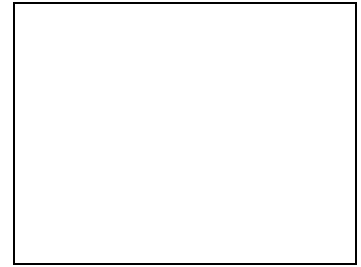




# MINUTES TEMPLATE



COMMITTEE: Visitor Services Advisory Committee Time Meeting called to Order: 8:02am

MEETING DATE: March 12, 2024 Time Meeting Adjourned: 8:47am

MEMBERS PRESENT via ZOOM: Garison Beale, Sarah Bois, Liz Holland, Mary Malavase, Peter Morrison and Matt Peel

MEMBERS ABSENT: Niles Parker

STAFF PRESENT: Shantaw Bloise-Murphy, Director of Culture & Tourism and David Sharpe, Visitor Services Coordinator

ALSO PRESENT VIA ZOOM: Jody Kasper, Chief, Nantucket Police Department

| AGENDA ITEM                                                   | DISCUSSION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | VOTES / ROLL CALL |
|---------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| <b>1 Welcome VSAC Members</b>                                 | Shantaw welcomed the committee members to the meeting. The Director read the remote meeting script and asked for a roll call of all members, guest speakers and staff present.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                   |
| <b>2 Approval of Minutes from January 9, 2024</b>             | The January minutes were approved 6-0.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                   |
| <b>3 Conversation with Nantucket Police Chief Jody Kasper</b> | Chair Malavase welcomed Chief Kasper to the meeting and gave a brief overview of the VSAC. The members then introduced themselves individually. The new police chief thanked everyone and noted that she had never been to Nantucket. She grew up in Shelburne Falls, MA and has been a police officer for 27 years in Northampton. Jody noted that that town is quieter in the summer but gets an influx of students in the fall and winter attending the 5 colleges in the area. Her wife Melissa is from Yarmouth on Cape Cod. When they visited in mid-December, she stopped at Visitor Services and found everyone she met on island as welcoming and friendly. Jody reported that she is an outdoors person and likes to make use of the many walking trails and bike paths. She has also gotten to know island businesses and non-profits and how they operate. The chief also discussed that she is a meticulous researcher especially when she was applying for the position. She asked a lot of questions of people when visiting in the late fall, watched Select Board meetings, listen to the Time and Tide podcast and noting the challenges including Short Term Rentals, the Baxter Road project and the rental car debate among other issues the new chief got up to speed with. There is a lot of data/meeting minutes available. Staffing the department is an issue. It takes a long time to hire an officer as they have to do 5 months of background checks and testing and then complete 6 months at the police academy. That length of time is challenging given the number of open positions on the force. In the summer, there are 40 Community Service Officers who help with the busiest time of the year. There were over 100 applications this season. Half the CSOs are returning from last summer. Shantaw added that the C&T office helps with CSO training orientation in early June as she and David do a show and tell, providing information about the office and handing out maps, guidebooks and brochures as well as water bottles that the CSOs can refill when they stop in the main office and check in with the staff.<br>Chief Kasper disconnected at 8:37am. |                   |

**4 Director's Report**

Shantaw reported on the Placer A.I. info from January until today. There have been 163,000 visits. Most people who are visiting have averaged 4.1 trips to and from the island which indicates that these are workers commuting to the island on a daily basis. If they are flying in, they are coming from Boston's Logan airport. If they take the ferry, it is the Hy-Line. Friday, Saturday and Sunday are the busiest days. These visits, overall, are down 3% from 2023 and 6% from 2022. Nantucket is the 11<sup>th</sup> most visited place in the state. Matt asked Shantaw to see if she can determine the number of people who live here year-round.

The C&T Director then noted that she is working on getting money and scheduling building repairs for the fall. A contractor will be selected by the end of April. Shantaw plans to hire another year-round person to help with passports and summer events/ activities. Passports are processed Monday and Wednesday mornings. Most applicants they are families who are happy not to go off-island. However, the parents complain as they have to take the kids out of school for the mornings in which the passports are processed.

**5 Visitor Services Coordinator Report**

David reviewed the statistics for February. The numbers have increased mostly due to the passport traffic. The Visitor Services Coordinator noted that the office hours are Monday-Friday, closed Weekends until mid-April. He then reported that the 2024 Travel and Lodging brochure is about ready and will be available in a few weeks. The Pocket Map is being revised and it too will be out in April.

Signature \_\_\_\_\_