



# Woods Hole, Martha's Vineyard and Nantucket Steamship Authority

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*Revised March 9, 2026 3:45 PM*  
*Posted March 6, 2026 9:30 AM*

WOODS HOLE, MARTHA'S VINEYARD & NANTUCKET  
STEAMSHIP AUTHORITY

PORT COUNCIL  
Tuesday, March 10, 2026  
10:00 AM

First Floor Meeting Room (Room #103), SSA Administrative Offices  
228 Palmer Avenue, Falmouth, MA 02540

**NOTE: This meeting will be open to the public; however, the public may participate virtually in the meeting, including Public Comment, by visiting <https://us02web.zoom.us/j/85134556877> or by going to zoom.us and using meeting ID 851 3455 6877. Participants can also use the same meeting ID and join telephonically by calling one of the following numbers: (305) 224-1968, (309) 205-3325, (646) 931-3860, (929) 436-2866, (301) 715-8592.**

1. Minutes
  - a) Approval of the Minutes of the January 20, 2026, Joint Board and Port Council Meeting in Public Session
  - b) Approval of the Minutes of the February 3, 2026, Meeting in Public Session
2. Treasurer's Report
  - a) Business Summary for the Month of January 2026
3. Management Report
  - a) Updates on Current Projects including:
    1. M/V Monomoy – Service Preparation Status
    2. M/V Island Home - Dry Dock Status
    3. M/V Woods Hole - Repair Status
    4. M/V Nantucket – Dry Dock Status
    5. M/V Iyanough - Dry Dock Status
    6. Woods Hole Terminal Reconstruction Project Status
    7. Reservation System Replacement Project Update

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Our mission is to operate a safe, efficient, and reliable transportation system for the islands of Martha's Vineyard and Nantucket with a commitment to sustainability, accessibility, our port communities, and public engagement.

228 Palmer Avenue  
Falmouth, MA 02540  
(508) 548-5011

- b) Request for Authorization to Market the M/V Governor or M/V Sankaty for Sale
  - c) Renewed License Request from Helen H Offshore Fishing Corp.
  - d) Reservation System Policy Review and Approval
4. Old/New Business
- a) Discuss eligibility requirements for the Martha's Vineyard Route Blue Line
  - b) Discuss potential digital advertising options at terminals and onboard vessels
5. Public Comment

These agenda items are those that the Chairman reasonably anticipates will be discussed at the meeting. Not all items listed may in fact be discussed, and other items not listed because they are not anticipated by the Chairman to be discussed may also be brought up for discussion to the extent permitted by law. The Port Council's practice is to reserve time under New Business for topics that the Chairman does not anticipate will be discussed at the meeting. Other topics not listed but discussed by the Port Council during previous meetings might also be brought up for discussion by other Port Council Members under Old Business even though the Chairman does not anticipate a discussion about any such topics.

# Business Summary January, 2026

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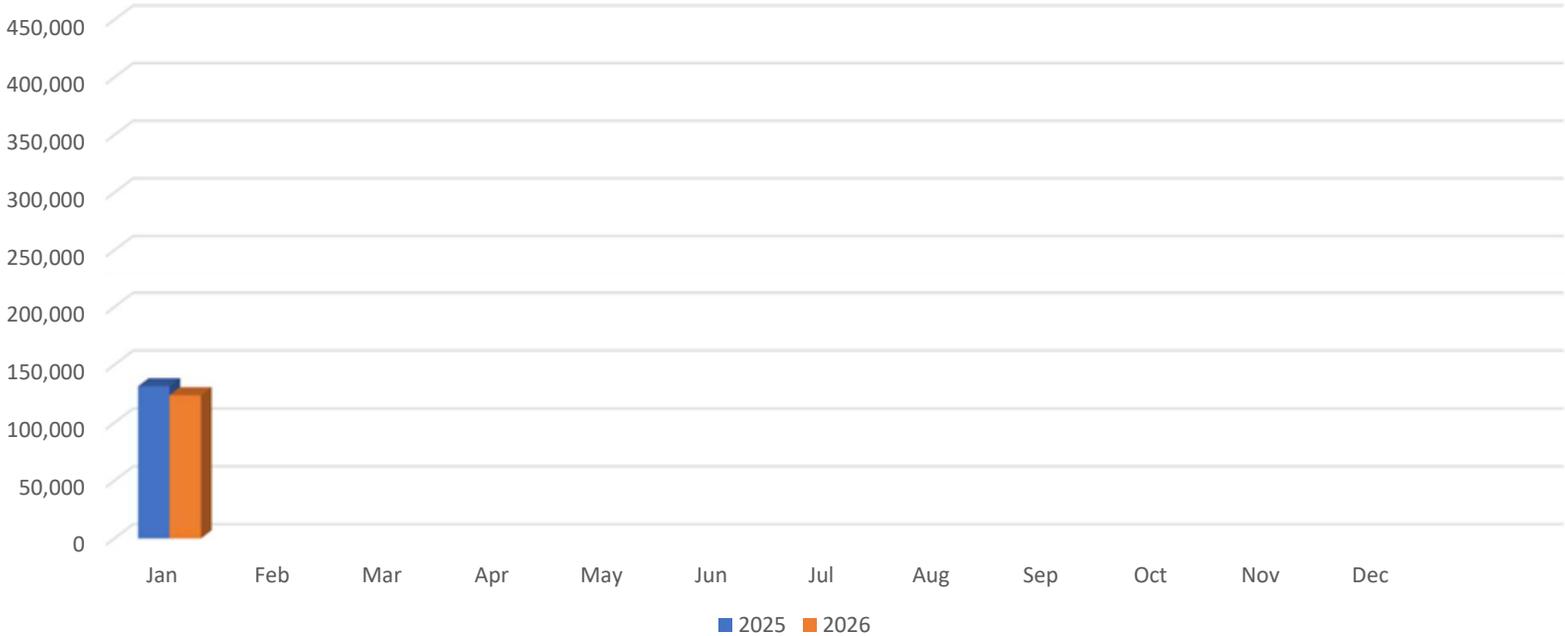
WOODS HOLE, MARTHA'S VINEYARD AND NANTUCKET STEAMSHIP  
AUTHORITY

Port Council – March 10, 2026

## Passengers Carried – January 2026 vs. 2025

		Monthly Variance	Montly % Difference			YTD Variance	YTD % Difference
Martha's Vineyard Route	▼	-8,931	-7.6%		▼	-8,931	-7.6%
Nantucket Regular Ferry	▲	1,116	8.5%		▲	1,116	8.5%
Nantucket Fast Ferry	▲	51	3.6%		▲	51	3.6%
Nantucket Route Subtotal	▲	1,167	8.0%		▲	1,167	8.0%
<b>Total Passengers</b>	▼	<b>-7,764</b>	<b>-5.9%</b>		▼	<b>-7,764</b>	<b>-5.9%</b>

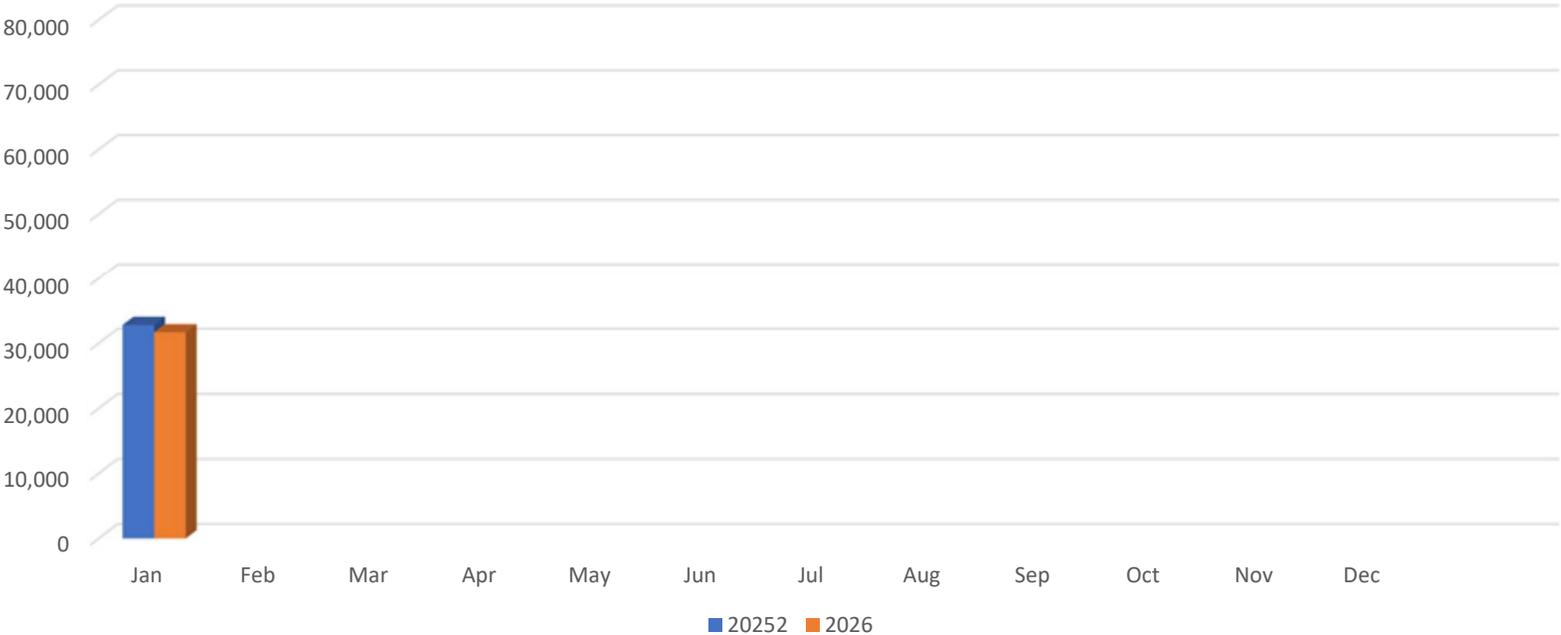
# Passengers Carried 2025 - 2026



## Vehicles Less than 20 ft. Carried – January 2026 vs. 2025

		Monthly Variance vs. 2025	Monthly % Difference vs. 2025			YTD Variance vs. 2025	YTD % Difference vs. 2025
<b>Martha's Vineyard Route</b>							
Standard Fare Autos	▼	-642	-8.3%		▼	-642	-8.3%
Standard Fare Trucks	▼	-49	-1.7%		▼	-49	-1.7%
Excursion Fare Autos	▼	-415	-3.1%		▼	-415	-3.1%
Excursion Fare Trucks	▼	-241	-6.0%		▼	-241	-6.0%
<b>Total – Martha's Vineyard</b>	▼	<b>-1,347</b>	<b>-4.8%</b>		▼	<b>-1,347</b>	<b>-4.8%</b>
<b>Nantucket Route</b>							
Standard Fare Autos	▲	48	5.0%		▲	48	5.0%
Standard Fare Trucks	▲	48	7.0%		▲	48	7.0%
Excursion Fare Autos	▲	143	6.9%		▲	143	6.9%
Excursion Fare Trucks	▼	-13	-1.4%		▼	-13	-1.4%
<b>Total – Nantucket</b>	▲	<b>226</b>	<b>4.9%</b>		▲	<b>226</b>	<b>4.9%</b>
<b>Total Vehicles Less Than 20'</b>	▼	<b>-1,121</b>	<b>-3.4%</b>		▼	<b>-1,121</b>	<b>-3.4%</b>

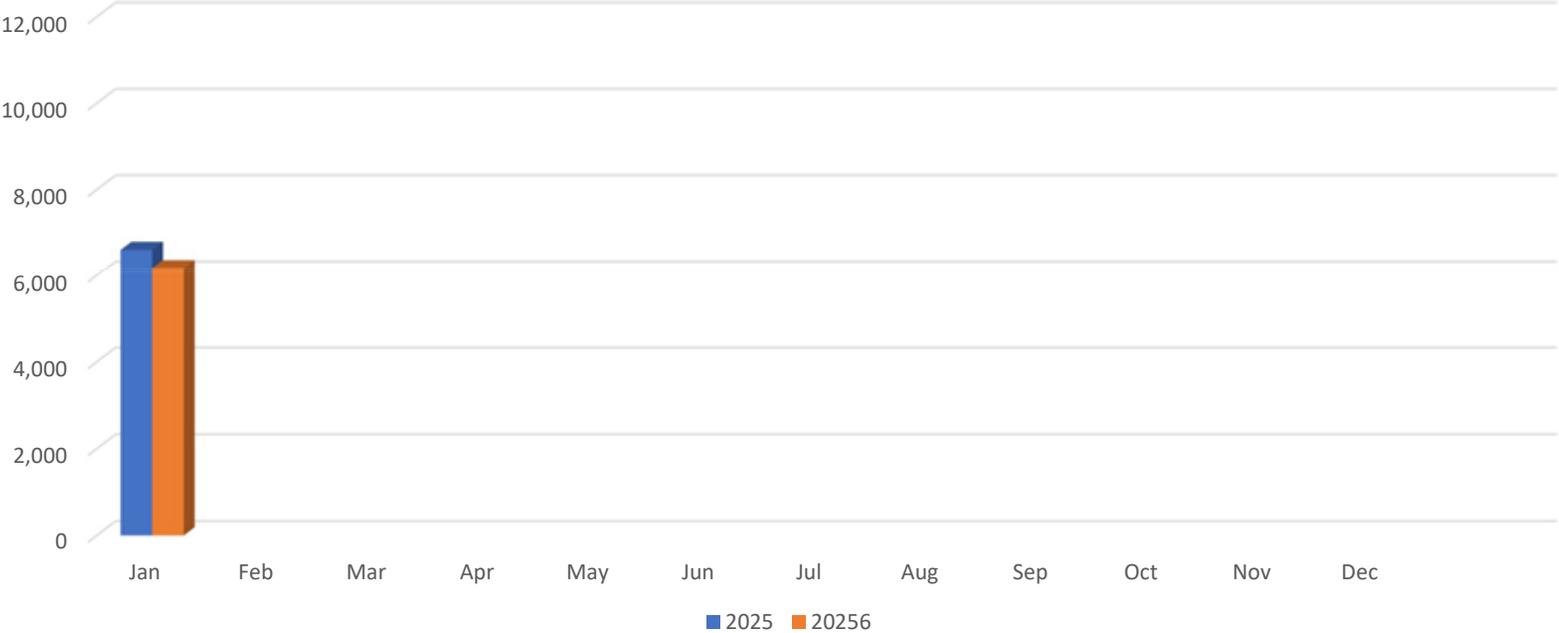
# Vehicles Less than 20 Feet Carried 2025 - 2026



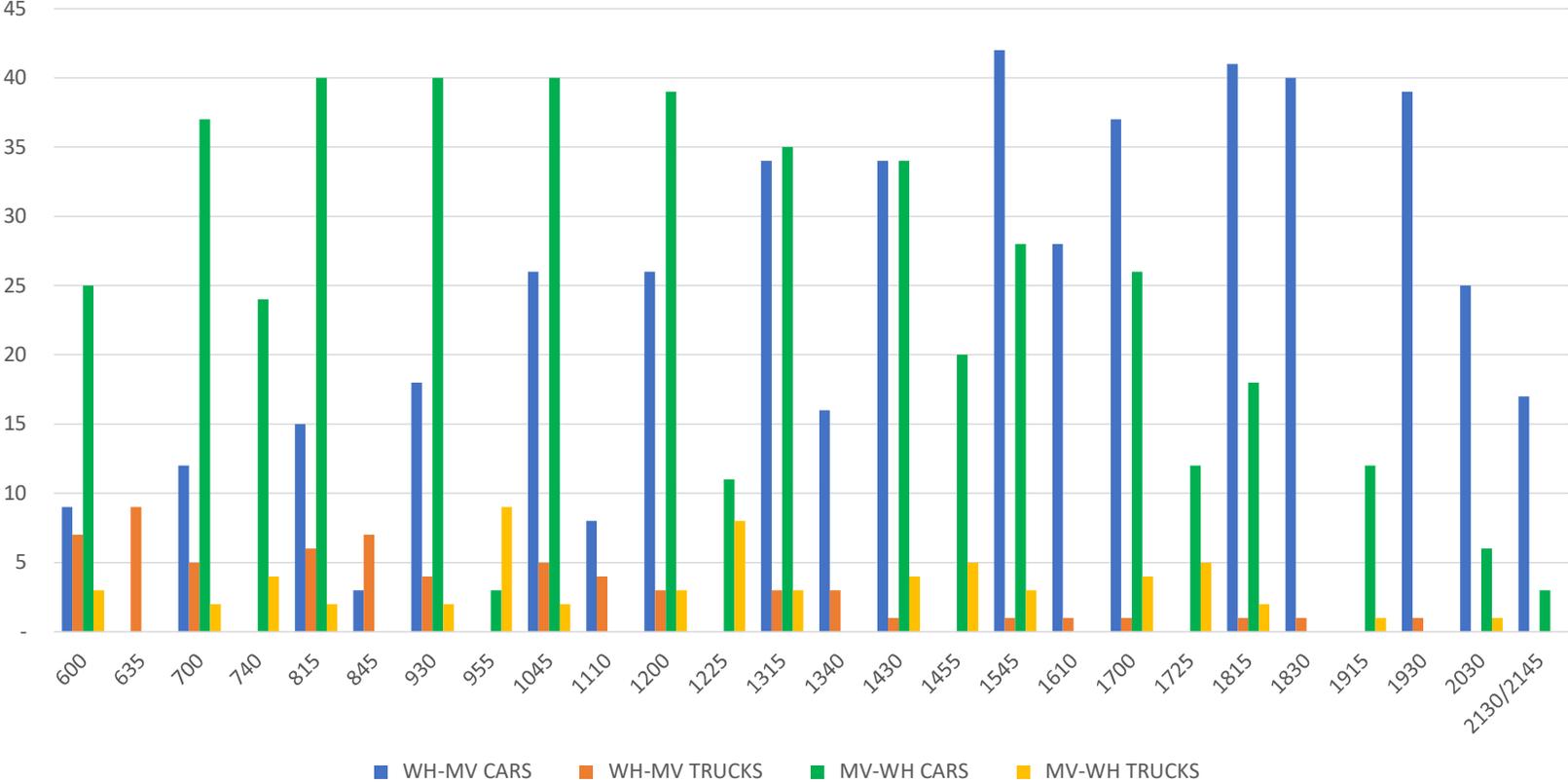
## Freight Trucks (Trucks 20 ft and over) Carried January 2026 vs. 2025

		Monthly Variance vs. 2025	Monthly % Difference vs. 2025			YTD Variance vs. 2025	YTD % Difference vs. 2025
Martha's Vineyard Route	▼	-439	-10.2%		▼	-439	-10.2%
Nantucket Route	▲	13	0.6%		▲	13	0.6%
<b>Total Trucks</b>	▼	<b>-426</b>	<b>-6.5%</b>		▼	<b>-426</b>	<b>-6.5%</b>

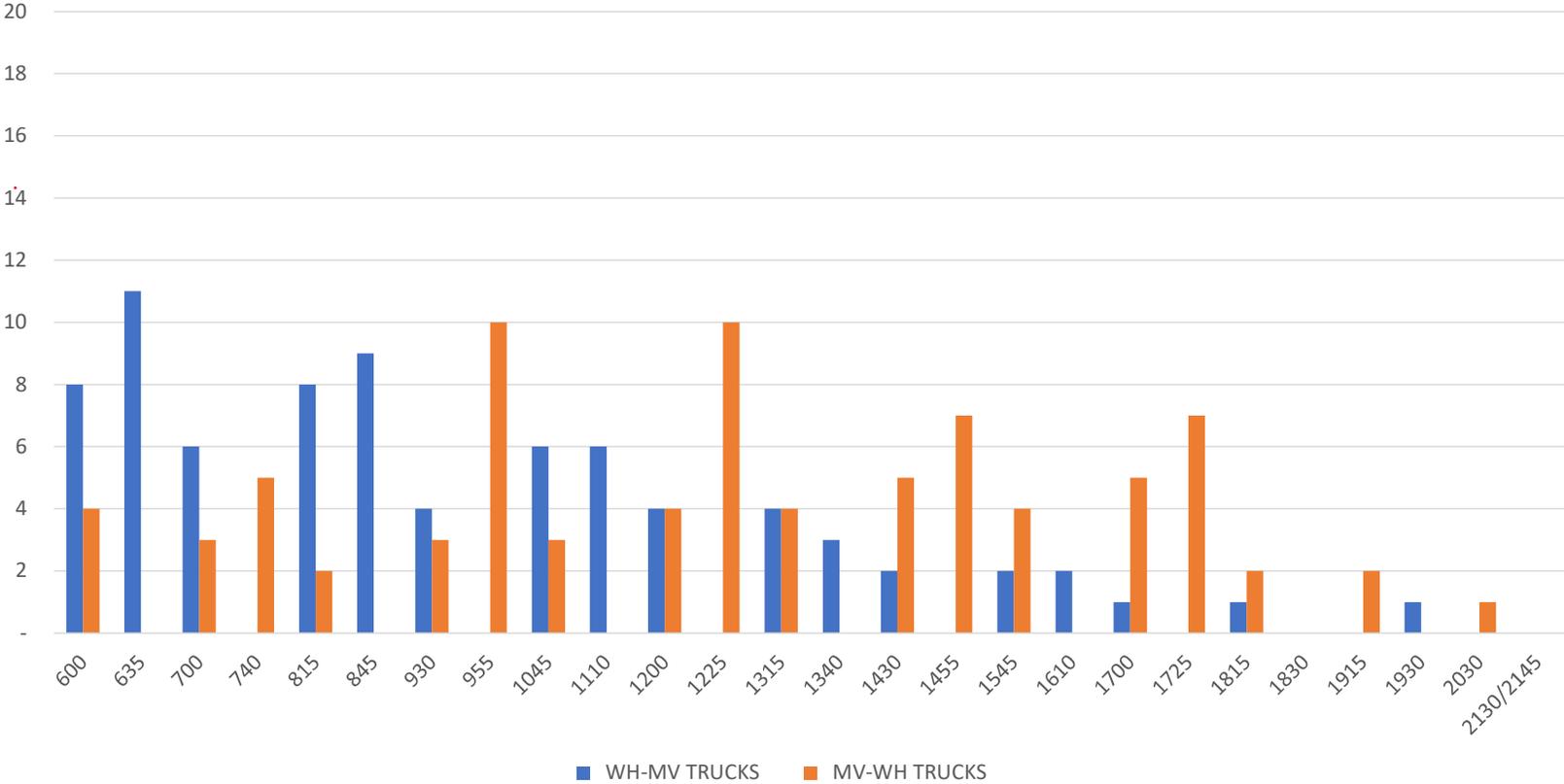
# Trucks (20 Feet & Over) Carried 2025 - 2026



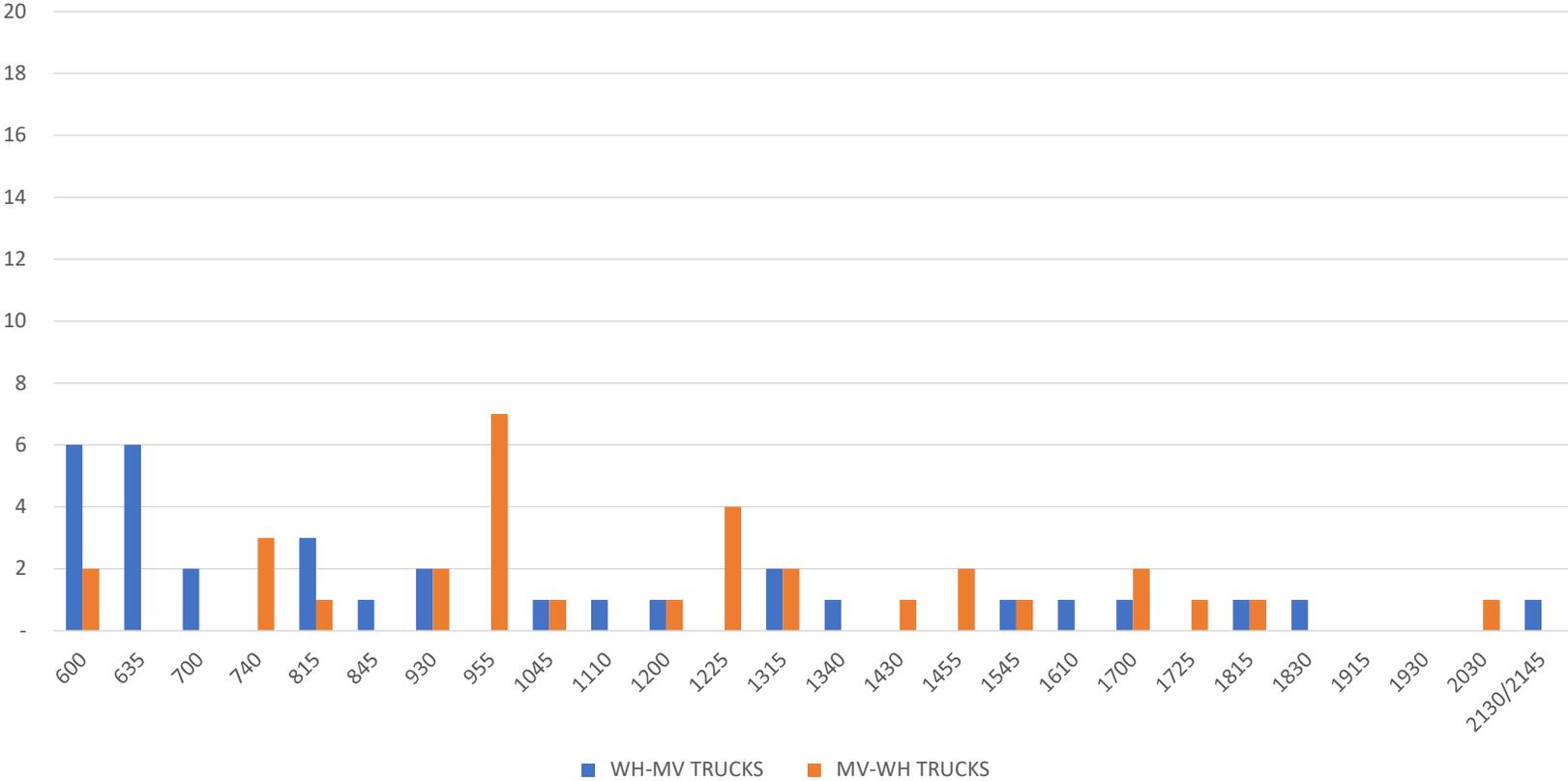
### January 2026 Average Vehicles Per Trip



### January 2026 Weekday Average Trucks Per Trip



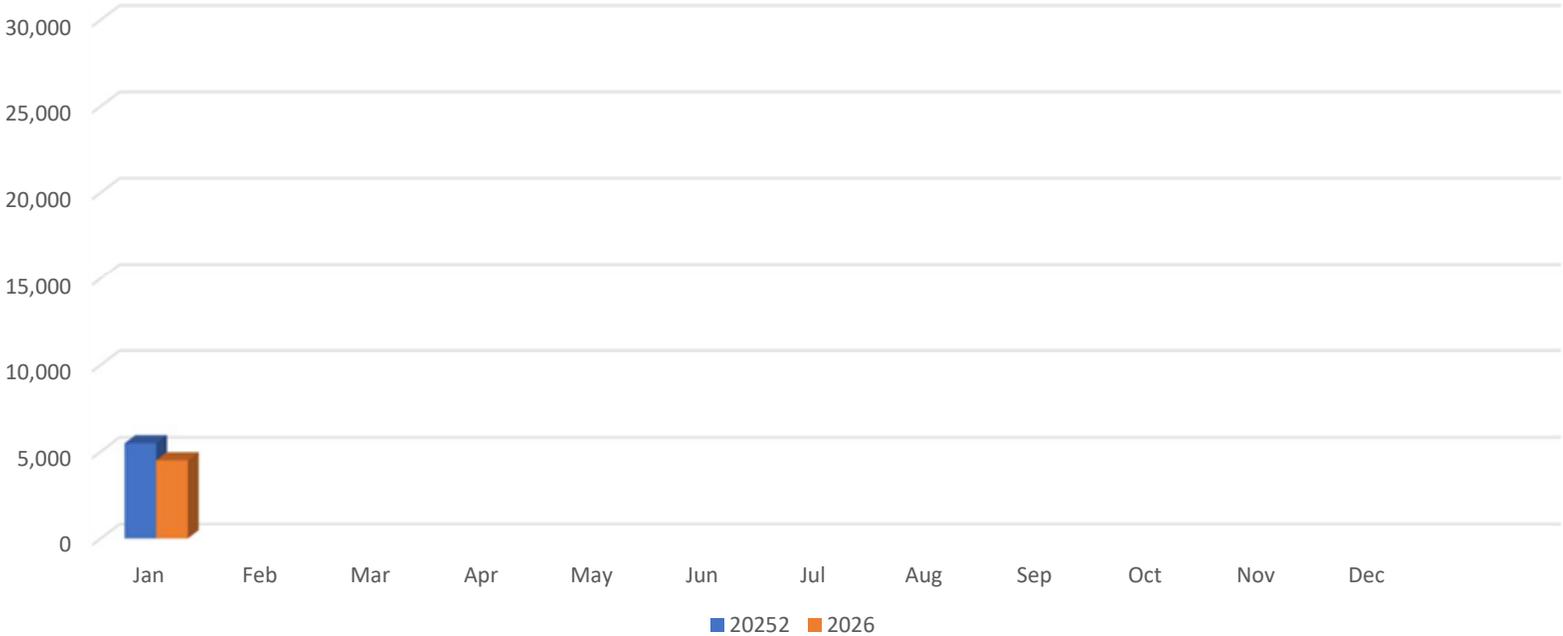
### January 2026 Weekend Average Trucks Per Trip



## Cars Parked– January 2026 vs. 2025

		Monthly Variance vs. 2025	Monthly % Difference vs. 2025			Y-T-D Variance vs. 2025	Y-T-D % Difference vs. 2025
Martha’s Vineyard Route	▼	-944	-18.7%		▼	-944	-18.7%
Nantucket Route	▼	-36	-8.6%		▼	-36	-8.6%
<b>Total Cars Parked</b>	▼	<b>-980</b>	<b>-17.9%</b>		▼	<b>-980</b>	<b>-17.9%</b>

# Cars Parked 2025 - 2026



## Trip Summary Report – January 2026

	Scheduled		Cancelled for						
MV Route	Budgeted	Available	Mechanical	Weather	Traffic	Schedule	Crew	Unscheduled	Total
January	1,234	0	2	10	86	0	0	0	1,224
YTD	1,234	0	2	10	86	0	0	0	1,224
YTD %			0.16%	0.81%	6.97%	0.00%	0.00%		
NT Route	Budgeted	Available	Mechanical	Weather	Traffic	Schedule	Crew	Unscheduled	Total
January	362	0	2	6	2	0	0	19	363
YTD	362	0	2	6	2	0	0	19	363
YTD %			0.55%	1.66%	0.55%	0.00%	0.00%		
Total	Budgeted	Available	Mechanical	Weather	Traffic	Schedule	Crew	Unscheduled	Total
January	1,596	0	4	16	88	0	0	19	1,587
YTD	1,596	0	4	16	88	0	0	19	1,587
YTD %			0.25%	1.00%	5.51%	0.00%	0.00%		
2025			0.25%	1.17%	4.19%	0.00%	0.00%		
2026 Oak Bluffs Trip Diversions - YTD 0									
2025 Oak Bluffs Trip Diversions - YTD 0									

## Financial Snapshot

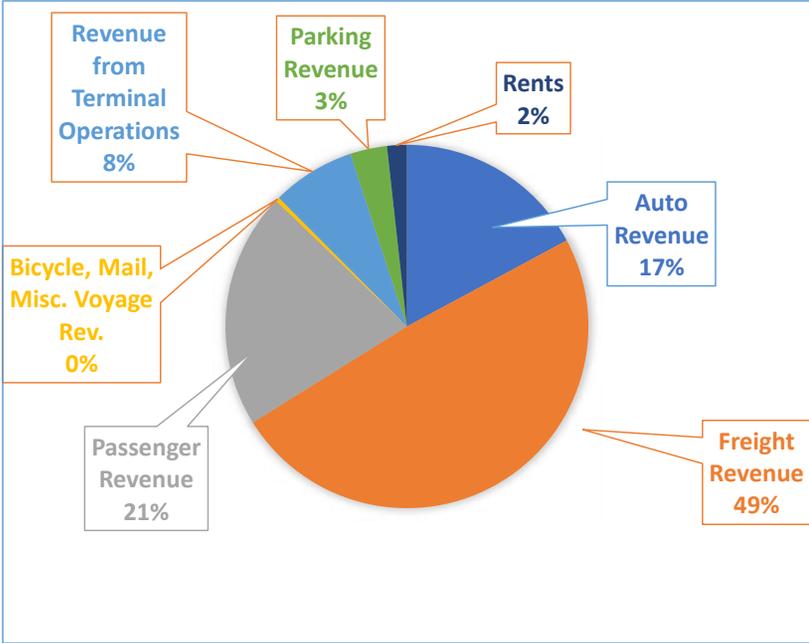
	January	2026 Actual vs. Budget			YTD	2026 Actual vs. Budget		
<b>Revenues &amp; Income</b>								
Operating Revenues	\$6,239,883	-\$126,869	▼		\$6,239,883	-\$126,869	▼	
Other Income	180,656	-47,066	▼		180,656	-47,066	▼	
<b>Total Revenue</b>	<b>6,420,539</b>	<b>-173,935</b>	<b>▼</b>		<b>6,420,539</b>	<b>-173,935</b>	<b>▼</b>	
<b>Expenses &amp; Deductions</b>								
Operating Expenses	11,344,341	-1,285,812	▼		11,344,341	-1,285,812	▼	
Income Deductions	283,293	47,236	▲		283,293	47,236	▲	
<b>Total Expenses</b>	<b>\$11,627,634</b>	<b>-\$1,238,576</b>	<b>▼</b>		<b>\$11,627,634</b>	<b>-\$1,238,576</b>	<b>▼</b>	
<b>Net Operating Income/Loss</b>	<b>-\$5,207,095</b>	<b>\$1,064,641</b>	<b>▲</b>		<b>-\$5,207,095</b>	<b>\$1,064,641</b>	<b>▲</b>	

## Operating Revenues – January 2026 vs. Budget

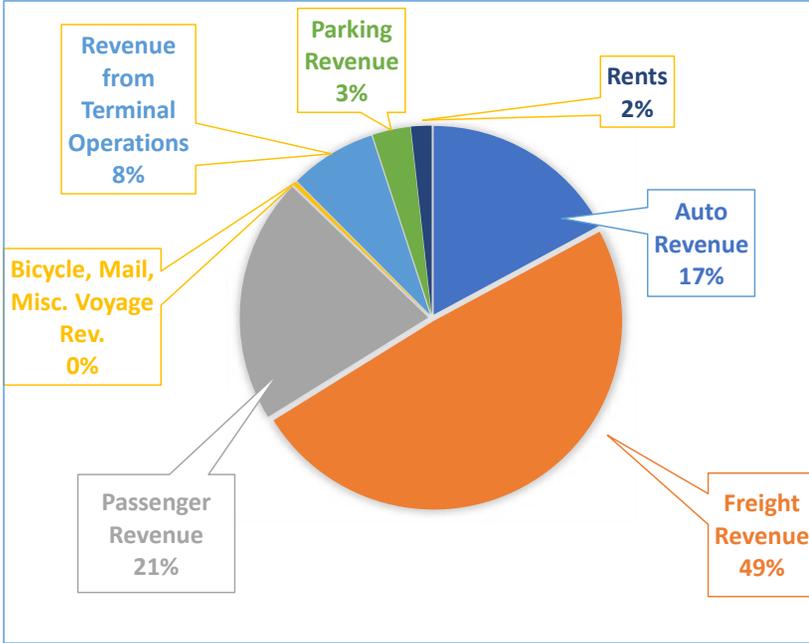
		Monthly Variance vs. Budget	Monthly % Difference vs. Budget		YTD Variance vs. Budget	YTD % Difference vs. Budget
<b>Waterline Revenues</b>						
Automobile Revenue	▼	-\$66,931	-5.9%	▼	-\$66,931	-5.9%
Freight Revenue	▼	-60,779	-1.9%	▼	-60,779	-1.9%
Passenger Revenue	▼	-101,584	-7.2%	▼	-101,584	-7.2%
Misc. Voyage Revenue	▼	-2,479	-10.1%	▼	-2,479	-10.1%
Term. Oper. Revenue	▲	52,252	12.7%	▲	52,252	12.7%
Parking Revenue	▼	-4,835	-2.3%	▼	-4,835	-2.3%
Rent Revenue	▲	57,487	109.8%	▲	57,487	109.8%
<b>Total Operating Revenue</b>	▼	<b>-\$126,869</b>	<b>-2.0%</b>	▼	<b>-\$126,869</b>	<b>-2.0%</b>
<b>Total Other Income</b>	▼	<b>-\$47,066</b>	<b>-20.7%</b>	▼	<b>-\$47,066</b>	<b>-20.7%</b>
<b>Total Operating &amp; Other</b>	▼	<b>-\$173,935</b>	<b>-2.6%</b>	▼	<b>-\$173,935</b>	<b>-2.6%</b>

# Operating Revenues - 2026

January



January – January

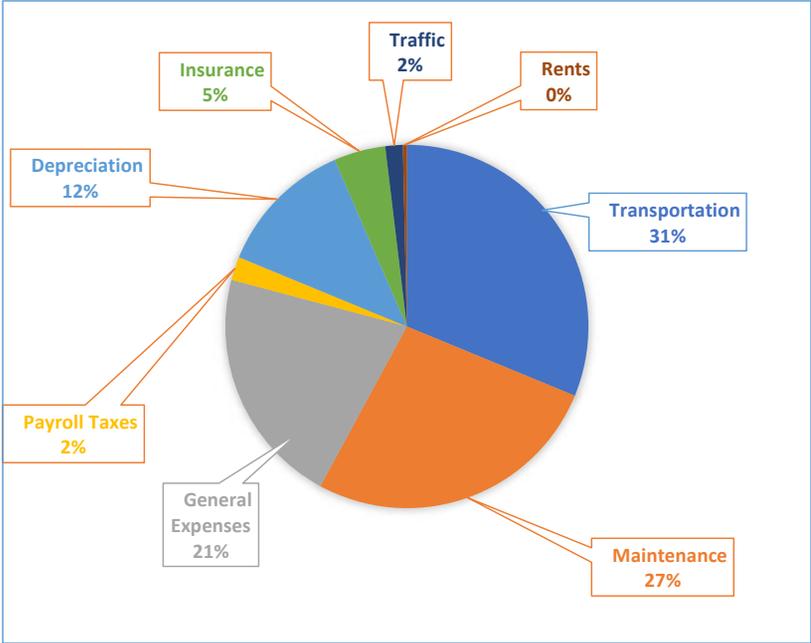


## Operating Expenses – January 2026 vs. Budget

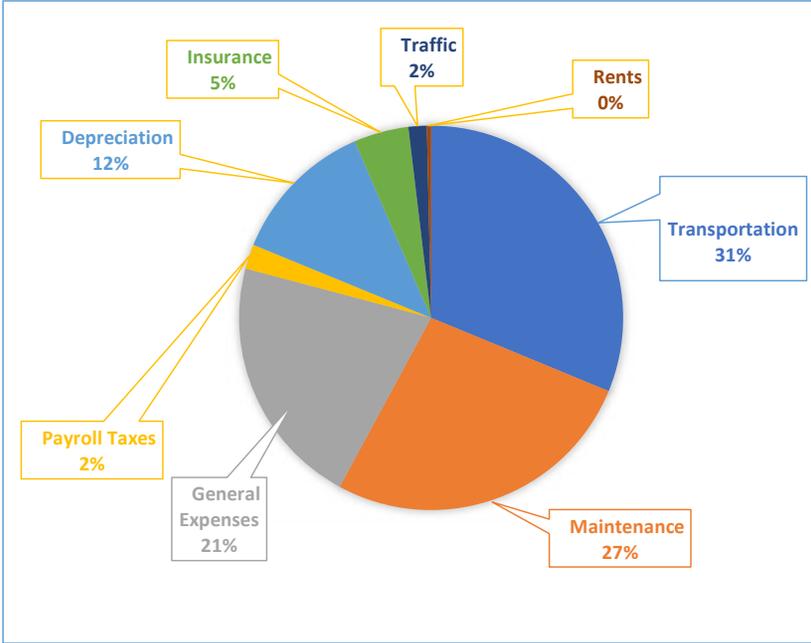
		Monthly Variance vs. Budget	Monthly % Difference vs. Budget		YTD Variance vs. Budget	YTD % Difference vs. Budget
<b>Operating Expenses</b>						
Maintenance	▼	-\$369,348	-10.9%	▼	-\$369,348	-10.9%
Depreciation & Amortization	▼	-52,670	-3.6%	▼	-52,670	-3.6%
Vessel Operations	▼	-386,257	-15.3%	▼	-386,257	-15.3%
Terminal Operations	▲	194,112	16.0%	▲	194,112	16.0%
Traffic Expense	▼	-63,355	-26.5%	▼	-63,355	-26.5%
General Expense	▼	-536,108	-18.2%	▼	-536,108	-18.2%
Insurance	▲	13,539	2.7%	▲	13,539	2.7%
Rents Expense	▼	-11,033	-21.5%	▼	-11,033	-21.5%
Payroll Taxes	▼	-74,691	-24.1%	▼	-74,691	-24.1%
<b>Total Operating Expenses</b>	▼	<b>-\$1,285,812</b>	<b>-10.2%</b>	▼	<b>-\$1,285,812</b>	<b>-10.2%</b>
<b>Total Other Expenses</b>	▲	<b>\$47,236</b>	<b>20.0%</b>	▲	<b>\$47,236</b>	<b>20.0%</b>
<b>Total Operating &amp; Other</b>	▼	<b>-\$1,238,576</b>	<b>-9.6%</b>	▼	<b>-\$1,238,576</b>	<b>-9.6%</b>

# Operating Expenses - 2026

January



January – January



## Passengers Carried – February 1-21, 2026 vs. 2025

		Monthly Variance	Montly % Difference			YTD Variance	YTD % Difference
Martha's Vineyard Route	▼	-509	-0.7%		▼	-9,440	-5.0%
Nantucket Regular Ferry	▲	275	3.3%		▲	1,391	6.5%
Nantucket Fast Ferry		0	0.0%		▲	51	3.6%
Nantucket Route Subtotal	▲	275	3.3%		▲	1,442	6.3%
<b>Total Passengers</b>	▼	-234	<b>-0.3%</b>		▼	-7,998	<b>-3.8%</b>

## Vehicles Carried – February 1-21, 2026 vs. 2025

		Monthly Variance vs. 2026	Monthly % Difference vs. 2026			YTD Variance vs. 2026	YTD % Difference vs. 2026
<b>Martha's Vineyard Route</b>							
Standard Fare Autos	▼	-176	-3.7%		▼	-818	-6.6%
Standard Fare Trucks	▲	126	6.8%		▲	77	1.6%
Excursion Fare Autos	▲	435	5.3%		▲	20	0.1%
Excursion Fare Trucks	▲	61	2.4%		▼	-180	-2.8%
20 Feet & Over Trucks	▲	32	1.2%		▼	-407	-5.8%
<b>Total – Martha's Vineyard</b>	▲	<b>478</b>	<b>2.4%</b>		▼	<b>-1,308</b>	<b>-2.5%</b>
<b>Nantucket Route</b>							
Standard Fare Autos	▲	55	10.6%		▲	103	7.0%
Standard Fare Trucks	▲	97	22.5%		▲	145	13.0%
Excursion Fare Autos	▼	-1	-0.1%		▲	142	4.3%
Excursion Fare Trucks	▲	62	10.4%		▲	49	3.2%
20 Feet & Over Trucks	▲	52	3.4%		▲	65	1.7%
<b>Total – Nantucket</b>	▲	<b>265</b>	<b>6.1%</b>		▲	<b>504</b>	<b>4.5%</b>
<b>Total Vehicles</b>	▲	<b>743</b>	<b>3.1%</b>		▼	<b>-804</b>	<b>-1.3%</b>

# ***Engineering and Maintenance Projects Updates***

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WOODS HOLE, MARTHA'S VINEYARD AND NANTUCKET STEAMSHIP  
AUTHORITY

PORT COUNCIL MEETING MARCH 10<sup>TH</sup>, 2026

# ***MV Monomoy Repair Highlights***



03/10/2026

- **USCG COI initial walk through complete 2-9-2026**
  - Initial Work List Received
  - Machinery Testing – In progress
  - Sea Trial – TBD
- **CCTV Installation – Wrapping Up**
- **Wi-Fi Installation – Complete**
- **Vending Machine Installation – Estimated Completion 3-13-206**
- **Plaque Installation – Mid March Completion**
- **Painting Vehicle/Truck Lanes – Weather Dependent – Mid March Completion**

# ***MV Iyanough Repair Highlights***



03/10/2026

- Generator Injector Replacements
- Main Engine Injector and Turbo Replacements
- Passenger Window Replacements
- Company Sea Trial 3-20-2026
- USCG COI and Sea Trial 3-24-2026
- Return to Service 3-30-2026

## MV Iyanough Dry Dock Financial Snapshot

Contract Item number	Item Description		Cost
001,002A,002B	Dry Docking & Undocking, Hull Internals, Inspection and Repair		\$ 32,450
003A,003B,003C	Hull: Clean, Prepare, Paint, Replace Anodes, Commercial Blast		\$ 96,290
004A, 004B	Temporary Services, Slop Removal		\$ 42,120
006	Plate replacement/inserts		\$ 16,330
007	Blast and Coat above rub rail		\$ 30,750
008, 009, 010	Waterjet and Hpu overhaul, Ride Control Inspection and Service	\$ (15,000.00)	\$ 182,950
011	Passenger seat repairs	\$ (24,642.50)	\$ 49,285
012	Storage of vessel		\$ 9,000
013	Pilot house Window replacement		\$ 23,500
014	Repair Main deck house aft bulkhead	\$ (15,000.00)	\$ 65,000
	<b>Contract Total</b>		<b>\$ 525,675</b>
	<b>***Transportation</b>	<b>\$ (22,000.00)</b>	<b>\$ 22,000</b>
	<b>Total Credits</b>	<b>\$ (76,642.50)</b>	
	<b>Grand Total Contract, Change Orders and Credits</b>		<b>\$ 449,033</b>

# MV Island Home in Dry Dock at Thames River Shipyard



03/10/2026

Item Description	Commence Date	Completion Date	% Complete
Dry Docking & Undocking	1/14/2026		95%
Hull and Internals: Inspection & Repair	1/14/2026	1/26/2026	100%
UT Survey (1500 UT Shots)	1/14/2026	1/16/2026	100%
Hull: Clean, Prepare, Paint	1/14/2026	3/1/2026	100%
Replace Anodes (60)	1/14/2026	1/28/2026	100%
Commercial Blast (HSA-18,880.8 sq ft)	2/3/2026	2/7/2026	100%
Temporary Services	1/14/2026		95%
Slop Removal (2,500 Gallons)			
Sea Valve Cleaning and Overhaul	1/14/2026	1/19/2026	100%
Shafts, Bearings, Seals & Couplings Inspections	1/14/2026	2/11/2026	100%
Shafts-Removal, Transport, Repair, Re-Install	1/24/2026	2/11/2026	100%
Shaft Couplings-Disassemble, Inspect, Rebuild, Re-Install	1/19/2026	2/11/2026	100%
Shaft Rubber Cutlass Bearings Removal and Reinstall	1/26/2026	2/11/2026	100%
Shaft Seal-Inspect, Disassemble, 5 yr Overhaul, Re-assemble, Install, Test	1/22/2026	2/14/2026	100%
Port and Starboard Propeller Blade Removal, Inspections, Repairs, and Reinstall	1/23/2026	2/16/2026	100%
Rudder Bearing Clearance Inspection			100%
Rudder Bearing Replacement	1/22/2026	2/18/2026	100%
Rudder Removal and Replacement	1/22/2026	2/18/2026	100%
Hull Plate Replacement & Repairs (up to 100 sq ft) & Main Deck Plate Replace/Repair (up to 100 sq ft)		NA	
Bow Thruster Inspection & Service	1/20/2026	1/24/2026	100%
#3 SSG Engine & Alternator Overhaul	1/14/2026		80%
Two Pilot House Overhead Tile Replacement	1/12/2026	1/24/2026	100%
01 Deck Port Side Deck Covering Replacement	1/12/2026	2/12/2026	100%
Start air tree Piping & fitting replacement	1/27/2026	3/3/2026	100%
Multiple Pumps Replacement	1/13/2026		98%
Fiberglass Potable water tank and Cleaning	1/19/2026	1/23/2026	100%
Fuel Oil Tank Cleaning & inspection	1/16/2026	1/21/2025	100%

MV Island Home is scheduled to return to our Repair Facility March 7th

## MV Island Home Dry Dock Financial Snapshot

Contract Item	Item number	Item Description		Cost
	001	Dry Docking & Undocking		\$ 33,160
	002A, 002B	Hull and Internals: Inspection & Repair, Survey		\$ 12,640
	003A, 003B, 003C	Hull: Clean, Prepare, Paint, Anodes, Commercial Blast		\$ 403,600
	004A, 004B	Temporary Services, Slop Removals		\$ 25,400
	005	Sea Valve Cleaning and Overhaul		\$ 6,500
	006A, 006B, 006C, 006D, 006E	Shafts, Bearings & Couplings, Shaft Removals and Inspections		\$ 154,739
	007	Port and Starboard Propeller Blade Removal, Inspections, Repairs, and Reinstall		\$ 32,800
	008A, 008B, 008C	Rudder Inspections, Bearing Replacements		\$ 104,154
	009	Hull Plate Replacement & Repairs	\$ (51,000.00)	\$ 51,000
	012	Bow Thruster Inspection & Service		\$ 62,379
	013	#3 SSG Engine & Alternator Overhaul		\$ 108,702
	014	Two Pilot House Overhead Tile Replacement		\$ 93,116
	015	01 Deck Port Side Deck Covering Replacement		\$ 203,440
	016	Start air tree Piping & fitting replacement		\$ 36,408
	017	Multiple Pumps Replacement		\$ 199,518
	018	Fiberglass Potable water tank and Cleaning		\$ 8,480
	019	Fuel Oil Tank Cleaning & inspection		\$ 11,260
	***	Vessel Transportation Cost	\$ (22,000.00)	\$ 22,000
		Contract Total		\$ 1,529,996
Change Orders				
CO001A, CO001B		Renew Damaged Sideshell Plate	\$ 34,479.00	
CO002		Spool out Anchor Cable for USCG inspection	\$ 5,450.60	
CO003		Wheelhouse Lighting	\$ 5,004.16	
CO004		MV End Reduction Gear cooler overhaul	\$ 3,190.00	
CO005		Gen #3 Block Replacement	\$ 37,444.18	
CO006		Replace approximately 15' of 2" sched 80 sewage discharge piping	\$ 3,738.00	
CO007		Repair/replace approximately 10' of 2" sched 80 seamless hydraulic piping.	\$ 8,394.00	
		Total Change Orders & Credits	\$ 24,699.94	
		Grand Total	\$ 1,554,695.94	2%

# MV Nantucket in Dry Dock at Thames River Shipyard



03/10/2026

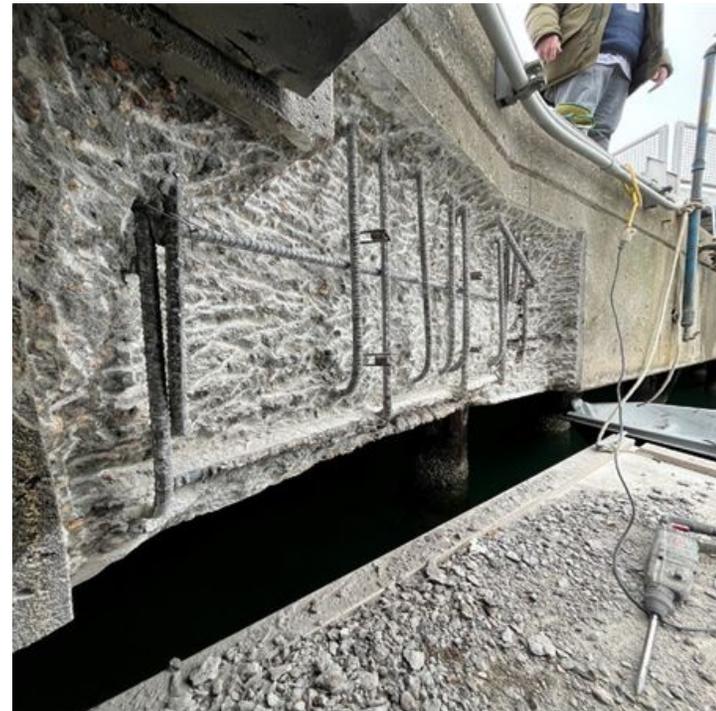
Item number	Sub Item Number	Item Description	Commence Date	% Complete
001		Dry Docking & Undocking	2/28/2026	50%
002 A		Hull & Internal - Inspection & Repair	3/1/2026	20%
002 B		UT Survey ( 1500 UT Shots) Add'l UT Shots:	3/3/2026	80%
003 A		Hull - Clean, Prepare, Paint	3/3/2026	25%
003 B		Hull - Replace Anodes ( 110 Anodes)	3/3/2026	50%
003 C		Commercial Blasting & Coating Application	3/3/2026	10%
004 A		Temporary Services incl Bilge Slops		
004 B		Slops ( 2500 Gallons) Cost per add'l 100 gals:		
004		Temporary Services		
005		Sea Valve Cleaning & Overhaul	3/3/2026	25%
006 A		Shafts, Bearings, Seals & Couplings Inspections	3/3/2026	50%
006 B		Shafts - Removals, Transport, Repair & Re-Install	3/3/2026	25%
006 C		Shaft Couplings - Disassemble, Inspect, Rebuild & Other Services	3/3/2026	10%
006 D		Shaft Rubber Cutless Bearings, Removal & Re-Installation	3/3/2026	40%
006 E		Shaft Seal - Inspect, Disassemble	3/3/2026	0%
007		Propellers	3/3/2026	35%
008 A		Rudders Bearing Clearance Inspections	3/3/2026	0%
008 B		Rudders Bearing Replacement	3/3/2026	0%
008 C		Rudders Removal and Replacement	3/3/2026	0%
009		Hull Plating Replacements/Inserts	3/3/2026	0%
011		Technical Data and Reports		
012		Bow Thruster Inspection & Service	3/3/2026	35%
013		Piping Repairs (50 ft)	3/3/2026	10%
014		Bow & Stern Door Overhaul & Upper Hinge Line Bore	3/3/2026	15%
015		Reserved		
016		Epoxy Floor Covering Repairs		
017		Gray Water Tank Replacement	3/3/2026	0%

## MV Nantucket Dry Dock Financial Snapshot

Contract Item Number	Item Description	Cost
	001 Dry Docking & Undocking	\$ 48,720.00
	002A 002B Hull & Internal - Inspection & Repair	\$ 21,320.00
	003A, 003B, 003C Hull: Clean, Prepare, Paint, Anodes, Commercial Blast	\$ 426,600.00
	004A, 004B Temporary Services, Slop Removals	\$ 26,500.00
	005 Sea Valve Cleaning & Overhaul	\$ 8,200.00
006A, 006B, 006C, 006D,	006E Shafts, Bearings & Couplings, Shaft Removals and Inspections	\$ 148,785.00
	007 Propellers	\$ 34,800.00
	008A, 008B, 008C Rudder Inspections, Bearing Replacements	\$ 126,784.00
	009 Hull Plating Replacements/Inserts	\$ 174,300.00
	011 Technical Data and Reports	
	012 Bow Thruster Inspection & Service	\$ 52,679.00
	013 Piping Repairs (50 ft)	\$ 19,360.00
	014 Bow & Stern Door Overhaul & Upper Hinge Line Bore	\$ 219,080.00
	015 Reserved	
	016 Epoxy Floor Covering Repairs	\$ 144,840.00
	017 Gray Water Tank Replacement	\$ 85,915.00
	*** Vessel Transport Cost (Sections I,M, of IFB)	\$ 22,000.00
	Contract Subtotal	\$ 1,559,883

# ***Vineyard Haven Underdeck Concrete Repairs***

- Zone D-work repair #16 complete.
- Zone E- work repair #17, 18, 19 complete. #20-50% complete.
- Zone F - work repair #21 complete. # 22- 60% complete.
- Zone G- work repair #23 complete. Work repair #24, 25, 33- 20% complete.
- Zone H - work repair #29, 30, 32 complete.
- 38% of the demolition work repairs ( 14 of 37) have been addressed.
- Since CO-01 only one additional change order received to date for work extending beyond the repair area.
  - CO-02 is estimated at \$26,400.
- Scheduled Completion Date of 5/8/2026



### *Vineyard Haven Underdeck Concrete Repairs*





Port Council Meeting March 2026

Photo: January 29, 2026

*Presented by: Raeleen Bandini, ECC Project Manager 03/4/2026*

## Current Milestone Status

### Terminal Building

- The building is construction weathertight, and exterior building finishes are nearing completion
- Prep for the exterior terrace concrete is underway and is nearing completion
- The exterior curtain wall installation is nearing completion
- The mechanical, electrical, plumbing, and fire protection rough installation is complete, and the installation of finishes is underway
- The installation of interior ceiling finishes is underway
- The installation of stone flooring and wall cladding finishes is underway

### Utility Building

- The BDA system installation is nearing completion
- Building Commissioning is in progress and nearing completion
- The Contractor is addressing punch list items
- Owner Training is in progress



## Upcoming Milestones

### Terminal Building

- The exterior curtain wall installation is scheduled to be completed in the middle of March, at which point the exterior envelope will be complete
- The exterior terrace concrete is scheduled to be complete by the middle of March
- The exterior terrace finishes are scheduled to begin in the middle of March
- The mechanical, electrical, plumbing and fire protection finishes and fixtures are scheduled to be completed by the end of March
- The Tel/Data room is scheduled to be complete by the beginning of April
- Building Commissioning is scheduled to start at the beginning of April
- Interior finishes are scheduled to be complete by the end of April
- Building furniture and equipment install is scheduled to begin by the end of April
- The Contractor is continuing to accelerate to maintain the construction schedule

### Utility Building

- The BDA system is scheduled to be completed and tested at the beginning of March
- Owner handover is expected by the middle of March



**CAPITAL EXPENDITURE STATUS REPORT**  
as of March 4, 2026

**Project: Woods Hole Terminal Reconstruction - Utility & Terminal Buildings Construction**

	<u>Budget</u>	<u>Payments Made to Date</u>	<u>Outstanding Commitments and Allowances</u>	<u>Current Estimate</u>	<u>Change from Budget</u>
<u>Design &amp; Engineering - Const Admin</u>	2,535,353	2,046,032	643,276	2,689,308	153,955
<u>General Construction</u>	32,134,531	25,639,651	8,065,424	33,705,075	1,570,544
<u>Owner Supplied Materials</u>	-	487,671	(487,671)	-	-
<u>SSA Personnel - 3 Years</u>	583,274	475,512	107,763	583,274	-
<u>Allowance for Contingencies</u>	3,907,500	-	-	-	(3,907,500)
<u><b>Total Amount</b></u>	<u>39,160,658</u>	<u>28,648,865</u>	<u>8,328,792</u>	<u>36,977,657</u>	<u>(2,183,001)</u>



End of report



*The Steamship Authority* | **TRUE NORTH**  
STRATEGY + TECHNOLOGY INITIATIVE

**MARCH 10, 2026 | PORT COUNCIL MEETING**

# TRUE NORTH STATUS SUMMARY 2-23-2026

**Recent Progress:**

- Working through solution design
- Town halls (NT, MV, Mainland, two topic-based town halls)
- Public feedback on proposed policy changes

**Upcoming Key Activities:**

- Refine & approve E-Dea solution design
- Share second round of draft policies with Board & Port Council
- Share procurement plan with Board & Port Council

**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)
- Current policies unclear/undocumented (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		Mark A	Solution design meetings	Finish solution design Begin system configuration
Data Migration		Steve	Data workshop with E-Dea Drafted migration plan	Working internally and with Bookem vendor
Launch Readiness		Alison	Refining R1/R2 and 30/60/90-day plans	Revisit following configuration discussions
Operations Redesign		Mark A	Policies shared with IT Steering, Port Council, & Board	Update policies incorporating public feedback, vote in February
Policies		Mark A	Location-based Town Halls & shipper meetings & additional topic-based virtual town halls for public feedback	Finalize policy changes
Procurement		Mark R	Shared procurement plan in previous meeting	Share updated procurement plan that includes budget
Website		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		Mark A, Steve	Refined integration strategy with E-Dea	Refine integration documentation & timeline
Payment Gateway		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		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)		Steve	Bid, site visits, Peggy hired clerk of the works (onsite PM), James has schedule → all of work minus OB in May; only outstanding is electrical	Hyannis electrical next week; 4 gang outlets for internal; internal electricians
External Infrastructure		Steve	Revisited scope Confirming terminal infrastructure assessment Went through low voltage cabling; repair damage in OB and HY	Bid out necessary work, finalize Wi-Fi assessment, define RACI; RFP/RFQs ready in Apr, bid in May/June, install in July
Data Warehouse & Reporting		Steve	Reviewed Datamart approach with E-Dea	Define phased approach
Customer Comm & Training		Mark A, Sean	Reviewed comms and training needs	Defining communication software/service needs
Change Management		Mark A	Held 3 additional Town Halls and Shipper Meetings in Jan for policy, plus additional topic-based virtual Town Halls in Feb	Kick off beta testing group (spring) Public engagement sessions for additional policy changes
Master Data		Mark A	Drafted test cases to verify Master Data Meeting on 2/20 to kickoff testing Master Data	Begin testing scenarios
Integrations		Steve	IT subteam meetings to plan integration timelines & ownership	Finalize integration timelines & ownership

# STAFF SUMMARY

Date: March 9, 2026

File# GM-810



TO:		FOR:		FROM:
	General Manager	X	Vote	Dept.: General Manager
				Author: Alex Kryska
X	Board Members		Information	Subject: Request for Authorization to Market the M/V Governor or M/V Sankaty for Sale.

**PURPOSE:**

To present an evaluation of the M/V Governor and M/V Sankaty and request direction from the Members regarding authorization to market one of these vessels for sale, consistent with prior fleet disposition actions.

**BACKGROUND:**

With the arrival of the M/V Monomoy and recent fleet modernization efforts, the Authority currently maintains two vessels functioning primarily as operational spares. Maintaining excess spare capacity results in approximately \$1.5 million annually per vessel in fixed and maintenance costs, exclusive of major capital events.

Recent 2025 Condition & Valuation surveys confirm that both vessels remain serviceable; however, lifecycle considerations and long-term regulatory pressures warrant evaluation of potential disposition. Attached are the 2025 Condition & Valuation Surveys from Marine Safety Consultants that were conducted on the M/V Governor and the M/V Sankaty.

**VESSEL SUMMARIES**

	M/V Governor	M/V Sankaty
<b>Built</b>	1954	1981
<b>Length</b>	242 ft	235 ft
<b>Draft</b>	11.7 ft	9.8 ft
<b>Passenger Capacity</b>	250	292
<b>Vehicle Capacity</b>	45	40
<b>Speed</b>	16	12.5
<b>Engine Hours (est)</b>	31,000 per engine	19,000 per engine
<b>Next Dry Dock</b>	15 Jan 2028	31 Dec 2026
<b>Fair Market Value</b>	\$325,000	\$340,000

**Governor Observations:**

At over 70 years of age, the Governor is the oldest vessel in the fleet. While machinery upgrades have extended serviceability, the hull age presents increasing structural and lifecycle risk. The vessel is limited to the Vineyard Haven to Woods Hole route due to draft issues. Further, the vessel has limited serviceability in inclement weather.

**Sankaty Observations:**

Originally designed as an offshore supply vessel, the Sankaty has exceeded its original design life and presents increasing maintenance and regulatory compliance costs.

**STRATEGIC CONSIDERATIONS:**

1. Fleet Redundancy – Two operational spares exceed necessary redundancy levels.
2. Lifecycle Risk – Built in 1954, the M/V Governor has far exceeded its useful life cycle.
3. Operational Flexibility – While the Governor has greater speed, she is limited to operating on the Vineyard Haven to Woods Hole route due to draft restrictions. The M/V Governor also has limited operational capacity in inclement weather.
4. Financial Impact – Approx. \$1.5M annual carrying cost per vessel.

**RECOMMENDATION:**

Staff recommend that the Members authorize the General Manager to market the M/V Governor for sale



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Alex Kryska  
General Manager

Attachments

# STAFF SUMMARY

Date:

File# GM-XXX



TO:		FOR:		FROM:
X	General Manager	X	Vote	Dept.: General Manager Author: Terence G. Kenneally
X	Board Members		Information	Subject: Request for a Limited Passenger License Agreement with Helen H Offshore Fishing Corp.

**PURPOSE:**

To request approval of a limited passenger service license with Helen H Offshore Fishing Corp. (“Helen H”), which seeks to operate passenger ferry service between Oak Bluffs Marina and Nantucket Boat Basin for local island-based schools and their supporters to attend athletic, educational, and community events on either Martha’s Vineyard or Nantucket.

**BACKGROUND:**

At their meeting on October 23, 2025, the Members approved Helen H’s request for a one (1) day passenger service license operating ferry service between Oak Bluffs Marina and Nantucket Boat Basin to transport approximately eighty (80) Martha’s Vineyard residents who wished to attend high school sporting events on Nantucket on Saturday, October 25<sup>th</sup>. In exchange for the one-day license, Helen H paid a license fee of \$2.00 per passenger for each leg of the voyage. The license fee is consistent with the fees set forth within Hyannis Harbor Tours, Inc.’s (“Hy-Line”) license agreement for its interisland service between Oak Bluffs and Nantucket between late May and mid-October.

In December 2025, Helen H submitted a second license request “to operate a limited inter-island passenger route between Nantucket and Martha’s Vineyard under specific, non-competitive circumstances.” A copy of Helen H’s December 2025 letter is attached hereto as *Exhibit A*.

Following receipt of Helen H’s latest request, the Authority advised Helen H that their request would need to be vetted through the requirements of the Authority’s licensing policy including, but not limited, to publication of its request in local newspapers and conducting a hearing seeking public comments on the proposal. Currently, the Authority has arranged publication of Helen H’s request in local newspapers including scheduling a virtual public hearing to occur on Thursday, March 26, 2026 at 4:00 p.m.

On March 3, 2026, Helen H advised the Authority that the “high schools on Nantucket and Martha’s Vineyard” seek inter-island passenger service to events on April 4<sup>th</sup> and May 4<sup>th</sup> respectively. April 4<sup>th</sup> falls after the Authority’s scheduled virtual public hearing concerning this license request on Thursday, March 26, 2026, but before the Authority’s scheduled port council meeting on April 7<sup>th</sup> and board meeting on Tuesday, April 21<sup>st</sup>. Accordingly, consideration to approve a second one-day license to cover the proposed April 4<sup>th</sup> service is needed in advance of the completed review of license

**ANALYSIS:**

Section 5 of the Authority's Enabling Legislation states, in part:

...no person shall operate a vessel with a Coast Guard approved capacity rating in excess of forty passengers or a vessel of more than seventy-five gross tons for the carriage of passengers for hire by water between the mainland and the island of Martha's Vineyard or the island of Nantucket or between said islands unless licensed or permitted in writing to do so by the Authority....

According to their Certificates of Inspection from the USCG, the CAPTAIN JOHN & SON (O.N. 584638) and the M/V CAPTAIN JOHN & SON II (O.N. 656719) have approved capacities of 149 persons onboard. If Helen H carries more than 100 passengers, then the Embarkation Fee Statute must be applied.<sup>1</sup>

Under the Authority's licensing policy, the Members should consider the following:

1. Whether public convenience and necessity require the proposed service.
2. Each request for a license shall be considered by the Authority on a case-by-case basis, although the Authority adopts reasonable policies, principles and standards to guide the exercise of its discretion in appraising the public interest.
3. Before any request for a license is considered by the Members, the management staff shall hold public hearings thereon after due notice is given to all interested parties and shall provide the Members with a comprehensive analysis as to whether, in the staff's opinion based upon the information received, public convenience and necessity require the proposed service.
4. Each license agreement entered into by the Authority shall specify the routes over which the licensee's vessels may operate, shall contain such terms and conditions as the Authority deems that public convenience and necessity require, shall be subject to revocation for cause, and shall be subject to revision at any time to the extent the Authority finds such action to be in the public interest.

Under the terms of Hy-Line's license agreement, it pays license fees to the Authority for its Oak Bluffs-Nantucket service. A copy of Hy-Line's approved 2026 "inter-island" service schedule is attached hereto as *Exhibit B*.

Considering the above information, it is unlikely, without scheduling and conducting a special off-schedule board meeting, to complete the requisite review of Helen H's license request before April 4, 2026 when it intends to provide inter-island passenger service to the islands' high school students.

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<sup>1</sup> Section 11 of Chapter 55 of the Acts of 2003 (the "Act"), as amended by Sections 44-47 of Chapter 65 of the Acts of 2004 allows a port town to impose an embarkation fee "upon all passenger ferry trips, based upon the actual number of fee-paying passengers embarking on all departing ferry trips, excluding those ferry boats that are licensed to transport not more than 100 passengers, originating from a port located within such city or town, at a rate of \$.50 per passenger, per fare-paying departing trip."

Furthermore, it is reasonable to question whether this license request is necessary because students, particularly student athletes, often travel between the islands via the mainland for various activities. It appears that the island residents seek the public convenience of traveling directly between the islands because the Authority and its current licensees do not provide inter-island service between mid-October and late-May.

Because the Authority and its current licensees cannot accommodate the island residents' requests and the license is limited in its duration to the offseason period before Hy-Line begins its inter-island service on May 22, 2026, staff is inclined to recommend the issuance of a limited license to Helen H so that it can provide passenger ferry service between Oak Bluffs Marina and Nantucket Boat Basin for local island-based schools and their supporters on April 4<sup>th</sup> and May 4<sup>th</sup> respectively. In consideration of obtaining the license, Helen H should pay a license fee of \$2.00 per passenger for each passenger carried on each leg of the voyage consistent with the fees set forth within Hy-Line's license agreement for its inter-island service between Oak Bluffs and Nantucket.

Whether or not Helen H should be considered for a license to provide offseason inter-island passenger service beyond May 2026 remains for consideration and discussion following receipt and review of additional public comments and conducting the hearing on Thursday, March 26, 2026 at 4:00 p.m.

**RECOMMENDATION:**

For the reasons stated above, it is the staff's opinion that that the Members vote to authorize the General Manager to enter into a license agreement with Helen H Offshore Fishing Corp. to allow it to provide inter-island passenger service to the scheduled events on April 4<sup>th</sup> and May 4<sup>th</sup> respectively in exchange for a license fee of \$2.00 per passenger for each leg of the voyages plus any applicable embarkation fees as detailed this staff summary.

\_\_\_\_\_  
Terence G. Kenneally  
General Counsel

APPROVED:

\_\_\_\_\_  
Alexander T. Kryska  
General Manager

Attachments

Dear Members of the Steamship Authority,

We are writing to formally request permission to operate a limited inter-island passenger route between Nantucket and Martha's Vineyard under specific, non-competitive circumstances.

Our intent is **not** to provide a regularly scheduled ferry service. This service would operate **only when requested by local schools for inter-island athletic and educational travel**, and for **occasional community events during periods when Hy-Line is out of season or not operating** on the route. We are requesting a license to operate with 149 passengers.

Service would operate between the **Nantucket Town Dock** and the **Town Dock in Oak Bluffs**. The estimated **one-way travel time is approximately 1 hour and 35 minutes**, providing a direct and efficient inter-island connection while maintaining safe operating speeds and compliance with all applicable regulations.

Currently, we are operating under the **40-passenger limitation imposed by the state of Massachusetts**. In order to meet the transportation needs of schools and accompanying parents within this restriction, we have been required to operate **multiple vessels simultaneously**. In some cases, this has meant running **up to three boats** to transport approximately **100 passengers** for a single event. While this approach has allowed us to meet demand, it is operationally inefficient and financially unsustainable when the same service could be provided more effectively using a single, appropriately sized vessel.

With approval of this license, we respectfully request the ability to **increase the passenger capacity beyond the current 40-passenger restriction to 149 passengers**. This would allow us to safely and efficiently transport students, coaches, parents, and community members using **one vessel instead of multiple boats**, reducing congestion and improving overall operational safety.

Our vessel is equipped with a **heated cabin, indoor and outdoor seating**, and a **full galley** offering food, snacks, and beverages for purchase. These amenities allow for a safe and comfortable transit experience, particularly during shoulder and winter seasons when timely transportation options are not available.

Pricing would be structured as follows:

- **\$59 round trip** for parents, fans, and public passengers
- **Reduced rates for schools**, including students and coaches, to ensure affordability and accessibility for school programs

This proposed service is intended to support the island communities by providing reliable transportation for school activities and special events when traditional ferry options are unavailable. Allowing this operation would streamline transportation, reduce the number of

vessels required for a single movement, and better serve the needs of schools and families without impacting existing ferry operations.

We would be happy to provide any additional information required, including vessel specifications, insurance documentation, or operational details. Thank you for your time and consideration, and we appreciate the opportunity to discuss this request further.

Sincerely,

Tyler Huckemeyer

Helen H Offshore Fishing Corp.



HY-LINE'S INTER-ISLAND SCHEDULE

Friday before Memorial Day  
through Labor Day

May 22, 2026 – September 7, 2026

<u>Depart Oak Bluffs</u>	<u>Arrive Nantucket</u>	<u>Depart Nantucket</u>	<u>Arrive Oak Bluffs</u>
9:05 AM	10:15 AM	10:30 AM	11:40 AM
12:05 NOON	1:15 PM	1:40 PM	2:50 PM
3:50 PM	5:00 PM	5:15 PM	6:25 PM

Tuesday after Labor Day through Columbus Day

September 8, 2026 – October 12, 2026

<u>Depart Oak Bluffs</u>	<u>Arrive Nantucket</u>	<u>Depart Nantucket</u>	<u>Arrive Oak Bluffs</u>
9:05 AM	10:15 AM	10:30 AM	11:40 AM
12:05 NOON	1:15 PM	1:40 PM	2:50 PM
4:05 PM	5:15 PM	5:30 PM	6:40 PM

After Columbus Day

October 13, 2026 – October 18, 2026

<u>Depart Oak Bluffs</u>	<u>Arrive Nantucket</u>	<u>Depart Nantucket</u>	<u>Arrive Oak Bluffs</u>
12:55 PM	2:15 PM	2:30 PM	3:50 PM

# STAFF SUMMARY

Date: 03/09/26

File# COO-2026-01



TO:		FOR:		FROM: Mark H. Amundsen
X	General Manager	X	Vote	Dept.: Operations
X	Board Members		Information	Subject: Proposed Policy Changes, Phase 1 Reservation System

**PURPOSE:**

To endorse the proposed policy changes (Phase 1) in support of the new reservation system and authorize the staff and general manager to amend the necessary Authority policy documents.

**BACKGROUND:**

In June 2025, the Board approved the award of Contract 16-2024, Replacement of the Steamship Authority’s Reservation System, to E-Dea Spa of Napoli, Italy. Since then, multiple project teams have been meeting on a regular basis with E-Dea representatives to review their system’s functionality and determine what customizations and configurations should be made to their system and what policies of the Authority should be amended or changes to align with the functionality of this best-in-class reservation software.

From those meetings, the project teams of the True North Initiative, so named because of the necessity of this broader look at the Authority’s operations, developed a slate of proposed policy changes for the consideration of the IT Executive Steering Committee, the Port Council, and the Board. Numerous open houses and public input sessions have been held, and public comment and feedback has been taken on these proposed changes. The project team thanks those who have come to one of those sessions and offered valuable insight into real-world uses of the Authority’s systems, which have been taken into serious consideration as this process has continued.

At this time, staff is proposing the following policy changes to support the new reservation system:

1. **Deck Space Management:** change to linear feet from car-equivalent unit
2. **Standby:** change to the purchase of a refundable standby ticket on a specific, unavailable trip from the use of an open ticket or pending ticket.
3. **Wait list:** change to specific trip selections before and after a purchased ticket or a purchased standby ticket from an open-ended query that is untethered to the date or time of a purchased ticket.
4. **Transferable Reservations:** During the Head Start program for Preferred and Excursion customers, change to transferrable reservations being purchased directly for another individual at that time from being able to designate certain number of reservations as transferrable at a later time.

5. **Special program discounts:** Change to one discount per product from being able to “stack” discounts on a ticket. (Note that certain products in the E-Dea system will be priced to avoid any increase in cost to those customers.)
6. **Preseason bulk commercial shipping lottery:** Change to one lottery from multiple lotteries per reservation period.

Staff will further be recommending a change to the preseason bulk commercial shipper program to remove the 10% discount and to replace it with updates to the commercial shipping cancellation policy, but as the review of those changes has not been completed, that will be part of the Phase 2 review.

If approved, staff will codify these changes through updates to the Customer Handbook and associated policy documents. It is anticipated those changes will be finalized following Phase 2 of the policy review to ensure cohesion within the documents.

**RECOMMENDATION:**

Staff is recommending the Port Council and Board members endorse the above policy changes as part of the Phase 1 policy review for the E-Dea reservation system.

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Alex Kryska  
General Manager

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Mark H. Amundsen  
Chief Operating Officer

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Alison A. Fletcher  
Director of Shoreside Operations

*The Steamship Authority* | **TRUE NORTH**  
STRATEGY + TECHNOLOGY INITIATIVE

**MARCH 10, 2026 | PORT COUNCIL MEETING**

# TRUE NORTH STATUS SUMMARY 2-23-2026

**Recent Progress:**

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- Town halls (NT, MV, Mainland, two topic-based town halls)
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**Upcoming Key Activities:**

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- Share second round of draft policies with Board & Port Council
- Share procurement plan with Board & Port Council

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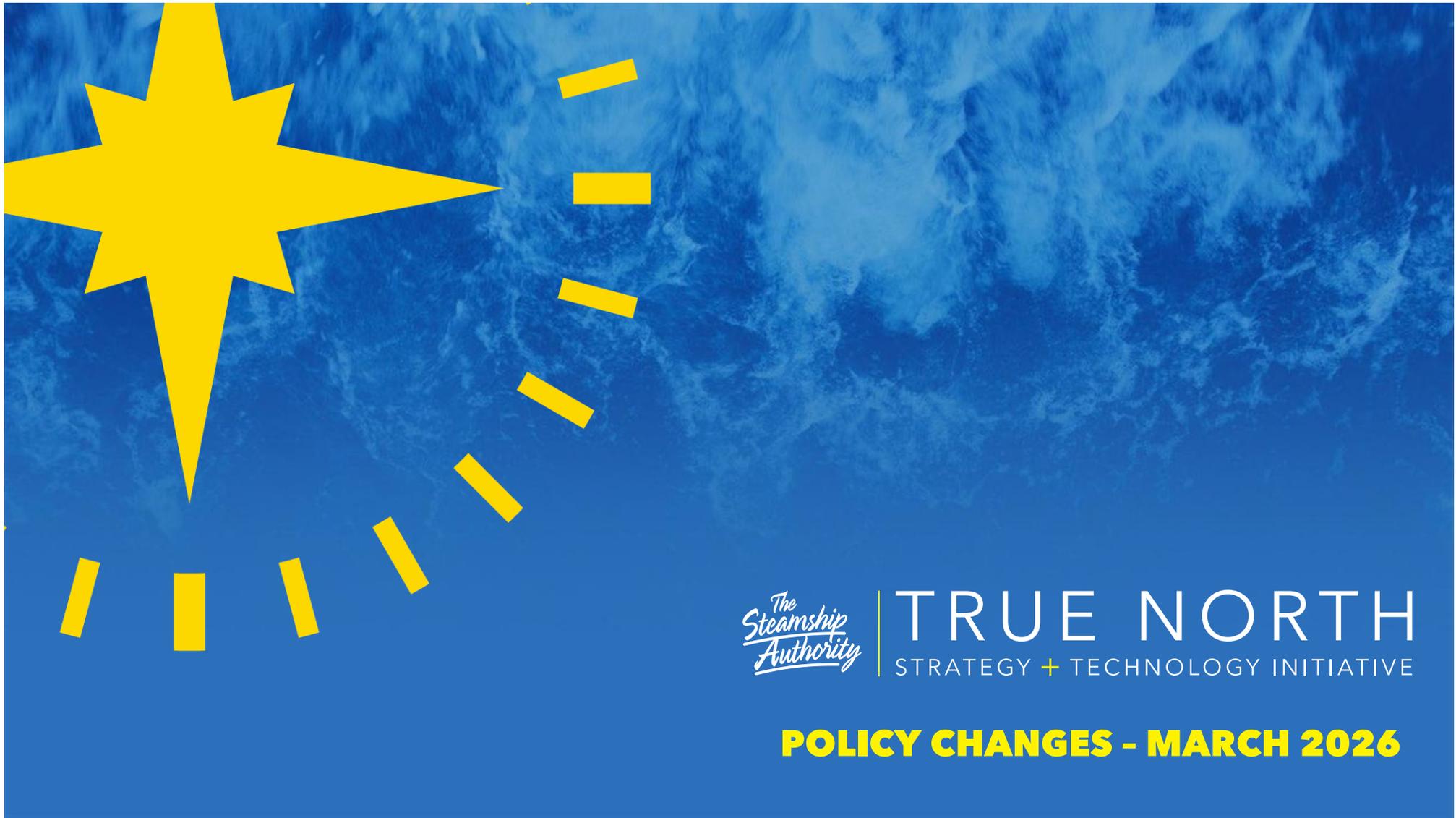
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- Policies
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External Infrastructure		Steve	Revisited scope Confirming terminal infrastructure assessment Went through low voltage cabling; repair damage in OB and HY	Bid out necessary work, finalize Wi-Fi assessment, define RACI; RFP/RFQs ready in Apr, bid in May/June, install in July
Data Warehouse & Reporting		Steve	Reviewed Datamart approach with E-Dea	Define phased approach
Customer Comm & Training		Mark A, Sean	Reviewed comms and training needs	Defining communication software/service needs
Change Management		Mark A	Held 3 additional Town Halls and Shipper Meetings in Jan for policy, plus additional topic-based virtual Town Halls in Feb	Kick off beta testing group (spring) Public engagement sessions for additional policy changes
Master Data		Mark A	Drafted test cases to verify Master Data Meeting on 2/20 to kickoff testing Master Data	Begin testing scenarios
Integrations		Steve	IT subteam meetings to plan integration timelines & ownership	Finalize integration timelines & ownership



# PROPOSED POLICY UPDATES

## Phase 1: February 2026 Meeting

- + **Deck space management** (linear feet)
- + **Waitlist** (specific picks, before and after)
- + **Standby** (purchase refundable standby)
- + **Transferable reservations** (must be named)
- + **Special programs stacking discounts** (one discount per product)
- + **Lottery process for Bulks** (simplified)

*NOTE: All February policy changes have been shared with the public & shippers for feedback*



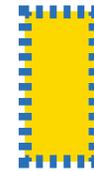
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# NEW DECK SPACE USAGE

- + **Was** car equivalent units of 17 feet
- + **Will be** linear feet



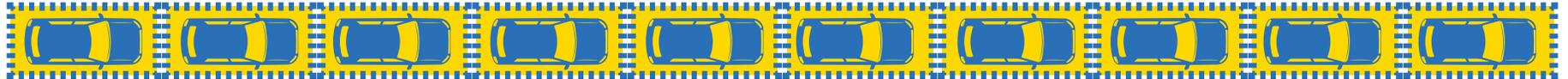
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**SSA LEGACY SPACE**  
**17 FEET**



**SEDAN**  
**14 FEET**



Lane 3 Approximately 180'



Lane 3 Approximately 180'

**With the new system's linear feet, more vehicles can be booked per lane.**

# THE NEW WAIT LIST

- + **Was** unlimited time span for wait list searches
- + **Will be** five trips before or after a booked trip



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**John B. Traveler**

- BOOKED TRIP**
- SOLD OUT TRIP**
- BOOKED WAIT LIST**
- WAIT LIST OPTION**
- UNSELECTED OPTION**

DESIRED TRIPS	BOOKED TRIP	WAIT LISTS AVAILABLE	WAIT LISTS BOOKED
<p><b>JULY</b></p> <p><b>14</b> 9:15 a.m. HY to NT <b>SOLD OUT</b></p> <p><b>JULY</b></p> <p><b>14</b> 12:00 p.m. HY to NT <b>SOLD OUT</b></p> <p><b>JULY</b></p> <p><b>14</b> 2:45 p.m. HY to NT <b>SOLD OUT</b></p> <p><b>JULY</b></p> <p><b>14</b> 4:15 p.m. HY to NT <b>SOLD OUT</b></p> <p><b>JULY</b></p> <p><b>14</b> 5:30 p.m. HY to NT <b>SOLD OUT</b></p> <p><b>JULY</b></p> <p><b>14</b> 8:00 p.m. HY to NT <b>SOLD OUT</b></p>	<p><b>JULY</b></p> <p><b>15</b> 12:00 p.m. HY to NT</p>	<p><b>JULY</b></p> <p><b>15</b> 9:15 a.m. HY to NT <b>SOLD OUT</b> (WAITLIST OPTION)</p> <p><b>JULY</b></p> <p><b>16</b> 9:15 a.m. HY to NT <b>SOLD OUT</b> (WAITLIST OPTION)</p> <p><b>JULY</b></p> <p><b>15</b> 12:00 p.m. HY to NT</p> <p><b>JULY</b></p> <p><b>14</b> 2:45 p.m. HY to NT <b>SOLD OUT</b> (WAITLIST OPTION)</p> <p><b>JULY</b></p> <p><b>15</b> 2:45 p.m. HY to NT <b>SOLD OUT</b> (WAITLIST OPTION)</p> <p><b>JULY</b></p> <p><b>14</b> 4:15 p.m. HY to NT <b>SOLD OUT</b> (WAITLIST OPTION)</p> <p><b>JULY</b></p> <p><b>15</b> 4:15 p.m. HY to NT <b>SOLD OUT</b> (WAITLIST OPTION)</p> <p><b>JULY</b></p> <p><b>14</b> 5:30 p.m. HY to NT <b>SOLD OUT</b> (WAITLIST OPTION)</p> <p><b>JULY</b></p> <p><b>15</b> 5:30 p.m. HY to NT <b>SOLD OUT</b> (WAITLIST OPTION)</p> <p><b>JULY</b></p> <p><b>14</b> 8:00 p.m. HY to NT <b>SOLD OUT</b> (WAITLIST OPTION)</p> <p><b>JULY</b></p> <p><b>15</b> 8:00 p.m. HY to NT <b>SOLD OUT</b> (WAITLIST OPTION)</p>	<p><b>JULY</b></p> <p><b>15</b> 9:15 a.m. HY to NT <b>SOLD OUT</b> (WAITLIST OPTION)</p> <p><b>JULY</b></p> <p><b>16</b> 9:15 a.m. HY to NT <b>SOLD OUT</b> (WAITLIST OPTION)</p> <p><b>JULY</b></p> <p><b>15</b> 12:00 p.m. HY to NT</p> <p><b>JULY</b></p> <p><b>14</b> 2:45 p.m. HY to NT <b>SOLD OUT</b> (WAITLIST OPTION)</p> <p><b>JULY</b></p> <p><b>15</b> 2:45 p.m. HY to NT <b>SOLD OUT</b> (WAITLIST OPTION)</p> <p><b>JULY</b></p> <p><b>14</b> 4:15 p.m. HY to NT <b>SOLD OUT</b> (WAITLIST OPTION)</p> <p><b>JULY</b></p> <p><b>15</b> 4:15 p.m. HY to NT <b>SOLD OUT</b> (WAITLIST OPTION)</p> <p><b>JULY</b></p> <p><b>14</b> 5:30 p.m. HY to NT <b>SOLD OUT</b> (WAITLIST OPTION)</p> <p><b>JULY</b></p> <p><b>15</b> 5:30 p.m. HY to NT <b>SOLD OUT</b> (WAITLIST OPTION)</p> <p><b>JULY</b></p> <p><b>14</b> 8:00 p.m. HY to NT <b>SOLD OUT</b> (WAITLIST OPTION)</p> <p><b>JULY</b></p> <p><b>15</b> 8:00 p.m. HY to NT <b>SOLD OUT</b> (WAITLIST OPTION)</p>

- + **Need a reservation first**
- + **Customer can select up to five trips to add to a wait list**
- + **Customer can select when to leave a wait list, up to two hours before departure time**

# THE NEW STANDBY

- + **Was** using an open ticket or unused reservation
- + **Will be** purchasing a standby ticket



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**Standby  
ticket**



**Attached to  
a specific  
trip**



**Blue Line  
still  
available**



**SSA can  
adjust standby  
capacity**



**Travel not  
guaranteed**

*NOTE: Blue Line and Nantucket standby functionality under review in the new system*

# THE POWER OF WAIT LIST AND STANDBY TOGETHER



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**John B. Traveler**

- BOOKED STANDBY
- SOLD OUT TRIP
- BOOKED WAIT LIST
- WAIT LIST OPTION
- UNSELECTED OPTION

DESIRED TRIPS	BOOKED STANDBY	WAIT LISTS AVAILABLE		WAIT LISTS BOOKED	
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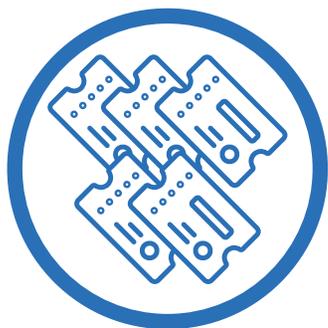
- + Customer can buy a standby ticket
- + Customer can then select up to five trips before or after the standby ticket to wait list
- + Customer can select when to leave a wait list, up to two hours before departure time

# THE NEW TRANSFERABLE RESERVATIONS



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- + **Was** three of five transferrable Head Start reservations could be transferred later
- + **Will be** all transferrable Head Start reservations must be booked directly at time of purchase



**Five  
transferable  
reservations  
per customer**



**Transfer  
directly to a  
person**



**Transfer at  
time of  
purchase**



**Transfer  
once**

# ADDITIONAL POLICY CHANGES



TRUE NORTH  
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## Simplify special program discounts

One passenger and one vehicle discount can be applied per booking  
*Currently, users can stack discounts (e.g., excursion + medical discount for a vehicle)*



## No deposit for commercial charge accounts

Updated cancellation fees will replace the function of the deposit (still working on the proposed cancellation fees; will incorporate shipper feedback)  
*Currently, there is a 10% deposit for charge accounts*



## Only passengers who book multiple medical reservations can delay payment

Customers must pay for reservations at the time of booking (unless booking multiple medical reservations at once)  
*Currently, customers booking via phone or at the terminal can request to delay payment until five days before travel*



## Simplifying the commercial shipper preseason lottery process

One deadline and one lottery  
*Currently, there is one deadline plus five additional lottery days for late applicants*

# PROPOSED POLICY UPDATES

## Phase 2: Spring 2026

- + **Deposits for Bulks** (no deposit)
- + **Cancellation** (adjusting timing & fees)
- + **Change** (adjusting timing & fees)
- + **No-show** (adjusting penalties)
- + **Voucher** (refund or voucher instead of pending and open tickets)
- + **Motorcycle** (consolidate definitions)
- + **Bulk freight reservation smoothing** (100% instead of 110%, hazardous smoothing)
- + **Commercial reservation transfers** (hazardous shippers only)
- + **Commodities** (adding medical, removing infrequent hazardous)
- + **Steel-treaded vehicles** (trailer required)
- + **Towing/pushing services** (remove)
- + **Multi-island motorcycle excursion fare** (remove)
- + **Medical travel** (revise definitions)
- + **Allotments** (revising deck space management)
- + **Subscriptions** (new functionality and names for special programs and discounts)
- + **Furlough fare** (revised definition)
- + **Gift cards** (specific units, electronic)



**TRUE NORTH**  
STRATEGY + TECHNOLOGY INITIATIVE

# POLICY PHASE II TIMELINE



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- Town halls (MV, NT, virtual)
- Shipper meetings (MV, NT, mainland)
- Kick off user group sessions

- IT Steering
- Port Council
- Board

## NEXT STEPS



- Board to vote on policy phase I
- Finalize solution design based on policy changes (project team)
- Schedule the next round of public engagement sessions for policy updates (project team)

## Agenda Item

4a)-

Discuss Eligibility  
Requirements for the  
MV Route Blue Line

To Be Discussed

## Agenda Item

4b)-

Discuss Potential Digital  
Advertising Options at  
Terminals and Onboard  
Vessels

To Be Discussed