



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

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*Posted April 24, 2026 9:05 AM*

### STEAMSHIP AUTHORITY IT EXECUTIVE STEERING COMMITTEE

Tuesday, April 28, 2026 – 10 a.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 April 2, 2026, meeting minutes
- Item No. 3.** Review project dashboard
- Item No. 4.** Review project timeline update
- Item No. 5.** Review and vote on Phase II policy updates
- Item No. 6.** Review of budget/procurement plan
- Item No. 7.** Review of Project Management Office (PMO) change order for Gibbous LLC
- Item No. 8.** Public comment



# TRUE NORTH STATUS SUMMARY 4-28-2026

**Recent Progress:**

- Working through solution design
- Town halls (NT, MV, Mainland, two topic-based town halls)
- E-Dea onsite for week of April 13
- Testing first release
- Got some additional clarity on release plan

**Upcoming Key Activities:**

- Share updated release plan
- Share procurement plan with Board & Port Council
- Finalize outstanding SOWs & contracts
- E-Dea onsite for a week in May

**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:

- 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	E-Dea presented R1 delivery plan & are refining E-Dea has begun system configuration	Finish solution design; Update, share and approve R1 Delivery Plan Determine necessary resources to meet plan deadlines
Data Migration		Steve	Data workshop with E-Dea; Drafted migration plan; meetings on data migration needs – <i>status turned back to green (next slide)</i>	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 and virtual town halls & shipper meetings for phase II policies	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	Dedicated session on refresh process of environments & portal	Intrasystems to provide updated SOW; define launch plan; Define resources for Trucks
Payment Gateway		Mark R, Steve	Office solution devices delivered; E-Dea incorporated B2C & B2B and direct sales into solution design Decided to use Shift4 for legacy gift cards	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 Integrato waiting on access to the data from E-Dea
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	Oak Bluffs, Hyannis terminals
External Infrastructure		Mark A	Electrical work review (boxes, poles, etc.); locations meeting 3/2 & 3/9 Woods Hole terminal plans	Bid out in July GGD completing bid documents: WH done, other terminals (push from May – Wi-Fi will be in September forward)
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 Public engagement sessions for additional policy changes (phase II)	Kick off beta testing group (spring) Share revised policies for Board approval in May
Master Data		Mark A	E-Dea shared Master Data environment	SSA to configure Master Data environment
Integrations		Steve	E-Dea received agreement document to sign with EXIS; Board approved SOW for Travel Alerts integration SSA approved CarsAPI solution – <i>status turned back to green</i>	SSA to validate SSO workflows E-Dea to determine release of vehicle lookup solution E-Dea to provide HazCheck integration in R1.2 Confirm Data Mart testing & Integrato access Begin Twilio integration & finalize outstanding details

# CHANGING DATA MIGRATION STATUS TO GREEN



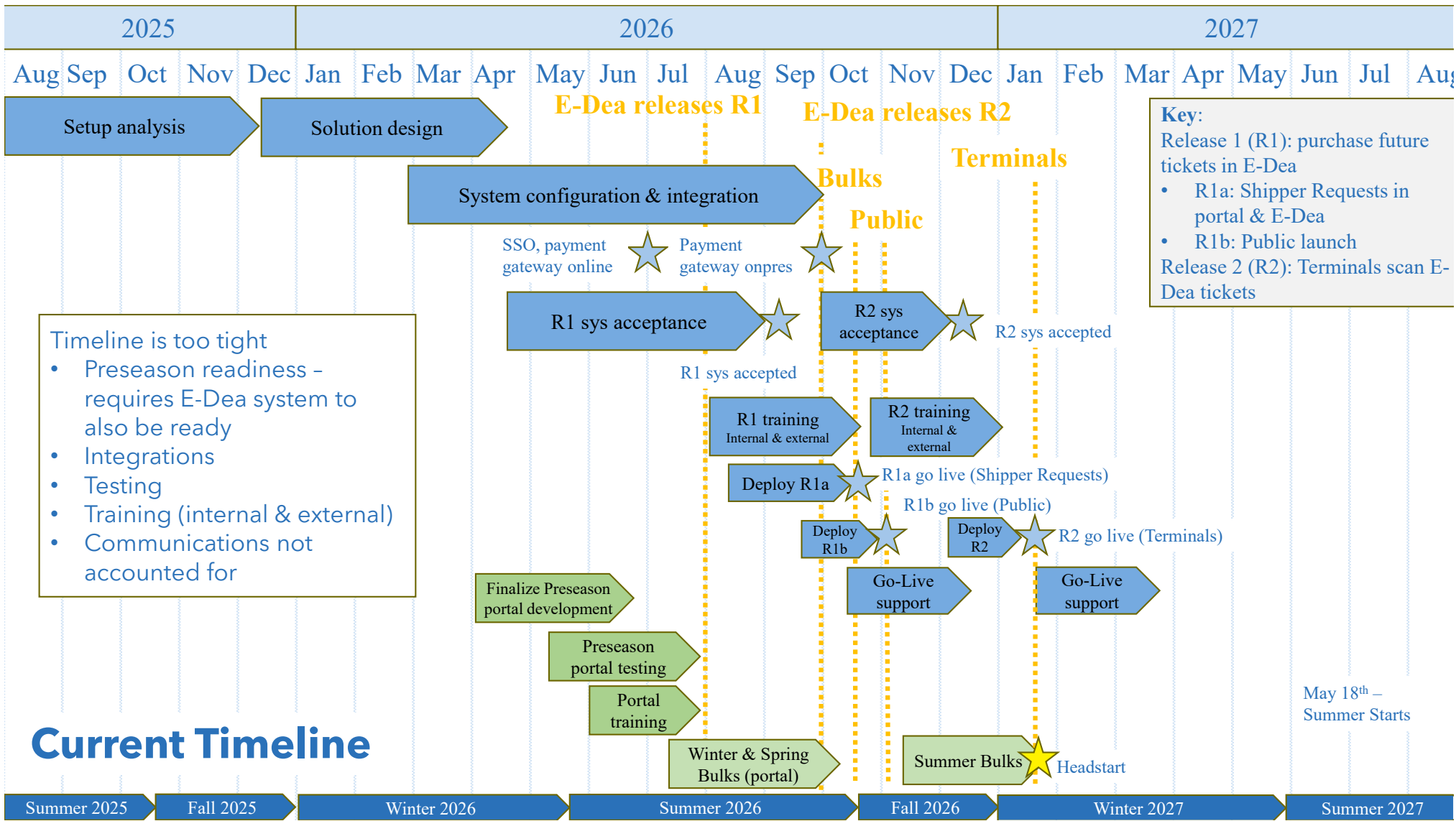
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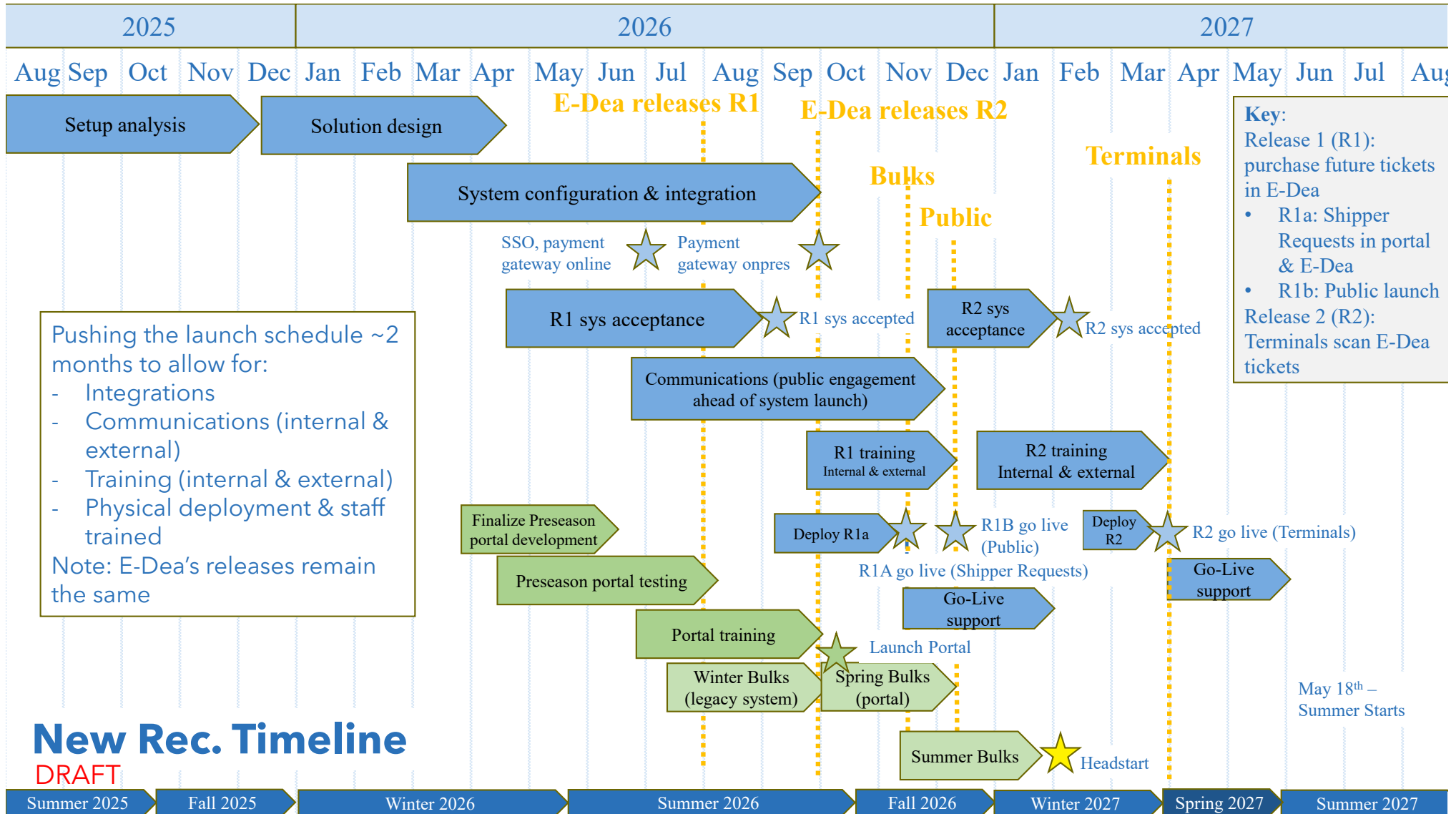
Workstream status was yellow

Project team created data migration plans for each ticket type

Status changed back to green

- Project team had not yet finalized data migration plan
- Project team met internally and with E-Dea and other vendors to solve each data migration case (e.g., existing coupon books)
- Reviewed the project timeline to ensure the team can meet deliverables
- Data migration plan was drafted → back on track





# BENEFITS AND DRAWBACKS OF THE UPDATED PROJECT TIMELINE

## Benefits:

- Add ~2 months to support:
  - Integrations
  - Preseason portal readiness
  - Testing
  - Communications and training (internal & external)
  - Physical deployment
- Slack added to the plan
- Maintains winter system launch



## Drawbacks:

- Overlapping Bulks seasons (Spring & Summer)
- Reduces time for manual data migration
- Runs into end of year holidays
- Vacation schedules



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**PROPOSED POLICY CHANGES**

# CONTENTS

- + **Implementation Timeline**
- + **Highlights of Customer Services That Are Continuing in the New System**
- + **Preferred Spaces**
- + **The Cancellation Policy**
- + **The New Change Policy**
- + **The New No-Show Policy**
- + **The New Coupon Book Subscriptions**
- + **The New Gift Cards**
- + **The New Furlough Fare Policy**
- + **The New Motorcycle Policies**
  
- + **The New Commercial Preseason Booking Process**
- + **The New Commercial No-Show Policy**
- + **The New Change and Cancellation Policy for Commercial Vehicles**
- + **The New Commercial Reservation Transfer Policy**
- + **The New Smoothing Policy (Commercial)**
- + **Updates to Commodities (Commercial)**
- + **The New Steel Tread Vehicle Policy (Commercial)**
- + **Next Steps**
- + **Thank You for Joining Us**



# IMPLEMENTATION TIMELINE



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# HIGHLIGHTS OF CUSTOMER SERVICES CONTINUING IN THE NEW SYSTEM



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**John B.  
Traveler**

**Excursion Program**

**Preferred Program**

**Preferred Spaces (1-, 7-, and 30-day)**

**Drive-On/Drive-Off Services**

**Standby**

**Head Start**

**Nantucket Standby**

**Wait List**

**Blue Line**

**Medical Program**

**Senior Discount Program**

**Active Service Discount Program**

**Student Excursion Program**

**Emergency Support**

# PREFERRED SPACES



# PREFERRED SPACES

+ No changes to preferred spaces will be made in the new reservation system



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**John B.  
Traveler**

## TRAVEL MONTH

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4	5	6	7
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
8	9	10	11	12	13	14
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
15	16	17	18	19	20	21
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
22	23	24	25	26	27	28
SUNDAY	MONDAY	TUESDAY				
29	30	31				



Desired day of travel



30-Day Preferred Space made available for booking (summer schedule only)



7-Day Preferred Space made available for booking



1-Day Preferred Space made available for booking

← Desired day of travel

# THE CANCELLATION POLICY



# THE CANCELLATION POLICY

+ No changes to the cancellation policy will be made in the new reservation system



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John B. Traveler

## TRAVEL MONTH

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	← Booked day of travel			



Booked day of travel



Cancellations 15 or more days from sailing are refunded minus a \$10 service charge.



Cancellations 0-14 days from sailing receive no refund.

# THE NEW CHANGE POLICY



# THE NEW CHANGE POLICY



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- + **1** - The current change policy
- + **2** - The new change policy
- + **3** - What are the benefits and differences?



**At least one  
hour before  
travel**



**First change  
free; future  
changes \$10  
each**



**Same day  
allowed**

# THE NEW CHANGE POLICY



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- + **1** - The current change policy
- + **2** - **The new change policy**
- + **3** - What are the benefits and differences?



**At least one  
hour before  
travel**



**All changes  
\$10 each**



**Same day  
allowed**

# THE NEW CHANGE POLICY

- + **1** - The current change policy
- + **2** - The new change policy
- + **3** - **What are the benefits and differences?**



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## Benefits for the new change policy:

- + Reduces extraneous reservation changes
- + Reduces unused and hard-to-sell deck spaces
- + Fewer empty trips

## Differences:

- + \$10 fee for the first change

# THE NEW NO-SHOW POLICY



# THE NEW NO-SHOW POLICY

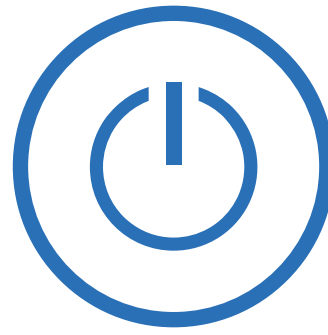
- + 1 - The current no-show policy
- + 2 - The new no-show policy
- + 3 - What are the benefits and differences?



**Reservation automatically goes into pending status**



**With notice, passenger ticket on reservation can be reused**



**Can standby for trips same day with unused reservation**



**With no notice, high-speed ticket can be used later**



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# THE NEW NO-SHOW POLICY

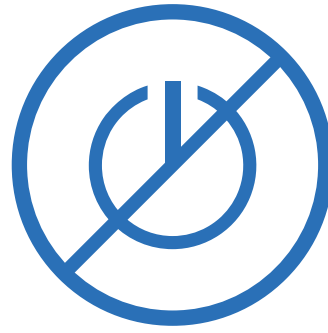
- + 1 - The current no-show policy
- + 2 - **The new no-show policy**
- + 3 - What are the benefits and differences?



**No notice, no refund**



**With notice, passenger ticket on reservation can be reused**



**Ticket cannot be reused for standby**



**With notice, high-speed ticket can be used later**



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# THE NEW NO-SHOW POLICY

- + **1** - The current no-show policy
- + **2** - The new no-show policy
- + **3** - **What are the benefits and differences?**

## Benefits for the new no-show policy:

- + Reduces the unused and hard-to-sell deck space
- + More fair for passengers who tried to book but couldn't

## Differences:

- + Unused reservation cannot be used for standby on the same day
- + Standby travel after a missed reservation will require purchase of a standby ticket



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# THE NEW COUPON BOOK SUBSCRIPTIONS

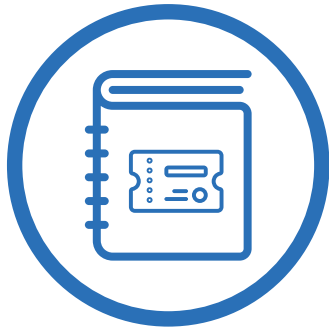


# THE NEW COUPON BOOK SUBSCRIPTIONS

- + **1** - The current coupon books
- + **2** - The new coupon book subscriptions
- + **3** - What are the benefits and differences?



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**Multiple one-way auto tickets bundled**



**Discounted rate**



**Most subject to expiration date**



**Coupon returned to book upon cancellation**

# THE NEW COUPON BOOK SUBSCRIPTIONS

- + 1 - The current coupon books
- + 2 - **The new coupon book subscriptions**
- + 3 - What are the benefits and differences?



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**Multiple one-way auto ticket subscription**



**Discounted rate**



**Most subject to expiration date**



**Ticket credited to subscription on cancellation**

# THE NEW COUPON BOOK SUBSCRIPTIONS

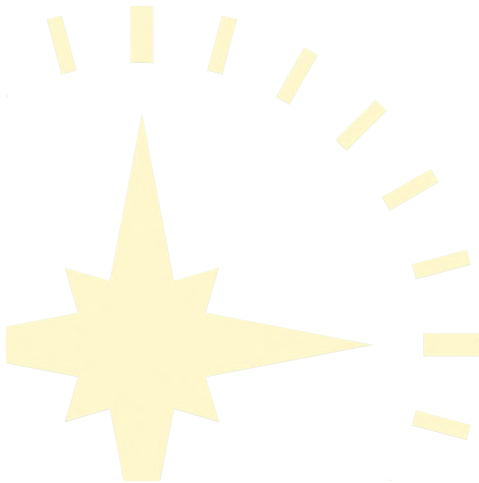
- + 1 - The current coupon books
- + 2 - The new coupon book subscriptions
- + 3 - **What are the benefits and differences?**

## Benefits for new coupon subscriptions:

- + Maintains benefits from the old system

## Differences:

- + Different name



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# THE NEW GIFT CARDS



# THE NEW GIFT CARDS

- + **1** - The current gift cards
- + **2** - The new gift cards
- + **3** - What are the benefits and differences?



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**Any amount  
of money at  
the time of  
purchase**



**Physical  
cards only**



**No digital  
options**



**Carries  
remaining  
balance**

# THE NEW GIFT CARDS

- + 1 - The current gift cards
- + 2 - **The new gift cards**
- + 3 - What are the benefits and differences?



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**Increments  
of \$5, \$10,  
\$25, or \$100**



**Digital cards  
only (can be  
printed at  
home)**



**Digital  
options and  
flexibility**



**Carries  
remaining  
balance**

# THE NEW GIFT CARDS

- + **1** - The current gift cards
- + **2** - The new gift cards
- + **3** - **What are the benefits and differences?**

## Benefits of the new gift cards:

- + No more physical cards to keep track of
- + Can easily send gifts electronically

## Differences:

- + Physical gift cards require home printing



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# THE NEW FURLOUGH FARE POLICY



# THE NEW FURLOUGH FARE POLICY



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## CURRENT POLICY



**Active service card**



**Traveling at their  
own expense**



**In uniform**



**If not in uniform,  
has written orders**

## NEW POLICY



**Active service card**

# THE NEW MOTORCYCLE POLICIES



# THE NEW MOTORCYCLE POLICIES



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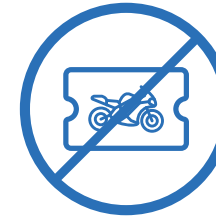
## CURRENT POLICIES



**Multiple types of vehicles qualify**

**Multi-island excursion fare**

## NEW POLICIES



**One type of motorcycle**

**Motorcycles over 4' wide are considered cars**

**No multi-island excursion fare**

# THE NEW COMMERCIAL PRESEASON BOOKING PROCESS



# THE NEW COMMERCIAL PRESEASON BOOKING PROCESS



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- + **1 - The current commercial preseason booking process**
- + **2 - The new commercial preseason booking process**
- + **3 - What are the benefits and differences?**



**First choice:** Desired trip is available and booked



**Second choice:** If desired trip unavailable, shipper requests any trip the same day or nearest available. Nearest trip is booked, and they are wait listed for their first choice/desired trip.



**John B. Shipper**

**DESIRED TRIP**

JULY

**14**  
9:15 a.m.  
HY to NT

**SOLD OUT**

**BOOKED TRIP**

JULY

**17**  
2:45 p.m.  
HY to NT

**TRIP WAIT LISTS**  
RANGE: All trips July 14-17 before 3:00 p.m.

JULY	JULY	JULY	JULY
<b>14</b> 9:15 a.m. HY to NT <b>SOLD OUT</b> (WAITLIST OPTION)	<b>15</b> 9:15 a.m. HY to NT <b>SOLD OUT</b> (WAITLIST OPTION)	<b>16</b> 9:15 a.m. HY to NT <b>SOLD OUT</b> (WAITLIST OPTION)	<b>17</b> 9:15 a.m. HY to NT <b>SOLD OUT</b> (WAITLIST OPTION)
JULY	JULY	JULY	JULY
<b>14</b> 12:00 p.m. HY to NT <b>SOLD OUT</b> (WAITLIST OPTION)	<b>15</b> 12:00 p.m. HY to NT <b>SOLD OUT</b> (WAITLIST OPTION)	<b>16</b> 12:00 p.m. HY to NT <b>SOLD OUT</b> (WAITLIST OPTION)	<b>17</b> 12:00 p.m. HY to NT <b>SOLD OUT</b> (WAITLIST OPTION)
JULY	JULY	JULY	JULY
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# THE NEW COMMERCIAL PRESEASON BOOKING PROCESS



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- + 1 - The current commercial preseason booking process
- + 2 - **The new commercial preseason booking process**
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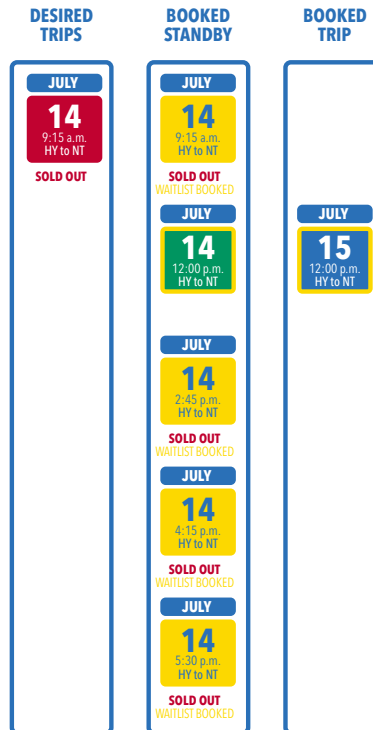
**First choice:** Desired trip is available and booked



**Second choice:** If desired trip unavailable, shipper gets a standby ticket the same day as first choice or nearest available and wait listed for their desired trip. Then, they are also booked on the nearest available trip.



John B. Shipper



# THE NEW COMMERCIAL PRESEASON BOOKING PROCESS



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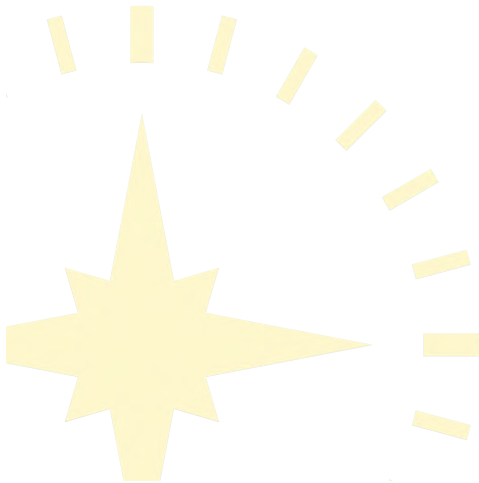
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- + **3** - **What are the benefits and differences?**

## Benefits for new preseason booking process:

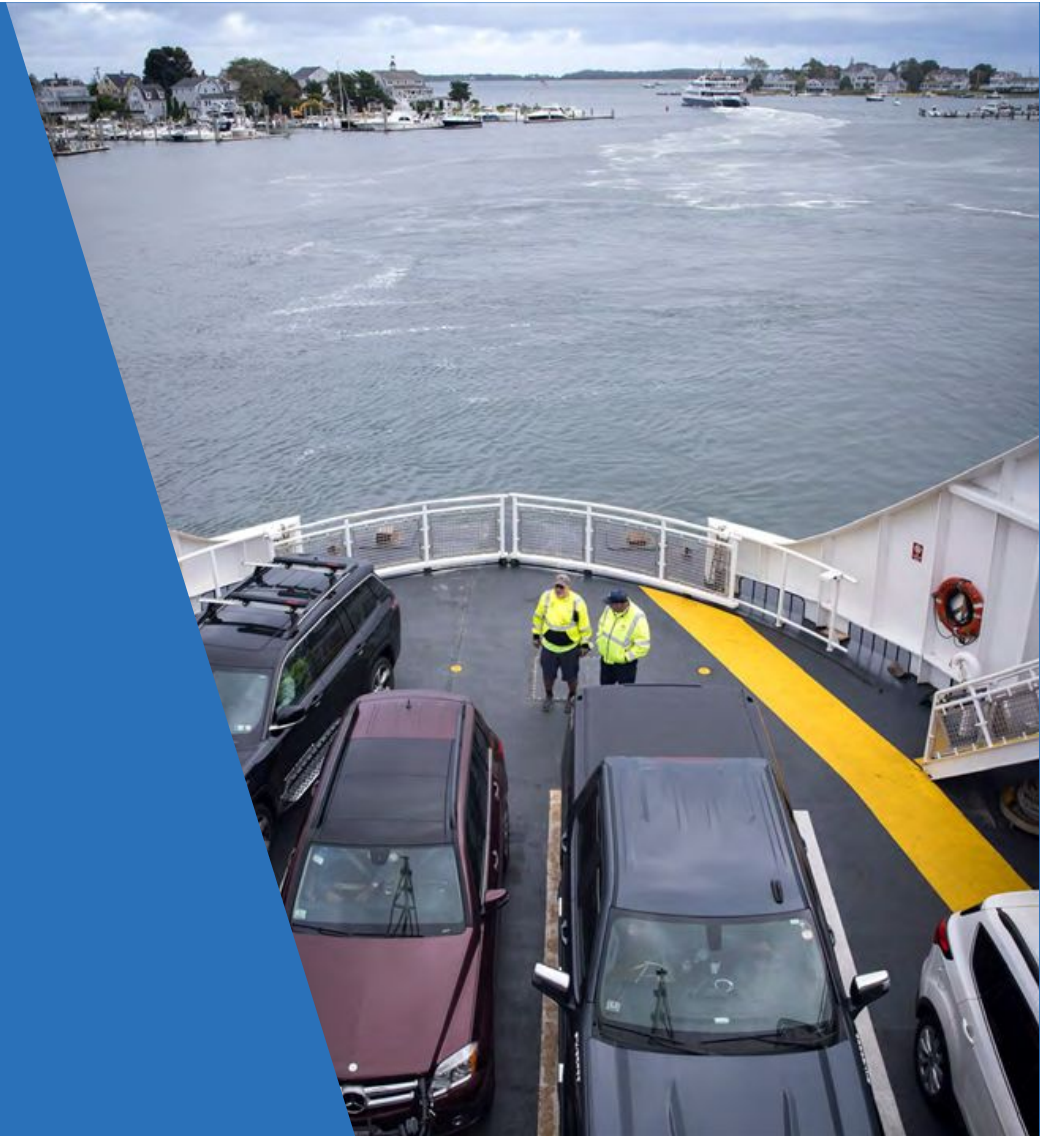
- + Clearer preseason process for shippers
- + Less churn in the reservation system

## Differences:

- + Different name
- + Standby wait list is limited to five positions
- + Different process for submitting



# THE NEW COMMERCIAL NO-SHOW POLICY



# THE NEW COMMERCIAL NO-SHOW POLICY



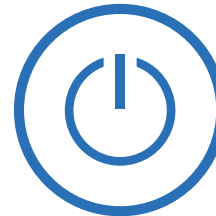
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## CURRENT POLICY:



**No notification, no refund**

(terminal manager may waive in extenuating circumstances)



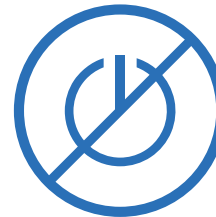
**With no notice, can standby for trips the same day**

## NEW POLICY:



**No notification, or arrival after gate closing, no refund**

(terminal manager may waive in extenuating circumstances)



**With no notice, cannot be reused for same day or future standby**

# THE NEW COMMERCIAL NO-SHOW POLICY

- + What are the benefits and differences?

## Benefits for the new no-show policy:

- + Customers encouraged to give notice if they can't make their trip
- + Customers encouraged to change their trip if they can't make it
- + Better deck space utilization and fewer empty spaces on trips

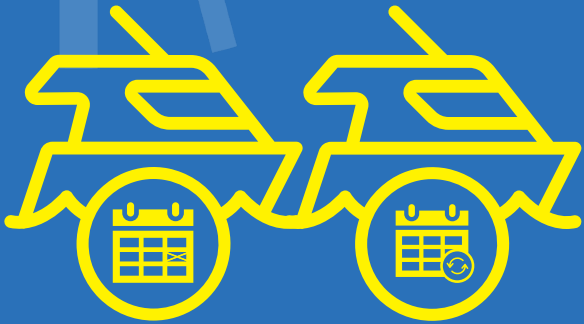
## Differences:

- + Less trip flexibility
- + Change management: gate closure is now the departure time and no-show deadline



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# THE NEW COMMERCIAL CANCELLATION AND CHANGE POLICIES



## THE NEW COMMERCIAL CANCELLATION AND CHANGE POLICY

- + **1** - The current commercial cancellation and change policies
- + **2** - The new commercial cancellation and change policies
- + **3** - What are the benefits and differences?



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**John B.  
Shipper**

**All vehicles 20' and over must cancel, change, or pend by 9 a.m. the calendar day prior to the scheduled reservation time to avoid a fee**

**All changes must be made at least one hour prior to scheduled reservation time.**

**The first change is free of charge.**

**Email with time stamp accepted for canceling trips.**

**Can alter reservations online or by phone when the office is open.**

## THE NEW COMMERCIAL CANCELLATION AND CHANGE POLICY

- + **1** - The current commercial cancellation and change policies
- + **2** - **The new commercial cancellation and change policies**
- + **3** - What are the benefits and differences?



**John B. Shipper**

**No pending of reservations**

**Cancel less than 24 hours before departure: No refund**

**Cancel 24 hours or more before departure: Full refund**  
(Cancellations will count towards next season's bulks)

**Change less than 24 hours before departure: 10% fee**

**Change 24 hours or more before departure: \$10 fee**

**Can alter reservations online or by phone when the office is open.**

**Email with time stamp no longer accepted for canceling trips.**

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## THE NEW COMMERCIAL CANCELLATION AND CHANGE POLICY

- + **1** - The current cancellation and change policies
- + **2** - The new cancellation and change policies
- + **3** - **What are the benefits and differences?**



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### Benefits for the new no-show policy:

- + Customers encouraged to give notice if they can't make their trip
- + Customers encouraged to change their trip if they can't make it
- + Better deck space utilization and fewer empty spaces on trips

### Differences:

- + Less trip flexibility
- + Change management: gate closure is now the departure time and no-show deadline

# THE NEW COMMERCIAL RESERVATION TRANSFER POLICY



# THE NEW COMMERCIAL RESERVATION TRANSFER POLICY



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- + **1 - The current commercial reservation transfer policy**
- + **2 - The new commercial reservation transfer policy**
- + **3 - What are the benefits and differences?**



**John B.  
Shipper**

Bulk freight reservations are generally non-transferable.

Reservations are transferable only between companies on **a pre-approved shippers list.**

The recipient must be carrying similar commodities, unless no vehicles are on wait list, standby, or Blue Line for that trip.

For transfers after noon the day before departure, the "no wait list" condition is based on the wait list status when the SSA stopped processing wait list requests for that trip.

The original shipper remains financially responsible for the use the reservation, including any discrepancies.

# THE NEW COMMERCIAL RESERVATION TRANSFER POLICY



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- + 1 - The current commercial reservation transfer policy
- + 2 - **The new commercial reservation transfer policy**
- + 3 - What are the benefits and differences?



**John B.  
Shipper**

Bulk freight reservations are non-transferable, with one exception.

Reservations are transferable only between companies on a **pre-approved hazardous goods billing transfer list**

The recipient must be carrying similar commodities, unless no vehicles are on wait list, standby, or blueline for that trip.

The original shipper remains financially responsible for the use the reservation, including any discrepancies.

# THE NEW COMMERCIAL RESERVATION TRANSFER POLICY



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- + **1** - The current commercial reservation transfer policy
- + **2** - The new commercial reservation transfer policy
- + **3** - **What are the benefits and differences?**

## Benefits for the new transfer policy:

- + Formalizes the transfer process for transfers
- + Better organization and planning
- + More fair for all shippers and passengers
- + More efficient use of deck space

## Differences:

- + Transfers for approved hazardous shippers only
- + Stricter enforcement
- + Subject to the change policy

# THE NEW BULK RESERVATION SMOOTHING POLICY



# THE NEW COMMERCIAL SMOOTHING POLICY

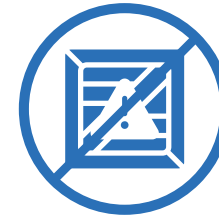


**TRUE NORTH**  
STRATEGY + TECHNOLOGY INITIATIVE

## CURRENT POLICY:



May request **110%** of used reservations from the same schedule of the prior year



All commodities, except hazardous are smoothed

## NEW POLICY:



May request **100%** of used reservations from the same schedule of the prior year



All commodities are smoothed, including hazardous



Hazardous get the highest of their previous three bulks from the same season

# UPDATES TO COMMERCIAL COMMODITIES



## UPDATES TO COMMERCIAL COMMODITIES

- + **1** - The current commodities
- + **2** - The new commodities
- + **3** - What are the benefits and differences?



**TRUE NORTH**  
STRATEGY + TECHNOLOGY INITIATIVE

#	Commodity
1	U.S. Mail
2	Hazardous Materials
3	Hazardous Materials (infrequent shippers)
4	Trash / Septage / Odious
5	Multistop Food to Nantucket / 6+ stops (frequent) - 3 or more days per week
6	Multistop Food to Nantucket / 6+ stops (infrequent) - 1-2 days per week
7	Food to MV & NT (frequent) - 3+ days per week
8	Food to MV & NT (infrequent) - 1-2 days per week
9	Common Carriers
10	General Shippers (frequent)
11	General Shippers (infrequent)
12	Late Submissions

## UPDATES TO COMMERCIAL COMMODITIES

- + **1** - The current commodities
- + **2** - **The new commodities**
- + **3** - What are the benefits and differences?



**TRUE NORTH**  
STRATEGY + TECHNOLOGY INITIATIVE

#	Commodity
1	U.S. Mail
2	Hazardous Materials
3	Trash / Septage / Odious / <b>Hay</b>
4	<b>Medical Priority</b>
5	Multistop Food to Nantucket / 6+ stops (frequent) - 3 or more days per week
6	Multistop Food to Nantucket / 6+ stops (infrequent) - 1-2 days per week
7	Food to MV & NT (frequent) - 3+ days per week
8	Food to MV & NT (infrequent) - 1-2 days per week
9	Common Carriers
10	General Shippers (frequent)
11	General Shippers (infrequent)
12	Late Submissions
13	<b>Buses/Coaches</b>

## UPDATES TO COMMERCIAL COMMODITIES

- + **1** - The current commodities
- + **2** - The new commodities
- + **3** - **What are the benefits and differences?**



TRUE NORTH  
STRATEGY + TECHNOLOGY INITIATIVE

### Benefits of the updates:

- + Priority for essential medical goods
- + Simplified bulk process
  - + Tour buses now included in bulks
  - + One hazardous commodity
  - + Hay included in trash commodity instead of booking as an exception

### Differences:

- + Possible commodity change for shippers
- + Minor changes to prioritization
- + Medical has their own commodity, increasing chances for bookings

# UPDATES TO THE STEEL TREAD VEHICLE POLICY (COMMERCIAL)



# UPDATES TO THE STEEL TREAD VEHICLE POLICY



**TRUE NORTH**  
STRATEGY + TECHNOLOGY INITIATIVE

## CURRENT POLICY:



**No steel treaded vehicle requirement**



**Case-by-case depending on the terminal**

---

## NEW POLICY:



**All steel treaded vehicles must be on a trailer**



**Direct loading of steel treaded vehicles onto the vessel deck is strictly prohibited**

# NEXT STEPS

## STEPS

- + Share feedback from public sessions with the Board
- + Assess possible strategic implementations
- + Amend draft policies where appropriate
- + Board reviews draft policy changes and asks for further updates or approves
- + Development team continues system configurations

## RESOURCES AND FEEDBACK

- + [www.steamshipauthority.com/TrueNorth](http://www.steamshipauthority.com/TrueNorth)
- + [truenorth@steamshipauthority.com](mailto:truenorth@steamshipauthority.com)





# RES SYSTEM PRELIMINARY BUDGET

## RESERVATION SYSTEM STATUS



**TRUE NORTH**  
STRATEGY + TECHNOLOGY INITIATIVE

Category		Budget	Spent	% Spent	Ordered	Contract	Status	Owner
<b>E-DEA Reservation System</b>					Yes	16-2024	In Progress	Amundsen
Implementation	OP	2,478,463	1,063,291	43%	Yes		In Progress	Amundsen
Change Orders	OP							
Contingencies (10%)	OP	247,846	35,395	14%			In Progress	Amundsen
Annual Licenses and Hosting (2026-2030)	OP	3,301,023	109,000	3%	Yes		In Progress	Colman
<b>Total</b>		<b>6,027,332</b>	<b>1,207,686</b>	<b>20%</b>				
OP = Operating Cost CAP = Capital Cost								

# RES SYSTEM PRELIMINARY BUDGET

## SYSTEM INTEGRATIONS



**TRUE NORTH**  
STRATEGY + TECHNOLOGY INITIATIVE

Category		Budget	Change Orders	Spent	% Spent	Contract	Status	Owner
<b>SYSTEM INTEGRATIONS</b>								
<i>Bulk Shipper's Portal*</i>	CAP	733,000		660,555	90%	MIS2024-11	In Progress	Colman
<i>Data Migration*</i>	OP	33,000		0	0%	Internal	Discovery	Colman
Travel Alerts & Notifications	CAP	124,000		62,008	50%	MIS2026-6	In Progress	Colman
Accounting System	OP	90,000		20,000	22%	SOW	In Progress	Rozum
<i>Website Integration*</i>	CAP	120,000		63,570	53%	MIS2026-8	In Progress	Colman
<i>Standby Integration*</i>	CAP	0		0	0%	TBD	Discovery	Colman
IT Staff Support & Augmentation	CAP & OP	275,000		3,781	1%	MIS2026-5	In Progress	Colman
<b>SYSTEM INTEGRATIONS TOTAL</b>		1,375,000		809,914	59%			

# RES SYSTEM PRELIMINARY BUDGET

## THIRD PARTY SOFTWARE & PROJECT



**TRUE NORTH**  
STRATEGY + TECHNOLOGY INITIATIVE

Category		Term	Length	Year 1 Budget	5 Year Estimate	Status	Owner
<b>THIRD PARTY SOFTWARE/Yearly</b>							
<i>Vehicle Database Subscription</i>	OP	Annual	2026-2030	1,000	6,000	Active	Colman
<i>Hazardous Material Subscription</i>	OP	Annual	2026-2030	21,000	116,000	Discovery	Colman
Reservation texts and emails	OP	Annual	2026-2030	7,000	39,000	Pending	Colman
<b>Annual Subscriptions</b>				29,000	161,000		

# RES SYSTEM PRELIMINARY BUDGET

## THIRD PARTY SOFTWARE & PROJECT



**TRUE NORTH**  
STRATEGY + TECHNOLOGY INITIATIVE

Category		Budget	Change Orders	Spent	% Spent	Contract	Status	Owner
<b>PROJECT MANAGEMENT &amp; Training</b>								
IT Project Management & Support	CAP	208,000		0	0%	MIS202 6-4	Active	Colman
EDEA System Project Management	OP	400,000		120,000	30%	A-716	Active	Amundsen
Change Management & Support* (estimate)	OP	622,000		262,000	42%	07-2023	Active	Amundsen
Training* (estimate)	OP	100,000		0	0%		Discovery	Amundsen
<b>TOTAL</b>		1,330,000		382,000	29%			

# RES SYSTEM PRELIMINARY BUDGET

## THIRD PARTY SOFTWARE & PROJECT



**TRUE NORTH**  
STRATEGY + TECHNOLOGY INITIATIVE

Category		Budget	Change Orders	Spent	% Spent	Contract	Status	Owner
<b>HARDWARE</b>								
Scanners (Hand-Held & Fixed)	CAP	355,000		111,250	31%	MIS 2025-8	In Progress	Colman
Network Equipment	OP	460,000		0	0%	MIS2025-8	In Progress	Colman
Computers	OP	200,000		191,521	96%	MIS2026-7	Received	Colman
<b>HARDWARE TOTAL</b>	OP	1,015,000		302,771	30%			

# RES SYSTEM PRELIMINARY BUDGET



**TRUE NORTH**  
STRATEGY + TECHNOLOGY INITIATIVE

Category	Budget	Year 1	Year 2	Year 3	Year 4	Year 5
<b>Project Breakdown</b>						
Operating Expenses	7,433,332					
Capital Expenses	2,475,000					
<b>One Time Costs</b>						
E-DEA Implementation Costs	2,726,309	2,726,309				
System Integration Costs	1,375,000	1,375,000				
Hardware Costs	1,015,000	1,015,000				
Project Management Costs	1,330,000	1,330,000				
<b>Total One Time Costs</b>	<b>6,446,309</b>	<b>6,446,309</b>				
<b>Annual Costs</b>						
E-DEA Annual License/Support/Hosting	3,301,023	1,075,000	950,000	521,500	544,075	592,668
Third Party Software	161,000	29,000	30,500	32,000	33,500	36,000
<b>Total Annual Costs</b>	<b>3,462,023</b>	<b>1,104,000</b>	<b>552,000</b>	<b>576,075</b>	<b>601,280</b>	<b>628,668</b>

# RES SYSTEM PRELIMINARY BUDGET

## ANNUAL EXPENDITURES



**TRUE NORTH**  
STRATEGY + TECHNOLOGY INITIATIVE

Category	2025	2026	2027	2028	2029	2030
<b>Annual Spend Forecast</b>						
EDEA Implementation Costs	381,015	2,245,294	100,000	0	0	0
EDEA License & Support	101,000	950,000	521,500	544,075	567,780	592,668
System Integrations	668,934	706,066	0	0	0	0
Third Party Software	0	29,000	30,500	32,000	33,500	35,500
Project Management & Training	382,000	923,000	25,000	0	0	0
Hardware	0	1,015,000	0	0	0	0
<b>Total Annual Spend</b>	<b>1,532,949</b>	<b>5,892,360</b>	<b>677,000</b>	<b>576,075</b>	<b>601,280</b>	<b>628,668</b>

# RES SYSTEM PRELIMINARY BUDGET

## ANNUAL EXPENSE RECOGNITION FORECAST



**TRUE NORTH**  
STRATEGY + TECHNOLOGY INITIATIVE

Category	2025	2026	2027	2028	2029	2030
<b>Annual Cost Forecast</b>						
EDEA Implementation Costs		109,053	654,314	654,314	654,314	654,314
EDEA License & Support		1,075,000	521,500	544,075	567,780	592,668
System Integrations		55,000	330,000	330,000	330,000	330,000
Third Party Software		29,000	30,500	32,000	33,500	36,000
Project Management	307,000	414,320	170,920	145,920	145,920	145,920
Hardware		40,600	243,600	243,600	243,600	243,600
<b>Total Annual Expense</b>	<b>307,000</b>	<b>1,722,973</b>	<b>1,950,834</b>	<b>1,949,909</b>	<b>1,975,114</b>	<b>2,002,502</b>

# Item No. 7

Review of Project  
Management Office  
(PMO) change order  
for Gibbous LLC

To follow