



Woods Hole, Martha’s Vineyard and Nantucket Steamship Authority

Revised May 26, 2026 8:00 AM
Posted May 21, 2026 9:15 AM

STEAMSHIP AUTHORITY IT EXECUTIVE STEERING COMMITTEE

Tuesday, May 26, 2026 – 10:00 AM

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 28, 2026, meeting minutes**
- ~~**Item No. 3. IT access controls audit finding**~~
- Item No. 4. True North project update**
- Item No. 5. True North budget/procurement update**
- Item No. 6. Public engagement update**
- Item No. 7. Public comment**

MEETING IN EXECUTIVE SESSION TO FOLLOW (See Next Page)

**STEAMSHIP AUTHORITY
IT EXECUTIVE STEERING COMMITTEE**

Tuesday, May 26, 2026 – 10:00 AM

VIRTUAL MEETING ONLY

EXECUTIVE SESSION MEETING AGENDA

Item No. 1. IT access controls audit finding



TRUE NORTH STATUS SUMMARY 5-26-2026

Recent Progress:

- E-Dea onsite for week of May 11
- Testing second release
- Shared procurement plan with Board & Port Council
- Board approved project timeline
- Master Data finalized

Upcoming Key Activities:

- Finalize outstanding SOWs & contracts
- E-Dea onsite for a week (or two) in June
- Beta group kickoff May 28
- Policy phase III (summer or fall)

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:

- 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	Green	Mark A	E-Dea presented R1 delivery plan & are refining System configuration & testing underway Board approves new timeline – <i>status turned back to green</i>	Finish solution design; Determine necessary resources to meet plan deadlines
Data Migration	Green	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	Green	Alison	Refining R1/R2 and 30/60/90-day plans	Revisit following configuration discussions
Master Data	Green	Mark A	E-Dea shared Master Data environment SSA configured Master Data environment by 5/20 – <i>status turned back to green</i>	E-Dea validating Master Data by 5/29
Testing	Yellow		Started testing second release	Share results of testing the second release Identifying additional resources
Operations Redesign	Yellow	Mark A	Board approved Policy Phase II	Continue Nantucket standby & Blue Line redesign Policy Phase III to be drafted and shared with Board
Policies	Green	Mark A	Board approved Policy Phase II	Policy Phase III to be drafted and shared with Board
Procurement	Green	Mark R	Shared procurement plan with IT Steering in April meeting	Board to review procurement plan/budget
Website	Green	Mark A, Steve	Intrasystems started work on new website Defined work needed for new website	Website development & content update Finalize cutover/launch plan
Preseason Portal	Yellow	Mark A, Steve	Dedicated session on refresh process of environments & portal, Board approved SOW for completion	Define launch plan; Define resources for Trucks
Payment Gateway	Yellow	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	Approve solution in Confluence (IT)
Business Central	Yellow	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 Need report examples with basic transaction data
Internal Infrastructure (Network, Software, & Hardware)	Green	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	Yellow	Mark A	Electrical work review (boxes, poles, etc.); locations meeting 3/2 & 3/9 Woods Hole terminal plans	Bid out in July, bring to the Board in August GGD completing bid documents: WH done, other terminals (push from May – Wi-Fi will be in September forward) Electrical component start date? (Mark A); Steve to share a plan
Customer Comm & Training	Red	Mark A, Sean	Reviewed comms and training needs	Defining communication software/service needs Need to select a trainer (Ops) – get BC Ferries training docs (Mark A)
Change Management	Green	Mark A	Board approved Policy Phase II	Kick off beta group (May 28)
Integrations	Green	Steve	E-Dea received agreement document to sign with EXIS; Board approved SOW for Travel Alerts integration SSA approved CarsAPI solution	SSA to validate SSO workflows E-Dea to determine release of vehicle lookup solution E-Dea to provide HazCheck integration in R1.2 Data Mart testing Begin Twilio integration & finalize outstanding details

BETA GROUP PURPOSE & FOCUS



TRUE NORTH
STRATEGY + TECHNOLOGY INITIATIVE

Support the successful implementation of the new reservation system through operational insight, user feedback, and testing support

Focus areas:

- Customer experience validation
- Operational workflow testing
- Feedback on system usability and readiness
- Support for phased go-live activities

BETA GROUP OBJECTIVES



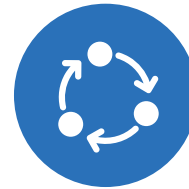
System configuration

- Provide feedback on E-Dea configuration and development decisions



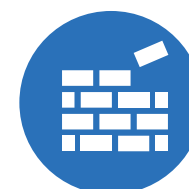
Customer experience

- Review and test the end-to-end booking and website experience
- Identify usability improvements and customer pain points



Operations & policy

- Validate operational workflows
- Help guide policy and process changes impacting travel and terminal operations



Risk & readiness

- Identify operational risks and customer communication needs prior to launch
- Support phased go-live readiness activities

BETA GROUP MEMBERS AND MEETINGS



Participants:

- Islander community representatives
- Island business users (separate from Shippers)

Meeting cadence:

- Monthly
- 5:00 PM - 6:00 PM ET
- Virtual sessions
- Active throughout testing until live at the terminals

*Please note that the group will be stronger and more effective if we have regular participation

BETA GROUP KICKOFF MEETING AGENDA



TRUE NORTH
STRATEGY + TECHNOLOGY INITIATIVE

- Project overview and status update
- Review of work completed to date
- Review and discussion of the proposed launch and rollout plan
- Demonstration and walkthrough of the test B2C application
- Discussion and confirmation of group purpose, responsibilities, and engagement approach
- Preferred & excursion programs in E-Dea
- Open feedback and questions from group members

Res System Preliminary Budget

Reservation System Status



TRUE NORTH
STRATEGY + TECHNOLOGY INITIATIVE

Category		Budget	Spent	% Spent	Ordered	Contract	Status	Owner
E-DEA Reservation System					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	47,230	19%			In Progress	Amundsen
Annual Licenses and Hosting	OP	3,301,023	109,000	3%	Yes		In Progress	Colman
(2026-2030)								
Total		6,027,332	1,219,521	20%				
OP = Operating Cost CAP = Capital Cost								

Res System Preliminary Budget

System Integrations



Category		Budget	Change Orders	Spent	% Spent	Contract	Status	Owner
SYSTEM INTEGRATIONS								
<i>Bulk Shipper's Portal #</i>	CAP	792,555		660,555	83%	MIS2024-11 MIS2026-9	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		14,713	5%	MIS2026-5	In Progress	Colman
<i># Original estimate was 732,000</i>								
SYSTEM INTEGRATIONS TOTAL		1,434,555		820,845	57%			

Res System Preliminary Budget

Third Party Software & Project Management



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

Res System Preliminary Budget

Third Party Software & Project Management



Category		Budget	Change Orders	Spent	% Spent	Contract	Status	Owner
PROJECT MANAGEMENT & Training								
IT Project Management & Support	CAP	208,000		0	0%	MIS2026-4	Active	Colman
EDEA System Project Management	OP	400,000		168,000	42%	A-716	Active	Amundsen
Change Management & Support* (estimate)	OP	622,000		352,000	57%	07-2023	Active	Amundsen
Training* (estimate)	OP	100,000		0	0%		Discovery	Amundsen
TOTAL		1,330,000		520,000	39%			

Res System Preliminary Budget

Third Party Software & Project Management



Category		Budget	Change Orders	Spent	% Spent	Contract	Status	Owner
HARDWARE								
Scanners (Hand-Held & Fixed)	CAP	355,000		111,250	31%	MIS 2025-8	In Progress	Colman
Network Equipment #	OP	650,000		81,389	13%	MIS2025-8	In Progress	Colman
Computers	OP	200,000		191,521	96%	MIS2026-7	Received	Colman
HARDWARE TOTAL	OP	1,205,000		384,160	32%			
# Original estimate was 460,000								

Res System Preliminary Budget



TRUE NORTH
STRATEGY + TECHNOLOGY INITIATIVE

Category	Budget	Year 1	Year 2	Year 3	Year 4	Year 5
Project Breakdown						
Operating Expenses	7,433,332					
Capital Expenses	2,724,555					
One Time Costs						
E-DEA Implementation Costs	2,726,309	2,726,309				
System Integration Costs	1,434,555	1,434,555				
Hardware Costs	1,205,000	1,205,000				
Project Management Costs	1,330,000	1,330,000				
Total One Time Costs	6,695,864	6,695,864				
Annual Costs						
E-DEA Annual License/Support/Hosting	3,301,023	1,075,000	521,500	544,075	567,779	592,669
Third Party Software	161,000	29,000	30,500	32,000	33,500	36,000
Total Annual Costs	3,462,023	1,104,000	552,000	576,075	601,280	628,668

Res System Preliminary Budget

Annual Expenditures



TRUE NORTH
STRATEGY + TECHNOLOGY INITIATIVE

Category	2025	2026	2027	2028	2029	2030
Annual Spend Forecast						
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	765,621	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	1,205,000	0	0	0	0
Total Annual Spend	1,532,949	6,321,309	677,000	576,075	601,280	628,668

Res System Preliminary Budget Annual Expense Recognition Forecast



TRUE NORTH
STRATEGY + TECHNOLOGY INITIATIVE

Category	2025	2026	2027	2028	2029	2030
Annual Cost Forecast						
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		45,000	269,000	269,000	269,000	269,000
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		40,200	241,000	241,000	241,000	241,000
Total Annual Expense	307,000	1,712,573	1,887,234	1,886,309	1,911,514	1,938,902

Item No. 6

Public Engagement Update

To be discussed