



Woods Hole, Martha's Vineyard and Nantucket Steamship Authority

Posted January 28, 2026 1:30 PM

STEAMSHIP AUTHORITY IT EXECUTIVE STEERING COMMITTEE

Friday, January 30, 2026 – 2:00 PM

VIRTUAL MEETING ONLY

NOTE: This meeting will be virtual only; however, the public may participate virtually in the meeting, including Public Comment, by going to <https://us02web.zoom.us/j/82237237267> or by going to zoom.us and using meeting ID 822 3723 7267. Participants can also use the same meeting ID and join telephonically by calling one of the following numbers: (669) 900-6833, (346) 248-7799, (929) 436-2866, (253) 215-8782, (301) 715-8592, or (312) 626-6799.

AGENDA

Item No. 1. Public Comment

Item No. 2. Approval of Minutes

- a) September 22, 2025**
- b) October 20, 2025**
- c) November 17, 2025**
- d) January 15, 2026**

Item No. 3. Project Update

Item No. 4. Policy and Public Feedback

Item No. 5. Old/New Business

Item No. 6. Public Comment



TRUE NORTH STATUS SUMMARY 1-30-2026

Recent Progress:

- Working through solution design
- Town Halls (MV, NT, Mainland)
- Public feedback on proposed policy changes

Upcoming Key Activities:

- Refine & approve E-Deas's solution design
- Share updated draft policies with Board & Port Council
- Share updated procurement plan and budget with Board & Port Council
- Topic-based virtual Town Halls in early Feb

Business Decisions – in process:

- Procurements (integration & infrastructure)
- Policies
- Website
- Data Migration
- Terminal Operations Flow
- Preseason portal process
- Testing/Training

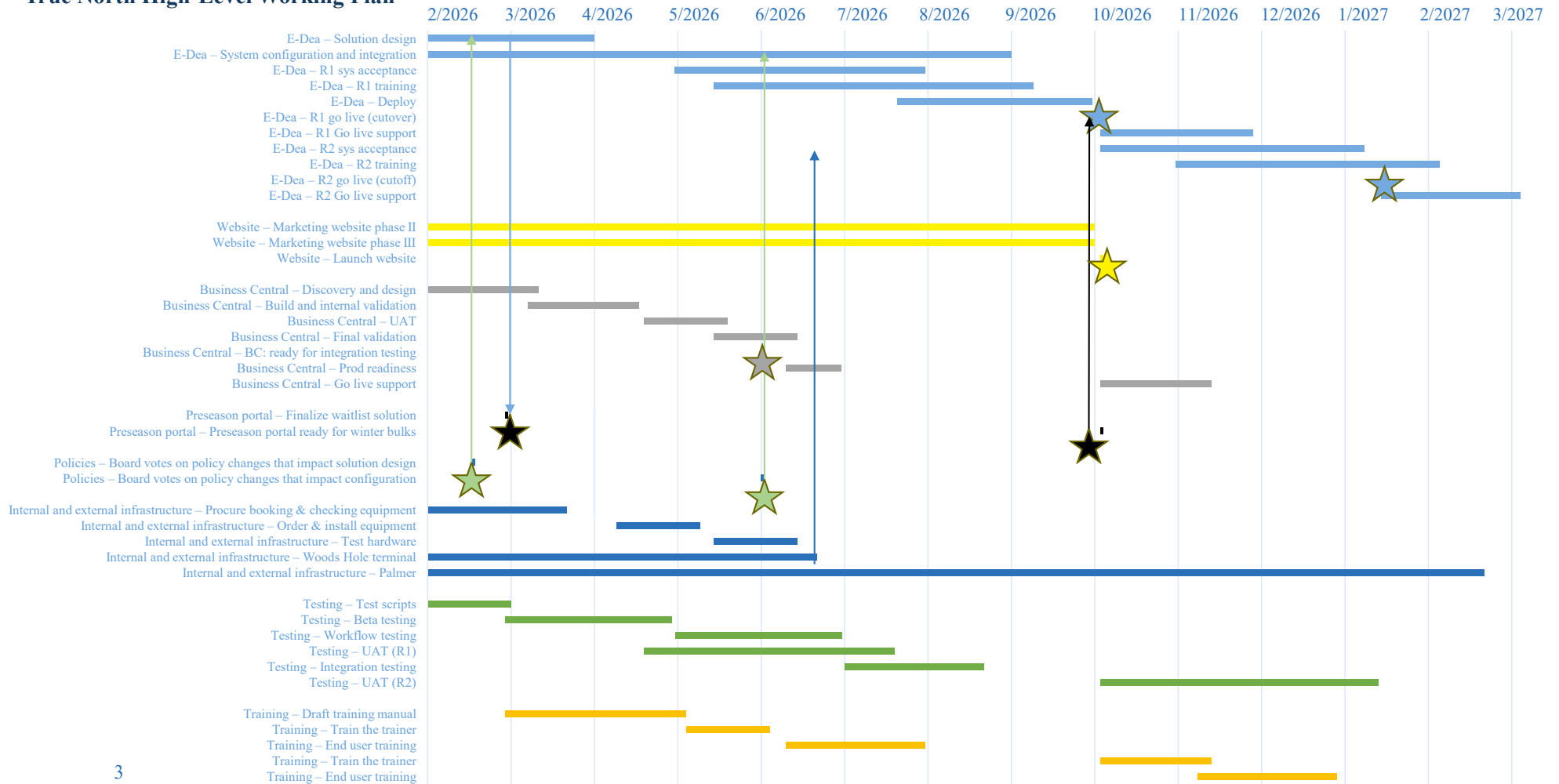
Key Risks, Issues & Suggested Resolution(s):

- Resource capacity (IT & Ops)
- Unclear/undocumented policies (policy vs configuration)
- Change fatigue
- Staff training

Green	On track; will complete as planned
Yellow	Planned delivery at risk
Red	Will miss planned delivery

Workstream	Status	Owner	Recent Action	Upcoming Action
Reservation System	Yellow	Mark A	Solution design meetings	Finish solution design Begin system configuration
Data Migration	Green	Steve	Data workshop with E-Dea Drafted migration plan	Working internally and with Bookem vendor
Launch Readiness	Green	Alison	Refining R1/R2 and 30/60/90 day plans	Revisit following configuration discussions
Operations Redesign	Green	Mark A	Policies shared with IT Steering, Port Council, & Board	Update policies incorporating public feedback, vote in February
Policies	Green	Mark A	Jan Board policy working session Town Halls & shipper meetings for public feedback	Finalize policy changes; additional topic-focused virtual Town Halls
Procurement	Green	Mark R	Shared procurement plan in previous meeting	Share updated procurement plan that includes budget
Website	Green	Mark A, Steve	Intrasystems started work on new website Defined work needed for new website	Website development & content update Finalize cutover/launch plan
Preseason Portal	Green	Mark A, Steve	Refined integration strategy with E-Dea	Refine integration documentation & timeline
Payment Gateway	Green	Mark R, Steve	Incorporate integration into E-Dea solution design Approve Shift4 contract at 1.20.26 Board meeting	Work on integration with Shift4
Business Central	Green	Mark R, Steve	Defined scope of integration Signed SOW with vendor & already working in sandbox	Finalize integration and reporting approach
Internal Infrastructure (Network, Software, & Hardware)	Green	James	Defined scope	Select vendor
External Infrastructure (Network, Software, & Hardware)	Green	James	Shared external infrastructure requirements	Select vendor
Data Warehouse & Reporting	Green	Steve	Reviewed Datamart approach with E-Dea	Define phased approach
Customer Comm & Training	Green	Mark A, Sean	Reviewed comms and training needs	Defining communication software/service needs
Change Management	Green	Mark A	Held 3 additional Town Halls and Shipper Meetings in Jan for policy	Additional topic-based virtual Town Halls

True North High-Level Working Plan



POLICIES TO BE REFINED INCORPORATING PUBLIC FEEDBACK



TRUE NORTH
STRATEGY + TECHNOLOGY INITIATIVE

Jan 20 – Feb 12

Public engagement sessions

- Port Council & Board joint working session
- 3 town halls
- 3 shipper meetings
- 2 virtual town halls about standby and waitlist

Feb 2 – Feb 13

Refine policy draft

- Waitlist/standby (see next slide)
- Commercial cancellation policy
- Driver services (drive-off)
- ...

Feb 17

Board vote

- Board votes on refined policy manual

EDEA SYSTEM UPDATE



TRUE NORTH
STRATEGY + TECHNOLOGY INITIATIVE



STANDBY / WAITLIST PRIORITIES FOR DISCUSSION



TRUE NORTH
STRATEGY + TECHNOLOGY INITIATIVE

Priority (Draft)

Priority	
1	[cancelled ferry]
2	Medical
3	Excursion
4	Preferred
5	Shippers (Hazardous)
6	Shippers (Multi-Stop Food – <i>NT only</i>)
7	Shippers (Else)
8	General Public
9	...

Example

S/W	Customer	Length	Date Joined
Standby	Excursion	15'	8/4
Standby	Excursion	16'	8/6
Standby	Shipper	66'	12/1
Waitlist	Shipper	72'	12/1
Waitlist	General Public	14'	3/1
Waitlist	General Public	16'	3/15
Standby	General Public	21'	4/18
Waitlist	General Public	16'	6/14



TRUE NORTH
STRATEGY + TECHNOLOGY INITIATIVE

NEXT STEPS

- Budget and procurement update at the next IT Steering
- Virtual Town Halls on Waitlist/Standby: Feb 11 and Feb 12, 5:30 pm
- Updated policy document to be reshared with the Board
- Define Change Control Board (participants, responsibilities, submission process and prioritization, frequency of meetings)