

**Army National Cemeteries Program**  
**Ms. Kathryn Condon, Executive Director**

**Arlington National Cemetery**  
**Operational Status Update**

**Overview.** On June 10, 2010, the Army embarked on a comprehensive plan to improve the leadership, operations and accountability of Arlington National Cemetery (ANC) in order to restore the confidence of the American people in the management of our Nation's most sacred shrine. Based upon your request, below is an update on the ANC progress in five key areas.

1. **Gravesite Analysis.** Since June 10, 2010, the ANC has examined over 22,000 gravesites. This includes the following: (a) 211 based upon map discrepancies identified by the Department of the Army Inspector General's (DAIG) original report; (b) 20,678 as part of the Army's Ground Penetrating Radar Pilot Program; (c) 1,285 based on next-of-kin requests received from the ANC call center; and (d) 18 discrepancies discovered through other means.
2. **Discrepancies Discovered Outside of DAIG Report.** A total of 18 gravesites have been determined to be mismarked or unmarked through records verification, headstone verification and excavation/physical examination of the gravesite. These were initially identified by call center inquiries, staff observations, visitor discrepancy reports and other means.
3. **Next of Kin Support.** The Army quickly established a system to capture and address public concerns and requests for verification of burial information. A call center was immediately created and manned by a team of dedicated professionals to log, capture and respond to each concern. Upon receipt of an inquiry, ANC conducted a thorough cross-check of all records. This included an analysis of the record of interment (the official and authoritative record of where someone is interred at Arlington National Cemetery), the grave card (the geographical card that provides specific information about a particular gravesite), plotted location on the burial maps (the working reference for planning future interments that depicts current status of gravesites as occupied, unoccupied, reserved, or obstructed) and the physical location. The headstone or niche cover was then photographed. This information was independently provided to two separate individuals to ensure proper verification. The gravesite was then checked against the discrepancies identified by the Department of the Army Inspector General. Once this was complete, the packet was reviewed and approved for a call back to the requestor. To date, the total number of families contacted is over 1,550.
4. **Procedures for Family Member Contact.** In July 2010, ANC established formal procedures to contact every family with a gravesite issue (if possible). This notification includes issues related to the mismarked and unmarked gravesites as well as those that have been affected by weather. In each case, a senior official from the ANC immediately attempts to contact the next of kin telephonically, and if necessary, this is followed by written notification.
5. **Accountability.** The Army will comply with Public Law 111-339 by December 22, 2011 as required. The estimated cost to complete the full accounting is \$4,300,000.