

CEMETERY RULES PUBLIC REVIEW COMMENTS		
RULE Section (if noted)	COMMENT	PARD Response
14.4.1 Purpose and 14.4.2 Applicability	The immediate response to your new projected rules talk about cars staying on streets....while the new paving has been appreciated, it was immediately noticed that you did not keep the width of the roadway consistent, thus in some places, it is not possible to stay on the asphalt and another carpass....poor planning on someone's watch....thus this rule needs to be addressed.....in addition, I feel your rule of allowing your dept to pull shrubs or flowers, if kept neatly, is over the line....we purchase the spaces and then are told that meaningful tributes are subject to your extracting from the gravesite...I feel this should also be reconsidered...within some reason and logic.	Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We carefully reviewed all feedback to determine how to best accommodate both current and new customers. The boundaries of the roads were determined utilizing the original right of ways.
	I think it's very interesting that the public Zoom meeting is scheduled on Yom Kippur, the holiest day of the year for Jews. Some of the most active stakeholders in Austin cemetery "conversations" are Jewish and will be observing this important holiday. It appears to me that the public meeting might have been scheduled to purposely weed out stakeholders who will disagree with some of the proposed rules, especially regarding grave decorations, mementos, and plantings.	Thank you for your feedback on the proposed cemetery rules. As soon as we realized this the scheduled meeting was moved to accommodate this. We apologize for not catching this in the initial scheduling process.
	Invest in some permanent benches so people won't be tempted to buy ones that fall apart. Allow plantings. Allow Stuff. Not a military cemetery and bring back some "life" to the old ASH cemetery..Maybe erect tombstones that can be seen, but IDK, something. Depressing and I	Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We are currently working to expand The Departments Memorial Bench program to include the cemeteries.
	Hard to believe you made Sukkot and Indigenous People/Columbus Day a deadline. These proposals overlook the fact cemeteries are for the living. I enjoy all the signs of life at graves. Wind Chimes, Flowers, maintained shrubbery are great. Breakables and disposable items are not. I think current regulations are fine and you will get a lot of resistance from families.	Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. We agree all individuals should be able to grieve in the manner of their choosing. The intent of the rules is to protect the rights of all customers while providing a safe and accessible environment.
	I oppose the new cemetery rules. One of the reasons PARD provided for the new rules was lost Revenue - people do not like the way the cemeteries look and are choosing burial plots elsewhere. Why is revenue generation a top priority? Parks and cemeteries are a service to the people who live here. And we do pay to use the cemeteries! The examples of how PARD wants our cemeteries to look that they showed at the Cemetery Rules Review last night (San Antonio, San Marcos) were depressing. They looked antiseptic and abandoned. Austin Memorial Park is clearly a place where people are coming to grieve. I take great comfort in the memorials people have created. I can't imagine how they will feel to have them dismantled. (I certainly support requiring people to keep gravesites neat and remove memorials that have	Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We carefully reviewed all feedback to determine how to best accommodate both current and new customers.
	The proposed rules state that the rules are intended to maintain the public's comfort. It is very clear from the fact that patrons have set up benches all over the cemetery that there is a desire, and in some cases a need, for visitors to sit down. Why does the cemetery not have a plan to place benches around so that people can visit comfortably and not run into the constant battle over personal, non-conforming benches.	Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We are currently working to expand The Departments Memorial Bench program to include the cemeteries.
	The proposed rules state their intention to maintain the public's health, yet for about a year there has been no acceptable restroom facility. Instead there was put up one portable toilet apparently without even hand sanitizing available until months after the set up of the portable toilet. This during a pandemic. Still there is no hand washing option. That is not difficult to set up. There are water sources not far from the portable toilet. No excuse. Hand washing is important after use of a restroom, and this is the only place for patrons of the cemetery during visits and funerals to use a restroom.	Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We carefully reviewed all feedback to determine how to best accommodate both current and new customers.

	<p>What is the point of having these rules if the COA is not going to follow them. As a funeral director who has served my hometown for over 3 decades and have 4 generations of family buried in Oakwood and Austin Memorial Park it is disgusting to visit my family's graves at Oakwood Annex and the unkept grass and overall condition of the cemetery. There are numerous sections in Austin Memorial Park where grave markers are knocked over, grass growing over and tilting and the City has failed to maintain the cemeteries</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. Cemetery Operations maintains approximately 200 acres within five (5) municipal cemeteries. Typically, Cemetery Operations maintenance staff complete their groundskeeping duties within a fifteen (15) to eighteen (18) day cycle (5-day workweek). However, any number of reasons or issues such as weather or staffing shortages may interrupt and delay our normal maintenance cycle.</p>
	<p>Add "and serve as a public green space"</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We carefully reviewed all feedback to determine how to best accommodate both current and new customers. The intent of rules in a public setting is to protect the rights of all customers while providing a safe and accessible environment.</p>
	<p>I am glad we are finally getting these rules updated. I respect peoples ability to mourn family and friends but not at the expense of everyone else. We need to keep Austin Memorial Park as clean as possible. Putting decorations on trees or decorating on graves and leaving it there for someone to remove is disrespectful. If you want to provide decorations then you should be able to, however, you should also be required to remove them and not let them deteriorate and spill over to someone's grave. Keep it clean!!</p>	<p>We agree that people should be able to grieve in the manner of their choosing. The intent of rules in a public setting is to protect the rights of all customers while providing a safe and accessible environment.</p>
	<p>Perhaps the cemetery authorities can devise ways to bring in more funds and upgrade the properties -perhaps a section for a pet cemetery or an area for green burials, a new and apparently popular method of natural burial being used in well-established cemeteries in other cities including Philadelphia at Laurel Hill Cemetery.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We carefully reviewed all feedback to determine how to best accommodate both current and new customers.</p>
	<p>The proposed rules should include a section on what someone can do who disagrees with a decision by the Cemetery Authorities. What appeal process is there?</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We carefully reviewed all feedback to determine how to best accommodate both current and new customers.</p>
	<p>Is there any rule regarding perpetual maintenance? Is that an option? Apparently Texas law permits a municipality to act as trustee for perpetual maintenance of lots and graves in the cemetery.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.</p>
	<p>Thought should be given for the planting of trees in sections and areas where there are none. Shade is optimal for the comfort of visitors and reduces the need to water lawns.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. The Department intends to conduct tree planting events to help reestablish the tree canopy at Evergreen and Austin Memorial Park Cemeteries. The Department will also conduct community engagement leading up to these tree planting events to seek out the preferences of community members in regards to tree species and promote volunteer efforts to ensure they're watered and cared for after they are planted.</p>

	<p>While the purpose of these rules includes maintaining the public’s safety, I do not see in the rules where there is any actual security offered. That is important as staff leaves at 4 and the gates are open until 7, which in winter is after dark. The rules do contain rules to offer Peace and Quiet but noenforcement. I was told by cemetery staff that there are persons who come onto the cemetery propertyand cut trees and do other damage. Is there a plan to stop this? How?</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. Stakeholder safety continues to be a priority. Cemetery Operations maintains an evening shift, which in the past have successfully enforced and notified APD when necessary. Cemetery Operations staff have been trained on all City of Austin guidelines when reporting incidents related to security issues.</p>
	<p>I really don't know why I am bothering with this. The rules are essentially the same ones PARD has been trying to ram through with no real public meetings or input; they differ little from the 1978 rules that PARD fail to publicize or enforce until 2013. I have published a website documenting nine years of PARD bureaucratic foot-dragging and equivocations regarding this process: <a href="https://saveaustinscemeteries.blogspot.com/2022/09/protect-austins-cemeteries-from-pard.html">https://saveaustinscemeteries.blogspot.com/2022/09/protect-austins-cemeteries-from-pard.html</a>, including a detailed timeline and documentation. These rules do not address the existing gravesite gardens, some of which have been in place for decades; this entire rules process has failed to comply with the City Council resolution of October 17, 2013; and PARD continues to fail to engage the public in good faith. My prior comments protesting earlier versions of the rules pretty much address my concerns about these rules as well: <a href="https://saveaustinscemeteries.blogspot.com/p/january-11-2018-comments-regarding.html">https://saveaustinscemeteries.blogspot.com/p/january-11-2018-comments-regarding.html</a>; <a href="https://saveaustinscemeteries.blogspot.com/p/june-23-2018-comments-regarding.html">https://saveaustinscemeteries.blogspot.com/p/june-23-2018-comments-regarding.html</a>; and <a href="https://saveaustinscemeteries.blogspot.com/p/appeal-of-rule-r1611808-august-16-2018.html">https://saveaustinscemeteries.blogspot.com/p/appeal-of-rule-r1611808-august-16-2018.html</a></p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We carefully reviewed all feedback to determine how to best accommodate both current and new customers.</p>
<p><b>14.4.1 Purpose and 14.4.2 Applicability</b></p>	<p>Reword to: show respect for those interred there, maintain the public’s health, safety, comfort, and welfare in municipal cemeteries. Remember this is a cemetery and those interred should always come first</p>	<p>We agree that people should be able to grieve in the manner of their choosing. The intent of rules in a public setting is to protect the rights of all customers while providing a safe and accessible environment. We have taken this into consideration for our updates.</p>
	<p>The purpose of these rules, and the responsibility of the cemetery staff, is also to maintain and improve the appearance of the landscaping and the grounds -- which will also require adding overlooked wording in this document section.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. Cemetery Operations maintains approximately 200 acres within five (5) municipal cemeteries. Typically, Cemetery Operations maintenance staff complete their groundskeeping duties within a fifteen (15) to eighteen (18) day cycle (5-day workweek). However, any number of reasons or issues such as weather or staffing shortages may interrupt and delay our normal maintenance cycle.</p>
	<p>Keep up with the grass. We just buried our mother last Saturday October the first. We noticed at Evergreen that the cemetery needed a big haircut. Maybe people should have dual employment, and keep the grass cut. In the mean time,,,please learn about other ways cultures conduct their burial services, and observe holy time. The world is a smaller place here (Finally). Be a person that practices to un-narrow minds.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the features, functional concerns, and questions most important to you. We agree all individuals should be able to grieve in the manner of their choosing. The intent of the rules is to protect the rights of all customers while providing a safe and accessible environment. Cemetery Operations maintains approximately 200 acres within five (5) municipal cemeteries. Typically, Cemetery Operations maintenance staff complete their groundskeeping duties within a fifteen (15) to eighteen (18) day cycle (5-day workweek). However, any number of reasons or issues such as weather or staffing shortages may interrupt and delay our normal maintenance cycle. Please feel free to reach out to us as continuous line of communication will help us better serve the community and we strive to understand and respect the many cultures represented in our city cemeteries.</p>
	<p>Invest in some permanent benches throughout the cemetery.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We are currently working to expand The Departments Memorial Bench program to include the cemeteries.</p>

<p><b>14.4.1</b></p>	<p>14.4.1 Purpose - I would change the order of the intentions so that the interred are prioritized: "These Rules are intended to show respect for those interred there and to maintain the public's health, safety, comfort and welfare in municipal cemeteries."</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We carefully reviewed all feedback to determine how to best accommodate both current and new customers. We have this into consideration for our updates.</p>
	<p>I want to say upfront, that my biggest issue with city cemeteries is that they are not well maintained!!Most of the oak trees are FILLED with ball moss that is turning these trees on public land into withered, decrepid-looking trees, and that's unacceptable! it's fairly simple to remove ball moss before it takesover trees. PLEASE do something to remove the ball moss !!!</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. We work closely with PARD Forestry to address these concerns.</p>
<p><b>14.4.2</b></p>	<p>14.4.2 will apply to garrison and longview park cemeteries as well</p>	<p>Thank you for your feedback on the proposed cemetery rules. Garrison and Longview are family owned cemeteries and we currently maintain these cemeteries in conjunction with other PARD divisions on a quarterly basis.</p>
	<p>12 the insdtry standard is not sand or pea gravel. it is angular gravel and sand compacted as a subbase then in the case of a VA tablet it is placed and packed into place as you fill the void , checking level as you go.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. Cemetery Operations utilizes gravel and sand according to the industry principles and guidelines as outlined by the Department of the Interior.</p>
<p><b>14.4.3 Definitions</b></p>	<p>there are other terms you use in the proposed rules that need to be defined such as event and tours</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We have taken this into consideration in our updates.</p>
	<p>As a member of Save Austin's Cemteries, we give tours to schools, groups and others interested in Austin History. What is an event? We have 2 larger tours per year which bring in 100+ people to learn about the residents of the cemeteries.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We have taken this into consideration in our updates.</p>
	<p>As a member of Save Austin's Cemeteries we give "tours" to schools, organizations and groups as ameans of sharing the history of Austin through the residents of the cemeteries. What is an "event"? We have 2 larger tours per year with 100+ people attend.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We have taken this into consideration in our updates.</p>
	<p>In your definition of "Relevel" and "Reset", you may want to include the notion / explanation about straighten the memorial back to a vertical position. Also, has AMP been using sand or pea gravel, asimplied? Maybe this is the reason so many memorials are in disarray.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. We have taken this into consideration in our updates.</p>
	<p>Cremains should be defined as "Cremated Remains". The word "cremains" is an industry derived word to disparage cremation.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We carefully reviewed all feedback to determine how to best accommodate both current and new customers.</p>
	<p>Pea gravel is not an acceptable means to set or relevel Memorials</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. We have taken this into consideration in our updates.</p>

	<p>Pets that are on a leash must be allowed to be brought into a cemetery by visitors. These pets are a calming and peaceful companion brought to help family members with their grief.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We carefully reviewed all feedback to determine how to best accommodate both current and new customers.</p>
	<p>H I agree with wording events, as long as it is defined better. a family reunion in the area that comes to visit an ancestor could need premission as this is loosly written. lets cover tours, if they are large groupsand the guide is being paid for their service, you bet. I do take exception to the broad language that would make it ileagle for me to walk a girl scout troupe or any other group of 15 or less persons andshare with them the many stories that the site holds. This is a public space. The public has a right of aseembly and a freedom of speech, to give the cemetery operations sole discretion as to who has the right to conduct a free public tour is absurd, no doubt they will want to preview any content orprograms that may take place. At rest in Oakwood in a journalist who faught mccarthy and is band (areyou now or have you ever been a communist) the operations people are not on site during hrs. they donot challange the dog wakers, ever this is just another rule they will selectivly enforce if they feel like it</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We actively encourage the public to enjoy the cemeteries and ask any of those interested in guided tours to coordinate with Cemetery Operations in order to avoid interrupting regular operations or interments.</p>
	<p>F 5 in some cultures insence or other small items are burnt at the grave site ina container, yo need to be able to accomidate these pratcys.</p>	<p>We agree that people should be able to grieve in the manner of their choosing. The intent of rules in a public setting is to protect the rights of all customers while providing a safe and accessible environment.</p>
	<p>It is imperative that (F)(4) be ENFORCED at our memorial parks. Dogs are being brought into AustinMemorial Park; sometimes multiple dogs to be exercised. Management is not enforcing the ordinance prohibiting pets. It's essential that our memorial parks NOT become default dog parks. At the very least,please place PERMANENT signs in multiple locations in the cemeteries; currently there are temporarysigns that blow away quickly and are not replaced. Thank you.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We carefully reviewed all feedback to determine how to best accommodate both current and new customers. We are currently working on more permanent signage for all of our cemeteries.</p>
	<p>I do not approve of ANY events, tours, commercial filming or photography in any cemetery.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We carefully reviewed all feedback to determine how to best accommodate both current and new customers.</p>
	<p>If a camera club, or a scout group, or a school class, or anything similar wants to visit the cemetery as a group, they should be allowed to do that with little or no administrative hurdles. And the rules should specify a time frame when the group will receive approval (if an application is necessary at all). For large events, including graveside services if a large number of people/cars are expected, a notification to Operations is appropriate.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We actively encourage the public to enjoy the cemeteries and ask any of those interested in guided tours to coordinate with Cemetery Operations in order to avoid interrupting regular operations or interments.</p>
	<p>In (4) there should be either a definition or an exemption that "pet" does not mean service animal.</p>	<p>Thank you for your feedback on the proposed cemetery rules. The City of Austin is proud to comply with the Americans with Disabilities Act. Compliance with this act is outlined in other City of Austin policies that already apply to cemetery facilities and therefore was not additionally included in these rules. If you require assistance for participation in our programs or use of our facilities, please call (512) 974-3914.</p>
	<p>In (G)(2) it seems like all means of injuring another person should be prohibited</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We carefully reviewed all feedback to determine how to best accommodate both current and new customers.</p>

	(I) the key word is "commercial"; otherwise, I have violated this provision multiple times and will continue to do so!	
	These are public spaces. Small tours that will never interfere with funerals led by trained Save Austin's Cemeteries volunteers --or other friendly historical groups-- should not be subject to approval.	Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We actively encourage the public to enjoy the cemeteries and ask any of those interested in guided tours to coordinate with Cemetery Operations in order to avoid interrupting regular operations or interments.
	What do you mean by "events and tours?" Would this cover things like Halloween parties, zombie walks, or "haunted" tours? There should be a provision that any proposed event or tour must be in keeping with the dignity, peace, and respect of the cemetery and cannot be a commercial or ticketed endeavor.	Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. We have taken this into consideration in our updates.
	(H) Not all tours or events should require prior approval by Cemetery Operations. If they are a large group or a paid tour/event, that might be appropriate, but Cemeteries are public spaces and the citizens of Austin pay to maintain them. Therefore, they have a right to use the space in an appropriate manner. Indeed, Cemetery Operations should only need prior "notification" and should not be entitled to veto any activity unless it is inconsistent with appropriate cemetery rules and regulations.	Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We actively encourage the public to enjoy the cemeteries and ask any of those interested in guided tours to coordinate with Cemetery Operations in order to avoid interrupting regular operations or interments.
	How and who is going to enforce these "rules"? This starting to look like more control by the City of Austin. Have you had incidents that warrant this to be included?	Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We carefully reviewed all feedback to determine how to best accommodate both current and new customers. The Items will be flagged based on the "Out of Compliance" with an <a href="#">IMMEDIATE REMOVAL NOTICE</a> or a <a href="#">30-DAY NOTICE</a> .
	Under 14.4.4.(I), for a little transparency, suggest you add a few words explaining what the criteria would be that the city would apply to their decision. It may even make it easier for us general public folks to help expedite.	Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We actively encourage the public to enjoy the cemeteries and ask any of those interested in guided tours to coordinate with Cemetery Operations in order to avoid interrupting regular operations or interments.
	Under 14.4.4.(H), Suggest you delete all the words following "Operations" since they are not necessary. For clarification, if there are further approvals that will be needed, seems as if Cemetery Operations should withhold their (final) approval signature until all others are obtained.	Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We actively encourage the public to enjoy the cemeteries and ask any of those interested in guided tours to coordinate with Cemetery Operations in order to avoid interrupting regular operations or interments.
<b>14.4.4 Use of Cemeteries Generally</b>	Under 14.4.4.(F).(4) , to avoid any Philadelphia Lawyer situations, suggest you consider changing the word "pet" to "animal". Also, in 14,4,4,(G)(1), will Cemetery management be making the appropriate and legal postings?	Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We carefully reviewed all feedback to determine how to best accommodate both current and new customers.

	Tours can educate the public and share our history. They should be free to all.	Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We actively encourage the public to enjoy the cemeteries and ask any of those interested in guided tours to coordinate with Cemetery Operations in order to avoid interrupting regular operations or interments.
	Previous rules DID NOT state you couldn't be in cemetery during closed hours ... They only said you had to enter cemetery via the main gate entrance ; but even then ,they did not stipulate they had to beopen / unlocked ! ... So Kudos for clarification ...	Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you.
	D. If the intent of this is the maintenance yard at Austin Memorial park, then clearly state so. there are trucks and trailers as well as heavy equipment in use all day in that area. that is a reasonable reason for non-escorted persons to be prohibited entry, its a safety Issue. On the other hand this is a publicaly owned facility, in the past employees have been caught working on their cars in this area. the storage of oils and other solvents were in violation of city codes. these were turned in to the city, shortly after the fence went up and hedges were planted, and signs on the fence. Tthe mayor and council, city manager, as well as all city employees work for the citizens of Austin. the citizens of austin, more importantly the familys who entrust you with the care of their loved ones resting place have a right, within reason to ask and see for them selves how the cemetery division operates. its called transparancy and accountability. the public office space is an area reserved for the use of city employees, so the public can not enter that area? you need to to a better job when you want to adopt rules .	Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. We have taken this into consideration in our updates.
<b>14.4.5 Cemetery Operations Rights and Responsibilities</b>	I have to say, the city does an absolutely TERRIBLE job protecting and preserving the trees on public cemetery grounds! In the last drought several years ago (2011?), __numerous__ old oak (and pecan?)trees died (it was a staggering number !!) simply because no one bothered to water them!! These werebig, tall old trees in the oldest, most historic, public cemetery in austin, and the city did nothing toprotect them. That was a dereliction of your responsibilities, which sadly continues as the city is doinglittle or nothing to control the spread of ball moss in other locations, such as at Austin Memorial Park on Hancock which is filled with trees that are being consumed by ball moss! You know, if I try to cut a tree down, I have to get permission from a city arborist, but the city is allowing hundreds of trees to suffer from lack of care.	Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. We work closely with PARD Forestry to address these concerns.
	Family members should be notified in advance if it is planned to relocate the remains of their loved one.	Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. 14.4.6(C)The owner, or their heir or assign, shall provide Cemetery Operations with their current contact information and the contact information of any person designated by the owner to receive communications. The owner shall update such information as necessary and Cemetery Operations is entitled to rely on the contact information on file in communicating with the owner.

	<p>Under Section 713.011 (Maintenance Of Municipal Cemeteries), Texas Health and Safety Code, a municipality that operates or has jurisdiction over a public cemetery must maintain the cemetery in a condition that does not endanger the public health, safety, comfort, or welfare. This includes</p> <p>(b) A municipality's responsibility to maintain a cemetery under this section includes:</p> <ol style="list-style-type: none"> <li>(1) repairing and maintaining any fences, walls, buildings, roads, or other improvements;</li> <li>(2) leveling or straightening markers or memorial;</li> <li>(3) properly maintaining lawns, shrubbery, and other plants;</li> <li>(4) removing debris, including dead flowers and deteriorated plastic ornaments; and</li> <li>(5) promptly restoring gravesites following an interment.</li> </ol> <p>You have a LEGAL DUTY to under STATE LAW maintain the cemetery in a condition that does not endanger the public health, safety, comfort, or welfare, not some option or right you can choose to exercise when you see fit.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.</p>
	<p>The heading says rights and responsibilities but A only says they have the right to perform the following activities. (A) should say the Cemetery Operations has the right and responsibility to perform the following activities to preserve the public health, safety, comfort, and welfare:</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.</p>
	<p>If 14.4.5 is to preserve monuments, grounds and perimeter then you must stop using private contractors. I've seen them speed all over the grounds, hit tombstones and fencing then speed off without any regard for the damage they've done. At least the park employees take care not to damage the stonework</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.</p>
	<p>you are seeing city employees cutting the grass since April 1 2013, yes they look like work release folks, if they had a city issued shirt and hat along with an ID badge it would look more professional, and Oh yes provide them training and the proper safety gear.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. All Cemetery Operations full-time staff are issued uniforms with Cemetery Operations logos and steel-toed boots, while temporary employees are furnished with work shirts with logos.</p>
	<p>(B) (1) and (2) and in general. There needs to be a requirement that the city make a documented attempt (with timeline) to contact the identified "customer" before moving a site or altering a site. Period.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. 14.4.6(C) The owner, or their heir or assign, shall provide Cemetery Operations with their current contact information and the contact information of any person designated by the owner to receive communications. The owner shall update such information as necessary and Cemetery Operations is entitled to rely on the contact information on file in communicating with the owner.</p>
	<p>Section B needs more explanation and a process for challenging moving a space.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. 14.4.6(C) The owner, or their heir or assign, shall provide Cemetery Operations with their current contact information and the contact information of any person designated by the owner to receive communications. The owner shall update such information as necessary and Cemetery Operations is entitled to rely on the contact information on file in communicating with the owner.</p>



	<p>The heading says rights and responsibilities but A only says they have the right to perform the following activities. (A) should say the Cemetery Operations has the right and responsibility to perform the following activities to preserve the public health, safety, comfort, and welfare:</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.</p>
	<p>It would be great if there was a policy about righting the many overturned headstones/monuments at least at AMP (I don't know about the other cemeteries). They don't necessarily have to be reglued or straightened (would probably be too much work/too expensive to fund publicly) but at least turn them upright so we can see the name/s. It's sad &amp; depressing to see so many overturned monuments, and detracts from the story of our town.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.</p>
	<p>Level and straighten memorials...my parents are buried in section one of the Austin Memorial Cemetery. Numerous headstones have fallen and the low profile headstones are sinking. In nine years I have seen no attempt at leveling and straightening headstones. I would like to know who would monitor this activity in the future.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.</p>
	<p>The city has failed in maintaining the cemetery grounds at all the COA cemeteries. My family has considered moving my mother from Oakwood Cemetery to the Texas State Cemetery with our Father. It is hard to visit my family's graves at Oakwood and then drive down the street to the Texas State Cemetery and see the well manicured grounds where my father rest. Both cemeteries are maintained by government entities, the State of Texas does a much better job.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. Cemetery Operations maintains approximately 200 acres within five (5) municipal cemeteries as opposed to 18-21 acres at the Texas State Cemetery. Typically, Cemetery Operations maintenance staff complete their groundskeeping duties within a fifteen (15) to eighteen (18) day cycle (5-day workweek). However, any number of reasons or issues such as weather or staffing shortages may interrupt and delay our normal maintenance cycle.</p>
	<p>It should be noted the same grave service opens and closes graves at both the Texas State Cemetery and COA cemeteries the only difference is who manages them.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.</p>
	<p>You do realize that the city takes care of 5 municipal cemeteries on a mowing rotation, while the state cemetery only has to take care of one cemetery. Maybe ask why there is not enough staff to get the mowing rotation done in a quicker manner.</p>	<p>Thank you for your feedback on the proposed cemetery rules.</p>

<p>14.4.5.2</p>	<p>Does 14.4.5.2 imply that memorials will now be routinely leveled and straightened? Or is this only if one is threatening to fall and possibly injury someone? I would love it if memorials were routinely leveled and straightened for aesthetic reasons. Part B is the Opps clause, interment errors means the city put the body in the wrong spot or sold the spot twice to two different people, this was addressed as an issue a few years ago in a city audit. this should never happen. the industry standard is when a service is scheduled a staff member refers to the lot book / section/ block map finds the space in question, then using the survey pins at the corners of the lot / block, they measure off the distance and set a survey flag at each corner. when that staff member is done a second staff member does the same thing to confirm the proper locations is marked for opening. in the past there was a \$60.00 fee on the approved schedule for marking a grave. those fees applied to 2 processes, 1. the opening and closing and 2. the correct location of the placement of the monument. the staff renamed that fee as a cemetery improvement fee, which had nothing to do with marking graves, but attempted to extort \$80.00 from families to do any work on the family lot. it was short lived but they are trying it again in this cycle. in older cemeteries like oakwood, were in the past families purchased and own the lots fee simple, they arranged and buried the bodies without oversight by the city. that is clear by reviewing the old ledgers at the Austin History Center. The city section did not track the placement of all burials, just wrote the name and other information in the ledger. so in many cases now that those records are in a searchable data base, we can sort by section and lot, then by time line and its clear we have more people assigned than we have space in the lot. the family looking at the existing surface features/ headstones and a family assumes there is a vacancy, then when they start digging they run into a body and have to stop. this is the other Opps they are trying to cover up. At busy cemeteries like Austin Memorial Park and Evergreen, it has happened that there are more than one burial in the same area on the same day. because the city cemetery operations staff are not required to be at the service, its easy for the funeral home to go to the wrong location, it has happened! then the other party assumes the other site must be the location that they should be at, and both services take place. the family leaves the casket is lowered into the vault / liner. lid is set. tent and set up is removed and once the 1st load of dirt is placed the funeral director leaves. a burial permit by the state is required to place a body. you do not need a permit to move a body within the same cemetery. it is right that you should come clean and discuss the error with the responsible person who authorized the burial, B 2 talks about the city wanting the right to use a space in another cemetery if a space is not available at the original cemetery. in that case they would need a state issued transit permit, and the family's permission - I believe remains may be excluded?</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.</p>
	<p>The lots are private property that have belonged to families over generations. The City has taken on assumed responsibility since 2013?</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.</p>
	<p>Volunteers should be able to perform 14.4.5 (2) without approval or maybe there should be a permitting process to enable volunteers to do so.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. Lot improvement packets are available for any interested in working on a space.</p>
	<p>The lawn needs mowing in the Oakwood Annex. We buried my son in August and the family had to wade through knee-length grass and weeds. It is disrespectful to the families and to the person being buried</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. Cemetery Operations maintains approximately 200 acres within five (5) municipal cemeteries. Typically, Cemetery Operations maintenance staff complete their groundskeeping duties within a fifteen (15) to eighteen (18) day cycle (5-day workweek). However, any number of reasons or issues such as weather or staffing shortages may interrupt and delay our normal maintenance cycle.</p>
	<p>Texas law (Sec. 713.011) states that it is the responsibility of a municipality that maintains a cemetery to PROPERLY maintain lawns, shrubbery, and other plants. In the proposed rule above, Cemetery Operations in Austin reserves the right to maintain the lawns, etc. No. it is their responsibility not only to maintain them, but to maintain them properly and from my experience with the lawns, they are not properly maintained. On two recent occasions, the lawn was knee high and then two weeks later waist high. This same Texas law states that it is the responsibility of the municipality, among other things, to repair and maintain any fences, walls, buildings, roads, or other improvements, and to level or straighten markers or memorials. Again, this is not action that the Cemetery Operations can reserve the right to do. It is a responsibility, and stakeholders have the right to expect this.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. Cemetery Operations maintains approximately 200 acres within five (5) municipal cemeteries. Typically, Cemetery Operations maintenance staff complete their groundskeeping duties within a fifteen (15) to eighteen (18) day cycle (5-day workweek). However, any number of reasons or issues such as weather or staffing shortages may interrupt and delay our normal maintenance cycle.</p>

	<p>The City should level markers but should not charge the family without prior notification. Maintain-some have been damaged by mowing equipment. So many plots no longer have living family members</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.</p>
	<p>(2) Cemetery Operations is limited to leveling and straightening memorials that present concerns for public health, safety, comfort and welfare. Moreover, since Cemetery Operations is required to ensure public health and safety within the cemeteries, if it deems that the memorial presents an issue, it should level or straighten it at no cost to the owner.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.</p>
	<p>2) Level and straighten memorials; ??? I question because I was told this is the families responsibility.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. 14.4.6 (B) The owner of a space is solely responsible for cleaning and repairing memorials and mausoleums. The intent of the rules is to protect the rights of all customers while providing a safe and accessible environment.</p>
	<p>Under 14.4.5.(B). If Cemetery Operations is responsible to correct interment errors, then the first few words should state: "Cemetery Operations shall . . . ." Regarding the relocation of remains, as stated, how do the owners get involved? Isn't their approval or acknowledgment needed?</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. 14.4.6(C) The owner, or their heir or assign, shall provide Cemetery Operations with their current contact information and the contact information of any person designated by the owner to receive communications. The owner shall update such information as necessary and Cemetery Operations is entitled to rely on the contact information on file in communicating with the owner.</p>
	<p>Cemetery Operations reserves the right to maintain lawns, shrubbery, trees . . . ?? If not, who?? Much better would be your commitment to do it!! Suggest a rewording to "Cemetery Operations shall promptly perform the following . . . , or Cemetery Operations is responsible for promptly . . . ."</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.</p>
	<p>The State Law is clear and I quote Health and Safety Code Section 713.011 "A municipality that operates or has jurisdiction over a Public cemetery SHALL maintain the cemetery in a condition that does not endanger the public health, safety, comfort, or welfare. Including leveling or straightening markers or memorials... The way this section is worded in the proposed rules indicates that the city can pick and choose what they want to enforce. The enforcement is clear that the city shall enforce the state law. The families should not be tasked or charged for what the city is responsible for under the Health and Safety Code.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.</p>
	<p>14.4.5(A)(2) I'm glad to know that Operations does this. Should there be something about the criteria that Operations uses to determine when to do this; how often inspections are done to determine when the criteria are met? And can families point out a need between inspections?</p>	<p>Thank you for your feedback on the proposed cemetery rules. We understand implementing these rules pose challenges and we are more than willing to discuss individual needs with the understanding that we must preserve the rights of all customers and provide overall safety. With the updated rules and a continuous open line of communication, we hope to be able to better serve our community.</p>
	<p>B. 1 &amp; 2 - In conversation with any remaining family members if available.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. 14.4.6(C) The owner, or their heir or assign, shall provide Cemetery Operations with their current contact information and the contact information of any person designated by the owner to receive communications. The owner shall update such information as necessary and Cemetery Operations is entitled to rely on the contact information on file in communicating with the owner.</p>

	<p>part A is covered by state law., at oakwood you do not do these things, by stating you reserve the right it gives you an out, not to preforem these task. you need a published standard of care much like the RFP for the last contract cycle that was so hidious that no one bid on that contract so you had to assume the day to day operations</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.</p>
<p><b>14.4.6 Space Holder Rights and Responsibilities</b></p>	<p>(B) An owner must notify Cemetery Operations before repairing memorials and mausoleums. The lots are private property that have belonged to families over generations. The City has taken or assumed responsibility since 2013? I am not going to ask the City for approval before wiping off my mother's or father's, or aunt's or etc... headstones.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. We have taken this into consideration in our updates and have provided a clear definition of cleaning.</p>
	<p>Re: section (B) above :simply _cleaning_ a monument should NOT require prior aproval by the city _unless_ the monument is sufficiently old and/or weathered that cleaning would damage it irreparably. also, it would be nice, if under section (B) above, the city was required to respond within a certain number of days (10 or so) giving either its approval or reasons why it was not given, and if more than the required number of days lapses, the parties have the right to undergo their intended repairs without city approval. As it is now, there is no language stating how long the city has to respond. Re: section (D) :this sounds rather heavy handed, in that the heirs of a monument that their great grandparents erected over a century ago, are now responsible for the cost to maintain, repair, or even replace a monument they had nothing to do with originally...</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.</p>
	<p>*** Is that what is intended by the language in this section?? ***          If so, then given the cost of both labor and materials have increased __astronomically__ compared to when these monuments were originally constructed, the cost to repair or replace them would likely be well beyond the financial means of their current heirs, so it seems unreasonable for the city to undertake repairs and the bill the descendants _after the fact_. If this is the intent, then this need to be reconsidered, ideally in dialogue with the people/stakeholders who fall within this category.          from Texas Statutes Health and Safety          code CHAPTER 713. LOCAL REGULATION OF CEMETERIES          SUBCHAPTER A. MUNICIPAL REGULATION OF CEMETERIES          Sec. 713.025. PRIVATE CARE OF GRAVES. This subchapter does not affect the right of a person to maintain a grave or burial lot in a cemetery if the person:          (1) has an interest in the grave or burial lot; or          (2) is related within the fifth degree by affinity or consanguinity, as determined under Chapter 573, Government Code, to, or is a direct descendant of, a decedent interred in a cemetery maintained by a trustee under this subchapter. Under Section 713.011 (Maintenance Of Municipal Cemeteries), Texas Health and Safety Code, a municipality that operates or has jurisdiction over a public cemetery must maintain the cemetery in a condition that does not endanger the public health, safety, comfort, or welfare. This includes leveling or straightening markers or memorial. The law is very clear, it is your LEGAL DUTY to level or straighten memorials. There is nothing under state law that authorizes you to dodge your legal duty by imposing it on the space holders or heirs. Nor is there anything in state law permitting you to transfer the cost to space holders. You have admitted in the past that your record keeping is so poor, you don't even know how to contact many space holders. So I guess your answer is to simply let the grave takers tumble like dominos rather than</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.</p> <p>14.4.6(C) The owner, or their heir or assign, shall provide Cemetery Operations with their current contact information and the contact information of any person designated by the owner to receive communications. The owner shall update such information as necessary and Cemetery Operations is entitled to rely on the contact information on file in communicating with the owner.</p> <p>We understand implementing these rules pose challenges and we are more than willing to discuss individual needs with the understanding that we must preserve the rights of all customers and provide overall safety. With the updated rules and a continuous open line of communication, we hope to be able to better serve our community.</p>

	<p>B &amp; C you are aware that at Oakwood cemetery the lots were sold as private property and not a right of scupture, everyone will agree that the monuments are the private property of the families that placed them there. the issue is with a cemetery as old as Oakwood you are 6 and 7 generations removed formthe person at rest. the current generation in most cases are not willing to spend monies to correct things. you know this. the industry has strict process to use a space that was orgionly purchased by another. you do not follow that. you have a person sign a release and hold harmless the city of austin, and the persons signs accepting responsibility without ever providing you with any legal documentation on how they are the sole legal owner of the lot. the State of Texas , nor the city of Austin,does not have any laws on the books that address abandoned cemetery property. the monument 50years or older are protected by state law, you can not just replace them if you feel like it look to thecemetery master plan. section D should address monuments that "pose a risk to the public" and thatstandrads is not in writting anywere State law allows basically anyone the right to care for a graveunder "reasonable rules" adopted by the city, you will not try to adopt a 5 page form and extort \$80.00to review a request as hyou have in the past. it will come back as it did before to bite you.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.</p>
	<p>Need reconsideration about the policy of removing all loose benches. If they're in bad shape, of courseremove them. But there are many older and disabled/less-abled folks who need to sit when they arevisiting. It's good to have some loose benches available that can be shared for such times, then replaced at their site. If it is a matter of difficulty when mowing, then perhaps some benches can beplaced in a few designated areas of each section, to be shared.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We are currently working to expand The Departments Memorial Bench program to include the cemeteries.</p>
	<p>what we need is a group of volunterres which would be docents at the cemetery. they could assist the public and perhaps the city could have, for older or disabled folks stable chairs avaiable for check out at the office, or if you call ahead a docent could place one for you at the grave site. lmsure the docent group could get a golf cart donated. they could also report sink holes ordangerious monuments, create work orders for city staff. trash pick up and removal of deadflowers and plants for the compost bins, any recycle materials would go into the proper bins.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. We are working on implementing a Cemetery Operations volunteer program for many of these suggestions. You can contact us via email at <a href="mailto:Programs_Conservation@austintexas.gov">Programs_Conservation@austintexas.gov</a> if you would like to learn more about this program.</p>
	<p>(c) How about a case where the owner is not reachable? There's no provision for a volunteer to do any of these things, esp. if the owner is not reachable.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.</p> <p>14.4.6(C)The owner, or their heir or assign, shall provide Cemetery Operations with their current contact information and the contact information of any person designated by the owner to receive communications. The owner shall update such information as necessary and Cemetery Operations is entitled to rely on the contact information on file in communicating with the owner.</p> <p>We understand implementing these rules pose challenges and we are more than willing to discuss individual needs with the understanding that we must preserve the rights of all customers and provide overall safety. With the updated rules and a continuous open line of communication, we hope to be able to better serve our community.</p>
	<p>Descendants should be able to clean and repair gravestones without approval. It literally belongs to them. Discouraging families from tending their graves will lead to even more neglect.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. We have taken this into consideration in our updates and have provided a clear definition of cleaning.</p>

	<p>No written approval should be required to clean your own family monuments. They are the property of the family, not the city. written approval would die in the chain of approval and a reply would never be received</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. We have taken this into consideration in our updates and have provided a clear definition of cleaning.</p>
	<p>14.4.6 (D) Cemetery Operations cannot legally repair or replace a memorial or mausoleum unless they have owner permission. They cannot then charge the owner as many of the owners do not have the financial means to pay for that work.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.</p>
	<p>(B) . In the City of Austin Historic Cemeteries Master Plan, the City specifically stated, "Markers or monuments that do not pose a threat to public health or safety may be reset, repaired, conserved, or cleaned by the lot owner; that individual may contract with cemetery conservation professionals or non-profit organizations for these services." Master Plan, p.61. This position is consistent with the rights given to families under Texas law. See TX Health and Safety Code, Title 8, Subtitle C, Chap, 713.A, Sec.713.101, Private Care of Graves. The City acknowledges that these monuments belong to and are the responsibility of the families. See SECTION 14 PARKS AND RECREATION DEPARTMENT (PAR) 14.4.0 RULES FOR CEMETERIES OWNED AND OPERATED BY THE CITY OF AUSTIN, 14.4.9 ("Memorials. (A) All memorials shall be installed and maintained at the owner's expense.") Because the owners of the memorials and mausoleums are absolutely entitled to have work performed on their personal property, it is illegal for Cemetery Operations to require that the owners seek "Approval." Cemetery Operations could request that the owners notify them so that there is a record of work being performed, but they do not have the power to approve or deny the owner's right to clean or repair their property B) The owner of a space is solely responsible for cleaning and repairing memorials and mausoleums. An owner must obtain written approval from Cemetery Operations before undertaking such tasks. This is contradicting 14.4.5 line 2.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.</p>
	<p>14.4.6 (B) seems to conflict with the requirement in 14.4.5.(2). What is Cemetery Operations' responsibility? Also, in 14.4.6.(D), change "may" to "shall".. Seems that it shouldn't be an option.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. We have taken this into consideration in our updates.</p>
	<p>F. What about Trust ownership? The rights shall pass according to the trust document.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. 14.4.6(C) The owner, or their heir or assign, shall provide Cemetery Operations with their current contact information and the contact information of any person designated by the owner to receive communications. The owner shall update such information as necessary and Cemetery Operations is entitled to rely on the contact information on file in communicating with the owner.</p>

	<p>You have a LEGAL DUTY to under STATE LAW maintain the cemetery in a condition that does not endanger the public health, safety, comfort, or welfare, not some option or right you can choose to exercise when you see fit.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.</p>
	<p>Some spaces are owned by Trusts. This section does not address this type of ownership.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. 14.4.6(C) The owner, or their heir or assign, shall provide Cemetery Operations with their current contact information and the contact information of any person designated by the owner to receive communications. The owner shall update such information as necessary and Cemetery Operations is entitled to rely on the contact information on file in communicating with the owner.</p>
	<p>The State Law is clear and I quote Health and Safety Code Section 713.011 "A municipality that operates or has jurisdiction over a Public cemetery SHALL maintain the cemetery in a condition that does not endanger the public health, safety, comfort, or welfare. Including leveling or straightening markers or memorials... The way this section is worded in the proposed rules indicates that the city can pick and choose what they want to enforce. The enforcement is clear that the city shall enforce the state law. The families should not be tasked or charged for what the city is responsible for under the Health and Safety Code.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.</p>
	<p>I can clean my family stones when needed and do not need to ask permission.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.</p>
	<p>Section 14.4.6.B seems to conflict with Section 14.4.5.2. Who has the responsibility to level and straighten memorials? This implies it is the owner's responsibility, but that the Cemetery Operations has the 'right' to also level or straighten. Is it possible to charge the Cemetery Operations with leveling and straightening the memorials on a routine basis for aesthetic reasons and to avoid any one memorial from becoming so unlevel that it is a danger to humans standing by or is in threat of falling and breaking? These are often expensive investments by family that they hope to have standing for generations to come. Leveling them would certainly cause them to last longer.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. (B) The owner of a space is solely responsible for cleaning and repairing memorials and mausoleums. An owner must obtain written approval from Cemetery Operations before undertaking such tasks. (D) In the event a memorial or mausoleum is in disrepair, Cemetery Operations shall attempt to notify the owner to undertake repair or replacement. If the repair or replacement has not been completed within 180 days of the first attempt to notify the owner, Cemetery Operations may repair or replace the item and charge the expense to the owner.</p>
<p><b>14.4.7 Interments</b></p>	<p>When I purchased 2 plots several years ago I did so with the understanding that 2 caskets or 4 cremated remains could be interred in each plot. How can that be changed now? It would mean families would need more plots and might be scattered around the cemetery.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. Per the current rules under the section Instructions for Space Holders and Space Holders' Rights: 4. Only one casket will be permitted in each grave. In the event cremation is utilized, a maximum of four (4) interments will be permitted in one (1) space.</p>
	<p>the city has never done dbl depth burials in any of the cemeteries , your deed should explain that,if you do not have your copy. there should be one on file at Travic county records office use this link <a href="https://www.tccsearch.org/RealEstate/SearchEntry.aspx">https://www.tccsearch.org/RealEstate/SearchEntry.aspx</a></p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.</p>

	<p>Re: section (A) above--  this should be amended to say that the Owner ___or their Assignees (such as a mortician and/or funeralhome staff)___ are responsible for.... (etc) This is generally handled by the funeral home is it not? It should not be a requirement that is specifically placed upon the Owner, especially during the bereavement period after a loved one's death...</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. The owner of a space shall provide written authorization to Cemetery Operations to conduct an interment, disinterment, or reinterment at least working 12 hours prior to the service. Cemetery Operations is not liable for the accuracy of the information provided in an authorization, including the identity of the person to be interred, disinterred, or reinterred.</p>
	<p>in the case of a disinturnment state law staes the owner of the lot or someone within the 3rd degree of relationship has the right. not a funeral home or director. a few tyears ago the TexasState cemetery attempted to relocate sussana Dickenson and Joseph Hanning to the texas statecemetery. they wanter this notable texas woman at the state cemetery, they hired a funeral directorto track doen the great neice of Joseph Hanning and had her sign the paperwork as the neice of thedeceased. they were one signature away from making this happen ( the director of the parksdepartment) when i discovered this. within 36 hrs we ( Members of Save Austin's ecemeteries) hadliving descendants on the phone and they stopped the process. the city claimed they had noresponsibly to check any of the facts! open records reqes for the texas State cemetery yeilded arecording of a board meeting were the plabn was hatched and the question was raised about thecity weighing in and the sextn went on record that they are the State of Texas, they dont care whatthe city thinks! the law protect burials from descendant latter on who may want a prime burialspace from filling out paper work and moving you or a loved one elsewhere so they can get yourspace. the city has to dillently review all request for legality.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.</p>
	<p>I'm not sure what the purpose of (C) (2) and (3) are. These are dead people's remains. What does thecity care about piling in a bunch of urns?</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.</p>
	<p>14.4.7.(C).(2) needs clarity. Does this mean that in a space that contains a casket, only one interment of cremated remains is permitted in addition to the remains in the casket??</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. Yes, this the case. (C) Occupancy of Spaces:  (1) Only one casket is permitted in each space.  (2) In a space that contains a casket, only one interment of cremains is permitted.  (3) In a space that does not contain a casket, four interments of cremains are permitted.</p>
	<p>14.4.7.(A), needs some clarity. If Cemetery Operations is NOT LIABLE for accuracy of information, who is?</p>	<p>(A) The owner of a space shall provide written authorization to Cemetery Operations to conduct an interment, disinterment, or reinterment at least working 12 hours prior to the service. Cemetery Operations is not liable for the accuracy of the information provided in an authorization, including the identity of the person to be interred, disinterred, or reinterred.</p>
	<p>There are numerous graves at COA cemeteries that have surface vaults which are contradictory to Item "E". Surface vaults are still manufactured and sold in the Central Texas Area. As a funeral director I haveno issue in a family selecting this type of container and do not see why it should be prohibited by the city of Austin.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.</p>



	<p>In a space that has one casket, isn't there room for TWO cremains? If so, why is this not allowed?</p>	<p>Thank you for your feedback on the proposed cemetery rules. Due to space variances in each cemetery and section, we must adhere to consistent standards for burials throughout the cemeteries. We understand implementing these rules pose challenges and we are more than willing to discuss individual needs with the understanding that we must preserve the rights of all customers and provide overall safety. With the updated rules and a continuous open line of communication, we hope to be able to better serve our community.</p>
	<p>What about ashes? Probably in another section?</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.</p> <p>14.4.7. (C) Occupancy of Spaces:</p> <p>(1) Only one casket is permitted in each space.</p> <p>(2) In a space that contains a casket, only one interment of cremains is permitted.</p> <p>(3) In a space that does not contain a casket, four interments of cremains are permitted.</p>
	<p>It is the familys responsibility to insure that the ownership records are up to date. heres the catch at Oakwood nothing has been sold by the city since 1910, the Oakwood annex it opened in 1914, evergreen in 1926 ? and the city acquired Austin Memorial park in the 1940's; so much time has lapsed the city has no idea who the current owners of property sold more than 40 years ago is. that is why the 1978 rules state it is the families responsibility to ensuer their contact information is up to date in the office. most for profit cemeters have simuilar signage at their cemeteries. No one thinks of this untill a death accures. the city is not going to tell the family that graet grandpa purchased the lot and the family need to provide wills, probate records, births and death certificaes to establish that the person in front of them is in fact the leagal owner. instead they have "john doe" sign a form assuming all responsibility, and claim they are not responsible for the accuracy of the information provided in the authorization! When i was at an industry work shop they touched on this issue, I shared a copy of the citys form and the lawyer for the insudtry who was the speaker was aghast. without proper authorization by the legal owner the city is liabale if they allow an unauthorized person to be buried in that space! Instead the city if questioned will point to the authorization form and thell the intrested party, do you know john doe? look here, he signed this so your problem is with him, not the city of Austin. The reality is the city wants to meet the needs of the family at the time of death, if they make it to hard fro the family to utilize the assumed empty space, they may go someplace else and buy a space , then the city gets no monies for services they would have provided, so..... 1. its about \$\$ and meeting the needs of the family, and 2. the city is self insured and has a team of lawyers. it is very difficult to sue a municipality in Texas, unless the police shoot you in the back and there is enough public outcry., Any lawyer will tell you you will spend tens of thousands of dollars fighting for a space of earth that is worth less than three thousand dollars so they give up. The city knows this, they bank on it.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.</p>
	<p>C) Who determines this and what is the reasoning behind this?</p>	<p>Thank you for your feedback on the proposed cemetery rules. Due to space variances in each cemetery and section, we must adhere to consistent standards for burials throughout the cemeteries. We understand implementing these rules pose challenges and we are more than willing to discuss individual needs with the understanding that we must preserve the rights of all customers and provide overall safety. With the updated rules and a continuous open line of communication, we hope to be able to better serve our community.</p>

	(E) Why? There are existing ones at Oakwood.	Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. The structures at Oakwood were put into place prior to 1978. Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We carefully reviewed all feedback to determine how to best accommodate both current and new customers.
14.4.8 Rules for Memorial Work	(A) An owner should have the right to perform reasonable cleaning and repairs to their "own" familyplot. If heavy tools or equipment is needed - then the contractor rules and insurance should apply.	Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. We have taken this into consideration in our updates.
	this whole section is created to give you compltere oversite and the ability to extort monies fromfamilies for silmple fixes or cleaning of a monument. ITS PRIVATE PROPERTY, you are claiming that onlya contractor approved by you who has insurance can do any work, im sure a kick back is alreadyplanned. you can not follow your own policies on setting of monuments . you have NO ONE trained inrepair or setting monuments. as an example you do not use angular gravel ad sand for a base . you usepea gravel because you have LOTS of it at the old holly street power plant and its free. using pea graveis like stabilizing something on a pile of Ball bearings. it may allow for drainage but it will bot compactand creat a stable sub base, look at the profile for the walking and jogging paths in the parks system the sub base is not pea gravel. you already had one employee leave the city due to misconduct with amonument vender, you are setting yourself up for failure and a lawsuite	Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.
	Contractors approved by the City, while understandable in the abstract, in reality this almost alwaysmeans that the cost of doing the work quadruples...! (this relates directly to my concerns about section14.4.6 above) Any work done by the City or the short list of city-approved contractors will cost a greatdeal more than it needs to. That is not to say that the requirement for insurance and following allconstruction-related requirements are not reasonable expectations, however any skilled GC, especiallyyones who routinely level slabs, etc. would most likely be able to perform the same quality of work atlower cost-- which means that more people would be willing to spend the money to improve/repair thegraves of their relatives (a desirable goal), were it more affordable to do so.In short, would not _more_ graves and monuments that have fallen into disrepair be improved, if theCity were to set reasonable expectations/requirements/specifications for the work to be performed,and then hold the Contractors (not the Owners) accountable if they fail to meet these standards ?	Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.
	city employees have no business recomending to familys who someone should hire. there is a realrisk for back door financial relationships in the form og contract kick backs or referrel paymentsmade directly to city employees. there are lots of factors on why monuments shift, ground settelingand poor install patices, as well as mower strike top the list.	Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.
	Define "repairing and cleaning".	Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. We have taken this into consideration in our updates.

	<p>A. The City utilizes at least a dozen approved contractors for cemetery work. The work is not like other projects (restrictive work space, many trees to protect, other memorials to protect, time constraints, etc.), thus I support the continued practice followed by the City. Collectively as owners, we need to know the companies doing work in our cemeteries are qualified and being held accountable.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.</p>
	<p>I paid for a monument at Oakwood annex the approved vendor set the monument and city crews signed off stating it was done properly with a concrete foundation with sq sides and x inches thick, and 1 inch wider than the foot print of the stone, when i examined, it was clear the contractor, which was approved by the city just dug a hole placed in dry cement set the monument , sprinkled abut of water on it, placed some grass back around it and it looked fine. the city crew took my money as an inspection fee and pencil whipped the paper work without ever looking at it. the knowingly falsified a goverment record, which is a class A misdeminor. I was told they are ding thebest they can! and now they want more authority and responsibility?</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.</p>
	<p>This entire section is BS. Family members who show up to beautify and even relevel graves are going to violate this for no reason. Rewrite or omit.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. We have taken this into consideration in our updates.</p>
	<p>If you want the cemetery to be vibrant and cared-for, you cannot punish descendants--and friendly groups like Save Austin's Cemeteries--for cleaning and resetting gravestones by insisting that the work be done by an approved contractor with gobs of paperwork AND BY CHARGING FEES. The City, Cemetery Operations, descendants, and friends need to work together to preserve and conserve this resource in good faith, not be hamstrung with rules, applications, and fees.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.</p>
	<p>I have established a website documenting in detail PARD's bureaucratic foot-dragging and equivocations over the past NINE years of this rules process: <a href="https://saveaustinscemeteries.blogspot.com/2022/09/protect-austins-cemeteries-from-pard.html">https://saveaustinscemeteries.blogspot.com/2022/09/protect-austins-cemeteries-from-pard.html</a> This page expressly addresses PARD's duties regarding cemetery maintenance under state law and its failure to do so: <a href="https://saveaustinscemeteries.blogspot.com/p/not-so-benign-neglect.html">https://saveaustinscemeteries.blogspot.com/p/not-so-benign-neglect.html</a> Under Section 713.011, Texas Health and Safety Code, a municipality's responsibility to maintain a cemetery includes leveling or straightening markers or memorials. However, PARD has repeatedly denied it has any such a duty under state law, instead insisting that the duty and cost of maintaining gravestones and markers falls solely on the owner of the space and his or her heirs. This proposed rule required that the resetting, releveling, repairing, or cleaning of a memorial or other structure within a cemetery must be performed by a contractor approved by Cemetery Operations. Such work may be subject to an inspection fee and other fees as set forth in the fee schedule available from Cemetery Operations. So not only is PARD shirking its duty under state law and trying to pawn off the responsibility and expense of maintaining grave markers to the space holder or heirs, PARD is apparently looking at making extra income by charging fees to those performing what is the PARD's legal obligation. In other words, PARD's entire attitude toward maintaining grave markers is more equivalent to a protection racket than compassionately and carefully performing its duties under state law. If the public does not pay up, as far as PARD is concerned, the gravestones can crumble and tumble until Austin cemeteries look more like the setting for a Lovecraft story than the final resting place for loved ones.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.</p>
	<p>The family monuments have always been considering private property. I should have the right to clean my family's tombstones. Also there are historical markers in Oakwood, i.e. Zilker, that should be cleaned with water to show the history of Austin. It is embarrassing to see these stones of old families who are no longer in Austin.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. We have taken this into consideration in our updates.</p>

	<p>Families (owners) of the plot/monument have a right under Texas law to maintain the monument. If the family and/or a volunteer engaged by the family performs minor work - cleaning, etc., there is no need for "inspection" nor does the City have a right to inspect the work.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. We have taken this into consideration in our updates.</p>
	<p>There is a lot wrong with this section. First and foremost, a requirement being made to utilize city approved contractors. There are multiple trades in our family as an example that can do maintenance (and have) and we are not approved city contractors. Working within the City of Austin with its layers of bureaucracy is the perfect example of why this section needs some serious work.</p>	<p>Thank you for your feedback on the proposed cemetery rules. We understand implementing these rules pose challenges and we are more than willing to discuss individual needs with the understanding that we must preserve the rights of all customers and provide overall safety. With the updated rules and a continuous open line of communication, we hope to be able to better serve our community.</p>
	<p>Owners / purchasers of memorials should be allowed to clean them at will (whenever they want) without first having to fill out a permission form after visiting their loved one, and then return to the cemetery to clean and maintain what they have already purchased and is further subject to the environment. What shortsightedness on your part.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. We have taken this into consideration in our updates.</p>
	<p>Where can an owner find out which contractors are approved by Cemetery Operations?</p>	<p>Thank you for your feedback on the proposed cemetery rules. We understand implementing these rules pose challenges and we are more than willing to discuss individual needs with the understanding that we must preserve the rights of all customers and provide overall safety. With the updated rules and a continuous open line of communication, we hope to be able to better serve our community.</p>
	<p>Also, I am assuming 'cleaning of a memorial refers to extensive cleaning such as using chemicals or power spraying of memorials? Otherwise, regular cleaning by the family is acceptable, correct?</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. We have taken this into consideration in our updates.</p>
<p><b>14.4.9 Memorials</b></p>	<p>Re: (G) ---- hey City-- it would be courteous to the families of the deceased if you would at least inform them that their bench does not meet cemetery requirements, and verify communication with them 30 days prior to removing a bench that they probably paid thousands of dollars for to honor someone close to them who has died....</p>	<p>Thank you for your feedback on the proposed cemetery rules. We understand implementing these rules pose challenges and we are more than willing to discuss individual needs with the understanding that we must preserve the rights of all customers and provide overall safety. These rules are intended to address those memorials and benches which were not approved by the City, while still allowing for cultural and religious expression. Memorial benches can be a meaningful way to honor a deceased loved one while offering a restful spot for people to sit. We have revised the proposed rules to accommodate existing benches with restrictions, as outlined in 14.4.9. With the updated rules and a continuous open line of communication, we hope to be able to better serve our community. The items will be flagged based on the "Out of Compliance" with an IMMEDIATE REMOVAL NOTICE or a 30-DAY NOTICE.</p>
	<p>I understand the need here, but would it hurt to at least contact the family members and explain the situation, rather than have them show up one day only to find this bench-- one that they sit on to remember someone dear to them-- has been removed with no prior warning?</p>	<p>Thank you for your feedback on the proposed cemetery rules. These rules are intended to address those memorials and benches which were not approved by the City, while still allowing for cultural and religious expression. Memorial benches can be a meaningful way to honor a deceased loved one while offering a restful spot for people to sit. We have revised the proposed rules to accommodate existing benches with restrictions, as outlined in 14.4.9. With the updated rules and a continuous open line of communication, we hope to be able to better serve our community.</p>

	Come on; let's have some dignity and show compassion to our neighbors and fellow citizens, please...	Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We carefully reviewed all feedback to determine how to best accommodate both current and new customers.
	Is it really necessary to remind City employees that their first duty is to serve the citizens who pay their salaries with kindness and compassion ?	Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We carefully reviewed all feedback to determine how to best accommodate both current and new customers.
	These are ridiculous rules. Benches located on an owner's plot, adjacent to their deceased family member should be allowed.	Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We carefully reviewed all feedback to determine how to best accommodate both current and new customers.
	Disagree with most of this provision. The Cemetery has a fiduciary responsibility to maintain a Memorial once installed. If a COA employee, equipment, contractor performing work in the cemetery causes damage to an existing memorial then it should not be the responsibility of the family to bear any cost to have the memorial made whole. Again gravel is not a medium that should be used for memorials in setting. Placing a memorial of any size on material that will shift is not a safe idea. The industry standard is either utilizing a pre made concrete base or setting the monument in a composition of sand and dry concrete.	Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.
	Memorials for cremated remains with niches can be defined as a Bench that happens to be drilled to hold 2-4 sets or have compartments for Cremated remains. These type of memorial save space in a cemetery and should be encouraged rather than prohibited.	Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We carefully reviewed all feedback to determine how to best accommodate both current and new customers.
	Much of this provision limits the family from designing a memorial suitable to properly memorialize their loved one. If you allow the proper memorialization on the actual memorial the family is less inclined to leave items around the grave that become projectiles when the grass is cut (though that is not often at any COA cemetery)	Thank you for your feedback on the proposed cemetery rules. Benches are more than welcome however, we require that they be placed at the head as a memorial. We understand implementing these rules pose challenges and we are more than willing to discuss individual needs with the understanding that we must preserve the rights of all customers and provide overall safety. With the updated rules and a continuous open line of communication, we hope to be able to better serve our community.
	I must say that there are many items that encroach into my mother and my son's gravesites. There have been benches, folding chairs, rock formations, hoses, gardening tools, plastic flowers and so much more that have been laying in and around our family plots. Many of them are not 'flushed, centered and aligned" with spaces around ours. I sometimes do not know where to place the folding chairs, benches, etc. and just toss them aside or place them next to the plots by ours. Honestly, it can look pretty junky. I am one of the few people that prefer a bit more uniform and presentable display of personal objects rather than the hodgepodge that is seen on many graves. (I apologize if this is offensive to families that like to place a lot of personal items on the gravesite of their loved one.)	Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the features, functional concerns, and questions that are most important to you. We agree that people should be able to grieve in the manner of their choosing. The intent of rules in a public setting is to protect the rights of all customers while providing a safe and accessible environment.

	<p>Dimensional requirement shouldn't be part of these provisions except the say the must fit on the internment area. Any material that with stands decades of wear should be allowed since the technology has evolved. Prohibiting niches appears to violate others religious beliefsD (3), (6). I don't understand these dimensional limits when there are many taller - larger headstones and memorials at Oakwood.</p> <p>E (1)(c) I don't understand why you want the concrete to be above ground level by 1 or 2 inches. Is that in anticipation of it sinking that much?</p> <p>F Already exists all over Oakwood. Why are you limiting what generation-ally owned private propertyowners can do?</p> <p>G If you determine a bench is "unstable " Cemetery Operations needs to notify the property owner thatthey need to look at it and repair, replace, remove as necessary. Not at "sole discretion" of CemeteryOperations.</p> <p>*Note* - Sole discretion of Cemetery Operations is wording that should not be used anywhere there is involvement of generation-ally owned private property with owners loved ones in it.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We carefully reviewed all feedback to determine how to best accommodate both current and new customers. "</p> <p>We understand implementing these rules pose challenges and we are more than willing to discuss individual needs with the understanding that we must preserve the rights of all customers and provide overall safety. With the updated rules and a continuous open line of communication, we hope to be able to better serve our community."</p> <p>The Items will be flagged based on the "Out of Compliance" with an <a href="#">IMMEDIATE REMOVAL NOTICE</a> or a <a href="#">30-DAY NOTICE</a>.</p>
	<p>this should state all new memorials. I would guess if i did an open records request to inspect all memorial approvals you are not following this. I have proven that employees sign off on inspections that never happened, and when the city did the work for frost bank at the wormoth lot at Oakwood NO foundations were used when the city reset all of the monuments. no employee was called out on it and the city billed the bank as if the work was done properly. you need a statement that if an employee falsifys a report the city will proscute them for tampering with a government record and not just claim "we are doing the best we can" and sweep it all under the rug</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We carefully reviewed all feedback to determine how to best accommodate both current and new customers.</p>
	<p>What is the purpose of (F)? I see those in just about every cemetery I've ever visited and see no reason they should be prohibited everywhere.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the features, functional concerns, and questions that are most important to you. We agree that people should be able to grieve in the manner of their choosing. The intent of rules in a public setting is to protect the rights of all customers while providing a safe and accessible environment.</p>
	<p>I do not support these rules. One of the reasons provided for the unreasonable rules about monuments and memorials was mowing. (I really am opposed to disallowing a flat plaque (VA) at the head of a gravesite in addition to a family monument, or only allowing a bench if it serves as aheadstone, and disallowing plants and gravel - all practices currently in place that add to the beauty of the cemetery.) I don't see any mowing happening around my parents' gravesites (there's nothing to mow - only dirt, clover, weeds, and fire ant mounds). But if these kinds of rules are required in order to mow (I'm not convinced) please consider a ground cover around gravesites that doesn't require mowing</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.</p>
	<p>14.4.9.(G): Please be clear as to your intent. Suggest you change the word "may" to "shall" or "will".Leaving things in the gray area really doesn't help anyone -- not even AMP.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We carefully reviewed all feedback to determine how to best accommodate both current and new customers.</p>
	<p>14.4.9.(E).(1), these requirements are quite detailed, how do you plan to monitor and enforce? Will you be sending these requirements out to all the memorial providers? How else would they ever know?Definitely NOT from the purchaser who would never see this</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We carefully reviewed all feedback to determine how to best accommodate both current and new customers.</p> <p>The Items will be flagged based on the "Out of Compliance" with an <a href="#">IMMEDIATE REMOVAL NOTICE</a> or a <a href="#">30-DAY NOTICE</a>.</p>

	<p>Regarding 14.4.9.(D)(4): "Flush" is no longer flush?? Be ready to accept the responsibility for damages caused by lawnmower blades and other equipment, not to mention the potential danger to someone tripping on a marker that's sticking up above ground level.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. We carefully reviewed all feedback to determine how to best accommodate both current and new customers. Due to the topography of our cemeteries, "Flush" is not always obtainable. Cemetery Operations believes a precautionary measure of 2" above ground allows for later adjustments to be made due to potential ground shifts.</p>
	<p>Regarding 14.4.9.(D)(3), does the 42" height meant to include or exclude the base?,</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. The 42" height requirement includes the base and will be measured above ground level.</p>
	<p>Regarding 14.4.9.(C), stating that a companion or family memorial may be installed on two or more spaces, how many spaces can a family memorial span? Is a giant 5 or 6 space memorial allowable? Several of these statements are written very carelessly for which will be a troublemaker for AMP and the public.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We carefully reviewed all feedback to determine how to best accommodate both current and new customers.</p> <p>14.4.9(C) One memorial may be installed at the head and one at the foot of a space; provided, however, that a monument bench may be installed only at the head of a space. Memorials installed at the head of a space shall be centered and aligned with adjacent memorials. Memorials installed at the foot of a space shall be flush, centered, and aligned with adjacent memorials. A companion or family memorial may be installed on two or more spaces.</p>
	<p>Section 14.4.9.1 states that "...memorials... shall be maintained at the owner's sole expense." Does this mean that when the Cemetery Operations exercises their right to level and straighten memorials, clear out dead plants and deteriorated plastic (as mentioned in other sections of these rules) will a bill be presented to the owner?</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We carefully reviewed all feedback to determine how to best accommodate both current and new customers. 14.4.11 (A) In addition to routine cleaning and maintenance, Cemetery Operations may conduct cleanups of Sections and Lots after February 1, after August 1, and after November 1 (the "Scheduled Cleanups"). During Scheduled Cleanups, ornamentation and decorations may be removed and disposed of.</p>
	<p>B. Does this allow a memorial for two people to be placed half on one space and half on the adjoining space?</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We carefully reviewed all feedback to determine how to best accommodate both current and new customers.</p> <p>14.4.9(C) One memorial may be installed at the head and one at the foot of a space; provided, however, that a monument bench may be installed only at the head of a space. Memorials installed at the head of a space shall be centered and aligned with adjacent memorials. Memorials installed at the foot of a space shall be flush, centered, and aligned with adjacent memorials. A companion or family memorial may be installed on two or more spaces.</p>
	<p>(D) (3) Why is the statement "except as provided in (7) below" necessary when stating a memorial height limit of 42 inches? (D) (7) imposes a height limit of 2 inches above ground level, which doesn't seem to conflict at all with the limit in (D) (3). What am I missing here?</p>	<p>Thank you for your feedback on the proposed cemetery rules. Benches are more than welcome however, we require that they be placed at the head as a memorial. We understand implementing these rules pose challenges and we are more than willing to discuss individual needs with the understanding that we must preserve the rights of all customers and provide overall safety. With the updated rules and a continuous open line of communication, we hope to be able to better serve our community.</p>

		Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.
	if the corner markers are 2" or less then the mowers can pass over them without damage to the mower or the corner markers	
<b>14.4.10 Ornamentation and Decoration</b>	you have not followed the rules of 1978 on this because you dont want the public back lash this section was a bif problem in the last round. look at any childs grave and you will find small toys and things left behind. Grief is , as you know a powerful emotion, and will defete this if you do not explaine why the rules and new news are important. its about the ability to saftly mow and maintan the property. a riding mower will discharge obsticals like toys , glass , rocks out of the machine at 400ft/second- they did a myth busters on this. its a time / budget and safety issue first and formost. I have documented mower strikes and damage from string trimmers for many years. if you ask the city for their compliance then you have to train your staff not to damage these memorilas, and take responsibility if they do. you can not have your cake and eat it to.	Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. We carefully reviewed all feedback to determine how to best accommodate both current and new customers.
	You should not dictate what a family member leaves (reasonably) for another on their memorial. If someone wants to leave a medal, or toy or coin etc.. The City SHOULD NOT TOUCH IT. You do not get to dictate how family's and individuals grieve. The City is new to this. My family has owned this for over 150 years.	We agree that people should be able to grieve in the manner of their choosing. The intent of rules in a public setting is to protect the rights of all customers while providing a safe and accessible environment. 14.4.10 (B)The permitted items listed in (A) above may be placed only at the head of a space or to the immediate left, right, or on a memorial.
	I think defining the extra items that can be left at a gravesite by visitors is needed. I've witnessed what appears to be a pile of undistinguished tokens of respect/memorials that have become an eyesore. It may be that the family members no longer visit and what was once attractive and meaningful is no longer that. The items disintegrate, become mowing hazards, are blown into other areas, and get stuckin trees. This reduces the possibility for a beautiful, peaceful and serene setting.	We agree that people should be able to grieve in the manner of their choosing. The intent of rules in a public setting is to protect the rights of all customers while providing a safe and accessible environment. 14.4.10 (B)The permitted items listed in (A) above may be placed only at the head of a space or to the immediate left, right, or on a memorial.
	I am glad we are finally getting these rules updated. I respect peoples ability to mourn family and friends but not at the expense of everyone else. We need to keep Austin Memorial Park as clean as possible. Putting decorations on trees or decorating on graves and leaving it there for someone to remove is disrespectful. If you want to provide decorations then you should be able to, however, you should also be required to remove them and not let them deteriorate and spill over to someone's grave. Keep it clean!!	We agree that people should be able to grieve in the manner of their choosing. The intent of rules in a public setting is to protect the rights of all customers while providing a safe and accessible environment.
	Wind chimes are beautiful. When my only child passed at the age of 25, the wind chimes as I walked daily to his grave reminded me I could still talk to him. However, my NEW chimes were taken down for no consideration.	Thank you for your feedback on the proposed cemetery rules. Benches are more than welcome however, we require that they be placed at the head as a memorial. We understand implementing these rules pose challenges and we are more than willing to discuss individual needs with the understanding that we must preserve the rights of all customers and provide overall safety. With the updated rules and a continuous open line of communication, we hope to be able to better serve our community.
	Trees that have been planted, rose bushes that have been planted, these should not be cut down. Why,what help is that?	We agree that people should be able to grieve in the manner of their choosing. The intent of rules in a public setting is to protect the rights of all customers while providing a safe and accessible environment. All trees that have been tagged and registered with PARD Forestry Division will remain; unless they become a safety issue.



	<p>These rules are for all cemeteries, not only the oldest. After strong storms, some ornaments and decorations (cloth) are tattered may be relocated throughout the property and staff needs to remove .</p>	<p>Thank you for your feedback on the proposed cemetery rules. We understand implementing these rules pose challenges and we are more than willing to discuss individual needs with the understanding that we must preserve the rights of all customers and provide overall safety. With the updated rules and a continuous open line of communication, we hope to be able to better serve our community.</p>
	<p>The City should not have the right to remove any personal property that is left within one's own space. Why are you threatening to remove trees, shrubs and other plants? The tree planted in my families memory has now been registered with the Texas forestry service. The daffodils that come up every year are my mother's favorite flower and that rose bush provides a nice scent drifting past the wind chimes that we hung. Why are you DICTATING how we decorate our own property. The last I looked, we own the property, not the City of Austin.</p>	<p>We agree that people should be able to grieve in the manner of their choosing. The intent of rules in a public setting is to protect the rights of all customers while providing a safe and accessible environment. All trees that have been tagged and registered with PARD Forestry Division will remain; unless they become a safety issue. Spaces are granted for the rights of sepulture only.</p>
	<p>On a number of occasions, we have received Cemetery approval to plant trees and shrubs in easements and other boundary areas to beautify the area and for other religious purposes. Are you saying that that will no longer be allowed?</p>	<p>Thank you for your feedback on the proposed cemetery rules. We understand implementing these rules pose challenges and we are more than willing to discuss individual needs with the understanding that we must preserve the rights of all customers and provide overall safety. With the updated rules and a continuous open line of communication, we hope to be able to better serve our community.</p>
	<p>What about wind chimes in adjacent trees? Toys? Beer cans? Crosses? Angel statues? Candles? I see many, many items placed in the cemetery. I like some of these items, but there are many that I personally don't like. I think the important issue is to have continuity of what is allowed and how unallowed items are disposed of. Since there are currently many items NOT allowed, how and when will they be removed?</p>	<p>We agree that people should be able to grieve in the manner of their choosing. The intent of rules in a public setting is to protect the rights of all customers while providing a safe and accessible environment. The items will be flagged based on the "Out of Compliance" with an <u>IMMEDIATE REMOVAL NOTICE</u> or a <u>30-DAY NOTICE</u>.</p>
	<p>This is a biggie: no more beer cans, stuffed animals, candles or photos of the deceased on graves. I approve of the ornamentation and decoration rules above. And while I appreciate the exuberant Mexican tradition of leaving things on the grave during the Day of the Dead, Austin is not Mexico. American cemeteries are park-like places for quiet reflection. And besides, leaving items on the grave got out of hand -- it became year round and messy. Some graves became heaped with stuff. In time, items became faded and sad looking. Our dead deserve a respectful repose.</p>	<p>Thank you for your feedback on the proposed cemetery rules. We agree that people should be able to grieve in the manner of their choosing. The intent of rules in a public setting is to protect the rights of all customers while providing a safe and accessible environment. The intent of the rules is to protect the rights of all customers while providing a safe and accessible environment.</p>
<p><b>14.4.11 Designated Cleanup Schedule</b></p>	<p>Now it sounds as if the city intends cleanups to occur <u>only</u> once a year (??) which, if accurate, help explain why they are so badly in need of basic maintenance.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. Cemetery Operations provides year-round trash and litter cleanup. The cleanup dates mentioned in the rules follow major holidays.</p>

	<p>I suggest that a fall clean up is literally a wasted effort as soon as the trees lose their leaves and winterwinds blow everything about.... Surely it would be better to have an "annual" cleaning performed in__early spring__, (i.e.: a Spring Cleaning) so that the cemeteries are in their best condition in spring andsummer, which is when most people visit them, is it not ?</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders. We are working on implementing a Cemetery Operations volunteer program for many of these suggestions in addition to our work with Austin Parks Foundation and our participation in It's My Park Day twice a year. You can contact us via email at <a href="mailto:Programs_Conservation@austintexas.gov">Programs_Conservation@austintexas.gov</a> if you would like to learn more about our volunteer program.</p>
	<p>May I suggest you also post a notice online for those of us that are no longer local? Seems a simple request</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. Please visit our webpage at <a href="https://www.austintexas.gov/department/cemeteries">https://www.austintexas.gov/department/cemeteries</a></p>
	<p>Based on the previous section 14.4.10, will all Ornamentation and Decoration not falling into the fourallowed categories really be removed during designated cleanups? For the 20 years we have had a plot,many objects and items have been allowed to remain, such as pinwheels, chimes, yard sculptures,holiday decorations, ribbons, etc. I realize some of these items are very meaningful to families but my hope is that they will circle back around and check on the items to see if they have blown away, fallen over, etc.</p>	<p>Thank you for your feedback on the proposed cemetery rules. We agree that people should be able to grieve in the manner of their choosing. The intent of rules in a public setting is to protect the rights of all customers while providing a safe and accessible environment. The intent of the rules is to protect the rights of all customers while providing a safe and accessible environment.</p>
	<p>Cemetery Operations should send an email out detailing where, when, and what they are going to do.</p>	<p>Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemeteries Operations understand the features, functional concerns, and questions that are most important to you. " Thank you for your feedback on the proposed cemetery rules. Your input is valuable to us and helps Cemetery Operations understand the thoughts, concerns, and questions most important to our stakeholders.  14.4.6(C) The owner, or their heir or assign, shall provide Cemetery Operations with their current contact information and the contact information of any person designated by the owner to receive communications. The owner shall update such information as necessary and Cemetery Operations is entitled to rely on the contact information on file in communicating with the owner."  If you would like to be added to the Cemetery Operations email list please forward your information to <a href="mailto:cemeteries@austintexas.gov">cemeteries@austintexas.gov</a></p>