



MINISTRY OF TOURISM, ENVIRONMENT, FISHERIES, HERITAGE, AGRICULTURE, RELIGIOUS AFFAIRS AND GAMING



QUARTERLY REPORT



Ministry of Tourism

Q1 -2024

July 2024

TURKS AND CAICOS ISLANDS GOVERNMENT

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RECAP AND OVERVIEW OF ACHIEVEMENTS

In the first quarter of the financial year 2024, the Ministry of Tourism made significant strides towards fulfilling its objectives. During the month of April, May and June, the Ministry accomplished the following:

Ministry of Tourism

The TCI Tourism Carrying Capacity Model, conducted by Target Euro srl for the Turks and Caicos Islands Government, is a detailed sustainability-focused tourism study. It identified three carrying capacity models for different areas: Gentrification and Social Sustainability in Providenciales, Cultural Sustainability in Grand Turk, and Environmental Sustainability in other islands. Using 79 General Indicators across 16 sectors and two assessment tools - the Internal Coherence Model and the Competitors Model - the study evaluates TCI's tourism sector for sustainable strategic planning. Stakeholder engagement will further discuss sustainable tourism practices and development for the future.

Experience Turks and Caicos Islands

During the fourth quarter, Experience Turks and Caicos Islands made significant strides in enhancing local attractions. Collaborating with the Department of Environment and Coastal Resources (DECR) and the National Trust, they worked on improving the Bambara attraction site. Additionally, they enhanced the Fish Fry event in Providenciales and introduced a new Fish Fry experience in Grand Turk. The marketing team actively developed a new website for Experience Turks and Caicos Islands, involving comprehensive photoshoots and video shoots. Other projects included the installation of landmark project signage across the island and providing Aquilla tour guide destination assessment training for the cruise sector.

Department of Tourism Regulations

The Department of Tourism Regulations continued TIDES training, aligned the DTR ordinance with Business Licensing, and submitted cabinet papers for ordinance adjustments. DTR completed online applications, hired a Training Officer, and launched QR codes for the Taxi Rating System. External stakeholder meetings were conducted, and the DTR database was populated. Accommodation licensing was scheduled for the busy season, and the Accommodations Audit was completed. The department communicated its successes to the public, printed and promoted the TCI Ambassador card, and streamlined the application process for accommodation licenses.

Department of Environment and Coastal Resources (DECR)

The DECR conducted several stakeholder engagement meetings on D+114 to discuss the August RBG Kew visit and their visa. DECR organized and hosted the inaugural annual RAMBLE event, which featured eighteen presentations on R&D Unit research and monitoring. Furthermore, ADRD attended the IRENA SIDS Lighthouse workshop in Jamaica on renewable energy. The research team assisted DFMRM in drafting the Fisheries Management Plan. The DECR Director attended the Blue Belt Symposium in London, United Kingdom, where he delivered two presentations, chaired one panel session on engaging island communities, and participated in the closing panel session for the symposium.

Fisheries and Marine Resource Management

The department addressed gaps identified in the TCI III Code Action Plan in preparation for the 2024 audit. They implemented the Small Craft Policy and initiated a consultancy for sustainable livelihood assessment with the CRFM. Progress was made in the Casitas project with a \$200,000 USD budget approval for constructing 800 additional lobster Casitas.

RECAP AND OVERVIEW OF ACHIEVEMENTS

Other initiatives included promoting bonefish as a tourism activity, amending regulations for a ticketing system for offenses, and conducted safety workshops for seafarers and fishermen. FMRM refurbished three confiscated vessels for coastline patrols and developed a management plan for invasive species. A feasibility study on aquaculture potential was conducted as part of the Blue Belt Project, and a boatmaster’s training course was introduced in collaboration with TCI Community College.

Department of Agriculture

The Department of Agriculture launched the "Business in a Box" initiative in Grand Turk and other Family Islands. The department advanced the online platform following successful testing with staff and importers in Providenciales. Amendments and enactments were finalized for the Dog Control, Animal Control, and Biosecurity Ordinances. The department provided Animal Husbandry and clinical services to farmers, collaborating with the local NGO TSPCA on Spay and Neuter Clinics, sterilizing 230 animals. Cooperation with Ministry of Health Officials and stakeholders to finalize the draft of the Pesticide Bill continued.

Turks and Caicos National Trust

The National Trust focused on enriching heritage sites by introducing innovative attractions that highlight TCI's culture, in partnership with GW University. TCNT raised community awareness of the National Trust's initiatives and educated the public about TCI's heritage. TCNT also worked on registering Salt Cay and East Caicos as UNESCO World Heritage Sites to safeguard their environmental and cultural importance for future generations.

Gaming Control Commission

The Request for Proposal (RFP) was advertised in the third quarter of fiscal year 2023-24. By the end of the fourth quarter, a proposal from Gaming Laboratories International (GLI) was accepted, and the first draft of the plan is now awaited, with completion expected by the end of the second quarter. The training plan is pending Board approval, but the AML coordinator and field inspectors have been proactively conducting compliance and AML monitoring to ensure that all risks are mitigated. The digitization of records has received confident approval, and the purchase server is anticipated to arrive soon to facilitate this process. All policies are also awaiting Board consideration for approval, and updates will be provided on their progress in the second quarter.

Your paragraph text



Photo credit: Experience TCI



MINISTRY OF TOURISM

QUATERLY REPORT

Objective: To redesign the tourism industry in the Turks and Caicos Islands for sustainability and resilience, focusing on community engagement and biosecurity. This involves identifying and mitigating risks to the local economy through policy development and a legislative framework.

KEY ACTIVITIES AND ENGAGEMENTS 2024



The eagerly anticipated Regional Finals of the National Tourism Debate Competition took place virtually with national champions, Precious Treasures School representing the Turks and Caicos Islands on 12 July, 2024, at 11:00 a.m. The Turks and Caicos Islands team comprised of Team Captain, Miss Ade Cushnie, Miss Kiarah McLean and Mr. Theo Silva, accompanied by their coach Miss. Maurissa Horne. The hybrid competition was livestreamed via the Ministry of Tourism's Facebook page from a closed set at the Atrium, Providenciales.

The Regional Finals showcased a closely fought debate between Elmore Stoutt High School, British Virgin Islands and as the government; and Precious Treasures School as the opposition. The teams debated on the topic, "This house believes increasingly devastating superstorms and earthquakes make our number one tourism industry risky business for the Caribbean," In the end the British Virgin Islands were able to score 941 points to the Turks and Caicos Islands 934, thereby winning the debate with the Turks and Caicos Islands placing second.



The National Tourism Debate Competition has been a collaborative effort led by the Ministry of Education, Youth, Sports and Culture along with the Ministry of Tourism, with sponsorship from key partner, Experience Turks and Caicos and steadfast support the Edward C. Gartland Youth Center, the Turks and Caicos Hotel and Tourism Association and the Turks and Caicos Islands Community College. The competition aims to foster critical thinking, public speaking skills, and a deeper understanding of the pivotal role of the tourism industry, regionally among the youth.

MISS ADE CUSHNIE 2024 -2025 JUNIOR MINISTER OF TOURISM



Miss Ade Cushnie
2024 Junior Minister of Tourism

The Ministry of Tourism is pleased to announce that Miss Ade Cushnie of Precious Treasures School has been selected as Junior Minister of Tourism for the Turks and Caicos Islands. Additionally, the Ministry wishes to thank Mr. Kiaje Williams of Clement Howell High School for his tenure as past Junior Minister of Tourism.

Miss Cushnie's selection was based on her representation of her school and later the country at the National Tourism Debate Competition, licensed under the Ministry of Education, Youth, Sports and Culture in general and the Department of Education in particular as a collaborative with the Ministry of Tourism. It is the region's premier high school debating competition. Miss Cushnie's team placed second to the British Virgin Islands in the Regional Tourism Debate Competition finals. This competition acted as a qualifier for participation in the Tourism Youth Congress.

The Hon. Josephine Connolly, Minister of Tourism, conveyed her delight in congratulating Miss Cushnie, the recently selected Junior Minister of Tourism for the Turks and Caicos Islands. She also remarked that the choice of this individual for the prestigious position serves as a recognition of their dedication, passion, and outstanding leadership in promoting innovative thinking among our youth within the tourism industry.

Miss Cushnie will go on to represent the Turks and Caicos Islands at the Caribbean Tourism Organisation's (CTO) Regional Tourism Youth Congress; this year's session will be held in the Cayman Islands. The Regional Youth Congress was first launched in 2002 and has molded many young people, with some later becoming hotel managers, Parliamentarians, etc. The Ministry of Tourism wishes Miss. Cushnie has all the success on her journey.

Disaster Risk Resilient Knowledge Exchanged from a Tourism Perspective

Recently, Mr. Brian Been was a part of a panel discussion with The United Nations Development Programme Multi-Country Office in Jamaica on the Disaster Risk Resilient Knowledge Exchanged held on 17 May. Mr. Been spoke within the context of governance from a tourism approach and noted that although the Ministry of Tourism no longer had oversight for disaster related resilience programmes in TCI, the Caribbean Tourist Organisation's (CTO) multi-hazard project, facilitated the integration of tourism related disaster risk management in the tourism industry officially in 2007. He noted that tourism was one of the key industries with the capacity to support countries in meeting the Sustainable Development Goals (SDGs) and strengthening disaster resilience.

The country was guided by the Disaster Ordinance under the remit of the National Security Secretariat, in general, and the Department of Disaster Management and Emergencies (DDME). The National Disaster Management Structure (NDMS) managed the TCI disaster management programme and comprised an Executive Policy Committee chaired by the H. E. Governor; the National Disaster Advisory Committee; within the National Operations Group the Ministry of Tourism led Environment Assessment Planning Sub Committee; and Island Committees.

The Disaster Management National (Systematic Shutdown) Regulation 2023 provided the legal authority for the systematic shutdown of the TCI in times of emergency and included: The National Shut down Order; Private sector Shutdown Policy; Essential services and all-clear-reactivation. Any breaches could result in arrest and imprisonment or fines. Mr. Been highlighted the critical role of training in enabling stakeholders to improve efficiency and monitoring in the execution of an effective DRM programme to address resilience across the TCI.

From a tourism perspective, Mr. Been shared that the United Nations had recognised the TCI as the best performing destination in the Americas, for 2023, following the COVID-19 Pandemic. He attributed this performance to proactive, locally based protocols with adequate quality controls which resulted in the safe return of in bound, stop over visitors and cruise passengers. Mr. Been commended the DDME for its efforts in the implementation of the emergency management programme and for providing visibility for the Department and the diversification of the tourism product, focusing on community-based tourism.

He shared several initiatives being pursued by the TCI Government to advance resilience and sustainability.

- As it relates to tourism resilience, the TCI recently established a tourism capacity carrying model project with the aim of designing and implementing a tourism capacity carrying model that monitors all impacts generated by the industry. It provides useful information for tourism stakeholders as well as for the local population and government to define sustainable tourism policies and strategies.
- Work continues on implementation of special marine planning and other standards such as III Code Audit for oil spill response by TCI's local Department of Environment and Coastal Resources. The Fisheries Department continues to promote sustainable fisheries through the development and implementation of fisheries policy, strategy and management plan for the country.
- Food security - Agro park
- The establishment of biosecurity units - Department of Agriculture (education and outreach).
- The promotion of sustainability and protection of natural resources throughout the TCI is prioritized.
- Public and private sectors share responsibilities for resilience.



EXPERIENCE TURKS AND CAICOS

QUATERLY REPORT

Objective: *Fostering innovation and collaboration in TCI tourism to deliver luxurious experiences, boost economic prosperity, and benefit the environment.*



Photo Credit: Ministry of Tourism

KEY ACTIVITIES AND ENGAGEMENTS 2024

Minister of Tourism leads delegation to CTO Caribbean Tourism Week in NYC

The Minister of Tourism, the Hon. Josephine Connolly, led a delegation comprising representatives from the Ministry of Tourism, Experience Turks and Caicos, and the Turks and Caicos Hotel and Tourism Association to the Caribbean Tourism Organisation's (CTO) Caribbean Week in New York from 17th to 21st June 2024. The delegation included Permanent Secretary in the Ministry of Tourism, Mr. Wesley Clerveaux; Executive Assistant to the Minister, Ms. Leandrea Missick; Mr. Alvin Hegner, Co-Chair of Experience Turks and Caicos; Ms. Trina Adams, Chief Marketing Officer of Experience Turks and Caicos; Ms. Laura Dowrich, Public Relations Manager of Experience Turks and Caicos; and Mrs. Stacy Cox, CEO of the Turks and Caicos Hotels and Tourism Association. This year's Caribbean Week focused on the CTO's 35th anniversary theme, "Connecting the Globe, Celebrating Diversity," featuring events aimed at fostering dialogue to drive development within the Caribbean tourism industry. Experience Turks and Caicos and the Ministry of Tourism sponsored the Smart Destination Management luncheon on the final day. In her welcome address at the luncheon, Minister Connolly highlighted Experience Turks and Caicos' use of data to drive strategies and inform the tourism industry in the Turks and Caicos Islands. The Minister stated "our vision for Experience Turks and Caicos is to be a trailblazer in the realm of Smart Destination Management. While we are still in the nascent stages of this journey, our aspirations are clear and compelling. We aim to harness the power of technology, innovation, and collaboration to enhance the visitor experience, protect our natural and cultural assets, and ensure sustainable growth for our islands," she stated.

KEY ACTIVITIES AND ENGAGEMENTS 2024

Speakers for the discussion included Nicola Madden-Greig, President of the Caribbean Hotels and Tourism Association; Jeremy Jones, Corporate Director, Resort Operations, Jamaica, Sandals Resorts International; Carl Gordon, Director, Government Strategies Growth, MasterCard; and Chelsea Collier, Founder, Digi.City. During the visit to New York, Experience Turks and Caicos Co-Chair Mr. Hegner was interviewed on CBS News regarding the five Americans held for possession of ammunition. Mr. Hegner reassured the American public that the relationship between the Turks and Caicos Islands and the US remains strong and the destination continues to be welcoming and peaceful for all.

Mr. Hegner also welcomed the removal of the mandatory minimum 12-year sentence for individuals guilty of firearm offenses. On Friday, 14 June 2024, the House of Assembly unanimously approved the bill, allowing the court to impose a fine, a custodial sentence, or both, in cases of illegal possession of firearms and/or ammunition, where exceptional circumstances are found. This amendment was designed to address marginal cases of exceptional circumstances for both residents and visitors, ensuring the sentence is proportionately consistent with those circumstances.



KEY ACTIVITIES AND ENGAGEMENTS 2024**Featured in the top 10 Highest-rated Virtuoso Trainings**

Experience Turks and Caicos proudly announced its recent collaboration with Virtuoso, the leading global network specializing in luxury and experiential travel. This partnership included the successful hosting of two Virtuoso Experience Turks and Caicos 2024 Immersion Webinars and a web15 training, which is a short, interactive, self-paced online course. These trainings were meticulously designed to showcase the unparalleled beauty and unique characteristics that distinguish the Turks and Caicos Islands in the luxury travel market. The first webinar, "Experience the Turks and Caicos," occurred on April 29th and provided a comprehensive overview of the destination. Participants received valuable insights into accessibility, a range of activities, and the unique features of the sister islands. Building on this foundation, the second webinar, "Beyond the Beach: Unveiling Luxury Living in the Turks and Caicos," held on May 28th, delved deeper into the luxurious resorts and world-class amenities that define the islands. Both webinars were conducted virtually in EST and were well-received, each attracting over 134 participants. The speakers for these events included Ms. Trina Adams, Chief Marketing Officer for Experience Turks and Caicos, and industry professionals Mrs. Stacy Cox, CEO of the Turks and Caicos Hotel Association, and Ms. Karen Whitt, VP of Sales and Marketing for the Hartling Group. Together, they brought a wealth of knowledge and passion to the sessions.

The Minister of Tourism stated, "as a premium-class destination, our relationship with Virtuoso is invaluable. These webinars not only help their travel advisors understand our destination better, making it easier to sell, but also keep us top of mind as the perfect option for their clients. I am very pleased with the work that Experience Turks and Caicos has been doing to enhance this relationship with Virtuoso, which last year granted entry into their portfolio for eight of our resorts. We cannot rest on our laurels; the work must continue.

The Chief Marketing Officer stated, "we are thrilled with the success of our recent partnership with Virtuoso," said Ms. Adams. "These webinars provided an exceptional platform to highlight the unique offerings of our islands, from accessibility to luxurious living. Our collaboration with Virtuoso is pivotal in reaching a network of discerning travelers and travel advisors who appreciate the unparalleled beauty and bespoke experiences Turks and Caicos offers."

The impact of these webinars has been significant, with "Experience the Turks and Caicos" being featured in the Top 10 Highest-Rated Virtuoso Trainings and Experience Turks and Caicos recognized as a top training partner in Q2 2024. This recognition underscores the substantial efforts and dedication of Experience Turks and Caicos in collaborating with Virtuoso and their extensive network of travel advisors

KEY ACTIVITIES AND ENGAGEMENTS 2024**Seatrade Global Cruise Conference**

The delegation attended the Seatrade Global Cruise Conference at the Miami Beach Convention Center from April 8th to 11th, focusing on networking, discussions, trends, and partnerships within the cruise industry.

Source Markets – Public Relations**USA Market:**

- April: Efforts included developing pitches on spring/summer specials, promoting Turks and Caicos as a trending destination and wedding venue, and managing crisis communications. Notable coverage was secured in Forbes, Travel + Leisure Online, Veranda, AOL, and Chron.com. Press trips were coordinated for AFAR and Maxim.
- May: Continued pitches on specials and secluded beaches, guided crisis communications, and promoted new developments. Notable coverage included Forbes, Travel Curator, and WFLA8 News. Press trips were planned for various journalists.

US Market:

- Virtuoso Familiarization Visit (June 22nd – 29th)
- Experience Turks and Caicos hosted eight luxury travel advisors from Virtuoso for an immersive study tour. The advisors experienced VIP treatment, culturally rich activities, and local cuisine, including a five-course meal by Chef Nik from Crackpot Kitchen and a tour by Island Mystique. They attended the weekly fish fry in Providenciales and visited Da Conch Shack. The itinerary included island hopping to North and Middle Caicos, visiting historical landmarks, beaches, and local eateries. They also conducted site inspections of eight Virtuoso properties, receiving VIP treatment and free stays. The visit concluded with a welcome dinner at Infiniti Bar on Grace Bay Club, a farewell dinner on Parrot Cay, featuring discussions on tourism industry future and market expansion in the US and Canada.

In June, various initiatives were undertaken in the UK, including marketing meetings with Conde Nast Johansens, Family Traveller, and product meetings with Thomas Cook OTA and Chic Locations. Training events for luxury agents were conducted across multiple locations such as Waltham Abbey, Wokingham, Winchester, Exeter, Lincoln, and Sheffield. These efforts resulted in the training of 137 agents and reservation staff and involved four tour operator product meetings.



TURKS AND CAICOS ISLANDS GOVERNMENT

KEY ACTIVITIES AND ENGAGEMENTS 2024

Virtuoso FAM Trip 2024



TURKS AND CAICOS ISLANDS GOVERNMENT

KEY ACTIVITIES AND ENGAGEMENTS 2024

Virtuoso FAM Trip 2024



TURKS AND CAICOS ISLANDS GOVERNMENT

KEY ACTIVITIES AND ENGAGEMENTS 2024

Virtuoso FAM Trip 2024



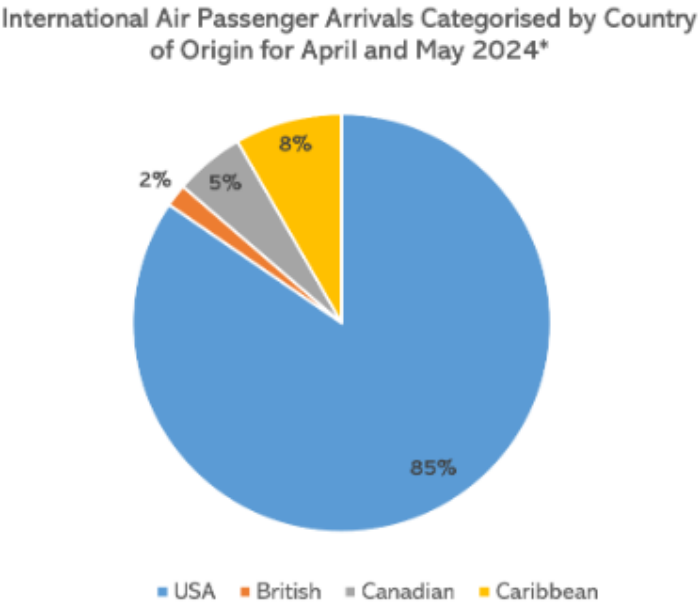
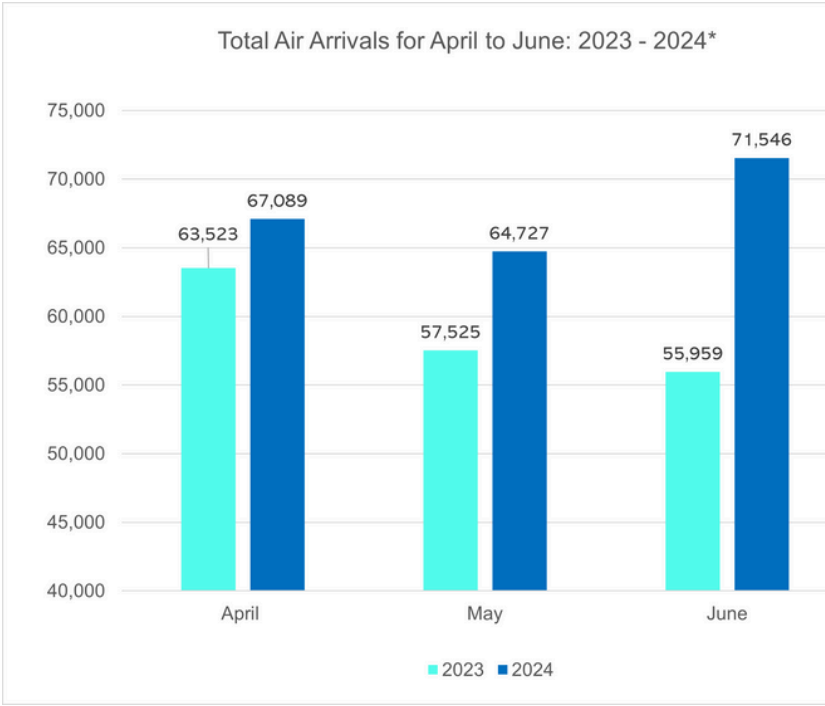
KEY ACTIVITIES AND ENGAGEMENTS 2024

Comparison of Air Arrivals in Turks and Caicos Islands: April-May 2024 vs June 2024

A comparison of air arrivals in the Turks and Caicos Islands for April-May 2024 versus June 2024 revealed notable trends. In June 2024, the total international air arrivals reached 72,009 passengers, marking a 28.7 percent year over year increase compared to that of June 2023. The country breakdown for June indicated that 87% of arrivals were from the USA, 8% from the Caribbean, 3% from Canada, and 2% from the UK.

For April-May 2024, the combined total international air arrivals were 131,816 passengers. Year-over-year increases were observed, with April seeing a rise from 63,523 in 2023 to 67,089 in 2024 (a 5.6% increase) and May increasing from 57,525 in 2023 to 64,727 in 2024 (a 12.5% increase). The country breakdown for this period showed 85% of arrivals from the USA, 8% from the Caribbean, 5% from Canada, and 2% from the UK.

Overall, there was a consistent year-over-year increase in air arrivals for April, May, and June 2024, indicating a positive trend in air travel to the Turks and Caicos Islands. June saw a higher percentage increase (28.7%) compared to the increases in April (5.6%) and May (12.5%). The USA continued to dominate the market, contributing 87% of arrivals in June and 85% in April-May. Caribbean travelers consistently represented 8% of international air passengers in both periods. Canadian travelers decreased slightly in June (3%) compared to April-May (5%), while British travelers remained steady at 2%. These data points illustrated robust growth in air travel to the Turks and Caicos Islands, with a particularly strong performance in June 2024.

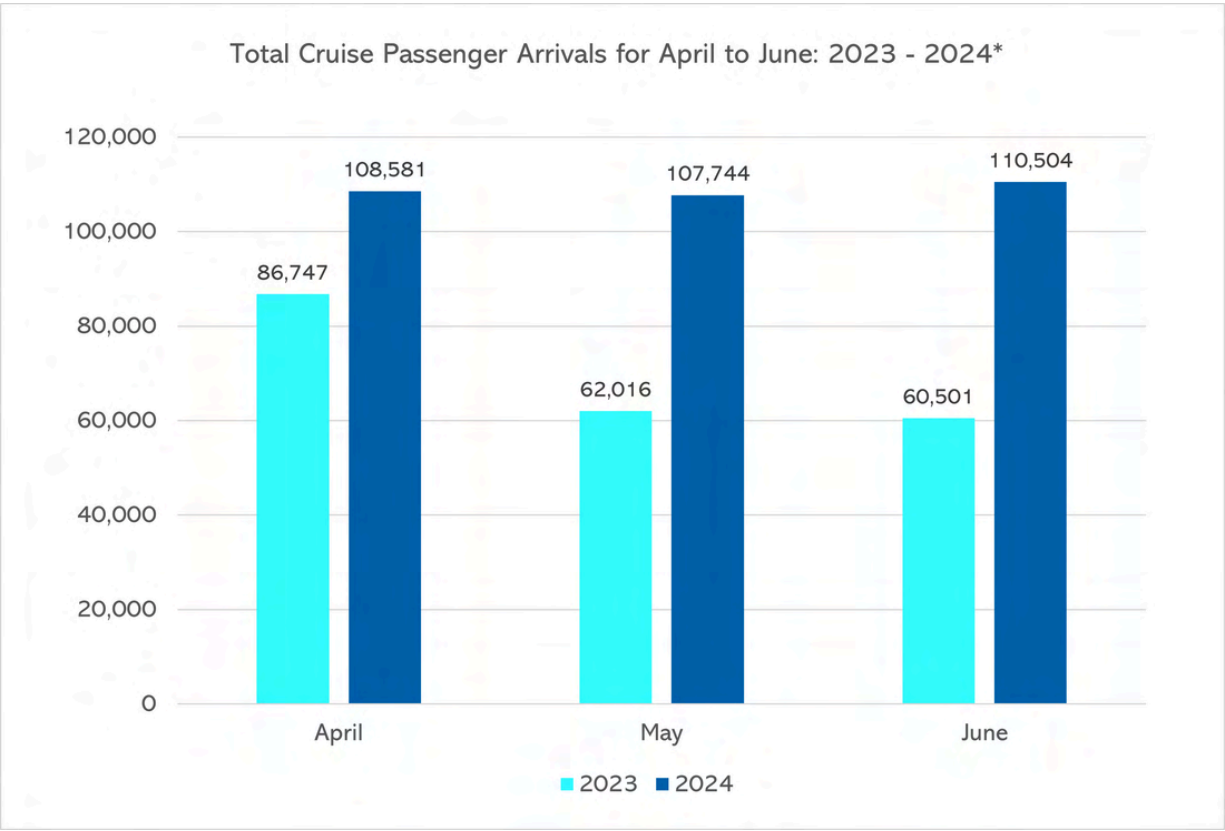


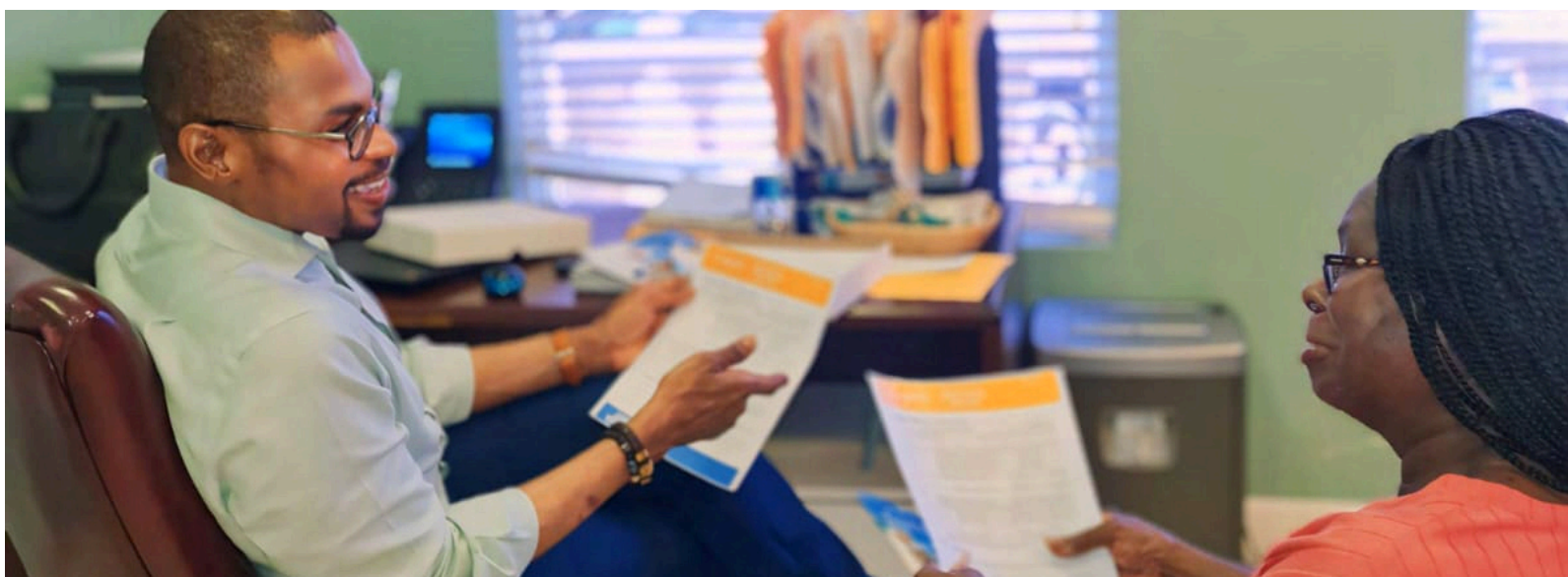
KEY ACTIVITIES AND ENGAGEMENTS 2024

Comparison of Cruise Tourism Performance Indicators: April and May 2024 vs. 2023

The cruise tourist industry showed a noticeable increase in total cruise passenger arrivals from 2023 to 2024. In April 2024, cruise passenger arrivals increased from 86,747 in 2023 to 108,581. Similarly, in May 2024, arrivals rose from 62,016 in 2023 to 107,744. For both years, April saw higher numbers than May, but the gap between these months significantly reduced in 2024 compared to 2023.

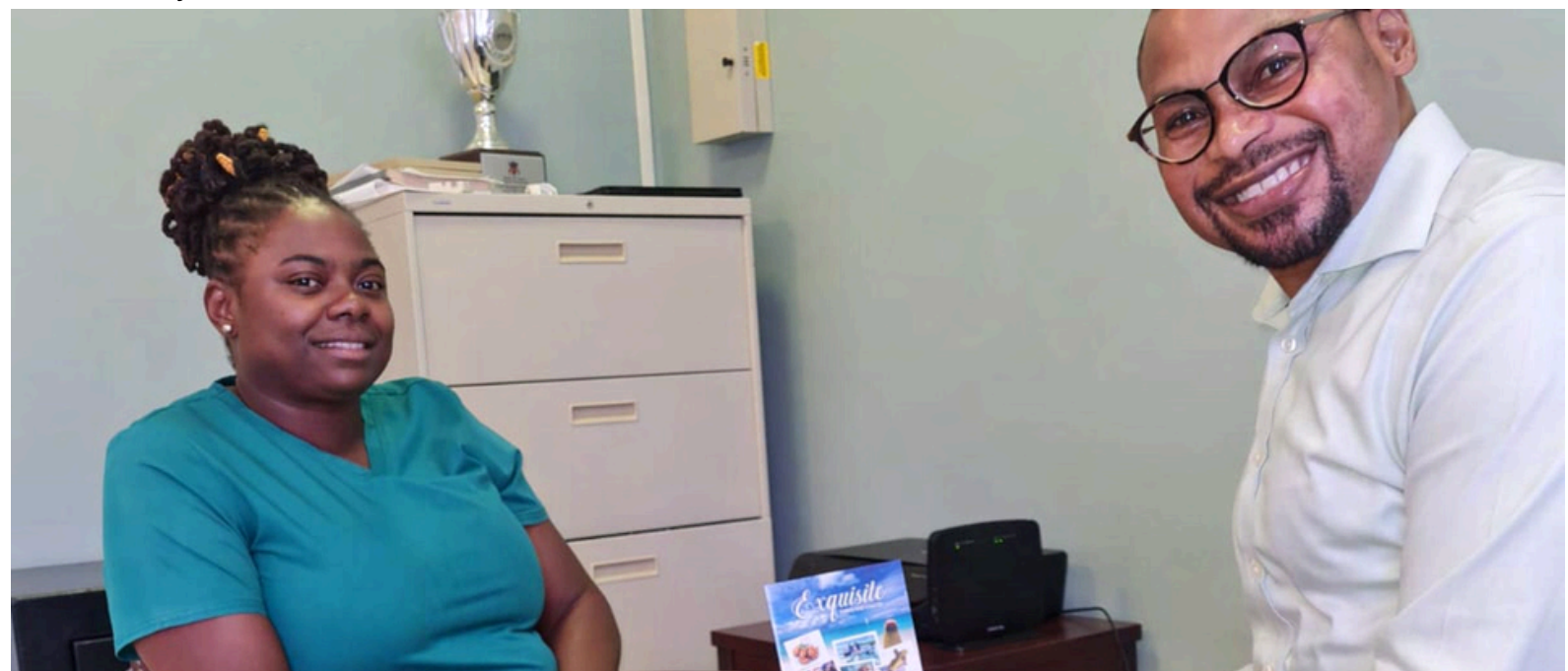
The recorded total cruise passenger arrivals for April and May 2024 reached 216,325, a notable increase of 45.4% compared to the same period in 2023, which recorded 148,763 cruise ship passenger arrivals. Additionally, the number of cruise ships visiting the Turks and Caicos Islands during April and May of 2024 increased compared to the same period in 2023. In April 2024, there were 29 cruise ships, four more than in April 2023. Similarly, May 2024 saw 26 ships, compared to 18 in May 2023. This data indicates strong growth in cruise tourism in the Turks and Caicos Islands.



KEY ACTIVITIES AND ENGAGEMENTS 2024**ROLL OUT OF EXQUISITE TCI PROGRAMME**

Experience the vibrant opportunities with the Exquisite Turks and Caicos programme, recently launched in June and July across the stunning islands of Grand Turk, North Caicos, Middle Caicos, and South Caicos. Our meetings with enthusiastic potential vendors were incredibly productive, highlighting a widespread eagerness to begin this exciting journey. Participants were guided on obtaining the necessary business licenses, and for those already licensed, we recommended incorporating multiple businesses under a single umbrella entity. This strategic approach not only streamlines operations but also enhances growth potential.

To support your application process, we have provided brochures and application forms to the Local Representatives for North Caicos, South Caicos, and Grand Turk. Join us in this exceptional initiative and elevate your business with the Exquisite Turks and Caicos Programme. Apply now and become a part of something extraordinary.





DEPARTMENT OF TOURISM REGULATIONS

QUATERLY REPORT

Objective: *To develop and promote a conducive regulatory environment for a dynamic, competitive and sustainable tourism sector in TCI*



Photo Credit: Ministry of Tourism

KEY ACTIVITIES AND ENGAGEMENTS 2024

In April 2024, the Department of Regulations focused on public education and outreach, engaging in several key initiatives. These included participating in shows like "First Edition" to educate the public on agricultural topics and initiatives, launching the "Rate Your Ride" campaign to gather guest feedback and enhance visitor awareness, and implementing extensive plans for the second quarter focused on advertising and highlighting guest feedback mechanisms. The Department also enhanced brand awareness at airports and worked on process improvements to streamline application procedures and ensure timely and effective service delivery.

In May 2024, the Department concentrated on several key initiatives to enhance stakeholder engagement and operational efficiency. These included targeted awareness campaigns to inform villa owners about new registration laws, launching online applications and feedback surveys, including the "Rate Your Ride" initiative, and continuing participation in various engagements to raise awareness about new laws and keep stakeholders informed. Additionally, the Department enhanced its airport presence to reach a broader audience and ensure all stakeholders were well-informed.

In June 2024, the Department continued its focus on regulatory compliance and stakeholder engagement. Efforts were made to further inform villa owners about new registration laws, and the Department emphasized the launch and utilization of online services and feedback platforms to ensure efficient processes and robust stakeholder engagement. Public engagements were maintained to promote awareness of regulatory changes and ensure stakeholders were abreast of updates. These initiatives reflect the Department’s commitment to improving regulatory compliance, enhancing stakeholder engagement, and ensuring operational efficiency to support a robust tourism sector.

KEY ACTIVITIES AND ENGAGEMENTS 2024

Accommodation Stakeholder Meeting

During the accommodation stakeholder meeting held on July 12, 2024, the primary focus was on deliberating the draft regulations concerning Tourism Regulations. Furthermore, stakeholders were formally acquainted with the Rate Your Ride initiative. The meeting was convened with the objective of reviewing the drafted Tourism Regulations comprehensively and gathering feedback from our stakeholders. This input is integral to shaping policies that will have a profound impact on enhancing our tourism sector. The attendees included representatives from various sectors such as hospitality, transportation, local businesses, and community organizations. The meeting began with an overview presentation by the Tourism Department, highlighting key aspects of the draft regulations, including sustainability measures, quality standards, and safety protocols. Following the presentation, an open forum was held where stakeholders were invited to share their insights, concerns, and suggestions. Many participants expressed appreciation for the emphasis on sustainable tourism practices, while some raised questions about the implementation timelines and resource allocation.

In the second half of the meeting, the Rate Your Ride initiative was introduced. This new program aims to improve the overall tourist experience by allowing visitors to rate and provide feedback on local transportation services. The initiative is expected to foster greater accountability and service improvement within the transportation sector. The meeting concluded with a collaborative workshop session where smaller groups discussed specific sections of the draft regulations in detail. The feedback collected from these discussions will be meticulously reviewed and considered in the finalization of the Tourism Regulations. Overall, the meeting was a productive step towards ensuring that the forthcoming regulations reflect the diverse perspectives of all stakeholders and contribute to a thriving, sustainable tourism industry.



Introducing: The 'Do's and Don'ts of Quality Assurance' Video Series



Department of Tourism Regulations

Do's & Dont's of Quality Assurance

What to Do When Booking Your Property Inspections...



The Department of Tourism Regulations proudly presented the 'Do's and Don'ts of Quality Assurance' video series. This initiative was spearheaded by the Quality Assurance team within the Department, who played a pivotal role in establishing and maintaining quality standards in the region. The series aimed to provide accommodation stakeholders—property managers and owners—with an insider's view of quality assurance processes. It offered insights into what to expect during inspections and provided additional tips to ensure stakeholders were well-prepared to meet the necessary standards.

The bi-weekly video series commenced in April 2024 with controller Patral Henfield covering topics such as pool rules and inspection booking. Each video clip was optimized to a maximum runtime of 2 minutes to ensure viewers remained engaged and informed about key focus areas when certifying their properties. The videos were accessible on Instagram @dtrtci and via Facebook at the Department of Tourism Regulations. Additionally, stakeholders could receive the videos through WhatsApp blasts or request them via email.

For further information and to provide feedback on the content, stakeholders were encouraged to contact the Department of Tourism Regulations by telephone at +(649)946-4970 or via email at tourismregulations@gov.tc.

KEY ACTIVITIES AND ENGAGEMENTS 2024

Launching of 'Rate Your Ride' Initiative to Enhance Taxi Services



The Department of Tourism Regulations (DTR) has launched a new project called, 'Rate Your Ride', aimed at ensuring quality taxi services across the islands. On Friday, June 7th 2024, Mr. Avi Adams, the Director of DTR, made a special appearance at the taxi stand of the newly renamed Howard Hamilton International Airport. During an engaging discussion with the Taxi Association, Mr. Adams unveiled the exciting upcoming changes associated with the 'Rate Your Ride' initiative.

Mrs. Nikeva Ariza, the Corporate Affairs and Communications Manager at TCI Airports Authority (TCIAA), also attended the session. To further ensure top-tier service, the Department held an exclusive meeting with VIP taxi drivers on June 18th at the Department of Environmental and Coastal Resources building in The Bight. This meeting aimed to share insights and provide guidance regarding future service standards.

Mr. Adams emphasized the importance of collaboration and open communication with all stakeholders involved in the initiative. The Department's goal with 'Rate Your Ride' is to elevate the overall experience for travelers while ensuring that taxi drivers, who are crucial partners in this endeavor, are fully informed and have their voices heard," Adams stated. The Department believe that by working together, they can create a service that not only meets but exceeds the expectations of our visitors.

The Department of Tourism Regulation (DTR) prioritized engaging directly with taxi drivers and other transportation partners throughout the planning and implementation phases of this initiative. This inclusive approach is designed to foster a sense of cooperation, ensuring that all viewpoints are considered and addressed. Mr Adams stated "listening to the feedback from those on the front lines is essential", and "our drivers have direct insight and involvement with our guests. "By understanding their perspectives and incorporating their insights, we can tailor the Rate Your Ride initiative to better serve both our visitors and our transportation providers".

KEY ACTIVITIES AND ENGAGEMENTS 2024

These meetings mark a significant step towards a more connected and responsive transportation service, reinforcing the Department of Tourism Regulation's commitment to quality and partnership. For more information and inquiries, please contact the Department of Tourism Regulations via email at tourismregulations@gov.tc or by telephone at +1(649) 946 4970.

**Clarity on T.I.D.E.S AND AMBASSADORSHIP: ELEVATING THE TOURISM EXPERIENCE
THROUGH KNOWLEDGE**

In May 2024, the Turks and Caicos Islands introduced the T.I.D.E.S Ambassador Card program, aiming to elevate the tourism experience through enhanced local knowledge. Initially unfamiliar to residents, these cards are now awarded to individuals completing the T.I.D.E.S certification, originally intended for taxis and VIPs but now expanded across the hospitality sector. The Ministry of Tourism highlighted this initiative in a press conference on February 26th, emphasizing the role of frontline tourism workers as ambassadors promoting the nation's culture and heritage.

The T.I.D.E.S Ambassador Card symbolizes excellence in service and cultural proficiency. It represents a commitment to providing tourists with an authentic experience enriched by local insights into history, cuisine, and cultural activities. The certification process involves a comprehensive three-hour training program covering TCI History and Culture, Customer Services, and Tourism Safety and Sustainability. Successful completion grants cardholders an ID card and certificate valid for two years. This initiative is a result of collaboration between the government and stakeholders, ensuring ongoing refinement to meet industry needs. The integration of a QR code enhances security, allowing quick verification of card authenticity and certification status online. This feature reinforces the government's commitment to tourist safety and confidence. Stakeholders are encouraged to collect their cards from the Department of Tourism Regulations office in Providenciales. The T.I.D.E.S Ambassador Card not only signifies excellence but also a dedication to showcasing the best of Turks and Caicos to visitors worldwide.

KEY ACTIVITIES AND ENGAGEMENTS 2024

DEPARTMENT OF TOURISM REGULATIONS

EMAIL: TOURISMREGULATIONS@GOV.TC TELEPHONE: +1(649) 946 4970

The logo for TIDES (Together, Individuals, Delivering, Excellent, Service) is displayed in large, bold, blue letters with a white outline. In the background, there is a stylized map of the Turks and Caicos Islands in a darker blue shade.

TOGETHER. INDIVIDUALS. DELIVERING. EXCELLENT. SERVICE

TIDES Training Sessions Set to Empower Island Communities

On May 1, 2024, the Department of Tourism Regulations of the Turks and Caicos Islands announced the schedule for upcoming TIDES (Together, Individuals, Delivering, Excellent, Service) training sessions. These sessions were designed to equip tourism sector employees with comprehensive knowledge of the islands' cultural heritage. The aim was not only to enhance professional skills but also to foster a deeper understanding and promotion of the region's unique identity.

The TIDES Training sessions were scheduled as follows:

- May 4, 2024 - Providenciales: A. Louise Garland Thomas High School
- May 11, 2024 - Grand Turk: HJ Robinson High School
- May 18, 2024 - South Caicos: Iris Stubbs Primary School
- June 1, 2024 - Providenciales: A. Louise Garland Thomas High School

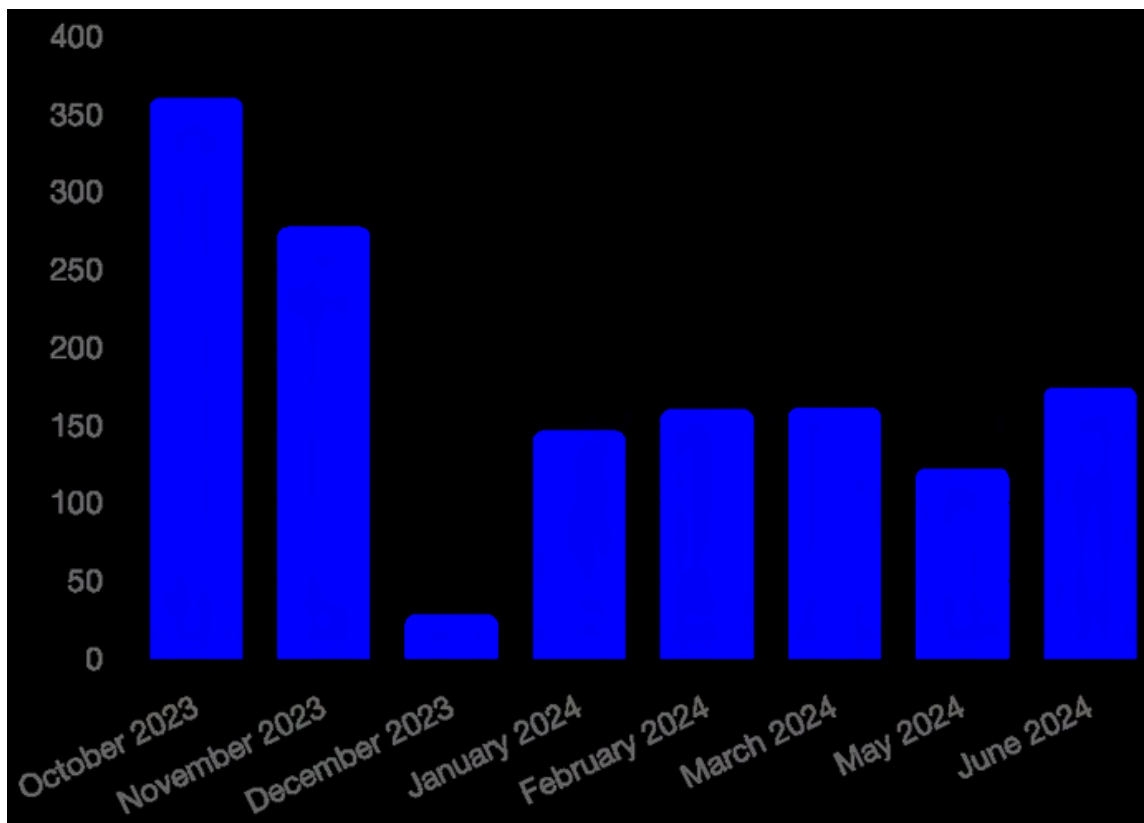
From October 2023 to June 2024, T.I.D.E.S program saw a total of 1,428 registrations, with 360 registrations in October marking the highest monthly figure, indicating a strong initiation of the training period. In contrast, December 2023 recorded the lowest registrations at 28, likely due to the holiday season. The registration numbers showed relative stability from February to June 2024, culminating in a slight increase in June with 174 registrations. In terms of training outcomes, November 2023 witnessed the peak number of trained individuals at 439, which significantly exceeded the registrations for that month, suggesting either effective training execution or a backlog from prior months.

The training figures remained consistent throughout the period, with a notable peak in March 2024 at 153 trained individuals after a dip to 123 in February. Overall, the program trained 1,361 individuals, achieving a high training success rate of 95.3%, with 1,213 of the registrations being paper-based compared to 215 online registrations, which began in May 2024.

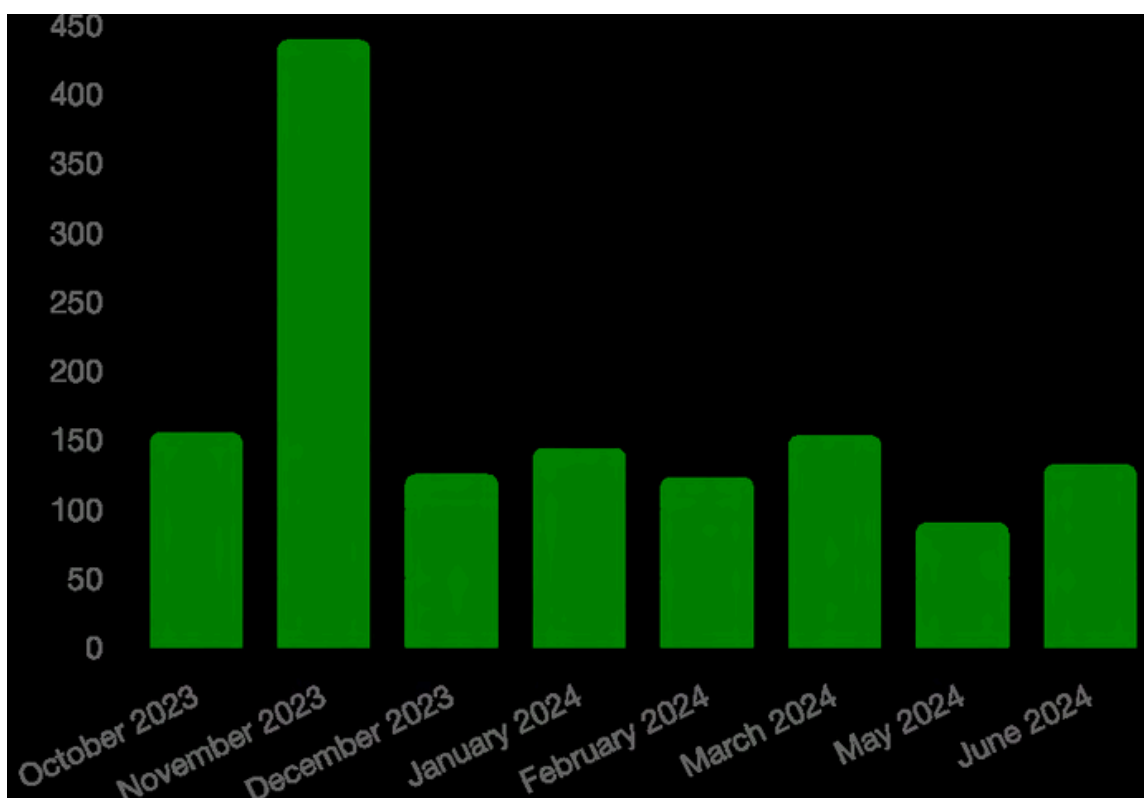
TURKS AND CAICOS ISLANDS GOVERNMENT

KEY ACTIVITIES AND ENGAGEMENTS 2024

DATA COLLECTION PERIOD OCTOBER 2023-JUNE 2024



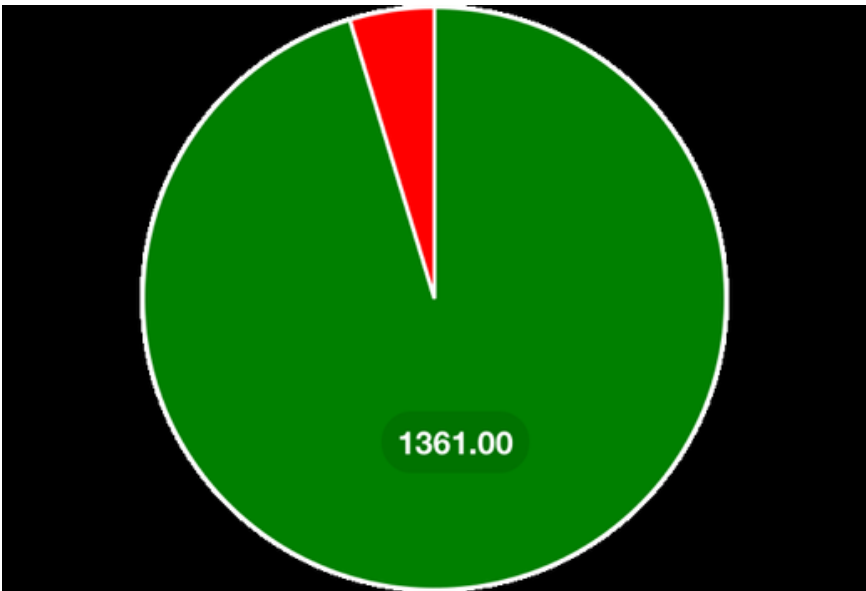
Number of Trained Persons by Months



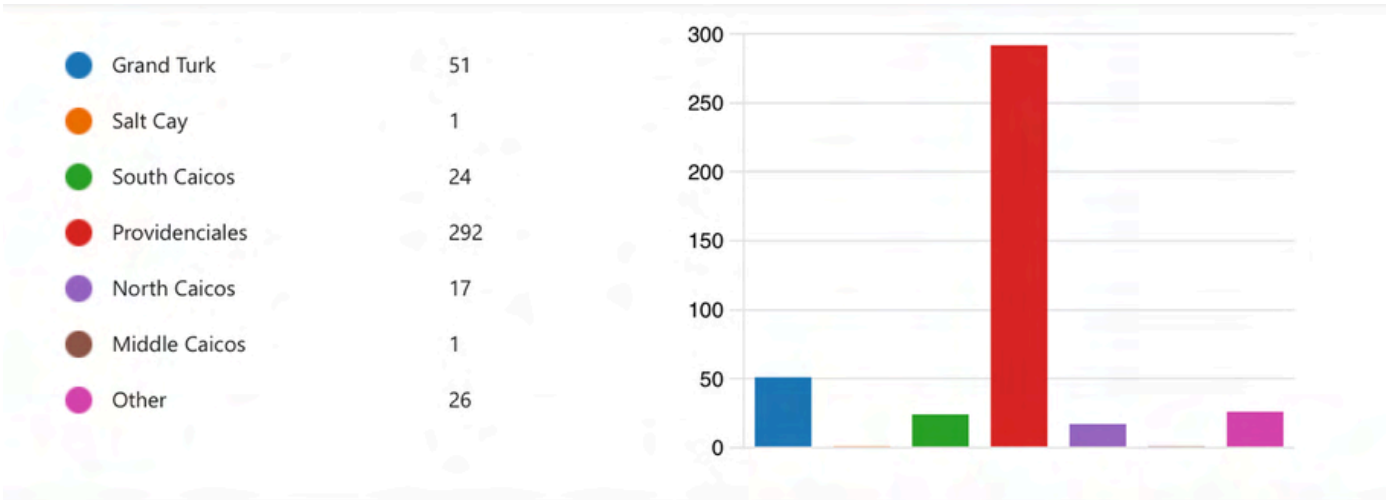
TURKS AND CAICOS ISLANDS GOVERNMENT

KEY ACTIVITIES AND ENGAGEMENTS 2024

Percentage of People Trained vs. Registered:
95.31% of registered people were trained, showing a high training success rate



Distribution by Islands since May 2024



The data reveals several key insights into the training program's performance. The significant peak in registrations during October highlights effective outreach or marketing strategies, while the drop in December suggests that external factors, such as holidays, impacted participation. The consistency in training figures from February to June indicates a reliable training schedule and capacity to handle fluctuations in registrations. The high number of trained individuals compared to registrations reflects the program's effectiveness, suggesting that the training sessions were well-structured and engaging, leading to high retention and completion rates. Additionally, the data on registration types illustrates a strong preference for traditional methods, indicating potential areas for growth in online engagement as the program continues to evolve. The program's success rate further emphasizes its strength and potential for sustainability moving forward.

KEY ACTIVITIES AND ENGAGEMENTS 2024

The Department of Tourism Regulations and the Department of Environmental and Coastal Resources collaborate to host stakeholders meeting with insurance companies to improve coverage for Jetski operators.



On May 8, 2024, the Department of Tourism Regulations (DTR) collaborated with the Department of Environmental and Coastal Resources (DECR) to host a stakeholders meeting aimed at improving insurance coverage for Jetski operators. The initiative sought to address challenges faced by water sports operators in obtaining adequate business insurance, crucial for ensuring safety and reliability in the tourism sector. The meeting, held on April 30, 2024, included representatives from four prominent insurance companies: Elianise Rigby and Jewel Ewing from NW Hamilton, Queen Been from JS Johnson, Alicia Palmer from CSC Insurance, and Marie Beckford from GK Insurance. Government officials from the DTR, including Director Avi Adams, Deputy Director Talia Thomas, Regulation Development Specialist Sasha Arthur, Quality Assurance Officer Donessia Gardiner, and Communication Officer Alique Harvey, as well as DECR's Deputy Director Jatavia Howell and Experience Turks and Caicos representative Strategic Development Manager Courtney Robinson, collaborated to develop tailored solutions addressing the specific needs of Jetski operators.

Currently, Jetski owners in the Turks and Caicos Islands face limited insurance options, posing significant challenges. Through joint efforts with insurance providers, the DTR aimed to expand coverage options and simplify insurance processes, thereby promoting compliance with safety standards across the industry. Avi Adams, Director of the Department of Tourism Regulations, emphasized the department's commitment to enhancing the local tourism product's sustainability and reliability through improved regulatory measures and insurance accessibility. Queen Been from JS Johnson Insurance expressed gratitude for the opportunity to participate in discussions that focused on enacting laws for best practices in water sports and other tourism businesses, underscoring the importance of ensuring guest safety.

KEY ACTIVITIES AND ENGAGEMENTS 2024

The outcomes of the meeting will guide ongoing efforts by the DTR to implement effective regulatory measures that prioritize safety while supporting the growth of recreational activities vital to the local tourism sector. Through continued collaboration with stakeholders, the department aims to foster a climate of trust, transparency, and accountability within the industry.

Stakeholder Meetings in collaboration with DTR and DECR



TURKS AND CAICOS ISLANDS GOVERNMENT

KEY ACTIVITIES AND ENGAGEMENTS 2024

YTD Accommodation Inspections Updates

2024 ACCOMMODATION INSPECTIONS AS OF JUNE 30, 2024																			
Island	Received Applications	Number of Rooms	Complaints*	Issues Encountered	Temporary Licences	Inspections Completed	Number of Rooms	B&B	Condo	Condo/Hotel	Guest House	Hotel	Lodge	Town Home	Vessel	Villa	Cottage	Beach House	SCAR
Providenciales	224	1652	4	0	106	387	3677	1	9	68	5	29		13	2	285	2		6
North Caicos	16	78				26	78			3		2				21			
Pine Cay	1	13				7	13					1				6			
Parrot Cay	1	75				9	110					1				8			
Middle Caicos						2										2			
South Caicos	1	43				1	43					1							
Ambergis Cay						2	4									2			
Salt Cay	8	18				8	18									3			5
Grand Turk	26	119			1	33	84			1	1	4				25		1	1



Photo Credit: Experience TCI



DEPARTMENT OF ENVIRONMENTAL COASTAL RESOURCES

QUATERLY REPORT

Objective: *To promote protection and sustainable utilization of natural resources throughout the Turks and Caicos Islands*



In April 2024, the Department of Environment and Coastal Resources (DECR) engaged in numerous outreach activities in celebration of Earth Day, conducted school visits for the "Greening Our Schools" initiative, and attended career days. The DECR's Enforcement Unit participated in joint operations with the RTCIPF and Immigration Department, with plans to increase enforcement efforts in the coming months.

The DECR also closely monitored development sites, assisted with a fish fry at the Carlton Williams Promenade in North Caicos and planned events to boost traffic to cultural markets. Scientific research on coral reef health, water quality, bird monitoring, sargassum inundation, and beach profiling continued. However, the West Caicos ocean data buoy remained unrecovered, and the North Caicos and Grand Turk offices urgently needed vehicles.

Office renovations for the North Caicos team were also a priority. The DECR participated in several animal rescue operations and secured funding for two projects, "Drone-based Environmental Monitoring in the Turks & Caicos Islands" and "Conservation and Enforcement Mobility Support for Marine Protected Areas," through the Darwin Plus Local projects scheme. Mr. Luis Serpas was hired as the new Parks and Facilities Manager, succeeding Mr. Nichoy Bent.

KEY ACTIVITIES AND ENGAGEMENTS 2024

In May 2024, the DECR participated in over 10 key outreach activities, celebrating the end of the first year of "Greening Our Schools" and the International Day for Biological Diversity. Sixteen schools were visited, and their projects reviewed.

The Enforcement Unit increased its presence and patrols at Local Village Grand Turk, with enforcement training scheduled for June. The research unit utilized a new technique, DroneDeploy, for beach profile monitoring, and continued coral reef monitoring due to the presence of Stony Coral Tissue Loss Disease and rising sea temperatures. The North Caicos and Grand Turk teams urgently needed vehicles and office refurbishments. Funding for two Darwin Local Projects was received, allowing for the acquisition of a drone and a small vessel.

In June 2024, the DECR welcomed two interns, Ms. Rashante Gardland and Ms. Treshell Parker, who assisted with education outreach and research. Beach Patrol Officer Kadis Simmons was transferred from Grand Turk to Providenciales. Over 30 participants attended the DECR Community Learn to Swim program on 15th June, in honor of Civil Service Week and World Oceans Day.

The Junior Park Warden Program was set to start on 8th July. Under the leadership of the newly appointed Parks Facilities Manager, Luis Serpas, the DECR Bight Park Revitalization Project progressed significantly, with new children's playsets, a sand pit, a resurfaced volleyball court, new garbage bins, and renovated bathrooms.

The Research and Development team mapped mooring fields, established coral reef monitoring sites, and deployed hobo loggers in Grand Turk. The DECR monitored 30 development sites on Providenciales for turbidity control, surface run-off, health and safety, and other required conditions. Efforts were made to get the Panga vessel operational for patrols in July. The DECR Enforcement team took notable actions, including participating in the RESIMBID Solar PV Projects, assisting a large yacht anchored in a restricted zone, conducting a joint patrol operation, and removing a fish pot from a national park.



KEY ACTIVITIES AND ENGAGEMENTS 2024

THE DECR TEACHES LOCAL SCHOOLS ABOUT THE NATURAL ENVIRONMENT

Providenciales, Turks and Caicos Islands, 15 April 2024 – The Department of Environment & Coastal Resources (DECR) continued to strengthen its relationship with local schools by providing consistent and relevant environmental education. This past weekend, the DECR took students from Precious Treasures Middle School on a field visit to Grace Bay beach, Providenciales, to learn about coastal dynamics. Students explored the natural and human causes of beach sand accretion and erosion, and the significance of coastal conservation, sand dunes, and the impacts of coastal development. They also learned about the importance of natural and man-made coastal defense structures in protecting the islands against climate change. The students were taught how to survey the coastal zone and practiced their new skills to collect data for their school projects.

The DECR regularly conducts practical sessions with students across the islands and encourages teachers and the community to visit the National Environmental Centre on Lower Bight Road, Providenciales, to learn about the diverse natural resources of the Turks and Caicos Islands. For further information, the DECR can be reached via email at environment@gov.tc or by phone at +1(649)338-4170. Follow DECR on Instagram @DECR_TCI and on Facebook at DECR Education and Outreach page.



KEY ACTIVITIES AND ENGAGEMENTS 2024

EARTH DAY 2024: PLANET VS PLASTICS - A CALL TO ACTION FOR REDUCING PLASTIC WASTE



Photo Credit: DECR

Providenciales, Turks and Caicos Islands, 19th April 2024 – As Earth Day approached on April 22nd, the Department of Environment & Coastal Resources (DECR) rallied the community to join the global movement towards reducing plastic waste and safeguarding the planet's future. The DECR highlighted plastic pollution as a critical environmental challenge, with an estimated 8 million tons of plastic entering the oceans annually, threatening the health of oceans, wildlife, and ecosystems.

The DECR urged the community to take meaningful steps towards reducing plastic consumption and waste. They emphasized the impact of single-use plastics, such as straws and bags, and the pervasive issue of microplastics infiltrating oceans and the food chain. The DECR encouraged embracing reusable alternatives, recycling responsibly, and advocating for sustainability-focused policies to mitigate the plastic crisis.

The DECR's message was clear: by committing to reduce plastic waste and protect the environment, the community can contribute to a cleaner, healthier planet for future generations. The DECR called on everyone to join in these efforts this Earth Day and beyond, reinforcing that together, impactful change is possible.

KEY ACTIVITIES AND ENGAGEMENTS 2024

DARWIN PLUS LOCAL ROUND 4 GRANT APPLICATIONS



Photo Credit: DECR

Providenciales, Turks and Caicos Islands, 30th April 2024 – The Department of Environment and Coastal Resources (DECR) announced the opening of the fourth round of Darwin Plus Local grant applications. This scheme, part of the UK government’s Darwin Plus fund, aims to protect unique biodiversity and enhance resilience to climate change in the UK Overseas Territories (UKOTs). Darwin Plus Local supports small-scale environmental projects within the UKOTs, offering grants of up to £50,000 for organizations and £20,000 for individuals. Projects can last up to six months, starting on 1st October 2024, and must be completed by 31st March 2025. The application deadline was set for 23:59 GMT on Monday, 24th June 2024.

The DECR also highlighted their recent success in securing funding for two projects in February 2024: “Drone-based environmental monitoring in the Turks & Caicos Islands” and “Conservation and Enforcement Mobility Support for Marine Protected Areas.” These projects, funded through Darwin Plus, will significantly aid the DECR's efforts to conserve and protect the natural environment of the Turks and Caicos Islands.

Further information on the application process was made available on the Darwin Plus website, and inquiries were directed to DarwinPlusLocal@jncc.gov.uk.

KEY ACTIVITIES AND ENGAGEMENTS 2024

DECR COMMEMORATES INTERNATIONAL DAY FOR BIODIVERSITY 2024

On May 22, 2024, in Providenciales, Turks and Caicos Islands, the Department of Environment and Coastal Resources (DECR) commemorated the International Day for Biodiversity 2024 under the theme "Biodiversity for Sustainable Development." The day underscored the critical significance of biodiversity in maintaining planetary health and human well-being, and stressing the immediate need to address the escalating global biodiversity crisis exacerbated by human actions.

In observance of this event, the DECR initiated various programs aimed at conserving and enriching biodiversity:

- 1. Educational Initiatives:** Expanded outreach endeavors, such as the Nature School and the Greening Our Schools program, in partnership with the Department of Education. These efforts encompassed workshops, school engagements, and public forums.
- 2. Adoption of Sustainable Practices:** Demonstrated a commitment to sustainable methods by safeguarding and enforcing protected areas.
- 3. Focus on Research and Innovation:** Allocated resources for research through initiatives like the Blue Belt program and Darwin Plus Local funding to comprehend biodiversity decline and devise conservation strategies.
- 4. Engagement in Collaborative Ventures:** Continued partnerships with non-governmental organizations, academic institutions, and private enterprises to foster extensive biodiversity conservation collaborations.

The DECR urged individuals, communities, and businesses to partake in conservation endeavors by engaging in activities such as tree planting, reducing plastic consumption, and endorsing sustainable goods. They emphasized that the actions taken today will influence the health and prosperity of future generations. For additional details and opportunities for involvement, the public was encouraged to visit the DECR's Instagram and Facebook profiles or contact them via email.

KEY ACTIVITIES AND ENGAGEMENTS 2024

DECR LEARN-TO-SWIM



Providenciales, Turks and Caicos Islands, June 13, 2024 – In celebration of the upcoming Civil Service Week (June 16-22) and World Oceans Day on June 8, the Department of Environment and Coastal Resources (DECR) announced a Community Learn-to-Swim event on Monday, June 17. The event was held at Bight Park, Providenciales, from 9am to 10:30am, welcoming participants of all ages and skill levels. Volunteer instructors taught basic swimming skills and safety tips to help attendees enjoy their time at the pool or beach. Registration was open until 4pm on Friday, June 14, and could be completed by emailing the DECR's Environmental Outreach Coordinator, Amy Avenant.

The Learn-to-Swim event aimed to foster a deeper appreciation for the ocean and its preservation by equipping community members with essential swimming skills. This initiative was part of a broader effort to promote water safety and environmental stewardship within the Turks and Caicos Islands. Amy Avenant, the Environmental Outreach Coordinator, expressed her excitement about the event: "We are thrilled to offer this opportunity to our community. Swimming is not only a vital life skill but also a gateway to understanding and respecting our marine environment. By teaching these skills, we hope to inspire a new generation of ocean advocates."

Participants who attended the event were greeted with warm smiles and enthusiasm from the volunteer instructors. The session began with a brief introduction to water safety, covering topics such as recognizing rip currents, the importance of swimming with a buddy, and the proper use of flotation devices. Following the safety briefing, attendees were divided into small groups based on their skill levels, ensuring personalized attention and instruction. Children splashed in the shallow end, their laughter echoing through the park as they practiced floating and kicking techniques. Adults, some of whom were stepping into the water for the first time, steadily gained confidence under the patient guidance of their instructors. The event concluded with a fun relay race, bringing together participants of all ages to celebrate their newfound skills and camaraderie. Each participant received a certificate of completion, along with a pamphlet on ocean conservation and tips for safe swimming practices.

The DECR hopes that this event will become an annual tradition, further strengthening the community's connection to the ocean and its delicate ecosystems. As the sun set over Bight Park, it was clear that the Learn-to-Swim event had made a lasting impact, leaving attendees more confident in the water and more passionate about protecting the natural beauty of the Turks and Caicos Islands.

KEY ACTIVITIES AND ENGAGEMENTS 2024

GREENING OUR SCHOOLS' AWARDS CEREMONY

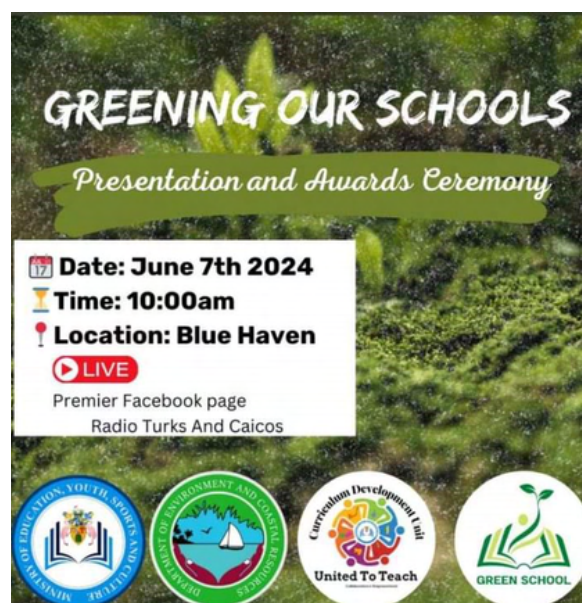


Providenciales, Turks and Caicos Islands, June 25, 2024 – Schools from across the Turks and Caicos Islands gathered to showcase their environmental initiatives at the 'Greening Our Schools' awards ceremony. The event, attended by ministries, departments, officers, teachers, students, and parents, highlighted innovative projects developed by students to reduce their carbon footprint.

The 'Greening Our Schools' initiative, focusing on biodiversity, waste management, energy conservation, and water conservation, saw students implementing sustainability projects within their schools. During the ceremony, 12 of the 17 participating schools were honoured with the Green Flag, symbolizing their commitment to environmental excellence.

Green Flag Awardees:

- Adelaide Oehmler Primary School
- Charles Hubert James Primary School
- Clement Howell High School
- Eliza Simons Primary School
- Enid Capron Primary School
- International School of the TCI
- Iris Stubbs Primary School
- Marjorie Basden High School
- Oseta Jolly Primary School
- Provo Primary Middle School
- Raymond Gardiner High School
- Thelma Lousie Primary School



KEY ACTIVITIES AND ENGAGEMENTS 2024

Primary School Category:

- Second Runner-Up: Provo Primary (Biodiversity)
- First Runner-Up: International School of the Turks and Caicos Islands (Waste Management)
- Champion School: Enid Capron Primary School (Water Conservation)

High School Category:

- Second Runner-Up: Clement Howell High School (Biodiversity)
- First Runner-Up: Raymond Gardiner High School (Biodiversity)
- Champion School: Marjorie Basden High School (Biodiversity)

Special Prizes:

- Green Ribbon for the most innovative project
- \$1,000 from the Department of Education
- \$1,000 from Provo Water Company
- Supplies and six months of technical support from EA Landscaping
- \$300 Cash Prize from TCI Waste
- School Supplies from Fortis TCI

The Department of Education and the Department of Environment and Coastal Resources (DECR) thanked sponsors EA Landscaping, TCI Waste, Provo Water Company, and Fortis TCI for their support. The Minister for Education, Honourable Rachel Taylor, commended the awarded schools for their commitment to sustainability and encouraged others to continue their efforts.

The Greening Our Schools initiative will continue, with registration reopening on June 25, 2024. Schools are reminded that the Green Flag can be revoked if sustainable projects are not maintained. For more information, schools can contact Elisann Delancy or Amy Avenant.



KEY ACTIVITIES AND ENGAGEMENTS 2024

Fish Fry Enhancement Grand Turk

In preparation for the return of the Grand Turk Fish Fry, DECR and Experience TCI conducted a walkthrough of the Local Village (new venue). The following aims and next steps were identified: placing a dancing man (airman) statue beside the song by the road, repainting booths with cultural artifacts on the walls, and creating a vineyard scene with historical elements and hashtags such as #experiencegrandturk. Additional plans included repainting the deck in various colors, constructing a wooden box for photo opportunities with wooden structures like cacti or flamingos, and installing sail shades, tables, and games. A gaming area was to be set up with activities such as hopscotch, dominoes, marbles, chess, corn hole, and mini golf. The kitchen and restaurant station were to be renovated, with a requirement for two bars (one for cocktails and one for smoothies), and the kitchen was expected to be completed by November 2024. Additionally, Instagrammable areas were to be created to enhance the venue's appeal.



KEY ACTIVITIES AND ENGAGEMENTS 2024

Gaming Control Commission



Mission: To Regulate the Gaming Industry of the Turks and Caicos Islands so that it is transparent, able to monitor Anti-Money Laundering activities, reflects Responsible Gaming policies, international and regional regulatory standards and focuses on the professional development of its commission and staff.

QUATERLY REPORT

The Gaming Control Commission of the Turks and Caicos Islands is poised to drive strategic growth and operational excellence through the formulation of a Corporate Strategic Plan aimed at diversifying its gaming products portfolio. With the objective of achieving a robust Compound Annual Growth Rate (CAGR) of 10% to 15% in gaming tax revenues over the next five years by the end of Q1 FY2024-25, the Commission is set to establish key performance indicators (KPIs) to measure progress and guide decision-making. Following the acceptance of a proposal from Gaming Laboratories International (GLI) at the end of Q4 FY2023-24, the Commission is eagerly anticipating the completion of the plan by the end of Q2, marking a significant milestone in its strategic roadmap towards sustainable revenue growth and enhanced market competitiveness.

The development and implementation of relevant KPIs will play a pivotal role in the Commission's journey towards achieving its growth targets and expanding its gaming offerings in the Turks and Caicos Islands. By defining performance metrics related to revenue growth, product diversification, customer engagement, and regulatory compliance, the Commission aims to track progress, identify areas for improvement, and drive strategic initiatives that align with the overarching objectives of the Corporate Strategic Plan. Through a data-driven approach guided by well-defined KPIs, the Gaming Commission is positioned to enhance operational efficiency, foster innovation, and deliver sustainable value to stakeholders while driving significant growth in gaming tax collections over the coming years.

To the Gaming Commission, it is imperative to enhance regulatory capacity through a comprehensive training plan aimed at equipping staff with the necessary tools and knowledge to effectively monitor licensee compliance. By implementing a robust training program, the Commission can stay abreast of evolving regulatory requirements and industry best practices. Furthermore, the proposed quarterly off-site reviews and audits of casinos, coupled with mandatory quarterly on-site reviews of all licensees, will enable the Commission to conduct thorough assessments of operations and ensure adherence to regulatory standards. These measures will bolster the Commission's oversight capabilities and foster a culture of compliance within the gaming industry.

KEY ACTIVITIES AND ENGAGEMENTS 2024

While the training plan awaits approval from the Board, the proactive efforts of the AML coordinator and field inspectors in conducting compliance and AML monitoring are commendable. Their diligence in mitigating risks and upholding regulatory standards demonstrates a commitment to maintaining integrity within the gaming sector. By leveraging these existing practices and integrating them into the proposed training plan, the Commission can fortify its regulatory framework and enhance its ability to effectively monitor licensee compliance. Through continuous improvement efforts and renewed enforcement strategies, the Gaming Commission can uphold the highest standards of integrity and ensure a fair and transparent gaming environment for all stakeholders involved.

The Gaming Commission is on track to achieve significant operational enhancements through the digitalization of its records and the transition to a fully automated system by Q3 FY2024/25. This strategic initiative will not only facilitate greater efficiency within the organization but also ensure the safe storage of information, increased security measures, and improved data recovery capabilities. By embracing digital transformation, the Commission aims to enhance collaboration, streamline processes, and adapt to the demands of the modern regulatory landscape. This transition represents a pivotal step towards leveraging technology to optimize operations and deliver enhanced regulatory services to stakeholders.

With the confident approval of the record digitization initiative, the Gaming Commission eagerly anticipates the arrival of the purchased server, which will serve as a cornerstone in streamlining the digitalization process. This milestone marks a critical juncture in the Commission's journey towards modernization and lays the foundation for a more agile, secure, and responsive regulatory environment. By harnessing the power of automation and digital tools, the Commission is poised to unlock new levels of operational efficiency, data integrity, and collaboration capabilities, ultimately reinforcing its commitment to excellence in regulatory oversight and service delivery.



KEY ACTIVITIES AND ENGAGEMENTS 2024

The Gaming Commission is in the process of establishing robust organizational policies to align staff with the organization's values and objectives, aiming to enhance internal cohesion and foster superior service delivery and excellence. This strategic move is designed to promote stronger interconnectivity within the organization, enabling a more unified workforce that is better equipped to advance the organization's mission and goals effectively.

Progress is underway in developing key policies, with the performance management policy expected to be finalized by the end of Q1 FY2024-25, followed by the completion of the risk management policy and vehicle policy in Q2 FY2024-25. These policies are currently awaiting approval by the Board, and we are committed to providing you with regular updates on their status as they progress through the approval process.



POWER OF THE COMMISSION

The Commission is vested with broad powers to undertake any activities deemed necessary for the effective execution of its functions and the fulfillment of its regulatory responsibilities and duties under the Ordinance. These powers encompass a wide range of activities and initiatives aimed at ensuring the proper regulation and oversight of the gaming industry in accordance with established standards and regulations.

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DEPARTMENT OF FISHERIES

QUATERLY REPORT

Objective: To implement proper management of the department's mandate by employing legislation for the safety of seafarers and the protection of the marine environment by promoting a sustainable fisheries and maritime industry.



MSME Programme and Sustainable Livelihoods for Fishermen



KEY ACTIVITIES AND ENGAGEMENTS 2024

The Fisheries Management and Regulatory Ministry (FMRM) is mandated with the responsibility for the management of fisheries by employing legislation to ensure the safety of seafarers and the protection of the marine environment, promoting a sustainable fisheries industry. In April 2024, the department embarked on several key activities. They promoted sustainable fisheries by starting the Fisheries Management Plan and Standard Operating Procedures (SOPs), and continued the implementation of management reporting with timely monthly reports from each island office.

The department also worked on sustainable livelihood intervention plans, finalizing the deployment strategy for Phase 2 of the Lobster Casita and completing MSME consultancy data collection and interviews. Additionally, they launched the Caribbean Oceans and Aquaculture Sustainability Facility (COAST) climate risk insurance for fishermen. Community engagement and stakeholder meetings were developed, with dates and agendas formulated for meetings scheduled before the end of May 2024. Data collection and research were enhanced with external agencies, and the department participated in regional and international engagements, such as the CRFM 18th Ministerial Council Meeting and the ICCAT Pelagic Work Group.

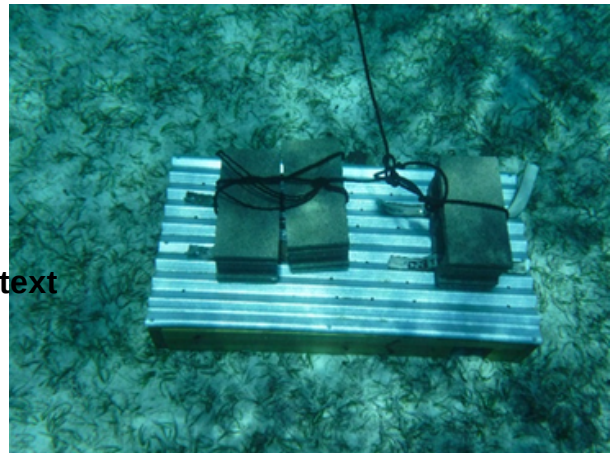
Human resources and capacity building efforts included the hiring of an Environmental Officer and the development of a Training Register for 2024 FMRM staff. Fisheries market management and oversight received multiple inquiries regarding the Grand Turk Fish Market, requiring further review. Monitoring, control, and surveillance of fishing and water sports operations were enhanced, and legislative amendments were implemented to improve enforcement efficiency.

KEY ACTIVITIES AND ENGAGEMENTS 2024

In June 2024, the department completed the draft Fisheries Management Plan, incorporating recommendations for improved management. They finalized the Standard Operating Procedures (SOPs), which included recommendations for vessel handling and licensing, while the Scientific SOPs remained under review by the new Technical Unit to adjust schedules and data submission forms. Concurrently, enforcement training was being updated, and upon completion, the SOPs would be drafted. The department also continued implementing management reporting, ensuring the timely submission of monthly reports from each island office in Grand Turk, South Caicos, and Providenciales.

To promote and implement the sustainable livelihood intervention plan through the development and establishment of programs suitable for livelihood alternatives for fishers and fisherfolk by Q4, the department completed Phase 2 of the Spiny Lobster Casitas Project. They built 220 casitas in Providenciales under 11 contracts (20 casitas per contract) and 340 casitas in South Caicos under 17 contracts (20 casitas per contract), totaling 560 constructed casitas. The casitas were issued to interested fishermen for deployment. Twenty-one casitas were retained in Providenciales and deployed by the FMRM for monitoring by the Technical Unit. In South Caicos, the FMRM planned to deploy all remaining casitas not claimed by fishermen, having supplied cinder blocks and rebar to stabilize the deployment.

The FMRM aims to complete the remaining deployments as vessel availability and schedules permitted over the following months.



KEY ACTIVITIES AND ENGAGEMENTS 2024



The MSME consultancy, conducted by FisherFolkFirst, completed its final report and presentation. The consultants presented their findings directly to InvestTCI and were expected to present to the Premier and the FAC committee in July 2024. The report included evaluations of the current program, benchmarking regional and international best practices, and stakeholder engagement. The consultancy aimed to streamline the MSME application process for the fishing sector, making it more accessible for fishermen and fostering economic development and sustainable livelihoods in the Turks and Caicos Islands.

Additionally, the DPLUS Local DPL00045 project, "Developing biodiversity stewardship among TCI fishers through outreach and education," completed several deliverables by April 2024. These included developing 3-fold brochures, posters, pull-up banners, and a website. FisherFolkFirst was finalizing video audio in English, Spanish, and Creole to provide information on TCI fisheries legislation and ecological data. The materials were distributed and deployed in Providenciales, South Caicos, and Grand Turk. FisherFolkFirst finalizing audio for multilingual educational videos and distributing brochures, posters, and banners across Providenciales, South Caicos, and Grand Turk.

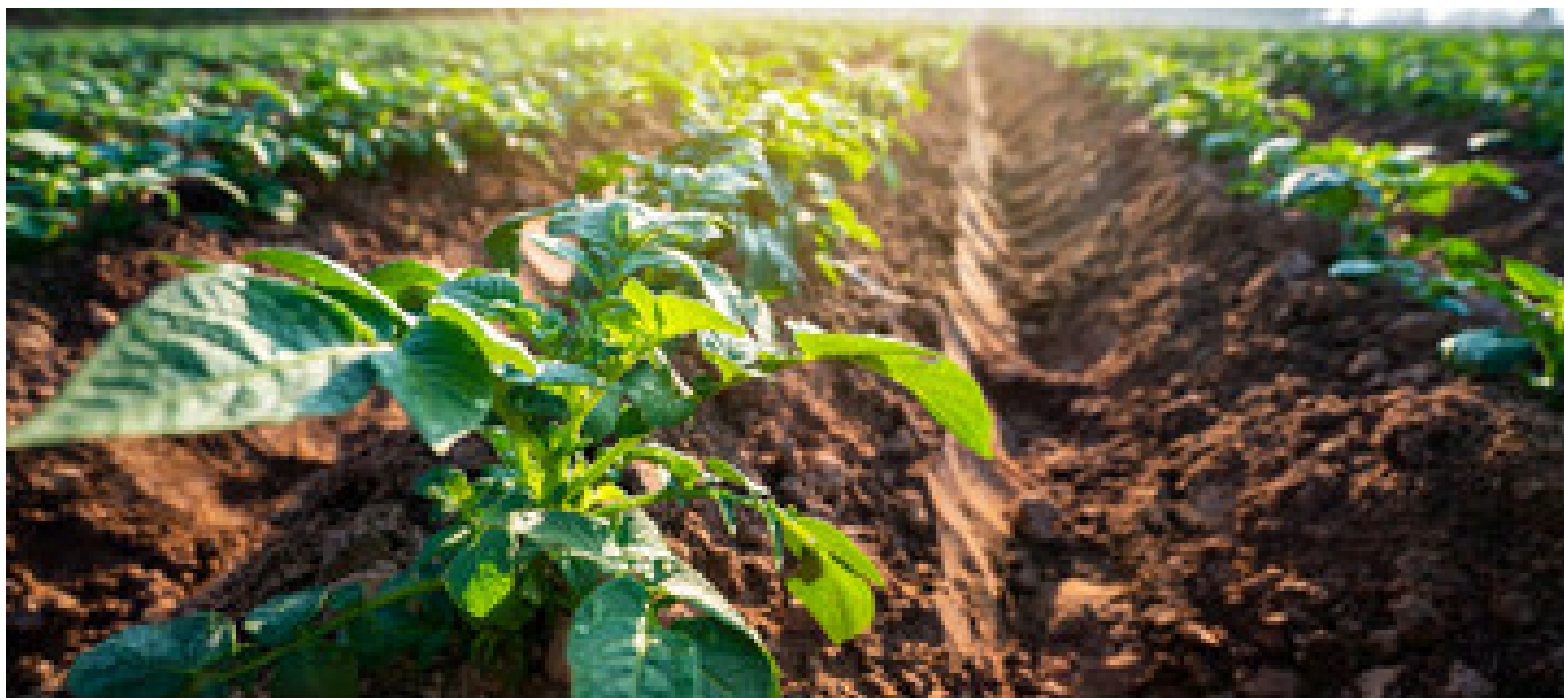
The COAST initiative sought climate risk insurance coverage for fishermen, but FMRM struggled to provide specific data required by CCRIF and was awaiting further discussion. Additionally, the Ministry's community meetings with stakeholders were postponed but rescheduled for July 2024. Lastly, discussions with Dr. Andrew Danlychuk continued regarding potential workshops and collaborations on sport fishing, with Dr. Danlychuk revising a Concept Note for future consultancy.



DEPARTMENT OF AGRICULTURE

QUATERLY REPORT

Objective: The Department of Agriculture continued to fulfill its mandate to promote and encourage agricultural development throughout the Turks and Caicos Islands, ensure the safe importation of food, and promote biosecurity.



KEY ACTIVITIES AND ENGAGEMENTS 2024

In first quarter, the Department of Agriculture continued to fulfill its mandate to promote and encourage agricultural development throughout the Turks and Caicos Islands. It is ensuring the safe importation of food and enhance biosecurity measures.

Key activities and engagements that took place the past few months included:

- **Sanitation and Environment Presentation**

The Department of Agriculture hosted a comprehensive presentation on sanitation and environmental stewardship, focusing on the importance of maintaining hygienic agricultural practices and safeguarding the environment. Attendees included local farmers, agricultural students, and environmental advocates. The presentation highlighted best practices for waste management, strategies for reducing pollution, and methods for conserving natural resources. The outcome was a commitment from participants to implement more sustainable practices and an increase in awareness about the critical role of sanitation in agricultural success.

KEY ACTIVITIES AND ENGAGEMENTS 2024

• Career Day Participation:

The Department of Agriculture showcased a "Careers in Agriculture" display at the Career Day event held by Louise Garland High School in Providenciales on April 26th. During the event, the department actively engaged with students and job seekers, providing insights into various career opportunities within the agricultural sector. The department set up interactive booths and distributed informational brochures detailing roles such as agricultural scientists, biosecurity officers, and farm managers. Discussions centered on the educational pathways required for these careers and the department's efforts to support workforce development. The outcome was a heightened interest in agricultural careers among attendees and several follow-up inquiries about internships and training programs.



• Fruit Flies Workshop:

The Plant Services section conducted an "Introduction to Fruit Flies" workshop at H. J. Robinson High School in Grand Turk on April 18th. The Department of Agriculture addressed the challenges posed by fruit flies to local crops. Experts presented on the identification, monitoring, and management of fruit fly populations, emphasizing integrated pest management strategies. Participants, including local farmers and agricultural extension officers, engaged in hands-on demonstrations and discussions about the latest research and techniques. The workshop concluded with the development of a coordinated action plan to monitor and control fruit fly infestations, aiming to reduce crop losses and improve fruit quality. The objective was to safeguard the Caribbean from the threats and impacts of the introduction, economic damage, and spread of fruit flies through investigation, research, and the provision of advice and training on all matters related to fruit flies.



Topics Covered:

- Description of fruit flies and surveillance program
- Why fruit flies are successful and common infected host plants
- Economic importance of fruit flies
- Description of fruit flies of importance in the Caribbean



KEY ACTIVITIES AND ENGAGEMENTS 2024

Interaction Activities with Attendees:

- Display of fruit fly specimens
- Time for questions and inquiries
- Demonstration of tools used in the fruit fly surveillance program (traps, baits, baskets, inserts).

Photos: Images featuring the Chief Plant Protection Officer, Roneta Huntley Thomas, and quarantine officers Dr. Ralston Bent and Mayra Jimenez Almonte during the "Introduction to Fruit Flies" workshop.

Earth Day Display:

In recognition of Earth Day on April 19th, the Department organized a display highlighting the role of plastics in agriculture at the IGA car park. The event aimed to raise awareness about sustainable agricultural practices and their environmental impact.

The display featured demonstrations of composting, organic farming, and water conservation techniques. Attendees had the opportunity to engage with department staff, ask questions, and participate in mini-workshops. The event effectively raised awareness about sustainable agriculture, fostered community involvement, and encouraged the adoption of eco-friendly practices among local farmers and gardeners.



KEY ACTIVITIES AND ENAGAGEMENTS 2024



Photo Credit: Transformation, Forestry & Fisheries - SVG

CARICOM and CARIBVET Meetings:

The Chief Veterinary Officer (CVO) participated in the CARICOM CVOs and CARIBVET meetings in St. Vincent from April 22nd to 26th, focusing on updating CaribVET's technical groups, electing new leadership, presenting an interactive ONE HEALTH activity, introducing the Padiweb tool for epidemic intelligence, and holding specific sessions on African Swine Fever and Avian Influenza. The meetings aimed to enhance regional disease surveillance and strengthen collaborative efforts in animal and plant health management across the Caribbean. Discussions was covered on administrative matters, including the election of chair and vice-chair, presentations on the presidency, updates from CAHFSA, implementation of COTED-approved policies, regulatory medicine issues like avian influenza and African Swine Fever, extra-regional trade concerns, an update on the Caribbean Week of Agriculture, and other pertinent topics among CARICOM and Associate Members.

Key contacts made during the meetings include:

- **USDA Resources:** Access to USDA resources aimed at combating diseases like African Swine Fever, emphasizing the socio-economic impact on food and nutrition security in the Turks and Caicos Islands due to informal trade with the Dominican Republic and Haiti.
- **Government of the Turks and Caicos and Minister of Agriculture Meeting:** Discussions and agreements on future agricultural trade, technical assistance, and the movement of donkeys from Grand Turk to Jamaica, aiming to manage donkey populations and support rural agricultural development in Jamaica.
- **CARICOM Initiative of 25% by 2025:** Participation in discussions focusing on the CARICOM Initiative to address regional food insecurity, highlighting strategic alliances between sectors to develop products and business opportunities. Innovative financing options were explored, including venture capital and attracting diaspora investors.

KEY ACTIVITIES AND ENAGAGEMENTS 2024

- **Preparedness Plans:** Emphasis on developing preparedness plans for managing diseases such as African Swine Fever and avian influenza. Active surveillance efforts were noted, including monitoring imports from Hispaniola to mitigate risks like illegal sausage imports from the Dominican Republic.
- **Continued Regional Dialogue:** Recognition of the importance of ongoing regional dialogue to address cross-border disease challenges effectively. Plans were discussed to convene further regional meetings to sustain this dialogue and plan future actions.



Photo credits: New Scientist

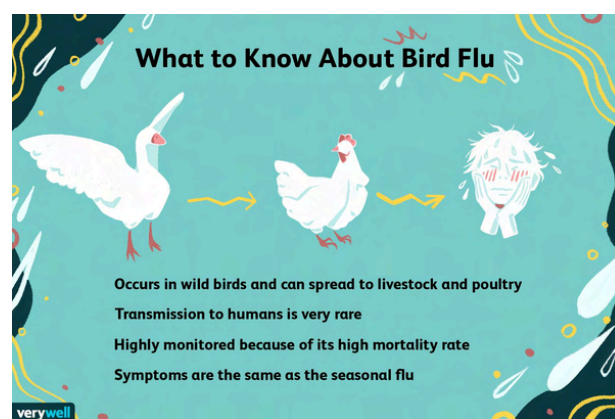


Photo credits: Verywell Health



Photo credits: Caribbean & Co.



NATIONAL TRUST

QUATERLY REPORT

Objective: *Our mission is safeguarding the cultural, natural, and historical heritage of the Turks and Caicos Islands*



KEY ACTIVITIES AND ENAGAGEMENTS 2024

The Turks and Caicos National Trust (TCNT) stands as a beacon of dedication to the preservation and promotion of the rich cultural, historical, and natural heritage of the Turks and Caicos Islands, both for the present generation and those yet to come. Rooted in the principles of conservation, our organization is committed to safeguarding and revitalizing the diverse array of natural wonders and historical landmarks that grace our islands, while concurrently striving to foster public awareness and education about the invaluable legacy that defines our nation. At the heart of our endeavors lie a series of key initiatives aimed at nurturing and enhancing the TCI experience, weaving together the threads of heritage and culture to create unforgettable encounters and meaningful interactions.

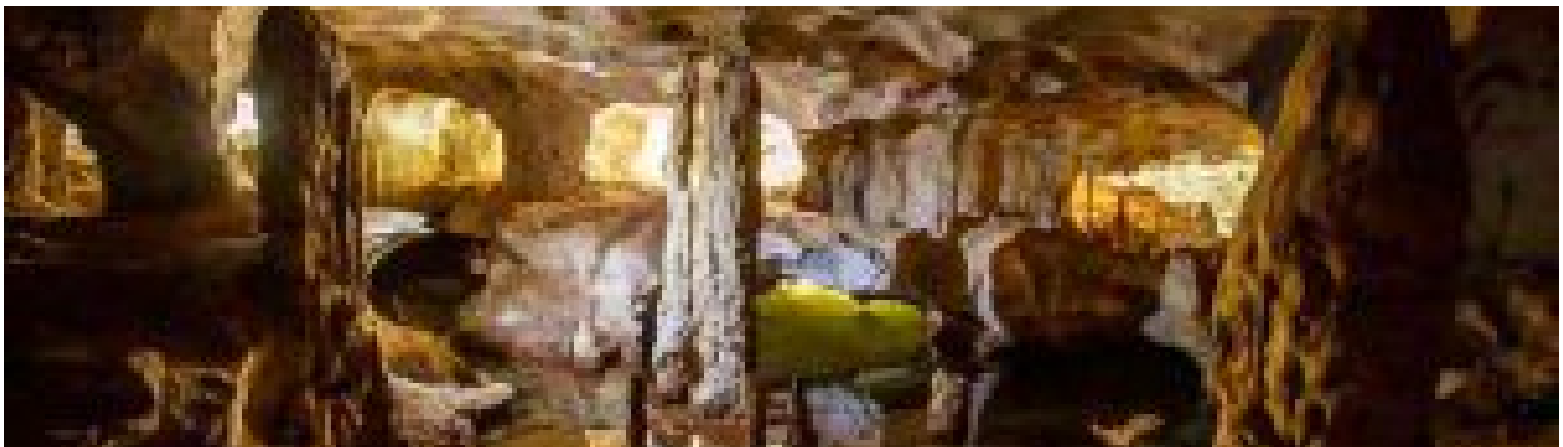
Through a collaborative partnership forged with esteemed institutions such as George Washington University and Experience TCI, our efforts have gained momentum since the inception of discussions in December 2023, evolving into a multifaceted exploration of the various industries that have shaped the identity of the Turks and Caicos Islands. Under the expert guidance of Winema Sanders, our Executive Director, students from George Washington University have embarked on a journey of discovery, delving into the intricacies of industries that have left an indelible mark on our islands' history and identity. From the sisal industry in North Caicos and Middle Caicos to guano manufacturing in East Caicos, and the age-old tradition of sponging in East Caicos, South Caicos, and North Caicos, this collaborative initiative has provided a platform for immersive learning and exploration. As we progress with this initiative, our efforts will unfold in carefully planned phases, culminating in a presentation slated for May 2024. Through these endeavors, the Turks and Caicos National Trust endeavors to not only preserve the tangible and intangible heritage of our islands but also to celebrate and share it with the world, ensuring that future generations inherit a legacy steeped in pride, appreciation, and reverence for our cultural and natural heritage.

Product Development in the Heritage Sites:

- Camping including 'glamping' (pods and yurts)
- Bird Rock Point, Providenciales
- Donkey Railroad Trail, East Caicos
- Conch Bar National Park, Middle Caicos

The demand for camping and overnight stays in national parks and heritage sites, along with the need for affordable holiday accommodations within these areas, has been steadily increasing. In the past, the Department of Environment and Coastal Resources (DECR) required planning permission for the use of land as a campsite, including the provision of services and the construction of ancillary buildings such as toilets. Clearance from the Environmental Health Department was necessary for the erection of toilets.

Regarding tourism infrastructure and facilities for visitors, the Outdoor Recreational Plan provided a framework for the development of infrastructure to support outdoor recreation activities such as caving, kayaking, walking, and hiking, including long-distance and wilderness trails. In terms of water-based recreational infrastructure, docking areas within the sites were primarily used for tourism-related activities and sightseeing vessels. The planning considerations for new piers included factors such as car parking, access, and environmental impacts, requiring ecological surveys and landscape assessments. Efforts aimed to encourage the development of more infrastructure, including slipways, particularly in wetland areas across heritage sites and national parks. Installations of viewing points and picnic areas were part of the scenic routes project, with a focus on creating innovative structures in wetland areas that blend with the landscape while minimizing ecological and access issues. Examples included installations at Little Water Cay, Bird Rock Point, Cottage Pond, and Flamingo Pond. Pathways were being appropriately rerouted or extended to connect existing core paths and long-distance trails to visitor attractions, showcasing the heritage and culture of the sites. Phased formations, alterations, or extensions of paths catered to various user groups such as walkers, hikers, and cyclists, with projects undertaken at locations like Little Water Cay, Bird Rock Point, and Cottage Pond. Efforts were also underway to enhance the Conch Bar Caves experience, raising awareness of the caves' natural heritage fragility and promoting sustainable tourism practices. Collaboration between the DECR, Culture Department, and local communities aimed to ensure the preservation of these caves for future generations while fostering economic development.



TCNT Events

MAY May 13th Global Big Count Day

May 22nd Biodiversity Day

May 25th – 27th Culture & Heritage Research

May 27th National Hero's Day (JAG's Day)

JUNE

June 1st World Reef Day

June 5th World Environment Day

June 8th World Oceans Day

June 12th King's Birthday

June 21st – 22nd Bi-annual strategic review

June 23rd Heritage and Culture Meeting

June 24th/29th East Caicos Projects Community Engagement

July July 3rd World Seabird Day

July 13th TCI Heritage Staff Workshop (Professional Development)

July 14th Staff Appreciation Day

TBA Annual Environmental & Cultural Summer Camp

Partnership

The TC National Trust partnered with a student consulting team from George Washington University and Experience TCI to develop the TCI tourism product to showcase the heritage and culture to visitors and locals. The client presentation was delivered online on April 25th, 2024 at 8:00 p.m. EST.



TCNT Activities

April Activities



The poster for the East Caicos Project Workshop features a scenic view of a beach and turquoise water at the top. Below the image, the title "East Caicos" is written in a large, elegant script, followed by the subtitle "Our Past Our Present Our Future" in a smaller, simpler font. The poster includes logos for the Marine Conservation Society, Darwin Plus, and RSPB. It details a public screening and open discussion about the current Darwin Plus Project, with dates and times for three sessions: Wednesday April 3rd, Thursday April 4th, and Friday April 5th, all at the Edward Gartland Youth Center, Providenciales. It also mentions that light refreshments will be served and provides contact information for RSVPs.

East Caicos
Our Past Our Present Our Future

Public Screening and open discussion
about the current Darwin Plus Project

Come and have your say on the future management of East Caicos.

Wednesday April 3rd, 2024
Edward Gartland Youth Center, Providenciales
11am - 2pm

Thursday April 4th, 2024
DECR Conference Room, Providenciales
3:30pm-6:30pm

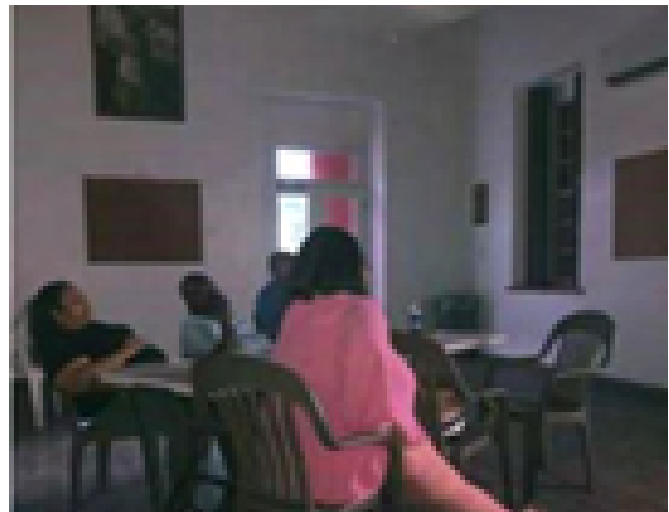
Friday April 5th, 2024
Edward Gartland Youth Center, Providenciales
11am -2pm

Light Refreshments will be served.

To RSVP please contact info@tcnationaltrust.org or 1(649) 941-5710

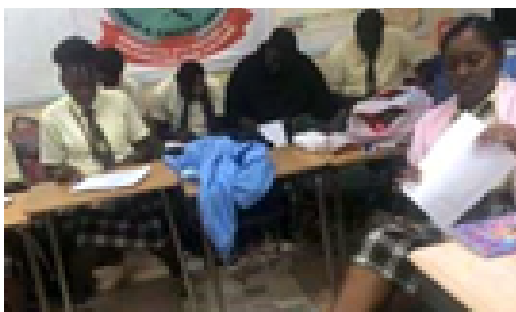
National Workshops

Conducted workshops around the TCI, partnered with Marine Conservation Society / RSPb and Darwin initiatives

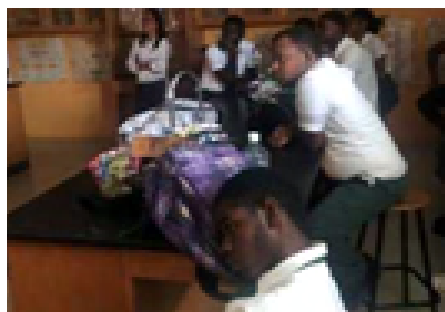


Grand Turk

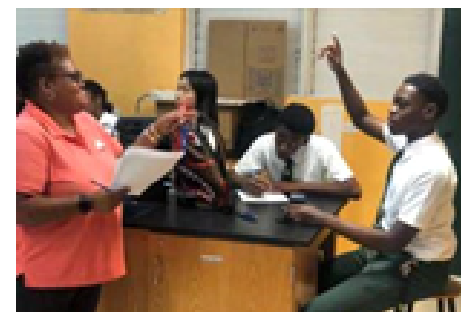
East Caicos Project – Workshop conducted through the islands / film 'East Caicos Our Past Our Present our Future'



Clement Howell High School
– Beaches Workshop



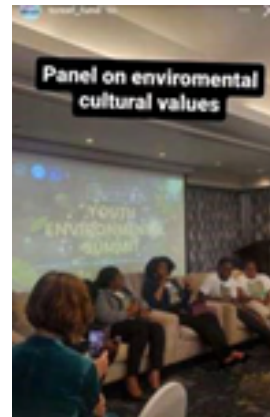
Raymond Gardiner High School
North Caicos - East Caicos Project



May Activities



TCNT partook in a 3-day conference 'Meet the Streets Conference.'



TCNT partook in Youth Environmental Summit

June Activities



TCNT – World Environmental Day, took students from Enid Capron Primary School to the Mangroves



Presentation at the June 2024 Rotary Club Meeting

CONCLUSION

Ministry of Tourism

The Ministry of Tourism, Environment, Fisheries, Heritage, Agriculture, Religious Affairs, and Gaming presented its performance review for the period of April to June 2024. This report evaluated key performance indicators (KPIs) to assess the Ministry's effectiveness in achieving its strategic objectives. The Ministry demonstrated strong financial performance with significant positive variances in recurrent revenue. However, challenges such as budget constraints faced in some departments and adverse weather conditions impacted some monitoring activities. Continued efforts were needed to address these challenges and leverage technological advancements for better monitoring and data collection. At the start of the second quarter of 2024 in April, the department maintained a staff complement of 99, with nine vacancies. During the period from April to June 2024, three new recruits joined the team, while there were two instances of attrition. By the end of June 2024, the staff complement remained steady at 99.

Department of Tourism Regulations

Going forward, key priorities will include the consistent scheduling of TIDES sessions to ensure ongoing training and the alignment of the Department of Tourism Regulations (DTR) ordinance with Business Licensing requirements. We will submit cabinet papers for adjustments to the DTR ordinance, quality standards, and regulations. Stakeholders will be encouraged to utilize the online accommodation application and the online TIDES application to streamline processes. The recruitment of a Training Officer will be essential for enhancing program delivery, and AirDNA will be employed to improve data utilization. Additionally, we will eliminate the use of manual TCIG receipts and finalize the cost of the TIDES training program. The finalization of Quality Assurance Standards and the installation of the Quality Assurance Board will also be critical in advancing our regulatory framework. In the first quarter, the tourism department tracked several key performance indicators (KPIs) to evaluate its operational success. The percentage of tourism establishments and services audited reached 32%, with inspections focused solely on accommodations. Stakeholder engagement was evidenced by nine tourism standards and compliance-related meetings held, demonstrating consistent communication.

The department conducted eleven tourism training sessions with service providers, fulfilling its ongoing commitment to scheduled and private training sessions throughout the TCI. Efforts to increase the percentage of online application submissions to 60% by year-end showed progress, achieving a 59% submission rate by Q1. However, no tourism license applications were successfully processed within a month, as the department was currently setting the standards for tourism services.

In contrast, the number of accommodation license applications processed within a month reached 100, indicating high activity during the peak season, though this number was expected to decrease in subsequent months. Positive feedback from stakeholders regarding the application process could not be assessed, as satisfaction surveys were scheduled for distribution at the end of the year.

CONCLUSION

Regulation training sessions for tourism businesses had not yet commenced, with plans to start in the last quarter. Lastly, the department developed twelve policies and regulations related to quality standards for tourism businesses, which were currently under review before submission.

The DTR also monitored various KPIs to assess its progress towards annual goals. The increase in the number of compliant tourism businesses, indicated by certificate inspections, reached 73 against a target of 85. This progress was primarily attributed to accommodations rather than other tourism-related businesses. The number of stakeholders attending meetings and adopting tourism-related standards was 91, reflecting decent turnouts depending on the sector, compared to a target of 160. The training of service providers significantly exceeded expectations, with 233 trained against an annual target of 150. This demonstrated a strong commitment to enhancing service quality across all areas. The department also aimed to increase the percentage of online application submissions to 60% compared to paper submissions by Q2, achieving 59% in Q1, marking substantial progress with 233 online submissions.

Lastly, there was a 50% reduction in the overall time taken for the approval of tourism licenses, accommodation licenses, and TIDES certifications compared to the previous manual process. This reduction was an estimate, as prior processes took approximately twice as long. The data indicated a strong start in several areas, though some targets, particularly those related to stakeholder engagement and compliant businesses, required further attention to meet annual objectives.

Experience TCI

In the first quarter, Experience TCI monitored several key performance indicators (KPIs) to evaluate its progress. The percentage increase in tourist arrivals was modest at 0.1%, against a target of 5%. In contrast, the percentage increase in cruise tourists significantly surpassed expectations, reaching 24.1% compared to the 10% target. The percentage increase in tourists from targeted markets was 0.9%, which fell short of the 15% target. The Destination Management Organisation (DMO) successfully increased the number of non-stop flights from source markets, achieving 6 additional flights in Q1, meeting the annual target. This increase included 173 weekly flights from 15 airlines between January and March, and 179 weekly flights from 15 airlines between April and June, marking a 3.4% increase in flight frequency. However, no destination events focused on local culture and heritage were held in Q1, against an annual target of 2 events. The department has scheduled two such events for Q3 of 2024-25.

Additionally, there were no historic or traditional buildings repurposed for tourism services, such as accommodations, restaurants, or shops, despite the target of 2 for the year. Efforts to refurbish these buildings involved reaching out to relevant stakeholders and planning meetings in July 2024 to explore how these buildings can be utilized to create new business opportunities for locals in Grand Turk.

CONCLUSION

Overall, while the department demonstrated strong performance in increasing cruise tourism and flight connections, other areas, particularly cultural events and the repurposing of historic buildings, require further efforts to meet the annual objectives.

In this quarter, the Destination Management Organisation (DMO) accomplished key data sources for the collection of tourism data, commenced meetings with various tourism stakeholders including the Permanent Secretary of the Ministry of Tourism and DTR for accommodation statistics, and established communication with database consultants, such as Intel Advisory Services, for building the Tourism Observatory database. They also mapped out the data collection process, completed a Brand Awareness Survey for distribution, and followed up with immigration for the collection of E/D card data.

Experience Turks and Caicos sponsored several significant local events, demonstrating its commitment to community engagement and support for cultural activities. The company contributed \$2,000 to the 2nd annual GT Link Up Weekend, enhancing its brand presence with prominent logo placements, media promotion, and event recognition. Additionally, Experience Turks and Caicos sponsored the 14th annual "Race for the Conch" with \$1,500, ensuring brand visibility through media promotion and event shoutouts. The annual "Commerce, Cocktails & Conversations" tradeshow received \$500, allowing the company to showcase its promotional materials and engage with attendees. Furthermore, Experience Turks and Caicos sponsored the Marjorie Basden High School graduation with \$1,500, presenting the Tourism Ambassador Award to recognize student leadership. Lastly, the company supported the Wheeland 'Pop up' Fish Fry with \$3,500, featuring branded items, live interviews, and active participation, reinforcing its dedication to promoting local culture and heritage.



CONCLUSION

Upcoming Activities for Q2

International and Regional Events:

Turks and Caicos Roadshow: July 29th – August 2nd - A 5-day event focused on training, educating, and inspiring the travel trade to ensure they have the knowledge to promote and sell the destination.

UK Destination Trainings: Various travel training sessions throughout July, August, and September - aimed at equipping the travel trade with the knowledge to effectively promote and sell the destination.

Virtuoso Travel Week: August 10th – 16th - A prestigious annual tradeshow that serves as a premier platform for networking, marketing, and learning within the luxury travel industry. This event facilitates B2B meetings between destinations and various industry stakeholders, including top luxury travel advisors, suppliers, and partners.

State of the Industry Conference: September 4th – 6th, 2024, in the Cayman Islands - A key conference focusing on the current trends, challenges, and opportunities within the travel industry.

Request for Proposal Summaries

Website Developer

The marketing team has issued an RFP for the development of a state-of-the-art website, inviting top companies worldwide to participate. Submissions are due by July 31, 2024. The new website will feature significant user experience enhancements, including a travel itinerary planning tool, live chat integration, and mobile functionality. Additionally, vendor-specific features will include vendor listings, vendor profile optimization, and a direct booking system.

Destination Marketing Company

The team has issued RFPs for a destination marketing company to serve the USA, Canada, and Latin America markets. The selected company will craft and execute a strategic marketing plan to amplify the allure of the Turks and Caicos Islands in these markets. The goal is to position the destination as a must-visit luxury haven, driving increased brand visibility, market penetration, and sustained growth in visitor arrivals. The chosen partner will focus on cultivating awareness, fostering travel trade relationships, and leveraging digital platforms to highlight the unique offerings of the Turks and Caicos Islands. Submissions are due by August 9, 2024.

Photography, Videography, Content Creation

The team is seeking a highly qualified provider for photography, videography, content creation, and editing services to enhance the visual representation and brand awareness of the Turks and Caicos Islands. The RFP will be distributed shortly. The selected applicant will be responsible for creating a comprehensive repository of high-resolution photographs and videos that capture the essence of the Turks and Caicos Islands, including its culture, landmarks, activities, and diverse tourism offerings. This content will be used across various platforms, including social media, the website, digital billboards, and printed materials, to engage and attract visitors from around the world.

CONCLUSION

Department of Environment Coastal Resources

The Department of Environment Coastal Resources demonstrated strong performance in several key areas during the second quarter of 2024. The number of SOPs and policies developed significantly exceeded the target, indicating robust efforts in policy development and review. Land/foot patrols within protected and non-protected areas also surpassed the target, reflecting a strong commitment to monitoring and enforcement activities on land. However, there were challenges in completing marine patrols and patrol reports, particularly in Grand Turk, due to logistical issues and adverse weather conditions. The low patrol report numbers highlight the need for improved transportation and equipment maintenance to ensure consistent monitoring activities.

Overall, the Department proactive approach in engaging with stakeholders and enhancing operational efficiencies, despite facing some operational constraints. Continued focus on addressing these logistical challenges and leveraging technological advancements will be crucial for sustained performance improvement in future quarters. In the upcoming quarter, key priorities will include a police-led training program for enforcement staff to enhance their skills and effectiveness. A Blue Belt visit is scheduled for July 2024, focusing on marine conservation initiatives. Efforts in protected areas management and marine spatial planning will be intensified. The department will progress with licensing renewals for National Parks and Beach and Coastal Licences. Establishing mooring fields and repairing swim zones in Grand Turk will be crucial tasks. Additional coral reef monitoring sites will be set up in Grand Turk to strengthen conservation efforts. Continual upgrades and maintenance of the Bight Park will be ensured. All capital projects will be reviewed by procurement to ensure their success. Lastly, events will be hosted at the Culture Markets throughout the Turks and Caicos Islands to engage the community and promote local culture.

Gaming Control Commission

The Commission is in the process of developing a Corporate Strategic Plan aimed at diversifying the mix of gaming products offered in the TCI to achieve a Compound Annual Growth Rate (CAGR) of 10% to 15% in gaming taxes collected over the next five years by the end of Q1 FY2024-25. After accepting a proposal from Gaming Laboratories International (GLI) in Q4 FY2023-24, the Commission is now awaiting the first draft of the plan, with completion anticipated by the end of Q2. Concurrently, efforts are being made to increase the Commission's regulatory capacity through a robust training plan and enforcement strategies, with pending approval for the training plan from the Board. Proactive compliance and AML monitoring activities are already underway to mitigate risks and ensure comprehensive monitoring of licensee compliance through various reviews and audits.

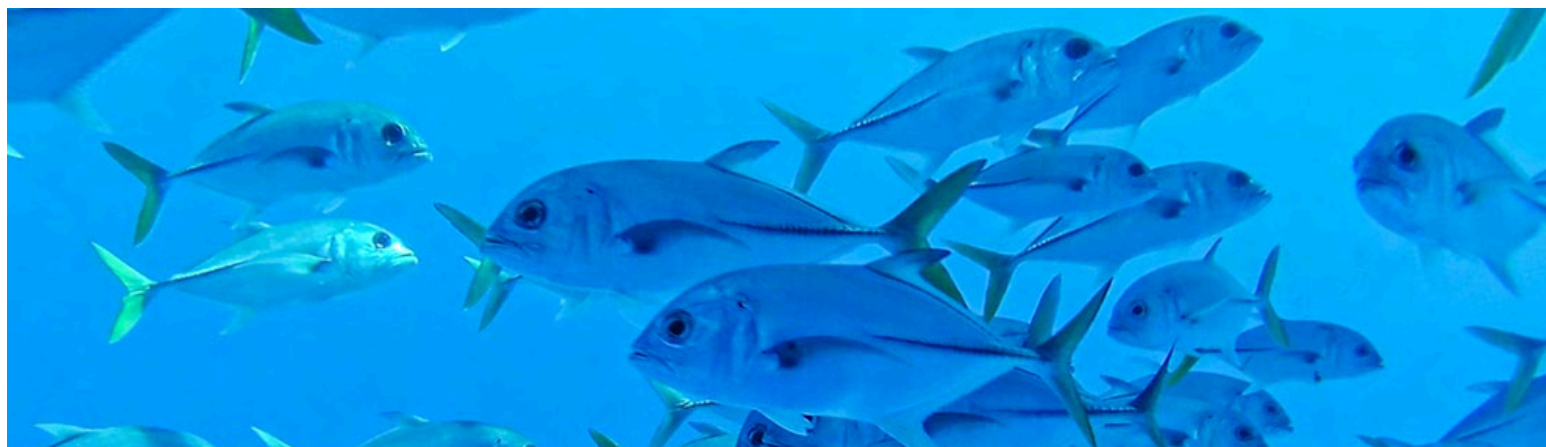
CONCLUSION

Furthermore, the Commission is set to digitalize its records and transition to a fully automated system by Q3 FY2024/25 to enhance organizational efficiency, information security, and data recovery capabilities. The approved digitization initiative is awaiting the arrival of the necessary server to streamline the process. In addition, the establishment of strong organizational policies, such as the performance management policy, risk management policy, and vehicle policy, is underway to ensure staff alignment with the organization's values and goals, fostering greater interconnectivity within the organization to enhance service delivery and excellence. The completion of these policies is expected to further strengthen the Commission's operational framework and support its strategic objectives moving forward.

Department of Fisheries

In the first quarter, the fisheries department aimed to achieve several key performance indicators (KPIs) to assess the effectiveness of its operations. The target for port and landing site surveillance was set at 200, with the department successfully completing 104 inspections. This indicated a strong start, achieving over half of the annual goal. However, no progress was made towards the target of 12 Port State control inspections to reduce substandard vessels in TCI waters, as none were conducted during this period.

The collection of landings, biological data, and assessments of various fisheries showed notable progress, with 9 out of the 12 targeted activities completed. This effort focused on gathering data from processors and recreational fisheries, contributing valuable information for assessments. Enforcement patrols aimed at preventing illegal activities within fisheries fell short, with only 9 patrols conducted against a target of 48.



CONCLUSION

These figures excluded joint patrols for border security, highlighting an area requiring increased focus. A significant achievement was observed in the number of process plant and restaurant inspections, where the department far exceeded the target of 48 by conducting 105 inspections. This surpassed the annual goal in just one quarter, emphasizing a robust effort in maintaining standards.

Finally, the processing of licenses and permits related to vessels, individuals, and processing showed moderate progress, with 81 completed out of an annual target of 300. This indicated steady advancement towards facilitating fisheries-related activities. Overall, while some areas demonstrated strong performance and exceeded expectations, others highlighted gaps that need addressing in subsequent quarters.

In the second quarter, the review of local server (iCloud) storage and its potential as a platform for vessel and personal registration, licensing, enforcement activities, and data collection was conducted. The Casita project saw progress with the deployment of Casitas either through fishermen directly or via FMRM.

Training opportunities for both enforcement and technical/scientific personnel were expanded. Participation in the COAST review and application modeling process was actively pursued.

Legislation efforts included reviewing proposed amendments with the Fisheries Advisory Committee, followed by a review with the Attorney General's chambers after receiving Ministry approval. Meetings with fishermen from all islands were held to discuss sustainable livelihoods.

The refurbishment of the remaining confiscated vessel, part of a trio designated for fisheries coastline patrol on the main islands, was completed. Work continued on standard operating procedures. The MSME consultancy process was concluded, and opportunities for grant funding were explored to make them more accessible to fishermen.

Additionally, a feasibility study report on the potential for aquaculture under the Blue Belt Project was finalized, outlining the need for specific regulations and management to diversify the sector.

CONCLUSION

Agriculture

In the first quarter, the agriculture department tracked several key performance indicators (KPIs) to evaluate its progress. The number of new farmer registrations was 0, against a target of 10. Similarly, no trainings were offered to backyard gardeners and farmers, falling short of the target of 9. The number of applications for grants and subsidies reached 3 out of a target of 12. Two crop demonstrations were established on Kew Farm, progressing towards the target of 3.

The department issued 1,488 import permits within 48 hours of receipt, against an annual target of 6,000. Additionally, three pieces of legislation/regulations were drafted, surpassing the target of 1. The number of inspections conducted at ports of entry and offloading sites was 178, progressing towards the target of 650. Two spay/neuter clinics were conducted, achieving the annual target of 2. Five farmers registered to farm in AgroPark, meeting the target.

In terms of community engagement, no persons participated in community gardens, compared to a target of 20. However, 40 persons visited Kew Farms and participated in field tours, against a target of 80. The number of complaints addressed in response to animal welfare/control issues was 19, nearing the target of 30. The total number of backyard farmers reached 90, surpassing the target of 50. The implementation of incentive programs reached 8%, against a target of 100%. The value of grants approved was \$20,000, compared to the target of \$250,000. Two pieces of legislation were implemented, out of a target of 5. The percentage increase in backyard farmers was 80%, well above the target of 30%. There was a 53% reduction in confiscated articles, against a target of 20%. The number of animal control/welfare complaints received was 29, out of a target of 45. The percentage of farms adopting new technology was 20%, nearing the target of 25%. There was no increase in the number of farmers, compared to the target of 25%. Overall, while the agriculture department demonstrated strong performance in some areas, such as the number of backyard farmers and reduction in confiscated articles, other targets, particularly those related to new farmer registrations, training sessions, and grant approvals, require further attention to meet the annual objectives.

In the upcoming quarter, the agriculture sector will prioritize several key areas. The "Business in a Box" initiative will be launched in Grand Turk and other family islands to support local enterprises. The online platform will advance beyond the testing phase, which was successfully completed with staff and importers in Providenciales. Amendments to the Dog Control, Animal Control, and Biosecurity Ordinances will be completed and enacted for implementation. Animal husbandry and clinical services will continue to be provided to farmers, ensuring their livestock's health and productivity. Additionally, collaboration with the Ministry of Health officials and other stakeholders will persist to finalize the draft of the Pesticide Bill.

CONCLUSION

Turks and Caicos National Trust

As Ms. Winema Sanders has concluded her term as Director at the National Trust, we take a moment to express our deep appreciation for her exceptional leadership and dedication to preserving our cultural heritage. Ms. Sanders has been an invaluable asset to the organization, guiding us with passion and vision. We thank her for her unwavering commitment and wish her nothing but success in her future endeavors. Her influence will continue to inspire us as we move forward, building upon the strong foundation she has helped establish.

Looking ahead to the upcoming plans for the second quarter at the National Trust, we have outlined several key initiatives to focus on:

Recruitment:

- Director position at TCNT
- Heritage Site Manager/Officer
- Education/Public Awareness Officer

Throughout the month of July, we will be collaborating closely with the Probation Department to provide work opportunities and training at the historic Cheshire Hall Plantation. We are proud to report that 6 parolees have successfully completed their community service with us over the past several months.

In honor of Emancipation Day this week, TCNT will be partnering with the Department of Culture to host a day filled with historic education and reflection, paying tribute to our ancestors and their enduring legacy.

National Youth Day holds exciting prospects as we plan to work closely with the Youth Department to engage and empower young individuals in our community.

Additionally, we will continue our efforts to work with schools to enhance education and awareness programs on traditional straw and bush medicine. Our commitment to research and education remains unwavering and will be a central focus for us in the upcoming quarter.

