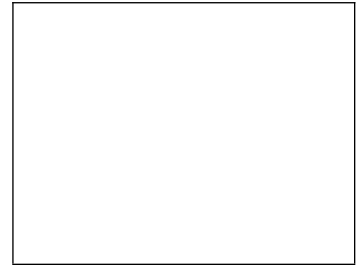




MINUTES TEMPLATE



COMMITTEE: Visitor Services Advisory Committee Time Meeting called to Order: __8:02am__

MEETING DATE: __October 11__ Time Meeting Adjourned: __8:54am__

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

ALSO PRESENT: None

MEMBERS ABSENT: None

AGENDA ITEM	DISCUSSION	VOTES / ROLL CALL
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.	
2 Election of Chair and Vice Chair for 2022-2023 Term	Mary Malavase was unanimously elected Chair 5-0, Mary Malavase abstained from this vote. Liz Holland was unanimously elected Vice Chair 5-0. Liz Holland abstained from this vote.	
3 Approval of Minutes from June 14	The minutes from June were unanimously approved.	6-0
4 Director's Report	Shantaw reported that it had been a busy summer. The numbers were close to pre-Covid numbers. There were staffing issues as we could not effectively get up to 10 staff members. The Director added that we have a lot of return staff which reflects David's staff management ability. Overall, people's attitude was positive even though there were staffing shortages elsewhere including restaurants. Shantaw hopes to improve on this summer by hiring a Children's Beach Program Coordinator for next season. Also, the Airport plans to add more Visitor Services signage at the terminal including rotation in the video screens in the hallways. Shantaw then noted that the Cultural District website has been redone. She also reported that there are plans to renovate the Visitor Center building which includes upgrades to the public restrooms in the back. There is money in the Town budget. The project was stalled due to the pandemic.	
5 Visitor Services Coordinator Report	David reviewed the statistics for June, July, August and September. Overall, the numbers of visitors are back on track and close to pre-pandemic levels. He cited a day at the airport in August in which there was an overflow of people lining up to go thru TSA security at the airport for several flights leaving and a few more flights arriving. All at the same time. Info Aide, Susan Tate had to manage the crowd of over 1,000 people. David then noted that the office is now on fall hours, open Monday – Saturday and closed on Sundays. The Straight Wharf Kiosk is winding down for the season and will close by the end of October. The Airport Info desk is closed, but David will go out to restock maps and flyers every few days.	

6 Discussion About Guest Speakers for 2022-2023 Term

The committee had a lengthy discussion which included concerns about the continuing Stranded Passengers issue and plan of action should migrants be flown to Nantucket after a recent episode on Martha's Vineyard, as well as the busy summer season that had many commercial planes arriving from Boston, New York, Washington and Chicago among others, not to mention the increase in private jets and jet fuel shortages to sold out ferries, especially for car reservations and high speed passenger service, busy museums (Whaling Museum was up 15-20% over last year), the difficulty getting restaurant reservations and record water usage, there are many uncertainties. Committee members expressed support for the airport, Hy-Line and Steamship Authority ferries. It was agreed that upcoming guest speakers should include Town Licensing Administrator, Amy Baxter, A representative from the airport, Hy-Line and Steamship Authority and possibly someone from one the major island non-profits.

The next meeting will take place on Zoom at 8:00am on November 8. It will be determined at that meeting if the committee will meet in person at the trailer next to the old fire station on Pleasant Street in upcoming meetings.

Signature _____