WEBVTT

00:00:00.000 --> 00:00:30.000

The webinar will begin momentarily.

00:00:33.000 --> 00:00:43.000

New York is back baby.

00:00:43.000 --> 00:00:48.000

And we are back welcome welcome welcome. Good afternoon, everyone.

00:00:48.000 --> 00:01:03.000

Thank you for joining us this afternoon afternoon for It's time for business with john Marshall Cory Rosenberg, I am Corey Rosenberg director of the West run yc and company or convention development team, and I'm joined by my wonderful colleague john

00:01:03.000 --> 00:01:18.000

Who are you, I am john Marshall, Director of tourism development, focusing on the established markets. Before we get started today I do want to remind everybody in attendance, that this zoom meter is accessible by screen reader and captioning.

00:01:18.000 --> 00:01:28.000

If you'd like to turn the closed captioning off you can do so at the bottom of your screen by clicking on the live transcript option. Next the q amp a button so that'll allow you to show or hide the captioning.

00:01:28.000 --> 00:01:39.000

And we will also be providing a full transcript of the webinar, along with the recording and a follow up email within the next few days. So take a look out for that.

00:01:39.000 --> 00:01:53.000

So who is NYC and company and who are we hopefully if you are on this webinar and joining us you've heard of us before worked with us before we are the Convention and Visitors Bureau for the five boroughs of New York City representing all five boroughs,

00:01:53.000 --> 00:02:10.000

as we mentioned, we are the official dmo or CBP. We are not a third party and we are here to help facilitate any of your travel needs whether corporate or Tourism Tourism john and I are both here and our teams stand ready to help you, so please do not

00:02:10.000 --> 00:02:21.000

be any strangers you'll have our contact information at the conclusion of this email, or excuse me webinar, and we look forward to seeing you meeting you and working with you in the future, of course.

00:02:21.000 --> 00:02:30.000

So, let me I like to tell everybody that you should really we should really be your first resource when you're booking things to New York because the most important part is, we're free.

00:02:30.000 --> 00:02:37.000

Everybody likes the free. It really is the best of all worlds and a win win situation for also please don't be strangers, definitely reach out.

00:02:37.000 --> 00:02:47.000

So let's jump right into some of our housekeeping notes with our handy dandy coven 19 updates and stats.

00:02:47.000 --> 00:02:59.000

Absolutely Corey so just to get the most important thing right now as we give some updates. You know there's there's nothing major new agenda if you can just go to the next slide, you know, we're still talking about that back to me at the vaccination

00:02:59.000 --> 00:03:10.000

mandate that went into effect on August 16 just a few weeks back, but the current news is that it will be starting to be enforced on Monday September 13.

00:03:10.000 --> 00:03:22.000

So that's going to be the requirement for basically any indoor public space in New York City. It's going to require one at least one dose of a CDC approved and WR who recognize vaccine.

00:03:22.000 --> 00:03:29.000

So that's something that your clients who are visiting immediately really need to take a look out for.

00:03:29.000 --> 00:03:42.000

But it's, it's really important to note as well that in the last couple of weeks since the mandate has been put in any place, and I'm not claiming any causation or correlation here but we've have seen the trend of stabilization, and even some decreasing

00:03:42.000 --> 00:04:02.000

and positive test rates cases and hospitalizations due to cover.

00:04:02.000 --> 00:04:14.000

meaning that's three cases three positive cases in about 100,000 residents and again we are city of 8 million people 19 million total residents in the state, and even in the greater tri state area, nearly 24 million people.

00:04:14.000 --> 00:04:28.000

So when you are bringing your program or you're visiting as a family or individual to the state, you can be assured that our community has embraced the vaccinations has embraced masking where appropriate, and is ready to welcome your businesses.

00:04:28.000 --> 00:04:45.000

So, we are as of all adults as earlier this week had done about 80% vaccination with I think full dosage among adults was approaching 71 72% and climbing so it's nice to see that some of these practices that have been put in place, are working, and that

00:04:45.000 --> 00:04:57.000

we are ready to walk in your guests back yeah yeah absolutely right. I mean over 12 million doses given in New York City. So we're really in on the right path to getting out on the other side of this pandemic.

00:04:57.000 --> 00:05:11.000

Hopefully, certainly, absolutely, into some of the questions the common questions that I've heard is what is my experience going to be like when I go to a restaurant or I go to a meeting or I do business or go into any indoor attraction you're, what can

00:05:11.000 --> 00:05:23.000

I experience. And so, what you would do as similar as john mentioned and what's put on the slide is you can either show your CDC paper card, you can use the Excelsior app which is our state run app which backs up to the CDC database, or you can use the

00:05:23.000 --> 00:05:35.000

key to the city New York app app which was recently developed in as our city run application and it's basically a picture uploader. So just as you would get carded if you entered a bar, anywhere in the country.

00:05:35.000 --> 00:05:50.000

You basically would just show your CDC card or the app, then you'd be let into the place of business so it's that easy. This is not something that is going to cause hours of Q lines or delays and anything like that, it's simply a check to make sure you

00:05:50.000 --> 00:06:04.000

are protected, and then you enter the place of business, so please rest assured that our hotels or restaurants or venues are developing us up as we speak, and that this policy will be in effect as of the 13th, I believe, Corey I mean like you said, it's

00:06:04.000 --> 00:06:18.000

very easy my personal favorite is the NYC corporate safe app and I actually show people here today, you can see like I just put up my, my D, and then I show people I show my vaccine cards not showing all the way because of my background here, but you

00:06:18.000 --> 00:06:23.000

can see it's just simply that easy you open up the app slight, slight twice and you're all set to get in the restaurant.

00:06:23.000 --> 00:06:28.000

But let's get started on the show today Corey What do you think, I think that's a great idea.

00:06:28.000 --> 00:06:39.000

Okay, so I think we're going to, it's a little bit of a kind of cold and rainy day in New York City where we're going to make our first stop I know at Coney Island remarkably.

00:06:39.000 --> 00:06:41.000

But what else are we gonna talk about today Corey.

00:06:41.000 --> 00:06:54.000

I mean, that's great. First up is ending the summer, and then beginning with getting back into business and the phone so we have a great panelists. After our introduction to the, the alliance of Coney Island and Luna Park in Coney Island who you'll hear

00:06:54.000 --> 00:07:08.000

from just a few minutes. We're then going to be greeted by some wonderful folks from the travel industry from tickets, which is a online tour operator, and from our special guests from the Port Authority of New York, New Jersey, to give all the updates

00:07:08.000 --> 00:07:16.000

on what's going on business wise, as we progress into the fall season so a little bit of a end of summer, a little taste of that, beginning with the intro to the fall.

00:07:16.000 --> 00:07:30.000

So, let's call attention to our wonderful panelists have Jeff and Alexandra if they wouldn't mind sharing their camera and introducing themselves.

00:07:30.000 --> 00:07:35.000

If you want to go first. Yeah, please go first Alexander. Okay.

00:07:35.000 --> 00:07:39.000

So thank you guys for having me. Thanks to NYC and Co.

00:07:39.000 --> 00:07:46.000

I'm Alexandra Silversmith I'm the executive director of the Alliance for Coney Island, of course I lost my voice for a second.

00:07:46.000 --> 00:07:53.000

And as you guys mentioned we're winding down for the season but we are still open today is not a summer like day.

00:07:53.000 --> 00:08:01.000

So we look forward to inviting people back when it is a nice day and I look forward to sharing a little bit about Coney Island's.

00:08:01.000 --> 00:08:03.000

And Jeff.

00:08:03.000 --> 00:08:15.000

Jeff Klein.

00:08:15.000 --> 00:08:27.000

Well thank you both for joining us. We really appreciate it. Alexandra and Jeff. So let's just jump right in. Alexandra Coney Island is a really iconic neighborhood in New York City I know I've been going since I was a kid.

00:08:27.000 --> 00:08:32.000

What makes the community so special and so enduring and in our city.

00:08:32.000 --> 00:08:46.000

Yeah, so we have one obviously representative which is Luna Park but in general, one of the things that I think is most unique and really beautiful about Coney Island is that we are really a home of many family owned businesses, people probably don't

00:08:46.000 --> 00:09:01.000

realize that, but almost every business that you visit on the boardwalk or in the immediate amusement district is family operated and many are intergenerational, so you'll hear a lot of great stories of immigrant stories of, you know, they might be the

00:09:01.000 --> 00:09:15.000

second or third generation, but really it is sort of a beautiful representation of the American dream. And it feels like a small town, it's not like anywhere else in New York truly, and obviously the beach and boardwalk which are beautiful assets make

00:09:15.000 --> 00:09:21.000

that even more special but the businesses themselves are just super invested.

00:09:21.000 --> 00:09:28.000

They their lives revolve around our, our season, and it's just a very unique experience.

00:09:28.000 --> 00:09:40.000

Absolutely. Cool. And I guess just the same thing. Can you tell us you know a little bit about the experience at Luna Park you know why it's a special part of Coney Island, and you know just add another question on what did it mean for you and for the

00:09:40.000 --> 00:09:48.000

city to reopen in April, though he did. Those are two very important separate questions, I'll answer the one of the time.

00:09:48.000 --> 00:09:53.000

I think of Luna Park is the stewards of course on history.

00:09:53.000 --> 00:09:58.000

We're also one of the top innovators of rides are being owned by Raj manufacturer.

00:09:58.000 --> 00:10:09.000

The first section Buena Park was, was built 100 days in 2010. And then we've continued to expand, expand over next next eight years, over the next five more city blocks.

00:10:09.000 --> 00:10:23.000

We have all kinds of attractions and we in the great thing about it is we name our attractions after defunct rides, like the steeplechase roller coaster the federal boat roller coaster of particular, the Astro Tower The steeplechase roller coaster.

00:10:23.000 --> 00:10:38.000

These are all things that are no longer with us, that that we have renamed rebuilt and to honor our history. And of course we also have the historic cycling roller coaster which will be 95 years old next year.

00:10:38.000 --> 00:10:48.000

So, like I say you know you can build things, you can build them old you can build them, you can you can build things tall, you can build things fast but you can't build things as Stark.

00:10:48.000 --> 00:10:54.000

And to answer your second question, what it means to me. When we open the gates.

00:10:54.000 --> 00:11:03.000

Well that was, that was an emotional day for me because I remember we opened the gates after being closed for, you know, we had closed for the 2019 season at the end of October.

00:11:03.000 --> 00:11:16.000

So that means we really had an open for almost 18 months. And so I remember the first two dozen guests out of the park and I remember I was out there and I was applauding each one that came in, wearing my patent seersucker suit.

00:11:16.000 --> 00:11:31.000

And it really was just a joyful joyful day to hear the noise of children laughing and join the rides to just to come back to Coney Island just to be a part of, you know, we're such an important part of New York living and was such a truly staple and it

00:11:31.000 --> 00:11:39.000

just was so wonderful to have that that back after, you know, just sit coming to work every day and just hearing silence.

00:11:39.000 --> 00:11:52.000

Yeah, I can I can imagine that must have been a really incredible moment, and I'll let the audience know that you can find pictures of Jeff and his patented seersucker suit on, he opens it opens cornea, Luna Park, every every year with that so so if it's

00:11:52.000 --> 00:12:03.000

a depth Google and you can find those images, that's worth the price of admission alone. I'm also drunk this drunk dresses, Uncle Sam on the Fourth of July and I'll be losing this beard shortly to be Elvis for the Halloween harvest.

00:12:03.000 --> 00:12:12.000

There you go. That's awesome. So what while we're talking about kind of perfect days and perfect experiences and Luna Park will kick it over to Alexandra.

00:12:12.000 --> 00:12:17.000

If she wouldn't mind telling us about her perfect day in Coney Island.

00:12:17.000 --> 00:12:34.000

Ah, so perfect day and actually obviously won't work for many of the audience right now, but perfect day on Fridays especially is what I think is ATL So, in addition to the amusement, obviously, that is a big attraction and a major part of anytime, any

00:12:34.000 --> 00:12:42.000

day, and many will say that if you're going to read on the site phone go before you have your Nathan's hot talk and have that afterwards.

00:12:42.000 --> 00:12:56.000

So I you know I would kick it off with going to be amusements, we actually even have mini golf now so maybe doing that. Earlier in the day, grabbing lunch, either at Nathan's or at some of our sit down establishment, we have let's humble on the boardwalk

00:12:56.000 --> 00:13:06.000

which has a beautiful rooftop. We're going to post daughter to grab a delicious lobster roll, and then really spending time on the beach in the afternoon when it's not so hot.

00:13:06.000 --> 00:13:21.000

And then, kicking off the evening with fireworks, that's really it's it's amazing if you actually spend the whole day in Coney Island you'll be able to see how beautiful it is in the daytime sunsets are usually fabulous and then our fireworks are really

00:13:21.000 --> 00:13:35.000

a great way to kick off the weekend. So that's what I think is ideal. If you come on the weekend I also would add in the aquarium, and to just see all the new exhibits that you know they have spineless now which has occupy and squid and all these, they

00:13:35.000 --> 00:13:44.000

have, I think, a Japanese spider crab which is humongous like huge I was really shocked to see that in person.

00:13:44.000 --> 00:13:48.000

So just like very very unique experiences really can.

00:13:48.000 --> 00:13:52.000

Basically, anybody can have it a great day and Coney Island's.

00:13:52.000 --> 00:14:02.000

That sounds like an absolutely fantastic day to have, you mentioned, seeing the amusements in the morning. Jeff being one of the amusement park at Coney Island a big chunk of that.

00:14:02.000 --> 00:14:14.000

What do guests look forward to the most when they visit them apart. Well, glad you asked that question. I'm going to give a shout out to my neighbors though the cyclone baseball team did you mention that Alexandra.

00:14:14.000 --> 00:14:27.000

I did not because it's so many things there's so many things to do in one day is really what it is, but yes the cyclones are also if anybody is a sports enthusiast, they're a Mets affiliate and they sometimes even have Mets players that are in rehab pitching

00:14:27.000 --> 00:14:33.000

and whatnot so very good option as well. We have the right one. Okay.

00:14:33.000 --> 00:14:39.000

Well, good sports rehab. Yes.

00:14:39.000 --> 00:14:46.000

Yes, the question what, there's so many things that join in Coney Island is the beast is the boardwalks there's a shop the arcade.

00:14:46.000 --> 00:15:02.000

And to me it's always the rise of course, you know, we were the first at Coney Island was the home of the first public amusement park, known as you know we were nicknamed the people's playground when the original Luna Park opened up.

00:15:02.000 --> 00:15:18.000

You know the first roller coaster was built here the hot dog was invented here, soft serve ice cream was invented here, so many wonderful things to do, and there's just so much in Coney Island and just don't like it's easy to forget something, because

00:15:18.000 --> 00:15:30.000

so much history and so much things, and the history goes back when the Dutch landed here in the in the 1600s, you know and i i liked, I have to say you know visiting Coney Island is like being a part of history.

00:15:30.000 --> 00:15:41.000

And what I really enjoy about my job is, is I saw everybody you know every day, and when I come to work. I get to be a part of history, like Alexandra.

00:15:41.000 --> 00:15:51.000

And I love your passion and Jeff and it's really you know contagious and you talk about the history and just the experience and wanting to be on that board Walker wanting to be in the Winter Park.

00:15:51.000 --> 00:16:00.000

But I want to hear what kind of things are you doing new and Luna Park How are you reinventing yourself, what are some of the new attractions that you have coming out there.

00:16:00.000 --> 00:16:05.000

Well we have we had a lot of things planned that were put on hold, we win.

00:16:05.000 --> 00:16:22.000

In March 2020 we were building a new war two new water rides a new roller coaster, we were putting a ropes course in a zip line, and a new, a new main section with a main gate on still still Avenue, with additional shops to enjoy.

00:16:22.000 --> 00:16:40.000

I know some of those things will be in 2022, and the rest of those things will be in 2023 and beyond, I believe, you can look forward to at least one new water ride and one new roller coaster and the new main gate for 2022 and I also want to interject

00:16:40.000 --> 00:16:52.000

that an Alexander correct me if I'm wrong, the, the ferry will be coming back to Coney Island, which will be a 37 minute ride from Wall Street, and the update.

00:16:52.000 --> 00:17:05.000

Yeah, that will be launching by the end of the year so we've heard from etc so that's a very, it's a it's amazing. We're really excited it's a new way to experience obviously traveling to Coney Island's being on the water coming to obviously an oceanfront

00:17:05.000 --> 00:17:07.000

destination.

00:17:07.000 --> 00:17:15.000

So we're really, really excited about that and it definitely should be running next season, when people are listening. It's going to be a game changer.

00:17:15.000 --> 00:17:27.000

I just took a very home from lower Manhattan the other day it's the first time in like a year and a half and yeah it really is such a peaceful, serene and different way to visit New York to go around the city.

00:17:27.000 --> 00:17:37.000

Alexandra just going back to you. Can you tell us a little, a little bit about what this summer has been like in Coney Island obviously was a different year than normal but what was it, what was the vibe like down there.

00:17:37.000 --> 00:17:45.000

Yeah, so, like, Jeff said it was, I guess even before it opened right very eerie.

00:17:45.000 --> 00:17:54.000

Some of our businesses are smaller businesses were open in 2020 but all of our anchor institutions as I call them which are the amusements in the aquarium etc.

00:17:54.000 --> 00:18:03.000

We're not open so to be able to come to Coney Island and see it so active and itself was just a beautiful thing.

00:18:03.000 --> 00:18:14.000

One of the I don't think I mentioned it but it's always in the back of my mind one of the most beautiful things of Coney Island is really the diversity right and this year since we didn't have a ton of tourists, we are still seeing the diversity of New

00:18:14.000 --> 00:18:28.000

York on the beach and boardwalk and all of our businesses and it's always it's truly beautiful like it's a patchwork of everybody every nationality, enjoying themselves, and really experiencing summer and fresh air which is what we wanted to see.

00:18:28.000 --> 00:18:39.000

So it's been, you know, I think it's been amazing to be open and I know every business will say that we've had our ups and downs, the heat waves haven't helped the rainy days like today don't help.

00:18:39.000 --> 00:18:52.000

But in general, we're just really happy to be open and the capacity limits, you know, not being there all those things are really fantastic and have really helped our businesses, and we look forward to 2022 I think we're all really excited.

00:18:52.000 --> 00:18:59.000

Something else that launched this year, which was, I think, truly, just amazing and the.

00:18:59.000 --> 00:19:06.000

Just having reopened after the pandemic or during the pandemic is the launch of the Phoenix at Dino's wonder will.

00:19:06.000 --> 00:19:22.000

So they opened their first roller coaster joining all the roller coasters that Luna Park has. And that is a fantastic experience and launched right before the July 4 weekend so it's just been great to see even expansion during this time and looking forward

00:19:22.000 --> 00:19:26.000

to going to park and Coney Island's expansion next year and beyond.

00:19:26.000 --> 00:19:32.000

It sounds like a really exciting time to be down in Coney Island Park and seeing all that developed.

00:19:32.000 --> 00:19:44.000

Yeah, I think one of the really big surprises visitors will get to the city in Coney Island and overall is how much stronger The city is infrastructure the attraction wise, you know, after the pandemic.

00:19:44.000 --> 00:19:46.000

That would be really interesting time for people to come visit us.

00:19:46.000 --> 00:20:00.000

to come visit us. Jeff with our clients in the audience, representing the travel trade and you know mice kind of running the gamut. How can both of these you're in corporate travel trade bring their clients to Luna Park.

00:20:00.000 --> 00:20:08.000

Just call me or any one of my staff we will be glad to help you know we.

00:20:08.000 --> 00:20:16.000

If you see the picture behind me, you'll see that it's that was actually Google came here in 2017 and brought 3000 guests.

00:20:16.000 --> 00:20:29.000

We sat for 2000 right by the historic cycling roller coaster. They had such a good time. The next year they came back with 4000 people, and they were going to come back in 2020 and with 5000 people.

00:20:29.000 --> 00:20:39.000

We even but, you know, even during this recovery time. Just last month we had a big corporate event and we sat for 1100 people.

00:20:39.000 --> 00:20:58.000

So we're still capable of pulling off big events, a large and small, full liquor bar, and can do things like a tug of war on the beach or a scavenger hunts beach volleyball, you know, to have a lot of fun and we also you know history is a part of the

00:20:58.000 --> 00:21:09.000

program too so we can offer new for for school groups we have the STEM program we also historic walking tour. We have access to the Coney Island Museum, which is really worth seeing.

00:21:09.000 --> 00:21:19.000

And we also are good friends with the Coney Island sideshow by the seashore have the fire breathers Nick German jugglers at your event.

00:21:19.000 --> 00:21:24.000

That's one thing also that Jeff and I mentioned it's like everything's outdoors.

00:21:24.000 --> 00:21:31.000

For Linda Park and, and for a lot of our attractions, which is also a big plus in this, in this time.

00:21:31.000 --> 00:21:44.000

And I love how it, you know, is an urban destinations still with that, almost like retreat style feel all within the five boroughs and and within New York City, so that's that's awesome and while we still have a few minutes of time, Alexandra if you might

00:21:44.000 --> 00:21:46.000

wouldn't mind bring us home.

00:21:46.000 --> 00:21:54.000

Can you share something about Coney Island that we may not know or kind of like a little insider tip for our audience and don't be so insider anymore that let us know.

00:21:54.000 --> 00:22:04.000

Let us know. Um, there's so many things. So I think one of the thing I was trying to think of something super clever but I think some of the secrets I cannot share.

00:22:04.000 --> 00:22:08.000

But, Jeff maybe Jeff will share something interesting.

00:22:08.000 --> 00:22:21.000

One of the really, I think, amazing things is Jeff just mentioned it, but you can go on several really two and you can see some others that are over 90 years old so the cycle will be 95.

00:22:21.000 --> 00:22:24.000

But one of the biggest tips I think is if you're looking for a thrill.

00:22:24.000 --> 00:22:32.000

Obviously you have to go on the site fun, but really I don't think people realize how thrilling the swinging cars on the Wonder will are.

00:22:32.000 --> 00:22:45.000

Every time I go on with somebody, there are screens, because they truly think they are going to fly off this thing and it's 101 next year, never had an accident so it's not going to happen but it's truly a thrilling ride.

00:22:45.000 --> 00:22:52.000

You can go on stationary as well so anybody who's It's not like that. But I think that's a tip that people don't really realize they think it's just a ferris wheel.

00:22:52.000 --> 00:22:57.000

But it's a cool, very cool aspects of it.

00:22:57.000 --> 00:23:10.000

I proposed to my wife on top that wonder, and it is a major, major destination for any type of engagement. Yeah, good luck charm because Jeff is happily married with several children so so good to know.

00:23:10.000 --> 00:23:21.000

Well, thank you, thank you both for all of that great information for the insiders tips for the lowdown on the department Coney Island in the last year, it was great to have you on and we really appreciate those insights.

00:23:21.000 --> 00:23:26.000

Thank you guys. Thank you for having me. Thank you, Jeff.

00:23:26.000 --> 00:23:36.000

And so Jenny if we could pull back up their presentation if you don't mind, and Alexandria and Jeff will mute themselves in their camera. Awesome.

00:23:36.000 --> 00:23:48.000

So, obviously, this month is all about that was our last taste of summer and now we are going to get back to business after Labor Day. Time to take change your beach shorts.

00:23:48.000 --> 00:23:56.000

In for slacks. People still wear slacks, or whatever they're wearing now long pants. There you go.

00:23:56.000 --> 00:24:03.000

So, time to get back to business and that's what our panel is all about today so let's jump right into a little bit about our three panelists.

00:24:03.000 --> 00:24:16.000

So our first up by alphabetical order. Gina Fitzpatrick, is the senior sales manager for Tiqets, she has been with the online travel agency for more than four years and is responsible for the onboarding and account management of suppliers in the US,

00:24:16.000 --> 00:24:31.000

but top destinations including and yc Of course, Chicago, and Philadelphia, Gina brings a unique perspective to her role also having worked as a supplier side for the industry for 360 Chicago observation deck in the dmo and our friends at Chicago, Gina

00:24:31.000 --> 00:24:43.000

Gina is the proud mom of three young children, the president of the newcomers club of her town in in her free time can be found around the Philadelphia area, having wine and cheese with her husband, so thank you so much.

00:24:43.000 --> 00:24:58.000

Gina for joining us this afternoon. Getting into our next presenter Marily Mora, is the aviation Chief Strategy Officer for the Port Authority of NY, and Marily has over 30 years of airport experience.

00:24:58.000 --> 00:25:13.000

Having worked at the Reno Tahoe International Airport and the Oakland International and moneta San Jose international airport terminals merrily was the CEO of the Reno Tahoe Airport Authority, our ta for seven years leaving in August of 2020.

00:25:13.000 --> 00:25:39.000

She was the assistant director of aviation for the Oakland International from 2011 to 2013 and the RTA as chief operating officer from 1999 to 2011 Airport career began at Minnesota San Jose international airport where she worked for 11 years merrily

00:25:39.000 --> 00:25:50.000

Industry affiliations have been as a member of the FAA is drone Advisory Committee past board members of the airport council internationals North America and past member of the policy review committee.

00:25:50.000 --> 00:26:03.000

Additionally, she has served as the chair of the foundation committee and the Finance Committee of the American Association of airport executives. She also served on the 2019 Blue Ribbon Task Force on us mitigation airports and is currently on the board

00:26:03.000 --> 00:26:14.000

of pathways to aviation and airport organization helping aviation's next generation so we can't thank Marilee enough for joining us today.

00:26:14.000 --> 00:26:30.000

And last but not least, Ryan Spear, is the President and Founder of Spear Travel group, Ryan founded Spear Travel Group in 2017, in order to utilize his tremendous hospitality experience and best serve his clients for nearly 20 years he has provided

00:26:30.000 --> 00:26:42.000

luxury service to the world's most discerning guests, working at five star hotels in New York City. Prior to starting his agency. He graduated from Penn State University School of Hospitality Management, where He currently serves as chairman of schools

00:26:42.000 --> 00:26:57.000

alumni group. After a long stint in Manhattan and Brooklyn, Ryan now lives in South Orange, New Jersey, along with his wife Nikki, and his three daughters Caitlin and identical twins, Maya and page so Thank you Ryan as well for joining us.

00:26:57.000 --> 00:27:09.000

We'll ask that all three of our panelists, turn their camera on the word of the year, don't forget to unmute yourself, and we will jump right in. Thank you again guys for joining us.

00:27:09.000 --> 00:27:11.000

Absolutely.

00:27:11.000 --> 00:27:13.000

Yes, thank you all.

00:27:13.000 --> 00:27:20.000

So the question on everybody's lips now is, is and I guess it's been the same question for last year and a half is where are we now right what's going on.

00:27:20.000 --> 00:27:34.000

You know there just seems to be a lot of an increase in uncertainty for a number of reasons, probably the Delta very and Chief among those, but I'd love to hear from each of you about what you're hearing and seeing from travelers are right now.

00:27:34.000 --> 00:27:38.000

So maybe we can start with Gina.

00:27:38.000 --> 00:27:48.000

Sure, yes. So, um, you know, we've actually we've actually seen a pretty steady increase since. New York reopen certainly.

00:27:48.000 --> 00:27:56.000

And in the US, as a whole, we've actually seen a full recovery. So, We're, we're feeling pretty positive.

00:27:56.000 --> 00:28:09.000

As far as recovery is concerned, and as far as what we're hearing from customers. I think the two main things that we're hearing would be the flexibility is really important.

00:28:09.000 --> 00:28:25.000

Right, so the ability to cancel during these uncertain times, as well as the changes to booking patterns, we're noticing that a lot of customers are booking a little bit more last minute than they had historically which is, you know, not something we're

00:28:25.000 --> 00:28:30.000

surprised by

00:28:30.000 --> 00:28:44.000

that's great that's great and we'll kick it over to Marilee will ask you the same question being there on the front lines at the Port Authority What do you kind of saying, Well, you know, we had a banner year in 2019 weeks at our New York airports that

00:28:44.000 --> 00:29:03.000

our airports we served about 140 million people in 2020, that number was closer to 41 million that we served and so we were only at about during the, you know, 2020 we were only about 30% of our normal numbers, But actually what we're going to be seen

00:29:03.000 --> 00:29:17.000

this year is we're going to be a 54% so that's definitely an improvement. You know it's been a little tougher for our airports have a lot of international travel a lot of uncertainty over international travel but you know there's been a lot of good things

00:29:17.000 --> 00:29:27.000

that are happening I mean we've gotten some new airlines Arizona College has now got service to the car. We've got Neo spline service has service to Milan.

00:29:27.000 --> 00:29:42.000

So there are good things. Certainly happening out there, you know there's a softening a bit and travel and travel after Labor Day that we always see and so we're seeing that but really, I think what we're seeing is that 70% of our seats are airline seats

00:29:42.000 --> 00:29:46.000

are being flown that's really good and we think we're that's going to be inching up.

00:29:46.000 --> 00:30:03.000

Certainly toward the, the end of the calendar year. I think as Gina said the booking window people are not are not are booking last minute. And I think, you know, New York is in a great place because international is a little unknown right now and I think

00:30:03.000 --> 00:30:18.000

those trips are getting put off until 2022, but the Cosmopolitan experience that people can have in here in New York. That's a replacement for a trip that they may have taken you know internationally, so I think we're in, we're in a good place and we

00:30:18.000 --> 00:30:34.000

here at our, our airports focused on, you know, creating an environment that people felt comfortable about flying really making sure that we had accreditations on sanitation and we have to have those so that was what a lot of we spent our time during

00:30:34.000 --> 00:30:40.000

pandemic but you know I think we're on. We're on a recovery mode certainly here now.

00:30:40.000 --> 00:30:49.000

It's great, great information great feedback and Ryan I'll kick it over to you because you're dealing with clients, both corporate and leisure on almost a daily basis.

00:30:49.000 --> 00:30:52.000

What are some of the sentiments that you're hearing from some of your travelers.

00:30:52.000 --> 00:31:06.000

Yeah, that's right, we've got a pretty good cross section in the vast majority of our clients are all united states base so we're kind of hearing from them where, where they're comfortable traveling how they're comfortable traveling and really that all

00:31:06.000 --> 00:31:19.000

took a huge leap in q1 of this year you know once the vaccine rollout started and there was a bit of a sense of euphoria and, and people were traveling and what we found is that they, they were actually spending more money on travel than they had in the

00:31:19.000 --> 00:31:35.000

past because they had, you know, allocated let's say money for vacations back in 2020 and weren't able to use it. We're seeing a little bit of similar with some corporate clients as well that you know had these, these budgets right and we all know from

00:31:35.000 --> 00:31:44.000

a corporate environment if you don't use your budget, it goes away usually next year. So, you know, we've got some people now that are scrambling a bit and say hey we want to use this before the end of the year because we know we're going to need it next

00:31:44.000 --> 00:31:58.000

year, which is exciting for us but you know we we've, we've booked a lot into a domestic right as merrily mentioned international is just not as accessible right now.

00:31:58.000 --> 00:32:12.000

Some countries have done a better job of being open to us from United States but now we're turning to cities right we're looking back in New York City and how can we really start to get them back on the map and when, when will the clients start asking

00:32:12.000 --> 00:32:27.000

and talking about it and the time is now. You know you mentioned it it's it's time with, with the the theater and sports and everything kind of reopening and a sense of certainty with with the vaccination requirements and things like that.

00:32:27.000 --> 00:32:41.000

I think it will attract a lot more people. We've started to get, get some more inquiries, leisure travel you know continues to be strong because they don't have to look for any sort of approval from anyone.

00:32:41.000 --> 00:32:56.000

There's no red tape there's no real liability, other than than their own you know health and safety in New York done a great job about that so we anticipate the demand to continue to rise in city areas especially as folks are back at school now and starting

00:32:56.000 --> 00:33:11.000

to get back to the office where it's not as convenient to go and work from anywhere or the kids are in school so they can't fly to Florida and go down there so you know I do anticipate a more demand coming back into the northeast and we saw that last

00:33:11.000 --> 00:33:23.000

year. During this time, as well. People want to get away and it might not be for as long because they can or they can't travel, you know, out of certain states but New York City's got a great opportunity right now.

00:33:23.000 --> 00:33:37.000

That's great. And that's kind of a great segue into kind of our next question that we have, obviously, New York was hit extremely hard by the pandemic when everything broke out last spring and our cities done a fairly good job as we've seen from our transmission

00:33:37.000 --> 00:33:48.000

rate, and our vaccination rate of kind of curtailing covert or keeping it at bay during this second third fourth wave I don't even know what number we have we're at this point.

00:33:48.000 --> 00:34:02.000

But I wanted to hear as Ryan you kind of alluded to, what are some of the advantage that our city has heading out of the pandemic. And I'll start with Ryan on this one, we'll do a little snake fashion as it is the start of football seasons right so Ryan.

00:34:02.000 --> 00:34:07.000

I had my draft last night I'm feeling pretty good about a query will say.

00:34:07.000 --> 00:34:12.000

So yeah, as I alluded to, I think the certainty is helpful.

00:34:12.000 --> 00:34:23.000

You know I'm not gonna lie, it will it will dissuade some people those that aren't facts then you know there's a portion of the country and we've got clients that specifically won't go to certain places that have testing requirements and things like that.

00:34:23.000 --> 00:34:35.000

So, you know, but I think those that that will and just based on percentages and math, more people have accident and orange are going to feel really good about it and the certainty is important.

00:34:35.000 --> 00:34:50.000

Marilee mentioned it, and as well as Gina, the flexibility and all that is still important so I wish you know those in New York and the hotels that we work with to continue to be flexible because the reality is that people do want to come.

00:34:50.000 --> 00:35:01.000

They're generally booking, you know, with the intent to come, but things like the Delta Varian and other you know policies that might come up our someone out of their control.

00:35:01.000 --> 00:35:08.000

And we just got to kind of roll with that but one of the best things I think New York has going for it is people's familiarity with it.

00:35:08.000 --> 00:35:17.000

They feel comfortable going there I think over the years the city's done a great job of really maintaining and feeling the safety and the presence there.

00:35:17.000 --> 00:35:23.000

And I think, you know, that that will continue and as people come back, they'll feel comfortable.

00:35:23.000 --> 00:35:33.000

Seeing it the way they remembered it right. We've all been in the city over the past couple years and it got a little eerie there for, for some time. Right.

00:35:33.000 --> 00:35:46.000

But now you go back and you're feeling the energy you're seeing the business, the business people you're seeing the leisure folks around everybody's taking pictures again there's that energy is back and it's only going to continue to grow so the more

00:35:46.000 --> 00:36:01.000

we can get that word out, just the faster it's going to return as as we've seen in other cities around the country, and those with more of a leisure destinations kind of started to go first and mountain areas and things like that but it's now time for

00:36:01.000 --> 00:36:11.000

the city people want to come back. Absolutely, absolutely thank you and merrily I'll kick the question over to you obviously there's been a lot of work going on at our airports and at our terminal stations.

00:36:11.000 --> 00:36:17.000

Can you share how NYC is better positioned coming out as well.

00:36:17.000 --> 00:36:30.000

Well number one you can get here you can fly to New York, you know you've got JFK look party a new work and New York Stuart, I mean, so this is you have so many different options we have so many flights at those four airports that you can get here and

00:36:30.000 --> 00:36:44.000

I think that that's a huge thing people knowing that it's easy to fly into New York it's an it's a known entity and I think, you know, Ryan and, you know, certainly touched on this during the pandemic there was a lot of isolation so what people want to

00:36:44.000 --> 00:36:59.000

do now is create memories and travel creates those memories with family and friends and, you know, there's so many huge backdrops you can get you know here that the picture moments that people want to take away and and there's so much that New York has

00:36:59.000 --> 00:37:13.000

to offer people I think that they're going to be thinking that's that's a place I want to go but I think that the availability of the flights into, into New York is a huge, huge advantage and people want to go somewhere that they had a great experience

00:37:13.000 --> 00:37:27.000

and there. They've had great experiences here in New York. So I think that's a huge draw. I think to other parts of the country that Broadway is restarting is a huge call to action to plan a trip to New York.

00:37:27.000 --> 00:37:36.000

Absolutely. I think that's a great segue into Gina if you want to share how New York is poisoned. And I even think when we were talking a little bit offline.

00:37:36.000 --> 00:37:51.000

Ryan had shared that his visitors it's not the the. There's no fear or concern when traveling anymore the sentiment is not there anymore as far as dangerous when traveling as far as coven and that thing it's going arriving at a destination so speaks well

00:37:51.000 --> 00:37:55.000

and volumes to how our airports are staying safe and keeping safe.

00:37:55.000 --> 00:37:59.000

So Gina, I'll kick it over to you. Same question as well.

00:37:59.000 --> 00:38:01.000

Absolutely.

00:38:01.000 --> 00:38:07.000

So I think it's it's no surprise that there's huge huge pent up international demand.

00:38:07.000 --> 00:38:24.000

So we're seeing that there's a lot of excitement and interest in traveling to the US, and people are just waiting for that opportunity so I think New York is obviously positioned really well for that, given the fact that it is has a huge international

00:38:24.000 --> 00:38:25.000

draw.

00:38:25.000 --> 00:38:38.000

And I also think the fact that other countries have higher adoption rates for their vaccination there's no reason why they can't come, other than the fact of, you know, not being able to, thus far.

00:38:38.000 --> 00:38:52.000

For some countries but you know I think New York, New York also, you know, given the fact as you had mentioned, you know, low covert case numbers per capita is something people are looking at internationally and I think if that trend continues to definitely

00:38:52.000 --> 00:38:59.000

going to see that New York is going to be on the top of the list for people to travel to.

00:38:59.000 --> 00:39:10.000

Awesome. Yeah, thank you all for this insight is a really excellent things to really lean into while for the people on the phone, we're looking at marketing city as a destination in the next couple months to a year.

00:39:10.000 --> 00:39:16.000

These kind of these things, these advantages that we have a really great things to start leveraging in your marketing.

00:39:16.000 --> 00:39:30.000

But moving on to the next question. We know that the last you know, two years almost at this point, you know, has been really unprecedented, and a lot of new trends have developed so what what trends have you seen develop in your own business, that I've

00:39:30.000 --> 00:39:43.000

met that I've had a big impact. And how have you been forced to pivot, what kind of pivots Have you been forced to make over the course of the last few months, and john whoever wants to jump in, please.

00:39:43.000 --> 00:40:00.000

Sure, I'm happy to have you to start with this one, and I believe it's Jenny, if you don't mind sharing the slide that I have, you know, one of the things I wanted to share that it thinks of interest to everyone is just how are we trending how how is

00:40:00.000 --> 00:40:06.000

New York recovering how, how is the US recovering compared to other countries.

00:40:06.000 --> 00:40:14.000

And we're not surprised, based on the international market that New York is a little bit behind recovery for us at tickets.

00:40:14.000 --> 00:40:19.000

So we have surpassed our 2019 numbers in the US as a whole.

00:40:19.000 --> 00:40:28.000

But our New York recovery has been a bit behind. That being said, said our, our trend line as you can see is, is positive.

00:40:28.000 --> 00:40:40.000

And even in the last two months, specifically the last month in August with Delta. While we've seen a bit of a softening and we anticipate that September will be the same.

00:40:40.000 --> 00:40:55.000

We're not seeing huge drop offs we're seeing a softening we're seeing that things are down a bit and we know that now that we've gotten into shorter season with labor day being just behind us that we're going to see the those decreases as we do every,

00:40:55.000 --> 00:41:04.000

every year at this time. So I think it's important to share these numbers and show that positive growth.

00:41:04.000 --> 00:41:17.000

But I also think that it's worth noting that, you know, we get tickets specifically and, obviously, New York as a whole has been impacted by the International traveler not coming to New York in the same numbers.

00:41:17.000 --> 00:41:20.000

So as you can see here in q1 of 2020.

00:41:20.000 --> 00:41:38.000

We were at about, 60% domestic and 40% International compared to q1 of this year, we were, we were at about 4% 5%, and we're now in this past quarter, we're at about 12 or 13% so we're seeing positive trends.

00:41:38.000 --> 00:41:44.000

But we've had, we have had to change the way we market, and how we market to.

00:41:44.000 --> 00:42:03.000

So we've had to really capitalize on the domestic market and pivot in that, in that way, you know, another thing that we're we've seen as a shift from indoor activities to outdoor activities, so we have seen more of a demand for zoos and gardens, outdoor

00:42:03.000 --> 00:42:16.000

activities have just taken the forefront, as well as family friendly activities. So those are some trends and some, some ways that we've had to pivot, bring on new supply in those areas.

00:42:16.000 --> 00:42:37.000

Another thing that we've been pleased by being an online travel agency is the changing trends from offline to online. So, you know, there are more people who are getting connected, doing capacity management, working with people like a tease on API and

00:42:37.000 --> 00:42:50.000

and doing that all online as opposed to doing things offline. So, I think, as an industry we've kind of jumped ahead a number of years in that aspect.

00:42:50.000 --> 00:42:53.000

It's a really good point.

00:42:53.000 --> 00:43:01.000

And over to merrily what have been have been some of the things that has helped you to pivot over the past 18 months two years or so.

00:43:01.000 --> 00:43:15.000

Yeah. And if you don't mind putting up the slides but first i think you know what's important to people, I think, you know, since the pandemic is cleanliness and so what we've really focused on at our five airports is accreditation for cleanliness that.

00:43:15.000 --> 00:43:29.000

And we've gotten those highest accreditations for the highest standards of safety. And I think that's really, really important to people as I travel because I think you know there's been a lot said about the experience in the air, but I think it's also

00:43:29.000 --> 00:43:45.000

important for people to have a very positive experience when they're in, in the airport. So I think the other thing that we've seen more happen during the you know the pandemic is people want to touch us experience so technology is being used much more

00:43:45.000 --> 00:44:00.000

and airport So when you're looking at we're looking at technology to really streamline the access to security lines gate areas, and those. So what you're going to see you're seeing more in airports is technology being used so that there's more of a touch

00:44:00.000 --> 00:44:17.000

experience but, you know, the infrastructure improvements at the New York airports did not stop during the pandemic and I think if you haven't been to LaGuardia in a while, hopefully, you'll go use LaGuardia and it's a whole new experience at LaGuardia.

00:44:17.000 --> 00:44:26.000

The western half of it is now 90% complete and we're now within 12 months really, of having substantial completion.

00:44:26.000 --> 00:44:37.000

You're also by spring going to see terminal see substantial completion. And then in the future we're looking forward to delivering the you know air trained to LaGuardia.

00:44:37.000 --> 00:44:51.000

If you move over to take a look at what's happening in new work. There's a 5.5 billion program they're creating a new state of the art terminal a, and then a JFK we recently had the news that Jet Blue air what you know Jet Blue which is the operator of

00:44:51.000 --> 00:45:06.000

terminal five is going to have a new international terminal six so those things in many parts of industry things infrastructure improvements stopped during the pandemic but it's been full, you know, we're just have been moving forward with all of the

00:45:06.000 --> 00:45:21.000

infrastructure improvements and at New York Stewart airport there's a new federal inspection service facility and certainly in the future we can see International Service coming back to Stewart so great things happening I think in the infrastructure and

00:45:21.000 --> 00:45:35.000

I think at the end of the day, people should feel more comfortable traveling in our airports because of those accreditations on sanitation. And, you know, safety and feeling like it's a good place these are good airports to travel in and out of.

00:45:35.000 --> 00:45:51.000

It's amazing, and thank you for sharing I know at the end of 2019 we are nearing almost 70 million visitors passing through our gateways and into our city and really all these airport and terminal advancements are to embrace the 22nd century as we reach

00:45:51.000 --> 00:46:03.000

the ultimate goal of welcoming 100 million visitors back to our great city. And I think we're a couple years away I know our team is very excited about the future to come pivoting to Ryan as well.

00:46:03.000 --> 00:46:09.000

Speaking of pivoting, you are an independent business owner, How have you pivoted over the last couple years.

00:46:09.000 --> 00:46:20.000

Yes, so we had to pivot along with travel patterns. Right. And so we were predominantly doing corporate meetings and events probably about 75% of our business.

00:46:20.000 --> 00:46:39.000

25% leisure trips, and that completely shifted almost to, you know, probably 90% leisure. Starting in, I guess, I think the first trip we ended up booking for somebody was July 4 of 2020, so people even at that point where we're traveling but it was,

00:46:39.000 --> 00:46:52.000

it was individual travelers it was, it wasn't really business travelers at that point, certainly not in the corporate meetings or events or anything like that so we pivoted we also saw a younger demographic initially that that was out there traveling

00:46:52.000 --> 00:47:04.000

were still happening, small weddings were still happening and so we hopped on that trend. And then as the vaccination started actually shifted back over to you know the baby boomers and those older travelers that are retired and got their vaccinations

00:47:04.000 --> 00:47:20.000

first and. And off they went in through this we had some corporate meetings, mainly either independent groups so like groups of doctors or chiropractors or things like that that weren't part of a larger conglomerate.

00:47:20.000 --> 00:47:29.000

Also entrepreneurs we did some events were brought together, you know, groups of business owners and things like that so we pivoted a little bit there.

00:47:29.000 --> 00:47:45.000

And then in terms of where people were going, obviously international we did a lot of Europe prior to the pandemic and that all went away so it was, it was a lot, domestic and then hyper local so I learned a lot more about the attractions here in New

00:47:45.000 --> 00:47:55.000

York State New Jersey and Vermont and all these drivable locations we had a whole thing we did for drivable luxury for people that are looking to get away that didn't want to fly it.

00:47:55.000 --> 00:48:09.000

So we pivoted there and that, you know, we're still seeing that one thing that that's a little bit interesting is that one of the ways that we marketed our service during this is that there's a lot of information out there now there was always a ton of

00:48:09.000 --> 00:48:21.000

information right but now there's even more and it's really important that you know it because otherwise you might not be able to go to your location and that's not always disclosed when you're going through, you know, an online travel agency or just

00:48:21.000 --> 00:48:28.000

booking even direct with hotels and things like that it doesn't always say like hey here's, here's what you need to get here.

00:48:28.000 --> 00:48:40.000

So we've been a resource for a lot of our clients and be able to convert a lot of new clients, better just kind of, you know, afraid to make a mistake or that they're not going to book the right thing or, or that they're not going to have the right travel

00:48:40.000 --> 00:48:53.000

insurance or whatever it might be. So, we've had to up our game and a lot of those areas and I don't think that's going away anytime soon I think certainly trip insurance and travel insurance people, a lot of people got burned, you know, people still

00:48:53.000 --> 00:49:08.000

have money left in different countries in areas that you know, they didn't get refunded it's a credit, so it's it's interesting to see how that's gonna play out but yeah we've we've made some pivots and hopefully we can swing back to the corporate side

00:49:08.000 --> 00:49:23.000

and we're starting to see that certainly for q4 here, and then into next year you know bookings are looking pretty strong into 2022 and again people want to hold meetings, it's just, you know, it has to be made easier through government and restrictions

00:49:23.000 --> 00:49:29.000

and things like that. And obviously, making sure we keep everybody safe and healthy.

00:49:29.000 --> 00:49:43.000

Thank you. Thank you guys. And while we still have a few minutes of your time available. This afternoon, we'll close it on kind of our final question I think this conversation has been a very very much a glass half full cautiously optimistic maybe being

00:49:43.000 --> 00:49:49.000

the right phrase, but we'll start off with Gina, looking for the future looking at 2022 and beyond.

00:49:49.000 --> 00:49:56.000

How are you feeling and what is making you feel that way, regarding the future.

00:49:56.000 --> 00:50:03.000

Yeah, so I think for the rest of this year I would say cautiously optimistic, but I think definitely 2020 and feeling positive.

00:50:03.000 --> 00:50:15.000

You know we're lucky at tickets to be trending ahead of where we anticipated we would be at this time and I believe that that will continue in 2022 which is a great thing for us.

00:50:15.000 --> 00:50:31.000

I also think that vaccines vaccines will only become more available to more people which will give people more confidence in traveling, you know maybe with their families, as well as the return of international travel which we hope will will only pick

00:50:31.000 --> 00:50:33.000

up.

00:50:33.000 --> 00:50:39.000

And I also think you know people have maybe previously taken travel for granted.

00:50:39.000 --> 00:50:56.000

And I think that in the last year, certainly, whether it's visiting family or going to take a city break or going to the beach whatever the your, your idea of a good time or vacation is people are really placing a lot of value on that, and I think 2022,

00:50:56.000 --> 00:51:02.000

you'll see a lot of travel, based on that pent up demand.

00:51:02.000 --> 00:51:15.000

It's great, great feedback and glad to hear revenge travel was kind of the key to using a very much the summer, over to you, merrily, how are you feeling about 2022.

00:51:15.000 --> 00:51:19.000

What makes you smile when you go to work every morning.

00:51:19.000 --> 00:51:23.000

Well, I love the idea of revenge.

00:51:23.000 --> 00:51:35.000

I'm going to continue to use that but I do think that, you know, people were not able there they've saved their money to have that revenge traveling and, you know, create those memories again so I think we're optimistic.

00:51:35.000 --> 00:51:40.000

I think I talked about we've had two new international carriers in our system.

00:51:40.000 --> 00:51:52.000

Stewart airport now has a new airline frontier starting in October. So, and you know the airlines or market driven so when they may be couldn't fly internationally to one destination.

00:51:52.000 --> 00:52:07.000

They picked a different one that was open so they're very market driven on opportunity and, you know, serving the on the short haul routes that people felt comfortable fine too so i i think we're looking that you know, it will be a great year we think

00:52:07.000 --> 00:52:23.000

it's going to be a good year of recovery again in 2022 and again I think we're going to see international destinations I think there's a lot of push to reopen, and certainly you're part of us travel Association that's pushing to get travel back internationally

00:52:23.000 --> 00:52:36.000

that's going to be great for inbound and outbound but meantime I think people are looking at you know New York is some place that they feel comfortable going they've had great experiences here and they'll, they'll continue to come back and we have so

00:52:36.000 --> 00:52:52.000

much opportunity for people to fly into our five airports so you know 2022 is looking much better than 21, but I think there's a lot, lot to be, you know, really look forward to and I mentioned a lot of the improvements that we're going to see at our

00:52:52.000 --> 00:52:54.000

New York airports.

00:52:54.000 --> 00:53:07.000

Totally, totally up from here as we build back better together that's another kind of phrase that has been set a lot and, over to you Ryan How are you feeling for 2022 and what are you looking forward to.

00:53:07.000 --> 00:53:20.000

Yeah. Feeling, feeling pretty good. I think this school is going to be a little telling specifically with with leisure travel, as there are some restrictions you know I feel it here in New Jersey with certain restrictions that schools and following CDC

00:53:20.000 --> 00:53:22.000

guidelines and all that.

00:53:22.000 --> 00:53:27.000

To see kind of how that's going to work I think once we get through the first couple of months of school.

00:53:27.000 --> 00:53:42.000

We're going to have a lot clearer picture. And those travel dollars are really going to start to roll in if the families feel good about it and the policies are kind of matching the ability to get away on a corporate front, we are seeing conferences,

00:53:42.000 --> 00:53:47.000

I was in Vegas for a conference a couple months ago I'm going to Mexico next week.

00:53:47.000 --> 00:53:51.000

They're not certainly the size and scope of they used to be.

00:53:51.000 --> 00:54:05.000

And there are you know mass restrictions and vaccination restrictions and such but their steps in the right direction and it's no longer ashamed to travel you know I remember, we weren't we weren't posting things for a long time and travel companies weren't

00:54:05.000 --> 00:54:12.000

advertising for you know almost a year. And that's completely out the window now it's people, they want it they're ready for it.

00:54:12.000 --> 00:54:18.000

And there are great ways to travel safely and so that that trend will continue into 2022.

00:54:18.000 --> 00:54:26.000

I just hope that it becomes less and less of a focus as as the year goes along and hopefully everybody can stay healthy and.

00:54:26.000 --> 00:54:39.000

So yeah, I'm looking forward to the next year it's only going to get better I tell my team I said, This is the worst we're ever going to see in our entire lives in terms of a travel business so we can only go up from here, right.

00:54:39.000 --> 00:54:52.000

So, great, great, great way to look at it great way to sum it up. Thank you again to Ryan Marilee and Gina for joining us and giving us a little bit of their time this afternoon can't thank you enough.

00:54:52.000 --> 00:55:03.000

And so, Jenny let's cue back up the slide if you don't mind, and thank you again guys for your time this afternoon. Thank you. Yes, thank you all here.

00:55:03.000 --> 00:55:14.000

And so with that, we'll just wrap up real quick highlight of our tools and resources as we always do the top portion here and make it NYC Latino experience in the black experience.

00:55:14.000 --> 00:55:22.000

Being a focus on things that you as the trade can take advantage of and ways that you can offer new product to your business start planning travel back to New York City.

00:55:22.000 --> 00:55:37.000

The second bunching of hoops of links there is for obviously our club in 19 resources, our state well NYC really focusing on things that you can do now to stay informed and get your visitors back into New York City as soon as possible and yourselves as

00:55:37.000 --> 00:55:50.000

well we'd love to we'd love to have you in. Absolutely. And as always you can tune in visit NYC go calm forward slash webinars to check out this webinar as it will be recording, all of our previous it's time webinars.

00:55:50.000 --> 00:56:05.000

John's team my own team and our various NYC and company talks all live on that website and you can download them view them and it's really great to share the various content that we've literally been exploring since fall of 2020, so definitely dig into

00:56:05.000 --> 00:56:06.000

that archive.

00:56:06.000 --> 00:56:11.000

Don't forget as well. On to the next slide Jenny, if you don't mind.

00:56:11.000 --> 00:56:27.000

You can check us out next month, we do this the second Thursday of every month Thursday October 14 At 2pm we are going to be checking in with some wonderful panel of hoteliers so it's our fault 2021 Hotel refresh we're going to check in, see what our

00:56:27.000 --> 00:56:40.000

hotels have going, or have been doing over the last few months what new trends they're seeing how they're feeling about the 2022 optimism, as well as this past fall, and hopefully have some great content.

00:56:40.000 --> 00:57:08.000

As always I'm Corey Rosenberg director of convention development, don't hesitate to reach out to myself or john or emails are below john great conversation as usual Corey and everybody else who joined us into the audience thanks for joining us once again,