

CEMETERY INSPECTION CHECKLIST

Standard	Minimal Acceptable Level (MAL)	Performance	Score	Comments
1. Communication with individuals and organizations	Attendance at one community event per month		1	
2. Special Ceremonies	Plan and coordinate one ceremony per year		1	
3. Volunteer Services	Regular (weekly) involvement of volunteers in some aspect of operation		1	
4. Promotion of Patriotism	Involvement of scouts or schools once per month		1	
5. Eligibility Determination	Correctly performed		10	
6. Preparation of Committal Shelter	Equipment in place, clean, and properly monitored		5	
7. Scheduling of Committal Shelter	Scheduled and controlled properly		2	
8. Floral Arrangements	Correctly placed and managed		5	
9. Reports	Accurate and on time		5	
10. Gravesite ready for viewing	1.5 hours after committal service		2	
11. Safety	No accidents		1	
12. Equipment readiness	Safe working condition/repairs made on timely basis		5	
13. Properly interred remains	Correct gravesite/proper procedures		10	
14. Headstone and marker ordering	Ordered within 3 business days		5	
15. Casket Flags	Available at all veterans' funerals		1	
16. Disinterments	Conducted properly & gravesite returned to original condition		5	
19. Headstones and Markers	Set, clean and aligned properly		5	
20. Turf Maintenance	Seeded properly, weed free, healthy, cut to proper height, and trimmed		5	
21. Plants and tree maintenance	Properly trimmed & groomed		1	
22. Snow and Ice Removal	Roads and walkways free		1	

Standard	Minimal Acceptable Level (MAL)	Performance	Score	Comments
23. Toilets cleaned & sanitized	Daily		1	
24. Toilet Dispensers serviced	Daily		1	
25. Floors clean	Workdays		1	
26. Trashcans emptied & clean	Workdays		1	
27. Glass surfaces clean	Workdays		1	
28. Floors Mopped	Weekly		1	
29. Shop area clean and organized	Workdays		1	
30. Staff uniforms and attire	Appropriate, clean and dignified		5	
31. Grounds free of debris, roads clean, walkways cleaned	Daily		5	
32. Signs and information, including Kiosk	Properly maintained		1	
33. Flower vases and floral management	Properly maintained		5	
34. Customer Satisfaction	Ratings should be 95% and above		5	
Total			100	

Note:

MAL: Scores of 90 and below are unacceptable.

More than two scores of 90 or below in one year will be grounds for termination of the Contract.

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