On September 26, 2007, a major 1 1/2-year study of Mount Hope Cemetery began. Costing nearly $100,000, the study is the most comprehensive such effort ever undertaken for Mount Hope Cemetery.

Three grants paid for the project: New York State Quality Communities Program, Preservation League Preserve New York Program, and Rochester Area Community Foundation Klosh Historic Preservation Fund. During the 17 months of work on the project, participants in the study held half-day progress meetings on November 28, 2007; June 23, July 15, September 16, and November 13, 2008; and April 16, 2009.

The cultural landscape report was prepared by Heritage Landscapes LLC, Charlotte, Vermont, which is headed by Patricia O’Donnell, FASLA, AICP. She was assisted by staff members Carrie Mardorf, ASLA, Sarah Cody, Associate ASLA, and Sarah Graulty.

The tree inventory and management plan was accomplished by Wendel Duchscherer Architects & Engineers, PC, of Amherst, New York. Principals involved in the study included Mark Mistretta, ASLA, Darryl Jones, ASLA, and Arthur Traver, ASLA, who literally counted and evaluated over 2000 trees in the cemetery north of Grove Avenue.

The six progress meetings were attended by the above participants as well as by representatives from the city of Rochester and the Friends of Mount Hope Cemetery.

City officials included Judie Lynn McAvinney, deputy commissioner for Mount Hope Cemetery; Maranne McDade Clay, consultant to the city; Rick Rebar, Forestry; Jeff Simmons, cemetery operations supervisor; Luis Burgos, interim cemetery manager; and James Farr, assistant interim cemetery manager. Representatives from the Friends of Mount Hope Cemetery included Edward Olinger, Marilyn Nolte, Richard Reisem, and Sue O’Neil. Henry McCartney represented the Rochester Cemeteries Heritage Foundation. Our meetings were collegial, but serious and concentrated.

Since the study was conducted in two distinct parts, the cultural landscape and the tree inventory, let us consider the two separately.

The Cultural Landscape.

Everyone agrees that Mount Hope Cemetery is an extraordinary historic place. It takes several hundred pages in the report to describe and amplify just how extraordinary and historic. To indicate the scope of the study, here are the chapter headings and subheadings:

Chapter I: Introduction, Scope of Work & Methodology
A. Introduction to the Landscape of Mount Hope Cemetery
B. Cultural Landscape Report Scope & Methodology

Chapter II: Mount Hope Cemetery Landscape History
A. Cemetery Origins
B. Mount Hope Cemetery Initial Design & Construction, 1838 to 1875
C. Continued Development & Cemetery Improvements, 1876 to 1930
D. Cemetery Landscape Improvements & Reduction, 1931 to 1979
E. Renewed Use & Preservation, 1980 to 2008
F. Summary of Mount Hope Landscape History

Chapter III: Mount Hope Cemetery Landscape Existing Character
A. Mount Hope Cemetery Today
B. Mount Hope Cemetery Landscape Areas & Character
C. Mount Hope Cemetery Landscape Typologies
D. Mount Hope Cemetery Landscape Uses
E. Mount Hope Cemetery Staff & Volunteer Efforts
F. Mount Hope Cemetery Landscape Issues
The inch-thick report includes dozens of historic and contemporary photographs, illustrations, and maps. Following this article, the executive summary of the report is presented to elaborate on the above list of contents.

The Tree Inventory.
Before this project, a comprehensive inventory of trees in Mount Hope Cemetery had never been undertaken. The geographic area of the survey covered includes all of the cemetery north of Grove Avenue. (Costs prohibited extending the tree inventory to the area south of Grove Avenue.)

2,191 trees were inventoried. To be counted, a tree had to have a trunk exceeding four inches in diameter. Understory shrubs and small volunteer trees were not included. Trees were identified as to type, including common name, condition (good, fair, poor, dead), trunk diameter and tree height and spread, age, and maintenance recommendations, such as prune, remove, etc. Each inventoried tree was specifically located using global positioning (GPS) and aerial photography overlaid with a CAD drawing and reference grid. The computerized results will be available to City Forestry and the cemetery. One of the recommendations of the report included attaching identification tags to historic, rare, and interesting trees in the cemetery—a project easily undertaken by the Friends of Mount Hope Cemetery with volunteer assistance.

The genus Quercus, which includes all oaks, constitutes 34 percent of the tree population in Mount Hope. The genus Acer, which includes all maples, is 23 percent of the population; spruces are 10 percent, and arborvitaes, 5 percent. All other genera, whose wide variety make Mount Hope an arboretum, constitute 28 percent of the tree population.

The good news is that the overall health of the tree population is good with 91 percent of the trees found to be in good or fair condition. Forty-five trees were found to be potentially hazardous (dead branches over a road, etc), and 55 dead trees were recommended for removal.

The tree inventory report suggested that a plan be developed to suppress invasive species, beginning with Norway maple, and expanding in the future to Tree of Heaven, poison ivy, and English ivy. This, the report cautioned, needed to be accomplished in conjunction with a public relations informational program to educate the public with reasons for the necessity.

Benefits of the Study.
This massive report will be a bible to the care and maintenance of Mount Hope Cemetery for years and decades to come. It
This view looks north from the part of Grove Avenue that is opposite the Firemen’s monument. The dense forest of trees was studied, tree by tree.

During the course of the study, Marilyn Nolte, Ed Olinger, Sue O’Neil, and I held separate meetings at which we listed a number of specific issues that we wanted the report to address. That list, which was a page and a half of one-line requests, turned into specific priorities, which included these examples:

- Apply for individual listing of Mount Hope Cemetery on NRHP.
- Clean out accumulation of sediment in Sylvan Waters—already on the summer agenda for cemetery management.
- Determine significance of old barn at north end and repair as needed.
- Investigate solutions to water supply for public use.
- Consider replacement of current white cement post range markers with historically suitable, durable markers.
- Place suitable barriers at areas where vehicle traffic is undesirable.
- Develop and implement a plan to plant test areas of no-mow turf and meadow wildflowers and grasses. (Sue O’Neil is heading an effort to accomplish this in the largest kettle in Section G this summer.)
- Implement restoration plan near Florentine fountain to include construction of gravel drive on historic alignment. (Federal grant money is waiting for our application.)
- Develop and implement plan to restore cobblestone road by Section D.
- Design specific pedestrian path segments for ADA access to prominent, highly visited graves and consider expanding path system as resources permit.
- Consider proper method to preserve unique and historically important monuments from weather, vandalism, etc.
- Plant gardens and/or place urns at roadside intersections and high-profile gravesites.
- Determine location and restore view areas, especially of Rochester skyline.
- Inventory stone steps, note condition, and prepare repair plan.
- Inventory stone retaining walls, note condition, and prepare repair plan.
- Plant a few flowering shrub groupings using durable, low-care shrubs as a test, and expand, if successful.
- Stabilize and maintain closed roadways for pedestrian access—to include Hillside, Highland, and Dell avenues.
- Install small-scale features to enhance landscape character, i.e. benches, birdhouses.
- Develop a plan for an interpretation program and implement in steps.
- Paint Florentine fountain and bottom basin.

These are just some specific projects that are incidental to the report. But they represent a few of the particular efforts we can undertake to enhance the cemetery in keeping with the overall general approach of the report’s comments concerned with maintaining and improving this great historic cultural resource in our community.

MOUNT HOPE CEMETERY CULTURAL LANDSCAPE REPORT 
& TREE INVENTORY/ MANAGEMENT PLAN

EXECUTIVE SUMMARY

Mount Hope Cemetery is significant as a highly intact example of a picturesque cemetery landscape designed in the mid-19th century. It was established and improved as part of the emerging rural cemetery movement, a time when scenic, picturesque cemeteries were developed in the United States and abroad as part of a broader shift in the perceptions, use, and character of burial grounds. The impressive cemetery landscape continues to convey its historic character while accommodating active burials and providing a valued green space to the surrounding community.

The cemetery was established in 1838 on expansive grounds located away from the burgeoning city core. The site, chosen for its dramatically undulating terrain and existing woodlands, was enhanced over time with several carefully laid out features, such as winding carriage drives, pedestrian paths, masses of flowering shrubs, perennial gardens, and meadows. Additional features and structures were incrementally added to the landscape, including chapels, crematory, gatehouse, Moorish gazebo, Florentine fountain, and hundreds of gravestone monuments, markers, and mausoleums. Together, the composition of objects and landscape conveyed an artistic simplicity, with an overall unimposing style and beauty. By 1930, Mount Hope Cemetery had become a highly valued public landscape, serving as a much-needed burial ground and scenic, recreational parkland that provided a quiet respite from the city and where visitors could contemplatively stroll through the sublime grounds.
Today, Mount Hope Cemetery remains an icon of the rural cemetery movement in the U.S. and maintains its picturesque historic character with scenic drives and woodlands. Topographical changes, vegetation cover, and monument density throughout the existing cemetery create distinct landscape typologies that affect visitor experience as well as maintenance regimens. Understanding the Mount Hope Cemetery landscape typologies provides a better understanding of the landscape and defines an organizational framework that helps guide maintenance protocols and future treatment efforts. To aid in future efforts, a tree inventory was undertaken that identified, mapped, and assessed the condition of free-standing trees. The inventory notes recommendations for individual trees as well as broader projects that will guide ongoing management.

Analysis of the historic landscape character and existing conditions revealed that while changes have occurred over time, the landscape conveys continuity from the period of significance and a high degree of integrity. The historic significance and high integrity of Mount Hope Cemetery indicate that the landscape is eligible for individual listing in the National Register of Historic Places and potentially for National Historic Landmark listing.

Based on the analysis, treatment recommendations provide broad guidance on management strategies as well as specific projects that can be undertaken to enhance the character, interpretation, use, functionality, maintainability, and quality of user experiences at Mount Hope Cemetery. The overall objective of landscape treatment is preservation with an underlying respect for and stewardship of individual historic landscape features and character. Additionally, some rehabilitation and restoration efforts can be directed where appropriate. With a clear definition, historically-based preservation efforts can be undertaken to improve the existing cemetery landscape.

Projects to be undertaken in the cemetery landscape include alterations and improvements to vegetation, circulation features, steep slopes, cemetery structures, objects and furnishings, interpretive opportunities, and landscape maintenance. Specific projects define an overall approach to protect and enhance the historic landscape character. In summary, these recommendations include:

- Create garden areas with planted urns or garden beds.
- Consider alternative ground plane treatments on steep slopes and in areas with vertical obstacles.
- Sustain overall character and experience created by cemetery trees.
- Create a site-specific urban forest master plan.
- Define a phased strategy for woodland management.
- Retain a diverse circulation system in landscape.
- Follow acceptable monument conservation practices to minimize damage to historic resources.
- Consider furnishings and structures in relation to landscape character and maintainability.
- Develop wayfinding, signage, and interpretation program that address the needs of a range of users.
- Conduct research and probing to determine availability of additional burial plots.
- Follow basic guidelines for tasks such as mowing practices, equipment, application of herbicides, etc., to minimize impact on historic landscape features.

In order to provide a feasible approach for preservation treatment efforts, implementation priorities have been defined. Priorities for Mount Hope Cemetery are proposed to address and enhance specific character-defining features.

The striking character of the Mount Hope Cemetery landscape provides an unparalleled glimpse into the rural cemetery movement and the history of Rochester and its many notable residents. Implementation of the outlined treatment, management, and interpretation recommendations will provide an enhanced cemetery landscape for the enjoyment of visitors and residents of Rochester. Addressing identified priority items initiates an overall renewal of the cemetery landscape, resulting in early, recognizable results. Continued maintenance and implementation will augment the unique landscape character and foster understanding and appreciation of the cultural landscape. With thoughtful planning, implementation, and on-going management, Mount Hope Cemetery can be enhanced as a highly valued historic burial ground and a picturesque landscape for passive enjoyment and educational recreation.

**HENRY BREWSTER PALMER (1887-1917)**
**ROCHESTER'S ORIGINAL FLY BOY**

*By Julie Broadbent*

In Section T, between Frederick Douglass and the Papotti statue on the George Ellwanger monument, there is a row of seven unassuming gravestones. Each stone looks identical to its neighbor in material, shape, height, and style of lettering. The only differences are the names, and dates of birth and death. One stone, the second to the left, if looking east, has an epigraph under the name, Henry Brewster Palmer. The inscription reads, "Interred at Lafayette Escadrille Memorial at Villeneuve L'Estang Memorial Park, France."

The plot has markers for three generations of the Allis family. Elam B. Allis bought the plot and is buried to the right of his wife Clarissa S. Their children, Edward B. Allis, Mary K. Allis, and Mary H. A. Palmer are buried to the left of Elam. Mary H.A. Palmer is buried in between the stones of her two sons; Henry Brewster Palmer's
Henry Brewster Palmer was born on Christmas Eve, 1887 in Rochester, New York. Henry was the younger son of Charles H., and Mary Allis Palmer. His older brother, Charles H. Palmer, Jr., was born September 1886. They grew up in Rochester at 74 Merriman Street. Henry went to the Lewis School and Bradstreet Preparatory School, and subsequently graduated from Rhode Island's St. George's School in 1906. He was known as an athlete in hockey, a short stop and outfielder in baseball, and star tennis player. Henry was the quarterback of his football team during his junior and senior years and was the manager of the Sanchuet Club.

After graduating from high school, Henry Brewster Palmer went to Harvard University and graduated in the class of 1910. He played baseball during his freshman, sophomore, and junior years. He was also a member of Delta Kappa Epsilon (DKE) fraternity, Institute of 1770, Hasting Pudding (a theatre program), Polo and Delpthic clubs. After graduating with a Bachelor of Arts degree, he spent six months traveling throughout Europe, and his passport application names his occupation as a student.

Upon his return, Henry moved to New York City and joined the financial industry, specializing in bond sales. He continued playing golf, riding, and mountain climbing. In 1912, he moved to San Francisco, continuing his work in the bond industry before returning to New York in 1914.

Henry Brewster Palmer applied for a second passport in 1916. In the application, he stated that he was leaving the U.S. on a ship bound for France on June 24, 1916. It is possible that the departure date is incorrect, for this was possibly his arrival date, since on June 25, 1916, Palmer enlisted in the American Ambulance Field Service for seven months aiding France in the Great War, World War One. Most young men in the AAFS were college graduates from Ivy League schools. There were 348 men from Harvard, 202 from Yale, 187 from Princeton, 122 from Cornell, 18 American Rhodes scholars from Oxford University, and more. The AAFS was only loosely tied to the French military but received pay and military food rations from the French Army. Palmer was placed in Section Three of the AAFS and worked at Pont-à Mousson and Verdun. He reenlisted after his seven months were up and was sent to Salonika, Greece on October 1, 1916. He sent this letter home to his mother:

"By the time this reaches you, I will be on a ship bound for Salonika, Greece, to follow the fortunes of the Allied armies fighting on the Macedonian front. Our section has been honored by being selected from among eight sections to represent the American Ambulance in this field, and needless to say, we are overjoyed at this wonderful opportunity. We will be operating with an army composed of Serbs, British, French, Russians, and Rumanians, and are certain of seeing active service. I am driving the Harvard 1910 ambulance."

The ambulance he referred to was a gift by his Harvard graduating class for his work in the AAHS. It was designated for service with the French Army of the Orient in the Balkans. This vehicle is most likely a Model T Ford with wooden sides. The parts were interchangeable making repairs easier on the road, and since it had a high frame and sprung wheels, it was able to drive over the pockmarked roads. The typical ambulance could carry three stretchers at a time.

Henry Brewster Palmer received the Croix de Guerre, in Macedonia “for courageous action in removing wounded in the region of Monastir and was cited, with other members of the section, to the Order of the Brigade by the commander and chief of the Armies of the Orient. The Cross of War is a medal that has to be recommended by France. Therefore, it is a great honor for an American to receive it. Henry left the AAHS in May 1917 with a passion to join the war effort in a more tangible manner. He decided to join the Lafayette Flying Corps. In a letter addressed to his father, Henry tells of the horrors of Monastir and why he wanted to join the Flying Corps:

"I do not regret my seven months of ambulance work as at times we had some interesting experiences. There was very little fighting during the winter, but about the middle of March, the French made preparations for a strong attack against the hills above Monastir. It was a great sight to see the preliminaries, namely, the bombing of the first-line Bulgarian trenches by sixty French batteries, the reconnaissance work of the aeroplanes and then the beginnings of the actual attack. Our division swept up the bare slopes, passed through the Bulgarian first line, now reduced to a pulp, captured two thousand prisoners and a number of trench mortars. Our men were now on the
bare crest. Before they could dig themselves in, the German guns obtained the range and caused heavy losses, especially among the officers. The advance continued. We reached their second line, but beyond that were unable to advance. Thus, the attack was a failure, as it did not free Monastir.

“We were very busy for three days and carried over a thousand wounded soldiers from Monastir back to Sakuleno, a distance of fifteen miles. During this time the Germans were shelling the town and the roads leading out, so that we were under heavy fire almost all the time. Had one narrow squeak. I had returned to the hospital about 12 o’clock at night after carrying a load to Sakuleno. There were no more wounded to be transported just then, so I was about to go to the tour cantonment and turn in, when, for some unknown reason, I pulled a stretcher out of my car, went into the main room of the hospital and lay down on the floor. It was very fortunate I did so. About two hours later, a Boche shell of 105 caliber came whistling down over the hill, struck the wall of my cantonment room, where I should have been sleeping. It exploded there, knocked a hole three feet in diameter in the wall, blew in the whole front of my iron bed, and literally plastered the walls with éclat. Had I been there, I would have been pulverized. The next night, the Germans entertained us with a gas attack. From midnight until four in the morning, they sent in about 2,000 gas shells, all of which landed within a quarter of a mile of where we were living. We put on our gas masks and thus escaped the fate of over three hundred civilians, all of whom were killed.

“Well, here I am safe and sound and anxious to get into some active service. I have practically made up my mind to join the French Aviation. This is the only branch that appeals to me. Here I can obtain the best training in the world and fly in the best machines made. I go into preliminary training at Avalon and then pass through about six other schools. At about the end of about five months, I will have obtained my pilot’s license and then off to the front. If I leave France and come back to America, I must at once enroll in the army, and Lord knows what will become of me. There is no inducement to join the infantry in this war, and it is impossible to obtain adequate training at home in aviation. I must get into active service at once. I will not be called a shirker. Here I can obtain just what I want. The only reason I would want to return is to see you and the family, but even then, I would have to leave in a few days for some training camp. I wish you would cable me here at the Continental and give me your consent. It would cheer me up a bit. Lord knows I have no enthusiasm about this war, but as a man I must do my bit.”

Henry Palmer returned to France and enlisted in the Lafayette Flying Corps on May 11, 1917. The flying corps was a group of Americans who wanted to join the war against the Axis. This was not possible through the American military, since the United States was officially neutral in the war at this time, so many ambitious, idealistic, and brave young American men joined the French military or the AAFS. On April 10, 1916, the French government initially named the flying corps the Escadrille Americaine, Escadrille N. 124. However, because America was neutral, the name was changed to the Lafayette Escadrilles in order to avoid political issues. By the time the United States entered the war in April, 1917, the Lafayette Escadrilles had trained 269 men to fly.

Henry’s training began June 9, 1917 in Avord, France. In his book about the Lafayette Flying Corps, James Hall wrote, “Palmer was considered one of the most brilliant Bleriot pilots among the later group at Avord. A flyer by instinct, he had a delicacy of touch and precision of eye that were wonderful, and his landings, light as eiderdown, were a delight to watch.” A Bleriot XI was a French monoplane considered safe, efficient, and maneuverable. Each pilot had to learn to perform banks, virages, left and right piques, spirals, and serpentine before graduation. It was the first aircraft to see modern air warfare. This was the first steppingstone to fly a Nieuport, the most common plane flown on the front in 1916.

On September 30, 1917, Henry received his military brevet as a member of the Lafayette Escadrilles. He went to Pau, France for final training. At this time, the United States took over the flying corps, and Palmer was given the rank of Lieutenant. At Pau, he was stricken with pneumonia, and he died in a hospital November 12, 1917. He was buried on a hill in Pau, France with full military honors. Cyrus Chamberlain, another American pilot, who was with Henry when he died, wrote, “He was one of the best and cleanest of us all.” A friend, Charles Bernard Nordhoff, wrote to Palmer’s mother after he died saying Henry was, “always unruffled, cool, steady, and courageous; he would certainly have made a name for himself had he lived to get to the front, and his loss means not alone a void in the circle
of friends who loved and admired him, but the loss of a bold and skillful pilot to France." Henry Brewster Palmer's body was exhumed at the end of the war and moved to Lafayette Memorial Park, just outside of Paris where it remains today.

The idea of the monument came from a former Lafayette pilot, Edgard Guerard Hamilton while assisting the Allies in locating the bodies of these American pilots. In 1923, an association, "Memorial de l'Escadrille La Fayette", was formed to realize Hamilton's wish. The monument is a central triumphal arch, one-half the size of the Arc de Triomphe in Paris. Inscribed on the walls are the names of the dead American pilots of the Escadrille La Fayette and the names of the French towns and provinces where these pilots were stationed while fighting Germans. The inscriptions are in French on one side and in English on the other side of the monument. Under the monument, is a sanctuary crypt including sixty-eight sarcophagi. Some are empty because of problems in locating or removing the pilots' remains. The memorial was dedicated on July 4, 1928 with these words: "During three terrible years, University of Rochester and prepared this essay as part of the course requirements for Religion 167, Speaking Stones, taught by Prof. Emil Homenr, who is also a trustee of the Friends of Mount Hope and a cemetery tour guide.)

DIGITIZING THE PLOT BOOKS
By Barb Koehler and Donald S. Hall

It takes place in the gatehouse of Mount Hope Cemetery—an ongoing operation conducted behind closed blinds. Only a handful of people are present. It is not open to public scrutiny. But the work is completely legitimate. The plot maps of the cemetery are being digitized by members of the Rochester Genealogical Society.

While the interment indexes of the cemetery have been available online for some time through the University of Rochester libraries, the books which are currently being digitized show the actual placement of each burial within plots in all of the cemetery's sections and ranges. This additional work permits users of the internet to check the interment indexes to find the section or range for the grave being sought, then using that information, consult the plot maps to find exactly where the grave is located, as well as being able to see who is buried nearby.

With about a dozen volunteers, the Rochester Genealogical Society's Church Records Preservation Committee formed in 2005 for the purpose of preserving historic church records and making the records available to researchers. The records preservation project was the brainchild of Larry Lavery, who is the committee chair. The committee has recorded more than 15,000 images so far from numerous churches and has a waiting list for future work. The records that are currently on the RGS Web site are from the first locations the RGS committee visited (http://nyrgs.org/). Follow the prompts to Church Records and further options.

While plot maps are not exactly church records, both are fragile, historic, deteriorating and in many cases, in poor condition due to age and use. When doing research, church records are some of the earliest original, historic documents that exist for Rochester and the surrounding area. Not only are they a window to family relationships, but they also highlight cultural, health, lifestyle, and population movement patterns. Few churches have adequate storage for these valuable resources, and as such they are vulnerable to fire, environmental extremes, and mishandling.

Based on the ongoing partnership between the Rochester Genealogical Society and the Friends of Mount Hope Cemetery, the RGS decided to stretch the rules a little as an extension of their missions, and the cemetery records certainly fit the definition. Barb Koehler came up with the idea more than a year ago, and last fall FOMH president, Marilyn Nolte, persuaded cemetery staff and city of Rochester administration to endorse the idea.

In order to increase the speed and efficiency of recording page after page of historic records, the group has two sets of equipment that can be used concurrently. The 10-
 megapixel cameras were selected because of their remote capture feature that allows them to be triggered by a computer. Roger Heintz performed some clever engineering to modify two tripods to allow the cameras to point directly down to photograph documents centered on the deck framed by the tripod legs. Heintz also made mounting boards for the tripod feet, constructed adjustable clamps to hold the record books in place, and added commercial light bars to illuminate the record books.

The process of actually digitally photographing the record books is accomplished by at least two people working with the books and camera/computer—one turning the pages and the other taking the photos. Once the initial setup is complete, the actual recording process moves along at several pages per minute. Once the routine is established, it is fairly mind-numbing work—flip-click, flip-click.

It will take several more months to digitize all of the Mount Hope books. After the images are taken, they are cropped, straightened and further lightened or darkened to look their best. They are also double-checked for sharpness, shadows, and omissions. The members of the committee then add instructions, bookmarks, and other navigational aids to the files to assist the researcher in locating information more easily. In the case of Mount Hope, they will be adding the appropriate section or range map as well. The Mount Hope images may be ready for use on the RGS Web site as early as this fall. To date, the committee has taken about 6,000 images, but that is the tip of the iceberg.

RGS began in 1938 when several members of the Rochester Historical Society formed an informal group to preserve their family heritage. The Rochester Genealogical Society became an independent organization in 1977. Since that time, it has experienced steady growth and currently has over 300 members in the U.S. and Canada.