mr. Jordan asked Jason if the cemetery was still using the same stuff. Jason said no, they had changed. Rather than re-do it again, Mr. Jordan asked Jason to use their setting adhesive.

It was brought to attention when Mr. Regan made an issue with it at a board meeting. This is quoted from the October minutes: *GCMS was fully aware of the setting requirements before their return of the monument... However, Michelle still questioned who was to set the monument and Bob came to the cemetery to set the monument without having the required setting material. This demonstrated total disregard for the cemetery policies and staff.* Mr. Jordan asked how he was disregarding.

Mr. Regan noted the ordinance says when you pull a stone; it has to be re-set to our qualifications. Mr. Jordan said but you changed material. Mr. Regan responded that years ago, he had asked Mr. Jordan about setting compound but he was told the Mr. Jordan did not know where to get it. So, Mr. Regan went out and found something similar which was putty used in RVs. Mr. Jordan said that is what he uses. Mr. Regan said right, but you said there was no setting compound. After taking our monument classes, we know there is setting compound. When we went through the ordinance change and policies that was discussed. Mr. Jordan said the little bit that he used sure was brought up distastefully at the meeting and that was just one of his issues.

Ms. Aaberg advised that next time Mr. Jordan should put his concerns into writing and send them to the board. Mr. Jordan said he would like the board to see his side of things too rather than listening to just one side. He was told a monument would be rejected if he does it again. Mr. Regan said the policies say we will reject it if you do not show up with the right material. Mrs. Jordan asked how the cemetery could just make changes. Mr. Regan said he would not get into the he said she said, but on the phone Mr. Jordan knew to use the correct setting compound. We had discussions before about using the correct setting compound and we have had this discussion. Mr. Jordan wants to mix words.

Mr. Regan made it clear he has nothing against Mr. Jordan. What we are required to do here is use the correct setting compound. We went to classes to learn the correct way, they do make it, and you can order it. The RV putty is not correct, but it was what he could find at the time.

Mr. Jordan said he has used setting compound for years and years but that Mr. Regan was the one that introduced him to the other putty. Mr. Regan said no, he did not introduce it. The putty was used because Mr. Jordan would not work with him, so that was what Mr. Regan found himself. Mr. Regan noted that when Mr. Jordan was setting monuments himself, that he put epoxy in there so that the cemetery could not move them, but Mr. Regan did not think this was the place or time for this discussion. He and Mr. Jordan had gone through this many years ago with Sharee (Fraser) about setting compound and Mr. Regan did what he was asked to do by the board. Mr. Regan has always worked with Mr. Jordan and helped him.

Mrs. Jordan stated that when they read the comments, it feels personal to them. Mr. Regan noted this was getting into a whole different subject besides compound and that things were being taken out of context. Mr. Jordan knows what to use, the procedures, and Jason went and got the stuff as he was asked to do. Mr. Jordan would like the board to come to them to see the other side of things if possible.

5. **Staff Report.** Mr. Regan said awhile back we did something and wanted to present Mrs. Cordis with a picture of her bench at the new columbarium. We appreciate her service and knowledge with this board. Mrs. Cordis was very appreciative.
6. **Financials.** Reviewed with some discussion.
7. **New Business - Monuments.** Mr. Regan stated he knows why everyone is here and wanted to address a change that will help us.

**Pre-verification.** We suggest leaving the 60-day expire date but doing away with the wording *unless an exception is granted by the cemetery*. Mr. Filicetti asked what happens if it expires, then would they start over. Mr. Regan said yes they could. He looks at it as the same monument, same people so how long does it go? After 60 days, the company takes it upon themselves to do something on their own. Mrs. Jordan asked if this was in play now. Mr. Regan said no, after 60 days the monument should have been sold and payment and permit due at that time, but it has not worked out. We ran into a situation where the monument company sold a stone and are taking payments so they said it would take longer to pay the fee. This wording change could hurt the cemetery but if it does, then Mr. Regan could come back. This is the board's choice.

**Permit.** We suggest removing *foundation* and *due upon sale of monument* and leave as *permit and fees are non-refundable*. Mr. Filicetti asked what the advantage to this is. Mr. Regan said it is not working and causing more headaches and frustration with Mr. and Mrs. Jordan. They sold a stone but then wait to pay saying they are taking payments. We all agreed in our monument meeting that upon sale of the monument, the fees would be paid. We will just loosen this up and get rid of the frustration. If they call on a delivery,

they can bring the check and monument permit out but they will have to wait until staff gets done processing the permit to check the stone in.

**Delivery/Set Time.** Add *monuments would be set within 30-60 days from delivery date*. Mrs. Seeberger suggested re-wording that. She knows when we talked before that the cemetery tries to set these as soon as possible, so this wording can insinuate that the cemetery could wait to set a monument. She suggested changing the wording to read *monuments would be set as soon as possible but no later than 60 days from delivery date*. Mr. Regan asked board members if they had any concerns or other wording. Mr. Filicetti said he was okay with this and sees the justification behind it. This has been an issue with items brought to the board, they are seeing it, and he agrees with getting rid of it. As soon as they pay then that is when the permit gets processed. This keeps things simple and clean. It may slow the immediate process but in the end, it will work better for everybody.

Mrs. Jordan stated when she gets money for a stone, they ask for half down, but the proof approval could be another month out. We have no money, so when we send it in, we understand that it does take time. If we have no money though, we will not send the permit in for the stone because at that point, we do not have it. Mr. Regan noted that the point here is that we are breaking policy, so he is trying to simplify it. We are trying to fine-tune it, not hide anything, but make it flow. The funeral home has been great but we have had little problems with the monument company, so we thought this would simplify things.

Mrs. Hilmes clarified they no longer pay at time of sale. Mr. Regan said permits have to be paid by time of delivery, but if they want to send it in before, then great. If payment comes at time of delivery, then it will take time to process. Mr. Jordan said especially with the tariffs, it could take 60 to 90 days to receive a monument. Mr. Regan said we cannot change to cater to people but we can try to change to help everyone out and simplify.

Mrs. Hilmes asked why it would take the cemetery up to 60 days to set a monument. They run differently at Sunset. They do three times the burials and have way less staff but they get monuments set in 10 to 14 days. Mr. Regan said the 60 days just protects us. We usually set within the same week. If a stone comes on a Thursday or Friday, we set the next week, weather permitting. He does not know how this happened, but one thing came to the table where if we keep getting four flushes at a time then we will have to rethink. He knows those are not all made at one time, but for now, this should be better. We used the wording 30 to 60 days but we do not want to put any family out that far.

Mrs. Seeberger said that her suggested wording change *they are set as soon as possible* is how we do it now, but if a lot of burials come into play then it allows us a maximum of 60 days. Hopefully, that should never happen. Mrs. Cordis noted that a disaster could happen and we never know so we have to protect ourselves. **MOTION: Mr. Filicetti moved to approve the policy wording changes with the addition of delivery wording from Mrs. Seeberger that monuments would be set as soon as possible but no later than 60 days. Mrs. Cordis seconded. Ayes 3. Absent 2.**

**Weather.** Mr. Regan also noted the cemetery was closed Sunday due to safety reasons with the weather.

8. **Continuing Business - Master Plan.** Mrs. Seeberger said the sub-committee met last month and will discuss this further but no meeting has been set. They are looking at all aspects and will continue working on it.
9. **Informational Items.** None.
10. **Communication.** Mr. Regan asked to say a few things. He feels that Mr. Jordan thinks there is animosity between the cemetery and him. He would like to clarify there is no animosity either with him or his staff.

It is hard when a person comes in to the cemetery and tells us that the monument company says there is bad blood between their company and the cemetery. As professionals, he does not think that is what to put out to the public. This person was really concerned. Mr. Regan wanted to go on record that we went through the monument process and how it fell is how it fell. There are no hard feelings. This is business. It is time to move on and quit saying there is bad blood. He does not feel there is, but if Mr. Jordan feels that way, then he apologizes because he does not. Mr. Regan said he had a job to do set by council and the board that he has to follow what is in front of him. Take setting for example. That is more work to me and my staff and who really wants to do that? That is what he was asked to do, and he will perform it to the best of his ability. There is no bad blood with him or his staff. Respect should be given to everybody. Mrs. Cordis noted that there has to be rules and regulations or there is chaos. Everyone has to do things they do not want to, but life is just that way.

**11. Adjournment** at 12:32 pm

Respectfully submitted by Mary Ellen Stubb, Administrative Assistant III