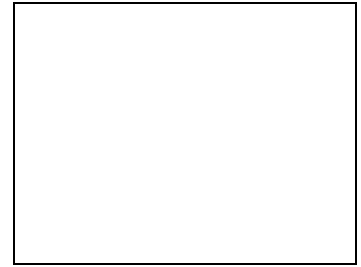




MINUTES TEMPLATE



COMMITTEE: Visitor Services Advisory Committee Time Meeting called to Order: 8:03am

MEETING DATE: September 10, 2024 Time Meeting Adjourned: 8:53am

MEMBERS PRESENT via ZOOM: Mary Malavase, Chair, Matt Peel, Vice Chair, Garison Beale, Liz Holland, and Niles Parker

MEMBERS ABSENT: Peter Morrison

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

ANTICIPATED SPEAKERS: Andrew Patnode, Director, Department of Public Works

AGENDA ITEM	DISCUSSION	VOTES / ROLL CALL
1 Welcome VSAC Members	David welcomed the committee members to the meeting. He reviewed the remote meeting info and updated the committee about the new Agenda Protocol/ Public Comment rule. The Visitor Services Coordinator then asked for a roll call of all members, guest speakers and staff present.	
2 Election of Chair and Vice Chair for the 2024-2025 Term	Mary Malavase was elected Chair 4-0 with Mary abstaining her vote. Matt Peel was unanimously elected as Vice Chair 5-0.	
3 Approval of Minutes from June 11, 2024	The June minutes were approved 5-0.	
4 Conversation with DPW Director Drew Patnode	Mary welcomed Andrew. He began by noting it was a busy summer. The Main Street fountain was returned to its location. There was brush cutting, pot hole patching and the department helped the Sconset Civic Association with the Bluff Walk. The DPW also does daily trash pickup in town and at the beaches. More dumpsters were added to Nobadeer Beach on July 4 th . Overall, the summer went smoothly. Director Patnode reported that 2 new EV charging stations were installed. One at Jetties Beach and the other at Surfside Beach. The Jetties Pavilion building will be getting a new roof and windows and nearby open bids are available to renovate the tennis courts which should be done by next summer. The Jetties and Surfside parking lots will get new striping. The lawn at Children's Beach is being reseeded. Drew then reported that the DPW does a lot of preparation for the Boston pops concert, putting up barricades along Hulbert Avenue and Bathing Beach Road and then after the concert removing the barricades and putting the area back together. Andrew noted other upcoming projects including the reconstruction of brick sidewalks along Amelia Drive and starting this week, Victor Brandon will be redoing the sidewalk on the corner of Broad and Centre Streets. This fall, the force main project resumes along Pine Street and Surfside Road. There will be a lot of paving as well. The department will be prepping for winter with getting plows ready and loading up on salt. Other	

upcoming projects include new bike path designs, planning new rotary for the Milestone/ Nobadeer Farm Road intersection and the widening of Milestone Road from the mid-island Rotary to Bunker Road as the edges of the road are deteriorating.

The committee praised Director Patnode for all the work the DPW does and Liz noted that Hy-Line staff try to get the word out with customers about helping with disposing trash. Andrew added that the department has instituted a Submit Service Request button on the website and there is an app store option. The staff collects the requests and then goes out to fix the issues. It was noted that the department is not fully staffed as they have filled 38 or 48 full time positions.

8:36am both Drew Patnode and Mary Malavase disconnected.

5 Director's Report Shantaw began by reporting that it was a busy summer. She just completed Children's Book Day this last Saturday at Children's Beach. 110 kids attended the event. The Director then reported that a requisition was approved for the Event Coordinator position that is moving back to the Culture and Tourism department from the Police Department. It was also noted that the Chowder festival is coming back in the fall. Shantaw briefly touched on the Placer A.I. numbers. There was a 3.75% increase in visitors this summer over 2023. She will have more numbers at the next meeting. It was noted that there were more day trippers despite the ferry cancellation issues. Liz added that there was a huge increase in day trippers on the Hy-Line due to the Steamship Authority crew shortages and mechanical issues with their boats. The late boats leaving were much busier. More people were staying on the Cape and coming over for the day which was primarily due to the higher room rates on the island. The committee briefly expressed concern about the higher prices on island. Matt suggested a possible Lobster Roll index comparison that could help with feedback. Shantaw will try to compare the meals and rooms taxes with previous years. Garison noted that last minute bookings were up at his inns in July and August. It was noted that house rentals/ short term rentals were off as well as the Beachside Hotel and Veranda House were offline for most of the summer.

6 Visitor Services Coordinator Report David reviewed the Visitor Services statistics for June, July and August. He added that September is still going strong. The main office is open 7 days a week. The staff is slowly dispersing. The Airport information desk will close on September 15th and the Straight Wharf Kiosk will close around October 14th.

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