

EASTERN WASHINGTON

Spokane, Adams, Asotin, Garfield, Ferry, Lincoln,
Pend Orielle, Stevens, Whitman & Walla Walla Counties

2011 FUNERAL HOME PRICE SURVEY

Conducted by the
PEOPLE'S MEMORIAL™ Education Fund

Provider (by city)		<u>Direct Cremation</u>	<u>Direct Burial</u>	<u>Full Funeral Service</u>
<u>SPOKANE COUNTY:</u>				
<u>SPOKANE:</u>				
Ball & Dodd 5100 W Wellesley 509-328-5620	(Service Corp Int'l)	\$1,749	\$2,890	\$5,500
Community Cremation 4407 N Division Suite 103 509-483-3440	(Fairmount Memorial Assn)	\$655	\$2,895	\$3,845
Hazen & Jaeger 1306 N Pines Rd 509-924-9700	(Service Corp Int'l)	\$1,749	\$2,890	\$5,500
Hazen & Jaeger 1306 N Monroe St 509-327-6666	(Service Corp Int'l)	\$1,749	\$2,890	\$5,500
Hennessey-Smith 2203 N Division St 509-328-2600	(Carriage Services)	\$1,515	\$3,165	\$4,880
Hennessey Valley 1315 N Pines Rd 509-926-2423	(Carriage Services)	\$1,515	\$3,165	\$4,880
* Heritage 508 N Government Way 509-838-8900	(Fairmount Memorial Assn)	\$1,005	\$3,150	\$4,100
Neptune Society 222 E Francis Ave 509-535-6005	(Service Corp Int'l)	\$1,411	N/A	N/A
Riplinger 4305 N Division 509-483-8858	(Egger)	\$996	\$2,740	\$3,935
Smart Cremation 3401 N Division St 509-327-2544	(Northstar-Evergreen LLC)	\$1,289	N/A	N/A
Spokane Burial & Cremation 2832 N Ruby St 509-324-9375	(Rossey)	\$625	\$1,500	\$2,475
<u>CHENEY:</u>				
Cheney 1632 W 1st St 509-235-2992	(Rossey)	\$1,070	\$2,885	\$3,545
<u>SPOKANE VALLEY:</u>				
Thornhill Valley 1400 S Pines Rd 509-924-2211	(Service Corp Int'l)	\$1,749	\$2,890	\$5,500
Community Cremation 13127 East Sprague Ave 509-926-2020	(Fairmount Memorial Assn)	\$655	\$2,895	\$3,845

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<u>FAIRFIELD:</u>				
Schanzenbach 110 S 1st 509-283-2311	(Rossey)	\$1,070	\$2,885	\$3,545
<u>FERRY COUNTY: REPUBLIC:</u>				
Bergh 160 E 10th 509-775-2066	(Bergh)	\$1,895	\$2,470	\$3,695
<u>LINCOLN COUNTY: DAVENPORT:</u>				
Strate 505 10th St 509-725-4151	(Service Corp Int'l)	\$2,299	\$3,395	\$6,420
<u>WILBUR:</u>				
Strate Main & Alder St 509-647-5441	(Service Corp Int'l)	\$2,299	\$3,395	\$6,420
<u>PEND OREILLE COUNTY: NEWPORT:</u>				
Sherman-Knapp 423 W 2nd St 509-447-3118	(Campbell)	\$1,940	\$3,115	\$4,390
<u>STEVENS COUNTY: CHEWELAH:</u>				
Danekas 402 E Main Ave 509-935-8411	(Danekas)	\$2,590	\$3,224	\$4,064
<u>COLVILLE:</u>				
Danekas 155 W 1st Ave 509-684-6271	(Danekas)	\$2,590	\$3,224	\$4,064
<u>WHITMAN COUNTY: COLFAX:</u>				
Bruning 109 N Mill St 509-397-3406	(Corbeill)	\$1,589	\$2,820	\$3,895
<u>PALOUSE:</u>				
Kramer 203 N Bridge St 509-878-1221	(Kramer)	\$1,195	\$2,405	\$3,380
<u>PULLMAN:</u>				
Kimball 905 S Grand Ave 509-334-3303	(Corbeill)	\$1,674	\$2,870	\$4,020
<u>ROSALIA:</u>				
Schanzenbach 512 S Whitman Ave 509-523-2311	(Rossey)	\$1,070	\$2,885	\$3,545
<u>TEKOA:</u>				
Kramer 309 E Henkle St 509-284-5501	(Kramer)	\$1,195	\$2,405	\$3,380

Provider (by city)		<u>Direct Cremation</u>	<u>Direct Burial</u>	<u>Full Funeral Service</u>
<u>ADAMS COUNTY:</u>				
<u>OTHELLO:</u>				
Stevens 511 S 7th Ave 509-488-3341	(Service Corp Int'l)	\$2,825	\$3,195	\$7,311
<u>ASOTIN COUNTY:</u>				
<u>CLARKSTON:</u>				
Merchant 1000 7th St 509-758-2556	(Larrabee-Sutherland)	\$1,220	\$1,790	\$3,660
<u>GARFIELD COUNTY:</u>				
<u>POMEROY:</u>				
Richardson-Brown 750 Columbia St 509-843-3761	(Larrabee-Sutherland)	\$1,220	\$1,790	\$3,660
<u>WALLA WALLA COUNTY:</u>				
<u>WALLA WALLA:</u>				
Herring Groseclose 315 W Alder 509-525-1150	(Mahan)	\$1,615	\$2,810	\$3,880
Professional Funeral Director & Crematory 2112 S 2nd 509-522-1625	(Mahan)	\$1,020	N/A	N/A

* Contracted funeral homes where PEOPLE'S MEMORIAL™ Association members pay this price:

PEOPLE'S MEMORIAL™ Association www.peoplesmemorial.org 1-866-325-0489	(Nonprofit)	\$699	\$1,099	\$2,399
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The PEOPLE'S MEMORIAL™ Education Fund is a 501(c)(3) non-profit fund, affiliated with PEOPLE'S MEMORIAL™ Association. The purpose of the Education Fund is to provide educational information to enable consumers to make informed choices regarding their final arrangements. Tax-deductible contributions to the Education Fund to support these efforts are most welcome and appreciated.

PEOPLE'S MEMORIAL™ Association (PMA) is a 501(c)(4) non-profit organization which was founded in 1939. It is the oldest and largest non-profit funeral consumer organization in the United States. PMA has contracts with more than 25 funeral homes in Washington state to provide simple, dignified, economical cremation and burial services to its members.

2011 Price Survey Methodology

The mission of People’s Memorial is to enable all consumers to choose final arrangements that are consistent with their values and within their budget. Keep in mind that price is one of many factors to consider in choosing a funeral home. You should also consider the reputation, quality and ownership of the business, how long they have been in business as well as whether they offer facilities, products and services that are right for you. One factor that can cause actual prices to be much higher than what is quoted is whether or not a business will try to upsell you. “Bait and switch” is a tactic used by some funeral homes just as it is in other areas of the retail and service industries. Ask family, friends, social workers, attorneys and clergy for their recommendations of reputable funeral providers. Visit the funeral home yourself and talk to the staff, to get your own impressions. Trust your gut. As the saying goes “ If something seems too good to be true, then it probably is.”

In compiling data for the 2011 funeral home price survey, volunteers with the PMA Education Fund collected General Price Lists (GPLs) from 226 funeral homes in Washington State between January and November of 2011. In order to enable consumers to make as fair a price comparison as possible, we made every attempt to try and assure that we were indeed comparing “apples to apples” for the three most common types of final arrangements. Our goal was to calculate the minimum “out the door” price for these services at each funeral home.

We calculated total prices based on what was printed in each mortuary’s most recent GPL. While all funeral homes are required to comply with the Federal Trade Commission’s Funeral Rule of 1984 regarding disclosure of costs, the reality is that some price lists are more complete and readable than others. Many GPLs contained blatant violations of the Funeral Rule. If it was unclear whether costs such as refrigeration, after-hours removal or crematory fee were included in package prices, we added them into the total we used for comparison purposes. For calculating the cost of direct burial or a complete funeral service we included the price of a simple cloth-covered gray domet casket, if offered or otherwise, the least expensive casket listed on the printed GPL or casket price list from the funeral home. At some funeral homes that may be a \$250 casket, at others it may cost \$2,000. A funeral establishment may change its prices at any time and the actual price you pay for services and merchandise at any of these funeral homes may vary.

For comparison purposes, the descriptions of the services and merchandise included in each of the three plans compared in this survey are as listed below. Included in the cost calculation for each of the three plans are the following **Basic Services**: **1)** Removal of the deceased 24 hours a day from either a home or health care setting and delivery to the funeral home within a service area of no less than 25 miles; **2)** Arrangements conference with the survivors; **3)** Filing of necessary permits and death certificate; **4)** Procuring death certificates for family, filing notice of death to social security, securing veteran’s flag and interment rights at veteran’s cemetery; **5)** Sheltering and refrigeration of the body for at least 3 days; **6)** Non-declinable fee for funeral home overhead.

- **Direct Cremation:**

Basic services listed above, plus: **1)** delivery of the body to the crematory (if not performed onsite); **2)** the cost of the actual cremation; **3)** basic alternative container; and **4)** basic plastic urn to hold the cremated remains for pickup by survivors.

- **Direct Burial:**

Basic services listed above, plus: **1)** gray domet or minimum casket; **2)** preparation of the body; **3)** delivery to a local cemetery for burial at an unscheduled time. No ceremonies are included.

- **Full Funeral Service:**

Basic services listed above, plus: **1)** gray domet or minimum casket; **2)** embalming, dressing, cosmetology, and casketing; **3)** ½ day visitation and chapel service at funeral home, Monday thru Friday during regular business hours. Also included are **4)** handling of flowers; **5)** delivery of casketed remains to a local cemetery, but not a procession or graveside ceremony.

After the volunteers calculated total costs for each of the three types of services, it was reviewed by staff of People’s Memorial Association and the final worksheet was faxed to each funeral home for verification. We updated our numbers in cases where the funeral home could justify, based on their GPL, that our calculations were inaccurate. In situations where the funeral home disputed pricing based on numbers which were different than the printed price list, we stayed with the printed numbers in calculating our totals. According to the FTC Funeral Rule, the prices or price range for all merchandise and services offered are to be listed on the General Price Lists.

Our staff and volunteers have made a good-faith effort to assure that these numbers are accurate and comparable; however we cannot guarantee that the actual price you would pay at any of these funeral homes is exactly as listed on the price survey. Also keep in mind that price is not the only factor to consider when choosing a funeral home. Reputation and quality of service are very important, but difficult to measure. Just because a funeral home has high prices, does not necessarily mean you will get a commensurate higher quality of service. Likewise, just because a funeral home is economical does not necessarily mean that you will get poor quality service. Ask clergy, social workers, neighbors and friends for their recommendations as well. We encourage you to shop around and plan ahead when you are not under any pressure--That way you can be assured of final arrangements that are consistent with your values as well as your budget.

For general consumer information and planning documents regarding final arrangements visit:

www.funeralinformation.org