

**TOWN OF PROVINCETOWN – SELECT BOARD
MEETING MINUTES – REGULAR MEETING
APRIL 13, 2020, 6:00 PM
VIRTUAL MEETING**

Chair Abramson convened the open meeting at 6:00 pm noting the following:

Select Board attending: Chair David Abramson, Vice Chair Robert Anthony, Members John Golden, Lise King and Louise Venden

Excused:

Other attendees: Town Manager Robin L Craver, and Select Board Secretary Elizabeth Paine

Recorder: Elizabeth Paine

NOTE: THIS IS A REMOTE PARTICIPATION MEETING

The Pursuant to Governor Baker’s March 12, 2020 Order Suspending Certain Provisions of the Open Meeting Law, G.L. c. 30A, §18, and the Governor’s March 15, 2020 Order imposing strict limitation on the number of people that may gather in one place, this meeting of the Provincetown Select Board will be conducted via remote participation to the greatest extent possible. Specific information and the general guidelines for remote participation by members of the public and/or parties with a right and/or requirement to attend this meeting can be found on the Provincetown website, at <https://www.provincetown-ma.gov/>. For this meeting, members of the public who wish to watch/listen and participate in the meeting may do so in the following manner:

1. Watch on PTV GOV Channel 18, as well as an online livestream of PTV GOV at <http://www.provincetowntv.org/watch.html>
2. To listen and participate in this meeting, dial **(833) 579-7589**. When prompted, enter the following Conference ID number: **915 687 690** When prompted, state your name, then press #.
 - Keep your phone muted at all times when not talking
 - Do not use speakerphone
 - Do not use Bluetooth devices
 - Mute all background noises
 - Mute PTV on the television or computer and use only the phone audio
 - Please do not speak until the chair or the meeting moderator asks for public comments or questions.

No in-person attendance of members of the public will be permitted. but every effort will be made to ensure that the public can adequately access the proceedings in real time, via technological means. In the event that we are unable to do so, despite best efforts, we will post on the Provincetown website an audio or video recording or other comprehensive record of proceedings as soon as possible after the meeting.

The April 13, 2020, meeting of the Provincetown Select Board is about to be convened. As a precautionary measure to reduce the spread of coronavirus, all Town buildings are closed to the public; therefore, this meeting will be held by remote participation. My name is Robin Craver, Town Manager I will begin by taking a roll call for quorum.

Chairman David Abramson: Present

Vice Chair Robert Anthony: here

John Golden: here

Lise King: here
Louise Venden: here

MOMENT OF SILENCE FOR CORONAVIRUS VICTIMS and to recognize the loss we had in our community is the previous week.

Consent Agenda – Approval without objection required for the following items:

- A. Approve due date Extension for 2020 second half real estate/personal property tax bill & tax exemption applications.*

Without objection Chair Abramson waived the reading of the consent items and without further objection declared the consent agenda approved.

COVID-19 Update

1. Board of Health Chair Steve Katsurinis and Health Director Morgan Clark:

Health Director Clark - Key Elements of the Governors Stay at Home Order require folks to stay home except for essential activities such as getting food, medical care and exercises. When you are out of your home, you need to stay 6 feet away from anyone who is not in your home. The Governor has given a long list of essential businesses that include groceries stores, banks and construction, those workers also be kept being apart and frequent hand washing. What we are finding in Provincetown is compliance has been excellent, as a result our numbers of COVID-19 are declining even as testing is increasing, the social distancing is working. The predictions are showing that Statewide cases may not have peaked, and the number of positive and those who have lost their lives are still painfully high. Over the past three days, Massachusetts has been the state with the third highest positive results with over 25K people testing positive, we are testing a large number of people with over 160K tested preformed statewide. Number of Positive cases are starting to flatten out but we are seeing incubation periods being long so treating the ill is far from over. Our statewide health care system is managing to serve our sick; we have new field hospitals coming online. Massachusetts has a lower number of cased of death than other states. Locally we are providing extensive range to assistant with individuals in recovery. So those in Provincetown, we provide a range of services tailored to the individual case making sure basic needs are met. Our public health nurses are also preforming contact tracing and quarantining.

Chair Katsurinis – The community has come together in a lot of ways which is really significates for us. The generosity and care we are seeing has become routine. This entire process relies on people voluntarily being cooperative with the rules. Not to say we don't have enforcement mechanism and because we have been, we have saved lives and we are saving our healthcare system from having to ration care. Business owners and individuals have really stepped up and cared, and of course all the social services agencies who have taken care of everyone daily, who have stretched and reached out to help more to work together to make sure we are taking care of everyone. This terrible and scary situation has really brought out the best in people. The way that we operate with the Town Manager and town staff working with the health, emergency preparedness and our first responders, is to regularly connect with our state and county colleagues and they convince local providers and share cross pollinate information to see where the gaps might be and work together to fill those. This coordination is remarkable. We have regular calls and share information. I believe we have no gaps in where we are coordinating and providing services. The reason why the numbers are down in Provincetown is because people are staying inside and cooperating. At the

local level all the way up to the state level we are working together and providing services. The other threat we are dealing with is mental health; we have literally asked people to change their lives without knowing the end date. All of us are struggling through this, and we are providing mental health services. In our messaging, it is honestly and direct with a thread of Hope. For those who wish to volunteer, you can contact Emergency Management Coordinator Eric Sussman or your local nonprofit. We want to stress social distancing is the most effective. The CDC and the state have recommended masks where social distancing is difficult. There is more information on how to care for that on www.cdc.gov. No one should be attacked for choosing to wear or not wear a mask. We are all trying to get through this together.

Board Member John Golden asked what the town's take on wearing a mask is. Chair Katsurinis wants to make clear that social distancing is the primary recommendations. Where social distancing is not possible such as grocery store aisle, the CDC recommends wearing a cloth mask.

2. Town Administration Operations: Town Manager Robin Craver

OPERATIONAL RESPONSE ACTIVITIES OF TOWN DEPARTMENTS

The Town of Provincetown has been extremely diligent in planning and implementing a response to issues related to the COVID-19 pandemic. Processes used including planning and implementing operations to enhance public health and safety include the following activities:

1st Phase- Initial Response

- Educate public + staff; worked to understand and communicate to public potential health crisis
- All Departments create work plans that reduce risk for employees and public while continuing to provide needed services including:
 - Creating a virtual town hall with remote participation for meetings
 - Create work plans for trash pick up
 - Continue education for students and provide food to families
 - Provide senior support services including calls to all seniors and food distribution
 - Enhance virtual library services
- Meet with Public Safety for needs and coordination at local, regional/county and state levels.
- Meet with Business community to create partnership, build consensus on reducing the spread of virus.
- Reviewed Technology capability; planned improvements; purchased needed software and equipment
- Meet with health care and social networking organizations to discuss and plan aid to sick and at-risk populations

2nd Phase Implement Work Plans – Virtual Meetings & Town Business Plan, Implement safety precautions

- Work with State Legislators advocating to adjust laws & regulations that support municipal operations during shelter in place including but not limited to:
 - deficit spending;
 - delay of town meeting and elections;
 - stay on constructive approval for permits;
 - 100% remote participation for boards and committees;
 - shelter in place state mandate; asking State to do at state level

- State assistance region/county to create additional beds when needed
- Keep Town Hall business operating. In addition to performing all regular position's related tasks in a near 100% remote working environment, staff is also performing extra work in response to the COVID-19 emergency including;
- Work closely with Barnstable County, MA Emergency Management (MEMA), State Health Department on preparedness
- First Responders – Locating additional PPE equipment and Implementing Safety Measures
- Select Board – Declared State of Emergency
- Board of Health– Shelter in Place Order- April 9, 2020 – 1st in State (Governor placed similar Order next day; BOH agrees to follow State Order to avoid confusion and to create uniformity in region.)
- Increased messaging, providing regular updates to residents including:
 - Town Manager update videos
 - Daily Town Manager update on Town Website and Town Facebook
 - Push out messages on local social media sites – Town of Provincetown joined the Provincetown Community and PTown Community Facebook pages
 - Monitor questions on social media and providing additional information
 - Increased use of PTV as a way to reach those who do not use social media
 - Call over 160 seniors weekly (or more if requested) with updates and wellness checks (emotional and physical)
 - Updating public as to number of cases, active and recovered
 - Call-in sessions with Chairs of SB and BOH, BOH member who is a Doctor and Town Manager; invited guests who could provide direct questions regarding organizations not under Town control such as State Legislators, Outer Cape Health Services and Barnstable County Health and Emergency Management Director. (Held 2 sessions, planning one next week)
 - Hotline for questions, answering questions and directing callers to correct department
 - Town Manager – individual meetings with residents when requested and returned emails, generally within 24 hours; follow up calls
- Actively managed COVID-19 cases; providing support services during quarantine (Health Department)
- Public Health and Public Safety/Emergency Departments closely work with their subgroups at the County and State levels and bring back information to Administration.
- Administration continues to meet with local stakeholder groups such as Health and Human Services Providers, Public Safety/Emergency Management and Business Community Organizations.
- Actively identify financial assistance for Local Businesses
 - Watching for assistance programs
 - Providing information as it becomes available from state and federal agencies
 - Working with local business organizations (VSB, PBG, Chamber of Commerce, Provincetown Monument and Provincetown 400) to identify available assistance programs and share information
 - Recommend businesses work with their banks to find solutions
- Actively continue to improve technology supporting virtual meetings and conference calls
- Daily Staff meetings with over 20 staff participating; update on success and challenges regarding work plans, adjust as needed
- Review FY20 remaining budgets

- Identify budget lines that can be used to offset emergency spending
- Limit spending of remaining FY20 budgets to essential purchases
- Review FY21 Operating Budget and CIP. Project revenue losses and Create a multi-phase projection that considers revenue losses using best and worst case scenarios

3rd Prepare for Post-Shelter in Place

- Continue to maintain Shelter in Place Order as long as deemed necessary by CDC, Governor and Local Board of Health
- Prepare material including recommendations and options for Select Board to discuss in the following areas: (Select Board 4-13-20 Agenda)
 - Finance
 - Public safety
 - Community Development
 - Economic development
- Coordinate with Tourism Department/VSB/PBG/Chamber regarding messaging to outside community when shelter in place order is lifted
- Departments preparing plans for making Provincetown ready to open.
- Monitor recommendations for incremental opening; establish Town Manager stakeholder planning group for a safe and successful season rollout as follows:
 - Recovery Coalition
 - Health & Science (Chairman of the Board of Health, Health Director, Outer Cape Health Services); Emergency Planning and Public Safety (Chief Golden, Eric Sussman); Social Service Networks (Food Pantry, other TBD); Tourism (VSB, Chamber, PBG); General Business (include Chair and Vice Chair of Select Board)
- Position Town Departments to request COVID relief funds
 - Economic development and housing assistance, CDBG funds through the CARES program reimbursements
 - Public safety and emergency management
 - Health Department's case management reimbursements
 - Other funding in upcoming legislative packages

a. Finances: Finance Director Josee Cardinal Young

As you are all aware, the FY21 is already a tight budget. We began the budget process with close to a one-million-dollar deficit. After Town Manager department reviews, the deficit was reduced to \$230,000 which is where the Select Board began their budget review. A combination of additional cuts, revised budgets from the state and school and additional revenue sources, the budget was approved with a remaining tax levy capacity of \$32,000.

With the COVID-19 crisis, local, state and federal declarations of emergency and shelter in place advisories taking us to the end of FY20, we predict a slow recovery of the local economy. Local receipts for FY21 are expected to be significantly lower than originally estimated. To what extent, of course, is unknown. This is where the Town's policies of conservative budgeting and building reserves becomes abundantly important.

To address these concerns, we have considered the following:

- Impact of expected decrease in local receipts from an analysis of quarterly revenue of the rooms tax, meals tax and parking
- FY21 CIP
 - Re-evaluate project priority
 - Defer or bond projects to use free cash to offset revenue losses for FY21 operating budget
- FY21 Tourism Budget
 - Re-appropriate Tourism budget due to cancelled events for FY21 season
- Reduction of FY21 Personnel Costs
 - Hire summer seasonal employees gradually
 - Reduce budgeted overtime due to event cancellations
 - Early retirement program - work with the state to consider an early retirement program as has been done to respond to past recessions
 - Furlough program - Employees could be required to take a day or week, etc. without pay during the year. This type of plan would allow furloughed workers to keep receiving benefits. (They would have to earn enough to pay for employee portions of benefits)
 - Defer staff Cost of Living (COLA) increases
- Revise FY21 health insurance budget based on FY20 actual and CCMHG projected increase

In the budgets presented, we revise the FY21 budget using two scenarios:

- Scenario #1
 - 45% loss of meals and rooms tax revenue
 - 50% loss of parking revenue
- Scenario #2
 - 75% loss of meals and rooms tax revenue

65% loss of parking revenue

Select Board Member Louise Venden – I appreciate all the work that has gone into the reports. Concerned with proposed budget changes, the local receipts from occupancy tax and meals tax only make up a small portion of the town’s revenue. The largest portion of the budget comes from property taxes. Disagrees that the pandemic will only affect our budget for one year. Afraid that taking 600K off the budget will not be adequate. Could not find the number of increased staff members to FY21 budget, hiring new employees is something that ought to be looked at and I would like to see how many new employees are in the proposed new budget. Disagrees with reducing the tourism budget, we can develop eco-tourism, arts tourism and attract people from the city. Tourism is our economy. I don’t think you have cut enough, and consideration given to what the impact will be going forward. Mark Hatch announced at the FINCOM meeting a 6 million dollar deficit, where did that come from? We also are not looking at Harbor Hill’s budget, we have not FY21 budget for them and I hope we can look at that.

Town Manager Robin Craver – thanked Louise for the comments, and she is right in the areas we need to work on. This is just a preliminary presentation. We are starting with some assumptions and different scenarios, there are way many variables, we should look at the property values, there are still a lot of moving pieces and this is just a first discussion.

Vice Chair Robert Anthony – Want to thank Robin and Josee for all their hard work. My only question is Harbor Hill. I wonder if we have thought about needing to subsidize the residents at Harbor Hill if they are unable to pay their rents?

Town Manager Robin Craver – I believe that we will be talking about this for a while. There is an assumption that the residents will not be paying; we have not put that into our scenarios because we have not seen people unable to pay. The payment for Harbor Hill would still be in the budget. There are going to be a lot of small places we will need to look at where we will be losing revenue, but right now we are not assuming they will not be paying their rent.

Select Board Member Lise King – what would be appropriate to advocate for funds coming to our community who have been economically hit during this time? Grant money that might come from the state that could shore up our economy. Do you think it would be helpful for the board to write a letter?

Town Manager Robin Craver – Senator Julian Cyr is working on forming a regional community group to look at what our region needs. Over the next few weeks of planning we will be able to better assess our community's needs.

b. Public Safety Update – Operations: Police Chief, Fire Chief and Emergency Mgt. Coordinator

The COVID-19 public health pandemic has resulted in vast service modifications to business operations throughout the private and public sectors. COVID-19 is the illness associated with the novel coronavirus. It has led to declarations of a Global Pandemic by the World Health Organization, a National Emergency Declaration by the President and a State of Emergency by both the State of Massachusetts and the Town of Provincetown.

The Town of Provincetown took early precautions to ensure that all town staff, as well as the public we serve, would remain protected.

In accordance with protocols and recommendations currently in place by the Center for Disease Control (CDC), as well as State, County and our local health department, first responders have been working together in implementing new procedures to ensure the health and safety of our community. We have been working with our public health partners and closely following COVID-19 and its potential impact on our community and emergency operations. One of our top priorities was to ensure we take the right precautions to reduce the risk of spreading the virus to our employees and at-risk populations. Additionally, we want to protect our first responders' health, so we can continue to respond and help those who need us.

We realize everyone has their own idea of how to respond to a public health threat such as COVID-19 and we don't want our residents or visitors to panic or live in fear. However, we know that early containment through social distancing, vigilant hygiene, staying at home except for essential needs and isolating those infected by the virus, are the best ways that we, as a community, can work together to protect ourselves and protect our most vulnerable populations. That's why we urge people to continue in taking extra steps to protect our community and to help prevent the risk of rapid spread of the virus locally.

Those with mild symptoms are advised to isolate themselves from others for at least 14 days and to notify their primary care physician for medical advice; they will direct you. Testing may or may not be readily available, but the patient should self-isolate regardless if they are experiencing COVID-19 symptoms (fever, coughing and shortness of breath). Most people will not need hospitalization. There is currently no medication or vaccination for COVID-19.

Your public safety departments continue to receive and respond to calls for service, however, we have changed

the manner in which some of these calls are handled. Emergency dispatchers are now evaluating non-emergency and non-priority calls, providing additional pre-screening to medical calls and when appropriate will arrange for follow-up contact by telephone instead of in-person.

Generally, we have been taking most non-priority reports and addressing appropriate public safety needs with the public by telephone. For reports that need to be handled in person, the public should be prepared to meet the officer outside or in an open-air space or environment. First responders will still respond in-person to emergencies and in-progress calls associated with a present risk to person or property. Police officers will still work to deter and prevent criminal activity through routine patrol activities and by continuing to provide a visible public presence.

Police Status and Readiness

As your Chief of Police, I can report that your police employees remain healthy and the department continues to operate at full staffing, and we are providing all essential services to the community.

In order to protect your first responders and allow them to continue to protect and serve the public, your public safety leads adopted a constantly evolving yet comprehensive COVID-19 response plan. This plan incorporated additional training, PPE protective equipment issuance to each team member, shift in operational response, pre-shift health screening, shift hand-wash and hygiene reminders, and a continuity of department services plan which included contingency plans if department leaders became ill or if staffing levels became depleted below a safe minimum. All first responders are having their temperatures taken at the start of their shift and they must affirm that they don't present with a cough, shortness of breath, sore throat or a temperature above 99.9.

- The police began posting on their Facebook page early about the spread of the COVID-19 virus in Massachusetts. The department has continued posting about the pandemic and keeping the public informed and prepared to the best of its ability.
- We started internally by giving initial instructions on personal safety strategies, including staying at home if sick, not traveling to areas where the COVID-19 virus is prevalent, and how to stay protected. All department training was suspended. Dispatchers were also instructed to begin to ask additional initial pre-screening questions to all 911 callers.
- We have modified our detainee court arraignment and transport procedures to reflect changes made to court and pre-trial detention capabilities.
- Further changes to operations, included suspending in-room/in-person roll calls, mandating interior cruiser cleaning prior to each shift, stocking and re-stocking PPE's, modified responses to medical calls, criminal process, motor vehicle stops and foot patrols, encouragement whenever possible of taking calls over the phone, limiting employee access within the police facility and further distancing strategies were encouraged with both co-workers and members of the public.
- We ceased all non-essential administrative services like courtesy fingerprinting, and all police administrative employees began working remotely from home.
- Community Drug Take-Back Kiosk was emptied and secured until the public health emergency is over.
- With all other town building being closed (except the airport) the police station lobby was isolated and distancing boxes were highly demarked on the floor near the dispatch window. Social distancing signs have been posted on all entrances to the police station.

- The police continue to support the school's community food drop-off program. This program has been staffed with police officers for security and traffic management since its inception.
- Department individually contacted, assessed and encouraged employees returning from vacation to self-quarantine for 14-days upon their return.
- We have been actively sourcing with all of our local public safety agencies personal protective equipment (PPE) for first responders using regional, state, and even retail vendors in other states.
- The department began enforcing our seasonal Commercial Street parking ban a week early in response to the Town's declaration of a State of Emergency.
- We have suspended our police officer entrance exam which was scheduled for this month.
- All police employees have begun keeping "interaction" logs to help track back potential exposure should there be one reported on a shift. (prolonged interaction greater than 10-15 minutes or because of circumstances in an emergency contact within 6-feet)
- Department members were instructed to have their names added on the Standard Ambulance Reporting Form (SARF) form should they assist hands-on at a medical call where a patient was exhibiting flu like symptoms. This is so they will receive proper infectious control follow-up from nursing staff at the hospital.
- After a detainee was held with flu like symptoms last month a commercial cleaning company surface cleaned the police station and decontaminated the cell block and detention area.

For information on Town Government operations please call the Town Business Hotline at 508-413-9600 or the Department directly. Residents are asked not to dial 911 for questions about COVID-19 or coronavirus. The state has set up the phone number 211 to answer questions that residents may have concerning COVID-19.

Provincetown Fire Department

First, all morale in the department is good. I am sure that everyone is nervous, but they are following Cape and Islands protocol and being careful as they can be. To date everyone is healthy, and I hope that I am not jinxing us by reporting that.

Lower Cape transported a COVID 19 patient to the hospital on Sunday April 5th. On Tuesday, April 7th another patient with suspected symptoms was transported. We haven't got the test results back on that patient yet.

The Paramedics and EMT's on both of those calls followed the protocol for protecting themselves with the proper protective protection equipment.

I consultation with the Town Manager we contracted with a professional cleaning company to respond to the fire station to clean and decontaminate both ambulances and the station.

I had a company called 24/ Trauma come to the Shank Painter Station on Wednesday April 8th and they provided deep cleaning and remediation to the ambulances and the fire station.

During this emergency I would like to get them in there once a week to sanitize everything in an effort to keep our first responders safe and healthy.

The Provincetown Fire Department and the Town's advanced life support provider, Lower Cape Ambulance, are

fully staffed and prepared to respond to any emergency. Police Officers, Firefighters and Paramedics may appear different and may be wearing additional personal protective equipment (PPE) when responding to calls. Their interactions with the public will be different and are being done out of an abundance of caution and for the safety of first responders.

If emergency fire or medical services are needed, residents should inform the 911 dispatcher if they or anyone they have been in contact with is experiencing signs and symptoms consistent with the COVID-19 virus. The dispatcher should also be alerted if individuals or anyone they live with or have come in contact with have been required to self-quarantine. The state has amended a number of its protocols to allow patients who are ambulatory to safely walk to the ambulance if they are able, or if deemed medically stable to remain in their homes after being cleared by medical control at the hospital.

I have talked with Sean O'Brien at Barnstable County Health about the field hospitals that are in the planning stages of being set up on Cape Cod.

They are working on getting one set up as a temporary field hospital supported and supervised by Cape Cod Hospital at Joint Base Cape Cod. I have been informed that they are looking at a site in the Brewster area. These field hospitals will not be a point of entry for us to transport to. They are not emergency rooms and will be used as step down units to monitor patients that may have just come off a ventilator or can't go home because they have not been cleared yet or for some other medically necessary reason. At this time there are no plans for another site closer to Provincetown.

I have been asked about back up ambulances if a surge hits us. I spoke with Tom Ashe at the Barnstable County Sheriff's Department Communications Division system yesterday. I have said many times that we have one of the best mutual aid systems in the country. It is set up so that when I call for a mutual aid ambulance or a fire engine or anything that we need for any incident the wheels start turning. This is all set up on running cards. They have assignments for a Structural Fire Task force, Forestry Task Force, Disaster Task Force, and the ability to create an Ambulance –Strike Team.

Every incident that can happen is covered and the mutual aid system has never failed us. These run cards and there sequencing can be found on the MassGov site under fire mobilization. Depending on the priority of the patient Med Flight air evacuation is also available to us, weather permitting.

If all else failed, we could ask Joint Base Cape Cod and the Coast Guard for assistance with transport. We could also hire private ambulance companies to be on standby. I have been told that Cape Cod Health Care Hospitals to date are not anywhere close to maximum capacity.

We realize that they are predicting that we will be reaching our peak in the next couple of weeks. We are doing our best to be ready for that prediction.

We know these are challenging times for everyone, and many things are not business as usual, but your first responders remain fully equipped to respond to anyone in need. As a community we must all do our part to flatten the curve and slow the spread of this disease. This includes members of the men and women of your police and fire departments taking extra precautions when responding to calls and interacting with our community.

Emergency Management

Emergency Management initiatives continue to address the Town's crisis response, preparedness, and planning efforts to mitigate the current and future impact from CV-19 through close coordination with the Board of Health. Congruent to directives and action items from Governor Baker, the Department of Public Health (DPH), Massachusetts Emergency Management Agency (MEMA), and the Barnstable County Regional Emergency Planning Committee (BCREPC), focus centers on: information management, crisis communications, treatment and transport planning, procurement, volunteer management, public awareness, and support to the various social service organizations that continue to assess and meet the needs of our community.

The State and County continue to address medical surge capacity on Cape Cod in association with Cape Cod Healthcare (CCH). Falmouth Hospital and CCH have added an additional 120 inpatient beds. Joint Base Cape Cod has been identified amongst the first three locations to site a Medical Field Station. At the time of this writing, details from MEMA remain scarce but are expected shortly; the BCREPC anticipates several hundred beds at the Joint Base facility. There is a continued emphasis amongst lawmakers, health officials, and EMS teams to triage and reduce the burden on local healthcare facilities to ensure we have the vehicles and drivers necessary to transport those who need treatment to these facilities.

There are no sandbags or tornado shelters. Unlike natural hazards and human-made incidents, the mechanisms to combat this crisis within our populace are abstract, less intangible; our people cannot see contact tracing or the daily phone calls to positive patients. We feel but cannot touch a Stay-at-Home directive. Home-made masks skirt the line between valuable social awareness campaign, a false sense of security, and potential but limited spread against infection. Information and crisis communications remain our best tools while medical professionals and policymakers work towards solutions that address our needs beyond the town line and the scope of our local resources.

Information regarding healthcare plans and protocols, FEMA reimbursements, financial assistance to residents, public service provision, summer programming etc. flow into Town Hall from Federal and State agencies, non-profits, business partners and a host of other sources without stop. Information also changes from day to day. Weekly conference calls with the State, County, first responders, healthcare providers, and social service organizations ensure cohesion and rapid needs assessment. The flow is synthesized and channeled to the appropriate departments and communication channels. Public communications are coordinated with the designated Public Information Officer Assistant Town Manager David Gardner and released through the appropriate outlet. The Town website remains the hub for daily CV-19 updates. PTV runs public notices on the community Bulletin board. The Civic Alerts system have been used 7 times since March 23rd. Frequent updates to the @ProvincetownTownHall Facebook page have increased follower count by roughly 250 people since the onset of the virus.

The visible engagement of our citizens, community groups, and social service partners plays a crucial role in our efforts to provide individual care and assistance. Town has established a secure location to stage and distribute donated goods to the COA, SKIP, HOW, ASGCC, and other groups that serve our vulnerable populations. Our neighbors continue to liaise with staff to fundraise and procure goods for these agencies and our first responders. Town is in direct and regular contact with the COVID-19 Taskforce regarding volunteer management, future planning, medical and mental programs. We are all in this together; it is encouraging to see the Whole Community approach to Emergency Management.

What You Can Do to Help

The CDC recommends everyday preventive actions to stay informed and stay safe. Social distancing: stay at home unless for essential tasks and the use of simple cloth masks when necessary to go outside. Stay informed with reliable sources of information and share accurate information with neighbors, friends and co-workers, especially people who may have difficulty receiving or understanding the information.

You have an opportunity to help those in your community who are suffering as a result of school closings, business closings and reduced operations, and social isolation. Consider these ways of helping during this challenging time:

- Donate money to local nonprofits, especially those assisting lower income families
- Give money or food to your local food banks or the soup kitchen
- Reach out to individuals who are at higher risk of getting COVID-19 and offer to bring them food or groceries
- Find ways to support your local small businesses (take advantage of 'to go' orders and online business options)
- Connect with your friends, families and neighbors on the phone or through social media and email and help minimize the mental toll social isolation can have.

There are many acts of kindness going on in our community to make sure our friends, families, seniors, or anyone who might have trouble securing essentials have what they need. Thank you to everyone who has assisted someone in need.

Your public safety employees remain committed to our community values and the principles of Safety, Professionalism, and Community Service, and to providing the Town of Provincetown the highest quality of public safety services. We will continue to work hard to serve our community and we appreciate your patience and understanding as we all progress through these unprecedented times and unique challenges together.

The Board thanked the public safety officials who have been working to care for the community and thoroughness of the report put together. Member Lise King asked if there had been any requests coming in about things that are volunteer, specifically people coming into town? How are you dealing with any call and issues that arise? The Police Chief stated we will not be restricting people's liberties. The Board asked how staff wished to manage complaints being received by them about visitors' behavior while in town and what other enforcement could be done. Staff discussed social distancing and staying at home except for essentials is the CDC's recommendation and wearing a mask is more to protect others from the spread than oneself. Board Member Louise Venden thanked the Police Chief for his clear report and applauded their work, the police take care of everyone in the community, and there has been some divide of who belongs in the community.

c. Community Development: Assistant Town Manager David Gardner

The Community Development Department continues to operate as an essential service during the State of Emergency. We continue to provide all levels of services, albeit a bit slower pace than normal. Inspectional staff continue to maintain inspection schedules for the various construction activity ongoing throughout the Town. Licensing and Health Departments are processing seasonal business requests and business licensing inspections are occurring. The Department continues to maintain its schedule of 3 weekly regulatory board meetings through the Microsoft Teams virtual meeting format with call-in capability for abutters. We have started doing pre-development conferences over the phone, as we are still getting requests from both businesses

and developers.

I have asked each discipline within Community Development to identify regulatory obstacles that many of the businesses or permit holders might encounter due to the Governor's Order and the resulting impact on the economy. We will seek to present solutions to overcome these obstacles as they arise.

- As the Board is aware, we have been refunding Auditorium and License fees for approved events that have been cancelled. The cancellation deadline is being waived.
- We will be waiving the minimum time frame of operations for Economic Development Permits for the year 2020, as many of the business owners will not be able to meet the requirements to be open during those periods.
- We will need to extend several of the Economic Development Permits from last year, as many will have difficulty achieving their development goals within the one-year period. We are currently reviewing this list and will work with the applicants for these projects.
- We will be relaxing our compliance program for our 110 Egress Inspections, allowing commercial accommodations more time to respond.
- Code Compliance has been focusing on ensuring that short term rental units are not being rented in compliance with the Governor's Orders.
- Housing is working on the resale of two existing ownership units; both 1-bedroom low/moderate units;
- As of May 1st we expect 79% of the units at Harbor Hill to be occupied.
- And we are continuing to explore potential resources for both housing and businesses including potential CDBG CARES program.

Permitting trends are difficult to predict for Provincetown as our real estate market does not always follow national or regional trends. The Department's metrics had been slightly lower than last year prior to this event. Although our regulatory permits are on par, the number of building permits and building revenue are down approximately 12%. Trends in land use and construction can take longer to identify. It is not like the stock market where there is an immediate reaction to a world event. Construction and land use projects have a longer timeline. We are certainly seeing a drop in new permits and applications during the State of Emergency, but it is unclear yet what the effect that will have on future development.

	2019	2020	Compared to last year at this time
Zoning Applications	62	61	98%
Planning Applications	42	40	95%
HDC Application	216	195	90%
Conservation	66	58	87%
Building Permits Issued	1600(Full)	1059(3 Qrts)	88%
Inspections	1938(Full)	1170(3 Qrts)	80%
Building Permit Revenue	\$655k	\$582k	88%

The Board had no questions.

d.Economic Development: Tourism Director Anthony Fuccillo

Joining the meeting are Radu Luca, Executive Director of the Chamber of Commerce and Bob Sanborn, Executive Director of the Business Guild.

Strategic Activity:

What have we done:

In February we were watching travel and adjusted the advertising targeting to the tank-a-way drive market March 10th Governor Baker declares a Massachusetts State of Emergency followed by the World Health Organization declares the outbreak a Pandemic on March 11th.

Reviewed our advertising campaign in place - Not appropriate or effective and paused the campaign

• **Needed A Plan**

- Immediately developed a 3-legged stool strategy
 - Go Dark
 - Provincetown Cares Message Campaign
 - Invitation to Visit Provincetown Campaign
- Step 1 – While Dark
 - Met with The Chamber and The Guild and mutually agreed on the 3-pronged strategy and the need to be in-sync with our messaging for continuity across our marketing efforts
 - Met with Red Thread Productions the Town’s contracted agency and our digital media company
 - Scraped all creative
 - Began identifying open space and comforting images from our asset library
 - Developed creative messaging for the Provincetown Cares Campaign
- Step 2 – Transitioning into the Provincetown Cares Messaging
 - Rick Murray and PBG worked with Nadine Licostie of Red Thread Productions and made a one-minute video with images of Provincetown
 - Red Thread produced the video at no charge and as a gift from Nadine to the Town of Provincetown
 - It was published on Saturday March 28th across multiple social media platforms on Provincetown pages and was well received right out of the box
 - The video is featured in the Tourism “Stay Safe Out There” ads launched on Friday April 3rd as the first installation of the Provincetown Cares Messaging Campaign
 - The 2nd installation of the of “Stay Sage Out There” will be still images and messages of hope
- Step 3 – Developing the invitation campaign
 - Focus on good health, comfort and wellbeing
 - This is the next step in the strategy and will be developed working with our Public Relations and Digital Media agencies
 - This campaign will be ready to pivot when Federal, State and Local authorities say it is safe for people to travel

- **Our Recovery Approach**

- Recognize the need to for a new direction
- Think like a start-up
- Create the restart messaging
- Focus on the desire to travel will be huge
- Feature health and wellness
- Identify the open space and comfort
- Accept that summer will be different than recent decades
- Promote summer with a nostalgic affection for the past, with smaller crowds and big memories
- Position advertising with a push for Aug-Dec being the biggest opportunity
- Expect long-hall and international travel to be the last to return
- Target the drive market
- Reach the 40% of the existing Provincetown visitor who lives in Massachusetts
- Reach the 70 million people living within a tank-away

Glimpse at What Could Be:

Challenges:

- The biggest economic shock since World War II
- Consumer behaviors will change
- The number of visitors will drop as much as 50%
- Small business models without financial stability will struggle and some will not survive
- Occupancy tax collected could be significantly reduced affecting revenue to the Town

Opportunities:

- The early summer will be bleak with a bright future to follow
- Leisure travel in the first industry to come back after crisis
- Trip Advisor has reported a shorter travel comeback after a pandemic than a natural disaster, based on the past results from the Bird Flu, SARS, Katrina, Sandy and 911
- Trip Advisor global survey said people plan to travel by car and their preferred destination are beach towns
- Trip Advisor reported people are looking to independent lodgings for vacations rather than large properties
- The best years for vacation rentals was when the economy was soft and uncertain
- Businesses may adopt permanent work from home operations leading to more 2nd homeowners making Provincetown their primary residence and home office. Due to concerns to meet mortgage obligations some seasonal rental properties could become year-round rentals. These activities could be the beginning of diversification in the landscape of the local economy.

Executive Director of the Chamber of Commerce Radu Luca

Concerns and Challenges of local business.

First off I would like to commend and thank the select board for passing the consent agenda I am sure that will provide a lot of relief to our stakeholders, second I would like to thank the town manager for her statement and video on what lies ahead and further. I would like to echo what Tony Fuccillo said about the current and future situation with regard to our community. Here at the chamber we have been working closely with our tourism partners at regional and state levels to medicate the crisis we are currently in right now with the best of our

abilities. We are hearing concerns from our members; financial, logistical and physiological factors moving forward with this pandemic and what lies beyond. Concerns about paying rent, mortgages, maintaining payroll. SBA announced difference relief programs and when speaking with lenders and banking members, there have been 1500 + loans that have been processed and approved in the outer cape, mainly Provincetown. Logistical issues that inadvertently that will occur are our workforce coming here and workforce availability. All workforce seasonal visas programs were suspended mid-March for 60 days which will bring us to mid-May or beyond when these programs will resume. We do not know if there will be a job for the already proceeded visas or visa holders that were previously approved would be able to overcome the travel bans in effect leaving their countries and coming into the United States. In terms of the physiological factors, there are concerns about whether it will be too soon to reopen the economy and if our visitors will be physiologically ready to travel and how long that might take. We do not have some or a lot of these answers, but we are trying to work together with our members and community along with our local and regional state partners to help mitigate and get through this. It takes a village. We are in this together and this too shall pass.

Provincetown Business Guild Executive Director Bob Sanborn

Economic Landscape from the Business community

I have received a lot input from several of our 300 members who are largely nonessential businesses in the tourism sector in Provincetown, they are hurting and fighting to sustain. The pandemic will have long term implications for Provincetown. Given its rich cultural, history and incredible natural attributes, long term the town will survive as a destination. That is the good news, however there will be destruction and casualties in the process in business community. The short-term economic landscape is bleak and will be harmful or even fatal to some of the businesses. We are in the worst case scenario given we are being hit on several fronts at the worse time, all the variables, including; timing, cutting into the peak revenue generating season following the low revenue winter month, staffing challenges, erosion of savings, increase debt, unemployment, evaluations decline, all of this will make it difficult for many to survive if this continues much longer, it is the perfect storm. In the best-case scenario will have 90 days of no revenue. It is further compounded because Provincetown is primarily a second home community. Tourism businesses operate on cash flow, there is currently no cash flow, if a business is lucky, it has a zero cash flow, unfortunately many have negative cash flow. The nature of the lodging industry is to use advance booking to pay their winter mortgages and other operating costs. These businesses are getting into further debt by having to take out loans to repay cancelled booking. Similarly, the retail sector has already purchased their inventory and now unable to sell it. There is a ripple effect, harm is also to the workers and nonprofits and the town who are all dependent on tourism. At this point we are in loss mitigation and recovery mode. The business community creates the creation of the recovery coalition. We recommend the coalition work with other outer cape towns and the state. Our members have several suggestions and consider, a 90-day tax referral, consider deferring other licenses and town bills, free parking when the season reopens and decision in respect to canceling events should not be made preemptively and doubling down on marketing.

Chair Abramson – Have you gotten any updates on the SBA loans?

Bob Sanborn – We are hearing a few of the loans have been approved and a few of the funded.

The Recovery Coalition is a collaboration of stakeholder groups in town that will gather information to help look at reopening the town. Town Manager Craver reminded the board and listeners that the upcoming Q&A on Wednesday April 15, 2020 will have a representative from Seamen’s Bank to speak about small business loans.

Member Louise Venden thanked Tony, Bob and Radu for their clear report. Asked if they felt the same as her, not reducing the tourism budget.

Anthony Fuccillo cautioned from going absence. People want to know from different brands that you do care, but we need to put the proper strategies in place.

Town Manager Craver clarified that the money from tourism would be money that would be able to be reallocated.

1. Public Statements – Three (3) minutes maximum. Select Board Members do not respond during public statements

- **Rick Murray** – Shout out to Robin and her staff, I was blown away by everyone’s reports. They were very thoughtful and comprehensive; I look forward to moving this town forward. I cannot tell you how very proud of every department head who wrote those reports, a breath of fresh air, great job Robin and staff.

2. Select Board Member’s Opening Statements – (Votes may be taken)

- **Lise King** – I acknowledge and express my condolences to everyone who has been touched by this illness. Our hearts go out to the love ones of John Perrone. During our MMA COVID-19 call, they started the meeting with a tribute to former Springfield councilman Paul Kalill, his daughter Ann is one of our beloved local year rounder. I want to say to all of you were are here and our hearts and prayers go out to you. Anyone in need of support, please reach out to someone to speak to. A group of mental health professionals are staffing a stress support hotline between 11am and 7 pm, 508-309-5848. Thank our hard-working staff, town manager and board of health and health department, who have stepped up communication with the community. I would like to take a moment to remember who we are as a community in Provincetown. Over these past few weeks, we have seen the best of our community emerged. Our local restaurants and nonprofits have been providing services to our community, our local food growers and fisherman are giving the community access to locally sourced food. We have seen our first responders and essential workers risking their lives to keeping our community fed and safe. We have been treated to our community come together virtually, bringing us more together. People from all walks of life have changed their lives for the safety of the community as a whole. Provincetown has truly become one. While we have risen to the occasion, to be one Provincetown does not mean we need to speak with one voice. It does concerns me when we have a lack of respectful debate for open debate. The situation we are in effects everyone, many community members have expressed ideas, and their voices, should be listened to as well. We need to promote participation. Provincetown has faced hard times before. We are dreamers and survivors and we will continue to support one another.
- **Louise Venden** – I want to thank staff on their complete reports and their ongoing efforts to keep everyone safe. Just as important, everyone who has observed the Heath order and safely reached out to help others, and a special thanks to the many essential employees. I am much more focused around my role as a Select Board member, working with staff and getting the job done. I am going to conform to the goals and direction of the Select Board and will stand behind the direction and decision of the board as a whole. This meeting is the Select Board’s first chance to see staff proposals to revising the fiscal 2021 budget due to the impact of the COVID-19 pandemic. Based on calls and concerns I have received; I have serious concerns on the long-term effect. It is important for us to take our time and remember to collaborate. We need to settle back and focus on the important things about this town. I will continue to search for all the best information I can. I hope the board will have an opportunity to have more robust conversation about the future. We are all so proud to be a part of this incredible community.
- **John Golden** – I want to thank everyone in town who is really stepping up. All the mask maskers who

are making masks for the essential workers and the rest of the community. People are making all these comments about people not wearing masks, if you stay in your home, this will not be a problem. There was a lot of animosity brought against the town staff and board, but the bottom line, when you are causing lack of trust, its wrong. I work with everyone. Virus can affect me quite seriously; I am here to work for the town and that is what I am doing. I have no self-serving goals in this. For right now, let's get through what we need to get through, so the community can survive in the aftermath.

- **Robert Anthony** – I really want to give a shout out to Robin, the town manager and her excellent staff that puts everything together and makes this work. I cannot say enough regarding her presentation as well as the department heads. We can all work out our differences, but now is the time to come together. The men and women who work for the town of Provincetown are excellent.
- **David Abramson** – A big shout out to Robin and staff, while the reports we heard were lengthy and long, it is a great turning point, the next step is doing some action with it and debating as a group. One thing I would like to note, I do a lot of walking and running and I have to say 90% of the people I saw were either doing safe social distancing, some had mask and some didn't, which is what ever feels comfortable to you when you are in the outdoors. I didn't see packed parking lots and parade of people. The few times I have gone into the grocery store, 99.9% have been wearing mask. I'd like to thank everyone who is taking to heart the advisory. It is tough, as someone who manages a business, the difficult to walk and who knows how fast the relief will be coming through. The banks themselves have been wonderful so if you think you are going to have difficulty with a bill, I urge you contact your lender. I want to point out, the due date for the 2020 for real estate and personal property tax, has been extended from May 1st, 2020 to June 1st, 2020. Due date for application for property tax exemption has also been extended to June 1st, 2020. We are going to be going into a difficult stage as we move from preparing to planning. We are going to be several more weeks of social distancing and wearing mask, it is going to become tedious. There is a lot of different things to reach out to, COVID-19 hotline, and online 12 step meetings; if you are having a hard time finding this information, call town hall and they will help you. We are a resilient community and I know we are in this together. Yes, the town will reopen, but it will be done in a way that will protect public safety and also be able to support our businesses and employees.

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3. 7 PM Public Hearings – (Votes may be taken on the following items)

- A. Use of Town Hall Properties - Proposed Fee Schedule –No action shall be taken by the Board during the State of Emergency. Hearing will be closed and posted at a later date.**

Move that the Select Board open and close the public hearing with no action and repost a new public hearing after the Declaration of the State of Emergency is rescinded.

Motion: David Abramson

Seconded: Lise King

Roll Call Vote

David Abramson: Yea

Robert Anthony: Yea

Lise King: Yea

Louise Venden: Yea

John Golden: Abstain

4. Town Manager Administrative Matters – Topics to include but not limited to: (Votes May be taken on

the following items):

A. Staff Biweekly updates

Town Manager Craver – you have in your packet a memo on the weekly updates. As we navigate our current situation, we are assessing which planned projects will be moving forward, including Capital Improvement Projects. We have some funded projects that have been underway such as the Eversource battery installation, the roof repair at VMCC, renovations at Harbor Hill, replacement of the Airport roof, the sewer treatment plant expansion and the upgrade of the Parking equipment. Projects slated to begin shortly are improvements to the Prince Street intersection/ Bradford Street bike climbing lane, the former VFW building demolition, electrical upgrades at the Airport and the painting of the exterior of Town Hall. Future projects include the rehabilitation of Pilgrims’ First Landing Park, the upgrade of the Town Hall HVAC system, the highway garage feasibility study and beach nourishment. The DPW will be opening the Transfer station on Friday for yard waste.

Move that the Town use all Town messaging boards include the reader board, to signal to visitors that they wear a mask in public.

Motion: Lise King

Seconded: Robert Anthony

Member Lise King made the motion to alert people coming into town to wear masks, this request came from a constituent. Members John Golden, Louise Venden, Vice Chair Robert Anthony and Chair Dave Abramson were not in support of signage as it would create confusing.

David Abramson: No

Robert Anthony: No

John Golden: No

Lise King: Yes

Louise Venden: No

Motion did not carry.

B. Other matters that may legally come before the Board not reasonably anticipated by the Chair 48 hours before the meeting

5. Minutes - (Votes May Be Taken)

A. March 22, 2020 7 pm

B. March 23, 2020 6 pm

Move that the Select Board approve the minutes of:

March 22, 2020	7:00 pm	(Emergency) [] as printed [x] with changes so noted
March 23, 2020	6:00 pm	(Regular) [] as printed [x] with changes so noted

Motion: David Abramson

Seconded:

Roll Call Vote

David Abramson

Robert Anthony: Yes

John Golden: Yes

Lise King: Yes

Louise Venden: Yes

6. Select Board Closing Matters - Topics to Include but not limited to: (Votes May be taken on the following items)

A. Pending Items List

- **Lise King** – I want to tell everyone I appreciate their hard work. These are unprecedented times. I really trust our town manager and staff that everyone in town is rising to the occasion. I just want to acknowledge everyone's hard work and that we are truly in this together. We are just coming through this season during a time of recognition of hardship and new beginnings. Felt very moved by what we have been going through as a town. Want to acknowledge all our select board members for their services.
- **Louise Venden** – Thank you to everyone that is listening and not listening. Please know that each of us that are Select Board members are trying our bests to listening to you. I am not running for any other further public office; I am dedicated to keeping the issues going forward. We are very worried what is going on with this country. We do not have to worry much about this town because we will serve. We have good leadership. We will be creative and resourceful. Thank you all for your efforts.
- **John Golden** – Thank town staff and the community who has come together to work together to get us through this thing. I applaud the grocery workers who are doing their thing every day. I think everyone needs to be kind to each other. Look towards the positive. There is so much positive in this town, let's turn this around and Easter is a time to renew, let's all be nice to each other.
- **Robert Anthony** – I wish we all have a lot of patience and forgiveness because this is what will get us through this.
- **David Abramson** – Just a shout out to town staff. Our town staff has done an excellent job. We will be ahead of the curve. One thing we should take comfort in in our local community, our excellent board of health and department of health. We should really thank them for their work and their diligence.

Motion to adjourn – John Golden

Seconded – Robert Anthony

Roll Call Vote

David Abramson: Yea

Robert Anthony: Yea

John Golden: Yea

Lise King: Yea

Louise Venden: Abstain

Without objection the meeting was adjourned at 9:25 pm

Minutes transcribed by: Elizabeth Paine