



# ARLINGTON NATIONAL CEMETERY NEWS RELEASE

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## **Army Inspector General: Significant progress made at Arlington National Cemetery**

ARLINGTON, Va. -- The Army National Cemeteries Program leadership testified today before the House Armed Services Joint Military Personnel and the Oversight and Investigations Subcommittees, along with the Acting Army Inspector General Maj. Gen. William H. McCoy regarding the September 16, 2011 release of the Department of the Army Inspector General (DAIG) report. The DAIG report examined actions taken by cemetery officials to address deficiencies at Arlington National Cemetery and lauded the cemetery for widespread progress.

Ms. Kathryn A. Condon, executive director, Army National Cemeteries Program, testified to the joint subcommittees regarding the standards and corrective actions that she and Mr. Patrick K. Hallinan, cemetery superintendent, instituted to address deficiencies.

Since assuming leadership at Arlington National Cemetery, Condon and Hallinan have led its work force to make "significant progress in all aspects of the cemetery's performance, accountability and modernization," according to the recent DAIG report.

Some of the actions taken by Arlington leadership last year include:

- Forming a Gravesite Accountability Task Force, which is in the process of establishing an accountability baseline of all gravesites and inurnment niches;
- Implementing the Army's General Fund Enterprise Business System allowing Arlington to conduct web-enabled financial, asset and accounting management;
- Validating Arlington's contract requirements and re-competed all contracts; and
- Improving communication with the public and the ability of families and funeral homes to schedule interments and inurnments by creating an integrated call center.

During her testimony, Condon highlighted the tremendous leap in the effective use of technology at Arlington. "From the soldiers of The Old Guard taking photos and documenting each marker in the cemetery, to replacing the paper records of the past...we now have a digital system that uses industry best practices in database management," Condon said.

"Although much has been accomplished, we have much work to do. We are on the right path and continue to work to earn and maintain the faith of the American public," said Condon.

A priority for Arlington National Cemetery leadership is training the work force to industry-best practices (standards and measures), as well as implementing standard operating procedures and an internal assessment program.

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“This is going to be an intense year of training...Each employee will be issued a copy of the standards and measures [for their position] and trained to those standards and measures with the very best in the country,” said Hallinan.

The recent DAIG report is the result of the comprehensive inspection that Secretary of the Army John M. McHugh ordered of the Army National Cemeteries Program, which follows up the previous DAIG inspection completed June 9, 2010 with an eye towards compliance in addressing 76 deficiencies discovered.

Since January 1, 2011, the cemetery has performed over 4,800 interments and inurnments. Arlington National Cemetery is the only cemetery in the nation that performs gravesite services and renders full military honors. In addition, Arlington National Cemetery has been the host to more than 3,100 special ceremonies and wreath laying ceremonies since the beginning of the year.

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