



Woods Hole, Martha's Vineyard and Nantucket Steamship Authority

Posted 11 a.m. Tuesday, March 31, 2026

Amended 12:20 p.m. April 2, 2026

STEAMSHIP AUTHORITY IT EXECUTIVE STEERING COMMITTEE

Thursday, April 2, 2026 – 1 p.m.

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: (305) 224-1968, (309) 205-3325, (646) 931-3860, (929) 436-2866, (301) 715-8592.

AGENDA

Item No. 1. Public Comment

Item No. 2. Approval of Minutes

a) Reconsideration of January 15, 2026, meeting minutes

b) February 27, 2026, meeting in public session

c) March 9, 2026, meeting in public session

Item No. 3 Project Update

Item No. 4 Project Budget and Procurement

Item No. 5 Public Comment



IT STEERING AGENDA



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STRATEGY + TECHNOLOGY INITIATIVE

1. Public Comment
2. Approval of Minutes
 - a. Feb 27, 2026
 - b. Mar 9, 2026
3. Project Update
4. Project Budget & Procurement
5. Public Comment

TRUE NORTH STATUS SUMMARY 4-1-2026

Recent Progress:

- Working through solution design
- Town halls (NT, MV, Mainland, two topic-based town halls)
- Board approved Phase I policies

Upcoming Key Activities:

- Refine & approve E-Dea solution design
- Public engagement ahead of phase II policy vote
- Share procurement plan with Board & Port Council
- Finalize outstanding SOWs & contracts

Business Decisions – in process:

- Procurements (integration & infrastructure)
- Finalize policy changes
- Create data migration plan
- Terminal Operations Flow
- Testing
- Identify training resource
- *Approve R1 Release Plan*

Key Risks, Issues & Suggested

Resolution(s):

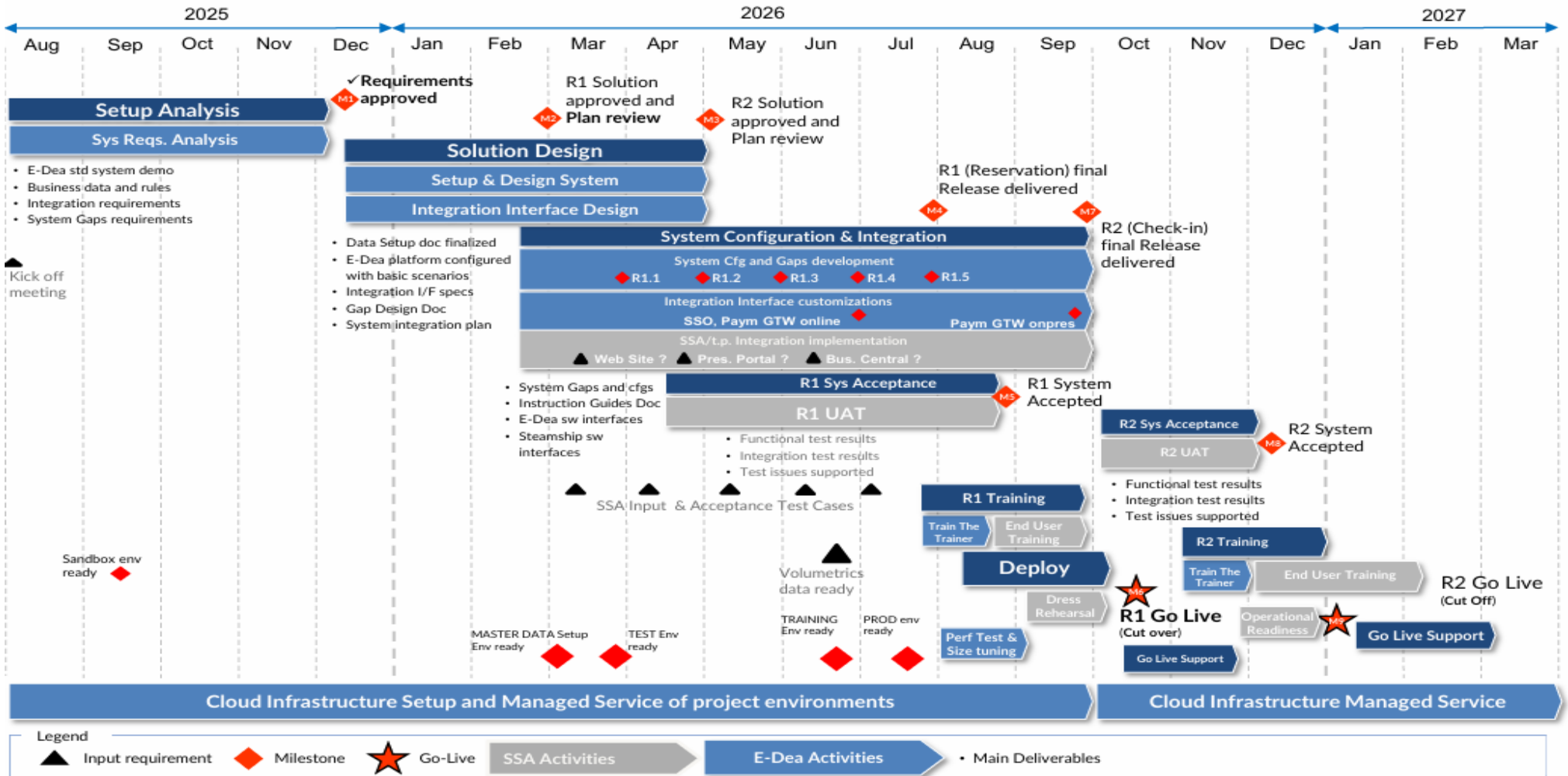
- Resource capacity (IT & Ops)
- Current policies unclear/undocumented (policy vs configuration)
- Change fatigue
- Staff training

Key Milestone Legend:	<table border="0"> <tr> <td style="background-color: #90EE90; width: 20px; display: inline-block;"></td> <td>On track; will complete as planned</td> </tr> <tr> <td style="background-color: #FFFF00; width: 20px; display: inline-block;"></td> <td>Planned delivery at risk</td> </tr> <tr> <td style="background-color: #FF0000; width: 20px; display: inline-block;"></td> <td>Will miss planned delivery</td> </tr> </table>		On track; will complete as planned		Planned delivery at risk		Will miss planned delivery
	On track; will complete as planned						
	Planned delivery at risk						
	Will miss planned delivery						

Workstream	Status	Owner	Recent Action	Upcoming Action
Reservation System		Mark A	E-Dea presented R1 delivery plan E-Dea has begun system configuration	Finish solution design; Approve R1 Delivery Plan
Data Migration		Steve	Data workshop with E-Dea; Drafted migration plan; meetings on data migration needs	Working internally and with Bookem vendor; refining project timeline to ensure we can meet data migration deliverables
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	Continue Nantucket standby & Blue Line redesign; Policy Phase II to be shared with IT Steering, Port Council, and Board
Policies		Mark A	Location-based town halls & shipper meetings for phase II policies	Additional virtual town halls 4/14 and 4/15 at 5 pm; Phase II policies to be voted on by the Board in May
Procurement		Mark R	Shared procurement plan in previous meeting	IT Steering to vote on approving the updated procurement plan/budget in April
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	Intrasystems met on the preseason portal integration with E-Dea on 3/10; captured outstanding questions	Intrasystems awaiting information on the refresh process with E-Dea; need to provide updated SOW; define launch plan; Intrasystems site visit with SSA on 4/2
Payment Gateway		Mark R, Steve	Office solution devices delivered; E-Dea incorporated B2C & B2B and direct sales into solution design	Legacy gift card solution, Shift4 next steps & milestones; SSA to approve solution; E-Dea meeting with Shift4 on certification – solution on Confluence
Business Central		Mark R, Steve	E-Dea shared info on new APIs; files reviewed; payment portal for invoices Dynamics Eshop – SOW shared & approved; SSO follow-up, meeting with E-Dea on implementation design & APIs to finalize discovery 3/24	Design document to be shared, explore alternatives to email delivery, potential integration with Shift4
Internal Infrastructure (Network, Software, & Hardware)		Steve	Low voltage cabling completed in Mashpee; started low voltage cabling on Nantucket on 3/30 SSA IT started Mashpee network migration on 3/30 Alvarado site visit, defined pathway & milestones for pedestal procurement; outstanding questions resolved by SSA	SSA IT to complete Mashpee network migration by EOW Cost analysis needed to go under state contract (over 250K) for professional services
External Infrastructure		Steve	Electrical work review (boxes, poles, etc.); locations meeting 3/2 & 3/9 Woods Hole terminal plans	Bid out necessary work, define RACI; RFP/RFQs ready in Apr, bid in May/June (May Board), install in July GGD completing bid documents: WH done, other terminals (push from May – Wi-Fi will be in September forward
Data Warehouse & Reporting		Steve	Reviewed Datamart approach with E-Dea	Need to schedule meeting on Datamart and establish E-Dea provision and what SSA needs to solve
Customer Comm & Training		Mark A, Sean	Reviewed comms and training needs	Defining communication software/service needs Need to select a trainer (Ops)
Change Management		Mark A	Board approved Phase I policies	Kick off beta testing group (spring) Public engagement sessions for additional policy changes (phase II)
Master Data		Mark A	Shared initial results of the first round by Mar 6 SSA meeting 3/25 for outstanding configuration requirements	Finalize Master Data to populate data environment (incl. allocation templates)
Integrations		Steve	Proposed vehicle database solution is CarAPI; E-Dea received agreement document to sign with EXIS; Board approved SOW for Travel Alerts integration SSA to approve CarsXE solution	SSA to approve CarAPI E-Dea waiting on EXIS for integration with the test environment; E-Dea to start integration SSA to determine cost of Twilio & expected volume from Gov Delivery



SSA Project - Implementation Timeline Review



POLICY FEEDBACK FROM THE PUBLIC



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Change policy

- *Proposed policy: \$10 change fee for reservation changes less than 2 weeks out*
- First change should be free or no change fee at all
- Will the public be charged a fee for getting off the waitlist on a standby ticket? – looking at removing
- Will the public be charged a fee for downsizing their vehicle?

Gift cards

- *Proposed policy: digital only; can only be made in increments*
- Fares may not match price increments for gift cards

No-show policy

- *Proposed policy: no-show tickets will not be refunded and cannot be used for same-day standby; departure is when the gate closes*
- What is the leeway for no-shows?
- Concerns about ability to call terminals to cancel reservations – SSA is thinking through solutions to improve communication with terminals esp. when Mashpee off hours

Coupon books

- *Proposed policy: will now be subscriptions (largely terminology change, but there are some backend differences)*
- Do not want an expiration date, but consider tying to active account or active Excursion

POLICY FEEDBACK FROM THE SHIPPERS

Cancellation policy

- *Proposed policy: canceling 48 hours or less in advance will not be refunded*
- Shippers would prefer 24 hr cancellation or 9 am the day before (instead of 2 days or 48 hr)

Change policy & pending reservations

- *Proposed policy: cannot pend tickets; changes 48 hours or less are 10% of the reservation fare; reservations two weeks to 48 hours in advance have a 5% change fee*
- Shippers are concerned that reservations will accumulate at the end of the season since they will push the reses out instead of cancelling and are unable to pend
- Think through when Nantucket is 100% booked in the summer
- How will downsizing a truck be handled in the future?

Reservation transfers (commercial)

- *Proposed policy: shippers can only transfer reservations through approved SSA channels; hazardous transfers only*
- How to handle maintaining “long truck” to replace another long truck, rather than splitting the space with a small car?

Smoothing

- *Proposed policy: 100% smoothing cap (instead of 110%)*
 - *Smoothing is based on number of reservations the shipper used that season the prior year*
- Questions about how the preseason portal prioritizes requests during smoothing

Steel treaded vehicle policy

- *Proposed policy: steel-treaded vehicles can only be transported on flatbeds*
- Shippers requested exceptions to this policy



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NEXT STEPS

- **Recurring meeting schedule?**
- **Budget and procurement updates**

*The
Steamship
Authority*

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Res System Preliminary Budget

Reservation System Status



Category	Budget	Spent	% Spent	Ordered	Contract	Status	Owner
E-DEA Reservation System				Yes	16-2024	In Progress	Amundsen
Implementation	2,478,463	835,396	32%	Yes		In Progress	Amundsen
Change Orders							
Contingencies (10%)	247,846	35,395				In Progress	Amundsen
Annual Licenses and Hosting	3,301,023	16,000	1%	Yes		In Progress	Colman
Total	6,027,332	853,334	15%				

Res System Preliminary Budget Annual Expense Recognition



Category	2025	2026	2027	2028	2029	2030
E-DEA Reservation System						
Implementation Costs (Amortization)		99,139	594,831	594,831	594,831	594,831
License & Support	125,000	950,000	521,500	544,075	567,780	592,668
Total Direct E-DEA System Costs	125,000	1,049,139	1,116,331	1,138,906	1,162,611	1,187,499

Res System Preliminary Budget System Integrations Status



Category	Budget	Change Orders	Spent	% Spent	Contract	Status	Owner
SYSTEM INTEGRATIONS							
<i>Bulk Shipper's Portal*</i>	733,000		660,555	90%	MIS2024-11	In Progress	Colman
<i>Data Migration*</i>	33,000		0	0%	Internal	Discovery	Colman
Travel Alerts & Notifications	124,000		62,008	50%	MIS2026-6	In Progress	Colman
Accounting System	90,000		20,000	22%	SOW	In Progress	Rozum
<i>Website Integration*</i>	120,000		63,570	53%	MIS2026-8	In Progress	Colman
<i>Standby Integration*</i>	0		0	0%	TBD	Discovery	Colman
IT Staff Support & Augmentation	275,000		0	0%	MIS2026-5	In Progress	Colman
SYSTEM INTEGRATIONS TOTAL	1,375,000		806,133	59%			