

Human leg washes ashore

By Jason Graziadei
I&M Senior Writer

The skeletal remains of a human leg, with a sock and boot still clinging to the foot, washed up on Coatue last Thursday afternoon.

The grim discovery was made by rangers working with the Trustees of Reservations, the conservation group which manages the remote wildlife area, on the northeastern side of Coatue in the Chord of the Bay, which faces Nantucket Sound. The rangers reported the find to Nantucket police, and detectives were dispatched to retrieve the remains.

Investigators with the Cape and Islands District Attorney's office and the state medical examiner are now working to identify the victim, but the results of DNA testing may not be available for four to five months, District Attorney Michael O'Keefe said.

"There are a number of things that will enable us to make an identification, including DNA, but it will be a lengthy process," O'Keefe said. "There are some other things about the remains that may help us identify them before then."

O'Keefe would not discuss what other factors could allow investigators to identify the remains.

Authorities also declined to say whether the remains might belong to Jon Hemingway, the Nantucket man who is believed to have drowned after falling from his boat on a return trip to Nantucket from Hyannis with his wife and two young children in March. Police have contacted Hemingway's wife, Katie Hemingway, regarding the discovery on Coatue, and retrieved his old toothbrushes from her Field Avenue home to assist with

LEG, PAGE 5A



Photo by Jim Powers

Brian Geary, left, and Mike Rotondo of Alteris Renewables work 120 feet above the ground to secure the blades of the wind turbine being built at Nantucket High School Wednesday morning. The windmill could begin supplying power to the public school system by as early as today.

ReMain, National Grid team up to erect wind turbine at NHS

By Peter Martin
I&M Staff Writer

Rising above the Nantucket High School football field and dominating the skyline off Sparks Avenue is the island's newest green initiative: a 120-foot-tall, three-bladed windmill that will partially power the public schools and hopefully inspire a whole new generation of islanders to "think green."

Northern Power Systems, a Barre, Vt. company, began installing the 100 kW turbine at the end of the football field nearest the school on Monday.

"We're trying to help the school financially," said Dave Fredericks, National Grid's vice president of operations for Southern New England, including Nantucket. "But we also want to get the kids excited about the discussion. I don't know if wind will be the answer, but we want the kids to start having discussions about the future of energy."

Fredericks spearheaded the project on the island following discussions with Wendy Schmidt,



Photo by Jim Powers

Ian Bowles, secretary of the state Executive Office of Energy and Environmental Affairs, speaks at a public gathering Friday at the site of the wind turbine installed earlier this week at Nantucket High School.

president of ReMain Nantucket and the Schmidt Family Foundation, which she established with her husband, Google CEO Eric Schmidt. The foundation funded a large portion of the \$600,000 project, along with grant money from the state.

Construction on the project began in August when power lines and the foundation were installed, but it wasn't until Monday that the sections of monopole and the turbine that will sit atop them were transported to the island and

TURBINE, PAGE 13A

Dr. Hartmann named president, CEO of NCH

News buoys staff morale, confidence

By Joshua Balling
I&M Assistant Editor

Nantucket Cottage Hospital this week tapped one of its own to be its next leader, naming emergency-department head Dr. Margot Hartmann president and chief executive officer.

She replaces Sylvia Getman, who left in June to take a similar position at the Aroostook Medical Center in Maine, and is believed to be the first physician in the hospital's 99-year history to hold the top administrative post.

Hartmann, who joined the NCH staff in 1999, takes over an organization faced with a \$4.3 million deficit and still experiencing growing pains from its affiliation with Massachusetts General Hospital three years ago.

She vowed Tuesday to tackle both challenges head-on.

"I understand what it takes to deliver healthcare 30 miles out at



Photo by Nicole Harnishfeger

Dr. Margot Hartmann, named the new CEO and President of Nantucket Cottage Hospital.

sea, the relationships it takes, and the unique puzzle that is. With the resources of Mass General behind us, it is still important for us to locally solve our problems, and figure out a customized solution for Nantucket. As a physician and a

HOSPITAL PAGE 8A



Photo by Nicole Harnishfeger

E.J. and Robin Harvey, owners of the SeaGrille restaurant, have been in the business on Nantucket since 1982, and have had their three children involved with the business over that time.

Harveys love being in the restaurant biz

By Lindsay Pykosz
I&M Staff Writer

husband-and-wife restaurant owners E.J. and Robin Harvey function like a well-oiled machine. Married for the past 32 years, they have worked together for 25, and are heading into their 20th year as owners of The SeaGrille on Sparks Avenue.

For them, the food industry is nothing new, and their dedication is to perfecting their craft and continuing to be as involved in the island community as they can.

Working Nantucket

While E.J. generally stays tucked away in the kitchen as head chef, Robin oversees the front of the house, keeps everything running smoothly and makes sure her customers are well taken care of.

Raised in the Newport, R.I. area, the Harveys are both graduates of Middletown High School and come from similar backgrounds. While Robin graduated in 1978 from the University of Rhode Island with a physical edu-

HARVEYS, PAGE 5A

INDEX

Sports	1B
Living & Arts	11B
Bird Sighting	3B
Business	4A
Calendar	6B
Classifieds	7B
Feasting	12B
Letters	14A
Obituaries	10A
Sports Scorecard	2B
Crossword	3B
Sudoku	2B
Tides	3B

MAILING LABEL



8 04879 13787 0

dune
restaurant + bar

3-course restaurant week menu
serving dinner 7 nights
bar opens at 5pm

new fall menu

20 broad street • 508.228.5550 • www.dunenantucket.com

Hospital: Hartmann given three areas of focus by board

(Continued from page 1A)

local person, I can bring the importance of both of those concepts to every conversation," she said Tuesday.

"We have to reconfigure ourselves to be the best hospital we can be in these times. There will be some difficult conversations, and nobody has a magic wand. But I believe in this hospital, and I believe in this community. I'm one physician, but my colleagues are on board, perhaps in a new way."

While her first official day as CEO will be Oct. 4, Hartmann, 61, said she plans to transition into her new position slowly in the coming weeks while working to ensure the emergency department does not suffer from her absence.

"I may keep a toehold there. The ER has always been very precious to me. I'm still working on the time frame. It has to do with how appropriately and quickly I can delegate some of the things I've been doing in a way that feels comfortable and efficient to running the ER, and how quickly I can step into this role, which is equally important."

An easy decision

Stephen Anderson, chairman of the hospital's board of trustees, said the decision to offer Hartmann the job was an easy one after she expressed interest and interviewed for the post.

"Often when you do an executive search, you're exposed to an individual for a short period of time, and make judgments on how you hope the person will fill the role. Not that Dr. Hartmann's been in training for this job, but the island knows her, and she has the utmost respect from so many people. She's passionate about healthcare, the hospital and the island. It's the perfect combination at this particular time," he said.

"Nearly all of the entities comprising Partners (Mass General's parent) are led by a physician. It wasn't anything we were particularly looking for, but we were very pleased when a physician threw her hat in the ring. We feel she will bring an entirely different focus and element to the CEO position," he said.

Hartmann said she hadn't necessarily considered a transition into hospital administration until Getman's departure, but she acknowledged that being familiar with the hospital and the commu-



Stephen Anderson

nity will be beneficial in her new role.

"Initially it was not on my radar screen, although the physicians were having discussions about how to become more a part of the solution. It's important for the physician, as a community stakeholder and a hospital stakeholder, to be part of the solution," she said.

Three-pronged approach

"There are a number of issues we need Dr. Hartmann to focus on. We need to continue working on improving our financial condition. We are in a loss position from operations, but we're making improvements. July and August were both profitable months, maybe not as much as we would have liked, but they were very encouraging," Anderson said.

"The second theme will really be on morale, the perception of the hospital, communication and leading the great team of people we have. We have wonderful employees and wonderful clinicians, and Margot will be working with all of those people to bring about a positive attitude and a forward-looking hospital, and connecting with the community," he continued.

Hartmann admitted there is tough work ahead to improve morale and the financial stability of the hospital, which has seen its endowment and donations fall victim to the ongoing recession. Its financial struggles have been exacerbated by diminished patient volume and shrinking insurance reimbursements, which account for 83 percent of revenue.

Together, they precipitated a \$4.3 million bottom-line loss last year in the hospital's \$36 million

"She's passionate about healthcare, the hospital and the island. It's the perfect combination at this particular time."

— Stephen Anderson
Chairman, NCH board of trustees

budget, and the layoff of 16 of its 175 full-time and seasonal employees in January. But Hartmann said she's ready and willing to make the tough decisions necessary to ensure the organization's viability and high-quality medical care for island residents and visitors.

"In general, the issue is how can we balance the privilege and magic of medicine in terms of interaction with the patient, with the business of medicine. These are demanding and difficult times," she said.

"Tough decisions and bad news are always hard, although as a physician I'm used to giving bad news. But I think people understand they can't be immune from our larger realities. It's patronizing to pretend otherwise. If one can be plain-spoken, and bring everyone along in the process of decision-making, so that however difficult the realities are, we're in it together, that's the way to proceed. None of us can protect ourselves from the equations that we all have to live with in our lives, and the hospital has those equations, too."

Hartmann said her first priority will be to fully understand the economic and administrative realities facing the hospital today, and then "in a plain-spoken way, articulate those to the hospital team, and the community in general."

"The community exists for the hospital, and the hospital for the community. I think there's a trust that comes from having been in the weeds here the last 11 years, and I will bring the best insights I can with as much compassion and truth I can muster to this job," she said.

A "visible face"

"Being already a visible face of the hospital, I'm planning to be even more visible, and I absolutely want to know people's experiences with the hospital, and how we can improve if it hasn't been what they had hoped. I want them to bring

those experiences to me. My door will always be open."

Hartmann joined the hospital staff in 1999, coming from a private practice at Dedham Medical Associates in Dedham, Mass. She holds an undergraduate degree from Connecticut College, a doctorate in philosophy from the University of Surrey in Guildford, England, and a medical degree from St. George's Hospital Medical School in London.

In her new post, she answers directly to the hospital's board of trustees, which is ultimately overseen by Mass General. As emergency-department head, she was one of three physicians at NCH not employed by the Massachusetts General Physicians Organization — the others being Drs. Tim Lepore and Rocco Monto — the umbrella organization employing the vast majority of MGH and Partners Healthcare doctors.

Advantages to affiliation

While there have been some concerns among the staff about MGPO's commitment to the hospital and its physicians, Hartmann and Anderson this week emphasized the benefits the organization can provide, particularly in offering more affordable insurance coverage and economies of scale in purchasing.

She also spoke of her desire to take further advantage of the hospital's affiliation with Mass General, particularly in the area of patient care.

"I'm looking very forward to working with MGH to bring in more specialists. I'd like to make better use of that ability. We also need to upgrade the facility so the physicians who come here can do their best work. We're in a 1957 building with some wonderful in-fills, but the whole infrastructure, the office abilities, the electronic-records abilities, needs to be a priority," said.

And while she said she will look to hire additional physicians, particularly an OB/GYN to replace the departing Dr. Mary Murray, she won't do so without careful consideration.

"We're actively working to respond to the need for an OB-GYN, but first we have to understand what the right model is, to get someone to stay a long time. But we understand the desire," she said. "In terms of hiring more doctors, the easy answer is always yes, but it's a process question in terms of how you do it. We still need to determine that."

Headstones Memorials

Mobile Lettering Service

Nantucket Monuments

A Division of Neil Paterson, Inc.

83 Bartlett Road

508-228-3511

Driveway Markers and Posts Engraved - Pet Memorials

Indulge yourself...

Try Our Triple Treat

for 20% less! Reg. \$193.00

Now \$154.00

Manicure,
Pedicure & Facial

Specials are available Tuesday - Friday

Add a massage to your Triple Treat
and we will give you 20% off that as well!

Fall Hours:

Tuesday - Saturday - 9:00AM - 6:00PM

Tresses & The Day Spa

508.228.0024 • Gift Certificates available On-line and at Spa
117 Pleasant Street • www.nantucketspa.com

Join our mailing list for instant e-mail only specials.



Ten Seasons on Nantucket

Open for Dinner Service

Mon - Sat

6-10 pm

508-325-4500

sfogliarestaurants.com



facebook/sfoglia

Glenn Speer

Caretaking ~ Finish Carpentry
General Contracting

Now scheduling work for fall and winter
Accepting new clients

— In business on Nantucket since 1982 —

ackglenn@comcast.net

508-228-5776

Annye's
whole foods

Everything you
need in one
convenient spot

It's time
to pre-order
your succulent
Thanksgiving turkey!
Nantucket's favorite
turkey, available in
all sizes!

Prepared foods, made in our organic kitchen

Our roast chickens are famous!

Gluten-free & other special diet foods

Organic produce, poultry, meats,
wine, and dairy products

Vitamins, Supplements, Homeopathics

Mon-Sat 9-6 • Sun 12-5

14 Amelia Drive • 508-228-4554

THE ROPE WALK

ON THE HARBOR, ONE STRAIGHT WHARF

SERVING LUNCH DAILY

Mon-Wed 11am to 3pm
Thurs-Sun 11am to 5pm

DINNER

Thurs-Sat 5:00pm to 9:00pm

RAW BAR OPEN DAILY

at 11:00am

OCTOBER "HARBORSIDE" SPECIALS

Thursday through Saturday, September 30-October 2; 5:00-9:00 pm
in addition to our regular menu.

THURSDAY
September 30
CRAB FEST
Choice of
Crab-Vegetable Soup
or Mini Crab Cake
Choice of
Steamed Alaskan King Crab Legs
or Crab Imperial
Key Lime Pie,
Coffee or Tea
\$25.00

FRIDAY
October 1
**ALL YOU CAN
EAT FISH FRY**
Cup of Nantucket Clam "Chowda"
Choice of
Tempura Fried
or Cajun Codfish
Warm Bread Pudding
with Vanilla Ice Cream,
Coffee or Tea
\$22.00

SATURDAY
October 2
**LAZY MAN'S
LOBSTER**
Lobster Bisque
Baked Lobster Casserole
Boston Cream Pie,
Coffee or Tea
\$28.00

All with our regular menu

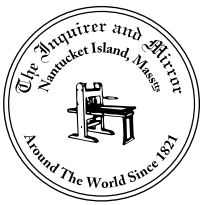
"WHILE THEY LAST" - CALL FOR RESERVATIONS 508-228-8886

Serving Restaurant Week Specials

FULL BAR • CHILDREN'S MENU • DAILY LUNCH & DINNER SPECIALS • HARBOR VIEWS

The Inquirer and Mirror

Nantucket's
newspaper of record
for 190 years



Essential Nantucket
since 1821

MARIANNE R. STANTON
Editor and Publisher

JOSHUA H. BALLING
Assistant Editor

JASON GRAZIADEI
Senior Writer

ANGELA GRAY
Classifieds/Circulation

CORINNE GIFFIN, MARY SHARPE
LORA RICHARD KEBBATI
Advertising Sales

GREG DERR
Production Director

NICOLE HARNISHFEGER and JIM POWERS
Photography

JOSHUA GRAY,
ELIOT BAKER,
LINDSAY PYKOSZ,
PETER MARTIN
Reporters

LYNDA ST. PETER
Business Office

LANIE FREEMAN
Art Director

Right choice, right time

The appointment of Dr. Margot Hartmann as president and CEO of Nantucket Cottage Hospital is a step in the right direction for its board of trustees and the Nantucket community. Hartmann is the right person at the right time to lead the hospital in these challenging fiscal times because she has the confidence of the hospital staff and the island community, and the expertise in the field of medicine to back up her decisions. She is not an empty suit.

Since she arrived here 11 years ago to oversee and lead the changes in the emergency room, she has slowly but surely gained the trust and respect of her fellow physicians at NCH, the hospital staff and those in the community who have come to know her. She has been described as "passionate about healthcare, the island and the hospital," and that, coupled with her intelligent yet soft-spoken demeanor, is a welcome change from previous leadership.

The changes wrought by the worsening fiscal landscape in healthcare in general, coupled with the steep economic decline that began on the island in 2008, led to a necessary downsizing of hospital staff to match decreased revenues appropriately with expenses. It's what almost every business that wanted to survive had to do to some degree over the past two and a half years. Yet, the cold corporate-style manner in which the reduction in workforce was executed this past winter left many bruised feelings among hospital staff and in the community.

No doubt, Dr. Hartmann will have many difficult choices and hard decisions to make in the coming months as she evaluates what the hospital needs to do to survive and flourish as the island's primary provider of healthcare. Yet we feel confident that she comes from a compassionate place when delivering unwelcome news and at the same time has the knowledge and connections to position Nantucket Cottage Hospital in a viable place for the future.

When people enter the doors of a hospital it is usually because there is a health concern, sometimes life-threatening, with themselves or a family member. Compassionate care is what we all want to experience, and the nurses, technicians and doctors at Nantucket Cottage Hospital do their best to deliver that. Under Hartmann's new leadership, hospital professionals and staff should have a better environment in which to work, knowing that their new CEO is one of them, has walked in their shoes and lived on their island, and is there for all the right reasons.

"In the garden, Autumn is, indeed the crowning glory of the year, bringing us the fruition of months of thought and care and toil."

— Rose G. Kingsley
"The Autumn Garden"

Letterbag

Sad to see Dr. Murray go

To the Editor:

I am writing to express my sincere disappointment with the departure of Dr. Mary Murray from her OB/GYN practice at Nantucket Cottage Hospital. I am not familiar with all the details surrounding this decision, however, it is my hope whoever was involved tried everything possible to keep such a much-needed professional in our community.

In February of 2009 I was thrilled to be expecting our first child. Despite my happiness I was apprehensive with the notion of having my baby here on island. So I began interviewing doctors on the Cape – at this time as it was clear, due to my age and pre-existing medical conditions, I would need to travel off island to seek a qualified OB/GYN throughout the pregnancy and birth.

All my fears were unnecessary; the arrival of Dr. Mary Murray was perfect in that she was qualified to handle the kinds of complications that would have prevented us from having our baby here. She took the necessary time, effort and testing to ensure that both the baby and I were okay. She brought us both comfort and peace of mind, enabling us to have our baby boy on Nantucket. Needless to say, it was important to us to be surrounded by friends and family at such a monumental moment.

Words cannot express how fantastic Dr. Murray was throughout my pregnancy, birth and follow-ups with Leif – now 1 year old. She alleviated our stress, assuaged our fears, was responsive, professional and compassionate. Without her presence on Nantucket, women will once again be forced to look off island. Her departure will leave a gaping hole in the care available to women in our community.

HOLLY WITHERELL

Doesn't believe in finite oil supply, effect of emissions

To the Editor:

Discussing a controversial topic always leaves you open for criticism. I welcome and appreciate Mr. Kagans' critique.

My point about the fisherman losing his temporary oil-skimming job was to show the passion people have in getting up and going to work even if it was created by a crisis. For the moment, it was simply a job to him.

Your comment, "oil and gas jobs go to where the oil is and labor is cheapest," is precisely the attitude and lack of understanding we are witnessing with this administration. One could apply this same thinking process to the lumber and steel industries. "Let's allow the steel and lumber jobs to go where the trees and raw materials are and the labor (and regulations) are cheapest." Yikes, haven't we killed enough American business already?

Let's take a look at this "oil thing" a bit more closely. There are 9.2 million jobs in the oil and gas sector of the U.S. economy. Everything we touch is affected by oil. We produce about 45 percent of our own crude oil and refined products associated with oil which are too many to list. We will always import oil, not because that's where the oil is or the labor is cheapest, but because other countries need to "go to work" in the morning too. We are in a global economy where our imports are somebody else's exports and vice versa. Pretty simple stuff that applies to pretty much everything. Oil being a finite resource? That is an old regurgitated argument. We have more of it every day.

The question should be, "should we use it more efficiently over the next century as we transition to new technologies not by force, but by natural progress, as we did when oil was discovered? That's going to happen anyway regardless if you disagree because there is no silver bullet to replace oil and gas regardless of how much money is "pumped" into so-called alternatives.

You say I "neglect the devastating effect of exhaust fumes." What exhaust fumes? They have practically disappeared, especially in this past decade. Your automobile and now-coming diesel car or



Photo by Jim Powers

IF YOU BUILD IT, THEY WILL SAIL: Adam Ceely, left, Elizabeth Reed and, in the water, Ashleigh Inglis, all members of the Nantucket High School sailing team, move their winning Polar Express entry in the Build Your Own Boat competition toward the finish with a little help from an umbrella during the first Nantucket Maritime Festival Saturday. The festival featured a variety of events celebrating the island's seafaring heritage at Children's Beach and other locations. The harpoon-throwing heats were won by Jackson Turner and Mike Coe; and Mitch Carl took first place in the radio-controlled sailboat races. In the oyster-shucking contest, Chris Roberts of Nantucket Clambake won for speed and Dre Solimeo of The Pearl for presentation, while Alex Clark of Corazon Del Mar and Cassie Uva of the Boarding House tied for best oyster dressing. For more photos from this year's festival, log on to www.ack.net and click on "Galleries."

truck manufactured today is basically zero-emissions compared to a quarter century ago. That is indisputable and a great accomplishment by both government and industry attaining reachable, technological goals.

The other indisputable fact is that the climate is changing and that the Earth has warmed about 1 degree Fahrenheit in the last 150 years. The problem now is that the scientific debate regarding this topic has been hijacked by politics and the seemingly desperate attempt to regulate carbon dioxide. Climate change is now the new epidemic to tackle at any cost. It is becoming ever more clear that "the cure may be far worse than the disease."

Man-made carbon dioxide accounts for about a small percent of atmospheric carbon dioxide. The rest is natural and uncontrollable, yet many bureaucrats are pushing to not only regulate this tiny amount of harmless gas, but to spend trillions of dollars along the way to attempt the futile act of turning down the Earth's thermostat, perhaps the tallest order of business ever attempted in human history. This is why there is incredible push-back even by many Democrats on allowing the EPA to regulate carbon dioxide under the Clean Air Act.

I am no longer in the minority by saying, more people every day are not sitting quiet while pencil-pushing unelected agencies living in a bubble tell us "we know what we're doing when we declare carbon dioxide a danger and threat to human health." We can agree to disagree on the threat of climate change, but there is no questioning that the "solutions" being proposed will have unmeasurable impact on the weather while having an enormous impact on your wallets. Never before in history has one single issue had the potential of unintended consequences as solving "global climate disruption." Any cave-dweller can figure that out.

NAT LOWELL

Mourning loss of community on island

To the Editor:

Are you lonely? Maybe not at this moment, as many of you are settling into a nice evening meal with your loved ones. However, there will be many elders and handicapped individuals on this island community of Nantucket who may be subjected to the sad and desolate pangs of hunger and loneliness as their link to the community is in danger of disappearing into the cracks of the black hole of what Nantucket used to be. Yes, the Meals on Wheels program on Nantucket has been rumored to be dissolving. Nantucket Cottage Hospital is now addressing the program, however as all of us has had to do in the recent years, they too have had to tighten their belt

and look more closely at their budget as to what services they can cut. It looks to be that Meals on Wheels may be part of their budget cut.

Why, on Nantucket, where we have always had the reputation of caring for each other and being one in a community, are we having such a difficult time finding someone to spearhead the Meals on Wheels program in this community? I ask, in this time of unemployment, is there not one or two cooks/chefs who may have access to a commercial kitchen, who may band together in the subsidized Meals on Wheels program of feeding and socializing with our elders and/or handicapped who may otherwise never have access to a hot nutritional meal any day of the week? Is there not one organization or club in this community who may have a commercial kitchen, which actually goes unused daily except for special functions, who could step forward, and aid in the organization of the continuance of the Meals on Wheels program in this community?

When I first visited this island community of Nantucket many years ago, one of the things which influenced me most in my decision to move here was the sense of community and caring for one another here. When someone was hurt we all felt their pain. A lot of individuals have written lately about getting our island community back. Yes, let's join together and work to get our community back.

I do not mean a community with a new movie theater, or a new bus terminal, or a new storefront or a new parking garage. These are all nice, however they are the new Nantucket. What we need is to get back our strong sense of community. When someone hurts we all must come to their aid. When someone is hungry, we all must find a way to see they are fed. When someone is lonely we all must stop for a moment and smell the roses and share this with others in our community of Nantucket.

Most of us who have found Nantucket as our home have done so as we leave the rat race of the real world behind. Please let's all work together to find a solution and find our lost community before the rats find us and it is too

late.

JOANNE PIMENTAL-ROCHA

Disappointed in SSA

To the Editor:

With "Hurricane" Earl bearing down on Nantucket on Friday of Labor Day weekend, our family had reservations on the 3 p.m. Hy-line who called them with that boat cancellation and rescheduled them on the noon boat. Arriving in Hyannis, the Hy-line told them the noon boat was shut down by the coast guard. They hurried over to the Steamship Authority as they had a fast boat departing shortly.

As the rain started to pour, Amanda went in to buy the tickets and Josh unloaded all their suitcases and baby gear while the SSA employees stood around and watched. After the tickets were bought, that employee asked if the car was parked and when she said "No," he said something like "Well then you won't make the boat." Josh asked about parking and they told him where he needed to go but that it was too late. Whereupon the boat departed, leaving at least ten upset people in the rain.

They called us very upset and disappointed but we travel enough to know our options and quickly called Island Air. Jackie, at the Hyannis counter, made arrangements for them to fly over on their last flight at 11:30 a.m. and reassured us they would wait for them to get there.

Our family wants to thank Island Air and Jackie in particular, for responding to the urgency of the situation and treating people with respect. Thanks to Island Air, our family had a wonderful weekend here with us.

We are very disappointed with the indifference of the SSA personnel in Hyannis. We want to thank the Hyannis SSA person who reached out to help and hope our Nantucket SSA personnel would have been more helpful.

It makes one think about who they can count on in times of emergencies and bad weather and what is important to us who live 30 miles out to sea and are so dependent on our transportation systems.

BINTH RUSTAD

The Inquirer and Mirror

Copyright 2010 The Inquirer and Mirror, ISSN 0891-8686, a division of Dow Jones Local Media Group. Published every Thursday at One Old South Road, Nantucket, MA. Periodicals postage paid at Nantucket, MA and additional mailing offices, USPS 264-720. Circulation is audited by CAC. POSTMASTER: Send address changes to: The Inquirer and Mirror, P.O. Box 1198, Nantucket, MA 02554-1198.

The Inquirer and Mirror welcomes news tips, suggestions, corrections and comments on the accuracy, fairness or adequacy of our news coverage.

Our annual subscription rates are: \$64 on island, \$69 off island, \$59 On-Line.

To reach us: by mail, P.O. Box 1198, Nantucket, MA 02554-1198. By phone, 508-228-0001 or 508-228-3803. By FAX, 508-325-5089, or e-mail the newsroom at newsroom@inkym.com, the ad department at advertising@inkym.com or the editor/publisher at mstanton@inkym.com.

Inky Home Page: <http://www.ack.net>

To place an ad: classified or display advertising, phone, FAX or e-mail information above. Office hours are 8:30am-4:30pm Monday and 8:30am-4:00pm Tuesday, Wednesday, Thursday and Friday.