



Community Meeting

20 August 2025

5:00 P.M. – Mission Chapel

AGENDA

- Introductions
- History of Hermosa Gardens Cemetery
- Challenges
- Plan Forward
- Q & A

INTRODUCTIONS

CITY OF COLTON

DEB FARRAR

Director of Community Services Department

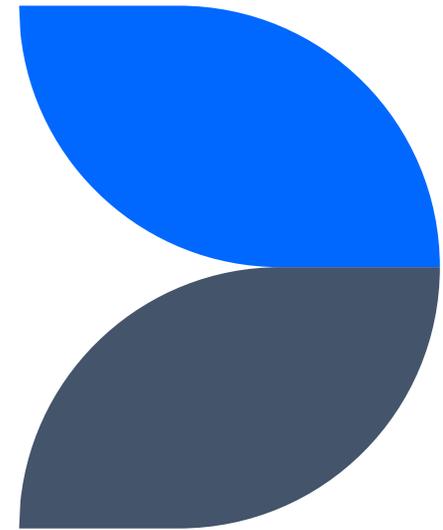
dfarrar@coltonca.gov

OMNI CEMETERY MANAGEMENT

Gretchen Denise Hampton

Cemetery Manager

cemetery@coltonca.gov



HISTORY OF HERMOSA CEMETERY

1877

Cemetery established with the name Hermosa "*Beautiful & Grand*"
Privately held by Hermosa Cemetery Association

May 17, 1916

Board of Trustees of the City of Colton adopts resolution to acquire the property from W.S. Bullis for the amount of \$3,680.

January 19, 1993

Designation of Hermosa Cemetery as Colton Historic Landmark 31

City enters into 55-year Lease Agreement with Inland Memorial Inc to manage and operate Hermosa Gardens Cemetery.

2000

Inland Memorial operates and manages for 22 years with four administrators, each with high and low points through the years.

2000-2022

2023

MARCH

Inland Memorial Inc. sells entire corporation without City knowledge and attempts to transfer lease to new owner, Inland Funeral Care.

JUNE

City enters into short term operation agreement with Cemetery Care Providers to manage operations through December 2023

JULY

City Staff with Consultant begin weekly visits to gain understanding to make DECEMBER transition seamless.

AUGUST 15

Cemetery Care Providers announce intention to end agreement on September 30

OCTOBER 1

City resumes responsibility for Hermosa Cemetery with no staff or budget in place.

2023-2024

OCTOBER

Closed cemetery to address lawn maintenance, document review, and facility upgrades.

NOVEMBER

Reopened November 1

Daily visit and phone calls are overwhelming.

Focus is on improving Customer Service, Records Management and regular maintenance schedule

DECEMBER 2023 – JUNE 2024

2025

JANUARY

- Digitized all records.

SPRING

- Improvement in Rose Garden
- New Signage

Increased watering schedule /

SUMMER

CEMETERY MANAGEMENT

OMNI CEMETERY MANAGEMENT

- ✓ Contracted to directly manage all day-to-day operations, sales, management, grounds crew, and burials coordination.
 - ✓ City had previously contracted with Gretchen Denise Hampton for insight & guidance regarding Cemetery.

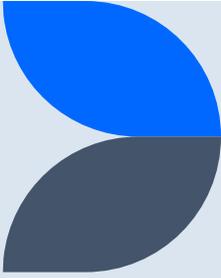
DIRECT CONTACT
cemetery@coltonca.gov

CITY CONTRACT OVERSIGHT

- ✓ Community Services Department works directly with OMNI to provide quality service and assists in resolving any issues that arise.



CHALLENGES



DELAYED
MAINTENANCE

RECORD
MANAGEMENT

CUSTOMER SERVICE
RECOVERY

EQUIPMENT
DEFICITS

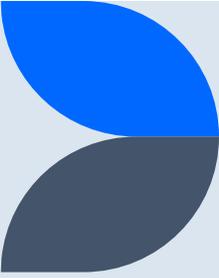
FINANCIAL IMPACT

DEFERRED MAINTENANCE

- Street Paving
- Tree Trimming
- Office & Chapel Improvements
- Gate Repairs
- Posted Maintenance Schedule – Biweekly Service
- Regular watering and irrigation repairs



RECORD MANAGEMENT



- Addressing Document Gaps from Past Operator
- Backlog of Markers, Burials and other related service issues
 - Digitized Records
 - Updated Policies & Procedures

CUSTOMER SERVICE RECOVERY

- Updated Price List
- Established Cemetery and Office Hours
- Regular updates on City Website
- Multiple methods of connection (phone, email, website, survey and in-person office hours)
- Service Order System for Reported Issues

CONNECT WITH US

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May-August Clean Up
CALENDAR

Cemetery Background

Do You Have a Concern?

Challenge of Gophers
and Ground Squirrels

Holiday Decorating
Policy

Home › City Services › Community Services › Parks & Facilities
› Hermosa Gardens Cemetery

HERMOSA GARDENS CEMETERY

Hermosa Gardens Cemetery, meaning "Beautiful and Grand", is located in the heart of Colton, California and was established in 1887. The historic property was dedicated as Historical Landmark No. 31 by the Historical Preservation Commission in 1993 and expands over 40 acres. Hermosa Gardens Cemetery is the resting place for American Frontier Lawman, Morgan Earp who was disinterred from Slover Mountain Cemetery and reinterred in Hermosa Gardens on November 29, 1892.

For more than 130 years, Hermosa Gardens Cemetery has been a sacred place for Colton families — a place where generations are laid to rest with dignity and care. Since 1905, it has been in the care of the City of Colton. Like many historic cemeteries, it faces unique challenges: aging infrastructure, shifting headstones, outdated irrigation, and the need for continuous repairs, all compounded by decades of deferred maintenance and the financial limitations common to municipal cemeteries.

CEMETERY HOURS

Gates will be open daily from 7:00 a.m. to 6:00 p.m.**. Gates will be locked at closing for safety & security of all.

**Hours change based on Daylights Saving Time.

To enter an online concern,
complete the following form:

[HERMOSA CONCERN](#)

[Flower & Decoration Policy](#)

[En Espanol](#)

[Cemetery Price List](#)

[Cemetery Map](#)

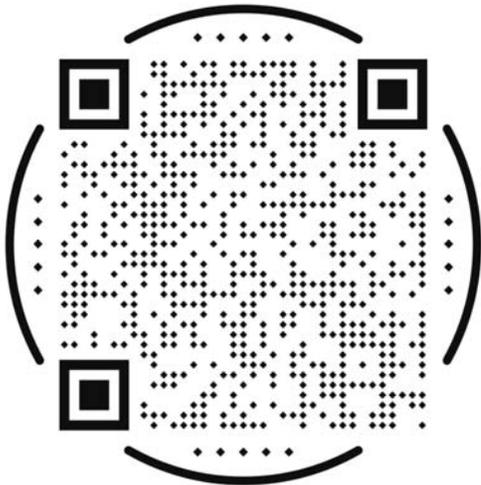
[Outside Marker Guidelines](#)

[City Resumes Operations at
Hermosa](#)

[Customer Feedback Survey](#)

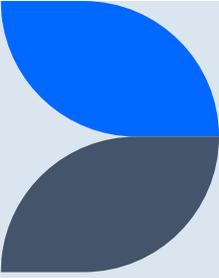
CONTACT:

(909) 370-5168 or
cemetery@coltonca.gov



FINANCIAL IMPACT

September 2023 – July 2025



EXPENDITURES

\$949,281

| | |
|--|-----------|
| Initial Capital Improvements | \$79,275 |
| Gate & Fencing Repairs | \$12,390 |
| Utilities | \$132,583 |
| Tree Trimming | \$72,480 |
| Document Digitization | \$37,434 |
| Vehicle/Equipment (Repair & Replacement) | \$50,648 |

REVENUE

\$310,850

Monthly Loss between \$15,000-\$30,000

THE NUMBERS

INTERNSHIPS – 190 in 21 Months

- ✓ October – December 2023 30
- ✓ January – December 2024 110
- ✓ January – June 2025 49

CUSTOMER SERVICE

- ✓ Phone Calls 20-30 daily
- ✓ Service Requests 5-10 completed weekly
- ✓ In Person Office Visits



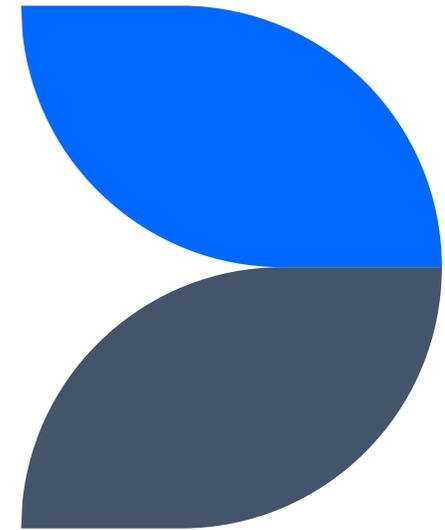
ADDED COMMUNITY EVENTS

- Dia De Los Muertos Community Altar
- Holiday Memorial Tree
- Memorial Day Celebration
- Clean Up Day – August 30

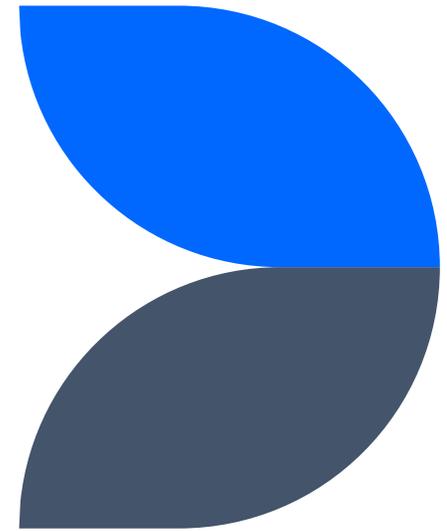


PLANNING AHEAD

1. Book five to seven months in advance for the location of the job
2. Obtain quotes for the work
3. Continued Turf Improvements once pests are resolved



*Community
Support and
Patience is
appreciated!*



“Transformation is a process,
and as life happens there are
tons of ups and downs”

Ok;# btt/

CEMETERY INFORMATION

Any Cemetery related questions can be directed to

cemetery@coltonca.gov

Or leave a voicemail at

909 370 5168

