



Date: 2/18/2026
To: City Commission
From: Kalla Langston-Weiss, City Clerk
Subject: Recommendation to Approve BS&A Cemetery Management Software

Purpose

The purpose of this memorandum is to request Commission approval to transition from the Pontem Cemetery Data Manager system to the BS&A Cemetery Management module.

Background

The City currently utilizes Pontem Cemetery Data Manager for cemetery records and plot management. While the system functions at a basic level, it presents ongoing operational challenges that impact efficiency, accessibility, and customer service.

Operational Concerns with Pontem

1. Search Limitations

- The system requires exact name spelling to successfully locate individuals.
- Variations in spelling, incomplete information, or historical record inconsistencies make searches time-consuming and frustrating.
- This slows service to residents and funeral homes who often need information quickly.

2. System Performance

- The software operates slowly during routine tasks such as searches and record retrieval.
- Delays are noticeable when assisting the public at the counter or over the phone.

3. Limited Logins

- The City currently has access to only two user logins.
- When multiple staff members need access simultaneously, this creates workflow bottlenecks.
- Limited access can delay responses to public inquiries and internal coordination.

4. Integration Limitations

- Pontem operates as a standalone system.
- It does not integrate seamlessly with our existing BS&A financial and municipal modules, requiring manual processes for recordkeeping and reconciliation.

Advantages of BS&A Cemetery Management

1. System Integration

- BS&A Cemetery Management would integrate with our existing municipal software suite.

- Financial transactions, reporting, and recordkeeping would be consolidated within one platform.
- 2. **Improved Accessibility**
 - Additional user licenses would allow appropriate staff access without workflow interruptions.
 - Information would be easier to retrieve across departments.
- 3. **Enhanced Search Functionality**
 - Modernized search tools are expected to allow more flexible name lookups and faster record retrieval.
- 4. **Operational Efficiency**
 - Consolidating systems reduces duplication, improves reporting accuracy, and supports long-term administrative consistency.

Budget Impact

The transition to BS&A Cemetery Management was budgeted for in the current fiscal year and is fully covered within the approved budget. No additional appropriation is required.

Recommendation

Due to ongoing inefficiencies with the current Pontem system—specifically slow performance, limited user access, and difficulty locating records—I recommend that the Commission approve the transition to BS&A Cemetery Management software. This change will improve internal efficiency, enhance public service response time, and better align cemetery operations with the City's existing municipal software infrastructure.