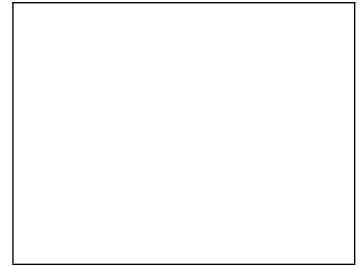




MINUTES TEMPLATE



COMMITTEE: Visitor Services Advisory Committee Time Meeting called to Order: __8:04am__

MEETING DATE: __June 14__ Time Meeting Adjourned: __8:34am__

MEMBERS PRESENT via ZOOM: Shantaw Bloise-Murphy, Director of Culture and Tourism, David Sharpe, Visitor Services Coordinator, Mary Malavase, Vice Chair, Liz Holland, Peter Morrison and Matt Peel

ALSO PRESENT: Tom Rafter, General Manager, Nantucket Memorial Airport

MEMBERS ABSENT: Josh Gray, Chair, Sarah Bois and Sharon Quigley

AGENDA ITEM	DISCUSSION	VOTES / ROLL CALL
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1 Welcome VSAC Members	Shantaw welcomed the members of the committee to meeting. She then reviewed the meeting rules. The meeting is held by Zoom video conference due to the COVID-19 outbreak. She then asked for a roll call of all members present. The C&T Director also reviewed the ground rules and script for remotely conducted open meetings via Zoom.	
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2 Approval of Minutes from May 10	The minutes from May were unanimously approved.	5-0
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3 Director's Report	Shantaw reported that she did not have much of an update as she just recently started her new role as Director. She noted that the new Nantucket Cultural District website will launch on June 30. Shantaw will reach out to the Cultural District partners to let them know that they can add events to the website calendar. The Director also reported that the Town of Nantucket will be distributing QR code stickers. The QR code will take people to the Town website to find info on the plastic ban and other activities and news from the Town.	
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4 Discussion with Nantucket Airport Manager Tom Rafter	Tom Rafter, the General Manager of Nantucket Memorial Airport gave an overview of the airport. Tom reported that TSA passenger screening count as of May 31st is up 5% over last year. It is noted that the airport is the 2 nd busiest in Massachusetts. Southern Airways has added flights to and from Hyannis on Cape Cod taking advantage of the cutbacks from Cape Air on the same route. He also noted that there is now air service to at least 7 major hubs. United flies 3 times day from Newark, NJ. JetBlue has dropped that route but has larger jets that fly from New York, Boston and Washington, DC among other destinations. Fuel sales have reached record levels, even those before the Covid pandemic. The airport is working with the Steamship Authority to ensure that the fuel trucks get to the island. The airport has added a 20,000 gallon fuel tank to help avoid further shortages. Fuel sales are a significant proportion of airport revenue, but it is seasonable and not a reliable income. The airport is renting out other parts of the property in order to guarantee year-round income. The Airport Manager reported that they have completed repairs on a major taxiway. Another taxiway repair project will be starting this fall. Also, jetBlue does not have as many flights because they have larger planes. Tom then reported that private air traffic is still strong as many families relocated to the island, many living in 2 nd homes. There are also challenges with airport staffing noting that the	
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airport still needs a mechanic as well as seasonal staff. Tom and the committee then briefly discussed the stranded passenger issue. Mr. Rafter noted that they are looking to modify the airlines family assistance plan in which passengers are submitted to an intake process and rooms are set up. The Airport terminal is also open 24/7. Overnight staff is available when needed.

Tom Rafter disconnected at 8:25

5 Visitor Services Coordinator Report David reviewed the statistics for May. David then reported on the current office hours and returning staff. The Straight Wharf Kiosk and the Airport Info Desk are gradually opening up. David has hired 2 new staff members and he would like to hire 1-2 more people beyond that. The office has been busier than the last 2 years. David then reported that he and Shantaw helped with the annual orientation of the seasonal Community Service Officers, last week at the Police Department. The Visitor Services Coordinator reminded the committee that the seasonal activities are starting at Children's Beach beginning with the Nanpuppets puppet show this Saturday and the local band Foggy Roots will play on the bandstand on Sunday at 6:00pm.

Shantaw reminded the committee that the 3-year terms were up for Josh Gray, Sharon Quigley and Sarah Bois. Sarah has indicated that she will return.

The next meeting will be September 13th unless, at Mary and Liz's request, any new info about stranded passengers a quick meeting would be scheduled.

David will forward to the committee a list of places where the airlines are flying from.

Signature _____