CEMETERY TRUSTEES
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MINUTES OF THE CEMETERY TRUSTEES

Tuesday, December 05, 2017 – 7:00 p.m. – Town Hall Conference Room

Members Present: Bob Ellwood, David Gill, Michele Kaulback
Also Present: Paul Hayden – Sexton, Amy Bauer – Deputy Town Clerk

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Chair Gill opened the Cemetery Trustees meeting at 7:00 p.m. A roll call was taken by the Chair; he announced a quorum was present and the meeting was being recorded.

1. Software Program

Amy Bauer updated members on the program for cemetery management. Chair Gill and A. Bauer spoke with the representative from CemSites. The representative did an online presentation of their core software, Secure CRM. He was questioned about major portions of the program that weren't included in the software package. Thanks to A. Bauer, the Visual Lot Viewer is going to be included at no cost. The add-on wasn't included in the original proposal because of the cost (approximately $1,500). The license fee was increased from $600 to $1,200.

The CemSites program can be linked to the Town website. The biggest selling point was that the representative was confident that information from the current program could be migrated over. Any lots that are sold can be entered and the information will be available immediately; storage is in the "cloud" and will be current. The Pontem software approved at the meeting earlier in the month is approximately two years behind CemSites as far as a cloud-based system. An email from the Pontem representative was read into the record (copy on file) which states their understanding that purchasing their product was put on hold due to misunderstanding and increased costs of the Trustees though was included.

P. Hayden suggested that the Trustees purchase a tablet to be used on site at the Cemetery when a plot is purchased. A. Bauer added that information can be accessed and entered from any device. The Board was in agreement with the purchase of a tablet to be used on site.

Chair Gill noted that the cost includes one user license. A. Bauer will talk to the Town Administrator about creating an email account for "cemeterytrustees@greenland-nh.com". An email account and password are required for login purposes, but cannot receive emails.

A maintenance fee of approximately $2,000 will need to be included in the budget each year. M. Kaulback questioned the charge of $125 per hour for website integration over the allotted six hours. A. Bauer responded that the representative felt it could be done in six hours. B. Ellwood questioned the $150 charge in the disclaimer. Chair Gill explained that the $125 charge was for the migration of information and the $150 charge was for the development of the program.

Another nice aspect of the program: obituaries in the paper can be entered into the program easily. A. Bauer noted that add-ons are available. P. Hayden added that the Town has a small cemetery and the

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program should be kept simple. The CemSites program should make it clearer and easier to locate someone.

Mike, CemSites representative, was called and on speaker phone. Several questions were asked.

- What would cause additional hours to be charged for website integration: The Town's design will be cloned on their site. Custom tweaks may cause the hours to run over what was allotted. The Town's firewalls or mapping could also be a problem.
- Did they see an issue integrating with the Town's website: The Town's website is extremely basic and they don't foresee any problems.
- How long is the annual fee locked in before it increases: The disclaimer states the largest fee that could be charged annually is 3%. Annual charges haven't increased in the six years they've been in business.
- How many cemeteries in New Hampshire use the CemSites program, if any: One has signed on in the last three months; their program is being used in 39 states and Canada. They have just broken into the New England market within the last quarter.
- The time frame to get the program online: Mike anticipated that production would start after the first of the year and be online around February 01, 2018.
- Would contact weekly/bi-weekly be helpful: Mike stated this would not be necessary and reviewed the development process. The Town would be added to their internal development calendar once payment is received. An Implementation Specialist will contact A. Bauer for the 'take off' meeting and set up a central share file location. The next step is the 'discovery period' which is a dormant period for communications. The development of the software is next, followed by deployment and training.
- Can information be printed: The public will be able to access the website and search for the decedent; information regarding that person will be accessible. 86% of people have a smart device, and a mobile version will be available with GPS walking directions. Information can also be printed.

MOTION: Chair Gill moved to approve the purchase of CemSites Cemetery Software in the amount of $5,000. Second – M. Kaulback; all in favor. MOTION CARRIED

MOTION: Chair Gill moved to not purchase the Pontem Cemetery Software that was approved at the meeting on Tuesday, November 28, 2017. Second – B. Ellwood; all in favor. MOTION CARRIED

Chair Gill noted that a meeting may be necessary if additional information is needed during the development of the CemSites program. P. Hayden reminded members that any meeting notification must go through the Board Secretary due to the right-to-know law.

2. Adjournment

MOTION: Chair Gill moved to adjourn at 7:43 p.m. Second – B. Ellwood; all in favor. MOTION CARRIED

NEXT MEETING

Tuesday, January 23, 2018 – 7:00 p.m., Town Hall Conference Room

Respectfully Submitted: Charlotte Hussey, Secretary to the Boards

Approved: Tuesday, January 23, 2018