

Lewiston Urban Forestry and Cemetery Commission Agenda

February 28, 2024 – 4:00PM

**LEWISTON COMMUNITY CENTER
1424 Main Street, Lewiston**

1. **CALL TO ORDER**

Roll Call

Introduction of guest Dennis Hastings, Vassar-Rawls Funeral Home

2. **CITIZEN COMMENTS**

This is an opportunity for citizens to address the Commission on agenda items or other items they wish to bring to the attention of the Commission or Staff.

Comments may be made: (1) in-person, (2) by emailing the Parks and Recreation Director at tbarker@cityoflewiston.org or (3) by calling (208) 746-2313 x6102 and leaving a message.

Comments submitted by email or phone will be forwarded to the Parks and Recreation Commission. If you would like your comment to be read aloud during the meeting, please so indicate in your message. Members of the public who wish to provide in person comment, but who are unable to secure a seat in the designated meeting space and/or overflow room(s) due to occupancy or gathering limits, will be rotated in and out of the designated meeting space in order to provide comment.

3. **CONSENT AGENDA**

A. Approval of Minutes from January 24, 2024 (Action Item)

4. **REPORTS Presentations, Communications and Correspondence**

A. January Parks and Recreation Department Monthly Report

5. **NEW BUSINESS**

A. Normal Hill Cemetery Master Plan Review and Update Continued Discussion

a. February 5th Work Session Review and Video

b. Governance and Operation Recommendation Review

B. Arbor Day April 26th

a. Location at Modie Park and combined event with the Modie Park Conservancy and Lewis Clark State College

i. Update Following Modie Park Conservancy February Meeting

6. **OLD BUSINESS**
 - A. Current and Upcoming Development Review
 - a. Development Review Committee Items from the past month
7. **COMMISSION MEMBER COMMENTS**
8. **CITY COUNCIL LIAISON COMMENTS**
9. **UPCOMING MEETINGS**
 - A. UFCC March 27, 2024 @4PM at the Lewiston Community Center
10. **FUTURE AGENDA TOPIC**
 - A. 2025 Fiscal Year Fee Recommendations
 - B. Tree Selection Guide
 - C. Urban Forestry Management Plan Review
 - D. UFCC Presence at Community Events to Promote Urban Forestry
11. **ADJOURNMENT**

Lewiston Urban Forestry and Cemetery Commission MINUTES

January 24, 2024 – 4:00PM

**LEWISTON COMMUNITY CENTER
1424 Main Street, Lewiston**

1. **CALL TO ORDER**

Roll Call

Introduction of new City Council Liaison Jessica Klein

Commission Members: Shirley Philips, Maxine Miller, Brian Hensley, and Elizabeth Goetzinger attended virtually

Council Liaison: Jessica Klein

Staff Liaison: Tim Barker

The meeting was called to order at 4:02PM

2. **CITIZEN COMMENTS**

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There were no citizen comments at the meeting.

3. **CONSENT AGENDA**

A. Approval of Minutes from December 6, 2023 (Action Item)

A motion to approve the minutes was made by Commissioner Hensley which was seconded by Commissioner Goetzinger All were in favor of approving the minutes as presented.

4. **REPORTS** **Presentations, Communications and Correspondence**

A. December Parks and Recreation Department Monthly Report

The commission asked about the review of camera systems in the parks and the cemetery.

The city is looking at no longer contracting out that service and to bring it in-house and have it managed through the IT department. This will streamline the process and allow for the department to expand its security.

B. City of Lewiston Volunteer Reception February 2, 2024

Director Barker reminded the group that the event is the following week and to reach out to the Legal Department contact if you are able to attend. The event is geared towards thanking our Commission and Advisory Board members.

5. **NEW BUSINESS**

A. Normal Hill Cemetery Master Plan Review and Update Continued Discussion

a. Review and discuss draft presentation slides for February 5th Work Session (to be provided at the meeting)

Director Barker opened up the discussion with comments related to the history of the plan, the requested update from the Commission to the City Council and what will be covered within the presentation to the council. Moving forward the commission will be focusing on various chapters within the plan and then eventually have a fully reviewed plan by late summer or early fall of this year. Barker shared the slides that will be presented to the council which will focus on the two major recommended areas from Lees+ Associates (Governance & Operations and Products & Services), the process and budget requests that have occurred since the plan was created and what the commission's stance is on the undeveloped land on the south side of the cemetery will also be areas of focus. The commission members also requested that the City Council receive the rate comparison that was created in 2023 by Commission Chair Philips. They also asked that the council be reminded that the support from the community during the open house events was for the undeveloped land to be developed for additional cemetery use. Barker also noted that he will discuss the department's Strategic Plan and how projects and management of the cemetery fits into that document. That plan will be tied to the development priorities that the commission member recommended to be included in the presentation.

B. Arbor Day Planning

a. Location at Modie Park and combined event with the Modie Park Conservancy and Lewis Clark State College

Director Barker updated the commission regarding the plans for this coming spring's Arbor Day and Tree City USA event. The event will again be a partnership with the LCSC Tree Campus recognition and this year will include the Modie Park Conservancy. There will be a tree planting but also a presentation of land donation from the Randall family to the Conservancy of almost 20 acres adjacent to the park. Specific timing of the event is still yet to be determined. The commission discussed the possibility of the tree for this year being planted near

where the wetland restoration project is occurring currently to show the benefit of planting trees near water sources.

6. **OLD BUSINESS**

A. Current and Upcoming Development Review Process and Plan

a. DRC Items from the past month

Director Barker explained to Council Liaison Klein that the commission review the most recent submittals to the city to make sure that landscape codes are being followed. There were no specific projects that were discussed among the commission members.

B. Updated Commission Member Roster & Council Liaison Roster

Director Barker provided an updated roster for the commission, the City Council and their liaison roles. Maxine asked that her phone number be updated on the roster, otherwise there were no other changes needing to be made.

7. **COMMISSION MEMBER COMMENTS**

The Commission discussed for this year, to meet every 4th Wednesday of the month instead of every other month. This will allow for the commission to continue to make progress on their review of the Normal Hill Cemetery Master Plan.

8. **CITY COUNCIL LIAISON COMMENTS**

There were no additional City Council Liaison Member Comments

9. **UPCOMING MEETINGS**

A. City Council Meeting, February 5, Master Plan Update Presentation from UFCC

B. UFCC February 28, 2024 @4PM at the Lewiston Community Center

10. **FUTURE AGENDA TOPIC**

A. Tree Selection Guide

B. Urban Forestry Management Plan Review

C. UFCC Presence at Community Events to Promote Urban Forestry

11. **ADJOURNMENT**

Commissioner Miller made a motion to adjourn the meeting, Commissioner Hensley seconded the motion. The meeting was adjourned at 5:42pm.

PARKS & RECREATION

January 2024

MONTHLY REPORT

ADMINISTRATION

- Department staff continued planning for hosting the Idaho Recreation and Park Association Annual Conference April 1-4. The conference will bring in national speakers, presentations from experts in the field and an opportunity to host a training locally for our department staff to attend. Anticipated attendance including vendors will be around 125 people for the 4 day event which will also highlight, through off-site tours, many of the great things that are happening in the Lewis-Clark Valley.
- Director participated in a free webinar titled “Beyond the Usual Suspects: Making Parks Planning Inclusive”. Areas covered within the training included gathering meaningful input from residents, assessing funding tolerance and affordability constraints, pitfalls when priorities and funding don’t match, and metrics to measure to see if your plans hit the mark with your citizens.
- Director and staff met with potential donors for various projects and program sponsorships for the department related to 2024 activities and future development within our park system.
- Director met with the Boys and Girls Club to discuss ongoing partnerships and potential other ways to collaborate in the future to be more efficient with facility uses and to provide complimentary program opportunities to residents.

CEMETERY

- Assisted in planning 5 full casket burials
- Sold 1 Single adult grave
- Performed 4 monument stakings



PARKS

- Cold and Snow was our largest opponent for the month. Some of the equipment was not available to use and made for longer days with fewer pieces of equipment. About 4 tons of ice melt was used for a variety of locations.
- Picnic table refurbishing is in progress. Boards are either sanded or replaced and then painted. All bolts are tightened plus replaced if missing.

- Work continued at Airport Park artificial turf installation on Field 3. Area was excavated, gravel was added and compacted. Turf will be added in the next day or so.
- Field 1 at Airport Park batter's boxes have been cut in and on deck circles are also being cut in.
- Due to the weather tree pruning shifted to Clearwater Park sidewalk and then to the Cemetery for safety reasons. We will stay on hard surfaces until the ground firms up.
- Vandalism is on the rise at Skate Park. They have continually dumped the trash cans all over the area, multiple times per day and night. Graffiti is very difficult to try and stay ahead of.
- Slow release fertilizer was applied to all turf areas prior to the cold temperatures and snow.
- Driving Range Project: Assisting Bryden Canyon Golf Course with this budgeted project with ordering netting, poles and partnership with a contractor.
- Tractor for Bryden Canyon Golf Course assisting with the bidding process for this budgeted item, using Sourcewell.
- Cart Storage Building Project: Assisting with the City process and needs to get this budgeted project completed.
- Working with Avista to audit costs at Hereth Park.
- Working with Avista to get lights repaired along the Kiwanis Park Pathway.

RECREATION



Programming:

- Completed our Soccer Sports Skills Camp this month. This program is open to 3-6 year olds. The program is a 3-Saturday program that takes place on Saturday mornings in Fenton Gym. We have 18 participants in this session of our Sports Skills Camp.
- Completed the 2023-24 Adult Recreation Basketball regular season and began the postseason tournament. There will be three different leagues for the postseason tournament.
- Started our Drill Team Program, this 6-week program is available for ages 5-14 and is taught by instructor Miranda Anderson. Sessions take place Saturday mornings at Sacajawea Middle School. The program will end with a performance in February where participants showcase the dance skills they've learned during the program. We have 49 participants in this program this year.
- Started and finished Registration for the 2024 Coed Volleyball Winter League (Early Bird: Jan 2-12, General: Jan 16-26). 24 Teams signed up this year which is 9 more than 2023 and 11 more than 2022 as well as 3 more than the 2023 Fall League (Oct- Dec).
- Started the Winter Session of our Karate Program with instructors from World of Martial Arts, LLC. This 6-week program takes place on Tuesday evenings at the Lewiston Community Center. There is a Kindergarten-1st grade group and 2nd-6th grade group. We had 16 participants between the two groups.
- Started registration for our Adult Mushball League. This coed softball program offers a guarantee of 5 games. Games take place Sunday afternoons at Airport Park. Registration runs mid-February with the season starting in March.

- Continued our Drop-In Pickleball program this month on Mondays and Wednesdays from 9-12pm in Fenton Gym. There is a daily drop in rate or monthly rate available for purchase at the gym.
- Staff completed programming for the spring edition of the Living Lewiston Magazine.

Meetings

- Staff met with Sue Andrews about the 30th annual Jill Andrews Memorial (JAM) Softball Clinic. This program is open for girls ages 5-10, participants learn the fundamentals of the game of softball. This program will take place Saturday May 11, 2024 at the Airport Softball fields. Lewiston P+R partners with Sue Andrews to offer this program.
- Staff met with Lynn Welch, District 2 representative for Softball of Idaho, about the upcoming Softball of Idaho State Meeting that is taking place February 10, 2024 in Boise, ID. We also furthered the conversation and organization for a Slow-Pitch Softball Umpire training in Lewiston (Tentative date March, 2 2024).
- Staff met with students of Jenifer Middle School to discuss and promote the City Youth Leadership Council and how interested students can join.
- Staff met with the Seaport River Run Race committee about the upcoming Seaport River Run. This year's SRR will take place on Saturday April 27, 2024. The committee will meet in February to choose a non-profit organization to be this year's race partner.
- Staff met with Happy Day Restaurants and CCI Speer, on separate occasions, about potential sponsorship opportunities for various programs, activities, and events.
- Held the 2024 Coed Volleyball Winter League Managers Meeting on Jan 31.

Fenton Gym Rentals

- There were 66 rentals through January.

RESERVATIONS

Community Center Reservations

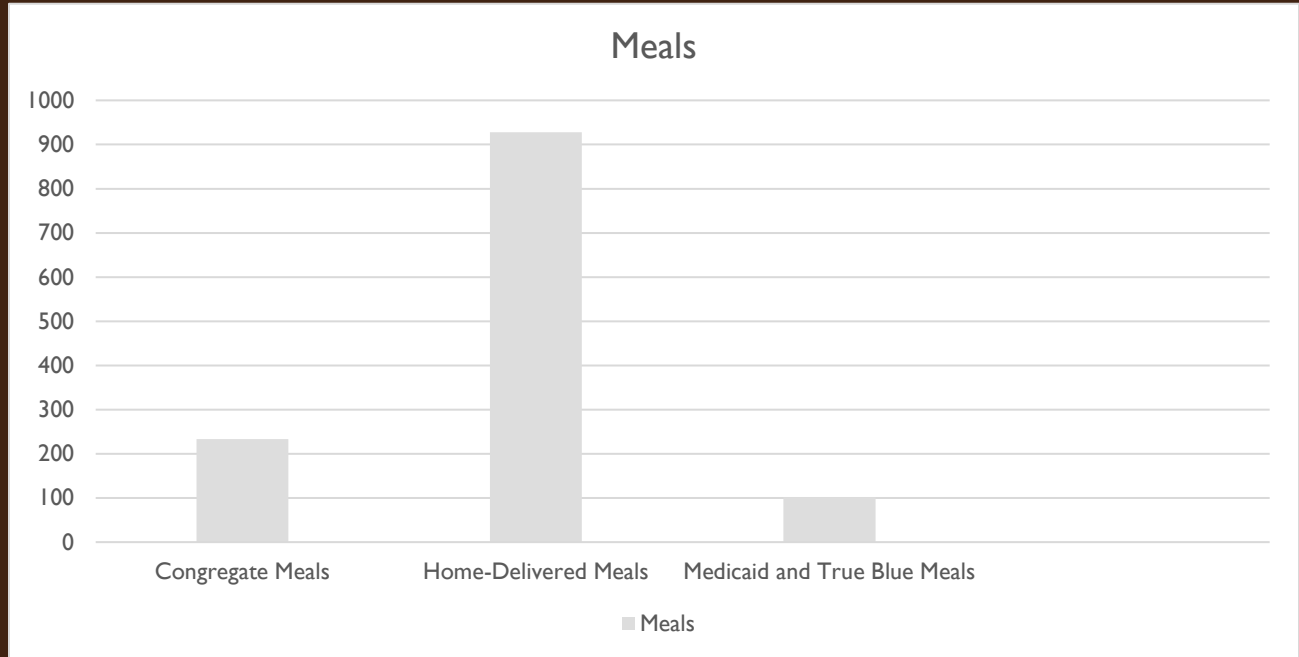
- There were seventy meetings and or events in the Community Center in January with approximately two thousand three hundred attendees and another approximately three hundred drop ins.

Park Reservations:

- There were no reservations in the parks in January. The lights were scheduled to come down in Locomotive Park on Saturdays but the weather turned so cold that they only got one weekend in. They will work on it in February.

SENIOR NUTRITION

- Congregate Meals served this month = 233
- Home-Delivered Meals served this month = 928
- Medicaid and True Blue Meals served this month = 102
- Volunteer hours =139, Volunteers = 7



BUILDING MAINTENANCE

Projects:

- Monthly HVAC maintenance
- Accepted BID for Abatement work
- Completed Pre Bid meeting for LPD Generator
- Worked on Fire Station 4 bids
- Worked on engineering for Library lighting
- Worked on city Hall window replacement
- Started new Facility Maintenance Laborer in his position
- Continuing input into facility maintenance program.
- Several lighting issues addressed
- Worked on several contracts for future projects
- Finished updates in the Kokanee room at the community center. This room has many new functions and can facilitate events with snacks and a meeting at the same time .We feel the community will love using this newly renovated room





City of Lewiston

Normal Hill Cemetery Master Plan

Final Master Plan Submitted to the City of Lewiston on December 14th, 2015

Submitted by:



Submitted to:





EXECUTIVE SUMMARY

The City of Lewiston (the City) commissioned LEES+Associates Landscape Architects and Cemetery Planners to prepare a master plan for the preservation and future development of Normal Hill Cemetery, the only city-operated cemetery in Lewiston, Idaho.

The purpose of this master plan is to guide the cemetery toward a model of long term-sustainability and ensure that the City of Lewiston will have the resources required to effectively meet the future interment and service needs of the community. This master plan charts a path forward to guide future development while ensuring effective cost recovery and quality perpetual care.

The key findings and recommendations proposed in this Cemetery Master Plan include:

DEMAND/NEEDS ANALYSIS FINDINGS

- The City population is growing steadily at a rate of 0.40% per year. Growth is expected to accelerate to a rate of 0.5% per year in the next 25 years;
- The City's average death rate is currently 12.4 deaths per 1000 population compared with the State average of 7.5 deaths per 1000 population;
- The State of Idaho cremation rate is currently 56%.The cremation rate for the City of Lewiston and Nez Perce County is currently 69% and is expected to increase to 90% in the next 25 years;
- Normal Hill Cemetery serves 39% of City of Lewiston families that choose casket interment and 21% of those choosing cremation;
- The Normal Hill Cemetery casket interment rate is below average while the cremation disposition rates are on par with the expected sector service rates from 2009 to 2014;
- In the next 25 years there is expected to be approximately:
 - o 11,500 deaths in the City of Lewiston;
 - o 1,500 in-ground casket burials and 9,300 cremations in the City of Lewiston;
 - o 700 Lewiston residents interred outside the State of Idaho, and
 - o 1,900 cremated remains and 600 caskets interred at Normal Hill Cemetery.
- At Normal Hill Cemetery:
 - o All in-ground casket lots will be sold within 10 years;
 - o All in-ground cremation lots will sold within 2 years;
 - o Niches will meet demand for 25 years at the current low rate of use. This may be affected the quality of niches, which are below industry standard and have not historically been marketed (families are often unaware of options for above-ground interment), and
 - o 2.15 acres of land is required to meet cemetery needs for the next 25 years.



DEMAND/NEEDS ANALYSIS RECOMMENDATIONS

- To ensure there is adequate burial space to serve community need for the next 25 years, it is recommended that the City:
 - o Prioritize the development of additional cremation lot sites;
 - o Pursue the reuse and resale of unclaimed lots;
 - o Add high quality columbaria and other cremation interment options, such as scattering gardens and garden vessels on the expansion lands. This will decrease pressure on land for the in-ground burial of cremated remains, and
 - o Develop the 6.3 acres of undeveloped cemetery land. Using the concept design in this master plan, this land will provide adequate capacity for 50 to 75 years of use.

FACILITY ASSESSMENT RECOMMENDATIONS

- Implement a cemetery Wayfinding Strategy;
- Mark cemetery entries with “gateway elements” including the renovation and addition of entry pillars and new gateway gardens;
- Add traffic calming along 15th avenue;
- Develop and plan community events in collaboration with arts, culture and heritage partners;
- Continue to improve historic interpretation signage and horticultural interpretation information for key specimens and collections;
- Manage the cemetery landscape as an arboretum;
- Create and implement tree, turf and shrub maintenance standards;
- Enhance perimeter plantings, including trees and hedges, to redirect views toward nearby hills and buffer cemetery from busy neighboring streets;
- Renovate planting and add improved signage to current Administration Building to clarify relationship with cemetery and improve the “face” of the cemetery;
- Implement a headstone restoration plan;
- Add headstone size, height, location and a placement fee to the City Code – Cemetery section, and
- Increase enforcement of ornamentation rules.

OPERATIONS + GOVERNANCE RECOMMENDATIONS

- Develop Standard Operating Procedures for the cemetery;
- Capture time, task and cost information regarding site maintenance and management;
- Assess the appropriate staffing to support the cemetery team, increase and train staff to meet suitable levels;
- Provide consistent office hours;
- Renovate or expand the cemetery building to create a more professional office, including a dedicated family meeting space;



- Invest in cemetery records management software and train staff on its use;
- Add financial and business management skills to the organization;
- Create a maintenance schedule;
- Tender cemetery opening and closing services for the cemetery, and
- Establish a cemetery customer feedback system.

PRODUCT AND SERVICES RECOMMENDATIONS

- Initiate discussions with potential community partners. Acknowledge future partnerships in marketing materials, on social media, and on the City website;
- Consider the development of a separate green burial site at the City Community Park;
- Add columbaria niches, scattering gardens, community and family vessels, as well as new memorialization products (plaques, vases, wreathes, etc.) to cemetery offerings;
- Increase cremation grave, opening/closing and columbaria rates to align with benchmarks;
- Advise the community and Wilbert that cemetery rates will be increased;
- Increase prices annually by the rate of inflation, and
- Define "resident" in the Cemetery Code and add a 25% mark-up on non-resident rates.

FINANCIAL PLAN RECOMMENDATIONS

- Maintain current profitability levels, counter cost increases from inflation, and achieve perpetual care sustainability in 17 years through "Alternative Financial Scenario 2";
- Create a cemetery income statement independent of the rest of City operations. This should be reviewed annually by the Cemetery Commission;
- Create additional revenues and expense accounts to enhance performance measurement and profit tracking by site, customer segment and interment type;
- Transfer profits to a development fund to support the creation of future services/products and site improvements, and
- Monitor the financial performance progress and community response to ensure the proposed plan is evolving as expected. Revisit the cemetery plan every 5 years.

MARKETING STRATEGY RECOMMENDATIONS

- Update the Cemetery & Urban Forestry webpage;
- Revise the Facebook content controls and encourage staff and stakeholders to provide content, follow and share the page;
- Establish a cemetery brand identity that is consistent with the City of Lewiston;
- Create a "Tagline" and consolidate efforts with other City media resources;
- Redesign the brochure to reflect the brand identity and new service offerings, and
- Invite local organizations to use the cemetery for their activities (bereavement sector, educational institutions, religious, historical and genealogy groups, etc.).

4 GOVERNANCE + OPERATIONS REVIEW

This chapter of the master plan provides a review of the City's current governance model and operations of Normal Hill Cemetery. Governance describes the form of management oversight provided over cemetery operations. Operations includes the processes and resources associated with site operations and customer service administration. Site operations encompass the physical care, maintenance and interment services that take place at Normal Hill Cemetery. Customer service and administration encompasses customer service and the sale of cemetery lots, products and services, liaison with families and funeral homes, record-keeping and related administrative duties. In addition, this chapter identifies the effectiveness of the City's records management system and how this directly impact operations.

4.1 GOVERNANCE

The City's cemetery operations at Normal Hill is guided by a voluntary Cemetery and Urban Forestry Commission that makes recommendations to Council with regard to cemetery affairs. Operations at Normal Hill Cemetery are directly led by the Parks and Recreation Department. Parks and Recreation Department management of cemetery operations is a common service delivery model for municipalities across North America. It is less common for a municipality to have an independent oversight group guiding cemetery policy, like the Commission. This makes Normal Hill above average in the strength of its governance model.



The following table summarizes the **benefits and challenges** of conventional municipally operated cemetery systems.

Benefits	Challenges
Community confidence/perception that the cemetery will always be there	Cemeteries are often under-supported.
Operational efficiencies with Parks services	Inefficiencies can arise if a “business-like” approach to cemeteries is not adopted.
Ability to optimize heritage, public art and genealogical objectives	Organizational structures limit cemetery services’ ability to be nimble
Community place of commemoration, memorialization and memory across multiple layers of society	Rarely are municipal cemeteries endowed with a clear mandate, limiting their latitude
Can be a net revenue generator if operated with both adequate autonomy and support	Revenue, sales planning and delivery are hampered by a lack of business skills
Preservation of historic places	Municipalities are not entrepreneurial, limiting their ability to take advantage of market potential.
	Capital development and innovation is limited by tax payer’s willingness to pay and/or borrow.
	Marketing is often overlooked for municipal services
	Responsibilities for perpetual care add to the cost burden.

Table 5: Benefits and Challenges of Conventional Municipal Cemetery System, Source: LEES+Associates.

The City of Lewiston inters just under 100 decedents each year. Cemeteries with service volumes greater than 100 interments a year are governed by many different structures across North America, including:

- Local Government Direct Service Provision within a Department;
- Non-profit organizations specializing in cemeteries;
- Joint Municipal/Regional cemetery operations organized as non-profits for the purpose of cemetery services;
- Religious organizations;
- For-profit organizations;
- Native American organizations, and
- Special case State Government cemeteries.

The cemetery’s current governance model has proven effective in meeting and managing the current level of demand and needs of Lewiston. However, there is one skill set that could be added to the Commission to enhance the overall effectiveness of the group’s oversight. That would be an expert in financial and business management (particularly in the areas of cemetery partnerships, sales and promotions). With this additional insight, the Commission will be equipped to more effectively:

- Assess financial performance and reporting within a discrete business unit (e.g. type of interment or cemetery customer);
- Respond with agility to changes in the marketplace, and



- Respond to and capitalize on private sector marketing strategies, expertise and partnerships in service and product provision.

A Commission member (or a staff member) with this expertise would effectively guide Normal Hill Cemetery towards a self-sustainable business model that meets the goal of minimizing the load on the tax base. This role would be responsible for monitoring the cemetery's performance metrics and financial reports, and with this additional insight the Commission could optimize its governance model to better consider and address the following elements of its future mandate:

- Long term Council direction arising from the adoption of the proposed recommendations included in this master plan;
- Medium and short term goals established annually by the Commission and approved by Council;
- Annual marketing activities derived from the Cemetery Master Plan;
- Annual capital projects arising from an approved Capital Plan guided by the concept design in the Cemetery Master Plan, and
- Staffing, sales and operations performance objectives and approved strategies.

4.2 SITE OPERATIONS

HUMAN RESOURCES

There is only one dedicated full time position for Normal Hill Cemetery, the role of Park Technician. This poses a problem when that individual is away on holidays or otherwise away from the site. All other City staff who work with the Normal Hill Cemetery also work for other areas of the City's Parks and Recreation facilities (golf courses, parks, recreational programming, etc.)

CARE AND MAINTENANCE

For many years, Normal Hill Cemetery was maintained by seasonal staff (4 or 5 individuals) and up to two full time City employees. Under the current system, Normal Hill contracts crews of Red Shirt laborers (inmates from the Idaho Department of Corrections) for the cemetery site's maintenance. These workers are overseen by the City Grounds Maintenance Supervisor. The Department of Corrections contract is renewed annually. Red Shirt crews of 4 to 5 men and one full time City employee regularly undertake tasks including:

- Lawn mowing, watering, edging and spraying;
- Tree, shrubs and flower pruning/removal;
- Minor irrigation and grave marker repair and maintenance;
- Seasonal tasks, including spring cleanup, fall leaf removal, and winter snow removal;
- Incidental tasks, such as planting beds; storm cleanups, weed/pest control, and gravesite leveling, and
- Incidental infrastructure tasks (the maintenance of roads, curbs, fencing and signs).

The 2003 Normal Hill Cemetery Master Plan Foundation by graduate student Amy Fisher reported that 94% of the community was satisfied or very satisfied with the care and operation of the cemetery and that the majority were satisfied with the condition of the turf and shrub maintenance. During the community Open House in October 2015, many cemetery visitors and neighbors indicated that the quality may have decreased since that time, voicing specific concern over the grass cutting and weed control during the fire season when the Red Shirts were not available for cemetery maintenance.



During the site tour, the LEES+Associates team observed some leaning grave markers, but found the site in a state that would generally meet public expectations and the standard of similarly sized communities.



Figure 13: Normal Hill Cemetery Headstones, Source: LEES+Associates July 2015.

There is currently no set schedule at the cemetery for maintenance, so crews undertake tasks as needed. This differs from the department-wide standard operating procedures documents used by Parks and Recreation for the planning, organizing, scheduling and executing the maintenance for green space, parks, related structures and equipment.

Cemetery staff also do not record the amount of time and costs required for tasks at the cemetery site, which makes it difficult to set performance and improvement targets and estimate the costs - or savings - associated with changing the standards.

It is an industry best practice to follow a cemetery maintenance schedule and for staff to fill out a time, task and cost information on a regular basis. These measures have the potential to gain operational efficiencies, track staff performance and identify cost patterns useful for forecasting purposes.

OPENING AND CLOSING GRAVES

Opening and closing of graves is primarily outsourced to Wilbert Precast Inc. (Wilbert) of Spokane, Washington. The City has been contracting for opening/closing services with Wilbert since 1985, when the company purchased Blimka Vault Works, Inc. Wilbert is responsible for all staffing, equipment and insurance for providing these services. City staff only inters cremated remains that come to the office and have no funeral service date, time or family attending the interment.

City staff cannot recall when the last time the contract for burial services was offered for tender to the public. Wilbert's service is cost effective, but it is also below average in quality, compared to that witnessed by staff and funeral directors at other cemeteries. There have been reports of torn and dirty greens, older mechanical equipment, lowering devices that are not reliable and concern surrounding unprofessional appearance of staff serving families on site.

The current arrangement between the City and Wilbert's is not typical. Most municipal cemetery systems comparable to the City's size have their Public Works or Parks staff provide the graveside setup and opening and closing service. The graveside setup normally includes, at a minimum:



- Placement of boards around the edge of the opened grave;
- Covering of the boards with 'greens';
- Setup of the lowering device, and
- The removal and storage of the greens, planks and lowering device after the burial.

Chairs and a canopy are sometimes included as part of the graveside setup for an additional fee.



*Figure 14: Municipal Grave-side Setup,
Source: LEES+Associates.*

STANDARD OPERATING PROCEDURES

The City has standard division-wide Standard Operating Procedures (SOP's) for the Parks and Recreation department, but nothing specifically set out for cemetery operations.

Adherence to SOPs for all aspects of the cemetery service is essential to the safe and consistent delivery of the service to the standard set by the City and expected by the community. Cemetery SOP's describe the standards, methods and processes associated with, but not limited to:

- Care and maintenance;
- Safe operation equipment and of the cemeteries;
- Accurate measurement and grave locating prior to opening and closing;
- Opening and closing;
- Graveside set up;
- Funeral home liaison and coordination;
- Cemetery records management, and
- Customer service.

Adherence to SOP's would ensure the City is acting consistently with the Cemetery Code. SOP's in both municipal and private cemetery systems are considered a best practice. The City does not currently have complete and comprehensive set of SOP's for cemetery operations.

4.3 CEMETERY SERVICE ADMINISTRATION

CUSTOMER SERVICE + CUSTOMER SALES CYCLE

The City administers the cemetery services from the Cemetery Operations building, on-site. Space is limited at the office, with the building filled to capacity with Parks, Forestry and Cemetery staff and equipment. There is a nominal space for the Red Shirts to store their clothing.

Approximately 20% of customers go into the cemetery office to ask for information or make a purchase. City staff do not currently keep consistent office hours at the cemetery, so this service is only available on an ad hoc basis. There is no designated family room available for meeting



privately to discuss a family's needs. If a sale is made when a customer comes to the office, the customer's payment must be processed off-site at the community center.



Figure 15: Mountain View Cemetery Customer Service Building and Celebration Hall, Vancouver, British Columbia. Source: LEES+Associates.

While the physical setting is a major limitation to the quality of service that can currently be provided by the City, there are still several opportunities for the City to increase the value of its service. For instance, offering to accommodate the traditional burial needs of ethnic, Native American and religious groups in the community.

Currently, the majority of customers discuss their choice of disposition and interment needs with funeral home staff. If cemetery products are required, the funeral home confirms with cemetery staff the availability and location of the needed interment space. The customer then completes the paper work and payment for cemetery product with the funeral home. Funeral home staff initiate contact with the cemetery staff to arrange the interment date and time, and to pass on customer information and payment.

Three funeral homes in Lewiston are responsible for the majority of sales to the cemetery: Vassar-Rawls Funeral Home and Crematory, Malcom's Brower-Wann Funeral Home and Merchant Funeral Home. All are private, family owned and operated businesses that have served the City for many years.



This referral process is an informal arrangement based, it is presumed, on Normal Hill being the best match for the customer's needs; there are no incentives in place to encourage referrals to Normal Hill and the funeral home staff facilitate sales to other cemeteries as well as Normal Hill – there is no known exclusivity or incentive arrangement.

The vast majority of customers purchase cemetery products when they are at-need. City staff report there are 2 to 4 pre-need contracts open at any given time. There is a Pre-need Protection Plan described inside the cemetery brochure but it is not known to what degree funeral homes encourage bereaved family members to consider pre-need purchases for their own future needs.

A comparative price list of cemetery charges is used by staff at Vassar Rawls Funeral Home and presents Normal Hill as one of three cemetery options. It is notable that this price list presents an incomplete list of the product offerings available at Normal Hill. For example, mausoleum niche and crypt interments are not listed.

The Masonic Section of Normal Hill Cemetery is managed independently by the Masons of Lewiston. Customers wishing to purchase lots in this area are helped directly by the Masons.

While the standard of service provided by the City and funeral homes is considered to be generally meeting community expectations, City staff do not currently have customer feedback forms and records of phone requests or assistance are not kept.

In the bereavement sector, it is found that increasing staff engagement in cemetery services correlates to increased customer satisfaction and more families choosing a particular cemetery for their interment and memorialization needs. Therefore, it is strongly encouraged that City staff become more engaged with the families requiring Normal Hill Cemetery services.

While the current level of demand does not warrant another member of staff dedicated full time to administer the cemetery service, it would be prudent if there is at least one or two additional people who are trained in the role of cemetery administration and sales to support the cemetery team. This individual(s) should be trained to cover for the Parks Technician assigned to the cemetery, should they become unavailable for either a short or extended period and to carry out delegated cemetery support tasks including records management and updating and customer service on a part time basis.

It is recommended that staff assess the optimum amount of additional hours required to assist in managing the cemetery service, and the appropriate staffing mechanism for doing so e.g. a portion of an existing staff member's role dedicated to the cemetery, a new part-time role, or an on-call casual employee.

4.4 RECORDS MANAGEMENT

The City is currently using *Microsoft Access* for cemetery records database and *Tyler Munis* for its financial management. While some staff are proficient and comfortable accessing cemetery records through this system, the current records management system does not meet with best practices and presents the following challenges including, but not limited to:

- Some staff lack familiarity with the current system and struggle to use it effectively;
- The current system lacks online access to the City database (in a modified form) so the public can access and view the records (such as the location of grave sites);



- The current system does not effectively link the cemetery records to the financial system to create informative performance reports for each cemetery product or service;
- The inability to adequately interrogate the records e.g. to review sales patterns and to gain other trend related insights with which to plan, and
- Significant time and effort is required to assemble and provide information in a comprehensive form (performance reports) when requests are made.

The purchase of cemetery records management software such as Stone Orchard Software, which integrates accurate electronic maps of grave locations, would enable the City to meet best practices while delivering the following advantages to the City and the community:

- Simple, efficient, secure, accurate record keeping, performance tracking and retrieval;
- A reduction in staff time needed to respond to requests for information, and
- Enable cemetery records to be accessed remotely by staff and the public, to easily locate a grave and be used as an historical, educational and genealogical resource.



Figure 16: Stone Orchard Cemetery Records Management Software, Source: LEES+Associates.

In addition to the cemetery management software and electronic maps, the **iCemetery app** for smartphones would be a significant addition to the City's range of options for serving customers and for timely, convenient grave locating by staff without having to refer back or return to the office.

iCemetery would also help the funeral directors that work with the City and their sales staff, who will be able to better inform potential customers about site availability and location as well as proximity to existing family lots. It is an affordable, easy to use solution that takes advantage of the power of GIS and cemetery records management software.

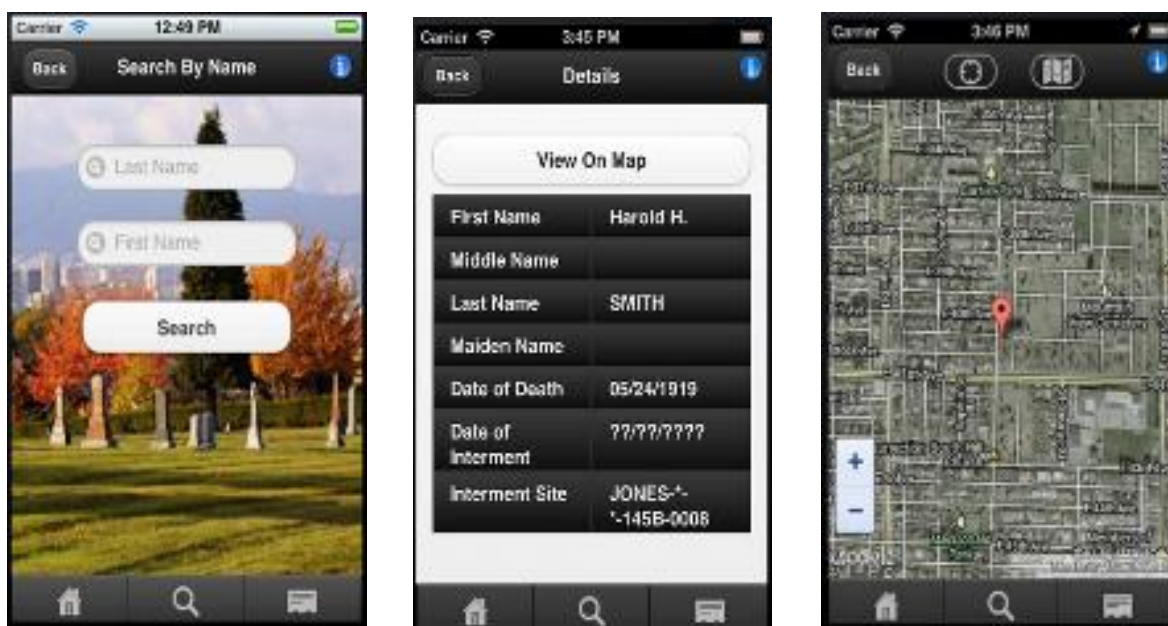


Figure 17: iCemetery Screenshots, Source: LEES+Associates.

4.5 RECOMMENDATIONS: GOVERNANCE + OPERATIONS REVIEW

It is recommended that the City:

- Add financial and business management skills to the Cemetery and Urban Forestry Commission or staff to guide financial management;
- Tender the opening/closing services at Normal Hill Cemetery;
- Create a cemetery maintenance schedule;
- Capture time, task and cost information associated with all cemetery related services, including management;
- Train additional City staff to support the cemetery team and assist in administering the City's cemetery service;
- Organize the staff resourcing so that calls can be consistently taken during pre-determined office hours (e.g. 9 am to 5 pm);
- Assess the additional hours required to assist in managing cemetery operations and determine the appropriate staffing support to supplement the Cemetery Manager role;
- Prepare a cemetery customer feedback system (e.g. recording phone calls and providing cemetery service feedback forms at funeral homes and at the City office);
- Renovate and/or expand the cemetery building to create a more professional office that facilitates a positive customer experience. This should include a dedicated family room or quiet, comfortable flex space at the City Hall, where bereaved families can meet with staff;



- Develop cemetery Standard Operating Procedures that are consistent with the standard division-wide SOP's for the City Parks and Recreation department, and
- Invest in user-friendly, cemetery records software e.g. Stone Orchard Software and iCemetery App linked to electronic maps of graves. Train staff to use these tools effectively.
 - o Estimated **\$15,000** for the initial software purchase and another **\$5,000** for the Conversion and Digitization of records into Stone Orchard.

5 PRODUCT AND SERVICES REVIEW

This chapter reviews current product and service practices and trends at Normal Hill Cemetery, identifies opportunities for new revenue streams, and compares the City's prices and diversity of offerings to other cemeteries in the State of Idaho and across North America.

5.1 OFFERINGS DIVERSITY

CURRENT OFFERINGS

The City currently offers residents of Lewiston traditional in-ground casket burial and cremation burial, as well as interment in mausolea niches and crypts with distinct service rates for adults, infants, double depth, caskets and cremated remains. According to the fee schedule, disinterment is also offered to families at the same rate of service for each type of interment.

Products and services not available or not listed on the Fee Schedule for Normal Hill Cemetery, but which are offered and listed at other North American municipal cemeteries include:

- Columbaria Niches;
- Cremation scattering areas (gardens, ponds);
- Green Burials;
- Memorial walls, trees, wreathes and benches;
- Designated Veteran area;
- Grave-side services (for religious groups), and
- Community and Family vessels.



Figure 18: Family Vessel,
Source: LEES+Associates.

Additional information concerning the nature of each of these interment options can be referenced in "**Appendix F – Cemetery Products and Services Descriptions.**"

Normal Hill Cemetery and its expansion lands would not be an ideal setting for green burial, however there is another site with space which the City could consider for further future expansion that would be well suited for green burial. This proposed site is a parcel of land adjacent to the City of Lewiston's **Community Park**¹².

¹² City of Lewiston Community Park - <http://cityoflewiston.org/index.aspx?NID=507>



In 2004, Lewiston acquired over 150 acres of property in the Orchards for a future Community Park through a grant from the federal Land and Water Conservation Fund. Baseball fields, tennis courts, soccer fields, an amphitheatre and many other recreation facilities were planned at this location area north of Warner Avenue as funding is found. Some of this land could be repurposed for a new Green Burial site in the long term.



Figure 19: Green Burial Service, Royal Oak Burial Park, Victoria BC, Source: LEES+Associates.

POTENTIAL PARTNERSHIPS IN EXPANDING OFFERINGS

Entering partnerships is a common strategy that could increase product and service diversity, as well as the community's use of Normal Hill Cemetery.

There are several North American industry precedents for municipal cemeteries partnering with private organizations (funeral homes and monument companies) and non-profits to offer crematoria, visitation facilities, community programming, enhanced service offerings and contributions to public memorialization. Common benefits of working with a private partner is their expertise in running profitable cemeteries, their professionalism, their ability to achieve economies of scale and the opportunity to leverage their network of private resources.

Partners that have historically worked with Normal Hill Cemetery to some extent include local fraternal organizations such as the Masons, Independent Order of Odd fellows (I.O.O.F.) and the Knights of Pythias. These organizations and new potential partners could work further with the City to expand product and service diversity, produce cemetery marketing material and increasing community awareness of Normal Hill Cemetery.

New potential partners include:

- **Private Industry** – Merchant Funeral Home, Vassar-Rawls Funeral Home, Malcom's Brower-Wann's Funeral Home and Mountain View Funeral Home;
 - o Bereavement sector resources available to this organization could support the future diversification of products and services at Normal Hill Cemetery.
- **The Knights of Columbus – Idaho State Council;**
- **Veteran Organizations – The American Legion;**
- **Nez Perce County Historical Society and Museum;**
- **Twin Rivers Genealogy Society¹³;**
- **Jenifer Junior High School, and**
- **Lewis-Clark State College Center for Arts & History.**

The value of partnerships directly correlate to the care in which the terms of the agreement are negotiated. Relationships with partners in range from providing volunteers, sponsoring events to the purchase and sale of products on consignment (such as columbaria, mausolea, urns, etc.) to full public-private partnerships for capital intensive facilities.

¹³ Twin Rivers Genealogy Society <http://twinriversgenealogy.weebly.com/>



5.2 CEMETERIES PRICING REVIEW

The City last increased cemetery rates in 2006. These changes were met with general acceptance by the community. At that time, regional cemeteries were surveyed and Normal Hill's prices were compared to these other cemeteries in the area. Local funeral homes were very supportive of the City's decision to increase Normal Hill's prices.

In a process similar to the effort undertaken in 2006, LEES+Associates compared the current 2015 municipal cemetery prices to the rates offered by other regional cemeteries in communities with a similar market profile in order to identify the following key pricing benchmarks. The following table summarizes the key findings of this benchmarking study.

Product + Services	Normal Hill	Average Regional Rate	National Average Rate ¹⁴	Comparison to Normal Hill (NH)
Adult Casket Grave	\$1,162	\$887	\$1,000 to \$1,500	NH is higher than the Regional Average and on par with the National Average.
Adult Casket Opening/Closing	\$693	\$570	\$600 to \$1,000	NH is higher than the Regional Average and lower than the National Average.
Cremation Grave	\$314	\$640	\$500 to \$900	NH is lower than the Regional and lower than National Average
Cremation Grave Opening/Closing	\$440	\$343	\$250 to \$500	NH is higher than the Regional Average and on par with the National Average
Cremated Remains Niche	\$1,034	\$1,031 – \$1,760	\$1,000 to \$4,000 (depending on height, orientation and quality)	NH is on par with Regional Average and lower than the National Average
Cremated Remains Niche Inurnment	\$378	\$233	\$200 to \$500	NH is higher than the Regional Average and on par with the National Average.

Table 6: City Cemetery Prices Compared to Regional + National Benchmarks, Source: LEES+Associates.

Note the above listed rates are fee totals, which includes the Perpetual Care Fund contributions. In addition to the above findings, this price benchmarking study found that Normal Hill Cemetery is:

- On par with average rates for Infant Graves and above average for Infant Burials fees, and
- Below the average rate for mausolea nationwide (crypt prices vary significantly but they are usually no less than \$2,000 per crypt).

Additional details concerning regional cemetery pricing can be found in “**Appendix G – Cemetery Price Benchmarking Study**”.

A best practice for North American cemeteries is to increase fees annually, at minimum by the rate of inflation. American inflation has historically ranged between 0.2% and 4.1%¹⁵ over the past decade, usually averaging about 2% per year.

¹⁴ LEES+Associates pricing benchmark studies, 2010 to 2014.

¹⁵ American Inflation, <http://www.usinflationcalculator.com/inflation/current-inflation-rates/>



According to the Lewiston City Code Sec. 11-49. Cemetery fees states, “All cemetery fees for purchase of lots, crypts or niches, perpetual care, opening and closing of graves and other fees shall be established by the City Council by resolution which shall remain in full force and effect until amended or repealed by subsequent resolution.” Therefore City Council will need to update the City Code to allow for automatic, annual increases should it choose to follow this industry practice.

In addition to the challenges surrounding fee changes, the City website does not currently have a dedicated Cemetery webpage, where Normal Hill Cemetery fee’s schedule is easily findable by the public. The cemetery brochure and fee schedule is possible to find via a Google search and can be obtained indirectly from the City website as an archived PDF document, but not as a conveniently accessible document.

In addition to distribution of the fee schedule online and at the on-site office, funeral homes that work with the City have pricing sheets that they share with customers, however these have been noted to be incomplete and not well enough presented to effectively attract families to Normal Hill Cemetery.

RESIDENTS AND NON-RESIDENTS

The City has not historically tracked the residency of decedents or charged non-residents higher rates for either interments or pre-need lot sales at its cemeteries.

North American municipalities commonly define the period of residency required preceding the purchase of a burial as being **1 year**. A few communities extend this period to as high as 5 or 10 years. City of Lewiston and the State of Idaho does not currently define a period of residency in its Cemetery Code.

Non-residents commonly pay **15% to 25%** higher cemetery fees than residents at many municipal cemeteries. When deciding criteria for residency, it’s important to consider that while reclassifying customers as non-residents often increases revenue, there is also a small risk that it could also decrease sales, as non-residents may choose to be interred elsewhere.

5.3 KEY FINDINGS: PRODUCT AND SERVICES REVIEW

- **Normal Hill Cemetery offerings are limited in diversity** compared with other cemeteries in the United States;
- **In-ground Cremation Grave Rate** in Normal Hill Cemetery is **significantly lower** than at all other benchmarked cemeteries across the Region;
- **Adult Opening / Closing Rates + Cremated Remains Niches** for Normal Hill Cemetery is on par with the average of benchmarked cemeteries across the Region, but lower than the National average, and



- **All Other Fees** at the City cemetery are on par or higher than the average of benchmarked cemeteries across the Region and the National average.



Figure 20: Mountain View Cemetery, Community Vessels and Columbaria, Vancouver, B.C.
Source: LEES+Associates.

5.4 RECOMMENDATIONS – PRODUCT AND SERVICES

It is recommended that City of Lewiston:

- **Diversify cemetery product and services.** Add columbaria niches, scattering gardens, community and family vessels, and a variety of new memorial products (memorial walls, inscribed plaques, vases, wreathes, etc.) to the cemetery's offerings;
- **Define "resident"** in the Cemetery Code, as anyone who lived within City limits for a minimum of 1 year;
- Advise Wilbert of the intended rate increases as per the terms of their City contract, at least 60 days prior to end of the current fiscal year and prepare a Lease Amendment;
- Advise the community that cemetery rates will be increased - in part to facilitate development of the cemetery expansion lands and expand service offerings;
- **Increase prices annually, at minimum, by the rate of inflation,** and
- **Raise product and service prices** to align rates with the benchmarks and improve the City's cost coverage. Specific recommendations for price changes include:
 - o Add a non-resident rates for each cemetery lot. 25% on top of the resident rate;
 - o Increase resident cremation graves to \$650;
 - o Increase resident adult opening / closing rates to \$750;
 - o Increase all single niche resident rates to \$1,250, and
 - o Increase all double niche resident rates to \$2,000.
- Add a fee for the interment of ashes in a scattering garden of \$200 once these gardens have been added to Normal Hill Cemetery;



- In the long term, consider the development of a separate Green Burial site at the City of Lewiston Community Park, and
- Initiate discussions with potential community partners. Acknowledge future partnerships in marketing materials, on social media, and on the City website.



*Figure 21: Sunnyside Cemetery, Scattering Garden and Memorial Wall, Long Beach, California
Source: LEES+Associates.*

¹⁶ <http://www.cityoflewiston.org/index.aspx?NID=364>



7 MARKETING STRATEGY

Everything that is said and done to communicate Normal Hill Cemetery's offerings is considered marketing; from the cemetery's signage to the stories people tell their neighbors about buying their father's burial lot. Marketing is both formal and informal. The effectiveness of any marketing, however, is dependent upon the quality of service and sales process experienced by prospective and actual customers. This chapter reviews the City's current marketing presence, outlines industry benchmarks and presents recommended strategies and actions for improved performance.

7.1 CURRENT SITUATION

The City's Parks and Recreation department contracts a local marketing company to undertake specific tasks in support of its Recreation programs (for \$600/month). However, the City does not currently allocate funds specifically for the marketing, sales or promotion of Normal Hill Cemetery.

Although there is no marketing budget, the City does have some marketing presence in play: a series of cemetery webpages embedded within the City's website, a cemetery Facebook page and a print brochure with cemetery product and fee information that is available for pick-up in the building on site. The brochure is not uploaded to the cemetery web pages but is found if one does a Google search for "Normal Hill Cemetery and Fees". The cemetery does not organize nor host public events, but it does allow other organizations to do so as evidenced by the July 4 posting on the cemetery's Facebook page of an event at the site organized by the Lewiston Historical Society.

City staff identified 22 cemeteries in Idaho and Washington that are either direct competitors or cemeteries to learn from. Within the 22 cemeteries identified, 9 are owned by municipalities, 5 by district cemetery boards and 8 are privately owned. Of the municipal and district cemeteries, 7 are situated within a 2 hour drive of the City of Lewiston.

Of these competitors, the Evergreen Cemetery in Idaho Falls is the only other cemetery that has a page within another website (the City's) and a Facebook page. From the perspective of Vassar-Rawls Funeral Home pricing brochure, the City's main competitors are Vineland Cemetery, a district owned and operated cemetery, and Lewiston Clark Memorial Gardens, owned and operated privately by the Merchant Memorial Group.

The following table identifies how the City and its main competitors fare in relation to their websites. Please see **Appendix K** for further detail of the table below.

WEBSITE CRITERIA	Site Photos	Fees	Site Map + Info	Staff	Directions	Pre-Need Info	Contact Form	Other
<u>Normal Hill Cemetery</u> Municipal	2 historic	NO	NO	YES	NO	NO	NO	YES
<u>LC Memorial Gardens</u> Private	1 current	NO	NO	YES	NO	YES	YES	YES
<u>Evergreen Cemetery</u> Municipal	5 current	NO	NO	NO	NO	NO	NO	YES

Table 7: Competing Cemetery Websites Attributes & Features, Source: LEES+Associates.



7.2 CEMETERY MARKETING METHODOLOGIES

Historically, North American municipal cemeteries commonly invest **2% to 5%** of projected gross cemetery revenues into marketing, community engagement, and promotional initiatives.¹⁸

In 2013, LEES+Associates undertook a benchmarking survey of cemeteries that explored current marketing methodology for municipal cemeteries. The following figure summarizes the results from the marketing methodology section of this benchmarking survey:

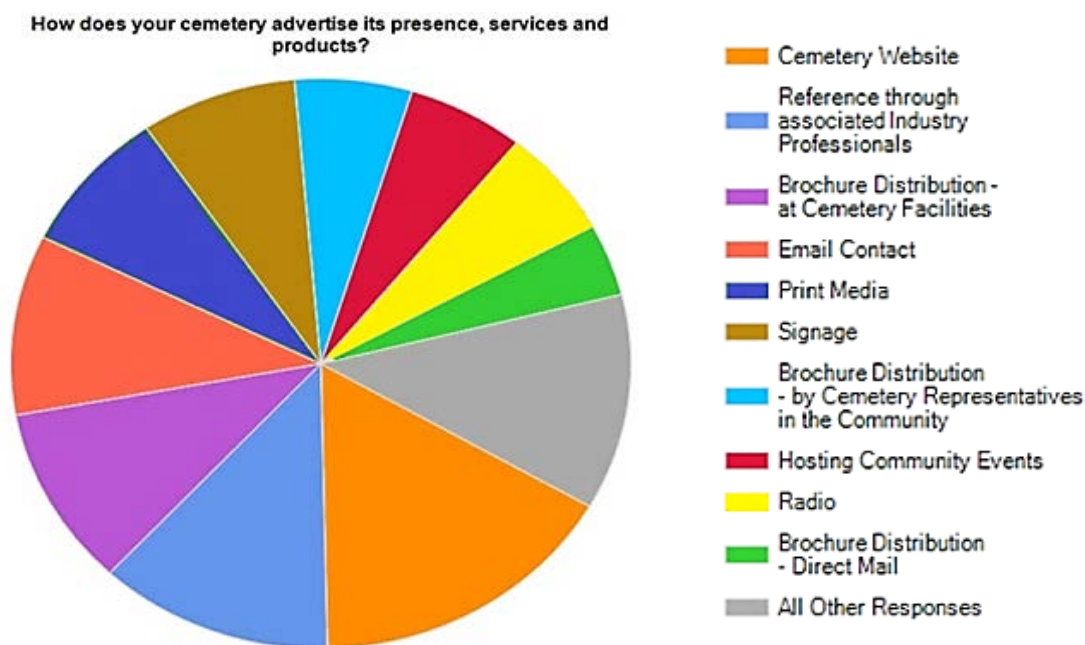


Figure 27: Marketing Methods used by Municipal Cemeteries by order of Frequency Used,
Source: LEES+Associates Benchmarking Survey 2013.

The most popular methods for municipalities in this survey were:

1. A cemetery-focused website;
2. References through associated bereavement sector professionals;
3. Brochure distribution at cemetery facilities;
4. Email contact, and
5. Print media.

No single marketing method significantly outweighed the others in preference. This supports the observation that municipalities usually rely on a variety of marketing methods to engage the community and advertise their presence, services and products.

“Appendix J: Cemetery Industry Marketing Methodologies Overview” provides the City with additional details concerning the most successful marketing methodologies in the North American cemetery industry and key website criteria mentioned previously.

¹⁸ American Cemetery, August 2014, Marketing Roundtable by Patti Martin Bartsche.



7.3 RECOMMENDATIONS: MARKETING STRATEGY

STRATEGY 1 - CRAWL, WALK, RUN

We recommended staff begin immediately with easy to achieve action items within the City's current allocated resources. The vision should be to build capacity and resource allocation over time such that the Cemetery's marketing program can run at full speed; meaning, implement a comprehensive marketing program that utilizes a mix of traditional print, radio, and digital marketing tools. To begin with we recommend working with the tools already in place, primarily the website.

Recommended Actions

1. Level 1 - City of Lewiston's Cemetery & Urban Forestry Webpage

- Add a link to a downloadable Cemetery Brochure and Fee Schedule, and
- Add a link to a description of Pre-Need Purchases and explain the offerings as in the brochure. Include a contact email and phone number for further inquiries.

2. Level 2 - City of Lewiston's Cemetery & Urban Forestry Webpage

- Create an engaging 'landing page' for the webpage and include:
 - o Explanations of what information can be found in each section and the important relationship between Urban Forestry and the Cemetery;
 - o An introductory paragraph providing an overview of the City's operations;
 - o Color photos of the site and a cemetery map;
 - o A description of the education philosophy in an "Education Programs" section; i.e. the cemetery is a park for in which citizens can walk, appreciate the diversity of tree specimens, learn about the community's history and landscape;
 - o An invitation to organizations to submit information about recent and upcoming events at the cemetery for posting on the website (e.g. the July 4 event organized by Lewiston Historical Society), and
 - o A call to action on the landing page, "Please call us to make inquiries about your needs today or for the future." Ensure the phone number is on this page.
- Rename the Quick Facts section to Cemetery Facts and Figures and place this at the top of the list of pages. Reformat so it is more paragraph style and includes a few words about the beauty of the site and the range of products offered;
- Create a separate staff and contacts page with a picture of each cemetery staff person and a few words about their role, and
- Ensure every Cemetery page has a contact number and email link.

3. Level 3 – City of Lewiston Social Media Intervention

- Revise the cemetery Facebook page settings to control content;
 - o Prior to May 2015, postings on the Facebook page were all from the Lewiston Idaho Paranormal Society. These settings allow anyone to upload content which does not allow the City to control public's perception of the cemetery, and
- Encourage the Cemetery Manager, Parks and Recreation staff and select community partners to monitor and post cemetery news, photographs and updates



on the Facebook page. They should be encouraged to reach out to stakeholders in the cemetery market, encouraging them to follow and “Like” the cemetery’s page.

The City should anticipate on spending at least 50% of the proposed 2016 marketing budget, approximately **\$5,000** on Cemetery Website Development for this marketing strategy.

STRATEGY 2 INCORPORATE CITY’S BRANDING + INTEGRATE COMMUNICATIONS

The City of Lewiston’s website communicates via images, words, activities, a handful of key messages about who the City sees itself to be, what it values and what people can expect from it; all of which work together to form its brand identify. This includes an:

- Emblem: *City of Lewiston: Explore Idaho’s First Capital;*
- Tag Line: *Idaho’s Only Seaport;*
- Parks & Recreation Landing Page: *Creating Community thorough Programs, Parks and Facilities,* and
- Awards: *Lewiston Receives its 20th Tree City USA Award.*

Additional messaging from key institutions referenced on the City’s website include:

- Lewiston Library Webpage Key Words: *Explore. Discover. Grow;*
- Lewis-Clark State College’s “About webpage”:
Lewiston, Idaho, where two rivers (Clearwater and Snake), two cities (Lewiston and Clarkston), and two states (Idaho and Washington) come together, and
Nez Perce County Historical Society, Inc.: Discover the History of Nez Perce County.

Recommended Actions

Work with the local marketing firm contracted to support the Recreation Department to:

4. Create a Tag Line for the Cemetery

- Suggested concepts: intersection, gateway, confluence, interdisciplinary, explore;
- Tag lines to consider include: Normal Hill Cemetery:

<i>Gateway to Memory</i>	<i>Gateway to our Community</i>	<i>Gateway to Discovery</i>
<i>Gateway to History</i>	<i>Gateway to Exploration</i>	<i>Gateway to Serenity</i>

5. Redesign the Cemetery Brochure

- Use the same visual branding as the City’s website, i.e. font used, nature imagery, coloring;
- Include new tagline, communications and articulation of cemetery as an asset, and
- Include integration with Urban Forestry messaging.

6. Consolidate Communication Resources

- Determine if City Parks & Recreation (P&R) Facebook Page managers could take on the task of managing content for the Cemetery Facebook Page;
- Initiate discussion with City staff to create synergies and mutual benefit through programming, policies and communications within the parks, heritage and genealogical resources such as: Lewiston City Library which has a Genealogy Collection offers a list of resources to library users; Lewiston Historic Preservation Commission; Parks & Recreation Department, specifically Normal Hill Cemetery and Urban Forestry.



STRATEGY 3 LEVERAGE YOUR STRENGTHS

Normal Hill Cemetery is a lovely, well maintained final resting place that, as reviewed in previous sections, offers people from Idaho and Washington attractive cemetery products to choose from. However, in addition to the actual cemetery products, the cemetery needs to understand, articulate and elevate the many other benefits it offers to individuals, community organizations and the City as a whole.

The City itself does not need to host events nor create programming at this 'walk' stage, it just needs to invite others to use the cemetery's assets in order to fulfill their respective objectives.

The cemetery offers a setting for:

- Passive recreation like walking, bird watching, picnicking, observing and enjoying nature;
- Historical and genealogical exploration including access to cemetery records but also as a setting for events;
- Educational programming including elementary, high school, college and adult education;
- Cultural and religious celebrations, and
- Bereavement activities throughout the year organize by hospices or funeral homes.

Recommended Actions

Strategy 3 methods should be pursued after previous strategies and recommendations are implemented. Once the City's branding has been incorporated in the cemetery, the website revised and the brochure redesigned, the City is then ready to reach out to the community at large and invite them to consider how they can make better use of the cemetery.

7. Invite Further Engagement from Local Funeral Homes

- Add a sub-page titled local funeral homes or funeral providers: provide names, phone numbers and links to as many as possible;
- Write and distribute letter and new brochures to all the funeral providers within a 2 hour radius; emphasize the diversity of product offering, future directions as approved by Council from the Master Plan recommendations; pre-need protection plan, natural and historical significance of the cemetery;
- Invite all local funeral providers responsible for the majority of the Normal Hill cemetery sales to make cemetery brochures available to their customers;
- Request that funeral homes revise comparative cemetery pricing charts to include full range of cemetery products offered at Normal Hill, and
- Revise landing page call to action to read "Please call us or your local funeral home to inquire about your needs today or for the future." Ensure phone number is on this page and funeral home sub-page is in place.

8. Invite Local Organizations to use the Site for their Activities and Programming

- Distribute a letter and new brochure to school and community organizations providing updates and inviting them to use the cemetery as a site for their events. The cemetery does not currently have the capacity to create programming nor to organize or publicize others people's events. It can, however, support others to do these things.

Organizations to approach include:

- o Parties interested in the botanical and natural assets of the cemetery;



- o Bereavement sector organizations including hospices, counselling and wellness services;
- o Religious groups present in the City;
- o Group interested in Community history: Lewis Clark State College, Nez Perce County Historical Society & Museum, Historical Association of Lewiston and Museum, Lewiston Genealogical Association, Twin Rivers Genealogical Society and Idaho Genealogical Society and
- o Outreach efforts to the Masonic community of the Lewiston-Clark area are also recommended.

After the City has assigned and trained additional staff to support the cemetery team, then the City is encouraged to develop its own regular cemetery program schedule, using some of the event suggestions mentioned in **“Appendix J: Cemetery Industry Marketing Methodologies Overview.”**



Figure 28: Twin Rivers Genealogy Society Walking with Ancestors Tour at Normal Hill Cemetery, Source: <http://inland360.com/kids/2012/06/exhuming-settlers%E2%80%99-stories-genealogy-society-plays-host-to-its-second-walking-with-ancestors-at-lewiston-cemetery/>

9. Invite Engagement from Regional Funeral Homes: Cast a Wider Net

- Cemetery sales is currently dependent upon the efforts of staff at a few local funeral homes. Potential future changes at these funeral homes (i.e. staff, goodwill, or ownership) is a risk that the City should consider how to mitigate.

It would be advisable for the City to establish a relationship multiple regional funeral homes (within 1 hours driving distance) to inform them of new initiatives underway at Normal Hill, encourage referrals and invite them to utilize the site for their own programming (i.e. funeral homes often invite recently bereaved families to “Remember and Honor a Life” at Christmas time for example.)



MARKETING STRATEGY CONCLUSION

The recommended strategies and actions presented in this chapter will not require a large financial investment from the City and can be acted upon quickly and with short-term benefits anticipated. Initial costs will predominantly come from website development and cemetery brochure redesign, printing and distribution. All other marketing initiatives primarily require the investment and dedication of time by City staff and community volunteers.

Additional benefits from advanced marketing strategies, could also be realized through hiring a dedicated City sales and marketing representative, a more assertive pre-need sales plan, and longer term marketing plan drafted with the guidance of a professional marketing specialist.

These proposed introductory initiatives will provide a starting point for the process of community engagement and create positive associations with the City cemetery site through a variety of media. As a result, Normal Hill Cemetery will emerge at the forefront of people's minds when thoughts turn to decision making for a final resting place. It is important for these initiatives to take place in conjunction with other recommendations with respect to enhanced customer service, increased offerings, records management software and mapping implementation.



Figure 29: Historical Monument and Interpretive Signage at Normal Hill Cemetery,
Source: LEES+Associates.



APPENDIX F – CITY OF LEWISTON STAKEHOLDER CONSULTATION SUMMARY

Attended: Erik Lees, (LEES + Associates – L+A)

Subject: Primary themes arising from stakeholder consultations July 6, 2015
LEES+Associates Observations + Notes.

SITE MAINTENANCE + OPERATIONS

- On the whole, site maintenance was considered above average;
- The “Red Shirts” do a good job and are very affordable;
- As the trees and shrubs that have been planted reach maturity or over maturity, they become problematic for maintenance staff;
- Over grown shrubs, often planted by families years ago are both a maintenance problem and have become unsightly;
- Turf maintenance is done almost entirely by the Red Shirts, using custom built 12" cutters;
- Arboricultural tasks are directed by the Arborist. These tasks are executed by him and a combination of the Red Shirts and City staff;
- Soils are iron poor and alkaline which means maintenance can be a challenge for managers;
- Over 70 species exist on the site. There is an opportunity exists to partner with Lewis Clark College;
- Shrub and tree maintenance standards are required;
- A headstone maintenance and restoration strategy is required;
- Record keeping is accurate, but needs to be integrated with a proper cemetery software system to avoid mistakes and facilitate multiple people being able to do the job that at present is only being done by one person;
- Irrigation system is good and the wells have capacity, but rain sensors and some upgrading needed;
- Water available to fill flower vases would enhance ability to ban artificial flowers, and
- There is only one full time position at the cemetery, which poses a problem when he is away on holidays or otherwise away from the site.

OPENING AND CLOSING

- Opening and Closing (O/C) is contracted out to Wilbert out of Spokane, Washington;
- Wilbert's O/C service is at or below average compared to that witnessed by staff and funeral directors at other cemeteries (torn and dirty greens, lowering devices that are not reliable, unprofessional appearance of Wilbert staff; and older mechanical equipment);
- Stakeholders could not recall when the last time the contract for O/C services was tendered.



CODE ISSUES

- A sufficient number of code issues arose, including:
 - o Ad hoc planting of shrubs;
 - o Artificial (usually silk) flowers create an unkempt appearance.

The issue is that adornment needs to be addressed in the code and enforced.

- Sufficient notice time needs to be specified in the Code so that grave confirmation, opening and closing can occur within a time frame that is reasonable;
- The Fee Schedule needs to be updated to include disinterment and other fees;
- Consider allowing dogs on leash;
- Headstone size, height, location and placement fee is not presently referenced in the Code.

CUSTOMER SERVICE ISSUES

- It has been many years since there was a private family room available for families to make their arrangements;
- There was mixed feelings whether a private family room was needed given the advent of the internet and the role of the funeral homes in making the arrangements with the families;
- Only 5 - 10% of families actually come to the office;
- The present office is bursting at the seams with staff, equipment and nominal space for the Red Shirts for a space to store their clothes;
- The building is a "mash-up" of spaces that has been re-purposed many times. HVAC is poor;
- The combination of fuelling equipment and "outside" language is not conducive to customer service;
- The building is not client-friendly and lacks public washrooms;
- At the present time, funeral directors are the first and main contact with the families as they make their disposition choice - and if it is burial, where at the cemetery the burial will occur;
- Communication with the City is required to confirm the availability and location of the grave;
- Consistent office hours are needed according to the funeral home directors;
- This can sometimes take longer and be more cumbersome than necessary;
- At the present time there is not a ceremonial space or place at Normal Hill;
- A number of stakeholders believe that a ceremonial space not only enhances the experience for families and their friends but is what will be expected in the future;
- Columbaria around the historic mausoleum was suggested;
- The existing columbaria area does not have an adequate assembly area on the south side and in fact the drop off down the sloped bank could be slippery;
- The idea of including a pet cemetery was identified;
- A scattering garden is warranted;
- Consideration of a veteran's area;
- The idea of utilizing digital mechanisms (such as iCemetery and GIS linked records management) combined with or instead of digital kiosks was discussed. This could also alleviate some of the communication and timing concerns identified by staff and funeral directors, and
- The infant area in the NW corner is not well expressed.



FUTURE CAPACITY/EXPANSION

- Running out of space in the infant area
- An increased number of cremated remains interment options are required;
- Few graves available at Normal Hill and there are hardly any are doubles or greater.
- Remaining inventory includes:
 - o 275 Full sized graves (this is an estimated figure. Div. C has 61, Div. 5 has 184 with around 30 more in the rest of the cemetery)
 - o 76 Cremation graves
 - o 81 Infant Graves
 - o 6 Crypts
 - o 65 Niches (7 of which are inside mausoleum).



APPENDIX G – CEMETERY PRODUCTS AND SERVICES DESCRIPTIONS

Columbaria niches are similar to the mausolea niches currently at Normal Hill, except they are more space efficient – housed within smaller stand-alone structures than mausolea. Columbaria niches are increasing in demand across North America and are very profitable. Columbaria installations at Normal Hill should be a prioritized as a key element in future development. With cremation on the rise and their popularity at cemeteries, niches are a key source of sales growth and provide effective conservation of limited land capacity. Columbaria construction costs vary widely depending on size, design details and the amenities placed within the adjacent landscape.

Scattering gardens are areas in a cemetery that provide an attractive natural or ornamental setting, dedicated to the scattering of cremated remains. Scattering gardens often include memorial walls. With increasingly mobile families and people choosing not to inter the cremated remains of their loved ones in a cemetery environment, there is a large market for the sale of plaques that will enable people to memorialize family members whose remains are interred or scattered elsewhere. Developing scattering gardens at Normal Hill Cemetery offers another opportunity to improve the cemetery's means of meeting the rising demand for the interment of cremated remains.

Community and family vessels are large, secure containers designed to hold several smaller urns that contain the remains of members of one family, neighborhood or community group. These vessels are a new interment option in North America, therefore the introduction of a new product into the community will require target marketing time and investment to increase the awareness of this new option. Best practices advise that vessels inventory be invested in phases, as driven by demand – with small numbers of inventory on hand to show customers. These vessels can be strategically located at attractive positions adjacent to scattering gardens, columbaria and paths.

Green burial is emerging as a type of full body interment that is attracting increasing interest across North America. Also known as “natural burial,” “country burial” or “woodland burial,” this type of interment is still relatively uncommon.

Green burial is defined as traditional earth burial with:

- No embalming;
- Burial directly in the ground;
- No use of grave liners or vaults;
- A fully biodegradable burial container (casket or shroud);
- Interment sites planted with only indigenous groundcover, and
- No individual grave markers.

Green burial has three core tenets:

- Social;
- Economic, and
- Environmental Sustainability.

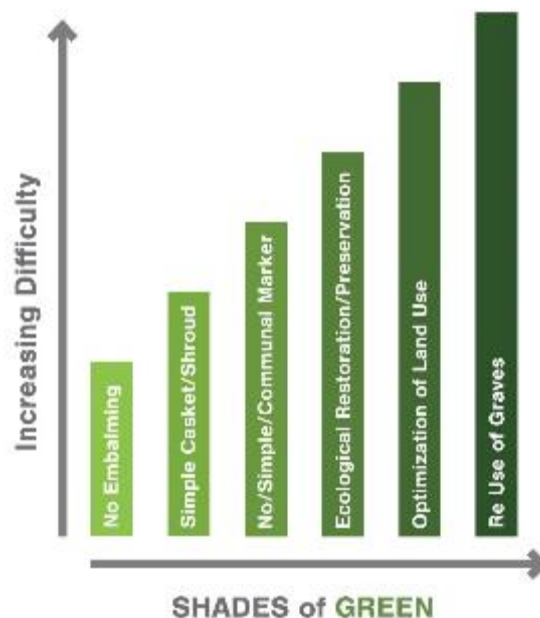


Figure 57: Shades of Green in
Green Burial Practices,
Source: LEES+Associates.



Societal trends exhibit a preference for environmentally sustainable choices, opening up green burial as an attractive service option and new revenue stream. Green burial can generate equivalent or larger margins than other interments due to the intrinsic ethical value families place on this service.

Green burial cemeteries can be either meadows or a wooded area with minimal maintenance, and no memorials marking the grave. This concept could also take place in a separate area of developed cemeteries.

Green burial allows for slightly shallower excavations (1.2m/ 4' depth) compared with the 1.8m/6' depth of conventional burials. Excavated soils do not need to be removed, nor does the grave need to be replanted with turf grass. Families typically pay for the re-vegetation of graves with native plant materials, which gradually restores the area to a more natural condition.

With the involvement of environmentalists, scientists, lawyers, and representatives from the funeral service industry, the US Green Burial Council has set forth the World's first standards for burial grounds, funeral homes and burial products. The Council maintains all relevant documentation (i.e. conservation easements, deed restrictions, general price lists, material safety data sheets, engineering reports) to demonstrate proof of compliance with green burial standards.

Green burial has its roots in a desire felt by some to reconnect with the key events of life, including death, and to restore the personal meaning to the traditions that surround these events. Many who would otherwise choose cremation are attracted to green burial, especially as it better meets their environmental values by imposing a much smaller "environmental footprint."

Choosing green burial is for many an expression of their personal values. Since the people choosing green burial would typically not choose to be interred in a conventional cemetery, offering green burial could be a means of tapping into a market segment that is currently unavailable.

Most people have heard of green burial and are curious to learn more about it. The largest green burial area in a public cemetery in North America is the "Woodlands" at Royal Oak Burial Park near Victoria, BC. This site opened in late 2008 and since then has sold over 70 at-need and 100 preneed lots. Offering green burial is advantageous in terms of its **marketing value**. Print, TV and radio media are very attuned to stories about green burial. Stephen Olson, the Executive Director of Royal Oak attests to the promotional value of green burial to his cemetery.¹⁹

Green burial should be just as valued – and valuable – as traditional burial grounds and for that reason should be priced commensurate with other full depth burial sites. Over the long term, maintenance becomes less as a green burial area is expected to return to nature, if not take on a naturalistic, less manicured appearance.

Due to the small number of cemetery sites currently offering green burial, any new dedicated green burial cemetery will have a distinct advantage to capture significant market share from families interested in the service.

¹⁹ CTV News, 'More people opting for 'The Green Goodbye', February 20, 2013
(<http://bc.ctvnews.ca/more-people-opting-for-the-green-goodbye-1.1158345>)



APPENDIX J: PERPETUAL CARE OVERVIEW

An important factor in the future viability of a cemetery is the adequacy of its Perpetual Care Fund (PCF). Most North American cemeteries contribute to a PCF by setting aside a portion of lot fees and/or other cemetery revenue. It is expected that the principal will generate interest which will then be used to provide funding for perpetual maintenance for the cemeteries. The terms of the cemetery PCF are outlined and established by State of Idaho Code and is more than 60 years old.

Statutes - Idaho Legislature:

***"Endowed or Perpetual Care.** The terms "endowed care" or "perpetual care" mean the maintenance and care of all places where interments have been made, of the trees, shrubs, roads, streets and other improvements contained within and/or forming a part of the cemetery. The term shall not include the maintenance or repair of monuments, tombs, copings or other man-made ornaments as associated with individual burial spaces."*

Cemeteries are expected to become inactive in the future and subsequently become dependent on a PCF for the care and maintenance of the property. PCF investment income is used to maintain, secure and preserve the cemetery, including its grounds, buildings, structures and infrastructure, and the equipment used to maintain, secure and preserve the cemetery. This maintenance obligation begins at the time a cemetery is established, extends through the period during which they are active and generating revenue, and continues long after they are full and no longer generating sales.

The level of care at North American cemeteries varies widely. While a cemetery is active, it is in the interests of its owner to maintain it so the site will attract families seeking a pleasant, respectful and safe environment for the interment of their loved ones. Once it is no longer active, there is less incentive for an owner to invest in site care and maintenance.

A PCF grows through annual contributions, market value gains and interest retained within the fund. Annual contributions are often (but not always) legislated. If a PCF is not adequately funded, a tax subsidy will be required to maintain a cemetery after it is full and after operating revenues cease. It is important to recognize that long term changes in community demographics, interment choices (cremation or burial) and memorialization practices will have an impact on the level of revenues received. As demand increases, so do projected sales.

State of Idaho Cemetery Code:

"There is hereby created a fund to be known as the perpetual care fund. Such fund shall be so invested by the city treasurer at the discretion of the council as to produce its maximum income commensurate with safety. The income from such fund shall be used to care for and maintain the cemetery; provided, however, that the council may retain income from the sale of stocks, bonds, and other investment securities, to the extent of five thousand dollars (\$5,000) annually, to offset capital losses, if any, from the sale of investment securities. The principal of such fund shall not be used for any purpose other than providing an income for the purposes specified herein. (Ord. No. 3076, § 1, 4-10-72)"



APPENDIX K: CEMETERY INDUSTRY MARKETING METHODOLOGIES OVERVIEW

ONLINE + OFFLINE MEDIA OPTIONS

Websites are the foundation for marketing presence in a strongly competitive cemetery market. Whether potential customers perform a Google search or if one is trying to extend their other marketing initiatives such as print advertising or radio advertising, an engaging informative website is the hub for today's customer acquisition (and retention) strategies.

The strongest cemetery websites include, photos, prices, pre-need information, a site map, staff contact information, and a link to **Google AdWords**.

There is significant opportunity for Normal Hill Cemetery to enhance its web presence. A detailed explanation of each website criterion employed in **Table 7**, found in **Chapter 7**, is summarized below:

Photos: Professional photos are one of the best ways to convey the "feeling" of a cemetery. It is hard to describe a cemetery in words alone and with the increased popularity of mobile devices, photo sharing has become even more popular. There is a growing expectation that customers will see high quality photos online. The City's web site currently only offers two small historic images; there are no current images of cemetery landscape, including the site's magnificent trees, nor any people, funeral processions or other images that would convey the quality of the cemetery.

Fees: As families undertake cemetery research, the number one piece of information they are looking for is price. It is not that they will necessarily be looking for the cheapest option, but pricing will factor into the decision-making process. When cemeteries don't publish their prices, the consumer may think that there is something being hidden. The Normal Hill Cemetery brochure which includes pricing details is not accessible via the cemetery pages within the City's website.

Pre-need Info: In a small geographic market with numerous cemeteries, like Lewiston, promoting the benefits of preplanning is a point of differentiation. It is a necessity to have pre-need information on the City's cemetery website.

Site information: Genealogical, site availability and funeral location information requests consume valuable staff time and can lead to customer frustration if they are not readily available. Currently, this information is not available online. Having an interactive, mobile and PDF version of cemetery maps will not only increase the experience of the visitor to the cemetery but also reduce the demand on staff to provide this information when requested. This creates increased efficiency that can be applied toward other marketing and service improvements.

Staff: During periods of grief and bereavement, making families comfortable is imperative. An easy way to work towards this is to provide a listing of cemetery staff, preferably with a photograph. The cemetery web page does list key staff contacts. The City should look to providing links to the websites of Lewiston area funeral homes if funeral home staff will continue to be the most intimate point of contact with customers.

Contact Form: Once visitors arrive at the website, that website should provide as many ways of communicating with the City as possible. Along with phone numbers (hyperlinked so that mobile users can just click to call) and email addresses, a contact form can be created to facilitate further information and consequently segment inquiries to the various departments for priority response.



For example, maintenance and product requests could be automatically forwarded to the appropriate contacts.

Cemeteries often advertise in **newspapers** despite their shrinking size and declining popularity, because paper readership remains among the 50-plus market readership. Rates are often very favorable these days because of the decline of the medium.

In going this route, it is important to consider staying away from obituary pages, which is where many cemeteries and funeral homes default. Instead, going for lifestyle pages or sections that feature the main body of the news will help the GOP to differentiate itself. Talk or news **radio**, 'oldie' radio stations and cable **television** are also forms of media popular among Baby Boomers.

Another way to generate interest is to participate in **social media**. Facebook, Twitter, LinkedIn, Google+ and YouTube pages are good places to especially engage younger audiences.

CEMETERIES AS CULTURAL RESOURCES / CEMETERY PROGRAMMING

Finally a very effective strategy is to look for **event opportunities** to host at the cemetery. LEES+Associates are proponents of developing a strong, creative program for cemeteries, including accommodating public art, community celebrations and events on site. For example, Vancouver's annual "Night for All Souls"²¹ is hosted at Mountain View Cemetery, and the cemetery has many regular contributors and volunteers over the last 6 years.

Aside from Halloween (a well-known day associated with cemeteries), there are other opportunities to work with school children to decorate graves in the week leading up to **holidays** such as Memorial Day, Father's and Mother's Day, as regular events. Other possible opportunities for community engagement includes hosting **photography contests** and community **art exhibitions**.

Over the past few years, there has been a movement within North American cemeteries to expand their role from providing only interment services, to hosting and providing a venue for non-interment related events. This reflects a new trend to diversifying cemetery programming ("programming" refers to everything that is expected to - i.e. should and could - occur at a cemetery site.)

The impetus for this trend seems to be a growing desire to restore links between cemeteries and the communities they were established to serve. Cemeteries are achieving this objective by finding ways to increase the public's perception of cemeteries as relevant and attractive places.

They are seeking to broaden public expectations of what a cemetery is and does, and to establish a place for cemeteries in the system of public open spaces and cultural landscapes.

Enhancing public awareness and understanding of the roles that cemeteries can play in the day-to-day life of a community can build support for broader public uses. This can include less traditional uses, such as providing space for recreational uses and cultural events. This in turn can enhance the perceived value of cemeteries in the public parks and open space system.

²¹ *All Souls Night at Mountain View Cemetery*

<http://vancouver.ca/news-calendar/all-souls-at-mountain-view-cemetery.aspx>



Such projects could range from offering local history tours, to cleaning or repatriating headstones, to preparing interpretive brochures and signage about the cemetery. Projects such as this, intended to “tell the story” of those buried in Normal Hill Cemetery deserve consideration and support. Such projects requires input from the City to ensure that initiatives in the community are coordinated to meet appropriate standards and convey a desirable standard of design and execution.



*Figure 60: Mountain View Cemetery on “All Souls Night”, Vancouver, B.C.
Source: City of Vancouver website*



AGENDA

DEVELOPMENT REVIEW COMMITTEE

BELL BUILDING JANUARY 31, 2024

8:30 A.M. – WEDNESDAY

8:30 AM: PRT – **NO MEETING**

8:45 AM: Dick White, 208-743-6575, dwhite@lewiston.com. 2200 8th Ave Habitat for Humanity, New Store Location

9:30 AM: **NO MEETING**

PERMITS ISSUED (1/21/2024 TO 1/27/2024)

Applicant Name	Project Address	Permit#	Issue Date	Valuation	Type
CLEVER FOX ARCHITECTURE, PLLC	247 THAIN RD	BP24-000004	01/25/2024	\$ 4,200.00	Minor Commercial
CLARKSTON GLASS	1403 6TH AVE	BP24-000032	01/23/2024	\$ 575.00	Residential - Misc.
CLARKSTON GLASS	1418 16TH AVE	BP24-000030	01/23/2024	\$ 5,932.00	Residential - Misc.
SOLGEN POWER, LLC	912 VINEYARD DR	BP23-000398	01/22/2024	\$ 19,008.00	Solar Panels
CLARKSTON GLASS	1607 17TH AVE	BP24-000035	01/26/2024	\$ 7,770.00	Residential - Misc.
DYE HARD PAINTING & RENOVATING	641 24TH AVE	BP24-000013	01/23/2024	\$ 5,000.00	Residential Remodel
MILLERS PINECRAFT LLC	2211 Powers DR	BP24-000028	01/25/2024	\$ 340,035.24	Residential - SFD
CLARKSTON GLASS	1327 CEDAR AVE	BP24-000034	01/26/2024	\$ 6,700.00	Residential - Misc.
NORTHWEST RENEWABLES	2423 SEAPORT DR	BP24-000010	01/22/2024	\$ 35,000.00	Solar Panels
KEITH JACOBS	1828 IDAHO ST	BP24-000033	01/24/2024	\$ 2,700.00	Residential - Misc.
MATTHEW REITANO	1611 17TH AVE	BP24-000025	01/22/2024	\$ 10,000.00	Residential Remodel
NATHAN MILLER	416 PARK AVE	BP22-000333	01/24/2024	\$ 20,007.41	Residential Accessory Buildings (Small)
QUALITY DESIGN HOMES	1415 23rd AVE	BP24-000023	01/25/2024	\$ 253,350.96	Residential - Duplex & Townhouse
QUALITY DESIGN HOMES	1413 23rd AVE	BP24-000022	01/25/2024	\$ 253,350.96	Residential - Duplex & Townhouse
TITUS NATHAN & TITUS ANGELA	2023 GRELLE AVE	BP24-000029	01/23/2024	\$ 56,000.00	Residential Remodel

SUBMITTED FOR REVIEW (1/21/2024 TO 1/27/2024)

Type	ApplicationDate	Property Address	Description	Applicant Name	Permit#
Residential - Misc.	01/23/2024	1418 16TH AVE	Replace 10 windows like for like	CLARKSTON GLASS	BP24-000030
Residential Accessory Buildings (Large)	01/23/2024	823 GRELLE AVE	42x40 SF POLE BUILDING	RICKY AND GINA GAGE	BP24-000031
Residential - Misc.	01/23/2024	1403 6TH AVE	Replace (1) Window like for like	CLARKSTON GLASS	BP24-000032

Residential - Misc.	01/24/2024	1828 IDAHO ST	WINDOW AND EXTERIOR DOOR CHANGE OUT LIKE FOR LIKE 3 WINDOWS 3 DOORS	KEITH JACOBS	BP24-000033
Residential - Misc.	01/26/2024	1327 CEDAR AVE	Replace 8 windows like for like	CLARKSTON GLASS	BP24-000034
Residential - Misc.	01/26/2024	1607 17TH AVE	Replace 12 windows like for like	CLARKSTON GLASS	BP24-000035

DISTRIBUTION LIST:

City Mayor: Dan Johnson

Community Development: Shannon Grow, Joel Plaskon, Jeff Wolfe, Russ Harper, Shelby Anderson, Katie Hollingshead, Brandon Cunningham, Dawn Ortiz, Chelsey Rake, Brian Beasley, Kevin Moffett, Lorrie Tanguay

Public Works: Dustin Johnson, Jill Tolman, Iris Heidorn, Pat Severance, Ed George, Mark Weigand, Luke Antonich, Bryan Lacy, Jon Ruark, Greg Creviston, Kevin Evans, Morgan Schwartz, Bill Arnold

Fire Department: Chief Greg Rightmier, Julian Sorrell, Casey Strong, Jamie Mowery

Public Health: Sherise Bruce, Bonnie Waldemarson, Jennifer Mock



Developmental Review Committee

January 26, 2024

RE: 2200 8th Avenue, Habitat For Humanity

Habitat For Humanity is considering the purchase of the property at 2200 8th Avenue which will replace its leased facility located at 1633 G Street. Until recently the 8th Avenue property was the home of Clark Communications which was a (now closed) retail outlet selling satellite phones, two way radio systems and providing installation of stereo equipment in vehicles and watercraft. However, before Habitat enters into a purchase agreement, they have questions about what the City of Lewiston may require or restrict after their purchase. In order for you to see what the current Habitat operation looks like you may visit the store on G Street. If you would like a guided tour let us know and we will arrange it for you. Otherwise, the store hours are 9 AM – 5:30 PM Monday through Friday and 9 AM – 4 PM on Saturday. The store is closed on Sunday. If any of the DRC members would like to visit the 8th Avenue property that will need to be done by appointment through River Cities Real Estate. Questions Habitat would like to be addressed with the DRC include the following:

1. Is the property currently in compliance with City of Lewiston Code and will the proposed use be in compliance with the allowed use of the property?
2. Are there any infrastructure requirements outstanding? Would there be new ones as a result of the purchase of the property by Habitat?
3. The property has commercial zoning for most of the land. However, the eastern end lot is residentially zoned. Habitat would like to have the DRC address their options with regard to re-zoning the residential lot to commercial.
4. They are also contemplating the construction of Habitat homes on the residential lot and were wondering how many lots would be allowed on the currently residentially zoned property? Along those lines can they subdivide that land with an administrative plat and if so what would be the requirements in terms of curb, gutter and sidewalk, water and sewer service and drainage retention, etc?
5. Habitat would like to know if the street on the east end of the property is a City maintained street and would it serve as a public street for access purposes for the residential lots?
6. Parcel RPL1110006001A is currently zoned commercial. What options does Habitat have to divide this property? Is it possible to split the lot and have the west side maintain commercial zoning and the east side have residential zoning? For the new residential lot formed from this split Habitat will pose the same questions asked in question #4 above.
7. Any other information based on the responses to the questions above.

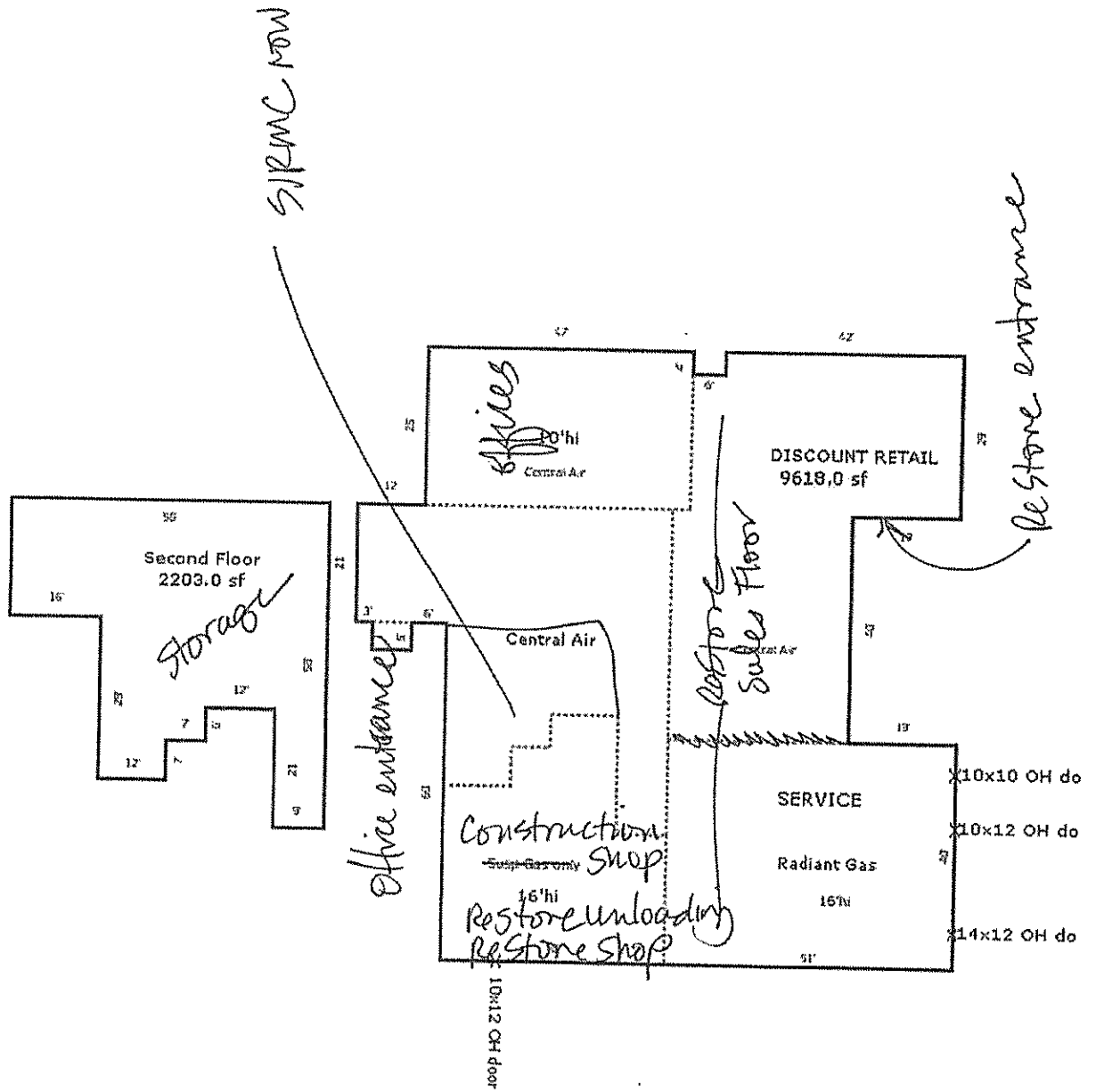
Regards,

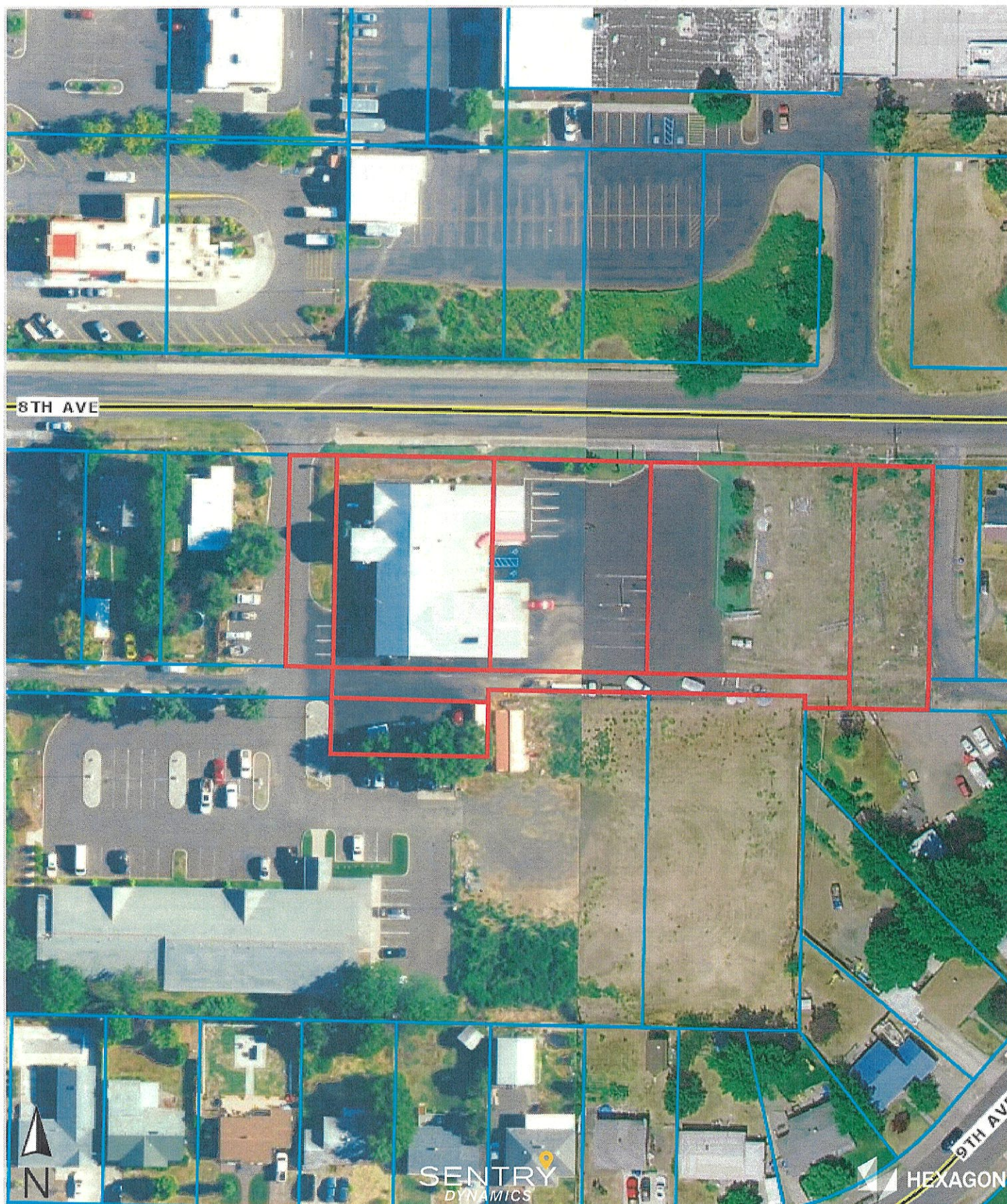
Dick White (208) 413-2230
Becka Picchena (208) 413-1238

LC Valley Habitat for Humanity ReStore Products List:

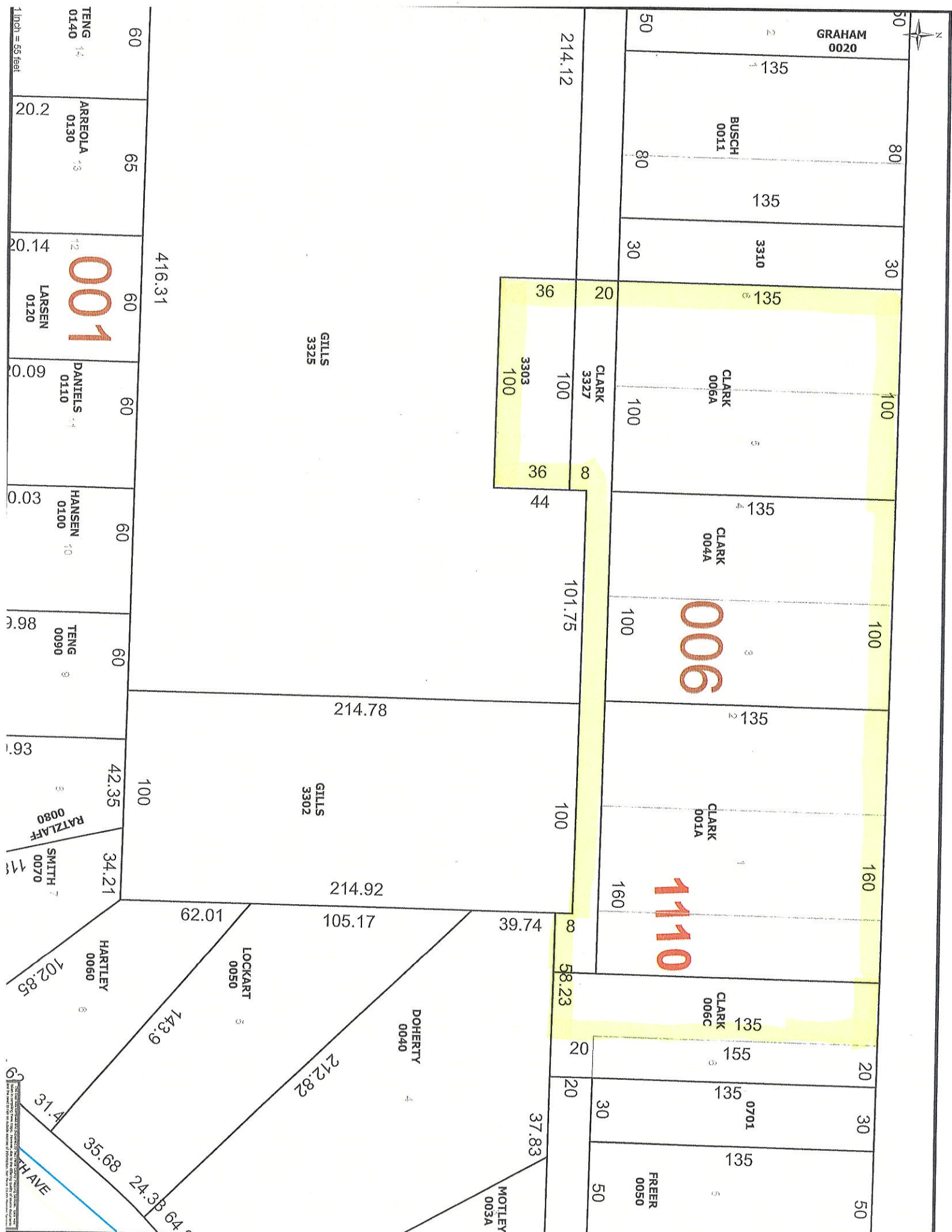
- Used electric appliances (e.g. stoves, refrigerators, dishwashers, washers and dryers, fans, etc.)
- Used electronics (e.g. TVs and computer screens)
- Used furniture (e.g. sofas, love seats, recliners, chairs, tables, etc.)
- Used building materials (e.g. doors, windows, toilets, sinks, etc.)
- Used light fixtures.
- Recycled paint (Manufacture: Green Sheen)
- Painting supplies

1/24/2024 Draft Floor Plan





This map/plat is being furnished as an aid in locating the herein described land in relation to adjoining streets, natural boundaries and other land, and is not a survey of the land depicted. Except to the extent a policy of title insurance is expressly modified by endorsement, if any, the company does not insure dimensions, distances, location of easements, acreage or other matters shown thereon.





AGENDA

DEVELOPMENT REVIEW COMMITTEE

BELL BUILDING FEBRUARY 07, 2024

8:30 A.M. – WEDNESDAY

8:45 AM: City of Lewiston-Corky Fazio, cfazio@cityoflewiston.org. 445 O'connor Rd – New Pole Building for Golf Cart Storage, 30'x100', possible shop on end & setting up electrical for future electric carts.

9:30 AM: Michelle Radamaker, 509-552-3463, mradamaker@cleverfoxarchitecture.com. Questions regarding access to utilities for commercial development. RPL15350010010, Old Spiral Highway.

10:15 AM: Ben Havens, benthavens@gmail.com. 2043 Grelle Ave, Remodel of the existing structure, new homes, lot line adjustments, farm base business, frontage improvements?

PERMITS ISSUED (1/28/2024 TO 2/3/2024)

Applicant Name	Project Address	Permit#	Issue Date	Valuation	Type
MY ARCHITECT LLC	1110 10TH ST	BP24-000024	01/30/2024	\$ 90,023.84	Residential Additions
MY ARCHITECT LLC	920 BRYDEN AVE UNIT B	BP23-000100	01/30/2024	\$ -	Residential - Duplex & Townhouse
LKV ARCHITECTS	3201 CECIL ANDRUS WAY	BP23-000456	01/30/2024	\$ 1,130,000.00	Major Commercial
MY ARCHITECT LLC	920 BRYDEN AVE UNIT A	BP22-000464	01/29/2024	\$ 589,111.55	Residential - Duplex & Townhouse
LKV ARCHITECTS	3201 CECIL ANDRUS WAY	BP23-000457	01/30/2024	\$ 215,000.00	Major Commercial
MY ARCHITECT LLC	920 BRYDEN AVE UNIT C	BP23-000101	01/30/2024	\$ -	Residential - Duplex & Townhouse
C.K. EXCAVATION LLC	3752 DUTHIE BLVD	BP24-000017	01/30/2024	\$ 25,000.00	Residential - Misc.
BUILT RIGHT CONTRACTING	1112 17TH AVE	BP23-000283	01/29/2024	\$ 11,000.00	Residential Additions
CASTLE BUILDERS OF IDAHO LLC	3732 SKYVIEW DR	BP24-000016	02/01/2024	\$ 293,723.48	Residential - SFD
RICKY AND GINA GAGE	823 GRELLE AVE	BP24-000031	02/02/2024	\$ 53,380.40	Residential Accessory Buildings (Large)

SUBMITTED FOR REVIEW (1/28/2024 TO 2/3/2024)

Type	ApplicationDate	Property Address	Description	Applicant Name	Permit#
Commercial - Misc.	01/29/2024	152 SOUTHPORT AVE	Install metal stud demising wall between office and work floor. Wall is not a code separation requirement, but rather being installed for thermal separation.	CASTELLAW KOM ARCHITECTS	BP24-000036

Minor Commercial	01/29/2024	621 21ST ST	REPLACE DRYWALL AND INSULATION ADTER WATER DAMANGE EVENT	KING SERVICES INC	BP24-000037
Residential Remodel	02/02/2024	610 18th AVE	MOVING WASHING MACHINE, AND ADDING BATHROOM BB# 671-257-014	Kasey Knigge	BP24-000038

DISTRIBUTION LIST:

City Mayor: Dan Johnson

Community Development: Shannon Grow, Joel Plaskon, Jeff Wolfe, Russ Harper, Shelby Anderson, Katie Hollingshead, Brandon Cunningham, Dawn Ortiz, Chelsey Rake, Brian Beasley, Kevin Moffett, Lorrie Tanguay

Public Works: Dustin Johnson, Jill Tolman, Iris Heidorn, Pat Severance, Ed George, Mark Weigand, Luke Antonich, Bryan Lacy, Jon Ruark, Greg Creviston, Kevin Evans, Morgan Schwartz, Bill Arnold

Fire Department: Chief Greg Rightmier, Julian Sorrell, Casey Strong, Jamie Mowery

Public Health: Sherise Bruce, Bonnie Waldemarson, Jennifer Mock



CURRENT



- * PROPOSED NEW 30 X 100 CART STORAGE
- PROPERTY LINE
- ? I DON'T KNOW WHAT IS REQUIRED DISTANCE BETWEEN EXISTING BUILDING & NEW?
- O NEW ELECTRICAL SERVICE RECENTLY INSTALLED



CLEVELAND CONSTRUCTION Quotation Package



QUOTATION FOR:

City Of Lewiston Attn: Corky Fazio
Bryden Canyon Golf Course
Lewiston, ID 83501
208-791-6433

CONTACT:

Brandon Cleveland
PO Box 1265
LEWISTON, ID 83501
208-743-3609

CONSTRUCTION:

Post Frame

DIMENSIONS:

30' X 100' X 10'

SPECIFICATIONS FOR 30' X 100' X 10' POST FRAME PACKAGE:

• MATERIAL PACKAGE

- Pre-Engineered Wood Trusses (4/12 Pitch, 12' O/C)
- 6 x 8 Treated Eave Posts (12.6' O/C)
- 6 x 8 Treated Gable Posts (10' O/C)
- 2 x 8 Treated Skirt Boards (1 Row)
- 2 x 6 Wall Girts (24" O/C)
- 2 x 8 Roof Purlins (24" O/C)
- 2 x 4 Double Top Girt Truss Carrier
- 2" 2 Inch Mbi Vapor Barrier Insulation Insulation on Roof
- Light Stone Classic Rib Steel Siding
- Ash Grey Classic Rib Steel Roof
- One Concrete Pad per Post Hole
- Concrete For Fill Around Posts

• DOORS & WINDOWS

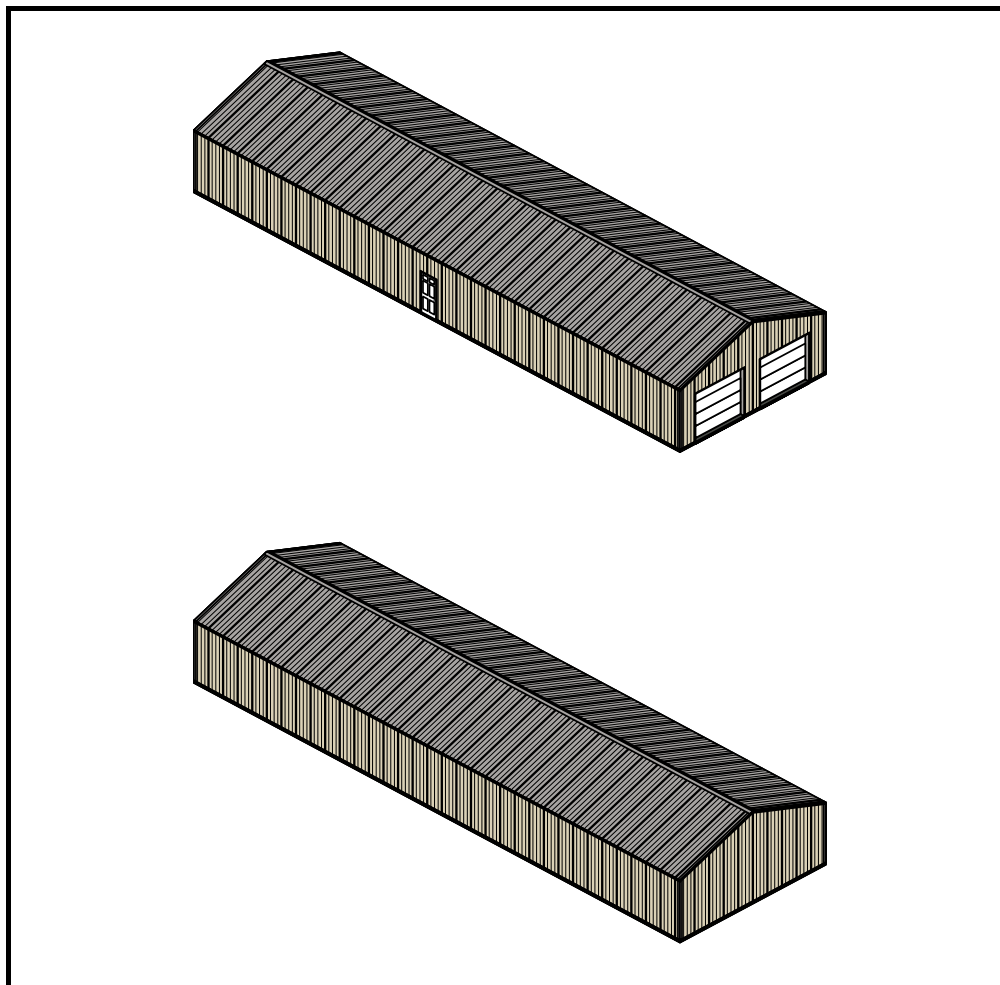
- Two Bobs Garage Doors 10X8 Coil Up Storage Unit Door Ns
- One 3' 6 Panel Entry Door

• 0" OVERHANG ON ALL SIDES

• FASTENERS

- 1 1/2 In. Metal To Wood Screws for Steel Wall, Roof Panels
- 3 1/2 In. Galv. Pole Barn Nails for Truss Carrier
- 16 Galv. Spirals for Skirt Board
- Galvanized Steel Framing Nails

• DETAILED BUILDING PLANS



Subtotal

Tax

GRAND TOTAL

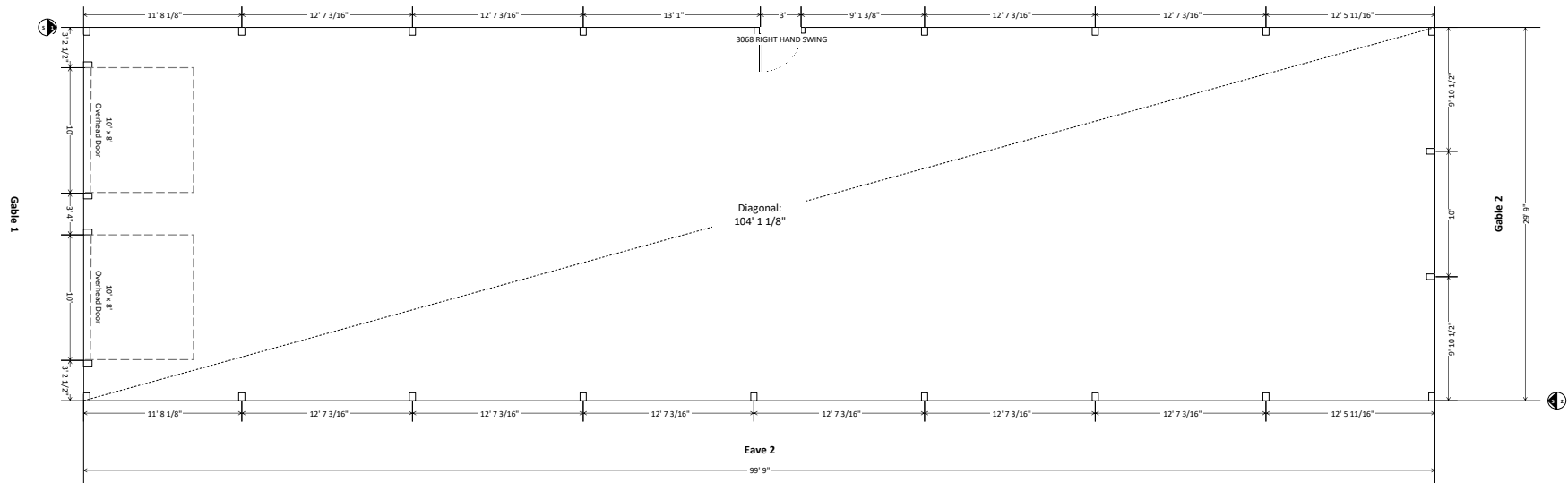
QUOTATION DATE: 1/25/2024

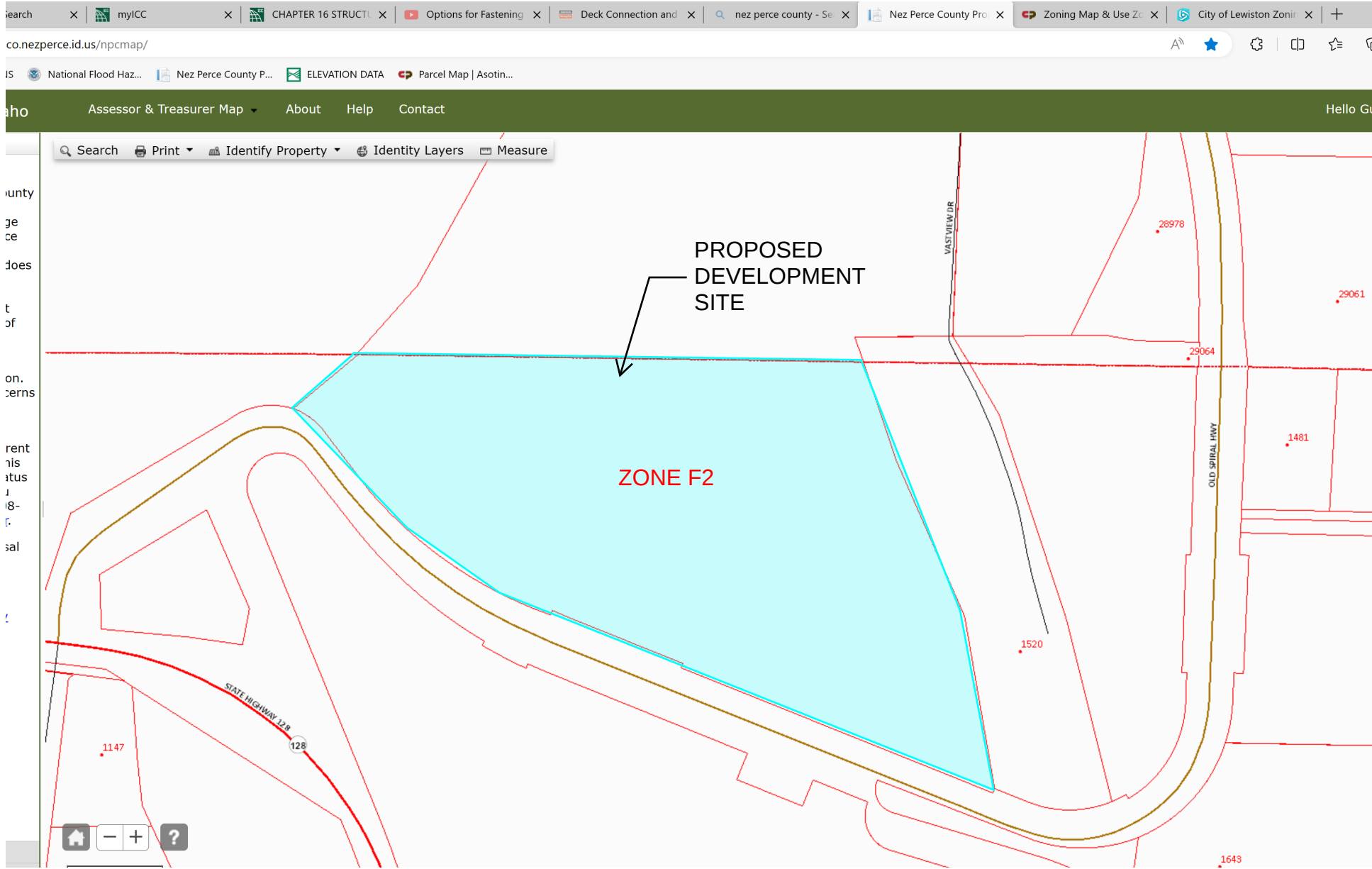
ESTIMATE NUMBER: 1462

Prices are good for 30 days, until 2/24/2024



POLE LAYOUT
Personal Use, 3000 sq. ft.
Eave 1







Lewiston

Dawn Ortiz <dortiz@cityoflewiston.org>

Re: 2043 Grelle Ave

1 message

Ben Havens <benthavens@gmail.com>

Mon, Feb 5, 2024 at 4:51 PM

To: Dawn Ortiz <dortiz@cityoflewiston.org>

Alright let's try this. Sorry for the last minute email before the end of the day!

Let me know if this doesn't meet what you are looking for in order to keep to this Wednesday's meeting. Really hoping to get this in front of everyone before next week.

Version 1:

1. Steps:
 1. Remodel home
 2. Subdivide into two parts:
 1. Existing Home: 0.5ac to 0.75ac
 1. Includes shop
 2. New Build:
 1. Only has 20ft of Grelle frontage (east side)
 3. Pull building permit
 4. Lot line adjustment?
 5. Rent existing home or sell lot
2. Questions:
 1. Can we do a lot line adjustment after taking more land (and Grelle frontage) on the east and west side of the lot with the existing home (see V1.2 image)?
 2. Are there any issues with having the existing lot on that size lot while remaining on septic (just had inspected, looking great, and will have pumped soon)?

Versions 2 and 3:

1. Steps:
 1. Remodel home
 2. Subdivide into multiple parts:
 1. Existing Home: 0.5ac to 0.75ac
 1. Includes shop
 2. Two to three additional lots: 0.75ac to 1.5ac
 1. Either individual 20ft wide lanes (see Version 3 attached) to each property OR a shared 40ft driveway to all lots EXCEPT existing home lot (see Version 2 attached)
 3. Selling/building on those lots
 4. Possible lot line adjustments which may or may not include changes in
2. Questions:
 1. Could we include one or multiple additional small lots that we later combine if not needed?
 1. Would the only limitation be the minimum lot width/depth/size?

General Questions:

1. Can we get an exemption for the new lots having to hookup to sewer since they are downhill and would require a pump?
 1. If a pump is required and the city requires us to connect, will the city cover the cost of a pump station?
2. Can we get an exemption for the new lots having to hookup to sewer if the house is >200ft from sewer line?
3. The existing home should not require being hooked up to sewer in any of these scenarios, correct?
4. What are the costs for later combining lots within the subdivision?
5. What would it take to make the existing shop a farm store?

Example drawings have been provided. Let me know if I can make them more clear and what info would be helpful.

Thanks for your patience!

Ben Havens
208-790-2775

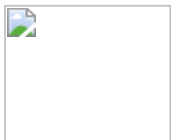
On Mon, Feb 5, 2024 at 4:08 PM Ben Havens <benthavens@gmail.com> wrote:

Okay I just got off for the day. Let me see what I can get to you in the next 30 min

On Mon, Feb 5, 2024, 3:36 PM Dawn Ortiz <dortiz@cityoflewiston.org> wrote:

I need to send out my agenda today, so I will need that as soon as possible. In regards to the plans I can always forward those tomorrow, but the sooner you get those to me the more time the team has to look at them and plan for comments. If next Wednesday works better for you I have openings then too.

Dawn Ortiz
Community Development Specialist
City of Lewiston



T 208.746.1318 Ext 7265

215 D Street
P.O. Box 617
Lewiston, ID 83501
www.cityoflewiston.org

On Mon, Feb 5, 2024 at 2:23 PM Ben Havens <benthavens@gmail.com> wrote:

Okay I'll try to recreate each plan in a similar fashion and will provide as many dimensions as possible for each of the entities who will be there to review it.

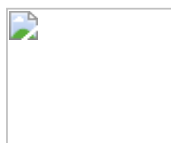
As for the descriptions for each plan, can I shoot to get that to you this evening after I've drawn them all up?

On Mon, Feb 5, 2024 at 10:26 AM Dawn Ortiz <dortiz@cityoflewiston.org> wrote:

I can use this Ben.

Can you also provide a small description of what you are planning for? I can assume that it is to construct a new SFD, use the existing home as a rental, and turn the existing shop into a farm store, but can you confirm?

Dawn Ortiz
Community Development Specialist
City of Lewiston



T 208.746.1318 Ext 7265

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www.cityoflewiston.org

On Mon, Feb 5, 2024 at 10:21 AM Ben Havens <benthavens@gmail.com> wrote:

Good morning Dawn,

So I can't seem to find a good software to try to put these plans together very neatly. I tried a couple of new approaches over the last couple of days, but the best I've been able to make has still been my first attempt with a basic picture editor (see attached).

Is there a better way you'd suggest for me to get you all the info you'll need to properly assess each plan?

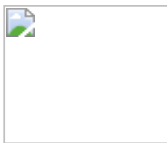
Happy to try out new (preferably free) software as well if you think it'll help! And I can definitely have the plans ready before Wednesday.

Thank you,
Ben

On Mon, Feb 5, 2024, 8:13 AM Dawn Ortiz <dortiz@cityoflewiston.org> wrote:

Good morning. My Wednesday DRC is completely full currently, but I will check with everyone to see if they would be okay in adding a third meeting. Were you able to get plans sketched out this weekend?

Dawn Ortiz
Community Development Specialist
City of Lewiston



T 208.746.1318 Ext 7265

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www.cityoflewiston.org

On Mon, Feb 5, 2024 at 8:03 AM Pat Severance <pseverance@cityoflewiston.org> wrote:

Dawn, can you schedule a Development Review Meeting with Ben please? He is cc'd. Let me know if there is something I can do to assist. Thanks

Pat

On Fri, Feb 2, 2024 at 2:19 PM Ben Havens <benthavens@gmail.com> wrote:

Sorry for the delay in responding. Thank you for providing that Pat.

On Wednesday this week, we went under contract on this property and would love to get 2-3 potential plans for the property reviewed/approved in a pre-planning meeting to make sure we are confident in finalizing the purchase.

Would it be at all possible to set up a pre-planning meeting for next week at everyone's earliest convenience?

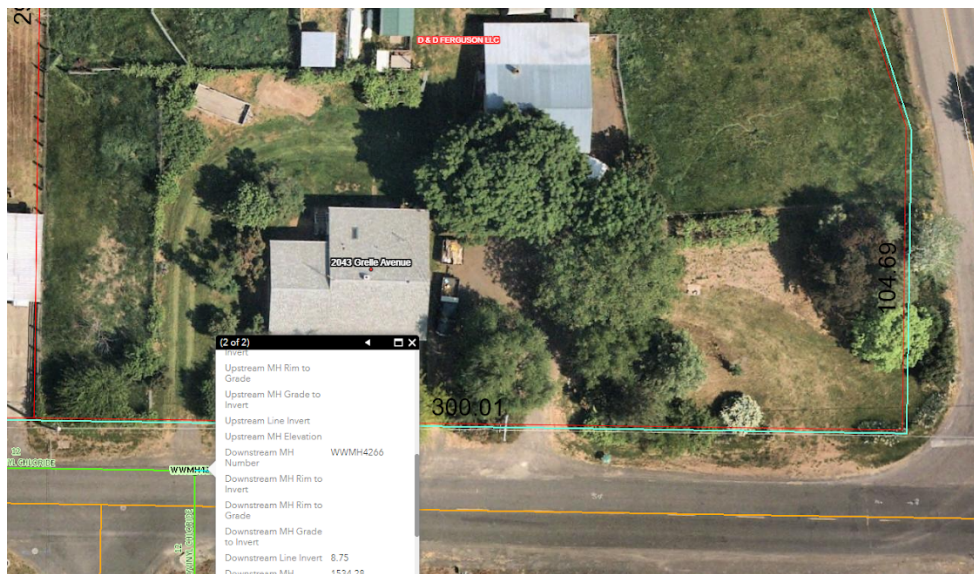
I can spend time this weekend preparing the different versions to talk through but could use some advice on what I should come prepared with other than the drawings with measurements.

Any help is greatly appreciated!

Ben

On Tue, Jan 30, 2024, 9:34 AM Pat Severance <pseverance@cityoflewiston.org> wrote:

About 8.75 feet deep at the manhole in front of the driveway.



On Tue, Jan 30, 2024 at 7:35 AM Ben Havens <benthavens@gmail.com> wrote:

Morning Mark/Pat,

Are either of you able to help me track down the depth of the sewer line that runs out in front of the [2043 Grelle Ave](#) property?

I think this might help to determine how far offset from the line we could build without needing a pump (although it probably rules out basement bathrooms).

Thanks,
Ben

On Wed, Jan 24, 2024 at 3:00 PM Ben Havens <benthavens@gmail.com> wrote:

Thanks for that explanation, Mark.

I think we have a way to modify our plans to ensure we stay within those guidelines. Our next stop is with our realtor this afternoon to talk through some of these updates and get her opinion.

After that conversation and possibly a conversation with a surveyor and plumber I think I'll be ready to run these updated plans by you both and get a pre-planning meeting setup.

Thanks,
Ben

On Tue, Jan 23, 2024 at 11:01 AM Mark Weigand <mweigand@cityoflewiston.org> wrote:
Ben,

If the parcel you are transferring to the Balmer's cannot subsequently be combined with their existing parcel, then a new lot is created. This would not adhere to the requirements outlined in City subdivision code for an exempted "sale or exchange of parcels of land to or between adjoining property owners where such sale or exchange does not create additional lots". If the parcel you want to sell to the Balmers cannot be combined with their existing parcel, it will need to be included in the subdivision as a separate lot.

The discussions we have been having are essentially just explanations of what is currently in City Code. Neither Pat or I have the authority to grant any applicant the ability to take any actions outside of the processes established by City Code. Although it does not happen frequently, any changes to City Code that the City Council might approve, would need to be followed, if they are enacted before you decide to develop the property.

Let us know if we can answer any additional questions.

Have a great day,

Mark

Mark Weigand, P.L.S.

City Surveyor
City of Lewiston

Office: (208) 746-1316
Direct: (208) 790-8810

mweigand@cityoflewiston.org



215 D Street, Suite B
P.O. Box 617
Lewiston, ID 83501-1930
www.cityoflewiston.org

On Fri, Jan 19, 2024 at 3:36 PM Ben Havens <benthavens@gmail.com> wrote:

Thanks for that follow-up Pat and appreciate your prompt responses.

I do have two new questions that popped up when you have a spare minute.

1. I talked with Debbie about lot line adjustments She confirmed we basically have to do this step with the adjacent (Balmer) property prior to subdividing as you mentioned. The only issue she said this could create is it could require the Balmers to refinance with their lender to combine that new lot with their existing lot. The workaround we discussed was that they could simply not combine it since they will be paying cash and only plan to use it for pasture ground (and possibly extend their gravel driveway into it. Debbie said the County will allow it but that we should run this by you guys at the city to make sure that is good on your side. So now the question. Can we perform a lot line adjustment selling the Balmers part of our lot if they don't plan to combine it (in the near future) without causing any issues with the city?
2. This is more of a general question as we've already discussed a lot and I'm sure plenty more to come in the future. Are these emails enough for me to point to in the future in the event we get pushback from other entities (or I guess even the city) in the future? My worry is that we get the green light to execute our plan and then when we get to that point in a year or two or three we are told we can't do it that way. It sounds kind of silly but are there any agreements that get signed during a Pre-Planning Meeting to give us reassurance that we can move forward with buying a property and executing our specified plan?

Sorry for the wordy email. Our conversations about buying this place seem to be moving in the right direction and I just want to make sure I'm crossing all our t's and dotting our i's.

Thanks as always!

Ben

On Thu, Jan 18, 2024 at 3:22 PM Pat Severance <pseverance@cityoflewiston.org> wrote:

These are great questions, you are doing thorough due diligence research. I followed up and I believe we would be able to Postpone the Lindsay Creek frontage and could either do FILO or install Grelle Frontage. I think that answers your remaining questions you had. Let me know if something else comes up.

Pat

On Thu, Jan 18, 2024 at 6:33 AM Ben Havens <benthavens@gmail.com> wrote:

That makes sense. Thanks, Pat!

On Wed, Jan 17, 2024 at 4:18 PM Pat Severance <pseverance@cityoflewiston.org> wrote:

That is one less thing you would have to pay for if you were to connect. You just have to tie into the lateral rather than the main in the street. Tying into the main in the street is expensive because you have to rebuild the road that gets torn out in the process.

On Wed, Jan 17, 2024 at 3:59 PM Ben Havens <benthavens@gmail.com> wrote:

Thanks for sending this over, Pat.

Could you explain a bit more about the benefits of having a sewer lateral that connects to the sewer main that was placed adjacent to this property?

On Tue, Jan 16, 2024 at 9:53 AM Pat Severance <pseverance@cityoflewiston.org> wrote:

Ben, attached is the EBI to connect to the Lewiston Sewer. The owner did not comply with the grant in order to get the EBI discounted. However, there is a sewer lateral that connects to the sewer main that was placed adjacent to your property, which is really a good thing.

----- Forwarded message -----

From: **Jill Tolman** <jtolman@cityoflewiston.org>

Date: Tue, Jan 16, 2024 at 9:48 AM

Subject: Re: 2043 Grelle Ave

To: Pat Severance <pseverance@cityoflewiston.org>

SFH				
WW Connection Fee	\$589.76			
WW Collection	\$1,540.00			
WWTP EBI	\$2,322.00			
TOTAL	\$4,451.76			
QUOTE GOOD UNTIL 9/30/24				

City of Lewiston Water and Sewer Equity Buy-in Fees

Equity Buy-in Fees are charges for connections made to new customers desiring to connect to the water and sewer systems. These charges are assessed to recover costs over and above the direct costs associated with connecting a new service to the system.

The Equity Buy-in charge reflects the expected demand that a new customer will place upon that system and the current depreciated value for the replacement of the system. The charges are reviewed and updated per the annual audit of the system and represent the reasonable prorated share of the value of the system that has been constructed and maintained for the new customers' use.

All Equity Buy-in fees collected are deposited in a specific revenue account and are to be used only for the replacement of the capacity of the water and sewer system and not for any other use.

On Tue, Jan 16, 2024 at 9:46 AM Pat Severance <pseverance@cityoflewiston.org> wrote:

Can I get a price for a EBI for sewer service? I am guessing he would have a 1 inch meter.

----- Forwarded message -----

From: **Jill Tolman** <jtolman@cityoflewiston.org>

Date: Tue, Dec 19, 2023 at 11:12 AM

Subject: Re: 2043 Grelle Ave

To: <tamisellcv@gmail.com>

Sorry, I also found this and wanted to make sure I had a full picture. He also signed this during a different round of grant money for decommissioning the septic by 4/20/22 but I can't see that he completed it at this time either.

At this point he would owe for the Equity Buy Ins before connecting. The grant opportunity has expired.

On Tue, Dec 19, 2023 at 11:01 AM Jill Tolman <jtolman@cityoflewiston.org> wrote:

Hi Tami - Dwight Ferguson at this address paid for us to stub the wastewater line to the property line but not to connect. In order to connect he would need to pay the Equity Buy In fees and start a monthly service.

Let me know if you have any follow up questions; he did pay the balance on the attached invoice.

Happy Holidays!

Jill Tolman

Public Works Specialist

She/Her

O: 208.746.1316

C: 208.790.8803

F: 888.397.8634

215 D Street, Suite B. Lewiston, ID 83501

jtolman@cityoflewiston.org

www.cityoflewiston.org

Jill Tolman

Public Works Specialist

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--

Pat Severance, P.E.

Development Supervisor
City of Lewiston

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"To provide excellent public service with entrusted resources."

--

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4 attachments



Version 1 - Phase 1.jpg
118K



Version 3.jpg
162K



Version 2.jpg
149K



Version 1 - Phase 2.jpg
136K



AGENDA **DEVELOPMENT REVIEW COMMITTEE** **BELL BUILDING FEBRUARY 14, 2024** **8:30 A.M. – WEDNESDAY**

8:45 AM: Harold Bacos, 808-333-8775, Roxy, 714 Main St – Use as a Church

9:30 AM: Clay Hinman, 208-790-4035, cjhinman@live.com. 625 21st St Suite A – Convert Space into Trampoline Park

PERMITS ISSUED (2/04/2024 TO 2/10/2024)

Applicant Name	Project Address	Permit#	Issue Date	Valuation	Type
LUMIO HX, INC.	1715 PIONEER DR	BP23-000221	02/05/2024	\$ 25,380.00	Solar Panels
MCPEAK ROOFING & DECKING LLC	2110 NEZ PERCE GR	BP24-000041	02/07/2024	\$ 52,000.00	Commercial - Misc.
CHRIS'S PROFESSIONAL ELECTRIC	3885 LAKEVIEW DR	BP24-000026	02/07/2024	\$ 2,800.00	Residential Remodel
KING SERVICES INC	621 21ST ST	BP24-000037	02/05/2024	\$ 35,000.00	Minor Commercial
QUALITY DESIGN HOMES	1433 Horizon CT	BP24-000040	02/08/2024	\$ -	Residential Foundation Only
CLEVELAND CONSTRUCTION	1412 BURRELL AVE	BP24-000003	02/05/2024	\$ 39,363.19	Residential - MFH on private lot

SUBMITTED FOR REVIEW (2/04/2024 TO 2/10/2024)

Type	ApplicationDate	Property Address	Description	Applicant Name	Permit#
Residential - SFD	02/05/2024	3431 7TH ST UNIT C	NEW SFD 1336SF LIVEABLE 434SF GARAGE, 64SF PATIO	STEVE CARLTON	BP24-000039
Residential Foundation Only	02/06/2024	1433 Horizon CT	Foundation for Single family residence with attached garage	QUALITY DESIGN HOMES	BP24-000040
Commercial - Misc.	02/07/2024	2110 NEZ PERCE GR	DURO LAST FLAT ROOF	MCPEAK ROOFING & DECKING LLC	BP24-000041
Minor Commercial	02/07/2024	336 WARNER DR STE. 4B	Installing ADA Bathroom	RENAISSANCE CONSTRUCTION	BP24-000042
Residential - SFD	02/08/2024	1728 Pathway CT	New Single Family Dwelling - 2631 Living Sq. Ft - 1282 Garage Sq. Ft. - 544 Porch & Patio Sq. Ft.	JL CONSTRUCTION	BP24-000043
Residential Foundation Only	02/08/2024	1440 HORIZON CT	FOUNDATION ONLY	QUALITY DESIGN HOMES	BP24-000044

DISTRIBUTION LIST:

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Public Works: Dustin Johnson, Jill Tolman, Iris Heidorn, Pat Severance, Ed George, Mark Weigand, Luke Antonich, Bryan Lacy, Jon Ruark, Greg Creviston, Kevin Evans, Morgan Schwartz, Bill Arnold

Fire Department: Chief Greg Rightmier, Julian Sorrell, Casey Strong, Jamie Mowery

Public Health: Sherise Bruce, Bonnie Waldemarson, Jennifer Mock



AGENDA **DEVELOPMENT REVIEW COMMITTEE** **BELL BUILDING FEBRUARY 21, 2024** **8:30 A.M. – WEDNESDAY**

8:45 AM: Keltic Engineering, 208-743-2135, lisah@kelticengr.com. 602 20th St N – Use area for underground tank storage, develop an additional lane for service. See plans for additional questions.

9:30 AM: TRAVIS ULRICH, 208-743-2424, travis.ulrich1@gmail.com. RPL01460080700, RPL01460080020, RPL01460070012, RPL0146007030. (Parcel between 1229 Bryden Ave & 1237 Bryden Ave) Construct Single Family Dwelling.

PERMITS ISSUED (2/11/2024 TO 2/17/2024)

Applicant Name	Project Address	Permit#	Issue Date	Valuation	Type
THE HOME DEPOT #1808	3218 5TH ST	BP24-000047	02/13/2024	\$ 7,677.66	Residential - Misc.
ARNZEN BUILDING CONSTRUCTION INC	1015 BURRELL AVE	BP24-000050	02/14/2024	\$ 33,006.94	Commercial - Misc.
CLEVER FOX ARCHITECTURE, PLLC	816 MAIN ST	BP23-000278	02/13/2024	\$ 1,500.00	Commercial - Misc.
CLARKSTON GLASS	429 BRYDEN AVE	BP24-000054	02/16/2024	\$ 2,450.00	Residential - Misc.
QUALITY DESIGN HOMES	1440 HORIZON CT	BP24-000044	02/12/2024	\$ -	Residential Foundation Only
YOST GALLAGHER CONSTRUCTION	2626 Nez Perce DR N	BP24-000012	02/16/2024	\$ 100,000.00	Minor Commercial
ASSOCIATED CONSTRUCTION INC	1325 21st ST Suite A	BP23-000405	02/13/2024	\$ 197,010.00	Minor Commercial
Kasey Knigge	610 18th AVE	BP24-000038	02/12/2024	\$ 7,289.48	Residential Remodel
CREAMER CONSTRUCTION, LLC	414 HIGHWATER ST	BP23-000466	02/14/2024	\$ 515,949.73	Residential - SFD

SUBMITTED FOR REVIEW (2/11/2024 TO 2/17/2024)

Type	ApplicationDate	Property Address	Description	Applicant Name	Permit#
Residential - Misc.	02/12/2024	502 18th AVE Unit A	Construct new retaining wall	WAGNER BENJAMIN	BP24-000045
Minor Commercial	02/12/2024	836 MAIN ST	Due to Flood damage - redoing all drywall, floor coverings, framing (2) damaged walls which are the east wall running approx 100' and then the small section of wall that has the double door in it towards the south. New insulation, electrical, new furnace and approx. 15' of ductwork. New drop ceiling. Will put	DAN ANDERSON CONSTRUCTION LLC	BP24-000046

			space back to original state from drawings submitted in 2023 (No work to be done in 838 or 840 Main)		
Residential - Misc.	02/13/2024	3218 5TH ST	Replace (6) windows, like for like - no size or structural changes	THE HOME DEPOT #1808	BP24-000047
Minor Commercial	02/14/2024	1828 IDAHO ST	Renovate existing residence into office. Provide accessible interior and exterior elements. Modify existing parking lot per City's direction.	WEMHOFF ARCH	BP24-000048
Minor Commercial	02/14/2024	1617 21st ST BLDG B	Demolish office space and convert back to "Vehicle Repair" shop space including HVAC, fire sprinkler and electrical	ARNZEN BUILDING CONSTRUCTION INC	BP24-000049
Commercial - Misc.	02/14/2024	1015 BURRELL AVE	Removal of "Partial" existing roof, add new plywood sheeting, if needed, install ice & water shield to comply with manufacturer's low slope recommendations and installation of Pabco Premier shingles-see plan for portion of roof being done	ARNZEN BUILDING CONSTRUCTION INC	BP24-000050
Commercial Foundation Only	02/16/2024	2630 7th AVE N	Foundation for new trucking distribution facility	KENASTON CORPORATION	BP24-000051
Major Commercial	02/16/2024	2630 7th AVE N	Major Commercial - New Trucking Distribution Building Facility	KENASTON CORPORATION	BP24-000052
Residential Swimming Pool	02/16/2024	1561 FRONTIER	INSTALLING 15x40 INGROUND VINYL POOL	B&B POOLS LLC	BP24-000053
Residential - Misc.	02/16/2024	429 BRYDEN AVE	Replace (4) windows like for like	CLARKSTON GLASS	BP24-000054

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Fire Department: Chief Greg Rightmier, Julian Sorrell, Casey Strong, Jamie Mowery

Public Health: Sherise Bruce, Bonnie Waldemarson, Jennifer Mock



Lewiston

Dawn Ortiz <dortiz@cityoflewiston.org>

DRC Request

1 message

Lisa Hasenoehrl <lisah@kelticengr.com>

Thu, Feb 15, 2024 at 11:23 AM

To: dortiz@cityoflewiston.org

Cc: Katie Hollingshead <khollingshead@cityoflewiston.org>

Dawn:

I have talked with Pat Severence and we are requesting DRC meeting for the property located at [602 20th St N, Lewiston, ID 83501](#). The client, Coleman Oil, is considering purchasing this property that is directly next to their property at [1920 Highway 128](#) in Lewiston. We are requesting a review of the requirements that would be required if they acquired this property. A few of the specific items that have been discussed are:

What requirements would there be to develop this site?

The considerations are to use the area for underground tank storage, develop an additional lane for service, use this for stormwater

Would a new curb cut/entrance be allowed?

Any other department requirements/comments

Keltic will be attending the meeting on their behalf. Please let me know what additional information is needed and a confirmed time for the DRC.

Thanks,

Lisa

**Lisa Hasenoehrl****Business Manager** Keltic Engineering, Inc.

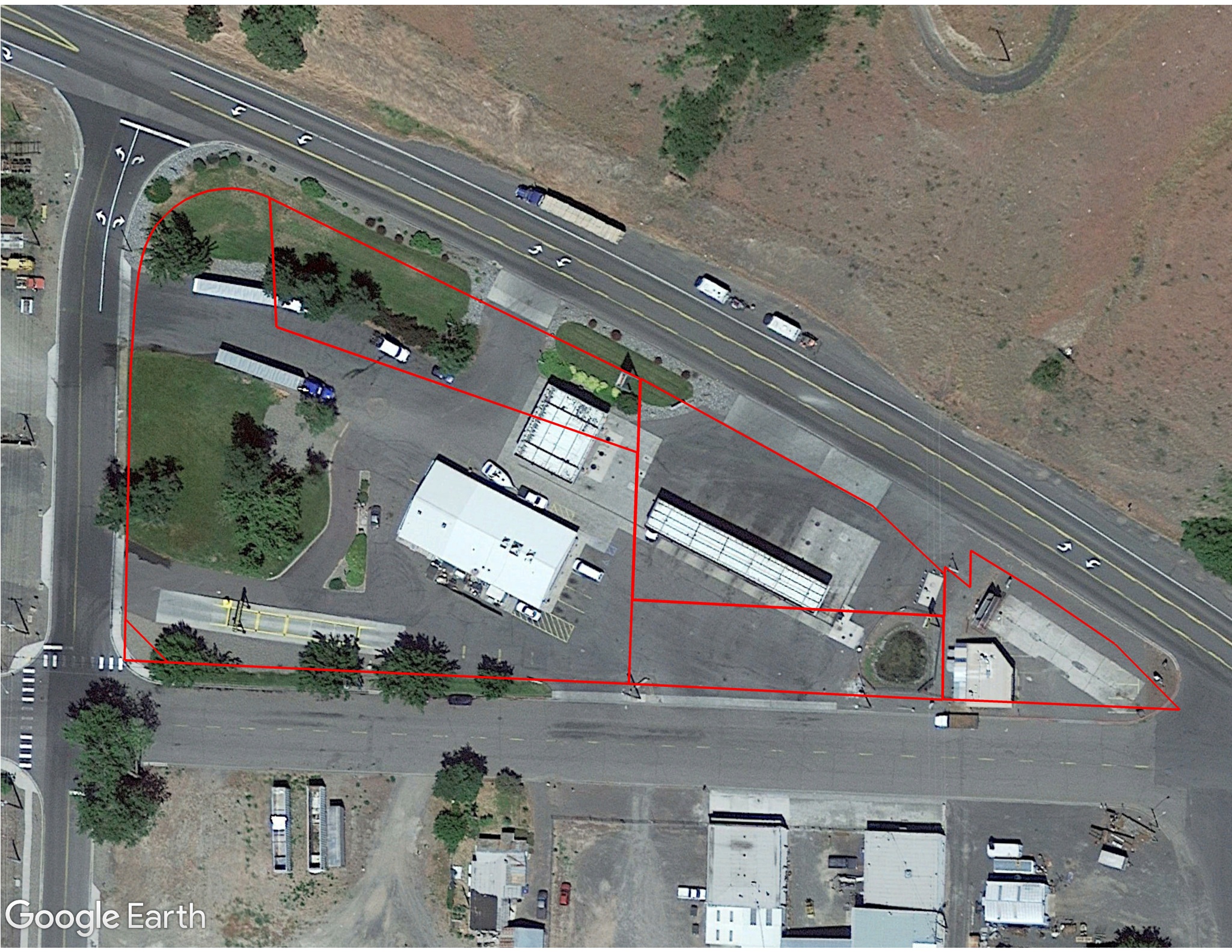
p: 208-743-2135

c: 208-310-6158

a: [315 Adams Lane, Lewiston, ID 83501](#)w: www.kelticengr.com



1920 Hwy 128 Site.pdf
6100K



Hunt Map
Layers

1 acre

1 acre

MIESEN
ROB D

1.124
acre

SAUDER
DAVID P

1 acre

Brooklyn Ave